



DEPARTMENT & AGENCY REPORTS

FISCAL YEAR ENDING JUNE 30, 2013



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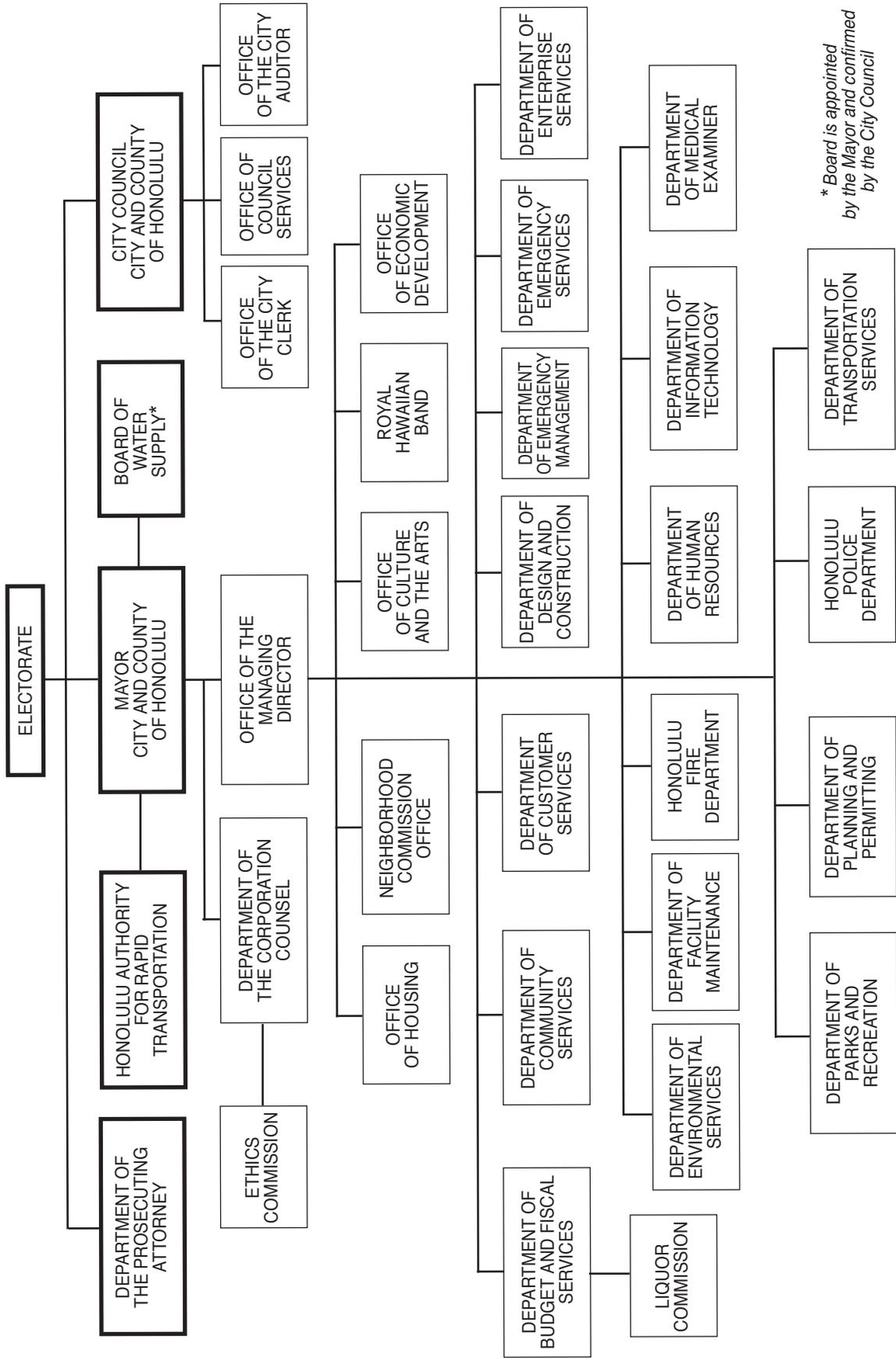
Department and Agency Reports of the City and County of Honolulu for
Fiscal Year Ending June 30, 2013, published December 26, 2013

The Revised Charter of Honolulu, Article XIII, Section 13-104 (2000 Edition, 2003 Supplement) states:

1. Not later than ninety days after the close of the fiscal year, each agency of the city shall make an annual written report of its activities to the mayor in such form and under such rules and regulations as the mayor may prescribe.
2. Not later than one hundred eighty days after the close of the fiscal year, the mayor shall publish an annual written report concerning the activities of all agencies of the city. A copy of such report shall be filed in the office of the city clerk.
3. For the purpose of informing the public on the activities of the city during a fiscal year, the mayor may use radio and television media, in addition to the publication of the annual written report.

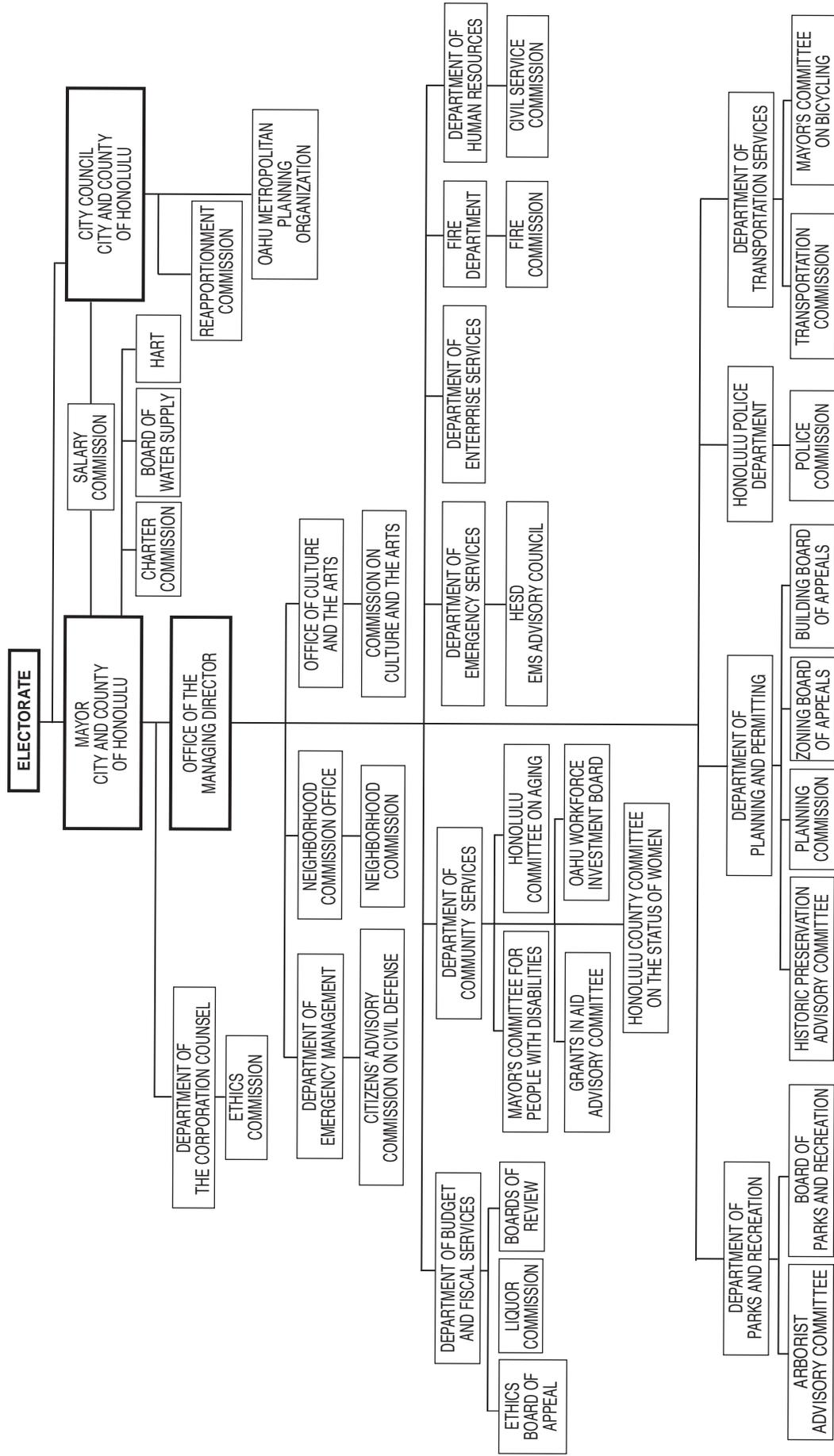
CITY AND COUNTY OF HONOLULU ORGANIZATION CHART

FISCAL YEAR 2013



* Board is appointed by the Mayor and confirmed by the City Council

CITY AND COUNTY OF HONOLULU CHART OF BOARDS, COMMISSIONS AND ADVISORY BODIES FISCAL YEAR 2013







MESSAGE FROM MAYOR KIRK CALDWELL

This collection of annual reports from departments and agencies of the City and County of Honolulu is a tribute to the exceptional performance and commitment of city employees serving the public during the fiscal year ended June 30, 2013.

The reports showcase the city's activity under two different administrations; I would like to express my gratitude to all who served under the previous administration, as well as to those who have labored diligently since January 1 to make Honolulu a better place to live.

I am proud the City and County of Honolulu has accomplished so very much during the last six months. Though we have managed to exceed virtually all of many ambitious goals, we know we have a long way to go and our commitments remain steadfast.

During the last half of FY 2013, the city repaired a record number of deteriorating roads and has surpassed the annual goal established at the start of 2013. We restored bus routes that were shut down during difficult economic times by the previous administration, and we are contemplating opportunities to create new routes that will make a positive difference to commuters in the future.

In the same vein we remain committed to quality mass transit, determined to build rail better. We continue to work closely with HART's executive leadership in order to ensure fiscal responsibility, transparency, and public input while managing to stay ahead of deadlines. Moreover, much attention has been given to mitigating adverse visual impact so that the rail system is in aesthetic harmony with Hawaii's natural beauty.

As the rail corridor develops, we are committed to revitalizing our transit enhanced long range neighborhoods by planning to bring jobs and housing so our residents may live, work and connect through mass transit.

At the same time we have taken many steps to upgrade and enhance our parks—which I continue to view as the city's crown jewels. We have managed to include \$15 million in the FY 2014 budget to make them look better and feel different, in order to provide the quality of experience that our residents deserve and our visitors expect.

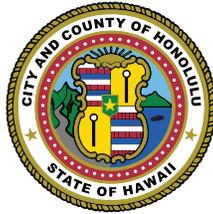
We have also implemented important infrastructure improvements. In order to ensure sustainability and minimize deterioration as our urban core becomes increasingly dense, the city has moved forward with upgrades to our sewer system in accordance with the Global Consent Decree of 2010, already completing dozens of sewer rehabilitation projects.

Honolulu remains among the greatest cities on earth, and I am proud to be among those who have had the privilege to serve as its mayor. Every day I am delighted to come to work and rub elbows with the remarkable men and women who staff the city's agencies and departments who keep our city safe and our government strong; their diligence is important to all of us as we continue to grow and prosper.

Kirk Caldwell
Mayor
City and County of Honolulu



EXECUTIVE OFFICES





OFFICE OF THE MAYOR

Kirk Caldwell, Mayor
Ember Lee Shinn, Managing Director
Georgette Deemer, Deputy Managing Director

POWERS, DUTIES AND FUNCTIONS

The executive power of the City is vested in and exercised by the Mayor, the City's Chief Executive Officer. The Mayor provides for the coordination of all administrative activities, sees that they are honestly, efficiently, and lawfully conducted, and enforces the provisions of the Charter, the ordinances of the City and all applicable laws.

The Department of the Corporation Counsel reports directly to the Mayor. All other executive departments and agencies of the City, except the elected prosecuting attorney and the semi-autonomous Board of Water Supply, Honolulu Authority for Rapid Transit, and Oahu Transit Services, are organized and supervised by and report directly to the Managing Director as principal administrative aide to the Mayor.

Within the Office of the Mayor are specially designated offices for Culture and the Arts, Economic Development, Housing, Agriculture, the Neighborhood Commission, and the Royal Hawaiian Band.

GOALS

On January 2, 2013, Mayor Kirk Caldwell was officially inaugurated and installed as the 14th Mayor of the City and County of Honolulu. From the beginning Mayor Caldwell outlined five priorities that would be the focus for his Administration:

- 1) Restoring bus service
- 2) Repaving roads
- 3) Improving our sewer system and infrastructure repair and maintenance
- 4) Re-establishing pride in our City parks
- 5) Building rail better

In addition, the Mayor committed to working on the issue of homelessness, making Honolulu an age-friendly city, and developing transit enhanced neighborhoods.

In approaching these priorities the Mayor and his Administration adopted guidelines for action. He stressed fiscal restraint; a focus on core services and infrastructure; investing in new technology and personnel; transparency in operation; and the importance of customer service.

ACCOMPLISHMENTS

Restoring Bus Service

Perhaps the most immediate need for the citizens of Honolulu was restoring the bus routes that had been unadvisedly cut by the previous administration. The Mayor's commitment was to restore the confidence our citizens had

in a clean and safe bus service that would arrive at regular intervals. Our citizens should not have to wait and worry that the next bus would pass them by because those buses were already full. Clean, safe and reliable bus transportation is a major priority for Mayor Caldwell, who listened to the concerns of our citizens. The Mayor's 2013 Bus Restoration Plan was based on community input, transportation studies by consultants and service providers, and existing financial constraints. The integration of TheBus into future overall City plans for transportation services is critical, and the Mayor is ensuring that the rail and bus services and routes mesh in a way that is both sensible and economical.

Repaving Roads

In the first six months of 2013, the City paved a total of 139 lane miles with that number expected to more than double in the second half of the year. The \$77 million appropriated by the City Council in the FY 2012 budget has been contracted out, and as of June 30, 2013 the City had encumbered more than \$61 million of the \$100 million Council appropriated in the FY 2013 budget. Mayor Caldwell's five-year road plan aims to repair all 1,500 lane miles of roads that are considered in less than "fair condition" as assessed by an independent study conducted last year. The Mayor has committed to releasing a quarterly status report on the roads projects to help the public and the City Council keep track of the work and to understand how funds are being spent.

Improving Our Sewer System, Infrastructure Repair and Maintenance

Sewer capacity is a critical part of our City's infrastructure. Without adequate sewer capacity, the City cannot approve new development projects, large or small. Sewer spills caused by our aging infrastructure must be contained and eliminated. As a means of addressing capacity issues, the City has upgraded the Waipahu Wastewater Pumping Station, and completed work on the Beachwalk Force Main project. The second digester at the Sand Island Wastewater Treatment Plant will ensure that we have sufficient capacity and redundancy. An upgrade for that plant to a secondary treatment plant is part of Honolulu's Environmental Protection Agency Consent Decree. As part of the Consent Decree, the City has completed 297—or 57%—of the 477 projects outlined by EPA. The Mayor is committed to meeting every project due date ahead of schedule.

Honolulu is one of eight cities nationwide selected to participate in the *RE.invest Initiative*, a national effort to support sustainable infrastructure. The selection makes

Honolulu eligible for technical assistance to help design a green infrastructure that can be financed through a combination of public and private resources.

Re-establishing Pride in Our Parks

Great public parks are the hallmark of great cities throughout the world. Mayor Caldwell is committed to maintaining and improving our parks and recreational areas. For FY 2014, he has budgeted \$11 million to repair and improve public facilities at the parks, with special attention to restrooms, aging playgrounds and lighting equipment. The Mayor believes that two legacy parks merit special attention: Ala Moana Park and Thomas Square. He has allocated \$3 million to revitalize Ala Moana, and \$1 million to beautify and restore Thomas Square.

Early in his administration, Mayor Caldwell pushed for completion of his projects that have been shelved. The Mayor was pleased to celebrate the re-opening of the City's McCully Pool, an event that the community had long requested. The dedication of the new gymnasium at Ewa Mahiko Park was enthusiastically welcomed by that community. Plans are to repair and reopen as many community pools as the budget allows.

Building Rail Better

Rail is the largest public works project in the history of Honolulu, which has been singled out as one of the worst cities for traffic congestion in the country. Much of the rail project is actualized under the Honolulu Authority for Rapid Transit, but Mayor Caldwell has asked that HART operate with three principles in mind: 1) reduce visual impacts; 2) listen to community input; and 3) operate with fiscal responsibility and transparency. The Federal Transit Administration signed a \$1.55 billion agreement with Honolulu to build rail, and HART is ready to re-start construction later in 2013. Together rail and bus will serve as critical components of Honolulu's future transportation system. To maintain public confidence in Build Rail Better, Mayor is determined to make improvements based on community input, closely monitor expenditures and strive for transparency at every phase.

Homelessness

One of the on-going crises facing Honolulu is our growing homeless population. The City is undertaking a new approach to the chronic homeless using the Housing First model, which focuses on housing the chronically homeless as quickly as possible as a first step toward recovery. The policy works to bring homeless individuals and families into secure, safe and appropriate housing and supports them with wraparound services of case management and social services.

Age-Friendly City

Mayor Caldwell requested to join the Network of Age-Friendly Cities, sponsored by AARP and the World Health Organization, to prepare for our aging population. He is committed to devoting more resources to make sure our infrastructure, transportation services, and social services are supportive of our growing *kupuna* population. Improving the Handi-Van service and expediting home improvement permits so our elderly can age in place are two immediate goals.

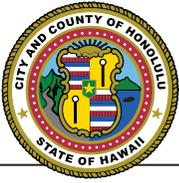
Grants in Aid Funding

The new City Charter amendment set aside one-half of one percent of general funds for Grants in Aid, totaled close to \$5.2 million for FY 2014. The Administration created a proposal process in the Department of Community Services. Non-profits who provide public services to target populations including seniors, persons with disabilities, children, victims of domestic violence and the homeless, or who provide assistance to the arts and culture community, to businesses, and to economic development or environmental programs, were encouraged to apply.

Community Concerns

Customer service and listening to the needs of our constituents are top priorities for Mayor Caldwell. At the very beginning of his Administration, the application for state identification cards was added to Department of Motor Vehicle process nearly tripling the time it took to register. In addition, new federal guidelines mandating specific documentation for birthdate, social security numbers and residency complicated the process. The Mayor pushed his Administration to install live webcams at all DMV locations to allow people to monitor how long the lines were before driving to the office, hired more staff to operate the counters and set up a help desk to assist state identification applicants in checking their documents before entering the line. This made a significant reduction in the amount of time our residents had to spend in long lines at the DMV.

In addition, Mayor Caldwell restored driver licensing renewal service at the Satellite City Hall located in the Windward City Shopping Center. Driver license renewals had been discontinued at Windward City by the previous administration to save money, making it less convenient for Windward residents and increasing wait times at other locations. Many residents expressed a preference to restore the service, and the Mayor responded to their concerns.



CITY BOARDS, COMMISSIONS & COMMITTEES

These are descriptive summaries of the functions and responsibilities of City boards, commissions and committees. Most of these bodies are advisory in nature and were established in order to provide government agencies with citizen participation. Members of these bodies are appointed by the mayor and confirmed by the City Council, except where otherwise noted. Members do not receive salaries or pay.

BOARD OF PARKS AND RECREATION

Nine members, five-year staggered terms.

The Board of Parks and Recreation advises the mayor, City Council and director of Parks and Recreation on matters relating to recreational, cultural and entertainment activities and facilities of the City and County.

BOARD OF PUBLIC GOLF COURSES

Seven members appointed by the mayor without City Council confirmation, terms are co-terminus with the mayor.

The Board of Public Golf Courses is vested with the responsibility of advising the mayor, the City Council, and the director of Enterprise Services on matters related to the services provided by public golf courses under the City's jurisdiction.

BOARD OF WATER SUPPLY

Seven members, five-year staggered terms. (Includes two ex-officio members: The director of the City Department of Facility Maintenance and the director of the State Department of Transportation.)

The Board of Water Supply sets policies and prescribes regulations for the management, control and operation of the public water systems on Oahu and the properties of these systems, and fixes and adjusts rates and charges for the furnishing of water services. The Board also appoints the Manager and Chief Engineer of the Board of Water Supply.

BUILDING BOARD OF APPEALS

Nine members, five-year staggered terms.

The Building Board of Appeals hears and determines appeals regarding decisions of officials of the Department of Planning and Permitting in the administration of building, electrical, plumbing, housing, and fire codes. The board also hears and determines requests for code variances.

CITIZENS ADVISORY COMMISSION ON CIVIL DEFENSE

Five members, five-year staggered terms.

The Citizens Advisory Commission on Civil Defense advises the mayor, the City Council, and the Oahu Emergency

Management Director on matters pertaining to disaster emergency planning and operations, and promotes community participation, understanding and interest in civil defense preparation.

CIVIL SERVICE COMMISSION

Five members, five-year staggered terms.

This Commission consists of members who believe in the principles of the merit system in public employment. The Commission advises the mayor and the director of the Department of Human Resources on matters concerning personnel administration and improvement of personnel standards. It also hears appeals and prescribes civil service rules and regulations.

COMMISSION ON CULTURE AND THE ARTS

Eleven members, five-year staggered terms.

The Commission on Culture and the Arts assists the city in the preservation of the artistic and cultural heritages of all people residing in Honolulu. The commission also makes recommendations concerning the "Art in City Buildings Ordinance" in connection with the acquisition of art works and the acceptance of works of art offered as gifts. Recommendations are made in the area of community aesthetics to the Executive and Legislative branches of the city after reviewing all planned and existing City buildings, grounds and facilities.

ETHICS COMMISSION

Seven members, five-year staggered terms.

The Ethics Commission determines whether there have been any violations of the standards of conduct provisions of the Honolulu City Charter or ordinances by any officer or employee of the City and County of Honolulu. It recommends disciplinary action through advisory opinions to the appointing authority.

ETHICS BOARD OF APPEALS

Five members, five-year staggered terms.

Individuals who have been aggrieved by a civil fine imposed by the Ethics Commission can appeal to the Ethics Board of Appeals.

FIRE COMMISSION

Five members, five-year staggered terms.

The Fire Commission appoints the Fire Chief, reviews rules and regulations for the administration of the Fire Department, and evaluates, considers, and investigates charges brought by the public against the conduct of the

Fire Department or any of its members. It also reviews the annual budget prepared by the Fire Department and may make recommendations thereon to the mayor.

GRANTS IN AID ADVISORY COMMISSION

Seven members, five-year staggered terms.

The Grants in Aid Advisory Commission is charged with reviewing applications and making recommendations relating to the distribution of monies from the Grants in Aid Fund to non-profit organizations that provide services to economically and/or socially disadvantaged populations or provide services for public benefit in the areas of the arts, culture, economic development or the environment.

HISTORIC PRESERVATION ADVISORY COMMITTEE

Seven members appointed by the mayor without City Council confirmation, terms are co-terminus with the mayor.

The Historic Preservation Advisory Committee provides advice to the mayor and director of Planning and Permitting on matters relating to the preservation of historic artifacts, sites, building and all other properties of historic significance to the people of the City and County of Honolulu.

HONOLULU AUTHORITY FOR RAPID TRANSPORTATION (HART)

Seven members, five-year staggered terms. (Three members are appointed by the mayor, three by the City Council; the seventh member is appointed by other six members.)

The HART Board determines the policy for the planning, construction, operation, maintenance, and expansion of the fixed guideway system. The Board appoints the Executive Director, approves and adopts the operating and capital budgets, and controls the rail transit funds. The Board also sets rates and charges with the ultimate goal of self-supporting the fixed guideway system and the Authority.

HONOLULU COMMITTEE ON AGING

Number of members not limited, terms are co-terminus with the mayor. (It includes one elected official; one ex-officio liaison member from the State Policy and Advisory Board on Elderly Affairs.)

The Honolulu Committee on Aging advises the mayor and the Elderly Affairs Division, Department of Community Services on issues, problems and needs of older people in the community. Sub-committees on Advocacy, Planning and Senior Recognition assist with policy and program development.

HONOLULU COUNTY ARBORIST ADVISORY COMMITTEE

Nine members, terms co-terminus with the mayor (includes one ex-officio member, the director of the Department of Planning and Permitting).

The Arborist Advisory Committee is established by State statute and is attached to the Department of Parks and

Recreation. Members include representatives of landscape architecture, certified arborists, and others active in community beautification or ecological sciences. The Committee researches and recommends to the City Council and property owners ways to protect, preserve, and enhance “exceptional trees.”

HONOLULU COUNTY COMMITTEE ON THE STATUS OF WOMEN

Law does not fix membership size, four-year staggered terms which are co-terminus with the mayor.

The Honolulu County Committee on the Status of Women advises the mayor and the State Commission on the Status of Women on matters of concern to Oahu’s women. Its duties include the public recognition of women’s contributions, assessment of changes in women’s status and promotion of equality for both sexes.

LIQUOR COMMISSION

Five members, five-year staggered terms.

The Liquor Commission issues liquor licenses, oversees the activities of licensees, and enforces State laws and its own regulations with respect to the licensing, regulation, sale or consumption of liquor by restaurants, liquor stores, bars, and night clubs.



A committee advises the mayor on planned and existing bikeways.

MAYOR'S ADVISORY COMMITTEE ON BICYCLING

Number of members is not limited, terms are co-terminus with the mayor.

The Mayor's Advisory Committee on Bicycling advises the mayor on the City's planned and existing bikeways, promotes safety and education programs for bicyclists and seeks to improve communication and interactions between public and private agencies concerned with bicycling.

MAYOR'S COMMITTEE FOR PEOPLE WITH DISABILITIES

Number of members not limited, terms are co-terminus with the mayor.

The Mayor's Committee for People with Disabilities makes recommendations on modifications to public facilities, such as curb ramps and TheBus operations, and generally advocates, promotes and advises on how the special needs of the disabled community can be better served and interwoven with those of the general community.

MAYOR'S EMERGENCY MEDICAL SERVICES ADVISORY COUNCIL

At least 11 voting members, no more than 20 members, including ex-officio. Staggered terms, minimum of two years, 1/3 of terms expire each year. Members are co-terminus with the mayor.

The Emergency Medical Services Advisory Council advises the mayor, Honolulu Emergency Services, and the State's Department of Health and Emergency Medical Services Advisory Committee on matters relating to emergency medical services on Oahu.

NEIGHBORHOOD COMMISSION

Nine members, five-year staggered terms. (Four members are appointed by the mayor, four by the City Council; one is appointed by the mayor and confirmed by the City Council.)

The Neighborhood Commission periodically reviews and evaluates the effectiveness of the Neighborhood Plan and the Neighborhood Boards. The commission also assists in the formation of Neighborhood Boards and the operation of Neighborhood Boards, upon request.

PLANNING COMMISSION

Nine members, five-year staggered terms.

The Planning Commission advises the mayor, City Council and the director of the Department of Planning and Permitting on matters relating to land use and development. The commission reviews, holds public hearings and makes recommendations on revisions and amendments to the General Plan and the Development Plans. It also reviews and holds hearings on zoning ordinances and amendments thereto and on State Special Use Permits. In addition, the commission comments on rules and regulations that deal with zoning and land subdivision as prepared for the director of Planning and Permitting.

POLICE COMMISSION

Seven members, five-year staggered terms.

The Police Commission appoints the Police Chief, reviews rules and regulations for the administration of the Police Department, and evaluates, considers and investigates charges brought by the public against the conduct of the Police Department or any of its members. It also reviews the annual budget prepared by the Police Department and may make recommendations thereon to the mayor.

REAL PROPERTY TAX ASSESSMENT BOARD OF REVIEW I, II AND III

Five members per board, five-year staggered terms.

Although attached to the Real Property Assessment Division of the Department of Budget and Fiscal Services for administrative and clerical assistance, the Boards of Review are independent bodies established to settle disputes between the taxpayer and the real property tax assessor. While most cases settled by the boards involve differences of opinion over the assessed valuation of real property, the boards also decide issues involving the disallowance of exemptions by the assessor.

SALARY COMMISSION

Seven members, five-year staggered terms. (Three members are appointed by the mayor, three by the City Council; one is appointed by the mayor and confirmed by the City Council.)

The Salary Commission establishes the salaries of all elected City officials and certain appointed City officials in accordance with the principles of adequate compensation for work performed and preservation of a sensible relationship to the salaries of other City employees.

TRANSPORTATION COMMISSION

Seven members, five-year staggered terms. (Three members are appointed by the mayor, three by the City Council; the seventh member, who serves as the Chair, is appointed by the mayor and confirmed by the City Council.)

The Transportation Commission annually evaluates the performance of the director of the Department of Transportation Services, reviews and makes recommendations on rules concerning the administration and operation of the department, the department's annual budget, changes to the public transit fare structure when deemed necessary, and on the performance of public transit and other transportation system contractors under the department's jurisdiction.

ZONING BOARD OF APPEALS

Five members, five-year staggered terms.

The Zoning Board of Appeals hears and determines appeals regarding decisions of the director of Planning and Permitting in the administration of zoning and subdivision ordinances and related rules and regulations. The Board also hears requests for variances from the Land Use Ordinance.



NEIGHBORHOOD COMMISSION OFFICE

Nicole A. Velasco, Executive Secretary

FISCAL YEAR 2013 NEIGHBORHOOD COMMISSION OFFICE (NCO)

The Neighborhood Commission was officially established in 1973 after Honolulu voters approved an amendment to the Revised City Charter, now set forth as Article XIV. The Commission rules require a minimum of six meetings each year to fulfill its duties, including the review and evaluation of the activities, performance, and operations of the Neighborhood Board System.

This fiscal year, the Commission held nine regular meetings, eight special meetings, and five committee meetings. The Neighborhood Commission Office (NCO) distributed 4,537 agenda and 4,580 minutes on behalf of the Commission.

MISSION

The mission of the Neighborhood Commission is to increase and assure effective citizen participation in the decisions of government through the establishment of policy, providing oversight evaluation, and facilitating the efficient organization and operation of the Neighborhood Board System.

FY 2013 COMMISSION

The nine members of the Neighborhood Commission for Fiscal Year 2013 are:

Sylvia Young , Chair	Wilson Kekoa Ho
Robert Finley , Vice Chair	Claire J. Tamamoto
Kathleen Pahinui	Jeanette Nekota
Lorlyn Guiffre	Charles Zahn
Robert Stubbs	

NEIGHBORHOOD COMMISSION OFFICE FY 2013 HIGHLIGHTS

ALL-DIGITAL ELECTION

The 2013 Neighborhood Board System elections were conducted using the Internet as the primary method of casting ballots, with an automated telephone system being an alternative for those who did not have Internet access. Eligible voters were mailed pass codes to allow voters to access their ballot through either method. This elections process enabled voters to participate in a safe, secure, and convenient online and telephone voting system. In 2009, Honolulu's Neighborhood Board System elections were the nation's first all-digital governmental election. The

2013 participation rate was 8.61 percent, with a high of 17.5 percent in Ala Moana Neighborhood Board No. 11's Subdistrict 3, as well as in Koolauloa Neighborhood Board No. 28's Subdistrict 3.

Kaleokalani Kuroda served as Chief Monitoring Officer for the 2013 Neighborhood Board System elections.

INSTALLATION CEREMONY

The Neighborhood Commission Office held the Installation Ceremony for the newly elected board members on June 29, 2013 at the University of Hawaii at Manoa Campus Ballroom. A general overview and history of the Neighborhood Board System, information on the use and features of the Office website, and an informational brief on board budgets was presented to the 130 board members in attendance. The Office of Information Practices sent a representative to provide a training presentation on the Sunshine Law. A total of 106 board members completed training for the Sunshine Law that day.

NEW ONLINE REGISTRATION FOR BOARD CANDIDATES

The candidate application process was launched on December 18, 2012. For the first time, the Neighborhood Commission Office offered online registration for board candidates, in addition to traditional paper registration forms. Of the 468 applications, 366 candidates applied via the web, saving paper, postage, and staff time.

MINOR AMENDMENTS TO THE NEIGHBORHOOD PLAN

Early in 2012 the Commission solicited input from the boards, the public, and the commission office on possible amendments to the Neighborhood Plan. From the amendments proposed, the Commission selected seven to be vetted in public hearings. Based on that testimony, the Commission adopted five of the proposed amendments which became effective January 6, 2013.

NEIGHBORHOOD COMMISSION OFFICE PROGRAMS AND SERVICES

The NCO provides administrative and technical support services to the Neighborhood Commission, the 33 neighborhood boards, and the City administration.

In addition to a monthly e-mail distribution reaching over 9,000, the NCO also mails more than 3,000 sets of agendas, minutes, and calendars of events each month. Twenty-two of the 33 neighborhood boards also choose to video record

their meetings to be aired on `Olelo Community Television in weekly time slots. These services as provided and coordinated by NCO staff and allow the neighborhood boards and the Neighborhood Commission to reach out to Oahu's residents.

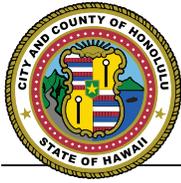
NEIGHBORHOOD BOARDS

The 33 neighborhood boards are comprised of 439 volunteer board members serving as advisory groups to the Honolulu City Council, the City administration, depart-

ments, agencies, and other public officials of the state and federal governments. Oahu's neighborhood boards function as an island-wide communication conduit, expanding and facilitating opportunities for community and government interaction. The Neighborhood Plan, developed by the Neighborhood Commission, serves as the legal framework for the neighborhood boards.



Mission Memorial Building: home of Neighborhood Commission Office and Customer Services Department.



MAYOR'S OFFICE OF CULTURE AND THE ARTS

Misty M. Kela'i, Executive Director

POWERS, DUTIES AND FUNCTIONS

The Mayor's Office of Culture and the Arts (MOCA) was founded in 1971 after the passage of the Percent for Art Law in 1967 that established the Art in City Buildings Program.

MOCA is a partner and catalyst for increasing opportunities, awareness and involvement in cultural activities for the benefit of all. In this capacity, MOCA administers the Art in City Building Program, Culture and Arts Programs and a Collaborative Arts Program.

Over the past 40 years, the Commission on Culture and the Arts has assisted the City in acquiring more than 1,000 items to share and perpetuate the cultural heritage of Honolulu. These items are available for viewing through our on-line database at <http://honolulu.gov/moca>.

MISSION STATEMENT

The mission of MOCA is to promote the value of arts and culture, a community environment that provides equal and abundant opportunity for exposure to culture and the arts in all forms, and to encourage and provide opportunity for the development and perpetuation of the culture and the artistic talents of the people of Honolulu.

In furtherance of its mission, the Commission awarded nine Mayor's production grants totaling \$38,800 and 18 legacy grants totaling \$361,000.

ACHIEVEMENTS/HIGHLIGHTS

Mayor's Production Grants

- Ikebana International Honolulu Chapter 56: Ikebana International is a worldwide non-profit cultural organization based on the study of ikebana (the art of flower arranging) and other related arts of Japan. With the support of the Mayor's production grant, Ikebana International Honolulu Chapter 56 organized and presented their annual Splendors of Ikebana Exhibition at the Honolulu Museum of Art School.
- Kalihi T-Shirt Theatre: The T-Shirt Theatre is the flagship after-school program of the nonprofit Alliance for Drama Education at Kalakaua and Dole Middle Schools, and Farrington High School. With the support of the Mayor's production grant, the T-Shirt Theatre presented "I Believe..." a performance exploring the core beliefs that shape our lives and make us who we are.

- Kalikolehua – El Sistema Hawai'i: This nonprofit organization's mission is to give all underserved children in Hawaii the opportunity to change their lives through experience in orchestras and choirs. With the support of the Mayor's production grant and other donations, the organization runs a free program at Ka'a'awa Elementary School for children in grades K through 6. For eight hours per week, the children learn violin, cello, flute, clarinet, recorder, choir, and general music skills. They also learn how to focus and develop skills that will help them to become productive adults.

ART IN CITY BUILDINGS

DUTIES AND FUNCTIONS

MOCA manages the Art in City Buildings collection. The 2013 Annual Artwork Inventory was completed on April 12, 2013 and records 1052 objects in the collection. From 1974 to 2012, 39 objects have been deaccessioned and are no longer City property. The artwork collection database is continually updated and publicly accessible through the department's web pages on the City's website. The current estimated value of the collection is \$10 million.

ACQUISITIONS FOR FISCAL YEAR 2013

- A triptych painting entitled "Fa'a Samoa" by Saumo Puapuaga, completed in 2012
- A woodcut print entitled "Five Palms" by John McCaskill, completed in 2012
- A series of seven time-lapse photographs entitled "Na Manukai" by Cindy Iodice, completed in 2012
- A bronze relief mural entitled "Celestial Passage" by Kim Duffett, completed in 1991, for the East Kapolei Fire Station
- A kinetic metal sculpture entitled "Waterfall" by George Newton, completed in 2012, for the East Kapolei Fire Station
- A kinetic metal sculpture entitled "Red Zigzag" by George Newton, completed in 2009, for the East Kapolei Fire Station
- A kinetic metal sculpture entitled "Yellow Zigzag" by George Newton, completed in 2009, for the East Kapolei Fire Station

- A tapestry entitled “Pacific Exchange” by Mary Babcock, completed in 2010, for the East Kapolei Fire Station
- A painting entitled “The Summer Storm” by Mark Norseth, completed in 2011
- A painting entitled “Sunlit Surf – Lanai Lookout” Mark Norseth, completed in 2010
- A ceramic sculpture entitled “Transforming Landscapes 1” by Nathan J.H. Ditzler, completed in 2012
- A sculpture group entitled “Monument of the 110th Anniversary Korean Immigration to the USA” by Soo Park and In-Ku Yoon, completed in 2013, for Pawa-Inha Neighborhood Park, gift of Inha University

OUTGOING LOAN FOR FISCAL YEAR 2013

- A sculpture entitled “Maasai Tribesman” by Paul Saviskas was loaned to the artist for repair

MAINTENANCE

The Art in City Buildings program had 88 conservation maintenance treatments performed on outdoor works of art. These works are on a regular maintenance cycle. Relocatable artwork, such as drawings, paintings, prints, and small-scale sculptures, received conservation treatments as needed and were installed or relocated as requested by City departments. Projects during FY 2013 included:

- A major conservation treatment was performed on the “As You Like It” sculpture group by Eli Raphael Marozzi, located in Old Stadium Park. The terrazzo sculptures were cleaned, in-filled, re-surfaced, and re-coated. The work was performed by Jodi Endicott and completed in November 2012.
- A major treatment was performed on the “Sky Gate” sculpture by Isamu Noguchi located on the grounds of the Frank F. Fasi Civic Center. The entire metal sculpture was repainted. The work was performed by Eko Painting, Inc. and completed in January 2013.

In order to perpetuate the legacy of the City as demonstrated in its public art, MOCA developed a program where organizations can “Adopt-A-Sculpture.”

This program enables the public to be actively involved in preserving a part of Honolulu’s art legacy. Participants during FY 2013 were:

- The Hilton Waikiki Beach Hotel, which adopted the “Prince Jonah Kuhio Kalaniana’ole” sculpture located at Kuhio Beach
- The Honolulu Japanese Chamber of Commerce, which adopted the “Torii” gate located at King and Beretania Streets

ARTIST REGISTRY

The Artist Registry, with information on 458 artists, is maintained by MOCA and utilized by the Commission on Culture and the Arts as well as other local organizations to respond to inquiries regarding artist or artwork commissions. For FY 2013, all artists in the Artist Registry were notified of the Art in City Buildings Request for Proposals for the Wahiawa Transit Center and the Honolulu Authority for Rapid Transportation Art-in-Transit Program’s Call for Artists.

SPECIAL EVENTS

MOCA serves as the liaison for special events held on the grounds of the Frank F. Fasi Civic Center. MOCA assists governmental agencies, non-profit organizations, and other Honolulu-based groups with event applications, the permit process, and their execution.

The eighth annual Hawai’i Book and Music Festival, held on May 18 and 19, 2013, draws an audience of more than 10,000 people of all ages to the Frank F. Fasi Civic Center. Literature, education, culture, music, and art are the focus of this yearly two-day event.

The third annual Honolulu 5K run on April 28, 2013, drew many residents and participants from the continental United States, Canada, and Australia. The course arched around the Honolulu Capitol District and the Frank F. Fasi Civic Center. With 1,336 race participants and 3,000 supporting family and friends, there was a great sense of camaraderie and community. The event promotes health and fitness for children, aiming to decrease childhood obesity and increase participation in youth sports and recreation programs.

In addition, MOCA coordinated 10 City sponsored events, that drew 263,100 attendees.

ART EXHIBITS IN PUBLIC SPACES

MOCA hosts several diverse exhibits at Honolulu Hale and Kapolei Hale, such as the Korean Artists Association of Hawai’i’s annual exhibit for members and children; the Aloha Show by the Association of Hawai’i Artists, Hawai’i’s oldest organization for artists; and Ka Ike O Ka Moana: The Knowledge of the Ocean—a collaborative effort between the National Oceanic and Atmospheric Administration, the Waikiki Aquarium, and MOCA, celebrating National Oceans Month.

During the year, MOCA hosted 23 exhibits with 56,995 attendees.

MISSION MEMORIAL AUDITORIUM

MOCA maintains, manages and operates the Mission Memorial Auditorium (MMA) on the grounds of the Frank F. Fasi Civic Center. This historic red brick building, built



Conservation treatment on the “As You Like It” sculpture group by Eli Marozzi at Old Stadium Park.

in 1915, seats 300 people and is the venue for various functions throughout the year though mainly used by the departments of the City and County of Honolulu for meetings and seminars. Other functions include the Hanayagi Dancing Academy’s Annual Maizome Dance Performance; the Martin Luther King Jr. Coalition’s Annual Peace Poetry Contest Award; the Chinese Folk Art Dance Group Annual Dance Performance; and special presentations during the Hawai’i Book and Music Festival.

MOCA managed 66 events with 9,800 attendees at Mission Memorial Auditorium.

**MISSION MEMORIAL BUILDING
HEARINGS ROOM**

MOCA is responsible for the management and operation of the Mission Memorial Building Hearings Room. Capable of accommodating up to 50 people, this room is used predominantly by departments of the City and County of Honolulu for smaller meetings, public hearings and workshops.



Repainting of the “Sky Gate” sculpture by Isamu Noguchi at the Frank F. Fasi Civic Center.

**COMMISSION ON CULTURE AND THE ARTS
(JUNE 30, 2013)**

- Grant Kagimoto, Chair
- William Feltz, Vice-Chair
- Roy Benham
- Dita Holifield
- Paulette Kahalepuna
- Betty Lou Kam
- Pamela Taylor Tongg
- Esther Wilhelm



OFFICE OF ECONOMIC DEVELOPMENT

Minnie Ko, Executive Director

The Mayor's Office of Economic Development (OED) works in partnership with Oahu's businesses, non-profit groups, and communities to support economic growth and enhance the quality of life in the City and County of Honolulu.

As the level of government closest to the people, the City's role in economic development is at the community level and OED's programs are driven by the needs expressed by Oahu's communities. The office works to provide a more nurturing, business-friendly environment for businesses and community organizations. The office also coordinates with city agencies and programs on the economic development implications of their activities and works with city organizations, community groups, and other government entities to stimulate economic development opportunities. OED focuses on areas where the City can build effective public-private partnerships to address needs and make a positive difference for Oahu's communities and businesses.

In this fiscal year, OED's activities included Hawaii Tourism Authority's (HTA) County Product Enrichment Program (CPEP), Small Business Development, Community Revitalization, Agriculture, International Relations and Sister Cities, and the Film Office.

HAWAII TOURISM AUTHORITY- COUNTY PRODUCT ENRICHMENT PROGRAM

OED administers the Hawaii Tourism Authority-County Product Enrichment Program (HTA-CPEP) providing grants annually to various Oahu non-profits. From its inception in 2002, HTA-CPEP has helped diversify and enrich Hawaii's tourism product. Through the HTA-CPEP program, OED develops new and enhances existing community-based tourism events, experiences, attractions, and projects related to agriculture, culture, education, health and wellness, and nature or technology. The program complements Hawaii's traditional resort product and assists in Honolulu's economic diversification.

OED also works with community and business leaders in Oahu's visitor industry to ensure that efforts are coordinated and reflect the strategy outlined in the Oahu Strategic Tourism Plan, a comprehensive vision of Oahu that is attractive to visitors, residents, and businesses. OED continues to work with travel organizations to support marketing Oahu as a visitor destination.

The HTA-CPEP is based on the calendar year. In CY 2012, a total of \$325,000 was allotted to 37 approved projects. In CY 2013, a total of \$325,000 was allotted to 29 different projects.

AGRICULTURE

The City's Agricultural Liaison is the City's first point of contact regarding agricultural issues. The position enables

the City to capitalize on agricultural funding opportunities provided by state and federal agencies, work with the State on issues of mutual concern, assist the City departments on changes that will benefit agriculture, and focus on a reasoned approach to preservation and use of agricultural lands.

- **Important Agricultural Lands** The Agricultural Liaison worked closely with the Technical Advisory Committee (TAC) created by the Department of Planning and Permitting to initiate the City's Important Agricultural Lands (IAL) Identification Project. The goal of Phase I was to identify and prioritize the criteria that would be used in the identification process.
- **Conservation Planning Grant:** Since 2006, the city has provided an annual grant to the Oahu Resource Conservation and Development Council (ORC&D) to provide staff support to help Oahu farmers and ranchers develop site-specific conservation plans detailing best management practices. In FY 13 OED awarded a \$50,000 grant.
- **City Council's Agricultural Development Task Force:** The agriculture liaison worked with the agricultural development task force to provide information in support of their deliberations.
- **Grown on Oahu:** The City continues its partnership with the Hawaii Farm Bureau Federation to strengthen the weekly farmers market at Neal S. Blaisdell Center. This market was developed to attract commuters who park at the Neal S. Blaisdell Center and residents from the surrounding community.

BUSINESS DEVELOPMENT AND INDUSTRY SUPPORT

OED supports economic growth for businesses and communities throughout Oahu's existing and emerging industries, including small business, tourism, diversified agriculture, entertainment, sports, and technology.

Small businesses are the backbone of Oahu's economy, and the focus of OED is to support and advocate for the success of Oahu's small businesses and work with small business organizations.

- Worked closely with economic development partners such as Enterprise Honolulu, the Chamber of Commerce of Hawaii and its affiliate ethnic chambers, federal Economic Development Administration, Small Business Administration, Small Business Development Corporation, and others to host a variety of small business workshops and seminars.
- Supported economic analyses and workforce development by working with such organizations as the Fort Street Business Improvement District Association

(BIDA), Waikiki BIDA, and the Oahu Workforce Investment Board.

- Provided small business resources and workshops through groups such as Small Business Administration, International Council of Shopping Centers, and through international trade missions.

COMMUNITY ECONOMIC REVITALIZATION

Community Economic Revitalization is about city-community partnerships and turning community ideas into practical and achievable actions. The goal is to stimulate economic opportunities, strengthen the unique character of Oahu's diverse communities, and improve quality of life of our residents. OED works directly with businesses and communities to focus efforts on concrete actions and foster the partnerships that will implement these actions. OED provides the essential coordination and support needed to bring the community together by convening economic summits, sharing progress, and encouraging more businesses and individuals to get involved.

In FY 13, OED continued to support and strengthen community based partnerships and economic revitalization activities. Highlights include:

- **City's Month in Chinatown:** This city-led collaboration with multiple Chinese organizations creating a unified celebration of Chinese New Year continues to become bigger and better every year. The events featured numerous weekend festivals, a massive Chinatown lion dance and a parade with activities spanning several weeks preceding the Chinese New Year of the Snake.
- **Dragon Boat Festival:** An annual event that in FY 13 attracted four international teams in addition to more than 50 local teams for two days of exciting dragon boat races. More than 10,000 attended the two day festival that included grass volleyball and futsal (soccer). Teams raced in International Dragon Boat Federation certified boats three of which had been gifted to the City by Zhongshan China in 2011. In FY 13, three additional boats were gifted to the City by the local non-profit Dragon Boat Foundation.
- **Kekaulike Mall Revitalization:** The local non-profit Friends of Chinatown (FOC) adopted Kekaulike Mall in FY 11 for ten years. In addition to their regular efforts to keep it clean and safe, the FOC partnered with the City in FY 13 to replace the worn out street-light banners with newly created ones that depict the "the dragon and the phoenix" – a design that evokes the bringing together of people in friendship and prosperity.

INTERNATIONAL RELATIONS AND SISTER CITIES

International relations continue to play a vital role for the City and County of Honolulu by adding to the rich, cultural, social, and economic diversity that makes Honolulu unique.

On average, OED responds to more than 50 international communications every month and also coordinates and hosts numerous international delegation visits.

The Honolulu Sister-City Program currently has 31 international Sister-Cities. In the FY 13, Honolulu added three new cities. On August 23, 2012, OED executed the signing of the new sister-city relationship with Fengxian, Shanghai, China. On September 18, 2012, the City Council approved adding Zhangzhou, China, and an agreement was signed on March 4, 2013. On December 5, 2012, the City Council approved adding Cali, Colombia through Resolution 12-311.

A delegation from Kaohsiung visited Honolulu in August, 2012 during the 50th anniversary of the Kaohsiung-Honolulu sister-city relationship. OED was instrumental in strengthening this sister-city bond by working with the Taipei Economic and Cultural Office to plan events in celebration of the anniversary to occur during the delegation's visit. A committee of Taiwanese community leaders was created to help assist with the logistics of the anniversary.

As a tribute to our sister-city relationship with Nagaoka, Japan, Nagaoka donated their world renowned fireworks show to provide a dramatic close to the annual Honolulu Festival.

HONOLULU FILM OFFICE

The Honolulu Film Office (HFO) provides leadership in the planning and development of the film industry to ensure the film industry is a vital, vibrant part of a diversified and sustainable economy.

The HFO works with state and county agencies and boards, film unions and associations, community groups and strategic partners in the private sector to develop the various film and media industries in Honolulu, to build the local film and media industry infrastructure and to market, attract and facilitate all levels of production. Additionally, the film commissioner works to connect the Oahu Visitor Bureau with opportunities for destination marketing through film.

The estimated statewide direct expenditures generated by film and media production in calendar years 2011 and 2012 was \$184.3M and \$245.6M resulting in an economic impact of \$298.6M and \$397.9M, respectively. Cumulative economic impact from 2007 – 2012 is just over \$2.24 billion. Additionally, the media industries are labor-intensive in nature and on average generate 2,500 full-time equivalent living-wage jobs (figures provide by DBEDT).

Oahu is the hub of production for the state and typically generates 50 – 75 percent of statewide production expenditures, usually equally or outpacing the combined totals of the Neighbor Islands. Based on this, the approximate economic impact for Oahu by film and television production for calendar years 2011 and 2012 would be \$348.25 - \$522.38 million. The cumulative economic impact for calendar years 2007 – 2012 would be \$1.12 – 1.68 billion.

The HFO assists with approximately 500 different productions annually, which vary in scope and scale. A wide variety is necessary to further develop Oahu's infrastructure into a viable, self-sustaining production center. To this end, the HFO works to support a broad range of projects that vary in their economic impact. Larger imported projects often bring much needed resources and training while smaller modestly-budgeted projects often hire less-seasoned workers

or give those with new training experiences an opportunity to manage a department and establish a stronger foundation for their skill set.

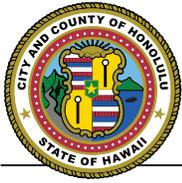
The Honolulu Film Office assists at various stages of the production process with the most intensive interaction being in the location scouting, pre-production and physical production aspects. Additional interaction can also include the development, marketing and distribution components depending on the project, and with the growth of Hawaii’s nascent digital media companies, the scope of interaction is now expanding into the visual effects arena.

The film industry is competitive and global. To understand trends and keep Oahu in the forefront of the industry, the HFO is a member of key local, national and international organizations including the Film and Video Association of Hawaii, the Hawaii Film and Entertainment Board, the Association of Film Commissioners International and the first—and to-date, only—US member of the Asian Film Commission Network.

As part of its strategic partnerships with the visitor industry, the HFO plays a key role in promoting tourism with worldwide exposure as seen in movies, television, print advertising and commercials that are produced on the island. The office works closely with the Oahu Visitors Bureau (OVB) and others to maximize Oahu’s exposure and branding through film. The HFO works to build opportunities and assist the OVB with destination branding through various media outlets. This includes leveraging the relationships developed through the physical production process.

The HFO participates jointly and individually in various marketing and promotional projects including joint advertising and trade show exhibitions with the state and other county film offices under the banner of “Film Offices of the Hawaiian Islands.” Additionally the HFO conducts Oahu-specific business development meetings in key filming centers such as Los Angeles and New York with decision-makers whenever possible to generate opportunities to bid for current and future production work.

STANDARD PRODUCT MANUFACTURING CYCLE	FILM INDUSTRY PRODUCTION CYCLE	MAJOR PROJECTS FILM OFFICE INVOLVEMENT DURING PRODUCTION ACTIVITY CYCLE
Research and Development	Development Location Scouting (pre-sales)	<i>Catching Fire</i> ; Lionsgate <i>Percy Jackson 2</i> ; 20 th Century Fox <i>Star Trek 2</i> ; Paramount <i>Blue Lagoon</i> ; Sony Pictures (Made-for-TV remake) <i>Tropical Fox</i> ; NBC Television Studios <i>The Master</i> ; TWC, Annapurna Pictures
Manufacturing	Pre-production Physical production	<i>Hawaii Five-0</i> ; CBS Television Studios <i>Last Resort</i> ; Sony Television for ABC <i>The River</i> ; ABC Television Studios <i>Off the Map</i> ; ABC Television Studios <i>The Master</i> (2 nd Unit); TWC, Annapurna Pictures
Sales, Marketing and Promotions	Marketing, Promotions and Distribution (post-sales)	<i>The Descendants</i> ; Fox Searchlight <i>Battleship</i> ; Universal Studios <i>Journey 2: The Mysterious Island</i> ; Warner Bros <i>Jurassic Park</i> Trilogy 20 th Anniversary; Universal Pictures



OFFICE OF HOUSING

Jun Yang, Executive Director

DUTIES AND FUNCTIONS

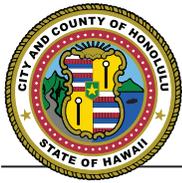
The Office of Housing establishes and administers programs for affordable housing, senior housing, special needs housing, and the homeless for the benefit of the people of the City and County of Honolulu. The office coordinates services with state and federal agencies, as well as with private and non-profit organizations.

GOALS

The Office of Housing together with the Department of Community Services launched the Mayor's Homeless Action Plan in May. This plan is based on the Housing First model which removes the barriers of mandatory treatment program enrollment and provides permanent supportive

housing directly from streets and shelters. The newly housed individuals are immediately provided with extensive case management and wraparound services to address their multiple needs.

The Housing First model focuses efforts on the chronically homeless, the most visible homeless on the streets of Honolulu. They present the greatest challenge to service providers because of their substance abuse and mental health issues. The Mayor's Homeless Action Plan, based on the 2013 Point in Time count, seeks to create a two-year pilot program to house at least 15% of the chronically homeless in the Waikiki, Waianae and Downtown areas by the end of 2015.



ROYAL HAWAIIAN BAND

Clarke L.K. Bright, Bandmaster

POWERS, DUTIES AND FUNCTIONS

The Royal Hawaiian Band serves as the official band of the City and County of Honolulu and has the distinction of being the only full-time municipal band in the nation and the only band in the United States of America established by a royal kingdom. The Band represents the City and County of Honolulu at public events and provides a wide variety of music for the educational and cultural needs of the community. Due to its cultural heritage, the Band endeavors to maintain its observance of and its participation in all events that were established during the Hawaiian monarchy era.

The Royal Hawaiian Band is made up of 40 full-time positions and functions as a concert band, a marching band and a glee club ensemble. Nearly all the talented musicians who assist will share in administration responsibilities.

PERFORMANCE HIGHLIGHTS

During Fiscal Year 2013 the Band and Glee Club appeared in a total of 332 performances.

Weekly concert performances are on-going at the `Iolani Palace on Fridays and the Queen Kapi`olani Bandstand on Sundays. Other regular performances were scheduled at the Ala Moana Center Stage, Royal Hawaiian Center, Royal Hawaiian Hotel Coconut Grove, Moana Hotel, Kahala Mall, Windward Mall, Pearlridge Center, Waialua Bandstand and Mililani Town Center.

Hawaiian cultural and monarchical events featured the Band at the Queen Lili`uokalani birthday commemoration, Queen Emma's memorial, King Kalakaua's birthday

celebration, the Prince Kuhio Parade, Princess Ka`iulani's birthday celebration, Aloha Festivals' "Royal Court" presentation, Aloha Festivals' Floral Parade, the King Kamahameha Floral Parade, the City-sponsored May Day celebration, and the Na Hula Festival.

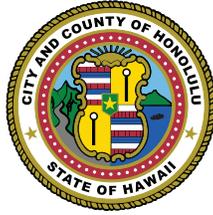
The Band performed for other cultural and community events including the Honolulu and Kapolei City Lights parades, Wahiawa Veteran's Day parade, Waikiki Holiday parade, Pearl Harbor Memorial parade, the City-sponsored 4th of July parade, Kailua 4th of July parade, Pan-Pacific parade, St. Patrick's Day parade, Martin Luther King Jr. parade, Night in Chinatown parade, Honolulu Festival parade, and numerous other community parades.

Community concerts were performed at many events such as: *I Love Liliha Festival, Korean Festival, Chinese Moon Festival, Vietnamese Festival, Irish Festival, Thai Festival, Scottish Festival, Filipino Fiesta, Bastille Day, Taste of Kalihi Festival, Moiliili Ohana Festival, and Windward Community College Arts Festival.* Other venues included hospitals, nursing homes, and adult care facilities. Educational performances were presented at many local preschools, middle schools and high schools.

From the sounding of the *pu* (conch shell) and the opening *oli* (chant) to the musical, vocal and hula styling of its multi-talented members, the Royal Hawaiian Band continues to promote and perpetuate the music and culture of Hawaii, and provide a unique musical experience for local residents and visitors.



DEPARTMENTS AND AGENCIES





BOARD OF WATER SUPPLY

Duane R. Miyashiro, Chair; Mahealani Cypher, Vice-Chair; Theresia C. McMurdo; Kaulana H.R. Park; Adam C. Wong; Ross S. Sasamura, Ex-Officio; Glenn M. Okimoto, Ex-Officio; Ernest Y. W. Lau, P.E., Manager and Chief Engineer (2/1/12 – Present); Ellen E. Kitamura, P.E., Deputy Manager and Chief Engineer (3/16/12 – Present)

POWERS, DUTIES AND FUNCTIONS

The Board of Water Supply (BWS) manages Oahu's municipal water resources and distribution system, providing residents with a safe and dependable drinking water supply.

The BWS is the largest municipal water utility in the State, serving approximately 145 million gallons of water a day to roughly one million customers on Oahu. To keep the water flowing, the BWS must carefully and proactively manage and invest in its intricate system, consisting of 94 active potable water sources, 172 reservoirs, and nearly 2,100 miles of pipeline servicing nearly every community on Oahu.

The BWS is a financially self-sufficient, semi-autonomous agency of the City and County of Honolulu. Its operations and projects are financed with revenues generated by water transmission and distribution fees. Its budget does not include tax money collected by the City. The BWS also pursues federal and state grants to help subsidize BWS projects.

A seven-member board presides over and determines BWS policies. Five members are appointed by the Mayor and confirmed by the Honolulu City Council. The remaining two serve in their capacities as Director of the State Department of Transportation, and Director and Chief Engineer of the City Department of Facility Maintenance.

The Board appoints the BWS Manager and Chief Engineer to administer the Department. The Manager appoints the Deputy Manager and Chief Engineer. Together, they provide leadership and direction for the organization while supervising its day-to-day business activities.

MISSION

The Board of Water Supply's mission of Water for Life is to provide a safe and dependable water supply that is affordable to its customers, now and into the future, with three strategic objectives: resource, economic, and organizational sustainability.

ORGANIZATION

In Fiscal Year 2013 the Department consisted of 14 offices and divisions that worked together to implement the BWS's mission. It included:

- Business Development Division - manages the Department's water business programs and compliance with all federal and state drinking water and applicable environmental rules and regulations. The Division also manages the Department's emergency

response and disaster preparedness program. This Division was reorganized to include the Department's Microbiological and Chemical Laboratories into a new Water Quality Division.

- Capital Projects Division - implements the Department's Capital Program, including the design and construction of new source, storage, treatment, transmission and distribution facilities and the repair, maintenance, and upgrade of aging water mains and facilities.
- Communications Office - provides comprehensive strategic communication services and support to the Department, including internal communication with employees and the Board; external communication with key stakeholder groups such as customers, community/advocacy groups, neighborhood boards, business/community leaders, media, and elected officials.
- Customer Care Division – interfaces primarily with BWS customers to provide services in the areas of bill payments, delinquent bills, account inquiries, water service investigations, review of building permit applications, new water services, and investigation of water leaks and possible causes for high water bills.
- Executive Support Office – develops and executes the Department's administrative programs in the areas of budget, procurement, risk management, security, and emergency preparedness.
- Field Operations Division – maintains and repairs Oahu's water delivery system, which includes all pipelines, valves, and fire hydrants. This division also maintains the BWS's corporation yards and conducts landscaping work at all of its facilities.
- Finance Division - ensures the BWS's financial resources are efficiently and effectively managed by providing support for all of the BWS's financial and fiscal functions, including meter reading, general accounting, payroll, accounts payable, planning, and analysis, inventory, fixed assets, treasury, and purchasing.
- Human Resources Office - administers and manages the Department's training and development, labor relations, classification, recruitment and examination, and personnel transaction programs.
- Information Technology Division - plans, designs, implements, maintains, and supports BWS information technology (IT) and geographic information

systems (GIS) applications and the BWS IT infrastructure, which includes physical and virtual data centers, servers, personal computers, mobile computing, wired and wireless network communications, telephone systems, the call center system, and video surveillance systems.

- Land Division - acquires real property and interests therein, in the name of the City and County of Honolulu through purchase, condemnation, lease, easement, and executive land order; recommends to the City Council the disposal of surplus real property; and manages real property and real property interests that are under the control of the Department.
- Office of the Manager and Chief Engineer - administers the affairs of the Department in accordance with policies and regulations adopted by the Board and the provisions of the City Charter.
- Security Office - develops, reviews, and implements plans, policies, and initiatives to improve the security for the BWS employees, water resources, and distribution system; and provides a prompt and coordinated response, together with other city, state, and federal agencies to appropriately respond to emergencies.
- Water Resources Division - directs the BWS long-range water resource and capital planning for the island's water system, and ensures that there is an adequate water supply for current and future customers.
- Water System Operations Division - monitors, maintains, repairs, and operates the Department's diverse water systems, including well and booster stations, control valves, and the various water treatment facilities; and inventories, maintains, and repairs the Department's fleet of motor vehicles, construction equipment, and trailers.

HIGHLIGHTS

BWS employees worked diligently to provide safe and dependable water service to its customers by concentrating their efforts on the following current strategic objectives:

RESOURCE SUSTAINABILITY

This strategic objective ensures that natural groundwater supplies are protected and managed efficiently. The BWS plans for diversified strategies and projects in conservation, potable groundwater, and alternative water supplies, including brackish, recycled, and desalinated water to meet future demands. Efforts also focus on protecting the natural environment, important watersheds, and water sources by monitoring Oahu's rainfall and aquifer water levels and salinity, and taking appropriate precautions to ensure the sustainability of the island's potable water supplies in a climate change future.

The BWS's comprehensive water conservation program continues to foster effective water management policies and practices that reduce per capita use of potable water to encourage sustainable behaviors to all users on Oahu. Resource and demand-side management, alternative water supplies, water system optimization, consumer education, and collaboration with other utilities on industry best practices, combine to form a holistic approach to this growing and expanding program.

- The BWS Leak Detection Team surveys approximately 25 to 50 miles of pipelines per month to find leaks in the distribution system using a combination of digital correlating loggers to record pipe vibrations as water pushes through the pipes and toning equipment to pinpoint the location of the leak. The data collected is used to prioritize and schedule planned repairs to the water system, which results in the prevention of potential emergency main breaks. Leak detection efforts have resulted in an estimated savings of approximately 3.3 million gallons of water per day (mgd), or about 1.2 billion gallons per year. Water loss in the potable distribution system for calendar year 2012 was approximately 10 percent of the total water production. Potable water demand has decreased approximately nine percent from 1990 to 2012, due to advanced water conservation efforts, economic incentives from sewer and water rate increases, recycled water, public education, and leak detection and repair programs in the BWS water system. Infrastructure capacity has been "freed-up," saving BWS rate payers from the deferral and down-sizing of new water system capacity projects as a result.
- Private development reviews and water master plans have increased islandwide with a growing economy, especially in Kakaako and Ewa. Water master plans are or have been reviewed for West Kapolei, Harborside, Makaiwa Hills, University of Hawaii (UH) West Oahu, Ho'opili, Koa Ridge and Kakaako. Water system infrastructure continues to expand in concert with these developments. Water supply is available within the City's planning horizon to 2035.
- Recycled water is an important conservation strategy to reduce potable water consumption to extend our high quality water supplies for future generations. The Department continues to produce reliable and drought proof recycled water for irrigation and industrial purposes.

Recycled water production from the BWS Honouliuli Water Recycling Facility averaged 8.5 mgd in FY 13, which was approximately the same as the previous fiscal year. In the coming fiscal year, the State Department of Hawaiian Home Lands' administrative complex along Kapolei Parkway, the City of Kapolei, and the Oneula and Ocean Pointe District parks

are planned to begin using R-1 recycled water, and H-Power is closer to begin using reverse osmosis demineralized recycled water for boiler feed instead of potable water.

- The BWS continues to make progress on the regional Watershed Management Plans (WMP) for Oahu's water resources. The North Shore, Ewa, and Central Oahu WMPs are ongoing. The Waianae, Koolauloa, and Koolaupoko WMPs are already adopted. WMPs are concurrent with the City's development and sustainable communities' plans for Oahu and provide the long range strategic water resource plans for watershed protection and water use and development for municipal, agriculture, military, and private water supply. The WMPs guide the BWS's long-range capital improvement program, ensuring that adequate water supplies and water system infrastructure will meet Oahu's future water demands.
- To address climate change, the University of Hawaii and the US Geological Survey have been contracted to conduct hydro-geological research to assess Oahu's diminishing rainfall trends and provide numerical groundwater modeling capability for the Pearl Harbor aquifer in a climate change future.
- The BWS placed two new source stations in service:
 - Waimanalo Wells III – A new well source station capable of producing 0.5 mgd of water to the East Waimanalo area.
 - Opana Wells – A new well source station capable of producing one mgd of water to the North Shore area.
- In FY 2012-2013 the BWS conducted almost 37,000 water quality tests on samples collected from its water sources, distribution system and treatment facilities to ensure all water served is safe to drink.
- In June 2013, BWS completed its annual production and delivery of the Consumer Confidence Report (CCR), also known as the Water Quality Report, to all BWS customers. The report provides information on the quality of the water delivered from the BWS system. The report is available on the BWS website at www.boardofwatersupply.com.
- The BWS implemented an array of activities that supported efforts to educate customers about the importance of conserving water throughout the year and about other BWS programs.
 - Through the BWS Water Conservation Week contests, Oahu students learned about the importance of water and water conservation. The poster contest component was open to students in kindergarten to sixth grade and the poetry contest component was open to students in the seventh to

12th grade. The winning posters and poems are featured in the BWS 2014 Water Conservation Calendar, available to the public (at the end of 2013). The BWS formed public-private partnerships with sponsors in the community in order to offset calendar printing costs.

- In an effort to teach water-efficient gardening practices, the BWS held the annual Halawa Xeriscape Garden Open House and Unthirsty Plant Sale. The event promotes water conservation through water-efficient landscaping, otherwise known as "xeriscaping." The Friends of Halawa Xeriscape Garden and about a dozen local nurseries offered a variety of drought-tolerant, less-thirsty plants for sale to the public. Proceeds from the plant sale supported educational programs and classes at the Halawa Xeriscape Garden.

ECONOMIC SUSTAINABILITY

The second strategic objective calls for a sound financial strategy to support the Department's operating and capital needs. While operation and construction costs steadily increase, the BWS continued to focus its efforts on addressing aging infrastructure and ensuring the reliability and quality of water provided to all customers on Oahu.

- The BWS initiated work on a comprehensive Water Master Plan to provide a 30-year Capital Improvement Program for the capacity expansion, and repair and replacement of aging water infrastructure. The Water Master Plan applies new technology and best practices in planning and engineering tools, and will guide the update of the BWS financial plan to ensure sufficient funding for infrastructure needs while keeping water rates affordable.
- On March 15, 2013, the BWS issued a Request for Proposals to develop its six-acre Beretania Street property. The project was initiated at the suggestion of the Honolulu City Council to allow the BWS to explore and evaluate alternative sources of revenue to reduce its reliance on ratepayer-generated funds.
- More than \$26.5 million in construction contracts and more than \$5.5 million in professional services contracts were awarded as of June 30, 2013. The major projects included the following:
 - Water Main Replacement Program. Aging and corroded water mains are systematically identified and replaced throughout the municipal water system to improve system reliability, reduce main breaks, and to ensure sufficient pressure during periods of peak demand. In conjunction with main replacement projects, existing fire hydrants are replaced and new hydrants are installed to improve fire protection and ensure that current

standards are met. Nearly \$18 million in new water main construction projects was awarded by the BWS. Once completed, these projects will improve the water systems in the Ala Moana, Foster Village, Heeia, Manoa, and Mapunapuna areas. Design work was awarded for a new 36-inch transmission main along Salt Lake Boulevard and also for fire hydrant installations at various locations.

- Water Facility Improvement Program. Capital Projects continues to identify deficiencies and improve the appearance and integrity of aging BWS water facilities. These facilities include water reservoirs, well and booster stations, and administrative offices belonging to the Department. During this fiscal year, new construction contracts were awarded to repair, renovate, repaint and/or reroof Aiea 782 Reservoir, Barbers Point 215 Reservoir, Halawa 550 Reservoir, Halawa Gardens, Hawaii Loa 800 Reservoir, Kaonohi 850 Reservoir, Makiki 705 Reservoir, Mariner's Ridge 500 Reservoir, Pohakupu 272 Reservoir No. 1, Waianae 242 Reservoir, and Woodlawn 705 Reservoir. New design contracts were awarded for facility improvements at Hawaii Loa 475 Reservoir and Booster No. 2, Kailua Heights Booster, Kapolei 215 Reservoir, Kawela 228 Reservoir, Wahiawa 1361 Reservoirs No.1 and No. 2, and Waimanalo Booster.
- Mechanical and Electrical Renovation Projects. Renovation projects ensure the dependable service and operational efficiency of the Department's pump and booster stations. Pump and motor replacement, motor control center replacement, electrical, power, and control wiring work are performed under this program. This year, construction contracts were awarded for the renovation of the mechanical and/or electrical systems at the Kalauao Springs and Mililani Wells III and air conditioning improvements at Heeia Corporation Yard. Design contracts were awarded for work at Aina Koa Booster No. 1, Barbers Point Line Booster, Diamond Head Line Booster, Kalihi Pump Station, Kaluanui Line Booster, Kaonohi Booster No. 1, Keanu Line Booster, Kamaile Wells, Mariner's Ridge Booster No. 1, Maunawili Booster, Punaluu Wells II, and Waihee Line Booster.
- While the replacement of aging water mains help to reduce the amount of water emergencies, main breaks are still an acknowledged part of the water utility industry and can have a tremendous impact on the public. BWS crews respond 24 hours a day, seven days a week to water emergencies. In FY 13,

BWS employees responded to a total of 350 main breaks or about 17 breaks per 100 miles of pipeline. According to the American Water Works Association, water utilities nationwide should strive to limit breaks to 25-30 breaks per 100 miles of pipeline. The BWS ratio was better than the national experience, and BWS employees were also consistently commended for their efforts to quickly repair and restore water service to customers in a timely manner, often under difficult conditions.

- The BWS completed the installation of a new Customer Care & Billing System (CC&B) to replace its aged system. In January 2013, the BWS launched CC&B and monthly billing. Converting to a new system presented a number of challenges, including changing from bi-monthly to monthly billing and addressing deferred maintenance on the Automatic Meter Reading system. The BWS also completed efforts to enable customers to go online to request start and stop service, change account information, and view and pay their bills. The BWS hopes to implement a full service online customer portal in the coming year.
- The BWS has initiated the upgrade of its Financial Management System with a target completion of Phase I by the second quarter of FY 14. Planning for Phase II enhancements will take place concurrently with Phase I.
- In preparation for a much needed upgrade, the BWS completed an assessment of its current utilization of the Computerized Maintenance Management System. Planning for this major system upgrade project is underway, with active engagement beginning in the second quarter of FY 14 and lasting well into FY 15.
- The BWS's nationally recognized Geographic Information System (GIS) database and applications continue to be upgraded for best in class industry functionality and performance. This system gives Department users access to GIS layers and updated imagery, and integrates map service sharing with other city departments. Enhancements for mobile data gathering and data sharing in the cloud are underway.
- The BWS Hydraulic Model Program effort has trained other Departmental users on how to use new modeling software. In conjunction with the Water Master Plan Project, the hydraulic modeling methodology for calibration is being updated, improved, and accelerated. Major calibration work will take place in FY 14.
- The BWS completed a pilot Project Information Management System project. The resulting system is in place for a small group of users to gather information and user requirements to plan, design, and implement



Water Main Breaks. BWS Field Operations crews respond to water main breaks to minimize water loss and to restore water service as quickly as possible.

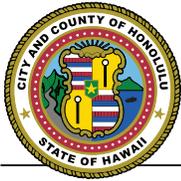
a Project Information Management System which will track the entire life cycle of BWS capital projects.

- The BWS has activated a second data center, using the existing facility and resources previously allocated solely for disaster recovery purposes. This initiative allows BWS to meet new business requirements with minimal investment.
- The BWS Wireless Network Project continues deployment of site connectivity to provide high speed backbone links. A majority of our sites will be connected by the end of FY 14, providing a foundation for potential migration of our existing process control systems to IP transport.

ORGANIZATIONAL SUSTAINABILITY

Maintaining a strong, flexible organization that is able to resolve economic, regulatory, and service challenges requires that the BWS use aggressive as well as time-tested strategies to meet objectives of organizational sustainability.

- The BWS processed more than 128,000 customer calls and inquiries regarding bill payments and delinquent bills during the fiscal year. In July 2012, the BWS implemented a callback feature allowing customers to leave their phone numbers for returned calls.
- The BWS continues to work with the City Department of Emergency Management and Hawaii State Civil Defense to ensure it has the plans and procedures in place to respond effectively to emergency situations such as tropical cyclones, island-wide power outages, pandemic flu, tsunamis, or other major events. The Division manages the BWS Emergency Response Plan to insure the Department is prepared to respond in the event of a natural or man-made disaster.
- With the launch of the new billing system, BWS contracted payment services to First Hawaiian Bank, who will process all payments received via mail, and also accept payments from BWS customers at bank branches.
- On March 1, 2013, BWS began offering customers the option to pay their bill online using a credit card with BWS ePay.



DEPARTMENT OF BUDGET AND FISCAL SERVICES

Nelson H. Koyanagi, Jr., Director
Gary Kurokawa, Deputy Director

POWERS, DUTIES AND FUNCTIONS

The Department of Budget and Fiscal Services (BFS) is the central budgeting, purchasing, treasury, and accounting agency for the City and County of Honolulu. Among its responsibilities are long-range financial planning; managing the City's operating and capital improvement budgets; managing the City's cash, investments, debt, revenue, and disbursement; maintaining the City's financial records; overseeing equipment inventories; and administering the City's purchasing activity, real property assessments, and risk management program. Additionally, BFS administratively supports the Liquor Commission, three Boards of Review, and two pension funds.

Highlights

The City maintained the very strong bond credit rating of Aa1 (Moody's) and AA+ (Fitch). BFS also received recognition from the Government Finance Officers Association (GFOA) for excellence in financial reporting and budgeting. The City and County of Honolulu Deferred Compensation Plan received a leadership award from the National Association of Government Defined Contribution Administrators for its National Save for Retirement Week program.

ACCOUNTING & FISCAL SERVICES DIVISION

POWERS, DUTIES AND FUNCTIONS

The Accounting & Fiscal Services Division plans, develops, and provides financial services to departments and agencies; reviews the manner in which public funds are received and expended; ensures that monies withdrawn from operating budgets are in accordance with operating budget ordinance and allotments; administers central preparation of payroll; liquidates claims under a centralized voucher system; and prepares financial statements and reports on city operations.

ACCOMPLISHMENTS

The Division worked with the Budgetary Administration Division and city departments and agencies in preparation for the FY 2014 operating budget. The Division also prepared expenditure schedules in accordance with the approved FY 2013 budget ordinance.

The Division provided financial planning, guidance, and analytical support to these departments and agencies to meet their goals and objectives.

The Division also implemented a document scanning program of all payment vouchers, reducing the amount of paper copies and storage needs, and making documents

more easily retrievable to research and reference.

Financial statements and reports issued

- City and County of Honolulu's Comprehensive Annual Financial Report (CAFR) ending June 30, 2012 (The City was awarded the Certificate of Excellence in Financial Reporting by the Government Finance Officers Association (GFOA) for its 2012 CAFR. The City has received this prestigious award for 25 of the last 26 years.)
- Budget and Fiscal Services Director's Quarterly Financial Reports for the last quarter of FY 2012 and the first three quarters of FY 2013
- Financial reporting for federally funded grants from numerous federal departments, including Transportation; Homeland Security; Housing and Urban Development; Justice, Labor, and Health and Human Services

The Division continued to assist in refining the payroll and human resource management portion of the C2HERPS project, which included modifying the system to transition from Directed Leave Without Pay and Supplemental Time Off to preparing and implementing new provisions of the HGEA and UPW union contracts.

BUDGETARY ADMINISTRATION DIVISION

POWERS, DUTIES AND FUNCTIONS

The Budgetary Administration Division administers the budgetary management and analysis program of the Executive Branch of the City and County of Honolulu. This includes the preparation and submittal of the annual Executive Program and Budget to the City Council, as well as analysis and administration of the budgetary management programs of the 23 executive agencies in the City and County of Honolulu.

Preparation and Submittal of the Mayor's Executive Operating Program and Budget

As required by the City Charter, the Director of Budget and Fiscal Services shall prepare the operating and capital program and budget, and necessary budget ordinances and amendments or supplements thereto under the direction of the Mayor.

To accomplish the above, the Division received, reviewed, evaluated and finalized the Mayor's Fiscal Year 2014 Executive Operating Program and Budget proposal, which totaled \$2.089 billion. This was \$124.8 million more than the previous fiscal year appropriation, or an increase of 6.4

percent. Nearly 90 percent of this increase is attributable to non-discretionary costs that include \$38.9 million in debt service; \$19.5 million in other post-employment benefits (OPEB); \$13 million in employer health benefits contributions (EUTF); \$9.7 million in employee retirement system (ERS); and \$25.4 million in the 5 percent salary restoration.

The approximate 10 percent remaining increase was due to discretionary costs. They include \$5.1 million for the police and fire department radio upgrade; \$3.5 million in bus enhancements; \$2.6 million for the City’s financial program upgrade; and \$1.9 million in personnel services.

Proactive budget decisions taken during FY 2013 included:

- Established budget ceiling based on FY 2012 Mayor’s Operating Budget proposal as submitted to City Council, excluding costs related to one-time event costs
- Eliminated hiring restrictions during the last quarter of the year
- Maintained travel restrictions
- Restricted reorganizations and reallocations resulting in cost increases
- Restricted unbudgeted equipment purchases and leases

In order to lower the overall increase in the operating budgets of the executive agencies, a total of \$33.9 million in salary funds, which is the equivalent of approximately 750 positions, was cut from the budgets of the executive agencies.

Highlights of the Mayor’s Proposed Operating Budget

- Proposed fuel tax increase of 5 cents from 16.5 cents to 21.5 cents per gallon of gas was projected to yield a \$15 million increase in revenue.
- Mandatory “snapback” of 5 percent salary reduction to return employee salary levels back to July of 2009.
- Multi-year user fee increases, including sewer.
- Proposed \$20 million contribution to the fiscal stability (rainy day) fund.
- Proposed \$113 million contribution to the employee retirement system (ERS), a \$9.7 million increase over the prior fiscal year.
- Proposed \$63 million addition to the Provision for Other Post-Employment Benefits (OPEB), a \$19.5 million increase over the prior fiscal year.

Adoption of the Operating Budget

The City Council adopted an Operating Budget for FY 2014 totaling \$2.177 billion. This included \$2.161 billion for

the Executive Operating Budget for the Executive Branch and \$16.1 million for the Legislative Budget for the Legislative Branch, which includes the City Council, Office of Council Services, the City Clerk and the City Auditor.

The FY 2014 Executive Operating Budget appropriations for the executive branch are shown by function below.

FUNCTION	EXECUTIVE OPERATING BUDGET (IN MILLIONS)	% OF TOTAL
General Government.....	\$176.5	8.2
Public Safety	361.3	16.7
Highways and Streets	24.1	1.1
Sanitation	282.0	13.1
Human Services	101.3	4.7
Culture-Recreation.....	87.4	4.0
Utilities or Other Enterprises.....	230.8	10.7
Debt Service	484.8	22.4
Miscellaneous	412.9	19.1
TOTAL	\$2,161.1	100.0

Execution of the Executive Operating Program and Budget

In accordance with the City Charter, the Budgetary Administration Division worked to ensure that the executive operating expenditures for the fiscal year were made as appropriated and authorized.

FISCAL/CAPITAL IMPROVEMENT PROGRAM (CIP) ADMINISTRATION DIVISION

POWERS, DUTIES, AND FUNCTIONS

The Fiscal/Capital Improvement Program (CIP) Administration Division administers the management and analysis of the City’s six-year CIP program, city-wide revenue, central accounts, long-range financial planning programs, and the U.S. Department of Housing and Urban Development’s Community Development Block Grant, HOME Investment Partnerships, Emergency Solutions Grant, and Housing Opportunities for Persons With AIDS programs. This includes the preparation and submittal of the annual Executive Capital Budget and Program, and related ordinances and resolutions.

Preparation and Submittal of the Mayor’s Executive Capital Budget and Program

As required by the City Charter, the Director of Budget and Fiscal Services shall prepare the operating and capital program budgets, necessary budget ordinances, and amendments or supplements thereto under the direction of the Mayor.

To accomplish charter requirements, the Division received, reviewed, evaluated, analyzed, and finalized the

Mayor's Fiscal Year 2013 – 2014 (FY 2014) Executive Capital Budget and Program, and related Revenue, Miscellaneous and Debt Service functions of the Executive Operating Budget; prepared all ordinances and resolutions relating to the Operating Budget and Program, Capital Budget and Program, and reports as required.

FISCAL/CIP ANALYSIS BRANCH

The Fiscal/CIP Analysis Branch prepared the capital program and budget, and required budget ordinances and resolutions, in the administration and the enforcement of the capital budget ordinance. Administration included ongoing review and evaluation of the capital budgetary allotments, and analysis and development of debt service programs for the City.

Accomplishments in the FY 2013-2014 Capital Budget

The Mayor submitted a FY 2014 Capital Budget of \$622.6 million, based on fiscal discipline and restraint crucial to control future general obligation bond debt service. The City Council adopted a Capital Budget of \$635.1 million.

The Capital Budget appropriations, shown by function, are summarized below:

FUNCTION	AMOUNT (IN MILLIONS)	% OF TOTAL
General Government	\$41	6%
Public Safety	49	8%
Highways and Streets	165	26%
Sanitation	219	34%
Human Services	54	9%
Culture-Recreation.....	63	10%
Utilities or Other Enterprises.....	44	7%
TOTAL	\$635	100%

The following is a breakdown by funding source of the Capital Budget:

SOURCE	AMOUNT (IN MILLIONS)	% OF TOTAL
Borrowed Funds.....	\$452.5	71%
Federal Funds	80.9	12%
Special Projects Fund.....	0.1	1%
City Funds	101.5	16%
TOTAL	\$635	100%

Execution of the Capital Budget and Program

In accordance with City Charter, the Fiscal/CIP administration division reviewed and evaluated the capital budget program schedules to ensure capital expenditures for the fiscal year were made as appropriated and authorized, and consistent with the six-year capital program.

Fiscal/Long-Range Planning Branch

The Fiscal/Long Range Planning Branch analyzed and developed estimates of the City's revenues, central accounts, and long-range financial planning programs. This included ongoing monitoring and analysis of the City's general and special revenue funds, and enforcement of operating provisional accounts.

The Fiscal/Long-Range Planning Branch ensured that individual special funds and the general fund were in balance upon submission of the budget proposal to the City Council. It also estimated and proposed the means to finance the City's budgets, enabling it to carry out its functions and responsibilities. All revenue sources were analyzed and the estimates finalized.

Detailed below is a breakdown by revenue sources of the City's operating resources:

SOURCE	AMOUNT (IN MILLIONS)	% OF TOTAL
Real Property Tax	\$833.9	32.0%
Fuel Tax.....	51.3	2.0%
Motor Vehicle Weight Tax	115.6	4.4%
Public Utility Franchise Tax	58.2	2.2%
Transient Accommodations Tax	41.0	1.6%
Public Service Company Tax	53.6	2.1%
Federal Grants	95.8	3.7%
State Grants	9.0	3%
Licenses and Permits	56.5	2.2%
Charges for Services	36.6	1.4%
Sewer Revenues	299.4	11.5%
Bus Transportation Revenues.....	55.4	2.1%
Solid Waste Disposal Revenues.....	116.4	4.5%
Other Revenues.....	179.7	6.9%
Carry Over (including carry-over of H-POWER Equity Funds.....	602.4	23.1%
TOTAL	\$2,604.8	100 %

Taxes (real property, fuel, motor vehicle, public utility franchise, transient accommodations, and public service company) provided \$ 1,151.5 million to finance the \$2,161.1 million operating budget. Sewer and solid waste fees, which fund operations and projects that maintain the City's environment, provided \$415.8 million. Other revenues included reimbursements from the State of Hawaii for the performance of its functions. Revenues do not include revenues in the Transit Fund and the Excise Surcharge Tax – Transit.

FY 2013-2014 Real Property Tax Rates

Real property assessments increased slightly as the result of the real estate market’s slow recovery from the unstable mortgage loan market. The tax rates for all classes were maintained at the FY 2013 levels.

FY 2013-2014 Debt Service and Central Accounts

Debt service and central accounts are obligations of the City that must be paid, over which it has limited control. For debt service payments, the Fiscal/CIP Branch worked in conjunction with the Budgetary Administration, Treasury, and Accounting Divisions to develop the amounts required. The remaining costs were developed in collaboration with other divisions, departments, and state personnel.

The table below illustrates debt service payments and central accounts for the City:

	(\$MILLIONS)
Debt Service	\$ 484.8
Retirement Contributions	111.3
FICA Tax	24.6
Workers’ Compensation	14.9
Unemployment Compensation	0.8
Health Fund.....	109.1
Provision for Salary Adjustment	5.0
Provision for Other Post-Employment Benefits.....	41.7
Provision for Judgments, Settlements and Losses ...	13.5
Provision for Risk Management.....	9.4
Provision for Energy Costs	16.1
Provision for Grants, Partnerships and Security	1.5
Provision for Vacant Positions.....	65.1
TOTAL	\$ 897.8

Long-Range Financial Plan from FY 2014-2019

The financial plan covers six fiscal years and was developed by first compiling data and projections developed by various sources. The primary portion of the base year expenditures and revenues was based on the FY 2013 operating and capital budgets. For out years, compilations utilized were (1) long-range plans for most enterprise fund operations, (2) debt service projections, (3) the six-year capital program and (4) estimates based on projections developed and/or provided by the State of Hawaii’s Budget and Finance Department. Anticipated new cost projections were developed by city agencies. Other costs and revenues were adjusted in accordance with projections developed by the State of Hawaii Council on Revenues. The projected amounts were analyzed and a statement of how to meet future expenditure requirements was developed.

Federal Grants Unit

The Federal Grants Unit serves as the City’s lead entity in the administration, financial management, reporting, and monitoring of the U.S. Department of Housing

and Urban Development’s (HUD) entitlement programs including the Community Development Block Grant, HOME Investment Partnerships, Emergency Solutions Grant, and Housing Opportunities for Persons With AIDS programs and economic stimulus programs funded under the American Recovery and Reinvestment Act of 2009, such as the Homeless Prevention and Rapid Re-Housing Program, and the Community Development Block Grant Recovery Program. Projects funded by the HUD programs are implemented in close partnership with the Department of Community Services, other city implementing agencies and nonprofit sub recipients throughout Honolulu, providing services and facilities primarily for the benefit of low- and moderate-income persons. The City’s HUD programs are described below.

Community Development Block Grant (CDBG)

The CDBG program provided Honolulu with \$7.5 million of entitlement funds and generated more than \$1 million in program income in FY 2013. Since the inception of the CDBG program in 1974, the City has utilized approximately \$495 million to undertake various housing, public facility, public services, economic development, and public works activities, designed to develop viable urban communities through the provision of decent housing and a suitable living environment, principally for persons of low- and moderate-income.

HOME Investment Partnerships (HOME)

The HOME program provides entitlement funds, authorized under Title II of the National Affordable Housing Act of 1990, to the City to provide affordable housing opportunities for lower-income individuals and households. In FY 2013, more than \$3 million was expended for projects that addressed the housing needs of Honolulu’s lower-income households. The City has received approximately \$89 million in HOME funds through the end of FY 2013.

Emergency Solutions Grants (ESG)

The ESG program, authorized under Subtitle B of Title IV of the Stewart B. McKinney Homeless Assistance Act, provides funds to assist the homeless population. During FY 2013, the ESG program expended approximately \$332,000. As of the end of FY 2013, the City has used more than \$8.65 million in ESG for various rehabilitation activities and programs that serve Honolulu’s homeless population.

Housing Opportunities for Persons With AIDS (HOPWA)

Authorized by Public Law 101-624 (the AIDS Housing Opportunity Act, as amended), HOPWA funds are used to meet the housing needs for persons with AIDS or related diseases and their families. During FY 2013, the HOPWA program expended approximately \$495,000. In the 13-year period since Honolulu first received HOPWA funds, over

\$5.4 million has helped provide rental housing and supportive service assistance to Honolulu's at-risk HIV-positive population.

Homeless Prevention and Rapid Re-housing Program (HPRP)

In response to the economic crisis, in February 2009 Congress passed the American Recovery and Reinvestment Act (the Recovery Act) of 2009 which included HPRP funding for assistance to low-income households and households vulnerable to homelessness. During FY 2013, the HPRP program expended almost \$115,000 to provide financial assistance and services to individuals and families who would be homeless but for this assistance and help those who are experiencing homelessness to be quickly re-housed and stabilized.

Community Development Block Grant/Recovery (CDBG-R)

The Recovery Act of 2009 also provided funds for the CDBG-R program, which is not limited to, but focuses on "shovel-ready" infrastructure projects that create or sustain jobs in the near-term and generate maximum economic benefits in the long-term. During FY 2013, the CDBG-R program expended nearly \$540,000.

Accomplishments

During the past year, the Federal Grants Branch accomplished the following planning, development, and administrative tasks in its oversight of the CDBG, HOME, ESG, HOPWA, HPRP, and CDBG-R programs:

- Implemented and administered a Request for Proposals (RFP) process for selection and awarding of FY 2014 CDBG/HOME projects
- Completed the Consolidated Annual Performance and Evaluation Report (CAPER) for the CDBG, HOME, ESG, and HOPWA programs for the period ending June 30, 2012 (FY 2012)
- Completed the 19th Year Action Plan, detailing FY 2014 projects to be undertaken by the City for the CDBG, HOME, ESG, and HOPWA programs

On an ongoing basis, completed tasks as required for compliance with the City's Citizen Participation Plan, including coordinating consultation meetings with service providers, beneficiaries, and the general public; issuing public notices of hearing/meetings on program-related matters, substantive changes to the Action Plans, and availability of public reports for review; issuing notices of fund availability; and responding to program comments and complaints:

- Provided interpretive and technical program assistance to various city agencies and private nonprofit organizations

- Monitored internal and sub recipient compliance with federal, state, and local law
- Assisted in the City's single audit

INTERNAL CONTROL DIVISION

POWERS, DUTIES, AND FUNCTIONS

The Internal Control Division performs professional and objective examinations and evaluations of the City's financial activities. Staff members audit, review, and monitor the controls and processes for safeguarding city assets and recording financial transactions, and recommend practical changes and cost effective improvements. The Division personnel include certified public accountants and certified government financial managers.

SIGNIFICANT ACCOMPLISHMENTS IN FY 2013

ANNUAL RECURRING AUDITS, REVIEWS AND EVALUATIONS

- Reviewed the independent auditor's financial and single-audit comments, and the City's response to the independent auditors
- Completed quarterly cash audits and prepared statement of the amount and kind of funds in the City Treasury as required by the City Charter
- Investigated and responded to various Integrity Hotline reports
- Provided ongoing city-wide and departmental reviews to ensure accountability and proper use of city funds expended through the purchasing card program
- Monitored city agency compliance with petty cash and change funds policies and procedures
- Audited the annual H-Power true-up billing and the ferrous revenue/expenditure contracts submitted by the plant operator
- Prepared the City's consolidated local central service cost allocation plan and indirect cost rates
- Monitored the low income housing compliance requirements for 14 projects in the Multi-Family Housing Program
- Reviewed and provided updates to the Budget and Fiscal Services policies and procedures manual
- Updated and developed new policies for the Administrative Directives Manual
- Performed review of relocation transactions

SPECIAL STUDIES AND INVESTIGATIONS

- Provided fraud awareness and internal control assistance for intranet information

- Performed financial analysis and support for various ongoing investigations alleging fraud
- Completed transaction reviews and provided guidance regarding potential irregularities reported by various city agencies
- Provided internal control review and analysis services to various departments on a project-by-project basis
- Evaluated requests by various departments to amend petty cash, imprest, and change fund amounts
- Assisted the Board of Water Supply and Accounting Section, Department of Budget and Fiscal Services, in reconciling and recording an adjustment for outstanding bank deposits due to the conversion to a new customer billing system, for the six month period January to June 2013
- Prepared extensions of the current credit card acceptance contract and issued a RFP for a new credit/debit card acceptance contract
- Assisted the Department of Parks and Recreation in the implementation of accepting credit card payments for camping permits
- Assisted the Department of Transportation Services in implementing the acceptance of credit card payments for parking meter fees
- Coordinated a request for a billing adjustment of the credit card merchant fees and terminal fees for Oahu Transit Services for the five year period July 2007-2013
- Addressed take-home vehicle issues and monitored compliance with city policies and procedures
- Compiled statistics for the credit card program
- Performed analysis and review of departmental and employee overtime and compensatory time to assist in the development of overtime monitoring reports
- Compiled supporting documentation and assisted in the collection of restitution from offenders convicted of a crime and ordered by the Courts to reimburse the City
- Participated as a member on the City's Deferred Compensation Plan Committee
- Assisted Customer Services Department and Purchasing Division, Department of Budget and Fiscal Services, in improving the accounting procedures for the auctioning of abandoned and derelict vehicles

PURCHASING DIVISION

POWERS, DUTIES AND FUNCTIONS

The Purchasing Division's employees are responsible for procuring all materials, supplies, equipment, services construction, consultant, and personal services required by the

City; maintaining an inventory of all city personal property and effects exchange, disposal sale, or transfer of surplus equipment; managing city-owned real property, including rentals, leases, easements and concessions; administering the housing relocation functions.

The Purchasing Branch is divided into six sections which support assigned departments. It also establishes standards and specifications, develops solicitation documents, and provides technical assistance to agencies to assure quality purchases at reasonable prices.

Goods and Services

A comparison of the workload for the past three years is as follows:

	FY 10-11	FY 11-12	FY 12-13
Total solicitations.....	482	635	663
Contracts awarded.....	131	87	121
Purchase Orders awarded	867	648	589
Total dollars awarded	\$125,637,499	..\$165,165,55.	\$204,093,907

The branch continued to make price-list contract awards to obtain better prices on commonly purchased items. The following is a comparison of the decentralized purchasing activities:

	FY 10-11	FY 11-12	FY 12-13
Number of price lists	168	161	159
Number of price list purchase orders.....	3,404	3,876	3,333
Price list purchases.....	\$73,342,380\$46,281,172\$61,894,349
Number of direct purchase orders.....	2,9674,2793,982
Direct purchase orders	\$3,165,841\$6,840,791\$7,500,924

Concessions

Concessions awarded during FY 2012-13 included:

MONTHLY RENTAL/REVENUE

Kapiolani Park – Food.....	\$500.00
Ala Moana Regional Beach Park – Food	\$500.00
Hanauma Bay - Shop.....	\$2,500.00
Sandy Beach - Food	\$500.00

Construction Contracts

The Purchasing Branch processes the City's public works construction and improvement district project contracts as well as the consultant and personal services contracts. Duties include reviewing the contracts, making appropriate recommendations, and providing technical assistance, counseling, and guidance.

The City awarded 82 contracts, excluding the Board of Water Supply and HART, for a total of \$171,106,473. The section awarded the following significant construction projects during FY 2012-13:

Sand Island WWTP, Primary Expansion, Phase-2-Reconstruction.....	\$67,480,864
Rehabilitation of Localized Streets, Phase 10A.....	\$13,724,699
Rehabilitation of Localized Streets, Phase 10B.....	\$13,636,66
Ala Moana Boulevard/Auahi Street Sewer Rehabilitation Phase 2.....	\$11,472,220
Kapolei Consolidated Corporation Yard, Phase 1	\$5,337,375
Kapolei Consolidated Corporation Yard, Phase 2.....	\$4,027,058
Federal - Kapolei Parkway Construction	\$3,723,350
Kanewai Community Park Construction of Mitigation Improvements	\$3,120,251
Honolulu Zoo-Hippo Filtration System.....	\$2,880,000
Traffic Signals at Various Locations, Phase 13	\$2,511,633

The following is a comparison of construction contract statistics during FY 10-11, FY 11-12, and FY 12-13:

	FY 10-11	FY 11-12	FY 12-13
Projects advertised	112.....	115.....	103
Contracts awarded.....	97.....	112.....	82
Total dollar value awarded.....	\$557,963,586..	\$263,015,261.....	\$171,106,473

Consultant and Professional Services Contracts

The branch awarded contracts for studies, planning and engineering services, human services and youth projects, and services to the elderly and disadvantaged youth. These services and projects included various improvements to buildings, parks, street lighting, roads, drainage systems, sewers and treatment plants; training, prevention, and intervention services; education and awareness of domestic violence and family crime; crisis counseling; and information and referral services. The following is a comparison of the consultant and personal services contracts for FY 10-11, FY 11-12, and FY 12-13:

	FY 10-11	FY 11-12	FY 12-13
Number of contracts awarded.....	123.....	109.....	97
Total dollar value.....	\$347,131,655*..	\$31,003,163 ...	\$30,298,803

*\$300,000,000.00 contract awarded for General Engineering Consultant Services for HHCTCP (SC-DTS-1100131)

REAL PROPERTY ASSESSMENT DIVISION

POWER, DUTIES, AND FUNCTIONS

The Real Property Assessment Division administers the provisions of Chapter 8, Revised Ordinances of Honolulu, relating to the assessment of real property for tax purposes. It ensures real property assessment values are fair and equitable, based on market value, and in accordance with applicable standards and laws.

The Division's mission is to annually provide the City Council of Honolulu with a certified assessment roll. The Council uses this roll to set the tax rates for eight general land classes and to generate property tax revenues for the City. To accomplish its mission, the Division identifies all real property parcels and owners; appraises parcels; processes exemption claims and dedication petitions; notifies owners of the property assessments; resolves real property tax appeals; and maintains and updates maps, ownership records, valuation records, and other division files.

Administrative/Technical Branch

The Administrative/Technical Branch is responsible for the development of rules and regulations, administrative policies and procedures, building classifications, cost factors, training of appraisers and technical support for all counties in the state of Hawaii.

This branch conducts internal audits to ensure that assessment values are in compliance with standards established by professional appraisal and assessment organizations. It is also responsible for ensuring compliance with real property tax codes, rules, and ordinances.

Mapping Branch

The Mapping Branch is responsible for maintaining ownership records and for providing up-to-date tax maps influenced by subdivisions and parcel consolidations. In addition to this division, other government agencies and the general public use these maps and ownership records.

The Mapping Branch has made technological changes in processing ownership and mapping changes. They include the use of scanned images of recorded documents, and the updating of parcel data to the Geographic Information System base map.

Support Services Branch

The Support Services Branch is responsible for customer service at the counter, on the phone, via mail and email, and in the division's research room.

The Support Services Branch processes all exemption claims, Board of Review appeals, and Tax Appeal Court cases. It also prepares adjustments to taxes resulting from amended property values, appeal decisions, and the sale of government parcels.

Assessment Branch

The Assessment Branch is responsible for the annual valuation of all real property parcels within the City and County of Honolulu.

Assessments and Exemptions

As of October 1, 2012, the Division assessed 290,290 tax parcels for Assessment Year 2013, including 124,730 condominium units and 343,109 buildings. A total of 161,012

exemptions were allowed. The following are totals for the last three years:

	FY 13-14	FY 12-13	FY 11-12
Tax parcels (includes			
condos).....	290,290	288,615	287,611
(condos).....	124,730	123,567	123,018
Building records	343,109	341,169	340,378
Exemptions:			
Home	140,865	141,258	144,092
Others*	20,147	20,173	20,273
Appeals taken	1514	1264	2,447
Value on appeal.....	\$1,961,525	\$2,050,643	\$1,869,338
(in thousands of dollars)			

*Other exemptions include churches, hospitals, schools, govt. parcels, etc.

Boards of Review

There are three Boards of Review that resolve real property assessment and/or disallowances of exemption disputes between taxpayers and the real property tax assessor. These boards are attached to the Administrative Branch and consist of five members each. Members are appointed by the Mayor and confirmed by the City Council for five-year terms.

Tax Valuation and Taxes to be Raised

Assessed values are based on 100 percent of market value. Revenues to be raised and assessed valuations for the last three years are as follows (in thousands of dollars):

	FY 13-14	FY 12-13	FY 11-12
Gross assessed values+.....	184,338,798	180,233,667	178,264,651
Less: Exemptions.....	24,262,310	23,874,592	23,737,362
Net Valuation ++.....	\$160,076,489	\$156,359,075	\$154,527,289
50% Value on Appeals.....	980,763	1,025,323	934,668
Taxes to be raised.....	\$832,248	\$809,220	\$796,927

+Gross assessed values do not include nontaxable properties. ++ Before appeals

Real Property Tax Rates

The City Council adopted the following tax rates for FY 2013-2014:

CLASSIFICATION	TAX RATE PER \$1,000 NET TAXABLE
Residential	3.50
Hotel and Resort.....	12.40
Commercial.....	12.40
Industrial.....	12.40
Agricultural	5.70
Preservation.....	5.70
Public Service	0.00
Vacant Agricultural.....	8.50

NUMBER AND AMOUNT OF EXEMPTIONS BY TYPE FOR FY 13-14 (Amounts in Thousands)

TYPE OF EXEMPTION	NUMBER	AMOUNT
Federal Government	379	\$ 5,894,571
State Government	3,290	11,987,509
County Government.....	2,185	5,079,802
Hawaiian Homes Commission	793	1,058,774
Hawaiian Homes Land	3,053	1,330,519
Hawaiian Homes - 7-Year	345	183,659
Homes – Fee		
(Basic)	101,724	9,204,198
(Multiple)	32,796	3,925,388
Homes – Leasehold		
(Basic)	3,156	300,167
(Multiple)	973	115,97
In Lieu of Home Ex		
(Fee).....	2,121	362,544
(Lease)	95	16,100
Blind	268	6,683
Deaf.....	99	2,475
Leprosy	3	75
Totally Disabled.....	2,535	63,365
Totally Disabled Veterans	1,028	571,792
Cemeteries.....	43	37,592
Charitable Organizations	661	1,839,966
Non-Profit Child Care Center	4	17,804
For-Profit Child Care Center	7	12,503
Churches.....	851	1,715,043
Civil – Condemnation.....	26	31,309
Credit Unions	82	150,911
Crop Shelters	21	2,723
Foreign Consulates.....	29	37,570
Historic Commercial.....	7	38,266
Historic Residential	255	286,629
Hospitals	68	605,441
Kuleana	49	31,120
Landscaping, Open-Space.....	13	20,388
Low-Moderate Income Housing ..	329	1,763,711
Public Utilities.....	508	817,454
Roadways and Waterways	3,064	12,782
Schools	146	898,406
Setbacks	1	292
Slaughterhouse.....	1	2,588
Alternate Energy	4	104,247
TOTAL	161,012	\$48,519,417

NOTE: Amount includes government parcels at actual value and exemptions on federal lease, if any.

TREASURY DIVISION

POWERS, DUTIES, AND FUNCTIONS

The Division of Treasury is responsible for the City's cash management, debt administration, and certain accounts receivable. It maintains the City's treasury, deposits monies and invests funds as authorized by law. The Division issues and sells city bonds, paying interest on and redeeming them as required. It also bills and collects a variety of revenues and assessments, including real property taxes, improvement and business improvement district assessments, refuse disposal fees, refuse collection fees, real property rentals, and concession contracts.

BILLING AND COLLECTION

Centralized Revenue Collections

The Division administers the receivables for real property taxes, refuse disposal and collection fees, special assessments, automotive fuel and maintenance fees, engineering inspector overtime and permit fees, wastewater engineering inspection charges, sewer lateral charges, recovery of road and sidewalk repair, recovery of costs for damaged traffic property, concession agreements, and lease rents.

Real Property Tax

Real property taxes account for approximately two-thirds of the City's general fund revenues. In FY 2013, the Division billed 278,839 accounts for \$841.3 million. Total taxes collected were \$813.7 million.

Prior year delinquencies at the beginning of the fiscal year amounted to \$12.7 million. During the year, the Division collected \$19.7 million, representing approximately 60.5% of its delinquencies. On June 30, 2013, total delinquent real property taxes (outstanding FY 2013 taxes plus prior year uncollected delinquencies) totaled \$13.4 million or 1.6% of the FY 2013 taxes billed.

Improvement District Assessments

The City assesses a charge to property owners in approved improvement districts for certain public improvements and services that benefit those owners. In FY 2013, improvement district accounts numbered 63 that paid \$17,439.

Waikiki Business Improvement District Assessments

The Business Improvement Districts (BID) assess a charge to property owners for services that benefit these owners. There were 5,284 accounts that paid a total of \$2.1 million in FY 2013.

Refuse Disposal Fees

The City charges commercial haulers a refuse disposal fee for utilizing one of the city's landfills or other solid waste disposal facilities. In FY 2013, there were 231 active accounts that produced revenue of \$49.3 million.

Refuse Collection Fees

Commercial customers incur a monthly refuse collection fee based on their average refuse volume for curbside pickup. In FY 2013, commercial customers numbered 644 and remitted fees of \$526,627.

CASH MANAGEMENT

Interest Earned

During FY 2013, deposits of \$3 billion and disbursements of \$2.2 billion flowed through the City treasury. The Treasury Division managed an average daily cash balance of \$2.4 billion. Of that balance, Treasury funds represented \$2.2 billion, while Board of Water Supply funds and Housing Development funds were \$201.3 million and \$14.9 million, respectively.

The City earned \$4.1 million in interest income in the fiscal year. Treasury funds generated \$1.3 million (average yield of 0.12%).

DEBT ADMINISTRATION

General Obligation Tax Exempt Commercial Paper Notes

During FY 2013, the City issued a total of \$50 million General Obligation Tax Exempt Commercial Paper Notes to fund projects in the capital budget. There were no General Obligation Tax Exempt Commercial Paper Notes outstanding as of June 30, 2013.

General Obligation Bonds Series 2012A, 2012B, 2012D, 2012E, 2012F and 2012G

On November 20, 2012, the City delivered \$880,335,000 principal amount of the City and County of Honolulu General Obligation Bond Series 2012A, 2012B, 2012D, 2012E, 2012F and 2012G at a true interest cost of 3.19593%, 2.43342%, 2.79934%, 1.13351%, 1.97868% and 2.25624%, respectively. Proceeds of the Series 2012A, 2012B, 2012D, 2012E, 2012F and 2012G Bonds were used to fund certain capital improvement projects and to refund certain outstanding general obligations bonds of the City.

General Obligation Bonds Series 2012C

On December 4, 2012, the City delivered \$32,145,000 principal amount of the City and County of Honolulu General Obligation Bond Series 2012C at a true interest cost of 2.06925%. Proceeds of the Series 2012C Bonds were used to refund certain outstanding general obligations bonds of the City.

Wastewater System Revenue Bonds Senior Series 2012A and 2012B

On October 4, 2012, the City delivered \$265,610,000 principal amount of the City and County of Honolulu Wastewater System Revenue Bonds Senior Series 2012A and 2012B at a true interest cost of 3.71359% and 2.44113%, respectively. Proceeds of the Series 2012A and 2012B Bonds were used to fund the cost of certain additions and improvements to the

wastewater system, provide for a reserve, and refund certain outstanding wastewater system revenue bonds of the City.

Funded Debt and Debt Margin

Under the Constitution of the State of Hawaii and applicable provisions of the HRS, general obligation bonds issued for self-supporting public undertakings, such as the water system and assessable public improvements, are excludable in determining the funded debt of the City to the extent that their reimbursements are made to the General Fund for the principal and interest due on such bonds out of net revenues for water system improvements and assessment collections for assessable public improvements.

As of June 30, 2013, the outstanding general obligations bonds totaled \$2.75 billion of which \$588.71 million were for housing, H-Power and solid waste disposal, and \$0.82 million were for sewer projects. In addition, the outstanding wastewater system revenue bonds totaled \$1.70 billion, the water system revenue bonds totaled \$277.18 million, and the notes and state loans payable totaled \$221.13 million. Of the total debt of \$4.95 billion of June 30, 2013, \$2.17 billion is therefore considered to be direct tax-supported debt for legal debt margin purposes.

The State Constitution limits the funded debt of any county to 15% of the net taxable assessed valuation.

Net assessed valuation of taxable real property, at 100% of fair market value.....	\$159.10 billion
15% of net assessed valuation of taxable real property.....	\$23.87 billion
Net funded debt	\$2.17 billion
Ratio of debt to assessed valuation.....	1.36%

The City’s general obligation bonds are rated Aa1 by Moody’s Investors Service and AA+ by Fitch Ratings. Its wastewater system revenue bonds senior series are rated by Aa2 by Moody’s Investors Service and AA by Fitch Ratings. The wastewater system revenue bonds junior series are rated Aa3 by Moody’s Investors Service and AA- by Fitch Ratings.

RISK MANAGEMENT

The City’s Risk Management program, established under Section 2-5 of the Revised Ordinance, covers all city departments and agencies except the Board of Water Supply, Oahu Transit Services, and the Honolulu Authority for Rapid Transportation (HART), and excludes workers’ compensation and employee benefits. The program focuses on funding mechanisms to minimize adverse financial impact of losses, as well as claims management, loss prevention, and other activities.

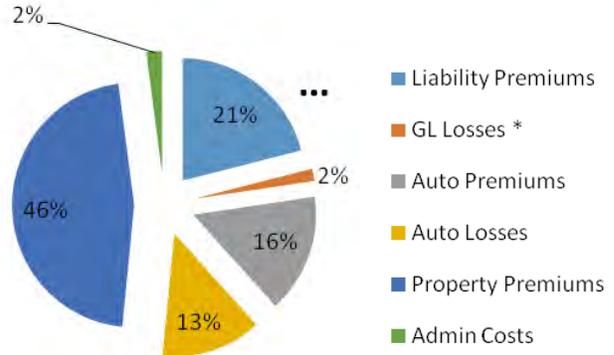
The City is primarily self-insured for all risks of loss or damage and purchases excess insurance above the self-insurance program to provide additional financial resources

to protect the City. In addition, commercial insurance is purchased to address unique risks or to satisfy statutory obligations.

In FY 2013, the insurance market was unexpectedly stable, and the City was able to enhance and expand terms and conditions of the commercial insurance without any significant increase in premiums.

Following is a chart showing the allocation of Risk Dollars for FY 2013:

HOW RISK DOLLARS ARE SPENT FY-13



LIQUOR COMMISSION

POWERS, DUTIES AND FUNCTIONS

Pursuant to Chapter 281 of the Hawaii Revised Statutes, the Liquor Commission has the sole jurisdiction, power, authority, and discretion to grant, refuse, suspend, and revoke any license for the manufacture, importation, or sale of liquor within the City and County of Honolulu. The Commission also hears and adjudicates violations of liquor laws and rules committed by liquor licenses and non-licensees. The City Charter administratively attaches the Liquor Commission to the Department of Budget and Fiscal Services.

LIQUOR COMMISSION BOARD

The Board’s five members are appointed by the Mayor and confirmed by the City Council. Each commissioner serves a five-year term with the term of one member expiring each year.

<u>MEMBER</u>	<u>TERM EXPIRES</u>
Michael S. Yamaguchi, Chairman	December 31, 2017
Iris R. Okawa, Vice Chair.....	December 31, 2013
Joseph M. Magaldi, Jr.	December 31, 2014
Wesley F. Fong	December 31, 2015
Joseph V. O’Donnell	December 31, 2016

MISSION STATEMENT

“To promote our community’s health, safety, and welfare by efficiently and fairly administering and enforcing Hawaii’s liquor laws.”

STRATEGIC PLAN

There are limited numbers of specific long-term performance measures that focus on outcomes and meaningfully reflect some of the goals of the Commission. The long term performance measures are focused on results and accountability. These performances and their outcomes were initially approved as the “Strategic Plan” and adopted by the Honolulu Liquor Commission in September 2005. Currently, an organization structural review is being done to assess performance objectives and to improve efficiencies and increased customer services. A major initiative to improve efficiencies is a comprehensive update of the information processing and records archiving system.

LICENSES AND PERMITS

There were 1,406 liquor licenses in effect within the City and County of Honolulu as of June 30, 2013. This represents an increase of 12 licenses from FY 2012. The Commission’s Licensing Section investigates applicants for liquor licenses, and responds to liquor license inquiries. Activities this fiscal year included the following:

Licensing and Audit Investigation Reports

New premises	90
License transfers	45
Temporary licenses	70
Special/Caterer licenses.....	142
Special one-day licenses	578
Transient Vessel licenses.....	32
Change of class	0
Reports on new officers and directors	59
Requests for extensions and alterations to premises...	179
Reports on transfers of corporate stock.....	22
Field inspections.....	351
Miscellaneous investigations, reports and other activities	318
Field Audits	63

ENFORCEMENT ACTIVITIES

During this fiscal year there were approximately 503 investigations conducted as a result of complaints received by the Honolulu Liquor Commission. Of these investigations, 572 violations and 20 warnings were issued to licensed establishments. Complaints from the public against licensed premises ranged from loud noise to criminal activity such as gambling and prostitution. Chronic complaints from residents of Downtown/Chinatown alleging excessive noise from licensed premises along Hotel Street were significantly reduced by implementing a systematic noise monitoring program and by communicating the program results to complainants, licensees, and other community stakeholders. The Honolulu Liquor Commission and the Honolulu Police

Department implemented joint inspection and enforcement operations focused on the area of Keeaumoku and Sheridan Streets to reduce crime activity located near licensed establishments.

Community Involvement

The Enforcement Section continues to work with other law enforcement agencies to investigate liquor and other criminal law violations. These agencies include the Department of Homeland Security and U.S. Immigration & Customs Enforcement. The Honolulu Liquor Commission, Honolulu Fire Department, and Honolulu Police Department have conducted joint operations to help bring licensees into compliance with existing liquor laws.

During the fiscal year, two programs were continued with the University of Hawaii Cancer Research Center (now called Office of Public Health Studies) and the Honolulu Police Department. The “Team Plus” and “REACT” programs were specifically designed as enforcement actions wherein individuals as well as liquor establishments who served/sold alcohol to minors were cited to appear either in Court or before the Commission. (Team Plus was discontinued as of June 30, 2013).

Investigator Staffing and Training

The training program for new investigators is comprised of a mandatory three-week program of classroom and practical field work taught by a Field Training Officer and investigators experienced in field operations. Four new investigators were hired and two others were promoted into the Licensing Section.

LICENSEE ORIENTATION AND TRAINING ACTIVITIES

The Liquor Server-Training Program provided instruction to 3,965 managers, assistant managers, and bartenders of licensed premises with a three-hour training class in the following areas:

- 1) Identifying and dealing with intoxicated persons
- 2) Understanding liquor laws and rules
- 3) Dangers of driving while intoxicated

In addition, the Liquor Commission presented Off-Site Alcohol and Server Awareness Seminars to more than 865 server staff at Starwood Hotels (Sheraton Waikiki, Moana Surfrider, and Princess Ka’iulani) from September to October. The seminars focused on identifying and dealing with intoxicated persons, preventing liquor over-service, recognition of ID age requirements, and licensee liability for sales and service to minors.

CERTIFICATES OF REGISTRATION

The Honolulu Liquor Commission issues “liquor cards” to employees who serve liquor in licensed establishments. In FY 2013 approximately 12,730 liquor cards were issued.

LIQUOR INDUSTRY AND OTHER COMMUNITY ACTIVITIES

1. 2012 State Liquor Investigators Workshop..... 09/05/12 – 09/07/12
2. 2012 State Conference09/16/12 – 09/19/12
3. National Conference of State Liquor Administrators - Annual Conference06/24/13 – 06/28/13*
** Honolulu Liquor Commission was the host agency for this national conference*
4. National Conference of State Liquor Administrators Central/Western Regional Conference..... 11/01/12 – 11/04/12
5. National Conference of State Liquor Administrators Northern/Southern Regional Conference.....09/30/12 – 10/03/12

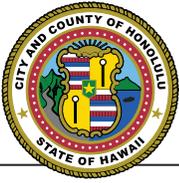
ADJUDICATIONS

The Liquor Commission is responsible for adjudicating

liquor law violations in an administrative agency hearing setting. The liquor investigators, the Honolulu Police Department, and other law enforcement agencies refer these violations. The Commission adjudicated a total of 174 violations, which included 31 violations pertaining to minors.

These adjudications resulted in the following actions:

Licenses revoked	1
Revocations by violation.....	1
Licenses suspended	3
Suspensions by violation.....	3
Fines assessed by violation	154
Violations adjudicated guilty (fined, revoked, suspended, reprimanded & other)	159
Violations dismissed (dismissals, acquittals)	0
Violations withdrawn.....	15
Amount of fines assessed.....	\$90,961



DEPARTMENT OF COMMUNITY SERVICES

Pamela A. Witty-Oakland, Director
Gary K. Nakata, Deputy Director

POWERS, DUTIES AND FUNCTIONS

The Department of Community Services (a) develops and administers projects, programs, and plans of action for human resources, human services, and housing programs; (b) develops and administers projects, programs, and plans of action designed to achieve sound community development that conform to and implement the general plan and development plans; and (c) implements federally aided and state-aided human resources, human services, housing, urban renewal, and community development programs. [Chapter 3, Section 6-302, Revised Charter of Honolulu]

The Department comprises the following divisions: Community Assistance, Community Based Development, Elderly Affairs, WorkHawaii, Office of Special Projects, and Oahu Workforce Investment Board. Administrative support is provided through the Department's Administrative Services Section.

Additionally, the following committees are attached administratively to DCS: Honolulu County Committee on the Status of Women, Mayor's Advisory Committee on Disabilities, and Honolulu Committee on Aging and Grants-In-Aid Commission

MISSION STATEMENT

We are a community partner creating opportunities to improve the quality of life for the people of Oahu.

COMMUNITY ASSISTANCE DIVISION

The objectives of the Community Assistance Division (CAD) are to provide rental assistance to eligible low-income families; preserve decent, safe and sanitary housing for low- and moderate-income households; and assist low- and moderate-income families to achieve homeownership.

Rental Assistance Programs

Rental assistance programs accounted for \$47.6 million of the Division's \$53 million.

FY 2013 Operating budget. The Rental Assistance Branch, with offices in Honolulu and Kapolei, administers the federally-funded Section 8 Housing Choice Voucher Program and the Moderate Rehabilitation Program by processing applications submitted by individual families for rental subsidies allocated by the U.S. Department of Housing and Urban Development (HUD).

Housing Choice Voucher Program

The Section 8 program's primary focus is to enable extremely low-income families (established at 30% of the median income) to rent housing units available on the

private rental market. The program assists families of two or more persons, individuals who are 62 years of age or older, persons with a disability who are unable to engage in substantial gainful employment, persons displaced by government action, and single individuals. At the close of the fiscal year, approximately 561 applicants remain on the Section 8 wait list.

To assist Section 8 families seeking affordable rental units throughout the island, the Rental Assistance Branch provided year-round landlord informational workshops to inform and encourage landlords to participate in the Section 8 program. Since 2009, the Section 8 Program has administered the Family Unification Program grant in partnership with the state Department of Human Services (DHS) and the nonprofit agency, Hale Kipa. The purpose of the Family Unification Program is to promote family unity by providing low-income families with the opportunity to remain living together with housing choice vouchers. These vouchers are given to families that are in danger of having a child placed in out-of-home care because of a lack of adequate housing. On Oahu, DHS has identified youth ages 18-21 leaving DHS's foster care system as being in greatest need of these vouchers. Recruitment efforts are ongoing to allow full utilization of this valuable resource.

Significant Achievements in FY 2013:

- 3,504 families were served.
- Approximately 1,578 landlords participated in the program.
- \$42.8 million in rental subsidies was paid.
- 65 new applications were processed and 35 new vouchers issued for the Family Unification Program.
- 222 new families became participants.
- 7,128 residential inspections were completed.
- Staff conducted 4,623 client placements and re-examinations.
- 846 applications were canceled.
- 225 families ended their Section 8 participation.

Family Self-Sufficiency Program

The Family Self-Sufficiency (FSS) Program is a voluntary program designed to help participating Section 8 families ease off government subsidies and transition into social and economic self-sufficiency. These families participate in counseling, career guidance, resource, and life coping workshops as stated in their Individual Training and Services Plan. A FSS Contract of Participation is executed by

the head of household for a five-year commitment to the FSS Program. Over time, as the head of household or family's allowed earned income increases (due to new employment, a promotion, or a better paying job), the family's share of rent increases and the housing subsidy decreases. A portion of those housing subsidy savings that would accrue to the City may be set aside in an escrow savings account for the family to use at the completion of the contract when they no longer receive welfare assistance.

Significant Achievements in FY 2013:

- 184 families participated in the FSS program.
- 11 FSS families successfully completed their FSS goals, graduated from the program, and received a total of \$90,973 in escrow savings.

Homeownership Option Program

The Homeownership Option Program (HOP) allows eligible Section 8 families to apply their Section 8 Housing Choice Voucher Program assistance towards home ownership assistance rather than rent. Eligible families receive case management services, credit repair counseling, money management education, and referral to homebuyer education classes to become mortgage-ready. In FY 2013, four families began construction on their homes in Maili with supervision and financing through the Self-Help Housing Corporation of Hawaii and U.S. Department of Agriculture.

Significant Achievements in FY 2013:

- 112 families received services from this program.
- One family achieved homeownership.

City Rental Assistance Program

While \$42.8 million in rental subsidies was funded by the federal government, over \$128,000 was provided by the City from its Rental Assistance Fund to 69 low-income families in city-owned or sponsored rental properties earning up to 80% of Oahu's median income.

Rehabilitation and Down Payment Loan Programs

The Rehabilitation Loan Branch, with offices in Honolulu and Kapolei, administers the City's Residential Rehabilitation Loan program, Solar Loan program, and Down Payment Loan program. The branch also supports state and federal agencies at disaster assistance centers and provides emergency disaster relief loans to rehabilitate properties affected by declared disasters.

In FY 2013, \$1.78 million was available for rehabilitation loans and \$500,000 was allocated for down payment loans. The City's current loan portfolio consists of 451 loans with a total outstanding balance of approximately \$13.76 million. A private lender, under an agreement with the City, provides loan servicing for 134 of the loans, amounting to approximately \$6.52 million. All other loans are serviced in-house and consist of 317 loans with a total outstanding

balance of approximately \$7.24 million.

Significant Achievements in FY 2013:

- A total of 69 rehabilitation loan applications were received out of 254 requests for application.
- Seven down payment loan applications were received and five loans processed.
- 22 new residential rehabilitation loans to low-and moderate-income homeowners were approved for a total of \$1,495,540.

Rehabilitation Loan Program

This program provides rehabilitation loans to owner-occupant homeowners with incomes up to 80% of the median income for Oahu. The loans can be used to repair and correct deteriorated and hazardous conditions on the property, such as damage caused by termites or wood rot, leaky roof and drain pipes, peeling paint, and faulty electrical wiring and plumbing. Accessibility improvements may be made to assist family members with disabilities. The installation or replacement of Energy Star compliant appliances is eligible under this program.

The program provides 0% interest loans with monthly payments based on 15- or 20-year maturity. The loan amount depends on the available equity in the property. To assist families, an inspector will check the property and note all deficiencies that need to be corrected, conduct inspections during and after construction to ensure the work was done, and assist in resolving issues with contractors.

Honolulu Solar Loan Program

The Solar Loan program provides 0% interest loans for low- to moderate-income homeowners to cover the cost of installing a solar water heating or photovoltaic (PV) system. The program also allows for repair work to correct deficient conditions on the property to be included with the installation of solar water heating and/or PV systems at the same time.

Down Payment Assistance Program

This program assists homebuyers with a home purchase by providing down payment assistance needed to qualify for a mortgage. Eligible borrowers must have income below the low- to moderate-income limit (within 80% of median) and not own other residential property.

COMMUNITY BASED DEVELOPMENT DIVISION

The Community Based Development Division (CBDD) works in partnership with private for-profit enterprises, nonprofit agencies and other government agencies to address affordable and special needs housing, and shelter and supportive services for people in need. CBDD secures and administers competitive homeless assistance grant funds under HUD's Continuum of Care Program for persons who are homeless; provides fair housing information; secures funding and financing for community development and

housing from alternative sources to supplement City resources; and coordinates the implementation of the Community Development Block Grant (CDBG), home Investment Partnerships (HOME), Emergency Solutions Grants (ESG), Housing Opportunities for Persons with AIDs (HOPWA), Continuum of Care (CoC), Homeless Prevention and Rapid Re-housing (HPRP), and Community Development Block Grant-Recovery (CDBG-R) programs.

AFFORDABLE AND SPECIAL NEEDS HOUSING

Through the CDBG and HOME programs, the Division works with private nonprofit and for-profit entities to preserve and expand housing opportunities for low and moderate income households, and persons and families with special needs through the rehabilitation of existing affordable housing, the construction of new affordable housing developments, and the leasing of city-owned special needs housing projects. Fiscal Year 2013 achievements include:

- 360 affordable rental housing units under construction
 - Ko‘olua‘ula (120 units)
 - Villages at Moa‘e Ku Phase 2 (76 units)
 - Hale Mohalu 2 Senior (164 units)
- 128 affordable rental housing units completed construction or renovation
 - Villages at Moa‘e Ku, Phase 1 (64 units)
 - Kahuku Elderly Renovations (64 Units)
- Renewal of four leases of special needs housing projects
- Provision of rental assistance to an average of 28 persons with HIV/AIDS and their families through the Housing Opportunities for Persons with AIDS (HOPWA) program. HOPWA funds are also used to assist an average of 8 persons per month with short term rent, mortgage or utility payment assistance and for the provision of supportive services to person with HIV AIDS

Fair Housing

The Division includes the City’s Fair Housing Officer who promotes fair housing awareness through information workshops and meetings to the general public and to organizations working in the housing field. The Fair Housing Officer also receives email and telephone calls from citizens with potential housing issues and, if appropriate, refers such callers to fair housing enforcement agencies. There is a fair housing web page that presents information and links to enforcement entities in non-English languages.

Homeless Assistance

The Division was successful in securing \$9.7 million through the Continuum of Care (CoC) Programs to support local homeless assistance programs. CoC funds are used to provide rental assistance to an average of 468 households per month. CoC funds are also used to provide supportive

services to homeless persons. The Division also administers the Emergency Solutions Grant Program (ESGP) which provides support to 10 homeless programs. ESGP funds are used to support the operations of emergency shelters as well as rapid re-housing and homeless prevention activities. Renovations to the Institute for Human Services’ Sumner Street Shelter were also completed.

The Division actively participates with Partners In Care (PIC), Honolulu’s Continuum of Care coordinating body which plans and coordinates Honolulu’s system of homeless services. In addition to providing technical assistance to, and serving on PIC committees, the Division assists with the annual Homeless Point In Time Count.

Community Facilities and Services

Through the CDBG program, the Division works in partnership with nonprofit agencies to support the development and renovation of public facilities and the provision of public services to low and moderate income households. In fiscal year 2013 the following projects were completed:

- Waianae Coast Comprehensive Health Center, Emergency Preparedness Project
- Waianae Coast Comprehensive Health Center, Dental and Ancillary Medical Building
- Waikiki Community Center, Electrical Replacement Project – Phase 1
- Kahi Mohala – Completion of Phase II renovations

The Division also successfully concluded the City’s participation in the CDBG-R program that was authorized under the American Recovery and Reinvestment Act with the completion of renovations to the Health Center at Kokua Kalihi Valley, and renovations to the Ohana Ola O‘ Kahu- mana Transitional Housing Project in Waianae.

ELDERLY AFFAIRS DIVISION

The Elderly Affairs Division (EAD) is the designated Area Agency on Aging (AAA) and serves as the City’s focal point for older adults, for persons of any age with one or more disabilities, and for caregivers. The agency is part of a national network of 56 state units on aging, 650 area agencies on aging, 224 Native American aging programs, and two Native Hawaiian organizations created by the Older Americans Act of 1965.

Each of Hawaii’s counties has a designated Area Agency on Aging. All four agencies work closely with the state Executive Office on Aging (EOA), the state’s link to the federal Administration on Aging in the U.S. Department of Health and Human Services.

The mission of the Elderly Affairs Division as an area agency on aging is to “develop and support opportunities that enable older adults to live to their fullest capacity in their homes and communities.” During FY 2013, EAD-funded services provided 5,208 seniors and the people who cared for them with the support they needed to remain in their

homes and improved the quality of their lives.

The Division carries out a number of functions to accomplish this mission. These activities include:

- planning
- service development
- community education
- advocacy and coordination
- contracting for gap filling services
- senior volunteer recognition

EAD's mission guides the agency in its contracting and program development. The agency collaborates with service providers who work with seniors so they can remain in their homes rather than an institution. Wishing to remain at home is a desire that is consistently expressed by seniors in many surveys and benefits both the community and the individual. Many seniors volunteer their services, and their cumulative knowledge, experiences, wisdom and skills are an invaluable asset to their communities.

Healthy Aging Partnership – Empowering Elders

EAD is an active participant in the statewide Healthy Aging Project – Empowering Elders (HAP-EE) partnership, established in 2003 to improve the health status of older adults. Each county implemented a pilot program, with the State contracting with the University of Hawaii to evaluate the pilot programs.

As part of the statewide HAP-EE partnerships, each AAA established partners within their service area. In addition to the EOA, the Department of Health, and the University of Hawaii, Honolulu's partners include aging service providers Alu Like, Inc.; Child and Family Services; Kokua Kalihi Valley; and Lanakila Meals on Wheels. Waimanalo Health Center and Hawaii Primary Care Association also participate in the Honolulu partnership.

While direct services such as bathing, meals and transportation are important for seniors to remain in their own homes, other services address the problems of keeping seniors from losing their homes. In FY 2013 HAP counseled many clients and helped them to apply to affordable housing or senior projects outside of town, due to shorter wait list in rural areas.

Many seniors are also plagued with a variety of legal problems, most often related to their housing situations. While EAD does fund legal services through the University of Hawaii Elder Law Project (UHELP), the need far exceeds the available resources, and assistance is often limited to only providing referrals to professionals. While most clients are in great social and economic need, a significant number of people, such as lawyers and university faculty members seek information and assistance on behalf of their clients.

WORKHAWAII DIVISION

WorkHawaii's mission is to develop a quality workforce for Honolulu's businesses and to empower adults and youth

to meet the current and future needs of employers so that our economy continues to grow.

OAHU WORKLINKS ONE-STOP CENTERS

WorkHawaii is the lead agency for the six Oahu One-Stop Career Centers (also known as American Job Centers) that implement the federal Workforce Investment Act (WIA) in the City and County of Honolulu to provide a workforce preparation and employment system designed to meet the needs of businesses and job seekers. WIA funding is augmented with contributions from 15 one-stop partner programs in workforce development, education, human services, vocational rehabilitation, and economic development.

Significant Accomplishments in FY 2013:

- Over 60,000 visits were made to Oahu WorkLinks.
- 26,698 job seekers received workforce information and job search assistance.
- 12,832 job seekers obtained employment.
- Over 800 businesses participated in HireNet Hawaii job bank, job fairs, On-the-Job Training, incumbent worker training and tax credit programs.
- Of the eight performance outcomes for the WIA Adult and Dislocated Worker programs, six were exceeded and two were met.
- The WIA Older Youth and Younger Youth programs exceeded all seven performance outcomes.

Job Readiness Preparation Programs

Through contracts with the State Department of Human Services, the Ho'ala Program provides job preparation services for public assistance recipients and people with disabilities to help them meet work requirements. Employment and case management services are provided to individuals receiving vocational rehabilitation.

Significant Accomplishments in FY 2013:

- 1,395 public assistance recipients were served.
- 1,677 individuals with disabilities were served.

Youth Services Center

In FY 2013, approximately 4,000 youth and young adults experiencing serious barriers to employment were served through four prevention and intervention programs consolidated at the Youth Services Center. The Center maximizes program resources while providing each participant the opportunity to attain viable academic, civic, and vocational skills to progress toward economic and social stability.

Significant Accomplishments in FY 2013:

- The City won the national competition for America's Promise Alliance as one of "100 Best Communities for Young People" for the fifth time, for promoting the growth and development of its youth through

education, leadership opportunities, and community service learning projects

- YouthBuild Honolulu exceeded all its goals for enrollment, credential and placement. Seventy-six participants were enrolled, sixty-one obtained high school diploma and fifty-three obtained employment.
- The Juvenile Justice Center provided 806 first time offenders with counseling services to prevent further involvement in the juvenile justice system, resulting in 83% not re-offending.
- The Be A Jerk Campaign to prevent underage drinking concluded with promoting the participation of City employees in the campaign and received the Koa Anvil Award from the Public Relations Society of America Hawaii Chapter.
- Twenty-three students in the new dropout prevention program at Kaimuki High School's Ho'okipa Workforce Academy received Life Skills Training on substance abuse prevention, and participated in work experience opportunities in the hospitality industry.
- The Creating Employment Opportunities program that started in FY13 enrolled 64 young adults previously in the juvenile justice system, and who now target a brighter future by pursuing educational, training and employment goals in the next two years.

Employment Programs with Housing Support

Significant Accomplishments in FY 2013:

- The Rent To Work program provided subsidies to 96 homeless families, and 100% of the families increased their earnings through employment.
- Among the 110 families participating in the five-year Family Self-Sufficiency program from State Section 8 and public housing, cumulative escrow saving accounts reached \$132,000, and 14 families graduated.

OFFICE OF SPECIAL PROJECTS

The Office of Special Projects (OSP) addresses the community needs of the City and County of Honolulu through utilization of grant funding provided by the City's Grants in Aid Fund and other appropriated amounts.

OSP optimizes results through leverage of grant awards for the purposes of developing, implementing, and supporting non-profit projects, services, and programs that address community needs consistent with the City's established priorities to address at-risk populations, including: (i) services to economically and/or socially disadvantaged populations; (ii) services for public benefit in the areas of the arts, culture, economic development and environment; (iii) social services for the poor, aged and youth; (iv) health services including those with physical or developmental disabilities; (v) educational, manpower or training services;

and (vi) services to meet a definitive cultural, social, or economic need within the City not met by other private organizations. OSP's implementation of grant awards includes compliance monitoring and providing technical assistance to community-based organizations as well as public, private, and social service agencies.

Accomplishments

General Fund Grants in Aid

For FY 2013, OSP dealt with a number of grant opportunities, seeking applicants for and awarding over \$1.6 million in general fund grants in aid for the following needs:

- A program serving at-risk/alienated youth at Farrington, Campbell, Kapolei and Leilehua high schools
- The planning and/or support of programs to support the following Neighborhood Revitalization Strategy Area communities: Waipahu, Ewa and Wahiawa
- The planning and/or development of programs in Koolauloa as recommended to the department by the Hauula Community Association, and a media arts program at Kahuku High School
- The provision of supportive services and/or rental assistance for individuals or families experiencing homelessness, of which a minimum of \$250,000 shall be appropriated specifically for programs serving Central Oahu and the North Shore
- Clean and sober living programs that provide supportive services for ex-offenders
- A program that assists mobile food vendors (i.e. lunch wagons) with complying with health and safety standards, and the identification of additional private and/or public venues
- A statewide federal tax-exempt non-profit organization to encourage increased investments in sustainable and community-based approaches to economic development
- The improvement of facilities that provide supportive, vocational, and residential services for developmentally disabled adults
- A health and wellness program

Grants in Aid Fund

Under the auspices of DCS, OSP implemented the City's Grants in Aid Fund program, which will serve economically and/or socially disadvantaged populations or provide services for public benefit in the areas of arts, culture, economic development, or the environment.

By way of background, the City established the Grants in Aid Fund through a Charter amendment approved by voters in the 2012 general election, which mandates the City set aside one-half of one percent of general funds for Grants

in Aid (including administrative expenses). For fiscal year 2014, the appropriated amount is \$5.2 million.

OAHU WORKFORCE INVESTMENT BOARD

Oahu Workforce Investment Board (OWIB) members are appointed by the Mayor. It was established under the Federal Workforce Investment Act of 1998, and is attached administratively to the Department. The OWIB Act, signed into law by President Clinton, consolidates, coordinates, and improves employment, training, literacy, and vocational rehabilitation programs in the United States through local boards of directors that provide strategic planning, policy development, and oversight of the local workforce investment system.

The majority of Board members are from the business sector. The Board designates a consortium of job training and employment organizations as direct providers of service for its system. The consortium is called “Oahu WorkLinks” and provides federally funded services to employers and job seekers. Employer services encompass employee recruitment assistance, employee training, and outplacement services. Job seeker services include career guidance, tuition assistance, job training and education programs.

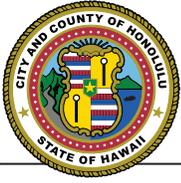
Asia Pacific Workforce Roundtable

This year, the Board co-founded the Asia Pacific Workforce Roundtable with the National Association of Workforce Boards, McGraw-Hill Research Foundation, and the East West Center. Participants came from nonprofit and for-profit organizations in the United States, Australia, the Philippines, and Canada. They included the Executive Director of the Association for Career and Technical Education (ACTE); the Executive Director of the Asia Pacific Gateway Skills Table (Canada); the Director of Navitas Career Solutions (Australia); the Co-Founder of Kalibr (Manila, Philippines); the President of the British Columbia Construction Association (Canada); the CEO of the National Employment Services Association (Australia); as well as OWIB members and Chairperson Mr. Jim Tollefson, CEO & President, Hawaii Chamber of Commerce.

The Roundtable discussed the implications of – and offered possible remedies for – the growing workforce training and skills gap that is making it increasingly difficult for businesses in the Asia-Pacific region and elsewhere to find trained and competent employees. A Roundtable participant quoted New York Times columnist and author Thomas Friedman, noting that the world has moved “from the industrial age, through the information age, and on into the age of talent.”

Local Plan

The Board also completed its new five-year Plan. The Board’s vision is for the City and County of Honolulu to be a “smart economy,” positioned well for the Asia Pacific Century. The OWIB believes a smart economy is an economy that utilizes its resources efficiently and effectively. These resources are its people, its natural resources, and its ability to innovate beyond traditional stereotypes. Additionally, the Board believes that a smart economy strategically invests in talent management for economic diversity and long term success. The Plan’s priorities center on supporting veterans, researching skills gaps, and engaging entrepreneurship.



DEPARTMENT OF THE CORPORATION COUNSEL
 Donna Y. L. Leong, Corporation Counsel

POWERS, DUTIES AND FUNCTIONS

The Department of the Corporation Counsel serves as the chief legal adviser and legal representative of all City agencies, the City Council and all officers and employees of the City in matters relating to their official powers and duties. This Department represents the City in all legal proceedings and performs all other legal services required by the Charter or other laws.

MISSION STATEMENT

The mission of this Department is to meet the diverse legal needs of its clients by advising its clients proactively and by effectively representing and litigating while maintaining the highest standards of professionalism and ethics.

ORGANIZATION OF DEPARTMENT

This Department has two divisions:

1. Counseling and Drafting Division, including Real Property Tax; and
2. Litigation Division, including Special Projects Litigation.

Under the Charter, the Ethics Commission is attached to the Department of the Corporation Counsel for administrative purposes only.

COUNSELING AND DRAFTING DIVISION, INCLUDING REAL PROPERTY TAX

The Counseling and Drafting Division (C&D) consists of five sections: 1) Finance, 2) Infrastructure/Community Service, 3) Land Use, 4) Personnel/Public Safety, and 5) Transportation and Parks.

C&D provides legal advice to the Mayor, all the City agencies, the City Council and its Committees, and the City boards and commissions. In this advisory capacity, C&D:

- renders oral and written opinions,
- drafts and/or reviews bills and resolutions for submission to the City Council or the State Legislature and advances the City’s position on legal issues presented in state legislation by drafting and presenting testimony,
- reviews and approves legal documents to which the City is a signatory,
- attends meetings of the City Council, the Council Committees, and the City boards and commissions, and
- provides legal representation of the City in City and state administrative proceedings and in selected court proceedings, such as real property tax appeals, eminent domain proceedings, quiet title proceedings, partitions of land court property, administrative appeals, foreclosures, bankruptcy action, interpleader actions for the return of seized property and other matters as may be specially assigned.

Statistics

The numbers of requests addressed by C&D are categorized by the nature of the requests and assignments, namely: opinion requests, drafting requests, requests for review and approval of legal documents, pre-lawsuit cases, and case assignments in the state or federal courts. Chart A contains statistics for Fiscal Year July 2012 to June 2013 (FY 2013):

CHART A

	OUTSTANDING C&D REQUESTS AS AT 7/1/2012	NEW REQUESTS RECEIVED	TOTAL OPINION REQUESTS WORKLOAD	REQUESTS COMPLETED AND CLOSED	OUTSTANDING C&D REQUESTS AS AT 6/30/2013
Opinion Requests	2,969	1,235	4,204	874	3,330
Drafting Requests¹	100	128	228	121	107
Requests for review and approval of legal documents	799	6,124	6,923	5,839	1,084
Pre-lawsuit cases²	240	62	302	59	243
State and Federal Court Cases	959	522	1,481	479	1,002

¹ Drafting Requests are requests to drafts bills, resolutions, leases, easements, contracts, affidavits, etc.

² Adversarial proceedings before administrative bodies

During FY 2013, in resolving appeals before the State Tax Appeal Court, the Finance Section (Real Property Tax) recovered approximately \$16.3 million in total taxes and approximately \$7.3 million above the tax amounts claimed by the appellant taxpayers.

LITIGATION DIVISION

The Litigation Division (LIT) provides legal representation of the City in state and federal courts in the State of Hawaii, including the trial and appellate courts. LIT processes and, if necessary, litigates claims by or against the City, including tort, contract, civil rights, employment, and collection claims. LIT prosecutes liquor law violations before the Liquor Commission and advises and represents the Honolulu Police Department with regard to Subpoenas Duces Tecum.

Statistics

For FY 2013, the number of lawsuits and pre-lawsuit claims handled by LIT are set forth in Chart B.

HONOLULU ETHICS COMMISSION

Mission

The purpose of the Ethics Commission (Commission) is to ensure that City officers and employees understand and follow the standards of conduct governing their work for the public. The Commission’s main focus is to deter conflicts of interest and the misuse of government resources or posi-

tions by City personnel. The Commission implements its objectives through a balance of training programs, advisory opinions, enforcement actions and legislation.

Commission Members

The seven Commission members are appointed by the mayor and confirmed by the City Council. Commissioners serve staggered five-year terms.

Ethics Training

The Commission staff continued the mandatory ethics training program for all elected officials, managers, supervisors, and board and commission members. Honolulu’s mandatory ethics training and retraining program is one of the most ambitious in the United States. Over 9,000 public servants have been trained since the law was enacted in 2001. In FY 2013, the Commission trained 2,937 officers and employees.

Advice and Enforcement

For FY 2013, the Commission handled the matters in Chart C.

The Commission rendered six formal advisory opinions, including enforcement actions against a former deputy police chief that resulted in a civil fine of \$2,800 (Advisory Opinion No. 2012-7) and a deputy director of the Department of Parks and Recreation that resulted in a civil fine of \$2,000 (Advisory Opinion No. 2013-1).

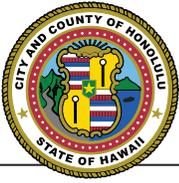
CHART B

	OUTSTANDING LIT REQUESTS AS AT 7/1/2012	NEW REQUESTS RECEIVED	TOTAL REQUESTS WORKLOAD	REQUESTS COMPLETED AND CLOSED	OUTSTANDING LIT REQUESTS AS AT 6/30/2013
Pre-lawsuit cases ³	1720	473	2193	152	2041
State and Federal Court Cases	207	82	289	59	230
Subpoena Duces Tecum Requests	152	97	249	103	146

³ Claims filed with and handled by the claims investigators

CHART C

	OUTSTANDING MATTERS AS AT 7/1/2012	NEW MATTERS RECEIVED	TOTAL WORKLOAD	COMPLETED AND CLOSED MATTERS	OUTSTANDING MATTERS AS AT 6/30/2013
Requests for Ethics Advice	6	414	420	403	17
Investigations into Misconduct Complaints	21	86	107	72	35



DEPARTMENT OF CUSTOMER SERVICES

Sheri Kajiwara, Director

POWERS, DUTIES, AND FUNCTIONS

The Department of Customer Services (CSD) consists of three divisions: Motor Vehicle Licensing & Permits; Satellite City Halls; and Public Communications. Responsible for most of Hawaii's motor vehicle registration and titling programs, the department also issues business licenses, provides printing services, manages and archives records, helps coordinate various special events, and facilitates public communication through its information and complaints branches.

Additionally, the Department administers the city's animal care and control contracts, including animal pound services and the affordable spay and neuter certificate program.

MOTOR VEHICLE, LICENSING AND PERMITS DIVISION

POWER, DUTIES, AND FUNCTIONS

The Division of Motor Vehicle registers motor vehicles, trailers, bicycles, mopeds, and animals; issues drivers licenses, civil identification (State I.D.) cards and business licenses; administers derelict and abandoned vehicle programs; administers and enforces the periodic motor vehicle inspection program; administers the reconstructed vehicle program; administers the city's disabled parking placard and identification card program; monitors the Motor Vehicle Safety Responsibility Act; and investigates newsstand, taxicab, and vehicle inspection violations.

To accomplish these functions, the division is divided into three branches: Motor Vehicles, Driver License, and Special Services.

ACCOMPLISHMENTS

The division's major accomplishments include:

- On January 2, 2013, the City took over the issuance of State I.D. cards at all driver license stations under contract with the State.
- The auctioning of abandoned vehicles was converted to online bidding (only) on the city's vendor self-service system in February, 2013.
- The division spearheaded amendments relating to taxicabs, which set new maximum rates for taxicab fares and baggage charges, and clarified that the Honolulu Police Department has the authority to enforce new taxicab ordinances and rules.

- The division handled the repeal of rules and regulations relating to vehicle and moped safety inspection programs because the program now falls under the jurisdiction of the Department of Transportation, State of Hawaii.
- The division handled the repeal of rules and regulations relating to the requirements of permits for the sale of buttons and souvenirs during parades, superseded by the provisions of Chapter 29, Article 6, Revised Ordinances of Honolulu 1990.
- The division handled the repeal of rules and regulations relating to the requirements of permits for temporary exemptions from "prohibited noise" because it was duplicative and superseded by the provisions of Chapter 41, Article 31, Revised Ordinances of Honolulu 1990.
- The division conducted two supplemental lotteries for publication dispensing racks in the Waikiki Special District—during November 2012 and May 2013—issuing a total of 116 dispensing rack permits. Additionally, 1,154 sidewalk use permits were issued throughout the year. Inspectors checked the dispensing racks and general newsstands, conducted complaint investigations and issued notices of violation, attended meetings with existing and prospective publication owners and distributors, and provided the Department of Facility Maintenance with a list of maintenance requirements for the dispensing racks.

Accounting Services Section

The Accounting Services Section is responsible for the record keeping of the division's revenue and disbursements. They account for state revenues collected from the State Vehicle Weight Tax, State Vehicle Registration Fee, Periodic Motor Vehicle Inspection Fee, Commercial Driver License Fee and State Identification Card Issuance programs. They also remit revenues exceeding approved county expenses to the State of Hawaii's Department of Transportation. During this fiscal year, the section processed 1,359 refunds totaling \$220,550 and remitted \$73,973,874 (gross receipts of \$76,462,899 less county expenses of \$2,489,025) to the State Department of Transportation.

Motor Vehicle Branch

The Motor Vehicle Branch registers motor vehicles and trailers, and collects motor vehicle fees. The Motor Vehicle Registration (MVR) office processes transactions from

motor vehicle dealers and financial institutions; electronic transactions from Electronic Lien and Title (ELT) lien holders; Fleet Dealer Registration (FDR) transactions from new car dealers and U-drive companies; online renewals via the Internet; accepts facsimile transactions from the Satellite City Halls (SCH), and all mail transactions.

During the fiscal year, the MVR office and the SCHs registered 850,149 motor vehicles and trailers; issued 19,193 duplicate certificates and 5,570 out-of-state vehicle permits; and processed 23,492 replacement plates, 27,509 replacement emblems, and 177,655 ownership transfers. The MVR core processed 101,067 online renewals via the Internet and registered 8,078 vehicles through the FDR program.

Motor vehicle transactions processed by location are as follows:

<u>LOCATION</u>	<u>FY 2013</u>	<u>FY 2012</u>	<u>INCREASE (DECREASE)</u>
Ala Moana	81,733	83,862	(2,129)
Fort Street Mall	40,753	33,896	6,857
Hawaii Kai	38,807	39,502	(695)
Kailua	51,828	53,599	(1,771)
Kalihi	101,167	105,094	(3,927)
Kapolei	98,418	94,828	3,590
Pearlridge	94,890	100,828	(5,938)
Wahiawa	63,477	65,651	(2,174)
Waianae	28,327	27,658	669
Windward City	63,580	59,051	4,529
MVR core	<u>444,218</u>	<u>428,347</u>	<u>15,871</u>
TOTAL	<u>1,107,198</u>	<u>1,092,316</u>	<u>14,882</u>

Driver License Branch

The Driver License Branch is comprised of the Driver License Section, the Financial Responsibility Section, and the Motor Vehicle Control Section. The Driver License Section includes the State-funded Commercial Driver License (CDL) Unit. The Motor Vehicle Control Section includes the State-funded Periodic Motor Vehicle Inspection (PMVI) Unit.

The Driver License Section tests and issues driver licenses to operators of motor vehicles, ranging from mopeds through truck tractors with tandem trailers. On January 2, 2013, this section began issuing State I.D. cards. It also administers tests and issues certificates for operators of taxicabs and pedicabs.

An applicant for a driver's license must successfully pass a 30-question written examination, a vision test, and a road test. An applicant renewing a license must pass a vision test only. Taxicab and pedicab drivers must pass a 50-question examination as well as an oral examination on routes and locations.

Driver license and State I.D. card services are offered at City Square (Core) and substations located at Kapolei, Ko'olau, Wahiawa, and Waianae. Driver license renewals

and duplicates are also issued at the Fort Street Mall, Hawaii Kai, Pearlridge and Windward City satellite city halls. The following table lists the number of driver licenses and permits issued by location.

<u>STATION</u>	<u>INITIAL LICENSES</u>	<u>RENEWED LICENSES</u>	<u>LEARNER PERMITS</u>
City Square	10,166	20,994	15,255
Kapolei	7,273	12,075	7,576
Ko'olau	3,910	10,239	4,849
Wahiawa	5,540	7,338	4,433
Waianae	741	1,636	1,102
Commercial Driver License	858	707	408
Fort Street Mall	36	13,512	1019
Hawaii Kai	319	19,101	875
Pearlridge	27	22,271	1,725
Windward City	55	4,055	270

The following table lists the number of civil identification (State I.D.) cards issued by location.

<u>STATION</u>	<u>10-64 YEARS OF AGE</u>	<u>65+ YEARS OF AGE</u>	<u>DUPLICATE</u>
City Square	7,753	2,465	3,173
Kapolei	4,018	763	1,434
Ko'olau	1,847	667	437
Wahiawa	1,392	469	528
Waianae	689	134	435
Commercial Driver License	35	5	0

In addition, 36,193 duplicate licenses, and 944 taxicab certificates were issued during this fiscal year. There were 54,745 written tests and 238 oral examinations administered.

The Commercial Driver License Unit administers the CDL written tests, vision tests, and skills tests for class 4 and CDL vehicles. The skills test includes a vehicle inspection test, a basic control test, and a road test. Other requirements include passing a physical examination and receiving certification of specialized endorsements. A total of 1,266 licenses and permits were issued by the unit this fiscal year.

The Financial Responsibility Section enforces the statutory provisions of the Motor Vehicle Safety Responsibility Act. The section works closely with the State Judiciary to train the judiciary staff on the financial responsibility statutory requirements. During the fiscal year, the section processed 4,738 safety responsibility cases affecting 8,408 licensed drivers and 4,446 registered owners of vehicles involved in major traffic accidents. In addition, it issued 2,326 security notices to individuals who were at fault for major traffic accidents and 1,525 notices to defendants convicted of certain serious traffic related offenses. In response to these notices, the section processed 1,798 SR-21 certificates, 3,539 SR-22 certificates, and 30 cash security deposits totaling \$55,450. The section also processed 1,632 SR-26 certificates, which

are insurance company notifications of policy cancellations, and refunded 25 cash security deposits totaling \$47,290.

The Motor Vehicle Control Section administers the City's abandoned and derelict vehicle programs; monitors the periodic motor vehicle inspection program; enforces window tinting and reconstructed vehicle laws; insures compliance with the laws relating to the operation of taxicabs and pedicabs; investigates complaints against the city's tow contractors; and inspects tow contractors' equipment and facilities for compliance with contractual provisions.

There were 15,417 investigations of abandoned vehicle complaints. As shown below, most of the investigations resulted in the removal of the vehicle by the owner.

- Moved by Owner 7,272
- Abandoned Vehicles Towed 951
- Derelict Vehicles Towed 475

Owners claimed 316 of the abandoned vehicles that were towed. A total of 1,019 unclaimed vehicles were processed for sale at public auctions.

During the fiscal year, the Section also: 1) inspected 1,155 reconstructed vehicles and 2,467 taxicabs; 2) investigated 26 complaints concerning taxicabs and 26 complaints concerning tow companies; 3) conducted 196 safety inspection/reconstruction permit investigations; and 4) inspected 258 vehicles for tow liens and 74 vehicles for mechanic liens.

In addition, the Motor Vehicle Control Section administered the Law Enforcement Towing Services for the City and County of Honolulu. For this fiscal year, the number of HPD directed tows are as follows:

- Accident..... 4,145
- Tow Zone..... 6,647
- Driveway 887
- Auto Theft..... 700
- Traffic Hazard 352
- Fire Hydrant 352
- Expired Safety Check/Registration..... 3,089
- HPD Directed Tow..... 91
- Over 15,000 Gross Vehicle Weight 15

The above is a compilation of thirteen zones in eight police districts.

The Periodic Motor Vehicle Inspection Unit conducted 1,430 inspections of safety inspection stations; certified 508 safety inspectors' licenses; suspended 18 stations and 17 certified safety inspectors' licenses; and issued 110 notices of violation. The measures taken by this unit have made a positive contribution to the State's Highway Safety Program.

Special Services Branch

This branch is responsible for the registration of bicycles, mopeds, and animals; issuance of county business licenses; and the issuance of loading zone, taxi stand, and bus stop parking permits. The section is also responsible for input-

ting information into the Honolulu data base for the disabled persons placard and identification card program, maintaining the application form files, and responding to inquiries about placards and identification cards.

The Special Services Branch issued the following licenses and permits:

	FY 2013	FY 2012
Bicycle and Moped Licenses.....	38,092	40,947
Dog Licenses	16,547	16,423
Loading Zone Permits.....	10,128	9,932
Bus Stop Permits	810	703
Taxi Stand Parking Permits	203	139
Business Licenses:		
Auctioneer.....	6	8
Firearms, Manufacture and Sell	40	35
Garbage and/or Rubbish Collection	15	16
Glass Recycling	5	5
Pawnbroker	57	57
Peddler, Merchandise	85	85
Peddler, Merchandise or Medicine – Exempt.....	23	23
Purchase/Sell Used Vehicle Parts.....	78	79
Second Hand Dealer	193	175
Sale of Tear gas and Other Obnoxious Substances	1	1
Sale of Pepper Sprays - Flat Fee.....	1	4
Vehicle - Carry Passengers, Taxi	1,814	1,632
Pedicabs	0	1
Wrecking/Salvaging/Dismantling Motor Vehicles.....	52	56
Scrap Dealers	50	48
Number of Licenses and Permits	<u>68,200</u>	<u>70,369</u>

COMPARATIVE STATEMENT OF TOTAL TRANSACTIONS FISCAL YEARS 2013 AND 2012

	FY 2013	FY 2012	INCREASE (DECREASE)
Motor Vehicle Registrations Recorded.....	837,675	827,962	9,713
Trailer Registrations Recorded.....	12,474	12,833	(359)
Ownership Transfers Recorded.....	177,665	175,066	2,599
Duplicate Certificates Issued	19,193	19,327	(134)
Out-Of-State Vehicle Permits Issued.....	5,570	5,704	(134)
Replacement Plates Issued	23,492	20,137	3,355
Plate Transfers Completed	3,620	3,279	341

Replacement Emblems			
Issued.....	27,509	28,008	(499)
Bicycle and Moped Registrations			
Recorded.....	38,092	40,947	(2,855)
Dog Licenses			
Issued.....	16,547	16,423	124
Loading Zone			
Permits Issued.....	10,191	9,932	259
Bus Stop Parking			
Permits Issued.....	810	703	107
Taxi Stand Parking			
Permits Issued.....	206	139	67
Business Licenses			
Issued.....	734	750	(16)
Newsstand.....	1,154	1,538	(384)
Display Rack.....	116	211	(95)
TOTAL.....	1,175,048	1,162,959	12,089

**COMPARISON OF REVENUE SOURCES
FISCAL YEARS 2013 AND 2012**

	FY 2013	FY 2012	INCREASE (DECREASE)
Motor Vehicle			
Weight Taxes.....	\$119,032,890	\$117,192,094	\$1,840,796
Trailer and Wagon			
Weight Taxes.....	3,912,687	3,922,346	(9,659)
Motor Vehicle			
Penalties.....	1,037,916	1,014,026	23,890
Trailer and Wagon			
Penalties.....	40,360	41,040	(680)
Motor Vehicle Ownership and Penalties.....	2,527,670	2,454,639	73,031
Motor Vehicle Duplicate Certificates.....	190,660	192,610	(1,950)
City and County Registration			
Fees.....	13,867,038	13,689,465	177,573
License Plate			
Fees.....	1,342,520	1,296,492	46,028
Emblem Fees.....	360,781	356,172	4,609
Beautification			
Fees.....	4,442,823	4,393,770	49,053
Correction Fees.....	5,610	8,090	(2,480)
Vehicle Permits.....	27,710	28,290	(580)
Service Charges.....	23,887	23,642	245
Liquidated Damages.....	9,500	0	9,500
Sale of Other Materials and Supplies.....	435	455	(20)
Record Copies.....	139	184	(45)
Tax Liens.....	30	280	(250)

Reconstructed			
Vehicles.....	19,770	21,390	(1,620)
Bicycle Licenses.....	524,275	569,147	(44,872)
Dog Licenses.....	211,357	211,703	(346)
Business Licenses.....	48,495	51,582	(3,087)
Newsstands/display racks.....	24,277	37,259	(12,982)
Loading Zone			
Parking Permits.....	236,866	232,194	4,672
Bus Stop Parking			
Permits.....	18,918	16,297	2,621
Drivers' License			
Fees.....	5,116,417	5,186,470	(70,053)
Taxicab Drivers' and Pedicab Operators' Certificates.....	22,620	33,900	(11,280)
Taxi Stand Parking			
Permits.....	19,456	11,799	7,657
Taxi Licenses.....	98,142	95,901	2,241
Auction Sale of Impounded Vehicles.....	102,849	248,425	(145,576)
Spay-Neuter Services.....	523,180	321,615	201,565
Towing Service Premiums.....	485,427	0	485,427
Other.....	0	0	0
TOTAL.....	\$154,274,705	\$151,651,277	\$2,623,428

SATELLITE CITY HALL DIVISION

The Division provides essential services and information for various city and state agencies at 10 storefront offices on the island of Oahu. These offices are located at Ala Moana, Kailua, Fort Street Mall, Hawaii Kai, Kalihi, Kapolei, Pearlridge, Wahiawa, Waianae and Windward City.

While Satellite City Hall offices primarily process motor vehicle registration and titling transactions, they also offer an array of other services to the public. These services include the collection of water bill and real property tax payments; the sale of monthly bus passes and spay/neuter low-cost certificates; and the issuance of dog, bicycle, and moped licenses. Permits issued by the offices include those for disabled parking, picnics, loading zones, bus stop parking, and fireworks. The offices also issue voter registration and certification forms, and provide information about various local government programs. Driver license and renewal services are also provided at four locations: Fort Street Mall, Hawaii Kai, Pearlridge and Windward City.

FISCAL YEAR TOTALS

Locations	Transactions Count 2013	Transactions Count 2012	Revenue Collected 2013	Revenue Collected 2012
Ala Moana.....	115,688	114,579	\$23,943,817	\$24,705,615
Fort Street Mall.....	91,826	82,207	17,430,526	15,766,783

Hawaii Kai	77,063	71,678	15,109,624	15,096,282
Kailua	64,765	65,026	13,602,716	13,295,601
Kalihi.....	114,229	118,557	23,680,855	30,003,679
Kapolei	121,595	118,512	27,699,283	25,655,248
Pearlridge.....	155,568	152,349	30,592,842	23,628,905
Wahiawa.....	77,972	80,083	11,776,956	11,940,547
Waianae	44,601	42,540	9,016,934	8,457,655
Windward City.....	86,558	92,052	13,986,971	13,586,677
Total.....	949,865	937,583	\$186,840,524	\$182,136,992

PUBLIC COMMUNICATIONS DIVISION

The Public Communications Division is an information resource for residents, media, visitors and City administration. The division provides assistance to other departments and agencies distributing information to increase public awareness and understanding of city projects, services, programs, policies, and goals. The division’s goal is to deliver exceptional customer service; to proactively inform, educate, and involve the public; and to promote a culture of open, accurate and contextual communication and collaboration.

The division also manages the publication and distribution of the annual Departmental and Agency Reports of the City and County of Honolulu. Several years of reports are available for inspection online at <http://www1.honolulu.gov/csd/publiccom/>.

The Public Communications Division is comprised of four branches: Complaints, Design and Print Center, Information, and the Municipal Reference Center. Operations are located at the Civic Center in downtown Honolulu, and counter service is available Monday through Friday, 7:45 a.m. to 4:30 p.m.

Complaints

The complaints branch handles one of the city’s most critical forms of public communication. For many, the first point of contact with the City and County of Honolulu is the complaints branch. Complaints provide the Department of Customer Services with opportunities to identify trends and issues of concern to the public, and alert appropriate departments regarding matters that need prompt attention and correction.

The staff records and processes complaints in several ways, including telephone calls, online problem reports, and Honolulu ‘311’ reports. Complaints are also received by the branch office via fax, email, ‘Tell It to the Mayor’ reports, and in-person reports made at the Civic Center office.

During FY 2013, the complaints branch processed 14,883 complaints. By the end of fiscal year 2013, the branch had closed 85% of the complaints it received. The remaining 15% were referred to other city departments for response, further review, or investigation. The average number of days to close a complaint during the reporting period was 15 calendar days.

Design and Print

The Design and Print Center (D&PC) provides the City and County with an onsite, state-of-the-art service center for most of the city’s design, layout, and printing needs.

Services provided to city customers in FY 2013 included graphic design work, layout and printing services, photo printing, electronic publishing, and bindery services. Products produced during the year that illustrate the range of D&PC services include: design, layout, printing and binding of 800 copies of the Training & Development Catalog for the Department of Human Resources; color printing, layout and folding of 4,000 Charter Amendment brochures; layout, design, printing, folding and binding of 4,000 Honolulu City Light Programs, each consisting of 20 pages including eight with full color; design and layout of the FY 2012 Annual Departmental and Agency Reports; 8,000 full-color Victim Witness Kokua brochures; 5,000 Seniors Handbooks, each including 56 pages and four-color covers; photographic prints for the offices of the Mayor and City Council members; 140,000 Honolulu Zoo maps; and 375,000 Handi-Van tickets that were perforated, numbered, trimmed, and printed with UV invisible ink.

Information

The Information Branch of the Department of Customer Services develops or supports informational initiatives that increase awareness and goodwill relating to the activities, services and programs of the city. The branch contributes to open and accurate communication with the public, city employees, and the media. Located at the Civic Center, the branch responds in a timely manner to requests relating to information and informational processes, whether in-person, online, or via telephone.

During the fiscal year, the branch collaborated with various city departments on joint public relations efforts including the preparation of press releases; handled and coordinated external and internal communications; coordinated media communications and services; and collaborated with the D&PC while developing for several departments products such as bus posters, Satellite City Hall signage, and program catalogs.

The branch is also responsible for and assists with the maintenance and update of city Web pages, and works closely with the Department of Emergency Management to disseminate public information when severe weather threatens the island. At the close of the fiscal year, more than 39,000 requests for information were received by the branch, and more than 600 requests for messages, proclamations, certificates and other documents were prepared.

The branch provided critical support to the public when the Department of Transportation transferred state identification processing to all counties. By the second day of state identification card services in January 2013, the branch processed over 1,000 state ID card inquiries from the public.

Recognizing the need for more helpful information about the new state ID process, the branch also developed an education and awareness brochure for the hundreds of customers seeking new or replacement cards.

The Honolulu Municipal Television (HMTV) program, a division of the Information Branch, produced almost 40 hours of original video content that was aired online and on Olelo Community Television, providing public access to information about issues, topics, and forums to our local and visitor communities.

More than 100 segments were written, edited, produced, and aired, including *The Mayor's Report*, *City News*, *State of the City*, and live broadcasts of the ever-popular Honolulu City Lights. HMTV continues to prepare show segments for the city's Web site. These presentations have included expanded coverage of various features seen on Olelo programming as well as same day coverage of selected press conferences.

Public Service Announcements and the promotion of city-sponsored events are also included in HMTV activities. The community involvement of city employees was highlighted during FY 2013 as HMTV created public service announcements for the BloodMobile, Diabetes Walk, Oceanfest, the Food Bank, and other non-profit organizations.

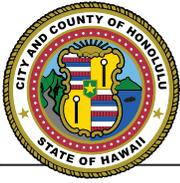
Municipal Reference and Records Storage

The Public Communications Division also oversees the management and storage of official city records, and manages the collection and cataloging of city publications.

The division supervises the ongoing development and implementation of the city schedule for identifying, safeguarding and preserving essential records. At the close of FY 2013, over 9,000 boxes of municipal records were stored in three climate-controlled facilities to ensure record maintenance and preservation.

Records access is limited to city personnel, and approximately 1,000 records appointments were scheduled during the fiscal year, for an average visit of 1.5 hours per appointment. The storage of records is subject to the City and County of Honolulu General Records Schedule (GRS). The division completed its final draft of the updated GRS during the fiscal year.

The Municipal Reference Center serves as the designated repository for publications issued by or for city agencies, as specified by R.O.H. Chapter 2, Article 21. The collection currently includes approximately 40,000 publications and non-city published reference materials. Although reduced staffing resulted in the need for appointment-only access to the collection, over 4,500 materials were processed by the end of the fiscal year.



DEPARTMENT OF DESIGN AND CONSTRUCTION

Chris T. Takashige, P.E., Director
 Mark K. Yonamine, P.E., Deputy Director

DUTIES AND FUNCTIONS

The Department of Design and Construction (DDC) is the agency responsible for the management of the City's Capital Improvement Programs (CIP). DDC administers the planning, development, and implementation of capital improvements for city agencies working in conjunction with city operating departments. DDC projects include development of infrastructure and facilities for wastewater, roads and drainage, parks, fire, police, emergency services, customer services, finance, and planning and permitting. Additionally, DDC performs land survey and land acquisition in support of city agencies.

DDC is efficiently organized to deliver services required to support all the City's departments and agencies. Each division is structured to fulfill planning, design, and construction management services required by clients. The five divisions are:

- Civil Division**
- Facilities Division**
- Land Division**
- Mechanical / Electrical Division**
- Wastewater Division**

Each division works with city agencies to identify and program long-term needs and create the annual CIP. As projects are budgeted, the design and construction branches prepare the documentation required for the bidding and contracting.

CIVIL DIVISION

The Civil Division plans, designs, and constructs projects related to infrastructure of facilities within public rights-of-way, including: streets and highways; drainage and flood control systems; bridges; and other public works structures. Responsibilities include project planning; engineering studies; alternative analysis; preparation of environmental documents; processing of permit applications; preparation of plans; specifications and estimates (PS&E) for construction; and administration of consultant and construction contracts. In addition, Civil Division oversees the soil/materials testing laboratory. Some of the division's activities include:

- Project planning, including engineering studies; alternative analysis; preparation of environmental documents; environmental clearances; land acquisition requests; and permit processing.
- Project design, including bridge inspection, inventory, and appraisal; administration of consultant contracts; preparation of plans, specifications, and estimates for construction administration; and technical support to

the Department of Facility Maintenance.

- Project construction, including administration and inspection of CIP construction contracts; administration of construction management contracts; processing contractor submittals and requests for information; conducting coordination meetings and project closeout activities.
- The Soil/Materials Testing Laboratory provides service to the Department of Design and Construction, other city departments, and the Board of Water Supply. Services include material analyses (soil analyses, asphalt concrete contents, specific gravities, and gradations); equipment calibrations; field control (compaction tests, California Bearing Ratio tests, piezometer readings, cone penetrometer tests and corings); concrete compressive strength tests; and site investigations.

By the end of FY13, the Civil Division had worked on more than 200 CIP projects in planning, design, or construction phases. Construction was substantially completed on 30 construction projects at an estimated \$45,492,603.

The FY13 CIP budget for the civil program was about \$120M, including \$100M alone for the Rehabilitation of Streets program.

Significant Construction Projects Underway

	<u>CONSTRUCTION COST</u>
• Kapiolani Blvd. (Roadway) Reconstruction	\$3,800,000
• King St. (Roadway) Reconstruction	\$5,000,000
• Waiialae Ave. (Rehab of Streets, Unit 57)	\$9,400,000
• Kailua Area (Rehab of Streets, Unit 56)	\$5,600,000
• Pearl City Area (Rehab of Streets, Unit 55)	\$5,600,000
• Lunalilo Home Rd./Wailua St./Hawaii Kai Dr./Others	\$9,600,000
• Mililani Area (Phase 8A)	\$9,200,000
• Whitmore & Wahiawa Areas (Phase 8B)	\$10,000,000
• Renton Road Rehabilitation	\$3,100,000
• Waimalu Stream Dredging	\$4,300,000
• Palani St. Drainage Improvements	\$1,500,000
• Pacific Heights Retaining Wall	\$1,300,000

Significant Construction Projects

SUBSTANTIALLY COMPLETED IN FY 2013 CONSTRUCTION COST

- Moiliili/McCully/Makiki Areas (Phase 6A)\$11,400,000
- Upper McCully/Upper Makiki Areas (Phase 6B)\$5,800,000
- Kaahumanu St./Moanalua Rd./Hoomalu St./Hoomaemae St.....\$9,800,000
- California Ave. (Rehab of Streets, Unit 58)\$7,200,000
- Puowaina Dr. Bridge Rehab.....\$1,200,000
- Lusitana St. Bridge Rehab \$700,000
- Waialae Nui Channel Wall Emergency Repair..... \$900,000
- Sierra Dr. (Rock Slide Mitigating Improvement)..... \$700,000

The Civil Division, in coordination with our sister agency, the Department of Facility Maintenance, continues to meet the challenge in making Honolulu a better, safer, and more economically vibrant city within a reasonable budget. The increased CIP, coupled with new environmental requirements, has created additional challenges for the Division.

FACILITIES DIVISION

The Facilities Division implements CIP projects for other City Agencies, such as the Department of Facility Maintenance, Honolulu Police Department, Honolulu Fire Department, Department of Enterprise Services, and the Department of Parks and Recreation, to name a few. Some of the division's activities include:

- Overall space planning, moving, and relocation of city agencies;
- Refurbishing or building major municipal and civic buildings, police stations, fire stations, ambulance units and city corporation yards;
- Upgrading or improving City recreational facilities such as the Honolulu Zoo, the municipal golf courses, auditorium facilities, and the Neal S. Blaisdell Center;
- Building new park facilities and the rehabilitation and upgrading of existing park facilities;
- Maintaining the upkeep of all city facilities requiring renovations, alterations, relocations and emergency repair.

Significant Construction Projects Underway

CONSTRUCTION COST

- Ewa Beach Fire Station Replacement\$4,836,000
- Ewa Mahiko District Park New Gymnasium, Playcourts and Parking Lot\$8,934,000
- Kahe Point Beach Park Reconstruct Wastewater System, Pavilion and Comfort Station \$547,000



Bridge Rehabilitation - Puowaina Road Bridge.

- Honolulu Zoo - Reconstruction of Parking Lot.....\$709,000
- Kipapa Neighborhood Park, Waialae Iki Neighborhood Park Playground structure.....\$380,000
- Wahiawa Police Station Roof Replacement\$1,077,000
- Maili Beach Park Parking Lot Expansion Phase 2\$969,000
- McCully District Park Phase 2 Reconstruction Swimming Pool.....\$2,723,000
- Kapiolani Regional Park Reconstruction Of Bandstand / Shell Parking Lot and Related Site Improvements.....\$3,265,000
- Kailua Corporation Yard, NPDES Improvements.....\$2,936,000

Significant Construction Projects Substantially Completed in FY 2013

CONSTRUCTION

- Hokuahiahi Neighborhood Park Reconstruction of Playcourts\$450,000
- Waikiki Fire Station Roof and Structural Improvements.....\$550,000
- Honolulu Hale Phase 2 Window Replacement\$60,000

LAND DIVISION

The Land Division provides land and engineering survey, title search, real property appraisal, negotiation, and document preparation services in connection with the acquisition of lands and easements required for city projects and activities. Acquisitions include various roadways, utility and rights-of-way access; sites for wastewater collection and treatment facilities; sites for solid waste collection/disposal/transfer activities; and sites required for such public uses as parks and playgrounds, golf courses, police and fire stations, and bus yards.

The Land Division is organized into three functional units: the Acquisition Branch, the Survey Branch, and the

Appraisal Branch. Besides servicing the needs of the Department of Design and Construction, the Land Division also services various City Agencies such as the City Departments of Community Services, Transportation Services, Environmental Services, Parks and Recreation, and Facility Maintenance. The Division also assists the Departments of the Corporation Counsel, Police and Prosecuting Attorney by conducting title searches, performing site surveys and stakeouts, and preparing maps and charts for court cases. The Department of Budget and Fiscal Services receives assistance in the preparation of maps, descriptions, searches and appraisals for the rental, leasing and disposal of City properties.

Projects Assigned to Land Division

The following is an accounting of the number of jobs by department that were assigned to the Land Division for FY 2013. The jobs included work from all of our sections – survey, acquisition, appraisal, document, title search. Each job involved multiple properties with an average of about 20 properties per assignment.

- I. Department of Design and Construction - 420
- II. Assignments for Other City Agencies
 - A. Board of Water Supply – 1
 - B. Department of Budget and Fiscal Services – 130

- C. City Council - 18
- D. Department of Community Services - 6
- E. Corporation Counsel – 35
- F. Customer Service Department - 2
- G. Department of Environmental Services - 35
- H. Department of Facility Maintenance – 60
- I. Office of Housing - 1
- J. Managing Director’s Office - 1
- K. Mayor’s Office - 2
- L. Department of Parks and Recreation – 23
- M. Department of Planning and Permitting – 233
- N. Department of Transportation Services - 37
- III. Assignments State of Hawaii Properties - 48
- IV. Dedications by Private Sector - 155
- V. Miscellaneous - 39

Land Services Summary of Accomplishments

Parcel and Land Court Maps	107
Maps Reviewed	38
Number of Parcels	180
Descriptions	331
Reviewed/Stamped	172
Title Searches Checked	159



Waialae Iki Playground Improvements.

Topographic Maps	162
Field Surveys	960
Appraisals by Staff	390
Fee Parcels	40
Easement and Rentals	150
Parcels Reviewed	35
Park Dedications	165
Title Searches	1,789
Research Assignments	9,622
Abstract Section	3,071
Document Section	5,015
Negotiations Section	472
Survey Section	1,064
Negotiations	3,882
Parcels Acquired	56
Condemnation	0
Negotiations	39
Dedications	17
Request for Eminent Domain Proceedings	0
Documents	20
Acquisition Documents Processed	11
Dedication Documents Recorded	9
Correspondence and Misc. Reports	5,433

Mechanical/Electrical Division

The Mechanical/Electrical Division plans, designs, and manages construction of roadway lighting projects; electrical and mechanical upgrades to existing facilities, including lighting retrofits and air-conditioning upgrades; and manages energy conservation programs. Some of the division’s activities include:

- Participating in the planning and development street lighting projects with other City agencies, and input from the general public;
- Reviewing street and park lighting, electrical proposals, and design plans and specifications prepared by private consultants for compliance with city requirements;
- Developing long-range planning of energy conservation projects for office buildings; planning and implementing energy conservation projects with other City agencies and their respective facilities;
- Managing, coordinating, and designing mechanical and electrical projects that involve plumbing, fire sprinklers, air conditioning, underground fuel storage tanks, energy conservation, photovoltaic systems, indoor electrical, lighting, fire alarm and public address systems.

In FY13, the Mechanical/Electrical Division received a \$400,000 grant from the Department of Business, Economic Development and Tourism (DBEDT) for the purchase of two electric vehicles; the installation of electric vehicle charging stations at various City facilities; completed all

of the project activities under the \$3.8 million Energy Efficiency and Conservation Block Grant (EECBG) from the U.S. Department of Energy; and initiated a pilot project for the installation of LED street lights in various residential neighborhoods.

Significant Planning and Design Projects Underway

	CONSTRUCTION
• Emergency Vehicle Caution System at Fire Stations (Kalihi Kai).....	\$192,000
• Mililani Street Light Replacement, Phase III.....	\$110,000
• Manoa Valley District Park – Ballfield Lighting Replacement	\$201,000
• Kapaolono Community Park Electrical Service Upgrades.....	\$77,671
• Reconstruction of Street Lights at Queen and Alakea Streets	\$44,965
• Street Lighting Improvements at Varona Village	\$79,994
• Blaisdell Center Arena Fire Alarm System Improvements.....	\$132,993
• Blaisdell Center Exhibition Hall Fire Alarm System Improvements.....	\$104,766
• Blaisdell Center Pikake Room Air Conditioning System Improvements.....	\$70,000
• City Hall Fire Alarm System Improvements.....	\$200,000
• Civic Center Parking Structure Generator Improvements	\$80,000

Significant Construction Projects Underway

	CONSTRUCTION
• Saint Louis Heights Street Lighting Improvements Phase II.....	\$494,700
• Ala Wai Community Park – Replacement of Baseball Field Lighting System	\$2,817,108
• Kailua District Park – Softball Field Lighting System Replacement	\$812,900
• Emergency Vehicle Caution System at Fire Stations (Moanalua and Aikahi).....	\$293,500
• Replacement of Street Lighting Meter Cabinets and Transformers, Phase II	\$496,200
• Kalihi Valley District Park – Replacement of Swimming Pool Lighting Poles and Load Centers	\$93,323
• Kipapa Neighborhood Park – Replacement of Switchgear for Basketball and Volleyball Courts	\$133,390
• Blaisdell Center Walkway Lighting System Improvements.....	\$83,700
• Fasi Civic Center Walkway and Landscape Lighting Improvements.....	\$744,700
• Halawa Corporation Yard – Electrical Upgrades	\$1,003,200

- Honolulu Medical Examiner’s Office – Air Conditioning System Improvements\$814,760

Significant Construction Projects Completed

CONSTRUCTION

- Generator Improvements at Various Police Facilities, Phase III (Kahuku Police Station).....\$445,809
- Halawa Corporation Yard – Installation of Photovoltaic Systems for Building D \$2,240,160
- Honolulu Hale Elevator Modernization\$974,199
- Kapolei Police Station - Alternate Dispatch Center Air Conditioning System Improvements.....\$210,106
- Kalihi & Kaneohe Police Stations – Air Conditioning System Improvements\$530,330
- Installation of Electric Vehicle Charging Stations at Various City Facilities..... \$218,434
- EECBG - LED Street Light Conversions for Residential Streets \$78,734

WASTEWATER DIVISION

The Wastewater Division plans, designs, and constructs funded capital projects, including repair and upgrades to the collection and conveyance systems and wastewater treatment facilities. Some of the division’s activities include:

- **Project planning**, including engineering studies; alternative analyses; preparation of environmental impact statements and environmental assessments; environmental clearances; land acquisition requests; and permit processing
- **Project design**, including preparation of plans and specifications for construction; administration of consultant contracts; preparation of Operations and Maintenance (O&M) Manuals; training of O&M personnel; and oversight of facility start-up and optimization
- **Project construction**, including administration and inspection of CIP construction contracts; administration of construction management contracts; processing contractor submittals and requests for information; conducting coordination meetings and project closeout activities
- **Technical support**, provided to the Department of Environmental Services and the Department of Planning and Permitting. Responsibilities include review of reports, designs, and submittals from private developers and other governmental agencies, and construction inspection of privately funded projects with potential impact on the City’s wastewater system.

At the end of FY13, the Wastewater Division was executing more than 130 CIP projects in planning, design, or construction phases. Construction was completed on 17 projects totaling about \$184M in FY13.

The FY13 CIP budget for the wastewater program was about \$330M.

A primary driver of the program is the Global Consent Decree (GCD), which was issued on December 17, 2010. We are pleased to report, as of the third year of reporting ending June 30, 2013, we have met all milestones and conditions of the GCD.

Significant Construction Projects Underway

CONSTRUCTION

- Ala Moana Boulevard/Auahi Street Sewer Rehabilitation \$ 11,500,000
- Ala Moana Pump Station Forcemain No. 3 and No. 4.....\$117,200,000
- Kailua Treatment Plant and Collection System Odor Control..... \$12,400,000
- Sand Island Treatment Plant Expansion, Phase 2 \$67,500,000
- Sand Island Solids Treatment – Egg Shaped Digester\$29,200,000
- Wahiawa Treatment Plant Membrane Bioreactor System \$27,000,000
- Waikiki Sewer Rehabilitation/Reconstruction..... \$ 5,700,000

Significant Construction Projects Completed in FY 2013

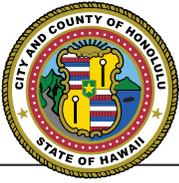
CONSTRUCTION

- Beachwalk Pump Station to Ala Moana Park Forcemain.....\$ 42,800,000
- Houghtailing Street Area Sewer..... \$ 11,700,000
- Saint Louis Heights Sewer Rehabilitation\$ 12,400,000
- Sand Island WWTP Expansion Primary Treatment, Phase 1\$ 91,100,000

The Wastewater Division, in coordination with our sister agencies of Environmental Services and the Department of Planning and Permitting, continues to ensure that our wastewater facilities safely and reliably serve the citizens of City and County of Honolulu.



Pearl City Bus Maintenance Facility photovoltaic system.



DEPARTMENT OF EMERGENCY MANAGEMENT

Melvin N. Kaku, Director

Peter J.S. Hirai, Deputy Director

GENERAL INFORMATION

The Department of Emergency Management (DEM) is established by Section 128-13, Hawaii Revised Statutes, and Section 6-103, Revised Charter of the City and County of Honolulu. The department's mission is to plan and prepare for, respond to, and recover from disasters to protect the public's health, safety and welfare. DEM responds to natural disasters (e.g. hurricanes, earthquakes, tsunamis, flooding, high surf, wild fires and high winds) and man-caused disasters (e.g. aircraft crashes, radiological and hazardous material releases, and marine and inland oil spills).

DEM oversees the City's Emergency Operations Center (EOC) where disaster response and recovery are coordinated. The EOC brings together state and federal government agencies and the private sector.

DEPARTMENT GOALS

1. Public awareness, preparedness, and educational programs that are critical for community level resiliency

2. Synchronization of public and private sectors to ensure seamless response and recovery
3. Sustaining City Emergency Operations Center (EOC) capability by facilitating event tracking, planning and management
4. All-hazard strategic planning: DEM addresses everything from a risk-based all-hazard approach, considering both natural and man-caused hazards

EMERGENCY OPERATIONS

DEM responded to, monitored, and supported many emergency and planned events during FY 2013. DEM was activated 43 days during FY 2013.

EOC activation occurred for the following major events in FY 2013:

- Tropical Cyclone Season: There were 9 named storms in the Eastern North Pacific from June through November, 2012; only one (Daniel) crossed into the Central North Pacific, or Hawaiian Waters.



City Emergency Operations Center activated for the 2013 annual Makani Pahili Hurricane Exercise.

- Between May and June 2013 a series of heavy storms caused multiple activations of the City’s EOC. Response events included road closures, reservoir monitoring, and flooding on roadways.
- Queen Charlotte Island Tsunami: On the evening of October 27, 2012, the City EOC was activated in response to an earthquake and subsequent tsunami. Waves reached the Oahu coastline but caused no damage.

PUBLIC AWARENESS, PREPAREDNESS, EDUCATION PROGRAMS

Public education programs supported more than 92 outreach events. Notable achievements in FY 2013 included:

- Participating in “Safe Communities Day” with 35 public safety partners at Leeward Community College
- Coordinating the 2nd Annual “Get Ready” Ewa Beach Emergency Preparedness Fair
- Supporting community-based emergency preparedness groups to be recognized as National Oceanic and Atmospheric Administration “StormReady” and “TsunamiReady” communities
- Fostering interoperability between the City, telecommunications companies, utilities, and the American Red Cross by sharing the City’s 800 MHz radio system
- Working with faith-based organizations to better prepare their communities and congregations
- Introducing a new mobile application, “Tips for First Responders,” designed to help emergency responders communicate and assist individuals with access and functional needs

VOLUNTEERS

The following volunteer programs provide auxiliary capability to DEM:

- Emergency Management Reserve Corps (EMRC)
- Radio Amateur Civil Emergency Service (RACES)

Over 200 trained, experienced, and dedicated volunteers provide support to the City during emergencies, disasters and other events. During FY 2013, volunteers participated in more than 17 community events and responded to more than 12 disasters, complementing City First Responders.

DEM coordinates the City’s Community Emergency Response Team (CERT) program. CERT promotes and teaches disaster preparedness and the development of neighborhood teams. Teams are trained to activate and assist their neighborhoods following a catastrophic disaster, until responders arrive. During FY 2013, DEM delivered 14 courses yielding approximately 210 graduates and four community or business-based teams.



DEM instructors (orange vests) brief Community Emergency Response Team (CERT) students (green vests).

OUTDOOR WARNING SIREN SYSTEM

The outdoor warning siren system provides early warning for disasters and emergencies. In FY 2013 it was upgraded to a new satellite system.

New sirens were installed at:

- Heeia Kea
- Kahuluu Regional Park
- Aiea Elementary School
- Kalihi Elementary School
- Ewa Villages Golf Course
- Sacred Falls State Park

Several other siren upgrades and new installations are in progress around the City.

New siren features include:

- Solar charged batteries
- Poles made of composite resin that resists termites and wood deterioration
- Elimination of moving parts apt to malfunction or break

TRAINING

In FY 2013, DEM instituted a monthly seminar for City departmental emergency coordinators (DEC). The seminars provide opportunities for the DECs to learn roles and responsibilities of other departments so that they may better collaborate during emergencies. Other training included:

- National Incident Management System (NIMS)
- Communications Unit Leader (COML) course
- Incident Command System (ICS) for responders
- Senior Leader Workshop for the City’s executive branch

DEM conducted several major emergency management exercises in FY 2013 that provided realistic training environments.

PLANNING

DEM leveraged a U.S. Department of Homeland Security funded Regional Catastrophic Preparedness Grant (RCPG) to improve security and resilience through the “Fix, Build, and Resource” process:

- Fix shortcomings in existing plans
- Build regional planning processes and planning communities
- Resource plans with identified needs
- Emergency / disaster preparedness products produced under the RCPG include:
 - City Continuity of Operations (COOP) Plans
 - Mass Fatality Management Plans
 - Pandemic Influenza Operations Plans and Field Operations Guides
 - State of Hawaii All-Hazards Logistics Framework Plan
 - Public Awareness Project Report

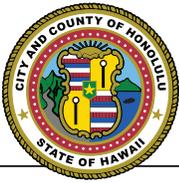
HONOLULU LOCAL EMERGENCY PLANNING COMMITTEE (LEPC)

The City and County of Honolulu LEPC was established as a result of the Superfund Amendments and Reauthorization Act (SARA) which became law in 1986 (PL 99-499). DEM is responsible for coordinating the City LEPC, which:

- Prepares and reviews hazardous material emergency response plans
- Evaluates resources for mitigation
- Receives facility chemical inventories
- Receives notifications of spills and releases
- Receives and processes requests for information from the general public

LEPC achievements during FY 2013 include:

- Active engagement with public agencies, private industry, and citizens to enhance the City’s hazardous materials (HAZMAT) program
- Participation in response exercises with response agencies and private industry
- HFD HAZMAT individual and team training, and specific hazard awareness training



HONOLULU EMERGENCY SERVICES DEPARTMENT

Mark K. Rigg, Director
Ian T. T. Santee, Deputy Director

POWERS, DUTIES, AND FUNCTIONS

The Honolulu Emergency Services Department (HESD) consists of Administration, Emergency Medical Services Division (EMS), and Ocean Safety and Lifeguard Services Division (OSLD). The Department is responsible for providing 1) an efficient, effective, and economical operation of the pre-hospital emergency medical care and advanced life support emergency ambulance service on the Island of Oahu; 2) a comprehensive ocean safety program for the Island of Oahu, to include lifeguard services such as patrol and rescue activities, and emergency response to medical cases on the beach and near shore waters; 3) injury prevention, public education, and disaster planning activities in coordination with other local, state, federal, and private organizations; and 4) physical and medical evaluations for personnel as required for their positions or maintenance of licensure or physical fitness standards as mandated by the city, OSHA, DOT or other regulatory agencies.

ADMINISTRATION

Administration is responsible for departmental operations to include establishing policy, overseeing the management of budgetary issues, managing public and media relations, providing guidance and training, managing and handling labor relations issues, and long range planning for services.

The Department continues to improve preparedness for man-made and natural disasters. Interoperable communications and partnerships with other public safety responders are being enhanced. Coordination of the Metropolitan Medical Response system and monitoring for health hazards at public events continue.

EMERGENCY MEDICAL SERVICES DIVISION

DUTIES AND FUNCTIONS

The Hawaii Revised Statutes place the responsibility for emergency medical services with the State's Department of Health (SDOH). Annually, SDOH contracts with the City to provide pre-hospital emergency medical care and emergency medical services on Oahu. The Revised Charter of the City and County of Honolulu tasks the Honolulu Emergency Services Department with developing programs and delivering services related to emergency medical care. The revised charter also appoints the EMS Division as the primary provider of emergency medical care, to develop and provide training and educational programs related to emergency medical services and other medical matters relating to public health and welfare.

Organization

The division is divided geographically into two operational districts.

There are a total of 20 ambulance units and two Rapid Response Units on Oahu. Ten EMS ambulance units and a Rapid Response Unit comprise District I (West Oahu), and 10 EMS ambulance units and a Rapid Response Unit comprise District II (East Oahu). Each of the EMS units is designated as an Advanced Life Support (ALS) unit. Each ambulance is staffed with two crewmembers and the Rapid Response Units are staffed with one. The ALS ambulances and the Rapid Response Units are staffed with at least one Mobile Emergency Care Specialist (paramedic) trained and authorized to perform invasive techniques under medical supervision and standing orders.

In addition to the field ambulance units, the EMS Division has five support elements: Communications, Specialty Services, Equipment, Supplies, and Vehicle Maintenance.

The EMS Communications Center receives 9-1-1 calls for assistance, dispatches ambulances, provides medical post-dispatch and pre-arrival instructions to the caller while paramedics are en route, coordinates communication between the paramedics and hospitals, activates co-responses by other public safety first responder agencies, activates and coordinates all helicopter evacuation missions, and maintains personnel schedules to ensure that the ambulance units are properly staffed.

The EMS Vehicle Maintenance Inspector coordinates the maintenance and repair of the EMS Division's ambulance and support vehicle fleet. The Automotive Equipment Services Division of the Department of Facility Maintenance performs major repairs and preventive maintenance at its Halawa Maintenance Facility.

The EMS Division Administration and Support Services are located at 3375 Koapaka Street, Honolulu, Hawaii 96819.

RESPONSES AND TRANSPORTS

The EMS Communications Center received 89,806 emergency 9-1-1 calls from the public, resulting in 84,692 ambulance responses with 51,307 patients transported to an emergency facility.

CO-RESPONSES

EMS works cooperatively to provide optimal responses to medical emergencies through a first responder co-response agreement with the Honolulu Fire Department, and the Ocean Safety and Lifeguard Service Division. Military response agencies also work cooperatively with EMS to

provide advanced life support medical care in and around military bases and housing areas.

TRAINING

MECSTP Training

On July 1, 1990, the Mobile Emergency Care Specialist Work-Study Training Program (MECSTP) was initiated. This apprenticeship program was established to develop and maintain an adequate supply of qualified advanced life support staff for the division's ambulance operations by implementing a three-year work-study program to recruit and assist employees enrolled in the Mobile Intensive Care Technician (MICT) training program at Kapiolani Community College (KCC).

Continuing Medical Education (CME)

The EMS Division provides support to ensure a high degree of EMS skill and knowledge is maintained by field paramedics, emergency medical technicians, and emergency medical dispatchers. The Division supports paid educational leave annually to ensure employee compliance with re-certification standards as required by the Hawaii State Board of Medical Examiners and the National Academy of Emergency Medical Services.

Clinical Training Partnership with Kapiolani Community College

The EMS Division provides clinical ambulance experience to EMT and MICT trainees of KCC and the University of Hawaii Community Colleges System throughout the State of Hawaii. During these clinical and internship periods, trainees gain valuable hands-on experience in actual pre-hospital emergency medical settings under the supervision and preceptorship of selected EMS Division paramedics.

Clinical Training for Other Providers

The Division provides clinical "ride-along" ambulance experience for medical students from the University of Hawaii, John A. Burns School of Medicine, the Navy's Emergency Medical Technician Program at the Marine Corps Base Hawaii (Kaneohe), Pearl Harbor, the Federal Bureau of Investigation, and various other nursing and EMS agencies, both civilian and military.

PROGRAM HIGHLIGHTS

In July 2012, Emergency Medical Services opened an ambulance unit in Ewa Beach in the wake of the closure of the Hawaii Medical Center West.

In the spring of 2013, Emergency Medical Services received six new ambulances to replace older vehicles.

Emergency Medical Services personnel aided with the relief efforts following the tropical super storm, Sandy.

Emergency Medical Services provided full medical assets along with Chemical, Biological and Radiological detection

at Ala Moana Beach Park during Memorial Day and Fourth of July activities.

OCEAN SAFETY/LIFEGUARD SERVICES DIVISION DUTIES AND FUNCTIONS

The Ocean Safety and Lifeguard Services Division (OSLD) conducts a comprehensive program of ocean safety for the City & County of Honolulu by providing lifeguard services along the 198 miles of Oahu's coastline. The services performed by City lifeguards include ocean rescue, emergency medical treatment, mobile patrol and response, and educational/prevention strategies directed toward the 18 million beach users on Oahu every year.

The Revised City Charter of the City and County of Honolulu tasks the Ocean Safety and Lifeguard Services Division as the primary responder to emergencies arising on the beach and near shore, and with training, educating, and developing risk reduction programs relating to ocean safety.

OPERATIONS

The Ocean Safety and Lifeguard Services Division provides tower-based and mobile response ocean safety service for Oahu's beaches and in the ocean waters from shore to one mile out, from 7 a.m. to 6 p.m. daily. Safety Operations serviced 18.1 million beachgoers in FY 2013.

Services include ocean condition hazard assessments, posting of hazard/warning signage, public address announcements regarding ocean and shoreline hazards, personal contacts with the public for public safety and general assistance (1.2 million), emergency medical responses (1,336 EMS transports), and ocean rescues (2,619).

Tower-based ocean safety services are provided at 33 locations. Of the 33 tower locations, 11 are equipped with all-terrain vehicles (ATV's) to assist with preventive actions and to enhance responses to medical and ocean rescue emergencies. In addition to the preventive and response service, the tower based service provides continuous vigilance for beach patrons and ocean users.

Ocean safety response service is provided at all beach locations where there is no tower based service by the division's 19 mobile response units. All mobile response units are integrated into the City's public safety response system via "911". Six of the 19 mobile response units are equipped with rescue craft capability. Rescue craft mobile response units are capable of responding to emergency medical and ocean rescue situations on the water under all ocean conditions regardless of surf height or location during daylight hours.

Division operations also provide management services to city, state, federal, and non-government agencies and organizations. The Division maintains hazard and risk assessments for all of the 189 beaches on the island of Oahu.

COMMUNICATIONS

Ocean safety operations are supported by the division's communications center. The center receives emergency assistance calls from the division's tower stations and mobile responder units, and coordinates co-response requests from other city, state and federal governmental agencies. Ocean safety also receives emergency response calls from the public and other agencies via the "911" system and the city's 800 mhz EDACS radio system, dispatching both tower and mobile responders to these emergencies.

The communications center is also responsible for alerting the community regarding beach and ocean related hazards as they occur. This is accomplished via the Internet at the www.hawaiibeachsafety.org website, or "hawaiibeachsafety" on Facebook. The division has recently added ocean safety Nixle alerts to its community alert system.

TRAINING

Ocean safety operations are also supported by the division's training unit. In addition to conducting recruit training and orientation for all new employees, the unit is responsible for ensuring division employees are compliant with certification requirements. Minimum certification for all tower station personnel includes: Federal Department of Transportation (DOT), professional first responder medical provider; United States Lifesaving Association (USLA), open water lifeguard, Class 1; and American Heart Association (AHA), advanced life support cardio-pulmonary resuscitation (CPR) provider.

The Ocean Safety and Lifeguard Services division is a certified open water lifeguard agency recognized by the United States Lifesaving Association (USLA).

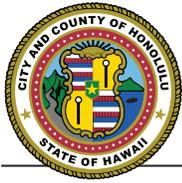
In addition to basic medical certification requirements, the training unit also provides emergency medical technician (EMT-B) certification and continuing medical education for the division's nationally registered EMT's.

The division is National Incident Management System (NIMS) compliant and the training unit regularly conducts Incident Command System (ICS) training and retraining to ensure continued compliance.

The Training Unit is also responsible for ensuring proper certification and training for all emergency vehicle operators, all-terrain vehicle operators, and rescue craft operators.

PROGRAM HIGHLIGHTS

- Junior Lifeguards: More than 200 teens, ages 13-17, participated in the division's Junior Lifeguard Program during the summer months. Two one-week sessions were conducted at four sites on Oahu (Ala Moana, Kailua, Ehukai, and Makaha). Junior lifeguards are taught ocean safety, first aid, and CPR skills during the program, as well as ocean and environmental awareness.
- Partnered with the United States Coast Guard for a first big surf rescue training exercise off Haleiwa on Oahu's north shore.



DEPARTMENT OF ENTERPRISE SERVICES

Gerald H. Saito, Director
Tracy S. Kubota, Deputy Director

POWERS, DUTIES AND FUNCTIONS

The Department of Enterprise Services (DES) operates and maintains the Neal S. Blaisdell Center, the Waikiki Shell, the Honolulu Zoo, and six municipal golf courses. The Department also coordinates the preparation, administration, and enforcement of city-wide concession contracts. DES is the only city department whose operating budget is primarily funded by public events and activities.

MISSION STATEMENT

DES' mission is to manage and market a diversity of community-oriented facilities and services for the use and benefit of the public, offering cultural, recreational, and educational opportunities and events on a self-supporting basis.

ORGANIZATION

DES is comprised of five program areas: Administration, Building Services Division, Customer Services Division, Golf Course Division, and the Honolulu Zoo Division. DES Administration directs and coordinates programs and operations of the Department's four divisions as well as manages all city-wide concession contracts. Concession-related activities continued to focus on strict enforcement of Waikiki Beach surfboard locker policies and procedures, ensuring concession contract compliance. DES continues to increase the effectiveness and efficiency of department-wide operations and improve customer service.

The Department encourages efficiency and operational cost savings by focusing on obtaining necessary resources, filling essential positions, and repairing and replacing aging facilities as well as obsolete equipment. As part of its ongoing strategy, department fees and rates are reviewed periodically, and any revenue enhancement proposals are carefully analyzed. Finally, the Department continues to aggressively market its facilities and services as well as promote work-related safety.

REVENUES	FY 2013
Concessions, Various Other Concessions.....	\$2,718,962
Auditoriums, Rentals, Services and Event Concessions	\$6,077,293
Golf Courses	
Green fees, Cart Rental, Food Concession, etc.	\$9,760,131
Honolulu Zoo Admission, Food Concession, Animal Sales	\$5,112,429
Total Revenues.....	\$23,668,815

HIGHLIGHTS

In FY 2013, DES implemented gradual fee increases at the municipal golf courses. These fee increases are necessary to continue to provide current levels of service. The Department also continues to incorporate resource conservation and cost-efficient improvements at department-wide facilities in order to reduce energy usage.

BUILDING SERVICES DIVISION

POWER, DUTIES, AND FUNCTION

The Building Services Division is comprised of Trades and Maintenance/Set-Up. It is the function of the Division to provide facilities support to the Blaisdell Center, Waikiki Shell, Honolulu Zoo, six municipal golf courses, and designated city concessions. The Trades Section consists of air conditioning, electrical, plumbing, painting, sound, stage lighting, and small engine repair technicians. The Maintenance/Set-Up Section crews provide grounds keeping, event set-up, custodial services, and maintenance for the Blaisdell Center and the Waikiki Shell, and supply general maintenance support for other facilities managed by DES.

The Building Services Division completed more than 150 maintenance and repair tasks.

ACCOMPLISHMENTS

The following are the Division's major accomplishments:

- The Building Services Division improved the functionality and appearance of various DES-supported facilities during FY13.
- The Set-up work crews completed 100% of their work orders. The custodial and groundskeeping crews continued to perform well at the Blaisdell Center's 440,000 square foot campus and the Shell's seven-acre site.
- The staff attended safety training for OSHA, spill prevention, and other safety measures. "Spill Prevention and Containment and Best Management Practices" (storm water management) training was completed.
- Several improvement, repair, and maintenance projects at the Blaisdell Center, Waikiki Shell, Golf Courses, the Honolulu Zoo, and concessions were performed with in-house resources. These included several paint-stripping projects in parking lots, painting of several areas at the Honolulu Zoo and Blaisdell, electrical and plumbing installations, and lighting retrofits.

CONCESSIONS MANAGEMENT

POWER, DUTIES, AND FUNCTION

Concessions Management plans, develops, and implements a city-wide concessions contracts program. The program involves the proposal, evaluation, development, and administration of commercial concessions contracts that provide a variety of different services on city property.

Concessions is responsible for identifying prospective city properties that may be suitable for commercial concessionaire operations, conducting comprehensive studies, and preparing analytical reports on the feasibility of contracting rights to operate commercial concessions on such properties, and recommending the types of commercial concessions that are appropriate for different properties. In FY13, concession related activities continued to focus on strict enforcement of all concessions with support from Budget and Fiscal Services Purchasing Division and Corporation Counsel to ensure compliance of contract terms and conditions.

ACCOMPLISHMENTS

The Division's major accomplishments in FY13 included:

- Bids awarded for the food concessions at the Ewa Villages Golf Course, the Hanauma Bay Gift Shop, Ala Moana Park, Kapiolani Park, and the Sandy Beach Lunchwagon.

CUSTOMER SERVICE DIVISION

POWER, DUTIES, AND FUNCTION

The Customer Service Division manages the business and patron operations of the Blaisdell Center and the Waikiki Shell. It seeks out extensive and varied entertainment choices for the people of Honolulu while maximizing revenues generated to support the Center's operations.

The Division comprises three sections: Sales and Marketing, Productions, and Box Office. Sales and Marketing is responsible for working with the local community to schedule bookings for the use of the Center and its facilities. They also support Productions with the various national touring events and new shows. Productions is responsible for producing shows in the various facilities of the Center and working with first-class event management teams from around the world, and providing residents and visitors with top-level performances in a comfortable and safe environment. Productions staff also manage the event food, parking, valet service, and novelty concessions. The Box Office manages the sale of all admission tickets to events at the Center. Customer Services Division continues to offer diverse quality and popular public entertainment that generates revenue, supports the local economy and is competitive on a national level.

ACCOMPLISHMENTS

The following are the Division's major accomplishments:

- The Arena hosted courtside sports and mixed martial arts events.
- Major concert events included a sold-out Journey concert, as well as James Taylor, Chicago, Santana, KC & Jo Jo, and Ludicris concerts.
- Country music concerts featuring Lady Antebellum and Alan Jackson were very successful.
- During its 9 week run, over 98,000 residents and visitors enjoyed the popular Broadway hit show, Wicked, which performed for the first time in Hawaii.
- FY13 sales at the Blaisdell Center reached one of its highest levels since the first 13-week run of Lion King in FY 2007. This resulted in \$6 million in revenues, which was greater than the Center's overall operating expenditures.

GOLF COURSE DIVISION

Power, Duties, and Function

The Golf Course Division operates and maintains six municipal golf courses which include five 18-hole courses (Ala Wai, Pali, Ted Makalena, West Loch and Ewa Villages) and one nine-hole golf course (Kahuku). Golf tournaments, club play, and daily reservations are scheduled via the automated tee time system.

Golf courses are evaluated for quality of playing conditions and facilities. Food concessions, along with pro shops and driving range, are monitored at various courses.

In its 17th year of operations, the automated tee time system continues to provide fair and equitable access to all golfers. More than 111,000 registered golfers are enrolled in the data base. Registration and photo identification cards continue to be done bi-weekly at Ala Wai, Pali, and Ted Makalena golf courses.

ACCOMPLISHMENTS

The following are the Division's major accomplishments in FY13:

- More than 3,000 golf ID cards were issued.
- More than 568 cards were sold in various denominations.
- FY13 is the second year of a planned three-year fee increase. Total rounds played were 442,362 which is a slight decrease from the previous year. However, green fee and cart fee rentals revenues increased to \$9.1 million from \$8.8 million in the previous year. The increase in revenues was due to the fee increase.

HONOLULU ZOO DIVISION

The Honolulu Zoo is a beautifully landscaped 42-acre zoological and botanical garden located within Kapiolani Park just steps away from Waikiki Beach. The Zoo provides residents and visitors to the islands opportunities to enjoy and learn about the world's tropical fauna and flora. The Zoo's mission is "to inspire the stewardship of our living

world by providing meaningful experiences to our guests.” The Zoo emphasizes Pacific tropical island ecosystems and our traditional values of *mālama* (caring) and *ho’okipa* (hospitality).

Capital and Other Improvements

In FY13, design work is in the process for a new hippo pool filtration system, reptile complex, Komodo dragon holding area, and Siamang gibbon exhibit. The new hippo pool filtration system will conserve the use of water and reduce sewer fees. The new reptile complex will house a variety of reptiles, amphibians, and other animals, and will utilize natural light to enhance the health and well-being of the collection.

The Association of Zoos and Aquariums (AZA), which is the leading accrediting organization for zoos and aquariums, renewed the Honolulu Zoo’s accreditation on April 9, 2012. In FY13, the Zoo is continuing to address concerns in order to prepare for the next accreditation inspection in 2016, including filling vacant positions and repairing and upgrading animal exhibits. The Honolulu Zoo is confident that it will continue to exceed the rigorous standards for animal care, education, wildlife conservation, and science.

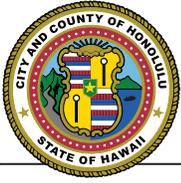
ACCOMPLISHMENTS

The following are the Division’s major accomplishments:

- FY13 was another banner year for the Honolulu Zoo, with revenues at \$4.2 million. While this year’s attendance of 663,699 was slightly lower than the previous year, the decrease was attributed to the renovation of the Honolulu Zoo and Waikiki Shell parking lots from March to June 2013, which required half of the parking lot to be closed.
- The Honolulu Zoo’s Facebook site recorded a one-day record-breaking number of visitors with the announcement of the delivery of three cubs to Moxy, our African lioness, on December 15, 2012. The cubs continue to be a popular draw for visitors to the Honolulu Zoo.
- On May 19, 2013, the Zoo hosted the Military Appreciation Day event, where 5,966 military personnel and dependents enjoyed free admission and refreshments offered by the Zoo and various sponsors.
- The City also sponsored a Bike to the Zoo Day on May 26, 2013, which supported this healthy and fun mode of transportation by providing free Zoo admission to bicyclers.



Lions continue to be a popular draw at the Honolulu Zoo where African lioness, Moxy, delivered three cubs in December, 2012.



DEPARTMENT OF ENVIRONMENTAL SERVICES

Lori M.K. Kahikina, P.E., Director
Timothy A. Houghton, Deputy Director
Ross S. Tanimoto, P.E., Deputy Director

DUTIES AND FUNCTIONS

The Department of Environmental Services (ENV) is responsible for the City’s wastewater, storm water, and solid waste disposal services. The Department operates and maintains sewer lines, treatment plants, wastewater pump stations, landfills, refuse/recycling pickup, cesspool pumping, and storm water permit program.

MISSION STATEMENT

The mission of ENV is to protect public health and the environment by efficiently and effectively managing the wastewater, storm water, and solid waste systems of the City and County of Honolulu.

VISION

ENV is viewed as a trusted environmental steward by the industry, citizens, and regulators to protect public health and the environment.

HIGHLIGHTS

Administrative Support

The wastewater program continued to meet all revenue bond and financial requirements. Estimated Wastewater Revenue for Fiscal Year 2013 is shown below:

WASTEWATER REVENUE FY 13 (ESTIMATES)

SEWER SERVICE CHARGES.....	\$353,152,181
WW System Facility Charges	4,032,256
Other Revenue.....	538,519
Total Wastewater Revenue	\$357,722,956

ENV continues to improve operations. The enterprise asset management system/computerized maintenance management system has been further enhanced by improved configurations, implementation of manuals of practice, and additional fiber connectivity to facilities.

Asset Management Program

ENV continues to place emphasis on the implementation of its department-wide asset management program, through the introduction of ENV’s newly designed Formal Work Planning Process in both of ENV’s wastewater-based operating divisions.

ENV Information Technology Enhancement

ENV continues to implement a number of initiatives in the 2005 and 2012 ENV IT Master Plans (ITMP). Major accomplishments and initiatives of FY 13 include:

- WAM C2HERPS Interface. The interface is currently

in the User Acceptance Testing Phase. Once completed, storekeepers will be able to create purchase orders and update stock items directly in WAM versus performing double-entry in the Work and Asset Management (WAM) system and C2HERPS system. The result will be greater efficiencies and cost roll-ups to respective assets.

- WAM Upgrade. Cost savings will be realized by moving the backend database from a Microsoft to Virtual Linux server platform. A new reporting tool, Oracle Business Intelligence (BI) Publisher will be integrated into the new system. This tool allows for a wider range of customizable reports and an interactive dashboard to display pertinent information drawn from the WAM database. Upgrade and preliminary system testing scheduled for early FY 14.
- HR Application. Phase 2 was successfully implemented. Phase 2 added increased search and sort capabilities, additional reports, and the ability to pull data automatically from the City’s ERP system.
- End User Computer Training. ENV continues to be the only department in the city to offer classroom training to end users needing to learn and apply the basics of computer operations. Additionally several WAM-specific classes were held to teach best practices in identifying assets and creating work requests.
- Networking. Infrastructure upgrades have continued with fiber optic connections nearly completed at Ala Moana Pump Station, Keehi Transfer Station and the Honolulu Refuse Yard. A fiber connection from the Waipahu Waste Division office and Maintenance office will be completed by in-house technicians. Wireless, line-of-sight solutions have been implemented at the Ala Moana and Keehi facilities while Oceanic Cable continues work on the fiber lines. The decision to switch from Hawaiian Telephone lines to City fiber will permit ENV facilities to transmit large amounts of data quickly and economically. It will also permit Design and Construction personnel at the Fasi Municipal Building to run real-time applications with those facilities to determine the best course of action for designing upgrades and enhancements.
- GIS. Changes were made to improve the usefulness and quality of the database for analysis and end users. New editing and quality control checks were incorporated to further ensure data accuracy. A new internal sewer mapping website was developed to replace the

desktop application for basic GIS users. This will give more users access to sewer information with many of the tools of the desktop application.

Wastewater Program Management and Long-Range Planning

ENV’s Program Management consultant provided technical and engineering services through Fiscal Year 2013 in support of ENV’s wastewater capital improvement program and critical operating and maintenance (O&M) programs. The objective was to assist ENV with timely and cost-effective engineering, management, and enhancement of wastewater operations, maintenance, and capital improvement programs, and to assist with various tasks and programs to meet the requirements of the 2010 Consent Decree and National Pollutant Discharge Elimination System (NPDES) permits. The consultant provided resource support to respond to ENV’s needs for technical expertise in specialized areas of wastewater operations, management, and capital improvement projects.

Long-range planning studies continued for the four largest wastewater service basins and their associated wastewater treatment plants (WWTP): Sand Island WWTP basin, Honouliuli WWTP basin, Kailua Regional WWTP basin, and Waianae WWTP basin. The planning studies evaluate the condition of existing infrastructure, the wastewater flow quantity and quality, anticipated growth where applicable, and recommend improvements and projects that are needed to meet the demands of the systems and ensure compliance with regulations. The update of the computer-based hydraulic flow models was significantly advanced in 2013. Work continued in 2013 on the island-wide plan for sludge and biosolids management, a very important part of the overall wastewater operation.

2010 CONSENT DECREE UPDATE

The consent decree of December 17, 2010, affecting the City, the United States Environmental Protection Agency, and the Hawaii Department of Health and several non-governmental organizations, outlines a program of improvements to the wastewater collection and treatment systems on the island of Oahu.

The City completed its third year, attaining every benchmark laid out in the Consent Decree. To date, the City has met 305 of 481 compliance milestones, including the most prominent one – the completion of the Beachwalk Emergency Force Main Project.

ENV CAPITAL IMPROVEMENT PROJECTS

The Department of Design and Construction provides a complete list of all city construction projects:

Wastewater Treatment and Disposal Division Projects

Kailua Regional Wastewater Treatment Plant (RWWTP) – Re-Roof Maintenance and Storage Buildings (completed)\$236,300

Kailua RWWTP – Re-Roof Operators Building (on-going)\$45,000
 Waianae WWTP–Re-Roof Primary Clarifier, Laboratory and Pump Station Buildings (on-going)\$286,000
 Energy Savings Performance Contract for Kailua RWWTP (on-going) \$6,054,178

Environmental Quality Division Projects

Storm Drain Outlets near Ala Wai Canal (completed).....\$449,445
 Storm Drainage BMPs in the Vicinity of Wahiawa Reservoir (completed)\$378,290
 NPDES Erosional Area Improvements at Kailua Corporation Yard (completed) \$102,531
 NPDES Erosional Area Improvements at Kumuhau Street (completed) \$370,390
 NPDES Erosional Area Improvements at Mokulama Street (on-going).....\$202,567
 HFD Waipahu Vehicle Maintenance Facility NPDES Improvement (on-going)\$1,430,405
 HPD Kalihi Station NPDES Improvements (on-going) \$848.905
 Storm Drainage BMPs in the Vicinity of Kaelepulu Pond - Kamahele Ditch (on-going)\$392,920
 Storm Drainage BMPs in the Vicinity of Kaelepulu Pond – Catch Basin Impvts. (on-going).....\$205,205

Collection System Maintenance Division Projects

Rehabilitation of Sewer Lines on Oahu (IDIQ2, completed in FY13) \$6,431,945
 Rehabilitation of Sewer Lines on Oahu (IDIQ2, on-going)..... \$18,153,677
 CCTV Inspection Services, Area A (IDIQ3, on-going)\$5,404,008
 CCTV Inspection Services, Area B (IDIQ3, on-going) \$3,291,794
 Rehabilitation of Sewer Lines on Oahu (IDIQ4, on-going)..... \$12,883,777

Refuse Division Projects

Solid Waste-to-Energy Facility H-POWER Expansion (substantially complete)\$302,840,025
 Solid Waste-to-Energy Facility H-POWER Refurbishment (on-going) \$11,636,003
 Waipahu Ash Landfill Closure (completed in FY13) \$ 15,096,498
 Refuse Facilities Improvements at Various Locations (on-going)\$1,350,000
 Kapaa/Kalaheo Landfill Gas Flare System (completed in FY13)\$2,250,000
 Waipahu Incinerator Site Closure (on-going) \$853,289

Oahu Secondary Landfill Site Selection
Study (on-going).....\$1,300,000

NACWA's Peak Performance Awards

This program recognizes the National Association of Clean Water Agencies (NACWA) member agency facilities for excellence in wastewater treatment as measured by their compliance with NPDES permits. The City received four Peak Performance Awards this past year:

Gold Award - 2012

Wahiawa Wastewater Treatment Plant
Waianae Wastewater Treatment Plant

Silver Award – 2012

Honouliuli Wastewater Treatment Plant
Kailua Regional Wastewater Treatment Plant

DIVISION OF COLLECTION SYSTEM MAINTENANCE (CSM)

CSM cleaned 663 miles and inspected with closed circuit television (CCTV) camera system 47 miles of sewer pipes. CSM also responded to 1,490 sewer complaints and performed 141 repairs.

A state-of-the-art, digital scanning pipe inspection system was acquired and is being integrated into CSM's operation. Other modernization efforts include new sewer cleaning combination jetter-vacuum trucks, rotating jetter nozzles, jetter-propelled camera pipe inspection system, and portable multi-gas detectors for sewer workers.

With the new Beachwalk force main construction

completed, CSM now operates two force mains for the Beachwalk Pump Station and can readily divert flow and temporarily shutdown either one for maintenance.

CSM implemented a two-year cycle preventive maintenance program for the 662 low pressure sewer systems under its maintenance jurisdiction.

CSM includes a team of consultant engineers and construction inspectors who implement and deliver multi-year gravity sewer condition assessments and maintenance construction programs.

DIVISION OF ENVIRONMENTAL QUALITY (EQ)

The Storm Water Quality (SWQ) Branch administers the City's National Pollutant Discharge Elimination System (NPDES) Municipal Separate Storm Sewer System (MS4) permit. SWQ developed the Storm Water Management Plan for the permit period ending September 8, 2014, and submitted it to DOH on June 22, 2012. The branch is currently working on its FY 13 Annual Report due October 2013, that will also serve as the reapplication for the next five-year permit beginning September 8, 2014. The State DOH reissued the City's MS4 permit, effective June 24, 2011.

The City's SWMP includes public education/outreach, public participation/involvement, illicit discharge detection and elimination, construction site runoff control, post-construction site runoff control, and pollution prevention/good housekeeping. The public education and outreach includes general audiences and targeted industries, utilizing radio, TV, print media, workshops, partnerships, and community cleanups as part of the Adopt-A-Block and Adopt-A-Stream



Two new Vector trucks join the CSM fleet.

programs. Major outreach events were held, including the Mauka to Makai Expo at the Waikiki Aquarium, where attendance exceeded 3,000, as well as cleanups along the Pearl Harbor Bike Path, from East Loch to Kapakahi Stream in Waipahu, and in Nanakuli. The events were part of Make-A-Difference Day in October.

More than 4,300 employees participated in the annual NPDES training program, that included classroom and self-directed web-based training. Topics included an overview of the regulatory requirements and the City's SWMP, construction and post-construction plan review, construction Best Management Practices (BMP) inspections, illicit discharge identification, investigation and enforcement procedures, chemical and pesticide application, and the implementation of various structural BMP along with good housekeeping measures.

The City's MS4 permit required that the City implement Low Impact Development by June 2013. The branch assisted the Department of Planning and Permitting (DPP) with revising the drainage standards for Low Impact Development (LID), and has given LID presentations to several groups, including ASCE, ACECH, GCA, AIA, and LURF. Intensive workshops were provided to planners, architects, and engineers in April 2013. The revisions were adopted in December 2012, and became effective on June 1, 2013.

During FY 13, the SWQ Branch performed 284 investigations, mailed 28 informational letters and 129 warning letters, while issuing 15 notices of violations with fines. The branch inspected 400 industrial/commercial businesses and conducted 81 construction BMP compliance inspections of both private and city project sites, as well as 174 inspections of post-construction BMP, such as detention basins or filtration devices. The branch monitors several streams including Manoa, Palolo, Makiki, and Kapaa.

The branch manages CIP projects for structural BMPs at storm drains along the Waikiki Coast and outfalls in the Ala Wai Canal, Kuapa Pond, Kaelepulu Pond, Salt Lake, Wahiawa Reservoir, and Chinatown, as well as a project to address erosion prone areas island-wide. Additionally, the branch is focusing on three watershed management studies within the Ala Wai, Waiialua-Kaiaka, and Central Oahu watersheds. The branch is tasked with inspecting the City's drainage system, including catch basins, manholes, pipes, and inlets/outlets. The branch is also involved with managing planning studies for Honolulu Police Department (HPD), Honolulu Fire Department (HFD), Department of Enterprise Services (DES), and Department of Parks & Recreation (DPR) to evaluate their existing facilities and determine the need for structural improvements in accordance with NPDES requirements. Priority facilities within each of these departments were forwarded to DDC for design and construction.

The Regulatory Control Branch (RCB) issued 601 Industrial Wastewater Discharge Permits requiring grease interceptors and/or pretreatment devices (silver recovery



Sanitary Chemist Christine Ma works in ENV's Biology Laboratory located at the Sand Island WWTP, where Whole Effluent Toxicity (WET) testing is performed.

units, oil water separators, etc.). RCB performed 247 project reviews on building permit projects proposing to install grease interceptors. RCB issued 388 Wastewater Discharge Order notices, 38 Warning Letters, 13 Letters of Order, and 11 Notices of Violations. ENV distributed approximately 635 cubic yards of biosolids compost from the Laie Water Reclamation Facility and 2,648 dry tons of biosolid pellets from the Sand Island Synagro facility. The Honouliuli Water Reclamation Facility dispersed an average of 8.5 million gallons per day of recycled water. RCB continued with its implementation and outreach on Grease Interceptor Program Compliance. RCB focused on community groups, neighborhood boards, and trade shows, while educating industries and the public about the responsible use of the City sewer system.

The Monitoring and Compliance Branch (M&C) continues to oversee compliance of the City's eight wastewater treatment plants with their applicable NPDES, Underground Injection Control (UIC) permits, and air quality permits. Additionally, M&C assists RCB overseeing compliance at the Laie Wastewater Reclamation Facility. This work includes submitting annual assessment reports on the four largest facilities, applying for required permits, while tracking, compiling and submitting daily, monthly and annual data to DOH and EPA as required. Furthermore, the branch supports the operations division by addressing compliance issues at the facilities. The branch's Oceanographic Team continues to perform intensive monitoring of receiving waters for all of the City's ocean outfalls as required under

various permits. The monitoring process includes diving to collect fish, sediment samples, and inspecting the outfalls by deploying instruments at nearshore and offshore stations to track conditions at various depths. The Oceanographic Team supports compliance with air permits by assisting with air quality monitoring. Currently, the team daily monitors the Sand Island WWTP.

The Water Quality Laboratory (WQL) performs diversified analytical procedures to monitor industrial wastewater going into the City’s treatment system, the discharges from eight wastewater treatment plants (WWTP), and the receiving water environment. Laboratory analyses include measurements of physical/chemical properties, including metals, pesticides, microbiological examination, and biological assays. Additionally, WQL conducted 40,814 analyses on 17,202 samples in FY 13.

DIVISION OF WASTEWATER TREATMENT & DISPOSAL (WTD)

The Division of Wastewater Treatment and Disposal collected about 100 million gallons of wastewater daily from toilets, sinks, drains, schools, and businesses on Oahu.

Through a 2,100-mile collection system, wastewater progresses through 70 pump stations and four preliminary treatment facilities before reaching one of nine wastewater treatment plants (WWTP) for processing. See, “Treatment Plant Flowchart FY 13” for the statistics on each of the nine wastewater treatment plants. Once it arrives, wastewater is screened to remove debris, organic solids, and treated to different levels – primary to tertiary – depending on the sophistication of the plant. After the wastewater is processed, it is then discharged back into the environment through injection wells, reservoir, or ocean outfalls.

REFUSE DIVISION

The Refuse Division plans, directs, and coordinates programs for solid waste management for the City. The division provides refuse collection services and an integrated management system for waste reduction and disposal of solid waste, including recycling, waste-to-energy recycling

(H-POWER), and landfilling. The division operates and maintains refuse transfer stations, refuse convenience centers, and sanitary landfills.

In FY 13, H-POWER received 660,604 tons of municipal solid waste (MSW) and the Waimanalo Gulch Sanitary Landfill received 87,622 tons of municipal solid waste. Recycling data is collected on a calendar year. For CY 12, 667,063 tons were recycled, including general material recycling along with construction and demolition recycling. The goal of the Refuse Division is to reduce waste to the landfill.

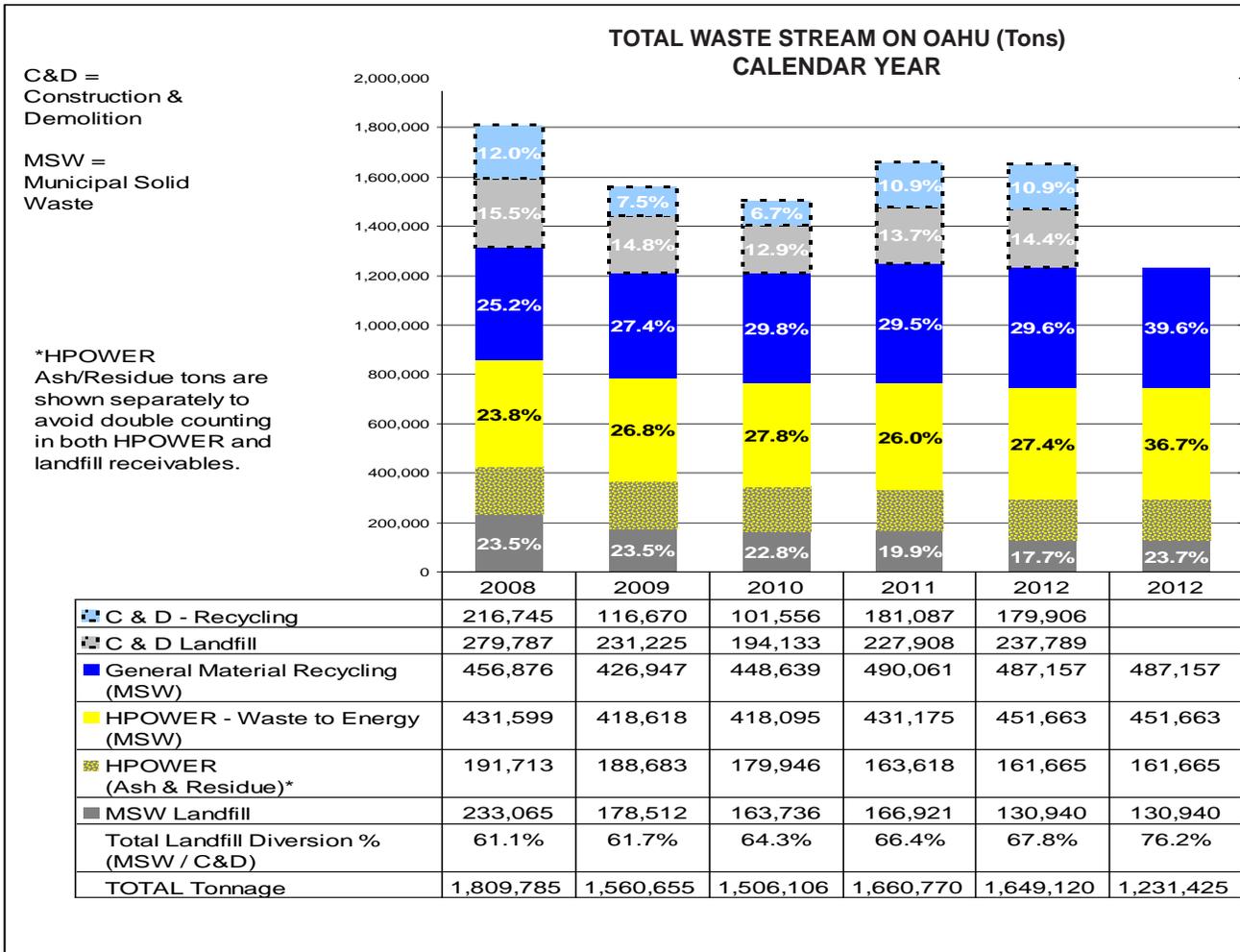
The data in the chart “Total Waste Stream On Oahu,” shows how Oahu’s waste has been diverted from the landfill through recycling and waste-to-energy. The general trend reflects annual increases in recycling and waste-to-energy, and decreases in landfill disposal. In comparing the most recent years, overall waste generation decreased significantly between 2008 and 2011, most likely due to the down-turn in the economy. Total waste generation dropped from 1.8 million tons in 2008 to 1.5 million tons in 2010. A slight increase was noted in 2011, with rates leveling off in 2012. Although recycling tonnages appeared to remain somewhat flat until 2011-2012, recycling rates as a percentage of the total waste stream, increased proportionally. The general material recycling rate increased from 25 percent (2008) to almost 30 percent (2012). The total landfill diversion rate rose from 61 percent (2008) to nearly 68 percent (2012), with continued reductions of waste disposed in the landfill.

Total waste includes construction/demolition debris. There are two landfills on Oahu: the City’s Waimanalo Gulch Sanitary Landfill (WGSL) designated for municipal solid waste (MSW); and the private PVT Landfill, which is permitted for construction and demolition debris. When analyzing MSW only and landfill diversion specific to WGSL, the landfill diversion rate achieved through recycling and waste-to-energy is more than 76 percent and the general material recycling rate is almost 40 percent.

The H-POWER expansion started commercial operations in August 2012, four months ahead of schedule and on budget. The expansion adds a third boiler with an additional

TREATMENT PLANT FLOW CHART FY 13

TREATMENT PLANT	MILLIONS GALLONS TREATED (MGD) ANNUALLY	AVG MGD PER DAY
HONOULIULI	9204.94	25.22
KAHUKU	72.54	0.20
KAILUA	3788.13	10.38
LAIE	156.54	0.43
PAALAA KAI	28.64	0.08
SAND ISLAND	21031.56	57.62
WAHIAWA	593.68	1.63
WAIANAE	1249.37	3.42
WAIMANALO	192.46	0.53
TOTALS	36,317.85	99.50



33 megawatt turbine/generator and mass burn processing, enabling the facility to divert more bulky combustible waste from the landfill. The expansion increases capacity by an additional 300,000 tons per year. The combined H-POWER facility now has the capacity to process 2,900 tons per day or 900,000 tons per year, diverting approximately 90 percent of that volume from the landfill and generating up to 73 megawatts of daily power for sale to Hawaiian Electric Company (HECO).

Additionally, a steam bypass dump condenser was installed that allows for continued operation of the mass burn unit boiler to process waste when the turbine/generator is off-line. The main purpose of this system is to reduce waste to the landfill and to increase the ramp-up/ramp-down rate of the turbine to accommodate HECO power needs.

During FY 13, the City initiated projects to divert additional waste from the landfill to H-POWER, including sewage sludge, tires, and automobile shredder residue (ASR). The sludge receiving station has been designed; construction is pending a modification to the H-POWER air permit. H-POWER conducted demonstration tests for processing tires and ASR and will submit its findings and recommendations to the State Department of Health for

final determination. H-POWER has also been identified as suitable to accept medical waste, combustible construction and demolition (C&D) waste, used oil, expired pharmaceuticals, and limited quantities of explosives, including fireworks and flares.

H-POWER is currently within a five-year schedule to refurbish and replace major equipment in the Refuse Derived Fuel (RDF) facility. Projects completed or in progress during FY 13 included:

- Replacement of the original boiler waterwall tubes for improved availability
- Replacement of original deteriorating 5-cell wooden cooling tower with fiberglass structure
- Upgrade of main condenser with titanium tubes and tubesheets for improved performance
- Replacement of drum magnets for improved ferrous metals recovery
- Replacement of secondary shredders
- Improvements to in-feed conveyors, grapples, and RDF metering bins
- Upgrade to system controls

Curbside recycling continued through its third year of island-wide operation. The expansion, completed in May 2010, included all 160,000 homes with automated collection service island-wide. The three-cart collection system provides a blue cart for mixed recyclables, green cart for green waste, and gray cart for refuse. Refuse in the gray cart is collected once per week, while the blue/green recycling carts are also collected once per week on alternate weekly schedules. During FY 13, participating households recycled about 21,600 tons of mixed recyclables and 53,300 tons of green waste, both rates reflecting slight increases from the previous year. The blue cart mixed recyclables generated net revenue to the City of \$55 per ton for a total of \$1.2 million for the year.

Landfill and expansion operations continue at WGSL. Activities during FY 13 included general site excavation, cell construction in the expansion area, closure of the lower east section, MSW landfilling in Cells E-5, E-6 and E-7, and ash landfilling in Cell E-8.

Final closure of the lower east section began June 2012 and was substantially completed December 2012. Excavation of Cell E-8 is expected to be completed September 2013, when the final cell in the expansion area (Cell E-9) will begin. Excavation of Cell E-9 is expected to be completed by June 2014. Closure of the original ash monofill, located at the base of the landfill, is scheduled to begin December 2013 and is expected to be completed in mid-2014.

The special use permit (SUP) for operations at WGSL was approved June 2010. The permit allows expansion of the landfill but had included a condition that after July 2012 only ash and residue would be accepted. As the landfill is an essential component of the City's overall integrated solid waste management plan, the City appealed this condition to the Supreme Court and petitioned the State Land Use Commission (LUC) to amend the conditions. In May 2012, the Supreme Court ruled in favor of the City and ordered the matter remanded to the Circuit Court and LUC for action. On September 2012, the LUC decided to remand the Supreme Court case to the Planning Commission (PC) with a recommendation to consolidate the two cases. In February 2013, the PC continued its consideration of the LUC request to consolidate based upon the parties' representation that they intend to file a joint recommendation. The landfill will continue operations under the current SUP while the deadline for receipt of MSW is resolved by the LUC.

REFUSE STATISTICS FOR FY 13

Administration

Revenue

Refuse Business Premise Collection	\$484,177
Refuse Disposal (WGSL & Transfer Stations) ..	\$4,545,971
H-POWER Disposal Tip Fees	\$39,079,997
H-POWER Electricity Sales	\$62,041,843
H-POWER Metals Recovery	\$4,562,000
Recycling Surcharge	\$4,980,996
Recycled Materials Recovery	\$2,330,000

DISPOSAL	TONS
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MSW Received H-POWER	660,604
MSW Received WGSL (not including Residue, UAW or Ash)	87,622
H-POWER Residue	46,348
H-POWER Unacceptable Waste (UAW)	902
H-POWER Ash (wet weight)	123,715

Transfer

Convenience Centers (to WGSL and H-POWER)	29,071
Transfer Stations (to WGSL and H-POWER)	186,362

Recycling

ENV managed collection systems (curbside, community recycling bins, bulky items, convenience centers)	
Office Paper (City Agency Buildings)	105
Batteries	100
Propane Tanks	70
Tires	820
Metals (Bulky Collection and Convenience Centers)	2,610
Mixed Recyclables (Curbside Collection)	21,600
Metals (H-POWER ferrous and non-ferrous)	21,700
Green Waste (Curbside, Convenience Centers, Drop-off)	69,200

Curbside Collection

Bulky Items (to recycling)	2,610
Mixed Recyclables (to recycling)	21,600
Green Waste (to composting)	53,300
Refuse and Bulky Items (to WGSL, H-POWER)	255,000



DEPARTMENT OF FACILITY MAINTENANCE

Ross S. Sasamura, P.E., Director and Chief Engineer
Eduardo P. Manglallan, Deputy Director

POWERS, DUTIES, AND FUNCTIONS

The Department of Facility Maintenance (DFM) administers the City's repair and maintenance programs for roads, bridges, streams, flood control systems, traffic signs, buildings and office facilities. It also administers maintenance and repair programs for many city vehicles and heavy equipment. It is responsible for mechanical, electrical, and electronic equipment and facilities for parks, street lights, and communication centers. The Department provides property management and parking garage management, employee parking services, security, interdepartmental mail services, and provides heavy vehicle and equipment training support to city agencies.

ORGANIZATION

Three major divisions comprise the Department: Automotive Equipment Service (AES), Public Building and Electrical Maintenance (PBEM), and Road Maintenance (DRM). The Office of the Director and Chief Engineer directs and oversees programs and services. It also oversees garage management and property management activities for seven public garages, two parking meter operated garages, 13 municipal surface parking lots, and 13 residential and commercial properties.

HIGHLIGHTS

The City selected a buyer for the leasehold interest in 12 housing properties owned by the City; closing of the sale is expected to be completed before the end of fiscal year 2014.

In addition, PBEM installed LED street lights in Manoa, Kahala, Nuuanu, and Mililani Mauka as part of a pilot project. Street lighting crews maintained 47,999 street lights, and responded to 535 emergency calls.

The City is continuing implementation of the Pavement Management System (PMS), and DRM is further developing its Pavement Preservation program designed to apply cost-effective treatments (such as slurry seal coatings, crack sealing, and other less costly maintenance techniques) to prolong roadway life and reduce the rate of roadway deterioration. A total of 51,647 potholes were patched at locations identified through the pothole hotline and other means. The City is utilizing technology to allow the public to report potholes via a smart phone application.

DIVISION OF AUTOMOTIVE EQUIPMENT SERVICES

DUTIES AND FUNCTIONS

The Division of Automotive Equipment Service (AES) plans, directs, coordinates, and administers all programs

and activities associated with the maintenance and repair of the automotive, heavy vehicle, and construction equipment fleets of most city departments and agencies (with the exception of the HFD, HPD, the BWS and HART). It also prepares plans and specifications for the purchase of new vehicles and equipment. The Division has the following vehicles/equipment under its jurisdiction: 1,922 on-road/highway vehicles, 220 off-road/non-highway units, and 191 miscellaneous pieces (e.g., trailers, forklifts, compressors, generators, etc.) for a total of 2,333 pieces.

ORGANIZATION

The Division is organized into four activities: Administration, Storekeeping, Service & Lubrication, and Repair and Maintenance.

The Administration activity includes the Preventive Maintenance & Production Control Branch, and the Driver and Equipment Operator Training Branch. The Preventive Maintenance & Production Control Branch is responsible for all preventive maintenance and inspection scheduling, production control, work order data processing and review, quality assurance, and disposal of replaced vehicles/equipment. It is the primary custodian of the City's computerized fleet management system. The Driver and Equipment Operator Training Branch is responsible for planning, developing, coordinating, and implementing a comprehensive driver improvement and evaluation program. This includes fleet safety for a major operating agency, and conducting skills and road performance tests for driver license upgrades. This branch is also responsible for providing heavy vehicle and equipment operator qualification training and certification.



AES mechanic inspects a Ford Escape Hybrid from the city's fleet.

Storekeeping is responsible for the acquisition, storage, issuance, and disposal of tools, equipment, replacement parts, accessories, general supplies, and solicitation of private contract equipment and vehicle repair services for the entire division. It is also responsible for processing the division's purchase orders and purchase requisitions.

The Service and Lubrication activity provides fueling, tire repair/replacement and maintenance, lubrication, and cleaning of all equipment supported by this division. Rural fueling stations are located throughout Oahu at City and County Corporation Yards operated by the Division of Road Maintenance. The BWS and some state and federal agencies purchase fuel from AES stations when fuel is not available at their own locations.

The Repair & Maintenance Branch is the division's major operational activity. The Repair and Maintenance sections include the Halawa Automotive Repair Shop, Construction Equipment Repair Shop, Welding Shop, Body and Fender Shop, Pearl City Automotive Repair Shop, Kapaa Automotive Repair Shop, and the Light Equipment Repair Shop.

ACCOMPLISHMENTS

The City is continuing its commitment to reduce the impact of its fleet on the environment and Hawaii's dependence on fossil fuels by replacing older vehicles with hybrid and fuel-efficient vehicles for the Motorpool fleet, and by using alternative fuels such as biodiesel, propane, and ethanol blended gasoline. In an effort to further reduce harmful diesel emissions, the City installed diesel particulate filters (DPF) on five vehicles. The Division is aware of recent developments with regard to electric and hybrid vehicles and is currently evaluating the feasibility of incorporating these types of vehicle into the fleet.

In addition, the City participated in a biodiesel project with TheBus in which twenty buses were selected to operate on biodiesel (B20) for approximately six months. The project was funded by a grant from the Environmental Protection Agency (EPA) to Honolulu Clean Cities, who in turn provided the grant to the City.

PUBLIC BUILDING AND ELECTRICAL MAINTENANCE DIVISION

DUTIES AND FUNCTIONS

The Public Building and Electrical Maintenance Division (PBEM) repairs, maintains, and renovates programs for all public buildings and appurtenant structures including street, park, mall, outdoor and other city lighting and electrical facilities, as well as communication facilities on Oahu that are under the jurisdiction of the Department. The Division provides daily custodial and utility services for a number of these facilities. PBEM also manages city employee parking, motor pool and security services for Honolulu Hale, Kapolei Hale, Frank F. Fasi Municipal Building (FMB), Civic Center Parking Structure, and other city facilities.

ORGANIZATION

The Division is organized into three branches and one operations section: Repair and Maintenance (R&M), Traffic Electrical Maintenance Services (TEMS), Custodial and Utility Services (CUS), and Security and Employee Parking Operations (SEPO).

The R&M Branch includes eight sections: Air Conditioning, Carpentry, Electrical, Masonry, Painting, Plumbing, Mechanical Repair, and Building Maintenance Repair. This branch provides skilled trades and support personnel to repair, maintain and perform renovation work on all public buildings under the jurisdiction of the Department. This branch also operates a cabinet making shop for the construction of custom designed furniture.

The TEMS Branch includes four sections: Electrical Maintenance Services, Electronic Maintenance Services, Central Warehousing, and Shop Operations. The branch performs construction, installation and maintenance work for street, park, mall, indoor and outdoor lighting, electrical and communication facilities. It also operates a central warehouse and electrical shop. A night crew is maintained to respond to related trouble calls.

The CUS Branch includes five sections: Honolulu Hale, FMB, HPD Headquarters, Carpet Cleaning, and Utility Services. This branch provides custodial and utility services for the following city-owned and leased facilities: HFD Training Center, rural police stations, Waianae Neighborhood Community Center, Repair and Maintenance Facility, Hauula Civic Center, Kapahulu Motor Vehicle Inspection, Soil and Material Testing Lab, Waipahu Fire Maintenance and Storeroom Facility, Medical Examiner Facility, Iwilei Health Services Facility and HPD Training Facility. Custodial services were provided for Honolulu Hale and its annexes, FMB, HPD Headquarters, HFD Headquarters, Airport Industrial Center, Walter Murray Gibson Building, Government Office Building, Dan Liu Building, Kapolei Police Station, Kapolei Hale, City Square Driver License Facility, and Motor Vehicle and Licensing Division at Chinatown Gateway Plaza.

ACCOMPLISHMENTS

The R&M Branch completed 4,451 work orders to accomplish its preventive maintenance program, and repair and maintenance projects.

The TEMS Branch accomplished the following:

- (1) Maintained 47,999 street lights by replacing 10,047 defective or burned out lamps, 5,183 photocells, and 1,152 luminaries. Responded to 535 emergency calls, completed 331 joint-pole changeovers, and logged in 21,607 miles in the performance of night duties.
- (2) Completed repair and maintenance work for the indoor and outdoor lighting at various parks and recreation centers and botanical gardens for the De-

partment of Parks and Recreation, and at Hanauma Bay and Honolulu Zoo for the Department of Enterprise Services.

- (3) Tested and maintained civil defense sirens and also HPD and HFD antennas.
- (4) Installed special event banners on street light poles in the Downtown and Waikiki areas for the Honolulu Festival, Pro Bowl, Pan-Pacific Festival, Lantern Floating Festival, Sony Open in Hawaii, Honolulu City Lights and Public Workers' Electric Light Parade, and for special events at the Hawaii Convention Center.
- (5) Assisted Oahu Civil Defense in the maintenance and repair of the electronic equipment for the rain gauge at the Kawainui Marsh and Maunawili Stream.

DIVISION OF ROAD MAINTENANCE

DUTIES AND FUNCTIONS

The Division of Road Maintenance (DRM) maintains all streets and municipal parking lots under the jurisdiction of the City and County of Honolulu and renders pavement maintenance to private roadways open to public use. DRM maintains city-owned streams, channels, ditches, and other flood control and storm drainage systems located throughout the island of Oahu. It also enforces the maintenance of privately owned streams.

The Division enforces the Stored Property, Sidewalk Nuisance and Pedestrian Use Zone ordinances in coordination with other city agencies to address illegally stored items on city property. The Division also performs dead animal pickup services and provides assistance to the Department of Environmental Services' Division of Refuse Collection and Disposal to supervise some of their rural area refuse collection operations. Another key responsibility of DRM includes emergency work generated by heavy rains, wind, tsunamis, earthquakes, and other natural disasters. DRM is also often called upon to assist other city agencies and departments in special situations and emergencies.

ORGANIZATION

The Division carries out its duties with personnel operating out of 11 corporation baseyards. Four baseyards (Honolulu, Sand Island, Auahi Street, and College Walk) service the Honolulu district. Rural baseyards are located in the districts of Kailua, Kaneohe, Pearl City, Laie, Waialua, Wahiawa, and Waianae.

The Honolulu baseyard is organized into eight major sections: Roadside, Storm Drain and Stream Cleaning, Street Sweeping (Sand Island), Clean Team (College Walk), Masonry and Carpentry, Road Pavement Maintenance and Repairs, Signs and Markings, and Equipment Pool. Crews from the last four sections also provide support to the rural districts. The Kailua, Kaneohe, Pearl City, Laie, Waialua, Wahiawa, and Waianae baseyards are organized to retain

operational flexibility in providing numerous services required at various demand levels.

ACCOMPLISHMENTS

In-house crews resurfaced 18 lane miles of roadways and provided extensive interim repairs to numerous roadways island-wide. A thin asphalt overlay on deteriorated pavement areas minimizes further deterioration and provides a better riding surface until contract resurfacing funds become available.

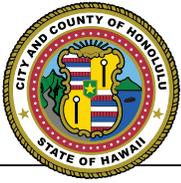
DRM is in the process of implementing its Pavement Management System (PMS), with the assistance of Professor Adrian Ricardo Archilla of the University of Hawaii, that will develop and establish an updated program for tracking the street inventory, condition of the roadway pavement, and history of past repairs. This information will be used to plan roadway rehabilitation projects and direct the appropriate roadway maintenance and repair treatments.

The Division is concurrently working with the Hawaii Asphalt Paving Industry (HAPI) in the development of a Pavement Preservation program, which will be a critical ingredient to the overall effectiveness of the PMS. The PMS will help prioritize projects to rehabilitate badly deteriorated city roads, while identifying pavement preservation treatments such as slurry seal coatings, crack sealing, and other less costly maintenance techniques to prolong the roadway's service life and reduce the roadway deterioration rate that will substantially lower city costs.

In conjunction with the Department of Information Technology, the pothole hotline and online problem-reporting program received further enhancements through smart phone applications. A total of 51,647 potholes were patched at locations identified through the pothole hotline and other means.

The Division also continued to support the Adopt-A-Stream and Adopt-A-Block programs. Volunteer groups have officially adopted and cleaned streams, and adopted sidewalk areas for litter pickup and graffiti removal. Volunteer groups such as the Lion's Club and Hawaii Government Employees Association participated in sidewalk patching events in Waikiki, Downtown, and other areas to improve the safety of our sidewalks and minimize the tripping hazards.

This fiscal year, the Division performed numerous Stored Property Ordinance enforcement actions, and removed and stored personal property that was illegally stored on city sidewalks and other city property at locations such as Aala Park, Iwilei, Moiliili, Ala Wai Promenade, Thomas Square, Crane Park, Paki Park, Kapahulu, Cartwright Park, Mother Waldron Park, Old Stadium Park, Kalo Park, and various other locations.



HONOLULU FIRE DEPARTMENT

Manuel P. Neves, Fire Chief
Lionel Camara Jr., Deputy Fire Chief

POWERS, DUTIES, AND FUNCTIONS

The City Charter of the City and County of Honolulu (City) designates the Honolulu Fire Department (HFD) as the fire protection agency for the City. The HFD's responsibilities are to provide fire fighting, rescue, emergency medical, and hazardous materials (HM) response for the entire island of Oahu, which is an area of 597 square miles. These duties are performed in a wide variety of terrain that include steep mountain ranges, wildlands, and agricultural fields; structures which comprise a modern metropolitan city, including industrial complexes, business centers, government complexes, high-rise resorts, condominiums, and high-density urban residential dwellings; and the ocean surrounding the island.

The Fire Chief and the Deputy Fire Chief manage the operation and administration of the HFD and are responsible for carrying out the following functions mandated by the City Charter:

- Fire fighting and rescue work in order to save lives and property from fires and emergencies emanating from hazardous terrain, ocean rescues, and HM
- Training, equipping, maintaining, and supervising fire fighters (FF) and rescue personnel
- Monitoring construction and occupancy standards of buildings for the purpose of fire prevention
- Providing educational programs related to fire prevention
- Performing other duties as may be required by law

ORGANIZATION

HFD Personnel are organized into four divisions: Administrative Services Bureau, Fire Operations, Planning and Development, and Support Services. Each division is managed by an Assistant Chief who is responsible for the daily management of the division and provides executive support to the Fire Chief and the Deputy Fire Chief.

The Department maintains a modern and technologically advanced force of fire fighting and rescue personnel and equipment. The Department continues to develop and conduct various programs, such as reliable and efficient communication systems; fire apparatus maintenance and repair; training and research; and a coordinated City radio system. The Fire Prevention Program, which includes inspections, investigation and enforcement of fire regulations, and a fire safety education program, continues to expand and grow with the latest fire service trends and national standards.

DEPARTMENT HIGHLIGHTS

- In July 2012, the HFD partnered with the International Brotherhood of Electrical Workers (IBEW) to install 750 smoke alarms in more than 150 homes. IBEW volunteers provided free labor while HFD personnel provided fire safety education.
- On October 8, 2012, the new Fire Safety Keiki House (Keiki House) was introduced. The Keiki House was purchased through a Fireman's Fund grant.
- In October 2012, the HFD and Emergency Medical Service (EMS) computer-aided dispatch system upgrade and merger began and is scheduled to go-live in August 2013. The overall system will improve efficiency and reduce maintenance costs.

An interface will also be built between the HFD, the EMS, and the Honolulu Police Department (HPD), which will increase the efficiency and effectiveness of responses to emergency incidents. Completion is scheduled for summer 2014.

- In November 2012, 44 members of the 98th Fire Fighter Recruit (FFR) Class were certified to the FF I, FF II, HM Awareness and HM Operations, Surface Water Rescue (SWR), and National Registry of Emergency Medical Technicians-Basic levels. This is the first FFR Class to be certified to the SWR level.
- In December 2012, five uniformed personnel were certified to the Technical Rescue-Job Performance Requirements level. They were the first members to receive International Fire Service Accreditation Congress certification to this level.
- On January 27, 2013, the annual National Football League Pro Bowl was held at the Aloha Stadium. This event provided various City and state agencies the opportunity to interface in all phases of the All-Hazards Incident Management Team (AHIMT) process.
- On January 29, 2013, the newly built Ewa Beach Fire Station opened for business.
- On June 6, 2013, the Makani Pahili Post-Hurricane Exercise, an annual hurricane preparedness exercise, was conducted with various City, state, and federal agencies.
- In October 2013, a one-day forum focusing on the 911 system and the special needs of the deaf and hearing impaired was held. Accessibility of the 911 system

is slow and cumbersome and the solution for them is to text to 911.

- The OSHO assisted with implementing and administering the new HFD Physical Ability Test (PAT) for FFR candidates. The PAT was validated by incumbent FFs before being administered to prospective candidates. The PAT, along with a swim and dive event and an aerial ladder climb, comprise the physical aspect of the HFD’s entry requirement for FFRs.
- Hawaiian Telcom continued the upgrade of its 911 call processing network and equipment. The NG911 objective allows the public to place 9-1-1 calls from any communications format, including text, video, picture, and data.
- The Exacom Hindsight logging recorder, which records radio, 911, and administrative telephone transmissions for Oahu emergency responders was upgraded to a new platform that will be NG911 compliant.
- A 2010 Urban Area Security Initiative grant provided upgrades to enhance the Fire Communication Center’s ability to deliver a high level of emergency customer service to the public and other first responders.

- Upgrading of the Catalyst Radio over Internet Protocol continues. This system serves as the HFD’s backup radio system. Site preparation has begun for eight sites on the island of Oahu. This expanded coverage is especially valuable should the HFD’s radio system need to process through conventional operations.
- The HFD responded to 32 building fires that resulted in a fire loss of \$100,000 or more. The following are significant fires with over \$500,000 in fire loss:

56-1050 Kamehameha Highway, Kahuku	
August 1, 2012	\$10,000,000
2301 Kalakaua Avenue, Honolulu	
February 1, 2013	2,550,000
2333 Kapiolani Boulevard, Honolulu	
January 15, 2013	1,500,000
- Fire Investigators investigated two structure fires that resulted in three fatalities.
- Fire Investigators were also requested by the HPD to investigate four vehicle fires, three of which resulted in fatalities.



Besides fire fighting, HFD supports and conducts rescue and emergency medical missions on Oahu, which encompasses 597 square miles including wilderness and steep terrain.



HONOLULU AUTHORITY FOR RAPID TRANSPORTATION

Carrie Okinaga, Chair; Ivan Lui-Kwan, Vice-Chair; Robert Bunda; William Hong; Donald Horner; Keslie Hui; Damien Kim; George Atta, Ex-Officio; Michael Formby, Ex-Officio; Glenn Okimoto, Ex-Officio; Daniel Grabauskas, Executive Director and Chief Executive Officer; Brennon Morioka, Deputy Executive Director

POWERS, DUTIES AND FUNCTIONS

The Honolulu Authority for Rapid Transportation (HART) is authorized to develop, operate, maintain, and expand the high-capacity fixed guideway rapid transit system of the City and County of Honolulu. Among its responsibilities are directing the planning, design, and construction of the fixed guideway system; operating and maintaining the system; preparing and adopting annual operating and capital budgets; applying for and receiving grants of property, money and services, and other assistance for capital or operating expenses; making administrative policies and rules to effectuate its functions and duties; and to promote, create, and assist transit-oriented development (TOD) projects near fixed guideway system stations that promote transit ridership.

ORGANIZATION

The HART Board of Directors presides over and is the policy-making body of HART. Ten members comprise the Board: three appointed by the Mayor; three appointed by the City Council; three ex-officio members who serve in their capacities as the Director of the State Department of Transportation (DOT), Director of the City Department of Transportation Services (DTS), and Director of the City Department of Planning and Permitting (DPP); and one member appointed by the Board of Directors. The Director of DPP is the only non-voting member. Since July 1, 2011, the HART Board has conducted over 100 public board and committee meetings.

The Board appoints the Executive Director and CEO, who provides leadership and direction for the authority while supervising HART's day-to-day business activities.

HART is comprised of the following divisions:

- **Budget and Finance** – ensures that HART's financial resources are efficiently and effectively managed by providing support for all of HART's financial and fiscal functions, including general accounting, grants and Federal funding management, accounts payable, planning and analysis, inventory, fixed assets, procurement, and risk management.
- **Planning, Utilities, Permits, and Right of Way** – responsible for implementing the Honolulu Rail Transit Project (HRTP or Project) as described in the Record of Decision for the Project, which includes all committed mitigation measures; formulating, negotiating and executing utility agreements between HART and private utility owners; obtaining all permits that HART is contractually required to obtain; and car-

rying out all land acquisition activities required for the Project, including relocations.

- **Engineering and Construction** – the largest division, responsible for planning, designing, and building the HRTP.
- **Operations and Maintenance** – ensures effective operability, maintainability, customer service, and cost effectiveness in operations and maintenance through oversight of the Core Systems Provider and HART staff.
- **System Safety & Security** – establishes and implements policies and procedures for systemwide safety and security according to applicable laws and guidelines from design through operations.
- **Quality Assurance** – develops and ensures implementation of the Quality Management Plan for HART and its contractors.
- **Public Information** – provides comprehensive strategic and educational communication services and support to HART, including communication with key stakeholder groups such as the general public, community/advocacy groups, neighborhood boards, business/community leaders, impacted residents and businesses, and the media.
- **Civil Rights** – administers various civil rights and related programs to ensure compliance with applicable laws, including the Equal Employment Opportunity (EEO) program and the Disadvantaged Business Enterprise (DBE) program.
- **Government Relations** – formulates and recommends strategy to guide HART's local legislative and regulatory initiatives; identifies issues which may impact the HRTP, including existing and proposed local legislation; assists senior management in providing appropriate input and responses; and acts as a liaison and representative of HART with City and County, State and Federal government entities.
- **Administrative Services** – provides overall Project and administrative oversight to include human resources, administrative services, and information technology.

ACCOMPLISHMENTS

OVERVIEW: CHALLENGES AND OPPORTUNITIES

Fiscal Year 2013 (FY 13) HART's second year of existence, brought a number of significant challenges, as well as opportunities. During the year, the HART Board of

Directors, staff, and consultant team made progress toward achieving the vision of bringing rapid transportation to Oahu despite the challenges.

The biggest challenges faced by HART during the past year were those posed by delays arising from litigation. In August 2012, the Hawai'i Supreme Court decision in *Kaleikini v. Yoshioka* resulted in the temporary suspension of all construction activities. In December 2012, the U.S. District Court ruling in *Honolulutraffic.com v. FTA* resulted in a temporary injunction on construction activities in the City Center section of the Project, which had already been halted by the *Kaleikini* decision. The U.S. District Court decision also suspended real estate acquisition activities in the City Center section. HART's main challenge in FY 13 was to comply with the court rulings while mitigating their effects so as to fulfill the agency's mission of delivering the Project on time and within budget.

Although the Hawai'i Supreme Court ruling stopped construction, HART staff and contractors continued engineering and design work for the guideway, stations, and Maintenance and Storage Facility. Right-of-way acquisitions were also continued (except for the City Center section). All residential properties required for the Project have been acquired without condemnation, and relocations are nearly completed. All of the running rail needed for the project – 8,735 tons – was rolled, shipped and received by HART, allowing it to take advantage of lower steel costs.

Even with respect to the work that was affected by the Hawai'i Supreme Court ruling, HART accelerated the Archaeological Inventory Survey (AIS) activities undertaken to comply with the *Kaleikini* decision, completing the fieldwork two months ahead of schedule. As a result, the design work for the guideway has been better informed by the AIS effort, and HART is able to design the guideway around the seven 'iwi kūpuna (Native Hawaiian burials) found. In addition, during the AIS work, a cultural monitoring program was developed, which engaged cultural descendants and community members in an effort to be respectful and mindful of potential archaeological finds. This program will serve as a model for the remainder of construction. HART staff continues to consult with the cultural descendants, State Historic Preservation Division (SHPD), and the O'ahu Island Burial Council to determine the disposition of the 'iwi kūpuna discovered.

Managing relationships with HART's contractors was also important in mitigating the economic impacts of the construction delay. HART staff reported regularly to the Board on their work with Project contractors to reduce construction suspension costs through cooperative negotiation. The result has been monthly delay costs which are well below the initially projected cost of \$7-10 million per month. By expediting the required work, and with the cooperation of other agencies and private partners, HART anticipates that construction will resume this fall, and that it will be able to preserve the 2019 opening date for revenue service.

HART also continued to look ahead, while actively carry-

ing out Mayor Kirk Caldwell's "Build Rail Better" initiative. In April, the HART and Oahu Transit Services (OTS) Boards of Directors met for the first time to establish a joint working group, which will explore synergies and efficiencies in building, maintaining, and operating the HRTP, as well as bus/rail multimodal opportunities.

BUDGET AND FINANCE

Budget

The FY 13 Operating and Capital Budgets for HART's second year of existence were submitted to Mayor Peter Carlisle and the City Council for their consideration and input. The budgets did not include any request for City general fund monies. However, the Operating Budget included funds for reimbursement to the City's general fund for staff support from various city departments and Central Administrative Services expense. The budgets were adopted by the Board on June 28, 2012 in the following amounts:

Operating Budget.....	\$ 21,069,193
Capital Improvement Budget.....	491,584,960
Total FY 13 Approved Budget.....	\$512,654,153

Ever mindful of the authority's fiscal responsibility to the taxpayers of the City and County of Honolulu, the Board authorized a reduction of the proposed FY 13 Operating Budget by \$1.5 million, and reduced staffing by three full-time positions.

Funding

Local funding for the HRTP from the one-half percent (0.5 percent) General Excise and Use Tax (GET) county surcharge totaled \$1.029 billion from January 2007 through April 2013. GET surcharge revenues from the Full Funding Grant Agreement (FFGA) Financial Plan start date of October 2009 through April 2013 were \$650.8 million, or 19.8% of the \$3,291 million total expected for the entire Project.

The HRTP reached its most significant financial milestone to date on December 19, 2012, when the \$1.55 billion FFGA with the Federal Transit Administration (FTA) was executed, largely through the offices of the late Senator Daniel K. Inouye.

Since execution of the FFGA, the Project has received \$80.3 million through May 2013, bringing the total federal funding received to date for the HRTP to \$147.8 million.

PLANNING, UTILITIES, PERMITS, RIGHT OF WAY

Planning and Environment

The Planning and Environment division played a critical role this past year, particularly in complying with the decisions in the *Kaleikini* and *Honolulutraffic.com* lawsuits. Following the *Kaleikini* decision in August 2012, the division focused on completing the AIS fieldwork and reporting for the Airport and City Center sections of the Project under an accelerated schedule. Trenchwork was completed two months ahead of schedule, with seven 'iwi kūpuna finds in City Center. This phase of the AIS included the inception of



U.S. Secretary of Transportation Ray LaHood, U.S. Representative Colleen Hanabusa, U.S. Senator Daniel Akaka, FTA Administrator Peter Rogoff, U.S. Senator Mazie Hirono, Honolulu Mayor Peter Carlisle, Mrs. Irene Inouye, Honolulu Councilmember Ikaika Anderson, Honolulu Council Chair Ernest Martin, and HART Executive Director and CEO Daniel Grabauskas commemorate the signing of the FFGA in December 2012.

the cultural monitoring program. The AIS reports for both the Airport and City Center sections were also completed, as a result of an expedited drafting schedule and concentrated coordination with the State Historic Preservation Division (SHPD). HART staff continues to work with recognized cultural descendants, SHPD, and the O‘ahu Island Burial Council. Flexibility in design options allows HART to commit to preserving in place all seven ‘iwi kūpuna found during the City Center AIS, if that is the desired outcome from the descendants.

As ordered by the U.S. District Court in Honolulutraffic.com, the division worked with the FTA to produce a Draft Supplemental Environmental Impact Statement/Section 4(f) Evaluation, which is a limited scope document evaluating the feasibility and prudence of the Beretania Street Tunnel Alternative and reconsidering the “no use” determination for Mother Waldron Neighborhood Park. The Notice of Availability was published in the Federal Register on June 7, 2013, commencing a 45-day review period.

Pursuant to the *Honolultraffic.com* decision, the division also worked with the FTA to complete the Traditional Cultural Properties Study for the City Center section of the Project. TCP studies for the other three Project sections had previously been completed. The technical studies were completed and made available for public review and com-

ment, with the Determination of Availability and Finding of Effect documentation to follow.

The Section 106 Programmatic Agreement for the Project includes actions that HART has committed to undertake to mitigate Project impacts on historic resources. Activities in FY 13 include work on the historic database, National Register nominations, Historic American Buildings Survey/Historic American Engineering Record/Historic American Landscapes Survey documentation, and the Historic Preservation Fund.

Following HART’s City Charter mandate to “promote, create and assist transit oriented development projects near fixed guideway system stations that promote transit ridership, and are consistent with the intent of the adopted community plans and zoning,” HART staff continued to provide technical support to other entities, including DPP, which has primary responsibility for developing TOD neighborhood plans and zoning regulations for station TOD areas. Other partners include the DTS, the Honolulu Community Development Authority, and State Office of Planning. In addition, the Board established a TOD Stakeholders Advisory Group to facilitate information exchanges related to TOD and offer guidance in advancing TOD. Stakeholders include members of both the private and public sectors.

Utilities

During FY 13, the Utility division executed interim bridge agreements with Hawaiian Electric Company, Inc. (HECO) for the Airport and City Center sections, which allow the designers and HART to coordinate with HECO in advance of a combined engineering and construction agreement for utility relocations. In addition, HECO will perform the utility relocation construction work for the entire Project. Also, two of eight Engineering Service Agreements (ESA) with utilities for the Airport and City Center sections were executed. The division also issued draft Utility Construction Agreements to Sandwich Isles Communications, Inc., and Hawaiian Telcom, Inc., in the WOFH section, and to all utilities in the Kamehameha Highway Guideway (KHG) section. Lastly, the division received commitments from seven third party utilities to comply with Buy America requirements.

Right of Way

The Right of Way division continued its efforts in FY 13 on acquisitions and relocations in all sections of the Project alignment. Acquisitions included full and partial acquisitions, as well as acquisitions of easements. The December 2012 ruling in the *HonoluluTraffic.com* case enjoined real estate acquisition activities in the City Center section of the Project.

ENGINEERING AND CONSTRUCTION

As of the end of May 2013, the start of full revenue service for the HRTTP is forecasted for March 2019, a full ten months ahead of the FTA's targeted January 31, 2020 Project completion date. As of the end of April 2013, the Project is at 13% of overall completion.

Engineering and Design

WOFH Guideway – KIWC, the design-build contractor on the WOFH section, has largely completed the section design. Utility relocations and guideway column construction continued up until the construction suspension in August 2012. As of the date of suspension, a total of 16 columns were completed and 45 foundation shafts had been drilled.



The HRTTP train design was unveiled by AHJV in March 2013.

Taking into account the suspension of activities, substantial completion of the WOFH section is expected in early 2016.

Maintenance and Storage Facility (MSF) – Kiewit/Kobayashi Joint Venture (KKJV), the design-build contractor for the MSF, has largely completed the design. Mass grading will commence once the construction suspension is lifted. The MSF will be substantially complete at the end of 2015.

KHG – KIWC has largely completed the design. Utility relocations and foundation test and method shafts will recommence once the construction suspension is lifted. The KHG section is scheduled to be substantially complete by mid-2016.

Core Systems – Ansaldo Honolulu Joint Venture (AHJV) is the design-build-operate-maintain contractor for the core systems contract and is responsible for the design, construction, and delivery of 80 train vehicles and train control systems, which it will also operate and maintain over a 14-year period. The design is 20% complete, with AHJV interfacing with the other fixed facility contractors on MSF, alignment, and station issues. A recent change to the train car design is the addition of 800 seats, representing 25% in carrying capacity, which was approved by the HART Board in response to public feedback. The contract calls for the delivery of the first 16 vehicles beginning in 2015.

West Oahu Station Group – URS continued design in FY 13 of the East Kapolei, UH West Oahu, and Ho'opili stations. Design progress is 65% complete and is scheduled to be finished in the fall of 2013.

Farrington Highway Station Group – HDR continued the design of the West Loch, Waipahu Transit Center, and Leeward Community College stations. Design progress is nearing completion and community meetings have taken place to discuss the stations.

Kamehameha Station Group – Anil Verma Associates continued the design of the Pearl Highlands, Pearlridge and Aloha Stadium stations. Design progress is at 30% and is scheduled to be complete at the end of 2013.

Airport Station Group – AECOM Technical Services, Inc. (AECOM) continued the design of the Pearl Harbor, Airport, Lagoon and Middle Street stations. Design progress is at 30% and is scheduled to be complete at the end of 2013.

Airport and City Center Section Guideway and Utilities – AECOM continued its efforts for the Airport Guideway and Utilities and City Center Guideway and Utilities design. Design progress is at 50% and is scheduled to be completed in mid-2014. Agreement was reached with DOT Highways and Airports Divisions on the alignment and station location through the airport area. Coordination with developers around the Civic Center, Kaka'ako and Ala Moana stations is ongoing.

Art in Transit Program

HART received more than 400 submittals following a June 2013 call for artists for its \$5 million Art in Transit

public art program, which will highlight artwork reflecting Hawaii's history and culture. Station artwork opportunities will range from paving and floor designs to wall murals, grille work and architectural fencing, to glass work and integrated sculptural elements. Approximately 25 pieces of art will be displayed at the 21 stations along the rail route and at the MSF. Submittals will be reviewed by a transit art committee.

OPERATIONS AND MAINTENANCE

The Operations and Maintenance department is currently staffed only by the Director of Operations and Maintenance. In the design and construction phase, it is the responsibility of the Director to review all aspects of the Project from the operations and maintenance perspective to make recommendations on ways to improve service, operability, maintainability, customer service, and cost effectiveness. This includes coordination, interface, and review of core systems, stations, rail vehicles, MSF, fixed facilities, and design and construction. As the Project moves into revenue service, it will be the responsibility of the department to oversee the operations and maintenance portion of the AHJV core systems contract, as well as provide for maintenance on the portions of the system that will be the responsibility of HART such as guideway and fixed facility inspection and maintenance.

SYSTEM SAFETY AND SECURITY

The System Safety and Security Department focused its efforts in FY13 on Safety and Security Certification (SSC), which is required by the FTA. It ensures that all federal, state and local codes, Occupational Safety and Health Administration, State of Hawai'i Occupational Safety and Health Division, and National Fire Protection Association requirements are followed at the time of commission. Headed by a new Safety and Security Officer with more than 30 years of experience in this field, the department conducted SSC training for HART staff and contractors, and established an online system to facilitate the certification process. The Safety and Security team also finalized the Threat and Vulnerability Assessment for the system and the airport, which is a high level security document used by law enforcement agencies. Additionally, the team worked with the State Department of Transportation to hire a consultant to develop the FTA-required State Oversight Plan. Discussions with the Honolulu Police Department have begun on the Project's need for security and policing, including close coordination with other law enforcement agencies such as the Federal Bureau of Investigation and Transportation Security Administration.

QUALITY ASSURANCE

The HART-established Quality Assurance (QA) system was effectively implemented by the Quality Assurance Department during the past year. The Quality Management

Plan, which establishes and documents the guidelines and goals of the QA system, was revised to describe the transition from the City Rapid Transit Division of the Department of Transportation Services to HART, and to incorporate FTA's comments for the FFGA.

The major focus of QA activities included performing QA audits and surveillances, mentoring and training appropriate staff to ensure that suitable proficiency is achieved and maintained, and participating in Quality Task Force meetings with general engineering consultant Parsons Brinckerhoff, contractors, and consultants. The Quality Assurance team also reviewed, approved, and monitored the Quality Assurance Plans required of all contractors, consultants and suppliers.

PUBLIC INFORMATION

In FY 13, the Public Information Department successfully executed key communications initiatives that enhanced public awareness and increased public confidence and support for the Project. HART's outreach efforts included multiple strategies, such as:

- Press conferences, news releases and media interviews
- Presentations at community and business meetings
- Outreach booths at community events
- A 24-hour project hotline to answer questions, address concerns and receive public input
- Weekly eBlasts sent via email with the latest project information
- Weekly traffic advisories
- Using the project's website to share stories, videos, upcoming events and important project documents and information
- Social media, including Facebook and Twitter
- A monthly public access television program with project news and updates
- Monthly print ads to keep the public updated on the project's finances

The department's outreach team participated in more than 300 community meetings, workshops, presentations and events in FY 13, connecting with businesses and residents islandwide. The communications team also successfully led media efforts around several milestones and key issues. In addition, the team partnered with the Mayor's office and City Council leaders to publicize and educate the public about initiatives to "Build Rail Better." The department also continued to work closely with seniors and those with disabilities, recognizing that these groups comprise a quarter of the existing bus ridership and will be an important segment of passengers for our rail system.

The department also maintained its strong construction outreach program, partnering with project contractors to educate the public about field work, public safety during construction and traffic impacts on the surrounding communities. Maintaining these contacts will be essential when construction resumes.

CIVIL RIGHTS

HART's Disadvantaged Business Enterprise (DBE) program and Project goal of 13% were approved by the FTA in July 2012. The DBE goal will be reevaluated each calendar year until the Project is completed. The Project goal represents approximately \$234 million in contract commitments to DBEs over the course of the Project. In FY 13, the Civil Rights Department staff focused on emphasizing HART's full commitment to a successful DBE effort by working directly with contractors and prospective DBE participants and monitoring DBE participation.

HART's EEO program received final approval from the FTA in October 2012. HART actively ensures that no person shall, on the grounds of race, color, creed, national origin, sex, disability, or age, be excluded from participation in, or denied the benefits of, or be subject to discrimination under any project, program, or activity funded in whole or in part through federal assistance. HART employs a proactive approach to recruiting by attending and sponsoring job fairs, posting job openings on the appropriate websites, and disseminating employment-related information to minority and female community organizations. HART will continue to actively solicit and encourage female and minority individuals to apply for open positions in anticipation of future hiring needs.

GOVERNMENT RELATIONS

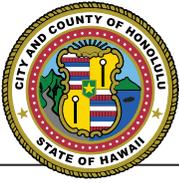
During the 2013 State legislative session, the Government Relations Department tracked nearly 50 legislative initiatives of interest to HART relating to the GET surcharge, Oahu Metropolitan Planning Organization, administrative procedures, economic development, environmental impact statements, contracts, and procurement. The department also worked closely with the City Council and its committees to enable close coordination and communication on the Project.

ADMINISTRATIVE SERVICES

In FY 13, the Administrative Services department worked to fill the 139 full time positions provided for in the FY 13 Operating Budget. 110 of these positions were filled at the end of the fiscal year with City employees and another 22 of these positions were filled by the Project Management Support Consultant (PMSC). The staffing level is designed to ensure that HART has the technical capacity and capability to manage the implementation of the H RTP and meet the requirements of the FTA for managing major New Starts projects. The department also continued to provide support to the Project in the areas of information technology and overall administrative services.

CONCLUSION

With the support of many partners, HART accomplished much during the past fiscal year, despite facing tremendous challenges. As challenges are met and construction resumes, HART will continue to strive to build rail better, and complete the project on time and within budget.



DEPARTMENT OF HUMAN RESOURCES

Carolee C. Kubo, Director

Noel T. Ono, Assistant Director

POWERS, DUTIES, AND FUNCTIONS

The Department of Human Resources (DHR) is the central personnel agency for the City. Its primary purpose as reflected in the City Charter is to establish a comprehensive personnel management program based on merit principles and generally accepted methods governing the classification of positions and the employment, conduct, movement and separation of public employees. This department is charged with building a career service designed to attract, select and retain, on a merit basis, the best qualified civil servants.

The Director of Human Resources represents the Mayor in the collective bargaining process, and directs and coordinates an employee-management relations program for the City. In this capacity, the Department negotiates and administers eight collective bargaining agreements covering City employees.

In addition, the Department of Human Resources carries out programs in the areas of training, safety, workers' compensation, health services, incentives and awards, equal opportunity, and employee assistance.

The Department is organized into four major functional divisions—Classification and Pay, Employment and Personnel Services, Industrial Safety and Workers' Compensation, and Labor Relations and Training—and one functional branch, Health Services. The Equal Opportunity Office operates within the Department's administrative function.

Highlights

The Employers and United Public Worker's (UPW) Bargaining Unit 10 entered mediation which resulted in a four-year agreement, effective July 1, 2013 through June 30, 2017. The agreement grants UPW moderate salary increases and medical benefits comparable to other bargaining units (BU).

HGEA's BU 02 agreed to a two-year contract effective July 1, 2013 through June 30, 2015, which includes moderate salary increases and medical benefits comparable to the other bargaining units.

BU 11 Firefighters held their interest arbitration hearings in March 2013, and a final award is currently pending.

BU 12 Police Officers held their interest arbitration hearings in fall of 2012 and a final and binding arbitration award was subsequently rendered which granted police officers a six-year contract, effective July 1, 2011 through June 30, 2017. There were no salary adjustments in the first two years. Salary increases and other benefits were granted by the arbitration panel.

HGEA's BU 13 did not ratify the employer's last settlement offer and proceeded to interest arbitration in the fall 2013 to settle their contract.

Recruitment efforts have been expanded to include the City's Internet presence on various recruitment websites, and the use of social media.

The Advantage HRM system continues to be modified to meet the City's needs. The staff implemented salary adjustments and supplemental time off for the HGEA due to the Favored Nations agreement, as well as the UPW directed leave without pay.

Employee Self Service (ESS) was implemented allowing employees to view their employment and pay information, print their own pay statements and W-2 tax forms, and calculate the impact of different scenarios involving pay and deduction changes.

Flexible Spending Plan

The Benefits Section finalized the plan document with the selected vendor and, on January 1, 2013, implemented a Flexible Spending Plan for City employees who can now enjoy a tax savings by setting aside monies for unreimbursed medical expenses and dependent care expenses.

To provide employees the opportunity to hear more about this program, the Benefits Section coordinated 16 open enrollment sessions in October and November of 2012 prior to the January 1, 2013 implementation, and 16 sessions in May of 2013 prior to the first full plan year starting July 1, 2013. These sessions were held at various locations.

CIVIL SERVICE COMMISSION

The primary functions of the Civil Service Commission are to prescribe rules to carry out the provisions of the City Charter, hear appeals, and advise the Mayor and the Director of Human Resources on issues and problems relating to the management of personnel.

Commission Activities

The Commission held four meetings during the year. Ms. Virtta E.P. Hite and Ms. Jessie Oshiro were elected as Chair and Vice-Chair, respectively, for the fiscal year ending June 30, 2013. Mr. Hakim Ouansafi and Mr. Robert T. Iinuma served as members. Recruitment for new commissioners was actively conducted to fill the two Civil Service Commissioner vacancies. The Civil Service Commission consists of a total of five panel members.

In FY 13 the Commission received 16 appeals of personnel actions, held 3 hearings, and rendered 4 decisions.

EQUAL OPPORTUNITY OFFICE

Major Functions

The Equal Opportunity Office oversees the City's compliance with federal, state, and city laws on Equal Employment, Affirmative Action, Sexual Harassment, Americans with Disabilities Act (ADA), and civil rights in general. The office is staffed with an Equal Opportunity Officer, a Title VI Coordinator, two Human Resources Specialists, and several contract investigators

Major Duties and Responsibilities

Promote, coordinate, and monitor City compliance with federal, state, and city laws and directives; establish policies and procedures to meet program objectives; provide technical guidance and advice in areas to include employment practices, discrimination, affirmative action, sexual harassment, Title VI oversight and ADA compliance. Provide oversight and coordination for the proper handling of complaints and charges relating to alleged discrimination in employment practices as well as programs and services provided to the public. Provide technical resource and assistance to executives, managers, and administrative officers.

Activities and Highlights

To increase awareness and facilitate compliance with various civil rights laws and regulations, the Equal Opportunity (EO) Office provided a variety of training programs throughout the year including Equal Employment Opportunity (EEO) basics for Honolulu Police Department (HPD) Captains; four-days of Internal Investigations Training held; and seventeen (17) sessions of Prevention of Sexual Harassment Training for new employees. During FY 13, EO Staff provided 2,312 hours of training to 669 participants.

The investigation and monitoring of complaints of discrimination is generally the responsibility of line departments, with oversight and guidance provided by the EO Office. The EO Office provides guidance and review with regard to internal complaints, formal charges filed with Federal Equal Employment Opportunity Commission (EEOC) and/or Hawaii Civil Rights Commission (HCRC), and litigation asserting violation of civil rights laws, policies, and procedures.

EMPLOYMENT AND PERSONNEL SERVICES DIVISION

Major Functions

The Employment and Personnel Services Division (EPS) encompasses the following centralized human resources functional areas:

- Recruitment
- Examination
- Benefits, Research and Transactions
 - Personnel Transactions
 - Employee Awards Program

- Benefits Processing
- Compliance

The Recruitment and Examination Branches facilitate the City's staffing of various departments and agencies by assessing position vacancies; planning and executing recruitment activities to attract qualified applicants; evaluating applicants' qualifications; developing and administering examination programs in accordance with merit principles and professional standards; referring candidates to departments for employment consideration; and advising departments and agencies on employment interviews and other selection matters.

The Benefits, Research, and Transactions Branch assists departments with the processing of personnel transactions such as promotions, retirements, separations and other actions; audits and certifies all personnel actions affecting City officers and employees; conducts initial payroll and benefits processing for new employees; administers the benefits and employee awards programs; administers the City's leave sharing program; ensures the City's compliance with federal, state, and local laws and policies in the areas of fair labor standards, drug and alcohol testing, protection of personnel information, the Lautenberg Amendment to the Federal Gun Control Act of 1968, and other federal and state employment laws within the Division's scope of responsibilities.

Recruitment Activities

Recruitment staff worked closely with departments and agencies to identify recruiting for "hard-to-fill" positions such as engineers, data processing systems analysts, and skilled trades positions.

Besides print-ads in the Star Advertiser, other proactive recruitment efforts included expanding the City's Internet presence. Job announcements were placed on a variety of websites including Indeed.com, Hawaii News Now, Monster.com, Hire-Net, American Society of Mechanical Engineers (ASME), American Society of Civil Engineers (ASCE), American Nurses Association (ANA), Pacific Business News (PBN), Hawaii Job Engine, National Association of Medical Examiners (NAME), Joint Employment Management System (JEMS), American Society of Landscape Architects (ASLA), LinkedIn, and Nationwide Public Sector Jobs.

Recruitment staff also participated in the quarterly job fairs held at the Neal S. Blaisdell Center.

At the job fair, attendees were encouraged to visit the department's Twitter and Facebook pages as well as the City's employment website for new recruitments and applications. Attendees filled out on-line job interest cards which would allow them to receive email notifications when recruitments of interest became available. The City's efforts to encourage job fair attendees and others to utilize on-line tools paid off as evidenced by the number of job interest cards submitted

by applicants. Job interest card notifications increased 17.4 percent, from 53,533 in FY 12 to 62,874 in FY 13.

The staff coordinated with appropriate outside agencies to get the word out about Summer Recreation Program recruitments. Although the number of applications declined 7.6 percent, the applicant pool of 633 enabled the Department of Parks and Recreation to successfully hire more than 200 Summer Aides for the 2013 program.

The number of vacancies to be filled increased 10.6 percent, from 642 in FY 12 to 710 in FY 13. The number of certified and referred names increased 46.4 percent, from 5,795 to 8,486 as departments attempted to fill vacancies before the end of the fiscal year.

Examination Activities

The Examination Branch conducted 234 new open and promotional and continuous examinations, an increase of 21 percent from 184 examinations last year. The number of applications reviewed increased 7 percent, from 13,991 in FY 12 to 14,999 in FY 13. The staff also reviewed 362 requests for promotion for Internal Departmental Competitive Examinations. The number of investigations into the employment suitability of applicants under consideration for employment decreased 20 percent, from 326 to 264. These investigations include criminal history records checks, employment dismissals, and other-than-honorable discharges from the military.

Fire Fighter Recruit Physical Abilities Test

The Examinations Branch conducted a new Physical Abilities Test (PAT), which was developed and validated in accordance with Honolulu Fire Department Standards. The PAT is designed to evaluate fire fighter candidates for essential physical capacities required to satisfactorily perform job duties. There were 118 candidates invited to participate in the physical test, which was administered over four days.

Selection Interview Training

This training focuses on the development of selection instruments and preparing panel members for an interview. Participants receive instructions in identifying relevant selection factors, and developing legal, job-related questions. Examination Specialists continue to assist their assigned departments with selection and interview issues.

RECRUITMENT AND EXAMINATION ACTIVITIES

	FY 2012	FY 2013	% CHANGE
Recruitments			
New Open-Competitive and Promotional.....	184	234	27.2% Increase
Applicants			
Open-Competitive and Promotional Examinations	13,991	14,999	7.2% Increase

Labor Registration ..2,632 1,957 25.6% Decrease
 Summer College
 Student Program.....685 633 7.6% Decrease

Examinations

Internal Departmental Competitive Promotions (Audited)..... 378 362 4.2% Decrease
 Applicants Placed on Eligible Lists3,6306,296 73.4% Increase
 Vacancies Filled from Applicants
 Referred642 710 10.6% Increase
 Number of Vacancies.....929 1,15324.1% Increase

Personnel Research and Services Activities

Research

The Research Section serves as the department's legislative liaison, with the responsibility of reviewing legislation and assigning bills which may affect areas of operation. Staff also met with State agencies involved with the legislation to share the City's perspective on various bills.

Compliance

The Compliance Manager provided guidance to departments regarding the Fair Labor Standards Act (FLSA). The Compliance Manager continued to provide advice and support to departments on the various City drug and alcohol testing programs, and also reviewed changes in the federal regulations and other laws affecting the City's programs and advised City departments accordingly.

Service and Incentive Awards

The Benefits, Research, and Transactions Branch of the Department annually plans and coordinates a City-wide employees' recognition program, bringing attention to outstanding performance and long and faithful service.

The 2012 Mayor's Awards Program brings special recognition to departmental Employees of the Year, Manager of the Year nominees, and Outstanding City Attorneys for exceptional performance and outstanding contributions to our community.

Wynette K. Nagai, the supervisor of Department of Environmental Service's Charge Program, was selected as the 2012 City Employee of the Year. Honolulu Board of Water Supply Water Resource Program Administrator, Barry A. Usagawa, was named the 2012 City Manager of the Year.

The 2012 Service and Special Awards program recognized employees for the period of January 1, 2011 to June 30, 2012. The program was held on November 9, 2012 at the Neal S. Blaisdell Center. There were a total of 359 honorees (314 with 25 years of service, 43 with 35 years of service, and 2 with 45 years of service).



L to R, Barry A. Usagawa (2012 City Manager of the Year), and Wynette K. Nagai (2012 City Employee of the Year).

Benefits Processing Session

The Benefits, Research, and Transactions Branch oversees the Benefits Processing Session, formerly titled “New Employee Orientation Session.” Sessions were conducted once a week at the Fasi Municipal Building and special sessions were conducted to accommodate departments with new employees in specified programs.

For this fiscal year, the Benefits Section staff provided Benefit Processing Sessions for approximately 746 new city employees.

The section also planned, coordinated and executed seven special sessions for the Department of Parks and Recreation’s Summer Program and processed 265 temporary summer recreation hires.

Pre-Retirement Planning Seminars

The Benefits Section plans and coordinates Pre-Retirement Planning Seminars for general employees, uniformed fire, and sworn police personnel. The seminar brings together speakers from the State of Hawaii’s Employees’ Retirement System (ERS), Hawaii Employer-Union Health Benefits Trust Fund, ING (the City’s Deferred Compensation Plan provider), and the Social Security Administration to provide important information about retirement facts, health insurance benefits, and social security benefits.

TRANSACTIONS ACTIVITIES

ENTRANCE TO SERVICE	FY 2012	FY 2013
Exempt Appointments ¹	2,442	2,337
Limited Term	55	61
Provisional.....	0	0
Short Term	0	0
Initial Probation	470	501
Subtotal	2,967	2,899

In-Service Changes:

Changes in Status.....	2,578	2,454
------------------------	-------------	-------

In-Service Movements	1,817	1,674
Other Transactions	5,533	2,357
Reorganization.....	5	162
Salary Adjustments.....	7,092	38
Subtotal	17,025	6,685

Separations:

Resignations	337	355
Service Retirement	272	253
Death.....	19	12
Disability.....	5	13
Layoff.....	0	0
Discharge.....	9	17
End of Appointment	59	79
Exempt Employee.....	0	0
Personal Services*	506	604
Subtotal.....	1,207	1,333

GRAND TOTAL..... 21,199..... 10,917

¹ Exempt from civil service under provisions of the City Charter. Includes elected officials, department heads and their deputies, private secretaries, law clerks and attorneys, and employees in the offices of the Mayor and Managing Director. Excludes personal services contract employees who are students or whose services are special or unique, part-time or intermittent, or of a temporary nature.

*Large number reflects processing of intermittent, on-call employees.individuals hired under Experimental Modernization Project (EMP.)

CLASSIFICATION AND PAY DIVISION

Major Functions

Plan, develop, and administer the classification and pay programs; conduct research on classification and pay matters; recommend pricing for new classes established; participate in state-wide meetings on statutory equal pay pricing requirements; participate in collective bargaining wage negotiations; develop salary and benefit adjustment recommendations for excluded managerial employees; assist departments on personnel implications and problems relating to reorganizations, reassignment of work, and creation of new classes.

Classification Activities

Staff continued to provide personnel management advisory assistance involving many City departments.

The staff continued to assist the newly established Honolulu Authority for Rapid Transportation (HART) in ensuring that their transition plans were continuing in accordance with applicable guidelines for unique and specialized positions. Similar support was also provided to the Mayor’s Office to aid in the transition of the new administrative staff.

Staff also researched and worked to determine the impact of the new Crane & Derricks Ruling which now requires operator certificates for positions operating crane and derrick equipment with a hoisting capacity over 2,000 lbs., to ensure that all position descriptions for affected positions are updated accordingly.

The Division’s overall classification activity and resulting changes to the City Classification Plan are shown in the following:

FY 2013 CLASSIFICATION ACTIONS

Initial Allocations	21
Reallocations	332
No Change Actions.....	0
Revised Descriptions	178
Requests Returned Without Action	18
Abolished Positions	4
TOTAL	553

CHANGES TO CLASSIFICATION PLAN

New Classes	4
Amended Class Specifications.....	37
Retitled Classes.....	0
Re-Established Classes	0
Abolished Classes	3

Classification Training

In December 2012 and June 2013, staff conducted the “Introduction to Position Classification” training course that provides a basic overview of the terminology, concepts and principles applicable to position classification. In September 2012 and March 2013, staff conducted the “Writing Position Descriptions” training course that explains what you need to know and do to properly prepare and write position descriptions.

In August 2012, the division coordinated and conducted an inter-jurisdictional training course on Classification & Compensation for new human resource specialists. Attendees included staff from the counties of Hawaii, Maui and Kauai.

Fair Labor Standards Act (FLSA) FairPay Regulations

Staff continues to monitor and maintain FLSA regulations and legal decisions as the FairPay regulations issued by the U.S. Department of Labor continue. Staff continues to serve as City “experts” in FLSA exemptions, providing direction and advice to department and agency supervisors.

Pay Activities

Pay staff reviewed the proposed cost of 44 new classes established by the State of Hawaii, the Judiciary, the Hawaii Health Systems Corporation, the Department of Education, and the counties of Hawaii, Maui, and Kauai, for equivalency with City classes as required by Section 76-1, HRS. This provision mandates that “equal pay for equal work shall apply between classes in the same bargaining unit among jurisdictions as required by Chapter 89-9(f)(2).

While the engineering, architect, land surveying, computer programmer, data processing systems analyst, construction, building construction, and industrial construction inspector classes were continued, their respective shortage tables were updated to reflect the appropriate collective bar-

gaining changes, as necessary. The recruitment and retention incentive (RRI) for the Physician, Medical Assessment Specialist, and Anatomic/Forensic Pathologist classes were reviewed for currency and were found to be a continuing need to attract qualified applicants for those classes.

Staff now also provides assistance in reviewing and recommending approval of salary rates for all employees hired above the minimum or entry rate.

Staff responded to five surveys conducted by the Hawaii Employer’s Council, and surveys by Mountain States Employers Council for Paramedic Salary Survey, and the State of Hawaii 2012 Engineer & Related Positions Salary Survey. Additionally, staff also developed surveys to capture salary and benefit data for fire fighters and police officers, and participated in the police interest arbitration process.

Staff continues to serve as liaison and point of contact for other state and county jurisdictions, providing information, advice and support on a variety of organizational, classification, and compensation matters.

Finally, staff provided support to the Salary Commission in its hearings and deliberations and continues to provide prevailing wage rate information and assistance to Budget and Fiscal Services’ Purchasing Division contractors and their employees.

HUMAN RESOURCES INFORMATION SYSTEMS (HRIS) BRANCH

The HRIS Branch is responsible for the design, planning, development, and implementation of the City and County of Honolulu’s Enterprise Resource Planning System (C2HERPS), which includes the Advantage HRM solution, Meridian Global Learning Management System, Human Concepts OrgPlus Enterprise organizational charting and modeling system, and Advantage Employee Self-Service. Staff serves as the HR/Payroll Project Manager, Training and Transition Manager, Reports Manager, Security Administrator and HRIS project team lead. In these capacities, staff directs the overall design and development of the system; oversees, coordinates and engages subject matter experts, departmental liaisons and outreach members; oversees and coordinates resolution for outstanding issues and problems; coordinates and organizes various project activities; maintains data load files; updates and maintains reference tables; reviews and validates conversion data for each round of testing; develops report design specifications and coordinates report testing sessions; develops, evaluates and implements business process changes; develops, implements and maintains security and workflow requirements; ensures proper system access; reviews and evaluates project documents and reports; communicates and ensures project requirements are met; facilitates the resolution of open issues; coordinates and monitors staffing requirements; coordinates appropriate training for project team members; and coordinates and conducts outreach meetings for City employees.

Since the implementation of the Advantage HRM system in February 16, 2010, system functionality and processes continue to be tweaked and/or modified to meet the City's needs. HRIS staff continues to address outstanding issues; develop new and modify existing interfaces; develop, modify and update reports; develop and coordinate expanded functionality; and troubleshoot user problems. Changes to existing processes and procedures are being developed and implemented in response to the Employee Retirement System Act 163 and the Federal Affordable Care Act of 2011.

HRIS staff focused on minimizing the amount and level of work and effort required of line departmental personnel to process personnel actions including:

- Restored salary reductions and implemented base salary adjustments in accordance with the Hawaii Government Employees Association (HGEA) Favored Nation agreement
- Monitored, audited, adjusted and terminated supplemental time off for HGEA employees
- Restored salary reductions for United Public Workers Bargaining Unit 01 employees
- Monitored, processed and terminated directed leave without pay for the United Public Workers Bargaining Unit 01
- Implemented various settlement agreements involving pay
- Initiated preliminary implementation of salary adjustments effective in FY 13 to FY 14 Processing requirements and changes were communicated to line departmental staff via HR Roundtable meeting and email updates
- Developed, tested, generated and distributed various reports to line departments. Additional reports are still being developed and tested

Post-implementation support is on-going. Staff continues to review and respond to requests for new reports; design, develop, test and authorize deployment of infoAdvantage reports; and develop and test reports utilizing SQL (structured query language) for ad hoc reporting. Staff continues to participate in the conversion and redesign of new and existing reports to the new reporting universe, infoAdvantage R3.

With the advent of the Employee Self Service system, employees are able to process address and emergency contact changes, view their employment and pay information, obtain and print pay statements and W-2 tax forms, as well as calculate "what-if" scenarios for pay and deduction changes. Staff coordinated and implemented a "paperless pay statement initiative" for sixteen departments. This initiative requires employees to access ESS to view their pay statements and eliminate the printing of hard-copy pay statements. As of the end of the fiscal year, this initiative has reduced the amount of time spent printing pay statements by more than 50 percent.

Although the OrgPlus Enterprise system was anticipated to go-live this fiscal year, the target date has been delayed to next fiscal year due to the complexity and time required to implement the numerous salary and benefit adjustments. Staff worked with line departments to ascertain the nature, scope and amount of data to be included in the OrgPlus Enterprise system, and participated in preliminary system testing.

As Security Administrators, staff continues to review, evaluate, and approve/disapprove departmental and/or employee requests for system access, and modifies or terminates user access on an on-going basis. The City's independent auditors, Accuity LLP, found no deficiencies in our security processes and procedures.

INDUSTRIAL SAFETY AND WORKERS' COMPENSATION DIVISION

Major Functions

Develop, promote, coordinate and maintain a safety program for the City and County of Honolulu to comply with the Hawaii Occupational Safety and Health Law and administrative rules; help departments develop and implement safety programs; and maintain statistics of lost time industrial injuries and illnesses and vehicle accidents to use in developing safety and accident prevention programs and strategies for the City.

Administer the City's self-insured workers' compensation program to comply with the Hawaii Workers' Compensation Law (Hawaii Revised Statutes Chapter 386) and related laws and administrative rules; administer the City's retention, rehabilitation and placement and limited duty programs; and represent the City before the Department of Labor and Industrial Relations on workers' compensation related issues.

Safety Branch Activities

The Safety Specialist conducted eleven OSHA type safety inspections at various work sites for compliance with the Hawaii Occupational Safety and Health Law and recommended corrective actions. He reviewed and investigated accidents and injuries involving City employees, making recommendations on how similar accidents could be avoided in the future. He also responded to departmental requests for guidance in matters concerning safety and health, including assessing the fire evacuation exits at Kailua District Park facilities; conducting an ergonomics evaluation of workstations at the Department of Community Services, Elderly Affairs Office; evaluating confined spaces at the Laie Wastewater Reclamation Facility; and investigating the noxious fumes at the City Square Driver License Facility.

The Safety Specialist also conducted 14 training classes for supervisors, managers, and employees on various safety matters including Excavation Safety, Confined Spaces, Hazard Communication, OSHA Recordkeeping, Proper Lifting Techniques, and the new regulations regarding underground storage tanks.

The Vehicle Accident Review Committee (VARC) met monthly to review accidents involving City vehicles, excluding the Honolulu Police Department and Board of Water Supply. For FY 12 to FY 13, the Committee held hearings on 309 vehicle accidents, and found 220 (71%) of these accidents to be avoidable.

The Safe Driver Recognition and Awards Program recognized 263 employees for sustained superior driving performance.

Table 1 summarizes the avoidable vehicle accident statistics for the past five fiscal years. Avoidable vehicle accidents occurring in the fiscal year include BWS but not HPD.

Workers' Compensation Branch Activities

During the year, the Division processed 1,553 new or reopened workers' compensation claims in addition to 1,526 claims carried forward from the previous year, for a total of 3,079 claims handled. Table 2 summarizes annual caseload statistics for the last five fiscal years.

The City recovered \$246,774 for workers' compensation cases in which outside parties caused or contributed to injuries sustained by City employees.

The City's Vocational Rehabilitation Specialist provided vocational rehabilitation (VR) services to 258 City employees. Return-to-work functions performed include assessing medical and vocational records to identify temporary limited, light duty and direct job placements; evaluating and arranging modifications to job duties to return employees back to full duty.

The VR Specialist also plays a significant role with respect to injured employees who are referred to outside vocational rehabilitation services.

The City's Medical Case Management Specialist provided medical assistance to the workers' compensation branch staff on 51 cases, monitoring care and reviewing treatment plans

to ensure that injured employees received reasonable, necessary and appropriate medical care, services and supplies as their injuries required. The Medical Case Management Specialist was also involved in formulating return to work plans and strategies for injured employees.

The following bar graph shows the City's temporary disability, indemnity, and workers' compensation medical expenditures for the last five years. Comparing FY 12 to FY 13, expenditures for indemnity increased 1.3% (from \$4,443,306 to \$4,503,427), medical benefits increased 10.9% (from \$5,971,043 to \$6,700,659), and temporary disability (wage replacement) benefits increased 5.3% (from \$5,635,609 to \$5,950,099).

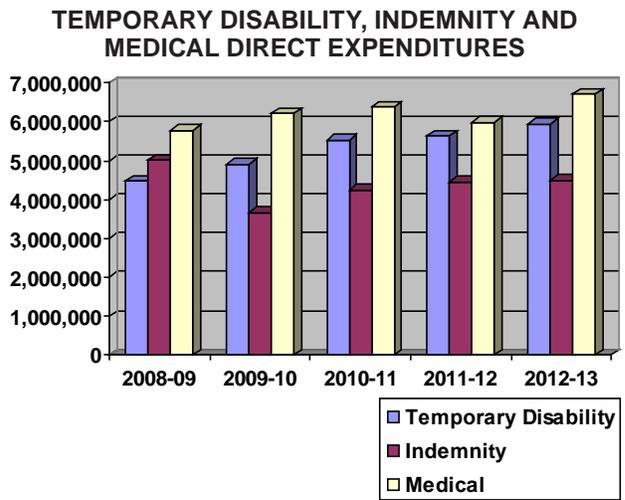


Table 3 shows City injury and workers' compensation expenditure statistics as of June 30 of the fiscal year. There were six fewer claims filed for workers' compensation benefits than during the prior fiscal year. The columns showing lost-time claims and disability days are only for new claims received and accepted as of June 30 of the fiscal year. Table

TABLE 1 - CLAIM STATISTICS AND AVOIDABLE VEHICLE ACCIDENTS

FISCAL YEAR	NUMBER OF NEW CLAIMS	LOST-TIME CLAIMS (NEW)	LOST-TIME CLAIMS (ALL)	DISABILITY DAYS (ALL)	AVOIDABLE VEHICLE ACCIDENTS
2008-09	1,546	381	652	51,711	235
2009-10	1,439	362	653	51,323	208
2010-11	1,285	359	620	56,589	153
2011-12	1,354	363	616	57,065	172
2012-13	1,348	183	635	59,717	211

TABLE 2 – FISCAL YEAR WORKERS' COMPENSATION CASELOAD STATISTICS

FISCAL YEAR	08-09	09-10	10-11	11-12	12-13
Beginning Active Claims	1,307	1,426	1,459	1,472	1,526
Claims New or Reopened	1,889	1,717	1,473	1,597	1,553
Claims Closed*	1,770	1,684	1,460	1,543	1,328
Continuing Active Claims	1,426	1,459	1,472	1,526	1,684
Claims Per Adjuster	266	262	244	256	257

* This includes claims with multiple openings/closures (67 in FY 12 to FY 13)

TABLE 3 - COMPARISON OF INJURY AND EXPENDITURE STATISTICS

FISCAL YEAR	WORKERS' COMPENSATION EXPENDITURES	PERCENT CHANGE	NUMBER OF NEW CLAIMS	PERCENT CHANGE	LOST TIME CLAIMS	DISABILITY DAYS
08-09	16,887,045		1,546		381	18,777
		-02.5		-06.9		
09-10	16,466,688		1,439		362	20,374
		+11.0		-10.7		
10-11	18,280,113		1,285		359	18,914
		-02.8		+05.4		
11-12	17,769,271		1,354		363	24,598
		+07.8		-00.4		
12-13	19,279,169		1,348		183	20,209

4 summarizes workers' compensation expenditures and new claims filed by City departments or agencies.

LABOR RELATIONS AND TRAINING DIVISION

Major Functions

Administer eight collective bargaining agreements; provide assistance to management on employee-employer relations, contract administration and training matters; negotiate collective bargaining agreements; represent the City in grievance meetings; and serve as employer advocate in arbitration proceedings.

Plan, develop, and implement management, supervisory, and personnel development programs to improve the efficiency, economy, and quality of public service provided by employees.

Labor Relations Activities

City employees are represented by eight bargaining units and four different unions: Hawaii Government Employees Association (HGEA), United Public Workers (UPW), State of Hawaii Organization of Police Officers (SHOPO), and Hawaii Fire Fighters Association (HFFA). The Labor Relations

Branch administers the City's labor-management activities.

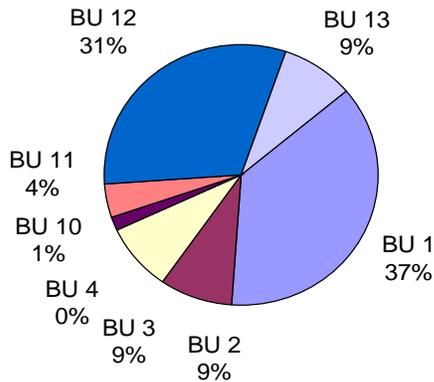
Negotiations with Bargaining Unit 01 (blue collar non-supervisory) ended with a four-year agreement for the period July 1, 2013 to June 30, 2017. Bargaining Unit 02 (blue collar supervisory), Bargaining Unit 03 (white collar non-supervisory), and Bargaining Unit 04 (white collar supervisory), reached two-year agreements for the period July 1, 2013 to June 30, 2015. Interest arbitration hearings concluded with Bargaining Unit 10 (institutional, health and correction workers) awarded a two-year agreement for the period July 1, 2011 to June 30, 2013 and Bargaining Unit 12 (police) awarded a six-year agreement for the period July 1, 2011 to June 30, 2017. Interest arbitration also concluded for Bargaining Unit 11 (firefighters) and is pending a decision and award. Negotiations with Bargaining Unit 13 (professional and scientific) continued during the fiscal year and is expected to interest arbitration.

This past fiscal year started with 182 grievances pending at the Employer level. Labor Relations staff resolved a total of 117 grievances with the unions; 28 of the grievances were resolved by settlement agreements. At the end of the fiscal year, 83 grievances were pending arbitration, a decrease of 46% from the previous fiscal year.

**TABLE 4 - FISCAL YEAR 2012-13
WORKERS' COMPENSATION CLAIMS OF EIGHT DEPARTMENTS
WITH HIGHEST NUMBER OF CLAIMS**

DEPARTMENT/AGENCY	TOTAL COST (\$)	NEW CLAIMS
Police.....	6,315,865	540
Fire	1,680,640	175
Environmental Services.....	2,360,310	130
Facility Maintenance	1,939,763	129
Emergency Services.....	1,426,733	127
Parks and Recreation	1,526,205	78
Enterprise Services.....	603,683	67
Board of Water Supply	1,053,742	62

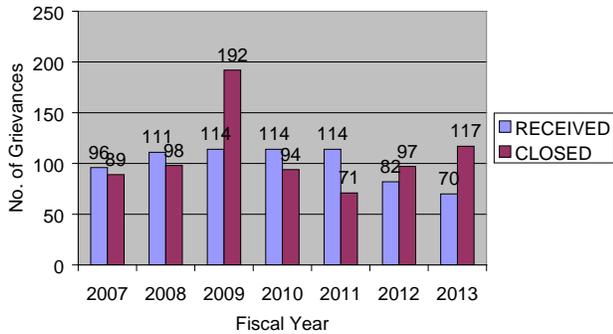
GRIEVANCES RECEIVED BY BARGAINING UNIT FISCAL YEAR 2013



There were two grievance arbitration awards rendered during the fiscal year; arbitrators denied one and sustained the second. Both grievances involved employees terminated for off-duty misconduct.

Table 5 shows a breakdown by departments and bargaining units of grievances received at the Employer level.

GRIEVANCES RECEIVED/CLOSED



Training Activities

In FY 13, 1,013 employees participated in Branch-spon-

sored training classes, for a total of 11,170 training hours.

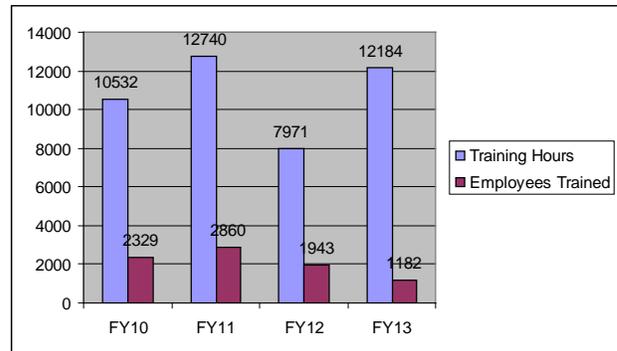
In the area of supervisory development, the Training Branch offered a supervisory development curriculum which included: Disciplinary Guidelines and Grievance Handling; Drug and Alcohol Policy Training; Effective Business Writing; Employment Interviewing for Supervisors and Managers; and Ethics Training.

In the area of employee development, the Training Branch offered a series of employee development courses, including: Creating a Customer Service Oriented Workplace; Learn to Listen, Listen to Learn; and From Angry to Aloha: Handling Upset Customers with Aloha. A new course, "Counting the Costs Before Becoming a Supervisor," was developed for employees who want to explore their leadership capacity.

Our occupational safety course focused on evaluating, handling and managing chemical hazards.

The Training Branch also conducted a New Employee Orientation for all new employees, and assisted with cus-

NUMBER OF TRAINING HOURS COMPLETED THROUGH TRAINING BRANCH-SPONSORED CLASSES*



*Numbers do not reflect training sponsored or conducted by other departments such as computer training and other department-specific training.

TABLE 5 - EMPLOYER LEVEL GRIEVANCES BY DEPARTMENT AND BARGAINING UNIT - July 1, 2012 to June 30, 2013

DEPARTMENT	BARGAINING UNITS									
	1	2	3	4	10	11	12	13	TOTAL	
BOARD OF WATER SUPPLY.....	1	-	2	-	-	-	-	1	-	4
CUSTOMER SERVICES	-	-	1	-	-	-	-	-	-	1
DESIGN AND CONSTRUCTION	-	-	-	-	-	-	-	2	-	2
EMERGENCY SERVICES.....	-	-	-	-	1	-	-	-	-	1
ENTERPRISE SERVICES.....	4	-	-	-	-	-	-	-	-	4
ENVIRONMENTAL SERVICES.....	3	1	1	-	-	-	-	3	-	8
FACILITY MAINTENANCE.....	11	-	-	-	-	-	-	-	-	11
FIRE.....	-	-	-	-	-	3	-	-	-	3
INFORMATION TECHNOLOGY	-	-	1	-	-	-	-	-	-	1
LIQUOR COMMISSION	-	-	1	-	-	-	-	-	-	1
PARKS AND RECREATION.....	7	5	-	-	-	-	-	-	-	12
POLICE.....	-	-	-	-	-	-	22	-	-	22
TOTAL	26	6	6	0	1	3	22	6	-	70

tomizing training plans for various departments. A total of 169 City managers attended a six-hour, Managers Workshop that included three 1.5 hours sessions.

Po'okela Fellows Program

The Mayor's Office and the Department of Human Resources launched the Po'okela Fellows Program in January 2008. The program's objectives are to provide college students with valuable work experience, and to give City employees an opportunity to share their knowledge by mentoring a student. The program exposes students to government operations and showcases the City as a desirable place of employment.

During the two semesters of FY 13, nineteen college students completed the program. These students were mentored by City employees in seven departments/agencies. Three students who participated have continued to work with the City after completing the program.

Trades Apprentices Program

The City's Apprenticeship Training Program, in partnership with Honolulu Community College, continues to train employees in the various trade occupations. A total of 34 apprentices are currently participating in trade occupations; during the fiscal year two apprentices completed the program.

HEALTH SERVICES BRANCH

Major Functions and Accomplishments

Physical Examinations

Health Services performs pre-employment screening and physical examinations for prospective city employees. Periodic physical examinations are also conducted specific to job requirements, with special attention given to providing health promotion and disease prevention counseling to city employees. Department of Transportation (DOT) medical certification is provided to the city's commercial drivers and operators of crane and hoist equipment. Examinations mandated under the Hawaii Occupational Safety and Health (HIOSH) regulations are conducted to support departmental hearing conservation, respiratory protection, and blood borne pathogen programs.

Fitness for Duty and Return to Work evaluations are special examinations performed when it is necessary to determine an employee's ability to safely perform the essential functions of the employee's present position. These evaluations are conducted as requested by city departments. Consultative support for complicated evaluations is also provided to various city departments.

Health Services also provides a critical role in administering the city's various controlled substance testing policies, in particular the city's pre-employment drug screening policy. Medical Review Officer (MRO) assessment is provided for

pre-employment testing as well as for the Honolulu Police Department's (HPD) and the Honolulu Fire Department's (HFD) random testing. The MRO also assesses urine drug screens of candidates for the Department of Parks and Recreation's Summer Fun program.

Health Promotion

Vaccination programs include administering the Hepatitis B series to Ocean Safety Officers and EMS and HFD recruits. By offering these services in-house, the City saves approximately \$50 per employee. Tuberculosis (TB) testing is performed on Honolulu Emergency Services Department employees as well as on-site for employees of the Honolulu Zoo. TB screening is also performed during all physical examinations.

Physical Examination Records

The Medical Records Section of Health Services provides safekeeping of all physical examination and Occupational Health and Safety records. This section is also responsible for scheduling and processing personnel requiring medical evaluations, generating physical exam notifications and tracking pending clearances.

Telephone counseling is provided to assist employees having difficulty attaining medical clearances. Such counseling, performed under the guidance of providers, has expedited the process and led to improved health for many of those employees. A personal approach in communicating directly with the employee has resulted in improved customer relations for the employee and the employee's department.

Laboratory

The Medical Examination Section remains the backbone of the Health Services operations. Their duties include:

- Measurement of Vital Signs
- 12-lead Electrocardiogram (EKG)
- PFT (Pulmonary function testing)
- Vision Testing
- Hearing Testing
- Urinalysis/Microscopy
- Urine Drug Screen Collection
- Capillary Blood Glucose Analysis
- Farnsworth D15 Testing
- Immunizations
- TB Screening
- Epworth Sleepiness Screening

The Medical Examination Section is also in charge of Health Services' building safety, to include responsibility for fire drills, building evacuation procedures and annual fire extinguisher maintenance.

Driving Under the Influence (DUI) Program

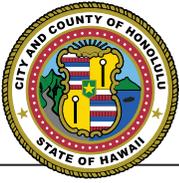
The DUI program assists HPD and the Prosecuting Attorney with the prosecution of DUI offenders by providing blood draws and analysis for suspects arrested for driving under the influence. Staff provides 24-hour/365 day coverage for HPD as well as reliable chain of custody and testimony to support its findings.

A major accomplishment over the past year was the establishment of a second blood collection and deposit facility at the Pearl City Police Station. The new facility has proven to be a valuable asset by providing police officers with a shorter transit time when taking suspected drunk drivers for a blood draw, especially those who are arrested in central and leeward Oahu. In addition, blood collected at outside locations in the area can now be dropped off at the Pearl City Station rather than HPD's Main Station.

- Total blood draws: 397
 - Hospital draws: 173 compared to 163 last year
 - Health Services draws: 224 compared to 187 last year
- The DUI license was renewed by the State DUI coordinator authorizing the continued performance of blood alcohol analysis in accordance with Hawaii Administrative Rules, Title 11, and Chapter 114

Deoxyribonucleic Acid (DNA) Program

Health Services continues to assist with blood DNA sample collection, as requested by HPD for special cases such as ongoing murder and rape investigations.



DEPARTMENT OF INFORMATION TECHNOLOGY

Mark D. Wong, Director and Chief Information Officer

Keith Ho, Deputy Director

POWERS, DUTIES AND FUNCTIONS

The Department of Information Technology (DIT) delivers reliable, efficient, and effective Information Technology (IT) services to City agencies, businesses, residents, and visitors of Honolulu. The Department advises the Mayor and other departments in the use of technology to automate processes; reduce operating costs; and make government more transparent, responsive, and accountable.

ORGANIZATION

The Department manages the City's computer systems and telecommunications network twenty-four hours a day, seven days a week. The Department has five operation divisions: Applications, Technical Support, Radio and Network, ERP and Computer Service, and Operations.

HIGHLIGHTS

ERP AND COMPUTER SERVICE REPRESENTATIVES DIVISION

POWERS, DUTIES, AND FUNCTION

The City-wide Enterprise Resource Planning (ERP) system is the core of financial management. Hundreds of additional applications automate business functions such as workflow, document management, and department-specific processes. Each agency within the City has a Computer Service Representative to support the IT needs of that department and its end-users.

ACCOMPLISHMENTS

- Implemented via ERP several complex changes to payroll in order to accommodate the Favored Nation Agreement and restoration of pay.
- Deployed cloud applications including a pilot project for 1,000 users, using Office 365 for office automation, and Adobe Creative Cloud for media design.
- Continued to extend support for users of wireless phones, computers, and tablets, whether in city facilities, at home, or aboard responder vehicles. AirWatch Mobile Device Management was deployed, ensuring security of mobile devices accessing email and applications. Planning resumed on Bring Your Own Device (BYOD) support, and the deployment of a comprehensive identity management system.

APPLICATION SERVICES DIVISION

POWERS, DUTIES, AND FUNCTION

The City develops applications for several platforms, including z/OS on the IBM mainframe; Linux on both main-

frame and x86 hardware; and Windows, Mac OS/X, iOS and Android. Several recent projects were Cloud deployments.

ACCOMPLISHMENTS

- Developed mainframe applications to accommodate the transition of REAL ID processing from the State Department of Transportation to the City. Credential processing was also enhanced to verify the immigration documentation of non-citizens and to allow issuance to children of illegal immigrants. The Commercial Driver License Information System was modernized to meet federal requirements, and an automated test system was implemented to reduce cheating and fraud.
- Provided statewide support for the voter registration and absentee ballot walk-in voting for the 2012 primary and general elections.
- Implemented new voter registration poll book for the 2012 primary and general elections containing barcodes that saved time and expedited fail-to-vote processing after the elections; allowed automated indexing during the microfilm signature capture scanning process; and tracked new voters who did not show a valid ID to comply with federal law.
- Supported the 2013 Neighborhood Board elections and made necessary modifications to the system.
- Enhanced the online camping permits system's capability to reserve campsites over the Internet and to pay online by credit card.
- Assisted with the Prosecuting Attorney's New Case Management System which will manage and track felony, misdemeanor, and traffic cases.
- Implemented workflow system used by the Department of Planning and Permitting (DPP), Public One-Stop Service, and ePlans for the permit process, which allows the permit applicants to submit their permit plans electronically, and allows the DPP staff to modify the plans electronically.
- Migrated the Honolulu Fire Department's City Intranet Portal Website.
- Created the Citywide E-Forms 2.0 as an efficient workflow engine; converted data into a new database design; and converted approximately 70 forms into the new application framework.
- Redesigned Honolulu.gov website to allow ease of access to information and provide a user-friendly website with robust search capability.

- Continued developing a Case Management System Re-write application for the Department of Community Services to track the progress of troubled youths through various federally funded programs.
- Created an Environmental Services Refuse Re-check web application, which can upload and download customer information from the Real Property system, and track and bill commercial customers.
- Created Storm Water Quality database for the Department of Environmental Services wastewater inspectors to use portable devices to enter and upload data to the application database upon their return to the office.
- Developed a litigation hold application to allow the DIT administration to track the status of each case, for the preservation of data for investigative purposes.

TECHNICAL SUPPORT DIVISION

POWERS, DUTIES, AND FUNCTION

Communication applications throughout the City are diverse, encompassing voice, data, and video networks. The Division is responsible for ensuring security, access, availability, and connectivity for mainframe, mid-range, server, and storage technologies.

ACCOMPLISHMENTS

- Completed Exchange email migration from Exchange 2003 to Exchange 2010.
- Upgraded the E911 public safety mapping and Multi-Media Logging Recorders systems for police, fire and EMS dispatch centers.
- Implemented a new data storage, and VMware virtualized host server systems for the new, next generation 911 computer-aided dispatch (CAD) system for fire and Emergency Management System dispatch centers.
- Completed the Access Control and Management System (ACAMS) at Wahiawa Police sub-station, which includes cameras, card readers, control panels, duress alarms, monitoring stations, network video recorder, and related-network devices.
- Implemented Exchange ActiveSync (EAS) to enable employees to connect directly to their city Exchange email account via their mobile computing device such as a smartphone, iPad and mobile devices. EAS allows the City users to synchronize the City's email, contacts, calendar, tasks, and notes from a messaging server to a smartphone and other mobile devices.

- Migrated the Computer Associates Clarity that allows management of services, projects, products, people and financials from on premise at the City and County of Honolulu to Computer Associates' cloud-hosted environment.
- Upgraded the City's anti-spam systems.
- Implemented security firewall and virtual private network for city's supervisory control and data acquisition system.

OPERATIONS DIVISION

POWERS, DUTIES, AND FUNCTION

The City relies on a wide range of systems for the operation of the enterprise. This Division is responsible for operating and monitoring data centers and networks on a 24x7 basis. Operations schedules processing of large computer and output jobs, and ensure continued operation and support in the event of a disaster.

ACCOMPLISHMENTS

- Data Center Upgrade: An IBM zEnterprise™ mainframe was installed in late 2012, earning the City the distinction of having the most advanced mainframe in the state, and one of the most advanced of any municipality in the country. A high-speed fiber backbone connects the Honolulu data center to a second data center in Kapolei, where another mainframe provides disaster recovery.

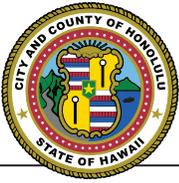
NETWORK AND RADIO DIVISION

POWERS, DUTIES, AND FUNCTION

This Division supports radio, microwave, fiber, wired, and 800 MHz communications for the City.

ACCOMPLISHMENTS

- Executed two major moves for the Honolulu Fire Department and upgraded network switching for all Emergency Management Service locations. Narrow-band VHF mutual aid system radio emission from 25 KHz to 12.5 KHz was successfully converted.
- Wireless and fiber access was installed at the Ala Moana Wastewater Pump Station, Hauula Elderly Affairs Office, and Ala Moana McCoy Pavilion. Oahu Transit System (OTS) was integrated into the City's MPLS network. Network monitoring was enhanced with improvements for trending and alerting.
- Additional cameras were installed in Satellite City Halls to assist the public in avoiding long lines.



DEPARTMENT OF THE MEDICAL EXAMINER

POWERS, DUTIES AND FUNCTIONS

The Department of the Medical Examiner (MED) as mandated by the Revised Charter of the City and County of Honolulu serves the public through the investigation of sudden, unexpected, violent, and suspicious deaths. The purpose of such investigations is to discover, document, and preserve the medical, anatomic, or evidentiary findings, which will allow the department to determine the cause and manner of death, to identify the time of death and injury, to confirm or deny the account of how death occurred, to determine or exclude other contributory or causative factors to the death, and to provide expert testimony in criminal and civil litigation.

The MED is staffed by professionals to include physicians specialized in the area of forensic pathology, medical examiner investigators, laboratory technologists, autopsy assistants, and administrative personnel. The physicians are board-certified in the specialty of anatomic pathology and/or forensic pathology.

HIGHLIGHTS

The Department's community outreach educational program continued this year and included presentations on and off site to at risk teenagers relating to DUI and drug abuse prevention, and to students interested in forensic careers as well as professional groups.

The Department continued to actively participate in multi-disciplinary state-wide child death review programs and inter-agency domestic violence fatality reviews, aimed at prevention by identification of risk factors.

The Department, as a community benefit, participates in a donor organ and tissue procurement program. The Department continues to participate in the Honolulu Heart Program, which includes aging studies of the brain in pre-registered enrollees, in multi-echelon interagency and City mass casualty planning, and in the National Missing and Unidentified Persons System (NamUS) to identify unidentified remains.

The Department, as a community benefit, continues to participate in the John A. Burns School of Medicine pathology training for medical students, medical transitional program residents, and pathology residents. The Department also provides opportunities for on-site internships for Chaminade University forensic science undergraduate and graduate students.

SUMMARY OF STATISTICAL REPORT OF CASES HANDLED BY DEPARTMENT FISCAL YEAR 2013

The office investigated 2,237 deaths this past year as compared to 2,213 in Fiscal Year 2012. The MED assumed jurisdiction in 799 cases and performed autopsies on 536 cases and 263 external examinations which included toxicological testing of body fluids.

Next-of-kin authorized organ donation in 53 cases. Of the 799 jurisdiction cases, the MED investigators visited 390 original death scenes. These scenes are where the incident occurred and, therefore, are an integral part of a thorough death investigation. For example, if the death of a young child occurs in a medical institution, the MED investigator goes to the original scene of the incident in addition to visiting the medical institution.

Laboratory procedures that include toxicological analysis, blood alcohol determinations, preparation of microscopic slides for histological examinations, and various other chemical analyses of different types of body fluids continue to be a very important aspect of investigation of deaths occurring under our jurisdiction.

Drug-related deaths, including abuse of prescription medication, continue to be a concern. Cocaine, opiates, Oxycontin, and methamphetamine continue to be detected in toxicological screens of deaths investigated by the Department. Methamphetamine continues to be associated with violent deaths.



Medical technologist Edgar Talavera preps histology slides for microscopic evaluation.

CLASSIFICATION OF VIOLENT DEATHS

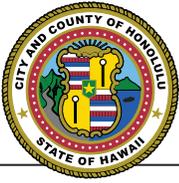
FISCAL YEAR 2013

The number of violent deaths increased to 522 compared to 497 last fiscal year. There were 252 other accidental deaths this past year compared to 227 in FY 2012. There was a decrease in the number of homicides, 15 this year compared to 17 the previous year.

Violent Deaths	522
Homicide	15
Asphyxia	1
Blunt trauma	1
Child abuse	1
Fall	3
Gunshot	4
Other	1
Sharp Force Trauma	1
Stabbing	3
Suicide	111

Asphyxia	5
Drowning	1
Fall	18
Gunshot	17
Hanging	51
Other	1
Poisoning	15
Sharp force trauma	2
Traffic	1
Traffic	71
Water-Related	38
Industrial	6
Other Accident	252
Undetermined	29
Blunt Trauma	2
Drowning	1
Fall	8
Poisoning	16
Traffic	2

NOTE: Some deaths are reported in 2 different categories.



DEPARTMENT OF PARKS AND RECREATION

Toni P. Robinson, Director
Jeanne Ishikawa, Deputy Director

POWERS, DUTIES AND FUNCTIONS

The Department of Parks and Recreation manages, maintains, and operates all parks and recreational facilities of the City; develops and implements programs for cultural and recreational activities; and beautifies the public streets of the City.

MISSION STATEMENT

The mission of the Department of Parks and Recreation is "To enhance the quality of life for all people in our community by providing for excellence in parks and recreation programs and services."

EXECUTIVE SERVICES

STATEMENT OF FUNCTIONS

The primary function of Executive Services is to provide administrative and management support for park operations and systems relating to budget management, planning, property management, public permits, research, safety, personnel management, and labor relations and training.

ACCOMPLISHMENTS

The Parks Permits Section online camping reservation system eliminated waiting in line to apply for permits at the 225 City campsites. Nearly 14,000 applicants used the online service and were able to pay using this system. Camping fees collected in FY 2013 were \$111,882.

DIVISION OF URBAN FORESTRY

STATEMENT OF FUNCTIONS

The Division of Urban Forestry administers the City's Street Tree program, nurseries, landscaping, and Botanical Garden systems.

ACCOMPLISHMENTS

Horticulture Services

- Arboriculture:
 - Maintains an inventory of approximately 225,000 street and park trees
 - Responded to 106 after-hours emergencies, 25% of which related to non-City trees that blocked a City road or sidewalk
- Nursery and Landscape:
 - Accepted into inventory 235 new trees from 19 subdivision projects
 - Conducted community restoration projects at Cartwright Neighborhood Park, Ala Moana Regional Park, Pacheco Community Park, Halawa District

Park, Sans Souci Beach Park, Koko Head Community Park, and Kamilo Iki Neighborhood Park

- Implemented beautification projects during the Mayor's Arbor Day Celebration at Kamilo Iki Community Park, and at Thomas Square, Pele Street Mini Park, Waimanalo District Park, Kapiolani Regional Park, and Bay Beach Park
- Partnered with the Sierra Club on native planting and maintenance at Queen Kapiolani Garden, with the Hawaii Kai Lions Club with a tree planting at Kalama Valley Community Park, and with Malama Maunalua on the Koko Head District Park Rain Garden
- Botany/Horticulture:
 - Honolulu Botanical Gardens (HBG) received a donation of propagative material (7 tubers) of the endangered Corpse Plant (*Amorphophallus titanum*, native to Sumatra) and *Zamia fairchildiana* (endangered cycad, native to Costa Rica and Panama).
 - The Corpse Plant, based at the Foster Botanical Garden Conservatory, produced a spectacular flower nearly seven feet tall and four feet wide. Known for its characteristic smell of rotting flesh, the flower drew hundred of visitors to the Garden. The tuber only blossoms once every several years.
 - A plant identification project in collaboration with botanists at the Oahu Invasive Species Council/Bishop Museum was initiated to confirm the botanical identities of unknown or misidentified plant species in the HBG collections.
- Programs:
 - Ten evening concerts featuring various musical groups were held at Foster Botanical Garden, drawing a total of 2,918 people.
 - Eighty-one botanical/horticultural classes were held at the various gardens, with a total of 783 attendees.
 - Weekend camping at Ho'omaluhia Botanical Garden resulted in 18,631 camper days, and the popular Catch & Release fishing program drew 19,692 anglers. Special fishing programs included the Hickam Air Force Base Children's Fishing Derby, Girls' Day fishing contest, and Keiki Fishing Derby during National Fishing Week. Prizes were funded via the national "Take Me Fishing"

grant received by Ho‘omaluhia. School programs focusing on tropical rainforest plants and wetland habitats resulted in 5,473 participants.

- HBG oversees the Community Recreational Gardening Program, which involves 11 community garden sites and more than 1,200 individual garden plots..

PARK MAINTENANCE AND RECREATION SERVICES

STATEMENT OF FUNCTIONS

The major function of the Park Maintenance and Recreation Services Division (PMRS) is to provide comprehensive park maintenance and community recreational programs.

ACCOMPLISHMENTS

PMRS is responsible for the development and implementation of community recreation and leisure programs, and for the maintenance of recreational facilities, parks, beach rights-of-way, promenades and future park areas throughout the island of Oahu. Two hundred ninety-four parks encompassing more than 6,000 acres fall under the jurisdiction of PMRS. The division is comprised of five districts and two support services. The districts include East Honolulu, West Honolulu, Leeward Oahu, Windward Oahu, and Central Oahu. Recreation Support Services and Maintenance Support Services complete the Division.

Two hundred eighty-seven outdoor comfort stations under PMRS are cleaned and maintained seven days a week. This includes 1,152 toilets, 332 urinals, and 1,071 sinks.

The Division’s community recreation programs provided at 80 recreation sites a wide range of activities for tiny tots, children, teens, adults, senior citizens, and persons with disabilities. The Division serviced 57,000 registered participants during three periods: summer (June-August), fall (September-December), and spring (January-May). See, Table 1 for breakdown of program participation. Activities included classes in aquatics, arts and crafts, creative expression and drama, ethnic culture, sports, music and dance, outdoor recreation and physical fitness. Many special community events occurred throughout the year.

Throughout the year various parks were used to host major festivals and celebrations. Kapiolani Regional Park

hosted Okinawan, Korean, Scottish, Filipino, Vietnamese, Hispanic and Thai cultural events. Kapiolani Regional Park is also the site of the Slack Key, Ukulele, Na Hula, Aloha, Lei Day, and Kamehameha Day Festivals.

The Honolulu Marathon, drawing 35,000 runners and volunteers, starts at Ala Moana Regional Park and ends at Kapiolani Regional Park. Many other 5K and 10K walks and runs utilize these parks.

Ala Moana Regional Park was also the site for the Dragon Boat Races, Greek Festival, Gay Pride Festival, Portuguese Festival, the Lantern Floating Festival, and the Aloha Week Festival.

Kualoa Regional Park hosted the Canoe Festival and provided safe harbor for the Hokulea Voyaging Canoe. The regional parks hosted numerous charity walks, parades, races, and ocean events.

PMRS continued improved park management by implementing and enforcing night closures and the stored property ordinance, with strong support from the community, the Honolulu Police Department, and the Department of Facility Maintenance. These efforts continue to bring positive feedback from residents.

EAST HONOLULU DISTRICT I

East Honolulu District I is responsible for maintaining recreational facilities, parks, bike paths, medial strips, beach rights-of-way, traffic islands, promenades, swimming pools, athletic fields, skating facilities, a dog park, and undeveloped wild growth areas from McCully Street to Sandy Beach Park.

East Honolulu District I is comprised of 126 areas totaling 602.82 acres of land.

The District’s community recreation programs provided a wide range of activities at 18 recreational sites for tiny tots, children, teens, adults, senior citizens, and persons with disabilities. See, Table 2. The district serviced 14,722 registered participants during the three major program periods: summer, fall and spring. Activities included special community events and classes in aquatics, arts and crafts, sports and games, music, dance, drama, outdoor recreation, ocean recreation, physical fitness, and ethnic culture. The

TABLE 1 RECREATION PROGRAM PARTICIPANTS

PARTICIPANTS	FALL 2012	SPRING 2013	SUMMER 2013	TOTAL
Tiny Tots	493	531	267	1,291
Children	6,015	5,322	16,301	27,638
Teens	737	785	3,404	4,926
Adults	2,232	3,038	2,896	8,166
Seniors	5,671	6,695	2,877	15,243
TOTAL	15,148	16,371	25,745	57,264

TABLE 2 - REGISTERED PARTICIPANTS IN DISTRICT I PROGRAMS

PARTICIPANTS	FALL 2012	SPRING 2013	SUMMER 2013	TOTAL
Tiny Tots	168	239	85	492
Children	2,552	1,841	2,705	7,098
Teens	171	119	974	1,264
Adults	886	1,056	1,172	3,144
Seniors	1,096	1,047	611	2,754
Totals	4,873	4,302	5,547	14,722

Summer Fun Program was offered at eleven sites, with 2,705 children and 974 teens enrolled. The Summer Plus Program providing extended childcare was offered at nine areas: Aina Haina Community Park, Kahala Community Park, Kaimuki Community Park, Kamilo Iki Community Park, Koko Head District Park, Manoa Valley District Park, McCully District Park, Paki Community Park, and Wilson Community Park.

Special district activities featuring holiday events included Easter egg hunts, Halloween costume contests, Christmas programs, and other family activities. The District hosted teen events and excursions, which included several community service projects completed by teen groups. Activities in aquatics, ocean recreation, arts and crafts, music and dance, ethnic culture, cooking, outdoor recreation, physical fitness, and sports were held at 15 facilities.

HANAUMA BAY NATURE PRESERVE

Hanauma Bay Nature Preserve is among the top visitor park attractions in Hawaii, and continues to gain worldwide recognition as a model for marine preservation. The entry process requires viewing of an orientation video that

provides educational information and safety tips designed to protect both the visitor and the fragile coral reef environment. Revenue generated by the preserve makes Hanauma Bay a rare government facility that is completely self-sufficient. Table 3 indicates that over 90% of the visitors are nonresidents.

WEST HONOLULU DISTRICT II

District II is responsible for the development and implementation of community recreation and leisure programs, and for inspecting and maintaining many facilities including beach parks, district parks, community parks, neighborhood parks, mini parks, and promenades within its geographic boundaries, which extend from Punahou Street and Ala Moana Regional Park westward to Aiea District Park.

District II comprises 68 areas totaling 545.03 acres of land.

District II Recreation Accomplishments FY 13

Throughout the year, Ala Moana Regional Park was the site of various cultural events run by community organizations, including the Floating Lantern Ceremony, Dragon Boat races, Greek Festival, Gay Pride Festival, and the

TABLE 3 - HANAUMA BAY NATURE PRESERVE VISITOR CENTER AND BEACH ATTENDANCE FOR FY 2013

MONTH	NON-RESIDENT VISITORS	RESIDENT VISITORS	TOTAL VISITORS
July	73,791	9,128	82,919
August	79,922	7,436	87,358
September	51,501	5,560	57,061
October	50,962	5,327	56,289
November	54,071	5,231	59,302
December	54,446	4,178	58,624
January	47,345	3,657	51,002
February	49,847	3,624	53,471
March	65,488	5,469	70,957
April	57,708	4,352	62,060
May	59,319	5,773	65,092
June	68,326	7,119	75,445
Total	712,726	66,854	779,580

Total Visitor count includes promotional Active Duty Military Service Members and dependents not reflected in Non-Resident or Resident Visitor totals.

Another estimated 500,000 visitors annually sightsee from our scenic lookout without entering our visitor center or going down to the beach.

Aloha Week Festival Parade. It was also the site of various canoe, swim and surf events, charity run/walks, parades, marathons, triathlons, Boy Scouts Makahiki, and the Magic Island Carnival. This park attracts about 2 million visitors each year.

Thomas Square Park was the venue for various cultural gatherings, plant shows and numerous dog club shows and obedience trials. In December, the Honolulu Marathon used the park as their starting point and more than 30,000 runners arrived in the early morning hours to prepare for the race. The Fourth of July fireworks display at Magic Island, sponsored by the Ala Moana Shopping Center Business Association, drew approximately 50,000 visitors.

Keehi Lagoon Beach Park was the site of canoe regattas, major cultural events including the Samoan Heritage Festival, and various athletic activities that the facilities support (tennis, cricket, rugby, football, baseball, and softball). The largest events drew approximately 10,000 people.

District II staff; maintains the parks and malls in the Downtown area, with daily cleaning as well as mowing, trimming, and preventive maintenance. Both sections worked with HPD, District 1 to run special cleanup operations to improve overall conditions of Wilcox Park, Fort Street Mall, Kamalii Mini Park, Aala International Park, Dr. Sun Yat-Sen Memorial Park and Sun Yat-Sen Mall, College Walk Mall, and the Pauahi Recreation Center Building. Recreation and maintenance supervisors in charge of the various parks and malls also worked with the Fort Street Mall Business Improvement District Association and other merchant organizations to support their special events.

The partnership with Unity House, Inc., a nonprofit organization, continued at Pauahi Recreation Center. The joint operation provides services to the community, particularly for senior citizens.

Headstart operated childcare programs at four parks in the district: Dole Community Park, Lanakila District Park, Kauluwela Community Park and Halawa District Park. District recreation and maintenance personnel worked cooperatively with childcare providers to support these special programs in conjunction with regular recreational programs.

The district’s community recreation programs at 20 recreational sites provided a wide range of activities for tiny tots, children, teens, adults, senior citizens and persons with disabilities. District II serviced 9,080 registered participants

during the three major program periods: summer, fall and spring. See, Table 4. Activities included special community events as well as classes in aquatics, arts and crafts, sports, music, dance, drama, outdoor recreation, ocean recreation, physical fitness and ethnic culture.

The Summer Fun Program was offered at 16 sites, with 2,160 children enrolled. There were 642 children enrolled in other summer programs. The Summer Plus Program was offered at 6 facilities (Aiea District Park, Booth District Park, Halawa District Park, Moanalua Community Park, Sheridan Community Park, and Ala Puumalu Community Park). The programs offered both morning and afternoon care. Nine districts offered the Summer Food Service Program, which served breakfast to many children who might otherwise not have eaten healthy, balanced breakfasts due to their economic situations.

Special District activities included holiday events such as Easter egg hunts, family activities, Halloween costume contests, and Christmas programs. There were area, complex and district teen excursions throughout the year. Classes in aquatics, arts and crafts, music and dance, ethnic culture, cooking, outdoor recreation, physical fitness and sports were held at 20 facilities.

District II maintenance staff assisted the Department of Facility Maintenance with 18 Stored Property Ordinance (SPO) enforcement operations and also “Bill 7,” a newly adopted ordinance commonly known as the Sidewalk Nuisance Ordinance (SNO), in partnership with HPD, District 1 and DPR, District I.

In addition to SPO and SNO operation, District II maintenance performed eight Park Closure Hours enforcement operations with HPD, District 1 assistance at Ala Moana Regional Park, Mother Waldron Neighborhood Park, Thomas Square, Kalakaua District Park, Makalapa Neighborhood Park, Keehi Lagoon Park, College Walk Mall, Smith-Beretania Park, Aala Park, and Dr. Sun Yat-Sen Mall.

LEEWARD OAHU – DISTRICT III

District III Recreation Accomplishments FY-13

The 2013 Summer Fun Programs were available at 19 sites, with 3,411 children enrolled. There were 414 teenagers enrolled in the Junior Leader volunteer program offering the opportunity to be mentored in child supervision, leadership skills, job skills, and responsibility. Summer Plus Programs

TABLE 4 - REGISTERED PARTICIPANTS IN DISTRICT II PROGRAMS

PARTICIPANTS	FALL 2012	SPRING 2013	SUMMER 2013	TOTAL
Tiny Tots	17	14	102	133
Children	463	499	2,802	3,764
Teens	154	303	755	1,212
Adults	357	453	1,042	1,852
Seniors	815	931	373	2,119
TOTAL	1,806	2,200	5,074	9,080

were held in conjunction with Summer Fun at seven parks (Asing Community Park, Crestview Community Park, Ewa Mahiko District Park, Makakilo Community Park, Mililani District Park, Pearl City District Park, and Waiau District Park). Five of the areas offered both morning and afternoon care. Ten parks qualified to receive the Summer Food Service Program, a federally funded free meal program at Ewa Beach Community Park, Ewa Mahiko District Park, Maili Community Park, Makaha Community Park, Nanakuli Beach Park, Pililaa Community Park, Wahiawa District Park, Waianae District Park, Waipahu District Park, and Whitmore Community Park.

The district's community programs provided a wide range of recreational classes and activities for tiny tots, children, teens, adults, senior citizens, and persons with disabilities at 26 recreation sites. The district serviced 16,212 registered participants during the three major program periods of summer (June-August), fall (September-December), and spring (January-May). See, Table 5. Activities included classes in aquatics, arts and crafts, creative expression, ethnic cultures, home arts, music and dance, outdoor recreation, physical fitness, sports and games. Special events planned and organized by district staff included holiday celebrations, basketball/volleyball leagues, and dodgeball and archery tournaments. Special events for teens and TNT (Tomorrows New Teens) pre-teens were planned, providing wholesome fun and social activities like the district Teen Dance, TNT Day Camp, and ocean recreation.

The new Ewa Mahiko District Park Gymnasium opened on March 9, 2013. The Ewa complex includes the gymnasium, meeting room, craft and ceramics rooms, offices, and outdoor basketball, volleyball and tennis courts. Activities and recreational programs for various age groups are available.

Pearl City Complex re-opened the Recreation Center and Swimming Pool at Pearl City District Park on June 3, 2013 after three years of ADA renovation. Pearl City Summer Fun returned for 250 elementary school aged participants. The Pearl City Senior Citizen Club and Waiau Senior Citizen Club continued to grow. Waiau District Park hosted the annual Easter egg hunt in March 2013 with over 250 children participating.

The partnership of Waipahu Complex and Department of Education (DOE) Waipahu Complex Schools continues. The park sites benefit through funding associated with a 21st Century Community Learning Center Grant to enrich

the lives of students K through 12 through recreation this past year.

Grants and community partnerships have produced a unique, Project Ho'omana teen program in Waipahu. Funding from the Department of Health, Office of Youth Services has been extended for an additional year. The truancy prevention program teaches truant teens how to make good choices and develop life skills. Ho'omana's non-school hour program at Waipahu's intermediate and high schools offers character-building classes, homework assistance and community service projects throughout the year. The program's community service activities supported Great Aloha Run, Waipahu Project Clean, Taste of Waipahu, Cane Haul Run/Walk, and Hanauma Bay Beach Clean Up.

Hoaeae Community Park's Ukulele Band class, its most popular this year, was filled with future performers. Waipahu District Park has developed a strong following of young volleyball and basketball athletes who are displaying their skills in leagues and tournaments across the island. The reintroduction of track and field offered many of the children an opportunity to participate in the Hershey Track and Field qualifying event held on Oahu.

Waianae Complex youth sports programs have grown and expanded to give more children and teens the opportunity to participate in leagues conducted on the Waianae Coast. Nearly 1,700 youths are registered to participate in flag football, basketball and volleyball games. Recruitment of participants is held in the community schools, and volunteer coaches are recruited by DPR staff. The sports programs provide after-school activities for the youth, and give parents opportunities to participate by coaching and officiating league games. Police Activity League (PAL) assists by paying officials and providing HPD presence at night games.

The children and staff in Waianae Complex also participated in the City's Kapolei Christmas Parade on December 8, 2012. They decorated their Minibus and distributed candy canes with their program flyers along the parade route.

Community Based Advisory Committee (CBAC) funds have enhanced facilities and programs for Waianae Complex parks at Nanakuli Beach Park, Maili Community Park, Pililaa Community Park, Waianae District Park, Makaha Community Park, Makakilo Community Park, Makakilo Neighborhood Park, and Honokai Hale.

Mililani Complex continues to enhance their Senior Club activities with events throughout the year. On September 28,

TABLE 5 - REGISTERED PARTICIPANTS IN DISTRICT III PROGRAMS

PARTICIPANTS	FALL 2012	SPRING 2013	SUMMER 2013	TOTAL
Tiny Tots	178	201	68	447
Children	1,633	1,477	3,920	7,030
Teens	281	165	1,015	1,461
Adults	498	678	311	1,487
Seniors	2,216	2,568	1,003	5,787
Totals	4,806	5,089	6,317	16,212

2012, four senior clubs held a day camp at Kualoa Regional Park. The seniors learned about the legends of Kualoa and Hawaiian customs, and enjoyed ocean recreation activities.

The complex’s Country Fair was held on October 26, 2012. “White elephant” treasures were scooped up by seniors from various clubs, while left-over items were donated to Big Brothers/Big Sisters.

Mililani complex’s Senior Try Fest was held on November 30, 2012, at Mililani District Park included all senior clubs in District 3.

Mililani seniors held their bi-annual Red, White & Blue Song Fest, kicking off 2013, with the winner earning bragging rites for the next two years. April’s special event was Casino Day. All the club members were given “Mililani Bucks” to play various casino games.

The Wahiawa Complex offers comprehensive recreational programs and activities for all age groups. The Summer Fun Programs at Wahiawa and Whitmore Village were eligible for the government’s free “Summer Meals” program. The summer activities were capped off by a “Whitmore Review” and a Wahiawa daytime “Finale Carnival” for the children and their families.

The Senior Citizens Clubs from Wahiawa and Whitmore enjoyed a variety of city-sponsored events as well as club activities throughout the year, including the City’s Valentine Dance and the District III Senior Council Luncheon. The Wahiawa Rainbows participated in the City’s Memorial Day Lei Making Project by making 1,500 leis for the cemetery at Schofield Barracks. Their senior bowling club now claims more than 200 members for their weekly sessions at Schofield Barracks Lanes.

WINDWARD OAHU – DISTRICT IV

District IV Recreation Accomplishments FY 13

Children participated in the District’s Summer Fun Programs at Waimanalo Beach Park, Waimanalo District Park, Enchanted Lake Community Park, Kailua Elementary School, Aikahi Neighborhood Park, Ben Parker School, Ahuimanu Community Park, Kapunahala Neighborhood Park, Hauula Community Park, Laie Elementary School, Kahuku District Park, Sunset Beach, and Waialua District Park.

Kualoa Regional Park provided a Summer Fun Day Camp for 3,500 participants and Haleiwa Alii Beach Park’s Surf

Center ocean activities excursion program had over 3,500 summer fun participants. In addition, tiny tots, children, teens, adults, and senior citizens were enrolled in Enrichment Programs at Kaneohe District Park, Kailua District Park, Kaneohe Community and Senior Center, and Haleiwa Alii Beach Park. See, Table 6.

The following sites provided Summer Plus Programs before and after Summer Fun Care, with contracted vendors hired by the City: Ahuimanu Community Park, Enchanted Lake Community Park, Kapunahala Summer Fun, Ben Parker Summer Fun, Kailua Summer Fun, and Aikahi Summer Fun. The following sites participated in the Summer Food Service Program and provided brunch for their program participants and youth 18 years and under: Waimanalo Beach Park, Waimanalo District Park, Kailua Summer Fun, Ben Parker Summer Fun, Hauula Summer Fun, and Waialua District Park.

On November 5, 2012, the District IV Senior Citizen’s Council held their Installation Luncheon at the Tree Tops Restaurant and 150 seniors attended. District IV held a Fun Day on March 18, 2013 at Hoomaluhia Botanical Gardens, with 100 participants enjoying fishing and coconut weaving projects.

Kai Waimanalo Complex (Waimanalo Beach Park, Waimanalo District Park, Enchanted Lake) hosted their annual Halloween Treat Street October 26-28, 2012, and more than 300 people attended the event. On November 30, 2012, they held a gingerbread house making activity for 300 participants. Enchanted Lake Community Park held lei making workshops on April 26 and 29, to support the citywide Lei Contest. Waimanalo Beach Park hosted the Gabby Pahinui Concert in August, the Waimanalo Carnival in the fall, and the Waimanalo Christmas Parade in December. Waimanalo Beach Park and Waimanalo Bay Beach Park were ranked among the top 10 beaches in Condé Nast Magazine (travel magazine).

Kailua Complex (Kailua District Park and Pool, Kalama Beach Park, Aikahi Neighborhood Park) hosted about 80 Senior Citizens at an annual Pool Party on September 19, 2012. Fall program participants enjoyed a Fall Fling with entertainment, potluck, and a community swim at the pool. In preparation for the City’s Lei Day celebration, Kailua Complex hosted four lei making workshops on March and April 2013. About 20 people attended each workshop. Some participants entered lei in the citywide Lei Contest.

TABLE 6 - REGISTERED PARTICIPANTS IN DISTRICT IV PROGRAMS:

PARTICIPANTS	FALL 2013	SPRING 2013	SUMMER 2013	TOTAL
Tiny tots	130	77	12	219
Children	1,367	1,505	6,874	9,746
Teens	131	198	660	989
Adults	491	851	371	1,713
Seniors	1,544	2,149	890	4,583
Totals	3,663	4,780	8,807	17,250

Kaneohe Complex (Kaneohe Community & Senior Center, Kaneohe District Park and Pool, Puohala Neighborhood Park, Kapunahala Neighborhood Park, Heeia Neighborhood Park, Kaneohe Community Park, Ahuimanu Community Park) held the Makahiki/Fun Fair on July 7, 2012. Approximately 3,000 people attended.

On November 13, 2012, the Turkey Trot was held at Kaneohe Community Park, with 1000 attending. A Wet & Wild Family Day on March 22, 2013, had more than 100 people attend. On March 28, 2013, approximately 2,000 people attended the complex-hosted Easter Eggstravaganza at Windward Mall.

Kaneohe Community & Senior Center offers a variety of programs and classes for senior citizens. Its Senior Council sponsored their annual Open House and Luau on April 19, 2013. Koolau Senior Hui is the social club. Special service clubs—Na Kupuna O Koolau, Uta Kai, and Sukiyaki—that go to hospitals, care homes, and nursing homes for community service (5,000 plus people entertained).

Kahaluu Complex (Kahaluu Regional Park, Kahaluu Community Park, Hauula Community Park, Kahuku District Park, Laie Neighborhood Park) hosted an Annual Volleyball Jamboree for teens on July 3, 2012, at Waimanalo District Park Gymnasium. Eight teams participated. Kahaluu Complex held a fall and spring Hoike at Kahaluu and Laie cafeteria to culminate their programs. The Keiki Ukulele program at Kahaluu Elementary School worked together with Kahaluu Neighborhood Park to prepare children for performances at Disneyland in May, 2013.

Waialua Complex (Waialua District Park and Pool, Haleiwa Surf Center, Sunset Beach Recreation Center, Sunset Beach Neighborhood Park) had a Keiki Hoolaulea for the community on December 8, 2012. More than 100 people took pictures with Santa. June and July were busy months as Kualoa hosted Summer Fun Programs, with a Day Camp at Kualoa Regional Park drawing more than 3,500 children and teens. On March 9, Kualoa Regional Park held their annual Canoe Festival, with 700 participants.

DISTRICT V

CENTRAL OAHU REGIONAL PARK, WAIPIO PENINSULA SOCCER COMPLEX HANS L'ORANGE BASEBALL FIELD

The Parks Maintenance and Recreation Services Division's District V is responsible for the coordination of local, national and international sports tournaments, community recreation and leisure programs. District V covers Waipio Peninsula Soccer Park (WSP), Patsy T. Mink Central Oahu Regional Park (PTMCORP) and Hans L'Orange Baseball Field (HLBF), and Veterans Memorial Aquatic Center (VMAC).

District V Major Accomplishments FY 13

The University of California at Berkley swim team trained at the VMAC in January and conducted a clinic for local youth swimmers. The VMAC also hosted the Pan Pacific

Swim Meet, which included teams from China, Japan, Australia, Canada, Mexico, New Zealand, Philippines and the United States. The Local Swim Committee (USA Swimming) held State Championships at the VMAC and the local swim clubs hosted meets throughout the year, which included neighbor island, national and international teams. The Oahu Interscholastic Association also held water polo matches at the VMAC.

The Hawaii High School Athletic Association staged the Girls and Boys State Soccer Championships at WSP. WSP also hosted tournaments organized by the Hawaii Youth Soccer Association (HYSA) and American Youth Soccer Organization (AYSO) throughout the year, which included the Far West Regional Tournament teams from Montana, Wyoming, Utah, Colorado, Arizona, Nevada, Idaho, Washington, Oregon, California and Hawaii. HYSA President's Cup, US Youth Soccer Hawaii State Cup (HYSA), AYSO Kirk Banks Cup, AYSO Rainbow Tournament, HYSA State Championships, Hawaii International Cup (Honolulu Bulls Soccer Club), Aloha International Cup (Leahi Soccer Club) and Hawaii Rush Soccer Club's Thanksgiving Tournament, which included teams from the neighbor islands and the mainland, were also held at WSP. The soccer complex also hosted many clinics for coaches and players such as the Olympic Development Program (ODP). The University of Hawaii women's soccer team uses the stadium field for all their home matches; Hawaii Pacific University, Chaminade University, and Brigham Young University - Hawaii hold some of their matches at the soccer complex.

The Tennis Facility hosted two national events: United States Tennis Association (USTA) 18U Juniors Championships, and the International Tennis Federation 18U Championships. The USTA also provided Learn To Play tennis programs as well as organized tournaments for seniors, age-grouped adults, and youth throughout the year. The Hawaii Pacific Tennis Foundation also conducted tournaments at the tennis center. The Honolulu Tennis League schedules matches on the weekends throughout the year and Hawaii Pacific University uses the center as their home court.

The baseball and softball facilities accommodated numerous athletic organizations which included four adult baseball leagues, six youth baseball leagues, ten softball leagues, two adult soccer leagues, adult Frisbee leagues, youth football leagues and a mixed lacrosse league that use the park throughout the year. Tournaments included the HHSAA Division II Boys baseball tournament at HLBF, and the HHSAA Division II Girls softball tournament at PTMCORP, as well as Hawaii World Series Baseball, American Legion, Best of the West, American Softball Association (ASA), softball regionals, Little League, PONY, Cal Ripken, and Babe Ruth Regionals. The Family Stone High School Alumni Softball tournament involved 48 teams over five days. Hawaii Pacific University used HLBF as their home field.

RECREATION SUPPORT SERVICES

The function of the Recreation Support Services Branch (RSS) is to provide program support and in-service training for the district recreation staff in specialized areas such as culture and arts, children and youth, special services (People's Open Market and therapeutic recreation), sports and aquatics, and senior citizens. The staff in these specialty areas is also in charge of coordinating other events throughout the year in addition to regularly scheduled tournaments, contests and clinics. Among this branch's activities are:

1. ADOPT-A-PARK

The Adopt-A-Park Program enlists public and private organizations and individuals to volunteer their services to help maintain park facilities. Four new adoptions were added this year for a total of 263 active park adoptions.

The volunteers in the Park Program assist and coordinate cleanups and beautification projects during the year for all five districts. Major projects included "Make A Difference Day," "Get The Drift and Bag It," "July 5th Cleanup," "Mormon Helping Hands," "Keep Hawaii Beautiful," and Matson's "Ka Ipu 'Aina Program." These community wide projects have attracted over 15,400 volunteers who contributed more than 40,000 hours of service in park and beach cleanups during fiscal year 2012-2013.

2. CHILDREN & YOUTH

The Children and Youth (CY) Unit and staff committee coordinated the City's participation in the 2012 Children and Youth Day.

In March 2012, the first Youth Tryfest was held. The Tryfest offered 10 different activities for the youth to sample. The activities offered included archery, balloon twisting, Drums Alive, rockets, capoeira, recyclable car racing, origami, Nerf Challenge, STOMP, and a scavenger hunt. Two hundred and nine youth participants spent the day enjoying the activities. Shave ice was provided by volunteers from a community church.

The CY Unit continues to develop and provide training for recreation directors. Topics included instruction on conducting activities such as arts, crafts and games; working with junior leaders and teens; and excursions, communication, and orientation/expectations.

In 2012, the CY Unit continued to take on a major role in the planning and implementation of the City's Summer Fun Program. The responsibilities included coordinating purchases of services for transportation and t-shirts, overseeing the Summer Food Service Program, and contracting of the Summer Plus programs. This summer, DPR served more than 10,000 children and youth at its 60 program sites.

3. CULTURE AND ARTS

The goal of the Culture and Arts section is to enrich Honolulu's diverse cultural heritage by developing, implementing, and coordinating various projects and programs relating to arts, crafts, creative drama, music and dance.

The Culture and Arts Section provided the following staff training during this fiscal year:

Lei Making Workshop; total attendance of 29. The workshop was held at Halawa District Park and co-sponsored by Hawaii Recreation and Park Society which recruited the instructors and contributed the bulk of the materials.

Christmas Swags Workshop; total attendance of 9. The workshop was held at McCoy Pavilion, Ala Moana Beach Park.

Science Crafts Workshop II; total attendance of 14. The workshop was held at Halawa District Park. Four projects/demonstrations that tied in Arts and Crafts and science were prepared for this class.

Tempera Paint Projects Workshop; total attendance of 25. The workshop was held at Halawa District Park.

Plant Identification Workshop II; total attendance of 24. This class was sponsored by the Hawaii Recreation and Parks Society, a follow up to the workshop held at Moanalua Community Park last year.

Improvisation Drama Activities; total attendance of 12.

The 72nd Annual Nā Hula Festival sponsored by the Friends of Honolulu Parks and Recreation. Since 1941, DPR's Nā Hula Festival has celebrated the artistry and grace of Hawaii's premier dance form, hula. The festival is Hawaii's longest running annual non-competitive hula event. Four *hālau* with more than 200 dancers and musicians performed on Saturday, August 4 and four other *hālau* with more than 250 dancers and musicians performed on Sunday, August 5. More than 300 people attended this event.

The 86th Annual Lei Day Celebration began on March 2, 2013, with the selection of the 85th Lei Queen and Court. Ten *mākua* contestants (31-54 years of age) were judged on their lei making skills, hula, poise and personality, and 'Ōlelo Pelekane and 'Ōlelo Hawai'i. 'Ōlelo Hawai'i was reintroduced as part of the judging criteria in order to emphasize the importance of perpetuating one of the two official languages of the State of Hawaii, as well as to convey the message with feeling and proper pronunciation.

The 86th Annual Mayor's Lei Day Celebration was held on May 1, 2013.

On Wednesday, May 2, 2012, all the floral contest lei were on display for a final time at Mauna 'Ala.

The 24th Annual Talk Story Festival, Hawaii's oldest and largest storytelling celebration, took place on October 19-20, 2012, at McCoy Pavilion at Ala Moana Regional Park.

4. PEOPLE'S OPEN MARKET

The People's Open Market (POM) program was established in November 1973. A total of 708,965 people shopped at the 25 market sites during FY 2013, a decrease from last year's count of 805,740. The decrease can be attributed to the growing popularity of other farmer's markets around the island.

The POM attendance numbers still indicate the program is alive and well. It is fulfilling its primary purpose of aiding and promoting diversified agriculture and providing low cost produce to Oahu's citizens. It also provides a place where the community can gather and talk story.

5. SENIOR CITIZENS

The Senior Citizen Section of the Department of Parks and Recreation has maintained a year-round schedule of activities and special events for over 5,000 senior citizens (55 years and older). The Department's district recreation staff advises 37 senior clubs island-wide, and assists the Senior Citizen Section with events like the annual Mayor's Craft and Country Fair; the Seniors Valentine Dance at the Neal S. Blaisdell Center Exhibition Hall; and various community events around the island.

Senior citizen activities and training included:

The Good Life Expo was held at the Blaisdell Exhibition Hall. An estimated crowd of 15,000 attended this three-day event.

105 members from our Parks and Recreation senior clubs participated in Bowling Bonanza IV, a non-competitive bowling event at the Pali Lanes.

The Senior Fun and Games workshop was held at Ala Puumalu Community Park. Approximately 20 advisors and staff attended the class.

The Mayor's Craft and Country Fair was held at the Blaisdell Hawaii suites. The fair featured craft booths, vendors from the People's Open Market, informational displays, a *Raku* make-and-take station, entertainment and a food drive for the Hawaii Food Bank. About 1,000 people attended.

The Senior Valentine's Ball was held at the Palladium at the Ala Wai Golf Course Clubhouse. Five hundred seniors enjoyed an evening of socializing and ballroom dancing.

The Annual Senior Valentine's Dance was held at the Blaisdell Exhibition Hall. Over 1,500 participants danced the day away.

The annual Primetime Wellness Fair was held at the Blaisdell Exhibition Hall. More than 5,000 people

attended.

The Parks and Recreation's Outstanding Senior Recognition Program was held at Makiki District Park. Senior clubs from around the island each selected two members who were recognized as outstanding members.

An estimated 400 senior club members from around the island picked flowers and sewed leis for the Mayor's Annual Memorial Day Ceremony at the National Memorial Cemetery of the Pacific. The seniors made an estimated 5,000 leis for this event.

The Senior Golf Program played six times (odd months) at various City and County golf courses. Approximately 30 men and women enjoyed a day of exercise, socialization and fun at these outings.

Senior Softball is coordinated throughout the year at the Patsy T. Mink, Central Oahu Regional Park's softball complex. This league is for players 60 years and older. Fourteen teams from Honolulu participated in a season-ending 37th Annual Hawaii State Senior Softball Tournament on the island of Kauai. All 54 teams displayed skills, sportsmanship and fellowship.

In addition to the above mentioned events, the Makua Ali'i Senior Center and the Kāne'ōhe Senior Center, as well as other community and district parks, offered a wide range of activities for seniors including ceramics, painting, table tennis, aerobics and hula.

6. SPORTS & AQUATICS

The Sports and Aquatics Section is comprised of sports, aquatics, and tennis specialists who provide staff training and conduct citywide events and activities throughout the year.

The Sports unit encompasses sports, games, and fitness activities, including boxing and the Honolulu Marathon. The Sports Unit conducts and coordinates two annual citywide activities, the annual Elks Hoop Shoot in the fall and the Senior Classic games in the spring.

The Aquatics unit supports the 21 swimming pools and ocean recreation activities. More than 600 aquatics classes were held for children, teens, adults, seniors, and people with disabilities throughout the year. The variety of classes included all levels of Learn-To-Swim, Lifeguarding/Junior Lifeguarding, First Aid and CPR/AED training. In addition, the Aquatics Unit heads the Hawaiian Canoe Program Advisory Council, and coordinates two citywide age group swim meets.

The Tennis Unit provides expertise, equipment, and support at over 200 tennis courts on Oahu. Court and outdoor surface inspections are conducted quarterly, and tennis workshops are held bi-annually.

Each year, the United States Tennis Association – Hawai'i Pacific Section (USTA-HPS) has co-

sponsored with the City the Summer Fun Mobile Tennis Program. During the 6-week program, USTA-HPS visited 20 park sites and provided wholesome recreation and tennis instruction for over 1,000 youngsters registered in our department's Summer Fun programs.

The Patsy T. Mink Central Oahu Regional Park Tennis Complex draws an estimated 100,000 individuals to the 20-court complex (12 courts are lighted in the evening). It is the preferred venue for junior and adult league championships, as well as high school, national, international, wheelchair, professional and collegiate competitions.

The Novice City-Wide Swim Meet was held at Palolo Valley District Park Pool on November 3, 2012; there were 10 teams with a total of 162 participants and 150 spectators.

The Elks Hoop Shoot at Halawa District Park on December 1, 2012 drew 24 boys and 24 girls. City-wide there were 258 participants: 177 boys and 81 girls.

The 21st Annual Senior Classic Games (organized games created for seniors) was held March 21, 2013, at Halawa District Park with a total of 86 teams from 20 senior clubs entered in four different games. Over 260 participants (not including spectators) were involved..

The Novice City-Wide Swim Meet was held April 6, 2013, at Salt Lake District Park Swimming Pool. There were 10 teams with a total of 148 participants and 175 spectators.

7. THERAPEUTIC RECREATION

The purpose of the Therapeutic Recreation Unit (TRU) is to provide support and empower the DPR staff to assist persons with disabilities to access Park activities.

On December 26, 2012, the TRU conducted its annual training with part time staff. The training included DPR's mandatory training, and review of the responsibilities and expectations of an Inclusion Aide. Those who needed to update certifications attended First Aid and CPR training on December 27, 2012.

The TRU conducted several training sessions this year. On October 20, 2012, the *Positive Discipline Workshop* was conducted at Ala Puumalu Community Park with 15 staff in attendance. On December 16, 2012, the *LIFE (Leisure Is For Everyone) Workshop* was held at Makiki District Park, attended by DPR staff. On January 17, 2013, the *MUVE Workshop* was given by Maggie Kunkel at McCoy Pavilion during the Division Meeting. The *Recreation Program Access Workshop* was conducted for the first time at Ala Puumalu Community Park on April 17, 2013, with 33 DPR staff in attendance.

Beach Access

The TRU partnered with AccesSurf Hawaii for a

special event, *Day at the Beach* at Kualoa Regional Park. All activities were accessible and open to the public. Activities included canoeing, swimming, paddle boarding, kayaking and carnival games for 100 participants.

The department purchased three Mobi Chairs and two DeBug wheelchairs to add to our Beach Access Project. Mobi Chairs were placed at Ala Moana Beach Park and Haleiwa Surf Center, and a DeBug wheelchair at Kailua Beach Park. The TRU is working on the placement of the other chairs.

Outreach

The TRU continues to work with staff and informally survey access and inclusion issues. It assists with concerns of various individuals with disabilities, service animal questions, pool lifts, ramps and stairs issues.

TRU send out quarterly notes, informing staff about Autism and solutions to challenging behaviors, and information on new ADA regulations on wheelchairs & Other Power Driven Mobility Devices (OPDMD).

The TRU had a display at the Annual SPIN (Special Parent's Information Network) Conference. In cooperation with the Learning Disabilities Association Hawaii, TRU staff conducted presentations for teachers and parents on DPR's Inclusion Process and the Summer Fun Program.

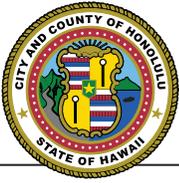
MAINTENANCE SUPPORT SERVICES BRANCH

The Maintenance Support Services (MSS) is a branch of the Park Maintenance and Recreation Services Division. MSS is responsible for providing major repair and/or replacement services to buildings and ground facilities, as well as equipment for the Department's five districts and the Division of Urban Forestry, located throughout the island of Oahu. The staff works hard to keep our city parks clean, safe, and well maintained so all can enjoy the facilities.

The following is a summary of work orders completed by Mechanical Repair, Trades and Heavy Equipment, Grounds Improvement, and Work Program staff in FY 2013.

COMPLETED REQUESTS FROM MAINTENANCE SUPPORT SERVICES SECTIONS

<u>SECTIONS</u>	<u>WORK ORDERS</u>
Carpentry	302
Masonry	288
Painting/Signs	205
Plumbing/Sprinkler.....	1,430
Welding	266
Grounds Improvement	700
Heavy Equipment.....	139
Work Program	306
Mechanical Repair	862
Project Requests.....	396
TOTALS.....	4,894



DEPARTMENT OF PLANNING AND PERMITTING

George I. Atta, Director
Arthur D. Challacombe, Deputy Director

POWER, DUTIES, AND FUNCTIONS

The Department of Planning and Permitting (DPP) is responsible for the City and County of Honolulu's long-range planning; community planning efforts; transit-oriented development; administration and enforcement of ordinances and regulations governing the development and use of land; various codes pertaining to the construction of buildings; and City standards and regulations pertaining to infrastructure requirements.

The Department is comprised of seven strategic groups including the Administrative Services Office; the Honolulu Land Information System; the Customer Service Office; and the Planning, Land Use Permits, Building, and Site Development Divisions that conduct planning, zoning, and permit issuance for the City and also manage the Geographical Information System (GIS) used by various governmental agencies and private businesses. The Department provides administrative support for the following commissions, boards, and committees:

- The Planning Commission, the Zoning Board of Appeals, the Building Board of Appeals, and the Design Advisory Committee.

HONOLULU LAND INFORMATION SYSTEM (HoLIS)

DUTIES AND FUNCTIONS

HoLIS provides coordination, management, and oversight of the City's Geographic Information System (GIS) and the maintenance of geospatial data required by almost all city departments. HoLIS is also responsible for the managing and maintaining the Department's Automated Permit Tracking and Management System (AutoPermits) commonly referred to as POSSE.

ACCOMPLISHMENTS

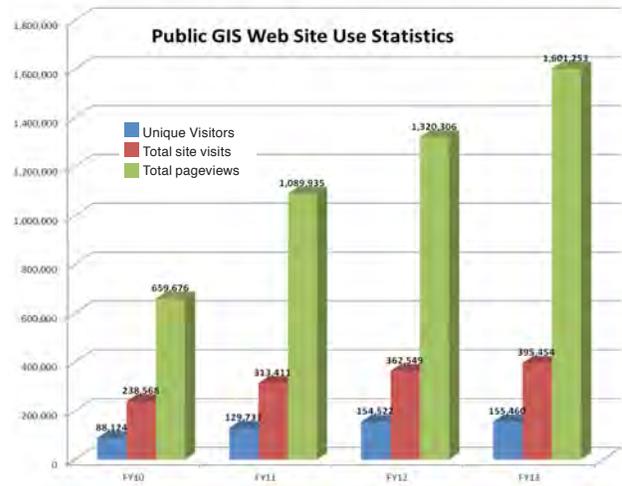
Enhanced GIS Internet Website

The City's GIS website added new features and advanced capabilities. The GIS home page <http://gis.hicentral.com> was expanded with the addition of the new "MAPS OF OAHU" site, which uses the latest in GIS web technologies to post maps that can be integrated with other Internet and mobile applications. Total visits to the GIS website increased by more than 9% and usage page views increased by over 21%.

ON-LINE PERMITTING

HONline

The HONline program expanded dramatically over the past fiscal year. The flood of solar and photo-voltaic permits



was primarily managed by the HONline system. The ability to obtain these permits on-line led to huge increases in both number of on-line permits issued and revenues. The Department's Internet permitting program allows online payment and printing. Below are data illustrating the expanding use of the Department's web site:

- Percent change of HONline permits issued from previous year = 54%;
- Total HONline Revenues = \$1,342,573 (up 300%); and
- Labor savings = Approximately 1,570 work days.

CUSTOMER SERVICE OFFICE (CSO)

DUTIES AND FUNCTIONS

The CSO is comprised of five branches: Permit Issuance, Data Access and Imaging, Code Compliance, Residential Code Enforcement, and Commercial and Multi-Family Code Enforcement.

The CSO duties and functions include:

- Operates a consolidated permit counter to handle customer inquiries about various permit requirements and forms;
- Processes residential and other minor permits;
- Intakes permit applicants/plans to be routed to other appropriate divisions;
- Collects all permit fee payments;
- Operates as the Department's information center that maintains historical and current records pertaining to the City's properties and permits, which are also available for the general public's use;
- Administers the code enforcement civil fine program;

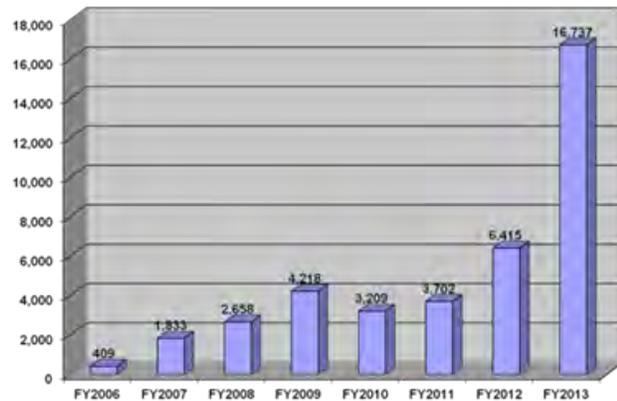
HONline Revenue

HONLINE REVENUES



HONline Permits

HONLINE PERMITS ISSUED



- Inspects existing buildings, apartments, dwellings and structures in response to customer complaints, requests for investigation for possible violations of various codes, requirements, rules, regulations, and referrals from other government agencies to inspect establishments in conjunction with its programs for licensing.

Permit Issuance Branch:

- The branch issued 30,882 building permits which generated a total construction valuation of \$2,253,383,439 this fiscal year, as compared to the 21,947 permits issued generating a total construction valuation of \$1,972,599,582 from the previous fiscal year. This represents an increase of 8,935 permits issued or a 29 percent increase for this fiscal year.
- The total construction valuation of those building permits issued in FY13 increased by \$289,783,857 or 12 percent, when compared from the previous fiscal year. These large increases are primarily due to the popularity of new single family photovoltaic installations.
- Solar permits issued declined slightly in number this fiscal year, but increased in valuation. The total

number of permits issued to install solar products was 2,991, boosting the total construction valuation to \$425,857,909 for this fiscal year, as compared to the 3,166 permits issued generating a valuation of \$381,178,579 for the previous fiscal year.

- Solar permits and other types of residential permits continue to be popular. The Department's Internet permitting program, HONline, allows customers using the Internet to apply, pay for and print various minor permits 24 hours, seven days a week from the convenience at home or the jobsite. The Permit Issuance Branch reviews all single-family permit applications involving the location of structures near the shoreline setback line. Review and issuance of this type of permit has been facilitated by an electronic inventory of all shoreline properties that are available on the POSSE system.

Data Access and Imaging Branch (DAIB):

- DAIB's main responsibility is to help the general public utilize a consolidated historical permit record archive system.
- Provides computer terminals for the general public's use to allow direct access to property and project data maintained in the City's land use management and optical records system.
- Respond to permit inquiries, general permit requirements, permit and record research; reproduction of historical permits and/or other records (if available).
- Coordinates record management activities, including the storage, digital imaging, microfilming and archiving of permits and other records pertaining to properties, structures, and infrastructures.
- Operates an information center where public information materials, including various brochures, forms, and instruction sheets are readily accessible to the general public.

Code Compliance Branch

- The primary objective of the code enforcement program is to obtain compliance for all violations. Enforcement measures are either Administrative (Civil Fines) or Judicial (Prosecuting Attorney's Office). When appropriate, a Notice of Violation (NOV) is issued by an inspector for infractions of one or more ordinances of the City and County of Honolulu. If the NOV's are not corrected within a required period of time, the NOV's are referred to the Code Compliance Branch for issuance of Notices of Order (NOO's) to the violators.
- In FY 2013, the Department's inspectors issued 2,402 NOV's for non-compliance with the City's ordinances and codes. Of these NOV's, 366 were referred to the Code Compliance Branch for issuance of NOO's to include assessed civil fines. Of the 366 NOO's issued,

183 cases have been corrected and closed; 183 cases remain active (either the violations are corrected but the civil fines remain outstanding or the violations are not corrected and the associated civil fines are not paid). The correction rate for the NOV's issued during the fiscal year is 75 percent and the amount of civil fines collected was \$226,554.

- The Code Compliance Branch is responsible for conducting field inspections to continually update the seawall inventory and shoreline construction with photographic archives to use for future permit applications where the property is placed near to the shoreline area to determine applicability of shoreline setback regulations.
- The Branch is also responsible for processing and renewing Nonconforming Use Certificate (NUC) applications. The NUC's are issued to allow the continuance of legal short-term rental units. The NUC's are renewed on even numbered calendar years with the last NUC renewal completed on October 15, 2012. Currently, there are 858 active NUC's on Oahu (810 transient vacation rentals and 48 bed and breakfast units). In April 2012, the department amended the renewal process from a hard-copy, off-line process to an electronic, on-line process with payments via credit card. This totally electronic process substantially reduces the man-hours for processing the renewal applications as well as the associated cost for mailing.

Residential Code Enforcement Branch

- The Residential Code Enforcement Branch conducts inspections of existing dwellings and structures in residential, country, and agricultural districts in response to customer complaints and requests for investigation for possible violations of regulations relating to the housing code, zoning code, building code, vacant lots, sidewalks, driveways, litter, graffiti, house numbers, posters, and relocation assistance.
- The most noted changes to the trend with Residential Code Enforcement Branch accomplishments include the number of initial inspections to housing units, with a 30% increase to inspections performed in FY2012. On the other hand, there was a slight decrease in the number of inspections of sidewalk areas and illegal signs, each with a 10% reduction.

Commercial & Multi-Family Code Enforcement Branch

- Enforces applicable codes and regulations through investigations and inspections that are normally initiated from complaints or requests from the public, referrals from other government agencies, and requests from others for licensing by the CSO as required by local ordinances or State statutes.
- Conducts site inspections on requested establish-

ments, prepares and issues building inspection reports in conjunction with licensing programs of the State Health, Education, and Social Services Departments for their proposed and licensed facilities (Care Homes, Adult Residential Care Homes, Day Care Centers, Elderly Care Centers, Institutional, Private Schools, etc.).

- Inspects apartments and other residential buildings to satisfy the condominium property regime (CPR) requirement for conversions to determine whether the building met all applicable building and zoning code requirements at the time of its construction and whether any variances or other permits were issued for any deviations. CPR requests have increased 80% in the last 12 months.
- Inspects existing buildings and structures for possible violations of the building code, housing code, zoning code, sidewalk, and swimming pool enclosure regulations.
- Evaluates buildings for the Department of Budget and Fiscal Services for relocation, disposition, or acquisition.
- Conducts inspection of illegal signs in industrial, commercial, apartment, mixed use, and residential districts.
- Conducts inspection for reported violations and postings of required signage in existing buildings and facilities.
- Follow up on the Fire Department inquiries on existing buildings.
- Enforcement of the Sign Ordinance having a positive impact, resulting in a decrease in the number of sign complaints for the third consecutive year and reductions in the number of NOV's issued and referred for NOO's and civil fines.

PLANNING DIVISION

DUTIES AND FUNCTIONS

The Planning Division is responsible for the following functions:

- Prepare and revise the Oahu General Plan;
- Prepare, regularly evaluate, and update the long-range regional development plans;
- Represent the City in State land use boundary amendments for parcels greater than 15 acres;
- Process applications for:
 - State land use boundary amendments for parcels equal to or less than 15 acres;
 - Revisions to the regional development plans and sustainable communities plans;
 - Public Infrastructure Map (PIM) amendments;
 - Zone changes;

- State special use permit requests; and
- Zoning district boundary adjustments.
- Monitor and administer conditions of approval associated with the above actions, including affordable housing and urban design plan requirements;
- Develop community-based special area plans for neighborhoods, where more localized planning is desired;
- Develop the City’s Transit-Oriented Development (TOD) program which includes developing community-based neighborhood plans in conjunction with rail transit, and developing increased public awareness of the benefits of TOD;
- Review the Executive Capital Improvement Program and Budget for conformance to the General Plan and development plans;
- Prepare an annual report of the current status of land use and other data pertinent to the implementation of development plans;
- Develop land use forecasting models to prepare forecasts of population, housing, and employment based on land use policies expressed in the Oahu General Plan and the development plans. These forecasts are used as the land use basis for the Oahu Regional Transportation Plan and other long-range infrastructure master plans;
- Provide assistance to the Oahu Metropolitan Planning Organization (OMPO), with respect to land use and population planning issues, and participate on various standing and ad hoc OMPO Committees; and
- As the City’s liaison to the U.S. Bureau of Census, develop products to make the census data relevant to planning applications and more useful to the public.

ACCOMPLISHMENTS

Development of the TOD program:

- More than half of the 21 station areas have neighborhood plans completed, underway, or ready to begin the community planning process;
- Feasibility of several implementation tools has been studied, including tax increment financing, zoning incentives, tax policy changes, and monitoring the schedule of regional infrastructure upgrades; and
- Under a \$2.3 million grant received from U.S. Housing and Urban Development (HUD), the Department is developing an affordable housing strategy for the transit corridor, completed a preliminary inventory of existing affordable units in the corridor, and seeking to increase community interest in TOD, particularly amongst non-profit, philanthropic organizations that advocate a variety of public policy objectives related to community well-being.

The Department is processing a proposed development

agreement in conjunction with a zone change for Aiea property, formerly occupied by Kam Drive-In. The development agreement is being reviewed in lieu of the traditional conditional zoning process.

The department is implementing a more active social media presence. It has an updated TOD website and created a Twitter account. Facebook participation is imminent.

The Department also coordinated a presentation by Peter Calthorpe, an international expert on urban growth, who is often credited with coining the phrase, “transit-oriented development.” His firm studied the beneficial impacts of TOD in Honolulu in terms of household savings in housing and transportation costs, reduction in air pollution, reduced urban sprawl, and other measures.

LONG-RANGE POLICY PLANS

Five-year reviews are continuing for the Sustainable Communities Plan (SCP) for East Honolulu, Central Oahu, and Koolau Poko. The Koolau Loa SCP was submitted to the Planning Commission in December, 2012, and transmitted by the Commission to the City Council in May, 2013, with a recommendation to approve with minor clarifications.

As the Department representing the City before the State Land Use Commission (SLUC), the Planning Division testified on a petition to designate certain Kunia Land as Important Agricultural Lands (IAL); this is pending before the SLUC under a contested case process.

The update of the Oahu General Plan continues with development of a public review draft, based on public input and feedback received at three community meetings.

COMMUNITY-BASED INITIATIVES

The TOD program continues to move ahead in conjunction with the fixed guideway system initiative. Neighborhood TOD plans in pre-final form include:

- East Kapolei (three stations)
- Aiea-Pearl City (three stations)
- Kalihi (three stations)
- Downtown (three stations)

The Waipahu TOD Plan was submitted to the Planning Commission that recommended adoption, and transmitted the Plan to the City Council, where it is under consideration under draft Resolution 13-5.

Alternative growth scenarios were presented at the second community meeting for the Ala Moana TOD Plan in February, 2013.

The Ewa Villages Master Plan base assessment is also near completion.

FUNCTIONAL PLANS AND PLANNING

The Division continued to support the following programs:

- The Board of Water Supply’s (BWS) Watershed Management Plans which address the need for county water use and development plans required by the State



Possible Kapalama Canal TOD project: Invigorated as an active public space with infill development surrounding.

water code. The Water Management Plan for Koolau Poko was adopted by the State Commission on Water Resource Management and the City Council as Ordinance 12-30 in August, 2012. Community meetings were begun for the North Shore and Ewa.

- State Department of Transportation’s Sub-Statewide Transportation Advisory Committee. The committee serves as a forum for State and County planning and transportation agencies to discuss relevant issues in common;
- The OMPO Technical Advisory Committee, which advises OMPO on technical matters related to transportation planning;
- Phase One of the Important Agricultural Lands (IAL) study was initiated with the formulation of a Technical Advisory Committee to assist in developing informational maps using criteria established under Chapter 205, HRS.

POLICY RESEARCH AND SUPPORT

- Continued refinement of the Department’s land use modeling process to generate land use forecasts to support planning programs in the City and State.
- Completed the Census Bureau’s Count Question Resolution program that allows local jurisdictions to challenge the accuracy of the 2010 Census housing unit counts. Honolulu submitted a challenge of undercounting by a total of approximately 2,000 units.
- Continued effort to enhance the usefulness of 2010 Census data for planners and users in the community, including conducting a plenary session at the 2012 meeting of the Hawaii Congress of Planning Officials.
- Continued development of a master block equivalency

file to link 2010 census blocks to various geographic and statistical areas such as Council Districts and neighborhood areas.

- Continued updating the Department’s Land Use file through POIView, the system developed to maintain land use data in a consistent and timely way.

The Planning Division performed the following major activities:

	FY11	FY12	FY13
State Land Use Boundary Amendments			
Preliminary Reviews.....	0	0	1
Supplemental Petitions			
Processed.....	0	1	2
Amendments Greater Than 15			
Acres Processed.....	3	2	0
Amendments of 15 Acres or			
Less Processed.....	0	0	2
Zone Changes			
Zone Change Applications			
Processed.....	6	4	11
Applications Rejected.....	1	0	2
Application Approved by			
City Council.....	3	1	3
Applications Denied.....	0	0	0
Special Use Permit (SUP)			
Applications Processed.....	0	6	3
Applications Accepted.....	0	3	1
Amendments Approved by			
Planning Commission.....	0	1	0
Zoning District Boundary Adjustments (ZDBA)			
ZDBA Requests			
Processed.....	0	3	3
Requests Approved.....	0	3	3
Unilateral Agreement Compliance			
Permit Reviews.....	268	278	306

Affordable Housing Agreement			
Reviews/Approval	7	6	6
Affordable Housing Household			
Eligibility Certifications.....	5	28	37
PIM Revisions and Project Reviews			
Requests Processed.....	3	1	2
Environmental Documents			
Environmental Documents			
Reviewed	56	25	31
Draft or Final Environmental			
Assessments	30	13	16
Environ Impact Statements (EIS) and			
EIS Prep Notices.....	10	7	3
Pre-Consultation Presentations for			
Environmental			
Assessments	16	5	12
Budget Reviews			
Executive Branch Projects			
Reviewed	139	169	153
BWS Projects Reviewed	0	154	150

PLANNING COMMISSION

The Planning Commission performed the following major activities:

	FY11	FY12	FY13
Meetings Held	6	17	9
Actions Taken.....	5	4	15

LAND USE PERMITS DIVISION (LUPD)

DUTIES AND FUNCTIONS

The LUPD administers the Land Use Ordinance (LUO) and other regulations pertaining to land use within the City. The Division reviews, prepares, and processes amendments to the LUO; coordinates interpretations, clarifications, and inquiries concerning LUO regulations; processes zoning clearances and confirmations; and, reviews and processes all LUO-based permit applications.

These range from minor permits, such as Zoning Adjustments for carports, to major permits such as a Plan Review Use Permits for major institutional uses such as hospitals and university campuses. Its responsibilities also include urban design (Special District Permits and Street Trees) and the City’s sign regulations; and, the Division processes Zoning Variances to the LUO.

The Division coordinates with the State and other counties concerning the regulatory aspects of the State’s Coastal Zone Management (CZM) law, Chapter 205A, Hawaii Revised Statutes. It interprets, administers, and processes the permits required by the Special Management Area (SMA) and Shoreline Setback Ordinances, and the Department’s Part 2 Rules Relating to Shoreline Setbacks and the SMA.

These responsibilities include processing SMA Use (Major), Minor, and Emergency Permits; Shoreline Setback Variances, and Minor Shoreline Structure Permits. The LUPD reviews and processes environmental disclosure documents (Environmental Assessments and Impact Statements) required by Chapter 343, Hawaii Revised Statutes,

and Chapter 25, Revised Ordinances of Honolulu.

In addition to its land use and CZM responsibilities, the LUPD reviews and processes applications for exemptions to planning, zoning, and construction related standards for eligible affordable housing projects pursuant to Chapter 201H-38, Hawaii Revised Statutes.

The Division also reviews building permit and construction approval applications whenever there are questions concerning compliance with the various land use and CZM regulations it administers and consistency with the permits it has issued. It also represents the Director during public and contested case hearings related to the land use and CZM matters that it administers. The LUPD is comprised of three branches: Land Use Approval, Urban Design, and Zoning Regulations and Permits.

ACCOMPLISHMENTS

During FY13, the LUPD processed and/or initiated the following LUO amendment proposals:

- A draft bill relating to temporary homeless shelters, initiated by the City Council (Resolution No. 11-54);
- A department-initiated draft bill to allow limited-function hotels in the BMX-3 Community Business Mixed Use District, subject to certain specific use standards (Ordinance No. 13-10); and
- A draft bill relating to temporary event displays for private schools, colleges and universities, initiated by the City Council (Resolution No. 12-178).

The LUPD also processed a bill to increase, from \$50 to \$150 per tax map key, the fees charged for zoning clearances and confirmations, and create a new \$300 per tax map key fee for processing requests to confirm the nonconforming status of structures, which was adopted by the City Council as Ordinance No. 13-16.

During FY13, the LUPD began the actual work of drafting LUO amendments to establish zoning regulations for the implementation of Transit Oriented Development (TOD).

For FY13, the LUPD received a total of 1,266 new assignments, including 410 applications for new permits, and 105 requests for Minor Modifications to existing permits. A total of 199 of these assignments involved CZM matters (i.e., about 15.7 percent of the total assignments received), and a total of 182 of the new assignments involved requests for zoning clearances/confirmations.

ZONING BOARD OF APPEALS

The Zoning Board of Appeals performed the following major activities:

	FY11	FY12	FY13
Meetings.....	13	14	12
Appeals of Director’s Actions.....	10	8	10
- Withdrawn or Invalid.....	6	3	5
- Upheld Appeal.....	1	1	0
- Denied Appeal.....	3	2	4

**BUILDING DIVISION
ACCOMPLISHMENTS**

During this fiscal year various City ordinances directly affecting the Division were enacted. The Building Code was updated through the adoption of the 2006 International Building Code (which was passed as Ordinance 12-34 and went into effect on October 18, 2012). The interim Plumbing Code became the 2006 State (Uniform) Plumbing Code until officially adopted by ordinance, in accordance to State Revised Statutes Chapter 107, Part II.

To supplement and assist the public regarding building permits for the installation of Photovoltaic systems, a Third Party PV inspection process was implemented through the adoption of Ordinance 12-38, which enabled the acceptance of Third Party PV inspection reports in lieu of an inspection performed by a City electrical inspector. This was adopted December 12, 2012; since its inception, 564 building permits for photovoltaic inspections have been closed using this process.

The building permit fee exemption for photovoltaic building permits were repealed by the adoption of ordinance 13-001, which went into effect March 7, 2013. This ordinance was necessary as the original intent of the exemption was to assist new industries in getting established. This is no longer the case as the volume of photovoltaic building permits has almost exceeded all other building permits issued.

In addition, the plans review units of this division are currently performing electronic reviews, hoping to eventually review all building permit plans electronically.

**SITE DEVELOPMENT DIVISION
DUTIES AND FUNCTIONS**

The Site Development Division is responsible for the review, approval, and inspection of new subdivisions and their associated improvements; proposed infrastructure improvements necessary to support new development such as streets, utilities, bridges, drainage, flood control, street lights, traffic signs and markings, etc.; work within the City’s rights-of-way; improvements to existing City infrastructure; and grading work. The Division is comprised of four branches: Civil Engineering, Subdivision, Traffic Review, and Wastewater.

**CIVIL ENGINEERING BRANCH
DUTIES AND FUNCTIONS**

The Civil Engineering Branch administers ordinances, rules and standards for road improvements, pavement and sidewalk design; reviews drainage and construction plans for projects within the City’s rights-of-way and site development work/projects on private properties; reviews preliminary subdivision applications as well as reviewing and approving applications, reports, plans, and permits related to grading, stockpiling, grubbing, trenching, erosion control, storm drain connection, and dewatering work; reviews requests and issuing variances for street

encroachments, driveways, sidewalk finishes, and slope easements; reviews work within drainage and flowage easements; inspects projects; reviews submittals related to construction materials and projects (which eventually would be dedicated to the City) and drainage standards; responds to inquiries and complaints related to grading and work in the City’s rights-of-way; and coordinates matters related to Ordinance No. 2412 (Chapter 14, Article 21 of the Revised Ordinances of Honolulu), including deferral agreements. The Civil Engineering Branch consists of the Project Review and Permitting and Inspection Sections.

ACCOMPLISHMENTS

The Project Review Section reviewed 1,347 plans, 244 subdivision applications, and 168 miscellaneous land use and permit-related documents this fiscal year. The Section continued its work with the Department of Environmental Services (ENV) and their consultant to revise the soil erosion standards; reviewed drainage master plans and reports for various development projects; and reviewed geotechnical reports to address issues related to slope stability and rockfall hazards associated with new hillside developments. The revised drainage standards were adopted on December 28, 2012 and became effective June 1, 2013.

The Branch continued its involvement in the processes to revise the soil erosion standards. In addition, the Branch maintained compliance with the permit review and inspection requirements of the National Pollutant Discharge Elimination System (NPDES) program, including the mandatory annual training for staff. Further, the Branch participated in a related audit of the City’s storm water management program by the Environmental Protection Agency and the State Department of Health in April 2013.

The numbers for the Permitting and Inspection Section’s major activities remained fairly consistent. Reduced numbers of complaints and citations allowed for better permit regulation via more frequent inspections. Also, the continued decrease in the number of building permit applications reviewed reflects the Section’s ongoing permit streamlining efforts and coordination with the Customer Service Office.

Additional information comparing this fiscal year’s performance summary with the previous year is shown below:

	FY12	FY13
Construction Plan Submittals		
Received.....	1,452	1,347
Preliminary Subdivision Applications		
Reviewed.....	273	244
Other Reviews.....	198	168
Dewatering Permits Issued.....	5	4
Drain Connection Permits Issued.....	75	60
Driveway Variance Applications	18	28
Driveway Application Fees Collected ..	\$1,800	\$2,800
Drain Connection and Dewatering Permits	\$5,300	\$7,800
Grading Permits Issued (Includes		

Grubbing and Stockpiling).....	664	628
Trenching Permits Issued	1,272	1,320
Permit Fees Collected.....	\$301,188	..	\$302,260
Major Complaints investigated/Reports Prepared (Non-Permit-Related)	1,543	1,387
Notices of Violation and Order for Grading (Includes Grubbing & Stockpiling) Violations Issued	53	36
Permit Inspections	21,234	24,516
Subdivisions/Ordinance No. 2412 Projects Inspected.....	91	84
Building Permits Reviewed	5,882	2,846
Encroachment Variance Applications Reviewed	74	118
Encroachment Authorization Fees Collected	\$7,400	\$11,800
As-Built Plans Filed.....	934	659

**SUBDIVISION BRANCH
DUTIES AND FUNCTIONS**

The Subdivision Branch is primarily responsible for the review of plans for site development work and compliance with subdivision and land use regulations. The Branch is also responsible for the review and processing of applications and plans for subdivisions, consolidations, easements, street names, site development, park dedication, flood determinations and flood hazard variances; coordinating the review of plans including infrastructure construction (i.e., new roads and utilities), work in existing rights-of-way, and grading; serving as the City’s coordinator with the State Department of Land and Natural Resources (DLNR) and the Federal Emergency Management Agency (FEMA) regarding the City’s responsibilities under the National Flood Insurance Program. Proper administration of this function allows the City and its residents to obtain flood insurance under the national program.

ACCOMPLISHMENTS

The Subdivision Branch received 224 new subdivision applications and 265 new construction plans this fiscal year. This represents a 13 percent decrease from last fiscal year. Of the 224 new subdivision applications received, the majority, 195 applications (87 percent) consisted mostly of easements, consolidations, and two-lot subdivisions. Of the 29 remaining applications only two were for large residential subdivisions (99 and 212 lots, respectively). There was a total of 579 lot proposals this fiscal year as compared to 734 last year, a decrease of 155 lots (21.1 percent).

The decrease in the number of subdivision applications and proposed new lots appears tied to the scarcity of new large-scale residential subdivision developments in the Ewa and Central Oahu areas. Proposed new housing projects are currently focused on high-density condominium towers in urban Honolulu. Another factor that may be contributing to lower numbers of subdivision applications was the adoption of a Land Use Ordinance amendment in 2010,

allowing up to eight dwelling units on a single zoning lot without the requirement for subdivision approval. Prior to this amendment, only two dwellings were permitted per lot, and a subdivision application would have been required to increase the number of dwellings.

Additional information comparing this fiscal year’s performance summary with the previous year is shown below:

	FY1	FY13
Subdivisions/Consolidations/Easements/Site Development Plans		
Applications Received.....	257	224
Actions Taken.....	620	515
Withdrawn or Closed.....	17	24
Rejected (Incomplete)	0	1
Approved by Director	165	132
Denied by Director	0	0
Park Dedication Applications		
Applications Received.....	47	40
Withdrawn or Closed.....	1	0
Rejected (Incomplete)	0	0
Approved by Director	23	24
Denied by Director	0	0
Flood Variances		
Applications Received.....	3	1
Withdrawn or Closed.....	0	0
Rejected (Incomplete)	2	0
Approved by Director	0	0
Denied by Director	0	0
Other Applications Processed		
Street Name Applications	8	6
Flood Determinations	2	0
Miscellaneous Correspondence	65	79
Plans Received		
Construction Plans (includes Grading Plans).....	305	265

**TRAFFIC REVIEW BRANCH
DUTIES AND FUNCTIONS**

The Traffic Review Branch reviews, analyzes, and assesses proposals for new developments to determine possible traffic impacts and to establish traffic requirements necessary to mitigate anticipated impacts to existing and/or proposed street networks. It oversees overall development of streets and highways within the City and coordinates review and approval of street lights and traffic signal plans with other City departments. It reviews and approves traffic control plans that direct traffic around construction worksites; processes permit applications for intersection corner-wall variances, road-widening setback requirements, driveway configuration, and location; and reviews subdivision applications to establish horizontal roadway geometric

alignments and street layouts, including coordination of bonding estimates.

ACCOMPLISHMENTS

The Branch continues to coordinate development permits with the Department of Transportation Services, revise the City’s traffic standards, and assist with construction details. It is involved with several major developments and projects, both new and ongoing, that include the review and approval of transportation master plans, traffic impact analysis reports, and construction plans. It provides review, comments, and/or recommendations for land use permits and community plans.

Additional information comparing this year’s performance summary with the previous year is shown below:

	FY12	FY13
Construction Plans Reviewed/Approved*	892.....	814
Land Use Permits/Projects Reviewed**	387.....	348
Building Permits Approved	256.....	237
Subdivision Applications Reviewed.....	341.....	326
Road-Widening Setback Inquiries	782.....	804
Construction and Bond Estimate Certifications.....	15.....	9

**Includes the review of traffic control plans for construction on City streets*

***Includes the review of permits for land use and the formal review of projects and proposals received by the Branch in conjunction with a proposed development, with the exception of building permits (i.e., Traffic Impact Analysis Reports, Site Plans, etc.)*

WASTEWATER BRANCH

DUTIES AND FUNCTIONS

The Wastewater Branch (WWB) is responsible for the review of various land use applications pertaining to requirements and impact on the City’s sewer system. It reviews and approves sewer master plans; issues sewer connection permits; reviews and approves construction plans related to the City’s sewer system; and reviews and approves requests to connect to the City’s sewer system. This includes the review and approval of Ohana permit applications; approval or denial of alternative discharge schemes such as the temporary use of sewage holding tanks; collection of applicable fees; coordination with other agencies to resolve conflicts in sewer matters; review of proposals for future projects created by the Department of Design and Construction (DDC); and submittal of suggestions to the Standards Committee. The branch is responsible for the revision of sewer standards, and consultation with developers and their engineers to determine the most suitable routes for their off-site sewer work.

WWB also provides assistance to other divisions within the Department, streamlining processes for building permits and providing information to the Department of Environmental Services (ENV) for determination of appropriate sewer service charges. Additionally, the WWB is responsible for ensuring that all properties requiring connection to the City’s sewer system are completed on a timely basis. WWB maintains the as-built drawings of all City sewer facilities.

ACCOMPLISHMENTS

The number of reviews completed this fiscal year remained fairly consistent from the previous fiscal year in all but one category: the number of sewer connection applications.

WWB has also been working toward using the hydraulic wastewater flow model being developed by a City consultant. This model is contracted by ENV and will be used by staff in ENV, DDC, and WWB. This dynamic model, based on actual sewer flow, is anticipated to replace the standards-based model currently used. Implementation is expected in 2013.

Additional information comparing performance during this fiscal year to the previous year is shown here:

	FY12	FY13
Sewer Connection Permits Issued	544.....	523
Preliminary Subdivision Plans Reviewed.....	258.....	157
Subdivision/Development Construction Plans Reviewed	680.....	624
Sewer Adequacy Studies Conducted	780.....	934
Ohana Applications Reviewed.....	50.....	32
Adequacy and Private Developments Evaluated	92.....	62
Master Plans Evaluated/Engineering Reports.....	3.....	7
Holding Tank Requests, Adequacy Transmittals.....	15.....	16



HONOLULU POLICE DEPARTMENT

Louis M. Kealoha, Chief of Police
Dave M. Kajihiro, Deputy Chief of Police
Marie A. McCauley, Deputy Chief of Police

POWERS, DUTIES, AND FUNCTIONS

The Honolulu Police Department (HPD) serves as the primary law enforcement agency for the City and County of Honolulu, which includes the entire island of Oahu.

The Chief of Police directs the operation and administration of the department and is responsible for the:

- preservation of the public peace;
- protection of the rights of persons and property;
- prevention of crime;
- detection and arrest of offenders against the law;
- enforcement and prevention of violations of state laws and City ordinances; and
- service of processes and notices in civil and criminal proceedings.

MISSION

The men and women of the Honolulu Police Department, are dedicated to providing excellent service through partnerships that build trust, reduce crime, create a safe environment, and enhance the quality of life in our community.

Officers and staff are committed to these principles:

- INTEGRITY
- RESPECT
- FAIRNESS

HONOLULU POLICE COMMISSION

The Honolulu Police Commission provides important oversight of HPD's policies, goals and objectives and ensures the public trust through its investigations into police conduct.

MAKING HONOLULU SAFE

Targeting Car Break-Ins

Car break-ins were a problem in Central Oahu. District 3 officers conducted an operation in a popular mall parking lot after Unauthorized Entry into Motor Vehicle (UEMV) cases spiked. The operation at the Pearlridge Center resulted in the arrest of three suspects; since that time, incidents have decreased.

The district also noticed a rise in UEMVs in the area of the World War II Valor in the Pacific National Monument. The district established partnerships with the United States Park Police of the National Park Service and conducted a

joint operation. Six suspects were arrested and will be tried in federal court.

Training Recruits

During the year, a total of 104 officers graduated from the 171st, 172nd, and 173rd recruit classes. In addition, the 174th recruit class started in April 2013. Each police recruit receives approximately a thousand hours of training before graduating and moving on to the Field Training and Evaluation Program. This program is an essential component of new officer development. No longer in the classroom, the prospective officers engage with the community and employ law enforcement principals under the one-on-one supervision of a seasoned training officer.

Training, both at the recruit and new officer levels, is an essential function of any law enforcement agency.

Digital Forensics

Digital forensics is a branch of forensic science that encompasses the recovery and investigation of material found in digital devices. The goal of the process is to ensure that evidence is preserved in its original form. This is done by collecting, identifying, and validating the digital information for the purpose of aiding in the police investigation.

In the last five years, the digital forensics examiners have seen their workloads increase by 150 percent. Examiners work closely with detectives and are also subpoenaed to testify in court.

“Move Over” Law

On July 10, 2012, Governor Neil Abercrombie signed into law the “Move Over” bill. This new law requires motorists to slow down and move over when approaching emergency vehicles rendering assistance.

HPD worked tirelessly to support this legislation in honor of two of its own who were tragically killed on Oahu roadways. Enforcement of this law began in October 2012 with the department issuing more than 450 citations.

911 Calls

In FY 13, the Communications Division received 996,930 calls for service, of which 701,604 (70 percent) were for police services. The division's operators routed 60,736 to the Honolulu Fire Department (HFD); 86,697 calls to the Emergency Medical Services (EMS) Division, Emergency Services Department; and 147,893 calls for miscellaneous* services:

BREAKDOWN ON 911 CALLS

	FY 12	FY 13	% CHANGE
HPD	753,520	701,604	-7%
HFD	60,624	60,736	0%
EMS	81,767	86,697	6%
Misc.	85,507	147,893	7%
Total	981,418	996,930	2%

**Miscellaneous calls include, but are not limited to, calls transferred to the HPD's alternate call center; Poison Center; ACCESS (Suicide and Crisis); Regional Dispatch Center; and neighbor island dispatch centers.*

Central Receiving

The Central Receiving Division is responsible for processing and detaining arrestees safely and securely. In FY 13, division personnel processed over 16,100 adult and juvenile arrestees, provided over 40,200 meals, and transported nearly 9,000 arrestees to the court detention facility.

Homicides

Of the 16 homicides investigated by the Criminal Investigation Division's Homicide Detail in the fiscal year, 11 of these cases were closed. This translates to a 69 percent closing rate for the detail in FY 13. In addition, the detail investigated 785 Unattended Death cases and 69 homicide-associated cases.

Narcotics/Vice

In FY 13, narcotics investigations resulted in seizures of over 109,500 grams of methamphetamine, 4,328 grams of cocaine, 308,652 grams of marijuana, and 1,590 marijuana plants. Also seized were other drugs, vehicles, firearms, and nearly \$1.1 million in United States currency.

BETTER COMMUNITY PARTNERSHIPS

The Oahu community relies on the police to protect and serve. In return, the police rely on the community's support, cooperation, and partnership to make Oahu safe. The HPD has taken steps to increase community awareness and empower citizens through the development of various programs.

The Real and Powerful (RAP) program targets at-risk youths in early adolescence, a developmental stage that establishes patterns and behaviors.

Project CLEAN (Community Lokahi to Enrich our Aina Now) brings the community together to improve their neighborhoods. Enriching both the aesthetics and partnerships of the community, Project CLEAN participants remove graffiti, paint benches, and dispose of trash in neighborhoods across Oahu. In FY 13, a total of 17 Project CLEAN-type events were completed in all eight districts. This effort builds partnerships and fosters pride in the community.

"RUFF" & READY

Mobile command trucks are a crucial law enforcement resource. In an emergency or disaster situation, having the



HPD's new custom-built canine response vehicle makes it possible for dogs to be properly secured and cared for during lengthy assignments.

flexibility to place a command center anywhere is tactically beneficial and provides strategic communication advantages. Other specialized trucks and equipment, like those for the Canine Unit, help enhance response capabilities for more unique calls for police services.

The department purchased a custom-built canine response vehicle. Costing \$174,000, the Ford F-350 truck was purchased with grant funds and is equipped with six air-conditioned kennels, a heat alarm system, emergency lights, four-wheel drive capability, and cab room for six canine handlers. These additional features allow for the dogs to be properly secured and cared for during assignments (up to 30 hours) while providing an operations base during extended incidents. With the new truck, the dogs are secure and safe from harsh environmental conditions, and the handlers are able to concentrate on other assignments.

The department received its new mobile command vehicle in July 2012. The 65-foot vehicle, costing over \$1.5 million (paid in part by a federal grant), is equipped with the latest communication technology and is designed to respond to man-made and natural disasters.

This new mobile vehicle is the second command center of its kind on Oahu. The newer, larger truck provides more advanced satellite communication capabilities than the older truck. The size of the larger truck also allows for representatives from federal, state, and City agencies to be on board, responding to events in a unified fashion.

BLUE GOING GREEN

The HPD Fleet

The HPD is in the process of evaluating different police vehicles for purchase, including hybrid and other more fuel-efficient models. These new police vehicles have the potential to reduce fuel costs, which in turn, will be more environmentally conscious.

In FY 13, there were a total of 30 Toyota Camry Hybrid and Ford Fusion Hybrid fleet vehicles. Currently, most hybrids are assigned to the Waikiki area. This densely populated neighborhood is prone to stop-and-go traffic, perfect for harnessing the benefits of hybrid technology. Between the Fusion's 39 combined city and highway mpg and the Camry's 34 combined city and highway mpg, these hybrids get double the gas mileage of the Crown Victoria cars which have been the core of HPD's fleet.

CRIME PREVENTION THROUGH BEAUTIFICATION

Kuhio Mini Park Renovation

The Kuhio Mini Park renovation is a creative example of HPD's effort to mesh community and law enforcement to solve a problem. Graffiti covered the walls surrounding the park; besides the eyesore, there were also numerous complaints about drug dealing, prostitution, loitering, homeless people, and other types of criminal activity.

When the complaints finally reached District 6, the district took action. As the problems facing the park were chronic

in nature and not merely a one-time issue, the Community Policing Team (CPT) was put on the case.

Hoping to restore neighborhood pride, renovations of the Kuhio Mini Park began in 2012. The CPT worked with Hawaiian community and cultural advisors to ensure historical themes were addressed in the renovation. Student artists, led by world-renowned urban graffiti artists John "Prime" Hina and Estria Miyashiro, were commissioned to paint a mural over the graffiti-covered concrete walls. The artists painted the Battle of the Pueo or "Kukauakahi." It is an age-old story of conflict, confrontation, resolution, and forgiveness.

Volunteers and community organizers assisted in the overhaul by cutting back overgrown shrubbery and installing additional lighting to deter criminal activity. The CPT then organized a Neighborhood Security Watch to patrol the park. This forward thinking will help ensure that the park remains clean and crime free.

DATA AS INFORMATION

Updating Computer Applications

In the law enforcement field, there is an ever-growing demand for data that can significantly impact public safety. It is essential that the HPD computer systems housing this data are optimized to ensure quick access to information.

One such application is computer aided dispatching (CAD), which is used to initiate public safety calls for service and to dispatch officers in the field. This application's upgrade will ensure that the department is in step with the



The Kuhio Mini Park beautification project culminated in a grand opening ceremony involving community leaders.

New and Emerging Technologies 911 Improvement Act aimed at updating the 911 service infrastructure from a legacy switch/circuit infrastructure to an IP-based Next Generation 911 (NG911) infrastructure.

The shift to these highly mobile and dynamic ways of communicating requires capabilities that do not exist in today's 911 call centers.

The NG911 will optimize the way in which society now communicates. In addition to the standard voice call, the NG911 will also accept data transmissions, such as text messages, photographs, and videos. For example, a witness to a motor vehicle collision could send a photograph or video to the call center in real time, allowing the proper teams to respond quickly.

Another application currently being upgraded is the department's Records Management System (RMS). In the simplest terms, the system houses the department's police reports, with an average of over 400,000 reports initiated annually. Currently, report writing is primarily accomplished through a stand-alone automated field reporting system. The information from these reports is then transferred into the current RMS. The upgrade to the RMS will eliminate the transfer process by allowing officers to input reports directly into the RMS. This will give the department quicker access to information for the purpose of crime analysis.

Both the CAD system and the RMS house and transmit vital police information. By upgrading these systems, the HPD will be able to respond faster and more intelligently to crimes and emergencies. This will allow the department to better perform its key functions: serving and protecting.

SAFER ROADS

In an effort to mitigate the persistent problem of vehicle collisions, the HPD implemented the Safer Roads Campaign. The Safer Roads Campaign is an effort to reduce the rate and severity of traffic collisions. In FY 13, the Traffic Division along with the eight patrol districts conducted enforcement and educational initiatives throughout the island.

Many Safer Roads enforcement initiatives were completed in FY 13. Night Occupant Protection Enforcement (NOPE) is one such initiative, focusing on seatbelt enforcement at night. Studies show that the use of seatbelts reduces the risk of fatal injuries by 45 percent in automobile collisions. Due to the difficulty of enforcing seat belt violations during the night, plainclothes officers observe these violators and relay the information to a checkpoint further down the road. In FY 13, 35 NOPE operations resulted in 2,559 citations. The HPD issued a total of 2,804 citations for all seatbelt law violations in FY 13.

The department also concentrated on enforcing distracted driving laws. Drivers who talk on mobile telephones are 4 times more likely and those who text are 23 times more likely to get into collisions than non-distracted drivers. The department issued a total of 5,951 citations to drivers who were using their mobile devices.

All traffic enforcement operations resulted in the department issuing a total of 112,786 citations in FY 13.

In addition to enforcement operations, the Safer Roads Campaign also focused on educational initiatives. Community-Traffic Awareness Programs were held throughout the fiscal year to promote safe driving, deter distracted driving, and discourage people from speeding, especially in and around school zones.

CONNECTING VIA SOCIAL MEDIA NETWORKS

In just a few years, social media networks have seen an unprecedented adoption rate. Many agencies use social media as a press outlet by sharing public warnings and information about activities in their jurisdictions. Currently, over 12,000 people follow the HPD Facebook page or "like" it. The HPD Twitter feed has over 4,500 followers. By maintaining official Facebook and Twitter pages, the HPD provides a trustworthy police presence on the Web.

Also, if traditional communication networks are disabled, the wide expanse of social media can be used to disseminate information. One tool used for this is Nixle. Over 6,000 agencies have deployed this public notification service that provides residents with real-time alerts on traffic advisories and dangerous events. With Oahu subscribers approaching 14,000, this service allows the department to reach out directly to the public via e-mail or text.

Along with social media, the HPD is also using other tools to reach out to the community. In 2012, the department redesigned the HPD website. Focusing on improving the user experience, the site was streamlined to allow for easy access to information. Now the most sought-after topics are just a few clicks away. The website was accessed over 520,000 times in FY 13.

The redesign of the website also included the addition of new content. In collaboration with the department's Criminal Investigation Division, charged with investigating all nondrug-related felonies, a web page was developed to seek the public's help in identifying suspects. Detectives are now able to upload photographs, videos, and information for cases onto the "HPD Wanted Persons" page (<http://www.honolulupd.org/wanted/index.php>). By sharing this information, the HPD hopes to broaden its reach in the community.

With more than 179 subscribers, 80 videos, and some 30,000 views, the HPD YouTube channel is attracting attention. Videos posted range from public service announcements to award ceremonies to press conferences. The variety of work covered by these videos serves to educate the public on the diverse activities of officers in the field.



DEPARTMENT OF THE PROSECUTING ATTORNEY

Keith M. Kaneshiro, Prosecuting Attorney

POWERS, DUTIES AND FUNCTIONS

The Department of the Prosecuting Attorney prosecutes violations of statutes, ordinances and regulations within the City and County of Honolulu for which there are criminal sanctions.

The office represents the people and the state of Hawaii in criminal proceedings in District Court, Circuit Court and Family Court. The office also works on appeals and other matters heard by the Hawaii Intermediate Court of Appeals and Hawaii Supreme Court and presents cases to the Oahu Grand Jury.

The office also provides advocacy and counseling services for victims of crime.

MISSION STATEMENT

To promote and ensure public safety and order through effective, efficient and just prosecution.

DIVISION DUTIES AND FUNCTIONS

Appellate – Represents the state in all matters taken up by the Hawaii Intermediate Court of Appeals and Hawaii Supreme Court. Appellate deputies also provide case research and reference assistance to administration and deputies in other divisions.

Career Criminal – Prosecutes all cases involving defendants who commit felonies while on parole or probation, or are charged with unlawful possession of firearms. These defendants are subject to mandatory minimum sentences upon conviction.

Domestic Violence (Misdemeanor and Felony) – Deputies in these teams prosecute misdemeanor incidents such as abuse complaints or restraining order violations as well as felonies such as sex assault and spousal beatings.

Elder Abuse Unit – Prosecutes felony crimes against victims over the age of 60. Deputies also work extensively in the community to provide senior citizens with information and advice on how to recognize and avoid financial scams.

Juvenile – Handles cases in Family Court involving defendants under the age of 18.

Misdemeanor and Traffic – Can literally process thousands of cases a month. Typically, these involve traffic infractions or misdemeanor criminal violations. Misdemeanor/Traffic deputies are assigned to District Courts in Honolulu, Pearl City, Kaneohe, Wahiawa and Kapolei.

Screening and Intake – Conducts conferrals with Honolulu police detectives after criminal investigations have been completed to determine what charges are appropriate or whether the case should be declined.

Trials – Prosecutes all cases over which the First Circuit Court has jurisdiction. These include murder, manslaughter, negligent homicide, robbery, burglary, assault, identity theft and computer crimes. This division also prosecutes misdemeanor jury trials in Circuit Court.

Investigative Services – Provides security for department personnel and facilities; transports and safeguards witnesses; locates material witnesses; serves warrants; and conducts investigations for cases being prepared for trial.

Victim/Witness Kokua – Offers services to help victims cope with the immediate aftermath of crime as well as provide support as a case makes its way through the judicial system. Pono, a trained courthouse dog who comforts children and helps them testify in court, is part of this unit.

ACTIVITIES AND ACCOMPLISHMENTS

- Obtained federal funding to hire a dedicated computer forensics investigator to assist White Collar Crime Unit in prosecution of cybercrimes
- Began series of five training sessions for deputies with presentation on domestic violence and sex assault by Kristina Korobov, Director of Prosecutor Education, Marion County (Ind.) Prosecutor's Office
- Secured vendor for new case management system scheduled to launch in December
- Won convictions in many high-profile cases, including those against Tittleman Fauatea, who fatally stabbed a Waianae High School teacher; Dewitt Long, a career criminal who raped a 15-year-old girl; Susan Chin, who swindled an 85-year-old woman out of nearly \$600,000; Toby Stangel, who killed a woman and wounded two other people during a shooting spree that began in Kaimuki and ended on the freeway in Aiea; Bruce Harada, a financial adviser who swindled \$2.5 million from 21 current and retired city workers; and Charly Hernane, who stabbed his adoptive mother to death.



DEPARTMENT OF TRANSPORTATION SERVICES

Michael D. Formby, Director
Mark N. Garrity, Deputy Director

POWERS, DUTIES, AND FUNCTIONS

The Department of Transportation Services (DTS) is responsible for the multi-modal movement of people and goods on roadways, public transit systems, and bicycle/pedestrian facilities; traffic control systems; traffic safety; rules and regulations on city owned streets and roadways; and the design and construction of transportation facilities and systems. Chapter 17, Section 6-1703 of the City Charter authorizes the following responsibilities to the Department:

- a) Plan, operate, and maintain public transportation systems to meet transportation needs in accordance with the general plan and development plans, and advise on the design and construction thereof.
- b) Locate, select, install, and maintain traffic control facilities and devices.
- c) Provide educational programs to promote traffic safety.
- d) Promulgate rules and regulations pursuant to standards established by law.

The Department's goal is to provide greater safety for all modes of transportation and increased quality of life for residents, incorporating "complete streets" principles that provide balance between travel modes such as motor vehicles, bicycles, and pedestrians into the planning, design, and construction of city transportation facilities and projects, including the City's Transit Oriented Development (TOD) plans and projects

TRANSPORTATION COMMISSION

The Transportation Commission provides DTS with valuable guidance on its administration and operations and recommends appropriate changes to public transit fare structure.

TRANSPORTATION PLANNING DIVISION

The Transportation Planning Division (TPD) provides planning and funding support and consists of three branches: Regional Planning, Federal Compliance, and Planning Studies.

The Regional Planning Branch coordinates and comments on transportation and environmental studies. Considerable attention is focused on the developing areas of Kakaako and Kalaeloa, including the State's TOD plans in Kakaako. The updated Ewa Impact Fee, which provides financial assistance for transportation projects in Ewa, is in its final stage of revision. The Hawaii Scenic Byways Program, which highlights special views, remains promising with the Diamond Head

Road and Waikiki Corridor proceeding forward. The Oahu Regional Transportation Plan and Overall Work Program, which represent Oahu's short and long-range planning efforts, required substantial participation and review for such projects as the H-1 Corridor Study.

The Federal Compliance Branch funds the City's transportation improvements through federal grants from the Federal Highways Administration and Federal Transit Administration. Projects seeking federal assistance must first be qualified, and then placed in the Transportation Improvement Program and State Transportation Improvement Program. Federally funded projects include those that purchase buses, pave highways, and install traffic signals. This year, federal matching funds amounted to more than \$50 million for city projects and programs. Federal grant and financial obligations were successfully met for regulations such as Disadvantaged Business Enterprise and Equal Employment Opportunity.

The Planning Studies Branch collects, organizes, and evaluates pertinent and measurable transportation data necessary to formulate traffic demands, analyze traffic incidents, and develop traffic solutions such as traffic signals and speed limits. To consolidate parking functions within the City, most of the housing off-street parking lots were transferred to DTS. The Smart Parking Meter Project was implemented in some areas to offer payment options, another step toward achieving improved and uniform management of the City's valuable parking assets.

TRAFFIC ENGINEERING DIVISION

The Traffic Engineering (TE) Division conducts studies and analysis to promote the safe, efficient, and effective operation of the city's streets, roadways, and appurtenant facilities; coordinates and implements engineering programs and projects to improve traffic flow and safety; prepares and processes legal schedules in accordance with the traffic code; administers the city's bikeway, pedestrian safety and traffic safety and education programs; and administers the school traffic safety committee.

Urban Honolulu Regional and Outlying Oahu Regional Branches

The Urban Honolulu Regional and Outlying Regional branches provide traffic engineering and design support to the Division and recommend and implement standards for signs, pavement markings, and warning devices for the Urban Honolulu Region, (Makapuu, Ewa to Moanalua Valley/ Foster Village/Halawa Valley Estates, south of the Koolau



A phased program to restore TheBus service levels and eliminate 2012 reductions was announced by Mayor Caldwell in February, 2013.

mountain range) and the outlying Oahu region, (west of Moanalua Valley/Foster Village/Halawa Valley Estates, Ewa to Kaena, north to Kahuku and along the entire windward side to Waimanalo). The branches also receive, and respond to queries from the public regarding the operation of vehicle, pedestrian, and bicycle traffic on streets and facilities; conduct data collection studies for input into management systems; conduct corner sight distance studies; and establish and administer the traffic code ordinance requirements to maintain efficient and safe vehicle pedestrian and bicycle facilities. The branches also analyze and determine warrants for traffic signals and left-turn signal phasing.

The branches completed 1,002 work orders, including requests and complaints from individuals, public, and private organizations, businesses, and government agencies, and conducted over 100 maintenance investigations to ensure the high quality of traffic control devices. The branches installed several traffic engineering improvements, such as pedestrian crossing improvements at Ukuwai and Makaikai Streets, removal of unnecessary traffic controls, and installation of “Higher Fines in School Area” signage. The branches worked closely with the community to develop mitigative measures to address speeding and safety concerns in the Keapuka subdivision and on Hele Street, to manage and accommodate trolley stops in the Waikiki/downtown areas; partnered with the Koolaupoko/Koolauloa Hawaiian Civic Club in their Ahupua’a Boundary signage project; and assisted with the installation of new directional signs for the Honolulu Zoo.

Traffic Safety and Alternate Modes Branch

The Traffic Safety and Alternate Modes (TSAM) branch provides traffic engineering and design support for the

safe and efficient operation of streets and intersections by planning, coordinating, and implementing traffic engineering measures, traffic improvement projects and bikeway projects utilizing both local and federal funding sources. It also administers the city’s bikeway, pedestrian safety, traffic safety, and education programs.

The TSAM branch substantially completed construction of four American Recovery and Reinvestment Act (ARRA) federal stimulus projects, and initiated construction of several new federal-aid CIP projects. The TSAM branch also installed localized traffic engineering improvements, including pedestrian-activated overhead flashing lights in McCully, high-friction surfacing to deter drifting along Round Top and Tantalus Drives, driver-feedback radar signs that display motorists’ speed, and several traffic calming projects throughout the City.

The TSAM branch continued working with communities to promote pedestrian safety, including the “Be Safe, Be Seen” Halloween Pedestrian Safety Campaign; conducting pedestrian safety booths at various fairs and community events; producing a television PSA on pedestrian overhead flashing lights; conducting safety presentations at various senior living facilities and senior groups; and launching a new “Ped Man” safety campaign directed toward elementary school students.

The TSAM branch completed the update of the Oahu Bike Plan, which serves as the master plan for all bicycle facilities on the island. It completed construction of the Kalakaua Avenue bike lane, Lei of Parks route project, Kalaheo Avenue shoulder improvements and Date Street bike path rehabilitation, and initiated two new federal-aid CIP projects. The TSAM branch also promoted bicycle

education and encouragement programs, including the 5th Annual Bike to the Zoo Day, the Bike-Ed Hawaii program, distribution of bicycle safety education materials to the public, conducting bicycle safety training with new “TheBus” drivers, and conducting Mayor’s Advisory Committee on Bicycling monthly meetings.

TRAFFIC SIGNALS & TECHNOLOGY DIVISION

The Traffic Signal and Technology Division (TST) designs, implements, operates and maintains the safe and efficient operation of City and State traffic signals on Oahu. The Division also administers, inspects, and establishes roadway traffic controls for construction activities, parades, and special event road closures that occur on city streets. The Division is responsible for the Honolulu’s Traffic Management Center and implementation of Intelligent Transportation Systems (ITS), a program that improves traffic mobility by employing technology to improve the efficiency of the existing highways.

The design of a new Joint Traffic Management Center (JTMC) continues, and construction is scheduled to start in FY 2014. The JTMC will provide a secure, protected, comfortable, collaborative and enabling environment for transportation, public safety, and emergency management personnel. By providing this environment, they will be able to improve their collective performance in their core functions.

Accomplishments:

- Installed four new traffic signals and upgraded two signalized intersections
- Expanded traffic camera and signal communication to Kapolei
- Upgraded city-owned pedestrian signals to the energy efficient LED countdown pedestrian signals
- Broadcasted live and up-to-date radio traffic reports from the Traffic Management Center
- Implemented traffic control for various first amendment marches
- usage permits
- Reviewed and issued 101 parade/block party permits
- Reviewed and issued 97 oversize/overweight permits
- Reviewed and issued 70 bike/run permits
- Reviewed and issued 15 first amendment permits
- Responded and repaired 6,892 traffic signal malfunctions and operational reports
- Field inspected and performed interim adjustments of signal operations for 331 intersections

PUBLIC TRANSIT DIVISION

The Public Transit Division (PTD) is responsible for oversight of the City’s public transit system, including both TheBus and TheHandi-Van. PTD is comprised of three branches:

- Fixed Route Operations Branch monitors performance and provides policy guidance and direction for TheBus. The branch oversees activities that promote transit ridership, compliance with civil rights requirements, and coordinates transit safety and security programs.
- Paratransit Operations Branch monitors performance and provides policy guidance and direction for TheHandi-Van, the Americans with Disabilities Act complementary paratransit service for persons with disabilities who are functionally unable to independently use TheBus. The branch also oversees the City’s Human Services Transportation Coordination Program, which supports transit-related activities addressing the needs of senior citizens, low-income households, and persons with disabilities.
- Facilities and Equipment Branch procures all vehicles and equipment used to operate and support TheBus and TheHandi-Van services. The branch also oversees the construction of new bus facilities and the maintenance and improvement of existing facilities.

FY 2013 Highlights:

- TheBus Service Improvements. Changes to TheBus routes and frequencies initiated during the summer 2012 produced mixed results. Some positives, including service on Kapahulu Avenue and Kapiolani Boulevard, and direct connections from the University of Hawaii-Manoa to Kapiolani Community College, were offset by negatives that included longer wait times between buses and overcrowding; some locations became difficult to reach at all, especially remote locations late at night and early in the morning. In February 2013, Mayor Caldwell announced a phased program to restore service levels and eliminate 2012 service reductions that caused the greatest hardships to the transiting public.

Improvements effective March 23, 2013:

1. Route C CountryExpress! (Makaha to Kapolei to Ala Moana Center). Weekend and holiday service frequencies restored from every 60 minutes to every 30 minutes.
2. Route 14 (St. Louis Heights via Waiialae Ave to Maunalani Heights). Weekday peak service from St. Louis to Maunalani via Waiialae restored from every 108 minutes to every 40 minutes with more frequent transfers. Original Diamond Head route for weekday off-peak and weekend service restored; frequencies increased from every 108 minutes to every 60 minutes.

Improvements effective May 2013:

1. Route C CountryExpress! (Makaha to Kapolei to Ala Moana Center). Weekday mid-day service restored from every 45 minutes to every 30 minutes.



The Paratransit Operations Branch oversees TheHandi-Van service for persons with disabilities who are unable to use TheBus.

2. Route 55 (Ala Moana Center via Kaneohe to Haleiwa). Mid-day service frequencies increased from every 60 minutes to every 45 minutes.
3. Route 1L (Kalihi to Hawaii Kai). Route 1L extended to provide limited-stop service along the School Street corridor previously served by Route B.
4. Route 2L (Kalihi to Waikiki). Additional weekday peak hour trips added.
5. Route 5 (Manoa to Ala Moana Center). Morning peak hour frequencies increased from every 60 minutes to every 30 minutes.

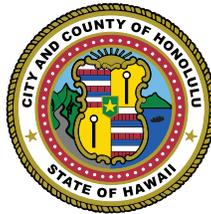
Additional service improvements will be undertaken as sustainable resources are available.

- **Transit Security.** Conducted security and emergency preparedness training and exercise programs for transit personnel and participated in community-based public outreach events, featuring a safety/security and emergency preparedness video in 11 different languages with accompanying brochures. Completed installation of mobile video surveillance systems on 216 buses and initiated installation of systems on 118 buses.
- **TheHandi-Van Eligibility.** A total of 4,369 functional assessments for paratransit eligibility were conducted, with 596 applicants deemed conditionally eligible, 3,584 deemed unconditionally eligible, and 189 deemed not eligible.
- **Human Services Transportation Coordination Program.** Provided financial assistance to Goodwill Industries of Hawaii, Inc. (Goodwill), to operate: (1)

an agency-provided trips program, which provided a total of 75,239 trips to transport 89 clients to and from Goodwill programs; and (2) a shuttle service in the Kalaheo area that complements the City's regular circulator Route 415 and provided 51,289 midday and late-night trips between Kalaheo transitional shelters and the Kapolei Transit Center. The agency-provided trips program provided a higher level of service to Goodwill clients as well as additional trip capacity to supplement TheHandi-Van. The Kalaheo shuttle provides a vital link to jobs and services for area residents.

- **New Facilities.** The Alapai Transit Center was dedicated on August 6, 2012. The facility serves afternoon peak-period commuter express routes and all-day routes 11, 15, 43, 52, 53, 54, and 62. It includes four bus shelters with a total of 140 seats, informational boards, a landscaped bicycle and pedestrian path, and a bus layover area with restroom facilities under the parking garage for the Joint Traffic Management Center. In 2013, Mayor Caldwell announced the opening of the Alapai Transit Center restrooms for public use. Necessary upgrades to the restrooms, including maintenance and provisioning, were made to accommodate the public.
- **New Vehicles Procured:**
 - Forty-seven 40-foot, low-floor, clean diesel buses.
 - Seven 45-foot, turbine-electric buses.
 - Ninety-nine paratransit vehicles.

LEGISLATIVE BRANCH AND OFFICES



MESSAGE FROM COUNCIL CHAIR ERNEST Y. MARTIN

The City Council experienced an eventful year with the addition of four new councilmembers to Honolulu Hale. Councilmember Joey Manahan was appointed to the City Council on Nov.14, 2012 to replace newly elected State Representative Romy Cachola. Councilmember Carol Fukunaga was sworn into office on Nov. 26, 2012 after winning a special election to replace Congresswoman Tulsi Gabbard. Following successful campaigns the previous November, councilmembers Kymberly Marcos Pine and Ron Menor were sworn into office on Jan. 2, 2013. All four of the councilmembers are experienced legislators, having previously served in the House or the Senate at the State Legislature.

Although important, it takes more than just years of legislative experience to be effective as part of the team that is the City Council. Councilmembers also need to work effectively with each other to forge good public policy that will result in the greatest benefit for their individual districts and the community at large. Working collectively, each new council benefits from the solid foundation laid by the previous one. I would like to highlight a few of the contributions of each of the four councilmembers who have most recently moved on.

In his brief two-year tenure, Tom Berg reacquainted us with passionate advocacy. A first-time elected official, he was a strong proponent for his district (District 1 – Ewa, Ewa Beach, Kapolei, Waianae Coast), and fought fearlessly to provide for his constituents. He fought to restore bus services that were cut due to budget constraints, proposed amending the Land Use Ordinance to allow shipping containers to be used as temporary farm dwellings, and introduced a forward thinking resolution urging the city to develop a contingency plan for debris from the Fukushima, Japan tsunami.

One of the most experienced legislators in Hawaii, Romy Cachola served in the State House of Representatives prior to serving two consecutive terms on the Honolulu City Council. The councilmember represented District 7 (Kalihi, Moanalua, Salt Lake, Aliamanu) and is best remembered as an alert watchdog of taxpayer funds and an advocate for fiscal responsibility. His ideals remain with the council today.

A former member of the State House of Representative, Tulsi Gabbard immediately exhibited her passion and leadership to protect the health, safety and welfare of the people. She also quickly emerged as a leading voice for those serving in uniform. Her constituents in District 5 (Alewa Heights, Chinatown, Downtown, Nuuanu) no doubt

wish she had served her full term, but Ms. Gabbard's future was destined for a much larger stage. Nevertheless, the community is a safer place thanks to her accomplishments on the council, including pioneering an ordinance to establish procedures for the removal and disposal of personal property on public property including sidewalks.

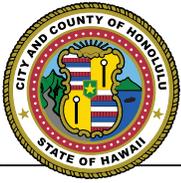
Nestor Garcia served four terms in the State House of Representatives before joining the Honolulu City Council in 2003. He won a special election to serve out the remaining two years of the previous District 9 (Waipahu, Mililani Town, Makakilo) council representative and was re-elected twice to the council. Councilmember Garcia was a visionary leader, forever attempting to raise the bar of public service. He chaired almost every important committee on the council and was Council Chair before stepping down in 2011. He will be remembered as unafraid to take on the most controversial issues because of his faith in the democratic process. He also underscored the importance of business and economic development for the City & County of Honolulu through its Sister Cities relationships.

With two groups of talented legislators spanning the past fiscal year, the Honolulu City Council focused on protecting our public parks and public access to sidewalks, exercised its budget authority to improve and reconstruct our city roads, approved the Honolulu Authority for Rapid Transportation's budget and added additional funding for affordable housing and homeless initiatives. The City Council also created the Grants-In-Aid fund to assist the many non-profit organizations that service the needs of the underprivileged in our community. As the city does not provide direct services to those with special needs, the grant money supports programs with a broad benefit to the community and makes a positive impact on the overall quality of life for residents of the City & County of Honolulu.

Your councilmember is working for you and your community and your input is always welcomed. Plans are now underway to improve the council's website that will make legislative information more accessible to the general public and foster better participation in the process. Working closely with our constituents and various stakeholders in the community, the City Council will continue to build on the lessons of the past and search for new ideas and novel approaches to meet the challenges of the future.



Ernest Y. Martin, City Council Chair
City and County of Honolulu



OFFICE OF THE CITY AUDITOR

Edwin S.W. Young, MBA, MS, CIA, CFE, CGFM, CRMA, City Auditor
Susan Hall, MPA, CFE, CRMA, Deputy City Auditor
Van Lee, MBA, CRMA, Deputy City Auditor

POWERS, DUTIES AND FUNCTIONS

The Office of the City Auditor (OCA) was created on July 1, 2003. The Revised City Charter amendments, approved by the voters in the November 2002 General Election, authorized the Honolulu City Council to establish OCA as a separate and independent office to strengthen the auditing function in city government and to ensure that the agencies and programs of the City are held to the highest standards of accountability to the public (Sec. 3-501.1, RCH). The charter affords the auditor the independence to initiate work under the auditor's authority and consider requests for work from the Council. In addition, and for the purpose of carrying out an audit, the charter empowers the auditor to have full, free, and unrestricted access to any city officer or employee, and grants authorization to examine and inspect any record of any agency or operation of the City.

The charter further provides that the city auditor conduct or cause to be conducted: 1) the annual financial audit of the City, 2) performance audits of the funds, programs, and operations of any agency or operation of the City, and 3) follow-up audits and monitoring of compliance with audit recommendations by audited entities. All audits are conducted in accordance with government auditing standards, and audit findings and recommendations are set forth in written reports of the city auditor.

OCA'S MISSION

The Office of the City Auditor's mission is to promote honest, efficient, effective, and fully accountable city government. OCA conducts audits and examinations of city departments, programs, services, and activities, and provides the City Council and city management with independent and objective information regarding the economy, efficiency, and effectiveness of those activities.

HIGHLIGHTS AND ACCOMPLISHMENTS

OCA completed the following projects in Fiscal Year 2013:

- Audit of the Department of Parks and Recreation's Camping Operations
- Audit Recommendations Status Report - Fiscal Year 2012
- Financial Audit of the City and County of Honolulu for Fiscal Year Ended June 30, 2012
- Audit of the Policies and Procedures Relating to the Honolulu City Council's Annual Contingency Allowance
- Service Efforts and Accomplishments (SEA) & 2012 Honolulu Citizen Survey

- National Citizen Survey (NCS)TM City and County of Honolulu (2012) Benchmark Report
- Citizen-Centric Report for Fiscal Year 2012

OCA participated in professional support activities which included:

- Serving on the Association of Government Accountants-Hawaii Chapter's Board of Directors and committees
- Serving on the Association of Local Government Auditors' Knighton Award committees
- Speaking engagements at The Institute of Internal Auditors-Hawaii Chapter, Association of Government Accountants-Hawaii Chapter, and American Society of Military Comptrollers-Aloha Chapter luncheons; and Hawaii Pacific University
- Mentoring college students through the OCA internship program

In December 2012, the Association of Local Government Auditors' peer review team completed its independent review of OCA's office policies, procedures, and operations. The review covered the period of July 1, 2009 to June 30, 2012. Based on the results of their review, the team found OCA's internal quality control system was suitably designed and operating effectively to provide reasonable assurance that OCA is complying with government auditing standards.

In addition, OCA staff met mandatory continuing professional education requirements and continues to work toward attaining various professional certifications. This year, five OCA employees earned The Institute of Internal Auditors' professional designation of Certification in Risk Management Assurance (CRMA).

SUMMARY OF REPORTS TO COUNCIL AND MAYOR

OCA released several reports in FY 13. All of the completed reports are available to the public on OCA's website (www.honolulu.gov/council/auditor). Highlights of some of the reports are discussed below.

SERVICE EFFORTS AND ACCOMPLISHMENTS & 2012 HONOLULU CITIZEN SURVEY

The Office of the City Auditor released the third Service Efforts and Accomplishments Report for the City and County of Honolulu in March 2013. The report is intended to be informational and provides data about the costs, quality, quantity, and timeliness of city services. It includes a variety of comparisons to other cities and the results of a citizen survey. The purpose of the report is to provide the Honolulu

City Council, city employees, elected officials, and the public with an independent, impartial assessment of performance trends that can be used to strengthen governmental accountability and transparency, improve governmental efficiency and effectiveness, provide data for future decision making, and improve the delivery of public services.

CITIZEN-CENTRIC REPORT FOR THE CITY AND COUNTY OF HONOLULU

OCA published a *Citizen-Centric Report for the City and County of Honolulu* for FY 12, in April 2013. The report summarizes the City's challenges and performance against selected performance measures.

AUDIT OF THE DEPARTMENT OF PARKS AND RECREATION'S CAMPING OPERATIONS

The audit provided the Council information on the cost of operations, the condition of the campsite facilities, user demand of the facilities, and the management of the City's camping program.

AUDIT RECOMMENDATIONS STATUS REPORT - FISCAL YEAR 2012

The report determined the number of outstanding recommendations completed, resolved, in process, not started, and any that should be dropped, as of June 30, 2012.

AUDIT OF THE POLICIES AND PROCEDURES RELATING TO THE HONOLULU CITY COUNCIL'S ANNUAL CONTINGENCY ALLOWANCE

This audit reviewed and made recommendations for improving the policies and procedures relating to the use and expenditure of the Council's annual contingency allowance.

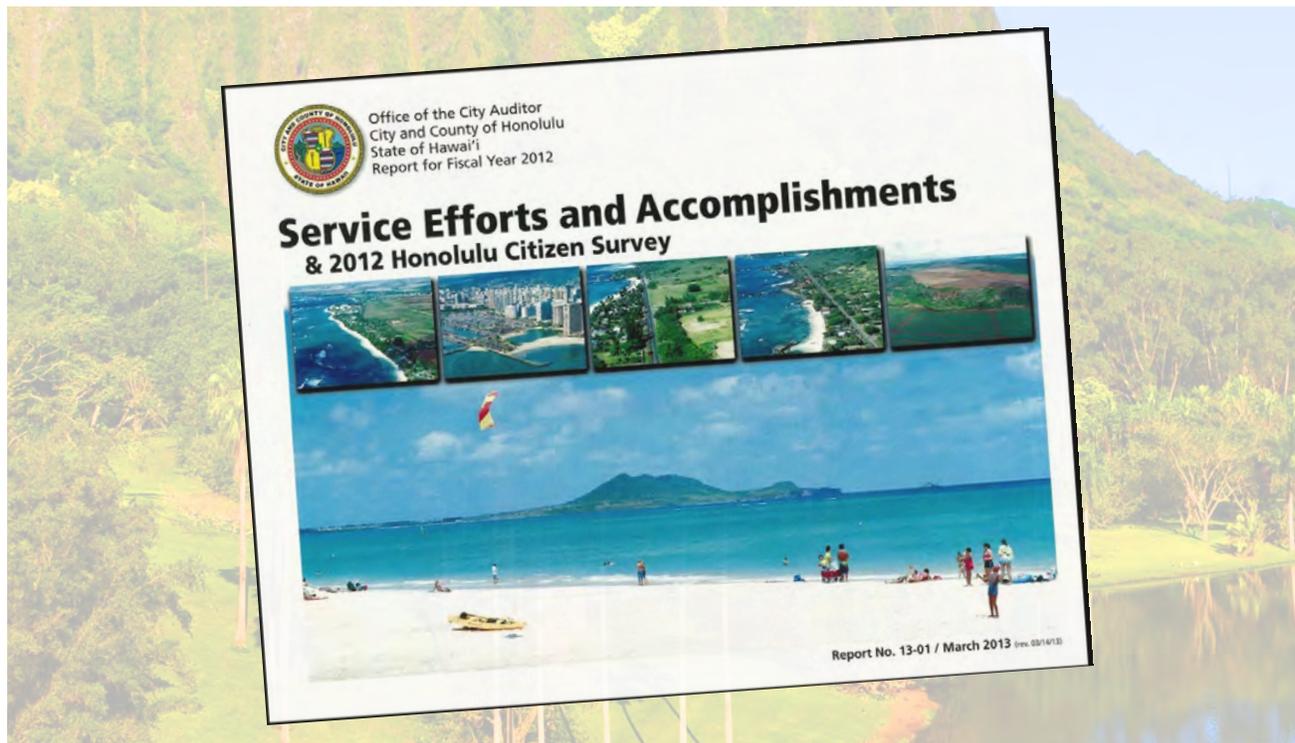
FINANCIAL AUDIT OF THE CITY AND COUNTY OF HONOLULU, FISCAL YEAR

Accuity LLP, the contract auditor, submitted their findings and recommendations for the financial audit of the City and County of Honolulu for FY 12 to the City Council in January 2013. There was one finding regarding delayed disbursements of Community Development Block Grant (CDGB) and HOME Investment Partnerships program funds.

Recommendations from prior fiscal years (FY 10 and FY 11) that remain unresolved include: cash management for the CDGB program, and performing site visits and completing required documents for the City's Shelter Plus Care Program. Prior recommendations regarding accounting for capital assets, improper recording of expenditures, inaccurate timesheets and payroll expenses, documenting inspection extensions for the Section 8 program, required reporting to the State, and updating the year-end physical inventory counting procedures with Oahu Transit Services, Inc. were resolved.

FY 2013 APPROPRIATIONS AND EXPENDITURES

OCA's FY 13 appropriations totaled \$1,356,440. Of this total, \$460,000 was encumbered for the City's annual financial audit contract, which OCA oversees for the Council. Staff salaries totaled \$633,267, and \$238,811 was expended for office operations and equipment. Unspent appropriations totaling \$24,362 were returned to the City Treasury at the end of the fiscal year. Most of the unspent appropriations resulted from salary savings due to two intern positions being vacant for several months.



The Office of the City Auditor's award-winning Service Efforts and Accomplishments Report



OFFICE OF THE CITY CLERK

Bernice K. N. Mau, City Clerk

POWERS, DUTIES AND FUNCTIONS

The City Clerk serves as the Clerk of the City Council and acts as the custodian of its books, papers, and records, including ordinances, resolutions, and rules and regulations of all city agencies. The Clerk has custody of the City seal; authenticates all official papers and instruments requiring certification; is responsible for voter registration; conducts all elections for the City and County of Honolulu in accordance with the City Charter and laws of the State; and performs such other functions as required by the Charter or by law.

Staffed with 30 positions, the Office of the City Clerk is organized under the following four operating units: Administration, Council Assistance, Office Services, and Elections.

CLERK ADMINISTRATION

The Clerk, with the assistance of a Department Executive Staff Assistant and two secretaries, directs all programs and activities of the Office.

OATHS OF OFFICE

During FY13, fifty-nine (59) public officials, appointed agency heads and deputies, and board and commission members were administered the Oath of Office in accordance with Section 13-118 of the Revised City Charter.

DISCLOSURE OF FINANCIAL INTERESTS STATEMENTS

Elected officers and appointed agency heads and deputies are required to disclose their financial interests annually by January 31, and file statements with the Clerk when taking or leaving office. Candidates for elective city office are also required to file disclosure of financial interests' statements with the City Clerk's Office within ten (10) working days after the candidate-filing deadline. One hundred thirty (130) disclosures were received in FY13 of which 40 were candidate disclosures.

REVENUE

During FY13 the Clerk's office generated \$10,624 in revenue, mainly from fees for vote certificates, voter lists, and candidate filing fees.

COUNCIL ASSISTANCE

The division is responsible for providing staff support to the City Council at all of its regular council sessions, committee meetings and public hearings. The staff is responsible for preparation of all agendas; recording and reporting all proceedings; processing all communications, resolutions, bills and ordinances introduced and acted upon by the

Council; and providing reference and research services regarding enacted or pending legislation and other council documents. Staffing includes a division head and an assistant division head, nine council/committee aides, three records and research technicians, and one secretary.

Since upgrading its electronic filing system in 2004 using the Docushare document management software, users as well as the public continue to enjoy access to research and printing full text of all public documents of the City Council, which includes all communications, bills, resolutions, ordinances, agendas, committee reports and minutes.

FY 13 WORKLOAD STATISTICS

COUNCIL MEETINGS AND HEARINGS

Regular Sessions	13
Special Sessions	3
Public Hearings	12

LEGAL NOTICES PUBLISHED

Public Hearing Notice	15
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SPEAKERS

Council Meetings.....	725
Public Hearing	197

HONORARY CERTIFICATES PRESENTED

Floor Presentation.....	229
Outside Presentation.....	388
Retirees Certificate.....	151

STANDING COMMITTEE MEETINGS

Budget	16
Executive Matters & Legal Affairs.....	13
Intergovernmental Affairs & Human Services	10
Legislative Matters	2
Parks & Cultural Affairs	5
Public Safety & Economic Development	10
Public Works & Sustainability	9
Safety, Economic Development & Government Affairs	6
Transportation	12
Zoning & Planning	11
Total Standing Committee Meetings.....	94

SPEAKERS

Committee Meetings	749
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COMMITTEE REPORTS	
Committee Meetings	373
INFORMATION SECTION	
LEGISLATIVE ITEMS PUBLISHED	
Ordinances	34
Bills Passes Second Reading	45
Resolutions (Second Reading- Charter Amendment)	1
MEETING NOTICES FILED PURSUANT TO HRS 92- 7.....	951
COMMUNICATIONS RECEIVED	
Council Communications	321
Departmental Communications	802
Mayor’s Messages	182
Miscellaneous Communications	2,232
Petitions	30
BILLS INTRODUCED	
Passed.....	38
Veto Overridden	1
Returned Unsigned	5
Filed on Floor	1
Filed per ROH Sec. 1-2.4	36
Pending	52
RESOLUTIONS INTRODUCED	
Adopted	288
Filed on Floor	1
Filed per ROH Sec. 1-2.5	60
Pending	77
RULES AND REGULATIONS FILED.....	11
DOCUMENTS PROCESSED	
Deeds	9
Easements	6
EXTRACTS CERTIFIED	3

OFFICE SERVICES

This section provides office management and support services for the Office of the City Clerk. The section performs all functions concerning personnel and fiscal matters for the Clerk’s Office, and provides audio, printing, mail and messenger services for the legislative branch of the City and County of Honolulu. A staff of four, headed by the office manager, is organized into six functional units - office management, personnel, fiscal/inventory, sound, printing services, mail and messenger services.

The printing unit prints the Order of Business for all council meetings and the agendas for all eight Council committee meetings along with letterhead and business cards for all council members, the City Clerk, the Office of Council Services and the City Auditor. The audio unit provides all audio services for Council and committee meetings held at Honolulu Hale, and any meetings held at other locations as well as other Council events.

ELECTION DIVISION

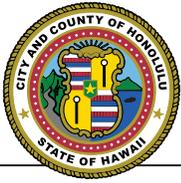
The Election Division is responsible for conducting all elections held in the City and County of Honolulu, and performs voter registration functions pursuant to the Revised Charter of the City and County of Honolulu and the laws of the State of Hawaii. The division also administers the Statewide Voter Registration System database on behalf of each of the neighbor island counties.

Positions authorized to the Elections Division include an administrator, assistant administrator, elections specialist, and three senior election clerks. Eight additional senior election clerks hired on contract are authorized during the fiscal year to cover the regular elections.

FY13 highlights included implementation of the 2012 elections. The division administered three early voting locations and mailed over 127,000 absentee ballots in the General Election. Forty-six (46) percent of voters casting ballots utilized services provided by the City Elections Division.

VOTER REGISTRATION

As of July 11, 2013, the City and County of Honolulu had a total of 454,491 registered voters, with 440,556 of these being active voters on file. There were also 13,925 fail safe voters on file. These are registered voters who haven’t voted but whose names must be retained on the voter registration files for two election cycles, pursuant to federal law, before being removed from the voter registration list.



CITY COUNCIL

Councilmembers: Ernest Y. Martin, Chair; Ikaika Anderson, Vice Chair; Breene Harimoto, Floor Leader; Stanley Chang, Carol Fukunaga, Ann H. Kobayashi, Joey Manahan, Ron Menor, Kymberly Marcos Pine, Members.¹

POWERS, DUTIES AND FUNCTIONS

The 1973 Revised Charter of the City and County of Honolulu expressly establishes the “legislative branch” as coordinate with the executive branch of city government and vests the legislative power in the Honolulu City Council.

As the legislative body of the City, the Council performs the following major duties and functions:

- Sets city-wide policies by enacting ordinances and adopting resolutions relating to municipal government programs and services, such as police and fire protection, parks and recreation, affordable and special needs housing, sanitation and waste disposal, public transportation, and other city government operations;
- Initiates new municipal programs that the City may pursue, or improvements to existing programs and services;
- Initiates amendments to the City Charter;
- Adopts the annual operating and capital programs and budgets to fund the delivery of city services in the following fiscal year by the City, including the semi-autonomous public transit authority known as the Honolulu Authority for Rapid Transportation;
- Adopts measures that will yield sufficient moneys to balance the budget in the following fiscal year, including the setting of the annual real property tax rates and authorizing the issuance of general obligation bonds;
- Fixes fees and charges for city services and the use of city property, or delegates that authority to the city executive branch;
- Adopts policies and land use laws such as the general plan, development plans, and zoning regulations and processes;
- Establishes policies for development in or near the shoreline by reviewing and granting applications for special management area use permits and shoreline setback variances upon recommendation of the Department of Planning and Permitting;
- Makes requests to the City Auditor to conduct performance audits of city agencies and programs to determine whether laws, policies, and programs are being carried out in the most effective, efficient, and economical manner;
- Determines the necessity for taking property for public purposes and authorizes proceedings in eminent domain;
- Confirms city department heads and board and commission members nominated by the Mayor, and appoints members of certain commissions;
- Settles claims filed against the City and its officers and employees;
- Approves the compromise of real property tax claims in excess of \$500 upon recommendation of the Director of Budget and Fiscal Services;
- Approves the abandonment or closing of city streets and roads upon recommendation of the city administration;
- Establishes fines and penalties for violations of city ordinances;
- Accepts on behalf of the City gifts of money, securities, other personal property, or real estate or interests in real estate;
- Authorizes agreements between the City and other governmental and quasi-governmental agencies which place obligations on the City; and
- Approves the appointment of special counsel for the City upon the recommendation of the Corporation Counsel; and
- Serves as trustees providing oversight over the land of Kapiolani Park.

ORGANIZATION

The Council exercises its legislative policy-making and oversight powers through the work of its standing committees. The standing committees served as open forums of discussion, debate, and consensus. They actively sought citizen participation in the legislative process by conducting meetings during which individuals as well as representatives of neighborhood boards, small businesses, interested organizations, and affected industries were encouraged to share their opinions and ideas on city government programs and activities. The amount and diversity of public testimony

¹ Effective August 16, 2012, Tulsı Gabbard resigned from the District VI office. The office remained vacant until the election of Carol Fukunaga in the 2012 general election to fill the remainder of the term. Effective November 1, 2012, Romy Cachola resigned from the District VII office. Joey Manahan was elected by the Council to fill the remainder of the term to January 2, 2013 (Res. 12-299), and was elected in the primary election to fill a full term in the District VII office.

received by the standing committees often formed the bases for recommendations for Council action. In addition to the regularly scheduled committee meetings, the standing committees also held informational briefings to focus on complex issues and study new initiatives for city programs and services.

ACCOMPLISHMENTS

In fiscal year 2013, the Council continued the effort to protect the public parks, sidewalks, and other public facilities from competing and incompatible uses. The Council also sought and won new powers from the voters to direct city resources to pressing needs, then applied those powers to put together the city's financial blueprint for the upcoming year. Finally, the Council moved the long-term effort to transfer city affordable housing projects to private control closer to reality, a goal believed to benefit both the City and the residents of those projects.

PROTECTING THE PUBLIC PARKS AND OTHER PUBLIC SPACES

In the eyes of the public, city parks are among the most important and prized resources of the City. In recent years, recreational access to the parks has been compromised by growing competition among users. In FY 2013, the Council continued to address the issue of access, health and safety at some of the most heavily used parks on the island. The Council previously banned commercial activity at Kailua Beach Park and Kalama Beach Park as well as nearby beach rights-of-way on the weekends. However, the community sought more stringent regulation. As a result, Ordinance 12-28 was approved by the Council over the veto of the Mayor, which banned commercial activity at Kailua Beach Park and nearby Kalama Beach Park at all times. Ordinance 13-5 imposed a ban on smoking at Duke Paoa Kahanamoku Beach Park, Kapiolani Beach Park, Kapiolani Park Beach Center, Kapiolani Park, Kuhio Beach Park, Sandy Beach Park, and the Sandy Beach areas of Ala Moana Regional Park. Depending on the effectiveness of the ban, the Council may consider extending the regulation to other beach parks.

The Council also acted to protect public access to sidewalks following a string of prior legislation and other city actions responding to the spread of homeless encampments and other obstructions which yielded mixed results. For example, a prior ordinance authorized the City to remove the private property that obstructed the sidewalk, but only after requiring the City to post a notice of removal on the subject items 24 hours in advance. Persistent efforts to evade removal, as well the opportunity to easily retrieve confiscated property, undercut the effectiveness of the law. The passage of Ordinance 13-8 represented a new direction by the City, classifying such obstructions as public nuisances subject to summary removal without advance notice. Retrieval of

confiscated property was now subject to payment of a \$200 handling fee.

STRENGTHENING THE ABILITY TO ADDRESS PUBLIC NEEDS THROUGH THE CITY BUDGET

With federal resources to the City waning over recent years and the future outlook grim, the Council asked the voters to allow the Council to create special funds to better direct the City's limited resources (Resolution 12-113) and to allow the creation of a grants-in-aid fund that would earmark at least one-half percent of general fund revenues for human services and other community benefit grants (Resolution 12-44, CDI, FDI). Both proposals to amend the City Charter were ratified by the voters.

EXERCISING THE COUNCIL'S BUDGET AUTHORITY TO BENEFIT THE COMMUNITY

In FY 2013, the budgets approved by the Council:

- Appropriated \$2 billion to operate the executive branch of the City (Ord. 12-19). Included was \$4.6 million for human service grants. Appropriated \$620 million for capital projects, including \$100 million to rehabilitate streets and \$5.6 million for an affordable housing initiative at Kahuku (Ord. 12-20).
- Appropriated \$19 million for the Honolulu Authority for Rapid Transportation Operations (Ord. 12-22).
- Appropriated \$491.6 million for the rail construction project (Ord. 12-23).
- Appropriated \$15 million for the legislative branch (Ord. 12-18).

For FY 2014, the Council:

- Rejected the Mayor's proposed hike in the fuel tax and found other ways to balance the budget.
- Deleted \$50 million in vacant funded positions within individual agency amounts, and instead provided a central account of \$65 million to be used for vacant funded positions as well as for collective bargaining increases (Ord. 13-19).
- Supplemented the \$5.5 million for human service grants proposed by the Mayor in the operating budget with an additional \$4.8 million (Ord. 13-19).
- Supplemented the \$41 million for affordable housing and homeless initiatives proposed by the Mayor in the capital budget by approving an additional \$5.8 million (Ord. 13-20).
- Reduced the Mayor's proposed \$150 million for street rehabilitation to \$120 million, which the Council felt was more achievable (Ord. 13-20).
- Provided \$5 million to acquire lands surrounding Kawela Bay on Oahu's North Shore (Ord. 13-20).

- Approved the \$19 million for board operations and \$1.3 billion for rail system development requested by the Honolulu Authority for Rapid Transportation (Ord. 13-22 and -23).
- Approved the issuance of \$1.1 billion in general obligation bonds necessary to fund the City’s capital project and rail project budgets (Ord. 13-21 and -24).

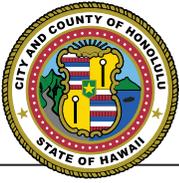
TRANSFERRING THE CITY’S AFFORDABLE HOUSING PROJECTS TO PRIVATE OPERATION

The Council advanced the City’s long-term effort to transfer 12 of the City’s affordable housing projects to private owners, while confirming the principles shared by the City and tenants that the housing should be kept affordable in perpetuity, that current tenants should be allowed

to remain, and that the new owners and managers should meet certain qualifications and operate the housing according to other criteria. In FY 2013, the Council approved the leasehold sale and long-term leases of the properties to the winning proposer, Honolulu Affordable Housing Partners LLC (HAHP) (Res. 12-228; -229, FD1). Under the proposal, the City would retain fee interest in the properties, while HAHP would invest at least \$35 million for unit renovations and pay the City \$142 million upon execution of the leases. Approval was also given regarding the issuance of \$103 million in private activity bonds needed by HAHP to finance the transaction (Res. 12-230). Approval of the leasehold sale enabled HAHP to begin its due diligence work necessary to complete the complex transfer process.



City Councilmembers: Breene Harimoto, Ann H. Kobayashi, Ernest Y. Martin, Chair; Carol Fukunaga, Kymberly Marcos Pine, Ron Menor. Back row: Joey Manahan, Ikaika Anderson, Vice Chair; Floor Leader; Stanley Chang.



OFFICE OF COUNCIL SERVICES

Charmaine Doran, Director
Ivan Kaisan, Assistant Director

POWERS, DUTIES AND FUNCTIONS

Section 3-107.7, Revised Charter of the City and County of Honolulu (RCH) authorizes the City Council to establish the Office of Council Services to assist it in the exercise of its legislative power. OCS is “a necessary adjunct to, and is supportive of, the policy formulation or legislative role of the City Council” and “a tool for decision making – to assist it in analyzing the City’s policies and financial programs for their effectiveness and adequacy, and in identifying alternative programs, policies, and major problems which endanger the public interest and welfare.”¹

In Article 3, Chapter 4, Revised Ordinances of Honolulu, the Office of Council Services (OCS) is charged with providing the City Council comprehensive research, reference and drafting services necessary for the enactment or consideration of legislation and policy, and serving in an advisory or consultative capacity to the Council and its committees. Since 1993, OCS has served as the Revisor of Ordinances.

SERVICES PERFORMED

OCS performs the following services:

- Conducts independent and comprehensive research necessary for the enactment of legislation upon the request of the Council;
- Provides assistance to the Council’s standing committees by conducting background research, gathering pertinent data, and serving as resource persons to the committees;
- Supports meetings of the Council;
- Analyzes executive branch proposals, programs, bills, and reports at the request of the Council;
- Provides legal research and advice at the request of the Council;
- Prepares bills and resolutions requested by Council members;
- Analyzes, prepares amendments for, and monitors the execution of the City’s HART, operating and capital budgets;
- Assists in review and preparation of the legislative budget;
- Provides information to individual Council members by letter, memorandum, personal or telephone conferences, or electronic communication;
- Prepares land use maps and provides GIS services;

- Serves as Revisor of Ordinances, and supervises the revision, codification, and printing of the revised ordinances;
- Maintains web pages and databases for the revised ordinances and city policy resolutions;
- Assists the Council in fulfilling its responsibilities as a member of the Hawaii State Association of Counties;
- Assists the Council members in their performance as trustees of Kapiolani Park.

MAJOR ACTIVITIES FOR FY 2013

With a staff of 18 composed of a director, an assistant director, five attorneys, six analysts, one paralegal, and four support staff, the Office of Council Services accomplished the following in fiscal year 2013:

RESEARCH AND CONSULTATIVE ACTIVITIES

As the research arm of the Council, OCS prepared approximately 847 written responses to requests for service in fiscal year 2013. These responses included 181 bills, 360 resolutions, 239 letters, legal memoranda, and statistical and research reports. Of the 847 responses, 274 or about a third were for rush assignments, meaning requiring immediate action. OCS provided consultative assistance to the Council’s 94 committee meetings, 17 Council meetings, and 12 public hearings. Additionally, OCS reviewed 34 bills and 195 resolutions that were introduced for Council consideration on behalf of the city administration.

In March 2013, OCS released its 13th annual “Issue Profile, Status of the City’s Finances” report. The report is intended to provide the Council with a historical and comparative context to review the upcoming city budget and fiscal trends.

REVISOR ACTIVITIES

In FY 2013, as Revisor of Ordinances, OCS amended 142 sections of the ROH, and provided two updates for policy resolutions.

COUNCIL INAUGURATION AND ORIENTATION

With the election in 2012 of four members who were new to the council, OCS assisted in the planning and staffing of the inaugural council meeting held on January 2, 2013. OCS also helped to plan and conduct the orientation for new members, conducting sessions on the organization of city government, budget process, council rules, and the services provided by OCS. New instructional slideshows were prepared to support the orientation.

¹ 1971-72 Charter Commission.