



# Look Inside!

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# It's Coming!



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



By now, anyone who has driven west of Aloha Stadium can't help but notice the quick pace of construction of the Honolulu Rail Transit system as it edges its way to Downtown and on to Ala Moana Center. I thought it was a good time to give you an update and discuss how this new system might impact us at TheBus.

Rail will be constructed in two phases. The first phase will stretch from East Kapolei by the Kroc Center to Aloha Stadium. That section is slated to open around the middle of 2017—just three short years away. The second phase will extend the system to the Airport, Kalihi, Downtown, and Ala Moana Center.

In 2017, some bus routes will be adjusted to accommodate rail, but it does not look like there will be much impact at that time. Currently, planners from OTS, DTS, and HART are meeting and devising detailed plans. The big change will come in 2019 when rail

is extended to Downtown and Ala Moana Center. At that time, there will likely be massive restructuring of bus routes. After all the dust settles, it looks like TheBus will have just as many employees as today and probably more. More service will be added to the island-wide system with many west-side routes converted to feeder bus lines that will take passengers to rail stations. At night, when rail is not running, it's likely that some bus routes will continue to provide 24-hour service.

One important change is that OTS, DTS, and HART are studying what the future fare system will look like. Our present system with cash, paper flash passes, and paper transfers may be a thing of the past. Instead, we are studying how a smart card system might allow us to finally solve the problems associated with our current 1950's style system and speeding up

**Continued on page 11**

## Operators of The Quarters



**Operators Jerry Calpito (top left), Ramon Anagaran (top right), Marc Behic (bottom) share the spotlight. Read more about them on pages 11 and 13.**

# Transit Transfers

**Joseph Gouveia-Chong**, Vault Puller Technician, was promoted on 11/1/2013. Joseph was previously a Service Attendant and has been with OTS, Inc., since 3/21/2000.



**Darwin Kaneaiakala**, Lead Mechanic, was promoted on 2/21/2014. Darwin was previously a HEM - Lube 48K Inspection and has been with OTS, Inc., since 10/16/1992.



**Chaz Rountree**, Paratransit Dispatcher, was promoted on 11/7/2013. Chaz was previously a Paratransit Reservationist and has been with OTS, Inc., since 5/10/2010.



**Kaimiokekai Andrade Meyers**, HEM - Running Repair, was promoted on 3/1/2014. Kaimiokekai was previously a Temporary Service Assistant and has been with OTS, Inc., since 11/1/2013.



**Curtis Kanno**, Sr. Counting Room Clerk, was promoted on 12/1/2013. Curtis was previously a Counting Room Clerk II and has been with OTS, Inc., since 11/1/1989.



**Vance Bernades**, Road Supervisor, was promoted on 3/1/2014. Vance was previously a Bus Operator and has been with OTS, Inc., since 1/24/2004.



**Bronson Napaepae**, Dispatcher, was promoted on 12/1/2013. Bronson was previously a Bus Operator and has been with OTS, Inc., since 9/11/2004.



**Christopher Chang**, HEM - Running Repair, was promoted on 3/1/2014. Christopher was previously a Mechanic Helper and has been with OTS, Inc., since 11/22/2005.



**Lisa Makuakane**, Central Radio Controller, was promoted on 2/16/2014. Lisa was previously a Bus Operator and has been with OTS, Inc., since 12/7/2002.



**Brent Sarria**, Manager, Facilities & Plant Maintenance, was promoted on 3/17/2014. Brent was previously Maintenance Support System Manager and has been with OTS, Inc., since 10/7/2009.



**Spencer Louie**, Lead Mechanic, was promoted on 2/18/2014. Spencer was previously a HEM - Running Repair and has been with OTS, Inc., since 5/3/1999.



**Lemuel Ababa**, Mechanic Helper, was promoted on 5/1/2014. Lemuel was previously a Service Attendant and has been with OTS, Inc., since 11/1/2013.



**Eugene Oyadomari**, Superintendent of Shops, was promoted on 3/1/2014. Eugene was previously Asst. Supt. of Maintenance-Kalihi Division and has been with OTS, Inc., since 6/16/1980.



**Steven Tsutahara**, Lead Mechanic, was promoted on 5/7/2014. Steven was previously HEM - Running Repair and has been with OTS, Inc., since 4/3/1989.





# *Paratransit Operator Georgette Chun Honored by City & County of Honolulu*

On June 9, 2014, Honolulu Mayor Kirk Caldwell honored TheHandi-Van operator Georgette Mahealani Chun with a proclamation for her act of heroism.

On May 25, Georgette Chun was on her daily route along Middle Street with two passengers onboard, Ofelio Marcello Lopez and his wife, Mayra, who uses a wheelchair, when Chun smelled smoke coming from the van.

Chun pulled over to the side of the road where she safely escorted her passengers out and away from the van.

Within minutes, the van was consumed in fire. "This is a real hero in action putting her life on the line to help those she's serving," Caldwell said. Caldwell recognized Chun not only for her heroism but also for her humility saying, "You set a good goal for all of us to remember the good work the Handi-Van does everyday and it is represented in you and in your actions."

Chun said any of her co-workers would have done the same.

To further recognize her actions, the mayor declared June 9 Georgette Mahealani Chun Day.

## *Congratulations Georgette!*



Photo above: **Paratransit Operator Georgette Chun.**



Photo above: **Michael D. Formby,**  
Director, Department of Transportation Services;  
**Mayor Kirk Caldwell, Georgette Chun.**



Photo above: **J. Roger Morton,** President and General Manager,  
Oahu Transit Services, Inc., **Georgette Chun.**

# Retiree Corner

**Rodney Theodore**  
Bus Operator,  
retired on 11/1/2013.  
Theodore had  
21 years of service.



**Brian McBean,**  
Bus Operator,  
retired on 3/16/2014.  
McBean had  
24 years of service.



**Steven Ohelo,**  
Bus Operator,  
retired on 4/1/2014.  
Ohelo had  
38 years of service.



**Janet Dudoit,**  
Bus Operator,  
retired on 11/1/2013.  
Dudoit had  
39 years of service.



**John Toilolo,**  
Bus Operator,  
retired on 4/1/2014.  
Toilolo had  
18 years of service.



**Tenitala Purcell,**  
Bus Operator,  
retired on 4/1/2014.  
Purcell had  
36 years of service.



**Larry Oshiro,**  
HEM-Major Repair,  
retired on 12/1/2013.  
Oshiro had  
33 years of service.



**Barry Yoza,**  
Bus Operator,  
retired on 4/1/2014.  
Yoza had  
24 years of service.



**Nicholas Lopez,**  
Lead Mechanic,  
retired on 4/1/2014.  
Lopez had  
41 years of service.



**Gordon Lau,**  
Bus Operator,  
retired on 12/16/2013.  
Lau had  
16 years of service.



**Howard Barona,**  
Bus Operator,  
retired on 4/1/2014.  
Barona had  
26 years of service.



**Robert Chambrella,**  
Materials Manager,  
retired on 4/1/2014.  
Chambrella had  
41 years of service.



**Joseph Ganigan,**  
2nd Class Vault Puller,  
retired on 1/1/2014.  
Ganigan had  
42 years of service.



**Lawrence Akina,**  
Bus Operator,  
retired on 4/1/2014.  
Akina had  
33 years of service.



**Bernard Soares-Teves,**  
HEM - Running Repair,  
retired on 4/1/2014.  
Soares-Teves had  
40 years of service.



**Joseph Engle,**  
Mechanic Helper,  
retired on 2/1/2014.  
Engle had 32 years  
of service.



**Leti Tootoo,**  
Bus Operator,  
retired on 4/1/2014.  
Tootoo had  
30 years of service.



**Nathan Ioane,**  
Bus Operator,  
retired on 4/1/2014.  
Ioane had  
38 years of service.



**Edward Holu,**  
Bus Operator, retired on  
2/1/2014.  
Holu had  
19 years of service.



**Victor Omalza,**  
Bus Operator,  
retired on 4/1/2014.  
Omalza had  
35 years of service.



**William Higa,**  
Bus Operator,  
retired on 4/1/2014.  
Higa had  
40 years of service.



**Hattie Ching,**  
Paratransit Dispatcher,  
retired on 3/1/2014.  
Ching had  
22 years of service.



**Bryon Endo,**  
HEM - Air Condition  
retired on 4/1/2014.  
Endo had  
35 years of service.



**Gaylen Paio,**  
Paratransit Operator,  
retired on 4/1/2014.  
Paio had  
22 years of service.





**Wanda Ko,**  
Paratransit Operator,  
retired on 4/1/2014.  
Ko had  
22 years of service



**Warren Mitsunaga,**  
Asst. Supt.,  
Maint.-Kalihi Divison,  
retired on 5/1/2014.  
Mistunaga had  
39 years of service.



**Libert Chung,**  
Service Attendant,  
retired on 5/1/2014.  
Chung had  
17 years of service.



**Winona Mae Konohia,**  
Paratransit Operator,  
retired on 4/1/2014.  
Konohia had  
22 years of service.



**Howard Nakai,**  
Mechanic Helper,  
retired on 5/1/2014.  
Nakai had  
31 years of service.



**Calvin Fukushima,**  
Journeyman Trades,  
retired on 5/1/2014.  
Fukushima had  
18 years of service.



**Hamilton Brown,**  
Bus Operator,  
retired on 4/1/2014.  
Brown had  
9 years of service.



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VOLUNTEERS NEEDED**

**OTS**

**PRIZE  
DONATIONS ACCEPTED**

# 5<sup>th</sup> Annual Family & Friends Fishing Tournament



**NOV. 21 - 23**

**At**

**POP Fishing & Marine**  
**If you have any questions**



**Call KALANI LUM @ ph. 259-1998**

**APPLICATIONS & RULES ARE AT  
THE DISPATCH OFFICES**

## **Bus Operator Class 194** Graduated December 13, 2013



Photo above (left to right): 1st Row: **Lance Sylva, David Beaume, Jason Delvalle.** 2nd Row: **Earvin Tataipu, Grant Cenal, Ken Anama, Alesia Carvalho, Isaiah Cobb-Adams, Isha York, David Indradat, Randall Silva.** 3rd Row: **Paul Young, Liza Gecain, Brandon Bagayas, Richard Abad, Jason Kaku, Anthony Brown.**

## **Bus Operator Class 195** Graduated May 3, 2014



Photo above (left to right): 1st Row: **Tony Williams, Joel Manuel, Jessica Wong, Matthew Andrin, Christopher Kam.** 2nd Row: **James Mueller, Glenn Lewellyn, Matthew Kaleikini, Dean Pestano.**



## **Paratransit Class 45** Graduated June 13, 2014

Photo left (left to right): **Jensen Uyehara, Terence Orion, Keith Sasano, Walter McKeague, Kawehi Doo, David Wegner, Craig Murata.**

# **Robert Yu, President, Chinese Chamber of Commerce of Hawaii**

On May 29, 2014, Sr. Vice President and Deputy General Manager, Robert Yu, was installed as President of the Chinese Chamber of Commerce of Hawaii for 2014-2015, succeeding president Betty Hoang Brow.

The Chinese Chamber of Commerce of Hawaii was established in 1911, known at the time as the Chinese Merchants' Association until being renamed in 1926.

The mission of the Chinese Chamber of Commerce of Hawaii is to promote business and economic development with focus on China and Southeast Asia, to preserve Chinese culture, and to encourage civic responsibility.

**Congratulations, Robert!**



Photo above (left to right): **Betty Hoang Brow, Robert Yu,** Sr. Vice President & Deputy General Manger, Oahu Transit Services, Inc.; **Brittany Wei Lin Lee,** 2014 Narcissus Queen; **Eddie Flores,** President - Elect.



# New OTS 'Ohana

Employee	Title	Date of Hire
LEMUEL ABABA	Mechanic Helper	11/01/13
KAIMIOKEKAI ANDRADE MEYERS	HEM - Running Repair	11/01/13
GLENN IDA	Service Attendant	11/01/13
DANIEL MCDONALD	Paratransit Fueler/Cleaner	11/21/13
KAHEKILI KALALAU	Service Attendant	12/02/13
MARLEY MAKANANI	Entry Information Clerk	12/10/13
RICHARD ABAD	Bus Operator	12/14/13
KEN ANAMA	Bus Operator	12/14/13
BRANDON BAGAYAS	Bus Operator	12/14/13
ANTHONY BROWN	Bus Operator	12/14/13
ALESIA CARVALHO	Bus Operator	12/14/13
GRANT CENAL	Bus Operator	12/14/13
ISAIAH COBB-ADAMS	Bus Operator	12/14/13
JASON DELVALLE	Bus Operator	12/14/13
LIZA GECAIN	Bus Operator	12/14/13
DAVID INDRADAT	Bus Operator	12/14/13
JASON KAKU	Bus Operator	12/14/13
DAVID REAUME	Bus Operator	12/14/13
RANDALL SILVA	Bus Operator	12/14/13
LANCE SYLVA	Bus Operator	12/14/13
EARVIN TATAIPU	Bus Operator	12/14/13
ISHA YORK	Bus Operator	12/14/13
PAUL YOUNG	Bus Operator	12/14/13
TRAVIS KANAE-RODRIGUES	Service Attendant	12/26/13
ANGELA LO	Civil Rights Compliance Officer	01/02/14
RAYNALYN DAYTON	Paratransit Reservationist	01/02/14
JASON KAM	HEM - Running Repair	01/13/14
HILLIARD OWEN	HEM - Running Repair	01/13/14
MIKE RIVERA	HEM - Running Repair	01/13/14
HOLOHUA KALAHIKI	Entry Bus Pass Clerk	02/03/14
STEVE MACARAEG	HEM - Lube/48K Inspection	02/03/14
MARK PASCUA	HEM - Tire Repair	02/10/14
LAI LAMB	Software Engineer I	02/18/14
LEAH CHRISTIA CALIXTO	Manager of Service Delivery, Paratransit Services	03/03/14
OLIVER TAOY	Paratransit Mechanic	03/03/14
JOSEPH KALIMA	Paratransit Fueler/Cleaner	03/17/14
JASON DIAS	HEM - Running Repair	03/17/14
STEPHEN ADAMS	HEM - Radio Tech/Electrician	03/18/14
SI NAE MAKANANI	Entry Purchasing Clerk	03/20/14
DAVID KALIMA	HEM - Running Repair	04/01/14
NATHAN ROLDAN	HEM - Running Repair	04/01/14
JAYMEE DUNAHUGH	Temporary Paratransit Reservationist	04/21/14
ADAM TAMAYOSHI	Staff Engineer	04/21/14
ASHLEY TORRES	Temporary Paratransit Reservationist	04/28/14
EMILIANO MACALIPIS	Paratransit Mechanic	05/01/14
JASON LEE	HEM - Running Repair	05/01/14
MATTHEW ANDRIN	Bus Operator	05/03/14
MATTHEW KALEIKINI	Bus Operator	05/03/14
CHRISTOPHER KAM	Bus Operator	05/03/14
GLENN LEWELLYN	Bus Operator	05/03/14
JOEL MANUEL	Bus Operator	05/03/14
JAMES MUELLER	Bus Operator	05/03/14
DEAN PESTANO	Bus Operator	05/03/14
TONY WILLIAMS	Bus Operator	05/03/14
JESSICA WONG	Bus Operator	05/03/14

# *In Memory of . . .*

**Gabriel Nauahi** passed away on November 18, 2013. Mr. Nauahi was employed with OTS, Inc., on October 27, 1995. At the time of his passing, Gabriel was a Paratransit Operator with 18 years of dedicated service.

**Herman Smith** passed away on November 27, 2013. Mr. Smith was employed with MTL, Inc., on August 22, 1973. He retired on December 1, 2008, as a Road Supervisor with more than 35 years of dedicated service.

**Paul Onomura** passed away on December 29, 2013. Mr. Onomura was employed with MTL, Inc., on April 1, 1980. He retired on April 1, 1984, as Superintendent of Shops with 4 years of dedicated service.

**Charles Nakaima** passed away on January 13, 2014. Mr. Nakaima was employed with HRT Co., Ltd., on March 23, 1956. He retired on October 1, 2006, as a Bus Operator with more than 50 years of dedicated service.

**Edward Kekoa** passed away on January 31, 2014. Mr. Kekoa was employed with OTS, Inc., on August 11, 2001. He retired on June 1, 2010, as a Bus Operator with 9 years of dedicated service.

**Tosimatagi Molitau** passed away on February 3, 2014. Mr. Molitau was employed with OTS, Inc., on October 1, 1994. He retired on November 1, 2005, as a Bus Operator with more than 11 years of dedicated service.

**Benny Paclib** passed away on March 6, 2014. Mr. Paclib was employed with MTL, Inc., on December 13, 1974. He retired on October 1, 2005, as a Bus Operator with 31 years of dedicated service.

**Dianne Kaniaupio** passed away on March 14, 2014. Ms. Kaniaupio was employed with MTL, Inc., on December 1, 1975. She retired on July 1, 2008, as a Distribution Clerk III with 33 years of dedicated service.

**David Alvarez** passed away on March 22, 2014. Mr. Alvarez was employed with HRT Co., Inc., on October 10, 1952. He retired on September 1, 1994, as a Bus Operator with 42 years of dedicated service.

**Scott E. Garnaas** passed away on June 4, 2014. Mr. Garnaas was employed with OTS, Inc., on June 19, 2004. He retired on September 1, 2011 as a Bus Operator with 7 years of dedicated service.

## *TheBus Rodeo • Kalihi Facility*





# ***Holiday Bash • December 12, 2013***

## ***Kalihi Facility***



## ***Pearl City Facility***





# Bus Operators Of The Month

# Operator Safety Awards

## KALIHI DIVISION

## PEARL CITY DIVISION

### November 2013

Chris Hew-Len  
Debra Import  
James Pedro

### December 2013

Sang Woong Choe  
Reuben Laaronal  
Samuel Yanos

### January 2014

Edward Nakamura  
Rolando Ramos  
Vance Vidinha

### February 2014

Robert Humel  
Daniel Katsura  
Darryl Valdez

### March 2014

Lorenzo Hood  
Miles Nunies  
Ericson Villaver

### April 2014

Jerry Guerrero  
Wendall Lee  
Brian Taylor

### May 2014

Jason Amuro  
Candy Luna  
Guy Yonehiro

### June 2014

Spencer Baldomero  
Marc Behic  
David Kilborn

### November 2013

Chris Cargo  
Edward Kama Jr.  
Ian Loyd

### December 2013

Jerry Calpito  
Alan Goto  
Michael Shimotsu

### January 2014

Eloy Birtodaso Jr.  
Maria Ioane  
Wade Rodrigues

### February 2014

Vance Galapia  
Reupena Omeli  
Uilani Souza

### March 2014

Sheila Bing  
Jacqueline Kekahuna  
Frederick Liva

### April 2014

Shirley Davis  
Bernard Mattos Jr.  
Helene Silva

### May 2014

Susan Bega  
Bill Takeuchi  
Charles Tanabe

### June 2014

Lester Berano  
Apaula Sefika  
Fred Tauvela

### November 2013

Donald Chang  
Ethan Kahoano  
Herbert Titcomb

### December 2013

Terry Gaberto  
Paul Coleman  
Edwin Dela Rosa  
Iameli Kaio  
David Keaweehu  
Norman Kukona  
Douglas Perry  
Sitala Togia

### January 2014

Lisa Distajo

### February 2014

William Taguado  
Derrick Tanaka  
George Wong

### Years

37  
33  
29  
  
28  
21  
22  
28  
32  
20  
20  
24

### March 2014

Howard Barona  
Susan Bega  
Edward Kama Jr.  
James Lucena  
Keith Souza  
Robert Vierra

### April 2014

Adam Lalau  
David Paakaula  
James Reis  
Pamela Self  
Robert Shinsato

### May 2014

Jason Hoshida

### Years

23  
31  
25

### Years

25  
25  
24  
22  
30  
29  
  
22  
28  
33  
20  
20

### Years

23

# Bus Operator Glen Nakamura Honored by Honolulu Police Department

On June 25, 2014, Kalihi bus operator Glen Nakamura was honored by HPD with a Civilian Certificate of Merit at HPD's 2014 First Quarter Awards ceremony at Mission Memorial Auditorium.

On February 25, 2014, Glen was operating TheBus on Kuhio Avenue and observed a child quickly walking on the sidewalk without a parent or guardian in sight. Glen pulled TheBus over, approached the child and immediately alerted an officer. Because of Glen's quick actions, the child was safely reunited with his parents.

**Mahalo and Congratulations, Glen Nakamura!**



Photo above: Group photo with Team OTS, Jeany Nakamura, Glen Nakamura, Chief Louis M. Kealoha, Deputy Chief Marie A. McCauley, and OTS President & General Manager J. Roger Morton.



# It's Coming!

## Continued from cover

boarding process. From a bus operator's perspective, a smart card system simply gives a green light-red light indication of whether a particular boarding passenger's card is valid or not. From the passenger's perspective, a smart card system allows convenient and seamless travel between buses and between bus and rail. And from management's perspective, it should allow us to avoid some current fare evasion and increase revenues from passengers.

The configuration of our buses may change slightly, and there will be many more short routes which should help us stay

on-time more than today. Since HART will go to the airport and accept luggage, we will need to review our policy. Most passengers with luggage will be headed to Waikiki so the connection between Ala Moana and Waikiki will be critical. If we take care of the visitor luggage issue, we will probably have to look at our Island-wide policy for luggage.

Rail will be a huge change for Oahu and will have a large impact on TheBus. I believe it will be a positive change for the riding public, our own employees, future generations, and our beautiful Island. Imua!

# Operator of the Quarter

## Congratulations, Jerry Calpito - Winter 2013 Operator of the Quarter!

"Be patient to seniors and disabled. Come to work with a positive attitude and no make trouble! If you do all that, you'll go a long way," says Jerry Calpito, Winter 2013 Operator of the Quarter.

Jerry is from class #114, the first class to graduate at the then new Middle Street Bus Facility in 1990. Classmates included Dino Alvarez, Robert Ellazar, Jason Hoshida, Barry Yoza, Sam De La Cruz, and Tony Medina. Prior to joining MTL/OTS, Jerry worked for Love's Bakery.

After 24 years of hard work, Jerry is thankful for being able to support his family, taking the bigger runs when available, and working on his days off.

A family man, Jerry lives in Ewa Beach with his wife, son, and four dogs. His daughter also lives in Ewa Beach, and Jerry will be walking her down the aisle in October!

### Congratulations, Jerry!



Photo Above: Winter 2013 Operator of the Quarter Jerry Calpito.

## Congratulations, Marc Behic - Summer 2014 Operator of the Quarter!

Marc Behic considers it a great honor to be selected as Operator of the Quarter among his peers from the OTS family.

"I consider this another milestone in my career as a professional City bus driver. In my 25 years of service for MTL and OTS, there have been a few career highlights.

- 1) I was among the first to drive through Kolekole Pass during the 2000 Nanakuli Stand Off.
- 2) After the 9/11 attacks, I suggested placing the American flag decal on the side of the buses to honor the fallen and instill pride, and it was done.

- 3) It was also a great honor to be chosen as one of the elite Asia-Pacific Economic Cooperation (APEC) bus drivers. HPD trained us how to use a gas mask and ALL the APEC drivers got gassed in an actual gas chamber! That made the APEC drivers a hybrid breed of drivers. It was a natural rush to have a busload of fully-armed cops with full riot gear and shotguns. I look forward to that honor duty again!!!

When I'm not driving I teach Filipino martial arts and healing. I've been doing that from 5 years old till now...47 years in martial arts. I am a "Tuhan" (grandmaster) and also a massage "Hilot" (healer). I am also an Executive TV Producer for Olelo TV for "Hawaii Escrimador" Filipino Martial Arts."



Photo Above: Summer 2014 Operator of the Quarter Marc Behic.

Marc's advice to all: "Treat people with respect and kindness."

### Congratulations, Marc!

# What's Going On At TheHandi-Van?

## John Black

Vice President, Paratransit Services

Over the past years, the City's origin-to-destination paratransit services has grown by leaps and bounds while the capacity of the system has not been able to keep up with the demand. Recent national transit data shows Hawaii's paratransit as the second most utilized system per capita in the United States.

The Americans with Disabilities Act that was created in 1990 is clear in that paratransit services should be comparable to fixed route and must meet certain standards in doing so. Here are our latest projects to help improve the service.

- Reduction of reservations window from seven (7) days to two (2) days: Commencing on July 1, 2014, our customers will now have to book their ride 2 days in advance rather than 7. This will shorten the length of call times as well as reduce no-shows and cancellations.
- No-Show Policy: In April 2014, in collaboration with DTS, OTS implemented a more stringent no-show policy to help reduce the abnormally high rate of cancellations that hamper the service.
- Vehicle Procurement: Ninety-nine (99) new TheHandi-Van vehicles should be on the road by year's end replacing an aging fleet of vehicles.
- Call Center Performance: Additional staffing has been hired to answer 100 percent of the calls within five minutes.

- Online Scheduling: A new Service Delivery Manager, Ms. Leah Calixto, brings a wealth of experience and professionalism to the department and will lead the charge to achieve online scheduling.

Improving Data and Cellular Communications on the Vehicles: We are currently in the process of a pilot project whereby we are connecting 20 vehicles to a "cellular" network rather than the older, outdated analog system. This will enhance our ability to communicate and consideration can be made to no longer use a "paper" manifest.

- Eligibility Requirements: DTS has put in place an eligibility center to become more stringent in determining a customer's eligibility.
- Modification to Coupons: A major revision of TheHandi-Van coupon has been initiated which increases accountability and limits the potential for fraud.
- Monthly Community Meetings: Monthly meetings are held with the riding community to get feedback on changes as well as issues being brought to the table.

These are just a few of the endeavors that have recently been implemented or in the process of being put into place to help improve TheHandi-Van service!

Aloha and Mahalo,  
TheHandi-Van



Photo above (left to right): Local news crews gather around Mayor Kirk Caldwell in front of the new TheHandi-Van.



Photo above (left to right): John Black, Vice President, Paratransit Services; Shirley Syper, Donald Sakamoto, Mayor Kirk Caldwell, Barbara Armentrout, Laureen Kukino, Breene Harimoto.



# ***Congratulations, Ramon P. Anagaran – 2013 Master Operator of the Year!***

Mr. Ramon P. Anagaran has been selected as 2013 Paratransit Services “MASTER OPERATOR.” Mr. Anagaran is a loyal and dedicated employee with Oahu Transit Services, Inc. - Paratransit Services since December 12, 1994. He continuously demonstrates strong work ethics, good customer relations, and respect for his co-workers and managers/supervisors. He is 150 percent focused on doing the best job possible for the organization, the City & County of Honolulu, and especially his customers. He is dependable, dedicated, and continually expands and enhances his job knowledge in all

areas of Paratransit Services. In addition to being dedicated to his position, he is pleasant to work with and always exhibits a calm and caring persona. Although he has been faced with a lot of challenges throughout his career, he has succeeded by overcoming these challenges, for which he has gained outstanding experience. It is with great pleasure that we recognize Mr. Ramon P. Anagaran - 2013 Paratransit Services “MASTER OPERATOR.”

***CONGRATULATIONS,  
MR. RAMON P. ANAGARAN***



Photo Right: **Master Operator of the Year 2013 Ramon P. Anagaran.**

## ***Paratransit Van Operators Of The Month***

**January 2014**  
Wendy Naile

**March 2014**  
Benjamin Roque

**May 2014**  
Joel Sagaysay

**February 2014**  
Ginger Kalamau

**April 2014**  
Jacob Turner

**June 2014**  
Amelia Willing

## ***Paratransit Safety Awards***

### **OCTOBER 2013**

#### **Five (5) Consecutive Year Award**

Bocoboc, Glenn  
Chung, Earl

#### **Six (6) Consecutive Year Award**

Macho, Daniel

#### **Seven (7) Consecutive Year Award**

Laquihon, Mercedes  
Quibodeaux, Ricky  
Stone, Matthew

#### **Ten (10) Consecutive Year Award**

Freitas, Robyn  
Roque, Benjamin

### **NOVEMBER 2013**

#### **Five (5) Consecutive Year Award**

Alama, Rusty

#### **Ten (10) Consecutive Year Award**

Visarra, Alexander

### **DECEMBER 2013**

#### **Six (6) Consecutive Year Award**

Agag, Rannie

#### **Seven (7) Consecutive Year Award**

Woodward, Michael

#### **Nine (9) Consecutive Year Award**

Cezar, Rueben

#### **Ten (10) Consecutive Year Award**

Souza, Stanley

#### **Eleven (11) Consecutive Year Award**

Abbott, Gordon  
Ahia-Young, Violet  
Anagaran, Ramon  
DeGuzman, Randall

### **JANUARY 2014**

#### **Five (5) Consecutive Year Award**

Cullen, Patsy

#### **Six (6) Consecutive Year Award**

Calamayan, Benjamin

#### **Eleven (11) Consecutive Year Award**

Cabalo, Norman

Harvey, Desiree

Ikeda, Lavone

Miller, Andrew

Samski, Carol

### **FEBRUARY 2014**

#### **Six (6) Consecutive Year Award**

Baquiel, Jonathan

#### **Seven (7) Consecutive Year Award**

Maghamil, Albert

Natividad, Bryan

Perucho, Rodolfo Jr.

#### **Nine (9) Consecutive Year Award**

Luckhaus, Martin

#### **Ten (10) Consecutive Year Award**

Gaea, Marian

#### **Eleven (11) Consecutive Year Award**

Loa, Isaako

Suga, Joselito

### **MARCH 2014**

#### **Five (5) Consecutive Year Award**

Pacarro, Elvira

#### **Seven (7) Consecutive Year Award**

Silva, Francis

Turner, Jacob

Uehara, Roy

#### **Eight (8) Consecutive Year Award**

Mawae, Jonah

Naile, Wendy

Tabalba, Robert

#### **Eleven (11) Consecutive Year Award**

Capulong, Demetrio

Haili, Ernie

Kawelo, Darlene

Ponce, Ariel

### **APRIL 2014**

#### **Five (5) Consecutive Year Award**

Amero, Lance

Jandoc, Roel

#### **Six (6) Consecutive Year Award**

Bartolome, Loreto

#### **Seven (7) Consecutive Year Award**

Kealoha, Terrence

#### **Eleven (11) Consecutive Year Award**

Sipili, Faapale

### **MAY 2014**

#### **Five (5) Consecutive Year Award**

Kaaloa, Stewart

#### **Six (6) Consecutive Year Award**

Nettles, Gary

# Change Is A Constant, So I Always Hear

**Jon Nouchi**, former Director of Planning & Service Development; Deputy Director of Planning and Environment, Honolulu Authority for Rapid Transportation



We can choose to just keep up with it, keep ahead of it, or risk being left behind. I've always thought that for such a historic, storied, and iconic institution in Honolulu, TheBus has always committed to innovate, improve, and embrace change on all levels.

I started my career in transit in October of 1998. Even though that's now over fifteen years ago, I remember a lot of things vividly, including meeting my boss and mentor, Ken Stanley, for the first time. As jolly as Ken was, our President and General Manager James Cowen did not appear to be the laughing type. However, I eventually learned what a great sense of humor Mr. Cowen actually had.

On my first day, Training Coordinator Calvin Kapua was on vacation, so Tracy Kim parked me in Calvin's office to watch training videos on VHS tape on the big-screen TV. Tracy kept asking me, "You went to Iolani AND USC, why do you want to work HERE?" I had to convince him that yes, I did want my job as an entry-level transportation clerk in the Data Analysis section reporting to Ginger Nagamine who was and still is like a mom to me.

I watched the many clerical training videos, and especially remember the in-house video we made on sexual harassment where Kimo Dickson, posing as a bus operator, worked his unwanted love magic on unsuspecting passenger Mona Silva. I wonder if we still have that video on file? If so, we should seriously post that to YouTube; it would definitely go viral.

As I think more on my time here at TheBus, change has really been the only constant.

Our newest vehicles when I started were the 300-series Gillig Phantoms. These were our first buses that talked using GPS technology with the-radio personality now State Senator Brickwood Galuteria's voice. Making our buses talk represents some of my proudest work here at TheBus. Now a hundred percent of the fleet talks in perfect Hawaiian with kumu 'olelo Hawai'i Puakea Nogelmeier's resonant tones.

I've also watched other technologies change. Our Scheduling section used to use IBM PCs and WordPerfect to produce the timetables and -- remember these? -- running time charts before we had HASTUS and driver paddles. When I started, we still had manual rolling destination signs in the fleet where you had to

play with a series of electric switches -- or turn a stubborn crank -- to show the proper signs in the windows a far cry from simply pushing DEST A, entering the code, and pressing ENTER. I also had the great experience of helping to implement TransitMaster, our AVL system. With our previous radio system, remember how many times you had to push the buttons to log in? I'm sure everyone had sympathy for whomever had 999, 1999, or 2999 as their employee number.

As the company evolved, so did my role. I had the opportunity to work closely with Roger Morton, Robert Yu, and many of the movers and shakers of Oahu Transit -- some of whom are future managers just waiting for the opportunity to lead. We also had close relationships with our partners at the City and County of Honolulu's Department of Transportation Services, collaborating about every change implemented in our bus system. I always picture Route A being born at about the same time that I started at the company, and the rest of the lettered City and CountryExpresses that followed: B, C, and two versions of E.

I love the fact that we have a transit system that has a deep history on the island of Oahu; that our parents, grandparents, great-grandparents, and great-grandparents traveled on the same streets and routes that we still roll down. I always posed the question: "Why do you think Route 1 is numbered Route 1? BECAUSE IT WAS THE FIRST ROUTE!"

Again, we come back to necessary change. I've had the privilege of helping to introduce 56 new routes, the pain of discontinuing 34 existing routes, the challenges of restructuring 18 major routes, and the satisfaction of making minor efficiency tweaks on 72 routes. There were only 14 routes left untouched in my fifteen years at TheBus; knowing what I know now, I surely would have gone for a clean sweep and tried to touch every single route whether it needed it or not.

But that brings up an important point: change for the sake of improvement is always worth it; change for the sake of change is not. We need to embrace our core values, realize why we are successful, and make sure that these principles do not, and will not change. OTS is a wonderful 'ohana-based organization where we are able to conduct ourselves as professionals but also know each other as family. We care about each other. We celebrate our collective victories and losses. When a member of our 'ohana passes, we grieve together and remember good times. Above all, we love each other.

As I am poised to leave this wonderful organization to take on new challenges at the Honolulu Authority for Rapid Transportation (HART), I want everyone to know how grateful I am -- and will forever be -- that I was part of Honolulu's iconic TheBus. I hope to take the experiences of pride, humility, hard work, and willingness to embrace change to make TheTrain just as good as TheBus.

To TheBus operators, always shoot me a shaka or a friendly horn tap!

To the Maintenance crews, because of you we can all succeed. Keep doing what you do.

To the many others who do so much diverse work at Oahu Transit, you make running the best bus system in the world look easy!

I will miss you all every day.

Aloha pumehana,  
Jon Nouchi



# 2014 APTA International Bus Roadeo Results

The 2014 APTA International Bus Roadeo was held in Kansas City, Missouri, in May.

TheBus operator Alipate Taulupe, placed 6th in the 35-foot bus division with a score of 583 points.

Our Maintenance team, Brian Lowery, Lonn Nakata, and Richard Takeuchi scored 2,202.5 points taking 3rd place in the National Maintenance Roadeo. They placed 1st in the ABS (brake) competition.

With the combined score, the four-man team took 3rd place overall over 29 teams.

Congratulations to Alipate, Brian, Lonn, and Richard on your accomplishments! Job Well Done!

## TheBus Roadeo Winners Honored



Photo above (left to right): **Brian Lowery, Lonn Nakata, Richard Takeuchi, Derwin Yamaguchi, Mona Silva, Ginger Kalamau, John Steffens, Lincoln Alvarez, and Alipate Taulupe** are shown waiting to be recognized at Honolulu City Council.



Photo above (left to right): **Richard Takeuchi, Brian Lowery, Roger Morton, Derwin Yamaguchi, Lonn Nakata, John Steffens, Mayor Kirk Caldwell, Ginger Kalamau, Alipate Taulupe, Lincoln Alvarez.**

## Express!

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# Calendar of Events

## July

- 4 - Independence Day Holiday - Sunday Schedule (AZon)
- 6 - Deadline to submit "Division Transfer" memos to Dispatch
- 21 - Regular Run Sign-Up: Start Time 1:30 p.m. at both divisions
- 22 - Regular Run Sign-Up: Start Time 9:00 a.m. at the Pearl City Division
- 22 - Regular Run Sign-Up: Start Time 1:30 p.m. at the Kalihi Division
- 23 - Regular Run Sign-Up: Start Time 9:00 a.m. at both divisions
- 28 - Regular Run Sign-Up: Start Time 9:00 a.m. at both divisions
- 31 - Regular Run Sign-Up: Start Time 9:00 a.m. at the Kalihi Division

## August

- 5 - Relief Run Completion: Start Time 9:00 a.m. at both divisions
- 6 - Relief Run Completion: Start Time 9:00 a.m. at the Kalihi Division

## August Cont.

- 15 - Admission Day Holiday - State Holiday Schedule
- 24 - Effective Start Date for the August Sign-Up

## September

- 1 - Labor Day Holiday - Sunday Schedule
- 19 - AUV Day

## October

- 19 - Deadline to submit "Division Transfer" memos to Dispatch
- 30 - Regular Run Sign-Up: Start Time 1:30 p.m. at both divisions
- 31 - Regular Run Sign-Up: Start Time 9:00 a.m. at the Pearl City Division
- 31 - Regular Run Sign-Up: Start Time 1:30 p.m. at the Kalihi Division
- 31 - OTS Cosplay Contest

## November

- 3 - Regular Run Sign-Up: Start Time 9:00 a.m. at both divisions
- 4 - Election Day - Weekday Schedule (SDoff)
- 5 - Regular Run Sign-Up: Start Time 9:00 a.m. at both divisions
- 10 - Regular Run Sign-Up: Start Time 9:00 a.m. at both divisions
- 11 - Veterans' Day - Saturday Schedule
- 12 - Regular Run Sign-Up: Start Time 9:00 a.m. at both divisions
- 13 - Regular Run Sign-Up: Start Time 9:00 a.m. at the Kalihi Division
- 18 - Relief Run Completion: Start Time 9:00 a.m. at both divisions
- 19 - Relief Run Completion: Start Time 9:00 a.m. at the Kalihi Division
- 27 - Thanksgiving Day - Sunday Schedule (AZoff)

## December

- 7 - Effective Start Date for the December Sign-Up
- 11 - Rodeo/Holiday Bash