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# It's Our People Who Make A Difference

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

Last year was a banner year for public transit in Hawaii. We had record ridership, improved operational and safety performance, and we were named one of Hawaii's Best Places to Work. Who should get the credit for these accomplishments? I believe every employee can take a bow. When it comes to quality public transportation – it's our people who make a difference.

Whether it's a kind act by a paratransit operator or a bus operator making room for one more person on a crowded bus, our TheBus 'Ohana is built on Aloha. I'm especially proud of our employees who day in and day out want to make a difference even in times of reduced budgets.

to keep our 15-year old buses looking sparkling new. Or our IT group who keep developing killer applications such as our new real time bus arrival system. Or the Plant Maintenance group who keep our facilities spic and span, yet still have the time to renovate facilities using only in-house resources. Or our Materials Management and Purchasing group who make sure that about \$30 million dollars of materials and services are bid out for a fair price and arrive just in time for countless projects.

In tough times, these employees are stretching our budget and making the available money go a little further. There are countless other examples of OTS employees who go beyond the call of duty everyday and make the impossible possible. That's the main reason we are consistently rated one of the best transit systems in America. It's our people who make the difference.

People like our body shop professionals who have developed a bus rehab program

*J. Roger Morton*  
**J. Roger Morton**

## Operator of The Quarter



Operator of the Quarter  
Lincoln Alvarez. Read more about Mr. Alvarez on page 5.





MUFI HANNEMANN  
MAYOR



### MESSAGE FROM MAYOR MUFI HANNEMANN

We broke ground on September 28 for the latest addition to our transportation infrastructure, the Middle Street Transit Center. Not only will this expansive center be the crown jewel of City bus and passenger facilities, but it signals the administration's unflagging support for TheBus, TheHandi-van, and our related public transportation initiatives.

The project couldn't have come at a better time. It will create jobs in the construction industry when unemployment is very high and help stimulate the local economy. Over the longer-term, the project signifies our commitment to developing a multi-modal transportation system that gives people choices for travel. This Middle Street bus facility will be an integral part of the rail transit station adjacent to the site. Concurrently, our efforts are being directed at improving TheBus service and encouraging ridership, while also proceeding with a rail line that will connect Oahu's urban core—a project that breaks ground late this year.

The Middle Street Transit Center is located near the intersection of Middle and Kamehameha Highway. It will include bays for staging buses and an expanded transit center to replace the existing bus service center. The passenger platform will have electronic information boards identifying departing and arriving buses, a customer service center, two restroom buildings, a utility building, and security office. One section of the center will be used to connect to the future rapid transit station. All of the facilities will be under a covered canopy with landscaping in the center of the platform.

The cost of the Middle Street project is \$8,238,000, of which 80 percent is coming from the federal government.

You will recall that we dedicated the Handi-van maintenance and administration building in May 2008. The Handi-van facility and this Middle Street Transit Center are just two of several projects within the Middle Street site. Other work has included a parking lot and road, while a 1,000-stall parking structure for park-and-ride commuters and employees, with space for commercial development, is planned for the near future.

This is another important development in making Honolulu a better place to live, and I'm looking forward to the center's completion, as is the Oahu Transit Services ohana.

Aloha,

Mufi Hannemann  
Mayor

# Middle Street Transit Center September 28, 2009



Photo Above: **Benjamin Cabrer**os, Office of Councilman Romy Cachola;  
**Roger Morton**, President & General Manager, OTS;  
**Wayne Yoshioka**, Director, Department of Transportation Services;  
**Joseph Magaldi**, Transportation Commission;  
**Anthony Guerrero**, Chairman of the Board, OTS;  
**Mayor Mufi Hannemann**;  
**Councilman Rod Tam**;  
**Kirk Caldwell**, Managing Director, City & County of Honolulu;  
**Akira Fujita**, Project Manager, Public Transit Division;  
**Melvin Kaku**, Director of Emergency Management; and  
**Reverend Richard Kamanu**, Kaumakapili Church.



Photos Above: **Computer rendering of the Middle Street  
Transit Center.**

## Introducing Randy Inaba, Vice President of Finance

The newest member of the executive management team at Oahu Transit Services, Inc. is Randy Inaba. He has worked as Senior Auditor for a prominent public accounting firm, as the Controller/Chief Finance Officer of a local retail chain, as well as Chief Financial and Administrative Officer for a downtown Honolulu 32-attorney law firm. With 21 years of finance, accounting, management and administrative background, Inaba brings a wealth of knowledge and

experience to the OTS 'ohana.

Most sports fans might remember him from his other passion, baseball. From 1982 - 1985, Inaba was a member of the University of Hawaii at Manoa Baseball Team, and in 1985 was team captain.

Please extend a warm OTS welcome to Randy Inaba.



# Transit Transfers

**Herb Barboza**, Vice President, Maintenance, was promoted on 8/1/09. Herb was previously the Superintendent of Maintenance, Pearl City Division, and has been with OTS, Inc. since 5/24/82.



**Tracy Kim**, Assistant Superintendent of Transportation - Kalihi Division, was promoted on 9/1/09. Tracy was previously the Training Coordinator, and has been with OTS since 8/2/88.



**T.K. Hannemann**, Assistant Director of Human Resources, was promoted on 8/1/09. T.K. was previously the Labor Relations Manager, and has been with OTS, Inc. since 1/22/86.



**Jerel Saribay**, Paratransit Mechanic, was promoted on 9/1/09. Jerel was previously a Paratransit Fueler/Cleaner, and has been with OTS since 4/20/09.



**Michelle Kennedy**, Director of Marketing & Communications, was promoted on 8/1/09. Michelle was previously the Manager of Customer Communications, and has been with OTS, Inc. since 6/20/05.



**Vera Vierra**, Assistant Superintendent of Transportation - Pearl City Division, was promoted on 9/1/09. Vera was previously a Dispatcher, and has been with OTS, Inc. since 11/1/97.



**Jon Nouchi**, Director of Planning and Service Development, was promoted on 8/1/09. Jon was previously the Service Development Manager, and has been with OTS, Inc. since 10/12/98.



**Daniel Ahuna**, Superintendent of Maintenance - Pearl City Division, was promoted on 10/1/09. Daniel was previously the Assistant Superintendent of Maintenance - Pearl City Division, and has been with OTS, Inc. since 1/2/90.



**Kristin Subia**, Secretary I, was promoted on 8/16/09. Kristin was previously the Senior Payroll Clerk, and has been with OTS, Inc. since 2/16/00.



**Roy Dunlap**, Training Coordinator, was promoted on 8/1/09. Roy was previously an Instructor, and has been with OTS, Inc. since 7/12/85.



**Tessie Figueroa**, Secretary II, was promoted on 9/1/09. Tessie was previously a Maintenance Clerk Coordinator, and has been with OTS since 9/5/72.



**Nalani Macariola**, Maintenance Clerk Coordinator, was promoted on 8/1/09. Nalani was previously a Maintenance Clerk II, and has been with OTS, Inc. since 10/16/97.



# Retiree Corner

**Eberly Bolosan,**  
2nd Class Vault Puller,  
retired on 7/1/09. Mr.  
Bolosan had 36 years of  
service.



**Richard Hardy,**  
Vice President,  
Maintenance, retired on  
8/1/09. Mr. Hardy had  
18½ years of service.



**Glenn Ida,**  
Bus Operator, retired on  
9/1/09. Mr. Ida had 33  
years of service.



**Linda Orion,**  
Secretary II, retired on  
8/1/09. Mrs. Orion had  
25½ years of service.



**Vincent Talaro,**  
Bus Operator, retired on  
8/1/09. Mr. Talaro had  
26 years of service.



**Glenn Chong,**  
Bus Operator, retired  
on 10/1/09. Mr. Chong  
had 17 years of service.



**Rachel Nelson,**  
HEM – Lube &  
Inspection retired on  
7/28/09. Ms. Nelson  
had 31 years of service.



**Earl Hirata,**  
Lead Mechanic retired  
on 9/1/09. Mr. Hirata  
had 15 years of service.



## Operator of the Quarter

Bus operator of the Quarter Lincoln Alvarez was working full-time at Honolulu Blueprint and part-time as a parking valet when former bus operator dad David Alvarez (retired from HRT/MTL since 1994) suggested he apply for a bus driver position.

August of 1981 was the beginning of Lincoln's 28-year career. Class #89 classmates included Calvin Calio, Adrian Kanuha, Mel Castro, Mike Stancil and Fiamalo Taualo.

Lincoln was the 2008 Bus Rodeo winner, has placed 2nd, 3rd, and 4th in previous rodeos and has 28 years of safe driving. "Sundays and Mondays off are good holoholo days," says Lincoln,

who drives #6 on weekdays and the #31 on Saturdays.

Lincoln enjoys working with people and being outdoors, and when Lincoln is on the road, his mind is set from point A to point B. Lincoln's advice is to take it a day at a time, try not to get caught up in the rush of life, and to treat people how you want to be treated.

Besides renovating his home, Lincoln likes bowling, playing tennis, jogging, water sports and goes skiing once a year.

"I just thank the man upstairs for taking care of me."



Photo Above: **Operator of the Quarter Lincoln Alvarez**

# OTS Employees' Labor Day Poker Run

## Chuck Sullivan Bus Operator

About 20 of us met at Aiea Starbucks on Labor Day and headed east on Kamehameha Highway, making the first stop for pulling cards at Ward Starbucks.

We continued through Waikiki, around Diamond Head and stopped at The Shack Hawaii Kai for drinks, snacks and a round of cards. By this time it was anybody's game, but no one seemed to have a winning hand.

We rolled along the coastline past Hanauma Bay, Makapuu, and found ourselves at The Shack Enchanted Lakes for lunch. After a round of cards, it looked as if Miles Nunies would be winning the high hand with two pairs and Lloyd Cantere having the lowest hand with a pair of fives.

We continued to the north shore. It was a great ride; the sun was shining and a cool breeze was coming off the ocean. Then the traffic hit us like a brick wall from Sunset to Haleiwa, crawling at a snail's pace. With our bikes overheating and patience running short, we used the bike lane to get around the long line of cars.

With a tremendous fear of more traffic, we bypassed Haleiwa town and ended our day at The Shack Mililani with the final draw of cards. What a big surprise, Lloyd pulled out the winning hand with a full house, and Rod Cardenas got second place with a pair of sevens. We had a great time, and I hope to see you all again on the next ride.

Photo Right: Group photo of the Labor Day Poker Run riders.



## *In Memory of . . .*

**Matthew D. Bento** passed away on July 10, 2009. Mr. Bento was employed with MTL, Inc., on January 10, 1980, as a Second Class Diesel Mechanic in the Maintenance Department. He also held a position as an HEM - Major Repair in 2001. He passed away after 26½ years of dedicated service.

**Anthony P. Faria Sr.** passed away on August 21, 2009. Mr. Faria was employed with HRT Co., Ltd., on March 29, 1948, as a Bus Operator in the Transportation Department. He retired from MTL, Inc., on September 1, 1984 after 36½ years of dedicated service.

**Everette Harvey Davis** passed away on August 31, 2009. Mr. Davis was employed with MTL, Inc., on January 13, 1975, as a Maintenance Helper in the Maintenance Department. He retired from MTL, Inc., as a Utility Worker on January 1, 1994, after 19 years of dedicated service.

# *The Hong Center For Safety & Training*

*October 1, 2009*

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The newly renovated Safety & Training facility (formerly the Paratransit division offices) was dedicated on Thursday, October 1, 2009 and named in honor of Kenneth Hong, OTS' recently retired Vice President of Operations and Assistant General Manager.

Mahalo to the Maintenance staff for all their hard work in providing a new home for the Safety and Training departments:

**John Bega  
Calvin Fukushima  
Norman Kanada  
Kevin Medeiros**

**Alfred Paulino  
Barry Rice  
Colin Sasano  
Gene Teves**



# Bus Operators Of the Month

## KALIHI DIVISION

### July 2009

1. Lincoln Alvarez
2. Gordon Lau
3. Usala Mauga Jr.

### August 2009

1. Francis Marn
2. Roy Nakagawa
3. Mose Tuumalo Jr.

### September 2009

1. Solomon Kaonohi
2. Paulette Lane
3. Gregory Perreira

### October 2009

1. Aaron Andaya
2. Ysmael Baquiel Jr.
3. Ireneo Dela Calzada

## PEARL CITY DIVISION

### July 2009

1. Gene Gumapac
2. Melia Kahalepuna
3. James Kaonohi, III

### August 2009

1. Pelmer Lavilla
2. Lorenzo Nieto
3. Benjamin Valderama

### September 2009

1. Paul Gonsalves
2. Willard Kaanapu
3. Ian Thomson

### October 2009

1. Walter Contrades
2. William Kahunanui
3. Sanford Kameekua

# Operator Safety Awards

## July 2009

	Years
Frederick Castillo	33
David Kasaoka	35
Dale Keama	21
Benjamin Tibas	25
William Vasconcelles	20
Derwin Yamaguchi	28

## August 2009

	Years
Raymond Andrian	23
Stephen Aton	32
Guy Gamurot	26
Linda Kauhini	21
Leo Kozlowski	33
Darryl Valdez	23
George Waikoloa	24

## September 2009

	Years
Russell Duarte	36
Walter Fox	29

## October 2009

	Years
Alan Farias	23
Kenneth Pia	20
Roman Richardson	24
Herbert Titcomb	25
Sitala Togiai	20
Gladys Wai	31

# Cleaning The 'Āina

**Marc Behic** Bus Operator

Operators Marc Behic & Derrick Tanaka, along with their Filipino Martial Arts club, went to Lyon Arboretum in the mountains of Manoa Valley to clear off hiking trails that lead to and around Manoa Falls.

Non-indigenous plant species choke out the natural Hawaiian rainforest, so the group eradicated invasive plants/weeds, including the strawberry guava, which grows so tight that it overtakes the rainforest.

By cutting the strawberry guava, the group will recycle some of the cuttings into martial art sticks, making this a multi-purposed and eco-friendly trip.

**Way to go, Marc and Derrick!**



Photos: (left): **Derrick Tanaka**, Bus Operator; (above) **Marc Behic**, Bus Operator, descending into Manoa Valley.

# Our New E-mail System

## Jerome Preese

Vice President, Planning & Marketing

It is part of our mission to use our resources as efficiently as we can, and with today's economic conditions as they are, it has become increasingly important to do more with what we have. In this effort, the professionals of our Information Technology department have searched out and tested a new e-mail system that will allow us to provide e-mail access to everyone at the company for the same cost as our current system. To most of the office staff, this will be quite transparent and not have much effect on their daily operations. However, to our operators who have never had company e-mail, this will be a new tool that can add convenience and flexibility to communicating with anyone in the company.

By the time this article is printed, TheBus and TheHandi-Van operators will have access to the new system. Everyone will have a new e-mail address that will consist of firstname.lastname@thebus.org, and each individual will be given a password to access their e-mail account. A tutorial has been

created for anyone interested, and it can be found at <http://forums.thebus.org/tutorials>. Anyone who still has questions may post them on the forum at the site or see your supervisor who will be more than happy to provide assistance.

Once you are familiar with the e-mail system, you may want to explore the other functions that it has to offer, which include calendars, reminders and an appointment feature. Communication is so important, and in a large organization such as ours, we have to take advantage of as many tools as we can to provide information to everyone. It is quite common for new technology to allow us to do more with what we have, and e-mail is one of those tools that you won't want to live without.

## New OTIS 'Ohana

Employee	Title	Date of Hire
MAXWELL, LIANNE	Temporary Entry Information Clerk	08/01/09
ODA, JENSEN	HEM - Brake Shop	08/17/09
INABA, RANDALL	Vice-President, Finance	09/16/09
AH SAM, REUBEN	Paratransit Operator	09/26/09
ALLRED, DARIN	Paratransit Operator	09/26/09
BRITTO, GLENN	Paratransit Operator	09/26/09
CONN, ROBERT	Paratransit Operator	09/26/09
ISAACS, TIFFANY	Paratransit Operator	09/26/09
KADEL, MICHAEL	Paratransit Operator	09/26/09
NAKAKURA, KEN	Paratransit Operator	09/26/09
NAMAHOE-IBARRA, RENEE	Paratransit Operator	09/26/09
NG, DESIREE	Paratransit Operator	09/26/09
OSHIRO, LESLIE	Paratransit Operator	09/26/09
PUSINS, GEORGE	Paratransit Operator	09/26/09
ROBELLO, CYNTHIA	Paratransit Operator	09/26/09
TAKEDA, KEVIN	Paratransit Operator	09/26/09
TOM, DIANA	Paratransit Operator	09/26/09
KAEO, LLEWELLYN	Paratransit Fueler/Cleaner	10/03/09
SARRIA, BRENT	First Class Trades Person	10/07/09

# Focus Your Life

**Patricia Nielsen**

Vice President, Paratransit Services

Today, many of us feel the pressure to do more, be more, have more and get more done at work and in our personal lives. The reality remains that there simply isn't enough time to do all the things we want to do, or feel we should do. So we feel stressed and pressured, yet unfulfilled.

The good news for you is that it is possible to feel in charge of your life, and it is possible to lead a less stressful, more resilient life and, at the same time, increase your productivity and your satisfaction.

How? By becoming more focused on what really matters.

Focus is the source of productivity. Simply defined, focus is knowing what's most important to you and organizing your life around it. When we know what is most important to us and go after it with focus, we learn to expend less energy on what is of secondary importance.

Meaningful focus leads to a meaningful life. Many people stop short at simply wanting to be more productive, not realizing that increased productivity can still leave us feeling hollow—as if we're not focusing on the things that are most meaningful to us, things tied to well-founded, deeply held values.

When meaningful focus flows from deeply held values that rest on a solid foundation, we build a strong sense of meaning, purpose, satisfaction and depth in our lives. We also build in greater resilience for the journey, and greater ability to withstand setbacks. When we know what is critical, we increase our capacity to let go of things that are not. And, we decrease the probability of meaningless productivity merely for productivity's sake.

Numerous modern diseases sap our energy, making us less satisfied with life. At the core of such diseases lie common disabling myths about life. Deeply held values can be built upon a flawed foundation.

When we believe disabling myths—when our values rest on a flawed foundation—we become sick, or diseased. To be cured, we must understand when life seems difficult and uphill.

1. An entitlement mind-set. Life ought to be easy. I shouldn't have to work all that hard. Something is wrong when life seems difficult and uphill.

Reality check: Life is not easy. Success and productivity come from hard work and discipline. Life is not about ease or

privilege or entitlement. The expectation that things should be easy and that "I can accomplish things without hard work and sacrifice" zaps the will and dulls productivity. It can also lead us to look for the easy way—the shortcut—when what we need to do is establish the discipline of working for what we believe to be truly important.

Expecting meaningful satisfaction or a sense of accomplishment without working for it results in frustration.

2. Focus on self. Looking out for number one, focusing my life around my needs and wants, will make me happy and fulfilled. Getting what I want and doing things my way will lead to happiness and fulfillment.

Reality check: Those most satisfied with life—those who achieve a strong sense of meaning and fulfillment—often find their answer not by seeking self-fulfillment, balance or self-actualization, but by focusing their lives on something larger than self, grounded in values and service.

3. My main goal in life should be happiness, or the goal of life is balance. If I make my main goal in life happiness or balance, everything else will follow.

Reality check: Happiness and balance in life are byproducts of a life based on deeply held values and a firm foundation of truth. Accomplishing goals that go beyond merely "what I want," living a life of service and stewardship, and using talents and gifts for others gives life richness and depth. Happiness comes from using gifts to accomplish worthy goals. Balance comes from knowing what is truly important, doing those things, and dropping the activities that don't really matter.

# Paratransit Class 36

Graduated September 25, 2009



Bottom Row (left to right): **Reuben AhSam, Robert Conn, Desiree Ng, Diana Tom, Renee Namahoe-Ibarra, Cynthia Robello, Leslie Oshiro, Kevin Takeda, Glenn Britto.**  
Top Row (left to right): **Ken Nakakura, George Pusins, Tiffany Isaacs, Michael Kadel, Darin Allred.**

4. I can find fulfillment and meaning by fulfilling my life with enough material things and experiences. The great seduction of our current popular culture is this: Having great things, unique experiences and diverse opportunities will make me feel happy, successful and satisfied with life.

Reality check: Curing modern disease requires getting our priorities straight. In our seductive material culture, we often think, “He who dies with the most toys wins.” However, filling our lives with things and experiences does not lead to fulfillment or meaningful productivity. Many of us begin without what we want to have in life—job, house, vacations, opportunity—and move into doing work that will let us have those things. Without thinking more deeply of what our lives are about or the kind of people we want to be, we focus on a materially driven life. We find, however, there are never enough things to satisfy. It’s like trying to fill a bucket with a hole in it.

Who Do You Want To Be? Fulfilled lives result from being clear about the kind of person you want to be first and living a life you respect, based on what you deeply value. Start with the kind of person you want to be and what you want your life to reflect. Then pursue the kind of work and behavior that will lead you to what you value most. See life from a stewardship perspective and acknowledge and use the gifts and abilities you’ve been given to serve a purpose you view as worthy of your life’s focus.

## Paratransit Safety Awards

<b>June</b>	<b>1st Yr. Award</b>	<i>Brian Freitas</i>	<i>Leimomi Lehua Kealoha</i>	<i>Gary Wayne Nettles</i>	<i>Myra Kuuipo Tagami</i>
	<b>2nd Yr. Award</b>	<i>Peter Petersen</i>	<i>James Price</i>	<i>Lupe Sedillo</i>	
	<b>3rd Yr. Award</b>	<i>Paul Bringas</i>			
	<b>4th Yr. Award</b>	<i>Duncan Mckay</i>	<i>Virginia Mole</i>		
	<b>5th Yr. Award</b>	<i>George Biacan</i>	<i>Loreto Macadaeg</i>	<i>James Mcdonald</i>	
	<b>6th Yr. Award</b>	<i>Gabriel Nauahi</i>			
<b>July</b>	<b>1st Yr. Award</b>	<i>John Almares</i>	<i>Timothy Earhart</i>	<i>Buenaventura Lagapa</i>	<i>Edmond York</i>
	<b>2nd Yr. Award</b>	<i>Randolph Cadirao</i>	<i>Teresa Hirahara</i>	<i>Norine Mendoza</i>	
	<b>3rd Yr. Award</b>	<i>Thomas Castro</i>	<i>Mercedes Laquihon</i>		
	<b>4th Yr. Award</b>	<i>Johnny Romo</i>			
	<b>5th Yr. Award</b>	<i>Jose Belaras</i>			
<b>August</b>	<b>1st Yr. Award</b>	<i>Nordine Espaniola</i> <i>Andres Sarmiento</i>	<i>Julio Fonoti</i>	<i>Eric Fujitani</i>	<i>Warren Oasay</i>
	<b>2nd Yr. Award</b>	<i>Ronald Colling</i> <i>Allan Sablan</i>	<i>Pablo Mauricio</i>	<i>Warfe Pasicaran</i>	<i>Gregory Quilit</i>
	<b>3rd Yr. Award</b>	<i>Tetele Acedo</i>	<i>Eric Dixon</i>	<i>Peter Fiori</i>	<i>Filiki Tupuola</i>
	<b>5th Yr. Award</b>	<i>Rueben Cezar</i>			
	<b>6th Yr. Award</b>	<i>Randy Makahanaloa</i>			

# Technology Corner

## TransitMaster System Upgrade

**Jon Nouchi**

Director of Planning & Service Development

The three days of system outage went by quickly, and we now have the latest and greatest version of TransitMaster known to man. During that time, I'm sure we all wondered how we used to run the best TheBus system there is without all this technology.

The TransitMaster upgrade should help our onboard radio and communications system run better and more transparently to all those who use it. Central Controllers and Bus Operators will likely notice the most benefit.

Some of the new features that are available include:

### CRITICAL TRANSFERS:

Making a transfer to a connecting bus can mean the world to our passengers. It can often mean the difference between making it to work on time or being late. With that in mind, TransitMaster now allows us to set up "critical" transfers in which the system automatically monitors the progress of a given bus en route to a specific stop and notifies Central Control if it will be late and may miss its connection to other routes.

As an example, we researched customer inquiries and discovered that many passengers ride the first Route 1 in the morning to connect to the Route 32 at Kalihi Transit Center. Their final destination is the Honolulu Country Club where they start work at 5:30 a.m.

The first westbound Route 1 is due at Kalihi Transit Center at 4:59 a.m. The first Route 32 is scheduled to depart Kalihi Transit Center at 5:00 a.m. bound for the Honolulu Country Club in Salt Lake. The passengers only have one minute to make their connection. If the Route 1 runs late, they will be late to work.

We set up a critical transfer for this connection. If the Route 1 begins to run late, TransitMaster will automatically alert Central Control to manage the connection between the two routes. This new feature will go the distance in keeping our service reliable and dependable for our customers.

### EXTERNAL ANNUNCIATOR VOLUMES:

We are now able to control the volume level of the external voice annunciator at each individual stop in the bus system. This means that we can lower the volume in quiet neighborhoods and raise the volume in loud urban areas.

This feature hopefully will reduce the number of complaints we receive about the external annunciator disturbing residents in their homes.

### OnStreet SIGNS:

In addition to the HEA real-time arrival system available at <http://hea.thebus.org>, Honolulu bus riders will also have the benefit of viewing real-time bus arrivals via digital message board signs that will be erected at busy stops across the island. These signs, called OnStreet, are also able to receive and display text messages to waiting passengers. In the event of a natural disaster such as a tsunami, evacuation and emergency information can be displayed to the public. The TransitMaster upgrade allows us better control over these signs, and also improves the ability of the signs to accurately display arrival predictions. TheHandiVan will also be using OnStreet at selected sites to announce incoming vans for intending passengers.

There is a wealth of new features available now in TransitMaster. We have a lot of progressive things in store, and welcome your feedback as to how to improve this system in the years to come. What's next? Without revealing too much, imagine if you didn't have to ever change your destination sign ever again... if it was all automatic. More to come on this.



Photo Above: A screenshot of the critical transfer interface in TransitMaster.

# HEA - Personal Initiative Meets Technical Know How



Photo Above: Chad Muranaka using the HEA system in his daily commute on TheBus.

Every bus rider asks the same question everyday, “Where is my bus?” It was the same situation for Chad Muranaka, Software Engineer II, Oahu Transit Services, Inc., operator of TheBus. Luckily, Chad works for TheBus in the Information Technology department and had access to a wealth of data and technology available to him to help him answer this question.

He took the initiative and worked with the data provided by the TransitMaster system to find the bus-by-bus on time performance information, and applied it to the stops and scheduled times furnished by the HASTUS bus scheduling system. He then built a user-friendly front end that is accessible via any computer web browser or any web-enabled mobile phone, and the Honolulu Estimated Arrival (known as HEA) system was born.

HEA is a dynamic, real-time prediction engine that is updated every two minutes to reflect the ever-changing conditions on the roads. It is also very easy to use. You 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.

HEA had been in beta testing for more than five months and was introduced to the general public this past August during the Beat The School Jam press conference, by Mayor Mufi Hannemann.

As a result of Chad’s initiative, users of the HEA system have the ability to make informed decisions on their daily commute, and has made riding TheBus a more convenient and enjoyable experience.

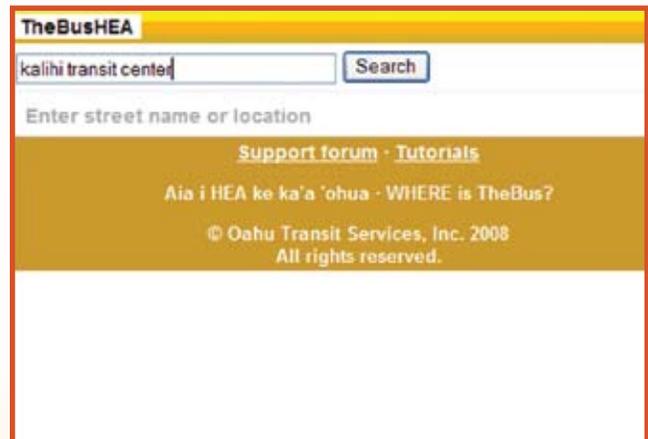


Photo Above: HEA home page, where you can type in either the stop number or the street names of the stop.



Photo Above: The HEA page that shows the list of buses arriving at the selected bus stop. For instance, the Kalihi Transit Center.

# Going Green



**Herb Barboza**  
Vice President, Maintenance

First, we all should be familiar with what “green” means. To have a green itinerary signifies that what we do causes little or no disruption to the environment. Using renewable resources and recycling materials make for a greener business. It also involves the amount of chemicals we release into the environment. Simply put, the saying “going Green” means becoming actively interested in taking care of our environment.

For some time now, the Maintenance Department has taken steps toward “going Green.” Making environmentally friendly decisions has found its way to the top of our agenda. Procedures and practices that are strictly designed to saving money will always take a back seat to responsible actions and “doing what is right for the environment!” After all, we want our children and grandchildren to enjoy the Islands just as we did when we were growing up.

Did you know we recycle everything from paper to paint thinner? Used metal parts, tires, batteries, refrigerant, solvents -- the list goes on and on. Recycling is not only the right thing to do, but it also makes for good business practices. Used materials are sorted, stored and removed in an efficient manner. This process keeps our work spaces clean and orderly. Now, that’s something we all can appreciate!

The City also places a great deal of emphasis on “going green”. Sixty hybrid buses were purchased, with another nineteen on their way early next year. Future bus procurements will incorporate “Clean Diesel” engines. This new “Clean Diesel” engine technology is nothing short of amazing! Coming soon, we should see even more environmentally friendly buses with “clean” exhaust stacks running the streets of Honolulu. “Thank you, Mr. Mayor!”

Natural resources, such as “energy” requires our close attention. After all, we consume thousands of gallons of diesel fuel each day. To neglect this area of our business would not only be costly, but outright irresponsible. Therefore, with consideration for the broad scope of vehicle maintenance, maintenance practices are continuously being reviewed and adjusted to ensure fuel is not wasted unnecessarily. Shorter road test routes, shorter engine idle times in the shop, and compliance to on-time scheduled maintenance is now at the forefront of our vehicle maintenance program.

Water-based vehicle painting -- The move to waterborne refinish basecoat is an effective solution for lowering volatile organic compound emissions and thus improves air quality and our environment. Maintenance has committed to a full scale

training program with our paint supplier - PPG Industries. If all goes well, the first shuttle vehicle will have been “water-based” painted by the time this article goes to print. We hope to accomplish two objectives with the aforesaid training and shuttle vehicle painting project. First, get our Body Shop personnel trained and familiar with waterborne painting systems. Second, use the shuttle vehicle as a “test bed” for appearance quality and product durability. If all is successful, the plan would be to switch our bus painting program to “water-based” paint. This would eliminate an estimated nine gallons of petroleum-based solvents from the painting process for each bus painted thereafter. This venture saves money and the ozone layer.

Parts cleaners utilizing petroleum solvents -- You guessed it! We are now looking into changing out petroleum-based solvent parts cleaners for more environmentally friendly “water-based” parts cleaners. After some extensive product testing, we found water-based parts cleaners work just as well as the solvent-based parts cleaners. With that being said, Maintenance has made the decision to go “water-base” for the majority of all parts cleaners. This procedural change will make for a healthier work space, save the Company a few dollars, as well as further emphasize our commitment to “going Green.”

The Company has shown tremendous foresight and responsibility by taking positive steps in the direction of green. I hope everyone can share in the pride of knowing we all work for a Company that really does care for its people and these precious Islands we call home.



Photo Above: **The first of many TheBus shuttle vehicles painted with the new water-based paint.**

# Aloha Street Magazine Interviews Esther Aweau

Pearl City bus operator Esther Aweau will be featured in Aloha Street Magazine's December edition.

Aloha Street Magazine is a quarterly Japanese visitor magazine with a circulation of 125,000 copies per quarter, distributed throughout Oahu and also in Japan.

Each quarter, the magazine features one person in their "Locals Talk Section," focusing on the person's job and their favorite places.

Esther took Editor Yoshie Kishida and Customer Relations Account Executive Kathy Orita to Ho'omaluhia Botanical Garden and to a nearby eatery in Pearl City, just a couple of her favorite places.

***Congratulations, Esther!***



Photo Above: Aloha Street Magazine's Yoshie Kishida & Kathy Orita smile with Pearl City Bus Operator Esther Aweau and Pearl City Superintendent of Transportation Stephen Ventura.

Photo Below: Esther strikes a pose for the camera.



## ***Express!***

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# Calendar of Events

## November

- 2 - Regular Run Sign-Up: Start Time: 2:00 p.m. at both divisions
- 3 - 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
- 4 - 6 - Regular Run Sign-Up: Start Time: 9:00 a.m. at both divisions
- 9 - 10 - Regular Run Sign-Up: Start Time: 9:00 a.m. at both divisions
- 11 - Veterans Day Holiday - Saturday Schedule

- 12 - Regular Run Sign-Up: Start Time: 9:00 a.m. at both divisions
- 13 - Regular Run Sign-Up: Start Time: 9:00 a.m. at the Kalihi Division
- 18 - Relief Run Completion: Start Time: 9:00 a.m. at both divisions
- 19 - Relief Run Completion: Start Time: 9:00 a.m. at the Kalihi Division
- 26 - Thanksgiving Day Holiday - Sunday Schedule (AZoff)

## December

- 6 - Effective Start Date of the December 2009 Sign-Up
- 25 - Christmas Day Holiday - Sunday Schedule (AZoff)

## January

- 1 - New Year's Day Holiday - Sunday Schedule (AZoff)
- 18 - Martin Luther King, Jr. Day Holiday - State Holiday Schedule