



STATE OF HAWAII
DEPARTMENT OF EDUCATION
KA 'OIHANA HO'ONA'AUAO
P.O. BOX 2360
HONOLULU, HAWAII 96804

OFFICE OF FACILITIES AND OPERATIONS

May 31, 2024

Aloha O'ahu Parents and Guardians:

The Hawai'i State Department of Education (Department) is continuing its efforts to provide subsidized county bus passes for high school students grades 9-12 statewide with some additional restrictions. The EXPRESS program will continue for school year 2024-2025 with modifications to include the transportation eligibility requirements:

- Student attending grades 9-12; and
- Student must attend their home school; and
- Student must reside 1.5 miles or more from school in their public school attendance area.

Applications will be processed online at <https://iportal.k12.hi.us/express/> between July 15, 2024 to May 18, 2025. Applicants will be notified if they do not meet the eligibility requirements. Passes are valid from August 1, 2024 to May 31, 2025.

Department students may only use one (1) transportation option at a time. Please note that once you have been approved for an EXPRESS HOLO card, you cannot switch during school year 2024-2025. If you or your student chooses to cancel their EXPRESS pass, they cannot re-apply for the remainder of the school year.

Upon application approval and submission, HOLO cards will be sent to the school office. Students will be notified when their cards are ready for pick up. Please note that the HOLO ID cards used during school year 2023-2024 are invalid for use on TheBus after May 31, 2024.

For lost or stolen HOLO cards:

- Please call the HOLO help line - (808) 768-4656.
- You must present a photo ID for verification and pay the \$2.00 replacement card fee.

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For families that do not meet the transportation eligibility criteria listed above, please visit the HOLO website for information on where to purchase a youth HOLO card for your student at <https://www.holocard.net/where-to-get-obtain-card/>.

If your student is special needs and has an Individualized Education Plan or Modified Plan that includes transportation as a related service, please call your District Educational Specialist for more information.

Please visit the FAQ page at [Hawaii DOE – EXPRESS Frequently Asked Questions \(hawaiipublicschools.org\)](https://www.hawaii.k12.gov/faq) for more information about this program. If you have any questions, please contact the Student Transportation Services Branch at stsb@k12.hi.us. Response time may vary due to the volume of inquiries received.

Sincerely,



Audrey Hidano
Interim Assistant Superintendent

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