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.
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 TheBus Roadeo (at Kalihi Facility) & Holiday Bash (at Kalihi, Pearl City, and Paratransit)

December 12, 2013

Music • Lunch Service

Festivites 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.

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.

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.

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.

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.

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.

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.

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.

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.
Retiree Corner

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.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Walter Woods,
Journeyman Trades,
retired on 5/1/2013.
Woods had
38 years of service.
Myra Canianes, Bus Operator, retired on 5/1/2013. Canianes had 39 years of service.

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

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

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

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

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

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

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

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

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

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

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

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

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


Lawrence Acopan, HEM - Welder, retired on 7/1/2013. Acopan had 40 years of service.

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

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

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

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

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

Wayne C. Reed, Bus Operator, retired on 9/1/2013. Reed had 33 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.

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

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

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

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

Ian Thomson, Bus Operator, retired on 7/1/2013. Thomson had 20 years of service.
Bus Operator Class 189
Graduated March 28, 2013

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, Mariene 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**

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<th>Title</th>
<th>Date of Hire</th>
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<tbody>
<tr>
<td>CORDEIRO, LEON</td>
<td>HEM - Electrician</td>
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<td>DIGGS, ALBERT</td>
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**Employee** | **Title** | **Date of Hire** | **Employee** | **Title** | **Date of Hire** |
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</table>
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.

In Memory of . . .

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: 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**

**KALIHI 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**
  - Piton Leao
  - Douglas Perry
  - Antonio Villanueva III
- **August 2013**
  - Glen Nakamura
  - Pablo Ulep
  - Arjay Tactacan
- **September 2013**
  - David Keaweehu Jr.
  - Seiji Mitsunaga
  - Kiley Paet
- **October 2013**
  - Jerry Cabuslay
  - Glenn Mckemy
  - Alva Yamamoto

**PEARL CITY DIVISION**
- **January 2013**
  - Patricia Martin
  - Michael Saito
  - Justin Yamaguchi
- **February 2013**
  - Lodrigo Abendiano
  - Isaac Navarro
- **March 2013**
  - David Aviles
  - Alfredo Deciero 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 Rllen
- **September 2013**
  - Lori McMillan
  - Richard McMillan
  - Marshall Quatero Jr.
- **October 2013**
  - Elmer Eleccion
  - Paul Gonsalves
  - Andrew Paguyo

**Operator Safety Awards**

**December 2012**
- Years: 20
  - Ferdinand Asagid
  - John Tamboa
  - Terry Caberto
  - Iameli Kaio
  - David Keaweehu Jr.

**June 2013**
- Years: 20
  - Benjamin Tibas
  - Derwin Yamaguchi
  - Michael Costa
  - Frederick Castilo
  - David Kasaoka

**January 2013**
- Years: 22
  - Eleizer Dioscareas
  - Richard Wai
  - William Taguado
  - George Wong
  - Keith Souza

**February 2013**
- Years: 22
  - Richard Wai
  - Usala Mauga
  - Erik Kam

**March 2013**
- Years: 21
  - James Lucena
  - Edward Kama
  - Susan Bega
  - Randal Noguchi

**April 2013**
- Years: 21
  - Adam Lalau
  - Edward Kama
  - David Paakaula

**May 2013**
- Years: 21
  - Jason Hoshida
  - Edward Nakamura

**June 2013**
- Years: 21
  - Earl V. Wolfe
  - Dale Keama

**July 2013**
- Years: 20
  - Spencer Miller
  - Cindy Sakai
  - Tanya Kauhini

**August 2013**
- Years: 20
  - Randy I
  - Galan Yamaguchi

**September 2013**
- Years: 22
  - Joseph Iokia
  - Darrell Yago

**October 2013**
- Years: 20
  - Reuban Lauronal
  - Curtis Yuh

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**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!

**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

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**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
- 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
  - Gaa, 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
- Quilt, Gregory
- Six (6) Consecutive Year Award
  - Peruchi, 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
  - Halli, Ernie
  - Kawelo, Darlene
  - Ponce, Ariel
  - Tanele, Mark

**APRIL 2013**
- Six (6) Consecutive Year Award
  - Koaloha, Terrence
- Ten (10) Consecutive Year Award
  - Sipili, Faapale

**MAY 2013**
- Five (5) Consecutive Year Award
  - Nettles, Gary

**JUNE 2013**
- Five (5) Consecutive Year Award
  - Jackola, Mark
  - Romboa, Bernard
- Eight (8) 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
- Ten (10) Consecutive Year Award
  - Parker, Lisa
  - Romo, Johnny

**AUGUST 2013**
- Five (5) Consecutive Year Award
  - Pablo Mauricio
  - Sarmiento, Allan
- Six (6) Consecutive Year Award
  - Sablan, Seven
  - Dixon, Eric
  - Souza, Ten
  - Makahanaloa, Randy

**SEPT 2013**
- Five (5) Consecutive Year Award
  - Dean, Frank
  - Fung, Brian
- Nine (9) Consecutive Year Award
  - Kawamura, Frank
  - Seidman, Peter
- Ten (10) Consecutive Year Award
  - Bajona, Ken
  - Bamba, Daniel
  - Chavez, Tom
  - Chaves, Jeremy
  - Ching, Jake
  - Gutierrez, Gary
  - Seal, Peter
  - Werner, Allen
  - Yee, Allen

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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

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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.

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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 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.
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 Roadeos 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

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

March

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

April

18 - Good Friday
    - State Holiday Schedule