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# The Holiday Season. . .

## A Time for Reflection, Transformation & Thanks



**J. Roger Morton**  
President and General Manager

Here in Hawaii we may not have the falling of autumn leaves or the first winter snow to remind us of the changing of the seasons. We are blessed with the beautiful weather year round and with our local culture, the season of giving spans our entire lifetime.

I want people to feel that there is a genuine 'Ohana here at OTS and that all of our jobs are important. Building morale and a feeling of pride among all of us will make OTS a better transit system and will make Oahu Transit Services a better place to work.

Although our season of change began more than a year ago, the season has not ended. I anticipate that the movement within the Company will continue for sometime. Many new faces will join our 'Ohana in the near future, and more opportunities for growth will become available to those who wish to seek career advancement. Together, we can make a great push to regain our title as America's Best Transit System.

## Operator of the Quarter



**Operator of the Quarter**

"I drive, I surf, and I stay out of trouble," is Ferdinan Agasid's motto. More about Ferdinan on page 8 of Express!

What does strike a chord for many of us is the ending of another year, taking stock of what's most important to us, and reflecting on what we've contributed and accomplished.

For me, this holiday season is especially significant, as it marks the close of my first year as your President and General Manager. It has been both an honor and a privilege to take the helm of Oahu Transit Services, Inc. – this nationally-acclaimed public transportation organization with the best transit service in the nation.

Over the past twelve months, my main objective is to get to meet and talk with as many employees as possible.

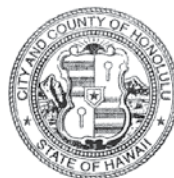
In the New Year, I invite all employees to join with me as we work toward making our company even better. I look forward to working with all stake holders – employees, city officials, members of our community, and of course, our faithful customers – in our mutual quest to be the best.

In this time of reflection, may you find peace, prosperity, health, and happiness for you and your family for this year and many years to come.

Wishing you and yours a happy holiday season,

OFFICE OF THE MAYOR  
**CITY AND COUNTY OF HONOLULU**

530 SOUTH KING STREET, ROOM 300 • HONOLULU, HAWAII 96813  
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MUFI HANNEMANN  
MAYOR

**MESSAGE FROM MAYOR MUFI HANNEMANN**

Aloha. My administration has been studying mass transit solutions for Oahu's traffic problems for the past year.

We have presented the results of our alternatives analysis to the City Council, and hope to persuade the council members to approve a locally preferred alternative by year's end, as they indicated they would earlier in the year. That will allow work on the project, and an application for federal funding, to go forward.

I am convinced that a fixed guideway is essential to Oahu's future, as part of a multimodal transportation system that will include a commuter ferry, traffic management improvements and more bikeways. TheBus will continue to be a key part of that system. For example, TheBus would link people directly to the ferry landings, which didn't happen with previous ferry experiments.

More importantly, TheBus would connect neighborhoods to stations along the fixed guideway. Some misinformed persons might suggest that a rail system would reduce the importance of the bus system. Nothing could be further from the truth. The rail system would only travel along a fixed corridor. People are still going to need to get to and from a transit station near Aloha Stadium to their home in Halawa or Foster Village, for example, or from a Waikiki hotel to Ala Moana Center. Buses are and will remain an absolutely vital part of Oahu's transportation system as far into the future as I can imagine.

And I am very proud of Honolulu's bus system and all of you who have made it a world-class operation. Whenever I visit another city, I try to ride mass transit. Based on those experiences, I can tell you personally, Honolulu no ka oi. Your aloha and professionalism are unsurpassed.

I know one frustration you face more than most members of the public is the growing traffic congestion on Oahu's roads. As bad as it is now, imagine what it will be in the future without a major change in the way we move people around Oahu. The Oahu Metropolitan Planning Organization, in a study last year, predicted commuting times could double by the year 2030.

A rail system will not eliminate congestion. We already have too many cars on this island for that. But a rail system will allow us to avoid crippling gridlock in the future by providing other options to move people. We all suffered through a preview of that kind of gridlock on September 5, when the Aiea pedestrian overpass was damaged, thereby closing down the H-1 Freeway. A lot of that could have been avoided if we had an operating rail system. Unfortunately, the City Council in 1992 changed its mind at the last minute and rejected federal funding for a rail system that could have been built then.

We have another opportunity to develop rail now, and it's likely our last. I'm pro-rail, and I hope you are, too. Please join us in urging the City Council to move forward with this project this year.

Mahalo nui loa.

Mufi Hannemann  
Mayor



# Compassion in Action

**Patricia M. Nielsen**  
Vice President, Paratransit

Compassion. That's the one thing people need more than anything else in this world. They need someone to reach out to them with compassion.

Compassion is a deep yearning that responds to the needs of people. It's much deeper than sympathy.

Sympathy can just sit around feeling sorry for people. We may pity the person, and not be moved to relate or to help.

Empathy is identification with an understanding of the thoughts or feelings of another. You may have heard the phrase, "Walk a mile in their shoes."

Compassion, on the other hand, is to do something for them. Compassion motivates and compels us into action.

TheHandi-Van is operated by men and women moved with the heart of compassion who make a difference on a daily basis in the lives of individuals who have physical and/or mental disabilities.

Some things to think about . . .

Providing mobility for persons with disabilities is probably the most critical action in that person's ability to lead an independent life. It doesn't matter if you have a job, if you can't get there! Each time you offer a person the opportunity to ride your bus/van, you may change a life.

Keep in mind, the greatest barrier to people with disabilities is other people's attitudes.

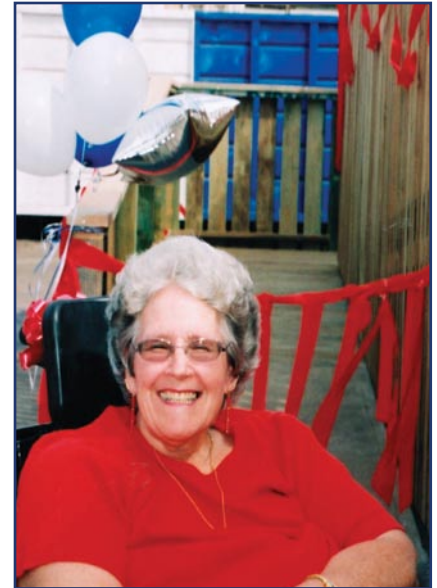


Photo Above: **Paratransit Vice President Patricia M. Nielsen** in front of the new access ramp at the Paratransit building.

## Paratransit Class 28 Graduated November 9, 2006



Front Row (left to right): **Chantel Quinores, Roy Uehara, Dorene Genobia.**  
Back Row (left to right): **Leslie Llacuna, Michael Woodward, Courtney Schirmer.**

## Paratransit Safety Awards

First Yr. Award      Second Yr. Award      Third Yr. Award

### June

*Patsy Cullen*  
*Vivian Kawahara*  
*Jamiane Tamura*  
*Joseph Souza*

*Lani Capua*  
*Lucille Dunphy*  
*Julie Ford*

### July

*Joseph Artiaga*  
*Norman Baker*  
*Jonstanley Entilla*  
*Brenda Fitzsimmons*  
*Maria Keolanui*  
*Leonard Paculan Lisa Parker*  
*Bernard Rombawa*  
*Johnny Romo*  
*Itagia Timoteo*

*Jose Belaras*  
*Charlotte David*  
*Martin Luckhaus*

*Melody Bangay*  
*Noel Melchor*

### August

*Allis Lindsey*  
*Michael Vea*  
*Edmond York, Jr.*

*Rueben Cezar*

*Peter Fiori*  
*Randy Makahanaloa*  
*Myra Tagami*

### September

*Sasha Bush*  
*Librada Kepaa*  
*Ralph Wilms*

# Movin' On Up

**Brandon D. Nakahara**, Paratransit Lead Facility Worker, was promoted to this position on 2/16/2006. Brandon was hired on 8/12/2002 as a Facility Worker.



**Geraldine J. K. Sugai**, Sr. Purchasing Clerk, promoted to this position on 3/1/2006. Geraldine was hired on 7/1/1986.



**Paula Anne F. Ignacio**, Purchasing Clerk Coordinator, was promoted to this position on 3/3/2006. Paula Anne was hired on 7/11/1988 as a Jr. Purchasing Clerk.



**Cory B. Tom**, Software Engineer II, was promoted to this position on 3/16/2006. Cory was hired on 6/14/1999 as a User Information Analysis I.



**Tamara Kite Pua Addison**, Transportation Clerk Coordinator, was promoted to this position on 4/1/2006. Tamara was hired on 4/5/2004 as an Entry Clerk Typist.



**Kell Komatsubara**, Lead Person, was promoted to this position on 4/1/2006. Kell was hired on 10/1/1987 as a Service Attendant.



**Arthur Kalani Akana**, Bus Stop Supervisor, was promoted to this position on 4/10/2006. Art was hired on 3/2/1974 as a Bus Operator.



*Philosophy: "Believe, be humble, and care about your people."*

**Jodi (Tita) P. Kim**, Information Clerk Coordinator, was promoted to this position on 5/1/2006. Tita was previously Sr. Clerk as of 1/1/94 and initially hired on 7/17/1989 as an Information Clerk.



*Two favorite quotes: "Never look down on anyone unless you're helping them up." "Well done is better than well said."*

**Marilynne F. Nascimento**, Sr. Bus Pass Clerk, was promoted to this position on 5/1/2006.



Marilynne was hired on 11/1/1983 as a Clerk Typist.

*Favorite Philosophy: **TEAM - Together Everyone Achieves More.***

**Carol Ann Ohelo**, Sr. Timekeeper, was promoted to this position on 5/16/2006. Carol was hired on 9/17/1990 as a Clerk Typist.



**Barbara Gayle Autenrieth**, Dispatcher, was promoted to this position on 6/1/2006. Barbara was hired on 8/10/1996 as a Bus Operator.



**Roy A. Dunlap**, Instructor, was promoted to this position on 6/1/2006. Roy was hired on 7/12/1985 as a Bus Operator.



**John C. H. Lou**, Dispatcher, was promoted to this position on 6/1/2006. John was hired on 3/3/1989 as a Bus Operator.



**Rex R. Paguirigan**, Road Supervisor, was promoted to this position on 6/1/2006. Rex was hired on 8/11/1990 as a Bus Operator.



**Neal K. Tomimatsu**, Instructor, was promoted to this position on 6/1/2006. Neal was hired on 2/4/1978 as a Bus Operator.



**Valnetta (Kanoë) K. K. Hee**, Manager of Scheduling - Paratransit Services, was promoted to this position on 7/1/2006. Kanoë was hired on 9/8/1992 as a Reservationist.



*Philosophy: "People Matter."*

**Roberta (Kitty) A. Souza**, Safety & Training Manager - Paratransit Services, was promoted to this position on 7/1/2006. Kitty was hired on 9/3/1992 as a Paratransit Operator.



*Two favorite sayings: "When you tell the truth you don't have to remember anything."*

~ Mark Twain

*"Your day goes the way the corners of your mouth point."*

**Charlotte Y. Hee**, Corporate Secretary, was promoted to this position on 7/1/2006. She has provided support to our President & General Manager, J. Roger Morton since 1984. Charlotte was hired on 6/24/1974 as a Jr. Steno Clerk Typist. *Philosophy: "Come to work everyday and do the job you were hired to do. In everything you do, do your best."*

**Dani S. Suzawa**, Personnel Supervisor, was promoted to this position on 7/1/2006. Dani was hired on 4/1/1982 as a Clerk Typist.

*Favorite saying: "Those who bring sunshine into the lives of others cannot keep it from themselves."*

~James M. Barrie

**Susan Wong**, Asst. Corporate Secretary, was promoted to this position on 7/1/2006. She has provided support to Kenneth Hong, Sr. Vice President & Assistant General Manager, since 1986. Susan was hired on 8/26/1974 as a Jr. Steno Clerk Typist.

*Philosophy: "I've been fortunate to work with great people who were generous and unselfish teachers who taught me about working together, getting things done, and having fun while doing it."*

**Melonie DeMello**, Secretary II, was promoted to this position on 8/16/2006. In her new role, she provides support to Jerome Preese, Vice President of Transportation. Melonie was hired on 3/1/1991 as a Clerk Typist.

*Philosophy: "Be frank and to the point. Honesty with tact is always the best policy."*

**Marie A. Chan**, Dispatching Supervisor, was promoted to this position on 9/1/2006. Marie was hired on 2/4/1978 as a Bus Operator.



**Rome S. Acopan**, Asst. Supt., Maintenance - Pearl City Division, was promoted to this position on 9/16/2006. Rome was hired on 6/25/1973 as a 2nd Class Mechanic.



*Philosophy: "Manage people the way you want to be managed and fair always comes to mind."*

**Daniel Kamuela Ahuna**, Asst. Supt., Maintenance - Pearl City Division, was promoted to this position on 9/16/2006. Daniel was hired on 1/2/1990 as a Service Attendant.



*Philosophy: "Nothing gives one person so much advantage over another as to remain always cool and unruffled under all circumstances."*

**Romy V. Barut**, Asst. Maintenance Manager - Paratransit Services, was promoted to this position on 9/16/2006. Romy was hired on 12/12/1994 as a Lead Mechanic. He is also retired from the U.S. Army as of January 1, 1995.



**Kyle K. Toguchi**, Central Radio Controller, was promoted to this position on 10/1/2006. Kyle was hired on 8/11/1990 as a Bus Operator.



**James J. Kaneshiro**, Road Supervisor, was promoted to this position on 11/1/06. James J. Kaneshiro was hired on 3/23/1991 as a Bus Operator.



**Pita Tusi**, Road Supervisor, was promoted to this position on 11/1/2006. Pita Tusi was hired on 4/7/1992 as a Bus Operator.

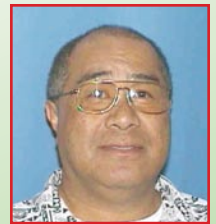


Photo Above: (left to right): **Melonie DeMello, Susan Wong, Dani Suzawa, Charlotte Hee.**

# In Memory of . . .

**Walter K. Kealoha** passed away on September 29, 2006. Mr. Kealoha was employed with HRT, Co. Ltd., on February 15, 1960, as a Bus Operator in the Transportation Department. He retired from OTS, Inc., on May 1, 2002, after 42 years of service.

## New OTS 'Ohana

	<b>Position</b>	<b>Date of Hire</b>
DARRIN K.L. LUM	HEM - Running Repair	17-Jan-06
ANDREW TOSHIO FUJIMOTO	HEM - Running Repair	16-Feb-06
MICHELLE K. DEETER	Entry Information Clerk	06-Mar-06
DANNY M. ANTONIO	Bus Operator	18-Mar-06
JOEL D. COLOTARIO	Bus Operator	18-Mar-06
KRISTEN LEIGH KATONGOLE	Bus Operator	18-Mar-06
KEVIN K. KUGIYAMA	Bus Operator	18-Mar-06
FRANCIS D. MARN	Bus Operator	18-Mar-06
CHARLES M. TANABE	Bus Operator	18-Mar-06
GREGORY J. CHANG	Paratransit Operator	14-Apr-06
ERIC DIXON	Paratransit Operator	14-Apr-06
WARREN I. KANEKOA	Paratransit Operator	14-Apr-06
RUSSELL K. LOPES	Paratransit Operator	14-Apr-06
BRYAN MATTHEW J NATIVIDAD	Paratransit Operator	14-Apr-06
WARREN F. REMOLACIO	Paratransit Operator	14-Apr-06
CAROL SUE YANAGIHARA	Clerk Steno I	17-Apr-06
CARILYNN AKEMI ISHIMARU	Entry Clerk Typist	01-May-06
TUUMALO T. TAUMUA	Bus Operator	08-May-06
STACIE YAMASHITA TAGOMORI	Paratransit Reservationist	22-May-06
ALAN T. OSHIRO	Service Attendant	01-Jun-06
LELAN K. AGCAOILI	Bus Operator	17-Jun-06
AVIATA T. ALEKI	Bus Operator	17-Jun-06
BRONSON T.K. CHANG	Bus Operator	17-Jun-06
KEALII W. FROST	Bus Operator	17-Jun-06
MICHELLE P.C. MINDORO	Paratransit Reservationist	19-Jun-06
MARISSA A. DE GUZMAN	Entry Information Clerk	05-Jul-06
SHANNON A. ITAGAKI	Paratransit Operator	15-Jul-06
ILAN HAUNANI QUINTANA	Paratransit Operator	15-Jul-06
JEROME L. PREESE	Vice President, Transportation	17-Jul-06
ETHAN JOSEPH WILCOX	HEM - Machinist	17-Jul-06
CHRISTOPHER RHODES	Bus Operator	22-Jul-06
ADELINO ACIERTO PALAROAN	Paratransit Storeroom Clerk I	24-Jul-06
CLYDE S. SAKIHARA	HEM - Air Condition	01-Aug-06
DAYNE TOSHIO HIGUCHI	Paratransit Facility Worker	01-Sep-06
YUNG FU CHANG	Bus Operator	02-Sep-06
SHANNON K. GALDEIRA	Bus Operator	02-Sep-06
WILLIAM K. KAHUNANUI	Bus Operator	02-Sep-06
PAISLEY P. KAMAHOAHOA	Bus Operator	02-Sep-06
PETER YOSHIHARU NAKATA	Bus Operator	02-Sep-06
JOSEPHINE PUALE REDD	Bus Operator	02-Sep-06
GEORGE AFA THOMPSON	Bus Operator	02-Sep-06
DENNIS SADA O MOROHASHI	HEM - Air Condition	11-Sep-06
HOKULANI D. PATRICK	Entry Accounts Payable Clerk	15-Sep-06
PETER B. RILLEN	Paratransit Dispatcher	25-Sep-06
PAUL S. GONSALVES	Bus Operator	30-Sep-06
JUSTIN S. LUALEMANA	Bus Operator	30-Sep-06
ROBERT CHI FAN WONG	Bus Operator	30-Sep-06
KEVIN KARGILE KROB	HEM - Brake Shop	02-Oct-06
TIARE A. LOPES	Paratransit Reservationist	02-Oct-06
GARY SATOMI NISHIOKA	Assistant Purchasing Manager	02-Oct-06
NAOMI KEIKO SHISHIDO	Secretary I	10-Oct-06

# Safety Awards

<b>January</b>	<b>Years</b>
<b>Myra Canianes</b>	30
<b>Francis Nagahara</b>	21
<b>Derrick Tanaka</b>	23
<b>Benjamin Tibas</b>	22
<b>Richard Wai</b>	25

<b>February</b>	
<b>Dennis Meyer</b>	28
<b>Gladys Wai</b>	29

<b>March</b>	
<b>Stephen Aton</b>	29
<b>Ernest Busboso</b>	23
<b>Ruben Colleado</b>	31
<b>Randy Fernandez</b>	24
<b>Guy Gamurot</b>	23
<b>Eugene Perreira</b>	27
<b>Keith Souza</b>	22
<b>Leti Tootoo</b>	21
<b>Robert Vierra</b>	21

<b>April</b>	
<b>George Naweli</b>	20
<b>Herman Nunies</b>	28
<b>David Paakaula Jr.</b>	20

<b>May</b>	
<b>Wilfred Centeio</b>	30
<b>Michael Costa</b>	26
<b>Roy Dunlap</b>	20
<b>Paul Fernandez</b>	24
<b>Walter Fox</b>	27
<b>Iameli Kaio</b>	21

<b>September</b>	
<b>Alan Farias</b>	20
<b>Alan Nohara</b>	28
<b>Roman Richardson</b>	21

<b>October</b>	
<b>Lincoln Alvarez</b>	25
<b>Joseph Carter Jr.</b>	34
<b>August Fiesta</b>	25
<b>Edward Nakamura</b>	30
<b>James Reis</b>	26

# A Walk Through Memory Lane - MemoryWalk 2006

The 2006 Alzheimer's Association Memory Walk was held September 9, 2006. The walk started at Fisherman's Wharf, continued around Ala Moana Park and Magic Island and ended at Ward Warehouse, where refreshments and prizes were given out.

OTS had 27 walkers/runners and along with a sushi fundraiser, OTS employees raised \$3,065.

Alzheimer's disease affects more than 4.5 million Americans, and costs our nation more than \$100 billion a year. As many as 16 million Americans may have the disease by 2050 unless we find a way through research to change it's course.



Photo Above: Front Row (left to right): **Ryan Su, Arsenio Duldulao**  
 Second Row (left to right): **Charlotte Hee, Kenneth Doi, Joan Doi, Gaylene Duldulao, Dee Verret, Tim Ho, Wendy Kalahahele.** Third Row (left to right): **Russell Wataoka, Donna Wong, Sandy Sedler, Dave Verret, Alvin Wong.**  
 Missing from photo: **Ramon Anagaran, Kaina Awaa, Paul Bringas, Thomas Castro, Doreen Dahlin-Bringas, Jeyh Janik, Charlene Lawelawe, Genevieve Lyons, Dayna Minatodani, Linda Mitsunaga, Gabriel Nauahi, Tamra Ramiro, Lulu Rose, Joselito Suga.**

# Ultimate Stickfighting

On October 14-15, Kalihi bus operator Marc Behic and Pearl City bus operator Rodney Alesna participated with their team of four in the 2006 Pacific Island Showdown. An international invitational event, the ultimate full-contact stickfighting championship was held at the Filipino Community Center in Waipahu.

It took 100% dedication to be mentally, physically, and spiritually prepared for warfare with the best full-contact ultimate stickfighters in the world. With only three months to train for this competition, it took a lot of hard work, and discipline.

Out of 12 total bouts, their team captured 10 wins, with one being a TKO. Their team placed 2nd overall.

Special thanks to George Balino, Mana Nunies, Len Kamakawiwoole, Randy I, and Kevin Look for their support.



## Retiree Corner

Name	Position	Date Retired	Yrs. of Service
Francis Shigeru Nagahara	Bus Operator	Sep 2006	33
Cary S. Yamauchi	Bus Operator	Sep 2006	30
Epi Mose	Bus Operator	Oct 2006	21
Charles S. Nakaima	Bus Operator	Oct 2006	50 1/2
Gerald Jackson	Bus Operator	Nov 2006	34 1/2
Linda Petersen	Timekeeper Coordinator	Nov 2006	33 1/2
Ruby Shimooka	Bus Operator	Nov 2006	32
Clement Woods	PC-HEM Major Repair	Nov 2006	37 1/2
Philip Yuen	Bus Operator	Nov 2006	32



# Summer Jam 2006

**Annie Tuatagaloa**

Bus Operator, Pearl City Division

On September 24, 2006, the OTS Summer Jam was held at Keehi Lagoon Park. Many volunteers arrived before 5:30 a.m. to help set up. Pearl City operator Reverend Noah Kalama opened the event with a prayer, followed by the National Anthem and Hawai'i Pono'i, sung by 11-year old Alike Kim, son of Pearl City operator Edwin Kim.

The grills were going, there was entertainment throughout the day, along with games for the kids, volleyball, tennis, craft booths, and even shaved ice.

The general consensus was that people had lots of fun. It was relaxing, and people appreciated the hard work of the planning committee and volunteers. For these comments we can honestly say, *mission accomplished!*

Many thanks to President and General Manager Roger Morton, and Senior Vice President and Assistant General Manager Kenneth Hong for giving us the "go ahead." Thank you to the unselfish and committed volunteers and families for being the support during the day. Thank you to all 800+ participants for making Summer Jam 2006 a major success.

If anyone is interested in purchasing a Summer Jam DVD, call Pearl City bus operator Earl Wolfe of Puppy Dog Productions at 623-3069.

*Photos used courtesy of Earl Wolfe and Rose Tibas.*



## Operator of the Quarter

### Ferdinan Agasid

"I drive, I surf, and I stay out of trouble," is Ferdinan Agasid's motto. A veteran of 32 years, Ferdinan's excellent attendance and work records and 13+ years of safe driving landed him the honor of Operator of the Quarter.

In September 1974, Ferdinan graduated as a bus operator along with Class #37 classmates Myra Canianes, Annie Kaawa and Dean Fukuda. What Ferdinan likes most about his job is meeting and working with people. Though he likes his current run, #77 Waimanalo-Kaneohe in the a.m. and

the #89 Waimanalo Express in the p.m., his favorite route has been the #70 Lanikai-Maunawili, and second favorite, #10 Kalihi-Alewa.

Married for 35+ years to Raynette (better known as Aloha), they have a daughter, son, and three grandchildren. When he's not driving TheBus, Ferdinan's on his board at Ala Moana Concessions riding the waves, side-by-side with his son.

***Congratulations, Ferdinan!***



# OTS Holiday Bash

## Come One, Come All!

**OTS Holiday Bash at the Kalihi and Pearl City Bus and Paratransit Facilities,  
Thursday, December 14, 2006.**

**Live Music and Karaoke**

**Craft Fair at both Kalihi and Pearl City Facilities**

**Lunch being served from 9:30 a.m. to 2:30 p.m.**

*Chinese food catered by Chun Wah Kam Noodle Factory  
Menu to include: Beef broccoli, Sweet & sour spare ribs,  
Oyster sauce chicken, Fried noodles, Rice, Roast duck,  
and Crispy gau gee.*

**Tasty delectable cakes and sweet treats.**



## ROADEO 2006 DECEMBER 14, 2006

### PEARL CITY FACILITY 8:00 A.M. TO 11:00 A.M.

### CONTESTANT QUALIFICATIONS

**Contestants interested in entering TheBus Roadeo must meet the following qualifications within the period of:**

**December 16, 2005 to December 13, 2006**

1. Contestant **MUST** be a bus operator.
2. Must be employed with the company no less than one (1) year of active service within the given period.
3. Must not acquire any preventable accident for one (1) year.
4. Must not have more than six (6) occasions and/or 25 consecutive days of sick leave within the given period.
5. Contestants must not have more than three (3) oversleeps within the given period.
6. Contestants must not acquire any suspension and/or extra list within the given period.

**All Operators wishing to participate, please contact your Division Superintendents.**



## Mayor Mufi Hannemann Meets with the Employees at Pearl City Facility Friday, October 6, 2006



Photo Above: Mayor Mufi Hannemann addresses the Pearl City employees' concerns.



Photo Above: Mayor Mufi Hannemann listens to Pearl City employees' comments.

## Scheduling Review is an Ongoing Process

**Tracy Tanahara**  
Scheduling Manager

"I always late" and "I get bus' up this trip" are expressions heard when our bus operators have difficulty maintaining their schedule. Well, the Scheduling team would like to put an end to those comments, or at least significantly reduce the number of times they are spoken. We want to get there on time, pick up everybody, and in air-conditioned comfort.

Our goal is to review the running time and ridership of each route within a three-year cycle. The tentative plan for the next six months is displayed in the chart below. We examine the running time for some routes; and for others, the ridership. The chart also includes routes we've reviewed for the December 2006 Sign-Up.

Deciding how much time to allocate and the frequency of vehicles requires lots of input. More is better. So if you have information you feel we should know about, please share it with us. Contact us in person, by phone, drop us a note, fax, e-mail, almost anyway you can, but realize we don't read smoke signals. . . or minds. In your message include what the problem is, where the problem is occurring, and when it's occurring, etc. Oh yeah! Don't forget the etceteras, sometimes they are the most important part.

Just one more thing, as always . . . there are deadlines. December 15, 2006, for the March '06 Sign-Up and March 23, 2007, for the June '07 Sign-Up are the deadlines for providing us information and recommendations. These are also the dates we begin the final schedule writing.

### Tracy Tanahara's Contact Information

Telephone: 848-4575 Facsimile: 848-4419  
E-mail: [tтанahara@thebus.org](mailto:tтанahara@thebus.org)

Schedule Review		
2006 DEC-06	2007	
	MAR-07	JUN-07
<b>Routes that will have their running time reviewed</b>		
1, 2, 3, 8, 10, 13, 19, 20, 53, B	1, 2, 3, 8, 13, 19, 20, 31, 52, 57, 58, B	4, 6, 7, 32, 42, A
<b>Route that will have their on-board ridership reviewed</b>		
2, 8, 9, 13, 15, 16, 17, 19, 20, 40, 44, 52, 56, 62, 70, 74, 81, 85, 85A, 88, 101, 102, 203, B	1, 2, 3, 8, 10, 13, 14, 18, 19, 20, 21, 53, 80, 80A, 83, 83A, 84, 84A, 93, 93A, 96, 411, 412, 432, B, C	1, 2, 6, 8, 13, 19, 20, 22, 31, 41, 43, 55, 57, 58, 65, 72, 77, 82, 89, 95, 97, 98, 103, 401, 402, 403, 413, 415, 433, B

# Service Quality

**Jerome L. Preese**  
Vice President of Transportation

One area of service quality that we have emphasized recently is on-time performance. In order to make the goal of running on-time more realistic, we have reclassified running on-time as an operator reaching a stop within a seven-minute window of the scheduled arrival time. This window is now composed of being within two minutes early (up from one) and five minutes after the scheduled arrival time. This new measurement scale is for statistical analysis only, as we all know that it is really not acceptable to be running early.

With the new measurement adjustment, our statistics indicate that we were: 56% on-time, 26% late, and 18% early. No small feat considering the battlefield of traffic obstacles that operators deal with on a day-to-day basis.

Since our objective is to strive for higher levels of service to the riding public, we implemented a systematic monitoring program to aide operators in improving on-time performance. The primary method employed in this program involved Central Control watching the routes with the greatest adherence problems and making courtesy calls to operators running early on those routes. This allowed the operators to continue their focus on providing safe service without having to be overly attentive to schedule adherence.

After three weeks of running this program, our performance improved to: 59% on-time, 27% late, and 14% early. While this may not seem like much, it is significant for our passengers who are receiving better service. They benefit from an increase in overall

system reliability, which also leads to a reduction in complaints regarding late buses. The task ahead will be to build upon these incremental gains and at the same time analyze the schedules to see where adjustments can be made to continue improving our on-time performance.

These results occurred thanks to a team effort ranging from our operators, central controllers and road supervisors to the Scheduling Department and our Union business agents. Mahalo to everyone involved and keep up the good work!

## **Bus Operator Class 167 Graduated September 29, 2006**      **Bus Operator Class 168 Graduated November 9, 2006**



Photo Above (left to right): **Robert Chi Fan Wong, Paul S. Gonsalves, Justin S. Lualemana.**



Front Row (left to right): **Natasha Lee-Yamanaka, Sheila Goudeau, Leslie Garcia, Kimberly Aukai, Chantee Kamiko.**  
Second Row (left to right): **Frances Chee, Jamie Fields, Jamal Kirk, Lance Pieper, Raylen Morgia.**  
Third Row (left to right): **Dominic Villanueva, Albert Eismont, Frances Laikona.**

# Supplying Resources That Keeps Us Rolling: OTS Purchasing Department

**Tom Enomoto** Manager of Customer Service

Everyday we do our jobs with the equipment, resources, and materials the City and Oahu Transit Services, Inc. (OTS) provide for us. What you may not realize is that it took a lot of effort to have all of those items available to us. From Robert Yu, Senior V.P. of Finance & Special Operations; Mel Higa, Controller; Lynnette Fukumoto, Purchasing Manager; and our new Assistant Purchasing Manager, Gary Nishioka, the Purchasing Department takes its lead and makes sure all OTS departments receive the resources they need to make our business roll.



Left Photo (left to right): **OTS Purchasing Department: Traci Tsuda, Jolene Miller, Susan Ruiz, Gary Nishioka, April Chung, Lynnette Fukumoto, Charlotte Yim, Gerry Sugai, Paula Ignacio.**

Purchasing is made up of seven buyers, who procure all company materials, supplies, equipment, parts, and contractual services. It could be providing the stock of inventory items in the storeroom provided by **Gerry Sugai** or bus parts provided by **Susan Ruiz**. It might be the parts, supplies, and services for OTS Paratransit division that **Charlotte Yim** handles. **Jolene Miller** coordinates office supplies, automotive parts, and monthly contract payments. **April Chung** purchases supplies and services for all of the other departments except Maintenance. **Traci Tsuda** handles all of Maintenance's other supply requisitions not stocked in the Storeroom and any Maintenance contractual services. **Paula Ignacio** is responsible for all equipment, emergency bus down parts, travel, training, accounting requisitions, and also some of the formal printing contracts.

The department handles 4,500 to 5,000+ requisition orders per year generated by all OTS departments. The requests vary from petty cash reimbursements to parts totaling thousands of dollars. Formal contracts need to be developed for purchases over \$25,000. There is generally a two-week period for proposals to arrive, the opening of the bids, then the selection by OTS to

finalize the agreement for products or services. This process is followed for materials, supplies, equipment, and contract services. The City does the purchasing of large equipment such as buses, vans, trucks, cars, and forklifts, our Purchasing section assists our Maintenance Department with bus parts ordering.

For purchases under \$25,000, the on-line bidding website CommercePoint is utilized. There are also price schedule contracts, which are generally one-year term contracts. The staff follows

the City and State procurement guidelines, as well as OTS rules, regulations, and policies to review each material requisition before approving any purchase. And finally, they issue all purchase orders and track these to be sure OTS receives everything it purchases or contracts. It's a job of details!

When you see the Purchasing team, thank them for the amazing job they do.

## Congressman Neil Abercrombie Visits the Kalihi Facility Wednesday, October 18, 2006



Photo Above (left to right): **James Burke**, Chief, Public Transit Division, DTS, **Neil Abercrombie**, U.S. Congressman, **J. Roger Morton**, President and General Manager, Oahu Transit Services, Inc., **Richard Torres**, Deputy Director, DTS.

# Bus Operators of the Month 2006

## City Spotlight: Message from City & County of Honolulu - Dept. of Transportation

**James Burke**

Chief, Public Transit Division

I would like to take this opportunity to thank all of TheBus and TheHandi-Van operators, mechanics, schedulers, dispatchers, reservationists, information and customer service representatives, as well as management and their staff. Together with the Department of Transportation Services (DTS) and the Teamsters, Local 996, we have made TheBus and TheHandi-Van one of the most productive public transportation systems in North America. We all have good reason to be proud of a job well done, but let's not sit back on our laurels. We can work to be better.

Citizens and visitors of the City and County of Honolulu have grown accustomed to a transit system that is friendly, convenient, safe, and secure. Additionally, each one of us has the opportunity to make our system better. We can ask ourselves "Have I done my best?" and "what can I do to make things better?"

Sometimes this can be accomplished very simply. A couple of weeks ago, I caught TheBus and was greeted with a cheerful "Good Morning!" The operator greeted everyone this way. Believe it or not, this simple act seemed to have changed the disposition of many of the passengers who got on after me. I sat in the back and witnessed the smiles on the faces of other passengers as they boarded the bus.

Every time that we meet someone either face-to-face or on the telephone or through mail correspondence, we have the opportunity to influence how they feel about TheBus and TheHandi-Van. The operator that day chose to greet everyone cheerfully, and what a difference he made in my day.

We all have standard operating procedures, work rules, protocols, and performance measures that measure how we do what we do. After all, we are accountable to the taxpayers, and we have to prove that we are doing our best to provide a cost effective transit system, but it is more than that. It is not only a job that we do. We provide a valuable service to the public in the form of a transportation choice available to all.

In the upcoming year, DTS will be working toward longer range transit projects, but we will also be focusing on making safety and security projects and TheBus and TheHandi-Van service improvements a priority. Let's work toward making public transportation a satisfactory travel mode of choice for all.

### KALIHI DIVISION

### PEARL CITY DIVISION

#### January 2006

1. Danilo E. Baron
2. Mark D. Makasobe
3. Lorenzo T. Nieto

#### February 2006

1. Rodney E. Aiu
2. Roy A. Dunlap
3. Wayne M. Kawamura Jr.

#### March 2006

1. Galen K. Fujimoto
2. Daniel H. Katsura
3. Usala L. Mauga Jr.

#### April 2006

1. Gerald B. Butay, Jr.
2. Sally M. Kahumoku
3. Ireneo A. Dela Calzada

#### May 2006

1. John J. Donovan III
2. Boyet F. Fayloga
3. George Hew Len, Jr.

#### June 2006

1. Faigata S. Faaituala
2. Lene L. Manutai
3. Lulani M. Santiago

#### July 2006

1. Spencer K. Baldomero
2. Edward S. Nakamura
3. Liem Ngoc Vo

#### August 2006

1. Terry G. Caberto
2. Aaron Iramina
3. David K. Kasaoka

#### September 2006

1. Ferdinan S. Agasid
2. Donald Y. T. Chang
3. Clifford R. Ito

#### October 2006

1. Nathan T. Ajifu
2. Lincoln B. Alvarez
3. Paul N. Fernandez

#### November 2006

1. Darryl K. Dutro
2. Filemon B. Godoy, Jr.
3. Herbert D.K. Titcomb

#### December 2006

1. Albert Gaea
2. Guy Gamurot
3. Chester Vidinha

#### January 2006

1. Ferdinand V. Hernandez
2. Bruce P. Kauwalu
3. Claudette M. Tom

#### February 2006

1. Dennis Meyer
2. Kyle K. Toguchi
3. Roy Y. Shindo

#### March 2006

1. Ethan K. Kahoano
2. James J. Kaneshiro
3. Herbert H. Oshiro

#### April 2006

1. Eloy C. Birtodaso, Jr.
2. Jerry C. Calpito
3. Wendell W. Grace, Jr.

#### May 2006

1. Irwin A. W. Wong
2. Joel C. Calpito
3. Glenn S. Ida

#### June 2006

1. Leti S. Tootoo
2. John V. Toilolo
3. Edwin S. Dela Rosa

#### July 2006

1. Veralene K. Kekaula
2. Wilfred P. Magallanes
3. Tony R. Medina

#### August 2006

1. Myra M. Canianes
2. David C. Fernandez
3. Randal Y. Noguchi

#### September 2006

1. Robert C. Ellazar
2. Bruce T. Kushima
3. Michael K. Shimotsu

#### October 2006

1. Sheila N. Bing
2. Charles K. Rokero
3. Ian S. Thomson

#### November 2006

1. Jesse K. Okimoto
2. Richard L. Paz
3. Earl V. Wolfe

#### December 2006

1. Henry K. Barrett Jr.
2. Alexander K. Kuewa
3. Regan D. Nishimura

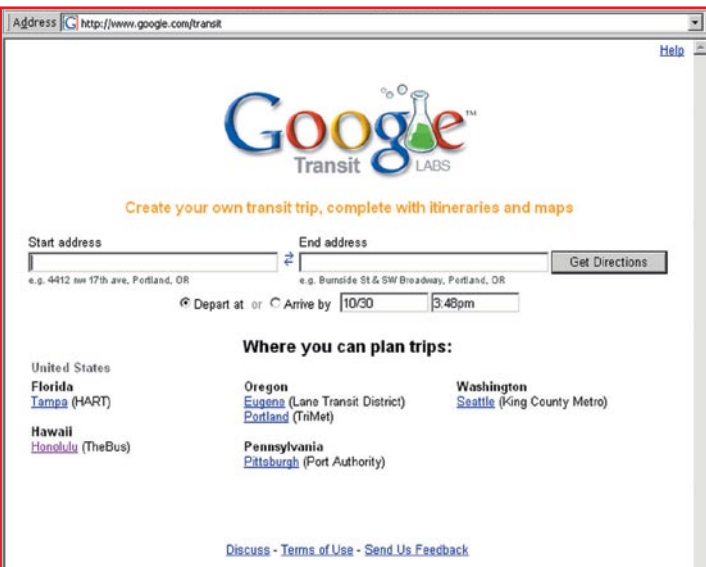
One of the most frequently asked questions from the [www.thebus.org](http://www.thebus.org) website is always:

*Why can't we plan trips online? Don't you guys have a trip planner?*

Now, we do.

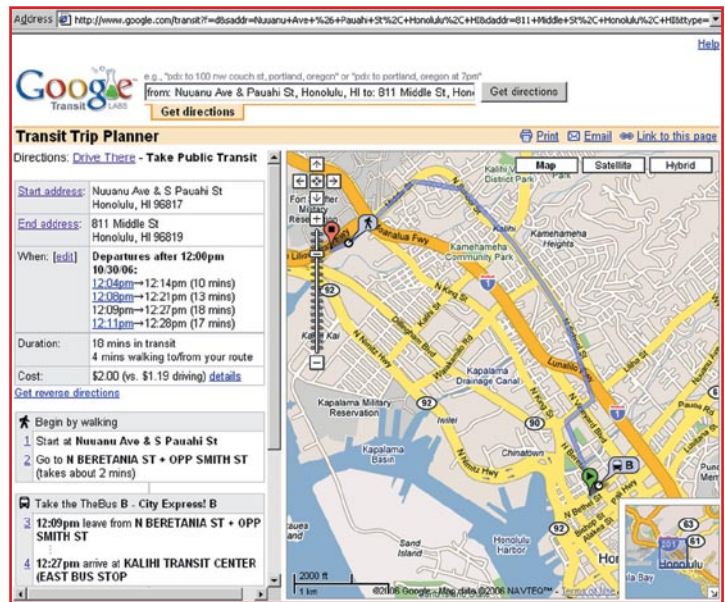
The web giant Google launched a beta transit trip planning site at [www.google.com/transit](http://www.google.com/transit) on September 26, 2006.

The launch is the culmination of a large cooperative effort between Oahu Transit Services, the City and County of Honolulu, and the private sector. While it is still considered a "beta" site, which means it is still going through testing, the site allows users to enter a starting point, an ending point, and time and date of travel. The site will then provide multiple transit trip options.



You can use addresses, cross streets, or city names to indicate your starting and ending points. You can also choose to depart at or arrive by your specified times.

The site will give bus riders different trip options and provide details on each one. For example, if you wanted to find the best trip back to Kalihi Transit Center after being relieved on the Route 4, tell Google that you are starting at Nuuanu Ave & Pauahi St, Honolulu, HI, and traveling to 811 Middle St, Honolulu, HI, leaving at 12:00 p.m.



One of the options Google provides tells you to walk from Nuuanu and Pauahi to TheBus stop at Beretania and Smith, then board Route B - CityExpress at 12:09 p.m., arriving at Kalihi Transit Center at 12:27 p.m., for a total trip time of 18 minutes.

Tools such as the Google Trip Planner can be useful in luring new riders to TheBus. If we give potential passengers the power to plan their own itineraries, they will discover that the service we provide to the island of Oahu is a high-quality, comprehensive transportation option. Since the Internet provides data on a worldwide level, it is possible that people across the globe who are considering travel to the island of Oahu can use the Google trip planner to plan their visits out and see all the sights our island home has to offer.

This is just the beginning of the relationship between Google and TheBus. Our current partnership allows us to work hand-in-hand with Google to improve the transit trip planner. Current planned improvements will allow users to input landmarks and city districts as starting and end points (such as Waikiki to Arizona Memorial). Passengers may also be able to choose whether they want less walking, fewer transfers, or fastest trip.

The Google Transit Trip Planner is a newcomer to the Internet scene, but judging from the amount of hits (site visits) that it has been receiving, the public has taken well to this innovation in transit technology. Be on the lookout for new riders who are trying out TheBus for the first time or riders who have found their way back to TheBus as a result of the Google Transit Trip Planner.

# The Latest Scoops In Maintenance

**Richard W. Hardy**  
Vice President of Maintenance



## **Kalihi Facility:** New Buses

If you work at the Kalihi facility, you no doubt have seen the 40 shiny new New Flyer hybrid electric buses with many new features. Among the many features is the Euro-style look front end which makes the bus smile to everyone on the street. The interior now has a blue and grey color scheme, a different seating configuration with the seats on the curbside between the doors facing the aisle rather than forward, and the lower level seats are actually padded. The seats are also the Euro-style rather than the square look of the past. The rear door uses a state-of-the-art touch-less system in place of the conventional touch bars. Bus operators can now control the temperature of the air conditioner by means of a keypad instead of the AM/PM switch.

## **Pearl City Facility:** Changes to 800-Series Gillig Buses

If you drive an 800-series Gillig, it now has a new software control program in the transmission, which will contribute to an increase in MPG.



## **OTS Paratransit:** New Vans

The OTS Paratransit Division now has 32 brand new vans. These vehicles have a different seating layout and a better driver's seat. They also have a rear emergency exit door and a new fire suppression system, which makes it extra safe for our Paratransit service patrons.

## **Express!**

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# Calendar of Events

## December

Order uniforms with the Transportation Administration office

*Throughout December*

- 3 – Effective start date of the December 2006 Sign-Up
- 14 – Holiday Bash/ Roadeo
- 15 – Deadline for Schedule Recommendations for the March 2007 Sign-Up
- 25 – Christmas Day (Sunday Schedule)
- 28 – Blood Drive (Kalihi Only)

## January

- 1 – New Year's Day (Sunday Schedule)
- 14 – Deadline to submit "Division Transfer" memos to Dispatch
- 15 – Martin Luther King, Jr. Day (State Holiday Schedule)
- 29 – Regular Run Sign-Up  
Start Time 2:00 p.m. for both divisions
- 30 – Regular Run Sign-Up  
Pearl City: Start Time at 9:00 a.m.  
Kalihi: Start Time at 2:00 p.m.
- 31 – Regular Run Sign-Up  
Start time at 9:00 a.m. for both divisions

## February

- 1-2 – Regular Run Sign-Up  
Start time at 9:00 a.m. for both divisions
- 5-6 – Regular Run Sign-Up  
Start time at 9:00 a.m. for both divisions
- 12 – Relief Run Completion  
Start time at 9:00 a.m. for both divisions
- 13 – Relief Run Completion  
Start time at 9:00 a.m. for Kalihi division
- 19 – Presidents' Day (Saturday Schedule)

## Transit Tidbits *Did You Know. . .*

- \* The average number of miles our buses and vans travel on a weekday is approx. 75,000 miles. That would be like going around the earth's equator just over 3 times in one day.
  - \* Our buses are always on detour somewhere. Whether it's for a few hours or a few years, between 150 to 200 events each year cause the buses to deviate from their normal route.
  - \* The Information department staff on average answers 250 calls per staff member per shift. Some Information Representatives have answered up to 360 calls in a shift; averaging a new customer call every 30 seconds.
- \* There are 22,000 bus parts in our storeroom.



**TheBus**  
TheHandi-Van

811 Middle Street  
Honolulu • HI  
96819-2316

Presorted  
Standard  
U.S. Postage  
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