



STATE OF HAWAII
DEPARTMENT OF EDUCATION -LEeward DISTRICT
WAI`ANAe HIGH SCHOOL
85-251 FARRINGTON HWY
WAI`ANAe, HAWAII 96792

July 26, 2023

Aloha Parents and Guardians,

The Office of Facilities and Operations, Student Transportation Services Branch (STSB), will be transitioning eight (8) of O‘ahu’s high schools to utilize the City & County of Honolulu’s (C&C) TheBus transit system as their sole option for student transportation. As the result of an on-going shortage of school bus drivers nationwide, STSB must reallocate available drivers to staff federally mandated special education services and focus on the transportation of younger elementary and middle school students. The Expanding Ridership to Educate Students in Schools (EXPRESS) pilot program last school year, which provides high school students with subsidized county bus passes, will continue and the EXPRESS program will be your school’s only method of student transportation for the upcoming school year.

Starting school year 2023-2024, the Department has partnered with the City & County of Honolulu (C&C), Department of Transportation Services (DTS) and printing supply vendor, Gebco, to provide special student ID cards to all Oahu high schools. The new ID cards will have HOLO chips built-in so that students can use it as their HOLO card on TheBus and Skyline. Waianae High School was one of the first schools in the pilot program SY22-23. There were over 800 HOLO card holders who utilized the program.

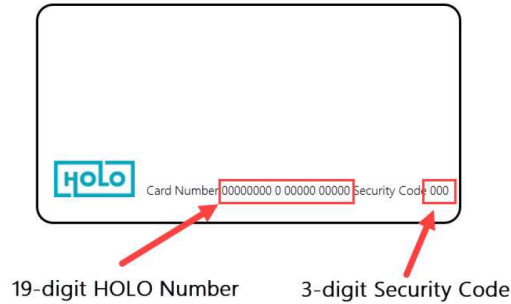
New student IDs will be issued to all high school students at the start of the school year. The EXPRESS online application portal will open on August 1, 2023 at <http://portal.k12.hi.us/EXPRESS>. Passes are only eligible for use after the application process is complete. Passes are valid from August 1, 2023 to May 31, 2024.

The following information will be required for the application. This is to verify your student’s eligibility:

- DOE student ID number
- Island
- School
- Grade
- Parent/Guardian Name
- Parent Guardian Phone
- Parent/Guardian Email
- HOLO unique 19-digit number
- HOLO 3-digit security code

The unique 19-digit HOLO identification number and 3-digit security code are on the back of the ID

(Back side of DOE student ID card)



Once the application is submitted, the information is loaded into the HOLO center portal to activate the card. Please allow 5-7 business days for this activation to occur so please plan accordingly. If the ID is not activated prior to boarding TheBus, be prepared to pay the single fare rate of \$3.00 if transportation is needed.

If a replacement ID card is needed, please visit your school office to get a new student ID. New cards must be activated online at <https://portal.k12.hi.us/express/updateholonumber>. The new HOLO number and security code will be required in order to update the current application. Please allow 5-7 business days for the replacement ID to activate so please plan accordingly. If the ID is not activated prior to boarding TheBus, be prepared to pay the single fare rate of \$3.00 if transportation is needed.

Oahu Transit Information

Please refer to the following links for more information regarding TheBus:

Website: www.thebus.org

Bus Schedules: www.thebus.org/Route/Routes.asp

Plan Your Trip: www.thebus.org/PlanYourTrip.asp

Rider Rules/Safety Information: <https://www.thebus.org/howtoride/RulesReg.asp?l=>

Phone Number: 808-768-4656 (HOLO)

Phone Number: 808-848-5555, ext 5 (TheBus Customer Service)

Email: info@holocard.net

For any questions about the EXPRESS program or to check your ID's activation status please email stsb@k12.hi.us.

Mahalo for your support!

Student Transportation Services Branch
Hawaii State Department of Educatio