

Please note some links may not be working properly while the HIDOE website is down.

Q: My child's bus route has been cut. What are my options?

A: The Department is offering free bus passes for public transportation or mileage reimbursement for parents to impacted students on O'ahu, Hawai'i Island and Maui. For more information on bus passes, please visit <https://bit.ly/HIDOE-EXPRESS>.

Q: Where do I find the application for the parent mileage reimbursement program?

A: <https://bit.ly/HIDOE-Parent-Mileage>

Q: Can I apply for the mileage reimbursement and get a free city or county bus pass for my child?

A: Only one option may be utilized. Please let your school know which option will work best for your student and family as soon as possible.

Q: I already paid for my child's bus transportation for Quarter 1, am I eligible for a refund?

A: Families that would like to cancel their previous application for Quarter 1 bus services and receive a full refund can visit <https://go.hidoe.us/busrefunds> or contact their school directly.

Families may reapply for school bus services for Quarter 2 and beyond as soon as the quarterly periods open. Application schedules can be found at <https://bit.ly/HIDOE-Bus>.

The Department will mail refunds to the student's address on file. Any returned or undelivered checks will be forwarded to the school office.

Q: Where can I look up route and bus stop information?

A: Please visit the following site to enter a home address and find the nearest bus stop for your school: <https://www.infofinderi.com/ifi/?cid=HDOE541TD5ZYJ>

Q: Why did the Department only notify parents a week before school starts?

A: The route suspensions were prompted when the bus contractor for those areas informed the Department that it did not have sufficient drivers with the required commercial driver's licenses in place. Given the uncertainty, the Department chose to temporarily suspend these bus routes so alternative transportation plans can be made.

Q: Is HIDOE responsible for transporting my student to and from school?

A: [Federal law](#) requires school bus transportation for special education students. No laws currently require HIDOE to provide transport for regular education students; however, HIDOE's Student Transportation Services Branch contracts and coordinates school bus routes with private transportation companies in all 15 Complex Areas.

Q: Are there distance learning options for my child to enroll in as we wait for our bus route to be restored?

A: Remote learning options through the state's distance learning program may be available. Please contact your child's school to discuss this option.

Q: When will my child's bus route be restored?

A: As more school bus drivers are hired, school and complex area leaders will have input on deciding which routes to restore first. Routes for elementary school students and for rural communities and military bases will likely receive priority due to limited public transportation options and student demographics.

Q: What happens if my child is late to school or absent because we can't find transportation?

A: The Department's standard attendance policy still applies to all students. Public schools' attendance policy is governed by state law and Board Policy 4140: Compulsory School Attendance Policy. It states: "The Department of Education shall make every effort to ensure student school attendance in accordance with the compulsory attendance law."

Students will not be penalized if they are tardy or absent because of disruptions to HIDOE-provided student transportation.

Q: Is there a hotline number that we can call for further questions?

Frequently Asked Questions: School bus suspensions

School Year 2024-25

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A: Please contact the Student Transportation Services Branch at (808) 784-6850 or via email at stsb@k12.hi.us.