



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

OFFICE OF FACILITIES AND OPERATIONS

July 25, 2023

Aloha Parents and Guardians,

Due to an ongoing bus driver shortage, the Department of Education will be transitioning nine O'ahu high schools to use the City & County of Honolulu's public bus system for student transportation for grades 9-12 for the upcoming 2023-24 School Year. The DOE will provide your child with a HOLO Card that can be used for free transportation on the City's bus system. You are receiving this letter because your child attends one of these high schools.

All available bus drivers are being assigned to cover federally mandated special education transportation services and prioritize the transportation of younger students. The nine high schools, including your child's high school, were selected based on sufficient access to and capacity on available city bus routes.

Your child will receive a specialized student ID card from their school that will double as a HOLO Card — the city's contactless smart card for riding public transit. Once activated, students can use this HOLO Card to ride TheBus and Skyline to and from school and other destinations. The Department is covering the cost of the card under our Expanding Ridership to Educate Students in Schools (EXPRESS) program.

The card will need to be activated online at <http://portal.k12.hi.us/EXPRESS> between August 1, 2023 and April 1, 2024. Passes will be valid until May 31, 2024. **Please see the attached flyer for instructions on how to complete the application.**

The Student Transportation Services Branch will continue to work with all bus contractors to recruit and retain drivers and to restore routes. For questions about the EXPRESS program or to check your activation status please see a list of frequently asked questions at <https://bit.ly/HIDOE-EXPRESS-FAQ>. You can also contact stsb@k12.hi.us or call (808) 784-6870 or (808) 784-6873 for assistance.

Sincerely,

A blue ink signature of Randall Tanaka.

Randall Tanaka
Assistant Superintendent
Office of Facilities and Operations

ACTIVATE YOUR HOLO CARD

O'ahu high school students will receive a specialized student ID card from their school that doubles as a HOLO Card – the city's contactless smart card for riding public transit. Once activated, students can use it to ride TheBus and Skyline rail to and from school and other destinations. The Department is covering the cost of the card under our Expanding Ridership to Educate Students in Schools (EXPRESS) program.

What you'll need:

- 10-digit DOE student ID number
- Island, school and grade
- Parent/guardian name, phone and email
- Unique 19-digit HOLO card number & HOLO security code (back of DOE-issued student ID cards)



01

Starting August 1, visit:
<http://iportal.k12.hi.us/EXPRESS>

02

Complete the application form:
Enter in DOE student information.

03

Provide your:
Student HOLO card number & security code that is found on the back of the DOE-issued student ID.

04

Application confirmations will go to the email address provided.

Please allow 5-7 business days for activation. All O'ahu high school students will receive a HOLO card by default, but each student may activate only one type of bus pass: a school bus pass or a city bus pass. To check on the status of your new card, email STSB@k12.hi.us.

About EXPRESS: <https://bit.ly/HIDOE-EXPRESS>

EXPRESS FAQs: <https://bit.ly/HIDOE-EXPRESS-FAQ>

Riding the bus: <https://bit.ly/HIDOE-Bus>

