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Our Values



Robert Yu
President and General Manager

Aloha, Everyone.

Our thoughts and sympathy continue to be with everyone affected by the Maui wildfires, including our employees who have family and friends there. The loss and devastation are heartbreaking and, in many ways, immeasurable. We continue to support the people of Maui as they and the island itself slowly heal and recover.

At OTS, our desire to help others and do our best is embodied in our company's culture. It's also expressed in our four cornerstones of value: Excellence, Integrity, Growth, and Aloha. Most of you may wonder why we haven't really talked about this. Unfortunately, I have not done a very good job of communicating these values to you.

I'm happy and proud to say that every day I see our employees doing their best to transport thousands of customers to their destination safely and with a smile, patiently and efficiently answering hundreds of customer calls, maintaining our vehicles so they're safe and clean, working diligently to accommodate requests from our stakeholders, and overall working to ensure that we all work in a safe and welcoming environment. Thank you for always stepping up to help the public and fellow employees. OTS' success, positive reputation, and ongoing respect in the community are due to you. You are the embodiment of our values. For that, I am grateful.

Mahalo and keep up the outstanding work.

Express!

Published by
Oahu Transit Services, Inc.
Operators of TheBus & TheHandi-Van
811 Middle Street
Honolulu, Hawaii 96819

Department of Transportation Services

J. Roger Morton

Director, Dept. of Transportation Services

Jon Nouchi

Deputy Director, Dept. of Transportation Services

Eileen Mark

Chief, Transportation Mobility Division

Oahu Transit Services, Inc.

Robert Yu

President and General Manager

Jenny Lemaota

Senior Vice President and Deputy General Manager

Sean-Bennett Paio

Vice President, Transportation

Gloria P. Li

Vice President, Finance

Jerome Preese

Vice President, Planning and Technology

Adam Tamayoshi

Vice President, Maintenance

Tamara K. P. Addison

Vice President, Human Resources
and Labor Relations

Tracie L. Coelho

Vice President, Paratransit Services

Express! Staff

Michelle Kennedy

Vice President, Customer Services

Linda Mitsunaga

Customer Service Clerk Coordinator (Communications)

Sadao R. Narikiyo

Graphic Designer

Scott Sasaki

Distribution Clerk II (Communications)

Other Contributing Writers

Letha DeCaires

Director of Civil Rights

Eric Nakashima

Director of Safety and Security

Positive Strides in Challenging Times

Tracie L. Coelho

Vice President, Paratransit Services

When I think about TheHandi-Van and the exceptional service our team provides, I am amazed and so grateful to be a part of a Company that goes above and beyond to serve our clients with the true spirit of Aloha. No matter how hard or challenging the task of maintaining this service may be, everyone works together to provide the best public transportation service for our kupuna and many of those in our community who are eligible to utilize TheHandi-Van.

The past year has had its obstacles on so many different levels of service. From June 2022 through December 2022, our call center phone statistics were poor due to shortages in staffing. We were happy to be able to hire the staff we needed to attain service requirements set by the Department of Justice (DOJ). Our positive strides will ensure we maintain the requirements set forth by the DOJ for the next three years. As of today, our reservationists are on track and answering calls within three minutes at 97 percent and within five minutes at 99 percent! On average, they answer 38,000+ calls in a month, all while maintaining their high level of professionalism and customer service.

On average, TheHandi-Van provides approximately 3,000 trips on weekdays and our supplemental providers approximately 250 trips. In order to effectively process all these trips, our scheduling team manually takes these trips and builds the runs which produce the Operators' manifests on a daily basis. With their staff of five on duty, it amazes me how they achieve and manage this grueling task.

Our Dispatchers, Operations Clerks, and Operators do an outstanding job of maintaining the day-to-day operations. Each day, our Dispatchers are tasked with finding runs to manage the unscheduled bucket. The number of unscheduled clients could range from 100 to 300. The tedious task of finding runs and Operators to assist can become overwhelming. Many factors contribute to this such as shortage of staffing and high downed vehicle counts.

We are grateful that the Department of Transportation (DTS) agreed to purchase ten Nissan Rogues to add to our vehicle count. DTS also purchased 48 new Starcraft cutaways to replace some of our aging fleet. We are scheduled to receive all 48 by the end of November 2023. We are currently in collaboration with DTS to plan future procurements of vehicles that will best serve our clients.

The dedication of our staff, which includes our maintenance team, is commendable. Everyone working together and doing their best in running a smooth operation does not go unnoticed. Our Executive team, Managers, and Supervisors are grateful that all of you provide this service and are truly, "Driven by the Spirit of Aloha"!

Moving forward, we are working to improve communication at all levels and provide more opportunities for growth within OTS. With these efforts, we hope to exemplify the mission statement for TheHandi-Van and all who utilize our services.

Mahalo Nui,
Tracie L. Coelho
Vice President, Paratransit Services



OTS `Ohana Continues to Overcome and Move Forward

Jenny Lemaota

Senior Vice President and Deputy General Manager

Looking back over the last three years, I am in awe of how we navigated through so many challenges together, and here we are, still blessed with a great purpose to serve our communities daily through transit. Your resilience and dedication is second to none. With Skyline in operation, new technology, and aspirations from our City leaders, there is always something in the works at OTS and we are gearing up for the new challenges ahead.

In July 2023, OTS implemented significant new bus service to complement Skyline from Kapolei to Aloha Stadium. We expect significant changes to bus service again in 2025 when Skyline's Middle Street and Lagoon Drive stations open. Service plans for these stations are not final; i.e., we are in discussion with the City about possibly extending the Route 20 as an express line from Middle Street to Waikiki as well as putting in circulators at the Lagoon Drive station for the Salt Lake community. We will definitely have meetings with operators to communicate the changes, put out material on changes as soon as available, and post videos of new routes like we did for the service implemented in July 2023.

Transitioning to new technology is not new to OTS, and the staff always does an excellent job of working through the obstacles that come with such change. Electric buses ("e-buses") and smart cards are a couple of areas where we have experienced significant change and continue to see evolve.

With a fleet of 17 Gillig e-buses, both our operations and maintenance teams have learned a lot about electric buses over the last two years. Although the overall feedback from operators is that they like how the e-buses run, challenges with chargers and batteries occur from time to time. Over the next few years, we will learn a lot more as the e-bus fleet ages including how durable the e-bus parts are and how quickly batteries degrade in reality. In the meantime, the technology of e-buses, batteries and chargers continues to improve.

With only 17 e-buses out of our 480-bus fleet, managing the operational challenges (i.e., limited mileage range, long periods to charge, etc.) is manageable. However, as our e-bus fleet grows, we will need more robust and adequate charging infrastructure. Additionally, our operations will require sophisticated software tools to properly schedule routes by range of each bus fleet, schedule charging times within allowable charging time frames, and manage the buses on the road to ensure their state of charge remains adequate to complete their routes.

The City's plan is still to have a 100% e-bus fleet by the end of 2040, and their current bus procurement plan is to procure only e-buses starting in 2025. The greater challenge than buying buses is building adequate charging infrastructure to efficiently charge 500-plus e-buses. As you can see at Kalihi, because of the amount of electricity needed to charge a bus, charging infrastructure takes up a lot of space and is very costly. Recently, the City has discussed overhead charging at Alapai Transit Center and additional depot charging at the Pearl City Facility. The City's plan to have 100% electric buses by the end of 2040 is a noble goal; however, given the aforementioned challenges, including a very tight budget in the

upcoming fiscal years, I believe the City may need to adjust its plan. Nonetheless, OTS strives to do what is within its control, which means that adequate staffing and training for our maintenance staff is at the forefront of our minds as we plan for the future of a larger e-bus fleet. Currently, we are in early discussions with the City about an electric fleet for TheHandi-Van. While a completely different operation from TheBus, TheHandi-Van faces the same challenges regarding sufficient charging infrastructure, range, and efficiency.

After successfully rolling out the HOLO smart card on TheBus, our TheHandi-Van team fully rolled out HOLO to riders in July 2023. The City anticipates having the HOLO card validators in some form (possibly a phone application) for our supplemental providers who help complete our 3,600-plus daily trips. In the more distant future, the City has its eyes set on mobile ticketing options for customers. The City aspires for our riders to be able to plan (Bus, Handi-Van, Skyline, Bikeshare, etc.), track their transit, and pay for their fare through a single mobile application. As for now, I am still excited about the HOLO smart card and the fact that our operators do not need to worry about certain things like transfers and there is less cash. There could come a day when we are completely cashless; but that is a long ways off.

Lastly, it was so nice to restart our Employee Appreciation/Rodeo event this past summer. Although there was not a national rodeo competition this year, we decided to do the rodeo because first, it was fun for all and well-deserved, and second, we wanted to get our operators and mechanics ready to compete in our official qualifying rodeo event in December. Yes, we are getting back on our holiday annual Employee Appreciation/Rodeo event this December! The winners of this upcoming rodeo will be able to compete in the national bus and paratransit rodeo competitions in 2024. More details to come!

Mahalo to all employees for your continuous hard work and dedication. Always looking forward to moving into the future with you.



Photo above: **E-bus plugged in at a charge station at the Kalihi Facility.**

Transit Transfers

Christopher Hall, Lead Mechanic, was promoted on 4/1/2022. Christopher was previously an HEM - Running Repair and has been with OTS, Inc., since 10/1/2007.



Jolene Miller, Purchasing Clerk Coordinator, was promoted on 5/1/2022. Jolene was previously a Senior Purchasing Clerk and has been with OTS, Inc., since 10/16/1990.



Marley Makanani, Service Attendant, was promoted on 4/1/2022. Marley was previously an Information Clerk II and has been with OTS, Inc., since 12/10/2013.



Janet Scott, Timekeeper Coordinator, was promoted on 5/1/2022. Janet was previously a Senior Timekeeper and has been with OTS, Inc., since 4/8/2008.



Michael Molina, Dispatcher, was promoted on 4/1/2022. Michael was previously a Bus Operator and has been with OTS, Inc., since 6/4/2016.



Ku`uipo Roman, Customer Service Clerk Coordinator was promoted on 5/16/2022. Ku`uipo was previously a Bus Pass Clerk I and has been with OTS, Inc., since 4/1/2019.



Harvey Alexander, Road Supervisor, was promoted on 4/16/2022. Harvey was previously a Bus Operator and has been with OTS, Inc., since 5/22/2007.



Peter Sison, Maintenance Clerk I, was promoted on 5/25/2022. Peter was previously an Entry Maintenance Clerk and has been with OTS, Inc., since 11/25/2019.



Summer Noland, Senior Information Clerk, was promoted on 4/16/2022. Summer was previously an Information Clerk II and has been with OTS, Inc., since 9/1/2016.



Kelsey Ralar-Hetrick, Sr. Customer Service Clerk, was promoted on 5/31/2022. Kelsey was previously an Information Clerk I and has been with OTS, Inc., since 8/3/2018.



Robert Rosuman, Road Supervisor, was promoted on 4/16/2022. Robert was previously a Bus Operator and has been with OTS, Inc., since 5/23/2013.



Nordine Montira, Paratransit Operations Supervisor, was promoted on 6/1/2022. Nordine was previously a Paratransit Field Incident Responder and has been with OTS, Inc., since 3/19/2005.



Bobby Wallace, Superintendent, Maintenance - Paratransit Services, was promoted on 4/16/2022. Bobby was previously an Assistant Superintendent, Maintenance - Kalihi Division, and has been with OTS, Inc., since 11/17/2008.



Maricel Ganoot, Purchasing Clerk I, was promoted on 6/2/2022. Maricel was previously an Entry Purchasing Clerk and has been with OTS, Inc., since 12/2/2019.



Anthony Camara, HEM - Brake Shop, was promoted on 6/13/2022. Anthony was previously a Service Attendant and has been with OTS, Inc., since 12/15/2020.



Colin Sasano, Lead Trades Person, was promoted on 10/17/2022. Colin was previously a First Class Trades Person and has been with OTS, Inc., since 10/18/1999.



Kelsey Taeza, Payroll Clerk Coordinator, was promoted on 7/1/2022. Kelsey was previously a Senior Payroll Clerk and has been with OTS, Inc., since 11/16/2018.



Bryson Rosa, Mechanic Helper, was promoted on 10/31/2022. Bryson was previously a Service Attendant and has been with OTS, Inc., since 10/11/2021.



Severo Bolosan, Assistant Superintendent, Maintenance - Kalihi Division was promoted on 8/1/2022. Severo was previously a Service Station Supervisor and has been with OTS, Inc., since 10/16/1987.



Sean Asakura, Service Station Supervisor, was promoted on 12/1/2022. Sean was previously a Vault Puller Technician and has been with OTS, Inc., since 5/4/2000.



Phong Phan, Technology and Planning Analyst, was promoted on 8/1/2022. Phong was previously a Bus Operator and has been with OTS, Inc., since 5/29/2021.



Laurell Almeida, Lead Utility Worker, Kalihi Division, was promoted on 1/1/2023. Laurell was previously a Utility Worker and has been with OTS, Inc., since 4/16/2013.



Ronald Domenden, Foreman, Running Repair, was promoted on 8/16/2022. Ronald was previously an HEM - Running Repair and has been with OTS, Inc., since 2/18/2009.



Jeffery-Lee Enoka, Trades Helper, was promoted on 1/16/2023. Jeffery-Lee was previously a Bus Stop Crew Laborer II and has been with OTS, Inc., since 12/16/2014.



Thelma Manuel, Senior Purchasing Clerk, was promoted on 8/16/2022. Thelma was previously a Purchasing Clerk II and has been with OTS, Inc., since 8/11/2008.



Joseph Gouveia-Chong, Assistant Superintendent, Maintenance - Pearl City Division, was promoted on 1/16/2023. Joseph was previously a Service Station Supervisor and has been with OTS, Inc., since 3/21/2000.



Spencer Louie, Superintendent, Maintenance - Pearl City Division, was promoted on 10/1/2022. Spencer was previously an Assistant Superintendent, Maintenance - Pearl City Division, and has been with OTS, Inc., since 5/3/1999.



Keith Sasano, Paratransit Field Incident Responder was promoted on 2/1/2023. Keith was previously a Paratransit Operator and has been with OTS, Inc., since 6/14/2014.



Continued on pg. 6

Transit Transfers

Continued from pg. 5

Kevin Takeda, Paratransit Field Incident Responder, was promoted on 2/1/2023. Kevin was previously a Paratransit Operator and has been with OTS, Inc., since 9/26/2009.



Michael Yamaguchi, Storekeeper II, Step I, was promoted on 7/17/2023. Michael was previously a Storekeeper and has been with OTS, Inc., since 7/17/2017.



Tamara Addison, Vice President, Human Resources & Labor Relations, was promoted on 4/1/2023. Tamara was previously Director of Human Resources and has been with OTS, Inc., since 4/5/2004.



Agnes Loi, Director of Information Technology, was promoted on 8/1/2023. Agnes was previously an Assistant Director of Information Technology and has been with OTS, Inc., since 5/13/1996.



Tracie Coelho, Vice President, Paratransit Services, was promoted on 4/1/2023. Tracie was previously Interim Vice President, Paratransit Services, and has been with OTS, Inc., since 10/1/1994.



10th Annual OTS Fishing Tournament

Noah Hirata, HEM - Running Repair, was promoted on 4/16/2023. Noah was previously a Mechanic Helper and has been with OTS, Inc., since 1/30/2020.



Joseph Kalima, Vault Puller Technician, was promoted on 6/16/2023. Joseph was previously a Service Attendant and has been with OTS, Inc., since 10/2/2015.



Timothy Ho, Schedule & Assignment Tech III, was promoted on 7/1/2023. Timothy was previously a Schedule & Assignment Tech II and has been with OTS, Inc., since 11/24/1995.



Patrick Ono, Storekeeper II, Step I, was promoted on 7/17/2023. Patrick was previously a Storekeeper and has been with OTS, Inc., since 7/17/2017.



State of Charge

Jerome Preese

Vice President, Planning and Technology

After a little over a year of time on the road, Honolulu's fleet of electric buses has performed, well, adequately. We have definitely put them to the test, running these vehicles as long and often as possible. They have been performing as advertised, meeting their original mileage estimates of 140 miles on a full charge and charging time of about 2 ½ hours. We have run into a few charging and charger issues but for the most part the buses

have been available for revenue service. The operators like the drivability, and the noise reduction and elimination of exhaust fumes are huge benefits for the community. On the downside, the cost of electricity from 5:00 p.m. to 10:00 p.m. is extremely high and prohibits the buses from being recharged in that period. Our fleet is still small at 17 vehicles and with nine chargers, opportunities are available in the middle of the day to

recharge. This is typically when buses return from the peak morning commute. We have learned that orchestrating the charging will become significantly more challenging as the fleet grows. They will be needed on long vehicle blocks and additional infrastructure will be required. However, with technological advancements in battery capacity and faster charging capabilities, electric buses do show a lot of promise.

Paratransit Class 72 Graduated May 13, 2022



Photo above: Front Row (left to right): **Henson Kaufusi, Ryan Goodness, Gunther Muller, Darryl Mapusaga, Michael O'Brien, Nathanielle Nault.**
Back Row (left to right): **Ricardo Briones, Philip Cadiz, Caroline Makaio, Rolando Tuliao.**

Paratransit Class 73 Graduated August 26, 2022



Photo above: Front Row (left to right): **Christina Entendencia, Douglas Viernes, Gloria Ho, Holland Omeli, Jarrett Marquez, Kapono Crawford-Tuzon.**
Back Row (left to right): **Alroy Paiva, Akihito Kashi, Malia Tabag, Althea Marcellino, Jordan Macalma, David Baker, Laamaikahiki Kamai, Bryant Tarrant.**

Paratransit Class 74 Graduated December 16, 2022



Photo above: Front Row (left to right): **Isaac Ahana, Samuel Vendiola, Violet Hoopii, Patrice Machado, Brigitte Hanog.**
Back Row (left to right): **Satya Martin, Nerlito Ramiscal, Wynson Yim.**

Paratransit Class 75 Graduated March 24, 2023



Photo above (left to right): **Shai Timu, Jacob Routon, Joseph Naeole, Jacob Mamuad, Thor Smith, Kamaileaulii Kaehuaea, Kalani Spencer, Sara Ann Messinger, Jacqueline Vitaliano.**

Paratransit Safety Awards

MARCH 2022

Six (6) Year Award
IOSE, Fetausiai
KAUANUI, Dephanie
Seven (7) Year Award
CHINEN, Michael
REGO, Jason
Eight (8) Year Award
PEREIRA, Paul
Ten (10) Year Award
LEWIS, Timothy
Fifteen (15) Year Award
TURNER, Jacob
UEHARA, Roy
Sixteen (16) Year Award
MAWAE, Jonah
Nineteen (19) Year Award
IKEDA, Lavone

APRIL 2022

Six (6) Year Award
McCLENDON, Joshua
VISARRA, Alexander
WILSON, Darren
Seven (7) Year Award
CASTILLO, Danny
ROBELLO, Cynthia
Nine (9) Year Award
AIO, Gabriel
Ten (10) Year Award
ROBINSON, Cynthia
Eleven (11) Year Award
COLLING, Ronald
LAWELAWA, Charlene
Twelve (12) Year Award
OASAY, Warren
Seventeen (17) Year Award
LUCKHAUS, Martin
Nineteen (19) Year Award
AHIA-YOUNG, Violet

MAY 2022

Five (5) Year Award
NASHIRO, Ross
PAONGO, Elena
VILLARINO, Jesus
Six (6) Year Award
FILOTEO, Coronella
SHANNON, Kevin
Seven (7) Year Award
LAM, Simon
Nine (9) Year Award
CAPUA, Lani
Ten (10) Year Award
KALEIKOA, Samuel
Eleven (11) Year Award
CHANG, Gregory
Fourteen (14) Year Award
WOODWARD, Michael
Sixteen (16) Year Award
CASSEL, Abram

MAY 2022 Cont.

Seventeen (17) Year Award
FREITAS, Robyn
SOUZA, Stanley
Eighteen (18) Year Award
BIACAN, George
Nineteen (19) Year Award
SUGA, Joselito

JUNE 2022

Five (5) Year Award
KEAMO, Gayleen
NISHIMURA, Herbert
SCHIRMER, Courtney
Six (6) Year Award
McCORMICK, Robert
SUMAILO, Delbert
Seven (7) Year Award
COSTA, Delandra
FUJITANI, Eric
TUMAMAQ, Roderick
Fifteen (15) Year Award
PERUCHO, Rodolfo
Sixteen (16) Year Award
SAGAYSAY, Joel

JULY 2022

Five (5) Year Award
EVANGELISTA, Michael
Six (6) Year Award
DIEUDONNE, David
KEKUA, Granit
KIM, Vernon
Seven (7) Year Award
DOLDOLEA, Kau
Eight (8) Year Award
ROMBAWA, Bernard
Eleven (11) Year Award
KAHUE, Jonathan
Twelve (12) Year Award
MARTIN, LaDrakeus
Fifteen (15) Year Award
NATIVIDAD, Bryan
Nineteen (19) Year Award
LOA, Isaako

AUGUST 2022

Five (5) Year Award
COLBURN, Kao
OLIM, Melissa
Six (6) Year Award
CABRERA, James
Seven (7) Year Award
ANTONIO, Edgar
LAUOFO, Iwalani
MAENE, Jack
Eight (8) Year Award
McKEAGUE, Walter
Nine (9) Year Award
MAKEKAU, Kalani

AUGUST 2022 Cont.

Thirteen (13) Year Award
PACARRO, Elvira
Fourteen (14) Year Award
BAKER, Irene

SEPTEMBER 2022

Six (6) Year Award
EDBOI, Casey
Seven (7) Year Award
CRUZ, Generozo
FLETCHER, John
KAWELOLANI, Darren
Ten (10) Year Award
MANOG, Joseph
Thirteen (13) Year Award
TAKEDA, Kevin
Nineteen (19) Year Award
HAILI, Ernie

OCTOBER 2022

Five (5) Year Award
AGUINALDO, Willie
BELIZON, Michael
QUIBODEAUX, Rick
Six (6) Year Award
VEA, Michael
Seven (7) Year Award
KALAOLA, Edwina
Eight (8) Year Award
TUAOPEPE, Joseph
Nine (9) Year Award
GRACE, Brandon
Ten (10) Year Award
QUIAMBAO, Patricia
Thirteen (13) Year Award
PUSINS, George
Fifteen (15) Year Award
LAQUIHON, Mercedes

NOVEMBER 2022

Five (5) Year Award
HIRAHARA, Teresa
TENGAN, Gordon
Six (6) Year Award
KERNS, Robert
YAMAGUCHI, Aileen
Seven (7) Year Award
DINONG, Joshua
Eight (8) Year Award
REMOLACIO, Warren
Nine (9) Year Award
ISHIYAMA, Jay
MONIZ, Jordan
Eleven (11) Year Award
GERVACIO, Danny
PENERA, Jose

DECEMBER 2022

Five (5) Year Award
 ALFORD, Keoni
 AMERO, Lance
 BELARAS, Jose
 COSTELLO, Jason
 KAE0, Delano
 Six (6) Year Award
 ABARO, Eden
 Seven (7) Year Award
 PARADEZA, Cesar
 ROSALES-LYMAN, Tristan
 VINOYA, Jabin
 Eight (8) Year Award
 MILLER, Andrew
 ROQUE, Benjamin
 Fourteen (14) Year Award
 BARTOLOME, Loreto

JANUARY 2023

Five (5) Year Award
 MA SUN, Caroline
 SCANLAN, Patsy
 Six (6) Year Award
 ITOKAZU, Kipling
 Seven (7) Year Award
 DIGGS, Albert
 Eight (8) Year Award
 MAGSANAY, Tanya
 SASANO, Keith
 Ten (10) Year Award
 KANESHIRO, Gary
 Eleven (11) Year Award
 WILLING, Amelia
 Twelve (12) Year Award
 POKIPALA, Ruben
 Twenty (20) Year Award
 HARVEY, Desiree

FEBRUARY 2023

Six (6) Year Award
 Anderson, Sean
 Eight (8) Year Award
 Condemicor, Elmer
 Pedro, Danilo
 Fifteen (15) Year Award
 Agag, Rannie
 Eighteen (18) Year Award
 Cezar, Ruben

MARCH 2023

Five (5) Year Award
 JEREMIAH, Valray
 KAPUNIAI, Renee
 Ten (10) Year Award
 ALALEM, Robyn
 Fourteen (14) Year Award
 NAILE, Wendy
 Sixteen (16) Year Award
 TURNER, Jacob
 UEHARA, Roy

MARCH 2023 Cont.

Seventeen (17) Year Award
 MAWAE, Jonah
 Twenty (20) Year Award
 IKEDA, Lavone

APRIL 2023

Five (5) Year Award
 ANAGARON, Ramon
 DAVIS, Kelly
 Seven (7) Year Award
 McCLENDON, Joshua
 WILSON, Darrin
 Eight (8) Year Award
 CASTILLO, Danny
 REGO, Jason
 ROBELLO, Cynthia
 Ten (10) Year Award
 AIO, Gabriel
 Thirteen (13) Year Award
 OASAY, Warren
 Eighteen (18) Year Award
 LUCKHAUS, Martin

MAY 2023

Five (5) Year Award
 KAWELO, Darlene (March)
 LUDWIG, Mark
 NAKAKURA, Ken
 SCANLAN-HIMALAYA, Justin
 Six (6) Year Award
 NASHIRO, Ross
 VILLARINO, Jesus
 Seven (7) Year Award
 SHANNON, Kevin
 VISARRA, Alexander
 Eight (8) Year Award
 LAM, Simon
 OKAMURA, John
 Ten (10) Year Award
 CAPUA, Lani
 Twelve (12) Year Award
 LAWELAWA, Charlene (April)
 Fifteen (15) Year Award
 WOODWARD, Michael
 Eighteen (18) Year Award
 SOUZA, Stanley

JUNE 2023

Five (5) Year Award
 ADAMS, Todd
 DELA CRUZ, Joseph
 HUSSEY, Kyle
 KEKAHUNA, Jacob
 Six (6) Year Award
 NISHIMURA, Herbert
 Seven (7) Year Award
 McCORMICK, Robert
 SUMAILO, Delbert

JUNE 2023 Cont.

Eight (8) Year Award
 COSTA, Delandra
 TUMAMA0, Roderick
 Nine (9) Year Award
 PEREIRA, Paul
 Eleven (11) Year Award
 KOBYLANSKI, Jesse
 Twelve (12) Year Award
 CHANG, Gregory
 Sixteen (16) Year Award
 PERUCHO, Rodolfo
 Seventeen (17) Year Award
 SAGAYSAY, Joel
 Twenty (20) Year Award
 AHIA-YOUNG, Violet

JULY 2023

Six (6) Year Award
 SCHIRMER, Courtney
 Seven (7) Year Award
 DIEUDONNE, David
 KIM, Vernon
 Eight (8) Year Award
 DOLDOLEA, Kai
 Nine (9) Year Award
 OMELI, Leilani
 Twelve (12) Year Award
 KAHUE, Jonathan
 Thirteen (13) Year Award
 MARTIN, LaDrakeus
 Sixteen (16) Year Award
 GOMES, Theresa
 NATIVIDAD, Bryan
 Twenty (20) Year Award
 LOA, Isaako

AUGUST 2023

Six (6) Year Award
 COLBURN, Kaeo
 Seven (7) Year Award
 CABRERA, James
 KEKUA, Granit
 Eight (8) Year Award
 ANTONIO, Edgar
 LAUOFO, Iwalani
 MAENE, Jack
 Nine (9) Year Award
 McKEAGUE, Walter
 Ten (10) Year Award
 MAKEKAU, Kalani

Retiree Corner

Albert Pablo,
Bus Operator,
retired on 3/1/2022,
with 13 years
of service.



Stanley Abalos,
Bus Operator,
retired on 4/1/2022,
with 30 years
of service.



Tony Choe,
Bus Operator,
retired on 5/1/2022,
with 12 years
of service.



Geraldine Sugai,
Purchasing Clerk
Coordinator,
retired on 3/16/2022,
with 36 years
of service.



Alalita Fonoti,
Bus Operator,
retired on 4/1/2022,
with 30 years
of service.



Rafael Javier,
Bus Operator,
retired on 5/3/2022,
with 6 years
of service.



Rudy Topinio,
Bus Operator,
retired on 4/1/2022,
with 20 years
of service.



Damian Depasquale,
Bus Operator,
retired on 4/16/2022,
with 30 years
of service.



Timothy Villanueva,
Bus Operator,
retired on 6/1/2022,
with 6 years
of service.



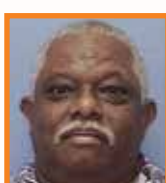
Ben Taualo,
Bus Operator,
retired on 4/1/2022,
with 26 years
of service.



Alexander Kuewa,
Bus Operator,
retired on 5/1/2022,
with 30 years
of service.



Michael Jackson,
Paratransit Operator,
retired on 6/1/2022,
with 7 years
of service.



Alva Yamamoto,
Bus Operator,
retired on 4/1/2022,
with 23 years
of service.



Carol Ohelo,
Timekeeper Coordinator,
retired on 5/1/2022,
with 32 years
of service.



Francis Behic,
Paratransit Operator,
retired on 7/1/2022,
with 7 years
of service.



Cherilyn Kauwalu,
Bus Operator,
retired on 4/1/2022,
with 35 years
of service.



Michael Irei,
Foreman, Running
Repair,
retired on 5/1/2022,
with 48 years
of service.



Domingo Perez,
Paratransit Operator,
retired on 7/1/2022,
with 21 years
of service.



Laura Borges,
Entry Information Clerk,
retired on 4/1/2022,
with 28 years
of service.



Gary Nishikawa,
HEM - Body Shop,
retired on 5/1/2022,
with 50 years
of service.



Roger Smith,
Dispatcher,
retired on 7/1/2022,
with 16 years
of service.



Liem Vo,
Bus Operator,
retired on 4/1/2022,
with 28 years
of service.



Stuart Onaga,
HEM - Running Repair,
retired on 5/1/2022,
with 28 years
of service.



Sylvia Miller,
Customer Service Clerk II,
retired on 7/1/2022,
with 26 years
of service.



William Cacho,
Lead Mechanic,
retired on 7/1/2022,
with 48 years
of service.



Edwin Kim,
Road Supervisor,
retired on 9/1/2022,
with 28 years
of service.



Charles Akana,
Bus Operator,
retired on 10/7/2022,
with 5 years
of service.



Darryl Ohelo,
Bus Operator,
retired on 7/1/2022,
with 33 years
of service.



Curtis Jackson,
Bus Operator,
retired on 9/1/2022,
with 23 years
of service.



Albert Maghamil,
Paratransit Operator,
retired on 10/28/2022,
with 17 years
of service.



Candy Luna,
Bus Operator,
retired on 7/1/2022,
with 30 years
of service.



Lulani Santiago,
Road Supervisor,
retired on 9/1/2022,
with 23 years
of service.



Daryl Ishiyama,
Counting Room Clerk II,
retired on 11/1/2022,
with 27 years
of service.



Traci Tsuda,
Maintenance Clerk II,
retired on 7/1/2022,
with 32 years
of service.



Stacy Heen,
Bus Operator,
retired on 9/1/2022,
with 36 years
of service.



Debra Matsumura,
Sr. Maintenance Clerk,
retired on 11/1/2022,
with 38 years
of service.



Brian Vonahsen,
Paratransit Operator,
retired on 8/1/2022,
with 15 years
of service.



Mark Harada,
Bus Operator,
retired on 9/1/2022,
with 38 years
of service.



Sandra Morishige,
Maintenance Clerk II,
retired on 11/1/2022,
with 36 years
of service.



Guy Yonehiro,
Bus Operator,
retired on 8/1/2022,
with 28 years
of service.



Judy Bailo,
Payroll Clerk
Coordinator,
retired on 10/1/2022,
with 47 years
of service.



Daniel O'Donnell,
Bus Operator,
retired on 12/1/2022,
with 18 years
of service.



Georrine Akiona,
Bus Operator,
retired on 8/1/2022,
with 30 years
of service.



Tavita Faumuina,
Bus Operator,
retired on 10/1/2022,
with 28 years
of service.



Caroline Paulo,
Bus Operator,
retired on 12/1/2022,
with 33 years
of service.



Rene Kimura,
Clerk Steno II,
retired on 9/1/2022,
with 26 years
of service.



Brenda Fischer,
Transportation Clerk II,
retired on 10/1/2022,
with 30 years
of service.



Gary Kong,
Storekeeper II, Step II,
retired on 12/1/2022,
with 32 years
of service.



Continued on pg. 12

Retiree Corner

Continued from pg. 11

Layton Kauahikaua,
Bus Operator,
retired on 1/1/2022,
with 34 years
of service.



Kenneth Golden,
Vault Puller Technican,
retired on 4/1/2023,
with 30 years
of service.



Douglas Perry,
Bus Operator,
retired on 5/16/2023,
with 30 years
of service.



Ralph Aviles,
Bus Operator,
retired on 1/1/2023,
with 37 years
of service.



David Kilborn,
Bus Operator,
retired on 5/1/2023,
with 33 years
of service.



Elena Paongo,
Paratransit Operator,
retired on 6/1/2023,
with 28 years
of service.



Robert Yamaguchi,
Bus Operator,
retired on 1/1/2023,
with 48 years
of service.



Stephanie Cabanero,
Sr. Maintenance Clerk,
retired on 5/1/2023,
with 36 years
of service.



Michael Chinen,
Paratransit Operator,
retired on 6/1/2023
with 12 years
of service.



Anthony Agao,
HEM - Quality Assurance,
retired on 2/1/2023,
with 50 years
of service.



Samuel Makekau,
Bus Operator,
retired on 5/1/2023,
with 37 years
of service.



Albert Diggs,
Paratransit Operator,
retired on 6/1/2023,
with 10 years
of service.



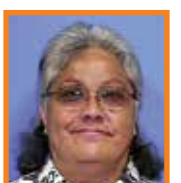
Annette Vierra,
Bus Operator,
retired on 4/1/2023,
with 15 years
of service.



Georgia Shinagawa,
Accountant/
Bookkeeper,
retired on 5/1/2023,
with 42 years
of service.



Donna May Kamakana,
Bus Operator,
retired on 6/1/2023,
with 23 years
of service.



Ruben Colleado,
Bus Operator,
retired on 4/1/2023,
with 49 years
of service.



Thomas Yim,
Lead Mechanic,
retired on 5/1/2023,
with 48 years
of service.



Lana Nedervelt,
Sr. Customer
Service Clerk,
retired on 6/1/2023,
with 49 years
of service.



Bridget Boyd,
Bus Operator,
retired on 4/1/2023,
with 37 years
of service.



Kimo Chun,
HEM - Vehicle
Communitations,
retired on 5/1/2023,
with 13 years
of service.



David Kasaoka,
Bus Operator,
retired on 7/1/2023,
with 49 years
of service.



Joseph Lorenzo,
HEM - Running Repair,
retired on 4/1/2023,
with 32 years
of service.



Dicken Pacheco,
Bus Operator,
retired on 5/6/2023,
with 26 years
of service.



Wilfred Magallanes,
Bus Operator,
retired on 7/1/2023,
with 31 years
of service.



Wendy Wasano,
Controller,
Paratransit Svcs.,
retired on 7/1/2023,
with 34 years
of service.



Afaese Afaese,
Paratransit Operations
Clerk,
retired on 7/1/2023,
with 31 years
of service.



Henry Yamamura,
Storkeeper II, Step II
8/1/2023,
with 28 years
of service.



Lance Whang,
Bus Operator,
retired on 7/1/2023,
with 32 years
of service.



Anselmo Panganiban,
Clerk Coordinator,
Paratransit Finance,
retired on 8/1/2023,
with 24 years
of service.



Terrance Teruya,
Manager of Vehicle
Communications,
retired on 8/1/2023,
with 32 years
of service.



Gerado Averion,
Bus Operator,
retired on 7/1/2023,
with 19 years
of service.



Derek Duncan,
Bus Operator,
retired on 8/1/2023,
with 25 years
of service.



Guy Moriwaki,
Director of Information
Technology,
retired on 8/1/2023,
with 31 years
of service.



Levone Ikeda,
Paratransit Operator,
retired on 7/1/2023,
with 31 years
of service.



Jeffery Schneider,
Lead Trades Person,
retired on 8/1/2023,
with 28 years
of service.



Derek Waltz,
Utility Worker,
retired on 8/1/2023,
with 41 years
of service.



Employee Safety Reporting Program (ESRP)

Eric Nakashima
Director of Safety and Security

In an effort to make Oahu Transit Services, Inc., (OTS) a safer place to work, we are in the process of moving away from a System Safety method of monitoring safety, which has been mostly reactive, to a Safety Management System (SMS), which is a data driven and a more proactive method to monitor safety. In doing this, there are many steps OTS must take as a company. One of those steps is to insure we are aware of not only all work-related injuries and illnesses, but that we are also aware of any near miss (close call) incidents and/or hazardous conditions, which may exist in the workplace. To aid us in accomplishing this, we have created the Employee Safety Reporting Program (ESRP). ESRP is an application that is available to all employees through the apps page on your work or personal computer/mobile device by simply pointing your internet browser to apps.thebus.org and using your credentials to log in. The ESRP app will be the best and soon required way to submit workplace injury, illness, near miss, and hazardous condition reports. All employees are required to report work-related injuries and illnesses, but currently that is done by hand on a paper injury/illness report form. ESRP will eliminate the paper process and create a simple and efficient way to fill out and submit a report, which will be tracked to completion.

What will be new and unfamiliar for some, is the ability to report near miss incidents and hazardous conditions in the workplace by utilizing the ESRP platform. The reason near miss and hazardous condition reporting is an important factor in SMS is that if investigated promptly and properly, these types of reports gives us the best chance to mitigate and possibly eliminate hazards before an accident occurs, hence, being proactive. To encourage near miss or hazardous condition reporting, the ESRP will give you an option to remain anonymous when submitting a report. However, keep in mind if you choose to report anonymously, the report will be investigated but you will not personally receive any updates on the outcome of the investigation or receive credit for bringing these conditions to our attention. Remember, safety is everyone's responsibility and if you are not sure if you should report something, consider what could happen to a co-worker or someone else if you don't. If you have any questions about ESRP or any Safety issue, do not hesitate in contacting the Safety office.

Bus Operator Class 233 Graduated April 22, 2022



Photo above: Front Row (left to right): **David Perdriel, Matthew Treu, Ed Cabradilla, Keoki Donner, William Schrum.**
Back Row (left to right): **Frank Querido, Kainoa Kaluna-Thomas, Shanelle Punihaole, James Wong, Lyle Kaleikau.**

Bus Operator Class 234 Graduated July 6, 2022



Photo above: Front Row (left to right): **Legalo Olive, Jeremy Kebrdle, Vailele Faasoa, Gabriel Sindayen, Lyle Santiago, Oliver Quadro, Desmond Castellano, Jerry Sunia.**
Back Row (left to right): **Marvin Phillip, Lauralyn Faafia, Alohilani Rincon, Douglas Takagi, Tehani Denis, Shame Katsuta, John Park.**

Bus Operator Class 235 Graduated September 21, 2022



Photo above: Front Row (left to right): **Waynette Botelho, Tiana Stringfield, Mykho Seradilla, Danny Roberts, Makena Holomalia, Danty Viernes, Angelo Aloang, Thanh-Phuong Gia.**
Middle Row (left to right): **Alec Callia, Isaac Mersburgh, Jesmar Bautista, Daniel Florendo, Brandon Goodman, Chad Ajimine, Ariana Koli.**
Back Row (left to right): **Ethan Solomon, Hauoli Akeo, Shalei Reed-Naumu, Shantay Martin, Antonio Salazar, Pita Funaki, Sidney Fletcher.**

Bus Operator Class 236 Graduated December 16, 2022



Photo above: Top Row (left to right): **Julian Julian, Christian Felipe, Noel Savacion.**
Bottom Row (left to right): **Troy Liu, Falaniko Tauanuu Keone Perreira, Kawika Delima, Laila Rodrigues, Donald Baniaga, Kaesean Nimmons, Jason Malaga, Rolando Ibarra, Kevin Phillip, Justin Ajifu.**

Bus Operator Class 237 **Graduated March 31, 2023**



Photo right: Front Row (left to right): **Tyson Baisac, Russell Monica, Canaan Pa, Malisa Kaleikula-Kele, Brian Espinda, Brandon Lee Foster, Ryan Kanada.**
Middle Row (left to right): **Wenneger Vega, Saite Moliga, Aaron Robinson, Joshua-Keenan Santiago, Larry Cooper.**
Back Row (left to right): **Steven Lightsy, Bronson Lessary, Kyann Bohol, Shanden Pacheco, Sesilia Faumuina, Ryannew Azada, Fredderick Teleni.**

Bus Operator Class 238 **Graduated June 30, 2023**



Photo above: Front Row (left to right): **Shane Tanioka, Marcus Freitas, Michael Costales, Rhonie Salvosa.**
Middle Row (left to right): **Isaiah Mason, Liana Cadelinia, Samantha Dupont, Charlene Salinas, Kamela Dickens-Kilaulani, Quintin-John Dagirbaud, Violeka Tavai, Thomas Pleimann, Melvin Tolbe, Sherwin Monces, Micah Maldonado.**
Back Row (left to right): **Justin Paikai, Akua Auwae, Darius Palau, Dulcinea Lyman, Anne Valeron, Kimi Nishimura, Isaac Mersburgh, Eric Plummer.**

Bus Operator Class 239A **Graduated August 8, 2023**



Photo above (left to right): **Cristobal Pinales, Ninyo Estores, John Cordeiro, Ikapote Teulilo.**

Bus Operator Class 239B **Graduated September 29, 2023**



Photo above: Front Row (left to right): **Faisi Tuataga, Nahikulani Kerekes, Tapaau Maniti, Josephine Maniti, Bernalyn Carson, Dorothy Ene, Elton Wallace, Ikaikaokalani Cabebe.**
Middle Row (left to right): **Marcus Logotaeao, Grand Lee Fruean, Makani Ito, James Severin, Dennis Tagatac, Austin Malabey, Noah Jacobs, Brian Alcon.**
Back Row (left to right): **Chase Jiminez, Charles Kaaikamanu, Mark Dasalla, Rodney Saldana.**

New OTS 'Ohana

Employee	Title	Date of Hire	Employee	Title	Date of Hire
CUARESMA, KIERANE	Entry Maintenance Clerk	02/15/22	STRINGFIELD, TIANA	Bus Operator	09/22/22
CRUZ, BRYAN	HEM - Brake Shop	04/04/22	ALOANG, ANGELO GLENN	Bus Operator	09/22/22
PAGDILAO, RONSON	HEM - Electrician	04/04/22	BOTELHO, WAYNETTE	Bus Operator	09/22/22
WONG, YU SUM	HEM - Electrician	04/04/22	CALLIA, ALEC	Bus Operator	09/22/22
PARKER, LILI	Entry Purchasing Clerk	04/19/22	FLORENDO, DANIEL CHAD	Bus Operator	09/22/22
CABRADILLA, ED HAROLD	Bus Operator	04/23/22	FUNAKI, PITA	Bus Operator	09/22/22
DONNER, KEOKI	Bus Operator	04/23/22	GOODMAN, BRANDON	Bus Operator	09/22/22
KALEIKAU, LYLE	Bus Operator	04/23/22	HOLOMALIA, MAKENA	Bus Operator	09/22/22
KALUNA-THOMAS, KAINOA	Bus Operator	04/23/22	KOLI, ARIANA	Bus Operator	09/22/22
PUNIHAAOLE, SHANELLE	Bus Operator	04/23/22	MARTIN, SHANTAY	Bus Operator	09/22/22
WONG, JAMES	Bus Operator	04/23/22	MERSBURGH, ISAAC	Bus Operator	09/22/22
BRIONES, RICARDO	Paratransit Operator	05/14/22	REED-NAUMU, SHALEI	Bus Operator	09/22/22
CADIZ, PHILIP	Paratransit Operator	05/14/22	ROBERTS, DANNY	Bus Operator	09/22/22
GOODNESS, RYAN	Paratransit Operator	05/14/22	SALAZAR, ANTONIO	Bus Operator	09/22/22
MAKAI, CAROLINE	Paratransit Operator	05/14/22	SERADILLA, MYKHO	Bus Operator	09/22/22
MULLER, GUNTHER	Paratransit Operator	05/14/22	SOLOMON, ETHAN	Bus Operator	09/22/22
OBRIEN, MICHAEL	Paratransit Operator	05/14/22	WATANUKI, DARYL	Utility Worker	10/03/22
TULIAO, ROLANDO	Paratransit Operator	05/14/22	FUERTE, ARLO	HEM - Machinist	11/07/22
SHIBATA, TREVOR	Schedule & Assignment Tech I	05/31/22	AGUNOY, KYLE	Entry Information Clerk	11/15/22
KEAWE, CLARENCE	HEM - Running Repair	06/01/22	PARRISH, TIFFANEY	Entry Payroll Clerk	11/15/22
KATSUTA, SHAME	Entry Information Clerk	07/07/22	ENTILLA, ANTOINETTE	Paratransit Reservationist	11/15/22
PARK, JOHN	Service Attendant	07/07/22	LOBENDAHN, KATHERINE	Paratransit Reservationist	11/15/22
FAASOA, VAILELE	Bus Operator	07/07/22	PILOR, WYOMIE	Paratransit Reservationist	11/15/22
OLIVE, LEGALO	Bus Operator	07/07/22	SATOT, TEANCUM	Paratransit Reservationist	11/15/22
CASTELLANO, DESMOND	Bus Operator	07/07/22	YEE, GREGORY	Entry Purchasing Clerk	11/15/22
FAAFIA, LAURALYN	Bus Operator	07/07/22	FILOTEO-KEKIPI, OLIVIA	Storekeeper	11/28/22
KEBRDLE, JEREMY	Bus Operator	07/07/22	AHANA, ISAAC	Paratransit Operator	12/17/22
PHILLIP, MARVIN	Bus Operator	07/07/22	HANOG, BRIGITTE	Paratransit Operator	12/17/22
QUADRA, OLIVER	Bus Operator	07/07/22	HOOPII, VIOLET	Paratransit Operator	12/17/22
RINCON, ALOHALANI	Bus Operator	07/07/22	MACHADO, PATRICE	Paratransit Operator	12/17/22
SANTIAGO, LYLE	Bus Operator	07/07/22	MARTIN, SATYA	Paratransit Operator	12/17/22
SINDAYEN, GABRIEL LUIS	Bus Operator	07/07/22	RAMISCAL, NERLITO	Paratransit Operator	12/17/22
SUNIA, JOHN	Bus Operator	07/07/22	VENDIOLA, SAMUEL	Paratransit Operator	12/17/22
SALEIMOA KEKAHU, ELENI	Entry Information Clerk	07/15/22	WYNSON GORDON	Paratransit Operator	12/17/22
DULDULAO, VINCENT	HEM - Electrician	08/01/22	AJIFU, JUSTIN	Bus Operator	12/17/22
BAGOOD, CASSIE	Entry Information Clerk	08/16/22	BANIAGA, DONALD	Bus Operator	12/17/22
MEDINA, MARIA	Entry Information Clerk	08/16/22	DELIMA, KAWIKA	Bus Operator	12/17/22
BAKER, DAVID	Paratransit Operator	08/27/22	FELIPE, CHRISTIAN	Bus Operator	12/17/22
CRAWFORD-TUZON, KAPONO	Paratransit Operator	08/27/22	IBARRA, ROLANDO	Bus Operator	12/17/22
ENTENDENCIA, CHRISTINA	Paratransit Operator	08/27/22	JULIAN, JULIAN	Bus Operator	12/17/22
HO, GLORIA	Paratransit Operator	08/27/22	LIU, TROY	Bus Operator	12/17/22
KAMAI, LA'AMAIAKAIHIKI	Paratransit Operator	08/27/22	MALAGA, JASON	Bus Operator	12/17/22
KASHI, AKIHITO	Paratransit Operator	08/27/22	NIMMONS, KAESAN	Bus Operator	12/17/22
MACALMA, JORDAN	Paratransit Operator	08/27/22	PHILLIP, KEVIN	Bus Operator	12/17/22
MARCELLINO, ALTHEA	Paratransit Operator	08/27/22	RODRIGUES, LAILA	Bus Operator	12/17/22
MARQUEZ, JARRETT	Paratransit Operator	08/27/22	SALVACION, NOEL	Bus Operator	12/17/22
OMELI, HOLLAND	Paratransit Operator	08/27/22	TAUANUU, FALANIKO	Bus Operator	12/17/22
PAIVA, ALROY	Paratransit Operator	08/27/22	AGLIA, BRAYDAN	Service Attendant	12/22/22
TABAG, MALIA	Paratransit Operator	08/27/22	GILBERT, LOGAN	Technology and Planning Analyst	01/03/23
TARRANT, BRYANT	Paratransit Operator	08/27/22	SMITH, ANTHONY	Storekeeper	01/17/23
VIERNES, DOUGLAS	Paratransit Operator	08/27/22	CASTILLO, CARLOS	HEM - Brake Shop	02/01/23
ELESARKE, SUZANNE	Entry Timekeeper	09/06/22	ALCARAZ, AARON JONCEL	HEM - Running Repair	02/16/23
KIM, ANGELA	Entry Bus Pass Clerk	09/12/22	ANTONIO, MARILOU	Assistant Controller	03/01/23
LALOULU, VALENE	Paratransit Reservationist	09/22/22	JAMES, CHERYL	Paratransit Reservationist	03/01/23
LILII, JEAN	Temp. Paratransit Reservationist	09/22/22	CAGDAN, MARK	HEM - Vehicle Communications	03/20/23
AJIMINE, CHAD	Storekeeper	09/22/22	ASAIVAO, MUA'ULU	Storekeeper	03/20/23
VIERNES, DANTY	Mechanic Helper	09/22/22	GREEN, JACOB	Paratransit Operator	03/25/23
AKEO, HAU'OLI	Bus Operator	09/22/22	KAEHUAEA, KAMAILELAULII	Paratransit Operator	03/25/23
BAUTISTA, JESMAR	Bus Operator	09/22/22	MAMUAD, JACOB	Paratransit Operator	03/25/23
FLETCHER, SIDNEY	Bus Operator	09/22/22	NAEOLE, JOSEPH	Paratransit Operator	03/25/23
THANH-PHUONG	Bus Operator	09/22/22	SMITH, THOR	Paratransit Operator	03/25/23

Employee	Title	Date of Hire	Employee	Title	Date of Hire
SPENCER, KALANI	Paratransit Operator	03/25/23	NISHIMURA, KIMI	Bus Operator	07/01/23
TIMU, SHAI	Paratransit Operator	03/25/23	PAIKAI, JUSTIN	Bus Operator	07/01/23
VITALIANO, JACQUELENE	Paratransit Operator	03/25/23	PALAU, DARIUS	Bus Operator	07/01/23
MILLER, MAJESTY	Paratransit Operator	03/30/23	PLUMMER, ERIC	Bus Operator	07/01/23
AZADA, RYANNEW	Bus Operator	04/01/23	SALINAS, CHARLENE	Bus Operator	07/01/23
BAISAC, TYSON	Bus Operator	04/01/23	SALVOSA, RHONIE	Bus Operator	07/01/23
BOHOL, KYANN	Bus Operator	04/01/23	TANIOKA, SHANE	Bus Operator	07/01/23
COOPER, LARRY	Bus Operator	04/01/23	TAVAI, VIOLEKA	Bus Operator	07/01/23
ESPINDA, BRIAN	Bus Operator	04/01/23	TOLBE, MELVIN	Bus Operator	07/01/23
FAUMUINA, SESILIA	Bus Operator	04/01/23	VALERON, ANNE	Bus Operator	07/01/23
KALEIKULA-KELE, MALISA	Bus Operator	04/01/23	KVALVIK, ROLF	Entry Information Clerk	07/06/23
KANADA, RYAN	Bus Operator	04/01/23	LIVA, AMANDA	Entry Information Clerk	07/06/23
LESSARY, BRONSON	Bus Operator	04/01/23	CORDEIRO, JOHN JOSEPH	Bus Operator	08/09/23
LIGHTSY, STEVEN	Bus Operator	04/01/23	ESTORES, NINYO	Bus Operator	08/09/23
MOLIGA, SAITE	Bus Operator	04/01/23	PINALES, CRISTOBAL	Bus Operator	08/09/23
PA, CANAAN	Bus Operator	04/01/23	TEULILO, IKAPOTE	Bus Operator	08/09/23
PACHECO, SHANDEN-ALAKAI	Bus Operator	04/01/23	BROOKS, KATRINA	Utility Worker	09/07/23
ROBINSON, AARON	Bus Operator	04/01/23	PHAM, BRIAN	Temp. Entry Counting Room Clerk	09/25/23
SANTIAGO, JOSHUA-KEENAN	Bus Operator	04/01/23	ALCON, BRIAN	Bus Operator	09/30/23
MONICA, RUSSELL	Bus Operator	04/01/23	CABEBE, IKAIKAOKALANI	Bus Operator	09/30/23
TELENI, FREDDERICK	Bus Operator	04/01/23	CARSON, BERNALYN	Bus Operator	09/30/23
VEGA, WENNINGER	Bus Operator	04/01/23	DASALLA, MARK LESTER	Bus Operator	09/30/23
ALMEIDA, ELIJAH	Journeyman Tradesperson	04/03/23	ENE, DOROTHY	Bus Operator	09/30/23
ARAKAKI, LANCE	Storekeeper	04/03/23	FRUEAN, LEE GRAND	Bus Operator	09/30/23
CORREA, DEHRIAN	HEM - Running Repair	06/01/23	FUATAGA, TAISI	Bus Operator	09/30/23
AUWAE, AKUA	Bus Operator	07/01/23	ITO, MAKANI	Bus Operator	09/30/23
CADELINIA, LIANA	Bus Operator	07/01/23	JACOBS, NOAH	Bus Operator	09/30/23
COSTALES, MICAH	Bus Operator	07/01/23	JIMINEZ, CHASE	Bus Operator	09/30/23
DAGIRBAUD, QUINTIN-JOHN	Bus Operator	07/01/23	KAAIAKAMANU, CHARLES	Bus Operator	09/30/23
DICKENS-KILAULANI, KAMELA	Bus Operator	07/01/23	KEREKES, NAHIKULANI	Bus Operator	09/30/23
DUPONT, SAMANTHA	Bus Operator	07/01/23	LOGOTAEAO, MARCUS	Bus Operator	09/30/23
FREITAS, MARCUS	Bus Operator	07/01/23	MALABEY, AUSTIN	Bus Operator	09/30/23
LYMAN, DULCINEA	Bus Operator	07/01/23	MANITI, TAPAAU	Bus Operator	09/30/23
MALDONADO, MICAH	Bus Operator	07/01/23	SALDANA, RODNEY	Bus Operator	09/30/23
MASON, ISAIAH	Bus Operator	07/01/23	SEVERIN, JAMES	Bus Operator	09/30/23
MERSBURGH, ISAAC	Bus Operator	07/01/23	TAGATAC, DENNIS JOHN	Bus Operator	09/30/23
MONCES, SHERWIN	Bus Operator	07/01/23	WALLACE, ELTON	Bus Operator	09/30/23

Paratransit Van Operators Of The Month

May 2022
Violet Ahia-Young

June 2022
Ernie Haili

July 2022
Melody Bangay

August 2022
Gary Nettles

September 2022
Alexander Vissara

October 2022
Joseph Dela Cruz

November 2022
Edmond York

December 2022
Stephen D. Medeiros

January 2023
Kalani Makekau

February 2023
Jacob Turner

March 2023
Benjamin Calamayan

April 2023
David Dieudonne

May 2023
Rodolfo Perucho Jr.

June 2023
Danny Gervacio

July 2023
Medel Casamina

August 2023
Jay Ishiyama

September 2023
Danilo A. Pedro

In Memory of . . .

Quincy Quioco passed away on March 12, 2022. Mr. Quioco was employed with MTL, Inc., on July 2, 1980. He retired on December 1, 2020, as a Bus Operator with 40 years of dedicated service.

Norman Yoshida passed away on March 25, 2022. Mr. Yoshida was employed with MTL, Inc., on May 16, 1980. He retired on April 1, 2008, as a Bus Operator with 28 years of dedicated service.

Ruby Shimooka passed away on May 21, 2022. Ms. Shimooka was employed with MTL, Inc., on August 3, 1974. She retired on November 1, 2006, as a Bus Operator with 32 years of dedicated service.

Marie Chan passed away on May 24, 2022. Ms. Chan was employed with MTL, Inc., on February 4, 1978. She retired on September 1, 2013, as a Asst. Dispatching Manager with 35 years of dedicated service.

Stanley Aranita passed away on June 3, 2022. Mr. Aranita was employed with OTS, Inc., on August 17, 2018. At the time of his passing, Mr. Aranita was a Bus Operator with 4 years of dedicated service.

Kerwin Au passed away on June 8, 2022. Mr. Au was employed with OTS, Inc., on March 12, 1994. He retired on April 1, 2018, as a Bus Operator with 24 years of dedicated service.

Iameli Kaio passed away on June 14, 2022. Mr. Kaio was employed with MTL, Inc., on April 10, 1976. He retired on May 1, 2018, as a Bus Operator with 42 years of dedicated service.

John Keanini passed away on July 4, 2022. Mr. Keanini was employed with OTS, Inc., on April 1, 1995. He retired on September 1, 2018, as a Bus Operator with 23 years of dedicated service.

Lutu Kipeni passed away on July 6, 2022. Mr. Kipeni was employed with MTL, Inc., on October 27, 1979. He retired on May 1, 2011, as a Bus Operator with 32 years of dedicated service.

Vernon Silva passed away on July 13, 2022. Mr. Silva was employed with OTS, Inc., on December 7, 1996. He retired on August 1, 2020, as a Bus Operator with 24 years of dedicated service.

Francis Philpot passed away on July 14, 2022. Mr. Philpot was employed with MTL, Inc., on July 19, 1974. He retired on July 2, 1990, as a Bus Operator with 16 years of dedicated service.

Glenn Yamada passed away on August 6, 2022. Mr. Yamada was employed with MTL, Inc., on May 5, 1980. He retired on May 1, 2013 as an HEM – Body Shop with 33 years of dedicated service.

Doris Yoshimoto passed away on August 21, 2022. Ms. Yoshimoto was employed with MTL, Inc., on September 29, 1975. She retired on May 1, 1991, as a Clerk Typist III with 16 years of dedicated service.

Robert Kahalewai passed away on August 28, 2022. Mr. Kahalewai was employed with MTL, Inc., on December 7, 1973. He retired on January 1, 2003, as a Bus Operator with 30 years of dedicated service.

Rodney Cardenas passed away on August 30, 2022. Mr. Cardenas was employed with OTS, Inc., on July 2, 2005. At the time of his passing, Mr. Cardenas was a Bus Operator with 17 years of dedicated service.

Nancy Aoki passed away on September 23, 2022. Ms. Aoki was employed with HRT, Co., on May 16, 1946. She retired on June 1, 1989, as a Paymaster with 43 years of dedicated service.

Benjamin Fernandez passed away on September 25, 2022. Mr. Fernandez was employed with MTL, Inc., on January 24, 1990. At the time of his passing, Mr. Fernandez was a Bus Operator with 32 years of dedicated service.


Roger Ramos passed away on October 20, 2022. Mr. Ramos was employed with OTS, Inc., on March 1, 2008. At the time of his passing, Mr. Ramos was a Bus Operator with 14 years of dedicated service.

Kyle Sako passed away on October 22, 2022. Mr. Sako was employed with OTS, Inc., on March 6, 2021. At the time of his passing, Mr. Sako was a Bus Operator with 1 year of dedicated service.

Thomas Fujita passed away on November 8, 2022. Mr. Fujita was employed with OTS, Inc., on November 1, 2008. At the time of his passing, Mr. Fujita was a Bus Operator with 14 years of dedicated service.

Todd Takahama passed away on November 21, 2022. Mr. Takayama was employed with OTS, Inc., on March 3, 2018. At the time of his passing, Mr. Takahama was a Paratransit Operator with 4 years of dedicated service.

Clint Torres passed away on November 27, 2022. Mr. Torres was employed with OTS, Inc., on January 24, 1990. He retired on April 1, 2013, as a Bus Operator with 23 years of dedicated service.



Warlito Montano passed away on November 30, 2022. Mr. Montano was employed with MTL, Inc., on September 17, 1979. He retired on December 1, 2009, as an HEM - Running Repair with 30 years of dedicated service.

Robin Castillo passed away on December 28, 2022. Mr. Castillo was employed with OTS, Inc., on August 15, 2008. At the time of his passing, Mr. Castillo had 15 years of dedicated service.

Efren Bayan passed away on January 17, 2023. Mr. Bayan was employed with OTS, Inc., on August 1, 1995. At the time of his passing, Mr. Bayan was a Steam Cleaner with 28 years of dedicated service.

Gina Kaio passed away on January 25, 2023. Ms. Kaio was employed with OTS, Inc., on March 7, 2015. At the time of her passing, Ms. Kaio was a Paratransit Operator with 8 years of dedicated service.

Albert Akana passed away on January 26, 2023. Mr. Akana was employed with HRT, Co., on September 5, 1957. He retired on August 1, 2012, as a Bus Operator with 55 years of dedicated service.

Elizabeth Hookano passed away on January 31, 2023. Ms. Hookano was employed with MTL, Inc., on March 3, 1976. She retired on May 28, 2014, as a Bus Operator with 38 years of dedicated service.

Arnoldo Queypo Jr. passed away on February 1, 2023. Mr. Queypo was employed with MTL, Inc., on August 4, 1972. He retired on October 1, 2008, as a Bus Operator with 36 years of dedicated service.

Sidney Nadoza passed away on March 25, 2023. Mr. Nadoza was employed with OTS, Inc., on May 30, 1993. He retired on July 1, 2022, as a Paratransit Operator with 29 years of dedicated service.

Dave Ah Quin passed away on March 28, 2023. Mr. Ah Quin was employed with MTL, Inc., on August 13, 1972. He retired on May 1, 1987, as a Bus Operator with 15 years of dedicated service.

Christopher Conrath passed away on April 5, 2023. Mr. Conrath was employed with OTS, Inc., on June 3, 2018. At the time of his passing, Mr. Conrath was a Bus Operator with 5 years of dedicated service.

Brett Hoey passed away on April 8, 2023. Mr. Hoey was employed with OTS, Inc., on July 16, 2019. At the time of his passing, Mr. Hoey was an HEM - Air Condition with 4 years of dedicated service.

John Young passed away on April 11, 2023. Mr. Young was employed with MTL, Inc., on September 7, 1973. He retired on December 1, 2017, as a Bus Operator with 44 years of dedicated service.

Miriam Downey passed away on April 12, 2023. Ms. Downey was employed with MTL, Inc., on July 4, 1979. She retired on January 1, 2013, as a Bus Operator with 34 years of dedicated service.

Hugh Aiono passed away on May 23, 2023. Mr. Aiono was employed with MTL, Inc., on March 16, 1984. He retired on July 1, 2019, as a Bus Operator with 35 years of dedicated service.

Elton Alcover passed away on June 17, 2023. Mr. Alcover was employed with OTS, Inc., on December 7, 1996. He retired on April 1, 2020, as a Bus Operator with 24 years of dedicated service.

Samuel Hardy passed away on July 5, July 5, 2023. Mr. Hardy was employed with MTL, Inc., on March 25, 1976. He retired on November 16, 1996, as a Bus Operator with 20 years of dedicated service.

Misipati Bird passed away on July 14, 2023. Mr. Bird was employed with MTL, Inc., on May 22, 1982. He retired on June 24, 2016, as a Bus Operator with 34 years of dedicated service.

Rachel Hoffman passed away on July 23, 2023. Ms. Hoffman was employed with OTS, Inc., on May 16, 2020. At the time of her passing, Ms. Hoffman was a Paratransit Operator with 3 years of dedicated service.

John Asuncion Tamboa passed away on August 29, 2023. Mr. Tamboa was employed with MTL, Inc., on August 11, 1990. He retired on June 1, 2013, as a Bus Operator with 23 years of dedicated service.

Operator Safety Awards

March 2022	Years	November 2022	Years
Leticia Niau-Saito	20	Bradley Bantolina	20
Ramon Robinion	20	Tony Medina	27
		William Vasconcelles	33
April 2022	Years	December 2022	Years
Robert Kim	20	Rogelio Cajimat	20
Caesar Kekahuna	21	Jerry Calpito	25
Ferdinand Hernandez	24	Lorenzo Tadena	26
Leighton Loo	25	Jason Hoshida	30
Robert Shinsato	28		
Derwin Yamaguchi	40	January 2023	Years
May 2022	Years	Edward Kealoha	21
Jaynette Cummings	21	Warren Hirota	22
Caesar Kekahuna	22	Joann Mattos	22
June 2022	Years	February 2023	Years
Koren Hannemann	21	Melia Ke-a	25
Sheila Bing	22	Herbert Titcomb	38
Raul Delgado	23	Derrick Tanaka	40
Stacey Heen	23	March 2023	Years
Caesar Kekahuna	23	Leticia Niau-Saito	21
Scott Ludington	25	Ramon Robinion	21
Terry Caberto	36		
July 2022	Years	April 2023	Years
Caesar Kekahuna	24	Robert Kim	21
Lane Donaldson	24	Elizabeth Spencer	24
George Wong	33	Charles Sullivan	24
		Ferdinand Hernandez	25
August 2022	Years	Leighton Loo	26
Jeffrey Aquino	21	Robert Shinsato	29
Jesse Okimoto	22	May 2023	Years
McKenna Benson	23	Lodrigo Abendanio	21
Roslynn Dunaway	26	Jaynette Cummings	22
September 2022	Years	June 2023	Years
Jason Amuro	20	Sheila Bing	23
Pelmer Lavilla	20	Raul Delgado	24
Timothy McInerny	20	Caesar Kekahuna	25
Rocky Reed	20	Terry Caberto	37
Mervin Gasper	22	Derwin Yamaguchi	41
Bernaldo Pascua	22		
Glenn Gima	24	July 2023	Years
Willis Peahi	24	Galen Fujimoto	21
Eloy Birtodaso	27	Lane Donaldson	25
Michael Moya	32	George Wong	34
Alan Farias	37		
October 2022	Years	August 2023	Years
Galen Fujimoto	20	Jeffrey Aquino	21
Francisco Rillera Jr.	23	McKenna Benson	24
Charles Sullivan	23	Roslynn Dunaway	27
Edwin Dela Rosa	30	Randy I	31
David Kilborn	32		

Bus Operators Of The Month

KALIHI DIVISION

PEARL CITY DIVISION

May 2022
George Killion Jr.

June 2022
Peter Helsham

July 2022
Jerry Cabuslay

August 2022
Glenn Balais

September 2022
Frances Kaina

October 2022
George Wong

November 2022
Randy I

December 2022
Glenn Allen Gima

January 2023
Daniel Monico

February 2023
Jason Amuro

March 2023
Douglas Rego

April 2023
Richard Figueria

May 2023
Guy Gamurot

June 2023
Anjelica Agor

July 2023
Brandon Kamiya

August 2023
Terry Caberto

September 2023
Chester Vidinha

May 2022
Isaac Kekuewa Jr.

June 2022
Ramon Robinion

July 2022
Robert Shinsato

August 2022
Ioane Liufau

September 2022
Laurence Caday

October 2022
Edwin Dela Rosa

November 2022
Chris Cargo

December 2022
Rogelio Cajimat

January 2023
Alan Farias

February 2023
Tony Medina

March 2023
Roslynn Dunaway

April 2023
Rommel Acacio

May 2023
Peneueta Macloves

June 2023
Michael Wolfe

July 2023
Steven Ortiz

August 2023
Evan Souza

September 2023
Caesar Kekahuna

Sustainability Projects

Adam Tamayoshi
Vice President, Maintenance

The City and County of Honolulu has been intently concentrating on vehicle electrification, yet that is not the only sustainable initiative they have underway. At present, they have implemented multiple projects across our facilities to reduce electricity and water consumption.

The replacement of all the transformers throughout both facilities was the first electrical project that was completed earlier this year. These new transformers outperform the older ones that were replaced in terms of efficiency, noise level, and heat output. The facility LED light replacement is the second project that is still in progress. In some already-finished areas, the quantity of energy used decreased by 50%. The final project, which just got underway, involves the installation of photovoltaic (PV) panels at both facilities. These PV systems will provide power to the buildings at both locations as well as the bus chargers at the Kalihi facility.

At this time, the only water conservation project that has been completed is the replacement of the toilet flush valves. The new valves drastically reduce water consumption. Due to the decreased water flow, we would like to remind our employees to be mindful of what they flush down the toilets. Items not intended for flushing can

clog pipes and damage the plumbing infrastructure. Furthermore, the City is considering the installation of water-saving showerheads and faucets.

These initiatives aim to reduce our carbon footprint and contribute to a more sustainable future.



Photo above: Photovoltaic panels installed at the Pearl City facility.

AUW Day 2023 - KID GAMES September 27, 2023 ♦ Kalihi Facility

Congratulations to PAC-ATTAC, Maintenance Administration with 2205 points

**Mahalo to everyone that competed in this year's games.
All of the participants put in their best effort and showed great team spirit.**



Evolution of Public Transportation

Sean-Bennett Paio
Vice President, Transportation

When you hear of evolution, what do you think of it? Most people think of evolution as a generational change of plants and animals. Have you ever thought of the evolution of public transportation? If we look back over the last century, the look of buses have changed dramatically from horse-drawn carriages to battery electric buses. On Oahu, streetcar operations began in the early 1900s and evolved into trolleybuses into the 1950s. The City and County of Honolulu has been providing public transportation since the 1970s with its first 50 buses being bought from a Dallas-based transit system. Today we have over 480 buses in our fleet, and they range in a variety of sizes from a single-door 30-foot bus to a three-door 60-foot articulated bus. Buses have benefited from changes throughout the years, which have included air-conditioning, wheelchair lifts, and smartcard technology for fare recovery.

We are currently testing three new products in our vehicles, a semi-active driver seat, a video mirror system, and on-board infotainment monitor. The semi-active driver seat uses a computer-controlled suspension system as well as an advanced computer-aided height adjust system to provide a smooth feeling while driving over large bumps and potholes on the road. The video mirror system replaces traditional outside mirrors with a high-definition digital camera and interior displays. The mirror system provides a wider angle of view on the road allowing you to make safer driving decisions. On-board infotainment monitors can provide passengers with real-time locations, schedules, and a variety of promotional content.

We are also looking at ways to improve our road supervisor vehicles and shuttle cars, possibly adding a more sustainable hybrid or electric vehicle for the non-revenue fleet. Nowadays, technological advancements and innovations are being provided to enhance the driver and rider experience, but the purpose has always remained the same, to provide safe, efficient, accessible, dependable public transportation to the riding public.



Civil Rights Office (CRO)

Letha DeCaires
Director of Civil Rights

Civil Rights Office (CRO) is committed to creating a workplace free from discrimination and harassment through training and timely, impartial review of complaints in accordance with civil rights laws. Through impartial investigations, resolution of complaints, developing policy, providing technical assistance and discrimination awareness and prevention training, the CRO administers an effective program and process for filing and investigating complaints of discrimination for all OTS employees.

My second full year in the CRO has been very busy. The Equal Employment Opportunity (EEO) laws are always evolving, as such, solidifying a consistent training program is a CRO goal this year. The majority of employees, managers, and executive staff received at least an hour of training in EEO over the last year. In addition to having in-person training, the CRO partnered with Planning and Technology, Customer Service, Safety and Security, Transportation and Human Resources to provide on-demand, on-line training located at <https://apps.thebus.org>. Since January 1, 2023, we were able to provide EEO training to 87% of the OTS staff! Although not CRO-related, there's also the newest on-demand, online De-Escalation training for bus operators, which has been live for over a month and 18% of the operators have already completed it!

Another area the CRO is working on providing is Supervisory Training that is dedicated to the needs of the OTS staff. This next year, the CRO hopes to add more classes, such as Ethics and Discipline.

The CRO also provides support to employees involved in tough situations at work. When the CRO is notified that an employee is involved in a challenging event at work, the CRO reaches out to the employee with an email to acknowledge the event and offer support. Support comes in the form of talking, meeting, and referrals for service such as the Employee Assistance Program with Employee Assistance of The Pacific, LLC, which is a benefit provided by OTS.

Please feel free to call 768-9491 or stop by my office. If my Christmas lights are on, I'm open for business!

Advance Yourself, Your Career, and Our Culture

Tamara K. P. Addison

Vice President, Human Resources and Labor Relations

Twenty-three years ago when I was hired as an Entry Clerk Typist in the Halawa Transportation Office, I was happy and satisfied with a steady income, schedule, and benefits, as well as a supportive manager and coworkers. Never in my wildest imagination did I dream of becoming the Vice President of Human Resources & Labor Relations. Most people outside of OTS are surprised at that career path, but my story is not unique at OTS. In fact, seventy-four percent (74%) of our managers at OTS started from an entry level position (operator, fueler, mechanic, or clerk). The culture of OTS to promote from within is a beautiful aspect of the company. However, it is important for all of us to cultivate a growth mindset and a culture of continuous learning to ensure the success of OTS in the future.

OTS has provided general supervisory training to all management staff through Hawaii Employers Council and encourages attendance at seminars/webinars specific to the department's needs. In addition to new hire orientation and operator training, our Training Department provides annual refresher, drug and alcohol reasonable suspicion, CPR, and other training programs. One of the goals of the Human Resources Department and the Civil Rights Office is to develop an internal management/leadership training program for current management and employees desiring to advance their careers. As this is being developed, what steps can you take now to grow yourself and your career?

Read. I cannot emphasize enough the importance of reading to remain current and to expand your perspective. At OTS, be sure to check your email daily for announcements, policy updates, and newsletters. Familiarize yourself with your collective bargaining agreement and company policies. Subscribe to newsletters in your industry or areas of interest. Read books on leadership and personal growth such as *The Anatomy of Peace* by The Arbinger Institute, *Atomic Habits* by James Clear, *Developing the Leader Within You* by John Maxwell, and *Don't Sweat the Small Stuff* by Richard Carlson. If you do not enjoy reading, try listening to an audiobook during your commute. There are books available for you to borrow from the Training Department and you can also borrow books/ebooks/audiobooks through the Hawaii State Public Library System.

Develop Self-Awareness. We have grown up hearing the saying, "Knowing is half the battle," and sometimes just getting to know yourself and becoming self-aware is truly a battle. There are all sorts of personality tests, behavioral evaluations, and theories. The main purpose is to understand your strengths, weaknesses, triggers, communication style, and the reasons why you exhibit certain behaviors. This is not to excuse poor behavior but to identify areas to work on, develop your strengths, improve communication skills, and strengthen relationships with others.

Network and find a mentor. Create a network of professionals and friends in the community who can support your goals and provide exposure to new experiences and perspectives. Reach out to others in the company, join a professional group in your industry or online, or volunteer for a non-profit organization. You never know the impact one conversation can have on your life. For example, talking with Bus Operator Kimberly Alston led to OTS employees volunteering at the NAACP's annual youth day, attending their annual ball with my family, VP's speaking at the women's prison, and my husband and VP of

Maintenance Adam Tamayoshi teaching at the Halawa Correctional Facility. During a health class, I met an HR professional with decades of experience who became a mentor to me and connected me with volunteer opportunities at SHRM Hawaii. This led to joining an HR Leadership Book Club, forming a network of HR professionals in various industries, working with attorneys, coaches, and published authors, and obtaining my SHRM-SCP certification.

Show Initiative. Take the initiative to learn as much as you can in your department. Offer to learn the work of your coworkers and cross train to be their backup when they are out of the office. Talk story with people from other departments to understand their role and duties to be able to see the big picture of OTS. Ask for help and assistance when needed, making use of all the resources available to you such as your manager, Human Resources, Civil Rights Office, and the Employee Assistance Program. Take courses in your field or on management, watch videos online, research certifications available in your field, and communicate your career goals with management. Ask for, and be willing to accept, honest feedback on your work. When applying for a promotional job posting, be sure your application includes details on how you meet the required qualifications. Prepare for your interview by knowing what the job requires, what you offer to the position and the department, and practice answering questions out loud with a partner or your mentor.

Whether we want to advance our career at OTS or remain in our current positions, we each play an important role in the success of our company. Applying the tips in this article can help all of us to be more successful and effective in our current or future roles and contributes to a healthy and respectful culture.

OTS Employee Rides in the 75th Annual Floral Parade

Henry Keola Young, Transit Information Clerk and former Bus Operator, participated in the Aloha Festivals 75th Annual Floral Parade. Congratulations for being selected to be a part of this prestigious event.

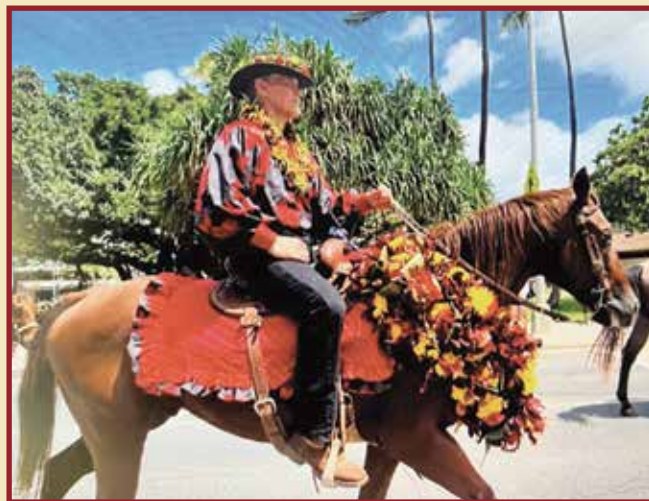


Photo above: **Henry Keola Young and his horse Jet.**

Customer Service is a Team Effort!

Michelle Kennedy
Vice President, Customer Services

The Customer Services team prepared to welcome Skyline into the Honolulu Public Transit System prior to opening. Here are a few of the many activities that took place before the start of the train service. TheBus Information staff transitioned to the Transit Information staff. This team incorporated 19 new and modified bus routes, bringing the grand total knowledge base to 117 bus routes. They also learned details on the nine Skyline stations and train service. When you call the Information Office, they will greet you with, "Aloha, Transit Information"!

Transit Pass Office staff produced nearly 6,000 TheHandi-Van HOLO cards for eligible active riders to access the Skyline stations. Customer Service staff mailed the HOLO cards with brochures to ensure the riders would receive them prior to the start of Skyline service.

Customer Communications and Information Technology departments created a new TheBus website design and created the new TheHandi-Van website. The new websites provide an easier way to access public transit information.

Mahalo to the entire team!

Updated Telephone System

To make it easy for transit riders to access Honolulu transit information, some changes were made to the telephone system. When callers dial 808-848-5555, they can now select from the following menu options:

- 1 Honolulu Estimated Arrival (HEA): This option now includes Skyline service.
- 2 Transit Information
- 3 HOLO Customer Service: Callers can also reach them directly at 808-768-4656.
- 4 Skyline Customer Service: Same day train Lost and Found
- 5 TheBus Customer Service: Reduced fare programs and Lost & Found

New Senior & Youth HOLO Cards

We are always looking for ways to reduce lines at the Transit Pass Office and provide a convenient service to distribute HOLO cards to ride transit. Recently, we expanded our online HOLO card order system to include our Kupuna. Oahu residents age 65 and over that have a Hawaii Driver's License or Hawaii State ID can now fill out our online form to have their new HOLO card mailed to their residence. The HOLO Youth online application form is still available for riders 6-17 years of age. Youth includes high school students up to 19 years of age who have a valid high school identification card or proof of enrollment.

For more information, go to www.thebus.org and visit the reduced fare page.

Customer Service Excellence

Each year we receive hundreds of commendations for our outstanding Bus Operators and support staff members. Here are just a few customer commendations to share. Please know that there are many more that we could not fit in this newsletter, but we want you all to know that we see your good work. Your contributions are greatly appreciated by our organization, our riders and the community that we serve. Mahalo for everyone's excellent service.



Timothy M. McInerney

There was a stalled car and he and three volunteers helped push the car out of the way of traffic.



Dino E. Jones

He is very friendly. He stated very loudly for all passengers to watch as they exit as there is construction being done in the area. After he said that I went up to him to get more detail in what kind of construction was going on. He explained to me. I was very grateful that he escorted me off the bus stop to the nearest police to help me cross the street as I am blind. You need more drivers like him.



Ebenette K. Sausi

I rode her bus from Palolo to Alakea on Waialae Ave. I'm sitting in the very back. Three times the cars cut her off. She made it so that we didn't get into an accident, three times. Just from Waialae to Alakea. I was sitting in the back and saw the whole thing. The bus drivers have it bad. These drivers on the roads have no consideration. She's awesome!! She deserves a raise.



Summer Nolan



Kyle Agunoy

Thank everyone that was working on Saturday. Bus Information, security guard and Bus driver. I commend you for caring enough to help. I spoke to a guy and a girl on Saturday, and they helped my son get back his camera. They let me know when the bus would return to the yard and the issue was resolved in 3 hours. We got the camera back. Thank you.