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Operator of the Quarter



The Operator of the Quarter Francis Fukuda says he likes to put 100% into his job because he really likes his job and co-workers.
"When you enjoy your job, everything just comes naturally."

Holiday Greeting



J. Roger Morton
 President and General Manager

The Holiday Season is a time to reflect on the successes of the past year, a time to spend with family and friends, and a time to be thankful for all the blessings each of us have. I am extremely thankful and proud of what our company has achieved in 2008. Your hard work and commitment has allowed OTS to have another successful year.

Our ridership demand was strong this year, probably because of the higher gas prices. We were able to open our new Handi-Van facility and finally give a permanent home to all Handi-Van employees. We were able to negotiate a fair collective bargaining contract with all TheBus employees without rancor and without disruption or anxiety for our customers. Now that gas prices are coming down, I am hopeful that we will be able to retain all of our new riders. I call on all of you to make sure all of our riders receive the best service we can provide.

2009 is just around the corner with new challenges and new opportunities. Make no mistake, we face an uncertain economy and a perilous world and no doubt, there will be many challenges ahead, both for the country and for us at OTS. Our national economy just seems to get worse every day, and Hawaii usually follows the Mainland. We continue to fight two wars in faraway places, and we pray that all of our troops will soon be able to return home and out of harms way. And many in our community are not as fortunate as us.

But we also have reason for hope. We have a new and historic administration in Washington. I'm sure, no matter what your politics are, you will join me by praying for our new President and for our country. We are all fortunate to live in our beautiful Hawaii. There truly is no other place like this on earth. We are lucky to live in one of the best cities in the country and we are fortunate to have good jobs.

I am very optimistic about the New Year and believe we will again have the potential to be successful. I am especially confident because we have a team that is driven by the spirit of Aloha. Whether you celebrate Christmas or Hanukkah, Kwanzaa, Santa Claus or end of the year sales, I'd like to wish you and your families Mele Kalikimaka me ka Hau'oli Makahiki Hou!

J. Roger Morton



MUFI HANNEMANN
MAYOR

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MESSAGE FROM MAYOR MUFI HANNEMANN

Happy Holidays to the outstanding Oahu Transit Services team!

The City and County of Honolulu's reputation for having one of the finest bus systems in the entire nation is a tribute to the men and women who are the heart and soul of Oahu Transit Services, TheBus, and TheHandi-van. While we can have the most advanced and up-to-date hybrid buses and paratransit vehicles, they would be nothing without the employees who serve the public every day of the year with ample measures of dedication, courtesy, and aloha.

Being on the front lines of public service is a difficult and demanding job. But OTS employees fulfill their responsibilities with praiseworthy skill and characteristic professionalism. Whatever your title or duty, you serve as proud representatives of the tradition and caliber of service of Oahu Transit Services—and I commend you for your efforts on our behalf.

During this holiday season, I extend my heartfelt appreciation to you for answering the call to public service and for contributing in ways large and small to the progress of our island community.

I hope the successes of the past year will inspire you to seek and achieve even loftier goals in the months to come and wish you nothing but the best in your endeavors.

Mele Kalikimaka and Hauoli Makahiki Hou.

Mufi Hannemann
Mayor

OTS HOLIDAY BASH

Come One, Come All!

**OTS Holiday Bash at the Kalihi and Pearl City Bus and Paratransit Facilities,
Thursday, December 11, 2008.**

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.

Kalua Pig

Squid Luau

Lomi Salmon

Poi

Chicken Long Rice

Teri Chicken

Haupia

Rice & Macaroni Salad

Morning Pastry

Assorted Loaf Cakes:

Coffee Cake, Pumpkin Cream Cheese Cake,

Chocolate Marble Cake

Dessert

Banana Cake with and without Coconut Frosting

THE BUS ROADEO 2008

DECEMBER 11, 2008

PEARL CITY FACILITY

8:00 A.M. TO 11:00 A.M.



OTS Karaoke Contest

December 11, 2008 Kalihi - Palama Facility

12:30 P.M.

First Prize \$100

Second Prize \$30

Third Prize \$20

**To sign up see Norma in Kalihi
Transportation Department
or call 848-4588.**



Movin' On Up

Michael K. Lauriano, HEM - Lube/Inspection, was promoted on 8/16/08. Michael was previously a Mechanic Helper and has been with OTS, Inc. since 7/13/95.



Bryant Hisashi Okumura, Tire Supervisor, was promoted on 11/1/08. Bryant was previously a Lead Mechanic and has been with OTS since 11/25/74.



Reno Errol Ramiro, Mechanic Helper, was promoted on 8/16/08. Reno was previously a Service Attendant and has been with OTS, Inc. since 5/4/00.



Bobby Wallace Jr., HEM - Running Repair, was promoted on 11/17/08. Bobby was previously a Paratransit Mechanic and has been with OTS since 8/30/04.



Divina Galutan Guieb, Accounts Payable Clerk Coordinator, was promoted on 10/1/08. Divina was previously a Sr. Accounts Payable Clerk and has been with OTS since 6/2/97.



Peter Bermudez, Utility Worker - Bus Stop Crew, was promoted on 11/18/08. Peter was previously a Utility Worker and has been with OTS since 4/24/02.



Tracy K. Kim, Training Coordinator, was promoted on 10/16/08. Tracy was previously an Instructor and has been with OTS since 8/2/88.



Bus Operator Class 178 Graduated October 31, 2008

Darryl C. Choy, Central Radio Controller, was promoted on 11/1/08. Darryl was previously a Bus Operator and has been with OTS, Inc. since 8/5/00.



Tracie Laika Coelho, Road Supervisor, was promoted on 11/1/08. Tracie was previously a Bus Operator and has been with OTS, Inc. since 10/1/94.



First Row (left to right): **Charles Halko, Robert Vierra Tyson Honda, Jason Castillo, William Piena, Keola Esperas, Chris Soares, Walter Oba Jr., Edmund Lima, Walter Dew.**

Darryl Hajime Minami, Road Supervisor, was promoted on 11/1/08. Darryl was previously a Bus Operator and has been with OTS since 4/1/00.



Second Row (left to right): **Jason Mizuuchi Chad Matsui, Brentin Fabrao, James Cooper Kurt Respicio, Brian Hurtle, Thomas Fujita Joel Brennermon, Aaron Zoller, Thomas Ayson.**

Sustainability

Jerome Preese

Vice President, Planning & Marketing

I recently attended the “2008 Sustainability for Business Forum” that presented a number of companies in Hawaii and their sustainability efforts ranging from Castle and Cooke’s wind farm and solar projects to Heavenly Muumuu which makes all their products out of recycled material. Listening to the various types of environmentally friendly practices, many of these companies employed had me thinking that we practice many of the same things. I wondered if everyone at our company knows about the initiatives that we take and decided it would be good to put them together for those that do not know.

To begin with a little history, we were at one time not very environmentally friendly and had the EPA status of a “Large Quantity Generator” of hazardous waste. We made a number of changes from switching to solvents that are not considered to be hazardous waste to recycling the paint thinner we use in the body shop. The affects of these changes brought our EPA status down to a “Small Quantity Generator” of hazardous waste. Continued innovations from changing our fluorescent lighting to low mercury tubes to recycling the water in our bus wash system have now earned us an “Unconditionally Exempt” status or as Maintenance Vice President Richard Hardy states “the hazardous waste output equivalent to a home in Hawaii Kai.”

Some of the more apparent things we do are recycling paper and reducing its consumption wherever we can and continuing to grow our fleet of hybrid buses. However, there are many less obvious environmentally friendly practices we employ. Tires are an item that has received some attention for a couple of reasons. One is it takes over 20 quarts of oil to produce a tire, and on the other end the number of years it takes to decompose in a landfill is well beyond our lifetime. So we began recapping our tires instead of replacing them, which only takes 8 quarts of oil. Next, we purchased aluminum rims so they will run cooler, and recently, we switched from compressed air to nitrogen to further reduce heat and increase mileage, keeping more tires out of landfills.

We recover all our vehicle fluids to the point that we purchased an oil can crusher that so that we can squeeze all the oil out of the can. The can itself is recycled as are all types of metal waste, (since Jan '08 we have collected over \$12,000 for recycled metals). Even the transfers that we pass out to our passengers are printed on recycled paper which doesn't seem like much until you learn that we purchase over 37 million transfers in a year.



Photo above: **Recycling paper is one of the many ways Oahu Transit Services, Inc. helps preserve the environment.**

Our new Paratransit facility was designed so that the windows are located and oriented to maximize the use of natural light. The trellises on the side of the building will hold vines that are in the process of growing and will help keep the building cool and reduce the need for air conditioning. In the administrative building electrical consumption was recently reduced when the temperature setting for the building was increased, lowering the air conditioning demand.

These are some of the many things we do to preserve our environment so that future generations can enjoy it as we have. I am proud to work in a company with a culture where people take those little extra steps like turning off the lights when leaving a room or shutting off a vehicle if it's sitting for more than 5 minutes. We need to continue what we are doing and be part of the solution to the problem of sustaining our environment.

In Memory of . . .

Willie S. Visitacion passed away on September 3, 2008. Mr. Visitacion was employed with MTL, Inc., on April 10, 1976 as a Service Attendant in the Maintenance Department and had 29 years of dedicated service.

John L. K. K. Chong Jr. passed away on September 9, 2008. Mr. Chong was employed with MTL, Inc., on April 10, 1976 as a Bus Operator in the Transportation Department and retired on June 1, 2007 with 31 years of dedicated service.

Avon M. Doane passed away on September 11, 2008. Ms. Doane was employed with MTL, Inc., on March 1, 1979, as a Bus Operator in the Transportation Department and reitired on September 1, 1999 with 20 years of dedicated service.

Holiday Food Drive December 1 – 11, 2008

Oahu Transit Services, Inc. (TheBus & TheHandi-Van) would like to collect canned food items and nonperishable food to help the Hawaii Foodbank. Please kookua by donating some food for needy families during this holiday season. Donations may be dropped off at the following locations:

Kalihi Facility

- Dispatch Office in the Admin. Building
- IT Department
- Purchasing & Material Management Office (by Copier)
- URF Maintenance Office (Foreman's Office) Building C
- Maintenance Building 2nd floor (Superintendent's Office)
- Maintenance Office (Foreman's Office) Building B
- Transportation Division Office in the Admin. Building

Paratransit

- Dispatch/Reservation Lunch Room
- Maintenance Office
- Operations Office

Pearl City Facility

- Transportation Admin. Office
- Maintenance Office (Foreman's Office)

TOP 10 MOST WANTED FOOD ITEMS

- | | |
|---------------------------|-----------------------|
| 1. Canned fish | 6. Canned vegetables |
| 2. Canned luncheon meats | 7. Canned fruits |
| 3. Canned spaghetti/chili | 8. Dry beans or pasta |
| 4. Canned soups | 9. Rice |
| 5. Pork and beans | 10. Cereal |

Operator of the Quarter



Pearl City-based Francis Fukuda was surprised to be this issue's Operator of the Quarter, and didn't know what to say at first. So Sharon, his wife of 32-plus years said to say, "Behind every good man is a good woman!" (Good one Sharon.)

Francis joined OTS in December 1993, and has Route 53 Pacific Palisades for the December sign-up. It's his favorite, Francis says, because he can stop to use the restroom at the Pearl City facility!

Francis says he likes to put 100% into his job because he really likes his job and co-workers. "When you enjoy your job, everything just comes naturally."

Francis also keeps timetables handy in case customers need times of other buses, especially times buses leave Ala Moana, and times the last buses run.

As for advice, Francis says "Your attitude determines what's going to happen, so keep a good attitude, keep your cool and no get excited. Treat people with equal respect, that's how I was raised."

Congratulations Francis!

A Masterpiece



Photo above: Finance Secretary Linda Orion won a quilting contest that took place at Kahala Mall. The quilt won 2nd place in best design, 1st place in best color, and the grand prize BEST IN SHOW. This masterpiece took her approximately one year to complete. The quilt design is called "The Ferns of Waialeale" and was designed Master Quilter Carol Kamaile.

Taste of OTS Pastas October 7, 2008

This Aloha United Way fundraiser was held at the Kalihi-Palama Facility in the Operators' lounge. We raised \$768.00 during this event.

The Winners of the Taste of OTS Pastas

1. Dwight Higa, Maintenance
2. Romulo Delos Santos, Transportation
3. Susan Kawasaki, Finance

Congratulations to all the winners!

Along with employee pledges, OTS raised \$20,584.00.

**Mahalo for all your support of
Aloha United Way.**



Alzheimer's Association MemoryWalk 2008 September 7, 2008

OTS raised \$1,888.00 from Fun Pack sales and \$2,313.16 from walker pledges for a total of \$4,201.16!



Photo above (left to right): Tim Ho, Kitty Souza, Charlotte Hee, Linda Mitsunaga, Guill Colon, Sarah Tajima, Jeff Tupa. (Missing from photo: Agnes Loi, Guiseppe Rivera, and Kylene Takahashi-Rivera.)



Photo above (left to right): Bianca Hoang, Barbara Nettles, Gary Nettles, David George, Levin Nansen-Salas (holding Phoenix, Gary's baby).

Bus Operators of the Month

KALIHI DIVISION

September 2008

1. Elton Alcover
2. Donovan Calhau
3. Gerald Wan

October 2008

1. Kenneth Pia
2. Thomas Rollman
3. William Stowers

November 2008

1. Nathan Ajifu
2. Gilbert Cruz
3. Lorenzo Tadena

PEARL CITY DIVISION

September 2008

1. Robert Costa
2. Guy Davalos
3. Nephi Kekaula

October 2008

1. Raul Delgado
2. James Feliciano
3. Charles Rokero Jr.

November 2008

1. Lisa Makuakane
2. Ringo Manu
3. Henry Ulii Jr.

Operator Safety Awards

August

	Years
Russell M. Duarte	35
Ethan K. Kahoano	28

September

Alan O. Farias	22
Alan T. Nohara	30
Roman R. Richardson	23
Herbert D. K. Titcomb	24

October

Lincoln B. Alvarez	27
Guy T. Gamuro	25
Edward S. Nakamura	32

Retiree Corner

Name	Position	Date Retired	Yrs. of Service
BOLOSAN, JUAN CADIENTE	Tire Supervisor	Sep 2008	39
CHUNG, BRADFORD	HEM - Running Repair	Sep 2008	29
MATTSON, LYLE P. P.	Bus Operator	Sep 2008	26 1/2
PESTANA, SEARLE K.	Bus Operator	Sep 2008	36 1/2
TAKANO, JEFFREY T.	Lead Mechanic	Sep 2008	21 1/2
LAU, GERALDINE H.	Central Radio Controller	Oct 2008	28
QUEYPO, JR., ARNOLDO	Bus Operator	Oct 2008	36
WONG, CLARENCE W. K.	Paratransit Operator	Oct 2008	14
HAMASAKI, RUDY M.	HEM - Overhaul Shop	Oct 2008	28 1/2

New OTS 'Ohana

TAKAHASHI, MAYDEEN Y.C.	Entry Information Clerk	09/16/08
DOLD, CHRISTINE NANI	Entry Information Clerk	10/01/08
ALCOVER, PAUL RANDALL	HEM - Air Conditioning	10/01/08
BILLED0, GLENN	HEM - Running Repair	10/01/08
PIA, JOHNATHAN T.	Service Attendant	10/08/08
CHO, ULULANI M.	Entry Information Clerk	10/09/08
CHHIN, JOHN CHAMROEUN	Service Attendant	10/13/08
FILOTEO, CORONELLA K.	Paratransit Operator	10/18/08
KANESHIRO, GARY T.	Paratransit Operator	10/18/08
MATTOS, JR., RAYMOND S.	Paratransit Operator	10/18/08
YAMASHITA, GARY TERUO	Paratransit Operator	10/18/08
AYSON, THOMAS A.	Bus Operator	11/01/08
CASTILLO, JASON F.	Bus Operator	11/01/08
COOPER, JAMES EVERETT	Bus Operator	11/01/08
DEW, WALTER EDWARD K	Bus Operator	11/01/08
ESPERAS, KEOLA P.	Bus Operator	11/01/08
FABRAO, BRENTIN HAMILTO	Bus Operator	11/01/08
FUJITA, THOMAS TSUTOMU	Bus Operator	11/01/08
HALKO, CHARLES JOHN	Bus Operator	11/01/08
HONDA, TYSON MASAMI	Bus Operator	11/01/08
HURTLE, BRIAN KEITH	Bus Operator	11/01/08
LIMA, EDMUND U.	Bus Operator	11/01/08
MATSUI, CHAD KIYOSHI	Bus Operator	11/01/08
MIZUUCHI, JASON M.	Bus Operator	11/01/08
OBA, WALTER KEALOHA	Bus Operator	11/01/08
PIENA, WILLIAM R. JR.	Bus Operator	11/01/08
RESPICIO, KURT E.	Bus Operator	11/01/08
SOARES, CHRIS G.	Bus Operator	11/01/08
VIERRA, ROBERT ALLEN	Bus Operator	11/01/08
ZOLLER, AARON B.	Bus Operator	11/01/08
FELIX, JEFFREY TOMBOC	Service Attendant	11/03/08
BENNERMON, JOEL M.	Bus Operator	11/04/08

Trick or Treat



Photo Above (left to right): **Krystelle Leano, Dacha Nahinu, Norma Godoy, Lilia Visitacion** of the Transportation Department.



Photo Above (left to right): **Jon Nouchi**, Service Development Manager; **Joni Robinson**, Workers' Compensation Technician.



Photo Above : **Grace Tubania**, Paratransit Reservationist.



Photo Above (left to right): **Sadao "Ross" Narikiyo**, Graphic Designer; **Tom Enomoto**, Customer Services Manager.

Paratransit Jack-O-Lantern Contest

The Winners



Photo Above: **The most original pumpkin** by **Donna Ridela**, Administrative Clerk II



Photo Above: **The ugliest pumpkin** by **Paul Bringas**, Paratransit Operator



Photo Above: **The most creative pumpkin** by **Kealii Bartrand**, Customer Service Supervisor



Smiles

Patricia Nielsen

Vice President, Paratransit Services

Do you have any idea what a powerful message you send each and every time you smile?

I am a proponent for smiling. In fact, since I've been involved in training transit employees for nearly 20 years and working with the senior and disabled community for even longer, I know with all my heart – a smile can really make a difference.

Let's get personal. YOUR smile can make or break a transit experience for your passengers. Your smile can change the atmosphere in the vehicle. Your smile can ease tense moments and troubled hearts. YOUR smile really does matter!

Obviously, from the comments below, I'm not the only one who thinks so. My hope is that you will give some thought to them, and then put into practice your very best smile!

May your holiday season be blessed and may love abound in your life.

- The curve of a smile can set a lot of things straight.
- A warm smile thaws an icy stare.
- All people smile in the same language.
- Why not wear a smile? It's just about the only thing you can wear that isn't taxed.
- A smile is the lighting system of the face and the heating system of the heart.
- When you see someone without a smile, give him one of yours.
- A smile is a wrinkle that shouldn't be removed.
- What sunshine is to flowers, smiles are to humanity. (Joseph Addison)
- Smile—it improves your face value.
- Smile—it's the second best thing you can do with your lips.
- Before you put on a frown, my friend, make absolutely certain there are no smiles available.
- Wear a smile and have friends; wear a scowl and have wrinkles.
- A smile is the universal welcome. (Max Eastman)
- The world always looks brighter from behind a smile. (Mary Waldrip)
- You're never fully dressed without a smile. (Martin Charnin)
- It takes seventeen muscles to smile and forty-three to frown.
- All the statistics in the world can't measure the warmth of a smile. (Chris Hart)
- No matter how grouchy you're feeling, you'll find the smile more or less healing. It grows in a wreath. All around the front teeth— Thus preserving the face from congealing. (Anthony Euwer)

- Wrinkles should merely indicate where the smiles have been. (Mark Twain)
- If you didn't start out the day with a smile, it's not too late to start practicing for tomorrow.
- Laughter is regional: a smile extends over the whole face. (Malcolm De Chazal)
- If you'd like to spoil the day for a grouch, give him a smile.
- A smile costs nothing but gives much. It enriches those who receive without making poorer those who give. It takes but a moment, but the memory of it sometimes lasts forever. None is so rich or mighty that he can get along without it, and none is so poor that he cannot be made rich by it. A smile creates happiness in the home, fosters goodwill in business, and is the countersign of friendship. It brings rest to the weary, cheer to the discouraged, sunshine to the sad, and is nature's best antidote for trouble. Yet it cannot be bought, begged, borrowed, or stolen, for it is something that is of no value to anyone until it is given away. Some people are too tired to give you a smile. Give them one of yours, as none needs a smile so much as he who has no more to give.
- Keep smiling—it makes people wonder what you've been up to.
- The bitterest misfortune can be covered up with a smile. (Yiddish Proverb)
- There are no language barriers when you are smiling. (Allen Klien)
- A smile is a powerful weapon; you can even break ice with it.
- Smiles reach the hard-to-reach places. (Steve Wilson)
- A smile is a passport that will take you anywhere you want to go.
- The fruit of love is service. The fruit of service is peace. And peace begins with a smile. (Mother Teresa)



Photo above (left to right): **Paulette Adric**, Reservationist; **Allison Mariano**, Scheduler; **Katherine "Lei" Kapanui**, Reservationist.

Paratransit Safety Awards

August				
1st Yr. Award	<i>Ronald Colling</i>	<i>Gaylen Paio</i>	<i>Allan Sablan</i>	
2nd Yr. Award	<i>Tetele Acedo</i> <i>Peter Fiori</i>	<i>Jamiane Tamura</i> <i>Russell Lopes</i>	<i>Conrado Bagay</i> <i>April Vera Cruz</i>	<i>Filiki Tupuola</i>
3rd Yr. Award	<i>Norman Baker</i>	<i>Itagia Timoteo</i>	<i>Michael Vea</i>	
4th Yr. Award	<i>Rueben Cezar</i>			
5th Yr. Award	<i>Melody Bangay</i>	<i>Robyn Freitas</i>	<i>Randy Makahanaloa</i>	
September				
1st Yr. Award	<i>Earl Naile, Jr.</i>			
2nd Yr. Award	<i>Tavesi Augafa</i>	<i>Bryan Natividad</i>	<i>Dolores Santiago</i>	<i>Matthew Sione</i>
3rd Yr. Award	<i>Ralph Wilms</i>			
October				
1st Yr. Award	<i>Michael Evangelista</i> <i>Daniel Macho</i>	<i>Leilani Omeli</i> <i>Hank Takafuji</i>	<i>Kyle Hussey</i>	<i>Leonard Paculan</i>
2nd Yr. Award	<i>Valray Jeremiah</i>	<i>Freddie Makinano</i>	<i>Ricky Quibodeaux</i>	
3rd Yr. Award	<i>Tonette Gumapac</i>			
4th Yr. Award	<i>Amelia Willing</i>			
5th Yr. Award	<i>Benjamin Roque, Jr.</i>	<i>Laurie Schipinski</i>		



Paratransit Class 34 Graduated October 18, 2008

Photo Left (left to right): Gary Kaneshiro, Raymond Mattos, Jr., Elizabeth Gwin, Coronella Filoteo and Gary Yamashita.

Know Your Investment Self

You know your favorite time of year, what type of friend or parent you are, and maybe even how you react in different situations. But do you know what type of investor you are? Have you ever given it any thought?

Your social personality may be quite different from your “investment personality.” Your investment personality should be evaluated based on two important factors.

- Time horizon – how long you have to save and invest before you reach retirement
- Risk tolerance – how comfortable you are with the potential to lose money

Taking these two factors into consideration, most investors fall into financial types, or profiles, such as:

Conservative — Possess a short time horizon and a low risk tolerance, these investors look for stable, low risk investments with lower, predictable returns and high liquidity.

Moderately conservative — These individuals are just slightly more tolerable of risk than conservative investors, and usually have a somewhat longer time horizon. They stick with safer investments but accept occasional, slight fluctuations in the value of their portfolios.

Moderate — Moderate investors are the middle of the road. They have a midrange time horizon and some tolerance for risk. They are looking for stable returns for some level of growth and they are comfortable with some risk and market fluctuations.

Moderately aggressive — Investors in this category can accept higher levels of risk and generally have a longer time horizon. They are looking for higher growth potential and will accept some significant swings in their portfolio returns.

Aggressive — Most aggressive investors have the longest time horizon and will accept higher risk for higher growth potential. Short term losses are accepted as a means to longer term capital appreciation.

Once you determine what type of investor you are, you can better decide what type of portfolio allocation, or asset allocation, might work best for you. Asset allocation is an investment strategy utilizing a range of investment choices to help minimize risk.

Keep in mind, diversification does not eliminate risk, does not guarantee a profitable investment return, and does not guarantee against a loss. It is a method used to manage risk, which can help reduce the overall volatility of your investment portfolio.

You can contact Bankoh Investment Services Professional Mr. Albert Piena at (808) 694-4372 today to find out more about asset allocation. Knowing your investment personality may help you discover your “retirement personality” more quickly.

Bankoh Investment Services, Inc. is a non-banking subsidiary of Bank of Hawaii. Member FINRA/SIPC

Securities and products are not FDIC insured, not Bank guaranteed, and may lose value.

Source : Lincoln National Corporation 2007

Four Signs of Recognizing a Stroke

Sometimes symptoms of a stroke are difficult to identify. Unfortunately, the lack of awareness spells disaster. The stroke victim may suffer severe brain damage when people nearby fail to recognize the symptoms of a stroke.

Now doctors say a bystander can recognize a stroke by asking four simple questions:

- S** Ask the individual to **SMILE**
- T** Ask the person to **TALK and SPEAK A SIMPLE SENTENCE (coherently) (i.e. It is sunny today).**
- A** Ask the person to **RAISE BOTH ARMS.**
- R** Ask the person to **stick out their tongue and take notice if their tongue appears crooked or twisted to one side.**

If they have trouble with ANY ONE of these tasks, CALL 911 immediately and describe the symptoms to the dispatcher.

A cardiologist says if everyone who gets this information and shares it with 10 people, you can bet one life will be saved.

Have a wonderful day.

A Bus Full of Technology

Jon Nouchi Service Development Manager

TheBus will be testing a new technology bus manufactured from lightweight composite materials (think: surfboards and Corvettes). The CompoBus, manufactured by North American Bus Industries (NABI) is also unique because it is 45 feet long. What does this mean?

The extra five feet over our standard 40-foot models allows the CompoBus to carry more seated and standee passengers. Although the demonstration model seats 46 passengers, future builds will seat 48. The CompoBus can seat more passengers than any of our 40-foot buses.



Photo Above: **The CompoBus that will be used for testing during the month of February at both the Kalihi-Palama and Pearl City Divisions.**

We plan to try a number of new technology items on the CompoBus. It will be equipped with a new TransitMaster system (already in use on Handi-Van vehicles) that has an easier-to-view color screen and more ergonomic design. A new farebox will also be installed that has the capability to issue electronic transfers and possibly accept smart cards and charge cards. Of course, it will also have our standard amenities such as automatic voice annunciation and automatic passenger counters.

The CompoBus hits Honolulu's shores in January 2009. Following a brief maintenance, testing, and training period, it will run in revenue service at both Kalihi-Palama and Pearl City divisions during the month of February. The Training Department will ensure that the vehicle is safe to operate on all test routes.

We plan to run the CompoBus on routes and trips that carry heavy loads which do not require an articulated bus. Some of the routes where you might see the CompoBus and its unique smiling face include Routes 1, 8, 17, 19, 20, 41, 43, 52, 55, 62, 81, 93, 98, and 434.

It is important for us to learn all we can about the CompoBus during the demonstration period. We will gather feedback from all areas, especially bus operators, maintenance personnel, and our passengers. Expect to see the CompoBus in its patriotic red, white, and blue colors in February.

Caring For Our Community

Once again, OTS Bus Stop Crew member Peter Bermudez and his wife Jenny, coordinated a day of service and giving at the Pai'olu Kaiaulu Waianae Homeless Shelter (Pai'olu Kaiaulu means "pleasant lift of encouragement as your journey begins").

With volunteers from OTS, Word of Life, U.S. Marine Band and food courtesy of Koolina; it was a day of celebration and thanks.

A warm Mahalo goes out to all the volunteers and the many who donated generously with toiletries, home essentials, clothing, children's toys and books, and money.

Thank you all for your generosity.



Technology Corner

Text Messaging, Part 2: Do you Copy? (Yes/No)

Jon Nouchi

Service Development Manager

Central Control is using more TransitMaster text messaging every day. Remember, an incoming text message is signaled by three long beeps.

Some text messages will ask you to acknowledge that you have read and understand the message. For example, if there is a major accident on Farrington Highway in Nanakuli, Central Control can text all the buses on Routes C, F13, 40/40A, 93/93A, and 403.

<BEEP> <BEEP> <BEEP>

“MSG” appears in the top right hand corner of your Mobile Data Terminal (MDT) screen. From the main screen in TransitMaster, press “RCVD MSGS.”

“Major accident on Farrington Highway fronting Nanakuli Beach Park. All lanes closed. Westbound DETOUR from

Farrington right Nanakuli, left Mano, left Haleakala, right Farrington, resuming regular route. Reverse detour on Eastbound. Expect delays.”

Central Control may request an acknowledgement that you received the message. If so, “SEND ACK” will appear on the screen. Press this button to let Central know that you have read and understand the message sent.

Central Control can also ask yes or no questions via text message. If Central requires a yes or no answer, these buttons will show when you read the message. Hit “YES” or “NO” to answer the question.

Text messaging will be a convenient and time-saving way to communicate between fixed-route Central Control and bus operators. Handi-Van dispatchers are also using this technology to send data to Handi-Vans on the road.

HASTUS Upgrade

The Scheduling Department is using a new version of the HASTUS software to schedule trips and create runs. What does this mean to bus operators? Using a new computerized runcutting process, we have improved the quality of runs by reducing the number of three-time-out runs.

The December signup was the first time Scheduling used this new system. As they become more familiar with the new HASTUS, we will see better runs and overall improvements in Scheduling.

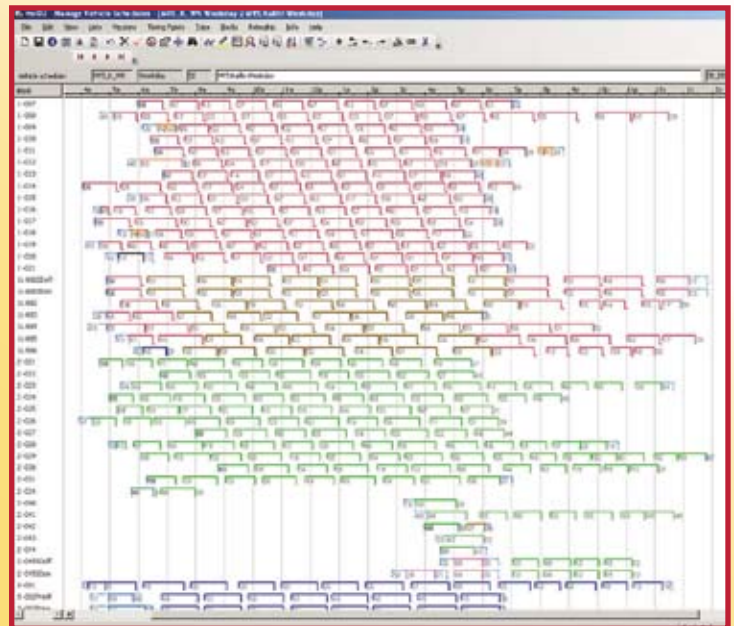


Photo Above: Screenshot of the HASTUS program used to create runs and schedule trips.

Maintenance Making it Better

Richard Hardy
Vice President, Maintenance

Not content with maintaining the status quo, we strive continually to make improvements that will benefit the riding public as well as our fellow employees. Some of what we do is highly visible, some is obvious only to a small number of us. In no particular order of priority, here's what's happening in the garages and on the streets:

1. **Bus Rehab Program.** Kalihi Maintenance, with a significant assist from the main Body Shop at Pearl City, is in the process of doing a complete rehab of older Gillig buses at the rate of about one a month. To date, 12 buses have gone from old and tired to looking and smelling brand new. Pearl City has also painted a handful of their buses. However, most notable is that the windshields, front door glass and driver's side windows of the Pearl City fleet have been buffed free of water spots.
2. **Y2K Artic Re-power Program.** We already have 13 new Cummins engines on property. As soon as the rest of the conversion kits are delivered, we will again start re-powering the problem-prone 2000 artic's. By the middle of next year, we expect to have re-powered 26 out of 30 buses in this fleet.
3. **LED Interior Lighting.** Does the lighting look brighter and more pleasant in Buses 501, 868, 301 and 150? It is the newest thing—LED lighting. And, it is supposed to last for 10-12 years without replacement, which is a huge cost savings.
4. **Wheelchair Ramp and Kneeling Controls.** Find it hard to reach those toggle switches on the lower right-hand side of the dash? Thanks to the recommendation of the Safety Committee, these switches are now being conveniently located near the door opener.
5. **CLASS Door Opening System.** This new system, installed on the 900 series and on Buses 142-150, uses a beam rather than a touchbar to cause the doors to open. With fewer moving parts, it is more reliable and requires less maintenance. However, if passengers are standing in the beam's path, it could affect operations. Therefore, we are trying a new annunciator device in Bus 928 which asks passengers to remain clear of the doors.
6. **Anti-Graffiti Shields for Bus Windows.** We currently use this plexiglass anti-graffiti shields. As we have all seen, whereas the plexiglass protects the glass windows, they get hazy when you clean them and some develop what looks like an oil sheen. We are now experimenting with a film product by 3M which we hope will ease the problems that we see with plexiglass.

Express!

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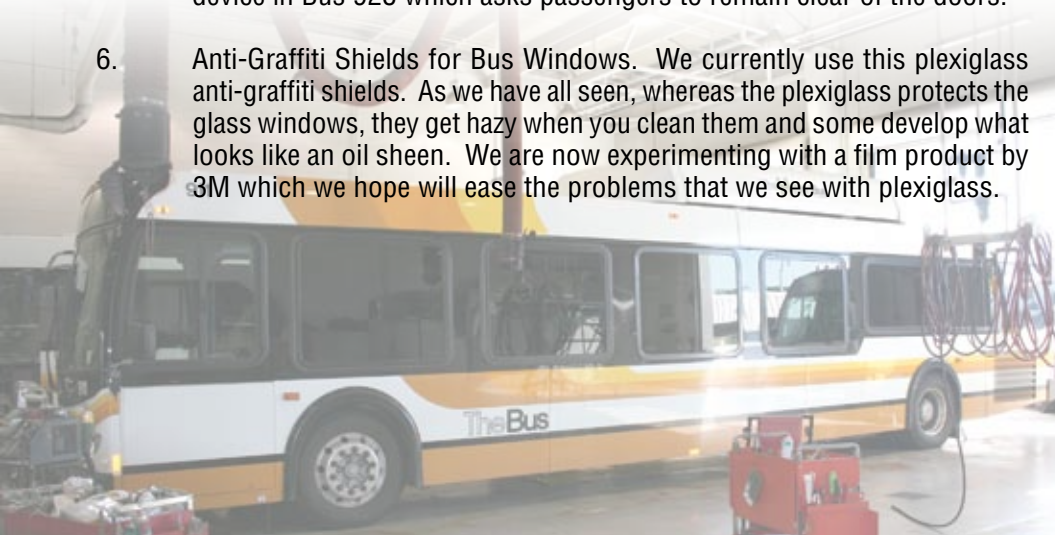
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Calendar of Events

December

- 7 - Effective Start Date of the December 2008 Sign-Up
- 11 - OTS Holiday BASH (TheBus Roadeo and other events)
- 25 - Christmas Day Holiday - Sunday Schedule (AZoff)
- 27 - Regular Run Sign-Up:
Start Time: 9:00 a.m. at the Pearl City Division
Start Time: 2:00 p.m. at the Kalihi Division
- 28 - 30 - Regular Run Sign-Up:
Start Time: 9:00 a.m. at both divisions
- 10 - Relief Run Completion:
Start Time: 9:00 a.m. at both divisions
- 11 - Relief Run Completion:
Start Time: 9:00 a.m. at the Kalihi Division
- 16 - Presidents' Day Holiday - Saturday Schedule

January

- 1 - New Year's Day Holiday - Sunday Schedule (AZoff)
- 11 - Deadline to submit "Division Transfer" memos to Dispatch for March 2009 Sign-Up
- 19 - Martin Luther King, Jr. Day - Holiday - State Holiday Schedule
- 26 - Regular Run Sign-Up: Start Time: 2:00 p.m. at both divisions

February

- 2 - 4 - Regular Run Sign-Up:
Start Time: 9:00 a.m. at both divisions
- 5 - Regular Run Sign-Up:
Start Time: 9:00 a.m. at the Kalihi Division

March

- 1 - Effective Start Date of the March 2009 Sign-Up
- 26 - Prince Kuhio Day - Holiday - State Holiday Schedule



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TheHandi-Van

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