What is quality transit service? Well, most of us could come up with a good definition. From the operator’s point of view, it might be a trip which can be completed within the time allowance provided by the Scheduling Department, on safe roads with good lane widths, without crush loads and only moderate traffic. But what about quality service from the customer’s point of view? I think most of our customers would agree that a quality transit trip would be fast, convenient, safe, secure, smooth, affordable, comfortable, and reliable. In addition, customers want to be able to easily find out how to plan trips on the bus including which routes to take, where to wait, what time to wait, and so on. Most of us appreciate a bus trip if it’s provided by professional looking operators with a polite demeanor.

Recently, our partners at the City Public Transit Division conducted a service quality assurance check. Using “secret shoppers” that looked like regular bus riders, this group sampled 387 bus trips. They assessed the quality of the bus trip including customer service, operations, ADA and safety. I am proud to tell you that overall, this study gave TheBus very high marks when it comes to quality service. Here’s what they found (Table 1.1).

I am concerned about the 6.7% of bus operators who were observed not wearing a seatbelt. I cringe when I remember a major bus accident during the eighties in Palolo Valley. A bus was headed down 9th Avenue when a car ran a stop sign and broadsided the bus. The collision jarred the operator, who was not wearing a seatbelt, out of the seat and he ended up in the stairwell.

Continued on page 10
Aloha,

Now that the City Council has approved a minimum operable segment for the Honolulu High-Capacity Transit Project, we can get to work on the preliminary engineering and environmental impact statement, as well as securing federal funding for the project.

The Council didn’t give us our first choice. We wanted the first project to run from East Kapolei, past Honolulu Airport to Ala Moana Center. The Council chose Salt Lake over the airport. But it’s a start, and one we can live with. More importantly, the minimum operable segment the Council selected meets the criteria for federal funding. That funding is not guaranteed, but I am confident Honolulu can get its fair share with the strong support of our Congressional delegation, whose members have been very helpful from the start.

It’s been just two years since we started working in earnest on a fixed guideway transit system for Oahu, and we’ve come a long way in a short time. Much remains to be done, but I am confident we can meet our goal of breaking ground on the project by 2009. And that’s just the beginning. Eventually, this system will stretch from West Kapolei to the University of Hawaii Manoa.

As I have said from the outset of my administration, a rail system will be just one part of an integrated multimodal transportation system that includes buses, a commuter ferry and bicycle and pedestrian pathways. Three transit centers, which will provide hubs for TheBus, are under construction in Mililani, Waianae, and Middle Street.

We will be updating the Honolulu Bikeway Master Plan in Fiscal Year 2008. The existing plan only covers the area from Pearl City to Kahala. We’ll be working with the Hawaii Bicycling League to evaluate the bicycling potential of the entire island, look at existing routes and begin planning to incorporate bicycling and walking as part of our rail stations and transit centers.

Our long-awaited ferry will begin in July with service from Kalaeloa Harbor to Aloha Tower. For the first time in the history of ferry service on Oahu, the ferry will be combined with dedicated feeder bus service to offer seamless connections. Each ferry will carry up to 149 people. They will make three round trips in the morning and three in the evening, and we will ask the Council to approve a single fare for this service.

With all this talk about integrated multimodal systems, we aren’t forgetting TheBus and TheHandi-Van. The budget I am proposing for fiscal year 2008, which begins on July 1, will provide $25.3 million to buy 30 more hybrid diesel-electric buses (10 30-foot buses and 20 60-footers) and 20 new Handi-Vans. We’re also asking for $17.5 million to complete TheHandi-Van Administration and Maintenance Facility that will be the essential part of the Middle Street Intermodal Center.

All of this hardware won’t be worth a thing without your continued professionalism and dedication on the job. So please, stay safe on the road, on or off the clock. We need each and every one of you. Malama pono.
Luis C. Navarro, Jr.
The new Assistant
Superintendent of
Transportation was
In his new position,
Luis investigates
transportation complaints and
commendations, as well as oversees the
day-to-day operations of the dispatch
department for both the Kalihi and Pearl
City divisions. Luis was previously Acting
Assistant Superintendent of Transportation
and has been with OTS since 2/4/1976.

Kristin M. Subia,
Senior Payroll Clerk,
was promoted on
12/1/2006. Kristin was
hired on 2/16/2000 as
an Entry Clerk Typist.

Sarah Y. Tajima (top right photo, left),
Assistant IT Manager was promoted on
2/1/2007. Sarah was previously a Systems
Engineer II and has been with OTS since
2/12/1997.

Kay H. M. Duarte (above photo, right),
Secretary II was promoted on 11/16/2006.
In her new position, Kay provides
administrative support to both the Director
of Human Resources and the Manager of
Employee Relations. Kay was previously a
Transportation Clerk Coordinator and has

Susan Y. Kawasaki,
Personnel Specialist was
Susan was previously an
Inventory Clerk II and
has been with OTS since
01/16/87.

Richard D. Mole
Supervisor of Safety &
Training - Paratransit,
was promoted on
12/1/2006. In his new
position, Richard assists
with the overseeing of
inside and line instructors, reviewing and
maintaining the new hire training class
schedule, investigating and processing
accidents, performing site investigations,
and enforcing policies and procedures.
Richard was previously a Paratransit
Operator and has been with OTS since
people the way you want to be treated.

Kevin J. Tubania,
Assistant Maintenance
Manager - Paratransit,
was promoted on
12/1/2006. Kevin was
previously a Paratransit
Lead Mechanic and has
been with OTS since 4/27/2000.

Bus Operator Class 169
Graduated December 15, 2006

First Row (left to right): Alfredo Decierdo, Barbara Chang,
Denise Ascencio, Edward Lozano.
Second Row (left to right): Roger Smith, Victor Olegario,
Lance Ke, Terrence Gabriel, Antonio Villanueva.
Third Row (left to right): Eli Colburn, Paul Dulatre,
Kekoa Schenk, Wayne Kaululaau, Lester Espinueva,
Christopher Iaea, Ronald Kiyota.

Bus Operator Class 170
Graduated March 2, 2007

Front Row (left to right): John Ioanis, Ian Loyd, Seiji Mitsunaga.
Second Row (left to right): Alonzo Romero, Vavaese Siaana,
Edward Roberts, Maria Ioane, Sean Vierra, Henry Reano,
Ivan Cruz, David McAngus, John Mercado.
Third Row (left to right): Shelby Miner, Randall Yoshioka,
Lester Berano, Nelson Diocares.

Movin’ On Up
The Americans with Disabilities Act (ADA) of 1990 required 100 percent accessibility to public places and transit by January 1997. While we still have a considerable way to go in achieving full compliance, accessibility is more than bringing someone from point “A” to point “B.” The variables range from having the appropriate and properly maintained equipment and amenities available, to building the understanding and behavior of employees to create a safe and customer-friendly environment for all OTS customers.

The first barrier for a person using a mobility device is the physical one – curbs, stairs and other obstacles. Lifts help to eliminate that barrier on TheBus, and when accessibility is not possible on fixed routes, Paratransit (TheHandi-Van) is there as a complement.

The ultimate accessibility goal – perhaps an unattainable one – is to eliminate discrimination and the segregation of our service altogether. Time and money is required to eliminate the physical barriers. Eliminating attitudinal barriers, well, that’s another story. Attitudes are the single greatest barrier for persons with disabilities to truly participate in all that society offers.

Full integration for persons with disabilities will require a change in attitudes by the public at large. The fact that a person has a disability is a characteristic, not a personality trait. That’s why it’s important when referring to someone who has a disability to use “people first” language. “Yes, I have a disability, but I’m not my disability.” “Yes, I use a wheelchair, but I’m not a wheelchair.” A mobility device is a tool for freedom, without one I would not be mobile. When I train operators, my suggestion to them is to find out the person’s name and don’t worry about their disability. When you put the person first, not the disability, you are demonstrating an awareness that will make a difference in your relations with customers who have disabilities.

Whether we were open to it or not, the ADA changed the way we provide transportation to persons with disabilities, and it set the baseline standard. Using fixed route service allows people with disabilities the opportunity to participate, integrate and achieve independence, all things that the rest of us may take for granted. As long as the equipment works and the operator’s attitude is welcoming, people with disabilities can ride our system with confidence. When I can come and go with little effort or minimum assistance from others, then my disability is less “out there” for the world to see.

Although riding fixed route buses is an appealing and freeing experience, and should be the first transit option available to individuals who have disabilities, there will always be a segment of the population that will need to use paratransit as their primary mode of transportation. That’s where TheHandi-Van moves in; again, keeping full integration in mind. There will always be a need for paratransit service.

Increased accessibility in our community, such as more curb cuts, ramps, accessible parking, wider doors, etc., benefits everyone, not just persons who have mobility limitations. As more and more persons with disabilities are involved in all aspects of our community, people will hopefully acquire both greater sensitivity and a higher level of comfort in their interactions with those of us who live with a disability. This is not a new concept – but it begins with every one of us. Your attitude is the key to making the ADA work. Thanks for welcoming us aboard!
### Paratransit Safety Awards

<table>
<thead>
<tr>
<th>Month</th>
<th>1st Yr. Award</th>
<th>2nd Yr. Award</th>
<th>3rd Yr. Award</th>
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<tbody>
<tr>
<td>October</td>
<td>Tonette Gumapac</td>
<td>Marshall Alvarado</td>
<td>Rodney Alama</td>
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<tr>
<td></td>
<td>Frances Wilms</td>
<td>Guiseppe Rivera</td>
<td>Benjamin Roque Jr.</td>
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<tr>
<td></td>
<td>Laure Ann Schipinski</td>
<td>Haldane Smith</td>
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<td></td>
<td></td>
<td>Pulefano Lutu</td>
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<tr>
<td></td>
<td></td>
<td>Amelia Willing</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Ricky Quibodeaux</td>
<td></td>
</tr>
<tr>
<td>November</td>
<td>David Dieudonne</td>
<td>Andres Sarmiento</td>
<td>Alexander Visarra</td>
</tr>
<tr>
<td></td>
<td>Ronald Miyashita</td>
<td></td>
<td></td>
</tr>
<tr>
<td>December</td>
<td>Leslie Anguay</td>
<td>Muelang Barrios</td>
<td>Stanley Souza</td>
</tr>
<tr>
<td></td>
<td>Albert Maghamil</td>
<td>Earl Naile, Jr.</td>
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<tr>
<td></td>
<td>Lupe Sedillo</td>
<td></td>
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<td></td>
<td>Russell Wataoka</td>
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<td></td>
<td>Kyle Hussey</td>
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<td></td>
<td>Wendy Naile</td>
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<td></td>
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<tr>
<td></td>
<td>Sean Sojot</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Kawe Williams</td>
<td></td>
<td></td>
</tr>
<tr>
<td>January</td>
<td>Jeffery Kwon</td>
<td></td>
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</tr>
</tbody>
</table>

**Paratransit Class 29**

Graduated

February 23, 2007

Front Row (left to right): Noel Tabuno, Rose Andrade, Wilma Leong, Irene Baker, Rudy Cruz.

Back Row (left to right): Rannie Agag, Peter Rillen, Glenn Bocoboc, Jonathan Bquiel, Alan Takeshita, Eric Fujitani.
### Retiree Corner

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Date Retired</th>
<th>Yrs. of Service</th>
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<tbody>
<tr>
<td>IKEDA, VINCENT K.</td>
<td>Storekeeper II, Step II</td>
<td>12/01/06</td>
<td>18</td>
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<tr>
<td>POKAKAA, FRANCIS ALULI</td>
<td>Bus Operator</td>
<td>12/01/06</td>
<td>33 1/2</td>
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<tr>
<td>SASAKI, CHARLOTTE K. H.</td>
<td>Instructor</td>
<td>01/01/07</td>
<td>31</td>
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<tr>
<td>BALINO, GEORGE G.</td>
<td>Asst. Supt., Transp.</td>
<td>04/01/07</td>
<td>32 1/2</td>
</tr>
<tr>
<td>CARTER, JOSEPH R. JR.</td>
<td>Bus Operator</td>
<td>04/01/07</td>
<td>34 1/2</td>
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<tr>
<td>JOSIAH, DAVID KALANI</td>
<td>Bus Operator</td>
<td>04/01/07</td>
<td>33 1/2</td>
</tr>
<tr>
<td>KAAWA, SAMPSON K. SR.</td>
<td>Bus Operator</td>
<td>04/01/07</td>
<td>34</td>
</tr>
<tr>
<td>MACKAY, RORY GEORGE</td>
<td>Bus Operator</td>
<td>04/01/07</td>
<td>14 1/2</td>
</tr>
<tr>
<td>ONOMURA, PHILIP T.</td>
<td>Bus Operator</td>
<td>04/01/07</td>
<td>27</td>
</tr>
</tbody>
</table>

### Bus Operators of the Month 2007

#### KALIHI DIVISION

**January 2007**
1. Edward Akana
2. Darryl Valdez
3. George Wong

**February 2007**
1. David Keaweehu
2. Douglas Perry
3. Douglas Rego

**March 2007**
1. Renato Cabanero
2. Christopher Lee
3. Ioane Liufau

**April 2007**
1. Vernon Ahmad
2. Jason Hoshida
3. Roy Skinner

### PEARL CITY DIVISION

**January 2007**
1. Jaynette Quihano
2. Edwin Smith
3. Galan Yamaguchi

**February 2007**
1. Rodney Alesna
2. Gene Gumapac
3. James Nishida

**March 2007**
1. Jesus Espinosa
2. Elmer Eleccion
3. Stewart Hirota

**April 2007**
1. Domingo Mendoza
2. Rudy Topino
3. Richard Wai

### The City Council Honors OTS Roadeo Winners

*Photo Above (left to right): 2007 Roadeo Winners - 1st Place Operator, Alipate Taualupe; 1st Place Maintenance Team, Burke Moriguchi, Homer Nagaki, Charles Lee; Third Place Operator, Paul Fernandez. Missing from photo: 2nd Place Operator, Lincoln Alvarez.*

*Photo Above (left to right): City Council, OTS and DTS officials pose with this year's Roadeo winners.*

### Safety Awards

#### November
- Donald Chang 30
- Autai Ofisa 33
- Daniel Nartatez 26
- Daniel Sylva 31

#### December
- Edward Akana 20
- Gerald Butay 20
- Terry Caberto 21
- David Keaweehu, Jr. 25
- Pamela Self 27
- George Waikoloa 22

#### January
- Myra Canianes 31
- Derrick Tanaka 24
- Richard Wai 26

#### February
- Dennis Meyer 29
- Florence Mitsunaga 20
- Benjamin Tibas 23
Congratulations, Myra!

if you had a bad day.  You’ll be better off.”

also adds, “Don’t take your job home, especially your business and don’t get in trouble.”

“My advice is to work hard, do your job, mind your business and don’t get in trouble.”

Leisure time is normally spent with family and at home, but every so often Myra comes “steps out” and goes dancing, to karaoke and to the movies.

During the 2007 fiscal year, approximately $100 million dollars of taxpayer money will be used to subsidize the transit system. The balance of approx. $41 million is paid by our passenger fares. So using a counterfeit bus pass to obtain free bus service is tantamount to stealing from the public.

Your vigilance has brought many of these bus passes to our attention and to the attention of authorities. One such case is presently in the court system. We hope that as more counterfeitors are brought to justice, it will send a clear message that creating, selling and using fraudulent passes is a crime with very serious consequences.

Mahalo for your continued support.

Operator of the Quarter

Myra Canianes

In September 1974, Myra Canianes graduated from Bus Operator Class #37 with classmates Ferdinan Agasid, Annie Kaawa and Dean Fukuda. Now, 32+ years later, Myra’s excellent work record and 31 years of safe driving earns her the “Operator of the Quarter” title.

“I love driving and meeting people,” says Myra, so being a bus operator suits her well. She also admits being a workaholic. After her regular a.m. run on the Route 76 Haleiwa-Waialua shuttle, Myra usually takes out an extra p.m. express run a few times a week.

Leisure time is normally spent with family and at home, but every so often Myra comes “steps out” and goes dancing, to karaoke and to the movies.

“My advice is to work hard, do your job, mind your business and don’t get in trouble.” Myra also adds, “Don’t take your job home, especially if you had a bad day. You’ll be better off.”

Congratulations, Myra!
Thank you to everybody who gave generously to the Officer Steve Favela fund. With your contribution we were able to raise nearly $1,300.00 for the Favela family.

Photo Above (left to right): Police Sergeant Look, Roger Morton, President and General Manager, OTS, and Richard Torres, Deputy Director, DTS, dedicated TheBus Roadeo to the late Officer Steve Favela.
Holiday Bash December 15, 2006

Pearl City Facility

Roadeo Competition
Walking to the bus yard everyday meant taking an extra half hour of effort for Pearl City bus operator, Ebennette Sausi. She would have to psych herself up to make the long walk to reach her assigned bus and ensure she had enough time to make some rest stops along the way.

Today, “Ebbie” is a healthy 160 lbs. lighter, thanks to a life saving gastric bypass operation that she underwent eight months ago. The best news is that she is still losing weight, and many of the health issues she had been living with are now just a distant memory.

“The operation is definitely not for everyone,” said Ebbie. She adds, “The only reason I qualified for the surgery and the reason I chose to do the surgery, is due to my diabetes, high blood pressure, poor circulation and sleep apnea. I knew that if I didn’t do something, I may not survive.” At her highest, Ebbie topped the scales at 385 lbs. That’s when she heard about a class on gastric bypass surgery conducted by Kaiser Permanente, and found out that she not only qualified for the surgery, but due to her medical issues, her surgery would be covered by her medical insurance. She felt she had to try this out.

“People think this is the easy way out of obesity. I have to say, it has not been easy. People need to realize that in order to be successful at this, you have to change all of your habits, from what you eat, when you eat and how you eat. I don’t think most people know what it’s like to chew one bite of food 60 times before swallowing. You also never want to experience what happens when you eat the wrong thing, or don’t chew your food enough. It is the worst feeling,” explained Ebbie.

The bus careened out of control and ended up knocking a house off of its foundation. Thankfully, no one was killed, but the incident made me understand the special risk a bus operator has if not wearing a seatbelt. I’ve asked Transportation to begin a program spot-checking seat belt use. This is for everybody’s safety.

There was another alarming finding. Cell phone use by bus operators was rampant. About 24% of trips involved a bus operator using a cell phone. We regularly receive complaints from the public about bus operators’ use of cell phones. Passengers feel unsafe when drivers are observed talking on phones whether with a hands-free device or without. This is definitely not quality bus service. As you know, company rules prohibit the use of cell phones and require that cell phones be turned off when buses are in operation. Employees caught using cell phones are subject to discipline.

The National Transportation Safety Board (NTSB) has issued a report nationwide recommending that the Federal Government and all states pass a law prohibiting CDL bus operators from using cell phones in a moving bus, with or without hands-free devices. And locally, there is a bill going through the State Legislature that would make it a driving offense for a bus operator to use a cell phone in a moving bus. This is one area of mutual concern by both the Company and the Union. Nationally, the Teamsters have published an excellent report on the safety hazards of using a cell phone while operating a moving bus. (See http://www.teamster.org/resources/sh/factsheets/cellphones.pdf). Because of this finding, I’ve asked our Transportation Department to begin a program aimed at curtailing cell phone use by bus operators while behind the wheel. I’ve also asked Local 996 to cooperate with the Company by publicizing the dangers of cell phone use while operating a bus.

I am proud of the long tradition we have had in Honolulu of offering the public quality transit service driven by our spirit of Aloha, and I invite all employees to join together and to try and make things even better. Next month, we’ve invited several professional transit managers from other systems to assess how well we operate TheBus. This program, from the American Public Transportation Association (APTA), will give us recommendations on areas where we could improve. I will find a way to discuss their findings with you.

Roger Morton
The pluses more than outweigh the negatives. The day after surgery, the doctors were able to take Ebbie off all of her diabetes and high blood pressure medications. Her circulation problems and sleep apnea are gone. And now with her new figure, she can buy clothes right off the rack, instead of making special orders through the mail. That’s been a real cost savings.

Gastric bypass is not for everyone, as you must qualify to receive the surgery, and there are many risks. If there aren’t any other medical issues in addition to the weight, you probably would not be a candidate. For those who have medical issues and you are significantly overweight, this could be an option you may want to check out with your physician.
**OTS Spotlight Article:**

**KEEPIN’ IT CLEAN IN THE ‘HOOD**

*OTS Bus Stop Crew In Action*

The island of Oahu is 597 square miles, with over 3,900 bus stops. That’s a lot of area to cover and bus stops to maintain. How does a small team of six OTS staff take care of it all?

“We divide the work between our three teams of two crew members each and everyone does their share,” said Bus Stop Crew Supervisor, Art Akana. He adds, “Tommy Balasbas and Jimmy Hashiba are responsible for installations, Clayton Rodrigues and Jacob Huihui take care of graffiti and painting, and Colin Sasano and Francis Souza handle all repair work. Everyone is cross-trained to handle all jobs.”

With an accumulated total of nearly 80 years of experience, the bus stop crew has seen a lot and still has their share of daily challenges. One of their biggest challenges are people who purposely take the portable bus stop signs or bus benches and throw them in the river, break them, or steal them. They also have to deal with people who want the bus stop moved, so they move the sign themselves and then the crew has to move it back. Graffiti and dealing with the homeless at the bus shelters are still problems they deal with throughout the system also.

Over the years. According to crew member, Tommy Balasbas, “Twenty years ago when some of us first started we had hand tools with no power. If we needed to install a pole, we used a sledgehammer and our bare hands. Today, we have hydraulic lifts and power tools, and that makes a difficult job so much easier to complete.”

All crew members receive specialized training to operate their equipment safely, but the most valuable training they receive is on the job training. “You can’t really learn this stuff anywhere else,” noted twelve-year veteran Jacob Huihui. “We all came to this job with skills and we do get formal training to work the equipment, but they can’t really prepare you to figure out how to reengineer a part or modify a piece to make everything work on the street. We learn the “how to” from working the job and from one another.”

The crew plays a very crucial role in supporting the Transportation Department in emergencies, during detours and events. “If there’s low hanging branches near a bus stop, temporary directional signs that need to be installed, a pole leaning in the street, Central Control will call us to take care of the problem immediately so the buses can continue service and no one gets hurt,” said crew member Francis Souza.

From time to time the crew receives support from community groups that want to help beautify their neighborhoods. If there are any groups that want to assist in the bus stop clean up as a community service project, the crew asks that the group first contact them at 848-4400, to talk about the location and the types of bus stops they might be working with.

“Some of our bus shelters do not use regular commercial products,” remarks crew member Clayton Rodrigues. “For example, our Victorian benches will not take most paints, but we have a special blend that will adhere to the seating material. We also have specific colors we need to paint bus stops and if people use the wrong color, we have to go out and repaint the bus stop.”

Their work is really hard, but doing a good job and making things better for the public is what the team is all about. Francis Souza sums it up, “We did a job where we needed to install a trash can in front of a house and the lady inside yelled from the window ‘Thank you!’ That made the effort all worth it.”
Note to Bus Operators: Don’t be surprised when you pull up to a bus stop, open the door and a dozen or so management staff board your bus. You’ve probably seen many of the management team from time to time already. You’ll be seeing even more of them in the coming months.

All employees are encouraged to regularly ride the system to better understand and manage the system. You may see a few managers on their way to a downtown meeting or a group of administrative staff on their way to lunch. Just welcome them aboard and they’ll enjoy the ride.
Who Really Runs
The Maintenance Department

Richard W. Hardy
Vice President, Maintenance

When you think about the Maintenance Department, you may think that it is the guys who wear the blue shirts that are responsible for the day-to-day operations, and success. However, have you ever thought about the huge effort required on a daily basis to keep this organization of over 350 men and women running?

There is the detailed process of timekeeping that gets us our pay checks, keeps track of vacation days and monitors sick leave (that 50% sick leave buy back is certainly nice). There's the data tracking that is so important a part of a successful preventive maintenance program. While we are getting more sophisticated in terms of being able to automatically enter data into our systems, much of the data is still entered manually.

The hiring and promotion system is a complicated affair requiring posting requests, actual postings, testing and test grading and finally letting the rest of the department know who was hired, promoted or transferred. And then, of course, somebody has to post all this paper on the bulletin boards so we can read it.

Then there are the memos to be typed, the correspondence to be filed, and the never ending questions from the boss about “where did we file that letter?” Who helps organize luncheons, serves pounds of rice at the Christmas party, faithfully remembers Boss’s Day, answers phones, and listens to happy stories and not-so-happy stories, and smiles throughout it all? It is the talented and genuinely wonderful clerical staff of the Maintenance Department!

So when you run into Gayle Omaye and Rene Kimura in the VP's office; Iris Nasu-Aiana, Debbie Matsumura, Tina Ahuna, Sandie Morishige and Beth Pihana at Kalihi-Palama; Tessie Figueroa, Stephanie Cabanero, Annie Leong, Nalani Macariola and Linda Oshiro at Pearl City; Rowena Ogata and Gwen Bunag at the Unit Repair Facility; or Venessa Iwai and Renee Monces at Handi-Van, tell them “well done” because it is these fine staff members who keep the department running so smoothly.
Now that the law prohibiting mobile phone ringers is in effect onboard city buses, how do we enforce the rule in a consistent, polite manner?

Enter TransitMaster, your onboard vehicle communications and computer system.

In previous Technology Corner articles, we discussed how to play onboard safety messages. We have updated these safety messages to include other messages to assist bus operators with the enforcement of rules onboard TheBus.

To review:

From the main route screen, press “RCVD MSGS.” Then press “CANNED MSGS.”

A list of playable messages will be shown. Use the buttons on the right side of the screen to scroll through them, then press “PLAY MSG” to broadcast the message throughout the bus.

We have added a new message to the database. “Silence mobile phone ringers” will play a message that announces the following:

“As a courtesy to other passengers, please silence mobile phone ringers and refrain from loud conversations while riding TheBus.”

These messages are useful in maintaining order aboard TheBus without having to directly confront passengers. Riders have remarked that they wish operators used the “Please move to the rear of TheBus” message more often, as they have noticed that standees start to shuffle to the rear upon airing that announcement.
# Calendar of Events

## April

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<tr>
<th>Date</th>
<th>Event</th>
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<tr>
<td>6</td>
<td>Good Friday Holiday – State Holiday Schedule</td>
</tr>
<tr>
<td>14</td>
<td>WalkAmerica 2007 (Employees - Charity Walk)</td>
</tr>
<tr>
<td>22</td>
<td>Deadline to submit “Division Transfer” memos to Dispatch</td>
</tr>
</tbody>
</table>
| 8    | Regular Run Sign-Up  
  
  Pearl City: Start Time at 9:00am  
  Kalihi: Start Time at 2:00pm |
| 9 - 11 | Regular Run Sign-Up  
  Start time at 9:00am for both divisions |
| 14 - 15 | Regular Run Sign-Up  
  Start time at 9:00am for both divisions  
  Relief Run Completion  
  Start time at 9:00am for both divisions |
| 22   | Relief Run Completion  
  Start time at 9:00am for Kalihi division |
| 28   | Memorial Day Holiday – Sunday Schedule (AZon) |

## May

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
</table>
| 7    | Regular Run Sign-Up  
  Start Time 2:00pm for both divisions |
| 14   | WalkAmerica 2007 (Employees - Charity Walk) |
| 21   | Relief Run Completion  
  Start time at 9:00am for both divisions |

## June

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>Effective Start Date on the JUNE 2007 Sign-Up</td>
</tr>
<tr>
<td>11</td>
<td>Kamehameha Day Holiday – State Holiday Schedule</td>
</tr>
</tbody>
</table>

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### In Memory of...

**Edward E. Quintero** passed away on November 22, 2006. Mr. Quintero was employed with OTS, Inc., on September 4, 1993, as a Bus Operator in the Transportation Department, with 13 years of dedicated service.

**Glenn Aina** passed away on December 5, 2006. Mr. Aina was employed with HRT, Co. Ltd., on January 14, 1969, as a Bus Operator in the Transportation Department. He retired on May 1, 1996, after 27 years of service.

**Autai Ofisa** passed away on December 26, 2006. Mr. Ofisa was employed with MTL. Inc., on September 15, 1973, as a Bus Operator in the Transportation Department, with 33 years of dedicated service.

**Vernon “Sandy” Marts** passed away on February 24, 2007. Mr. Marts was employed with MTL, Inc., on May 30, 1975, as a Bus Operator in the Transportation Department. He retired on June 1, 1995, after 20 years of service.