



EXPRESS!

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Back to School Brings New Opportunities for TheBus



J. Roger Morton
President and General Manager

We have a well deserved reputation about being one of the best transit systems in America. We carry more people per hour than any other bus system and the government reports that Honolulu residents have the 4th highest rates of using public transit. That puts us in a good shape to grow transit even more. Let's not blow it.

With gas prices above the 4 dollar per gallon rate, a lot more people are considering TheBus. According to a new national survey by the American Public Transportation Association (APTA), a typical Oahu transit user can save up to \$8,700 a year by foregoing one car and riding TheBus. That's about the same as an average household might spend on food for a year. The survey found that residents in Honolulu save more by riding transit than in any other city. Calculations were based in part on the high cost of gas in Hawaii and the low price of a TheBus monthly pass. The \$8,700 in annual savings also assumes a household can get by with one fewer car.

Recently, bus operators have been reporting that they are seeing a lot of new faces on TheBus. No doubt, some of these new riders have been prompted to try TheBus because of the high gas prices. Whatever the reason, we now have an opportunity to increase our ridership base and help our island even more.

Story continued on page 3

Operators of the Quarter



Operators of the Quarter
Herbert Oshiro (left) has been with OTS for almost twenty-nine years. David Paakaula (right) has been with OTS for twenty-two plus years. More about our Operators on page 9 of Express!

Seldom have the planets all been in alignment to create a better public transportation system for Oahu. Consider what we have going for us right now. First, the Company and the Union have agreed upon a fair labor agreement that will provide us with labor stability for the next five years and allow us to concentrate on the big picture. Finally, we can put aside any barriers that developed between rank and file employee and management and we can all work together. Second, the unprecedented rise in the cost of gasoline has caused more people to ride TheBus and TheBoat. At the same time, new State figures reveal that the sale of gasoline on Oahu is down about 6% from the level a year ago and some believe this summer's traffic was a little better than prior years. Recent polls indicate that Oahu residents support building a new rail system by a margin of more than two to one. These trends all bode favorably for all of us at TheBus.



MUFI HANNEMANN
MAYOR



MESSAGE FROM MAYOR MUFI HANNEMANN

OTS Newsletter

The past several years have been very good for public transportation in the City and County of Honolulu, and this fiscal year portends the continuation of the Hannemann administration's emphasis on developing solutions to our long-term transit and traffic congestion challenges.

TheBus plays a central role. The City opened the Mililani and Waianae transit centers for TheBus passengers. We recently dedicated the new Middle Street headquarters for paratransit operations, a roomy facility that boasts "green" features to conserve energy and reduce maintenance.

We will begin planning for the Wahiawa transit center and begin construction of the \$2.5-million Alapai transit center in early 2009. We're allocating \$350,000 to plan the Windward transit center. And we're budgeting \$4.2 million to construct the Middle Street intermodal center.

We have budgeted \$31.1 million to purchase more hybrid buses for our growing fleet. This money includes \$24.8 million in federal funds.

We plan to spend \$4 million to continue operation of TheBoat, the commuter ferry linking West Oahu with downtown Honolulu. TheBoat reached the 30,000-passenger mark in its first six months of operation and we continue to make improvements to boost ridership. TheBoat and TheBus are linked, giving commuters a seamless ride from their neighborhoods to downtown and back.

I have said that traffic congestion is the most significant challenge to our quality of life. The federally mandated alternatives analysis process identified four possibilities for Oahu's transportation needs. Of the four, the fixed guideway presented the most effective means of relieving traffic congestion and accommodating the anticipated growth in West and Central Oahu.

That's why the City Council, in its judgment, voted 7-2 in favor of a fixed guideway. That's why the Legislature and governor, to their credit, supported a local funding mechanism for this project. And that's why our hard-working Congressional delegation—Senators Daniel Inouye and Daniel Akaka and Congressman Neil Abercrombie and Congresswoman Mazie Hirono—have made federal funding for rail one of their top priorities. The bottom line is the people of Oahu are tired of studies and being stuck in traffic. They want action and they want it now.

In only three short years, we've made amazing progress. Here are the milestones, which show a remarkable journey:

- January 2005: Governor raises transit issue
- May 2005: Legislature approves tax surcharge



- July 2005: Bill becomes law
- 2005-2006: Alternatives Analysis underway
- December 2006: Council approves fixed-guideway
- February 2007: Council selects first segment
- April 2007: EIS process begins
- January 2008: Congress approves \$15.1 million in New Starts funding
- January 2008: Council approves technology selection panel
- February 2008: Technology panel meets, makes recommendation

We'll be submitting the EIS, awaiting federal approval, and breaking ground, with the federal government making a decision by fall 2009 and the City breaking ground by late 2009. During this fiscal year, we plan to spend \$265.1 million to plan, design, and begin construction of the fixed guideway linking Kapolei with downtown Honolulu, a sum that includes \$14 million in federal funds.

Altogether, this commitment of resources means we're building on the success of our existing public transportation system so it remains second to none, and that we're also developing multi-modal solutions that will meet our needs long into the future. I'm very proud that TheBus team is an important part of our solutions.

Aloha,

Mufi Hannemann
Mayor of Honolulu

Back to School Brings New Opportunities for TheBus

Story continued from Cover

But we run the risk if we fail to deliver the service that people expect. Be part of the solution. This year, be especially on the lookout for people who look to be new riders. Give them an extra smile and answer their questions patiently. For many new riders, trying TheBus for the first time can be a little stressful so please try and make them feel comfortable.

I know that we are currently experiencing heavy loads on some routes. I have asked our operations people to monitor ridership patterns closely as schools go back in session and be prepared to react quickly if we detect overload issues. Unfortunately, with a limited number of buses, there is only so much that we can do so we may have to be creative. Please bear with us. Also be sure to call in any problems you detect.

There's no question that we need a high-capacity rail system to help accommodate our growing ridership. A bus-rail system will complement TheBus and make transit more available to all our residents. But until that day, more and more people are going to depend on TheBus. It's up to all of us at OTS to do our part to run the best system we can. I ask all of you for your help.

J. Roger Morton

Esther Aweau Honored by the Honolulu City Council

Esther Aweau is honored for 35 years of service and being a trail blazer for women in the transportation industry. She was one of the first 10 female bus operators hired by TheBus and the first female instructor.



Movin' On Up

Sandra Morishige, Lead Maintenance Clerk, was promoted on 3/16/08. Sandra was previously a Maintenance Clerk II and has been with OTS, Inc. since 4/1/86.



Stephanie Y. Doral, Sr. Transportation Clerk, was promoted on 8/1/08. Stephanie was previously a Entry Type Clerk and has been with OTS, Inc. since 11/16/06.



Ralph S. Nishimura, Acting Asst. Supt. of Transportation, was promoted on 4/1/08. Ralph was previously a Road Supervisor and has been with OTS, Inc. since 8/2/88.



Veralene K. Kekaula, Dispatcher, was promoted on 8/1/08. Veralene was previously a Bus Operator and has been with OTS, Inc. since 12/21/88.



Glenn M. Santiago, Lead Mechanic, was promoted on 4/1/08. Glenn was previously a HEM - Running Repair and has been with OTS since 3/13/95.



Robert F. Nagaoka, Asst. Supt., Transportation-Kalihi Division, was promoted on 8/1/08. Robert was previously a Road Supervisor and has been with OTS since 7/15/76.



Susan Y. Kawasaki, Property Manager, was promoted on 4/21/08. Susan was previously a Planner Analyst I and has been with OTS since 1/16/87.



Eric A. Nakashima, Field Operations Manager, was promoted on 8/1/08. Eric was previously a Road Supervisor and has been with OTS since 8/5/00.



Malva C. Nakatani, Senior Accountant, was promoted on 5/1/08. Malva was previously an Accountant/Bookkeeper and has been with OTS since 8/11/75.



Regan Dunn Nishimura, Road Supervisor, was promoted on 8/1/08. Regan was previously a Bus Operator and has been with OTS since 4/26/97.



Christopher Chu Lee, Central Radio Controller, was promoted on 7/1/08. Christopher was previously a Bus Operator and has been with OTS since 8/10/96.



Richard Lewis Paz, Dispatcher, was promoted on 8/1/08. Richard was previously a Bus Operator and has been with OTS since 10/1/94.



Tammy-Lynn Uila Stancil, Senior Information Clerk, was promoted on 7/16/08. Tammy was previously an Information Clerk I and has been with OTS since 5/1/04.



Robril Tingcang Jr., Road Supervisor, was promoted on 8/1/08. Robril was previously a Bus Operator and has been with OTS since 6/14/94.



Roger Morton Locked Up Again



Once again Roger Morton was locked up for the 2008 Muscular Dystrophy Association Fun Drive. Thank you to everyone who contributed to this worthy cause and bailed out our fearless leader from the slammer. Your contributions amounted to approximately \$5000.00 in donations.

The question now is... If we pay more next time, will they keep him in the slammer? Inquiring minds want to know.

2008 Alzheimer's Bake Sale Fundraiser



Mahalo to all of you who supported our recent Pastry and Snack Sale—a benefit for the Alzheimer's Association. But most of all, our special thanks go out to our bakers who slaved over the hot stove/ovens and donors who took the time to buy the goodies. Without their hard work and compassion, we wouldn't be able to put together this event. If you're wondering who made or donated those scrumptious delicacies, here's the list:

Kaina Awaa, Jill Ching, Ralph Faufata, Tim Ho, Susan Kawasaki, Michelle Kennedy, Agnes Loi, Linda Mitsunaga, Renee Monces, Ginger Nagamine, Malva Nakatani, Rowena Ogata, Fran Ota, Joni Robinson, Safety Office, Claire Sasano, Naomi Shishido, Kristin Subia, Dani Suzawa, Sarah Tajima & Jeff Tupa, Karen Tam, Charlotte Yim.

With all of your support we made a whopping \$962.26!!! This was our biggest bake sale yet! And it seems to get better and better each year!

Bus Operator Class 176 Graduated May 31, 2008



First Row (left to right): **Julio Castro, Ayumi Stoddard, Yvonne Chun, Wade Rodrigues.**

Second Row (left to right): **Patrick Woo, Brandon Kamiya, Russel Cabral, Ate Tagovailoa, Clintonn Malenky, Casey Kaohi, Justin Humalon, Buddy Correa, Robert Ongies, Eric Laufiso.**

Third Row (left to right): **Norman Visitacion, Joshua Cadelinia, Noli Acol, Rolando Ramos, Francette Kawelo, Lester Yoshino, Thomas Peluso.**

Bus Operator Class 177 Graduated August 15, 2008



First Row (left to right): **Francis Crabbe, Robert Hitchcock, Richard Dacquel, John Lochmann, Kristopher Quisano, Scot Park, Danny Florendo, Gordon Hee, Andrea Mole, Mitchell George, Steven Glidden.**

Second Row (left to right): **Philip Butay, Christopher Abbey, Bert Roy Jr., Annette Vierra, Keith Garlock, Ronald Pasion, Glenn McKemy, Jeese Baker III, Robin Castillo, Jennifer Bennett, Myron Miller, Peter Liashenko.**

In Memory of . . .

William K. Nahalea Sr. passed away on May 9, 2008. Mr. Nahalea was employed with MTL, Inc., on April 1, 1973 as a Bus Operator in the Transportation Department and had 17 years of dedicated service.

Joseph R. Carter Jr. passed away on June 2, 2008. Mr. Carter was employed with MTL, Inc., on August 4, 1972, as a Bus Operator in the Transportation Department with more than 34 years of dedicated service.

Elizabeth “Maka” Kaaihue passed away on June 9, 2008. Ms. Kaaihue was employed by OTS, Inc., on August 3, 1992 as an Entry Information Clerk in the Planning & Marketing Department, and was promoted to Sr. Information Clerk on March 1, 1998. Maka had more than 15 years of dedicated service.

Christopher E. Eduarte passed away on June 9, 2008. Mr. Eduarte was employed with MTL, Inc., on March 3, 1980, as a Helper in the Maintenance Department. He was promoted to a Second Class Diesel Mechanic on March 15, 2003, and had more than 28 years of dedicated service.

Gary Y. Isara passed away on June 14, 2008. Mr. Isara was employed with MTL, Inc., on February 9, 1976 as a Second Class Mechanic in the Maintenance Department. He later became a HEM (Running Repair) and retired from OTS, Inc., on December 1, 2007, with more than 31 years of dedicated service.

Harry T. Shimooka passed away on June 7, 2008. Mr. Shimooka was employed with MTL, Inc. on May 23, 1974, as a Bus Operator in the Transportation Department, and retired from MTL, Inc., on January 1, 1989, after more than 14 years of dedicated service.

Melvin “Mel” Kaohu Kaailau passed away on July 7, 2008. Mr. Kaailau was employed with OTS, Inc., on October 5, 1992 as a Paratransit Operator in the Operations Department, and retired with over 14 years of dedicated service.

Calvin K. Kapua passed away on August 4, 2008. Mr. Kapua was employed with HRT Co, Ltd., on August 16, 1966 as a Bus Operator in the Transportation Department. On October 1, 1994 he was promoted to an Instructor in the Training Office. Mr. Kapua was again promoted to Training Coordinator on January 1, 1998. Calvin had 42 years of dedicated service at the time of his passing.

Operators of the Quarter



Photo Above: **Operators of the Quarter Herbert Oshiro (left) and David Paakaula (right).**

This quarter we feature not one, but two Operators of the Quarter.

From the Pearl City Division is Herbert Oshiro with almost 29 years of service, and from the Kalihi Division is David Paakaula, a 22+ year TheBus veteran.

Herbert was with the Department of Defense and with the Department of Housing before joining TheBus in 1979. His classmates included George Hilo, Ethan Kahoano, Richard Wai, Jamie McCandless (retired) and Randall Jay (also retired). Herbert counts his blessings and seeks the Lord's help in everything, and his advice to others is, "You need to be a giver out there, so get good rest and be patient!"

David Paakaula joined TheBus in April 1986 and has an exemplary attendance record. In fact, David has never taken a day of sick leave in his TheBus career! A man of few words, I guess you can say that David leads by example - he comes to work and does his job.

Congratulations, Herbert and David!

Calvin Kapua Remembered



Photo Above: **TheBus honoring Calvin Kapua on August 15, 2008 with Class 177.**

ALOHA UNITED WAY DAY

TUESDAY, OCTOBER 7, 2008 (PEARL CITY)

WEDNESDAY, OCTOBER 22, 2008 (KALIHI)

9:00 am to Wheneva – Operators' Lounge

Pasta Cook-Off

If you can say Al Dente, know what it means and how to make it, you qualify to enter the first ever OTS PASTA COOK-OFF!

*Bring in a pot of your PASTA.
It can be just about anything with noodles!
Use your taste and creativity to win.
Win the People's Choice Award with the most votes.*

The WINNER will receive a \$100.00 Costco Gift Card, an article in the Express! newsletter, a winner's certificate, and bragging rights for having the BEST PASTA at OTS!

If interested in participating in the Pasta-Cook-Off please Email at Express!@thebus.org. or call 852-6048.

Taste of OTS Pastas

Taste the best pasta imaginable by purchasing each tasty bowl for \$2.00.

All proceeds will go towards the Aloha United Way fund.

Each bowl of pasta will be accompanied with a voting sheet. Fill out the sheet with your information and check off the pasta you are voting for. All votes will be tallied at the end of the day and a winner announced the next day.

All of the votes cast will go into a drawing for a \$25.00 restaurant certificate.

*Feed your opu, enter a drawing and fund many of Hawaii's human services organizations.
You just can't lose!*

AUW Prize Drawing



A little goes a long way. For as little as a \$5.00 donation, you could win a game system or other fabulous prizes. Simply fill out the Aloha United Way pledge form attached to your pay stub and drop it into the AUW drawing box.

All pledge forms with \$5 or more listed will be entered into a drawing for a prize.

Bus Operators of the Month

KALIHI DIVISION

April 2008

1. Jessie Furtado
2. Michael Mamac
3. Ed Kama

May 2008

1. Vance Bernades
2. Douglas Perry
3. Dan Saludes

June 2008

1. Joseph Char
2. Vance Vidinha
3. Derwin Yamaguchi

July 2008

1. Georrine Akiona
2. Howard Barona
3. Robert Shinsato

August 2008

1. Daniel Katsura
2. Tod Matsumoto
3. Allan Moon

PEARL CITY DIVISION

April 2008

1. Joel Kekahuna
2. Edwin Dela Rosa
3. Ivan Stant

May 2008

1. Joel Calpito
2. Eliezer Diocares
3. John Toilolo

June 2008

1. Laurence Caday
2. Richard Paz
3. Fred Tauvela

July 2008

1. Henry Barrett Jr.
2. Jerry Calpito
3. Randal Noguchi

August 2008

1. Alexander Kuewa
2. Tony Medina
3. Earl Wolfe

Safety Awards

March

	Years
Ruben Colleado	33
Ernest Busboso	25
Keith Souza	24
Robert Vierra	23
Stephen Aton	31
Walter Fox Jr.	28
Leti Tootoo	23
Randal Noguchi	20

April

Randy Fernandez	25
Herman Nunies	30
George Naweli	22
David Paakaula Jr.	22

May

Nathan Ioane	20
Wilfred Centeio	32
Paul Fernandez	26

June

David Kasaoka	34
Derwin Yamaguchi	27
Benjamin Tibas	24
Dale Keama	20
Frederick Castillo	32
Gladys Wai	30

July

Raymond Andrian	22
Wesley Hinaga	23
Darryl Valdez	22
Linda Kauhini	20
Leo Kozlowski	32

Retiree Corner

Name	Position	Date Retired	Yrs. of Service
ASATO, ALINE S.	Corporate Secretary	Jun 2008	34
CHANG, HARRISON	Information Clerk II	Jun 2008	35
KURESA, HATTIE K.	Bus Operator	Jun 2008	33
STANLEY, KENNETH	Vice President -Operational Planning	Jun 2008	11 ½
AIU, RODNEY	Bus Operator	Jul 2008	27
HOOPER, MICHAEL	Bus Operator	Jul 2008	35
KANIAUPIO, DIANNE	Service Attendent	Jul 2008	32 ½
QUITUGUA, ALEXANDER	Bus Operator	Jul 2008	20
RICHARDS, HARKANGEL	Bus Operator	Jul 2008	28 ½
BUTAY, GERALD	Bus Operator	Aug 2008	29 ½
MATAVAO, OPETAIA	Bus Operator	Aug 2008	28
MIKASOBE SR., LOUIE	Dispatcher	Aug 2008	28

The Bus Operators in Action



The Dog Brothers martial arts club with bus operators Tuhan Marc Behic, Kevin Look, Lorenzo Tadena, Keith Lum and Tuhan Mana Nunies.



The Dog Brothers entered the Tabosa Escrima tournament at Halawa Gym. At the end of the day the team took home two gold, two silver and two bronze medals.

New OTS 'Ohana

YAMAMOTO, GLEN	HEM - Electrician	03/24/08	HEE, GORDON	Bus Operator	08/15/08
MANOG, DOMINIC	Paratransit Mechanic	03/26/08	HITCHCOCK, ROBERT	Bus Operator	08/15/08
AGUSTIN, JOSELITO	Paratransit Facility Worker	03/31/08	LIASHENKO, PETER	Bus Operator	08/15/08
TOLENTINO, OSCAR	Utility Worker	04/01/08	LOCHMANN, JOHN	Bus Operator	08/15/08
RIDORE, PETERLY	Systems Engineer I	04/01/08	MC KEMY, GLENN	Bus Operator	08/15/08
MAKISHIMA, DEAN	HEM - Electrician	04/03/08	MILLER, MYRON	Bus Operator	08/15/08
RICHARDSON, SHON	Service Attendant	04/04/08	MOLE, ANDREA	Bus Operator	08/15/08
RIBAO, RANDY	Utility Worker	04/07/08	PARK, SCOT	Bus Operator	08/15/08
NAKAMOTO, JANET	Entry Information Clerk	04/08/08	PASION, RONALD	Bus Operator	08/15/08
BAUTISTA, TATUM	HEM - Running Repair	04/28/08	QUISANO, KRISTOPHER	Bus Operator	08/15/08
SUGANO, DANIEL	OSHA-EPA Specialist	05/01/08	ROY, JR., BERT	Bus Operator	08/15/08
OYADOMARI, JESSICA	Service Attendant	05/12/08	VEIRRA, ANNETTE	Bus Operator	08/15/08
KALEIOPU, ROSE MARIE	Paratransit Dispatcher	05/19/08	KIHEWA, SAMSON	Service Attendant	08/19/08
JORDANO, JR., SALVATORE	Paratransit Dispatcher	05/27/08	KAMISATO, WAYNE	HEM - Running Repair	08/21/08
ACOL, NOLI	Bus Operator	05/31/08			
CABRAL, RUSSEL	Bus Operator	05/31/08			
CADELINIA, JOSHUA	Bus Operator	05/31/08			
CASTRO, JULIO	Bus Operator	05/31/08			
CHUN, YVONNE	Bus Operator	05/31/08			
CORREA, BUDDY	Bus Operator	05/31/08			
KAMIYA, BRANDON	Bus Operator	05/31/08			
KAOHI, CASEY	Bus Operator	05/31/08			
KAWELO, FRANCIETTE	Bus Operator	05/31/08			
KUDO, AYUMI	Bus Operator	05/31/08			
LAUFISO, ERIC	Bus Operator	05/31/08			
MALENKY, CLINTONN	Bus Operator	05/31/08			
ONGIES, ROBERT	Bus Operator	05/31/08			
PELUSO, THOMAS	Bus Operator	05/31/08			
RAMOS, ROLANDO	Bus Operator	05/31/08			
RODRIGUES, WADE	Bus Operator	05/31/08			
TAGOVAILOA, ATE	Bus Operator	05/31/08			
VISITACION, NORMAN	Bus Operator	05/31/08			
WOO, PATRICK	Bus Operator	05/31/08			
YOSHINO, LESTER	Bus Operator	05/31/08			
CABALLERO, VERONICA	Paratransit Reservationist	06/02/08			
KAMAUNU, RAELYNE	Entry Clerk Typist	06/03/08			
ALVARADO, MAVIS	Paratransit Operator	06/07/08			
CHUN, GEORGETTE	Paratransit Operator	06/07/08			
HAYASHI, HARRY	Paratransit Operator	06/07/08			
JACKOLA, MARK	Paratransit Operator	06/07/08			
LAGAPA, IV, BUENAVENTURA	Paratransit Operator	06/07/08			
WONG, HOWARD	Paratransit Operator	06/07/08			
YANAGI, RALPH	Paratransit Operator	06/07/08			
YAMAMOTO, REID	Paratransit Mechanic	06/10/08			
OWENS, CANDACE	Entry Bus Pass Clerk	06/16/08			
GABION, JR., AURELIO	Service Attendant	07/01/08			
LEE, CHARLENE	Paratransit Reservationist	07/01/08			
MACARAEG, STEVE	Paratransit Mechanic	07/07/08			
FARIAS, MICAH	HEM - Running Repair	07/21/08			
AWANA, NICHOLAS	Systems Engineer I	07/25/08			
OGAWA, SHANE	Paratransit Fueler/Cleaner	07/28/08			
SOTO, LOUIS	Paratransit Fueler/Cleaner	07/28/08			
EUGENIO, ROGELIO	HEM - Electrician	08/01/08			
AGUSTIN, MARLON	HEM - Running Repair	08/04/08			
MANUEL, THELMA	Entry Purchasing Clerk	08/11/08			
PASION, REYNALD	HEM - Electrician	08/11/08			
KIM, ALEXANDER	HEM - Running Repair	08/11/08			
ABBEY, CHRISTOPHER	Bus Operator	08/15/08			
BAKER, JESSE	Bus Operator	08/15/08			
BENNETT, JENNIFER	Bus Operator	08/15/08			
BUTAY, PHILIP	Bus Operator	08/15/08			
CASTILLO, ROBIN	Bus Operator	08/15/08			
CRABBE, Francis	Bus Operator	08/15/08			
DACQUEL, RICHARD	Bus Operator	08/15/08			
FLORENDO, DANNY	Bus Operator	08/15/08			
GARLOCK, KEITH	Bus Operator	08/15/08			
GEORGE, MITCHELL	Bus Operator	08/15/08			
GLIDDEN, STEVEN	Bus Operator	08/15/08			

A Big Thank You for the New Exercise Equipment

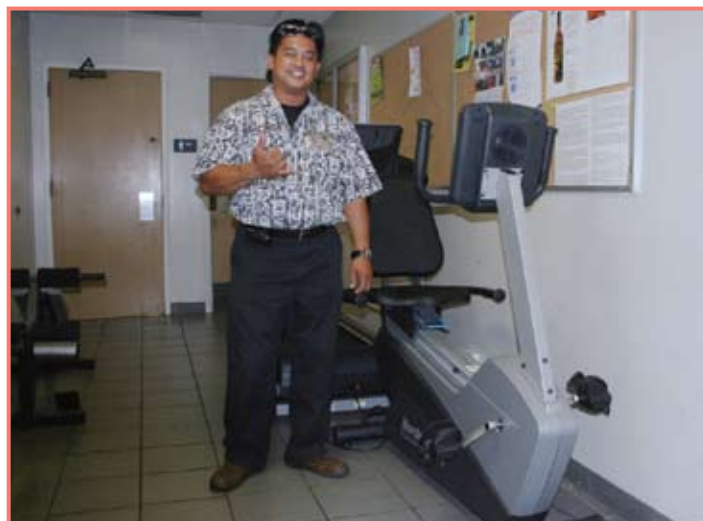


Photo Above: **Mark Behic** with the new treadmill and stationary bike in the Kalihi Operators' Lounge.

If you have walked around Kalihi's Operators' Lounge recently you might have noticed the new exercise equipment purchased by Upper Management for employees. With the introduction of the treadmill, stationary bike and elliptical machine, there are now tools to help create a positive environment, as well as maintaining a healthy sense of well-being.

My fellow employees and I would like to thank all who made it possible with the purchasing, assembly and securing of the new equipment. A Big Mahalo to Roger Morton, Jerome Preese, Stephen Ventura, Mel Chan, Gene Teves and the Maintenance crew.

To all who use the new machines, please help us take care of them. Hopefully this is just the beginning.

CAN'T HELP BUT SHARE THE GOOD NEWS!

Patricia Nielsen
Vice President, Paratransit Services

Paratransit (TheHandi-Van) is pleased to announce that our long road home has finally arrived!

Operations, including Customer Service, Operators, Administration, Finance, and Dispatch/Scheduling and Reservation made the big move the weekend of June 19th.

This was an extremely coordinated event so as not to disrupt service to our disabled and elderly customers, and it all paid off.

I publicly want to thank all parties involved in this major move. I believe you know who you are!

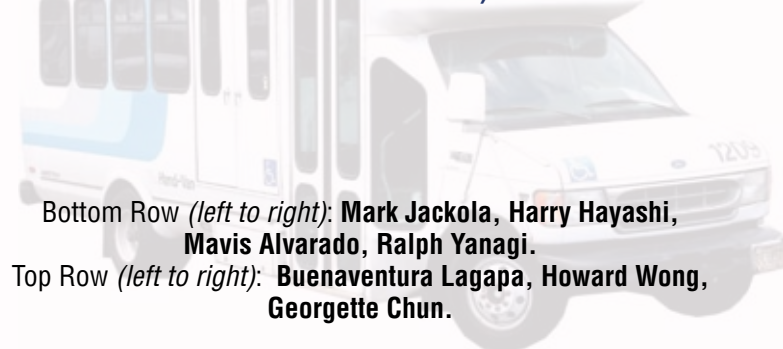
Since the move, everyone has been very busy between daily work assignments, organizing their working environment. This means unpacking lots and lots of boxes.

While there remains much work yet to complete, the new parking lot for the relocation of the vans and relocation of the Paratransit Maintenance team, etc., our Ohana extends an open invitation to all employees to visit our new facility. You all come, ya here!

We are truly blessed, may you be also!



Paratransit Class 33 **Graduated June 6, 2008**



Bottom Row (left to right): **Mark Jackola, Harry Hayashi, Mavis Alvarado, Ralph Yanagi.**
Top Row (left to right): **Buenaventura Lagapa, Howard Wong, Georgette Chun.**

Paratransit Safety Awards

March

1st Yr. Award	John Almares Courtney Schirmer	Eric Fujitani Jacob Turner	Maria Keolanui Roy Uehara	Wanda Ko
2nd Yr. Award	Jonah Mawae	Robert Tabalba		
3rd Yr. Award	Emmaline Madali			
4th Yr. Award	Benjamin Roque Jr.			
5th Yr. Award	Tanya Afo Ernie Haili	Lance Amero Janice Holi	Doreen Dahlin-Bringas Raymond Perreira	

April

1st Yr. Award	Valerie Bactista Haldane Smith	Vivian Kawahara Shon Kihewa	Roberta Benito	
2nd Yr. Award	Loreto Bactolome, Jr.	Gregory Chang	Eric Dixon	
3rd Yr. Award	Abram Cassel			
5th Yr. Award	Marian Gaea	Gary Nettles	Faapale Sipili	

May

1st Yr. Award	Timothy Earhart	James Price	Lupe Sedillo	
2nd Yr. Award	Paul Bringas Terrence Kealoha	Julio Fonoti Warren Remolacio	Granit Kekua	Treven Cullen
3rd Yr. Award	Joanne Faumuina	Duncan McKay	Virginia Mole	
4th Yr. Award	George Biacan	Loreto Macadaeg	James McDonald	
5th Yr. Award	Rachel Martinez	Gabriel Nauahi		

June

1st Yr. Award	Teresa Hirahara	Stewart Kaaloo		
2nd Yr. Award	Ginger Kalamau	Joel Sagaysay		
3rd Yr. Award	Winona Konohia			
4th Yr. Award	Julie Ford			

July

1st Yr. Award	Clifford Antoque, Jr. Norine Mendoza	Randolph Cadirao Warren Oasay	Michael Gomes Gregory Quilit	Pablo Mauricio Frances Wilms
2nd Yr. Award	Thomas Castro	Mercedes Laquihon	Roy Murakami	
3rd Yr. Award	Joseph Artiaga Afioga Leui	Jonstanly Entilla	Lisa Parker	Johnny Romo
4th Yr. Award	Jose Belaras			

The Fire Department Bus

Photo Right: The bus that was donated to the Fire Department, it will be used to transport people and serve as a staging area for firefighters. The bus was painted at the Pearl City Facility Maintenance Department.





STATE OF HAWAII
 DEPARTMENT OF EDUCATION
KAHUKU HIGH AND INTERMEDIATE SCHOOL
 56-490 KAMEHAMEHA HIGHWAY
 KAHUKU, HAWAII 96731-2200
 TELEPHONE: (808) 293-8950 • FAX: (808) 293-8960

April 29, 2008

Dear TheBus Staff,

On behalf of Kahuku High and Intermediate School and our girls' water polo team, we would like to thank you for the extraordinary caring and assistance that you showed to the team after their bus crashed on April 3, 2008. Many individuals and groups from around the island came together in a huge cooperative effort to assist the team. Your work helped to ensure the well being of our girls, both physically and emotionally, during this ordeal. There were many acts of heroism following the crash.

At the site, the Waikane Valley residents who live near the scene were at the bus within seconds, taking the shirts off their backs and tying them together to form a rope to pull the girls out to safety. Honolulu Police and Fire Departments, Emergency Medical Services and TheBus crews, hospital staffs and DOE employees joined forces to attend to the girls' wellbeing. Police officers escorted school officials to the front of traffic to collect the girls' backpacks, cell phones, iPods, and pairs of slippers. The Firemen had crawled through the overturned bus and carefully collected all of these items for safekeeping. Teachers who happened upon scene stayed with the girls and relayed information to and from families and the school. Teachers and administrators also gathered at the hospitals to comfort the girls and their families.

Support also poured in from various locations around the island, from Kahuku to Honolulu. An office crew remained at our school until late in the evening, contacting each of the 25 sets of parents and sharing information as needed. Groups formed at Castle and Queen's Medical Centers to see what they could do to help. Deputy Superintendent Clayton Fujie ran across the street from his worksite at the Liliuokalani Building to Queen's to stay with the young women there until their parents arrived.

Our school community is truly grateful to you for your support of our team. You are our heroes. We will be eternally grateful for your assistance and for the collective efforts of everyone who worked together to come to the aid of these young women. Please let us know if there is ever anything we can do for you.

Sincerely Yours,

Joseph Whitford Jr., III
 Joseph Whitford Jr., III
 Athletic Director

Lisa DeLong
 Lisa DeLong
 Principal

Lea Albert
 Lea Albert
 Complex Area Superintendent



Excellence in Quality of Service

Jerome Preese
Vice President, Transportation Operations

Our core values require us to strive for excellence in everything that we do. In our business, achieving excellence in customer service starts with consistently executing the basics. The best method to judge how one is measuring up in executing the basics is through constructive feedback. We are fortunate to receive this type of feedback through quality assurance checks by means of a secret shopper program. Each quarter our partners at the Department of Transportation Services hire a company to provide secret shoppers who randomly ride our vehicles recording observations of our service. This is a great program that provides a true picture of the service we are putting out on the street.

To update everyone, last quarter's secret shopper results came out very good in almost every area. I was happy to see that the most noticeable improvement came in the decreased number of cell phone use incidents. The category we fell behind in was seat belt use. About 40% of bus operators were observed not wearing their seat belt. This is a dangerous practice that can lead to devastating consequences. I remember an accident in which an operator not wearing a seat belt hit a curb and was knocked out of the seat and into the aisle. The operator was injured and the bus kept moving, luckily it did not hit anyone. Many of the senior employees may remember an accident in Palolo where the operator ended up in the stairwell and the bus continued out of control. These types of situations can easily be prevented. Everyone must comply with the seat belt law. Improving in seat belt use will be a safety issue that will receive special attention in the near future. Overall we are doing a good job, let's continue to strive for excellence and consistently execute the basics; whether on the bus, on the phone or in the office.

Kalihi Facility to install Video Surveillance System

Todd C. Oba
Director of Safety & Security

Video surveillance, which has long been the sole responsibility of the traditional security function, is becoming an integrated part of Oahu Transit Services, Inc.'s overall IT infrastructure and requires significant involvement from the IT Department. There are three characteristics of video systems today that overlap between security and IT: they're web-based; they're integrated with other business systems; and they are shared with personnel outside of the security silo.

OTS is in the first phase of improving security by installing cameras within the Administration Building. The system is being installed by Integrated Security Technologies, Inc. and is fully funded by the Department of Homeland Security. The cameras are being placed in strategic locations to monitor access into restricted locations, areas visited by the public, and office space with high foot traffic. This enhanced security system is intended to deter inappropriate behavior and promote a safe environment for employees and visitors.

Historically, video was used for security and by security. As video systems become easier to use and access they can be used by people in other divisions. Marketing can use video to understand customer demographics and gather feedback on new promotions; Human Resources can use the video to document employee behavior and improve training methods; and Operations can ensure consistency across multiple locations and analyze processes for ways to increase efficiency.

Video surveillance promotes the culture of professionalism between two divisions within an organization working toward a goal. Advances in video surveillance capabilities are increasingly requiring Security and the IT Department to work together. This convergence of responsibility and interest is enabling video to become a more critical and strategic part of OTS overall infrastructure.



Technology Corner

Text Messaging, Part 1

Jon Nouchi

Service Development Manager

Email, instant messaging, and texting have become popular new ways to stay in touch and get your message across quickly. With recent advances in mobile phone technology, everybody is shooting out little messages all the time. Kids, adults, and even our kupuna are becoming text-savvy.

Since we always like to be on the cutting-edge of technology, it's only natural that our TransitMaster system onboard all of TheBus and Handi-Van vehicles can "keep up with the Joneses" in terms of technology.

Central Controllers and Paratransit dispatchers are able to send out text messages to any bus or paratransit van in the fleet. These text messages are extremely useful for events such as detours, traffic conditions, and civil defense emergencies where it is beneficial to minimize voice radio traffic.

Newer TheBus vehicles that are equipped with red internal LED signs can also display text messages from Central Control for passenger information. For example, if an emergency causes massive traffic congestion and gridlock, Central Control can message both the bus operator and the passengers at the same time to keep everyone better informed during the situation. Although this information doesn't improve the disaster at hand, it does make it easier to tolerate a delay when you are aware of the situation.

It is important to differentiate between an incoming voice call and an incoming text message.

TransitMaster produces three distinct sounds:

Five short tones signal an incoming voice call. "IND CALL HANDSET" will display on the top of the screen. Pick up the handset and use the "Push-to-talk" button to speak via the radio.

Three long tones signal an incoming text. "MSG" will show on the Mobile Data Terminal (MDT) screen. Push the "RCVD MSGS" button to read the message.

A two-pitch beep signals that a text message has been sent to the interior sign.

If a text message is sent to both your MDT screen and the interior sign, you will hear the three long tones and the two-pitch beep.

TheBus Central Control will be attempting to use text messaging more and more as we get better at using the TransitMaster system. Please become familiar with the different tones the onboard system produces. If you would like to learn more about text messaging, see the Training Department.

More to come on text messaging in the next Express! Technology Corner.

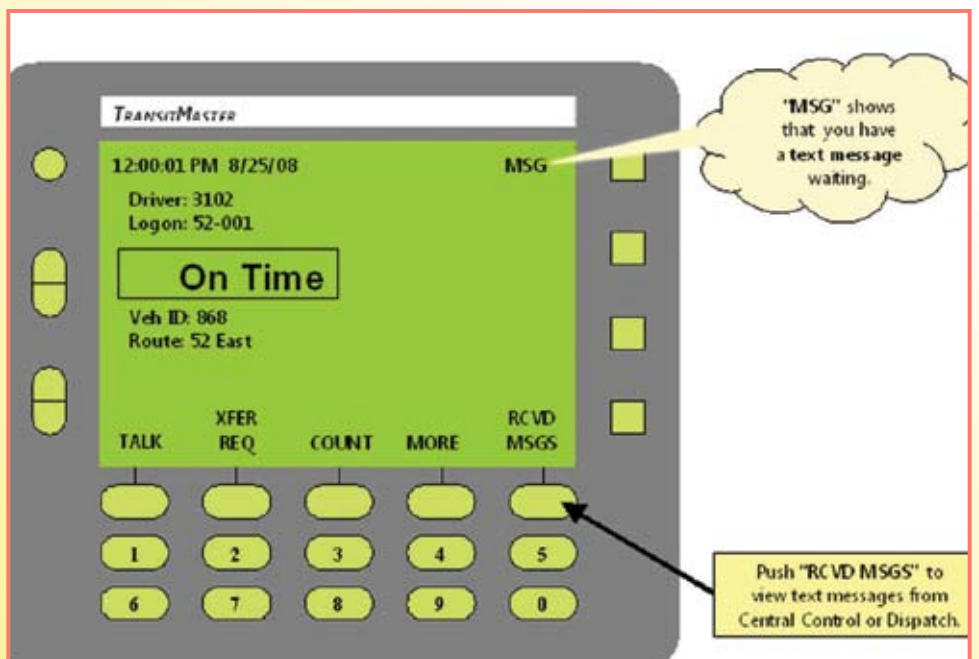


Photo Right: Graph shows average running time versus scheduled running time from Waikiki to University on Route 4.

Principles of Proper Fuel Management

As the price of fuel continued to rise at an alarming rate during the past few months, The Pearl City Maintenance team realized that it is their fiscal responsibility to evaluate and update all vehicle maintenance procedures and practices which may influence miles per gallon and/or contribute to the needless waste of fuel. With consideration for the broad scope of vehicle maintenance, the “Principles of Proper Fuel Management Practices” was developed and is now being implemented.

Vehicle maintenance practices such as maintaining clean air filters, keeping engines tuned, tires inflated to the proper spec. pressures, suspension components functioning as designed and on-time scheduled maintenance are all paramount to the best possible fuel miles per gallon. Another area commonly overlooked but nevertheless equally important are the guidelines used to govern the actual vehicle maintenance process. Countless gallons of fuel can be wasted each day in the needless idling of engines either during and/or after a vehicle maintenance function, road testing routes which are longer then required to substantiate a proper repair, and running vehicles for its air conditioning during a lunch break are all common fuel consumers which need to be addressed.

The introduction of an effective “Principles of Proper Fuel Management Practices” included informational meetings which launched the new standards of operation and proper vehicle maintenance enforcement. In conjunction with the implementation of the program, Pearl City Maintenance Superintendent, Herb Barboza put together a team of M30 supervisors to analyze results and fine-tune the program as well as monitor its progress. Assistant Superintendent Dan Ahuna volunteered to lead the group as he had performed many hours of research to put together the program and is now heading the team to monitor its progress.



Photo Above: **Derrick Ogata, Burke Moriguchi, Daniel K. Ahuna** (Assistant Superintendent, Maintenance - Pearl City), **Charles Lee, Herb L. Barboza** (Superintendent, Maintenance - Pearl City), **Kel Komatsubara, Rome S. Acopan** (Assistant Superintendent, Maintenance - Pearl City).

Express!

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Maintenance Update: Maintenance vs. Cockroaches

Richard W. Hardy
Vice President, Maintenance

Cockroaches are a recurring problem and seem to be getting worse. Ever since the first day of OTS's existence, we have had contracts with companies to fumigate the buses and, eventually, the Handi-Vans. Initially, these contracts called for the fumigator to treat the whole fleet twice a year. When infestations were discovered, individual buses would be retreated. This two-times-a-year system eventually began to lose its effectiveness.

Therefore, with this year's fumigation contract, we call for treatment four times a year. However, based on past experience, we have arranged for treatments to be spread throughout the quarter rather than all at once four times a year. In reality, portions of the fleet are being treated almost constantly. This process allows us to interior clean buses and then have them fumigated rather than finding ourselves in the position of having to interior clean a bus at the risk of reducing or removing roach treatment. Also, we work with

the fumigation company to periodically change the products used to treat buses since roaches tend to develop immunity to certain products over time.

Realistically, we will probably never be able to eliminate roaches entirely. But, with an aggressive fumigation program, coupled with an equally aggressive program to keep people from eating on buses, the cockroach problem can be brought under control.



Calendar of Events

October

19 – **Deadline to submit "Division Transfer" memos to Dispatch**

November

3 – **Regular Run Sign-Up: Start Time 2:00 p.m. for both divisions**
4 – **Election Day (Weekday Schedule – School Day Off)**

5 – **Regular Run Sign-Up: Start Time: 9:00 a.m. for the Pearl City Division.**

Regular Run Sign-Up: Start Time: 2:00 p.m. for the Kalihi Division.

7-10 – **Regular Run Sign-Up: Start Time 9:00 a.m. for both divisions**

11 – **Veterans' Day Holiday (Saturday Schedule)**

12-14 – **Regular Run Sign-Up: Start Time 9:00 a.m. for both divisions**

20 – **Relief Run Completion: Start Time 9:00 a.m. for both divisions**

21 – **Relief Run Completion: Start Time 9:00 for the Kalihi Division**

27 – **Thanksgiving Day Holiday (Sunday Schedule – Arizona Memorial Off)**

December

7 – **Effective Start Date of the December 2008 Sign-Up**

11 – **Christmas Day Holiday (Sunday Schedule – Azoff)**



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TheHandi-Van

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