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Operator of the Quarter



Operator of the Quarter Randal Noguchi. Read more about Mr. Noguchi on page 2.

Managing Change



J. Roger Morton
President and General Manager

Managing change is one of the most difficult tasks that any organization can face. Yet, adapting to changing business conditions and maintaining organizational strength is vital to survival in today's economic environment. Whether we like it or not, change is inevitable. Change creates many challenges but also provides us with opportunities.

Typically, change introduces the latest, new and improved model like our latest hybrid electric buses. Sometimes it involves new rules that alter the way we can do things, like a restructured route or a restriction on the use of cell phones. Nationally, the country is in a state of change. Huge companies that once dominated Wall Street are now in bankruptcy. The last election cycle produced a U.S. President who ran on the need for change.

At OTS, change is apparent as several senior executives have either retired, plan to do so, or are changing their roles in the Company. Ken Hong, a leader at TheBus for as long as anyone can remember, retired effective June 1, 2009, and Robert Yu took over as Senior Vice President and Deputy General Manager. Rick Hardy, Vice President of Maintenance, will retire at the end of July, and several other officials have either retired or plan to do so by the end of summer, while other officials have changed positions. The new people who take over will never completely replace the people who left, as they will bring new ideas and yes, they will likely bring some change. I ask everyone to assist them in their new roles.

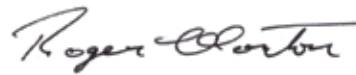
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Managing Change

Continued from page 2

And outside pressures can bring change as well. The economic pressures from the recession means there is less government money to go around. We've had to raise fares and look for other ways to reduce expenditures. These challenges will continue for at least the next three years. I ask everyone to be mindful that there is only so much money and to understand when unpopular changes have to be made.

Our legacy at TheBus goes back to the turn of the last century when HRT started providing transit service to the residents of Honolulu. Over the past 110 years, we've managed to cope with massive technological and economic changes. I am confident that with everyone's help, we will continue to thrive in the future. I ask for your support of the changes that will likely to come.



J. Roger Morton

Operator of the Quarter

Operator of the Quarter Randal Noguchi likes to operate large vehicles, so driving a bus is right down his alley. If he didn't become a bus driver 21+ years ago, Randal says he would have liked driving an eighteen wheeler.

A student of Class #107, Randal learned the routes with classmates Rex Freitas, Faith Taira, Lawrence "Mike" Coleman and Troy Tavui.

"In the beginning, it was hard for me to learn the routes, and it was easier to deal with the people." Randal says that over the years he's had fun meeting people and making friends with his bus patrons.

During Randal's week he drives 53 Pacific Palisades, 93 Waianae Coast Express, 433 Waipahu to Waikole, 54 Pearl City and the 201 Express from Waipahu to Waikiki. Randal says his favorite route was the 421 in Ewa Beach, "but that's long gone."

Randal's advice for other drivers is, "Complete your duty."

Randal spends leisure time with his wife Miyuki.

CONGRATULATIONS, RANDAL!



Photo Above: **Operator of the Quarter Randal Noguchi and his wife Miyuki.**

Thank You For Your Friendship And Support

Kenneth G.M. Hong

Former Senior Vice President & Assistant General Manager

Sometimes feelings run so deep that it is difficult to put into words everything that you want to say. I find myself in that position now. There are no words that can adequately express to all of you my sincere thanks for your friendship and support. Much has been said of my 42 years with TheBus, but as I reflect, I find that the old saying, "Time flies when you're having fun," is so true. It doesn't feel like I have been working for 42 years, but that might also be because when your days are filled with so many challenges and opportunities, work doesn't seem like "work" at all.

During the earliest years of my career, I was blessed with many mentors -- people who unselfishly shared their knowledge with me and guided me in the right direction. Two of my earliest mentors at HRT were Richard Tom, who shared with me all his considerable knowledge of scheduling and run-cutting; and Jeanne Sasahara, who shared her understanding of protocols and her extensive knowledge of how the organization functioned. Both were invaluable sources of information, inspiration, and encouragement to me as I embarked on my first job in Transportation as a Schedule and Assignment Trainee.

There have been many others from whom I have learned not only "transportation" lessons and technical knowledge, but life lessons, as well. In turn, it has been my privilege and my pleasure to have been able to share these lessons, insights and philosophies. I am encouraged by the fact that so many of you are already working on helping OTS to become TheBus 'Ohana, not only in words, but also in deeds. This means working together to make TheBus an organization we can all be proud of and recognizing and acknowledging that each and every employee has something to contribute to make this vision become a reality. It means putting aside differences and "old baggage" in order to achieve our common goal. It means treating each other with the respect and courtesy with which we would like to be treated. Every President and General Manager that I have had the pleasure to work with from Mr. Moniz and Mr. Miyagi, to Mr. Cowen and Roger Morton, has known and imparted to us that the strength of our organization lies in our people and in their ability to work together to get things done.

I have met and worked with some of the nicest, most caring people here at TheBus. It has truly been the highlight of my career to have been able to get to know so many of you. I have been blessed by your friendship and I will treasure forever the many memories we have built together. In addition to 42 years of fond memories, I now have a wealth of memories from those of you who stopped by to talk story and reminisce, and those who made May 8th, 21st, 22nd, and 29th such special

days for me and my family. Roger, Michelle, T.K., and Manu, thank you for being the moving forces behind these events. Thank you to all who attended and to all who helped behind the scenes and pitched in wherever help was needed. My wife, Sue, and I were touched by your kind words and good wishes. There is simply no way to express how much each of you touched our hearts.

May God bless each and every one of you and may He smile upon you and return to you many times over the happiness that you have given us. Please take care of yourselves and of each other. And, once again, thank you from the bottom of my heart for your friendship and the wonderful memories.



Photo Above: (left to right):
J. Roger Morton, President and General Manager;
Kenneth G.M. Hong,
Ed Hirata, OTS, Inc. Board Member.



Photo Above: (left to right):
Jerome Preese, Vice President, Planning & Marketing;
Kenneth G.M. Hong, **Tina Ahuna**, Maintenance Clerk II;
Robbie Kanuha and **Adrian Kanuha**, Road Supervisor.

Transit Transfers

Nedwyn Schwartz, Sr. Counting Room Clerk, was promoted on 3/1/09. Nedwyn was previously a Counting Room Clerk II and has been with OTS, Inc. since 7/9/84.



Lowell Miura, Lead Mechanic, was promoted on 4/20/09. Lowell was previously a HEM - Automotive and has been with OTS since 6/1/88.



Luis Navarro Jr., Deputy Supt. of Transportation – Kalihi Division, was promoted on 4/1/09. Luis was previously an Assistant Supt. of Transportation and has been with OTS, Inc. since 2/4/76.



Chad DePonte, Paratransit Lead Mechanic, was promoted on 7/01/09. Chad was previously a Paratransit Mechanic and has been with OTS since 4/10/94.



Ralph Nishimura, Supt. of Transportation – Kalihi Division, was promoted on 4/1/09. Ralph was previously an Assistant Supt. of Transportation – Kalihi Division and has been with OTS, Inc. since 8/2/88.



Bus Operator Paul Fernandez Honored by HPD

Timothy Gouveia, HEM – Body Shop, was promoted on 4/16/09. Timothy was previously a Service Attendant and has been with OTS, Inc. since 7/15/05.



Officer Fernandez has been volunteering as a reserve officer with the HPD for 27 years. He consistently gives more than the 240 hours required annually, serving 374 hours in 2008. In addition to his regular reserve assignments, Officer Fernandez worked 30 special events, including the King Kamehameha Day Parade and City Lights Parade. Officer Fernandez works full time for Oahu Transit Services (TheBus) and is a seven-time champion of the company's annual Bus Roadeo.

Carilynn Ishimaru, Sr. Transportation Clerk, was promoted on 4/16/09. Carilynn was previously a Clerk Typist I and has been with OTS, Inc. since 5/1/06.



Lulani Santiago, Road Supervisor, was promoted on 4/16/09. Lulani was previously a Bus Operator and has been with OTS, Inc. since 2/13/99.



Donna Wong, Sr. Transportation Clerk, was promoted on 4/16/09. Donna was previously a Transportation Clerk II and has been with OTS since 1/21/74.



Photo above: **Paul Fernandez (left)**, receives the HPD Reserve Police Officer of the Year award from Police Chief Boisse Correa.

Retiree Corner

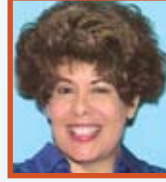
Kenneth G. M. Hong,
Vice President &
Assistant General
Manager, retired on
6/1/09. Mr. Hong had
42½ years of service.



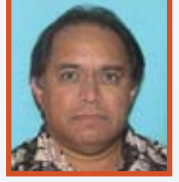
Alan Takeo Nohara,
Bus Operator, retired
on 3/1/09.
Mr. Nohara had 37
years of service.



**Bonnie-Gean K.
De Freitas,**
Information Clerk II
retired on 4/1/09. Ms.
De Freitas had 24 years
of service.



Trask D. K. Huddy,
Assistant Superintendent,
Transportation,
Pearl City Division
retired on 6/1/09.
Mr. Huddy had 34 years
of service.



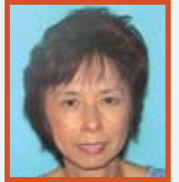
Edward L. Akana,
Bus Operator, retired on
4/1/09. Mr. Akana had
35 years of service.



Kitty Souza,
Safety & Training
Manager, Paratransit
Services, retired on
4/1/09. Mrs. Souza had
16½ years of service.



Cynthia T. Okada,
Secretary I, retired on
6/1/09. Ms. Okada had
29½ years of service.



Sauifato Masoli,
Bus Operator, retired
on 4/1/09. Mr. Masoli
had 35 years of service.



Norman Baker,
Paratransit Operator,
retired on 4/1/09.
Mr. Baker had
16½ years of service.



Gayle A. Oyame,
Executive Secretary,
retired on 6/1/09.
Mrs. Oyame had 28
years of service.



Louis Vargas Jr.,
Bus Operator, retired
on 4/1/09.
Mr. Vargas had 35
years of service.



Conrado M. Bagay,
Paratransit Operator,
retired on 4/1/09.
Mr. Bagay had
16½ years of service.



Linda E. Harrington,
Bus Operator,
retired on 6/1/09.
Ms. Harrington had 25
years of service.



Wesley K. Hinaga,
Bus Operator, retired
on 4/1/09.
Mr. Hinaga had 33
years of service.



Allen S. Yamamoto,
Utility Worker,
retired on 4/1/09.
Mr. Yamamoto had
9 years of service.



James K. Nahinu Jr.,
Bus Operator,
retired on 7/1/09.
Mr. Nahinu had 37 years
of service.



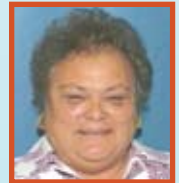
Joseph K. Adams,
HEM- Running Repair,
retired on 4/1/09.
Mr. Adams had 33
years of service.



Clifford N. Rodrigues,
Bus Operator,
retired on 5/1/09.
Mr. Rodrigues had 29
years of service.



Sybil L. Kam,
Bus Operator,
retired on 7/1/09.
Ms. Kam had 25 years of
service.



Martin B. Harris,
Sr. Counting Room
Clerk, retired on 4/1/09.
Mr. Harris had 31 years
of service.



Annette L. Mendiola,
Bus Operator, retired on
5/1/09. Ms. Mendiola
had 19 years of service.



Dolores J. Santiago,
Paratransit Operator,
retired on 7/1/09.
Ms. Santiago had
16½ years of service.



Ken Stanley Memorial

November 13, 1945 – March 31, 2009

Kenneth O. Stanley, former Vice President of Operational Planning & Marketing for Oahu Transit Services, Inc./TheBus, had over 40 years of experience in public transit services. He began his career as a bus driver with the Rose City Transit Company in Portland, Oregon in 1967. Mr. Stanley was in Portland for 21 years with many duties with Rose City and Tri-Met including Schedule Manager and Director of Rail Operations Planning for the very popular Portland MAX light rail system.

In 1988, Mr. Stanley moved to Oakland, CA to become the Assistant General Manager of Service Planning and Marketing for the AC Transit, the third largest transit system in California. There he oversaw the restructuring of that route system to make it more efficient and more attractive to riders.

In 1993 Mr. Stanley became the Director of Development for Pierce Transit in Tacoma, Washington. There he was responsible for implementing route changes and marketing programs which resulted in the first sustained ridership increases in the agencies 15 year history.

In 1996 Mr. Stanley, joined Oahu Transit Services (OTS) as Vice President of Operational Planning and Marketing where he was responsible for the Scheduling, Customer Services and Marketing functions at OTS. He helped restructure Honolulu's TheBus into a hub and spoke system and oversaw many operational and customer service improvements.



Following his retirement in 2008, Mr. Stanley continued his involvement in transit by volunteering to be the Vice President of Go Rail Go – a group advocating better transit for Honolulu. He also continued his involvement with Waikiki Baptist Church and provided regular bible study to many of the OTS staff members.

Mr. Stanley was born and raised in Montana and attended college in Portland, Oregon. He was the past Chairman of the Bus Transit Systems Committee for the Transportation Research Board, National Academy of Sciences. The Transportation Research Board is actively involved in research which helps in transit around the country.

Mr. Stanley was laid to rest at the Red Top Mennonite Cemetery, located in his childhood home of Montana.

In Memory of . . .



Geraldine H. Lau passed away on April 26, 2009. Ms. Lau was employed with MTL, Inc., on June 10, 1980, as a Bus Operator in the Transportation Department. She held several positions during her carrier beginning with Temporary Road Supervisor in 1987. During 1988, she was promoted to Road Supervisor. On May 1, 1990, Ms. Lau was appointed Acting Assistant Chief Supervisor. On September 1, 1991, she became a Central Radio Controller and retired from OTS, Inc., on October 1, 2008 after 28 years of dedicated service.



Tokie Nakayama passed away on May 14, 2009. Mrs. Nakayama was employed with HRT Co., Ltd., on May 28, 1942, as a Bookkeeping Machine Operator in the Accounting Department. She held several positions within the Accounting Department before becoming the Assistant Treasurer on August 17, 1970, and was later promoted to Treasurer on June 1, 1975. On April 1, 1987, Mrs. Nakayama became Vice President & Treasurer. She retired from MTL, Inc., on June 1, 1988 after 46 years of dedicated service.



Raymond Y. K. Lung passed away on April 12, 2009. Mr. Lung was employed with HRT Co., Ltd., on March 3, 1950, as a Bus Operator in the Transportation Department. He retired from OTS, Inc., on April 12, 1994 after 44 years of dedicated service.

Change

Jerome Preese

Vice President, Planning & Marketing

Change, it happens every day and yet it is something that we can be so resistant to. Here at Oahu Transit Services we are entering another fiscal year and once again about to experience many changes. We will have fare increases and electronic device restrictions as well as new vehicles and the retirements of key personnel, just to name a few. Everyone deals with change differently and our acceptance depends upon the degree to which we are affected by the change and the benefit we feel the change will have to what we are trying to accomplish.

One way to help prepare for change is by reflecting on past changes and looking at the impacts that they have had on our service. Who better to check with on past changes than one of our long term executives, who will be retired by the time you read this article, Ken Hong.

Ken worked in Honolulu's public transportation sector for 42 years and saw a lot of change in that time. When he first started fares were a quarter and the operators carried a changer to make change. The buses had manual steering, double clutch stick shifts and pedestal seats. There was no air conditioning and smoking was allowed in the bus. Schedules were made on typewriters and when someone needed copies they were produced on a mimeograph machine. When an operator had to call dispatch, he would have to stop at a pay phone to make a call. One could not imagine working without many of these changes today. Could you see yourself not having a computer, email or the Internet? Yet when these first were introduced they were met with resistance, why do I need to learn how to use a computer, my typewriter works just fine.

When I asked Ken what he felt was the most significant change he saw over the years, his response was the growth of the operation. When he started there were 15 routes, which

required about 250 operators. Today we have over 100 routes, paratransit services, employ 1,200 operators and have a budget of over 180 million dollars.

In my discussion with Ken, I noticed the one thing that had not changed much over the years even with all the growth was the Company's mission. Whether using mule drawn carriage and mimeograph machine or hybrid articulated buses and color copy/fax printers, the mission of providing safe, efficient and reliable transportation service has always remained the same. Changes are made with the objective of helping us better achieve our mission, whether it is to improve safety, reliability or efficiency. New tools or processes may take time to learn but if it can be seen how they will aid us in providing better service they are easier to accept. So one small and valuable lesson I took away from my conversation is that by communicating the benefits that a change will bring to accomplishing a mission, increases the level of acceptance by everyone involved.

By the way Ken, I know I was on for only a few stops, but thanks for the ride.



Bus Operators of the Month

KALIHI DIVISION

March 2009

1. David Keaweehu
2. Gary Nakashima
3. Dan Saludes

April 2009

1. Rodney Cardenas
2. Boyet Fayloga
3. Melvin Okita

May 2009

1. Glenn Gima
2. Clifford Ito
3. Samuel Johnson-Espinosa

June 2009

1. Paul Fernandez
2. Charles Sullivan
3. Darryl Valdez

PEARL CITY DIVISION

March 2009

1. James Lucena
2. Ervin Panganoran
3. Rocky Reed

April 2009

1. Domingo Mendoza
2. James Nishida
3. Charles Tanabe

May 2009

1. Edwin Barroga
2. Nathan Book
3. Alan Goto

June 2009

1. Lori McMillan
2. Norman Kukona
3. Metu Selu

Operator Safety Awards

February 2009

	Years
Samuel Long	20
Dennis Meyer	31
Derrick Tanaka	26
George Wong	20

March 2009

	Years
Ernest Busboso	26
Randy Fernandez	27
Randal Noguchi	21
Keith Souza	25
Robert Vierra	24

April 2009

	Years
George Naweli	23
Herman Nunies	31
David Paakaula	23
Leti Tootoo	24

May 2009

	Years
Wilfred Centeio	33
Michael Costa	29
Paul Fenandez	27
Nathan Ioane	21

Diabetes Walk 2009

Naomi Shishido Executive Secretary, Planning & Marketing

On Saturday, March 21, 2009, a bright and early morning, the employees of Oahu Transit Services Inc. - TheBus and TheHandi-Van formed a team and went to Kapiolani Park for "Step Out to Fight Diabetes" 10th Annual Walk for Diabetes.

There were 64 employees who decided to dedicate their time and effort to walk 2.3 miles around Kapiolani Park and we were able to raise over \$1,500! The American Diabetes Association actually raised over \$525,000, had over 3,200 walkers, and the money they raise actually stays in the state of Hawaii. Transportation was provided for those who wanted a ride from Kalihi Transit Center, with a smooth, enjoyable, no parking hassle ride. In our bright yellow shirts, we got to know others in our large organization and proudly represented our company. After the walk, we enjoyed free sugar-free ice cream, bananas, apples, cookies and water from the sponsors that were there.

Hopefully we can coordinate more people and raise more money and have a picnic after the walk for the upcoming years to come.

Special thanks goes out to all who helped for the donations, and team efforts.



Photo Above: (left to right):

Jon Nouchi, Service Development Manager;
Naomi Shishido, Executive Secretary, Planning & Marketing;
Cynthia Goya, Marketing Manager, ADA;
J. Roger Morton, President and General Manager;
Gary Nettles, Paratransit Operator;
Shanelle Veteto, Associate Manager, ADA.

OTS Employees' Fourth of July Poker Run

Chuck Sullivan Bus Operator

Word started going around about some operators wanting to go for a ride around the island. At 8:00 a.m. on the third of July, fourteen operators met at Anna Miller's in Aiea.

After coffee and a poker game, we headed west on Kamehameha Hwy, stopping first at the Haleiwa Joe's parking lot, then continued along route 52, waving at every bus until our next stop, the Shark's Cove Starbucks. After refreshments and another round of poker, we continued our road trip.

It was getting close to lunch so we rolled up to Papa Ole's in Hauula. After pounding down our plate lunches came another round of cards.

It was a long haul along the windward side to Sandy's, but we stopped for a lua break at Windward Mall and at the Windward City Chevron for gas, the top fuel for top bikes.

We ended our ride at The Shack in Hawaii Kai and Koolii Blaisdell was the big winner of the poker game with a flush. Fun was had by all, and we want to do it again next year.

We hope that more OTS employees and their families and friends will join us!



New OTS 'Ohana

Employee	Title	Date of Hire
ZABLAN, RAMBIS	Paratransit Mechanic	02/23/09
TUPINIO, JOSIAH	HEM - Body Shop	02/23/09
CERVANTES, LILLIAN	Bus Operator	02/28/09
CONRAD, JASON	Bus Operator	02/28/09
DUCLAYAN, GAIL-BERT	Bus Operator	02/28/09
GARCIA, BURT	Bus Operator	02/28/09
MCCLINTOCK, RHINE	Bus Operator	02/28/09
PEDRO, JAMES	Bus Operator	02/28/09
ANZAI, CLAYTON	Bus Operator	02/28/09
CULLEN, CHAD	Bus Operator	02/28/09
LANHAM, ROBERT	Bus Operator	02/28/09
KAMAKA, AMBERT	Paratransit Fueler/Cleaner	03/01/09
VILLACORTEZ, RODERICK	HEM - Running Repair	03/02/09
ERNESTBURG, IKOPA	Paratransit Fueler/Cleaner	03/07/09
MATTOON, CHERIE	Entry Bus Pass Clerk	04/01/09
WOOD, MINO'AKA	Entry Counting Room Clerk	04/01/09
PRATT, KELLY	HEM - Electrician	04/01/09
GRACE, MATTHEW	Paratransit Operator	04/18/09
GRAY, JUSTIN	Paratransit Operator	04/18/09
JANDOC, ROEL	Paratransit Operator	04/18/09
KALAOLA, EDWINA	Paratransit Operator	04/18/09
MCCORMICK, ROBERT	Paratransit Operator	04/18/09
MUNN, CHAD	Paratransit Operator	04/18/09
MURATA, CRAIG	Paratransit Operator	04/18/09
OKAMURA, JOHN	Paratransit Operator	04/18/09
PELE, JANICE	Paratransit Operator	04/18/09
ROBINSON, CYNTHIA	Paratransit Operator	04/18/09
TOKITA, RYAN	Paratransit Operator	04/18/09
SARIBAY, JEREL	Paratransit Fueler/Cleaner	04/20/09
IGE, RANDALL	HEM - Electrician	05/01/09
YOSHIHARA, DEBORAH	Paratransit Reservationist	05/04/09
LEANO, KRISTELLE	Entry Clerk Typist	05/18/09
FELETI, ISAAC	Utility Worker	06/01/09

Beyond Words

Brian and Zeus

Printed with the permission of
Hawaii Canines for Independence (HCI)
www.hawaiicanines.com

Brian Kajiyama is an incredible young man who is an inspiration to everyone who knows him. Brian is not able to speak due to cerebral palsy, but he and his HCI Service Dog Zeus, have a special language that goes beyond words.

Zeus, a two year old Labrador Retriever, has learned a brand new sign language created especially for Brian. The new language includes 80 commands using only one hand and is a combination of mostly new signs along with some from American Sign Language and a few dog training signals.

“Before this, there had always been an industry policy that anyone who was non-verbal would only qualify for a Skilled Dog Companion, which requires another person to speak the commands to the dog”, says Mo Maurer, HCI Founder and Training Director. “Brian and Zeus are the first team to use this new type of communication.”

Besides the usual skills of retrieving items, turning on lights and opening doors, Brian can even signal Zeus to perform tasks such as taking the jump



drive out of his computer and placing it in his hand. Zeus even understands complete sentences in sign language such as “Go find Mom” which includes three different signs.

Brian is a UH student who is currently earning his PhD in special education. Brian also serves as president of the Hawaii Student Council for Exceptional Children and works with the UH football team. He says Zeus is smarter than he is and calls him a genius for learning the 80 service dog commands in sign language. “He often understands me even before I can give him the signal.”

“I am ten times more free with Zeus. Zeus provides me with more self confidence. Now I don’t have to rely on anyone,” said Kajiyama. “And now I can always use the excuse that the dog ate my homework,” he says with a big grin.

Brian and his parents, Bert and Grace Kajiyama, attended the HCI Team Training Camp on Maui in the summer of 2008. During the Team Training, it became obvious to the HCI staff where Brian got his great sense of humor and positive attitude!



Zeus immediately connected with Brian and their bond has continued to grow stronger ever since. “Zeus has taught me so much about unconditional love, trust and living in the moment,” shares Brian. “Beyond that, I feel that Zeus has taught me how to be more loving to others and what can happen when I am. He’s taught me to be responsible and also to take time out to do fun things DAILY! Through him, I’ve learned to live more in the moment. . . What’s done is done. There’s nothing to do except live each day to the fullest and look ahead to the future.”

“Zeus is much more than a Service Dog for me,” says Brian. “We have a relationship that goes beyond words. I will always be grateful to all the wonderful people at Hawaii Canines for Independence for him.”

Paratransit Division Says Farewell To Four Of Their Finest

Roberta "Kitty" Souza, retired after 16½ years of service. Kitty spent most of her time organizing activities for all the employees in her division. She quietly retired on 4/1/2009.

On Wednesday, July 1, 2009, everyone in the Paratransit Facility said a fond farewell to Aunty Dee, Dolores J. Santiago for her 16½ years of service at the OTS Paratransit Department and 29 total years of Paratransit service.

Van Operators Norman Baker & Conrado M. Bagay also left the Paratransit family on 4/1/2009.



Paratransit Class 35 Graduated April 17, 2009



Bottom Row (left to right): **Roel Jandoc, Craig Murata, John Okamura, Cynthia Robinson, Ryan Tokita.**
Top Row (left to right): **Matthew Grace, Edwina Kalaola, Chad Munn, Janice Pele, Justin Gray, Robert McCormick.**

Paratransit Safety Awards

March	1st Yr. Award	<i>Gary Barbadillo</i> <i>Soe Saing</i>	<i>William Giffard</i>	<i>Eleanor Leusu</i>	<i>Kalani Makekau</i>
	2nd Yr. Award	<i>Maria Keolanui</i>	<i>Courtney Schirmer</i>	<i>Jacob Turner</i>	<i>Roy Uehara</i>
	3rd Yr. Award	<i>Jonah Mawae</i>	<i>Robert Tabalba</i>		
	4th Yr. Award	<i>Emmaline Madali</i>			
	5th Yr. Award	<i>Rodney Alama Jr.</i>			
	6th Yr. Award	<i>Lance Amero</i> <i>Raymond Perreira</i>	<i>Mark Tanele</i> <i>Ariel Ponce</i>	<i>Ernie Halli</i> <i>Doreen Dahlin-Bringas</i>	<i>Tanya Kamalii</i>
April	2nd Yr. Award	<i>Valerie Ancheta</i> <i>Shon Kihewa</i>	<i>Roberta Benito</i> <i>Haldane Smith</i>	<i>Brenda-Mae Fitzsimmons</i>	
	3rd Yr. Award	<i>Loreto Bartolome</i>	<i>Gregory Chang</i>	<i>Eric Dixon</i>	
	4th Yr. Award	<i>Abram Cassel</i>			
	5th Yr. Award	<i>Eveline Torres</i>			
	6th Yr. Award	<i>Robyn Freitas</i>	<i>Marian Gaea</i>	<i>Faapale Sipili</i>	<i>Roman Villanueva</i>
	May	1st Yr. Award	<i>Brian Freitas</i>	<i>Leimomi Kealoha</i>	<i>Gary Nettles</i>
2nd Yr. Award		<i>Peter Petersen</i>	<i>James Price</i>	<i>Lupe Sedillo</i>	
3rd Yr. Award		<i>Paul Bringas</i>			
4th Yr. Award		<i>Virginia Mole</i>			
5th Yr. Award		<i>George Biacan</i>	<i>Loreto Macadaeg</i>	<i>James McDonald</i>	<i>Duncan McKay</i>
6th Yr. Award		<i>Gabriel Nauahi</i>			

New Cell Phone Restrictions

As you are aware, a new City ordinance became effective on July 1, 2009. The new law prohibits all motorists, including TheBus/TheHandi-Van Operators, from texting, checking e-mails, surfing the Internet, playing video games, talking on a hand-held cellular device, or holding a personal electronic device while operating a motor vehicle. And, by now, you probably have been given a copy of a new GOP policy that further restricts the use of mobile phones and other electronic devices by prohibiting Bus/Van Operators from carrying cell phones on their person or within the Bus Operator's eyesight while operating a company vehicle. The new rule also prohibits the use of "hands-free" devices such as Bluetooth ear pieces while operating a bus. The new policy does allow a personal electronic device to be carried in a purse or a bag but the device must be turned off while on working time.

Many employees now have smart phones that provide access to e-mail or to the Internet. The temptation to review e-mails or surf the Internet is great and the risk of serious accident while distracted is huge. Recently, there have been very serious transit accidents in Los Angeles, Boston, San Antonio, Albuquerque, and other cities resulting in fatalities, injuries, and heavy property damage that occurred while an employees was texting. A new study by the University of Massachusetts found that texting while driving was about as dangerous as driving under the influence (DUI).

The intent of our new rule is to eliminate the temptation to use a mobile phone or PDA to check an e-mail or instant message by requiring that the device must be turned off and not be directly accessible to the Bus/Van Operator while driving. The American Public Transportation Association (APTA) recently published a recommended practice that all personal electronic devices be turned off and stowed off the driver's person and out of eyesight. Other transportation agencies such as the USDOT and the National Highway Safety Administration have announced plans to implement new laws or regulations to restrict cell phone/PDA use by transit operators. Some transit agencies now prohibit the possession of cell phones while driving. Our new rule, which allows continued possession of



a cell phone in a purse or bag, is a reasonable compromise, which balances the wishes of employees with the need for safe operations.

In making this rule change, we also recognize that the current rule has not been effective in stemming the use of cell phones by bus/van operators. In the last unobserved bus service quality checks, we found that 20 percent of bus trips involved an operator using a cell phone. Additionally, we receive about eight "unsafe vehicle operations" reports each month from the public complaining about inappropriate cell phone use by bus operators. Now that we have a new law, we expect the public to be even more sensitive to inappropriate cell phone use by bus operators.

No one likes new rules and restrictions on what we can and cannot do on our jobs. But safety is safety. Using a mobile device while driving is dangerous. It cannot be tolerated by the Company. Let's do everything we can to keep TheBus and TheHandi-Van safe.

The CompoBus Demo: Don't Let The Black Smoke Cloud Your Judgement

Cory Tom

Planning & Technology Analyst

Let's face it: The CompoBus Demo didn't go as smoothly as we had planned. What was supposed to be a one-month demonstration stretched out nearly 3 months due to several setbacks and challenges. Comments regarding a slow kneeler and wheelchair ramp, outside mirror types, and poor visibility from the front windshield were some of the concerns buzzing around the operator's lounge. There was also an exhaust problem that contributed to a significant amount of maintenance downtime while parts were shipped in. But don't let the black smoke cloud your judgement of this bus. If you let the smoke clear, you will realize that many of the growing pains and problems encountered were a result of being unfamiliar with the Chicago Transit Agency bus specifications that this CompoBus was originally built to. In fact, if we decide to purchase this bus, many of the "oddball" specifications would be adjusted to meet our preferences. Overall, there was positive feedback from both bus operators and riders. Some of the positive comments focused on spacious head and leg room, added seating capacity, wheelchair accessibility and securement, and large windows with improved outside view. It is key to point out that these benefits of the CompoBus address and solve some of the design issues of our current low-floor buses.

The CompoBus performed well on the following routes: 1, 2, 3, 4, 6, 8, 13, 19, 20, 22, 23, 40, 41, 42, 43, 44, 52, 55, 62, 65, 88, A, B, C, E, 202

These routes had some clearance or turn issues: 4, 6, 44

IT MADE IT! Challenging turns that were safely navigated by the CompoBus:

Route 1 at Hawaii Kai Park and Ride

Route 3 at 9th Avenue, Alohea Avenue, and 12th Avenue

Route 3 at Likini Street and Wanaka Street

(hmmm.....Route 32?)

Route 19 terminus turnaround at AMC Terminal

Route 52/55 terminus turnaround at Turtle Bay parking lot

Route 57 in Waimanalo Homesteads

Route 62 turnaround at California Ave in Wahiawa Heights

When the transit industry shifted from high-floor to low-floor bus designs to help with ADA accessibility we encountered a new challenge: reduced seating capacity. On average, a low-floor bus can carry 18% less passengers than a high-floor model. Why not use an articulated bus, you may ask? An articulated bus does offer more seating capacity, however, many routes do not require the higher capacity afforded by an articulated bus over the majority length of the route. Articulated



buses also take up more precious curb space while servicing stops and have higher maintenance costs. The CompoBus offers a compromise between a 40' standard bus and a 60' articulated bus while offering decent load-carrying capacities and the benefits of a low-floor bus design. Wayne Yoshioka, Director of the City and County of Honolulu's Department of Transportation Services, may have best described the CompoBus while relating it to the story of the Three Bears at the demonstration's press conference: "Not too big, not too small, but just right."

There has been no official decision on whether the CompoBus will be part of our future bus procurements. However, it is important to note that the CompoBus demonstration represents the City's commitment to be proactive in looking for alternative solutions to ensure that our operations maintain a high standard of service quality for our riding public. Sometimes that may mean looking outside of the "rectangular" box.

Special thanks goes out to the following people and their departments for helping to keep this demo rolling right along: Eugene Oyadomari, Randall Tanaka, Roy Tsutahara, Myron Fujioka, Tracy Kim, Keith Tamayoshi, and all the Foremen, Central Control, and Dispatchers. Last but not least, all of the operators who were tasked with driving this bus: Linda Martos, Charles Sullivan, Keith Souza, Jerry Teves, Derwin Yamaguchi, Reuben Lauronal, Blake Tomimatsu, Ian Thomson, and Jaynette Quihano.



Technology Corner

HEA - Honolulu Estimated Arrival A new device that will change the way you ride TheBus.



Jon Nouchi
Service Development Manager

Aia i HEA ke ka'a 'ohua? - "WHERE is TheBus?" in the Hawaiian language.

To our riders, this is an essential question. Public transportation, by nature, is subject to many variables and delivering reliable, on-time service is often difficult.

We all know we have no control over traffic, accidents, and other problems we encounter on Honolulu's roads. This variability often makes public transit a less viable option for some commuters. However, TheBus is poised to officially roll out a new system that will change the way many of our passengers ride and perceive TheBus. Called HEA ("where" in the Hawaiian language) which also stands for "Honolulu's Estimated Arrivals," this system accurately predicts arrival times for TheBus at any of our almost 4,000 bus stops on the island of Oahu. Even if traffic or other problems disrupt our scheduled service, HEA can accurately predict route-specific arrival times, helping our riders navigate our bus system better.

Why walk twenty minutes home if there's a bus coming soon that can take you home in five minutes? Did the last express already leave Downtown Honolulu? Should I just take the local bus instead? HEA can help our well-informed riders answer these types of questions, make better decisions, and more efficiently utilize our comprehensive network of bus routes.

HEA, created by our own Chad Muranaka, Software Engineer II, works by combining many technologies already present in our Information Technology departments and onboard our buses. It relies on TransitMaster to provide bus-by-bus on-time performance information, which is applied to stops and times furnished by our HASTUS scheduling system. It is very important to log on to TransitMaster at all times so that HEA can accurately predict your arrival time to your passengers. HEA is a dynamic, real-time prediction engine that is updated every minute to reflect the ever-changing conditions on the roads. It is also very easy to use. Simply enter the street names of the stop you are waiting at. For example, if you are boarding the bus on South Beretania and Punchbowl Streets, just enter "BERETANIA PUNCHBOWL" into the search field (no need to type "and" or "&" or any other characters). Finally, choose the correct stop from the list of stops that will appear. A list of upcoming bus arrivals will be displayed, showing bus number and route/destination information. If you select a route from the list, only that route will be shown. This is especially useful at stops like Beretania & Punchbowl where a large number of routes provide frequent service to.

HEA has been in beta testing for the last five months and has proven to be stable and accurate so far. Again, we look forward to providing a better riding experience for our employees and passengers through the use of HEA, and encourage everyone to try it. It will change the way you ride TheBus.

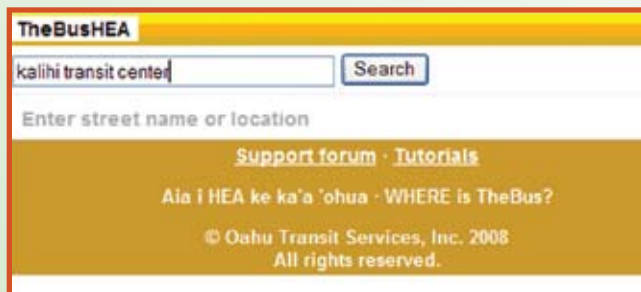


Photo Above: HEA home page, where you can type in either the stop number or the street names of the stop.

The web site can be found at <<http://hea.thebus.org>> and is easily accessible from any computer with an internet browser. Additionally, HEA works great on smart phones (such as iPhone, Blackberry, or Windows Mobile handsets) and on simple mobile web browsers found on most modern mobile phones.



Photo Above: The HEA page that shows the list of buses arriving at the selected bus stop.

Heading for the Last Pullout

Richard Hardy
Vice President, Maintenance

Nineteen years ago, I traded my Navy uniform for a bus shirt and began a career in transit. It has been quite a journey which included such milestones as two America's Best awards and the Hawaii State Award of Excellence. From 475 buses and only two facilities, I have seen the Company grow to 531 buses, three facilities and the Handi-Van operation.

As a Navy officer, I worked in many places and with many different groups. Few impressed me as much as the men and women of the Maintenance Department. They are a talented, hard working and dedicated group of whom I am immensely proud. Although I carried the title, they did the work. To them, I owe my heartfelt thanks.

My transit career has been challenging. It has been both frustrating and rewarding. Throughout, however, it has been fun. Unfortunately, due to these economic times, I find that I have no other option but to end my transit journey on August 1, 2009. It is with heavy heart that I do so.

Aloha and mahalo for a wonderful 19 years.

OTS Hawaii Foodbank Drive July 7, 2009 – July 9, 2009

Randy I and Ben Fujimori, bus operators from the Kalihi Facility decided they wanted to rally the employees to give back to the community.

They received support from the OTS management, as well as the Teamsters Local 996. They were able to secure funding for OTS food drive bags and received volunteer support from the employees.

Entertainment was provided during the event with the musical styling of Blair Sataraka, Len Kamakawiwoole, Clay Chock and Raymond Balles Jr.

As a result of their efforts the team raised \$617.00 cash and 2,060 lbs. of food.

Mahalo for everyone's support!



Express!

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Calendar of Events

July

- 3 - Independence Day Holiday
– Sunday Schedule
- 5 - Deadline to submit “Division
Transfer” memos to Dispatch
- 20 - Regular Run Sign-Up:
Start Time: 2:00 p.m. at both
divisions
- 21 - 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
- 22 - 24 - Regular Run Sign-Up:
Start Time: 9:00 a.m. at both
divisions
- 27 - 29 - Regular Run Sign-Up:
Start Time: 9:00 a.m. at both
divisions

- 30 - Regular Run Sign-Up:
Start Time: 9:00 a.m. at the Kalihi
Division

August

- 4 - Relief Run Completion:
Start Time: 9:00 a.m. at both
divisions
- 5 - Relief Run Completion:
Start Time: 9:00 a.m. at the Kalihi
Division
- 21 - Admission Day Holiday - State
Holiday Schedule
- 23 - Effective Start Date of the August
2009 Sign-Up

September

- 7 - Labor Day Holiday - Sunday
Schedule
- 12 - Memory Walk (A benefit for the
Alzheimer’s Association)
[Start and Finish at Ward
Warehouse]