



Look Inside!

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Finding A Better Way



J. Roger Morton
President and General Manager

Operators of The Quarters



Operators Aaron Iramina (top left), Nina Schneider (top right), Bruce Kushima (bottom left) and Herbert Titcomb (bottom right) share the spotlight. Read more about them on pages 11 and 13.

The organization at Oahu Transit Services, Inc., is a well-oiled, highly-efficient, and effective team. Compared to our counterparts at public transportation agencies elsewhere, we run lean. It is not unusual to have managers and staff wearing multiple hats and finding creative ways to accomplish needed tasks.

At times, the individuals just take it upon themselves to take on a challenge. For example, the Honolulu Estimated Arrival System (also known as "HEA") was the brainchild of our own Chad Muranaka in the IT department. Chad just wanted to know what time his bus was coming. Since its introduction in 2009, the system has gone through many upgrades, and the data feed is being used by other application developers. In fact, that data feed is what the City

Department of Information Technology uses for their DaBus app.

Recently, we took HEA to a whole new level. On Monday, August 26, 2013, the telephone version of HEA went live, along with a new automated telephone tree. Now when you call 848-5555, you are greeted with four options:

1. Telephone HEA
2. Information Department
3. Customer Service
4. Bus Pass/Lost & Found

The first month, the telephone HEA system took over 43,000 phone calls. This is in addition to the Information Department that takes approximately 45,000 live phone calls per month.

Sometimes we have a need and try to find a better way to handle it. Take for **Continued on page 14.**

Transit Transfers

Sean-Bennett Paio, Road Supervisor, was promoted on 12/1/2012. Sean was previously a Bus Operator, and has been with OTS, Inc., since 12/23/2000.



Craig Arata, Assistant Chief Storekeeper, was promoted on 4/16/2013. Craig was previously a Storekeeper II, Step II, and has been with OTS, Inc., since 11/15/1995.



Thomas Robinson, Central Radio Controller, was promoted on 1/16/2013. Thomas was previously a Bus Operator, and has been with OTS, Inc., since 1/24/1990.



Marcelo Acopan, Lead Mechanic - Tire Shop, was promoted on 4/23/2013. Marcelo was previously a HEM - Tire Repair, and has been with OTS, Inc., since 9/26/1980.



Ryan Yamada, Road Supervisor, was promoted on 1/16/2013. Ryan was previously a Bus Operator, and has been with OTS, Inc., since 3/17/2001.



Jim Agas, HEM - Quality Assurance, was promoted on 5/16/2013. Jim was previously a Mechanic Helper, and has been with OTS, Inc., since 9/23/1996.



John Donovan, Asst. Field Operations Manager, was promoted on 3/1/2013. John was previously a Dispatcher, and has been with OTS, Inc., since 3/17/2001.



Nathan Costa, Lead Mechanic - Small Component/Overhaul, was promoted on 5/16/2013. Nathan was previously HEM - Overhaul Shop, and has been with OTS, Inc., since 9/26/1980.



Dwight Higa, Materials Manager, was promoted on 3/16/2013. Dwight was previously Assistant Chief Storekeeper, and has been with OTS, Inc., since 1/16/1980.



Dwain Orion, HEM - Brake Shop, was promoted on 5/28/2013. Dwain was previously a Mechanic Helper, and has been with OTS, Inc., since 7/9/1997.



Timothy Pratt, Lead Tire Supervisor, was promoted on 4/1/2013. Timothy was previously a Lead Mechanic - Tire Shop, and has been with OTS, Inc., since 5/10/1979.



Efaraimo Tiitii, HEM - Tire Repair, was promoted on 6/13/2013. Efaraimo was previously a Service Attendant, and has been with OTS, Inc., since 2/20/2007.



▲ 2013 *The Bus Roadeo* (at Kalihī Facility) ▲
& *Holiday Bash* (at Kalihī, Pearl City, and Paratransit)

December 12, 2013

Music • Lunch Service

Festivities are open to all OTS employees



Christopher Chang, Mechanic Helper, was promoted on 7/11/2013. Christopher was previously a Service Attendant, and has been with OTS, Inc., since 11/22/2005.



Neal Sasahara, Counting Room Supervisor, was promoted on 9/1/2013. Neal was previously Lead Counting Room Clerk, and has been with OTS, Inc., since 11/3/1986.



Eric Tamayose, Mechanic Helper, was promoted on 7/21/2013. Eric was previously a Service Attendant, and has been with OTS, Inc., since 9/20/2004.



Richard Medeiros, Lead Mechanic - Overhaul Shop, was promoted on 10/1/2013. Richard was previously a HEM - Overhaul Shop, and has been with OTS, Inc., since 1/4/1988.



Ambert Kamaka, Paratransit Lead Fueler/Cleaner, was promoted on 8/12/2013. Ambert was previously a Paratransit Fueler/Cleaner, and has been with OTS, Inc., since 3/1/2009.



Nedwyn Schwartz, Lead Counting Room Clerk, was promoted on 10/1/2013. Nedwyn was previously Senior Counting Room Clerk, and has been with OTS, Inc., since 7/9/1984.



Tony Maluina, Mechanic Helper, was promoted on 8/27/2013. Tony was previously a Service Attendant, and has been with OTS, Inc., since 4/18/1994.



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.



Adam Fraga, Assistant Field Operations Manager, was promoted on 9/1/2013. Adam was previously a Road Supervisor, and has been with OTS, Inc., since 10/28/2000.



Retiree Corner

George Souza,
Bus Operator,
retired on 4/1/2013.
Souza had
39 years of service.



Wilfred Centeio,
Bus Operator,
retired on 4/1/2013.
Centeio had
40 years of service.



Dennis Meyer,
Bus Operator,
retired on 4/1/2013.
Meyer had
40 years of service.



Bryant Okumura,
Tire Supervisor,
retired on 4/1/2013.
Okumura had
39 years of service.



Nathan Cabral,
HEM - Transmission Shop,
retired on 4/1/2013.
Cabral had
40 years of service.



Moses Mawae,
Bus Operator,
retired on 4/1/2013.
Mawae had
41 years of service.



Bernard Wilson,
Planner Analyst II,
retired on 5/1/2013.
Wilson had
6 years of service.



Frank Chambrella,
Lead Mechanic,
retired on 5/1/2013.
Chambrella had
41 years of service.



Walter Woods,
Journeyman Trades,
retired on 5/1/2013.
Woods had
38 years of service.



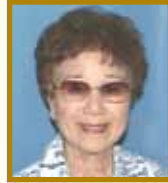
Dexter Winham
Bus Operator,
retired on 12/1/2012.
Winham had
16 years of service.



Ernest Busboso,
Bus Operator,
retired on 4/1/2013.
Busboso had
33 years of service.



Dorothy Choo,
Information Clerk II,
retired on 4/1/2013.
Choo had
28 years of service.



Lawrence Coleman,
Bus Operator,
retired on 4/1/2013.
Coleman had
25 years of service.



Gordon Nakasone,
Bus Operator,
retired on 4/1/2013.
Nakasone had
22 years of service.



Robert McMeechan,
Bus Operator,
retired on 4/1/2013.
McMeechan had
21 years of service.



Richard Goles,
HEM - Electric/
Electronic Technician,
retired on 4/1/2013.
Goles had
34 years of service.



Roman Richardson,
Bus Operator,
retired on 4/1/2013.
Richardson had
35 years of service.



Jeffrey Vierra,
Bus Operator,
retired on 4/1/2013.
Vierra had
37 years of service.



Jenny Hamasaki,
Utility Worker,
retired on 1/1/2013.
Hamasaki had
17 years of service.



Miriam Downey,
Bus Operator,
retired on 1/1/2013.
Downey had
34 years of service.



Freddie Makinano,
Paratransit Operator,
retired on 4/1/2013.
Makinano had
19 years of service.



Emmaline Madali,
Paratransit Operator,
retired on 4/1/2013.
Madali had
18 years of service.



Donovan Wong,
Bus Operator,
retired on 4/1/2013.
Wong had 24 years
of service.



Benny Verania,
HEM - Overhaul Shop,
retired on 4/1/2013.
Verania had
34 years of service.



William Conn,
Counting Room Clerk II,
retired on 4/1/2013.
Conn had
16 years of service.



Myra Canianes,
Bus Operator,
retired on 5/1/2013.
Canianes had
39 years of service.



Joel Kekahuna,
Bus Operator,
retired on 6/1/2013.
Kekahuna had
37 years of service.



Gary Fukuda,
Bus Operator,
retired on 8/1/2013.
Fukuda had
38 years of service.



Herman Nunies,
Bus Operator,
retired on 5/1/2013.
Nunies had
38 years of service.



Roy Nakamura,
Lead Mechanic,
retired on 6/1/2013.
Nakamura had
38 years of service.



Wayne C. Reed,
Bus Operator,
retired on 8/5/2013.
Reed had
33 years of service.



Alan Asuncion,
Counting Room Clerk I,
retired on 5/1/2013.
Asuncion had
34 years of service.



Lawrence Acopan,
HEM - Welder,
retired on 6/1/2013.
Acopan had
40 years of service.



Larry Larita,
HEM - Overhaul Shop,
retired on 8/23/2013.
Larita had
38 years of service.



Iris Nasu-Aiana,
Maintenance Clerk
Coordinator,
retired on 5/1/2013.
Nasu-Aiana had
34 years of service.



Gayle Kuoha,
Paratransit Dispatcher,
retired on 7/1/2013.
Kuoha had
21 years of service.



Ierome Vito,
Bus Operator,
retired on 9/1/2013.
Vito had
21 years of service.



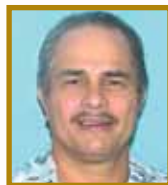
Rudi Ocampo,
Transportation Clerk II,
retired on 5/1/2013.
Ocampo had
25 years of service.



Merrill Miyasaki,
Bus Operator,
retired on 7/1/2013.
Miyasaki had
39 years of service.



Wayne Richardson,
Bus Operator,
retired on 9/1/2013.
Richardson had
34 years of service.



Glenn Yamada,
HEM - Body Shop,
retired on 5/1/2013.
Yamada had 33 years
of service.



Luis Navarro,
Superintendent,
Transportation - PC Division,
retired on 7/1/2013.
Navarro had
37 years of service.



Mark Koba,
Dispatcher,
retired on 9/1/2013.
Koba had
37 years of service.



Harry Ono,
Bus Operator,
retired on 5/1/2013.
Ono had
14 years of service.



Ray Gwin,
HEM - Transmission Shop,
retired on 7/1/2013.
Gwin had
37 years of service.



Marie Chan,
Assistant Dispatching
Manager,
retired on 9/1/2013.
Chan had
35 years of service.



John Tamboa,
Bus Operator,
retired on 6/1/2013.
Tamboa had
23 years of service.



Jerry Rodrigues,
Bus Operator,
retired on 7/1/2013.
Rodrigues had
32 years of service.



Stephen Ventura,
Superintendent,
Transportation - PC Division,
retired on 9/1/2013.
Ventura had
35 years of service.



Lorna Andrade,
Central Radio
Controller,
retired on 6/1/2013.
Andrade had
27 years of service.



Ian Thomson,
Bus Operator,
retired on 7/1/2013.
Thomson had
20 years of service.



Riley Bandy,
Bus Operator,
retired on 10/18/2013.
Bandy had
21 years of service.



Bus Operator Class 189
Graduated March 28, 2013



Photo above (left to right): 1st Row: **Matthew Garcia, Nicholas Gibbons.**
 2nd Row: **Fernando Aquino, Lucky Gray, Joseph Vele, Taniela Tupouniua, Charman Aiwahi, John Decaires, Ricky Foumai.**
 3rd Row: **Wilfred Appalza, Jane Ching, Camey Mattos, Christina Ching, Novena Karratti, Raymond Tamayose.**

Bus Operator Class 190
Graduated May 22, 2013



Photo above (left to right): 1st Row: **Loretta Walker, Patrick Fontaine, Jonathan Ishida, Shane Braswell, Eugene Galves.** 2nd Row: **Robert Rosuman, Lavaun Le'i, David Boncales, Angela Kapihe.**

Bus Operator Class 191
Graduated June 21, 2013



Photo above (left to right): 1st Row: **Elliott Purcell Jr., Wade Yagi, Benjamin Tiburcio, Grant Hedani, Benjamin Higa, Robert Pahia, Chris Bartlett.** 2nd Row: **Jason Sizon, Duc Bui, Mariah Hugho, Farah Bega, Charmaine Takeuchi, Joseph Kumai.**

Bus Operator Class 192
Graduated August 30, 2013



Photo above (left to right): 1st Row: **Tulaniuoatua Aupito, Clifford Cooper, Avelino Jose, Scott Andras, Alex Sauta, Christopher Anakalea, Allen Canonizado, Joseph Wong.**
 2nd Row: **Sandra Kerisiano, Kristie Bardon, Marlene Lawson, Gina May Gaheton, Makanelli Atuatasi, Joleen Davis, Bette Poli.**

Bus Operator Class 193
Graduated September 27, 2013



Photo left (left to right): **Frank Kaiwi, Joey Martos, Lisa Ancog, Glenn Balais, Bobby Comeau.**

New OTS 'Ohana

Employee	Title	Date of Hire	Employee	Title	Date of Hire
CORDEIRO, LEON	HEM - Electrician	01/02/13	ROBERTSON, MAHEALANI	Entry Transportation Clerk	07/16/13
DIGGS, ALBERT	Paratransit Operator	01/05/13	BROWN, L. TIMMY	HEM - Tire Repair	07/16/13
DINONG, JOSHUA	Paratransit Operator	01/05/13	NAKATA, LONN	HEM - Electrician	08/05/13
LABBE, JASON	Paratransit Operator	01/05/13	YANAGI, KEITH	HEM - Electrician	08/05/13
MACKEY, MICHAEL	Paratransit Operator	01/05/13	ALBESO, MARK	Paratransit Fueler/Cleaner	08/26/13
MAENE, JACK	Paratransit Operator	01/05/13	VALLENTI, ALENA	Paratransit Reservationist	08/26/13
MIYAMURA, JASON	Paratransit Operator	01/05/13	FERNANDES, ERWIN	HEM Body Shop	08/26/13
MORALINO, DESIREE	Paratransit Operator	01/05/13	SUGIOKA, DEREK	HEM Body Shop	08/26/13
OKIMURA, GRANT	Paratransit Operator	01/05/13	ANAKALEA, CHRISTOPHER	Bus Operator	08/31/13
PEREIRA, PAUL	Paratransit Operator	01/05/13	ANDRAS, SCOTT	Bus Operator	08/31/13
PETERSON, KENDALL	Paratransit Operator	01/05/13	ATUATASI, MAKANELII	Bus Operator	08/31/13
TENGAN, GORDON	Paratransit Operator	01/05/13	AUPITO, TULANIUOATUA	Bus Operator	08/31/13
SAKAMOTO, MARCUS	HEM - Lube/48K Inspection	01/14/13	BARDON, KRISTIE	Bus Operator	08/31/13
KANESHIRO, GRANT	HEM - Body Shop	02/04/13	CANONIZADO, ALLEN	Bus Operator	08/31/13
HARDING, JOSHUA	Systems Engineer I	02/11/13	COOPER, CLIFFORD-KUPA	Bus Operator	08/31/13
ANIBAN, CHERELLE	Paratransit Reservationist	02/11/13	GAHETON, GINAMAY	Bus Operator	08/31/13
KANAHOLO, KRISTIE	Entry Information Clerk	02/13/13	JOSE, AVELINO	Bus Operator	08/31/13
PAHED, HOWARD ROBERT	Planner Analyst II	02/19/13	KERISIANO, SANDRA	Bus Operator	08/31/13
EDRADA, MARC ANTHONY	Paratransit Mechanic	02/25/13	LAWSON, MARLENE	Bus Operator	08/31/13
BOQUIDERON, BENJIE	HEM - Running Repair	03/01/13	LII-DAVIS, JOLEEN	Bus Operator	08/31/13
HOLDER, ROBERT	Service Attendant	03/01/13	POLI, BETTE	Bus Operator	08/31/13
SAGUIBO, MARIANN	Service Attendant	03/07/13	SAUTA, ALEXANDER	Bus Operator	08/31/13
LAURIANO, KAWIKA	HEM - Running Repair	03/12/13	WONG, JOSEPH	Bus Operator	08/31/13
CHING, CHRISTINA	Bus Operator	03/29/13	ARIOS, MCERICK	Journeyman Trades	09/03/13
CHING, JANE	Bus Operator	03/29/13	BENNER, WALTER	Storekeeper	09/03/13
FOUMAI, RICKY	Bus Operator	03/29/13	SUGIMOTO, MICHAEL	HEM - Running Repair	09/03/13
GIBBONS, NICHOLAS	Bus Operator	03/29/13	BETHAM, JAMES	Paratransit Operator	09/14/13
AGPALZA, WILFRED	Bus Operator	03/29/13	DUCOSIN, JUANITA	Paratransit Operator	09/14/13
AIWOHI, CHARMAN	Bus Operator	03/29/13	IRWIN, DAMON	Paratransit Operator	09/14/13
AQUINO, FERNANDO	Bus Operator	03/29/13	LAA, SHANNON	Paratransit Operator	09/14/13
DECAIRES, JOHN	Bus Operator	03/29/13	OLIM, MELISSA	Paratransit Operator	09/14/13
GARCIA, MATTHEW	Bus Operator	03/29/13	ORDONEZ, BERNARD	Paratransit Operator	09/14/13
GRAY, LUCKY	Bus Operator	03/29/13	YAMAGUCHI, AILEEN	Paratransit Operator	09/14/13
KARRATTI, NOVENA	Bus Operator	03/29/13	BALIZA, ROCHELLE	Entry Counting Room Clerk	09/16/13
TAMAYOSE, RAYMOND	Bus Operator	03/29/13	MOTOKI, MICHAEL	Service Evaluation Intern	09/23/13
TUPOUNIUA, TANIELA	Bus Operator	03/29/13	SALIS, KEONI	Temporary Service Attendant	09/23/13
VELE, JOSEPH	Bus Operator	03/29/13	ANCOG, LISA	Bus Operator	09/28/13
LAURIANO, LOUIS	Temporary Service Attendant	04/01/13	BALAIS, GLENN	Bus Operator	09/28/13
ALMEIDA, LAURELL	Utility Worker	04/16/13	COMEAU, BOBBY	Bus Operator	09/28/13
SARCEDO, JACQUELINE	Entry Counting Room Clerk	05/06/13	KAIWI, FRANK	Bus Operator	09/28/13
BARBOZA, HUBERT	HEM - Air Condition	05/08/13	MARTOS, JOEY	Bus Operator	09/28/13
AGLIA, SHANE	Paratransit Fueler/Cleaner	05/16/13	ABAD, RICHARD	Student Bus Operator	09/30/13
BONCALES, DAVID	Bus Operator	05/23/13	ANAMA, KEN	Student Bus Operator	09/30/13
BRASWELL, SHANE	Bus Operator	05/23/13	BAGAYAS, BRANDON	Student Bus Operator	09/30/13
FONTAINE, PATRICK	Bus Operator	05/23/13	BROWN, ANTHONY	Student Bus Operator	09/30/13
GALVES, EUGENE	Bus Operator	05/23/13	CARVALHO, ALESIA	Student Bus Operator	09/30/13
ISHIDA, JONATHAN	Bus Operator	05/23/13	CENAL, GRANT	Student Bus Operator	09/30/13
KAPIHE, ANGELA	Bus Operator	05/23/13	COBB-ADAMS, ISAIAH	Student Bus Operator	09/30/13
LE'I, LAVAUN	Bus Operator	05/23/13	DELVALLE, JASON	Student Bus Operator	09/30/13
ROSUMAN, ROBERT	Bus Operator	05/23/13	KAKU, JASON	Student Bus Operator	09/30/13
WALKER, LORETTA	Bus Operator	05/23/13	REAU, DAVID	Student Bus Operator	09/30/13
BARTLETT, CHRIS	Bus Operator	06/22/13	SILVA, RANDALL	Student Bus Operator	09/30/13
BUI, DUC	Bus Operator	06/22/13	SYLVA, LANCE	Student Bus Operator	09/30/13
HEDANI, GRANT	Bus Operator	06/22/13	TATAIPU, EARVIN	Student Bus Operator	09/30/13
HIGA, BENJAMIN	Bus Operator	06/22/13	YORK, ISHA	Student Bus Operator	09/30/13
HUGHO, MARIAH	Bus Operator	06/22/13	DOMINGO, FELIPE	Utility Worker	10/01/13
KUMAI, JOSEPH	Bus Operator	06/22/13	VIERRA, PAMELA	Clerk Steno I	10/01/13
PAHIA, ROBERT	Bus Operator	06/22/13	BUTCHER, SHANE	Storekeeper	10/01/13
PURCELL, ELLIOT	Bus Operator	06/22/13	FAUMUI, EVELYN	Paratransit Operator	10/26/13
SIAZON, JASON	Bus Operator	06/22/13	GRACE, BRANDON	Paratransit Operator	10/26/13
TAKEUCHI, CHARMAINE	Bus Operator	06/22/13	KEKAUOHA, COLINE	Paratransit Operator	10/26/13
TIBURCIO, BENJAMIN	Bus Operator	06/22/13	LAM, SIMON	Paratransit Operator	10/26/13
YAGI, WADE	Bus Operator	06/22/13	MUAGUTUTIA, FAATAU	Paratransit Operator	10/26/13
SHAW, ALICIA	Entry Information Clerk	07/05/13	RAMILO, JASMINE	Paratransit Operator	10/26/13
SIMO UTAI, DOLORES	Entry Information Clerk	07/05/13			

In Memory of . . .

James Feliciano passed away on January 1, 2013. Mr. Feliciano was employed with OTS, Inc., on December 5, 1992. At the time of his passing, Feliciano was a Bus Operator, with 21 years of dedicated service.

Mark Russell passed away on February 11, 2013. Mr. Russell was employed with MTL, Inc., on April 1, 1982. At the time of his passing, Russell was a HEM - Overhaul Shop, with 31 years of dedicated service.

Clifford Rodrigues passed away on March 9, 2013. Mr. Rodrigues was employed with MTL, Inc., on April 12, 1980. He retired on May 1, 2009, as a Bus Operator, with 29 years of dedicated service.

Glenn Gomes passed away on March 27, 2013. Mr. Gomes was employed with OTS, Inc., on October 16, 2010. At the time of his passing, Gomes was a Bus Operator, with 3 years of dedicated service.

Marquis Morgan passed away on March 31, 2013. Mr. Morgan was employed with MTL, Inc., on November 22, 1974. He retired on March 1, 2008, as a Bus Operator, with more than 33 years of dedicated service.

Bob Krause passed away on April 16, 2013. Mr. Krause was employed with MTL, Inc., on September 15, 1983. He retired on December 1, 2011, as a Bus Operator, with 28 years of dedicated service.

Alan Lee passed away on June 23, 2013. Mr. Lee was employed with MTL, Inc. on January 2, 1974. He retired on April 1, 2012, as a Steam Cleaner, with 38 years of dedicated service.

Benjamin Poaha passed away on July 19, 2013. Mr. Poaha was employed with HRT, Inc., on December 15, 1959. He retired on April 1, 1996, as a Bus Operator, with 37 years of dedicated service.

Leo Kozlowski passed away on July 20, 2013. Mr. Kozlowski was employed with MTL, Inc., on May 23, 1974. He retired on July 1, 2013, as a Bus Operator, with 39 years of dedicated service.

Shari Huihui passed away on August 5, 2013. Ms. Huihui was employed with OTS, Inc., on December 11, 2004. At the time of her passing, Huihui was a Bus Operator, with 9 years of dedicated service.

Robert Nakihei Jr. passed away on August 24, 2013. Mr. Nakihei was employed with MTL, Inc., on September 15, 1973. He retired on April 1, 1998, as a Central Radio Controller, with more than 24 years of dedicated service.

Pablito Ulep passed away on August 31, 2013. Mr. Ulep was employed with OTS, Inc., on June 27, 1998. At the time of his passing, Ulep was a Bus Operator, with 15 years of dedicated service.

Tracy Ahuna passed away on September 15, 2013. Mr. Ahuna was employed with OTS, Inc., on July 25, 2007. At the time of his passing, Ahuna was a Bus Operator, with 6 years of dedicated service.

Humane Society Petwalk 2013

Mariebertha Aldover OSHA - EPA Specialist

This year's OTS participation in the Hawaiian Humane Society Petwalk went really well for its first time. We raised approximately \$600.00 through t-shirt sales. Our own talented Ross Narikiyo from Planning and Marketing designed the OTS logo for the t-shirts. OTS employees

purchased the t-shirts and wore them at the PetWalk like Pearl City Storekeeper Henry Yamamura and his family, Paratransit's Sarah Tajima and Brandie Toguchi and their families and Service Evaluation Rodney Lee and his family. OTS employees who could not attend the PetWalk purchased

t-shirts to help with the fundraiser and to own the first OTS PetWalk t-shirt. All t-shirt profits went to Hawaiian Humane Society. We had a great time, we hope to do the PetWalk next year and raise funds for the Hawaiian Humane Society.



Photo above (left to right): **Stacie (daughter), Rodney Lee**, Service Evaluation; **Paula (wife)**. Dogs (left to right): **Chibo, Bubbie, Lexie**.



Photo above: **The OTS meeting area at Magic Island.**

Halloween Cosplay 2013



Photo left (Clockwise from top left): **Best In Show: Joseph Hoapili**, Paratransit Maintenance, Scorpion (Mortal Kombat); **Scariest: Francis Souza**, Bus Stop Crew, Scary Monster; **Most In Character: Kimmie Robinson**, Paratransit Reservations, Marilyn Monroe; **Honorable Mention: Naomi Shishido**, Planning & Marketing, Witch; **Most Creative: Traci Tsuda**, Purchasing, Ikura Sushi; **Contest Emcee: Linda Mitsunaga**; **Contest Judges: Retirees Luis Navarro and Dee Kaniaupio**.

Thank you to all who participated in the first OTS Halloween Cosplay!

4th Annual OTS Family & Friends Fishing Tournament November 8 - 10, 2013

Mahalo to all the volunteers and participants who made this tournament a success.



Bus Operators Of The Month

Operator Safety Awards

KALIHI DIVISION

PEARL CITY DIVISION

January 2013

Russel Cabral
Linda Kauhini
George Wong

February 2013

Eugene Kim
Clifford Laboy
Jimmy Scott

March 2013

Filemon Godoy
Jeffrey Kneeream
Bernaldo Pascua

April 2013

Timothy Lyons
Kenneth Pia
Henry Reano

May 2013

Jason Aukai
Walter Oba Jr.
Lee Pestano

June 2013

Ashly Garcia
James Reis
Evan Souza

July 2013

Pitone Leao
Douglas Perry
Antonio Villanueva III

August 2013

Glen Nakamura
Pablito Ulep
Arjay Tactacan

September 2013

David Keaweehu Jr.
Seiji Mitsunaga
Kiley Paet

October 2013

Jerry Cabuslay
Glenn McKemy
Alva Yamamoto

January 2013

Patricia Martin
Michael Saito
Justin Yamaguchi

February 2013

Lodrigo Abendanio
Isaac Navarro
Michael Wolfe

March 2013

David Aviles
Alfredo Decierdo Jr.
Nephi Kekaula

April 2013

Amado Ballesteros
Bruce Kushima
Roger Ramos

May 2013

Roy Banes
Benedict Lanai
John Mercado III

June 2013

Alfred Dela Cruz III
Stewart Hirota
Elliott Purcell

July 2013

Keith McMillan
Gerald Medeiros
Spencer Miller

August 2013

Lorenzo Nieto
Steven Oda
Peter Rillen

September 2013

Lori McMillan
Richard McMillan
Marshall Quartero Jr.

October 2013

Elmer Eleccion
Paul Gonsalves
Andrew Paguyo

December 2012

Ferdinan Agasid
John Tamboa
Terry Caberto
Iameli Kaio
David Keaweehu Jr.

Years

20
21
26
27
31

June 2013

Benjamin Tibas
Derwin Yamaguchi
Michael Costa
Frederick Castillo
David Kasaoka

Years

29
32
33
37
39

January 2013

Eleizer Diocares
Richard Wai

Years

22
32

July 2013

Stanley Abalos
Filemon Godoy Jr.
Usala Mauga

Years

20
21
22

February 2013

William Taguado
George Wong
Keith Souza
Derrick Tanaka
Dennis Meyer

Years

22
24
29
30
35

Erik Kam
William Vasconcelles
Darryl Valdez
Guy Gamurot

23
24
27
30

August 2013

Randy I
Galan Yamaguchi
Paul Fernandez

Years

21
21
31

March 2013

James Lucena
Edward Kama
Susan Bega
Randal Noguchi
Robert Vierra

Years

21
23
24
25
28

September 2013

Joseph Iokia
Darrell Yago
Michael Moya
Vance Vidinha
Kenneth Pia
Linda Kauhini
Alan Farias

Years

22
22
23
23
24
25
27

April 2013

Adam Lalau
David Paakaula
Leti Tootoo
James Reis
Pamela Self

Years

21
27
28
32
33

May 2013

Jason Hoshida

Years

22

June 2013

Earl V. Wolfe
Dale Keama

Years

21
29

October 2013

Reuben Lauronal
Curtis Yuh
David Kilborn
Lincoln Alvarez
Edward Nakamura
Ruben Colleado

Years

20
21
23
32
37
38

Transportation Employees of the Year - 2012

Photo above (left to right): **Roger Morton**, President & General Manager;
Florence Mitsumura, Outstanding Operator - Pearl City Division;
Donald Chang, Outstanding Operator - Kalihi Division;
Barbara Autenrieth, Outstanding Support Employee - Pearl City Dispatch;
Ralph Faufata Jr., Vice President, Transportation.



Operator of the Quarter

Congratulations Aaron Iramina, Winter 2012 Operator of the Quarter!

Aaron Iramina's 19-year TheBus career has been shared with Class #132 classmates Richard Paz, Tracie Coelho, Liem Vo, Lene Manutai, Nathan Shibata, Kimo Hamilton and Mikaele Aiu.

After graduating from Farrington High School in 1988, Aaron attended Kapiolani Community College and graduated with a BS in Culinary Arts. Aaron had applied at OTS right after college, and "got in by the luck of the draw."

Aaron says he likes meeting new people, and every day has a different challenge. His advice to other operators is "Be yourself, don't try to be somebody else. Come to work, and stay out of trouble!"

Aaron is married, and has four boys and two girls, ranging in age from six to twenty-three. His favorite hobby aside from family time is Powerlifting, where he has acquired numerous awards.



Photo Above: **Winter 2012 Operator of the Quarter Aaron Iramina.**

Congratulations Bruce Kushima, Summer 2013 Operator of the Quarter!

Bruce Kushima is a graduate of Class #137, which includes Fred Liva, Fred Tavela, Ferdinand Hernandez, Michael Shimotsu, Melia Kahalepuna, Danny Shimokawa and Garrett Inkyo.

After graduating from Aiea High School, Bruce got his automotive degree from Leeward Community College. He worked at Meadow Gold for 12 years delivering Carnation Ice Cream before applying at OTS. Initially, Bruce wanted to get in as a bus mechanic, but had more experience driving.

Bruce admits he likes driving, and likes to joke around with his co-workers in the operators' lounge. In his 16-plus year career, Bruce has only missed one day of work. His advice is to "drive safely. There are lots of maniacs on the road, so you need to be a defensive driver."

Married to Debbie, they have a 16-year old son Tyler, and live in Waipio Gentry. In his spare time, Bruce works on cars, the yard, and helps his son in baseball.



Photo Above: **Fall 2012 Operator of the Quarter Bruce Kushima.**

Congratulations Herbert Titcomb, Fall 2013 Operator of the Quarter!

Herbert "Herbie" Titcomb started his TheBus career in October 1974 along with operators Guy Gamurot, Ruben Colleado, William Higa, Glenn Nebres, Merrill Miyasaki (retired), and the late Noah Kalama III.

Herbie's favorite route is Route 14 (night shift), has been on the Route 14 for over 30 years.

"The best part of my job is dealing with people, making them feel comfortable and happy. The key is to respect your passengers, treat them like family and you have no problems. Listen to your passengers, and if they have problems, just say you're sorry, then keep driving."

Herbie grew up in Ma`ili Point before moving to Honolulu, and graduated from Roosevelt High School in 1971.

Married to Ann, Herbie has two boys, two girls and two grandsons.

A former surfing instructor, Herbie loves ocean activities, and begins each morning with yoga before heading to the beach to do an hour of stand-up paddle boarding (Herbie already did six Moloka'i crossings).

"Get in the water, it releases your stress! Hawaiians used to go in the water and take four dunks to get rid of the `opala (rubbish) from the body/spirit. Plus, the ocean is free!"



Photo Above: **Fall 2012 Operator of the Quarter Herbert Titcomb.**

AUW Day 2013 “Water Wars” and “Taste of Local Kine Grindz” Winners!

Thank you to all the Participants and Volunteers that made AUW Day 2013 a success. We raised \$1,454.09 For Aloha United Way!



Photo above (left to right): Ryan Yoshida, Felipe Angniano, Frank Butcher, (Assistant Superintendent - Pearl City), Daniel Zimmerman, Willy Tacazon.



Photo above (left to right): Third Place Winner Valray Jeremiah and Second Place Winner Roy Uehara.

WATER WARS! WINNING TEAM

Team Exclusive ~ Pearl City Maintenance
Ryan Yoshida · Felipe Angniano · Willy Tacazon
Daniel Zimmerman

TASTE OF OTS LOCAL KINE GRINDZ CONTEST

- 1) Charlotte Hee, Executive Office ~ Chili
- 2) Roy Uehara, Paratransit ~ Baked Salmon
- 3) Valray Jeremiah, Paratransit ~ Pastele Stew

Paratransit Safety Awards

NOVEMBER 2012

Five (5) Consecutive Year Award
Pitre, Laverne
Six (6) Consecutive Year Award
Woodward, Michael
Nine (9) Consecutive Year Award
Visarra, Alexander

DECEMBER 2012

Five (5) Consecutive Year Award
Agag, Rannie
Bartolome, Loreto
Evangelista, Michael
Six (6) Consecutive Year Award
Maghamil, Albert
Eight (8) Consecutive Year Award
Cezar, Rueben
Nine (9) Consecutive Year Award
Souza, Stanley
Ten (10) Consecutive Year Award
Abbott, Gordon
Ahia-Young, Violet
Anagaron, Ramon
DeGuzman, Randall
Viernes, Alan

JANUARY 2013

Five (5) Consecutive Year Award
Calamayan, Benjamin
Six (6) Consecutive Year Award
Llacuna, Leslie
Natividad, Bryan
Nine (9) Consecutive Year Award
Gaea, Marian
Ten (10) Consecutive Year Award
Cabalo, Norman
Harvey, Desiree
Ikeda, Lavone
Kaina, Keolanui
Miller, Andrew
Samski, Carol

FEBRUARY 2013

Five (5) Consecutive Year Award
Baquiel, Jonathan
Quilit, Gregory
Six (6) Consecutive Year Award
Perucho, Rodolfo
Silva, Francis
Eight (8) Consecutive Year Award
Luckhaus, Martin
Nine (9) Consecutive Year Award
Paongo, Elena
Ten (10) Consecutive Year Award
Loa, Isaako
Suga, Joselito

MARCH 2013

Six (6) Consecutive Year Award
Turner, Jacob
Uehara, Roy
Seven (7) Consecutive Year Award
Mawae, Jonah
Naile, Wendy
Tabalba, Robert
Ten (10) Consecutive Year Award
Bajo, Kathleen
Capulong, Demetrio
Gomes, Theresa
Haili, Ernie
Kawelo, Darlene
Ponce, Ariel
Tanele, Mark

APRIL 2013

Six (6) Consecutive Year Award
Kealoha, Terrence
Ten (10) Consecutive Year Award
Sipili, Faapale

MAY 2013

Five (5) Consecutive Year Award
Nettles, Gary

Seven (7) Consecutive Year Award
McKay, Duncan
Nine (9) Consecutive Year Award
Biacan, George
Ten (10) Consecutive Year Award
Nauahi, Gabriel

JUNE 2013

Five (5) Consecutive Year Award
Jackola, Mark
Rombawa, Bernard
Six (6) Consecutive Year Award
Baker, Irene
Fiori, Peter
Keolanui, Maria
Petersen, Peter
Seven (7) Consecutive Year Award
Kalamau, Ginger
Remolacio, Warren
Sagaysay, Joel

JULY 2013

Six (6) Consecutive Year Award
Cadirao, Randolph
Seven (7) Consecutive Year Award
Gumapac, Tonette
Eight (8) Consecutive Year Award
Parker, Lisa
Romo, Johnny

AUGUST 2013

Five (5) Consecutive Year Award
Pablo Mauricio
Andres Sarmiento
Six (6) Consecutive Year Award
Allan Sablan
Seven (7) Consecutive Year Award
Eric Dixon
Ten (10) Consecutive Year Award
Randy Makahanaloa

Congratulations Nina Schneider 2013 Master Operator of the Year!

Nina Schneider has been a TheHandi-Van Operator since 9/27/92. Her personal commitment to the quality of work she does is obvious in everything she does. Her dedication contributes to the success of the organization and the positive reputation of the company. Her desire and willingness fuel our mutual efforts and lead us to success. The service Ms. Schneider has provided in her many years of service with the company exceeds all expectations. Her personal commitment to excellence has inspired others to push past

mediocrity. Ms. Schneider is an asset to the organization and TheHandi-Van Family, and a genuine leader amongst us all.

Congratulations TheHandi-Van Operator Nina Schneider --- Master Operator of the Year 2013.

Photo Right: **Master Operator of the Year 2013 Nina Schneider.**



Paratransit Van Operators Of The Month

January 2013
Duncan C. McKay

July 2013
Isaako Loa

February 2013
Lance G. Amero

August 2013
Ernie T. Haili

March 2013
Demetrio S. Capulong

September 2013
Maximiano G. Jardin

April 2013
Valerie B. Ancheta

October 2013
Gary W. Nettles

May 2013
Raymond K. Shimabuku

November 2013
Ramon Anagaran

June 2013
George E. Biacan

December 2013
Stewart Kalaloa

Paratransit Class 42 Graduated January 4, 2013



Photo above (left to right): 1st Row: **Grant Okimura, Desiree Moralino, Velma Kalawa, David Wong.**
2nd Row: **Jason Miyamura, Gordon Tengan, Benjamin Ocol, Jason Labbe, Michael Mackey.**
3rd Row: **Albert Diggs, Jack Maene, Paul Pereira, Joshua Dinong, Kendall Peterson.**

Paratransit Class 43 Graduated September 13, 2013



Photo above (left to right): **Bernard Ordonez, Melissa Olim, James Betham Jr., Aileen Yamaguchi, Damon Irwin, Juanita Ducosin, Shannon Lee.**

Paratransit Class 44 Graduated October 25, 2013



Photo above (left to right): **Evelyn Faumui, Jasmine Ramilo, Coline Kekauoha, Simon Lam, Faatau Muagututia, Brandon Grace.**

Finding A Better Way

Continued from cover.

example our dispatch program. Our Dispatch staff had been doing everything using paper and pen, but now with input from our Transportation Department the Information Technology section has automated all of the processes and go above and beyond the duties of the Dispatch Office.

Our Data Analysis section receives countless requests for bus stop usage data by the City and from private enterprise. The requests became so frequent, the department staff worked with the IT staff to create a new web

resource at <http://data.thebus.org>. You simply go to the site and enter the bus stop number and it will give you the average week day ons and offs at that bus stop.

Another new product from the Data Analysis section is our new TheBus Databook. Yes, this one was the result of multiple requests asking for the same data over and over again. This book was compiled by Doug Ibarra and will be made available to our internal staff, City Department of Transportation Services, and outside organizations by request.

And for all of the smartphone users, we are ready to launch our mobile website at <http://m.thebus.org>. There is a little less content, but it gives you the content you need on the go.

I am proud of these innovative efforts by OTS employees who take ownership of their respective sections and “get the job done” with the limited resources they have available. That’s what makes us special.

Jon Nouchi Recognized in Top 40 Under 40 in 2013

Story From Mass Transit Magazine

A graduate of the University of Southern California with a degree in urban planning, Jon Nouchi started his career with TheBus in 1998 as an Entry Transportation Clerk. He quickly rose through the ranks as Transit Planner Analyst, Senior Planner, Service Development Manager, and was appointed in 2009 to his current position as Director of Planning & Service Development. In his current capacity, Nouchi has a staff of 33 involved in service evaluation, scheduling, intelligent vehicles and bus stop amenities. His group schedules about 1,500,000 service hours per year. TheBus provides about 76 million unlinked trips per year, and Honolulu has the fifth highest per-capita ridership measured by the annual number of trips within the region.

Nouchi is one of those fortunate few that ended up doing what he wanted to do as a kid. He has a passion for improving the quality and effectiveness of transit for the customer. He is respected by all his peers from many different departments and sections in the bus company. Jon has a very collaborative style and is equally comfortable dealing with bus operators or congressional leaders. When he speaks at public meetings, members of community groups know they are hearing the real deal, and Jon has that uncommon ability to explain transit operations in a way that is meaningful to lay people. Nouchi is an active participant in American Public Transportation Association affairs. He is a graduate of Leadership APTA class of 2012 and is a member of the Bus Operations Committee. Nouchi is a frequent attendee at industry conferences (sometimes at his own expense) and

Photo right: **Jon Nouchi** (Director of Planning & Service Development).



has developed a nationwide network of colleagues from different systems and regions throughout the United States and Canada.

Nouchi is an innovator and has participated in many projects that have made a profound impact on local and even national transit. He was one of the pioneers working with Google Transit to develop the schema for Google’s General Transit Feed Specifications (GTFS). He worked with renowned Hawaiian language expert Puakea Nogelmeier to be the “voice of TheBus” and to make automated next-stop announcements. The program has been recognized for correcting the pronunciation of many Hawaiian street and place names and has been credited with having a community-wide impact.

Goals, Feedback, Progress

Herb Barboza
Vice President, Maintenance

It's no mystery the Maintenance department attributes its improved operational efficiency through goal setting. But there is a second vital component that animates and energizes our efforts, it's called feedback. Feedback is the validation required to reinforce today's game plan and the engine that drives tomorrow's success. Without feedback, the Maintenance department would be lost and unable to navigate the challenge of progress.

Setting goals has always been the jumping-off point for future progress; it provides direction and a foundation for which innovation is possible. The avenues traveled to arrive at a set goal are considered dynamic and consistently changing. Through feedback, the Maintenance group is able to evaluate real-time results and sketch out the next course of action. Remember, goal

setting is an ongoing activity and not just the means to an end.

It's been my experience; strategies for developing a consistent and effective solution to a Maintenance department challenge would most likely come from those closest to the problem, in most cases, that would be the operator or the technician. To engage the right person or group when feedback is needed makes for quicker problem resolution. All things considered, our people are our greatest resource, and thereby, our greatest asset.

Hence, the next time you find yourself with an idea or suggestion, remember, progress is possible because of employees like "you." Take the time to share your thoughts and ideas.

And by the way, a great idea is like buses, there is always another one coming.

Express!

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Calendar of Events

December

- 1 - Effective Start Date for the December Sign-Up
- 12 - OTS - Holiday Bash at TheBus and TheHandi-Van Facilities
- 12 - TheBus and TheHandi-Van Rodeos at TheBus Kalihi Facility
- 25 - Christmas Day
- Sunday Schedule (AZ off)

January

- 1 - New Year's Day
- Sunday Schedule (AZ off)
- 12 - Deadline to submit "Division Transfer" memos to Dispatch
- 20 - Martin Luther King, Jr. Holiday - State Holiday Schedule
- 27 - Regular Run Sign-Up: Start Time 1:30 p.m. at both divisions
- 28 - Regular Run Sign-Up: Start Time 9:00 a.m. at the Pearl City Division

- 28 - Regular Run Sign-Up: Start Time 1:30 p.m. at the Kalihi Division
- 29-31- Regular Run Sign-Up: Start Time 9:00 a.m. at both divisions

February

- 3-5 - Regular Run Sign-Up: Start Time 9:00 a.m. at both divisions
- 6 - Regular Run Sign-Up: Start Time 9:00 a.m. at the Kalihi Division
- 11 - Relief Run Completion: Start Time 9:00 a.m. at both divisions
- 12 - Relief Run Completion: Start Time 9:00 a.m. at the Kalihi Division
- 17 - Presidents' Day
- Saturday Schedule

March

- 2 - Effective Start Date of the March Sign-Up
- 26 - Prince Jonah Kuhio Kalaniana'ole Day
- State Holiday Schedule

April

- 18 - Good Friday
- State Holiday Schedule