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# Kūpuna on Board

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



These days, everyone is extremely busy and always in a hurry. Many drivers travel over the speed limit, rush through intersections or tailgate the car in front to get to the destination faster. So you may think it's okay if you quickly overtake the bus servicing the bus stop, so you can make the right turn.

Just as you start to make your turn around the bus, you suddenly realize it has already pulled away from the bus stop, the bus driver slams on the brakes and hits hard on the horn. You think, "Oops! My bad!" You simply drive away thinking nothing happened, as you are none the worse from this incident.

What you don't know is the chain of events that you caused onboard the bus. Auntie was not holding on to the seat and when the bus stopped suddenly, she lost her balance and hit her head on the floor. Then the bus operator had to call for an ambulance to take Auntie to the hospital. Auntie now has months of medical visits and physical therapy, if she is lucky.

Last year, this situation happened more than once per day, with 366 incidents of riders over the age of 65 years having a slip, trip or fall accident on the bus.

Even one such incident would be one too many, but having an accident per day is unconscionable and they are preventable if everyone plays their part.

**ALL DRIVERS** - Follow the traffic laws and be aware that City buses make frequent stops. Be sure to have lots of clearance before passing or changing lanes in front of the bus.

**SENIOR RIDERS** - When boarding, do your best to get to your seat quickly and remain seated. Many seniors have been hurt changing seats or walking to the exit while the bus is in motion.

**YOUNGER RIDERS** - If you are physically able to give your seat to a senior rider, please kōkua.

**ALL OTS DRIVERS** - Remember your defensive driver training and policies on serving persons with a disability and senior riders. Check to see that senior riders are seated or holding on when standing and riders with a mobility device have been secured before driving on.

If everyone does their part, Kūpuna incidents could be a thing of the past.

# Express!

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# Trapeze Headway Adherence System



## Ralph Faufata

Vice President, Transportation

In transit bus operations, it is a well-known fact that uneven spacing of buses on a route will result in uneven passenger loads, overcrowding, and extended waiting times for passengers. Fixed schedules are usually set up to keep buses evenly spaced; however real time conditions such as traffic, equipment breakdowns, and passenger delays disrupt fixed schedules and cause gaps in service. To minimize the impact of these unpredictable situations, we have partnered with Trapeze to develop an application that creates a schedule that adjusts to conditions on the street in real time to keep buses evenly spaced.

The application called the Headway Adherence System, determines the time it takes to travel from one end of the route to the other, and also accounts for the number of buses operating along the route at the time to develop a “target headway,” or spacing between buses. The application then displays prompts to the operator via the operator’s MDT (Mobile Data Terminal) to adjust their driving to achieve the target headway. The MDT will display a colored bar, and a plus or minus value that informs the operator where they are in relationship to the target headway. The system updates approximately every 60 seconds so it is constantly adjusting to on-street conditions in real time.

This type of scheduling system only makes sense when a route has relatively short headways, usually 15 minutes or less. With the use of headway management, passengers can go to a stop and expect a bus to come by at reasonable intervals, rather than worrying about a specific time for the bus to arrive. For example, on Route 2

the target headway is usually between 10-12 minutes. To our knowledge, we are the first transit agency in the nation to use a purely real time-based system to manage headways.

We initially deployed the Trapeze Headway Adherence System on Route 8 in May of 2018, and added Route 2 in March of this year. Both routes have benefitted from the Headway Adherence System for different reasons.

Because of their proximity to Ala Moana Center, a major transit hub, Route 8 buses are frequently used to temporarily supplement higher priority routes. When a bus is removed from Route 8, the Headway Adherence System immediately adjusts the spacing of the remaining Route 8 buses so they are evenly spaced.

On Route 2, heavy passenger loads sometimes cause buses to fall behind schedule, when this occurs the trailing bus will often catch up to the bus that was delayed, creating a bunching situation. The Headway Adherence System monitors the spacing ahead and behind each bus, and will prompt each driver to keep the buses spaced as evenly as possible.

We continue to work with Trapeze to refine the Headway Adherence System, and may deploy it to other routes with frequent headways in the future. Mahalo to everyone for your patience and commitment to improve the experiences for our customers. God Bless!

# The Road Ahead Where Are We Going?

**J. Roger Morton**

President and General Manager

Employees often catch me in the hall and ask where the Company is going? Now those questions are even more relevant. TheBus just had its 48th anniversary, providing great service to the City and County of Honolulu; and this past March, we saw the retirement of twelve veteran managers. But the future is just as bright as the past half century. HART officials plan to open the first segment of the new rail system as far as Aloha Stadium by October of 2020 – just a year and half away. So, I think it's important to lay out our vision and our goals for the next few years.

First, we want to take steps to improve our safety on both TheBus and TheHandi-Van. Overall, we have a decent record in comparison to Mainland bus systems. But with the high number of standing passengers on TheBus, we want to especially concentrate on lowering the number of people who fall on both TheBus and TheHandi-Van. In an average year, we get incident reports that about 400 who fall while riding TheBus. About 100 people from this total are transported to an emergency room. A disproportionate number of people who fall are elderly or frail and a fall can do major damage. These numbers are too high.

Second, we hope to raise our standards for civility and security while riding TheBus. A lot of “stuff” happens on buses and we need to maintain a sense of security. Last year, we had over 200 reported criminal incidents on TheBus including over 120 incidents against people. With cell phone videos and social media platforms, bad behavior on buses is magnified beyond what is typical, but we need to take steps to ensure the perception about rising crime

on buses is not the reality. We need to sit down with the various stakeholders and come up with concrete plans and programs to enhance security on TheBus.

Third, we plan to continue improving our technical and professional capabilities. We are developing multiple improvements to our IT systems including the new HOLO smart card, sophisticated scheduling techniques including interlining and dynamic scheduling on routes with frequent service, and a new dispatch system. We also hope to further improve our ability to provide correct and accurate real-time data to our 200,000 boarding passengers each day. We're following City and State policy directives to transform our mostly diesel bus system to Battery Electric Buses (BEB), and should have new electric buses operating in the next fiscal year. These are the high-visibility efforts, but IT has a lot of behind the scenes initiatives in the works.

Fourth, and perhaps most importantly, I am personally committed to plan for and attract a next-generation of bus transit managers to lead the company into the next few decades. With rail transit on the horizon, it's important that we continue our efforts to become a truly professional transit operating company. We want to do our part to make Honolulu a truly great city.

So, the next few years will be exciting for public transportation and urban mobility. I challenge all to do their part to make this vision a reality.

## Talk Story Corner

**Jenny Lemaota**

Senior Vice President and Assistant General Manager

Recently a great mentor said to me, “Vision BUILDS with the future in the rear view mirror”- JP Galvante. As I thought about this, I was amazed at how much this applied to all our lives. How do we manage the forever changing circumstances in our families, work and community?

If you thrive on change, transit is the place to be. The vision is endless! In the past year or so, we saw the emergence of a new bike share program (Biki) that currently has 3,000+ rides per day, ridesharing companies such as Uber and Lyft received approval to legally operate in our airport, and the rail construction reached the airport. The addition of these mobility options and the ever-increasing demand from millennials, our ADA community and senior citizens continues to challenge OTS's ability to thrive on change.

When it comes to work-life balance, like many of our dedicated employees, in order to perform in this forever changing

environment, I need to plan in detail or sometimes just “roll with the punches.” From commuting daily from Makakilo in crazy traffic (while listening to the '80s), working collaboratively on solutions with the OTS team and community partners (I love doing this!), taking care of my health and mind so that I can continue to provide for my 3 keiki (yoga time ... Namaste) and giving back to our community via our weekly family activities. I get it ... it's a lot and work/life can be demanding! But it is amazing how one's own perception can change these daily/weekly/annual goals from “obligations” to “opportunities and blessings!”

I'm extremely grateful for our customers, community partners, and our greatest asset, our dedicated employees who work 365 days a year to fulfill our mission. Much Aloha to the OTS `Ohana for the continued support through the growing pains!

# Transition

**Jerome Preese** Vice President, Planning and Marketing

In light of the retirements of key management staff over the past few months, the Planning and Technology Department has been diligently rebuilding its management team. We've searched for exceptional talent to build upon the systems and processes that our past and recent retirees have shed blood, sweat and tears over to develop and improve. These future leaders need to be ready to embrace change while making the right choices. It was no surprise that we were able to find exceptional talent within the Company, and we proudly promoted Shari Isobe (former Scheduler) to Scheduling Supervisor. Shari has over 30 years of scheduling experience and a B.A. in Business Administration. Her in-depth knowledge of the department and the Company as a whole is invaluable.

We also hired two transit enthusiasts, Bradley Tollison as Director of Planning and Scheduling, and Monica Van Luyen as Technology and Planning Analyst, whose educations and past careers focused on transit. Bradley holds a B.A. in Urban and Regional Planning, and Monica holds a B.A. in Sustainable Environmental Design with a minor in City and Regional Planning. Both come from the planning and scheduling sections of the prior transit agencies they've worked for. They have hit the ground running and have quickly become valuable assets to the department.

As well as rebuilding, we are making organizational changes to position us for the future. The data gathered on our buses is a wealth of information that can be used to improve our customers' transit experience. Our IT and Radio Shop teams have consistently risen to the challenge of maintaining our forever changing systems that gather this information. Our buses and vans are literally "computers on wheels," (cellular communications, video surveillance, electronic fares, automated

passenger counting and voice annunciation, just to name a few). In addition to creating the Intelligent Transportation Systems group under Information Technology (IT) section, effective May 1, 2019, the Radio Shop will also report to IT. The synergies gained by bringing the Radio Shop into the IT section will only help the Company to better manage in a forever changing IT environment. The leadership of the Radio Shop will remain in the capable hands of Terrence Teruya, a seasoned veteran in vehicle communication systems.

The Company will need the next generation of transit leaders to fill the numerous positions that have come open. These range from scheduler and systems analyst to programmer and network engineer. We know we can continue to find exceptional talent in-house, so please apply as positions become available! Imua Ohana.



Photo above (left to right): **Terrence Teruya, Jerome Preese, Bradley Tollison, Shari Isobe, Monica Van Luyen.**

# Electrifying Transportation

**Adam Tamayoshi** Vice President, Maintenance

Stepping into the position as Vice President of Maintenance this past March has been a humbling and exciting transition. I am supported by an amazing team of managers and a great maintenance staff. I look forward to keeping up the high level of excellence that the Maintenance Department is known for. Moving ahead, I plan to emphasize efficiency, reliability and safety. I believe that the future of our department, our company, and our industry holds many positive changes.

We look into the future as the transit industry progresses and evolves, new propulsion systems are constantly emerging. At the moment, the most popular system is the battery electric bus (BEBs). Ideas of reducing emissions, dependency on fossil fuels, sound pollution, and regular maintenance are all pushing the electric vehicle industry forward. Although the prospect of electrification is promising and the benefits of BEBs are many,

we must also understand the limitations posed by the current state of electric vehicle technology. Dependability, ease of storage, and familiarity of fossil fuels are undeniable elements relating to diesel engines. OTS is currently operating diesel buses that are over 22 years old or have traveled over a million miles. These are perfect examples of how decades of evolving technology, proven industry practices, and overall reliability have kept diesel engines viable. One day, BEBs will be able to provide the same type of longevity; however, as with all new technology, BEBs require time to be tested and improved. I am excited about the opportunities that we will be presented with the Mayor's commitment to having a 100% electric bus fleet by 2035. As we face the challenges to come, we must remind ourselves that new technology not only provides us with new ideas, but also new ways of thinking.

# Bystander Intervention

Angela Lo  
Civil Rights Compliance Officer

Do you remember seeing the above placard while riding our buses? What about hearing the Public Service Announcement (PSA) – “See Something? Say Something!” on the TheBus as you rode to your destination?

Are you wondering why the Civil Rights Compliance Officer is asking about a bus placard and a PSA announcement that plays on TheBus? Well, that phrase is the equivalent of Bystander Intervention. And it’s not just for bus passengers.

Bystander Intervention is when someone interrupts a situation that is perceived as harmful. It is mostly taught regarding sexual violence and sexual harassment. Let’s expand this to anytime we feel someone is in a situation we would not want our loved ones to be in.

Stepping in to help someone sounds chivalrous, but as we all know, it’s hard for a lot of us. Many times, we think someone else will do or say something, but then no one does. You don’t have to point out the behavior if you are not comfortable doing so. You could simply divert the attention by asking about the previous weekend or plans for the upcoming weekend.

Who among us haven’t heard a “Portagee” (Portuguese) joke or a reference to the stinginess of a Pake (Chinese) coworker knowing it made another coworker uncomfortable? Push pass



the justifications in your head saying, “Oh, that’s funny. They are laughing too. It’s must be okay.” Find the strength to say, “Stop. You are making everyone uncomfortable.” Often times, it takes only one voice to have others speak up. When you do what’s right, there will be others to back you up.

It can also be as simple as my own personal experience. Someone had used a derogatory term for a gay man while sharing a story. All I said was, “That’s not a nice word.” The individual apologized and continued with their story.

When we hear inappropriate comments, we must say something to let that person know that it is not OK. If you overcome your fears and say something, you may not only stop that instance of negative behavior, but also teach others to stop it. Your actions may influence others to speak up next time.

There are different ways to act. It doesn’t have to be a grand gesture. It doesn’t have to be politically correct. It just has to be enough to stop the behavior.

The goal of bystander intervention is to change passive bystanders into individuals who will stop a negative situation from continuing. Bystander intervention training helps people speak up when someone is being harassed. As TheBus placard reads, “See Something? Say Something!” and “Let’s count on each other.”

## Consumers Drive Change

Charlotte Townsend Vice President, Paratransit Services

Citizen’s for a Fair ADA Ride (CFADAR) is an advocacy group of consumers with disabilities who come together to share common concerns related to the services of TheHandi-Van Paratransit and TheBus. Though these members do not represent the entirety of disabled person’s ridership, it is clear that the issues presented at their meetings are collective concerns shared by disabled riders.

CFADAR started as a group primarily concerned with bus accessibility. Eventually, these meetings grew to include Paratransit riders with many unique issues that needed to be addressed. The group met with City and OTS staff to seek answers to their concerns and to receive updates on service. In 2006, the group created the CFADAR name using the Americans with Disabilities Act as the focus for compliance and accountability.

CFADAR became the sounding board for many riders to voice their complaints about common transportation issues. Concerns were presented to a panel of representatives from the City Department of Transportation Services Paratransit Operations Branch and OTS; TheBus and TheHandi-Van. Under the leadership of Donald Sakamoto, the once contentious group of consumers became a powerful advocacy group with a mission and purpose to improve the overall service of public transportation for persons with disabilities on Oahu.

The meetings now draw more than consumers; City Council and State Legislature staff, various departmental heads, subcontractors, vendors and interested parties have all shown interest. The CFADAR members are not shy in addressing tough issues that impact their quality of life; they speak up and their voices matter. As the consumers and other representatives become regular attendees at the CFADAR meetings, they become more knowledgeable about the services and the requirements of this much regulated industry.

Additionally, CFADAR members often attend the Council Budget and Transportation Committee meetings to voice their opinions on appropriations for new vehicles, accessible equipment and fare adjustments. They ensure that policy-makers hear their stories.

It is not uncommon to hear positive stories at CFADAR meetings of late. Many members sign up to address a particular complaint or a recent situation, and more and more of them are expressing their sincerest appreciation for the services of the TheHandi-Van and of our OTS operators and staff.

The feedback from CFADAR helps us keep TheHandi-Van on track, and we are grateful for their commitment to better service delivery and consumer advocacy for persons with disabilities.

# Practicing Patience

**Roy Dunlap**  
Manager of Training

As operators, we are faced with many challenges. One of the difficult parts of the job is having an angry or violent customer onboard one of our buses. There are many situations that can trigger a customer's negative conduct, such as a fare dispute, having to ask a customer to move from the disability seat to another seat, asking to see a customer's pass, having to ask people to move towards the back of the bus, having to reason with an intoxicated passenger, etc. Let's look at all of these situations, and think how we can, as operators, address these situations in a more positive way.

We need to look at our customers as important people who appreciate our services, and not as someone who is looking for trouble. Many times, our customers just need a ride, nothing else. It's when we start taking things personally that things start to go wrong.

With patience and a smile, together with simple and polite words such as, "Excuse me, may I see your bus pass?" and not, "Hey, I need to see your bus pass," may defuse the situation and lessen the chances of the customer getting angry or violent. Other words that can be useful are, "Sorry, can you please move toward the back of the bus, thank you," etc. In most cases, by using these types of words, it may very well lessen the instances of someone getting angry or violent.

Remember, as operators, we have many options to de-escalate a situation if you are familiar with your GOP section 1.01. We must all work together to build trust and Aloha with our riding community through empathy and authentic concern. By doing this, we add a layer of protection and confidence in our operators. There is no one magical response to de-escalating a potentially angry or violent passenger, but with everyone working together on this ever changing condition, we make a difference in our lives and in our passengers' lives.

## Safety Management System (SMS) What's Dat?

**Eric Nakashima** Director of Safety & Security

On July 19, 2018, the FTA published the Public Transportation Agency Safety Plan (PTASP) Final Rule, which requires Transit Agencies to develop a safety plan that includes processes and procedures of implementing a Safety Management System (SMS). This PTASP rule, effective July 19, 2019, requires Transit Agencies certify that their PTASP is in place by July 20, 2020. In a collaborative effort, the OTS Safety Department is working with DTS to put this PTASP together with a goal to create a safety plan that not only meets all requirements, but is also implementable and enforceable by OTS and DTS respectively.

As mentioned earlier, part of a successful plan is to implement and monitor a Safety Management System (SMS). This is a departure from the "System Safety" approach currently used by most transit agencies. SMS is a comprehensive and collaborative approach that brings management and labor together to build on the transit industry's existing safety foundation. The purpose is to control risk better, detect and correct safety problems earlier, share and analyze safety data more effectively, and measure safety performance more carefully. SMS is about applying resources to risk and is based on ensuring that a transit agency

has the organizational infrastructure to support decision-making at all levels regarding the assignment of resources. Some key parts of SMS include:

- Defined roles and responsibilities
- Strong executive safety leadership
- Formal safety accountabilities and communication
- Effective policies and procedures
- Active employee involvement

Most safety research has shown that major accidents are not simply the result of one individual's behavior or actions. These accidents typically have preceding incidents with multiple causes involving people operating across many levels or functions in an organization. It follows that predicting and preventing major accidents requires addressing the root causes that the new Safety Management System is designed to identify.

Maluhia Ka `Ohana (Protect the Family)

## Shifting Gears

After 40 years of servicing generations of riders, our Bus Pass program is seeing its last year(s) of service, giving way to the new HOLO card system. The HOLO card will not only replace the Bus Passes, but the Monthly Senior Stickers, Annual Senior Stickers, Bi-Annual Senior Stickers and the \$30, \$10 & \$5 Commuter Choice Checks.

This means some big changes in the Counting Room operations. No more Monthly Bus Pass and Senior Sticker deliveries, and

**Neal Sasahara**  
Counting Room Supervisor

picking up the unsold passes and stickers. Hopefully with the transition, we will see smaller amounts of dollar bills to unfold and not as much coins to be sorted and bagged.

However, the Counting Room team will be playing a big role with the HOLO Call Center by delivering the HOLO cards and supplies to all of our retail institutions. This small, but mighty team is ready to embrace the changes.

# OTS 457(b) Retirement Savings: Know Your Plan



**John Kim** Vice President, Finance

While I am proud of the fact that OTS provides one of the most comprehensive set of employee benefits, it can be overwhelming to understand how each benefit works. One of the most common and time-tested benefits, and a great way to save for the future, is a retirement plan. OTS offers a 457(b) retirement plan, which is typically offered by state and local government, or in OTS' case, a government instrumentality. Eligibility is easy, employees can sign up upon completing 6 months of service.

In 2018, with the help of our consultant (Hogan Financial Group) and all of our plan providers (AXA, VOYA, and Lincoln), we were successful in lowering various fees that are charged to the participants' account balances, resulting in direct savings to the participants!

While 457(b) plans share many similarities to more commonly offered 401(k) plans, there are some differences. Below are a few highlights to help you make a better informed decision with your OTS 457(b) plan.

- Like 401(k), the biggest benefit of 457(b) is probably its tax deferred feature. Contributions are taken on a pre-tax basis from gross pay, lowering your taxable income. While you will have to pay income taxes on the eventual distribution, the thought is that most will pay less taxes at the time of

distribution when their earning power and income will likely be lower than what it is today. Automated deduction in paycheck is also a plus as it's easier to save monies that you don't see.

- Most retirement plans allow a catch up contribution after the age of 50. 457(b) further allows double contribution in the 3 years prior to retirement. For 2019, this means double the normal contribution limit of \$19,000, or \$38,000. Everyone's financial situations differ, and this allows greater contribution flexibility for those approaching retirement age.
- Another difference with 457(b) plan is the zero percent penalty for distributions before age 59 ½ if you retire early or leave the employer. 401(k) has 10% penalty for early distribution. While zero penalties are obviously a positive, it may tempt more to distribute early, defeating the main purpose of saving for future years. Both distributions are still subject to income tax.
- Lastly, 457(b) plan allows for withdrawals in case of unforeseeable emergency. However, please be aware that they are stricter than most 401(k) plans as there are severe financial hardship criteria that must be met.

Please contact your OTS 457(b) plan education consultant, Hogan Financial Group, to find out more information and get started! Mahalo and happy savings!

## OTS 457(b) PLAN CONTACTS



### Plan Sponsor Administration For existing participants of all plans:

- Contribution amount change
- Beneficiary designation
- Unforeseeable emergency withdrawal requests

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Disclosure: This is for informational purposes and not intended to be tax or legal advice. Please consult with a tax professional for personal analysis and impact of OTS' 457(b) plan.

# Transit Transfers

**Ana Pagampao**, Transportation Clerk Coordinator, was promoted on 12/1/2017. Ana was previously a Clerk Typist II and has been with OTS, Inc., since 8/21/2000.



**Pauline Mercado**, Sr. Transportation Clerk, was promoted on 1/1/2018. Pauline was previously a Clerk Steno and has been with OTS, Inc., since 8/6/2017.



**Therese Tokumi**, Transportation Clerk Coordinator, was promoted on 12/1/2017. Therese was previously a Senior Transportation Clerk and has been with OTS, Inc., since 10/25/1993.



**Phethsamay Tarrant**, Sr. Transportation Clerk, was promoted on 1/1/2018. Phethsamay was previously Clerk Steno II and has been with OTS, Inc., since 9/16/2014.



**Rogelio Eugenio**, Lead Mechanic, was promoted on 12/4/2017. Rogelio was previously a HEM-Electrician and has been with OTS, Inc., since 8/1/2008.



**Nathan Costa**, Asst. Superintendent of Shops, was promoted on 4/16/2018. Nathan was previously a Lead Mechanic and has been with OTS, Inc., since 9/26/1980.



**Marlon Agustin**, Lead Mechanic - ASE Certified, was promoted on 12/6/2017. Marlon was previously a HEM-Running Repair and has been with OTS, Inc., since 8/04/2008.



**Anthony Castro**, Mechanic Helper, was promoted on 5/4/2018. Anthony was previously a Service Attendant and has been with OTS, Inc., since 5/15/2000.



**John Ishol**, Central Radio Controller, was promoted on 12/16/2017. John was previously a Bus Operator and has been with OTS, Inc., since 6/19/1993.



**Cheryl Tomisato**, Purchasing Manager, was promoted on 5/16/2018. Cheryl was previously an Assistant Purchasing Manager and has been with OTS, Inc., since 5/1/2016.



**Charles McDowell**, Road Supervisor, was promoted on 12/16/2017. Charles was previously a Bus Operator and has been with OTS, Inc., since 12/1/2007.



**Philip Butay**, Road Supervisor, was promoted on 6/16/2018. Philip was previously a Bus Operator and has been with OTS, Inc., since 8/15/2008.



**Neal Tomimatsu**, Lead Instructor, was promoted on 12/16/2017. Neal was previously an Instructor and has been with OTS, Inc., since 2/4/1978.



**Joshua Cadelinia**, Central Radio Controller, was promoted on 6/16/2018. Joshua was previously a Bus Operator and has been with OTS, Inc., since 5/31/2008.





**Brian Nakagawa**, Road Supervisor, was promoted on 6/16/2018. Brian was previously a Bus Operator and has been with OTS, Inc., since 12/11/2004.



**Si Nae Makanani**, Assistant Purchasing Manager, was promoted on 8/1/2018. Si Nae was previously a Purchasing Clerk I and has been with OTS, Inc., since 3/20/2014.



**Brian Taylor**, Central Radio Controller, was promoted on 6/16/2018. Brian was previously a Bus Operator and has been with OTS, Inc., since 12/23/2000.



**Severo Bolosan**, Service Station Supervisor, was promoted on 9/16/2018. Severo was previously a Lead Mechanic and has been with OTS, Inc., since 10/16/1987.



**Peter Bermudez**, Trades Helper, was promoted on 7/1/2018. Peter was previously a Bus Stop Crew Laborer II and has been with OTS, Inc., since 4/24/2002.



**Spencer Louie**, Maintenance Manager, Paratransit Services, was promoted on 10/8/2018. Spencer was previously a Technical Equipment Coordinator and has been with OTS, Inc., since 5/3/1999.



**Douglas Ibarra**, Paratransit Technical Support Data Analyst, was promoted on 7/1/2018. Douglas was previously a Technology & Planning Analyst and has been with OTS, Inc., since 9/1/2012.



**Ruth Perez**, Entry Purchasing Clerk, was promoted on 10/16/2018. Ruth was previously a Temporary Entry Inventory Clerk and has been with OTS, Inc., since 7/3/2017.



**Michelle Kennedy**, Vice President, Customer Services, was promoted on 7/1/2018. Michelle was previously Director of Marketing & Communications and has been with OTS, Inc., since 6/20/2005.



**Susan Kitsu**, Interim Associate Director of Human Resources, was promoted on 11/1/2018. Susan was previously an Employee Relations Specialist and has been with OTS, Inc., since 6/5/2018.



**Francis Souza**, Trades Helper, was promoted on 7/1/2018. Francis was previously a Bus Stop Crew Laborer II and has been with OTS, Inc., since 5/17/1999.



**Alicia Shaw**, Sr. Fare Clerk, was promoted on 11/16/2018. Alicia was previously a Counting Room Clerk I and has been with OTS, Inc., since 7/5/2013.



**William Cacho**, Lead Mechanic - ASE Certified, was promoted on 7/16/2018. William was previously a HEM-Unit Rebuild and has been with OTS, Inc., since 8/27/1974.



**Matthew Bellinger**, Central Radio Controller, was promoted on 12/1/2018. Matthew was previously a Bus Operator and has been with OTS, Inc., since 11/17/2012.



**Joshua Pupu**, Entry Counting Room Clerk, was promoted on 7/16/2018. Joshua was previously a Temporary Entry Counting Room Clerk and has been with OTS, Inc., since 1/23/2017.



**Sonia Marumoto**, Administrative Manager, Paratransit Services, was promoted on 12/16/2018. Sonia was previously a Secretary I, (Paratransit) and has been with OTS, Inc., since 9/16/2015.



# New OTS 'Ohana

Employee	Title	Date of Hire	Employee	Title	Date of Hire
ALFORD, KEONI	Paratransit Operator	12/14/17	SANCHEZ, JAMES	Bus Operator	06/03/18
BENEDICTO, GLENN	Paratransit Operator	12/14/17	KITSU, SUSAN	Human Resources	06/05/18
COSTELLO, JASON	Paratransit Operator	12/14/17			
GATDULA, BRIAN	Paratransit Operator	12/14/17	RAMIRO, HELBERT	Service Attendant	06/13/18
HILO, NATHAN	Paratransit Operator	12/14/17	FELIPE, RUSSELL	Paratransit Fueller/Cleaner	06/20/18
KAE0, DELANO	Paratransit Operator	12/14/17	MANTANONA, NATHAN	HEM - Running Repair	07/02/18
KAUWE KAM, GARYLYNE	Paratransit Operator	12/14/17	STEWART, WARRELL	Lead Mechanic	07/05/18
LEE, SAMSON	Paratransit Operator	12/14/17	BARICUATRO, JEDWIN	Customer Information Manager	07/16/18
SOTERO, JOCELYN	Paratransit Operator	12/14/17	RALAR-HETRICK, KELSEY	Entry Information Clerk	08/03/18
AKANA, CHARLES	Bus Operator	12/15/17	DELEON, HONOR	Paratransit Mechanic	08/06/18
ANOC, HENRY	Bus Operator	12/15/17	LENCHANKO, SHANTELL	Mechanic Helper	08/06/18
ASATO, LYLE	Bus Operator	12/15/17	TAKABA, BRIAN	Service Attendant	08/06/18
BELL, JASON	Bus Operator	12/15/17	TERAOKA, CARIE	IT Intern	08/16/18
CULLEN, ROBERT	Bus Operator	12/15/17	ALGONO, LAXTER	Bus Operator	08/17/18
DAHLE, SAMUEL	Bus Operator	12/15/17	ARANITA, STANLEY	Bus Operator	08/17/18
DELOS SANTOS, FERDINAND	Bus Operator	12/15/17	BATULAN, ALBERT	Bus Operator	08/17/18
LACUESTA, ROCKY	Bus Operator	12/15/17	DOMINGO, LARRY	Bus Operator	08/17/18
LETATAU, RAY	Bus Operator	12/15/17	DONATO, CLAY	Bus Operator	08/17/18
MARIANI, ANNA	Bus Operator	12/15/17	FEJERAN, VIOLET	Bus Operator	08/17/18
MAUGAOTEGA, CHANTELL	Bus Operator	12/15/17	JUSTO, JOHN DEWEY	Bus Operator	08/17/18
MOON, SEAN	Bus Operator	12/15/17	KAINA, FRANCES	Bus Operator	08/17/18
SCOTT, RUBEN	Bus Operator	12/15/17	KEALOHA, RICHARD	Bus Operator	08/17/18
SULLIVAN, GREGORY	Bus Operator	12/15/17	KWON, JAY	Bus Operator	08/17/18
VIJAYAKUMAR, RAHUNATH	Bus Operator	12/15/17	LEON GUERRERO, CHARLES	Bus Operator	08/17/18
CADDALI, EDWARD	Paratransit Mechanic	01/02/18	MADRONA, CONRAD	Bus Operator	08/17/18
CAMPBELL, CHRISTOPHER	Mechanic Helper	01/02/18	PAI, BRANDON	Bus Operator	08/17/18
LEMMER, TERRI	Temp Paratransit Reservationist	01/08/18	REYES, HENRY	Bus Operator	08/17/18
PIRGA, MICHELLE	Clerk Steno	01/08/18	SEGURITAN, MICHAEL	Bus Operator	08/17/18
BORENGASSER, WARREN	Paratransit Fueller/Cleaner	01/16/18	NISHIJIMA, RYAN-THOMAS	Temporary Service Attendant	08/20/18
YEE POONG, ERNEST	HEM - Brake Shop	01/22/18	BAGUSO, JASON	Paratransit Fueller/Cleaner	09/05/18
NIEVA, JOSE EDUARDO	Service Attendant	02/05/18	AGABAO, GLENN	Paratransit Operator	09/11/18
LAYCO, LEO	Paratransit Fueller/Cleaner	02/12/18	BAKER, VIANA	Paratransit Operator	09/11/18
NIETO, BRENDAN ARTHUR	Utility Worker	02/26/18	CACHOLA KERSTON, CHAD	Paratransit Operator	09/11/18
FAATEA, JOSEPHO	Paratransit Operator	03/03/18	CHANG, MATTHEW	Paratransit Operator	09/11/18
GABOR, DENISH TRISTAN	Paratransit Operator	03/03/18	KARR, STEVEN	Paratransit Operator	09/11/18
HO, GARRET	Paratransit Operator	03/03/18	MENDES, ROBERT	Paratransit Operator	09/11/18
KELIHKULI, DOUGLAS	Paratransit Operator	03/03/18	NAKASONE, JAIME	Paratransit Operator	09/11/18
NOUCHI, TRACI LYNN	Paratransit Operator	03/03/18	PADILLA, CHERISE	Paratransit Operator	09/11/18
SAKARIA, CECILIA	Paratransit Operator	03/03/18	PAGBA, ALLAN	Paratransit Operator	09/11/18
TAKAGI, DOUGLAS	Paratransit Operator	03/03/18	PEDRO, SARAH	Paratransit Operator	09/11/18
TAKAHAMA, TODD	Paratransit Operator	03/03/18	SUAN, PORSCHE	Paratransit Operator	09/11/18
TERAOKA, RUSSEL	Paratransit Operator	03/03/18	HIGA, DARRYL	Service Attendant	09/24/18
BARAYUGA, JESUS	Bus Operator	03/03/18	SARUWATARI, MARK	Assistant Fare Manager	10/16/18
CADELINIA, SAMUEL	Bus Operator	03/03/18	KAMARK, KAUIONALANI	Clerk Steno	10/16/18
CARINO, HERBERT	Bus Operator	03/03/18	OME, RONNETTE	Clerk Steno	10/16/18
EWART, ANA	Bus Operator	03/03/18	CASIDO, ROLANDO	HEM - Electrician	10/22/18
FUJIMAONO, VIMOTO	Bus Operator	03/03/18	TAEZA, KELSEY	Fare Clerk Coordinator	11/16/18
HAINES, THOMAS	Bus Operator	03/03/18	BIANE, JEFFREY	Bus Operator	11/17/18
KAHALILI, BUTTONS	Bus Operator	03/03/18	CABALAR, EDWIN	Bus Operator	11/17/18
MAWAE, SAMMI	Bus Operator	03/03/18	DIAZ, JASON	Bus Operator	11/17/18
NGUYEN, BAO	Bus Operator	03/03/18	FAUMUINA, MATTHEW	Bus Operator	11/17/18
SMITH-RABE, SALINA ANN	Bus Operator	03/03/18	GARDINER, ARNOLD	Bus Operator	11/17/18
STRONG, JAMES	Bus Operator	03/03/18	KILLION, GEORGE	Bus Operator	11/17/18
MIZUTA, KIMBERLY	Field Operations Administrative Manager	03/16/18	MAI, NGHIA	Bus Operator	11/17/18
			OTARRA, JOHN JAY	Bus Operator	11/17/18
BISHOP, NATASHA	Temporary Utility Worker	04/02/18	SMITH, HAROLD	Bus Operator	11/17/18
HOKOANA, ALVIN	Service Attendant	04/24/18	VEGA, JOSE	Bus Operator	11/17/18
TOLLEFSEN, WILFRED	Temporary Service Attendant	04/30/18	RODRIGUEZ, JOSE	HEM - Running Repair	11/19/18
AUGAFA, SCOTT	Bus Operator	06/03/18	BENEDICTO, CLARISSA	Paratransit Operator	11/22/18
CATEKISTA, HARRY	Bus Operator	06/03/18	CADDALI, ADRIANSON	Paratransit Operator	11/22/18
CHEN, PAO-HORNG	Bus Operator	06/03/18	CASTRO, RICARDO	Paratransit Operator	11/22/18
CONRATH, CHRISTOPHER	Bus Operator	06/03/18	CORREA, NADINE	Paratransit Operator	11/22/18
DOMINGO, AMADOR	Bus Operator	06/03/18	FAAVESI, KANOKI	Paratransit Operator	11/22/18
HIGHTOWER, POOKELA	Bus Operator	06/03/18	FAUMUINA, LARISSA	Paratransit Operator	11/22/18
KAIO, DON	Bus Operator	06/03/18	KANAE, JENNIFER	Paratransit Operator	11/22/18
ORTIZ-TOM, KEVIN	Bus Operator	06/03/18	KILA, DOMINIC	Paratransit Operator	11/22/18

# Transit Transfers

Continued from page 5.

**Elo Badua**, Lead Mechanic, was promoted on 12/17/2018. Elo was previously a HEM-Running Repair and has been with OTS, Inc., since 8/23/1989.



**Tyler Freitas**, Lead Mechanic, was promoted on 2/1/2019. Tyler was previously a HEM-Transmission and has been with OTS, Inc., since 1/2/1990.



**Max Sakihara**, Accountant/Bookkeeper - Inventory, was promoted on 2/18/2019. Max was previously an Entry Timekeeper and has been with OTS, Inc., since 11/28/2016.



**Rowena Cantillo**, Claims Specialist, was promoted on 3/1/2019. Rowena was previously a Human Resources Technician and has been with OTS, Inc., since 10/1/1991.



**Adam Tamayoshi**, Vice President, Maintenance, was promoted on 3/1/2019. Adam was previously a Staff Engineer and has been with OTS, Inc., since 4/21/2014.



**Kordell Hyde**, Lead Mechanic, was promoted on 3/4/2019. Kordell was previously a HEM-Air Condition and has been with OTS, Inc., since 11/9/2015.



Employee	Title	Date of Hire
LYONS, WAYNETTE	Paratransit Operator	11/22/18
PAUULU, PIO	Paratransit Operator	11/22/18
PUAHI, RAYNELLE	Paratransit Operator	11/22/18
KAAWALAUOLE, GLENN	Temporary Paratransit Reservationist	11/30/18
TERAOKA, CARIE	Systems Engineer I	12/17/18
KANOA, LAURA	Employee Relations Specialist	01/07/19
AKAMINE, ANISSA	Temp. Entry Bus Pass Clerk	01/14/19
MAKAIWI, URSULA	Temporary Paratransit Reservationist	01/22/19
VAN LUVEN, MONICA	Technology & Planning Analyst	01/28/19
TOLLISON, BRADLEY	Director of Planning and Scheduling	02/04/19
ABRAHAM, KENNETH	Bus Operator	03/02/19
ENDO, MOANA	Bus Operator	03/02/19
FERNANDEZ, GERALD	Bus Operator	03/02/19
KEPA, PETER	Bus Operator	03/02/19
LOPEZ, EUGENE	Bus Operator	03/02/19
SOUZA, JOHN	Bus Operator	03/02/19
STONE, CHANING	Bus Operator	03/02/19
WALTER, LISA	Bus Operator	03/02/19
WILLS, JASON	Bus Operator	03/02/19
FOLEY, CHERLENE	Temporary Entry Timekeeper	03/11/19
ANDRADE, RAYMOND	HEM - Body Shop	03/11/19
CAMAGANACAN, ROLANDO	HEM - Electrician	03/11/19
MOAFANUA, MAUA	HEM - Running Repair	03/11/19
SHIMAMOTO, ROBERT	HEM - Running Repair	03/11/19
DEVOLL, ALICIA	Secretary I, Customer Services	03/18/19
ROMAN, KUUIPO	Entry Fare Clerk	04/01/19
WONG, VALERIE	Temporary Entry Inventory Clerk	04/16/19

## A Message From Teamsters Local 996

Everyday thousands of Honolulu residents depend on public transportation to get from home to work and back home. Oahu Transit Services Inc. employs hundreds of bus operators, support and clerical staff in fix route and para-transit operations who are members of Teamsters Local 996 working tirelessly to keep the islands transportation system on the go. Without the hard work and dedication of these blue- and white-collar workers most residents would be forced to seek alternate modes of transportation causing gridlock on the roadways. I'm very honored and humbled to have been given the opportunity to represent the 7,000 members at Teamsters Local 996 and especially the members at OTS Inc. who deserve accolades for the excellent work done to keep the system moving. Teamsters Local 996 shall continue to represent our members as we move forward together in unity and solidarity.



Fraternally,

**Wayne K S Kaululaau**  
President  
Hawaii Teamsters Local 996



# Paratransit Safety Awards

## DECEMBER 2017

### Five (5) Year Award

Tanya Kamalii

### Six (6) Year Award

Lani Capua

Cynthia Robinson

### Fifteen (15) Year Award

Violet Ahia-Young

Randall DeGuzman

## JANUARY 2018

### Five (5) Year Award

Gary Kaneshiro

Raymond Raquel

### Seven (7) Year Award

Ronald Colling

### Ten (10) Year Award

Benjamin Calamayan

### Thirteen (13) Year Award

Rueben Cezar

### Fifteen (15) Year Award

Norman Cabalo

Desiree Harvey

## FEBRUARY 2018

### Six (6) Year Award

Reginamae Martin

### Ten (10) Year Award

Rannie Agag

### Thirteen (13) Year Award

Martin Luckhaus

### Fourteen (14) Year Award

Stanley Souza

### Fifteen (15) Year Award

Joselito Suga

## MARCH 2018

### Six (6) Year Award

Jordan Moniz

### Nine (9) Year Award

Elvira Pacarro

### Eleven (11) Year Award

Jacob Turner

Roy Uehara

### Fifteen (15) Year Award

Lavone Ikeda

Isaako Loa

Ariel Ponce

## APRIL 2018

### Five (5) Year Award

Gabriel Aio

Kawe Williams

### Six (6) Year Award

Timothy Lewis

### Seven (7) Year Award

Charlene Lawelawe

### Eight (8) Year Award

Warren Oasay

### Ten (10) Year Award

Terrence Kealoha

### Twelve (12) Year Award

Jonah Mawae

## MAY 2018

### Five (5) Year Award

Medel Casamina

### Seven (7) Year Award

Gregory Chang

### Ten (10) Year Award

Michael Woodward

## JUNE 2018

### Five (5) Year Award

John Okamura

### Ten (10) Year Award

Mark Jackola

### Eleven (11) Year Award

Rodolfo Perucho

### Twelve (12) Year Award

Joel Sagaysay

### Fourteen (14) Year Award

Robyn Freitas

## JULY 2018

### Five (5) Year Award

Rodney Alama

Jay Ishiyama

### Six (6) Year Award

Robyn Antonio

### Seven (7) Year Award

Jonathan Kahue

Amelia Willing

### Eight (8) Year Award

LaDrakeus Martin

### Nine (9) Year Award

Eleanor Leusu

### Eleven (11) Year Award

Bryan Natividad

### Thirteen (13) Year Award

Lisa Parker

### Fourteen (14) Year Award

George Bican

## AUGUST 2018

### Five (5) Year Award

Kalani Makekau

### Twelve (12) Year Award

Wendy Naile

## SEPTEMBER 2018

### Five (5) Year Award

Albert Diggs

Reid Kaneshiro

### Six (6) Year Award

Joseph Manog

### Seven (7) Year Award

Samuel Kaleikoa

### Eight (8) Year Award

Jesse Kobylanski

### Nine (9) Year Award

Kevin Takeda

### Ten (10) Year Award

Nordine Espaniola

## OCTOBER 2018

### Five (5) Year Award

Brandon Grace

### Six (6) Year Award

Patricia Quiambao

### Nine (9) Year Award

George Pusins

### Ten (10) Year Award

Glenn Bocoboc

### Eleven (11) Year Award

Allan Sablan

### Twelve (12) Year Award

Mercedes Laquihon

### Fourteen (14) Year Award

Theresa Gomes

## NOVEMBER 2018

### Seven (7) Year Award

Danny Gervacio

Jose Penera

### Eight (8) Year Award

Ruben Pokipala

### Eleven (11) Year Award

Irene Baker

### Thirteen (13) Year Award

Abram Cassel

## DECEMBER 2018

### Five (5) Year Award

Alan Viernes

### Seven (7) Year Award

Cynthia Robinson

### Sixteen (16) Year Award

Violet Ahia-Young

Randall DeGuzman

## JANUARY 2019

### Six (6) Year Award

Gary Kaneshiro

Raymond Raquel

### Ten (10) Year Award

Loreto Bartolome

### Eleven (11) Year Award

Benjamin Calamayan

### Fourteen (14) Year Award

Rueben Cezar

### Sixteen (16) Year Award

Norman Cabalo

Desiree Harvey

## FEBRUARY 2019

### Five (5) Year Award

Damon Irwin

### Eleven (11) Year Award

Rannie Agag

### Fourteen (14) Year Award

Martin Luckhaus

### Fifteen (15) Year Award

Stanley Souza

### Sixteen (16) Year Award

Joselito Suga

## **Paratransit Class 62** Graduated March 2, 2018



Photo above (left to right): Front Row: **Todd Takahama, Traci Lynn Nouchi, Douglas Keliikuli, Douglas Takagi, Denish Gabor.** Back Row: **Garret Ho, Russell Teraoka, Josepho Faatea, Cecilia Sakaria, Michael Fujita.**

## **Paratransit Class 63** Graduated September 7, 2018



Photo above (left to right): Front Row: **Porsche Suan, Matthew Chang, Cherise Padilla, Viana Baker, Sarah Pedro.** Back Row: **Gary Dymally, Steven Karr, Allan Pagba, Chad Kerston, Robert Mendes, Jamie Nakasone, Glenn Agabao.**

## **Paratransit Class 64** Graduated November 21, 2018



Photo left (left to right): Front Row: **Clarissa Benedicto, Jennifer Kanae, Larissa Faumuina, Mohamed Mahgoub, Nadine Correa.** Back Row: **Ricardo Castro, Waynette Lyons, Adrianson Caddali, Pio Paululu, Raynelle Puahi, Dominic Kila, Kanoki Faavesi.**

# **Paratransit Van Operators Of The Month**

### **January 2018**

Gregory J. Chang

### **February 2018**

Sidney R. Nadoza

### **March 2018**

Abram Cassel

### **April 2018**

Michael S. Mackey

### **May 2018**

Matthew K. Grace

### **June 2018**

Darren R. Kawelolani

### **July 2018**

Jacob Turner

### **August 2018**

Brandon K. Grace

### **September 2018**

Herbert S. Nishimura

### **October 2018**

Bradley K. Pakele

### **November 2018**

Edwina A. Kalaola

### **December 2018**

Shannon K. Laa

### **January 2019**

David A. Wegner

### **February 2019**

Danilo A. Pedro

### **March 2019**

Edgar T. Antonio

### **April 2019**

Roderick C. Tumamao

### **May 2019**

Kipling Itokazu

### **June 2019**

Stephen D. Medeiros

# Retiree Corner

**Lisa Zane,**  
Bus Operator,  
retired on 12/1/17,  
with 28 years  
of service.



**Carlton Hayasaka,**  
Foreman,  
Running Repair,  
retired on 4/1/2018,  
with 39 years  
of service.



**Terrence Sugai,**  
HEM-Body Shop,  
retired on 5/1/2018,  
with 28 years  
of service.



**Aileen Engle,**  
Loss Control Specialist,  
retired on 1/1/2018,  
with 38 years  
of service.



**Kerwin Au,**  
Bus Operator,  
retired on 4/1/2018,  
with 24 years  
of service.



**Jeffrey Almodova,**  
HEM-Running Repair,  
retired on 5/1/2018,  
with 39 years  
of service.



**Benjamin Valderama,**  
Bus Operator,  
retired on 1/1/2018,  
with 30 years  
of service.



**David Fernandez,**  
Bus Operator,  
retired on 4/1/2018,  
with 31 years  
of service.



**Iameli Kaio,**  
Bus Operator,  
retired on 5/1/2018,  
with 42 years  
of service.



**Nowell Baricuatro,**  
Bus Operator,  
retired on 2/1/2018,  
with 15 years  
of service.



**Jose Custodio,**  
Storekeeper II, Step II,  
retired on 5/1/2018,  
with 27 years  
of service.



**Gary Bernard,**  
Bus Operator,  
retired on 5/1/2018,  
with 42 years  
of service.



**Lyle Lam,**  
HEM-Lube/  
48K Inspection,  
retired on 3/1/2018,  
with 39 years  
of service.



**Randolph Rodrigues,**  
Bus Operator,  
retired on 5/1/2018,  
with 9 years  
of service.



**Dawn Ikei,**  
Sr. Transportation  
Clerk,  
retired on 6/1/2018,  
with 8 years  
of service.



**Marian Gaea,**  
Paratransit Operator,  
retired on 4/1/2018,  
with 24 years  
of service.



**Mark Tanele,**  
Paratransit Operator,  
retired on 5/1/2018,  
with 26 years  
of service.



**Barbara Autenrieth,**  
Dispatcher,  
retired on 6/1/2018,  
with 22 years  
of service.



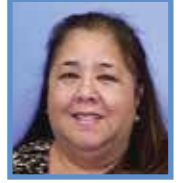
**Filiki Tupuola,**  
Paratransit Operator,  
retired on 4/1/2018,  
with 26 years  
of service.



**Curtis Kanno,**  
Sr. Counting  
Room Clerk,  
retired on 5/1/2018,  
with 29 years  
of service.



**Michelle Stevens,**  
Confidential Clerk II,  
retired on 6/1/2018,  
with 39 years  
of service.



**Benjamin Tibas,**  
Bus Operator,  
retired on 4/1/2018,  
with 36 years  
of service.



**Norma Godoy,**  
Transportation Clerk  
Coordinator,  
retired on 5/1/2018,  
with 26 years  
of service.



**Louis Silva,**  
HEM – Running Repair,  
retired on 6/1/2018,  
with 31 years  
of service.



**Francisco Raasch Barajas**,  
Bus Operator,  
retired on 6/1/2018,  
with 37 years  
of service.



**Maximiano Jardin**,  
Paratransit Operator,  
retired on 10/1/2018,  
with 25 years  
of service.



**Inez Hatori**,  
Bus Operator,  
retired on 12/1/2018,  
with 29 years  
of service.



**Duncan McKay**,  
Paratransit Operator,  
retired on 6/1/2018,  
with 26 years  
of service.



**Carol Samski**,  
Paratransit Operator,  
retired on 10/1/2018,  
with 20 years  
of service.



**Paul Coleman**,  
Bus Operator,  
retired on 12/1/2018,  
with 26 years  
of service.



**Guy Takamori**,  
Asst. Supt. Maint-  
Kalihi Division  
retired on 7/1/2018,  
with 21 years  
of service.



**Eveline Torres**,  
Paratransit Operator,  
retired on 10/1/2018,  
with 22 years  
of service.



**Daryl Sasano**,  
HEM-Electrician,  
retired on 12/1/2018,  
with 42 years  
of service.



**Stacie Tagomori**,  
Paratransit  
Reservationist,  
retired on 7/16/2018,  
with 12 years  
of service.



**Romy Barut**,  
Maintenance Manager,  
Paratransit Services,  
retired on 10/1/2018,  
with 24 years  
of service.



**Sally Kahumoku**,  
Bus Operator,  
retired on 12/11/2018,  
with 26 years  
of service.



**Ceseli "Kaina" Awa**,  
Human Resources  
Manager,  
retired on 8/1/2018,  
with 41 years  
of service.



**Kell Komatsubara**,  
Lead Mechanic,  
retired on 10/1/2018,  
with 31 years  
of service.



**Nukilani Baker**,  
Paratransit Operations  
Supervisor,  
retired on 1/1/2019,  
with 27 years  
of service.



**Warren Oda**,  
HEM-Radio  
Tech/Electrician,  
retired on 9/1/2018,  
with 7 years  
of service.



**Joseph Iokia**,  
Bus Operator,  
retired on 10/1/2018,  
with 45 years  
of service.



**Blossom Hooke**,  
Dispatching Manager,  
retired on 1/1/2019,  
with 40 years  
of service.



**John Keanini**,  
Bus Operator,  
retired on 9/1/2018,  
with 23 years  
of service.



**Frederick Lau**,  
Lead Mechanic,  
retired on 10/1/2018,  
with 38 years  
of service.



**Thomas Enomoto**,  
Manager, Customer  
Services,  
retired on 1/1/2019,  
with 17 years  
of service.



**Les Morita**,  
Asst. Chief Storekeeper,  
retired on 9/1/2018,  
with 38 years  
of service.



**Ernest Lake**,  
Bus Operator,  
retired on 11/1/2018,  
with 18 years  
of service.



**Gary Barbadillo**,  
Paratransit Operator,  
retired on 4/1/2019,  
with 11 years  
of service.



**John Wong**,  
Bus Operator,  
retired on 9/1/2018,  
with 45 years  
of service.



**Nephi Kekaula**,  
Bus Operator,  
retired on 12/1/2018,  
with 37 years  
of service.



**Lincoln Alvarez**,  
Bus Operator,  
retired on 4/1/2019,  
with 38 years  
of service.



# Retiree Corner

Continued from page 9.

**Calvin Calio,**  
Dispatcher,  
retired on 4/1/2019,  
with 38 years  
of service.



**George Waikoloa,**  
Bus Operator,  
retired on 4/1/2019,  
with 36 years  
of service.



**Albert Pilimai,**  
Bus Operator,  
retired on 4/16/2019,  
with 27 years  
of service.



**Lillianne Visitacion,**  
Clerk Typist II,  
retired on 4/30/2019,  
with 17 years  
of service.



**Garey Lester,**  
Road Supervisor  
retired on 5/1/2019,  
with 38 years  
of service.



**Lori Kim,**  
Sr. OSHA/EPA  
Specialist,  
retired on 5/1/2019,  
with 21 years  
of service.



**Keith Souza,**  
Bus Operator,  
retired on 5/1/2019,  
with 35 years  
of service.



**Clayton Anzai,**  
Bus Operator,  
retired on 5/1/2019,  
with 10 years  
of service.



# HOLO into the Future

**Mark Saruwatari**  
Assistant Fare Manager

The HOLO smart transit card program is well underway, and has successfully registered 3,000 test users representing adult, senior and youth riders. These riders have been busy tapping their cards on the new HOLO card readers outfitted on all the buses. When boarding, the rider taps their pass on the reader and it will show either a Shaka sign or an X. This self-managed system allows users to load credit or monthly passes to their card directly from the HOLO website or by calling our Call Center.

The enrollment and pilot test period officially closed in March, but the team is using the next three months to assess the ridership to address any outstanding issues before doing a full launch. The next step is to get the retail partners onboard. These partners will give the pilot card users the option to reload credit or adult monthly bus passes on their HOLO cards using cash at one of their select locations. Times Supermarket and Foodland are first to adopt at select locations: Times Supermarket Beretania, Times Supermarket Royal Kunia, Times Supermarket Kailua, Foodland

Farms Ala Moana, Foodland Ewa Beach and Foodland Dillingham. Additionally, our team is working with the city to onboard the Satellite City Hall locations. Upon full rollout to the public, the Satellite City Halls will not only sell passes and reload credit, but will also be able to issue the discounted senior and youth cards. Additionally, our team is working to transition all of our current institutional partners that provide bus passes for their clients/employees to the HOLO card system.

Supporting these efforts is Mark Saruwatari, who joined OTS as the new Fare Department Assistant Manager in October 2018. Mark comes with over 20 years experience in the travel and customer service industry, and an education in Management and International Business. He serves as the new manager to a growing team at the HOLO Card Call Center as well as the Bus Pass Office at the Kalihi Transit Center. He is charged with providing support for the program and growing our retail and institutional partner network. Follow the HOLO Card updates at [www.holocard.net](http://www.holocard.net).

## Service with Aloha and Beyond

**Jedwin Baricuatro**  
Customer Information Manager

With ever-growing transportation options, we know how important customer service is. Part of OTS' mission statement says we provide service with the Spirit of Aloha. But, what does this look like, and how can we continually improve? Here is a recent commendation for an operator: "The driver is very courteous and always greets me and others with a smile. He drives smoothly and makes sure all passengers are seated properly before he moves forward." This is a great example of service with Aloha. After reading through many commendations, the most common service traits surfaced: being courteous and considerate, patient and positive, helpful and willing to go above minimum and can problem solve in

a calm and collected manner. Identifying these characteristics can help us improve on them.

Start each day with a smile and with a positive attitude. Remember to treat others how you would want to be treated. Think of the rider's experience. Communicate clearly and openly. When difficult situations arise, stay calm and lean on your fellow team members to support you. I want to leave you with a quote from Maya Angelou: "I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel." Let's strive to leave our riders feeling good about riding with us.



## **Bus Operator Class 214** Graduated March 2, 2018



Photo above (left to right) Front Row: **Shonne Nevils, Herbert Carino, Jaime Miranda-Molina, Bao Nguyen, Sammi Mawae, Samuel Cadelinia.**  
Back Row: **Vimoto Fuimaono, James Strong, Salina Smith-Rabe, Jesus Barayuga, Thomas Haines, Ana Ewart, Buttons Kahalili.**

## **Bus Operator Class 215** Graduated June 1, 2018



Photo above (left to right) Front Row: **Ricardo Castro, Kevin Ortiz-Tom, Don Kaio, Roxanne Macapagal, Christopher Conrath, Harry Catekista, Scott Augafa.**  
Back Row: **Pao-Horng (Paul) Chen, Amador Domingo, Pookela Hightower, James Sanchez.**

## **Bus Operator Class 216** Graduated August 16, 2018



Photo above (left to right) Front Row: **Javier McColgan, Albert Batulan, John Justo, Richard Kealoha, Jay Kwon, Brandon Pai, Conrad Molina, Larry Domingo, Sandra Nihi, Clay Donato.**  
Back Row: **Charles Leon Guerrero, Frances Kaina, Michael Seguritan, Laxter Algono, Henry Reyes, Violet Fejeran, Stanley Aranita.**

## **Bus Operator Class 217** Graduated November 16, 2018



Photo above (left to right) Front Row: **Arnold Gardiner, John Otarra, Nghia Mai, Edwin Cabalar, Jason Diaz.**  
Back Row: **Harold Smith, Jose Vega, George Killion, Jeffrey Biane, Matthew Faumuina.**



## **Bus Operator Class 218** Graduated March 1, 2019

Photo left (left to right) Front Row: **Chaning Stone, Jason Wills, Robert Thibodeaux, John Souza, Lisa Walter, Kenneth Abraham.**  
Back Row: **Michael DeCarlo, Peter Kepa, Gerald Fernandez, Moana Endo, Eugene Lopez.**

# Operator Safety Awards

November 2017	Years	August 2018	Years
Donald Chang	41	Paul Fernandez	37
Herbert Titcomb	33	Randy I	27
Karl Delos Reyes	21	John Pang	24
William Hepa	21	Roslynn Dunaway	22
Lane Donaldson	20		
Stacy Heen	20		
		<b>September 2018</b>	
		Alan Farias	33
		Linda Kauhini	30
		Michael Moya	28
		Eloy Birtodaso	23
		Patrick Lum	21
		Glenn Gima	20
		Michael Nanod	20
		Willis Peahi	20
		<b>October 2018</b>	
		Edward Nakamura	42
		David Kilborn	28
		Ralph Aviles	23
		Tony Medina	23
		Talalupelele Makekau	20
		Robert Yamaguchi	20
		Wanda Kekua	21
		<b>November 2018</b>	
		Donald Chang	42
		Herbert Titcomb	34
		William Hepa	22
		Karl Delos Reyes	22
		Lane Donaldson	21
		Stacy Heen	21
		<b>December 2018</b>	
		Terry Caberto	33
		Douglas Perry	25
		Scott Ludington	22
		Lorenzo Tadana	22
		Jerry Galpito	21
		<b>January 2019</b>	
		Stanley Abalos	25
		Douglas Rego	21
		Elizabeth Spencer	21
		Robert Yamaguchi	21
		<b>February 2019</b>	
		Derrick Tanaka	36
		Melia Ke-a	21
		<b>March 2019</b>	
		Walter Fox Jr.	36
		Susan Bega	30
		Willard Kaanapu	21
		<b>April 2018</b>	
		Keith Souza	34
		Susan Bega	29
		Edward Kama	28
		Edwin Dela Rosa	26
		Willard Kaanapu	20
		<b>May 2018</b>	
		George Wong	29
		Robert Shinsato	24
		Norman Kukona	23
		Alan Lalau	23
		Leighton Loo	21
		Ferdinand Hernandez	20
		<b>June 2018</b>	
		David Kasaoka	44
		Derwin Yamaguchi	37
		Caesar Kekahuna	20
		<b>July 2018</b>	
		William Vasconcelles, III	29
		Usala Mauga	27
		Filemon Godoy	26
		Adam Lalau	25
		Lisa Distajo	23
		Clifford Helepololei	23
		John Keanini	23

# Bus Operators Of The Month

## KALIHI DIVISION

## PEARL CITY DIVISION

### January 2018

George Wong

### February 2018

Joon Young Choi

### March 2018

Peter Helsham

### April 2018

Joseph Quidachay

### May 2018

David Tuffin

### June 2018

Debra Ann Import

### July 2018

Maury Montez

### August 2018

Richard Figueira

### September 2018

Lelan Agcaoili

### October 2018

Jennifer Kaikaina

### November 2018

David Kilborn

### December 2018

Martin Asuncion

### January 2019

James Retutal

### February 2019

Aurelio Ramoran

### March 2019

Matthew Jon

### April 2019

Galen Fujimoto

### May 2019

Richard Dacquel

### June 2019

Llewellyn Tomimatsu

### January 2018

Joseph Aipoalani

### February 2018

Richard Wai

### March 2018

Dino Alvarez

### April 2018

Edward Kealoha

### May 2018

Joann Mattos

### June 2018

Jade Freitas

### July 2018

Paul Hoyle

### August 2018

Michael Shimotsu

### September 2018

Jaynette Cummings

### October 2018

Linda Ho

### November 2018

Roger Ramos

### December 2018

Julieann Pruet

### January 2019

Buddy Correa

### February 2019

Louis Stowers

### March 2019

Amosa Amosa

### April 2019

Senia Gurr

### May 2019

Louise Silva

### June 2019

Ringo Manu

# In Memory of . . .

**Raymond Shimabuku** passed away on December 6, 2017. Mr. Shimabuku was employed with OTS, Inc., on September 27, 1992. He retired on August 16, 2016, as a Paratransit Operator with 24 years of dedicated service.

**Ranceford Shea** passed away on December 11, 2017. Mr. Shea was employed with MTL, Inc., on May, 23, 1974. He retired on April 1, 2005, as a Bus Operator with 31 years of dedicated service.

**Calvin Castro** passed away on January 8, 2018. Mr. Castro was employed with MTL, Inc., on March 1, 1979. He retired on April 1, 2001, as a Bus Operator with 22 years of dedicated service.

**Jennie Anderson** passed away on January 14, 2018. Ms. Anderson was employed with MTL, Inc., on June 9, 1989. She retired on August 1, 2011, as a Bus Operator with 22 years of dedicated service.

**Rodney Gusman** passed away on February 5, 2018. Mr. Gusman was employed with OTS, Inc., on June 25, 2016. At the time of his passing, Mr. Gusman was a Paratransit Operator with 2 years of dedicated service.

**Stuart Jaictin** passed away on March 18, 2018. Mr. Jaictin was employed with OTS, Inc., on March 10, 2008. At the time of his passing, Mr. Jaictin was a HEM-Lube/48K Inspection with 10 years of dedicated service.

**Aline Asato** passed away on June 8, 2018. Ms. Asato was employed with MTL, Inc., on January 16, 1974. She retired on June 1, 2008, as a Corporate Secretary with 34 years of dedicated service.

**Norman Baker** passed away on August 1, 2018. Mr. Baker was employed with OTS, Inc., on September 27, 1992. He retired on April 1, 2009, as a Paratransit Operator with 17 years of dedicated service.

**Isaac Kekuewa** passed away on August 12, 2018. Mr. Kekuewa was employed with HRT, Co., Ltd., on October 5, 1951. He retired on April 1, 1996, as Supt., Transportation-Kalihi Division with 45 years of dedicated service.

**Joseph Adams** passed away on August 15, 2018. Mr. Adams was employed with MTL, Inc., on June, 7 1976. He retired on April 1, 2009, as a HEM-Running Repair with 33 years of dedicated service.

**Thomas Robinson** passed away on August 30, 2018. Mr. Robinson was employed with MTL, Inc., on January 24, 1990. At the time of his passing, Mr. Robinson was a Central Radio Controller with 28 years of dedicated service.

**Rodney Theodore** passed away on October 13, 2018. Mr. Theodore was employed with OTS, Inc., on December 5, 1992. He retired on November 1, 2013, as a Bus Operator with 21 years of dedicated service.

**Jerry Teves** passed away on January 16, 2019. Mr. Teves was employed with MTL, Inc., on August 5, 1976. He retired on September 1, 2016, as a Bus Operator with 40 years of dedicated service.

## 2019 TheBus Rodeo Winners

### TheBus Rodeo

**1st Place:** Douglas Rego  
**2nd Place:** Randy I  
**3rd Place:** Jason Aukai

### TheBus Maintenance Rodeo

**1st Place Team:** Constantine Benemerito  
Keith Yanagi  
David Kaya  
**2nd Place Team:** Randall Ige  
Sam Wilhelm  
Kaimiokekai Andrade Meyers  
**3rd Place Team:** Rogelio Eugenio  
Glen Yamamoto  
Roman Bayan

### TheHandi-Van Rodeo

**1st Place:** Delandra Costa  
**2nd Place:** Randall DeGuzman  
**3rd Place:** Joselito Suga



Photo above: OTS Rodeo winners honored by the Honolulu City Council.



**TheBus**  
TheHandi-Van

811 Middle Street  
Honolulu • HI  
96819-2343

Presorted  
Standard  
U.S. Postage  
**PAID**  
Honolulu, HI  
Permit No. 9033

# Calendar of Events

## June

- 2 – Effective start date of the June Sign-Up
- 11 – Kamehameha Day  
– State Holiday Schedule
- 30 – Deadline to submit “Division Transfer” memos to Dispatch

## July

- 4 – Independence Day  
– Sunday Schedule (AZon)
- 15 – Regular Run Sign-Up: Start Time 1:30 p.m. for both divisions
- 16 – Regular Run Sign-Up: Start Time 9:00 a.m. for Pearl City Division  
Start Time 1:30 p.m. for Kalihi Division
- 17-19 – Regular Run Sign-Up: Start Time 9:00 a.m. for both divisions
- 22-24 – Regular Run Sign-Up: Start Time 9:00 a.m. for both divisions
- 25 – Regular Run Sign-Up: Start Time 9:00 a.m. for Kalihi Division
- 30 – Relief Run Completion: Start Time 9:00 a.m. for Pearl City Division
- 31 – Relief Run Completion: Start Time 9:00 a.m. for Kalihi Division

## August

- 1 – Relief Run Completion: Start Time 9:00 a.m. for Kalihi Division
- 16 – Admission Day – State Holiday Schedule
- 18 – Effective start date of the August Sign-Up

## September

- 2 – Labor Day – Sunday Schedule
- TBA – Aloha United Way Day

## October

- 6 – Deadline to submit “Division Transfer” memos to Dispatch
- 25 – Regular Run Sign-Up: Start Time 1:30 p.m. for both divisions
- 28 – Regular Run Sign-Up: Start Time 9:00 a.m. for Pearl City Division  
Start Time 1:30 p.m. for Kalihi Division
- 29-31 – Regular Run Sign-Up: Start Time 9:00 a.m. for both divisions

## November

- 1 – Regular Run Sign-Up: Start Time 9:00 a.m. for both divisions
- 4 – 5 Regular Run Sign-Up: Start Time 9:00 a.m. for both divisions
- 6 – Regular Run Sign-Up: Start Time 9:00 a.m. for Kalihi Division
- 11 – Veterans’ Day  
– State Holiday Schedule
- 12 – Relief Run Completion: Start Time 9:00 a.m. for Pearl City Division
- 13-14 – Relief Run Completion: Start Time 9:00 a.m. for Kalihi Division
- 28 – Thanksgiving Day  
– Sunday Schedule (AZoff)

## December

- 1 – Effective start date of the December Sign-Up
- 25 – Christmas Holiday  
– Sunday Schedule (AZoff)