

DEPARTMENT OF CUSTOMER SERVICES
CITY AND COUNTY OF HONOLULU

MISSION MEMORIAL BUILDING
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KIRK CALDWELL
MAYOR



SHERI T. KAJIWARA
DIRECTOR

May 1, 2015

The Honorable Ann H. Kobayashi, Chair
and Members
Committee on Budget
Honolulu City Council
530 South King Street, Room 202
Honolulu, Hawaii 96813

RECEIVED
CITY CLERK
C & C OF HONOLULU
2015 MAY -8 PM 1:39

Dear Chair Kobayashi and Councilmembers:

SUBJECT: Comments on Proposed Bill 13 (2015), CD2 Amendments for
the Department of Customer Services

Please find attached our comments regarding the budget amendments in Bill 13
(2015), CD1 and the proposed amendments for Bill 13 (2015), CD2.

Sincerely,

Handwritten signature of Sheri T. Kajiwara in black ink.

Sheri T. Kajiwara, Director
Department

Attachment

CONCUR:

Handwritten signature of Nelson H. Koyanagi, Jr. in black ink.

Nelson H. Koyanagi, Jr., Director
Budget and Fiscal Services

APPROVED:

Handwritten signature of Roy K. Amemiya, Jr. in black ink.

Roy K. Amemiya, Jr.
Managing Director

RECEIVED
2015 MAY -8 A 10:25
CITY COUNCIL
HONOLULU, HAWAII

Attachment

DEPARTMENT OF CUSTOMER SERVICES

PUBLIC COMMUNICATION

Councilmember: Martin

<u>Amount</u>	<u>Fund</u>	<u>Description</u>
\$(20,625)	GN	Reduce funding for current expenses for OC 2759 – Parts/Access – Equip (Other)

Department's Comments and Concerns: Reduction by \$(20,625) in CD1 will affect the Design & Print Center's need to update the onsite four-color printing press in order to meet a 25% increase in workload. The installation of the four unit dampening system would allow print of glossy papers that the current system is unable to do. The addition of the infra-red dryer unit, allows quicker drying from the current two-day to an improved one-day turnaround. The update would tremendously boost the current print backlog – creating a savings in terms of manpower/time to the Design & Print Center and savings to City Agencies for no longer needing to resort to costly outside vendors to complete the job on time.

Councilmember: Kobayashi

<u>Amount</u>	<u>Fund</u>	<u>Description</u>
\$(2,585)	GN	Reduce funding for current expenses for OC 3006 – Other Professional Services

Department's Comments and Concerns: Reduction by \$(2,585) in CD1 will affect the Information Program's goal to expand social and online media platforms that relate to City initiative and developments. Given the opportunity to expand, the result would be citywide delivery of time-sensitive information earlier in the news cycle, reducing the time-commitment required by a reduced staff, as well as ensure compliance with any legal requirements as related to potential use of intellectual property that may be subject to copyright restrictions.

Councilmember: Kobayashi

<u>Amount</u>	<u>Fund</u>	<u>Description</u>
\$(1,430)	GN	Reduce funding for current expenses for OC 3751 – Fees for Membership & Registration

Department's Comments and Concerns: Reduction of \$(1,430) in CD1 will impact the Records Management Program's ability to be in compliance with and adherence to state and national standards. Certification, education and training on appropriate practices for preserving and providing access to paper and electronic records permanently or temporarily stored in the city records and archives vaults is essential for 2 recent hires. Training would include the Records Management's goal of converting from a paper to a digital registration and tracking system of more than 11,000 boxes of city records mandated for safekeeping; and development of records retention practices and procedural guides for records storage, access, and digitization.

MOTOR VEHICLE, LICENSING AND PERMITS (MVL P)

Councilmember: Martin

<u>Amount</u>	<u>Fund</u>	<u>Description</u>
\$(73,680)	GN	Reduce funding for salaries for OC 1102 – Non-Holiday Overtime Pay

Department's Comments and Concerns: Reduction of \$(73,680) in CD1 will prevent the hiring of HPD special duty officers that are needed, due to security issues at the City Square Driver's License Station. The addition of State of Hawaii I.D. issuance has resulted in unruly patrons in our service lines. Some of whom have created public disturbances and/or caused damage to the facility. HPD officer presence, as a security measure, at City Square have prevented further incidents.

Councilmember: Martin

<u>Amount</u>	<u>Fund</u>	<u>Description</u>
\$(18,000)	GN	Reduce funding for current expenses for OC 3202 – Transportation of Things

Department's Comments and Concerns: Reduction of \$(18,000) in CD1 will prevent CSD from procuring a special contract to move the document lektriers (filing system) from the Driver License station to a new location. Specialized moving equipment and procedures are required due to the size and delicate mechanisms of the lektriers.

Councilmember: Pine

<u>Amount</u>	<u>Fund</u>	<u>Description</u>
\$(1,664)	GN	Reduce funding for current expenses for OC 3302 Electricity
\$(21,021)	HB	

Department's Comments and Concerns: Reduction of \$(22,685) in CD1 will not cover actual electricity costs based on the zero based budgeting process.

Councilmember: Ozawa

<u>Amount</u>	<u>Fund</u>	<u>Description</u>
\$(25,400)	GN	Reduce funding for current expenses for OC 3630 – Rentals Office Equipment

Department's Comments and Concerns: Reduction of \$(25,400) in CD1 will prevent the replacement leases for a Pitney Bowes mailing/metering/opening machine, 3 Sharp copiers and 1 Xerox workcenter. Replacements eliminate costly repairs on the older machines.

Councilmember: Kobayashi

<u>Amount</u>	<u>Fund</u>	<u>Description</u>
\$(2,000)	GN	Reduce funding for current expenses for OC 3751 – Fees for Membership and Registration

Department's Comments and Concerns: Reduction of \$(2,000) in CD1 would not allow MVLP to maintain membership with the American Association of Motor Vehicles Administrators (AAMVA). Communication with AAMVA is crucial to keeping staff and administrators updated on constantly changing guidelines that may affect motor vehicle, driver license and state ID programs. Membership allows interaction and support between DMVs across the nation. Costs fluctuate from year to year due to multi-annual renewals.