

Notice to Requester
request+ax4642kneu@foi.uipa.org
Attachment 1

Complaints of passenger harassment are documented in the following four (4) databases by Oahu Transit Services, Inc. (OTS), the City's bus operations contractor.

No. 1: Transit Master Incident Records

Complaints reported by TheBus driver to Central Control are documented in the Transit Master Incident database. Each complaint is categorized by type/sub-type and assigned a report/file number. This database includes all complaints, valid or not. For your request, Crime/Harassment and Passenger Issues/Harassment for fixed route operations (TheBus) were searched.

Searching the current database by the requested dates (April 2009 to April 2019) found that reports went back to November 2017 due to programming changes. A cursory search of the previous database(s) by OTS' IT staff resulted in 3,079 records dating back to 2009. Since it was just a cursory search, years 2009 to 2014 are missing for Passenger Issues. Since Harassment is a form of disorderly conduct, many of these complaints were sub-typed Harassment, even though they were not.

Estimated Fees & Costs:

- Search for missing years in database by IT: 2 hours @ \$10/hour = \$20
- Search 3,079 reports to identify valid Harassment complaints: 3,079 x 2 minutes = 103 hours @ \$10/hour = \$1,030
- Review & Segregate valid Harassment reports (\$20/hour): Fee to be determined based on the number of valid Harassment complaints and an average time of 15 minutes per report.
- Copying for paper records or redaction purposes: Cost to be determined.

No. 2: Incident Program Records

Complaints in the Transit Master Incident database that have follow-up actions or reports (i.e. Road Supervisor or Police reports, bus video) as attachments are documented in the Incident Program database. This database generally includes most valid complaints. This database was initiated around May 2012 and is not programmed to search by sub-type Harassment. For the period 1/1/2012 to present, there are 1,608 Passenger Issue reports and 384 Crime reports in this database - to find the Harassment complaints, viewing each individual report is required, including opening each accompanying attachment.

Estimated Fees & Costs:

- Search 1,992 records for Harassment reports: 1,992 x 2 minutes = 67 hours @ \$10/hour = \$670
- Review and segregation Harassment reports (\$20/hour): Fee to be determined based on the number of Harassment complaints/attachments and an average time of 20-30 minutes per report.
- Copying for paper records or redaction purposes: Cost to be determined.

No. 3: Safety Information (Sinfo) Records

Complaints in the Incident Program database (since 2012) that involve claims, injuries, property damage, crime, and other safety/security issues are selected for inclusion into Sinfo for review and action by OTS' Safety & Security Office. While this database contains reports going back to April 2009, it does not search by Harassment. To find Harassment complaints, viewing each individual record is required. For the period April 2009 to April 1, 2019, there are 364 reports.

Estimated Fees & Costs:

- Search 364 records for Harassment reports: $364 \times 2 \text{ minutes} = 13 \text{ hours} @ \$10/\text{hour} = \$130$
- Review and segregation Harassment reports (\$20/hour): Fee to be determined based on the number of Harassment complaints and an average time of 20-30 minutes per report.
- Copying for paper records or redaction purposes: Cost to be determined.

No. 4: Customer Service Reports (CSR)

Complaints, whether valid or not, from the public to OTS Customer Service via phone, email, online, letter, or referred by the City are documented in the CSR database. Each complaint is classified by type, assigned a report/file number, and assigned to the applicable department for appropriate action. CSR reports relating to Transit Master Incident reports are included as an attachment in the Incident Program database (since 2012).

Searching the current database by the requested dates (April 2009 to April 2019) for reports classified under Harassment found 584 reports dating back to 2012 and a cursory search by OTS' IT staff found 306 records between 2009 to 2011. Since Harassment is a form of disorderly conduct, many of these complaints were classified as Harassment, even though they were not. To identify valid Harassment complaints, viewing each individual record is required.

Estimated Fees & Costs:

- Search 890 records to identify valid Harassment reports: $890 \times 2 \text{ minutes} = 30 \text{ hours} @ \$10/\text{hour} = \$300$
- Review and segregation valid Harassment reports (\$20/hour): Fee to be determined based on the number of valid Harassment reports and an average time of 15 minutes per report.
- Copying for paper records or redaction purposes: Cost to be determined.