

CONTACT THEBUS

Website: www.thebus.org

Call (808) 848-5555 and select from the following options:

Telephone Honolulu Estimated Arrival System (HEA) – Press 1
Enter your bus stop number when prompted

Transit Information – Press 2
Available daily, 5:30 a.m. – 10:00 p.m.
Routes, schedules and trip planning

Customer Service – Press 3
Monday – Friday, 7:30 a.m. – 4:00 p.m., Closed on City Holidays
Address: Oahu Transit Services, Inc.
811 Middle Street
Honolulu, Hawaii 96819-2343
Attention: Customer Service

Transit Pass Office – Press 4
Location: Kalihi Transit Center; corner of Middle St.
and Kamehameha Hwy.
Monday – Friday, 7:30 a.m. – 4:00 p.m.
Closed on City Holidays
Lost & Found, Youth, Senior, Disability and Medicare HOLO
Card processing

Bus Routes to Kalihi Transit Center:
A, 1, 1L, 2, 2L, 32, 43, 61, 301, 302, 303, W3
**Bus Routes on Kamehameha Hwy. fronting
Kalihi Transit Center:**
C, 9, 40, 42, 51, 52

For other assistance, please contact:

City and County of Honolulu
Department of Transportation Services
711 Kapiolani Blvd., 12th Floor
Honolulu, Hawaii 96813

Revised 5/20/2022

TheBus
City and County of Honolulu



NEW FARE INFORMATION

Effective July 1, 2022



FARE CHANGES JULY 1, 2022

FARE CATEGORY	Cash Fare	HOLO CARD			
		Card Fee	HOLO includes 2.5 hours free transfers	Day Cap	Month Cap
Adult	\$ 3.00	\$ 2.00	\$ 3.00	\$ 7.50	\$ 80.00
Youth 6-17 years, Youth HOLO Card required	\$ 1.50	\$ 2.00	\$ 1.50	\$ 3.75	\$ 40.00

Adult

- Available at: Times, Foodland, ABC Stores, 7-Eleven, Transit Pass Office and Satellite City Halls
- For more information, go to www.holocard.net or call (808) 768-4656.

Youth

- 6-17 years of age, Youth application and proof of age required
- Available at: Transit Pass Office and Satellite City Halls

FARE CATEGORY	Cash Fare	HOLO CARD				
		Card Fee	HOLO includes 2.5 hours free transfers	Day Cap	Month Cap	Annual
Senior 65+ years, Senior HOLO Card required	\$ 1.25	\$ 2.00 Replacement	\$ 1.25	\$ 3.00	\$ 20.00	\$ 45.00
Disability Disability HOLO Card required	\$ 1.25	\$ 2.00 Replacement	\$ 1.25	\$ 3.00	\$ 20.00	\$ 45.00
U.S. Medicare Valid U.S. Medicare Card required	\$ 1.25	\$ 2.00	\$ 1.25	\$ 3.00	\$ 20.00	\$ 45.00
TheHandi-Van Card with Bus Pass	\$ 1.00	Free	\$ 1.00	\$ 2.00	\$ 6.00	\$ 35.00
One (1) Child 5 years and under	FREE	One (1) Child accompanying a fare-paying passenger and not occupying a seat				

For Youth, Senior, Disability, or Medicare HOLO Card Information, go to www.thebus.org or call (808) 848-5555, press 3.

For assistance with your HOLO account, go to www.holocard.net or call (808) 768-4656.

Senior

- 65+ years of age
- Senior application and proof of age required
- Available at the Transit Pass Office and Satellite City Halls

Disability

- Medical certification required
- Valid government issued photo ID required
- Available at the Transit Pass Office

U.S. Medicare Card

- Valid government issued photo ID required
- Available at the Transit Pass Office

TheHandi-Van – Bus Fare

- TheHandi-Van Card/HOLO Card required



Where do I get a HOLO Card?

Adult HOLO cards are available at retail locations around Oahu. Go to www.holocard.net or call (808) 768-4656 for a location near you.

How do I get a reduced fare HOLO Card?

For more information about Youth, Senior, Disability, Medicare, or TheHandi-Van (Bus Fare) Holo Cards, go to www.thebus.org, or call (808) 848-5555, Press 3.

What is fare capping?

Every time you pay with your HOLO Card, the amount is totaled for the day, month and year. When you have met the required amount for the timeframe, the rest of your rides are free.

- Day cap: 3:00 a.m. - 2:59 a.m. the following day
- Month cap: Calendar month
- Annual cap: January 1 - December 31

For more information about HOLO Card:

- www.holocard.net
- Call (808) 768-4656, Monday - Friday, 7:30 a.m. - 4:00 p.m. Closed on City Holidays