



Look Inside!

- Mayor's Message* Pg 2
- Teamster's Holiday Message* Pg 4
- Operator of the Quarter* Pg 5
- Get Out And Ride!* Pg 7
- AUW Day Dunk Booth Pictures* Pg 8-9
- Paratransit Turkey Contest* Pg 11
- Halloween Spirits* Pg 12
- Thanksgiving Bash 2009* Pg 12
- Aloha Street Magazine With Esther Aweau* Pg 13
- Technology Corner* Pg 14
- Maintenance: Performance* Pg 15

Operator of The Quarter



Operator of the Quarter Benjamin Valderama. Read more about Mr. Valderama on page 5.

Where We've Been And The Road Ahead



J. Roger Morton
President and General Manager

You can't pick up a newspaper, watch the evening news, or listen to the radio without hearing how bad the economy is today. All around our State, organizations and individuals are being negatively impacted by economic challenges. Yet, we have so much to be thankful for at Oahu Transit Services, Inc. Last year, we had an 11% rise in ridership. And while ridership is down slightly this year it's still up about 15% in the past five year. So far, we have been able to keep our service levels high. We are fortunate that during good years and bad years, our City leaders have consistently shown strong support for transit on Oahu. We've got outstanding facilities and we keep improving. Last year, we moved into the new Handi-Van operations center and recently, the City

broke ground on the new Middle Street Intermodal Transit Center which will ultimately be connected to rail. We've got outstanding orders for an additional 53 replacement buses and are planning a large order for replacement Handi-Vans. Yes, we have a lot to be thankful for this holiday season.

I know all of you do not take these blessings for granted. Many OTS departments are working on projects to help us economize, be more environmentally friendly and provide the same services with fewer resources. Projects such as making bus routes more efficient, changing processes to ensure better maintenance of equipment, recycling of more materials, finding less expensive alternative products and changes to procedures to ensure we are constantly improving in our ability to provide quality services to the community. Your efforts are bringing about positive results and have not gone unnoticed.

We know that the next fiscal year may bring some rocky roads that we may need to navigate through. If we continue to work towards excellence, travel these roads together as a team, and continue to make positive changes, we will make it through as an even stronger 'Ohana.



OFFICE OF THE MAYOR
CITY AND COUNTY OF HONOLULU
530 SOUTH KING STREET, ROOM 300 • HONOLULU, HAWAII 96813
PHONE: (808) 523-4141 • FAX: (808) 527-5552 • E-MAIL: mayor@honolulu.gov



MESSAGE FROM MAYOR MUFI HANNEMANN

Aloha and Season's Greetings to the OTS Ohana.

It's been a wonderful year for public transportation in the City and County of Honolulu.

The City's rail transit program moved closer to breaking ground with the Federal Transit Administration's approval to proceed with preliminary engineering and the subsequent awarding of a \$483-million contract to Kiewit Pacific for the first phase of the system. While we are still awaiting approvals at the federal and state government levels, we remain confident that we will break ground soon for a project that will not only add to our multimodal transportation system but create as many as 10,000 jobs at a time when our economy is hurting.

We broke ground for the Middle Street Intermodal Center in late September, a facility that will be linked to the rail transit line and serve as a major hub for TheBus operations well into the future.

Our hybrid buses have been very effective, and we plan to purchase 20 more in the coming months to supplement our growing fleet of these fuel-efficient vehicles, as well as replacing the diesel-fueled models.

And we continue to make great strides with our bus service, with improvements in service encouraging and supporting greater ridership, such as the "Where is TheBus?" real-time bus arrival feature introduced just recently.

These successes are attributable to the men and women of the Oahu Transit Services, Inc., team. You are all outstanding professionals and dedicated public servants, and I thank and commend you for your efforts on our behalf.

May your Christmas be merry and your New Year happy, healthy, and prosperous.

Aloha,

Mufi Hannemann
Mayor of Honolulu

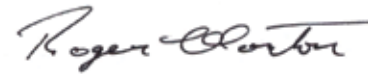
Where We've Been and The Road Ahead

During this time of economic uncertainty, you've shown that TheBus and TheHandi-Van cares for our community. This year our Aloha United Way (AUW) fund drive raised more than we did during previous years. The dunking tank was a huge success! You also gave your time and your talents to raise money for some of Hawaii's most worthy non-profit organizations such as the American Diabetes Association,

the Hawaii FoodBank, MDA, and the Kidney Foundation. You had one more opportunity to give to a worthy cause this year. The holiday season fundraiser benefited the Lokahi Project, which ran during this Holiday Bash.

Mahalo to you all for your hard work, dedication and continually striving for

excellence. May you and your families find peace, happiness, and prosperity during this holiday season.



J. Roger Morton

Retiree Corner

Robert Cline,
Bus Operator, retired on
11/1/09. Mr. Cline had
19 years of service.



Sonny Duldulao,
Bus Operator, retired on
11/1/09. Mr. Duldulao
had 21 years of service.



Warlito Montano,
HEM - Running Repair,
retired on 12/1/09.
Mr. Montano had 30
years of service.



Russell Tyler,
Bus Operator, retired on
12/1/09. Mr. Tyler had
36 years of service.



OTS 2010 Roadeo Winners

Bus Roadeo

1ST - Paul Fernandez (Score: 309)

Paul and a guest receive air fare, registration, and per diem to compete in the 2010 International Bus Roadeo in Cleveland, Ohio from April 30, to May 5, 2010.

2ND - Derwin Yamaguchi (Score: 308)

3RD - Lincoln Alvarez (Score: 264)

Maintenance Roadeo

1ST Bobby Salvatierra, Ryan Yoshida, Richard Takeuchi (872 points)

Bobby, Ryan and Richard (and one guest per person) receive air fare, registration, and per diem to compete in the 2010 International Bus Roadeo in Cleveland, Ohio from April 30, to May 5, 2010.

2ND Homer Nagaki, Ivan Kung, Brian Lowery (866 points)

3RD Glenn Billedo, Spencer Louie, John Kalani (575 points)

Teamsters Holiday Message Happy Holidays To Everyone At OTS TheBus/Paratransit



Ron Kozuma
President
Hawaii Teamsters
and Allied Workers,
Local 996

– especially to all our hard-working Brothers and Sisters of The Bus and Paratransit.

As 2009 draws to a close, we reflect on another year in which Local 996 has been privileged to support your efforts – providing the finest transportation services for the people of the City & County of Honolulu. We look forward to working with OTS on our members' behalf in 2010, and we wish all of you and your families a happy and safe holiday season and New Year!

In the spirit of this special season, all of us at the Hawaii Teamsters and Allied Workers, Local 996 send the warmest of holiday greetings to everyone at OTS The Bus / Paratransit

Ron Kozuma
President
Hawaii Teamsters and Allied Workers, Local 996

Transit Transfers

Greg N. Serapion, Paratransit Lead Mechanic, was promoted on 12/1/09. Greg was previously a Paratransit Mechanic and has been with OTS, Inc. since 12/4/06.



Sarah Tajima, Director, MIS, Paratransit Division, was promoted on 12/1/09. Sarah was previously Assistant I.T. Manager and has been with OTS, Inc. since 2/12/97.



Bus Operator Class 180 Graduated December 4, 2009

Left Photo (left to right): **Leilani Repollo, Albert Pablo, Dean Rodrigues, Peter Bueno, William Aoki, James Carlos, Randolph Rodrigues.**

Got Fishing?

Cory Tom

Planning & Technology Analyst

The members of the Employee Communications Committee (ECC) wanted to create an event that:

1. **Would bring the OTS 'ohana together.**
2. **People of all ages could enjoy.**
3. **Promotes the preservation of our island culture, conservation and sustainability of our resources.**

What better way to do that than by using a favorite local recreational past time: Fishing. With the blessing and collaboration of OTS and Hawaii Teamsters Local 996, the ECC is organizing the 1st Annual OTS/Hawaii Teamsters Local 996 Shorecasting Fishing Tournament. This multi-day tournament is scheduled for the President's Day weekend and will culminate in a "bring the family to the beach" picnic weigh-in at Kakaako Park.

This will truly be a tournament for all ages and skill level. There will be a men's, women's, boy's, girls, and keiki division. There is still discussion on applying fishing boundaries, line and equipment classifications to help "level" the playing field. But the overall goal is to encourage people of any age and fishing expertise to participate in the tournament. After all, all you really need is pole, line, a hook, a little bait, and lots of LUCK! You will often hear many fisherman say "It's better to be lucky, than to be good". I guess that's why it's called fishing.

One of the other objectives of this tournament was to encourage conservation of our marine resources. This will be done by promoting tag n' release of some of Hawaii's major fish species. Currently the ECC is working with the DLNR and its fish tagging project to secure tagging kits for all of the contestants. The term tag n' release refers to the process of tagging a captured fish with an id tag (harmless to the fish) and releasing it back into the ocean. It is not expected that this be applied to every fish caught. After all, part of the excitement at the weigh in is to see everyone's prized catches. But by doing this to just one of your catches, you are providing valuable information in helping to determine fish patterns and stock levels so that fishery management strategies can be aligned to help sustain this favorite island past time for future generations.

Entry forms and details should be available sometime in January. We encourage everyone to participate. It will be a great way to come together to enjoy everyone's company, get a little fresh air, and do your part in conservation. Let's help the ECC make this a successful event so that it can be something that we can enjoy for years to come.

Volunteers? Donations? If you are interested in helping out, please see Kalihi Bus Operator Jerry Teves.

Did you know that fishing is more popular than golf and tennis combined?

Operator of the Quarter

"I thank the Lord who gives me strength to work," says Operator of the Quarter Benjamin Valderama. "He's number one!"

Ben is an Air Force veteran who spent his last two years of service in Germany, and was a delivery person for a wholesaler just before joining TheBus. Graduating from Class 108C on August 2, 1988, Ben's classmates were Gayle Kahalehau, Manny Bumanglag, Sitala Togiaai and Ralph Nishimura.

Ben is No. 92 in seniority at Pearl City, and his favorite route of all time is the

Route 76. On the night shift for four years, Ben currently drives the Route 40 from Monday-Thursday, and the Route 44 on Sunday.

"The best part of my job is working with people, and meeting people from all over the world."

Ben's advice is to "be yourself, keep a positive attitude, leave your troubles at home, and to go with the flow."

In his free time, Ben is an absolute sports fan! Congratulations, Ben!

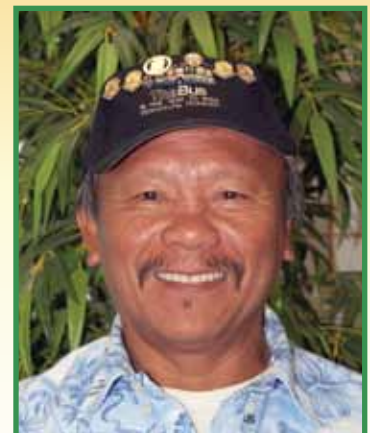


Photo Above: **Operator of the Quarter Benjamin Valderama**

In Memory of . . .

Betty Krauss passed away on November 9, 2009. Ms. Krauss was employed with MTL, Inc., on December 31, 1984, as a Customer & Public Relations Manager in the Customer Service Department. She retired from OTS, Inc., on November 1, 1992, after 8 years of dedicated service.

Stephen Aton passed away on December 5, 2009. Mr. Aton was employed with MTL, Inc., on May 20, 1976, as a Bus Operator in the Transportation Department. At the time of his passing Mr. Aton had 33 years of dedicated service.

Bus Operators Of the Month

KALIHI DIVISION

November 2009

1. Leon M. Cathcart
2. Pancho G. Gaoiran
3. Justin N. Handa

December 2009

1. Marc Behic
2. Vance Bernades
3. Samuel Rauschenburg

PEARL CITY DIVISION

November 2009

1. Lester J. Berano
2. Maria K. Ioane
3. Benjamin M.K. Kahale-Nobriga

December 2009

1. Joel D. Colotario
2. Paul A. Dulatre
3. Wayne Kaululau

Operator Safety Awards

October 2009	Years
Lincoln Alvarez	28
Ruben Colleado	34
Edward Nakamura	33

November 2009	Years
Howard Barona	21
Donald Chang	33
Ethan Kahoano	29

New OTS 'Ohana

Employee	Title	Date of Hire
BRENT SARRIA	Journeyman Trades	10/07/09
JESSE TAKAHASHI	HEM - Air Condition	10/16/09
GUY DEBUTIACO	Temporary HEM - Air Condition	10/26/09
GAVIN SUMIMOTO	Entry Timekeeper	11/16/09
ARTHUR AKANA	HEM - Running Repair	11/16/09
WILLIAM AOKI	Bus Operator	12/05/09
PETER JOHN BUENO	Bus Operator	12/05/09
ALBERT PABLO	Bus Operator	12/05/09
LEILANI REPOLLO	Bus Operator	12/05/09
RANDOLPH RODRIGUES	Bus Operator	12/05/09
JAMES CARLOS	Bus Operator	12/05/09
DEAN RODRIGUES	Bus Operator	12/05/09

Get Out And Ride!

Members of the American Association of Retired Persons (AARP) were treated to a session on "Alternatives to Driving." The Honolulu Department of Transportation Services partnered with AARP to provide this informational session at the Neal S. Blaidell Center on Saturday, December 5, 2009.

Oahu Transit Services, Inc. sent a large contingent to provide information and support for this event.

Robert Yu	Senior Vice President and Deputy General Manager
Michelle Kennedy	OTS, Director of Marketing & Communications
John Black	Paratransit (TheHandi-Van) Director
Tom Enomoto	OTS, Customer Service Manager
Randall DeGuzman	Paratransit (TheHandi-Van) Instructor
Julie Pruet	TheBus Instructor
Neal Tomimatsu	TheBus Instructor
Janet Nakamoto	TheBus Information Clerk
Christine Dold	TheBus Information Clerk

Participants received individual instruction on Google Transit, TheBus HEA (Honolulu Estimated Arrival system), how to plan their trips and on the various bus pass programs. In addition, participants were able to view and participate in demonstrations of TheBus and TheHandi-Van.

Other organizations that participated in the event were VanPool Hawaii, Elderly Affairs Division, Catholic Charities, Hawaii Bicycle League, Project Dana, Walkwise Hawaii, FLT Consulting and Innovative Paradigm.



Aloha United Way Day Dunk Your Favorite Manager

Pearl City Facility ↙

Kalihi Facility →





Aloha United Way

A BIG Mahalo To All Contributors & Sponsors

Thank you so much for your support of Aloha United Way. This year, TheBus and TheHandi-Van raised a total of \$22,552.70 for Aloha United Way, supporting many of Hawaii's most needed human services organizations.

Mahalo to all of our volunteers, sponsors, and donors. This year's fund drive would not have been successful without your loving, giving hearts and commitment to serving our community.

Corporate Sponsors

Big Island Candies

**OTS Federal Credit Union
Tesoro**

Mountain Apple Company

Pearl City Contributors

**Rome Acopan
Juanita Akui
Hermania Badis
Eloy Birtodaso
Mel Chan
Manu Chong
Francis Fukuda
Michael Griep
Ferdinand Hernandez
Linda Ho
Alika Idica
Jonathan Johnson
Karen Kapololu
Flo Mitsumura
Jeff Schneider
Stephen Ventura**

Dunking Booth

**James Burke, PTD
Kaina Awaa
Michelle Kennedy
Nathan Akiyoshi
Roger Morton
Robert Yu
Herb Barboza
John Black
Luis Navarro
Ralph Nishimura
Stan Torricer
Jimmy Muneoka
T.K. Hannemann
Tracy Tanahara
Jerome Preese
Tracy Kim
Tom Enomoto
Ran Suen
Randall Inaba
Barney Wilson
Ralph Faufata
Jon Nouchi
Dan Ahuna**

Kalihi Contributors

**Nathan Akiyoshi
Rodney Cardenas
Jill Ching
Lionelbarry Chun
Romulo Delos Santos
Roy Dunlap
Ralph Faufata
Tessie Figueroa
Norma Godoy
Charlotte Hee
Dwight Higa
Susan Kawasaki
Michelle Kennedy
Tracy Kim
Krystelle Leano
Agnes Loi
Renee Monces
Ginger Nagamine
Malva Nakatani
Luis Navarro
Ralph Nishimura
Rowena Ogata
Ronaldo Pasion
Roman Richardson
Joni Robinson
Daniel & Sallie Siangco
Kristin Subia
Dani Suzawa
Gene Teves
Susan Wong
Charlotte Yim**

Paratransit AUW Day



Photo Above: Paratransit Staff preparing baked goods for their bake sale.

Paratransit Turkey Contest



Photo Above: **Most Unique Turkey** by Kealii Beltrand.



Photo Above: **Most Festive Turkey** by Nuki Baker.



Paratransit Safety Awards

September

1st Yr. Award	Brian Freitas	Leimomi Lehua Kealoha	Gary Wayne Nettles	Myra Kuuipo Tagami
2nd Yr. Award	Peter Petersen	James Price	Lupe Sedillo	
3rd Yr. Award	Paul Bringas			
4th Yr. Award	Duncan Mckay	Virginia Mole		
5th Yr. Award	George Biacan	Loreto Macadaeg	James Mcdonald	
6th Yr. Award	Gabriel Nauahi			

October

1st Yr. Award	Rusty Alama	Marshall Alvarado	Glenn Bocoboc	Earl Chung
2nd Yr. Award	Michael Evangelista	Kyle Hussey	Daniel Macho	Leilani Omeli
3rd Yr. Award	Valray Jeremaiah	Freddie Makinano	Ricky Quibodeaux	
4th Yr. Award	Tonette Gumapac			
5th Yr. Award	Amelia Willing			
6th Yr. Award	Benjamin Roque Jr.			

Halloween Spirits



Photo Above: **Traci Tsuda**



Photo Above: **Norma Godoy, Krystelle Leano, Lilia Visitacion.**



Photo Above: **Tracy Tanahara**



Photo Above: (left to right): **Lance Ke, Marilynne Nascimento, Todd Faufata, Cherie Tafao, Nowell Baricuatro.**

Thanksgiving Bash 2009

OTS Bus Stop Crew's Peter Bermudez and wife Jenny coordinated the 11th Annual Thanksgiving Bash at the Pai'olu Kaiulu Wai'anae Homeless Shelter. Volunteers from OTS, Word of Life, and Pearl Harbor Pacific Fleet

Band (just to mention a few) helped serve turkey lunches, and also donated clothing, toiletries, toys for the keiki, and much more. Mahalo to all for your generosity.



Aloha Street Magazine Issue with Esther Aweau

Pearl City bus operator Esther Aweau is being featured in Aloha Street Magazine's December edition. She can be seen on pages 128 - 129. Each quarter, the magazine features one person in their "Locals Talk Section," focusing on the person's job and their favorite places.

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.

Congratulations, Esther!



Technology Corner

Improving Routes With Transitmaster

Jon Nouchi

Director of Planning & Service Development

In these tough economic times, people are getting tired of reading articles that begin with, “In these tough economic times...”

In all aspects of life, people are finding it necessary to do more with less.

Let’s be realistic: is it realistic to do more with less? At the very least, we should look first to doing more with the same.

Our TransitMaster system has given our Planning and Scheduling staff easy access to find out what is going on out on the highways and byways as our TheBus operators navigate the streets of Oahu.

In the effort to do more with the same, Scheduling began to analyze the running times and loads on our peak-hour express routes in August. We discovered two routes that had a little bit of excess running times for the a.m. and p.m. freeway segments. Rather than just cut the freeway segment running times, we reinvested the extra time back into the neighborhoods.

Born of this effort were extensions to Express Routes 97 and 103. We now provide new service to Royal Kunia and West Waialeale at little or no additional cost. These are the types of services that we love to develop: those that have a low cost impact but high customer satisfaction and service potential -- essential changes that allow us to do more with the same.

We will continue to evaluate routes and route segments to strive for constant improvement to our bus system. Sometimes, a minor fix or a reallocation of running time can make a drastic difference in our ability to operate a trip or a route in an on-time and consistent manner. As we continue to utilize our technology to do MORE with the SAME, we welcome suggestions and comments on how to improve our already outstanding transit system.

Pulahan Filipino Martial Arts Club Takes Eight Trophies

Marc Behic

Bus Operator

Pulahan Filipino Martial Arts Club Tuhan (Master) Marc Behic, along with several OTS bus drivers and other club members, took eight trophies at October’s Samahan tournament at Pearl City High School, competing against the best clubs in the state.

Club members from OTS are Guru Lorenzo Tadena, Guru Kevin Look, and Escrimador Charles Sullivan.

“Filipino Martial Arts provides a good balance between work and play, and we come to work more focused and relaxed,” says Behic. “I wish to thank Maestro Mana Nunies for helping me prepare the fighters (drivers) for battle, and Ron Kozuma and Teamsters for all their support.”



Performance

Herb Barboza
Vice President, Maintenance

Increasing the performance of our vehicle maintenance program has a lot to do with setting goals, defining objectives and putting standards in place to scrutinize whether or not ones efforts are being executed properly against them. A successful maintenance program requires a true sense of commitment and perseverance.

Fleet performance indicators such as miles between mechanical road calls, fleet availability, and the percentage of on-time maintenance provides a scale or standard by which we measure how well we're doing. The mileage posted between mechanical road calls in actuality, tells the whole story. If our fleet maintenance program is weak, mileage between road calls will most certainly be low. If we employ a strong program, mileage between mechanical road calls will continue to ramp in an upward trend.

So why is performance so important? Well, it's all about the quality of ride for our patrons. A reliable bus can be counted on to get our passengers to their destination on time. A first-rate maintenance program provides for a safe, clean, comfortable transit experience. An ill-maintained, broken down bus on the side of the road is a huge inconvenience, and quite honestly, looks bad for the operator, Maintenance and the Company as a whole.

With such a huge responsibility on its shoulders, Maintenance cannot perform with a 'business as usual' attitude. That's considered totally unacceptable! We must continuously explore new and better ways to keep our buses performing at their very best. Maintenance managers are being challenged to be innovative. Find the answer to the question - How can we do it better?

Fleet appearance has also become another cause for great concern as our average fleet age increases. To address this concern, Maintenance has taken on a full blown fleet beautification program. We fired-up our bus repainting program which has been inactive for many years. Both the Kalihi and Pearl City Body Shop locations are buffing out water spots on the front, side and passenger windows. Exterior panels are being detailed and made to look new again. Bus interiors are being addressed with emphasis on appearance and passenger comfort. On a weekly basis, a polymer wax treatment is applied to the exterior of each bus as it goes through the bus wash system. I think we can all agree - the appearance of our bus fleet has improved immensely over the last year and a half.

Bottom line, Maintenance is working very hard to improve the performance and appearance of our fleet. Our commitment is real and we will not tire in our pursuit of unsurpassed performance.

Express!

Published by
Oahu Transit Services, Inc.
Operators of TheBus & TheHandi-Van
811 Middle Street
Honolulu, Hawaii 96819

≈
Department of Transportation Services

Wayne Yoshioka

Director, Department of
Transportation Services

≈
James Burke

Chief, Public Transit Division

≈
Oahu Transit Services, Inc.

J. Roger Morton

President and General Manager

≈
Express! Staff

Jerome Preese

Vice President, Planning & Marketing

Michelle Kennedy

Director, Marketing & Communications

Linda Mitsunaga

Customer Service Clerk Coordinator
(Customer Communications)

Sadao R. Narikiyo

Graphic Designer

Glen S. S. Nakamura

Distribution Clerk
(Customer Communications)

≈
Contributing Writers

Mufi Hannemann

Mayor, City and County of Honolulu

Herb Barboza

Vice President, Maintenance

Patricia Nielsen

Vice President, Paratransit Services

Tom Enomoto

Manager, Customer Service

Jon Nouchi

Director of Planning & Service Development

Cory Tom

Planning & Technology Analyst

Marc Behic

Bus Operator





811 Middle Street
Honolulu • HI
96819-2316

Presorted
Standard
U.S. Postage
PAID
Honolulu, HI
Permit No. 9033

Calendar of Events

December

25 - Christmas Day Holiday – Sunday
Schedule (AZoff)

January

1 - New Year's Day Holiday - Sunday
Schedule (AZoff)

17 - Deadline to submit "Division
Transfer" memos to Dispatch

18 - Dr. Martin Luther King, Jr. Day
Holiday - State Holiday Schedule

February

1 - Regular Run Sign-Up:
Start Time: 2:00 p.m. at
both divisions

2 - 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

3 - 5 - Regular Run Sign-Up:
Start Time: 9:00 a.m. at
both divisions

8 - 10 - Regular Run Sign-Up:
Start Time: 9:00 a.m. at
both divisions

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

15 - Presidents' Day Holiday
- Saturday Schedule

16 - Relief Run Completion:
Start Time: 9:00 a.m. at
both divisions

17 - Relief Run Completion:
Start Time: 9:00 a.m. at the
Kalihi Division

March

7 - Effective Start Date of the March
Sign-Up

26 - Prince Kuhio Day Holiday - State
Holiday Schedule