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## Quality Transit Service



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

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).

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

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

## Operator of the Quarter



**Operator of the Quarter**  
"I love driving and meeting people," says Myra Canianes. More about Myra on page 7 of Express!

Was Bus Operator Polite?			Major Stops Announced?			Operator Hit Curb?		
Yes	386	99.7%	Yes	370	95.6%	Yes	8	2.1%
No	1	0.3%	No	17	4.4%	No	379	97.9%
Was Stopping Smooth?			Operator wore seatbelt?			Operator Brushed Curb?		
Yes	373	96.4%	Yes	361	93.3%	Yes	4	1.0%
No	14	3.6%	No	26	6.7%	No	383	99.0%

Table 1.1

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 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**



MUFI HANNEMANN  
MAYOR

OFFICE OF THE MAYOR  
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**MESSAGE FROM MAYOR MUFI HANNEMANN**

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.

  
Mufi Hannemann  
Mayor

# Movin' On Up

## 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 8/6/1994. Personal Philosophy: Treat 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.



## Luis C. Navarro, Jr.

The new Assistant Superintendent of Transportation was promoted on 2/1/2007. 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 been with OTS since 5/23/1973.

## Susan Y. Kawasaki,

Personnel Specialist was promoted on 12/11/2006. Susan was previously an Inventory Clerk II and has been with OTS since 01/16/87.



## Bus Operator Class 169 Graduated December 15, 2006

## Bus Operator Class 170 Graduated March 2, 2007



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 laea, Ronald Kiyota.



Front Row (left to right): John Ioanis, Ian Loyd, Seiji Mitsunaga.  
Second Row (left to right): Alonzo Romero, Vavaeese 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.

# Accessibility

## IT'S MORE THAN GETTING PEOPLE WHERE THEY WANT TO GO

**Patricia M. Nielsen**

Vice President, Paratransit

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



Photo Above: Trainer **Lance Amero** (left) instruct Paratransit Operators **Charlotte David** (seated) and **Sean Sojot** (assisting) on how to properly use the wheelchair lift during a refresher course.

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

## October

1st Yr. Award	<i>Tonette Gumapac</i>	<i>Frances Wilms</i>	<i>Laure Ann Schipinski</i>	
2nd Yr. Award	<i>Marshall Alvarado</i> <i>Guisepepe Rivera</i>	<i>Jesse Kobylanski</i> <i>Haldane Smith</i>	<i>Pulefano Lutu</i> <i>Amelia Willing</i>	<i>Ricky Quibodeaux</i>
3rd Yr. Award	<i>Rodney Alama</i>	<i>Benjamin Roque Jr.</i>		

## November

1st Yr. Award	<i>David Dieudonne</i>	<i>Ronald Miyashita</i>		
2nd Yr. Award	<i>Andres Sarmiento</i>			
3rd Yr. Award	<i>Alexander Visarra</i>			

## December

1st Yr. Award	<i>Leslie Anguay</i> <i>Albert Maghamil</i>	<i>Lupe Sedillo</i> <i>Russell Wataoka</i>	<i>Kyle Hussey</i> <i>Wendy Naile</i>	<i>Sean Sojot</i> <i>Kawe Williams</i>
2nd Yr. Award	<i>Muelang Barrios</i>	<i>Earl Naile, Jr.</i>		
3rd Yr. Award	<i>Stanley Souza</i>			
4th Yr. Award	<i>Gordon Abbott</i> <i>Timothy Earhart</i> <i>Russell Park</i> <i>Irene Alexander</i> <i>Fetuausi'ai Iose</i> <i>Nina Schneider</i> <i>Norman Gabalo</i> <i>George McGuire</i> <i>Tanielu Tyrell, Jr</i> <i>Randall DeGuzman</i>	<i>Rex DeJesus</i> <i>Elena Paongo</i> <i>Rusty Alama</i> <i>Lavone Ikeda</i> <i>Carol Samski</i> <i>Steven Bullock</i> <i>Reginamae Martin</i> <i>Andres Talaro</i> <i>Ronald Colling</i> <i>Gabriel Nauahi</i>	<i>Elvira Pacarro</i> <i>Violet Ahia-Young</i> <i>Tricia Hardy</i> <i>Wendall Pinero</i> <i>Darren Astrande</i> <i>Charlene Lawelawe</i> <i>John Steffens</i> <i>Desiree Carlbom</i> <i>Sidney Nadoza</i> <i>Alan Viernes</i>	<i>Afaese Afaese, Jr.</i> <i>Theresa Gomes</i> <i>Joan Perez</i> <i>Ramon Anagaran</i> <i>Keolanui Kaina</i> <i>JoAnne Sipili</i> <i>Demetrio Capulong</i> <i>Andrew Miller</i> <i>Roman Villanueva</i>

## January

2nd Yr. Award	<i>Jeffery Kwon</i>			
3rd Yr. Award	<i>Buster Toyama</i>			
4th Yr. Award	<i>Kathleen Bajo</i> <i>Doreen Dahlin-Bringas</i>	<i>Wayne Paakaula</i> <i>Joselito Suga</i>	<i>Saffery Brown</i> <i>Joann McKay</i>	<i>Ariel Ponce</i> <i>Mark Tanele</i>

## 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

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

## 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

# Safety Awards

## November

Name	Years
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

## The City Council Honors OTS Rodeo Winners



Photo Above (left to right): 2007 Rodeo Winners - 1st Place Operator, **Alipate Taulupe**; 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 Rodeo winners.

# New OTS 'Ohana


	Position	Date of Hire
KIMBERLY EVA KA AUKAI	Bus Operator	10-Nov-06
FRANCES KUU IPO CHEE	Bus Operator	10-Nov-06
ALBERT ELIJAH EISMONT	Bus Operator	10-Nov-06
JAMIE POMAIKAI FIELDS	Bus Operator	10-Nov-06
LESLIE A. GARCIA	Bus Operator	10-Nov-06
SHEILA MARIA GOUDEAU	Bus Operator	10-Nov-06
CHANTEE H.H. KAMIKO	Bus Operator	10-Nov-06
JAMAL KIRK	Bus Operator	10-Nov-06
FRANCES L.K.S. LAIKONA	Bus Operator	10-Nov-06
NATASHA K. LEE-YAMANAKA	Bus Operator	10-Nov-06
RAYLEN VIT CHA MORGIA	Bus Operator	10-Nov-06
LANCE KEOLU PIEPER	Bus Operator	10-Nov-06
DOMINIC D. VILLANUEVA	Bus Operator	10-Nov-06
LESLIE KS LLACUNA	Paratransit Operator	10-Nov-06
CHANTEL QUINORES	Paratransit Operator	10-Nov-06
COURTNEY SCHIRMER	Paratransit Operator	10-Nov-06
ROY UEHARA	Paratransit Operator	10-Nov-06
MICHAEL KAINA WOODWARD	Paratransit Operator	10-Nov-06
STEPHANIE Y. DORAL	Entry Clerk Typist	16-Nov-06
JILL AKIE NAKAM CHING	Entry Inventory Clerk	04-Dec-06
GREG N. SERAPION	Paratransit Mechanic	04-Dec-06
DENISE LEIALOHA ASCENCIO	Bus Operator	16-Dec-06
BARBARA L. CHANG	Bus Operator	16-Dec-06
ALFREDO C. DECIERDO JR.	Bus Operator	16-Dec-06
PAUL A. DULATRE	Bus Operator	16-Dec-06
LESTER PAUL ESPINUEVA	Bus Operator	16-Dec-06
TERENCE LEE GABRIEL	Bus Operator	16-Dec-06
CHRISTOPHER HAN IAEA JR.	Bus Operator	16-Dec-06
WAYNE K. S. KAULULAAU	Bus Operator	16-Dec-06
LANCE LOUIS KE	Bus Operator	16-Dec-06
RONALD YOSHIO KIYOTA	Bus Operator	16-Dec-06
EDWARD D. LOZANO	Bus Operator	16-Dec-06
VICTOR BERGANTI OLEGARIO	Bus Operator	16-Dec-06
KEKOA KARL VON SCHENK	Bus Operator	16-Dec-06
ROGER C. SMITH	Bus Operator	16-Dec-06
ANTONIO CRISPO VILLANUEVA	Bus Operator	16-Dec-06
CRANSTON D. PIA	HEM - Running Repair	27-Dec-06
JEFFREY TA'ALIL TUPA	Scheduling & Technical Support Analyst	08-Jan-07
NESTOR CABAN CACHOLA	HEM - Running Repair	16-Jan-07
NATHAN WILLIAM WONG	HEM - Running Repair	16-Jan-07
JOHN KALANI IV	HEM - Running Repair	01-Feb-07
SAMUEL RANCHE RABAGO	HEM - Running Repair	01-Feb-07
NORMALITA E. FELIPE	Paratransit Entry Administrative Clerk	01-Feb-07
LEROY JOSEPH II PERREIRA	Paratransit Fueler/Cleaner	07-Feb-07
GAYLE K.S. FUNG	Entry Clerk Typist	12-Feb-07
EFARAIMO TIITII	Service Attendant	20-Feb-07
SAMUEL KALANI ANAKALEA	Paratransit Facility Worker	20-Feb-07
HERMAN RICHARD TEVES JR.	Storekeeper I	21-Feb-07
TROY SCOTT YOSHIKAWA	Paratransit Fueler/Cleaner	22-Feb-07

## Mahalo For Your Vigilance

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 counterfeiters 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 Canaines

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-Waiialua 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!

# The Bus Roadeo and

## Kalihi Facility



## Officer Favela Memorial

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.

## Paratransit





# *Holiday Bash* December 15, 2006

## *Pearl City Facility*



## *Rodeo Competition*



# Quality Transit Service

Continued from cover.

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



## A Weighty Choice To Good

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.

"This 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.

# TheCount of TheBus

**Kenneth O. Stanley** Vice President of Operational Planning & Marketing

We all learned to count early in life. Simple things at first: our fingers, our toes. Then more complicated things like our toys or the number of fish we caught. Who would have guessed that this was just the beginning? As adults we seem to be always counting something. And for some of us, counting is an important part of our jobs.

Here at OTS we count lots of different things, but one of the most important things we count is passengers. We need to know how many customers we have. Why? First, some of the money the City and County gets to operate the buses is based on the total number of passengers we carry each year.

We need to know how many riders we carry on each route so we can understand how efficiently we're using the resources assigned to each route. We need to know how many riders we carry on each trip so we can tell when to add more service, or when the service should be reduced. And finally, we need to know the maximum number of people on the bus at one time so we

can make adjustments if the buses are too crowded.

So how do we count? Well, in several ways. First the bus operators count. Every time a passenger boards the bus they are counted. Sometimes the fare box does it automatically; sometimes the driver pushes a button. The information gathered this way is important because it not only tells how many passengers boarded by time of day, but what fare was paid. This helps us understand who was riding the buses.

We also have traffic checkers who ride on the buses and stand on the street corner. The ride checks are helpful in understanding where the routes are the busiest and where the stops with the most activity are located. The ride checks are also used to estimate our total annual ridership for the Federal government.

Then there are the buses that count. Some of our buses are equipped with automatic passenger counters. These use infra-red beams positioned at each

door to count the number of passengers who get on and off the bus.

Once we get the counts the data analysis group enters the information into the computer. The information is then summarized by time period. From the summaries, the Scheduling Department knows the average number of passengers on each bus and can make adjustments to the schedule as necessary.

The bus operators can help provide better service to their passengers by accurately counting each passenger as they board the bus. Every day, TheBus travels more than 60,000 miles and operates more than 3,924 trips. Traffic checkers just can't ride that many trips every day, so it is hard to know what is happening on each route.

When bus operators help the fare box accurately count passengers by pushing the right button when riders with passes and transfers board and the cash paid isn't exactly two dollars, they make it possible for the data analysis group to focus on the trips that should be adjusted or checked further.

## Health

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.



Photo Above (left to right): **Jacob Huihui, Clayton Rodrigues, Arthur Akana.**

Even with all of their daily challenges the working conditions have improved

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



Photo Above: **Tommy Balasbas** repairing a bus stop sign.

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 out 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



Photo Above (left to right): **Colin Sasano, Clayton Rodrigues, Tommy Balasbas, Francis Souza, Jacob Huihui, Jimmy Hashiba.**

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."

# OTS Management and Staff Ride The Bus

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.



Photo Above (left to right): **Guy Moriwaki**, Manager, Management Information Systems; **Melvin Higa**, Controller; **Kaina Awa**, Manager, Personnel Department; **Ran Suen**, Director of Human Resources.



Photo Above (left to right): **J. Roger Morton**, President and General Manager, briefs the Lunch Club Members on the travel plans to Onjin's Bistro.



Photo Above (left to right): **J. Roger Morton**, President and General Manager, OTS; **Kenneth O. Stanley**, Vice President - Operational Planning and Marketing; **Guy Moriwaki**, Manager, Management Information Systems; **Melvin Higa**, Controller.



Photo Above (left to right): **Timothy Ho**, **Nalani Macariola**, **Paula Ignacio** getting on-board.



Photo Above (left to right): **Kaina Awa**, Manager, Personnel Department; **Ran Suen**, Director of Human Resources.



Photo Above (left to right): **J. Roger Morton**, President and General Manager, guiding **Arthur Louie** onto the bus.

# 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.



**Gwen Bunag**



**Stephanie Cabanero**

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.



**Iris Nasu-Aiana**

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!



**Nalani Macariola**

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.



**Annie Leong and Linda Oshiro**



**Tina Ahuna**



**Beth Pihana**



**Sandie Morishige**



**Debbie Matsumura**



**Renee Monces**



**Venessa Iwai**



**Rowena Ogata**



**Tessie Figueroa**



**Gayle Omaye**



**Rene Kimura**

# Technology Corner

## Jon Nouchi

Senior Planner, Data Analysis

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.



## Express!

Published by  
Oahu Transit Services, Inc.  
Operators of TheBus  
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Honolulu, Hawaii 96819

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# Calendar of Events

## April

- 6 – Good Friday Holiday – State Holiday Schedule
- 14 – WalkAmerica 2007 (Employees - Charity Walk)
- 22 – Deadline to submit “Division Transfer” memos to Dispatch

## May

- 7 – Regular Run Sign-Up  
Start Time 2:00pm for both divisions

- 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
- 21 – 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)

## June

- 10 – Effective Start Date on the JUNE 2007 Sign-Up
- 11 – Kamehameha Day Holiday – State Holiday Schedule

## *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.



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