

Rules of the Road

Rules ensure safety and comfort for all passengers and the bus operator. Please observe the following rules when riding Hele-On buses or using County of Hawai‘i transit facilities (bus stops, transit centers and administrative offices). This is for your safety and in consideration of others.

- Chapter 328 of Title 19 of the Hawai‘i Revised Statute prohibits smoking in all enclosed or partially enclosed areas, including buildings and vehicles owned, leased, or operated by the State or any county.
- No eating or drinking on transit buses.
- No joyriding. All passengers must have a destination. At the end of the line, passengers may be requested to disembark the bus and wait for the next bus unless riding through the end of the line loop to a destination not served the previous direction.
- Unsealed or consumption of alcoholic beverages are not permitted on public transit vehicles under Federal law.
- Intoxicated passengers on liquor and/or drugs shall be refused service.
- No standing in front of the white or yellow "standee" line, in doorways or stepwells while the bus is in motion.
- No unnecessary conversation or interference with bus operator for safety reasons.
- No fighting, using vulgar or offensive language, pushing, shouting or participating in rough behavior on the bus or at transit facilities.
- All electronic devices in use require the use of headphones. Amplified music is not allowed on buses or at transit facilities. Cellular telephones should not be used.
- No flammable, hazardous materials, explosive, sharp or toxic materials or weapons of kind (unless legally allowed under a concealed weapons permit or a law enforcement officer) shall be allowed on board the bus (except oxygen).
- No large objects that cannot be placed under seat or out of the aisle way is allowed on board the bus. Bicycles are allowed inside buses at the discretion of the bus operator and as space permits.
- Passengers must have a destination when riding Hele-On buses. Each one way trip will require payment of an additional fare.
- No boarding buses with weed eaters, flat screen televisions, batteries, surfboards, boogie boards, body boards, fishing poles, rods and spears or canoe oars/paddles.
- No spitting, defecating, urinating or expectorating on the bus.
- All animals brought on board must be in an approved pet carrier, except properly documented service animals, which are trained to assist individuals with a disability as defined by the Americans with Disabilities Act (ADA). No animals that are uncaged or unmuzzled shall be allowed to ride the bus.
- No signs or advertisements may be placed on board vehicles or facilities controlled or owned by the County of Hawai‘i. If you are interested in advertising, please [contact us](#) for more details.
- No vandalism, defacing, destroying, damaging or placing graffiti on buses or at transit facilities.
- No illegal activity of any kind shall be tolerated on board buses or at transit facilities.
- All strollers, scooters, folding carts and large packages must be stowed away under the seat.

- Rollerblades and skates are not allowed to be worn on buses.
- Shoes and shirts are required to ride buses.
- No littering on buses or at transit facilities.
- No refuse (including recyclable items) on board buses.
- Not paying the established fare or misuse of transfers, passes or tickets with the intent to evade fare payment is illegal.
- Up to five shopping bags, luggage or packages are allowed. Bus operators cannot assist in carrying packages. These items must be stowed under the seat, in the passenger lap or out of the aisle way.
- Have exact change ready as the bus operator cannot make change and no refunds are provided for overpayment.
- Never extend your body from, throw any object outside the window or door or ride on any part of the exterior of a bus.
- Holding of meetings or ceremonies is prohibited on buses or at transit facilities.
- Use of a transit facility or bus for sleeping, camping or general use in lieu of regular housing is illegal.
- Improper use of the waiting area as a cooking, washing or toilet facility is illegal.
- Any behavior which annoys, disturbs, injures or endangers the comfort, health, peace and safety of others properly utilizing the transit facility or riding a bus is illegal.
- A person who commits an assault or battery upon a transit operator with a deadly weapon or presents the ability to use a deadly weapon is subject to a class C felony per Hawai'i Revised Statutes §711-1112.

Violators of these rules can result in a fine, suspension from riding the bus and/or imprisonment as defined in the Hawai'i County Code 2-78.1 and/or Hawai'i Revised Statutes.

Disclaimer: The County of Hawai'i will not be responsible for any inconvenience, expense, or damages resulting from the failure to depart or arrive at stated times or for any items brought on the bus.