

# **2010 Departmental and Agency Reports of the City and County of Honolulu**

**FOR FISCAL YEAR 2009 - 2010**

Supersedes communication D-857(10)

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## **MAYOR PETER CARLISLE'S MESSAGE**

It gives me great pleasure to present the accomplishments of our City and County of Honolulu employees over the last fiscal year in this annual report. While this period did not fall under my administration, please take this opportunity to inform yourself of all the positive achievements that the City Departments have attained over the period.

The City is in a difficult financial situation. The new administration is working towards the goal of cutting spending in the operating budgets of the various departments and exploring new ways to provide City services more efficiently. Our capital budget for the upcoming fiscal year is being prioritized and will focus on projects that meet our infrastructure needs or are mandated by law.

Rail Transit meets our transportation infrastructure needs and is mandated by the City Charter through the vote of the people of Honolulu. The project will create jobs for the unemployed and underemployed, stimulate the economy, and provide affordable and reliable public transportation to those who need it most.

The federal mandate to upgrade the sewer system is a culmination of decades of neglect. This will be a major cost to the City in the following years. It is another long term, large scale project that demands attention.

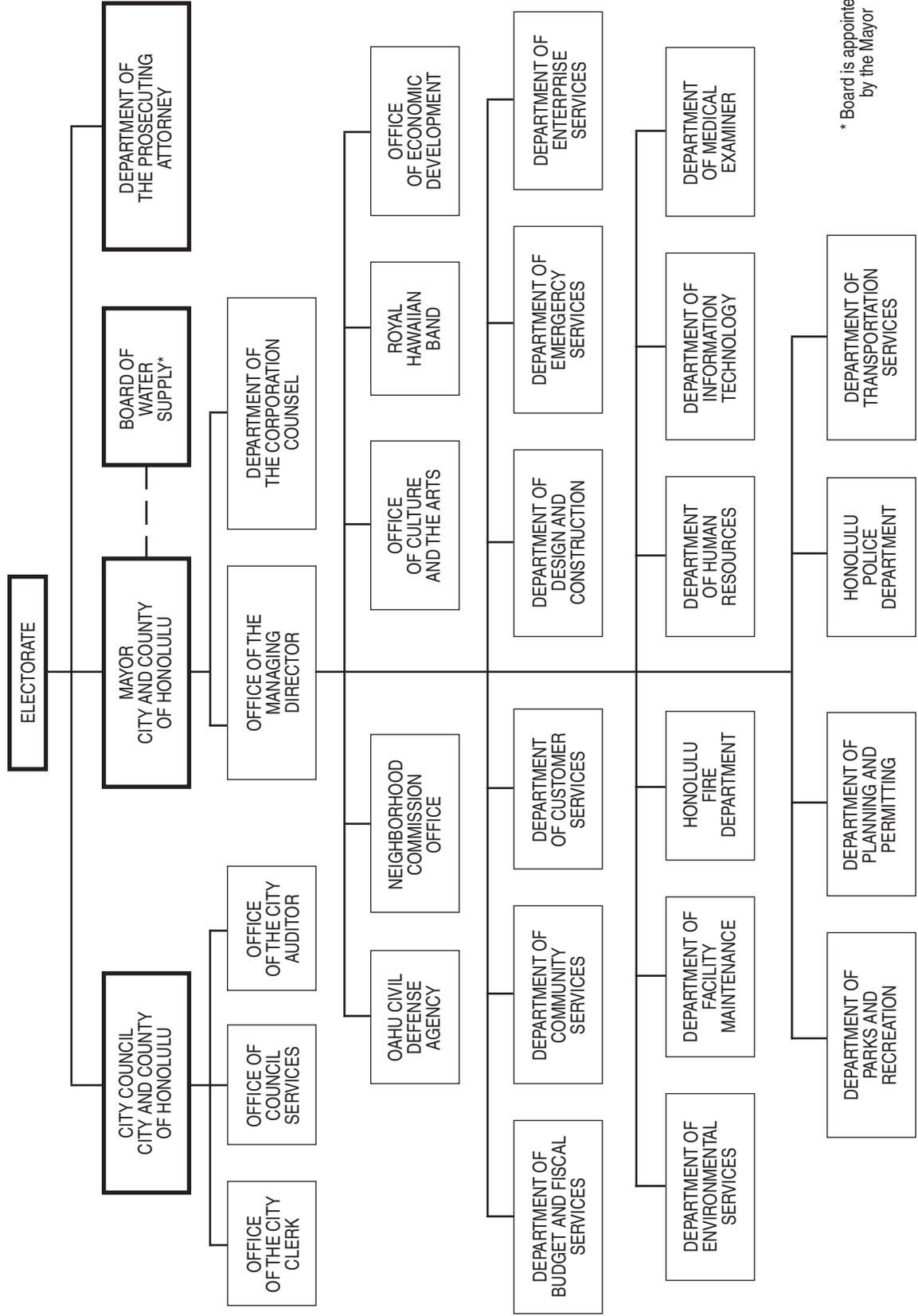
The coming years will not be easy, but they will be handled in a practical and transparent manner always looking towards a better future for Hawaii.

A handwritten signature in black ink that reads "Peter B. Carlisle". The signature is written in a cursive, flowing style.

Peter B. Carlisle

# CITY AND COUNTY OF HONOLULU ORGANIZATION CHART

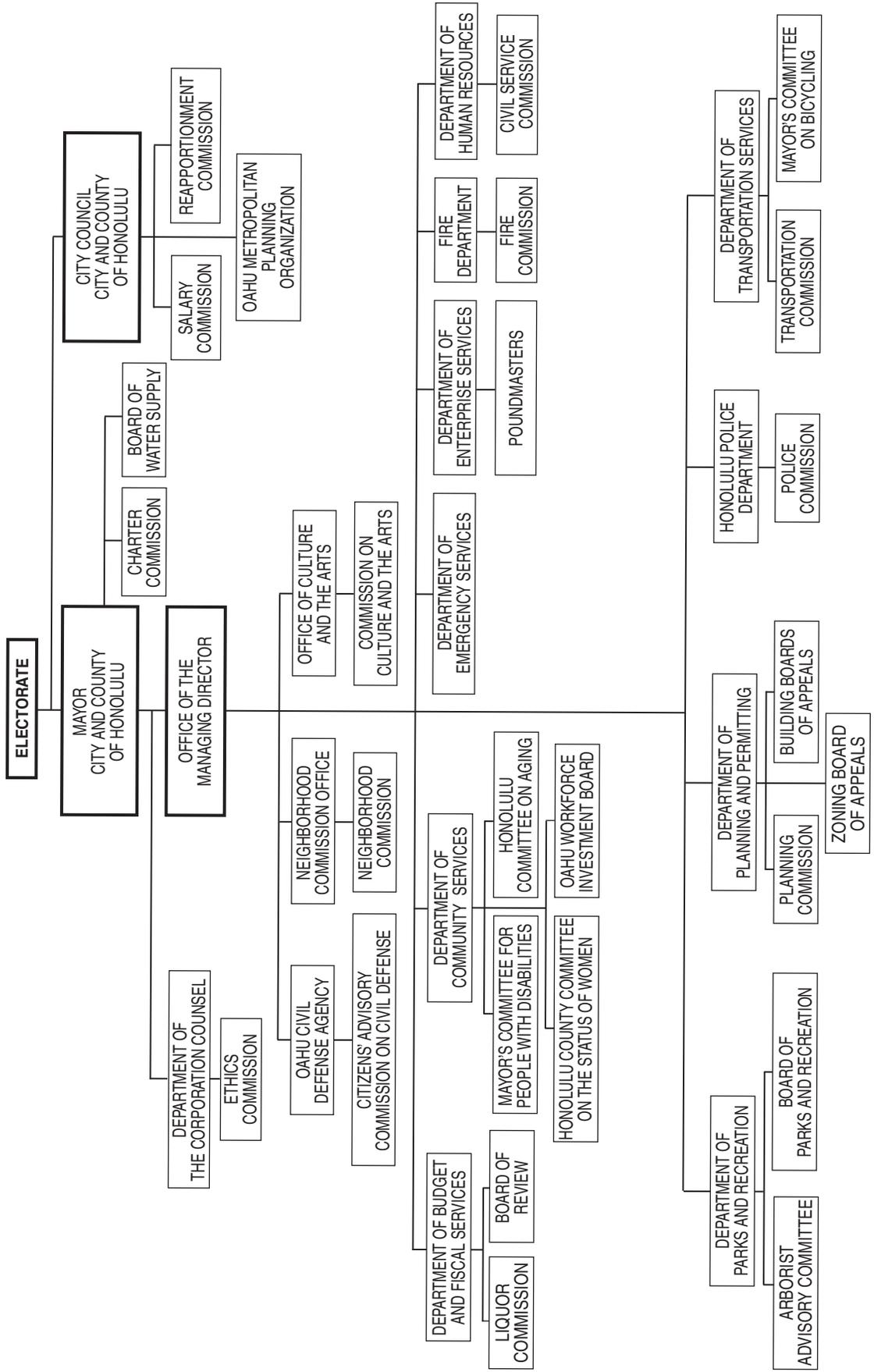
FISCAL YEAR 2009 - 10

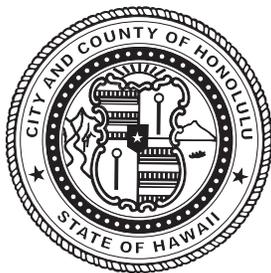


# CITY AND COUNTY OF HONOLULU

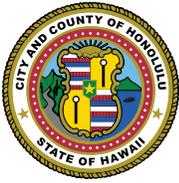
## CHART OF BOARDS, COMMISSIONS AND ADVISORY BODIES

### FISCAL YEAR 2009 - 10





## **EXECUTIVE BRANCH**



# DEPARTMENT OF BUDGET AND FISCAL SERVICES

Rix Maurer III, Director

## POWERS, DUTIES AND FUNCTIONS

The Department of Budget and Fiscal Services is the central budgeting 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 revenue and disbursement activities and financial records; overseeing equipment inventories; and administering the City's centralized purchasing activity. Additionally, it administratively supports the Liquor Commission, three Boards of Review and two pension funds. It also administers the City's Risk Management Program.

## Highlights

The City and County was able to manage its budget and furloughs were not required for Fiscal Year 2010. The City was also able to maintain the health care benefit costs for FY 10 at the 60/40 ratio. The Employer paid 60% of health care costs and the employee paid 40%. Significant efforts were spent on financial analysis and providing background data to the City Council and general public for the FY 10 Operating Budget.



## Risk Management

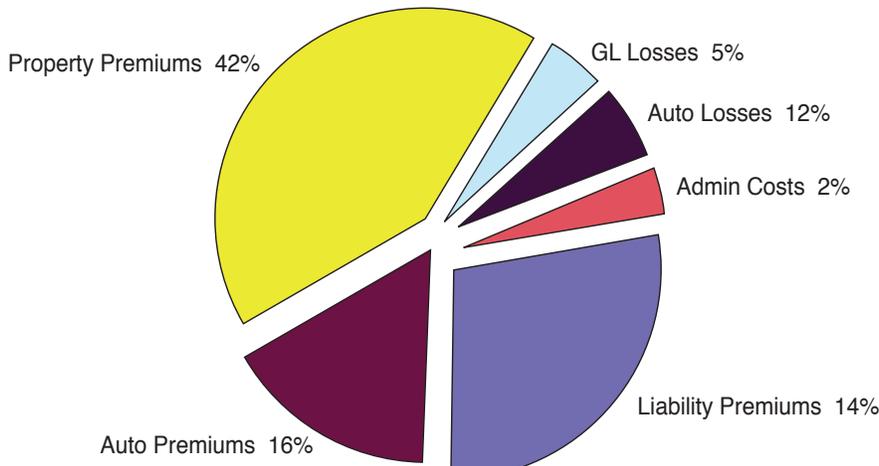
The City's Risk Management program, established under Section 2-5 of the Revised Ordinance, covers all City departments and agencies except the Board of Water Supply and Oahu Transit Services, and excludes workers' compensation and employee benefits. The program focuses on insurance and self-insurance to minimize the 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 cover the City's liabilities. In addition, commercial insurance is purchased to address unique risks or to satisfy statutory or contractual obligations. Self-insurance costs are generally stable, but commercial insurance costs are subject to conditions of the insurance market place.

In FY 10 the insurance marketplace was fairly stable with little change in premium rates from the prior year. Total premium costs increased approximately 6% over FY09, resulting primarily from increased insured property values, and expansion of coverage terms. There were no significant property losses or extraordinary liability losses reported as of close of the fiscal period.

Following is chart showing the allocation of Risk Dollars:

### HOW RISK DOLLARS ARE SPENT - FY 2010



## **ACCOUNTING AND FISCAL SERVICES DIVISION**

**Nelson H. Koyanagi, Jr., Chief Accountant**

### **POWERS, DUTIES, AND FUNCTIONS**

The Accounting Division plans, develops, directs and coordinates central accounting for the City and County of Honolulu; provides financial services to departments and agencies; reviews the manner in which public funds are received and expended; insures 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 the Departments and agencies with the preparation of the FY 2010-2011 operating budget. The Division also prepared expenditure schedules in accordance with the approved FY 2009-2010 budget ordinance, per the Revised Charter of the City and County of Honolulu.

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

### **Financial statements and reports issued**

- City and County of Honolulu's Comprehensive Annual Financial Report (CAFR) ending June 30, 2009 for which the City was awarded the Certificate of Excellence in Financial Reporting by the Government Finance Officers Association (GFOA). The City has received this prestigious award for 23 of the last 24 years.
- Budget and Fiscal Services Director's Quarterly Financial Reports for the last quarter of FY 2008-2009 and the first three quarters of FY 2009-2010.
- The Local Highway Finance Report for the fiscal year ended June 30, 2009 was submitted to the Hawaii Department of Transportation (DOT) in December 2009.] DOT consolidates the information provided by the Counties and submits a consolidated report to the Federal Highway Administration (FHWA) which is used to determine Hawaii's allocation of federal funding.

The Accounting Division assisted in the implementation of the payroll and human resource management portion of the C2HERPS project, which the City began using in February 2010. The Accounting Division staff continues to assist in refining the system to ensure that it is operating efficiently and can provide the City with all of the expected benefits.

## **BUDGETARY ADMINISTRATION DIVISION**

**Darryl Chai, Budget Program Administrator**

### **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 Revised Charter of the City and County of Honolulu 1973 (2000 Edition), 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 2010-2011 Executive Operating Program and Budget proposal, which totaled \$1,826.7 million. This was \$21.5 million more than the previous fiscal year, or an increase of 1.2 percent. This increase was primarily due to increases in non-controllable costs and arbitrated pay raises. The budget also includes \$14.0 million for public safety requirements associated with hosting the Asia-Pacific Economic Cooperation (APEC) conference in 2011. The city hopes to receive federal reimbursement for all or a portion of such costs. Excluding these factors, the Mayor's proposed budget represented a 1.8 percent decrease of \$28.6 million from the previous fiscal year.

Non-controllable costs continued to increase in FY 11. The primary areas of change included the City's debt service, which increased by \$1.8 million; police officers, fire fighters and bus drivers negotiated pay raises, which increased by \$20.0 million; employer health contributions (EUTF), which increased by \$7.3 million; contribution to the Employees' Retirement System, which increased by \$1.6 million; and social security contributions, which increased by \$0.4 million.

Proactive budget decisions taken during FY 10 included:

- Budget restrictions in FY 10 of 3% and 4.5%
- Hiring freeze
- Travel restrictions
- Restriction on reorganizations and reallocations resulting in cost increases
- Restriction on unbudgeted equipment purchases and leases.

In order to lower the overall increase in the operating budgets of the executive agencies, a total of \$38.6 million in salary funds, which is the equivalent of approximately 858 positions, was cut from the budgets of the executive agencies.

**Highlights of the Mayor’s Proposed Operating Budget**

- Continued 5% salary cuts for Mayor and appointed Cabinet members and 5% salary cuts for City managers.
- Employee furloughs of 21 – 24 days.
- Creation of a non-homeowners tax class and increase in minimum real property tax.
- \$7.5 million cut to overtime pay and personal services contracts.
- Second year of a user fee increase for TheBus and Golf to cover a more equitable share of the subsidized cost of these services.
- Second year increase of motor vehicle weight tax.
- Funding of \$7.0 million in the Provision for Energy Costs to meet the increasing fuel and electricity costs.
- Funding to ship solid waste off-island.
- Continued funding for the new Rapid Transit Division in the Department of Transportation Services to implement Honolulu’s high-capacity transit system and for the new Transit-Oriented Development Office in the Department of Planning and Permitting for the planning of land use surrounding transit stations.

**Adoption of the Operating Budget**

The City Council adopted an Operating Budget for FY 11 totaling \$1,831.4 million. This included \$1,817.7 million for the Executive Operating Budget for the Executive Branch and \$13.7 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 11 Executive Operating Budget appropriations for the executive branch are shown by function below.

| <u>Function</u>                     | <u>Executive Operating<br/>Budget (in millions)</u> | <u>% of<br/>Total</u> |
|-------------------------------------|---|-----------------------|
| General Government .....            | \$168.8 .....                                       | 9.3                   |
| Public Safety .....                 | 384.4 .....   | 21.2                  |
| Highways and Streets .....          | 23.8 .....  | 1.3                   |
| Sanitation .....                    | 248.9 .....   | 13.7                  |
| Health and Human Resources .....    | 78.4 .....  | 4.3                   |
| Culture-Recreation.....             | 80.6 .....  | 4.4                   |
| Utilities or Other Enterprises..... | 217.9 .....   | 12.0                  |
| Debt Service .....                  | 335.1 .....   | 18.4                  |
| Miscellaneous .....                 | 279.8 .....   | 15.4                  |
| TOTAL .....                         | \$1,817.7 .....                                     | 100.0                 |

**Execution of the Executive Operating Program and Budget**

The Revised Charter of the City and County of Honolulu 1973 (2000 Edition) specifies that the Director of Budget and Fiscal Services shall review the operating and capital budget program schedules of each executive agency and make budgetary allotments for their accomplishments with the approval of the Mayor, and review all executive agency requests for the creation of new positions.

The Budgetary Administration Division provided the above services for the Executive Operating Program and Budget and 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**

**Alan B. Kilbey, Chief Fiscal/CIP Analyst**

**POWERS, DUTIES, AND FUNCTIONS**

The Fiscal/CIP Administration Division administers the City’s six-year capital program, citywide 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 Shelter Grant and Housing Opportunities for Persons With Aids programs.

**FISCAL/CIP ANALYSIS BRANCH**

This branch prepares the capital program and budget and necessary budget ordinances and amendments or supplements thereto. It also reviews the capital budget program schedules of each executive agency, makes budgetary allotments, and analyzes and develops debt service programs for the City.

**Accomplishments in FY 10-2011 Capital Budget**

The Mayor submitted a FY 11 Capital Budget of \$2.209 billion. The City Council adopted a Capital Budget of \$2.122 billion.

The Capital Budget appropriations, shown by function, are summarized on the following page:

| <u>Function</u>                     | <u>Amount<br/>(in millions)</u> | <u>% of<br/>Total</u> |
|-------------------------------------|---------------------------------|-----------------------|
| General Government .....            | \$30 .....                      | 1%                    |
| Public Safety .....                 | 56 .....                        | 3%                    |
| Highways and Streets .....          | 126 .....                       | 6%                    |
| Sanitation .....                    | 494 .....                       | 23%                   |
| Human Services .....                | 20 .....                        | 1%                    |
| Culture-Recreation.....             | 40 .....                        | 2%                    |
| Utilities or Other Enterprises..... | 1,356 .....                     | 64%                   |
| TOTAL .....                         | \$2,122 .....                   | 100.0%                |

Detailed below is a breakdown by funding source of the Capital Budget:

| <u>Source</u>              | <u>Amount<br/>(in millions)</u> | <u>% of<br/>Total</u> |
|----------------------------|---------------------------------|-----------------------|
| Borrowed Funds.....        | \$1,780.0 .....                 | 83.0%                 |
| Federal Funds .....        | 227.7 .....                     | 10.0%                 |
| Special Projects Fund..... | .1 .....                        | 1.0%                  |
| Transit Fund .....         | 77.2 .....                      | 4.0%                  |
| City Funds .....           | 37.0 .....                      | 2.0%                  |
| TOTAL .....                | \$2,122.0 .....                 | 100.0%                |

### **Execution of the Capital Budget**

The Fiscal/CIP Branch monitored the implementation of capital projects through review and recommendations of CIP appropriation allotment requests, requests for independent consultants and amendments, requests to increase construction contract contingencies and the CIP quarterly status report. In regard to capital budget spending, this branch is extensively involved in the analysis and monitoring of the encumbrances and expenditures of funds for capital projects due to the increasing debt service of the City.

### **Community Development Block Grant/Federal Grants Branch**

The Federal Grants Branch 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 Shelter Grants 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, the Department of Design and Construction, 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 \$9.86 million of entitlement funds and generated more than \$6.33 million in program income in FY 10. Since the inception of the CDBG program 1974, the City has utilized approximately \$463 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 10, more than \$7.5 million was expended for projects that addressed the housing needs of Honolulu's lower income households. The City has received approximately \$79 million in HOME funds through the end of FY 10.

#### **Emergency Shelter 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 10, the ESG program expended \$451,749. As of the end of FY 10, the City has used more than \$8.0 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 10, the HOPWA program expended \$448,049. In the eleven-year period since Honolulu first received HOPWA funds, over \$4.6 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 the FY 10, the HPRP program expended more than \$1.1 million to provide financial assistance and services to prevent 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 10, the CDBG-R program expended nearly \$100,000 to undertake various assistance and help those are experiencing homelessness to be quickly re-housed and stabilized.

**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 and CDBG-R programs:

- Implemented and administered a Request for Proposals (RFP) process for selection and awarding of FY 11 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, 2009 (FY 09).
- Completed the 16th Year Action Plan, detailing FY 11 projects to be undertaken by the City for the CDBG, HOME, ESG and HOPWA programs; while doing so, reviewed about 70 applications and pre-qualification documents.
- 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, 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, including the annual CDBG/HOME workshop for subrecipients.
- Monitored internal and sub recipient compliance with federal, state and local law.
- Assisted in the City’s single audit.

**Fiscal/Long-Range Planning Branch**

This branch analyzes and develops the City’s revenue estimates, central accounts and long-range financial planning programs. It also analyzes, administers, and monitors the City’s general and special revenue funds.

**Accomplishments**

In collaboration with the Budgetary Administration Division, the branch evaluated and finalized the Mayor’s FY 11 Executive Operating Budget proposal, which totaled \$1,826.7 million. After review and revisions the City Council adopted an operating budget of \$1,807.7 million. The Fiscal/Long-Range Branch ensured that individual special funds and the general fund were in balance upon submission 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 operating budget:

| <u>Source</u>   | <u>Amount (in millions)</u> | <u>% of Total</u> |
|---|-----------------------------|-------------------|
| Real Property Tax .....   | \$798.2 .....               | 26.3 %            |
| Fuel Tax.....   | 51.1 .....                  | 2.3 %             |
| Motor Vehicle Weight Tax .....                                    | 105.8 .....                 | 4.8 %             |
| Public Utility Franchise Tax .....                                | 38.8 .....                  | 1.8 %             |
| Transient Accommodations Tax .....                                | 40.9 .....                  | 1.9 %             |
| Public Service Company Tax.....                                   | 30.9 .....                  | 1.4 %             |
| Excise Surcharge Tax-Transit.....                                 | 109.2 .....                 | 5.0 %             |
| Federal Grants .....  | 94.8 .....                  | 4.3 %             |
| State Grants .....  | 5.6 .....                   | .2 %              |
| Licenses and Permits .....  | 46.5 .....                  | 2.1 %             |
| Charges for Services .....  | 30.3 .....                  | 1.4 %             |
| Sewer Revenues .....  | 312.0 .....                 | 14.2 %            |
| Bus Transportation Revenues .....                                 | 50.0 .....                  | 2.3 %             |
| Solid Waste Disposal Revenues .....                               | 90.5 .....                  | 4.1 %             |
| Other Revenues .....  | 71.9 .....                  | 3.3 %             |
| Carry Over (including carry over of<br>H-POWER Equity Funds)..... | 321.3 .....                 | 14.6 %            |
| <b>TOTAL .....</b>  | <b>\$2,197.8 .....</b>      | <b>100 %</b>      |

Taxes (real property, fuel, motor vehicle, public utility franchise, transient accommodations and public service company) provided \$ 1,065.7 million to finance the \$ 1,817.7 million operating budget. Sewer and solid waste fees, which fund operations and projects that maintain the City's pristine environment, provided \$ 402.5 million. Other revenues included reimbursements from the State of Hawaii for the performance of their functions.

**FY 10-2011 Real Property Tax Rates**

Real property assessments declined slightly as a result of a continuing weak real estate market affected by an unstable mortgage loan market. The tax rates for all classes, except residential, were maintained at the FY 11 levels. The Homeowners class rate remains at \$3.42 and the non-Homeowner class increased to \$3.58 per thousand of assessed value. The non-residential tax rate for commercial, industrial and hotel/resort land uses remained at \$12.40, the rate for agriculture and preservation remained at \$5.70 per thousand of assessed value.

**FY 10-2011 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:

|  |          |
|--|----------|
| Debt Service .....                           | \$ 335.1 |
| Retirement Contributions .....               | 97.5     |
| FICA Tax .....                               | 26.5     |
| Workers' Compensation .....                  | 13.3     |
| Unemployment Compensation .....              | 8        |
| Health Fund.....                             | 109.6    |
| Provision for Salary Adjustment .....        | 5.9      |
| Provision for Judgments and Losses .....     | 12.5     |
| Provision for Risk Management.....           | 8.5      |
| Provision Energy Costs .....                 | 4.2      |
| Provision for Grants and Partnerships .....  | 1.0      |
| Provision for Other Post-Employment Benefits |          |
| TOTAL .....                                  | \$ 614.9 |

**Long-Range Financial Plan from FY 2011-2016**

The financial plan covers six 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 11 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.

**INTERNAL CONTROL DIVISION**

**Michael R. Hansen, Chief Accountant**

**POWERS, DUTIES, AND FUNCTIONS**

The Internal Control Division performs professional and objective examinations and evaluations of the City's financial activities. Seven 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 FOR FY 2010**

**ANNUAL RECURRING AUDITS, REVIEWS AND EVALUATIONS**

- Completed follow-up review of the independent auditor's financial and single-audit comments, and coordinated the City's response to the independent auditors.
- Coordinated the response to the independent auditor's Federal Grants Risk Assessment Questionnaire.
- 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 review 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.
- Conducted review of Environmental Services Coal Conveyor Easement Contract revenues for accuracy and completeness.
- Prepared the City's consolidated local central service cost allocation plan and indirect cost rates.
- Performed audit of relocation transactions.
- Monitored the low income housing compliance requirements for 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.

## **SPECIAL STUDIES AND INVESTIGATIONS**

- Maintained the fraud awareness and internal control intranet information website.
- Performed financial analysis and support for various ongoing investigations alleging fraud.
- Completed transaction reviews and provided guidance regarding apparent irregularities reported by various City agencies.
- Provided internal control review and analysis services to various departments on a project- by-project basis.
- Participated as a member of the Mayor's Project Management team and provided consulting and analysis services to the office.
- Performed a review of the satellite city hall cash handling operations.
- Reviewed Department of Facility Maintenance overtime.
- Evaluated requests by various departments to amend petty cash, imprest and change fund amounts.
- Compiled statistics for the credit card program.
- Implemented credit card cost savings and prepared a twelve-month extension of the contract.
- Assisted with responses to City Auditor audit recommendations.
- Addressed take-home vehicle issues identified by the City Auditor.
- Assisted in the implementation of accepting on-line credit card payments for real property taxes.
- Performed limited scope review of the refuse division's billing program.
- Filed claims with the State of Hawaii for the City unclaimed property.
- Assisted in the review of City logo and departmental logotype use issues.
- Assist Payroll division in testing the Advantage payroll system.
- Assisted Corporation Counsel in efforts to collect public service company tax from the State.
- Compiled city-wide vehicle underutilization information for analysis by the Department of Facility Maintenance.
- Coordinated the Department of Budget and Fiscal Services input to the Federal Transit Administration Financial Management Oversight Review.
- Performed ongoing analysis and review of departmental and employee overtime and compensatory time to assist in the development of overtime monitoring reports.
- Analyzed cancelled checks for unusual disbursements.
- Assisted the Department of Information Technology in completing the Payment Card Industry Self Assessment Questionnaire for the City's credit card program to protect cardholders from theft and fraud.
- Developed an Identity Theft Prevention Policy in accordance with the Federal Trade Commission's Red Flags Rules, enacted under the Fair and Accurate Credit Transaction Act of 2003.
- Assisted in the implementation of accepting on-line credit card payments for liquor license fees.
- Researched and coordinated an increase to the City's dishonored check fee from \$20 to \$25, per HRS Sec 40-35.5.
- Assisted the Department of Transportation Services in compiling information for the Honolulu Parking Management Study.

## **LIQUOR COMMISSION**

**Anna C. Hirai, Acting Administrator**

### **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 licensees 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> |
|------------------------------|---------------------|
| Dennis Enomoto, Chairman     | December 31, 2010   |
| Iris R. Okawa, Co-Vice Chair | December 31, 2014   |
| Gregg Hammer, Co-Vice Chair  | December 31, 2014   |
| Michael S. Yamaguchi         | December 31, 2013   |
| Patrick K. Kobayashi         | December 31, 2014   |

**LICENSES AND PERMITS**

There were 1,364 liquor licenses in effect within the City and County of Honolulu as of June 30, 2010. The Commission’s Licensing Section investigates applicants for liquor licenses, and responds to liquor license inquiries. Activities this fiscal year included the following:

**INVESTIGATIONS AND REPORTS COMPLETED:**

|   |     |
|---|-----|
| New premises.....   | 71  |
| License transfers.....  | 46  |
| Temporary licenses.....   | 46  |
| Special/Caterer licenses .....                                  | 121 |
| Special one-day licenses [see Administrative section]           |     |
| Transient Vessel licenses.....                                  | 21  |
| Change of class .....   | 0   |
| Reports on new officers and directors.....                      | 91  |
| Requests for extensions and alterations to premises .....       | 226 |
| Reports on transfers of corporate stock .....                   | 31  |
| Field inspections .....   | 306 |
| Miscellaneous investigations, reports and other activities..... | 329 |
| Field Audits [see Audit section]                                |     |

**PROGRAM PURPOSE**

The Enforcement Section of the Honolulu Liquor Commission has a well defined and focused mission, driven by following a strict Standards of Conduct and Code of Ethics.

**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 performances measures are focused on results and accountability. These performances and their outcome were approved as the “Strategic Plan” and adopted by the Honolulu Liquor Commission in September 2005.

**PROGRAM RESULTS/ACCOUNTABILITY**

During this fiscal year there were approximately 10,354 investigations conducted. As a result of the investigations, 468 violations were issued, of which 133 were Complaints and Summons issued to individuals in licensed establishments. The majority of the Complaint and Summons were issued to individuals who served to alcohol to minors, or were minors in possession of/consuming alcohol. The remaining 335 violations resulted in Notice of Violations being issued to the individual premises. There were 27 written warnings issued to individual licensed premises. There were an estimated 364 complaints from the public against premises ranging from loud noise to criminal activity such as gambling and prostitution. There continues to be an increase in noise and criminal complaints. There is also an increase in complaints against an increasing number of unlicensed premises.

**INVOLVEMENT WITH OTHER PROGRAMS**

The Enforcement Section conducted numerous investigations and continues to work concurrently with other law enforcement agencies to investigate liquor and other criminal law violations. These agencies included the Honolulu Police Department, Department of Homeland Security, U.S. Immigration & Customs Enforcement and the Federal Bureau of Investigation. The Honolulu Liquor Commission and Honolulu Police Department have worked closely together to help bring licensees into compliance with existing liquor laws.

During the fiscal year, there were two very successful programs with the University of Hawaii Cancer Research Center and the Honolulu Police Department: The “Team Plus” and “Re-Act” programs are specifically designed to take enforcement action against individuals as well as liquor establishments who serve/sell alcohol to minors. A third program, “Shoulder Taps”, is another program run entirely by the Honolulu Liquor Commission designed to monitor and take enforcement action against license premises and/ or individuals who provide alcohol to minors.

**STAFFING AND TRAINING**

The training program for new investigators is 12 weeks, which includes a four-week Field Training Officer program. This program affords a new-hire much needed classroom and practical field work experience to equip the investigator to handle the requirements of the job.

Staffing continues to suffer with the Enforcement Section lacking maximum manpower to effectively achieve its goals.

**TRAINING**

The Server-Training Program certified 3,335 bartenders and managers for licensed premises who were trained in the dangers of driving while intoxicated, preventions and interventions to over-service of alcohol and Hawaii liquor laws. In addition, the Liquor Commission presented on-site liquor service awareness training to more than 2,401 liquor service staff, at 25 licensed premises (hotels and/or restaurant). The training focused on preventing liquor over-service, recognition of ID security features, and consequences of underage sales and service.

**ON-SITE TRAINING:**

| <u>Licensed Premises</u>                     | <u># Of Employees</u> | <u>Date Conducted</u> |
|--|-----------------------|-----------------------|
| 1. Zanzabar.....                             | 26.....               | 07/31/09              |
| 2. Magic of Polynesia.....                   | 17.....               | 11/05/10              |
| 3. Trump Hotel .....                         | 18.....               | 11/10/09              |
| Trump Hotel .....                            | 33.....               | 12/09/09              |
| 4. La Mariana Sailing Club .....             | 11.....               | 12/19/09              |
| 5. Stadium Foods.....                        | 5.....                | 01/28/10              |
| 6. Top of Waikiki.....                       | 17.....               | 02/04/10              |
| 7. Hawaiian Steakhouse & Bar.....            | 4.....                | 02/05/10              |
| 8. The Alley Restaurant .....                | 23.....               | 02/08/10              |
| Trump Hotel .....                            | 17.....               | 02/09/10              |
| The Alley Restaurant & Bar .....             | 24.....               | 02/10/10              |
| Trump Hotel .....                            | 13.....               | 02/12/10              |
| 9. Los Garcias Mexican Rest. ....            | 5.....                | 02/18/10              |
| 10. Outback Steakhouse .....                 | 24.....               | 02/19/10              |
| 11. Calif. Pizza Kitchen (Ala Moana).....    | 30.....               | 02/25/10              |
| 12. Hawaii Prince Hotel .....                | 34.....               | 03/04/10              |
| Hawaii Prince Hotel .....                    | 37.....               | 03/05/10              |
| 13. Hawaii Prince Golf Club.....             | 6.....                | 03/11/10              |
| 14. Calif. Pizza Kitchen (Kahala) .....      | 29.....               | 03/18/10              |
| 15. Manoa Grand Ballroom .....               | 15.....               | 03/23/10              |
| 16. Calif. Pizza Kitchen (Pearlridge).....   | 49.....               | 03/25/10              |
| The Alley Restaurant .....                   | 19.....               | 03/25/10              |
| 17. Calif. Pizza Kitchen (Waikiki).....      | 39.....               | 04/01/10              |
| 18. Café Anasia .....                        | 11.....               | 04/08/10              |
| 19. Ohana Honolulu Airport Hotel .....       | 14.....               | 04/13/10              |
| 20. Calif. Pizza Kitchen (Kailua) .....      | 26.....               | 04/15/10              |
| 21. Best Western The Plaza Hotel .....       | 11.....               | 04/16/10              |
| 22. Hard Rock Café .....                     | 13.....               | 04/29/10              |
| 23. Jose’s Mexican Cantina.....              | 13.....               | 05/11/10              |
| 24. Sheraton Hotels (Princess Kaiulani)..... | 06/09-10, 14-15/10    |                       |
| 25. Sheraton Hotels (Sheraton Waikiki) ..... | 1818*                 | 06/23-25, 28-30/10    |

*\* combined total from both Sheraton hotels, during 10 days of training*

**EXTRA CURRICULAR ACTIVITIES SUPPORTED**

- HPPUD Meeting on Kauai .....04/21/10
- Castle High School Underage Drinking w/PACT.....05/10/10

**ADJUDICATIONS**

The Liquor Commission is responsible for adjudicating liquor law violations. The liquor investigators, the Honolulu Police Department, and other law enforcement agencies refer these violations. The Commission adjudicated a total of 387 violations, which included 109 violations pertaining to minors.

These adjudications resulted in the following actions:

|                                  |     |
|----------------------------------|-----|
| Licenses revoked .....           | 0   |
| Revocations by violation .....   | 0   |
| Licenses suspended .....         | 3   |
| Suspensions by violation .....   | 6   |
| Fines assessed by violation..... | 337 |

Violations adjudicated guilty (fined, revoked,  
suspended, reprimanded & other) .....387  
Violations dismissed (dismissals, acquittals) ..... 0  
Amount of fines assessed.....\$199,855

**INDEX TO SCHEDULES:**

Schedule A.....Licenses in Effect (FY 2010)  
Schedule B.....License Fees Realized by Classification (FY 2010)  
Schedule C .....Breakdown of Receipts (FY 2010 in dollars)

**SCHEDULE A -- LICENSES IN EFFECT (FY 2010)**

| <u>CLASSIFICATION</u>                             | <u>JUNE 30, 2010</u> |
|---|----------------------|
| Brew Pub:..... General .....                      | 3                    |
| Cabaret:..... General (Nudity).....               | 3                    |
| General (Standard) .....                          | 31                   |
| Club:..... General.....                           | 13                   |
| Dispenser:..... Beer & Wine (Dancing) .....       | 3                    |
| Beer & Wine (Standard).....                       | 9                    |
| General (Dancing).....                            | 76                   |
| General (Dancing, Hostess).....                   | 39                   |
| General (Hostess).....                            | 65                   |
| General (Nudity, Dancing, Host).....              | 5                    |
| General (Nudity, Hostess).....                    | 14                   |
| General (Standard) .....                          | 77                   |
| Hotel:..... General.....                          | 35                   |
| Manufacturer:..... Other Liquor .....             | 1                    |
| Beer & Wine (Sake).....                           | 0                    |
| Restaurant:..... General (Dancing).....           | 289                  |
| General (Standard) .....                          | 94                   |
| Beer & Wine (Dancing) .....                       | 29                   |
| Beer & Wine (Standard).....                       | 26                   |
| Retail:..... General.....                         | 476                  |
| Beer & Wine .....                                 | 41                   |
| Tour and Cruise Vessel:... General.....           | 16                   |
| Tour and Cruise Vessel:... General (Dancing)..... | 2                    |
| Wholesale:..... General.....                      | 23                   |
| Beer & Wine .....                                 | 4                    |
| Grand Total:.....                                 | 1,374                |

**SCHEDULE B -- LICENSE FEES REALIZED (FY 2010)**

| <u>CLASS OF LICENSE</u> | <u>RENEWALS</u> | <u>BASIC LIC. FEES</u> | <u>GLS (additional fee)</u> | <u>TOTAL</u> |
|-------------------------|-----------------|------------------------|-----------------------------|--------------|
| CATERER.....            |                 |                        | 2,280.00.....               | 4,560.00     |
|                         |                 |                        | 0.00.....                   | 0.00         |
| BREW PUB .....          |                 |                        | 0.00.....                   | 0.00         |
| General.....            |                 | 3,360.00.....          | 1,260.00.....               | 5,880.00     |
| Additional Fees .....   |                 | 0.00.....              | 4,158.75.....               | 14,158.75    |
|                         |                 |                        | 0.00.....                   | 0.00         |
| MANUFACTURER .....      |                 |                        | 0.00.....                   | 0.00         |
| Wine .....              |                 |                        | 0.00.....                   | 0.00         |
| Other Liquors .....     |                 |                        | 550.00.....                 | 1,100.00     |
| Additional Fees .....   |                 |                        | 0.00.....                   | 0.00         |
|                         |                 |                        | 0.00.....                   | 0.00         |
| WHOLESALE .....         |                 |                        | 0.00.....                   | 0.00         |
| General.....            |                 | 63,360.00.....         | 1,980.00.....               | 67,320.00    |
| Beer & Wine .....       |                 | 2,520.00.....          | 490.00.....                 | 3,500.00     |
| Additional Fees .....   |                 | 0.00.....              | 64,687.82.....              | 64,687.82    |
|                         |                 |                        | 0.00.....                   | 0.00         |
| RETAIL .....            |                 |                        | 0.00.....                   | 0.00         |
| General.....            |                 |                        | 9,000.00.....               | 18,000.00    |
| Beer & Wine .....       |                 | 36,900.00.....         | 0.00.....                   | 36,900.00    |
| Additional Fees .....   | 562,800.00..... | 0.00.....              | 428,548.72.....             | 991,348.72   |
|                         |                 |                        | 0.00.....                   | 0.00         |

| <u>CLASS OF LICENSE</u>         | <u>RENEWALS</u> | <u>BASIC LIC. FEES</u> | <u>GLS (additional fee)</u> | <u>TOTAL</u> |
|---------------------------------|-----------------|------------------------|-----------------------------|--------------|
| DISPENSER.....                  |                 |                        | 0.00.....                   | 0.00         |
| General - Category 1.....       |                 | 90,240.00.....         | 900.00.....                 | 92,040.00    |
| General - Category 2.....       |                 |                        | 0.00.....                   | 0.00         |
| General - Category 3.....       |                 | 91,080.00.....         | 7,280.00.....               | 105,640.00   |
| General - Category 4.....       |                 | 92,160.00.....         | 600.00.....                 | 93,360.00    |
| General - Category 3 & 4.....   |                 | 58,500.00.....         | 0.00.....                   | 58,500.00    |
| General - Category 2 & 3.....   |                 |                        | 0.00.....                   | 0.00         |
| General - Category 2 & 4.....   |                 | 24,300.00.....         | 0.00.....                   | 24,300.00    |
| General - Category 2,3,& 4..... |                 | ,440.00.....           | 0.00.....                   | 10,440.00    |
| Beer & Wine - Category 1.....   |                 | 8,100.00.....          | 0.00.....                   | 8,100.00     |
| Beer & Wine - Category 3.....   |                 | 1,920.00.....          | 0.00.....                   | 1,920.00     |
| Additional Fees.....            |                 | 0.00.....              | 193,833.24.....             | 193,833.24   |
|                                 |                 |                        | 0.00.....                   | 0.00         |
| CABARET.....                    |                 |                        | 0.00.....                   | 0.00         |
| General - Category 1.....       |                 | 63,360.00.....         | 0.00.....                   | 63,360.00    |
| General - Category 2.....       |                 | 7,200.00.....          | 0.00.....                   | 7,200.00     |
| Additional Fees.....            |                 | 0.00.....              | 249,703.76.....             | 249,703.76   |
| CLUB.....                       |                 |                        | 0.00.....                   | 0.00         |
| General.....                    |                 | 8,580.00.....          | 0.00.....                   | 8,580.00     |
| Additional Fees.....            |                 | 0.00.....              | 17,961.83.....              | 17,961.83    |
|                                 |                 |                        | 0.00.....                   | 0.00         |
| HOTEL.....                      |                 |                        | 0.00.....                   | 0.00         |
| General.....                    |                 | 142,560.00.....        | 0.00.....                   | 142,560.00   |
| Additional Fees.....            |                 | 0.00.....              | 376,897.76.....             | 376,897.76   |
|                                 |                 |                        | 0.00.....                   | 0.00         |
| RESTAURANT.....                 |                 |                        | 0.00.....                   | 0.00         |
| General - Category 1.....       |                 | 103,200.00.....        | 7,000.00.....               | 117,200.00   |
| General - Category 2.....       |                 | 373,560.00.....        | 8,800.00.....               | 391,160.00   |
| Beer & Wine - Category 1.....   |                 | 20,700.00.....         | 1,425.00.....               | 23,550.00    |
| Beer & Wine - Category 2.....   |                 | 26,880.00.....         | 240.00.....                 | 27,360.00    |
| Additional Fees.....            |                 | 0.00.....              | 433,227.25.....             | 433,227.25   |
|                                 |                 |                        | 0.00.....                   | 0.00         |
| CONDOMINIUM                     |                 |                        |                             |              |
| HOTEL.....                      |                 |                        | 0.00.....                   | 0.00         |
| General.....                    |                 |                        | 1,250.00.....               | 2,500.00     |
| Additional Fees.....            |                 |                        | 0.00.....                   | 0.00         |
|                                 |                 |                        | 0.00.....                   | 0.00         |
| TRANSIENT VESSEL.....           |                 |                        | 0.00.....                   | 0.00         |
| Per Day.....                    |                 |                        | 2,820.00.....               | 5,640.00     |
| Per Year.....                   |                 |                        | 0.00.....                   | 0.00         |
| Additional Fees.....            |                 |                        | 0.00.....                   | 0.00         |
|                                 |                 |                        | 0.00.....                   | 0.00         |
| TOUR OR CRUISE VESSEL           |                 |                        | 0.00.....                   | 0.00         |
| General.....                    |                 | 15,300.00.....         | 1,075.00.....               | 17,450.00    |
| Additional Fees.....            |                 | 0.00.....              | 4,603.12.....               | 4,603.12     |
|                                 |                 |                        | 0.00.....                   | 0.00         |
| SPECIAL.....                    |                 |                        | 0.00.....                   | 0.00         |
| General.....                    |                 |                        | 10,470.00.....              | 20,940.00    |
| Beer & Wine.....                |                 |                        | 1,480.00.....               | 2,960.00     |
| Beer.....                       | 0.00            | 0.00                   | 0.00.....                   | 0.00         |
| TEMPORARY.....                  |                 |                        | 0.00.....                   | 0.00         |
| Brew Pub.....                   |                 |                        | 275.00.....                 | 550.00       |
| Cabaret General.....            |                 |                        | 550.00.....                 | 1,100.00     |
| Dispenser General.....          |                 |                        | 3,300.00.....               | 6,600.00     |
| Dispenser Beer & Wine.....      |                 |                        | 0.00.....                   | 0.00         |
| Retail General.....             |                 |                        | 5,775.00.....               | 11,550.00    |
| Retail Beer & Wine.....         |                 |                        | 0.00.....                   | 0.00         |
| Restaurant General.....         |                 |                        | 2,200.00.....               | 4,400.00     |
| Restaurant Beer & Wine.....     |                 |                        | 275.00.....                 | 275.00       |
| Hotel General.....              |                 |                        | 550.00.....                 | 1,100.00     |

| <u>CLASS OF LICENSE</u>    | <u>RENEWALS</u> | <u>BASIC LIC. FEES</u> | <u>GLS (additional fee)</u> | <u>TOTAL</u> |
|----------------------------|-----------------|------------------------|-----------------------------|--------------|
| Wholesale General .....    |                 |                        | 0.00.....                   | 0.00         |
| Additional Fees .....      |                 |                        | 0.00.....                   | 0.00         |
| Less charge card fees..... |                 |                        | -3,859.06.....              | -3,859.06    |
| TOTALS .....               | 1,807,020.00    | 67,690.94..            | 1,783,622.25.....           | 3,729.883.19 |

**SCHEDULE C -- BREAKDOWN OF RECEIPTS FOR FY 2010 (in dollars)**

| <u>LICENSE FEES</u> | <u>FILING FEES</u> | <u>FINES</u>    | <u>REGISTRATION I.D.CARDS</u> | <u>MISC.</u>  | <u>TOTAL</u> |
|---------------------|--------------------|-----------------|-------------------------------|---------------|--------------|
| \$3,649,90 .....    | \$2,450 .....      | \$192,706 ..... | \$117,630 .....               | \$10,066..... | \$4,017,761  |

**PURCHASING DIVISION**

Wendy K. Imamura, Central Purchasing and Contracts Administrator

**POWERS, DUTIES AND FUNCTIONS**

The Purchasing Division's 33 employees are responsible for procuring all materials, supplies, equipment and services for city departments and agencies; processing construction, consultant and personal services contracts required by the City; maintaining inventory of all city personal property and effects exchange, disposal sale or transfer of surplus equipment; managing city-owned real property, including rentals, leases, and concessions; administering the housing relocation functions.

The Purchasing Branch is divided into three sections which support assigned departments for centrally purchasing goods and services for city agencies. It also establishes standards and specifications, develops proposal 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 two years is as follows:

|   | <u>FY 08-09</u>    | <u>FY 09-10</u> |
|---|--------------------|-----------------|
| Advertised bid solicitations .....      | 206 .....          | 225             |
| Request for proposal solicitations..... | 9 .....            | 11              |
| Contracts awarded .....                 | 159 .....          | 142             |
| Small purchases awarded .....           | 946 .....          | 698             |
| Total dollars awarded .....             | \$87,618,582 ..... | \$140,374,736   |

In an effort to capitalize on the economies of scale, the City has consolidated the purchase of all standard vehicle into one solicitation. Janitorial and groundskeeping services are also being consolidated to leverage the City's buying power and are currently being solicited on a performance based procurement method. Under the performance based procurement method, the contractor is responsible for the means and methods to meet the City standards. This method would achieve an more consistent level of quality from the contractor.

During this period, the City consolidated the solicitation for automatic teller machine services and awarded three contracts. The City anticipates increasing revenue from \$33,600 to an estimated \$275,468 per year.

The branch continued to make price-list contract awards to obtain better prices on commonly purchased items. For these contracts, vendors agree to provide goods and services to the City at a fixed price for a set period, typically one year. If an item is less than \$5,000 in cost and is not on the price list, an agency must make the effort to get price quotes before making award directly to a vendor by issuing a purchase order. The Purchasing Division will solicit price-lists if the total anticipated procurement is in excess of \$50,000 for a twelve month period. The following is a comparison of the decentralized purchasing activities:

|  | <u>FY 08-09</u>    | <u>FY 09-10</u> |
|--|--------------------|-----------------|
| Number of price lists .....                | 154 .....          | 122             |
| Number of price list purchase orders ..... | 2,114 .....        | 2,028           |
| Price list purchases .....                 | \$44,060,485 ..... | \$71,220,324    |
| Number of direct purchase orders .....     | 4,339 .....        | 3017            |
| Direct purchase orders .....               | \$5,214,549 .....  | \$ 3,032,792    |

**Concessions**

Concessions awarded during FY 09-10 included:

| <u>Concessions</u>  | <u>Monthly Rental</u> |
|---|-----------------------|
| Hanauma Bay Snorkel Concession .....                        | \$104,000             |
| Revocable permit for Neil Blaisdell Center Concession ..... | \$22,500              |
| Revocable permit for Ala Moana Park Concession ....         | \$2,500               |

**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 122 contracts, excluding the Board of Water Supply, for a total of \$848,723,648. The section awarded the following significant construction projects during FY 09-10.

- 1. Design and construct first section of guideway..... \$ 424,463,500.00
- 2. Construction of MSF Base Yard for the HHCTCP ..... \$ 168,873,519.00
- 3. Rehabilitation of Streets, Localized and Secondary ..... \$ 37,586,041.00
- 4. Wahiawa WTP to meet the 2002 State DOH guideline ..... \$ 26,717,088.00
- 5. Honolulu Zoo/Asian Tropical Forest Elephant Exhibit..... \$ 6,160,330.00
- 6. Kalaeloa Boulevard Improvements ..... \$ 5,442,495.50
- 7. Rehabilitation of Secondary Streets at Kaimuki..... \$ 5,307,161.25
- 8. Kapolei Consolidated Corporation Yard, Phase 2 ..... \$ 4,726,208.00
- 9. Ewa Beach Fire Station Relocation..... \$ 4,587,016.00
- 10. Renovate the Alapai Transit Center..... \$ 4,413,994.00

The following is a comparison of construction contract statistics during FY 08-09 and FY 09-10:

|                                 | <u>FY 08-09</u> | <u>FY 09-10</u> |
|---------------------------------|-----------------|-----------------|
| Projects advertised .....       | 149             | 116             |
| Contracts awarded.....          | 146             | 122             |
| Total dollar value awarded..... | \$313,651,594   | \$848,723,648   |

**Consultant and Personal 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 08-09 and FY 09-10:

|                                   | <u>FY 08-09</u> | <u>FY 09-10</u> |
|-----------------------------------|-----------------|-----------------|
| Number of contracts awarded ..... | 133             | 169             |
| Total dollar value .....          | \$125,923,030   | \$73,125,657.49 |

**Property Management and Disposal Section**

This section maintains the City’s real and personal property inventories, disposes of the City’s real and personal property, manages the City’s real properties and administers the City’s housing relocation program.

**Personal Property Management**

The City’s personal property inventory, which includes equipment, machinery, and supplies and materials, is maintained on the City and County of Honolulu Enterprise Resource Planning System (C<sup>2</sup>HERPS). At the end of the fiscal year, C<sup>2</sup>HERPS contained 8,952 assets. The dollar value of the assets were: \$839,990,747.00

**Property Disposal**

The section conducted eleven online public auctions and auction proceeds totaling \$269,690. License plates were recycled for revenues of \$2,068. Scrap metal were recycled for revenues of \$62,206. Notices of these public auctions were available to the public in the local newspaper, public service television Olelo, and at [www.honolulu.gov/pur/auctions.htm](http://www.honolulu.gov/pur/auctions.htm).

**Honolulu Police Mounted Unit to Retire at Keawewai Ranch, Hawaii**

In partnership with the Honolulu Police Department, the City found a home for seven horses that had been a part of the HPD’s Mounted Patrol Unit. The retired horses were Chief Lee, Cruiser, Scout, Kuhio, Trooper, Justice, and Cinbad. A generous gift to the City by ranch owner Chandí Duke Heffner was accepted by the Honolulu City Council. Ms. Heffner agreed to be the custodian and caretaker for the horses, and to keep the horses together on Keawewai Ranch on the Big Island. Representatives from HPD will be allowed to visit the horses to ensure their safety and well-being for the rest of the horses’ lives.



## **Real Property Inventory**

Land. The City's Land Assets decreased in FY 10 from FY 09 by \$24,144,022.61. The total Land Value in FY 10 was \$670,717,868.92 compared to \$694,861,891.53 in FY 09.

Other Assets. The City's Other Assets increased in FY 10 from FY 09 by \$32,590,380.79. The total Other Assets Value in FY 10 was \$501,122,408.23 compared to \$468,532,027.44 in FY 09.

Structures. The City's Structures and Improvements to Land decreased in FY 10 from FY 09 by \$101,455,832.15. The total Structures and Improvements to Land value in FY 10 was \$1,873,543,061.41 compared to \$1,974,998,893.56 in FY 09.

Total Land, Other, Structures, and Improvements to Land Assets. The total value of the City's Land, Other, Structures and Improvements to Land was \$3,045,383,338.56 in FY 10 compared to \$3,138,392,812.53 in FY 09, a decrease of \$93,009,473.97. The City agencies were proactive in submitting their Land and Structure inventory updates to Real Property Management, which resulted in a decrease in the assets.

## **Real Property Management**

The following are the activities that occurred during the past year:

- Jurisdictional Transfer and control of the "Old" Kahaluu Wastewater Pump Station Site from the Department of Environmental Services to the Department of Facility Maintenance was completed.
- Jurisdictional Transfer and control of the Wailupe Valley Elementary School from the Department of Budget and Fiscal Services to the Department of Parks and Recreation was completed.
- Extension of a Temporary Jurisdictional Transfer and control of surplus portions of the Royal Kunia Park-and Ride Property from the Department of Transportation Services to the Department of Parks and Recreation was completed.
- A total of 360 temporary concessions were awarded. The Application for Temporary Concession form for use by the City agencies and Non-Profit Organizations was revised.
- There were a total of 69 existing agreements generating revenues for the rental of the City's surplus properties. The annual rental revenues generated were \$239,577.76.
- Completion of the procedures, forms and the balancing of the Property Management Trust Fund account.

## **Maximo Project**

- The City has implemented its centralized electronic Property Asset Management System (PAMS), which will allow the City to better manage its real property assets. The System will provide the City with an enterprise asset management system that centralizes all City real property and lease information, and leverages GIS information and its tools to maintain accurate and updated information on City-owned and managed properties. The System is also programmed with automatic triggers to manage lease contracts and renewals for revenue projections.
- Continuing the population of detailed information on the real property assets.
- Continuing meetings with Total Resource Management, Department of Information Technology, and the Department of Planning and Permitting, Geographic Information System Division, to update, enhance and automate additional information for the real property assets.

## **Real Property Transactions**

The following are the transactions that occurred during the past year:

- Entered into a new Rental Agreement not to exceed 5 years with Longs Drugs Stores, California, and LLC for a portion of TMK: 2-9-05:05 and a portion of TMK: 2-8-05:06 for vehicular parking and storage purposes.
- Entered into a new Rental Agreement not to exceed 5 years with the Honolulu Police Department Federal Credit Union for the rental of office space at the Honolulu Police Department Main Station.
- Entered into a new Rental Agreement not to exceed 5 years with Wong's Taro Leaf Farm for the rental of a portion of the Waipahu Cultural Garden Park, TMK: 9-4-0101:004 for educational/instructional taro growing purposes.
- Renegotiated the final term of Hawaiian Telecom's rent for its easement over a portion of the Piikoi Mini Park, TMK: 2-4-30:56.
- The City partnered with the North Shore Community Land Trust, Maui Coastal Land Trust, the United States Department of Agriculture, Natural Resources Conservation Service, and the State of Hawaii, Department of Land and Natural Resources, in the acquisition of an agricultural conservation easement from Pietsch Properties LLC, over Sunset Ranch (TMK: 5-9-5:67), located in the mauka reaches of Pupukea near the Pupukea-Paumalu Park Reserve. The agricultural conservation easement will protect the natural, agricultural, and open spaces of the land in perpetuity.
- Approval for the Grant of Easement E-2 to the State Department of Transportation within the Kahaluu Regional Park for guy wire anchor purposes, TMK: 4-7-26:23 via Resolution 08-24.
- Approval for the Grant of Four Perpetual Overhead Easements to the Hawaiian Electric Company, Inc. within the West Loch Golf Course and the West Loch Shoreline Park via Resolution 09-280.
- Approval for the sale of surplus remnant parcels of the Ewa Villages Golf Course via Resolution 09-216.
- Approval for the sale of a sewer line easement over the City's Waialii Stream Drainage Channel via Resolution 09-200.

- Approval for the authorization an assignment of lease for commercial space at Pauahi Block A via Resolution 09-195.
- Approval for the Grant of a Subsurface Sewer Easement to the State Department of Hawaiian Homelands for the sewer line crossing the City's Mai'li Drainage Channel, TMK: 8-7-10:13 via Resolution 09-294.
- Approval for the grants of easements to the U. S. Department of Army over the City's Kaukonahua Road and the Wahiawa Convenience Center via Resolution 10-35, FD1.
- Approval for the fee conveyance of Parcel 9, an unused portion of the Ewa Cemetery to the State Department of Transportation for its Fort Weaver Road Widening Project via Resolution 10-106.
- Approval for the abandonment and sale of the dead-end portion of the Awahiwa Street via Resolution 10-119.

**Housing Relocation Section**

This section administers the Federal Uniform Relocation and Real Property Acquisition Policies Act of 1970, as amended and the Hawaii Revised Statutes, Chapter 111, Assistance to Displaced Persons. Its mission is to (1) help the City complete its projects by relocating persons on a timely basis; (2) help displaced persons accept and ease the trauma of relocation by providing advisory services; and (3) provide information about relocation to any interested party. The City's Relocation Policies and Procedures can be found at <http://Cityfyi/fin/policy/31.20.doc>.

For FY 2010, eighteen tenants were temporarily relocated for the rehabilitation of Building B of the Kulana Nani Apartment project. A total of \$168,138.82 was paid for the relocation assistance.

**REAL PROPERTY ASSESSMENT DIVISION**

**Gary T. Kurokawa, Real Property Assessment Administrator**

**POWER, DUTIES, AND FUNCTIONS**

The Real Property Assessment Division administers 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 to 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 generate property tax revenues for the City. To accomplish its mission, the division identifies real property parcels and respective owners; appraises parcels; processes exemption and dedication claims filed; notifies owners of the assessments placed on their respective properties; settles real property assessment and tax appeals; and maintains and updates maps, ownership records, valuation records, and computer and other required files.

The division is located in the Walter Murray Gibson Building at 842 Bethel Street and in Kapolei Hale at 1000 Uluohia Street. It is staffed by 111 permanent employees and is organized into four branches-- Administrative/Technical, Mapping, Support Services and Assessment.



**Walter Murray Gibson Bldg**



**Public Information Room**



**Basement Counter**

**Administrative/Technical Branch**

The Administrative/Technical Branch has 13 employees. This 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.

**Mapping Branch**

The Mapping Branch has 24 employees, six of whom are located in Kapolei. The Mapping Branch is responsible for maintaining ownership records and providing up-to-date tax maps influenced by subdivisions and parcel consolidations. In addition to our 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 GIS base map.

The following are workload statistics for Assessment Year 2010:

|                          |        |
|--------------------------|--------|
| Mapping Parcels .....    | 3,213  |
| Documents Processed..... | 75,149 |
| Parcels Affected.....    | 37,694 |

**Support Services Branch**

The Support Services Branch has 16 employees, 4 of whom are located in Kapolei. This branch is responsible for customer service at the counter, on the phone, via email, and in the division's research room.

This branch processes all homeowners' and various other exemption claims, Board of Review appeals, and Tax Appeal Court cases. The Support Services Branch prepares adjustments to taxes resulting from amended property values, appeal decisions, and sale of government parcels.

The following are workload statistics for Assessment Year 2010:

|  |        |
|--|--------|
| Exemptions/Dedications Updated/Processed ..... | 63,045 |
| Counter service.....                           | 9,188  |
| Telephone service .....                        | 21,457 |

**Assessment Branch**

The Assessment Branch has 55 employees, 16 of whom are located in Kapolei. They are responsible for the annual valuation and authorized adjustments of real property parcels within the City and County of Honolulu.

The following are workload statistics for Assessment Year 2009:

|                           |         |
|---------------------------|---------|
| Property appraisals.....  | 292,008 |
| Building inspections..... | 7,047   |
| New Condo appraisals..... | 596     |

**Assessments and Exemptions**

As of October 1, 2009, the branch assessed 286,333 tax parcels for Assessment Year 2010, including 122,031 condominium units and 338,586 buildings. A total of 162,783 exemptions were allowed. The following are totals for the last three years:

|                                     | <u>FY 10-11</u> | <u>FY 09-10</u> | <u>FY 08-09</u> |
|-------------------------------------|-----------------|-----------------|-----------------|
| Tax parcels (includes condos) ..... | 286,333         | 284,934         | 283,177         |
| (condos).....                       | 122,031         | 121,435         | 120,161         |
| Building records .....              | 338,586         | 336,836         | 333,500         |
| Exemptions:                         |                 |                 |                 |
| Home .....                          | 142,402         | 141,288         | 141,870         |
| Others* .....                       | 20,381          | 19,544          | 19,917          |
| Appeals taken .....                 | 1,642           | 3,042           | 2,873           |
| Value on appeal .....               | \$2,680,539     | \$3,651,244     | \$1,759,209     |
| (in thousands of dollars)           |                 |                 |                 |

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

**Boards of Review**

There are three Boards of Review that resolves real property assessment and/or disallowances of exemption disputes between taxpayers and the real property tax assessor. There are two employees providing support of this function. These boards are attached to the division for administrative support and consist of five members each. Members are appointed by the Mayor and confirmed by the City Council for five-year terms.

**First Board**

- Ruth M.F. Lin, Chair (Term expires 6/30/2010)
- Wanda L.M. Sanchez, Vice-Chair (Term expires 6/30/2009)
- Mike Ellis, Member (Term expires 6/30/2013)
- Rosalinda On, Member (Term expires 6/30/2011)
- Robyn Furuya, Member (Term expires 6/30/2012)

**Second Board**

- Wendell S.L. Ching, Chair (Term expires 6/30/2010)
- James W.Y. Wong, Vice Chair (Term expires 6/30/2009)
- Diane S. Yoshida, Member (Term expires 6/30/2011)
- Donald Lau, Member (Term expires 6/30/2013)
- Carlota Ader, Member (Term expires 6/30/2012)

**Third Board**

- H. Stanley Jones, Chair (Term expires 6/30/2010)
- Sonya Mendez, Vice-Chair (Term expires 6/30/2011)
- Lee D. Gordon, Member (Term expires 6/30/2014)
- Carolyn Golojuch, Member (Term expires 6/30/2012)
- John L. Anderson, Member (Term expires 6/30/2013)

**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):

|                                 | <u>FY 10-11</u> | <u>FY 09-10</u> | <u>FY 08-09</u> |
|---------------------------------|-----------------|-----------------|-----------------|
| Gross assessed values+ .....    | 178,034,158     | 191,211,298     | 190,699,156     |
| Less: Exemptions.....           | 23,584,782      | 23,603,598      | 23,481,605      |
| Less: 50% Value on Appeals..... | 1,340,271       | 1,825,622       | 879,604         |
| Net Valuation++ .....           | \$154,449,376   | \$167,607,700   | \$167,217,551   |
| Taxes to be raised.....         | \$797,722       | \$836,448       | \$804,120       |

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

**Real Property Tax Rates**

The City Council adopted the following tax rates for FY 2010-2011:

| <u>Classification</u>    | <u>Tax Rate Per \$1,000 Net Taxable</u> |
|--------------------------|---|
| Non-Homeowner.....       | 3.58                                    |
| 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                                    |
| Homeowner.....           | 3.42                                    |

**NUMBER AND AMOUNT OF EXEMPTIONS BY TYPE FOR THE FY 10-11  
 (Amounts in Thousands)**

| <u>Type of Exemption</u>           | <u>Number</u> | <u>Amount</u> |
|------------------------------------|---------------|---------------|
| Federal Government.....            | 393           | \$5,825,568   |
| State Government.....              | 3,263         | 11,501,204    |
| County Government.....             | 2,117         | 4,953,865     |
| Hawaiian Homes Commission.....     | 845           | 504,607       |
| Hawaiian Homes Land .....          | 2,884         | 1,343,615     |
| Hawaiian Homes - 7-Year .....      | 364           | 189,869       |
| Homes – Fee.....                   | 142,402       | 13,902,053    |
| (Basic).....                       | 79,594        | 6,371,441     |
| (Multiple).....                    | 55,990        | 6,724,966     |
| Homes – Leasehold                  |               |               |
| (Basic).....                       | 2,520         | 201,245       |
| (Multiple).....                    | 2,381         | 283,333       |
| In Lieu of Home Ex                 |               |               |
| (Fee).....                         | 1,851         | 309,869       |
| (Lease).....                       | 66            | 11,199        |
| Blind .....                        | 309           | 7,666         |
| Deaf.....                          | 105           | 2,594         |
| Leprosy.....                       | 3             | 75            |
| Totally Disabled.....              | 2,993         | 74,662        |
| Totally Disabled Veterans .....    | 908           | 496,180       |
| Cemeteries.....                    | 43            | 40,383        |
| Charitable Organizations .....     | 847           | 1,666,051     |
| Non-Profit Child Care Center ..... | 1             | 337           |

|                                    |               |              |
|------------------------------------|---------------|--------------|
| For-Profit Child Care Center ..... | 4 .....       | 6,175        |
| Churches.....                      | 849 .....     | 1,739,045    |
| Civil – Condemnation.....          | 26 .....      | 31,748       |
| Credit Unions .....                | 67 .....      | 234,280      |
| Crop Shelters .....                | 24 .....      | 2,968        |
| Foreign Consulates.....            | 29 .....      | 39,827       |
| Historic Commercial.....           | 5 .....       | 25,627       |
| Historic Residential .....         | 240 .....     | 262,529      |
| Hospitals .....                    | 71 .....      | 639,656      |
| Kuleana .....                      | 31 .....      | 22,095       |
| Landscaping, Open-Space.....       | 16 .....      | 30,551       |
| Low-Moderate Income Housing .....  | 262 .....     | 1,595,228    |
| New Construction .....             | 24 .....      | 71,548       |
| Public Utilities.....              | 488 .....     | 796,387      |
| Roadways and Waterways .....       | 3,041 .....   | 13,055       |
| Schools .....                      | 117 .....     | 703,548      |
| Setbacks .....                     | 6 .....       | 370          |
| Slaughterhouse.....                | 1 .....       | 2,900        |
| Miscellaneous .....                | 5 .....       | 5,922        |
| TOTAL .....                        | 162,783 ..... | \$46,732,188 |

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

## **TREASURY DIVISION**

**Edlyn S. Taniguchi, Chief of Treasury**

### **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 moneys 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, special assessments, special sewer fees, cesspool fees, 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 10, the Division billed 275,690 accounts for \$875.1 million. Total FY 10 taxes collected were \$849.7 million.

Prior year delinquencies at the beginning of the fiscal year amounted to \$16.0 million. During the year, the Division collected \$5.2 million, representing approximately 32.5% of its delinquencies. On June 30, 2010, total delinquent real property taxes (outstanding FY 10 taxes plus prior year uncollected delinquencies) totaled \$16.8 million or 1.9% of the FY 10 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 these owners. Improvement district accounts numbered 127, which paid \$24,460 in FY 10.

#### **Waikiki Business Improvement District Assessments**

The Business Improvement Districts (BID) assesses a charge to property owners for services that benefit these owners. The BID 5,362 accounts paid \$2.1 million in FY 10.

#### **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. There were 205 active accounts that produced revenue of \$55.5 million in FY 10.

#### **Refuse Collection Fees**

Commercial customers incur a monthly refuse collection fee, based on their average refuse volume, for curbside pickup. In FY 10, commercial customers numbered 549 and remitted fees of \$578,000.

## **Sewer and Cesspool Fees**

The Treasury Division collects fees from sewer users whose charges require special handling and from residential properties with cesspools. Revenues collected during FY10 totaled \$30.3 million from approximately 1,793 accounts.

## **CASH MANAGEMENT**

### **Interest Earned**

During FY 10, deposits of \$2.6 billion and disbursements of \$1.8 billion flowed through the City treasury. The Treasury Division managed an average daily cash balance of \$1.6 billion. Of that balance, Treasury funds represented \$1.4 billion, while Board of Water Supply funds and Housing Development funds were \$163.4 million and \$11.8 million, respectively.

The City earned \$5.6 million in interest income in the fiscal year. Treasury funds generated approximately \$1 million (average yield of 0.18%), and Board of Water Supply funds received \$4.6 million.

## **DEBT ADMINISTRATION**

### **General Obligation Tax Exempt Commercial Paper Notes**

The City Council authorized the issuance and sale of up to \$250 million of general obligation commercial paper. During FY10, the City issued a total of \$20 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, 2010.

### **Wastewater System Revenue Bonds Senior Series 2009A, 2009B and 2009C**

On September 29, 2009, the City delivered \$148,285,000 principal amount of the City and County of Honolulu Wastewater System Revenue Bonds Senior Series 2009A, 2009B and 2009C, at a true interest cost of 3.74390%, 4.15480% and 3.55621% respectively. Proceeds of the Series 2009 Bonds were used to fund the cost of certain additions and improvements to the wastewater system, refund all of the outstanding Senior Series 1998 Bonds, and to provide for a reserve.

### **Wastewater System Revenue Bonds Junior Series 2009A**

On September 29, 2009, the City delivered \$127,045,000 principal amount of the City and County of Honolulu Wastewater System Revenue Bonds Junior Series 2009A at a true interest cost of 3.75093%. Proceeds of the Junior Series 2009 Bonds were used to refund a portion of the outstanding Junior Series 1998 Bonds.

### **Wastewater System Revenue Bond Series 2010**

On March 25, 2010, the City delivered \$2,750,000 principal amount of the City and County of Honolulu Wastewater System Revenue Bond Series 2010 at a true interest cost of 4.00%. Proceeds of the Series 2010 Bonds were used to fund the costs of various capital additions and improvements to the wastewater system.

### **General Obligation Bonds Series 2009D, 2009E and 2009F**

On November 19, 2009, the City issued \$241,865,000 principal amount of General Obligation Bonds, Series 2009D, 2009E and 2009F, at a true interest cost of 4.39363%, 3.89828% and 3.25649% respectively. Proceeds of the 2009D bonds were used to fund H-Power expenditures and reimburse temporary advances made for H-Power expenditures, the proceeds of the 2009E bonds were used to redeem outstanding Tax Exempt Commercial Paper and to fund certain capital improvement projects, and the proceeds of the 2009F bonds were used to refund various General Obligation Bonds

General obligation bonds totaling \$115.3 million matured during the year. The outstanding general obligation bonds as of June 30, 2010, totaled \$2.29 billion of which \$383.3 million were for housing, H-Power and solid waste disposal, and \$6.4 million were for sewer projects.

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 the 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. Of the total debt of \$4.05 billion on June 30, 2010, \$1.90 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 ..... | \$165.78 billion |
| 15% of net assessed valuation of taxable real property.....                         | \$24.87 billion  |
| Net funded debt.....  | \$1.90 billion   |
| Ratio of debt to assessed valuation.....  | 1.15%            |

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



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## BOARD OF WATER SUPPLY

Randall Y. S. Chung, Chairman • Samuel T. Hata • William K. Mahoe  
Theresa C. McMurdo • Adam C. Wong

Jeoffrey S. Cudiamat, Ex-Officio • Brennon T. Morioka, Ex-Officio

Wayne M. Hashiro, P.E., Manager and Chief Engineer • Dean A. Nakano, Deputy Manager

### 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's 500-plus employees fully understand and embrace their crucial roles as stewards of Oahu's most precious resource and work together to accomplish the mission of "Water for Life." This includes repairing and replacing aging infrastructure and maintaining and updating components critical to delivering water.

The BWS is the largest municipal water utility in the state, serving approximately 150 million gallons of water a day to roughly one million customer's 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, 170 reservoirs and more than 2,000 miles of pipeline servicing nearly every community on Oahu.

The BWS is a financially self-sufficient, semi-autonomous City agency. Its operations and projects are financed with revenues generated by water transmission and distribution fees. 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 the Director of the State Department of Transportation, and the 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. Together, they provide leadership and direction for the organization while supervising the department's 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 now and into the future.

Three main strategic objectives emanate from this mission: resource, economic and organizational sustainability.

### ORGANIZATION

Currently, the department consists of 14 support offices and divisions that work together to implement the BWS's mission by effectively managing Oahu's water resources and distribution system. It includes:

- **Business Development Division** - investigates opportunities to improve and enhance the department's water utility business and oversees the compliance of the department's water operations with all applicable environmental rules and regulations.
- **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 renewal, replacement, and upgrades to the existing water infrastructure.
- **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 area of bill payments, delinquent bills, account inquiries, water service investigations, review of building permits, new water services or meter reading; and investigation of water leaks and possible causes for high water bills.
- **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 general accounting, payroll, accounts payable, planning and analysis, inventory, fixed assets, treasury and purchasing.
- **Human Resources Office** - administers and manages the human resources programs, including training and development, labor relations, classification, recruitment and examination, transactions, benefits administration and contract negotiations.
- **Information Technology Division** - provides complete computer, telephone and network related services to BWS employees.
- **Land Division** - acquires land and land interests for the BWS through purchase, condemnation, lease, easement and executive land order; disposes surplus real property; and manages land that is under the control of the BWS.
- **Legal Counsel Office** - provides legal counsel and advice to the BWS and its officers and employees; ensures compliance with federal, state and local laws; assists the BWS in implementing industry best practices; and works to limit the department's exposure to liabilities.
- **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 of 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**

The BWS's 539 full-time employees work 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 a variety of strategies and projects in conservation, potable groundwater and alternative water supplies, including brackish, recycled and desalinated water to meet future demands. Its 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 and actions to ensure the reliability of the island's potable water supplies.

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 behavior and practices to all users across the island of Oahu. Resource management, alternative water supplies, BWS water system optimization and consumer education combine to form a holistic approach to this growing and expanding program that also involves collaborating with other utilities to learn and implement industry best practices.

- BWS investigators responded to numerous customer calls of water seepage on public property, pinpointing underground water leaks for repair.
- Recycled water is another important component of a host of conservation strategies to reduce potable water consumption. The department continues to support the use of recycled water in the Ewa area as an appropriate and more efficient source of water for irrigation and industrial purposes.
  - Recycled water use from the Honouliuli Water Recycling Facility continues to expand in Ewa for irrigation and industrial purposes. Recycled water production averaged 8.6 million gallons per day in FY 2010. A total of nine golf courses use recycled water for irrigation as well as the newly renovated Fort Weaver Road median landscaping project. The East Kapolei development along North-South Road is using recycled water for dust control. Additionally, Hawaiian Electric Company (HECO) has expanded its use of demineralized recycled water for boiler feed at its new Campbell peaking power plant in addition to the Kahe power plant, which started using recycled water in 2009.
  - The State Department of Hawaiian Home Lands' administrative complex along Kapolei Parkway, the City of Kapolei, and two parks are also slated to begin using recycled water. The BWS is also working with the City Department of Environmental Services to use demineralized recycled water for the H-Power plant expansion.

- In April 2010, the BWS signed on as a partner in a public-private partnership that will work to preserve and protect the watershed in Waianae. Watershed management partnerships allow the BWS to join with other organizations with similar goals to strengthen mutual watershed protection efforts and increase rainwater recharge of our island groundwater supply. Other coalition members of the Waianae Mountains Watershed Partnership (WMWP) are the United States Army Garrison Hawaii, the United States Navy Region Hawaii, the State Department of Land and Natural Resources (DLNR), the Gill-Olson Joint Venture, Kaala Farm and MAO Organic Farms.



**Public-Private Partnership. BWS Deputy Manager Dean Nakano signs a Memorandum of Understanding to join other organizations to preserve and protect the watershed in Waianae.**

- The Waianae and Koolauloa Watershed Management Plans will be adopted by the City Council in August as Bills 9 and 10, respectively, revising Chapter 30, Revised Ordinances of Hawaii (ROH). These plans are the regional component of long-range strategic water plans for the City and County of Honolulu. The watershed management plan follows the community land use plans adopted by the City as a guide for water resource management. Watershed management plans provide the strategic planning framework for watershed protection projects and water use and development for the BWS's long-range capital program, ensuring that adequate water supplies and water system infrastructure will meet Oahu's future water demands.

- The BWS continues to participate in the Mayor's Energy and Sustainability Task Force to conserve water in City facilities. The next update of the Sustainability Plan is forthcoming.
- The BWS continues to promote the U.S. Environmental Protection Agency's (EPA) Water Sense-labeled products, which identify water-using products or programs as high quality and water-efficient.
- The BWS implemented an array of activities that support and reinforce efforts to educate customers about the BWS and its programs, while continuing to stress the importance of conserving water throughout the year.
  - Through BWS's Water Conservation Week contests, all Oahu students can learn about the importance of water and water conservation. The poster contest component is open to students in grades K-6 and the poetry contest component is open to students in grades 7-12. The winning posters and poems will be featured in the BWS's 2011 water conservation calendar, which will be available to the public at the end of 2010.



**Water Conservation Education.** Mayor Mufi Hannemann and BWS Manager and Chief Engineer Wayne Hashiro (back row) pose with some of the winners from the 2010 water conservation week poster and poetry contest. Thousands of students learned about the importance of water conservation through these contests.

- To celebrate the 21st Anniversary of the BWS's Halawa Xeriscape Garden Open House and Unthirsty Plant Sale, the BWS held an Extreme Xeriscape Garden Makeover Contest, valued at \$20,000, at the event. Hundreds attended the daylong event to enter the contest, which was sponsored by Steve's Gardening Services, Rain Bird and the Friends of Halawa Xeriscape Garden. The contest helped to further promote water conservation through efficient landscaping.
- Thanks to a partnership with the City and County of Honolulu, the BWS continued to offer free mulch at the Halawa Xeriscape Garden on Saturdays. Mulch reduces pooling of water and evaporation so plants don't have to be watered as often. Over the past fiscal year, hundreds visited the garden to fill up their bags and trucks with free mulch, providing the BWS with the perfect opportunity to reach new audiences to promote outdoor water conservation techniques.
- During the summer months, television and radio public service announcements encourage consumers to use the water they need, but not to waste it. The water conservation media campaign helped customers understand the importance of sustaining Oahu's groundwater resources and provided easy tips for residents to reduce daily personal water use.
- Other public education programs, such as the year-round facility tours program, various outdoor water conservation classes offered throughout the year at the Halawa Xeriscape Garden, and numerous school presentations and event educational booths also helped teach thousands of Oahu's youth and the general public about the island's finite water supply. More information about the BWS's educational programs can be found at [www.boardofwatersupply.com](http://www.boardofwatersupply.com).
- The BWS understands its responsibility includes protecting and preserving the quantity as well as the quality of our island's drinking water supplies through compliance with all Federal and State safe drinking water regulations and the installation of new and replacement water treatment facilities.
  - In FY 2009 – 2010 the BWS conducted more than 28,000 water quality tests on various samples collected from its water sources, distribution system and treatment facilities to ensure all water served is safe to drink.

- In June 2010, 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 and was mailed to all customers on record. The report is also available on the BWS website at [www.boardofwatersupply.com](http://www.boardofwatersupply.com). The department also placed ads in Honolulu newspapers, including various ethnic language publications, to inform community members of the distribution.
- In December 2009, BWS began complying with a new regulation called the Ground Water Rule. The rule requires BWS to monitor and install treatment on any water source that shows the confirmed presence of fecal contamination. The rule also requires regular inspection of the BWS water system and facilities by the State Department of Health and to implement corrective action for any significant deficiencies found.



**Ensuring Water Quality.** Board of Water Supply chemists and microbiologists understand the importance of their roles in providing safe drinking water to Oahu residents. Each year they conduct thousands of water quality tests and learn state-of-the-art techniques and procedures.

### 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 continues to focus its efforts on improving its core services, by addressing aging infrastructure and ensuring the reliability and quality of water provided to all customers in the City and County of Honolulu.

- The BWS implemented an 8 percent water rate increase on July 1, 2009. The additional revenue is necessary to fund infrastructure repair and replacement programs and to keep up with the rising cost of delivering water to customers.
- On July 1, 2009, the BWS implemented a power cost adjustment to help pay for unexpected electrical cost surcharges incurred during the prior fiscal year (FY 2009). The power cost adjustment was 5.8 cents for every 1,000 gallons of water used and will be reviewed annually so that the adjustment only recovers unanticipated energy cost surcharges from the prior fiscal year.
- A total of \$9.1 million in construction contracts and over \$2.5 million in professional services contracts were awarded as of June 30, 2010. The repair and replacement projects aim to address the needs of the BWS's aging infrastructure to ensure continuity of core services:
  - Aging and corroded water mains are systematically identified and replaced throughout the municipal water system to improve system reliability, reduce main breaks, and provide 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. Water main installation projects were recently completed in the Ewa, Haleiwa, Kalihi, Lanikai and Tantalus areas, including Phase I of a transmission main project along Farrington Highway. Contracts were awarded by the BWS for water main construction projects in Manoa and along Kamehameha Highway in Sunset Beach.
  - The BWS continues to identify deficiencies and improve the appearance and integrity of aging BWS water facilities. Such facilities include water reservoirs, well and booster stations, and administrative offices belonging to the Department. Projects completed this past fiscal year included fencing improvements at Manoa 405, Nuuanu 640, Roundtop 705, and Diamond Head 180 Reservoirs and Wilder Wells. During this fiscal year, new contracts were awarded to repair, renovate and/or reroof the Bella Vista 180 Reservoir, Makakilo 675 Nos. 1 & 2 Reservoirs, Newtown 285 Reservoir, Palolo 405 and 605 Reservoirs, Waahila 405 Reservoir, Waimanalo 230 and 364 Reservoirs, and Waipio Heights 395 Reservoir.
  - Renovation projects ensure the dependable service and operational efficiency of the Department's pump and booster stations. This year, construction contracts were awarded for the renovation of the mechanical and/or electrical systems at Barbers Point Line Booster, HECO Waiiau Wells, Kahuku Wells, Kunia Booster, Maakua Well, Manoa Well II, Mililani Wells I, Mililani



**Reservoir Construction.** The newly constructed Nanakuli 242 reservoir adds two million gallons of potable water storage capacity for the Leeward water system.

Wells III, Mililani Wells IV, Waiau Wells, Waipahu Booster, and Waipahu Wells III. Renovation projects were completed for Kaamilo Wells, Kahuku Wells, Kalihi Uka Booster, Moanalua Wells, Palolo Tunnel, Pearl City Wells II, Punaluu Wells III, Waialeale Well I, and Waipio Heights Wells II.

- Construction was completed on the Nanakuli 242 Reservoir, a new 2.0 million gallon reservoir that increases to insure a reliable supply of water and maintain adequate pressures within the water distribution system.
- While the replacement of aging water mains helps 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 calendar year 2009, BWS employees responded to a total of 395 main breaks or about 19 breaks per 100 miles of pipeline. According to the American Water Works Association, water utilities nationwide should strive for roughly 25-30 breaks per 100 miles of pipeline. The BWS ratio was better than the national benchmark. 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. In addition to working on pipeline repairs, BWS crews provided affected customers with water by stationing water wagons in the neighborhood and/or installing a tap on a fire hydrant during repairs. Because BWS pipelines are typically under roadways, BWS crews also cleared the area of debris and repaired the damaged roadway as quickly as possible to allow normal traffic to resume. As part of the BWS's objective to optimize work efficiency, the department continues to roll out its Computerized Maintenance Management System (CMMS) to supervisors in its Water System Operations Division. The CMMS captures labor, vehicular/equipment, and parts and materials costs that are automatically calculated at job completion, and an integrated electronic map makes data readily available so crews can be more informed in the field. The system is tightly integrated with the BWS's Time and Attendance and Financial Systems and has decreased the time employees have to spend on paperwork.
- The BWS's HONU GIS (Honolulu ONline Utilities Geographic Information System) has been upgraded to use the ArcGIS Server platform with the Microsoft Silverlight framework. It gives the department access to updated imagery, contains exciting new functionality and performs faster. This system and its new features were presented to the world-wide user community at the international ESRI Users Conference in San Diego this year to rave reviews. The system continues to identify BWS assets in the field so it can be scheduled for maintenance, located by crews and used in hydraulic modeling. The ongoing asset collection and verification project started in Halawa and has progressed clockwise around the island with survey crews collecting asset locations in Manoa and McCully at the end of the 2010 Fiscal Year. To date, 200,055 BWS assets have been located and mapped and more than 30,812 asset locations (e.g. meters, valves, hydrants and manholes) have been added. Many of these assets had been asphalted over, buried, overgrown with brush or never spatially inventoried as BWS equipment.



**Asset Management. Contractors help map BWS assets using Global Positioning System technology.**

- The BWS has also embarked on a program to 'virtualize' all the computer servers, which essentially eliminates most of the individual server boxes and moves the software onto one large machine that can logically separate its functions. The merger of a large number of servers has dramatically lowered power requirements and the air conditioning load at the Beretania Control Center.
- The BWS completed the initial phase of its wireless initiative, with the target goal of having an island-wide, secure, broadband, disaster-hardened communications network. The initiative completed network links from the BWS's Beretania location to the major corporation yards at Kalihi and Manana, the disaster recovery site near the Airport, and extended the BWS's wireless backbone from Makakilo to Koko Head, covering the leeward coast. This is the first step of a large-scale project to eventually link all BWS facilities.

### **Organizational Sustainability**

The third objective calls for strategies to maintain a strong, flexible organization that is able to resolve economic, regulatory, and service challenges while continuing to provide exceptional service and value to our customers and the communities we serve.

- The BWS successfully processed more than 195,000 customer calls regarding bill payments, delinquent bills, account inquiries, set-up and closing of water service, water service investigations, building permits, new water services or meter readings during the fiscal year. BWS employees were consistently commended for their efforts to resolve customer's needs in a timely and efficient manner.

- The BWS works closely with its agency partners such as the City Department of Emergency Management, Honolulu Police Department, Honolulu Fire Department, State Civil Defense, and others in a continuing effort to develop plans and procedures to protect its assets and to respond effectively to emergency situations whether it be a hurricane, electrical system failure, pandemic flu, tsunami, or other event.
  - An emergency action plan was developed for the Nuanu Dam as required by state law.
  - With the additional threat of the H1N1 flu, the BWS collaborated with the City Department of Emergency Management in collective efforts to mitigate potential threats. A Continuity of Operations Plan (COOP) was developed to address potential impacts to the BWS's workforce.
- The BWS implemented a number of new programs to help employees and supervisors to be the best that they can be.
  - A new employee performance evaluation system was introduced this past fiscal year. Key to this program is the discussion at the beginning of the evaluation period between the supervisor and employee about performance expectations and specific goals to be accomplished. This strategy has helped employees perform better and supervisors identify performance areas in which an employee may require more guidance and help.
  - To improve as leaders, supervisors also require feedback on how well they are performing. The new Upward Evaluation Program provides subordinates an opportunity to evaluate and provide constructive feedback to their immediate supervisor on key factors – supervision, communication, problem solving, decision-making, planning, organizing, innovation, and appraising employees. Completing an evaluation is voluntary and submitted to the supervisor's manager who includes the comments in the supervisor's annual performance evaluation. So far, there has been a 33 percent participation in this program.
  - To sustain a viable organization, it is important that employees are equipped with the skills and knowledge to perform successfully. During the past fiscal year, a Professional Business Writing workshop for managers and professionals was held as a refresher and to help hone employees' writing skills.
- Recruitment outreach continues to be important to the viability of our organizational sustainability even during an economic downturn.
  - The BWS continues to be an active participant in the City's successful Pookela Internship Program. A few of the interns have continued employment with BWS after graduation.



Pookela Internship Program. Interns learned about the BWS and where Oahu's water comes from during a tour of Waihee Tunnel.

- The BWS continues to be committed to improving labor-management relationships with our public employee unions, the Hawaii Government Employees Association (HGEA) and the United Public Workers (UPW). Management employees are encouraged to participate in the annual joint Labor-Management Seminars sponsored by HGEA and UPW that cover topics that address working together more effectively. The BWS continues to meet quarterly with the department's shop stewards to promote open communication. The meetings are a forum where stewards are able to obtain clarification and guidance on personnel-related questions and concerns that are brought up by their co-workers. These sessions help to limit misinformation and clarify issues that could turn into future grievances.
- Employee recognition programs are a key element to foster employee morale and encourage continual excellence. These programs are an important part of the BWS's human resources development:
  - In October 2009, Amy Tsuneyoshi, BWS Watershed Specialist III, was chosen for the William Y. Thompson Award by the Hawaii Water Works Association (HWWA). The award is given each year to an outstanding member in the water industry whose work exemplifies distinguished service, loyalty and love for the people of Hawaii.
  - In June 2010, the BWS Women's Pipe Tapping Team won the National Championship title for the Women's Division at the American Water Works Association's annual conference in Chicago, Illinois. The pipe tapping contest tests the skill, strength and speed of participants who drill into a live water main and set up a connection to a working faucet in the fastest time while maintaining industry standards. The pipe tapping team members Susan Oda, Water Meter Mechanic; Danielle Ornellas, Multi-Skilled Worker III; Carolyn Sawai, Civil Engineer IV; and Coach Gary Fernandez, Scheduler, turned in a winning time of two minutes, 12.47 seconds (2:12.47).
  - In July 2010, the BWS selected Karen Tom, Executive Assistant I, and Dominic Dias, Civil Engineer V, as the Department's Manager and Employee of the Year, respectively. Both Karen and Dominic represent the high caliber of the BWS workforce with their initiative and dedication in serving the communities of Oahu. Both will compete for the overall City award at the City's recognition and awards ceremony in November 2010.



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## CORPORATION COUNSEL

Carrie K.S. Okinaga, Corporation Counsel  
Kathleen A. Kelly, First Deputy Corporation Counsel

### POWERS, DUTIES AND FUNCTIONS

The Corporation Counsel serves as the chief legal advisor and legal representative of all agencies, the City Council and all officers and employees in matters relating to their official powers and duties, and shall represent the City in all legal proceedings and shall perform all other services incident to the office as may be required by the Charter or by law.

### ORGANIZATION OF DEPARTMENT

The Department of the Corporation Counsel is organized into the Administration Division and three other divisions, namely:

1. Counseling and Drafting
2. Real Property Tax
3. Litigation

### COUNSELING AND DRAFTING DIVISION

The Counseling and Drafting Division is comprised of 28 attorneys: a division head and 27 Deputies Corporation Counsel. The division is supported by 12 support staff, including three paralegal assistants and seven legal clerks. The division performs the function of legal advisor to all the City agencies, the City boards and commissions, and the City Council and its Committees. In this advisory function, the division is responsible for rendering oral and written opinions to all of the entities it advises, for drafting bills and resolutions for submission to the City Council or the State legislature, for reviewing and approving legal documents to which the City is a signatory, and for attending all the meetings of the City Council, the Council Committees, and the City boards and commissions.

The division performs the legal representation function, representing City agencies in City and State administrative proceedings. The division also performs the legal representation function in selected court proceedings such as eminent domain proceedings, quiet title, partitions of land court property, administrative appeals, foreclosures, bankruptcy, interpleader actions for the return of seized property and other matters as may be specially assigned.

### Statistics

For the fiscal year July 2009 to June 2010, the division commenced the year with 1,813 outstanding opinion requests, thereafter it received 1,334 requests, completed and closed 1,003 requests, and had a workload of 3,147 requests during the year. The division closed the year with a total of 2,144 outstanding requests. Separate and apart from the foregoing count of opinion requests, the division issued one Memorandum of Law, which responded to one opinion request received during the year.

The division commenced the year with 47 outstanding drafting requests *i.e.*, requests to draft bills, resolutions, leases, easements, contracts, affidavits, etc., thereafter received 271 requests, completed and closed 252 requests, and had a workload of 318 requests during the year. The division closed the year with a total of 66 outstanding requests.

The division commenced the year with 669 outstanding requests for review and approval of legal documents, thereafter received 5,328 requests, completed and closed 5,333 requests, and had a workload of 5,997 requests during the year. The division closed the year with a total of 664 outstanding requests.

The division commenced the year with 353 outstanding pre-suit cases *i.e.*, adversarial proceedings pending before administrative bodies), thereafter received 65 requests, completed and closed 147 requests, and had a workload of 418 cases during the year. The division closed the year with a total of 271 outstanding requests. The division commenced the year with 524 outstanding case assignments *i.e.*, cases in any of the state or federal courts, thereafter received 179 requests, completed and closed 209 requests, and had a workload of 703 cases during the year. The division closed the year with a total of 494 outstanding requests.

### FINANCE SECTION

Furlough Friday. The division's Infrastructure and Finance Sections assisted the Department of Parks and Recreation and the Purchasing division of the Department of Budget and Fiscal Services with preparation of contracts to provide children with supervised play and recreation activities during those days when the Hawaii public schools were closed due to teacher furloughs. (Geoffrey M. Kam, Dawn D. M. Spurlin)

Stoneridge Towing Protests. The division assisted the Purchasing division of the Department of Budget and Fiscal Services with an appeal of a procurement protest to the Intermediate Court of Appeals ("ICA"). In 2002, the City issued Solicitation No. 13878 for a five-year contract to provide towing services in Zones III-IV-V (Urban Honolulu). Stoneridge Towing filed and litigated various protests related to Solicitation No. 13878. Eventually, Stoneridge protested the cancellation of Solicitation No. 13878 to the State Department of Commerce and Consumer Affairs (PCH-2003-5) and requested that it be awarded the five-year contract. The City obtained a favorable decision of PCH-2003-5 at the DCCA level.

Stoneridge then appealed the DCCA decision to the Circuit Court in Stoneridge v. City and County of Honolulu, Civil No. 07-1-0469-03. The Circuit Court decided for the City on the ground of mootness. The Circuit Court adopted the City's argument and found that Stoneridge, by virtue of having the temporary contracts for Zones III-IV-V for over five years, for \$7,000 per month less than it had bid, had basically had the benefit of the five-year towing contract. Stoneridge then appealed the Circuit Court's decision to the ICA. The ICA, in Stoneridge v. City and County of Honolulu, et al., No. 29228, found for the City on all grounds and affirmed the Circuit Court's decision. Stoneridge then applied for a writ of certiorari from the Hawaii Supreme Court.

The Supreme Court rejected Stoneridge's application, thereby terminating the case.

The division also assisted the Purchasing division with stipulated dismissals of two related Stoneridge protests, PCH-2005-7 (protest of Solicitation No. 14591) and PCH-2004-3 (protest of award of temporary towing contracts).

With the Supreme Court's decision, all Stoneridge protests were concluded. (Amy R. Kondo, Geoffrey M. Kam)

HSAC Annual Conference. The division assisted the Council with the negotiation and preparation of a Memorandum of Understanding for event planning services for the Hawaii State Association of Counties annual conference. The division also assisted the Council with preparing the Exhibitors' Application and Agreement for the Conference's vendor exhibition, "Exhibit 2010." (Geoffrey M. Kam)

Harvey Brothers Protest of Miilani Wastewater Preliminary Treatment Facility Headworks ("WWPTF") Upgrade Contract. The division assisted the Department of Environmental Services and the Purchasing division of the Department of Budget and Fiscal Services in responding to a protest of Miilani WWPTF Upgrade Contract. (Amy R. Kondo, Geoffrey M. Kam)

Hawaii Five-0. The division assisted the Honolulu Police Department and the Honolulu Film Office with negotiating an agreement regarding the use of prop vehicles for the CBS Television production of Hawaii Five-0. (Geoffrey M. Kam)

Honolulu Zoo Parking Concession. The division assisted in providing the preliminary legal analysis and subsequent issuance of the concession solicitation for the parking lot at the Honolulu Zoo. The contract was awarded to Aparc Systems, Inc., who installed ten pay stations at the Honolulu Zoo parking lot under the contract. Customers may use coins or a credit card to pay for their parking and may also make further payments by using their cell phone if sufficient payment was not made at the pay station. (Nicole R. Chapman)

Takeover Agreement with Travelers Casualty and Surety Company of America. The division assisted the Department of Design and Construction in terminating the right of the awarded contractor, Nilasoni Landscape, Inc. ("Nilasoni"), to complete performance on three contracts due to Nilasoni's default and abandonment of jobs. The three contracts were for the reconstruction of concrete sidewalks at various sites on Oahu. The division then assisted in negotiating and entering into a takeover agreement with the surety company who had bonded the three contracts, Traveler's Casualty and Surety Company of America. The remaining work for the projects was completed by the surety under the takeover agreement. (Nicole R. Chapman)

## **INFRASTRUCTURE/COMMUNITY SERVICES SECTION**

Wastewater Consent Decree. The division assisted the Departments of Environmental Services and Design and Construction in arriving at a proposed global wastewater consent decree with the United States Department of Justice, the United States Environmental Protection Agency, the State of Hawaii Department of Health, the State of Hawaii Department of the Attorney General, the Sierra Club, Hawaii Chapter, Our Children's' Earth Foundation, and Hawaii's Thousand Friends. The proposed consent decree covers the City's wastewater collection system and the Sand Island and Honouliuli wastewater treatment plants. It addresses the City's compliance with the federal Clean Water Act, state law, and permits under the National Pollutant Discharge Elimination System program, and will resolve three federal court cases. The proposed consent decree has been lodged with the federal court, where it will be subject to a 30-day public comment period. It will be effective when it is entered by the court. (Carrie K.S. Okinaga, Kathleen A. Kelly)

Waimanalo Gulch Sanitary Landfill. The division assisted the Department of Environmental Services ("ENV") in its December 3, 2008 application for a special use permit ("SUP") for the remaining capacity of the Waimanalo Gulch Sanitary Landfill ("WGSL"), consistent with the City Council's selection in December 2004 of WGSL as the location of the future municipal solid waste landfill.

The Planning Commission granted intervenor status to three parties in the permit application proceedings and denied intervention to Councilmember Todd K. Apo. After a contested case hearing, the City Planning Commission recommended approval of the requested SUP with conditions on July 31, 2009, and the State of Hawaii Land Use Commission issued its certified order approving the recommendation of the Planning Commission, with modifications, on October 22, 2009. The division provided legal representation to ENV throughout the proceedings before the Planning Commission and the LUC.

Related to the SUP are four judicial matters: (1) Councilmember Apo filed an agency appeal (Civil No. 09-1-1394-06 (RAN)) contesting the Planning Commission's denial of his application for intervention. On July 21, 2010, the court denied that appeal; (2) Colleen Hanabusa filed a complaint (Civil No. 08-1-2562-12 (RAT)), challenging the environmental impact statement ("EIS") for the SUP. On March 16, 2010, the court granted ENV's motion for summary judgment, ruling that Hanabusa did not have standing to bring the lawsuit, and even if she did, the EIS in question met all legal requirements; (3) Hanabusa and others (Civil No. 09-1-2714-11 (RAN)) sought to overturn the LUC decision and have the SUP denied. The court denied this appeal on August 8, 2010; (4) In Civil No. 09-1-2719-11 (RAN), ENV asked the court to strike Condition 14 of the LUC order, imposing a deadline on the acceptance of municipal solid waste at WGSL, as well as Conditions 15 and 16 of the Order, relating to certain reporting requirements imposed upon the City Council. On August 3, 2010, the court denied ENV's request to strike Condition 14, and modified Conditions 15 and 16 by requiring ENV to comply with these conditions instead of the City Council and City Administration. The division provided legal representation to ENV throughout these court proceedings, and will continue to do so in any further appeals. (Gary Y. Takeuchi, Jesse K. Souki, Sharon Lam Blanchard)

Interim Off-Island Shipment of Municipal Solid Waste. In 2008, the City issued an Invitation for Bids for the interim shipment of municipal solid waste from Hawaii to the mainland United States, for landfill disposal on the mainland. When the bid of the apparent low bidder, Hawaiian Waste Systems LLC (“HWS”), was deemed unresponsive, HWS filed a procurement protest. A contested case hearing was held before a Hearings Officer of the State of Hawaii Department of Commerce and Consumer Affairs on July 28-31, 2009. The parties eventually agreed to settle the matter, and on August 26, 2009, a Settlement and Order was entered, resolving the protest and allowing HWS to be awarded the contract, with an amendment. HWS then began performance pursuant to the contract, but was unable to ship any waste to the mainland United States, and eventually asked the City to stop delivering waste to their facility for processing. Since that time, HWS and the City have been involved in settlement discussions to resolve the matter. The division, through the Infrastructure/Community Services Section and the Finance Section, provided legal representation to ENV and the Department of Budget and Fiscal Services throughout these matters, and will continue to do so. (Gary Y. Takeuchi, Sharon Lam Blanchard, Dana M. Viola; Amy R. Kondo, Ryan H. Ota)

Round Top Drive. The division assisted the Department of Facility Maintenance (“DFM”) in negotiating terms of an intergovernmental agreement (the “Agreement”) between DFM and the State Department of Land and Natural Resources (the “State”) whereby the City would maintain dispersion channel structures to be constructed by the State on Round Top Drive. The State offered to construct the improvements if the City would maintain them. The construction improvements were to improve drainage by spreading out runoff water over a large area to minimize the impact of flow from drainage outlets on the State premises. The City Council, by Resolution No. 10-61, authorized the execution of the Agreement on March 17, 2010, and DFM and the State completed execution of the Agreement on May 3, 2010. (Jennifer D. Waihee)

Adjudication of Liquor Commission matters. The division worked with the Liquor Administrator to develop and implement new procedures for the adjudication (and pre-adjudication) of liquor law and rule violations, thereby improving case assessment and prioritization, streamlining the hearings process, and providing increased education and accessibility for licensees. In doing so, the typical time span between the date of any given violation and the date of adjudication was reduced from 8-12 months, to 2-3 months. (Tricia M. Nakamatsu)

Support to Department of Facility Maintenance Regarding Maili’ili Channel. The division assisted the Department of Facility Maintenance (“DFM”) in providing responses to requests for information in connection with investigations by multiple regulatory agencies, including the Army Corps of Engineers, the United States Environmental Protection Agency and the State of Hawaii Department of Health, regarding Maili’ili Channel. These investigations centered on reuse of City sidewalk slabs to stabilize the banks of an unlined stretch of the otherwise mostly concrete-lined Maili’ili Channel. This use allowed heavy equipment to clear heavy vegetation in the middle of the Channel, thereby reducing the potential of flooding during 100-year storm events. The division also provided support to DFM in all aspects of its response to an EPA administrative order to create an acceptable removal and restoration plan (which restoration plan has since been approved by all appropriate agencies). Finally, the division assisted DFM in contesting, as inappropriate, a State of Hawaii Department of Health notice of violation and proposed penalty of \$1,735,000 in the matter. The division will be providing continuing assistance in 2010, as the matter moves towards resolution. (Jennifer D. Waihee, Daniel W. S. Lawrence)

Assistance to Honolulu Police Commission in Selecting a New Police Chief. The division provided guidance to the Honolulu Police Commission on procurement issues, employment law issues, Charter issues and Sunshine Law issues that arose in the course of the Commission’s months-long process of selecting a new Chief. (Gordon D. Nelson)

Collection Assistance to the Department of Budget and Fiscal Services. The division provided continuing oversight of a settlement agreement relating to unpaid “tipping fees,” resulting in the collection by the City of \$90,000 in delinquent fees during the fiscal year from a California company no longer doing business in Hawaii as a solid waste collector. (Gordon D. Nelson)

## **LAND USE SECTION**

Hui Malama I Na Kupuna O Nei v. Wal-Mart, 122 Haw. 171 (2009), cert. rejected, 2010 WL 1973594 (2010). In this lawsuit, plaintiffs brought action against the City and the Department of Planning and Permitting (“DPP”), alleging that the City defendants failed to comply with Hawaii Revised Statutes (“HRS”) Chapter 6E and failed to seek review and comment from the State Historic Preservation division (“SHPD”) before DPP issued grading and building permit applications for the Wal-Mart Project where 42 human skeletal remains were subsequently uncovered. The First Circuit Court granted the City defendants’ motion for summary judgment, and plaintiffs appealed to Hawaii’s Intermediate Court of Appeals (“ICA”). The ICA agreed with the Circuit Court that HRS Section 6E-42 was inapplicable to the Wal-Mart Project, because at the time DPP issued the grading and building permits, there was no factual basis to know or reasonably believe that the Wal-Mart Project “may affect” a burial site. Plaintiffs again appealed, by filing an application for writ of certiorari (“Writ”) with the Hawaii Supreme Court on April 8, 2010. The division defended the City defendants throughout the litigation and specifically drafted pleadings and responses to the Writ, which served as the basis for the court’s rejection of the Writ by order dated May 17, 2010. This ruling validates DPP’s current process regarding these matters. (Don S. Kitaoka, Jesse K. Souki)

Cramer v. City and County of Honolulu et. al, Civil No. 09-00223 (SOM/KSC). The division represented the City in a lawsuit alleging that the City Department of Planning and Permitting violated plaintiff’s constitutional rights by issuing a Conditional Use Permit (“CUP”) to authorize the operation of a group living facility next to plaintiff’s home. Plaintiff argued that that the City’s approval of the CUP and minor modifications to the CUP violated his constitutional right of equal protection and constituted an illegal taking of his property. Plaintiff sought damages and injunctive relief precluding the City from issuing further permits to the group living facility. The Division filed a motion for summary judgment and the City prevailed on all counts. (Don S. Kitaoka, Kyle T.L. Chang, Brad T. Saito)

Lopez v. City and County of Honolulu, Civil No. 09-1-0529-03 (RAT). The division represented the City in a lawsuit alleging that the City Department of Planning and Permitting’s (“DPP’s”) conduct in its enforcement efforts constituted an abuse of process, unfair

and deceptive acts, an intentional infliction of emotional distress and defamation, and seeking monetary damages. As a result of complaints alleging that plaintiff was operating an illegal Transient Vacation Unit (“TVU”) rental business from his property, DPP commenced enforcement action against plaintiff which culminated in the recordation of a civil fine lien against plaintiffs’ property. Plaintiffs argued that the conduct of the City officials led him to believe that no enforcement actions would be taken.

In settlement of these claims, the City agreed to waive past fines and release the lien, in exchange for a dismissal of plaintiffs’ claims and a court order that plaintiffs will not conduct an illegal TVU on the property in the future. As a result of settlement, the City obtained a court-enforceable judgment that prohibits the use of plaintiff’s property for TVU rental operations. (Don S. Kitaoka, Kyle T.L. Chang, Brad T. Saito)

## **PERSONNEL/PUBLIC SAFETY SECTION**

In the Matter of the Arbitration Between United Public Workers and the City and County of Honolulu, Department of Facility Maintenance. Grievant was terminated from his employment with the Department of Facility Maintenance after he was found to have misappropriated two tires from Employer City. Arbitration proceedings in the matter lasted two days and were presided over by arbitrator Ted Sakai. In the Decision and Award dated November 27, 2009, the arbitrator upheld Employer’s termination of grievant despite the Union’s allegation that grievant’s punishment of termination was disparate in comparison to other disciplinary actions taken by the City. (Elise A. Amemiya)

In the Matter of the Arbitration Between State of Hawaii Organization of Police Officers and the City and County of Honolulu, Honolulu Police Department. Grievant was terminated from his employment with the Honolulu Police Department (“HPD”) after he was found to have hid evidence from Federal Bureau of Investigation Special Agents during the execution of a search warrant at grievant’s father’s property. Arbitration proceedings lasted three days and were presided over by Arbitrator Shelley Nobriga. In the Decision and Award dated July 9, 2010, the arbitrator reinstated grievant to his former position as a Metropolitan Police Officer I without any back pay, retroactive rights and/or benefits. Although the arbitrator determined that the grievant’s actions were not sufficient to warrant termination, the arbitrator did decide that grievant’s actions did warrant substantial discipline. Accordingly, the arbitrator determined that the period of time between grievant’s discharge from HPD and his reinstatement pursuant to the Decision and Award was to be considered a disciplinary suspension (equating to nearly 2.5 years of disciplinary suspension). (Elise A. Amemiya)

## **TRANSPORTATION/PARKS SECTION**

In the Matter of the Kapiolani Park Trust, T. No. 03-1-0018 (Trust), First Circuit Court, State of Hawaii. The division represented the Kapiolani Park Trustees in its Petition for Instructions Regarding Art Fence and Craft Fairs at Kapiolani Park filed on February 25, 2003, for the court’s instruction as to whether certain uses were permitted at Kapiolani Park pursuant to the Kapiolani Park Trust. The court ruled in the Trustees’ favor by ordering that (1) Sales of artwork at the art fence as now conducted are a permitted use of Kapiolani Park; (2) Stand-alone craft fairs as now conducted are a permitted use of Kapiolani Park; (3) Craft fairs restricted to the sales of only crafts which include a cultural aspect relevant to the purpose of the craft fair event are a permitted use of Kapiolani Park; and (4) Craft fairs at cultural festivals which offer both crafts and other cultural goods, including food and event related goods, are a permitted use of Kapiolani Park. The court issued its Order Granting Petition for Instructions Regarding Art Fence and Craft Fairs at Kapiolani Park Filed February 25, 2003, on November 23, 2009. Separate division Deputies Corporation Counsel represented the Trustees and the Department of Parks and Recreation in the proceedings. (Dawn D. M. Spurlin, Jesse K. Souki)

Rapid Transit Project, Environmental Compliance. The division counseled and advised the Rapid Transit division, Department of Transportation Services, on issues related to the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (“SAFETEA-LU”) Environmental Review Process (Public Law 109-59); National Environmental Policy Act (“NEPA”); Hawaii Environmental Policy Act (“HEPA”); National Historic Preservation Act of 1966; Hawaii Historic Preservation and Burial Laws; Section 4(f) of the Department of Transportation Act of 1966; Clean Water Act; contaminated sites; and related local, state, and federal environmental regulatory issues for the Honolulu High-Capacity Transit Corridor Project. The division supported the drafting and negotiation of required agreements between the City, consulting and commenting parties, and local, state, and federal agencies related to these regulations. The Division provided advice and counsel on mitigation strategies, compliance, and environmental issues as they relate to contract implementation. (Donna M. Woo, Jesse K. Souki)

Stop Rail Now, et al. v. De Costa, Supreme Court No. 29354, Intermediate Court of Appeals of the State of Hawaii. The division represented the City Clerk in an appeal to the Intermediate Court of Appeals (“ICA”) of the Circuit Court’s judgment in Civil No. 08-1-1605-08 (KKS), which granted plaintiffs’ motion for a preliminary injunction and ordered the Clerk to process plaintiffs’ initiative petition for a proposed ordinance regarding mass transit under Revised Charter of the City and County of Honolulu (“RCH”) Section 3-404(1) using the definition of “petition” under RCH Section 3-402(1). On appeal, plaintiffs argued that the Circuit Court erred in its interpretation of the law and that the Clerk should process the petition under RCH Section 3-404(3). The ICA affirmed the judgment of the Circuit Court, and the Hawaii Supreme Court rejected plaintiffs’ application for a writ of certiorari. (Reid M. Yamashiro, Don S. Kitaoka, Dawn D. M. Spurlin, Diane T. Kawauchi)

Communications-Pacific, Inc. v. City and County of Honolulu, et al., No. 28010, Intermediate Court of Appeals of the State of Hawaii. With the assistance of special deputy corporation counsel, the division defended the City in an appeal to the Intermediate Court of Appeals (“ICA”) of the Circuit Court’s order granting the City’s Motion to Dismiss in Civil No. 05-1-2249-12 (EEH). On appeal, plaintiff argued that the Circuit Court erred in its interpretation of the law, specifically, its interpretation of the “exclusive remedy” provision of HRS Section 103D-704 (Supp. 2008), which the Circuit Court relied upon to dismiss the lawsuit for lack of jurisdiction. The ICA affirmed the Circuit Court’s order, and the Hawaii Supreme Court rejected plaintiff’s application for a writ of certiorari. (Don S. Kitaoka, Reid M. Yamashiro)

Rapid Transit Project, Procurement Issues. The division counseled and advised the Rapid Transit division, Department of Transportation Services, on issues related to solicitations for the West Oahu/Farrington Highway Guideway Design-Build Contract, the

Maintenance and Storage Facility Design-Build Contract, the Core Systems Design-Build-Operate-Maintain Contract, the Kamehameha Highway Guideway Design-Build Contract, the Farrington Stations Design Contract, and the West Oahu Stations Design Contract. (Reid M. Yamashiro, Nicole R. Chapman, Amy R. Kondo)

Responses to Hawaii Revised Statutes (“HRS”) Chapter 92F Requests. The division assisted the Department of Transportation Services in its responses to five HRS Chapter 92F information requests by the Honolulu Advertiser dated October 16, 2009, October 27, 2009, November 3, 2009, February 5, 2010, and April 6, 2010. The Honolulu Advertiser disagreed with the City’s response to its October 27, 2009 request for evaluation committee meeting minutes and appealed the response to the Office of Information Practices (“OIP”). The City’s position was that the evaluation committee was not a board subject to the Sunshine Law and therefore did not prepare or maintain meeting minutes. OIP agreed with the City’s response and closed its file on the matter. (Reid M. Yamashiro)

Inmate Work Program Agreement. The division drafted an agreement to be used as a model agreement between the Department of Public Safety, State of Hawaii (“DPS”), and City agencies regarding the development and implementation of an Inmate Work Program that would allow supervised DPS inmates to provide labor to City agencies. The agreement established the responsibilities of each of the parties and the eligibility requirements that the inmates must meet in order to participate in the program. (Reid M. Yamashiro)

State Legislation. Our efforts in the 2010 state legislative session were directed at pursuing an exception to Senate Bill No. 466 to exclude governmental entities from the provision banning the use of leaf blowers during early morning and evening hours. Without the exception from the ban, City agencies would be unable to fiscally and effectively maintain City properties. In its final form, Senate Bill No. 466, adopted as Act 206, effective July 1, 2010, exempted government entities from the ban on the use of leaf blowers in or around residential areas during the early morning and evening hours. The division also assisted the State in seeking an amendment to Hawaii Revised Statutes Section 46-71.5 which would continue to uphold the right of county agencies to require the State to indemnify the counties when using county property or facilities, but to allow the governor to delegate her authority to agree to the indemnification to the superintendent of education. On May 27, 2010, Governor Lingle signed into law Act 145 authorizing the governor to delegate to the superintendent of education the authority to agree to indemnify the counties for use of county facilities by the Department of Education. (Dawn D. M. Spurlin)

County Legislation. The division advised and assisted the Department of Parks and Recreation (“DPR”) in pursuing the adoption of legislation establishing fees for participation in after-school programs (Ordinance No. 09-27); prohibiting shopping carts in City parks (Ordinance No. 10-5); and prohibiting tents in City parks (Ordinance No. 10-4). In addition, the division assisted in the drafting and review of new administration rules and regulations promulgated by DPR establishing fees and charges and permitting procedures for use of recreational facilities at Central Oahu Regional Park, Waipio Soccer Complex, and Hans L’ Orange Neighborhood Park for special events. (Dawn D. M. Spurlin)

## **REAL PROPERTY TAX DIVISION**

The Real Property Tax (“RPT”) division is comprised of two attorneys. They are assisted by two support staff.

The RPT division maximizes intake of real property assessment revenues to the City and County of Honolulu (“City”) by efficiently managing cases and vigorously defending the City against real property tax appeals brought in Tax Appeal Court (“TAC”). The RPT division also defends the City in certain appeals brought before the Board of Review (“Board”).

The RPT division provides legal advice and support to the Real Property Assessment division (“RPAD”), the Treasury division, and the Department of Budget and Fiscal Services (“BFS”), as necessary to supplement the Counseling and Drafting division’s functions. Also, the RPT division assists the RPAD in drafting and implementing procedures and proposed legislation that will support assessments and resolve disputed legal issues.

The RPT division coordinates and works with the other counties in developing appraisal procedure and legislation, as well as litigation practices through the ongoing exchange of information and support of legal positions on common issues.

The RPT division continues to build good working relationships with the TAC Judge and court personnel, while implementing office and court procedures to streamline prompt resolution of cases. The RPT division continues to obtain information about properties through discovery in court cases to assist the RPAD and to optimize the assessment process, and uses the City’s private consultant/appraiser for appraisal training and litigation support.

### **Statistics**

During the 2009-10 fiscal year, in resolving appeals before the TAC, the RPT division recovered about \$5 million in total taxes and approximately \$2 million above the tax amounts claimed by the appellant taxpayers.

For the fiscal year, the RPT division opened 132 new appeals and received 69 assignments, had a previous workload of 205 appeals and assignments, and completed and closed 34 appeals and 17 assignments. Additionally, the RPT division received about eight to ten informal requests per week from the RPAD for advice and other assistance.

### **Highlights and Accomplishments**

#### **Appeals and Related Matters**

Tax Appeal of GGP Ala Moana LLC, Case No. 08-0111. The RPT division was successful in reaching a stipulated dismissal of this appeal of Kona Street, alleged to be valued between \$100 and \$60,000, but assessed at \$1.7 million. The RPT division reported to RICO that the taxpayer’s expert was engaged in the unlicensed practice of appraisal and delivered an assessment report that considered the value of omitted improvements and air rights plus the intrinsic value of Kona Street to the Ala Moana Shopping Center’s operations, all of which hastened the end of the dispute. (Susan A. Bender)

Garry P. Smith and Earl F. Arakaki, et al., v. City and County of Honolulu, et al., No. 30049, Supreme Court of the State of Hawaii; No. 09-1256, Supreme Court of the United States of America. The TAC granted summary judgment in favor of the City, the State of Hawaii ("State"), and the counties of Kauai, Maui and Hawaii, and rejected the Plaintiffs' claim that the real property tax exemption granted to lessees of Hawaiian Homestead lands was racially discriminatory and therefore unconstitutional. Plaintiffs appealed the TAC decision to the Hawaii Intermediate Court of Appeals. The appeal was transferred to the Hawaii Supreme Court despite opposition by the State and the counties. Plaintiffs then filed a motion for injunction pending appeal, asking the Supreme Court to enjoin the counties from granting the tax exemptions until the appeal could be adjudicated. The Hawaii Supreme Court denied plaintiffs' motion for injunction upon vigorous opposition to the motion by the State and the counties.

After the submission of briefs by the plaintiffs and defendants, oral argument on the merits was held on August 5, 2010 before the Hawaii Supreme Court. The court's decision is pending.

In addition to appeals to state appellate courts, the plaintiffs also filed a Petition for Writ of Certiorari to the United States Supreme Court. The City, State and counties are contemplating their response to the Petition. (Lee M. Agsalud)

Tax Appeal of Elizabeth Dailey and Michael Dailey, Case Nos. 05-0085 and 05-0086 (Consolidated); Case Nos. 08-0006, 09-0003, 10-0022 and 10-0023. At the request of the Tax Appeal Court in February 2010, the RPT division and the appellant agreed to prepare written findings with reference to the record on the issues in the consolidated cases, which originally went to trial in 2007. At issue was the appropriateness of size adjustments made in the City's 2006 assessment of the Dailey Estate, consisting of two agricultural-zoned beachfront parcels in Mokuleia. Because the Tax Appeal Court had not rendered a decision in three years, the RPT division made a global offer of settlement, which was accepted by the taxpayers before the findings were due. (Susan A. Bender)

City Appeals From Board Decisions. For the first time, the RPT division has filed appeals to TAC on behalf of RPAD, challenging the decisions of the boards of review related to the assessments of Wal Mart and Ohana Military Communities, among others. In these cases, the RPT division will be prosecuting, rather than defending the appeals. (Lee M. Agsalud, Susan A. Bender)

## **Other Matters**

During the fiscal year, the RPT division provided advice and assisted on a variety of other matters such as:

City and State Legislation. The RPT division opined regarding the legal ramifications of proposed tax relief legislation, monitored for legality the tax relief bills introduced in the City during 2009 and 2010, and testified at City Council hearings when necessary. The RPT division was instrumental in drafting bills creating a homeowner's class and allowing dedication for residential use in areas of mixed use zoning. During the same time period the RPT division also assisted RPAD in presenting legislation before the State of Hawaii legislature related to real property tax issues. (Lee M. Agsalud, Susan A. Bender)

2010 Statewide Board of Review Conference. The RPT division participated in, and helped plan the agenda for, the statewide annual conference of the boards of review for each county, held at the Ala Moana Hotel. This involved identifying pertinent issues and coordinating presentations with representatives of each county, as well as conducting a legal question and answer forum. (Lee M. Agsalud, Susan A. Bender)

Other Board of Review Matters. The RPT division assisted RPAD in revising Board forms and procedures, monitored hearings, and advised RPAD in the presentation of arguments to the Board. (Lee M. Agsalud, Susan A. Bender)

Tax Foreclosure Sale. The RPT division assisted, advised and prepared documentation for BFS in foreclosing on properties for which real property taxes had not been paid, and in selling those properties to enforce the City's paramount lien. (Lee M. Agsalud)

Leasing of City-Owned Real Property. The RPT division assisted and advised BFS and RPAD on issues arising from the leasing of City property to commercial tenants, and the taxation of that property, including the drafting and interpretation of lease provisions and the collection and compromise of delinquent real property taxes. (Lee M. Agsalud, Susan A. Bender)

Tax Credit Appeals. The RPT division assisted and advised the Treasury division (1) on issues arising from the denial of tax credits and (2) in drafting amendments to Article 13 to make the tax credit easier to implement. In July 2009, the RPT division obtained a dismissal in the first tax credit trial ever heard in the District Court of the First Circuit. (Lee M. Agsalud, Susan A. Bender)

## **LITIGATION DIVISION**

The Litigation Division presently consists of nine attorneys: a division head, and eight trial attorneys. The division is supported by twelve support staff which includes a supervisor, two paralegals, four legal clerks, one senior clerk typist, and four messengers.

The Litigation Division represents the City before all of the state and federal courts in the State of Hawaii, including the two appellate Courts of the State of Hawaii, the United States District Court for the District of Hawaii, the Ninth Circuit Court of Appeals, and the Supreme Court of the United States. The division processes and litigates all claims by or against the City<sup>1</sup>, seeks collection of monies owed to the City, and handles Subpoenas Duces Tecum directed to the Honolulu Police Department.

In addition to tort claims, the Litigation Division handles claims relating to contracts, civil rights, employment issues and other non-tort related matters.

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<sup>1</sup>The cases specified in this subsection are not a comprehensive listing of all cases handled by the Litigation Division and are merely offered as a representative sample of the types of matters assigned to the division.

## Statistics

During the 2009-2010 fiscal year, the Litigation Division handled a great number of cases against and for the City, including active lawsuits as well as pre-lawsuit claims, as set forth below:

|  |       |
|--|-------|
| Pending cases as of June 30, 2009: ..... | 1,807 |
| Number of cases completed: .....         | 909   |
| Number of cases opened: .....            | 857   |
| Pending cases as of June 30, 2010: ..... | 1,755 |

## Highlights and Accomplishments

### Lawsuits

The division took five cases to trial and filed dispositive motions in a number of other cases. The division was successful in two trials, two trials are awaiting the Judge's decision, and in one trial, the jury found in favor of Plaintiffs. In other matters, the division successfully applied for and obtained a Writ of Mandamus from the Supreme Court of the State of Hawaii regarding the processing of Subpoena Duces Tecum matters by a Circuit Court Judge. There were eighteen dispositive motions filed and seven are awaiting their hearing dates, three were granted in part and denied in part, and eight were successful. Following is a brief summary of several of the cases successfully completed by the division in the past year:

Christopher Bartolome v. City and County of Honolulu, et al., United States District Court, District of Hawaii. This case alleged excessive force in making an arrest, where plaintiff led police officers on a high-speed chase, ultimately leading to his being caught and arrested. Plaintiff claimed that the officers used excessive force against him in capturing and arresting him. A jury trial was held on April 21, 2009, resulting in a jury in favor of the City and the individually named police officers. (D. Scott Dodd, Richard D. Lewallen)

Lisa Kobashigawa, et al. v. City and County of Honolulu, et al., First Circuit Court for the State of Hawaii. This is a death case where a pedestrian walking in a crosswalk was struck by a vehicle. Plaintiffs claim that the street lights in the area where the accident occurred were obstructed by trees and that the crosswalk was unsafe. A jury trial was held on October 7, 2009 and after ten days of trial the jury returned a verdict in favor of the City. Plaintiffs have appealed the jury's decision. (Darren M. Suzuki, Richard D. Lewallen)

Susan Siu v. City and County of Honolulu, et al., United States District Court for the District of Hawaii. Plaintiff alleged civil rights violations, harassment, whistle blower, age discrimination, and retaliation. A jury trial was held on March 23, 2010, and after approximately eight days of trial, the jury returned its verdict in favor of the City. Plaintiff has appealed the jury's decision. (Tracy S. Fukui, D. Scott Dodd, Darren M. Suzuki)

Sharon Black v. City and County of Honolulu, et al., United States District Court for the District of Hawaii. Plaintiff has been employed by the Honolulu Police Department ("HPD") as an Outreach Worker assisting the department in dealing with homeless and mentally ill persons since 1992. On August 24, 2005, HPD was notified of a complaint that Plaintiff had removed documents from the Medical Examiner's Office ("MEO") on August 4, 2005, which were confidential, and which she did not have permission to print out or remove from the MEO, and then failed to return all of the original documents she printed. The City Prosecutor made the decision to charge Plaintiff with unauthorized computer access in the second degree for having printed information from the MEO computer, along with other misdemeanor charges. The criminal trial resulted in a hung jury. The charges were later dismissed with prejudice in April 2007. The issues in this trial are: (1) whether Defendants maliciously prosecuted Plaintiff, and (2) whether Defendants retaliated against Plaintiff because she filed a previous lawsuit against the City and other individuals in 1997. A jury trial was held on October 6, 2009, and after approximately six days of trial, the jury returned its verdict in favor of the Plaintiff, awarding her \$150,000.00 in general damages. The City has appealed the jury award. The case is currently before a mediator regarding settlement. (Stephanie L. Marn, John P. Moran, D. Scott Dodd)

Kumiko Burke, et al. v. City and County of Honolulu, et al., United States District Court for the District of Hawaii. This lawsuit arises from the execution of Search Warrant 2007-160 on August 3, 2007, at the Holo Holo Pawn Shop, located at 1705 Kalakaua Avenue, Honolulu, Hawaii. Plaintiffs allege civil rights violation, wrongful search and seizure, and harassment. A non-jury trial was held on June 4, 2010 for approximately five days. There was an additional two days of trial, June 23, 2010 and July 19, 2010, because the City's expert witnesses were not available. We are awaiting the Magistrate Judge's decision. (Curtis E. Sherwood, Sharon Lam Blanchard, Kyle K. Chang)

Eric Minton, et al. v. City and County of Honolulu, et al., First Circuit Court for the State of Hawaii. Plaintiffs are members of a union that provides workers at theatrical events throughout the City and they alleged that they were "blacklisted." Plaintiffs' allege civil rights violation for improper and illegal directives, and for lost income. A non-jury trial was held on April 12, 2010 for approximately five days. We are awaiting the Judge's decision. (Richard D. Lewallen, Darren M. Suzuki)

In other matters, the division successfully applied for and obtained a Writ of Mandamus from the Supreme Court of the State of Hawai'i regarding the processing of Subpoena Duces Tecum matters by a Circuit Court Judge.

Honolulu Police Department v. Town, Supreme Court No. 30262. The division advises the Honolulu Police Department in responding to subpoenas *duces tecum* seeking police records. The division obtained a Writ of Mandamus from the Hawaii Supreme Court that directed a circuit court judge in a criminal case to quash a subpoena *duces tecum* that improperly subpoenaed police records during the discovery stage of the prosecution. The Hawaii Supreme Court held that subpoenas *duces tecum* are not tools to be used in discovery in criminal cases and that criminal defendants are required by court rule to seek discoverable materials from the prosecutor's office directly. Obed K. Kay, the Defendant in this matter, had subpoenaed police records without first asking the Department of the Prosecuting Attorney for said police records. The division filed a motion to quash Defendant Kay's subpoena *duces tecum*, which the circuit court denied. The division then petitioned for, and obtained, a Writ of Mandamus from the Hawaii Supreme Court that led to the Hawaii Supreme Court clarifying the methodology by which discovery in criminal cases is to be

conducted. As a result of this case, the number of subpoenas *duces tecum* directed to the Honolulu Police Department for police records, which used to number in the mid-hundreds, has been significantly reduced. (Kyle K. Chang)

The division successfully settled several motor vehicle accident, flooding, sewage, personal injury, and civil rights cases, in which negligence was alleged against the City.

Motor Vehicle Accident Cases: Stevie Cordeira v. City; Gil Mallari, et al. v. City; Raymond, Nishibata v. City; Allsyn Vinsh v. City

Flooding Cases: Les Kawamoto, et al. v. City

Sewer Cases: Claim of Gina Salvia

Personal Injury Cases: Claim of Julieta Lozada; Aaron Wolf v. City; Gail Baracao v. City; Cecelia Shaw v. City; Tammy Antonio v. City; Gary Miske v. City; Sylvianne Young v. City; Merrilee Rundell v. City; Jocelyn Herrington v. City

Property Damage Cases: Hawaiian Telcom v. City

Civil Rights Cases: Richard Simms v. City; Sheryl Sunia v. City; Antoinette Botelho v. City; William Coward v. City; Patrick Torres v. City

The division successfully obtained summary judgments in Vicki Bentzien v. City; Daniel Faaita v. City; Olga Wintermantel v. City; David Woodard v. City; Larry Ikei v. City; and Willie Singleton v. City. The division successfully obtained summary judgments, granted in part and denied in part in Un Chu Chong v. City; Victor Matubang v. City; Kumiko Burke, et al. v. City, et al.

The division was also successful in obtaining dismissal of the complaint filed in Rhonda Mandawoub v. City, a case in which personal injuries were caused when Plaintiff's foot caught in the chain link fence as she climbed over it; and James Cone v. City, an alleged civil rights violation.

The City was successful in two cases in the Hawaii appellate courts. In Vicki Bentzien v. City, the Intermediate Court of Appeals dismissed the appeal. In Ali Jabali v. City, the Intermediate Court of Appeals dismissed the appeal.

The division is currently defending the City in several high profile motor vehicle cases (Olga Sabado, et al. v. City; Phi Nguyen, et al. v. City; Tanya Makinney, et al. v. City; Levina Hoohuli, et al. v. City; Brian Mullen, et al. v. City; Peggy Ruleford v. City); several flood cases (Paul Hieda, et al. v. City; Oliver Lee, et al. v. City; Mr. Sandman, et al. v. City; Brian Groelsma, et al. v. City); a sewer case (Randolph Neal, et al. v. City); and a personal injury negligence claim (Susan Perron, et al. v. City).

## State Legislation

The Litigation Division also continued with its advocacy of legislation favorable to the City by providing input regarding proposed bills relating to tort reform, governmental immunity, and governmental tort claim procedures.

## HONOLULU ETHICS COMMISSION\*

**Charles W. Totto, Executive Director and Legal Counsel**

### 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 on conflicts of interest and the misuse of government resources or positions. The Commission implements its objectives through a balance of training programs, advisory opinions, enforcement actions and legislation.

To find out more about the Commission and its activities, visit the Commission's web site at [www.honolulu.gov/ethics](http://www.honolulu.gov/ethics). The web site has information about the Commission's meetings, procedures, the standards of conduct, and useful ethics guidelines of interest to the public, and City employees and officers.

### Resources

The seven Commission members are appointed by the mayor and confirmed by the City Council. Commissioners serve staggered five-year terms. The members in FY 2010 were:

|                                    | <u>Term Expiration</u> |
|------------------------------------|------------------------|
| Lex R. Smith, Esq., Chair.....     | December 31, 2011      |
| Susan H. Heitzman, Vice Chair..... | December 31, 2010      |
| Matthew H. Kobayashi.....          | December 31, 2009      |
| Wayne T. Hikida.....               | December 31, 2009      |
| Patricia Y. Lee, Esq.....          | December 31, 2010      |
| Geri Marullo.....                  | December 31, 2011      |

The Commission was staffed with an executive director/legal counsel and a legal clerk. The Commission's budget for FY 2010 was \$199,621.

\*The Ethics Commission is attached to the Department of the Corporation Counsel for administrative purposes only.

## 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. In FY 2010, the Commission trained 450 City officials, bringing the total to over 4,900 public servants trained since the law was enacted. In addition, the Commission staff presented its "Ethics Checklist" orientation training to 309 new City officers and employees. As a result, all of the current City officials and more than half of the City's workforce have received some form of ethics training.

Last year, the Commission introduced a mandatory ethics refresher course for all elected officials, supervisors, managers and board and Commission members. This year 206 attended, bringing the total receiving retraining to 1,218.

Some agencies take advantage of the training beyond those who are mandated to attend. For example, all Mayor's Office and Council staff, emergency medical services personnel, City attorneys and fire department recruits also attend ethics training.

Training programs continue to greatly reduce the number of unintentional ethics violations. In addition, these programs should increase public confidence in City employees and officers.

## Advice and Enforcement

In the past fiscal year, the Commission received 237 requests for advice from City personnel. By the end of FY 2010, the Commission had responded to all but four of these requests. Also in FY 2010, the Commission began investigating 91 complaints of unethical conduct by City personnel, and 48 of these complaints were outstanding at fiscal year end. In FY 2010 The number of complaints warranting investigation increased by 49% over the number of complaints investigated in FY 2009. Increasing complaints reflect that the public and City workers will report misconduct and believe that the Commission offers a fair and effective forum to examine and resolve their concerns. In part because of the continued increase in complaints investigated, the Commission will be adding another full-time attorney position in FY 2011.

The Commission also received and reviewed 571 financial disclosure statements from high-level City officials.

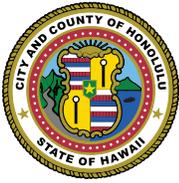
The Commission rendered formal advisory opinions in the following cases:

- The Commission found that a City employee who testifies as part of her regular City employment duties may not retain a witness fee because of the prohibition against dual compensation in Section 11-102(d) Revised Charter of Honolulu (RCH). Advisory Opinion No.2009-5
- The Commission opined that the City administration did not violate the ethics law prohibiting the use of city resources for political purposes when it circulated a taxpayer-funded brochure on rail transit in the city's newspapers just prior to the November 2008 election, which included a ballot measure on rail transit. The brochure did not violate the ethics laws because the mayor has the implied power to spend public funds to inform and educate the public about matters of public concern, including matters that are subject to a vote, and because the brochure did not constitute partisan advocacy by expressly or implicitly urging the voters to cast their ballots a particular way. Advisory Opinion No. 2009-6
- The Commission clarified that the ethics laws do not automatically bar city attorneys from providing pro bono legal services to the community. City attorneys providing pro bono legal services, however, must comply with the City's standards of conduct. Advisory Opinion No. 2010-1
- The Commission found that Councilmember Rod Tam misused City resources contrary to RCH Section 11-104 for his personal benefit by charging the City for meals in circumstances where (1) he paid less for the meal than the amount he charged the city; (2) his justification for the meal was false; (3) the meal was not directly related to his councilmember duties; (4) the meal was with his personal business associates; or (5) the meal was with his family members. In addition, during the investigation the Commission discovered that over a 9-year period the councilmember failed to disclose significant financial information, as required by ROH Sec. 3-8.4, regarding businesses and nonprofits in which he was an officer or director. Advisory Opinion No. 2010-2
- The Commission determined that for purposes of the City's gift prohibition laws, the value of a ticket to a political fundraiser event that is given to a City officer or employee by someone who has an interest that could be affected by the officer or employee is equal to the fair market value of the benefits the City officer or employee receives by attending the fund raiser (e.g., the dinner provided, the golf green fees, door prizes). Advisory Opinion No. 2010-3

## Legislation

The Commission created and endorsed a Charter amendment to prohibit councilmembers from participating in or voting on a bill or resolution where the councilmember has a conflict of interest. Also, the Commission supported a Charter amendment to create a law that would prohibit a city department head from acting where the head had a conflict of interest arising out his/her employment before coming to the City.

Along with the ethics boards of the other counties, the Commission supported the introduction of bills at the legislature to clarify that state law does not prohibit ethics agencies from imposing civil fines on City officials. These bills failed without discussion, but will be advanced again in the 2011 legislative session.



## DEPARTMENT OF CUSTOMER SERVICES

Gail Haraguchi, Director  
Sandra Sagisi, Deputy Director

### POWER, DUTIES AND FUNCTION

The Department of Customer Services (CSD) is responsible for public communication and the operation of the motor vehicle registration, driver licensing and satellite city hall systems. CSD also provides printing services for City departments and agencies, issues various permits, and oversees the City's reference library, records management and archives programs and the municipal bookstore. Additionally, the department administers the City's contract with the Hawaiian Humane Society to provide spay, neuter and animal pound services, and enforces ordinances dealing with animals.

CSD is organized into three major functional divisions: Motor Vehicle Licensing, and Permits, Public Communication and Satellite City Halls. At the end of Fiscal Year 2009-2010, CSD was authorized the equivalent of 298 full-time employees.

### HIGHLIGHTS

CSD reaches the public through a wide variety of services during the fiscal year. The department investigates complaints, responds to informational inquiries, provides customer services, and produces special events, such as Honolulu and Kapolei City Lights, Sunset on the Beach, Rediscover Oahu and the City Dragon Boat Festival.

CSD assists in publicizing initiatives, such as new City services and alerts residents during potentially hazardous emergencies, such as sewage spills and floods.



CSD staff 2009 Christmas photo at Honolulu Hale.

### DIVISION OF MOTOR VEHICLE, LICENSING AND PERMITS

Dennis A. Kamimura, Licensing Administrator

The Division of Motor Vehicle, Licensing and Permits registers motor vehicles, trailers, bicycles, mopeds, and animals; issues driver and business licenses; administers the derelict and abandoned vehicle programs; administers and enforces the periodic motor vehicle inspection program; administers the reconstructed vehicle program; implements the general newsstand and Waikiki Special District publication dispensing rack programs; administers the disabled parking placard and identification card program for the City and County of Honolulu; implements the Motor Vehicle Safety Responsibility Act; and investigates general newsstand, Waikiki Special District publication rack, taxicab, and vehicle inspection violations.

To accomplish these functions, the division is divided into three branches: Motor Vehicle, Driver License, and Special Services. The licensing administrator, assistant licensing administrator, Office Services Section and Accounting Services Section provide administrative and support services to these branches.

### ACCOMPLISHMENTS

The following are the division's major accomplishments:

- Act 38 requires applicants for driver's licenses and instruction permits to submit proof that the applicant is legally in the United States.



CSD's Dragon Boat racing crew, Team VeloCITY.

- Act 141 designates the Disability and Communication Access Board as the issuing agency for disabled parking placards and identification cards and deletes the county as the issuing agency. Increases the time period that a placard is effective from four to six years.
- Act 20 repeals obsolete provisions relating to annual motor vehicle registration.
- Act 103 allows tinting of front windshield provided it complies with applicable Federal Motor Vehicle Safety Standards.
- Act 78 specifies that only veterans with honorable discharge or general discharge under honorable conditions qualify for military specialty plates.
- Act 85 makes the graduated licensing program permanent and clarifies that upon reaching 18 years of age, a provisional license holder may obtain a full license.
- Act 83 extends the term of a commercial driver's license from six years to eight years for persons 21 years through 71 years of age.
- Act 166 enacts the recommendations of the Ignition Interlock Implementation Task Force.
- Act 15 conforms State law with the federal commercial driver licensing law to meet applicable Code of Federal Regulations.
- Act 16 clarifies that category four motor vehicles do not include commercial motor vehicles and would not be subject to commercial driver license requirements.
- Act 3 requires motor vehicle dealers to possess or have the right to possess legal ownership of a vehicle before they may sell the vehicle.
- Act 14 requires the State Department of Transportation inspection of vehicles carrying hazardous materials.
- Conducted two supplemental lotteries for publication dispensing racks in the Waikiki Special District in November 2009 and May 2010 where a total of 189 dispensing rack permits were issued. Additionally, throughout the year, 2,005 sidewalk use permits were issued. The two part-time employees conducted inspections of 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 listing of maintenance requirements for the dispensing racks.

### Accounting Services Section

The Accounting Services Section's seven employees are 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, and Commercial Driver License Fee. They also remit revenues exceeding approved county expenses to the State of Hawaii, Department of Transportation. During this fiscal year, the section processed 1,647 refunds totaling \$186,513 and remitted \$35,011,643 (gross receipts of \$37,733,051 less county expenses of \$2,721,408) to the Department of Transportation.

### Motor Vehicle Branch

The Motor Vehicle Branch, staffed by 24 employees, registers motor vehicles and trailers, and collects motor vehicle fees. All of the employees are located at the Motor Vehicle Registration (MVR) core in the Chinatown Gateway Plaza. This location processes transactions from motor vehicle dealers and financial institutions, electronic transactions from Electronic Lien and Title (ELT) lienholders, Fleet Dealer Registration (FDR) transactions from new car dealers and U-drive companies, processes online renewals via the internet, accepts facsimile transactions from the Satellite City Halls (SCH), and processes all mail transactions.

During the fiscal year, the MVR core and the SCHs registered 829,284 motor vehicles and trailers; issued 20,788 duplicate certificates and 5,340 out-of-state vehicle permits; and processed 21,107 replacement plates, 32,255 replacement emblems and 171,919 ownership transfers. The MVR core processed 51,654 online renewals via the internet and registered 6,913 vehicles through the FDR program.

Motor vehicle transactions processed by location are as follows:

| <u>LOCATION</u>        | <u>FY 2010</u>         | <u>FY 2009</u>         | <u>INCREASE<br/>(DECREASE)</u> |
|------------------------|------------------------|------------------------|--------------------------------|
| Ala Moana .....        | 96,652 .....           | 97,987 .....           | (1,335)                        |
| Fort Street Mall ..... | 44,424 .....           | 43,527 .....           | 897                            |
| Hawaii Kai .....       | 34,301 .....           | 33,350 .....           | 951                            |
| Kailua .....           | 48,678 .....           | 70,890 .....           | (22,212)                       |
| Kalihi .....           | 90,543 .....           | 101,307 .....          | (10,494)                       |
| Kapolei .....          | 78,281 .....           | 73,591 .....           | 4,690                          |
| Pearlridge.....        | 108,522 .....          | 109,370 .....          | (848)                          |
| Wahiawa .....          | 66,565 .....           | 63,841 .....           | 2,724                          |
| Waianae .....          | 29,367 .....           | 31,686 .....           | (2,319)                        |
| Windward City.....     | 46,693 .....           | 23,008 .....           | 23,685                         |
| MVR core .....         | 440,083 .....          | 426,982 .....          | 13,101                         |
| <b>TOTAL.....</b>      | <b>1,084,109 .....</b> | <b>1,075,269 .....</b> | <b>8,840</b>                   |

**Driver License Branch**

The Driver License Branch, staffed by 110 full time employees and six seasonal driver license examiners, 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.

**Driver License Section.** This section tests and issues driver licenses to operators of motor vehicles ranging from mopeds through truck tractors with tandem trailers. It also 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 and an oral examination on routes and locations.

Driver license services are offered at City Square (Core) and at substations located at Kapolei, Ko'olau, Wahiawa, and Waianae. Driver license renewals and duplicates are also offered at the Fort Street Mall, Windward City, Hawaii-Kai and Pearlridge satellite city halls. The following table lists the number of driver licenses and permits issued by location.

| <u>STATION</u>                  | <u>INITIAL<br/>LICENSES</u> | <u>RENEWED<br/>LICENSES</u> | <u>LEARNER<br/>PERMITS</u> |
|---------------------------------|-----------------------------|-----------------------------|----------------------------|
| City Square .....               | 14,732 .....                | 27,227 .....                | 18,776                     |
| Kapolei .....                   | 8,237 .....                 | 11,065 .....                | 8,712                      |
| Wahiawa.....                    | 7,174 .....                 | 7,901 .....                 | 5,691                      |
| Ko'olau.....                    | 4,221 .....                 | 4,124 .....                 | 4,369                      |
| Waianae .....                   | 1,136 .....                 | 1,699 .....                 | 1,178                      |
| Commercial Driver License ..... | 136 .....                   | 290 .....                   | 329                        |
| Fort Street Mall .....          | 29 .....                    | 10,003 .....                | 595                        |
| Hawaii Kai .....                | 294 .....                   | 10,362 .....                | 573                        |
| Windward Mall/City.....         | 70 .....                    | 8,121 .....                 | 445                        |
| Pearlridge.....                 | 57 .....                    | 17,640 .....                | 1,270                      |

The Driver License Branch issued 41,040 duplicate licenses and 1,382 taxicab certificates. There were 63,631 written tests and 511 oral examinations.

**Commercial Driver License Unit.** This 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 2,075 licenses and permits were issued by the unit this fiscal year.

**Financial Responsibility Section.** This 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 this fiscal year, the section processed 4,906 safety responsibility cases affecting 8,675 licensed drivers and 3,393 registered owners of vehicles involved in major traffic accidents. In addition, it issued 2,346 security notices to individuals who were at fault for major traffic accidents and 4,253 notices to defendants convicted in court of certain serious traffic related offenses. In response to these notices, the section processed 1,748 SR-21 certificates, 3,779 SR-22 certificates, and 25 cash security deposits totaling \$41,600 and 13 convictions related to security deposits/certificate of proof totaling \$25,000. The section also processed 1,609 SR-26 certificates, which are insurance companies' notifications of insurance policy cancellations, and refunded 45 cash security deposits totaling \$88,425.

**Motor Vehicle Control Section.** This 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 16,490 investigations of abandoned vehicle complaints. As shown below, most of the investigations resulted in the removal of the vehicle by the owner.

|                                | <u>CITY</u> | <u>LEEWARD</u> | <u>CENTRAL</u> | <u>WINDWARD</u> |
|--------------------------------|-------------|----------------|----------------|-----------------|
| Moved by Owner .....           | 3,796       | 3,116          | 465            | 813             |
| Abandoned Vehicles Towed ..... | 668         | 475            | 72             | 135             |
| Derelict Vehicles Towed.....   | 761         | 445            | 185            | 471             |

Owners claimed 302 of the abandoned vehicles that were towed. A total of 7,505 unclaimed vehicles were processed for sale at public auctions.

During the fiscal year, the Section also: 1) inspected 5,762 reconstructed vehicles and 1,520 taxicabs, 2) investigated 80 complaints concerning taxicabs and 32 complaints concerning tow companies; and 3) conducted 820 safety inspection/reconstruction permit investigations

**Periodic Motor Vehicle Inspection (PMVI) Unit.** This unit conducted 1,536 inspections of safety inspection stations; certified 414 safety inspectors' licenses; suspended 36 stations and 58 certified safety inspectors' licenses; and issued 210 notices of violation. The measures taken by this unit have made a positive contribution to the State's Highway Safety Program.

### Special Services Branch

The four employees of this branch are responsible for the registration of bicycles, mopeds, and animals; issuance of county business licenses; issuance of loading zone, taxi stand, and bus stop parking permits. The Section is also responsible for inputting information into the Honolulu data base for the disabled persons placard and identification card program, maintaining the application form files, and responding to inquiries concerning the issuance of disabled persons placards and identification cards.

The Special Services Branch issued the following licenses and permits:

|   | <u>FY 2010</u> | <u>FY 2009</u> |
|---|----------------|----------------|
| Bicycle and Moped Licenses.....                       | 33,234         | 30,566         |
| Dog Licenses .....                                    | 17,267         | 17,530         |
| Loading Zone Permits.....                             | 10,003         | 10,102         |
| Bus Stop Permits .....                                | 490            | 508            |
| Taxi Stand Parking Permits .....                      | 92             | 93             |
| Business Licenses:                                    |                |                |
| Auctioneer .....                                      | 6              | 5              |
| Firearms, Manufacture and Sell.....                   | 37             | 29             |
| Garbage and/or Rubbish Collection .....               | 18             | 17             |
| Glass Recycling .....                                 | 3              | 3              |
| Pawnbroker .....                                      | 46             | 43             |
| Peddler, Merchandise .....                            | 102            | 75             |
| Peddler, Merchandise or Medicine – Exempt.....        | 19             | 17             |
| Purchase/Sell Used Vehicle Parts .....                | 98             | 83             |
| Second Hand Dealer.....                               | 141            | 117            |
| Sale of Tear gas and Other Obnoxious Substances ..... | 1              | 1              |
| Sale of Pepper Sprays - Flat Fee.....                 | 4              | 1              |
| Vehicle - Carry Passengers, Taxi .....                | 1,609          | 1,506          |
| Pedicabs .....  | 1              | 1              |
| Wrecking/Salvaging/Dismantling Motor Vehicles.....    | 76             | 61             |
| Scrap Dealers .....                                   | 49             | 40             |
| <b>Number of Licenses and Permits .....</b>           | <b>63,296</b>  | <b>60,798</b>  |

### COMPARATIVE STATEMENT OF TOTAL TRANSACTIONS FISCAL YEARS 2010 and 2009

|  | <u>FY 2010</u>   | <u>FY 2009</u>   | <u>INCREASE<br/>(DECREASE)</u> |
|--|------------------|------------------|--------------------------------|
| Motor Vehicle Registrations Recorded.....      | 816,741          | 811,171          | 5,570                          |
| Trailer Registrations Recorded.....            | 12,543           | 14,133           | (1,590)                        |
| Ownership Transfers Recorded.....              | 171,919          | 168,960          | 2,959                          |
| Duplicate Certificates Issued.....             | 20,788           | 20,959           | (171)                          |
| Out-Of-State Vehicle Permits Issued .....      | 5,340            | 4,193            | 1,147                          |
| Replacement Plates Issued.....                 | 21,107           | 20,670           | 437                            |
| Plate Transfers Completed .....                | 3,416            | 3,285            | 131                            |
| Replacement Emblems Issued.....                | 32,255           | 31,898           | 357                            |
| Bicycle and Moped Registrations Recorded ..... | 33,234           | 30,566           | 2,668                          |
| Dog Licenses Issued .....                      | 17,267           | 17,530           | (263)                          |
| Loading Zone Permits Issued.....               | 10,003           | 10,102           | (99)                           |
| Bus Stop Parking Permits Issued .....          | 490              | 508              | (18)                           |
| Taxi Stand Parking Permits Issued.....         | 92               | 93               | (1)                            |
| Business Licenses Issued .....                 | 601              | 493              | 108                            |
| <b>TOTAL.....</b>                              | <b>1,145,796</b> | <b>1,134,561</b> | <b>11,235</b>                  |

**COMPARISON OF REVENUE SOURCES  
FISCAL YEARS 2010 AND 2009**

|  | FY 2010              | FY 2009             | INCREASE<br>(DECREASE) |
|--|----------------------|---------------------|------------------------|
| Motor Vehicle Weight Taxes .....                           | \$82,789,351         | \$71,140,985        | \$11,648,366           |
| Trailer and Wagon Weight Taxes .....                       | 2,789,350            | 2,816,137           | (26,787)               |
| Motor Vehicle Penalties .....                              | 897,930              | 880,314             | 17,616                 |
| Trailer and Wagon Penalties .....                          | 26,600               | 28,400              | (1,800)                |
| Motor Vehicle Ownership and Penalties .....                | 2,450,578            | 2,478,420           | (27,842)               |
| Motor Vehicle Duplicate Certificates .....                 | 207,070              | 208,590             | (1,520)                |
| City and County Registration Fees .....                    | 13,524,470           | 13,746,700          | (222,230)              |
| License Plate Fees .....                                   | 1,300,689            | 1,296,027           | 4,662                  |
| Emblem Fees .....  | 353,604              | 358,909             | (5,305)                |
| Beautification Fees .....                                  | 3,702,535            | 3,151,181           | 551,354                |
| Correction Fees .....                                      | 9,770                | 5,890               | 3,880                  |
| Vehicle Permits .....                                      | 24,120               | 20,835              | 3,285                  |
| Service Charges .....                                      | 16,354               | 17,905              | (1,551)                |
| Liquidated Damages .....                                   | 0                    | 0                   | 0                      |
| Sale of Other Materials and Supplies .....                 | 605                  | 355                 | 250                    |
| Record Copies .....  | 197                  | 182                 | 15                     |
| Tax Liens .....  | 170                  | 155                 | 15                     |
| Reconstructed Vehicles .....                               | 19,830               | 20,640              | (810)                  |
| Bicycle Licenses .....                                     | 459,643              | 423,178             | 36,465                 |
| Dog Licenses .....   | 233,115              | 240,456             | (7,341)                |
| Business Licenses .....                                    | 37,033               | 30,616              | 6,417                  |
| Newsstands/display racks .....                             | 39,858               | 74,543              | (34,685)               |
| Loading Zone Parking Permits .....                         | 234,420              | 236,653             | (2,233)                |
| Bus Stop Parking Permits .....                             | 12,063               | 12,379              | (316)                  |
| Drivers' License Fees .....                                | 3,675,066            | 2,278,249           | 1,396,817              |
| Taxicab Drivers' and Pedicab Operators' Certificates ..... | 34,290               | 10,970              | 23,320                 |
| Taxi Stand Parking Permits .....                           | 9,112                | 9,693               | (581)                  |
| Taxi Licenses .....  | 80,260               | 92,488              | (12,228)               |
| Auction Sale of Impounded Vehicles .....                   | 108,325              | 115,700             | (7,375)                |
| Spay-Neuter Services .....                                 | 388,970              | 241,889             | 147,081                |
| Other .....  | 100                  | 100                 | 0                      |
| <b>TOTAL .....</b>   | <b>\$113,425,478</b> | <b>\$99,938,539</b> | <b>\$13,486,939</b>    |

**PUBLIC COMMUNICATION DIVISION**

The Public Communication Division (PC) provides information about Honolulu government policies, programs and procedures; responds to complaints; produces in-house printing services; coordinates special events; prepares mayor's messages and proclamations; makes available reference and research resources; manages the archival program; provides photographic services to the City administration and City Council; and informs the public on City activities and services through its Honolulu Municipal Television (HMTV) operations and public outreach. The division's administrative section is also responsible for coordinating and issuing permits for events on the civic center grounds that do not have an admission charge.

**Complaint Branch**

The complaint chief and investigators serve as the public's advocates at City Hall. The branch is the first point-of-contact for members of the public filing a complaint. The section ensures that the public receives timely answers to inquiries. The staff investigates sensitive issues while most other complaints are sent to the appropriate agencies for follow-up. Inquiries, statements, and grievances come from letters, faxes, Tell-It-To-The-Mayor forms, telephone calls, telephone recordings, web page access and walk-ins.

**COMPLAINT SECTION STATISTICS BY AGENCIES**

| <u>Department/Agency Involved in Complaint</u> | <u>FY 2010 Total</u> | <u>FY 2009 Total</u> |
|--|----------------------|----------------------|
| Board of Water Supply .....                    | 187                  | 206                  |
| Budget and Fiscal Services .....               | 97                   | 110                  |
| City Auditor .....                             | 0                    | 0                    |
| City Clerk .....                               | 40                   | 58                   |
| Community Services .....                       | 55                   | 71                   |
| Corporation Counsel .....                      | 243                  | 287                  |
| Council Services .....                         | 70                   | 60                   |
| Culture and Arts .....                         | 2                    | 6                    |

|                                  |               |               |
|----------------------------------|---------------|---------------|
| Customer Services .....          | 1015          | 1,343         |
| Design & Construction.....       | 341           | 250           |
| Economic Development.....        | 0             | 2             |
| Emergency Management.....        | 9             | 22            |
| Emergency Services.....          | 39            | 40            |
| Enterprises Services.....        | 77            | 79            |
| Environmental Services.....      | 2002          | 2,258         |
| Facility Maintenance.....        | 2377          | 2,469         |
| Fire Department.....             | 57            | 50            |
| Human Resources .....            | 24            | 30            |
| Humane Society, Hawaiian** ..... | 85            | 75            |
| Information & Technology.....    | 14            | 10            |
| Managing Director.....           | 10            | 8             |
| Mayor .....                      | 225           | 220           |
| Medical Examiner .....           | 4             | 4             |
| Neighborhood Commission.....     | 23            | 15            |
| Parks & Recreation.....          | 1415          | 1,606         |
| Planning & Permitting .....      | 1884          | 1,862         |
| Police.....                      | 1771          | 1,858         |
| Prosecuting Attorney .....       | 15            | 20            |
| Royal Hawaiian Band.....         | 1             | 1             |
| Transportation Services.....     | 1317          | 1,438         |
| <b>TOTAL.....</b>                | <b>13,399</b> | <b>14,458</b> |

\*\*Not a City agency

### Information Branch

The branch responds to inquiries received in writing, by telephone, in person, by e-mail and fax about City services, projects, programs and policies. The information chief is assisted by five information specialists and a clerk. One specialist serves as the chief photographer. The Honolulu Municipal Television (HMTV) executive producer is also in this branch.

During the FY 2009-2010 reporting period, staff answered more than 50,000 telephone calls and completed more than 800 written assignments. These included preparing, editing and distributing news releases, media advisories, fact sheets, messages, proclamations, official remarks, articles for local publications and various correspondence. Staff also responded to an average of 30 email inquiries a day, prepared and staffed exhibits in conjunction with various trade shows and other public events, and coordinated publicity for Honolulu City Lights in December. The writing staff coordinated and contributed to the Departmental and Agency Reports of the City and County of Honolulu, Honolulu Showcase, 2010 Calendar of Special Events and the Mayor's Newsletter.

The information staff also publicized new City initiatives, such as continued expansion of bulky item pick-up services islandwide, recycling services, new property tax credits, satellite city hall services and hours, energy and sustainability programs, and ongoing environmental sustainability projects.

In addition, the information staff alerted the public to wastewater spills, box jellyfish infestations at beaches, flooding hazards, routine roadwork on Oahu's streets and large emergency repairs on major roads throughout the City.

### Honolulu Municipal Television

Honolulu Municipal Television (HMTV) produced about 36 hours of original shows during the year, thanks in part to a City contract and a state grant. One program, *The Mayor's Report*, included announcements and activities within the office of the mayor. Another program, *City News*, highlighted City-sponsored activities. These shows were produced under the direction of an executive producer and premiered on Olelo Community Television (Oceanic Channel 54). They were also replayed on KPXO (Channel 66).

HMTV showcased a "State of the City" special report that highlighted the administration's annual presentation. This program was broadcast live from outside Mission Memorial Auditorium and re-broadcast on Olelo.

HMTV covered many special Sunset on the Beach events in Waikiki, which included a tribute to our local sports champions, The Green Concert, and Lost Finale. HMTV also covered the Sunset series in Waimanalo, Ewa Beach, and Laie.

The holiday season at the end of 2009 featured another successful presentation of Honolulu City Lights via live telecast on Olelo Community Television, followed three weeks later by a one-hour program on commercial television featuring the Public Workers Electric Light Parade. HMTV also produced three hours of Honolulu City Lights programming for replay on Olelo TV on Christmas day. The event has had multiple replays on that channel.

More than 100 segments were written, edited, produced and aired on *City News* and the *Mayor's Report*, covering a wide range of topics, which included various City department projects, ethnic celebrations, culture and arts events, and new developments.

HMTV is involved in providing support for multiple projects from other departments. It has assisted in creating videos that help to promote Honolulu as a destination. In addition, HMTV works closely with the Department of Environmental Services in lending assistance to students involved with environmental video presentations. Public Service Announcements and the promotion of City-sponsored events are also included in annual HMTV activities.

## Municipal Reference Center (MRC)

The Municipal Reference Center branch of the Customer Services Department includes the Municipal Library, the Archives and Records Center, and the Municipal Bookstore. This trio provides a range of information and research services specializing in Honolulu and local government works, including records management, archival support, and a centralized place to purchase city publications. The MRC spent \$2,032 to update the library collection, \$386 to maintain its specialized collection of subscriptions and \$45,095 to partially fund the microfilming of city documents for permanent retention.

During fiscal year 2009-2010, the library, records management and bookstore:

- Handled 1059 requests for information from city workers and the public (856 in FY 09).
- Loaned more than 2,006 books, reports and magazines (2,032 in FY 09) to more than 2801 patrons (2,504 FY 09).
- Coordinated microfilming/scanning of over 2,229,315 images and filled 699 requests to retrieve records (406,235 images and 628 requests to retrieve records in FY 09).
- Sold 1,129 volumes at the Municipal Bookstore for \$16,706.50 (1,546 volumes for \$23,212.00 in FY 09).

## Printing Services Branch

A staff of nine produces graphics, printing and bindery services for all City agencies. The branch produces informational books, brochures, forms, newsletters, flyers, reports, letterheads, envelopes, business cards, programs, signs, certificates and bus placards for use by City agencies or public distribution. The Printing Services report for FY 10 is as follows:

- Graphic Arts work orders completed – 710, including an additional 1,284 separate graphic arts projects.
- Printing work orders completed – 986 which encompassed 17,723 individual operations, totaling 8,461,452 impressions.
- Bindery work orders completed – 710, which encompassed 1,009 separate operations.

## SATELLITE CITY HALL DIVISION

**Eric Kimura, Chief**

The division provides essential services and information for various City and State agencies through 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. Services provided at the Satellite City Halls include: motor vehicle licensing and registration; collection of water bill and real property tax payments; sale of monthly bus passes; dog, bicycle and moped licensing; disabled parking permits; picnic and camping permits; loading zone and bus stop parking permits; fireworks permits; animal spay/neuter certificates; registration and certification of voters; and information about various government programs. Driver license renewals and duplicates services are also provided at the Fort Street Mall, Hawaii Kai, Pearlridge and Windward City offices. The Ala Moana, Kalihi and Pearlridge offices continue to be the busiest locations.



The Pearlridge Satellite City Hall is located at Pearlridge Center-Uptown.



Pearlridge's one-stop point-of-sale system allows customers to complete their transactions and pay at the customer services window.

**HIGHLIGHTS**

New and improved services implemented at the satellite offices this fiscal year included the following:

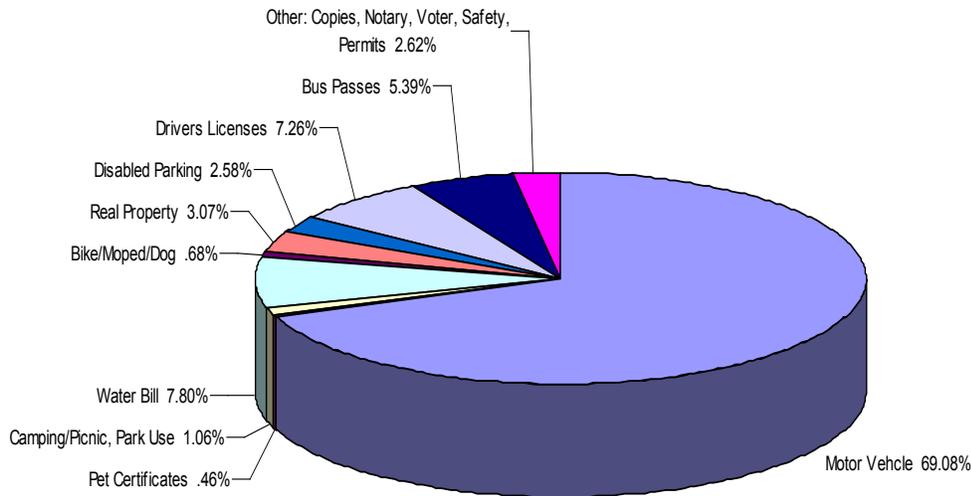
- All satellite offices were converted from analog phones to a digital phone and recording system to better service the public.
- Increased the number of Print-on-Demand motor vehicle registration renewal system printers at several satellite service centers. The additional service counter printers provided staff better accessibility to print and issue motor vehicle registration and emblem stickers to paying customers.
- Upgraded Hawaii Kai Satellite City Hall's network connectivity with a wider bandwidth to improve response times to customer service related website applications.
- Installed of new digital security system for the Kailua and Waianae offices. In addition to addressing security issues, the new system allows the administration to view and monitor these sites electronically from their computer terminals.

**FISCAL YEAR TOTALS**

| <u>Locations</u>       | <u>Transactions Count 2010</u> | <u>Transactions Count 2009</u> | <u>Revenue Collected 2010</u> | <u>Revenue Collected 2009</u> |
|------------------------|--------------------------------|--------------------------------|-------------------------------|-------------------------------|
| Ala Moana .....        | 132,638 .....                  | 135,016 .....                  | \$22,262,290.....             | \$20,611,468                  |
| Fort Street Mall ..... | 104,855 .....                  | 97,989 .....                   | 19,686,010.....               | 19,634,320                    |
| Hawaii Kai .....       | 60,135 .....                   | 56,916 .....                   | 7,369,234.....                | 6,644,904                     |
| Kailua .....           | 61,288 .....                   | 85,882 .....                   | 9,407,128.....                | 10,318,811                    |
| Kalihi.....            | 110,006 .....                  | 120,884 .....                  | 17,903,381.....               | 18,025,521                    |
| Kapolei .....          | 99,826 .....                   | 91,963 .....                   | 17,480,538.....               | 15,060,898                    |
| Pearlridge.....        | 163,075 .....                  | 153,582 .....                  | 20,050,195.....               | 17,772,624                    |
| Wahiawa.....           | 82,271 .....                   | 78,328 .....                   | 9,672,386.....                | 9,433,921                     |
| Waianae .....          | 44,203 .....                   | 46,150 .....                   | 6,484,274.....                | 6,020,418                     |
| Windward City.....     | 73,968 .....                   | 34,566 .....                   | 9,188,379.....                | 4,754,444                     |
| Total.....             | 932,265 .....                  | 901,276 .....                  | \$139,503,815.....            | \$128,277,329                 |

*In FY 2010, the number of transactions processed at the satellite city halls grew 3.4% with a revenue collection increase of 8.75%*

**SATELLITE CITY HALL TRANSACTIONS (932,265) FOR FISCAL YEAR 2009 - 2010**





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## DEPARTMENT OF COMMUNITY SERVICES

Debbie Kim Morikawa, Director  
Ernest Y. Martin, Deputy Director

### POWERS, DUTIES AND FUNCTIONS

The Department of Community Services (DCS) is the City agency responsible to: (a) develop and administer projects, programs and plans of action for human resources and human services programs; (b) develop and administer projects and plans of action designed to achieve sound community development, provided that such projects, programs and plans of action conform to and implement the general plan and development plans; and (c) act as the local public officer for the purpose of implementing 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]

On July 1, 1998, the powers, duties and functions of the DCS were expanded to accommodate community-based development planning functions of the former Department of Housing and Community Development.

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

DCS provides a broad spectrum of programs and services to members of the public in the greatest need, which support, develop and provide opportunities for individuals, families and communities to achieve an improved quality of life. General areas of service and support include:

- Youth Programs
- Elderly Programs
- Workforce Development
- Housing Ownership Programs
- Rental Subsidy Programs
- Fair Housing Program
- Grants to Nonprofit Organizations
- Community Based Economic Development
- Loan Programs (Rehabilitation, Solar, Down Payment, Section 108)

DCS also houses two committees which are advisory to the mayor and are administratively attached to DCS:

- **Mayor's Advisory Committee on Disabilities**

Established in 1971, the Mayor's Advisory Committee on Disabilities (formerly known as the Mayor's Committee for People with Disabilities), serves as a voluntary advisory committee to the mayor on disability issues and City policies relating to the Americans with Disabilities Act. The committee advises the mayor on matters that fall under the jurisdiction of the City and County of Honolulu and in facilitating changes in policies and services that provide greater access to persons with disabilities.

- **Honolulu County Committee on the Status of Women**

The Honolulu County Committee on the Status of Women (HCCSW) was created under the terms of Act 190, SLH 1970. Its members serve voluntarily as an advisory body to the mayor on matters of concern to women. HCCSW interacts with the mayor, City Council, Hawaii State Commission on the Status of Women, Hawaii State Legislature and the community at large.

### OFFICE OF SPECIAL PROJECTS

#### Ernest Y. Martin, Chief Executive

The Office of Special Projects (OSP) serves as the Department's liaison to the community for the development and implementation of human service, community revitalization and community based economic development initiatives to address the needs of socially and economically disadvantaged youth, adults, families and communities in the City and County of Honolulu.

### YOUTH SERVICES

In Fiscal Year 2010, approximately 3,500 youth and young adults were served through programs offered at the department's Youth Services Center. The populations served through these programs are considered high risk and include criminal offenders/ex-offenders, chronically unemployed, people with special needs, chemical addictions and individuals who are experiencing homelessness. The Youth Services Center is considered a model program in the state of Hawaii and consolidates seven prevention, intervention and treatment/rehabilitation programs directly within the 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.

#### YouthBuild Honolulu

YouthBuild Honolulu is an educational and job training program that prepares young people for employment and responsible citizenship. The program works with a small population of non-high school graduates, 16-24 years of age, who come from dysfunctional

families, suffer from alcohol and drug addictions, and have limited financial resources. For many participants, YouthBuild is the last chance to avoid incarceration, drug addiction and long-term unemployment.

#### **Significant Achievements in FY 2010**

- 60 youth completed the program and earned their high school diploma
- 44 youth secured employment
- Youth assisted the Hawaii Public Housing Authority with the rehabilitation of 10 public housing units.
- The program received 3 awards from the YouthBuild USA Affiliated Network in the following categories: Outstanding Achievement in Attendance, Outstanding Achievement in GED/High School Diploma Attainment and Outstanding Achievement in Program Completion.

#### **Juvenile Justice Center**

The Juvenile Justice Center, with guidance from the City's Juvenile Crime Enforcement Coalition, continues its partnership with the Honolulu Police Department to provide first-time law violators with services to prevent their further involvement in the juvenile justice system. The center serves as a centralized intake and assessment facility where staff issue accountability-based "sanctions" to these offenders. These sanctions include HPD educational and counseling services, substance abuse counseling, anger management classes and follow up counseling services.

#### **Significant Achievements in FY 2010**

- 1135 juvenile cases were referred to the Center
- 96% (1093) completed an assessment and received sanctions
- 88% (1004) completed sanctions
- Only 1% (5) of those receiving service re-offended

#### **Youth Offender Demonstration Project**

The Youth Offender Demonstration Project, funded through the U.S. Department of Labor, allows youthful offenders the opportunity to work towards self-sufficiency and no further involvement in the court system. Services include intensive case management, vocational training, high school diploma program, substance abuse counseling and employment services. Significant achievements included participants securing employment, earning a high school diploma or entering college.

#### **Honolulu Young Parents Program**

The Honolulu Young Parents Program is a customized track of services within the Workforce Investment Act (WIA) Youth Program that provides mentoring training for young parents and expectant mothers and fathers, ages 16-24 to increase their likelihood to achieve or maintain self sufficiency. Significant achievements included participants gaining work experience, earning a high school diploma or attending an industry recognized credential.

#### **Workforce Investment Act Youth Program Operator**

The Workforce Investment Act Youth Program Operator receives its funding through the Oahu Workforce Investment Board and engages government agencies and nonprofit organizations to provide comprehensive employment training services for WIA participants.

#### **Significant Achievements in FY 2010**

- 358 youth received employment training services
- 772 basic skills, occupational development, and work readiness goals were attained by participants
- 358 participants received career counseling and guidance
- 58 participants secured employment, entered internships, and/or entered post-secondary education
- 140 youth attained a high school diploma or an occupational trades certificate

#### **ARRA WIA Youth Work Experience Programs**

The Work Experience Program provided youth, ages 14 to 24 with meaningful work experience training linked to their employment and career interests.

#### **Significant Achievements in FY 2010 (May 2009 to August 2009)**

- 57 government and nonprofit organizations were work site training host agencies.
- 359 youth received work experience training

#### **Significant Achievements in FY 2010 (May 2010 to June 2010)**

- 41 government, nonprofit, and for profit agencies/organizations were work site training host agencies.
- 97 youth received work experience training
- 39 youth completed a non-credit community college course on green jobs and sustainability

#### **ARRA TANF Summer Work Opportunity Program (SWOP):**

The 2010 SWOP provides individuals, ages 14 to 23 meaningful work experience linked to their career interests.

#### **Significant Achievements in FY 2010**

- 84 government, nonprofit, and for profit agencies/organizations were work site training host agencies.
- 419 youth received work experience training



2010 ARRA Work Experience Participant – Ainise who works as a Program Assistant at Susannah Wesley Community Center takes time out of her day to take a picture with a Susannah Wesley student.



Brothers Lesoalii & Jay receive their first pay checks from the 2010 Summer Work Opportunity Program.



2010 SWOP Participants (L to R) Jacob, Joshua & Dayna receive their first pay checks while working at Seagull Schools.

## COMMUNITY REVITALIZATION

The Community Revitalization program assists community-based economic development organizations, other private nonprofit organizations, and businesses in developing commercially-viable and sustainable initiatives that focus on revitalizing distressed communities and provide benefits to low- to moderate-income individuals and families.

### Community Strengthening Program

The City provided Community Development Block Grant (CDBG) funds to Empower Oahu (EO) to conduct a Community Strengthening Program (CSP) that is designed to help low- to moderate-income communities and neighborhoods prepare development plans, build capacity and assists in the establishment of Neighborhood Revitalization Strategy Areas (NRSA) and Community-Based Development Organizations.

#### Significant Achievements in FY 2010

- Assisted the Wahiawa Community Based Development Organization (CBDO) as a 501(c) 3 non-profit agency and completed the Neighborhood Revitalization Strategy Area (NRSA) application to Local-U.S. HUD via the City. HUD approved the Wahiawa NRSA designation that enables the community to attract funding to plan and to continue to develop community-based economic development projects for the area.

### Micro-enterprise Development Initiatives

The City funded a business start-up project that is implemented by Parents and Children Together (PACT) with CDBG funds for low- and moderate-income (LMI) persons. The project recruited 100 LMI participants from various public housing facilities in the Honolulu, Aiea and Leeward Coast communities that resulted with 33 participants completing an assessment. Of the 33 participants, 28 completed the business start up training. Of the 28 participants, 12 received technical assistance to start their own businesses. Of the 12, 10 participants have successfully started a business and developed their own business plan. Of the 10 businesses,

there are 3 childcare services, 2 home/commercial cleaning services, 1 accounting firm, 1 screen printing, 1 elderly care services, 1 certified nursing assistant service, and 1 handyman service.

In 2010, the City funded three (3) Economic Development Projects, one with PACT to serve 40 LMI participants in the Leeward Communities and two separate programs with Empower Oahu to work with 20 to 25 participants (new and existing business owners) from Waipahu and another 20 to 25 participants (new and existing business owners) from Ewa Beach and Wahiawa communities.

**Brownfields**

The Community Revitalization Section, with the cooperation of staff from the Department of Environmental Services, is implementing a U.S. Environmental Protection Agency-funded Brownfields Assessment Grant. The grant funds are to be used for the development of a community-wide inventory of potential Brownfields sites for environmental clean-up and the Phase I & II assessment of selected sites. Environmental Resources Management (ERM), has researched the Waialua Sugar Mill as a possible site, and continues to compile data for the site selection inventory to include areas surrounding the proposed Honolulu Rail Transit station locations.

**Oahu Enterprise Zone Partnership**

The Enterprise Zone (EZ) Partnership, created by the Hawaii State Legislature and adopted as a city program since 1994, provides incentives to certain types of businesses that create new employment in areas nominated by the local government as most needed or appropriate. The City has maximized its zone designation to six geographical areas designated for businesses.

- Zone 1: North Shore/Koolauloa
- Zone 2: Portions of Wahiawa and Mililani Technology Park
- Zone 3: Central Oahu Portions of Pearl City, Ewa, Waipio, and Kapolei
- Zone 4: Portions of Urban Honolulu
- Zone 5: Portions of the Leeward Coast of Waianae
- Zone 6: Portions of Waimanalo

The state Legislature passed SB 1248 Relating to State Enterprise Zones which was signed into law by the Governor as Act 174 on July 10, 2009. The primary key point of this legislation is to extend the tax incentives for already qualified businesses for an additional three years. Act 174 became effective on August 1, 2009.

As of June 30, 2010, there were 57 companies participating in the Oahu EZ program in the following zones:

- Zone 1 5
- Zone 2 1
- Zone 3 9
- Zone 4 38
- Zone 5 0
- Zone 6 4

Spurred by the provisions of Act 174, 30 businesses have already applied for a three-year extension to receive tax incentives and are awaiting State approval.

**SECTION 108**

The Section 108 Loan Program is a loan program which is backed by the full faith and credit of the Department of Housing and Urban Development. The City may borrow up to five times its annual Community Development Block Grant entitlement amount on an interim or permanent basis. The City may also lend Section 108 loan funds to third party borrowers including for-profit and not-for-profit developers and corporations. Eligible lending activities are centered on economic revitalization and community development uses.

**Leeward Coast Community Benefits Program**

To offset the impact of the Waimanalo Gulch landfill on adjacent Leeward Coast communities, in FY 07, Mayor Mufi Hannemann dedicated a \$2.0 million community benefits program.

To ensure that these funds are expended in a manner that is reflective of the needs of the communities, a Community Benefits Advisory Committee was convened to solicit, review and select projects that are seeking funding for necessary community-based programs and services.

Of the \$2.0 million, \$1.0 million is administered by the Department of Parks and Recreation for improvements to parks in target communities. The remaining \$1.0 is administered through a formal Request for Proposal (RFP) process by the Department of Community Services for grants to private and/or community-based non-profit organizations (CBOs), for programs and services that address problems or concerns in the following communities: Kalaeloa, Kapolei, Honokai Hale/Nanakai Gardens, Ko Olina, Nanakuli, Maili, Waianae, Makaha and Keaau. This program has continued annually and the following were the projects that were selected for funding in FY 2009 through the grants program:

| <u>Organization</u>                     | <u>Activity</u>   |
|---|---|
| Boys and Girls Club of Honolulu .....   | Design and Construction costs related to the completion of the Leadership in Energy & Environmental Design for the NFL Yet-Hawaii Project in Nanakuli |
| Corvette Center Ministries .....        | Maintain and expand multi-dimensional transitional program for homeless residents   |
| Dyslexia Tutoring Center of Hawaii..... | Provide multi-pronged approach to address dyslexia for affected youth   |

|   |  |
|---|--|
| Easter Seals Hawaii .....                                   | Install audio visual computer for education and training for ESH service providers, staff, and community service providers   |
| Friends of Kapolei Hale.....                                | Provide social, educational, cultural events and activities to instill community and family pride  |
| Habitat for Humanity Leeward Oahu .....                     | Support program aspects of the Homebuilding Program for 4 homes for eligible very-low income families  |
| Hawaii Family Services.....                                 | Improve quality of life for 50 children and youth who are being raised by grandparents and other relatives   |
| Hawaii Speed and Quickness.....                             | Conduct speed/agility clinics for youth and Coach/Parent clinics   |
| Hoolana .....   | Provide academic enrichment program for academically challenged and economically disadvantaged students  |
| Leeward Kai Canoe Club .....                                | Implement the Na Opio program for youth to provide healthy, educational extension program alternatives   |
| Makana O Ke Akua .....                                      | Provide structured transitional homes for recovering substance abuse offenders   |
| Nanakuli High & Intermediate School PTSA .....              | Implement the School/Community Services, Pride and Beautification Program  |
| Oahu Society for the Prevention of Cruelty to Animals ..... | Open a no-kill shelter to provide sanctuary for abused, neglected, homeless animals  |
| Special Olympics Hawaii .....                               | Provide fitness care, sports training, competitions, health screenings for intellectually challenged children, youth, adults and families                            |
| United States Veterans Initiative.....                      | Provide substance abuse and after care case management services to homeless military veterans  |
| Valley of Rainbows  |  |
| Making Dreams Come True .....                               | Implement the annual educational/leadership youth conference; provide support for the annual Waianae Coast Sunset on the Beach                                       |
| Waianae Coast Coalition .....                               | Implement a planning project to establish a Small Business Incubator   |
| Waianae Community Outreach.....                             | Fund improvements to the emergency shelter; purchase 2 vehicles  |
| Waianae Community Outreach.....                             | Funds to maintain staff, increase benefits, train essential staff  |
| Waianae Hawaiian Civic Club .....                           | Continue efforts to implement a signage project for the Leeward Coast  |
| Waianae High School Alumni and Community Foundation.....    | Implement the Waianae Coast Digital Media Halau for youth to continue educational paths  |
| Waimanalo Construction Coalition .....                      | Enroll participants in public and private training programs for commercial driver licenses; construction   |
| Westside Athletics Foundation .....                         | Assist youth organizations to set and achieve goals for advancement of communities, promote healthy family activities, good citizenship, sportsmanship and education |
| Young Women's Christian Association.....                    | Implement Ways to Work loan program for low-income families  |

**Child Care in the Parks**

The City's Child Care in the Parks program was conceptualized in 1988 when affordable early education and care services were identified as a need for employees of the City and County of Honolulu. This need was addressed with the construction of the first employer-sponsored child care center in the state of Hawaii on the top of the City's parking lot, named the Early Education Center. The City also designated facilities at city parks for child care programs: Lanakila District Park, Swanzy Beach Park, Kauluwela District Park, Dole Playground, Halawa District Park, Waipahu District Park and Waianae District Park. The City requires the program operators to provide free and/or partially subsidized child care services to least 50 percent of the children participating at each project site.

In the years of 1990 to 2000, the City worked with private developers to set aside parcels of land in larger housing developments for child care centers to be located next to public/private park parcels. Consequently, land has been dedicated for child care centers in major housing projects in Waipio, Mililani Mauka, Ewa, Ko Olina, Maili Kai and Kunia.

**Friends of Honolulu Hale**

The Planning Section also manages the Friends of Honolulu Hale (FHH) volunteer services program. The primary function of the FHH program is to develop and coordinate volunteer services for city departments by maintaining a pool of available volunteers.

**GRANTS RESEARCH & DEVELOPMENT**

This section assists the department in identifying, applying for and obtaining Federal, State and private grants consistent with the service priorities of the department. It also matches community based nonprofit organizations with potential funding sources and grant opportunities found through specialized research software. In addition, this section continues to coordinate grants research and resource development to support the continuation and enhancement of programs and services for agencies of the City and County of Honolulu.

## Honolulu SPF

In 2009, the City and County of Honolulu was awarded \$313,950 to build capacity to address the issue of underage drinking at the county level. The initiative that has developed from this grant is called the "Honolulu SPF," which stands for *Strategic Prevention Framework*, a prevention model that emphasizes sustainability of efforts and cultural competence. The Honolulu SPF has worked closely with the Oahu chapter of the Hawai'i Partnership to Prevent Underage Drinking (HPPUD), and has offered trainings, open to the community, in a variety of skills and evidence-based program curricula.

## Honolulu Forever Young

The Honolulu Forever Young awards are part of the City and County of Honolulu's campaign to change the perception of retirement and aging. Nominees must be 65 years of age or older, gainfully employed at least 19 hours per week, and reside in the City and County of Honolulu. Award recipients are selected based on the cumulative successes of their careers, their contributions to our community through mentoring, philanthropy, and volunteerism, and their healthy lifestyle.



2009 Honolulu Forever Young Honorees L to R: Oz Stender, Danny Kaleikini, The Honorable Walter Kirimitsu, Sister Alicia Lau, Andrew Friedlander, and Lawrence Okinaga. Photo with Debbie Kim Morikawa, Director of Community Services (Left), Mayor Mufi Hannemann (Middle), and Kirk Caldwell, Managing Director (Right).

The second annual awards luncheon was held on September 23, 2009 at the Hawaii Prince Hotel. The honorees were Mr. Andrew D. Friedlander, Co-founder and Principal Broker, Colliers Monroe Friedlander; Mr. Daniel Kaleikini, Ambassador of Aloha, World of Aloha; The Honorable Walter S. Kirimitsu, President, Saint Louis School; Sister Alicia Damien Lau, OSF, Chief Operating Officer, Oahu Care Facility, Pearl City Nursing Home, Community Case Management Corporation, Kulana Malama, and Kokua Nurses; Mr. Lawrence S. Okinaga, Partner, Carlsmith Ball LLP; and Mr. Oz Stender, Trustee at Large, Office of Hawaiian Affairs.

In addition to these six awards, the judging committee recommended an additional award to acknowledge individuals who meet all of the award criteria and score at the top of the judges' lists, but due to their affiliations with program sponsors, are not eligible for consideration for a Honolulu Forever Young Award. The recipients of the 2009 'Oihana Maika'i Award were Mr. John Henry Felix, Chairman and CEO, Hawaii Medical Assurance Association; and Ms. Frances Kirk, Executive Vice President, Outrigger Activities Center/Outrigger Entertainment.

## STUDENT INTERNSHIPS

The Youth Services Center serves as an educational training site for future social workers schooled at the University of Hawaii and Hawaii Pacific University. Interns pursuing their bachelors and masters degrees in social work provide case management services, counseling and guidance, and high school diploma instruction and tutoring. They also participate in staff meetings and professional development training that enable them to contribute to discussions and learn about the youth and workforce development needs of our client population and the local community.

## Highlights of FY 2010

- The program provided internship opportunities to five students
- Interns provided 1,400 hours of services

## THE OAHU WORKFORCE INVESTMENT BOARD (OWIB):

Marilyn A. Matsunaga, Executive Director

### The Oahu Workforce Investment Board invests in human capital

We believe that a vibrant workforce plays an integral role in the well being of the local economy. To support our local economy, the Oahu Workforce Investment Board (OWIB) collaborates with industry leaders and government to help Oahu's business grow, train and sustain a globally competitive workforce. We partner with the City's Oahu WorkLinks system which operates seven One Stop Centers around Oahu. Together, we bridge the gap between job opportunities and creating a pool of workers who are qualified or can be trained to fill them.

### This "bridge" provides:

- A solid menu of job training, education and employment services for everyone with a special emphasis in assisting low income adults, workers who have been laid-off from their jobs (displaced homemakers and self-employed individuals also may qualify for these services), at-risk youth and veterans.
- Financial aid to those enrolling in training at institutions who participate in the Eligible Training Providers (ETP) program. Examples of this training span everything from computer technology and software skills to nurse aide certifications to office

technology to auto mechanics and more. These training opportunities enable people to embark on new career paths. This means that a person who was an airline customer service representative may be able to enter a new career in the retail industry or a person who is a laid off electrician may gain additional certifications to move their career up to the next level.

The nation's local workforce investment boards and one-stop centers were established by the federal Workforce Investment Act of 1988. OWIB is a volunteer advisory board whose members are appointed by the mayor. Its partner, Oahu WorkLinks' lead agency WorkHawaii, is a division of the City and County of Honolulu's Department of Community Services.

**OWIB is involved with:**

**The Tourism Workforce Advisory Council** -- The mission of the Council is to develop and improve the quality of Hawaii's tourism industry workforce and encourage opportunities for career development and upgrading for present and future employees.

**Step Up Hawaii** -- It is a community-wide campaign of [Hawai'i P-20 Partnerships for Education](#). It promotes career and college readiness for Hawaii's high school students. It has been designed to prepare students for success upon graduation from high school, whether they choose to enroll in college or enter the workforce. Upon graduation, students who earn the BOE Step Up Diploma are rewarded with special incentives, such as special consideration for scholarships, admission into Hawai'i colleges, and job application advancement with various employers.

**Hawaii's Energy Sector Strategies Grant** is focused on developing green industries in Hawaii to meet Hawaii's energy needs. It will provide people with the opportunity to learn new green-focused skills to provide them long-term, career development jobs in green industries and industries with a green-layer. The grant not only provides training but also creates a green training infrastructure.

**Subcommittee on Volunteers and Workforce -- Hawaii Host Committee for APEC 2011.** This subcommittee is one of several subcommittees helping prepare the community to host the Asian Pacific Economic Cooperative's meeting in Honolulu in 2011. The goal of the committee is to ensure a sufficient and well-trained workforce that exhibits hospitality infused with Hawaiian cultural values.

**Projects include:**

**Job Search Tool:** OWIB brought a new "tool" (TORQ) to help job seekers and business. TORQ is an analytical tool that matches workforce to occupations based on abilities, skills and knowledge instead of just someone's job history. By doing so, it opens up job possibilities beyond traditional career paths while also helping business see new strategies for training, restructuring or growing their employee skill set. TORQ is located at the Oahu WorkLinks one-stop centers.

**Job Communication Tool:** The OWIB has a newly re-designed website-- [www.owib.org](http://www.owib.org). The website provides unemployment insurance benefits, job search workshops, and other information. The website ranks amongst the top 100 most visited sites of the City & County of Honolulu.

**Jobs – Healthcare Industry: Ulu Pono Project:** Kapiolani Community College partnered with OWIB and Oahu WorkLinks (OWL) in obtaining a \$1.7 million grant to train workers in the health care industry, focusing on Certified Nursing Assistants; Pharmacy Technicians; Medical Billing and Coding; Medical Assisting and Dental Assisting. Four hundred and nine (409) people are projected to be trained and the grant will be effective to 2/15/12. OWL will provide employment counseling and follow up to graduates to connect them to job openings in HireNet.

**ELDERLY AFFAIRS DIVISION**

**Elizabeth Bethea, County Executive on Aging**

The Elderly Affairs Division (EAD) is the designated Area Agency on Aging (AAA) and serves as the City and County of Honolulu's focal point for older adults and, now, people of all ages with disabilities. The agency is part of a national network of 56 state units on aging, 650 area agencies on aging, 244 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, the State's link to the federal Administration on Aging in the U.S. Department of Health and Human Services.

The mission of EAD is to plan and develop a coordinated and comprehensive system of services for those 60 years and older, and those of any age with disabilities. These services enable older and disabled persons, who may be frail or have limited economic or social support systems, to live independently in the community for as long as possible. Information and assistance services are also provided to increase access to available services.

People's ability to access information and services for older adults and those with disabilities continues to be extremely critical as more family caregivers of all ages are called upon to provide care, both locally and long-distance. To assist in this effort, the Older Americans Act was amended in 2000 to include funding to expand services to family caregivers, as well as to grandparents or other relative caregivers age 55 and older who provide primary care for relative minors until their 18<sup>th</sup> birthday.

For more than three years, EAD has been working in close collaboration with the State Executive Office on Aging and county Area Agencies on Aging in the development of strategies to implement the Administration on Aging's national initiative to establish Aging and Disability Resource Centers in every state. Earlier this year, EAD began operating its "virtual" Aging and Disability Resource Center website that will further expand information and assistance services to older adults, persons with disabilities and their caregivers.

The division carries out a number of functions to accomplish its mission. These activities include:

- planning
- service development
- community education

- advocacy and coordination
- contracting for gap filling services
- senior volunteer recognition

Following the late 2009 retirement of Karen Miyake, EAD's County Executive on Aging who had been with the agency for 31 years, a new County Executive was hired at the beginning of 2010. A new Budget Analyst and a new Chief Planner were also hired around that time. Simultaneously, EAD's receipt of additional federal grants created the need for several other positions to be created and filled. With this influx of new people, new programs and a greatly expanded service population within a relatively short period of time, EAD has been challenged to embrace change and uncertainty, and to become an active partner in the planning of its own future. How the agency goes about adapting and growing along new lines will be the subject of next year's annual report.

More specific information about EAD's goals and objectives may be found in the Four Year Area Plan on Aging October 1, 2007 – September 30, 2011. An Executive Summary, as well as the complete text, is available at [www.elderlyaffairs.com](http://www.elderlyaffairs.com).

**Significant Achievements in Fiscal Year 2010**

- Completed 30 contracts with 13 public and non-profit agencies
- Completed implementation of the fourth year Healthy Aging Partnership grant. Additional ARRA funds were received to continue plans for sustainability through March 31, 2012. The Chronic Disease Self-Management Program (CDSMP) expanded to include Arthritis Self-Management (ASMP) and Diabetes Self-Management (DSMP.) The Honolulu partners were able to send 12 individuals to be trained as Master Trainers in April 2010. In addition, EAD received an additional evidence-based grant to include Enhanced Fitness (EF) that will be implemented by partnering with two contracted service providers.
- Made significant progress toward reshaping its Information and Assistance Unit to better serve the public through the development of a virtual Aging and Disability Resource Center, improving training opportunities for staff and expanding other initiatives in partnership with others to provide additional service to older adults living in the capture areas.

**Aging Network Service System**

In FY 2010, a wide range of services for older adults were funded through 30 contracts with 13 public and non-profit agencies. In addition to administering contracts, EAD provided direct services through its Information and Assistance Unit. Agencies and the services they provided included:

| <u>Organization</u>  | <u>Activity</u>  |
|--|--|
| Alu Like .....   | Chronic Disease Self-Management Program (CDSMP); Arthritis Self-Management Program (ASMP); Diabetes Self-Management Program (DSMP)   |
| Alzheimer's Association - Aloha Chapter .....                      | Caregiver Support: Training  |
| Catholic Charities Hawaii .....                                    | Lanakila Multi-purpose Senior Center: Health Screening, Physical Fitness/Exercise, Health Education/Promotion, Education/Training, Recreation; Para-Professional Services: Counseling, Escort, Literacy/Language Assistance; Kupuna Care Transportation; Transportation; Housing Assistance: Information and Linkage; Respite Services: Respite Linkages, Information & Assistance, Counseling |
| Child and Family Service<br>Honolulu Gerontology Program .....     | Respite Care: Counseling, Respite Linkage, Access Assistance; Health Maintenance & Wellness: Health Screening, Health Education/Promotion, Counseling; Case Management; Case Management for Abused Elders; Caregiver Support: Access Assistance: Counseling, Supplemental Services, Support Groups, Training; Chore; Homemaker   |
| Elderly Affairs Division<br>Department of Community Services ..... | Information and Assistance, Outreach, Caregiver Access Assistance, Caregiver Information Services  |
| Hawaii Family Services, Inc. ....                                  | Caregiver Support: for Grandparents Caring for Grandchildren Support Groups, Counseling, Education/Training  |
| Hawaii Meals on Wheels, Inc. ....                                  | Home-Delivered Meals   |
| Honpa Hongwanji Mission of Hawaii<br>Project Dana .....            | Attendant Care; Caregiver Support: Support Groups, Counseling  |
| Kokua Kalihi Valley Elderly Services .....                         | Case Management, Caregiver Support: Education/Training, Support Groups, Respite; Health Maintenance: Health Screening, Health Promotion, Counseling  |
| Lanakila Pacific .....   | Congregate Meals: Meals, Nutrition Education, Recreation, Outreach   |
| Lanakila Meals on Wheels .....                                     | Home-Delivered Meals: Meals, Nutrition Counseling, Nutrition Education, Outreach   |
| Moiiliili Community Center<br>Senior Support Center .....          | Socialization Activities, Transportation   |
| Multi-purpose Senior Center .....                                  | Health Screening, Physical Fitness/Exercise, Health Education/Promotion, Escort, Assisted Transportation, Transportation, Friendly Visiting, Literacy/Language Assistance, Telephone Reassurance, Education/Training, Counseling, Information & Assistance, Recreation, Volunteer Opportunities  |
| ORI Anuenue Hale, Inc. ....  | Caregiver Support: Education/Training, Support Groups  |

St. Francis Health Services for Seniors.....Personal Care  
 University of Hawaii at Manoa  
 William S. Richardson School of Law  
 University of Hawaii Elder Law Project  
 (UHELP).....Legal Assistance; Caregiver Services: Information Services  
 Waikiki Health Center  
 Waikiki Friendly Neighbors .....Attendant Care

Funding for programs came from several sources:

- Federal Older Americans Act (OAA) Title III funds through the Administration on Aging to provide support services to older adults and family caregivers
- Federal OAA Title IV funds to embed evidence based healthy aging programs in the Aging Network
- Federal OAA Title IV and Centers for Medicare and Medicaid Services grant funds to develop a virtual Aging and Disability Resource Center
- Federal Community Development Block Grant (CDBG) funds from the City and County of Honolulu to provide supportive services to frail older adults
- Federal National Association of Area Agencies on Aging (n4a) and National Tele-communications and Information Administration (NTIA) funds to assist older adult in Digital Television (DTV) conversion
- Federal Medicare Improvements for Patients and Providers Act (MIPPA) funds for Medicare part D enrollment assistance and low-income subsidies
- State funds via the Executive Office on Aging for Kupuna Care, senior center, and elder abuse programs
- County funds supporting program administration and Information and Assistance

The FY 2010 budget was \$6.7 million. Provision of services resulted in:

- 5,686 older adults receiving a variety of registered services providing in-home and community based care such as meals, personal care and transportation
- Approximately 70,100 older adults receiving additional services such as counseling, health promotion, housing and legal-assistance
- Approximately 43,300 receiving information and assistance and outreach services
- Approximately 1,400 family caregivers receiving a variety of assistance from case management to supplemental services
- 3,036 family caregivers receiving information services

Of those older adults and their caregivers receiving registered services:

- 69% cannot perform one or more ADLs (Activities of Daily Living include bathing, grooming, toileting, dressing, eating and mobility) or IADLs (Instrumental Activities of Daily Living include shopping, meal preparation, laundry, telephoning, transportation, cleaning) necessary for independent living
- 8% live in rural areas as defined by the Administration on Aging
- 82% are considered minority
- 25% are considered low-income minority
- 76.3% received one service, 18.0% received two services, 4.5% received three services and 1.2% received four or more services.
- 33% received services for 10 to 12 months in the fiscal year, 11% received services for 7 to 9 months, 15% received services for 4 to 6 months and 40% services for 1 to 3 months during fiscal year 2010.

**Kupuna Care Program**

The Kupuna Care Program, a collaboration of the State Executive Office on Aging and the county Area Agencies on Aging, provides assistance to frail older adults who cannot live at home without adequate help from family and/or formal services. To be eligible for Kupuna Care services, an older adult must:

- be a U.S. citizen or legal alien
- be 60 years of age or older
- not be covered by any comparable government or private home and community based services
- not reside in an institution such as an intermediate care facility (ICF), skilled nursing facility (SNF), adult residential care home (ARCH), hospital or foster family home
- have two or more ADLs or IADLs or significantly reduced mental capacity
- have at least one unmet need in performing an ADL or IADL

On Oahu, seven state-funded long-term care services were available in FY 2010 to help older adults avoid premature institutionalization. The following services were provided by eight contracted provider agencies:

| <u>Kupuna Care Services</u> | <u>Persons</u> | <u>Units</u>     | <u>Average Per Person</u> |
|-----------------------------|----------------|------------------|---------------------------|
| Attendant Care .....        | 675 .....      | 42,585.50 .....  | 63 hours                  |
| Case Management.....        | 675 .....      | 13,083.75 .....  | 19 hours                  |
| Chore.....                  | 96 .....       | 329.25 .....     | 3 hours                   |
| Home Delivered Meals .....  | 1,318 .....    | 175,605.00 ..... | 133 meals                 |

|                     |     |           |    |             |
|---------------------|-----|-----------|----|-------------|
| Homemaker.....      | 74  | 557.00    | 8  | hours       |
| Personal Care.....  | 464 | 25,259.00 | 54 | baths       |
| Transportation..... | 418 | 22,817.00 | 55 | 1-way trips |

Due to limited staff, client satisfaction surveys were not conducted by EAD this year for clients who received Kupuna Care services. However, all contracted service providers conducted their own surveys. The majority of the respondents reported a high level of satisfaction with services received and indicated the service met their needs; respondents said that receiving the service allowed them to remain at home, they rated the service they received as good to excellent, and said they would recommend the service to others.

Service Providers continued in their efforts to keep pace with their on-going waitlists for services. The average number of people waiting for services at the end of each quarter was 566. The chore and homemaker programs had the largest average number of clients, 144, on the waitlist at the end of each quarter, followed by Kupuna Care, Transportation with 88, and personal care services with 69. Waitlists are generally symptoms of an expanding elderly population, static funding, and difficulty in hiring and retaining qualified staff. However, in FY 2010, waitlists were greatly influenced by the decision of a long-time service provider to discontinue providing chore/homemaker services, and two service provider agencies taking on this challenge for the first time. The Aging Network continued to advocate for increased funding through legislation due to growing concerns that home and community-based services for frail elders are not being adequately funded. This prompted the successful passage of SB 2469 (The Emergency and Budget Reserve Fund) which included funding for Kupuna Care, ADRCs, Healthy Aging and Senior Centers. This Bill became law without the Governor's signature, becoming Act 191 on July 6, 2010.

Reauthorization of the Older Americans Act in 2000 included funding for the National Family Caregiver Support Program, which provides support for family caregivers providing assistance to older adults. The program also allows up to 10 percent of NFSCP funds to be used to assist those 55 and older who provide custodial care for minor relative children. To be eligible for most national family caregiver services, a person must be an unpaid family caregiver of any age. A grandparent or other relative caregivers of minors must be 55 years of age or older and responsible for the care of a minor relative child, 18 years of age or younger.

The following services were provided by nine contracted agencies and EAD staff:

| <u>Caregiver Services</u>                          | <u>Persons</u> | <u>Units</u> | <u>Average Per Person Unit</u> |
|--|----------------|--------------|--------------------------------|
| Access Assistance.....                             | 536            | 540.00       | 1 contact                      |
| Case Management.....                               | 93             | 3,621.00     | 39 hours                       |
| Counseling - Individual.....                       | 455            | 2,641.00     | 6 sessions                     |
| Counseling - Support Groups.....                   | 157            | 1,103.00     | 7 sessions                     |
| Caregiver Support.....                             | 49             | 239.00       | 5 sessions                     |
| Education/Training.....                            | 380            | 1,334.00     | 4 sessions                     |
| Information Services.....                          | 3,034          | 85.00        | 0.03 presentations             |
| Respite - In Home.....                             | 32             | 5,183.00     | 162 people/session             |
| Supplemental Service - Assistive Devices.....      | 7              | 8.00         | 1 hours                        |
| Supplemental Service - Incontinence Supplies.....  | 5              | 5.00         | 1 request                      |
| Supplemental Service - Nutritional Supplement..... | 3              | 3.00         | 1 request                      |
| Supplemental Service - Others.....                 | 10             | 17.00        | 2 request                      |

The following is a list of other activities engaged in by EAD staff under the NFSCP:

- Participated in three health fairs, John A. Burns School of Medicine, Senior Fair and the Family Caregivers' Awareness Day at the Capitol.
- Participated in the statewide Caregivers Coalition and its Advocacy Committee to support legislative bills, resolutions and other activities.

EAD staff member Kelly Yoshimoto chats with Lions Club volunteer Masa Tasaka at the 44th Annual Mayor's Senior Recognition Program.



- Served on the Grandparents Caring for Grandchildren Task Force. Final report presented to the JLCAIP/Kupuna Caucus July, 2010.
- Participated and provided information to the Joint Legislative Committee on Aging in Place.
- Planned and co-chaired four *Caregiver Informational Series* with AARP held at Mission Memorial Auditorium. Approximately 450 total caregivers in attendance.
- Contributed ideas for topics and appeared on *KHON2's The Elderhood Project* to promote family caregiver support.
- Planned and served as co-chair of the annual Family Caregiver Awareness Day and Resource Fair at the Capitol.
- Two staff trained to lead the "Powerful Tools for Caregivers" workshop. Co-facilitated the 6-week evidence-based program for caregivers caring for family members with Parkinson's disease at Kapiolani Community College.

**Other Aging Network Services**

Other services supported with federal Older Americans Act funds to help older adults 60 years and over maintain their independence in FY 2010 included:

| <u>Services</u>                   | <u>Persons</u> | <u>Units</u>   | <u>Average per person</u> |
|-----------------------------------|----------------|----------------|---------------------------|
| Congregate Meals.....             | 1,049.....     | 73,502.00..... | 70 meals                  |
| Counseling.....                   | 854.....       | 4,251.00.....  | 5 hours                   |
| Escort.....                       | 25.....        | 314.00.....    | 13 1-way trips            |
| Health Education/Promotion.....   | 340.....       | 1,182.00.....  | 3 sessions                |
| Health Screening Maintenance..... | 340.....       | 1,134.00.....  | 3 hours                   |
| Home-delivered meals.....         | 556.....       | 70,100.00..... | 126 meals                 |
| Housing Assistance.....           | 419.....       | 4,363.00.....  | 10 hours                  |
| Information & Assistance.....     | 6,196.....     | 14,029.00..... | 2 contact                 |
| Legal Assistance.....             | 375.....       | 1,534.00.....  | 4 hours                   |
| Literacy/Language Assistance..... | 26.....        | 293.00.....    | 11 hours                  |
| Nutrition Counseling.....         | 158.....       | 162.00.....    | 1 hour                    |
| Nutrition Education.....          | 8,336.....     | 783.00.....    | 0.09 people/session       |
| Outreach.....                     | 42,336.....    | 28,001.00..... | 1 contact                 |
| Recreation.....                   | 3,114.....     | 7,439.00.....  | 2 hours                   |
| Transportation.....               | 505.....       | 14,282.00..... | 28 1-way trips            |

No State-funded Grants in Aid (GIA) were awarded in FY 2010 for Senior Centers. This forced the two programs to raise funds in order to minimize the effects on their clients. In addition, there will be no GIAs for these programs in FY 2011, which will result in reduced service levels in the future. Base funding provided by the State for two Senior Centers resulted in provision of the following services:

| <u>Senior Center Services</u>     | <u>Persons</u> | <u>Units</u>   | <u>Average Per Person</u> |
|-----------------------------------|----------------|----------------|---------------------------|
| Assisted Transportation.....      | 22.....        | 514.00.....    | 23 1-way trips            |
| Counseling.....                   | 68.....        | 273.00.....    | 4 hours                   |
| Education Training.....           | 627.....       | 242.00.....    | 0 people/session          |
| Escort.....                       | 20.....        | 123.00.....    | 6 1-way trips             |
| Exercise/Physical Fitness.....    | 859.....       | 1,915.00.....  | 2 sessions                |
| Friendly Visiting.....            | 28.....        | 200.00.....    | 7 visits                  |
| Health Education/ Promotion.....  | 614.....       | 137.00.....    | 0 people/session          |
| Health Screening/Maintenance..... | 300.....       | 1,935.00.....  | 6 hours                   |
| Information & Assistance.....     | 81.....        | 1,284.00.....  | 16 contacts               |
| Literacy/Language Assistance..... | 26.....        | 293.00.....    | 11 hours                  |
| Recreation.....                   | 1,233.....     | 2,462.00.....  | 2 hours                   |
| Telephone Reassurance.....        | 21.....        | 2,596.00.....  | 124 calls                 |
| Transportation.....               | 289.....       | 4,194.00.....  | 15 1-way trips            |
| Volunteer Opportunities.....      | 228.....       | 16,561.00..... | 73 hours                  |

The City and County of Honolulu awarded \$49,289 in Community Development Block Grant funds to Moiliili Community Center for FY 2010. These funds were used to assist in funding their Senior Support Center. A total of 20 frail older adults, ranging in age from 79 to 95 years, received approximately 1,394 hours of service. This program primarily targeted those who would otherwise be homebound or institutionalized. Activities focused on memory, motor skills and movement, which included chair exercises, arts and crafts, music therapy and signing, and games that challenge participants mentally.

The State continued to fund Project REACH (Responsiveness, Encouragement, Assistance through Counseling and Help), a case management program for older adults who are likely to be or have been abused but, for various reasons, are not able to be assisted by the State's Adult Protective Services unit. Services provided by this program included:

| <u>REACH Services</u> | <u>Persons</u> | <u>Units</u>  | <u>Average Per Person</u> |
|-----------------------|----------------|---------------|---------------------------|
| Project REACH.....    | 73.....        | 2,276.25..... | 31..hours                 |

**Healthy Aging Partnership – Empowering Elders Project**

In FY 2006, EAD collaborated with the state Executive Office on Aging and other Hawaii area agencies on aging to successfully apply for a grant from the Administration on Aging to develop healthy aging programs for Hawaii's seniors. The division was awarded a portion of the grant to implement Stanford University's Chronic Disease Self-Management Program (CDSMP). This

is an evidence-based program that provides education, training and support to persons with chronic conditions to assist them in managing their own care.

Results for FY 2010, the third full year of implementation, have been overwhelmingly positive. All counties have seen a number of classes being offered over the course of the year. In addition, other Evidenced Based self-management programs have been introduced for Arthritis (ASMP) and Diabetes (DSMP). On Oahu, a total of 340 people have completed the six week courses: CDSMP – 286, DSMP – 24, and ASMP – 30.

### **CHRONIC DISEASE SELF-MANAGEMENT PROGRAM (CDSMP)**

At the six month follow-up survey follow-up results included:

- average age 75.61 years
- 34 % Filipino, 29.3 % Native Hawaiian, 19.7 % Japanese and 17.8 % Caucasian
- 59.8% have hypertension, 45.6 % arthritis, 31.1 % diabetes and 21.6 % heart disease.

Positive outcomes included:

- improvement to their general health
- reduced health distress, shortness of breath and pain
- more time spent in aerobic exercises
- better ability to cope with symptoms
- slightly less disabled
- increased self-efficacy
- reduced physician visits
- reduced hospitalizations
- fewer nights spent in the hospital when hospitalized

Additional follow-ups are planned.

### **DIABETES SELF-MANAGEMENT PROGRAM (DSMP)**

The initial course for the Diabetes Self-Management Program was completed by 17 people at two sites. Satisfaction surveys were completed by eight participants at one site with the following results:

- average age 66.31 years
- 45.5 % Native Hawaiian, 18.2 % Caucasian, 12.1% Filipino and 9.1% Japanese
- 66.7% have Diabetes Type II, 63.6% Hypertension, 18.2% Heart Disease and 33.3% Arthritis

Participant responses to the satisfaction indicators: satisfaction with the workshop, increased contact with buddies, confidence in using new skills, confidence in creating an action plan and confidence in managing their own health – all exceeded 9.25 on a scale of 1-10, in which 10 was the maximum.

Satisfaction and follow-up surveys will continue as the courses are completed.

### **ARTHRITIS SELF-MANAGEMENT PROGRAM (ASMP)**

The initial course for the Arthritis Self-Management Program was completed by 24 people at two sites. Satisfaction surveys were completed by 21 participants at two sites with the following results:

- average age 72.51 years
- 17.6 % Filipino, 8.8 % Caucasian, 70.6 % Japanese and 2.9 %Native Hawaiian
- 15.2% have Type II Diabetes, 72.7% Arthritis, 45.5% Hypertension, and 24.2% Heart Disease.

Participant responses to the satisfaction indicators: satisfaction with the workshop, increased contact with buddies, confidence in using new skills, confidence in creating an action plan and confidence in managing their own health – all exceeded nine on a scale of 1 – 10, in which 10 was the maximum.

Satisfaction and follow-up surveys will continue as the courses are completed.

Other activities engaged in by EAD staff under the CDSMP included:

- Panel and table top presentations to Kupuna Caucus legislative committee on the results shown by these programs, at Hawaii Pacific Gerontological Society's Bi-annual meeting, and at the American Society on Aging and National Council on Aging
- Five EAD staff completed CDSMP training as Master Trainers
- Served on planning committee and attended the Good Health Physical Activity & Nutrition (PAN) Forum

### **Program Monitoring**

All 13 contracted service providers were monitored through monthly, quarterly, and annual narrative, statistical and financial reports. Written reports and computerized data transfer were augmented by on-site assessments to assist providers to improve the quality of service delivery, as well as to monitor contract compliance. Bi-monthly meetings with contracted agencies provided an open forum for communication and collaboration, strengthening coordination of services to the elderly.

## Program Development and Coordination Activities

The following is a listing of other activities performed by the staff in support of the delivery and coordination of services to older adults during FY 2010:

### Completed/Ongoing:

- Continued implementation of the agency's *Four Year Area Plan on Aging* for the period October 2007 through September 2011
- Coordinated presentations at the Hawaii Pacific Gerontological Society Conference and the American Society on Aging and National Council on Aging conferences, as well as many workshops
- Continued partnerships with the University of Hawaii at Manoa, Hawaii Pacific University and the Community Colleges for placement of seven student interns; the interns complete various projects to improve EAD's services to the public, and to provide the students with completion of their degree program learning objectives
- Partnered with AARP in the development of the *Caregiver Informational Series* to be held quarterly in FY 2010
- Conducted contract negotiations and developed contract amendments for 32 home and community based services and two senior center programs based on proposals submitted by each agency and evaluations done on the performance of each service provider for FY 2010.
- Required all proposers to include an Emergency Preparedness Plan for their agency and case managed clients, if applicable, as well as a Language Access Plan

### Collaborated with:

- Hawaii Aging Network: advocacy and support for Older Americans Act and aging issues
- Statewide partners to plan implementation of the Aging and Disability Resource Center (ADRC) concept in Hawaii. This one-stop entry into long-term care for older adults, caregivers and persons with disabilities builds upon the strengths of EAD's Information and Assistance Unit. Honolulu's ADRC is a virtual resource center providing information about long-term care options and assistance with gaining access to public and private long-term care services.
- Executive Office on Aging with applications for Medicare Improvement for Patients and Providers Act (MIPPA),
- CMS Hospital Discharge Planning, Aging and Disability Resource Center (ADRC), and Chronic Disease Self-Management Program (CDSMP) grants.
- Hawaii Pacific University and the University of Hawaii at Manoa and its Community College System to place practicum student interns working on undergraduate or Master of Social Work programs in appropriate activities at EAD.

### Technical assistance was provided to:

- Service Providers in the implementation of contracted services
- KGMB television on its *Genius of Aging* programming
- Service Providers via a network-wide training for their line staff on assessing ADL/IADL's to make appropriate referrals to home delivered meals programs
- KHON2 television for its *Elderhood Project*
- Honolulu Police Department to educate and train new recruits on aging issues
- Honolulu Fire Department to intervene on behalf of caregivers and/or older adults who frequently call 911 for assistance when they fall or have other difficulties
- Prosecuting Attorney's Office to assist its Elder Justice Unit

### Participated in advisory councils, boards and planning groups:

- Aging and Disability Resource Center State Advisory Board and subcommittees
- Adult Protective Services and Elder Justice Unit planning group
- Caregiver Informational Seminars
- Department of Transportation Services Committee on Accessible Transportation
- Department of Transportation Services Coordinated Transportation Strategies and Options subcommittee
- Department of Health Disability & Communications Access Board
- Falls Prevention Consortium
- Foster Grandparents Advisory Council
- Grandparents Raising Grandchildren Task Force
- Ha Kupuna: Native Hawaiian Resource Center Advisory Council
- HAP-EE Statewide Healthy Aging Partners – Empowering Elders Steering Committee
- Hawaii Family Caregiver Coalition
- Healthy Aging Partners (both in Honolulu and Statewide)
- Hui Kokua Advisory Council
- Joint Legislative Committee on Aging in Place
- Kupuna Caucus
- National Association of Area Agencies on Aging
- Oahu Geriatric Mental Health Hui
- Ohana Women's Health and Wellness Program

- Project OASIS (Oahu Adult Specialized Services) Advisory Council
- Physical Activity and Nutrition Committee and conference planning committee
- State Highway Safety Planning
- University of Hawaii at Manoa – Department of Public Health Community Advisory Council
- Walk Wise Hawaii

Ongoing trends reported by staff and service providers in FY 2010 included:

Increasing:

- numbers of older adults, especially the number of older old (85+ years), resulting in the need for services to address intensive, one-on-one assistance, multiple services and follow-up to deal with their increased frailty and chronic conditions.
- high number of day care level clients inappropriately being dropped off to spend all day at senior centers
- Demand for:
  1. services - especially chore, home-delivered meals, personal care and transportation services (especially for specialized trips), caregiver assistance, legal assistance for both clients and caregivers, health maintenance classes and other types of preventive services
  2. services not currently funded for the gap group, such as placement, money management, in-home attendants, and dementia assistance
  3. case management assistance for complicated, multiple need cases
  4. affordable rental units, as well as service coordination and/or services in elderly housing projects
  5. chore/homemaker because the new provider delivering the service is unable to meet the need, including those clients transferred from the previous agency
- Need for:
  1. additional funding for services at all levels, as fixed program costs, especially fuel and energy costs, insurance, salaries and benefits, continue to climb
  2. augmentation of volunteer programs as the economy and resultant loss of jobs cause volunteers to reduce or even eliminate their volunteering
  3. counseling and placement services as more families become unable to care for their aging loved ones
  4. caregiver support services, including legal assistance for new caregivers
  5. support for grandparents caring for minor grandchildren
  6. more focus on prevention programs
  7. more Senior and Respite Companions: as the cadre of volunteers age themselves, their health issues become more pronounced, and the programs struggle with recruitment issues
  8. language assistance
  9. low cost respite services for increasing number of caregivers trying to care for elders who are becoming increasingly frail
- Continued need for:
  1. long-term counseling for persons with behavioral or mental problems
  2. assistance with medication management
  3. prevention of caregiver burnout
  4. donated items such as nutritional drinks, incontinence supplies, durable equipment, mobility devices, safety equipment, toiletries and clothing
  5. services, especially adult day care, on weekends and holidays as well as evening hours
  6. specialized transportation services, especially shopping
- Shortage of:
  1. staffing, especially of multi-lingual workers
  2. volunteers for almost every program
- Staff retention issues as long time employees leave for other jobs
- Additional requirements for those seeking affordable rentals such as minimum income, credit, rental history and criminal background checks resulting in the denial of rentals to those who fail any portion of the check

Emerging:

- Increased frailty of clients at the time they first request services
- Homelessness among the elderly
- Financial abuse, ID theft, exploitation and neglect of seniors, not only by strangers, but by family members
- Personal care clients who need the assistance of more than one personal care assistant at a time
- Possible need to reduce service to rural areas due to fuel costs and economies of scale
- Increasing staff education in the areas of physical assistance to clients and abuse

- Difficulty in getting clients and their caregivers to provide complete and accurate information due to their concerns regarding identify theft
- Increasingly complex needs of clients requiring case management, so that more hours are spent with each client and follow-up is needed for a longer period of time
- Length of waitlists and the increased time it takes to begin services
- Increased awareness by those outside the Aging Network of the rapidly growing number of older adults who need service
- Number of “younger” elders (60-65 years of age) seeking assistance due to financial and health related problems
- More people using the Internet to locate caregiving information and service providers
- Increased requests for informational products in languages other than English

As the population of frail elders increase and additional funding for programs decrease, we need to work more proactively and develop more low-cost prevention programs, such as CDSMP and Fall Prevention programs, which will decrease the burden of medical costs on the community

### **Senior Information and Assistance (I&A) Program**

EAD's I&A Unit provides outreach, information and referral services to the public. Bilingual staff members provide individualized assistance, particularly for isolated, low-income, and frail older adults and their families who have difficulty accessing services. Seniors and their caregivers living in rural areas are also a priority for outreach.

In FY 2010, more than 34,527 people were reached through:

- satellite offices in Kahuku, Hauula and the newly established Leahi office, providing face-to-face assessments and assistance
- I&A workers staffing satellite City Hall walk-in sites
- outreach visits to church groups, group dining programs, open markets, senior centers and clubs, housing projects and stores
- participation and exhibits at community fairs and AARP tax sites
- home visits to conduct needs assessments and complete applications for assistance for various services for frail elders
- group presentations
- calls to the Senior Helpline
- website and email correspondence

Aloha Pumehana, EAD's quarterly newsletter, continued its 24th year of publication with distribution averaging 5,500 copies each quarter. In addition, e-mail newsletters have been instituted for those with computer access. Topics covered included:

- Hurricane preparedness tips
- 2010 Census
- ADRC Website
- CDSMP
- Warning signs of Alzheimer's Disease

I&A staff publication activities for the year included:

- 82,400 copies of the 2010-2011 Senior Information and Assistance Handbook
- 1,400 copies of the Senior Recognition Program booklet
- 4,000 copies of Caring About Growing Older
- 3,000 copies of the Family Caregiver Guide
- 15,000 copies of the Agencies that Care About Growing Older information sheet
- 37,000 copies of the Family Caregiver Series brochures

In-Service training program continued for I&A staff included:

- Medicare Improvements for Patients and Providers Act (MIPPA)
- DHS Placement Services (Care Homes/RACCP)
- Powerful Tools for Caregivers Training
- Evercare/Secure Horizons Medicare plan
- DCAB for TTY phone
- DCAB for Civil Rights
- MACS Intake and Assessment Training Tool development
- SAMS IR Consumer Call Management
- Catholic Charities Hawaii Transportation Assessment
- Chronic Disease Self-Management Leader training

EAD continued to provide technical and programming assistance to disseminate information more widely to older adults and their caregivers, including through KHON's Elderhood Project.

In addition, I&A workers staffed exhibits at 11 fairs and conferences, gave 10 presentations to groups of seniors, caregivers and other interested audiences, and participated in several television programs.

The Social Work Internship Program included a total of 5 MSW students, two from Hawaii Pacific University and three from the University of Hawaii at Manoa.

Expanded outreach to rural areas continued through EAD's satellite offices at Kahuku Hospital and the Hauula Oahu Work Links

office. In addition, EAD established an office at Leahi Hospital, and discussions are underway with St. Francis to develop a satellite office in West Oahu/Ewa. These satellite offices will allow EAD to re-establish collaborations with community hospitals and Public Health Nurses for the betterment of older adults in the capture areas. Satellite offices are also an excellent way to embed EAD's presence and services in the most isolated rural communities, where it is most difficult for frail elders and people with disabilities to access services.

I&A staff completed development of a common client assessment form (MACS form), including a streamlined electronic version that automatically populates intake/assessment forms of EAD's service providers.

I&A continued partnerships with the Honolulu Fire Department and the Honolulu Police Department to refer elders who frequently call first responders for non-emergency assistance.

Creation of a new position, Senior Service Specialist, to take on the more difficult cases that I&A encounters.

All major publications continue to be placed on EAD's website, [www.elderlyaffairs.com](http://www.elderlyaffairs.com). In addition, The Oahu Housing Guide, an online guide about senior housing, continues to be updated on a quarterly basis.

### **Aging and Disability Resource Center (ADRC)**

The Administration on Aging (AoA) has long sought to establish a "no wrong door" approach to access services for the disabled and older adults and their caregivers. EAD has been part of the development of this initiative in Hawaii for the last three years, working with the State Executive Office on Aging (EOA) and the other county Area Agencies on Aging (AAA). The initial three year ADRC Implementation grant provided funding for the start-up of ADRC programs by the AAAs, and building of a statewide ADRC website. The ADRC Coordinator who was instrumental in developing EAD's virtual (web-based) ADRC vacated the newly created position at the end of FY 2010; the position has now been made a regular, temporary County position dependent on federal funding.

For the next five years, EAD, EOA and the other three county AAAs will be engaged in the ADRC Expansion project. Since early 2010, the AAAs have engaged in an intensive five year planning process facilitated by a consultant retained by EOA. This process has included a one-day kick-off conference, six months of two and a half hour webex meetings held one to three times per week, and submission of a staffing request to AoA, with estimated staff positions needed in order to achieve ADRC "fully functioning criteria" within the next five years.

EAD has received two other grants that are tied to the ADRC Expansion grant: the Hospital Discharge grant and the Medicare Improvements for Patients and Providers Act (MIPPA) grant. EAD's I&A Section has implemented services and programs to fulfill the requirements of these grants, basing most of those services in its rural satellite offices around Oahu. A temporary MIPPA Coordinator position has been created to provide Medicare Part-D counseling.

### **The Mayor's 44th Senior Recognition Program**

This year's program, *Healthy Living by Sharing Aloha*, was held on April 8, 2010, at the Hawaii Convention Center. Mayor Hannemann addressed the 79 senior volunteers nominated for recognition, and more than 1,100 well wishers, including appointed and elected officials, family and friends. Four exemplary Honolulu senior-friendly businesses were honored with *Lei Hulu* awards for their contributions to benefit seniors: Longs Drugs nominated by Project Dana, Oceanic Time Warner Cable nominated by Hawaii Meals on Wheels, Ward Centers nominated by Catholic Charities Hawaii, and Alan Wong's Restaurants nominated by Moiliili Community Center.

Hawaii Medical Service Association and First Hawaiian Bank provided major financial support to the program. HMSA also sponsored the Akamai Living Lifetime Achievement Awards. Many new supporters joined the event to make it a huge success. The six seniors who won the Outstanding and Akamai Living awards were once again recognized by the Honolulu City Council on May 12, 2010. The outstanding male and female winners were also honored at the statewide recognition luncheon at Washington Place on May 20, 2010.



Mayor Mufi Hannemann, Jan Katada of First Hawaiian Bank and County Executive on Aging Elizabeth Bethea congratulate Irmgard Hormann, EAD's 2010 Outstanding Female Volunteer



Mayor Mufi Hannemann, County Executive on Aging Elizabeth Bethea and Cliff Cisco of HMSA congratulate Yoshio "Rusty" Nagawa, EAD's 2010 Outstanding Male Volunteer

## **COMMUNITY ASSISTANCE DIVISION**

### **Gail Kaito, Administrator**

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

## **RENTAL ASSISTANCE PROGRAMS**

Rental assistance programs accounted for \$45.1 million of the division's \$52.9 million FY10 Operating Budget. Rental subsidies amounted to \$41.5 million of the budget. The Rental Assistance Branch, with offices in Honolulu and Kapolei, administers the federally funded Section 8 tenant-based 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 assist extremely low-income families (established at 30% of the median income). 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 other single individuals. Approximately 4,500 applicants are currently on the Section 8 wait list.

Under the Housing Choice Voucher Program, new families to the program or an existing family who moves to a new unit must pay between 30-40% of their adjusted monthly income towards their share of the rent and utilities. After the first year of the lease, the 40% maximum no longer applies and the family's share of the rent payment may be increased. This enables the tenant to have the added option of remaining in the unit in spite of a rent increase. In all cases, the rent of the unit must also be reasonable as compared to other comparable unassisted units.

To assist the hundreds of families seeking affordable rental units throughout the island, the Rental Assistance Branch, in collaboration with the State Section 8 office and the Honolulu HUD office, conducted its annual landlord informational workshop in May 2010 to inform and encourage landlords to participate in the Section 8 program. Additional assistance was provided to Section 8 families through tenant coaching and other housing placement services offered by the branch's Landlord Specialist, and through linkages with the Legal Aid Society of Hawaii and state Section 8 offices to share rental information.

The Section 8 Program successfully applied for a new Family Unification Program grant in partnership with the State of Hawaii, 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 put in out-of-home care because of a lack of adequate housing. Housing choice vouchers can also be used for individuals 18-21 years old leaving foster care at age 16 or older and who would otherwise lack adequate housing. On Oahu, DHS has identified the youth leaving DHS's foster care system to be in greatest need of these vouchers.

#### **Significant Achievements in FY 2010**

- 3,950 families were served.
- Approximately 1,700 landlords participated in the program.
- \$41.5 million in rental subsidies was provided.
- 30 new applications were processed and 22 new vouchers issued for the Family Unification Program.
- 7,350 residential inspections were completed.
- Staff conducted 4,450 client placements and re-examinations.
- 598 applications were canceled.
- 221 families ended their Section 8 participation.

### **Moderate Rehabilitation Program**

This program provides project-based Section 8 rental assistance to housing projects, which have been rehabilitated and made available for rental to very low-income families. The City currently administers the Moderate Rehabilitation Program for the 40-unit Academy Gardens Apartment designed for people who are elderly and persons with disabilities.

### **Family Self-Sufficiency (FSS) Program**

The FSS Program is a voluntary program designed to help participating Section 8 families ease off of government subsidies and transition into a life of social and economic self-sufficiency. These families participate in various counseling, career guidance, resource and life coping workshops as stated in their Individual Training and Services Plan. An FSS Contract of Participation is also 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 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 into an "escrow" savings account for the family to use at the completion of their contract. However, the family has to be free from welfare assistance to be eligible to receive the escrow savings.

Program participation incentives include:

- (1) Financial assistance for tuition and books for school or job training programs;
- (2) Guidance and counseling on attainment of higher education goals and/or completion of academic degrees;

- (3) Support assistance for items such as bus passes for transportation to and from school and work, childcare financing, work/uniform allowance, exams for health/drug testing, etc.;
- (4) Specialized workshops with agencies that will help the family cope with issues of violence and abuse (domestic, sexual, substance, child, gang, workplace, etc.), budget, credit, time management, self-esteem building and others;
- (5) Referrals to agencies that offer matched finances Individual Development Accounts (IDA), small loans with banks, specialized programs for FSS, etc.;
- (6) An FSS Escrow Savings Account for the FSS family;
- (7) Referrals to agencies that will help FSS families with credit counseling, repair and assistance; and/or
- (8) Referrals to agencies that will assist FSS families in eventual homeownership.

**Significant Achievements in FY 2010**

- 212 families participated in the FSS program.
- 20 FSS families successfully completed their FSS goals, graduated from the program and received a total of \$208,022 in escrow savings.
- Three of the graduates became homeowners. Two of the three are subsidy free.



Family Self Sufficiency class.

**Housing Preservation and Opt-Out Program Conversions**

These HUD programs provide protection to residents of certain HUD-subsidized projects when the owners of the project either prepay their mortgages or choose to opt-out of their Section 8 project-based contracts. The City and County of Honolulu administers the special-funded Section 8 tenant-based assistance being offered to these eligible low-income families. There were no housing preservation and opt-out program conversions during the past fiscal year.

**Homeownership Option Program (HOP)**

The Homeownership Option Program (HOP) allows eligible Section 8 families to apply their Section 8 Housing Choice Voucher Program assistance towards Homeownership Assistance rather than rent. Over 4,500 Section 8 families were invited to attend HOP informational meetings in May 2004. Of the 272 families who applied for the program, 209 have been determined eligible. During the past year, these families received a variety of case management services, credit repair counseling, money management education and referral to homebuyer education classes before embarking on their search for a home to purchase. All families were contacted to update their financial readiness status for homeownership.

**Significant Achievements in FY 2010**

- 100 families received services from this program.
- Three families achieved homeownership.



Leilani Pacheco, homeowner who purchased on her own through the Family Self Sufficiency Program.

## City Housing Rental Assistance Program

While \$41.5 million in rental subsidies was financed with federal funds, over \$192,000 was provided by the City from its Rental Assistance Fund to provide rental assistance to low-income families in City-owned or sponsored rental properties (up to 80% of the median income). The City Housing Rental Assistance Program was established to implement Chapter 5, Revised Ordinances of Honolulu. Rental assistance payments of up to a maximum of \$170 per month may be made on behalf of an eligible participant. Anyone receiving other state or federal rental assistance is not eligible.

### Significant Activities in FY 2010

- An average of 68 tenants per month was assisted at the Westloch Elderly project.
- An average of 32 tenants received monthly rental assistance at Kailua Elderly Lani Huli).
- Five tenants received monthly rental assistance at the Manoa Gardens Elderly project.
- Approximately \$192,000 in rental assistance funds was expended.

## REHABILITATION AND LOAN PROGRAMS

The Rehabilitation Loan Branch (Branch), with offices in Honolulu and Kapolei, administers the City's Residential Rehabilitation Loan program, the Honolulu Solar Roof Initiative 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. Additionally, in agreement with the State Department of Hawaiian Home Lands (DHHL), the branch assists in the administration of DHHL's Native American Housing Assistance Self Determination Act (NAHASDA) home repair loan program.

In FY 2010, \$1.8 million was available for rehabilitation loans and \$2.0 million for down payment loans. The primary target groups were low-income homeowners and low-income, first-time homebuyers, respectively. The City's current loan portfolio consists of 543 loans with a total outstanding balance of approximately \$16.1 million. A private lender, under an agreement with the City, provides loan servicing for 185 of the loans amounting to approximately \$6.0 million. All other loans are serviced in-house and consist of 358 loans with an outstanding balance of approximately \$10.1 million.

### Significant Achievements in FY 2010

- 115 applications were received and processed.
- 39 down payment loan applications were approved and funded for a total of \$1.96 million.
- 19 new residential rehabilitation loans were approved and funded for low-income homeowners for a total of \$2.45 million.
- Two commercial loans were approved for \$608,300.

## Rehabilitation Loan Program

This program provides housing rehabilitation loans (0% to 2%) to owner-occupant homeowners with incomes up to 80% of the median income for Oahu. The installation/replacement cost of Energy Star compliant appliances is eligible under this program.

## Honolulu Solar Roofs Initiative Loan Program

This program was established through a partnership with Hawaiian Electric Company to provide low interest loans (0% and 2%) for low- to moderate-income homeowners to cover the cost of installing a solar water heating system.

## Down Payment Assistance Program

This program was established to assist first-time homebuyers with their purchase of a home by providing down payment assistance needed to qualify for a mortgage. Buyers must be in the low-income category (within 80% of median) and not have owned a property within the last three years. The program also is available to assist eligible Section 8 participants under the Section 8 Homeownership Option Program (HOP).

## COMMUNITY BASED DEVELOPMENT DIVISION

The Community Based Development Division (CBDD) works in partnership with the private for-profit and nonprofit sectors 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 the U.S. Department of Housing and Urban Development's Continuum of Care Program for persons experiencing homelessness; provides continued emphasis on fair housing awareness; attracts and secures funding and financing for community development and housing from alternative sources in order to maximize the leveraging of City resources; and coordinates the implementation of the Community Development Block Grant (CDBG), HOME Investment Partnerships (HOME), Emergency Shelter Grants (ESG), Housing Opportunities for Persons with



Jerilyn Anderton, our first Department of Hawaiian Homelands homeowner.

AIDS (HOPWA), Continuum of Care (COC), Homeless Prevention and Rapid Re-housing (HPRP), and Community Development Block Grant-Recovery (CDBG-R) programs.

**SPECIAL NEEDS HOUSING AND COMMUNITY DEVELOPMENT**

The Division administers projects which received appropriations in Fiscal Year 2010 of more than \$13,975,000 to assist families who are homeless and other persons and families with special needs, including people who are elderly, people with a mental illness and/or substance addictions, as well as providing general community services, and developing housing units and community facilities.

**Affordable and Special Needs Housing**

The Division administered grants and loans to nonprofit providers awarded CDBG and HOME funds for the development of new units and the renovation and preservation of existing housing. The Division also provides and secures technical assistance for nonprofit organizations that are inexperienced in housing development and preservation activities.

**Organization**

**Activity**

Ongoing Projects:

Coalition for Specialized Housing.....Hale Mohalu II, a low-income rental housing complex, will feature 332 rental units for seniors and families in Pearl City. Funds are being provided for design and planning activities, and to undertake site work and the Phase I construction of two seven-story buildings with 163 one-bedroom rental units for senior citizens.



**Hale Wai Vista, located in Waianae, addresses the critical and urgent need for permanent low-income rental units along the Leeward Coast. Upon completion, the two- and three-bedroom affordable housing complex will include a multipurpose community center, playground and picnic area, parking spaces for tenants and visitors, and supportive services available on-site.**



**A secured play area for children and picnic facilities for residents is located adjacent to the seven-story Hale Wai Vista I.**

**Construction on the 50-unit Sea Winds commenced in October 2009. The project will include 20 studio units and 30 two-bedroom townhomes. Completion is scheduled for March 2011.**



Habitat for Humanity Leeward Oahu .....Loan of \$900,000 towards acquisition of a site for construction of “Kaukamana Hale,” a project with approximately 25 affordable, self-help, for-sale, single family homes.

Housing Solutions, Incorporated. ....The 50-unit Sea Winds is currently under construction and upon completion will provide short-term transitional housing for the homeless, and long-term affordable rental housing targeted to families who have transitioned from homelessness. The rental housing complex will also include an integrated program of supportive services.

IHS, the Institute for Human Services .....Renovations related to the two IHS Emergency Homeless Shelters include installation of a solar water heating system, and upgrades of lighting fixtures and ventilation systems.

Pacific Housing Assistance Corporation ....Villas at Malu’ohai is a new 72-unit affordable rental housing project. Funds are being provided for construction.

River Street Residences .....A permanent supportive housing project to address chronic homelessness in downtown Honolulu and Chinatown. The River Street Residences are proposed to be developed on City-owned land on River Street near Vineyard Boulevard.

**Completed Units:**

Hawaii Housing Development Corporation....Hale Wai Vista is a 216-unit affordable family rental housing complex in Waianae. Phase I, consisting of 84 units, was completed in February 2010 and leasing followed shortly thereafter. Phase II is currently under construction.

The Division also assists organizations in securing additional funding from the Department of Housing and Urban Development through its Section 202 (elderly housing) and Section 811 (housing for persons with disabilities) programs, the federal and state low-income housing tax credit program and the state rental housing loan funds, private lenders and corporate donors.

**Community Facilities**

The Division administered contracts to nonprofit organizations awarded Community Development Block Grant funds to undertake the development of new community facilities and the renovation of existing facilities. The Division also provides and secures technical assistance to nonprofit organizations that are inexperienced in facilities development and renovation activities.

| <u>Organization</u>                             | <u>Activity</u>  |
|---|--|
| Boys and Girls Club of Hawaii .....             | Construction of the Youth Education Town in Nanakuli.  |
| Catholic Charities Hawaii .....                 | Renovation of the program service center.  |
| Easter Seals Hawaii .....                       | Construction of a facility in the Kapolei area that will provide services for the disabled.                                  |
| Goodwill Industries.....                        | Construction of the Ohana Career and Learning Center in Kapolei  |
| Honolulu Community Action Program (HCAP) ..     | Renovation of HCAP Waianae District Center.  |
| Independent Living Waipahu, Inc. ....           | Renovation of the Hale Kuha’o rental complex specially designed for persons with disabilities.                               |
| Moiliili Community Center .....                 | Accessibility improvements to the bathrooms on the second and third floors of the Moiliili Community Center’s main building. |
| Pacific Housing Assistance Corporation ....     | Construction of an elderly community and service center in Iwilei.   |
| Waianae Coast Comprehensive Health Center ..... | Expansion and upgrades to the emergency medical services facility.   |

**FAIR HOUSING**

The Fair Housing Officer 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 reviews complaints and coordinates with appropriate agencies to assist persons with fair housing issues. The City’s Fair Housing Officer:

- Received approximately 50 concerns (less than half of prior years), relating to possible housing discrimination, landlord-tenant regulations, Section 8 policies and regulations, and the availability of affordable housing.
- Conducted two fair housing presentations to approximately 100 interested property managers, security staff, tenant advocates and government housing staff emphasizing the need to accommodate people with physical and mental disabilities, limited English proficiency, cultural diversity and comfort animals.  
Published two full page newspaper notices in English, Chinese, Tagalog, and Korean languages as outreach to limited-English proficiency groups.
- Conducted two fair housing presentations to potential Section 8 housing providers.
- Advocated for a Section 8 voucher holder that was being terminated by the Section 8 program.
- Continued previous year’s intake protocol and orientation of potential complainants to reinforce existing intake procedures used by the State of Hawaii Civil Rights Commission in its pursuit of fair housing complaints.
- Updated the Language Access Plan to direct the department’s approach towards serving non-English speaking citizens.

**PROGRAMS SERVING PEOPLE EXPERIENCING HOMELESSNESS**

The Division participates in the Hawaii Interagency Council on Homelessness and Partners in Care, an Oahu group of homeless service providers, government agencies and other interested entities that coordinate services to people experiencing homelessness provided through the Continuum of Care.

## Housing Ready Certificate Program

The Division designed a program to assist families who are homeless and have completed a program of transitional housing, but faced barriers in securing permanent housing due to poor credit and/or rental histories. The Housing Ready Certificate Program certifies that the family has completed the transitional housing program and is ready to move into permanent housing. The City worked with homeless service providers who certified the participating families, and committed to ongoing support of the families when they moved into housing. The Hawaii Housing Development Corporation agreed to accept the certification for its Hale Wai Vista, Phase I project. As of May 2010, 11 families have used the Housing Ready Certificate to obtain permanent housing at Hale Wai Vista.

## Continuum of Care and Shelter plus Care

Each year, the Division works with nonprofit shelter and service providers to prepare the City's annual competitive grant application for the Department of Housing and Urban Development's (HUD) Continuum of Care (COC) homeless program. HUD awarded the Honolulu Continuum of Care \$8,323,988 in January and \$500,375 in June 2010.

The Division also oversees the administration of 316 Shelter Plus Care rental assistance slots for persons who are homeless and have a disability, funded in the amount of approximately \$4,900,000 per year, as well as approximately \$318,000 per year in Supportive Housing Program grants.

| <u>Organization</u>  | <u>Activity</u>  |
|--|--|
| Catholic Charities<br>People Empowerment Program.....                                  | Continue the People Empowerment Program which provides education, employment training, and life skills training at the Ma'ili Land Transitional Housing Project.                             |
| Child and Family Services Domestic Abuse<br>Shelters and Transitional Apartments ..... | Provide services to victims of domestic violence at two emergency shelters and one transitional housing project on Oahu.   |
| Gregory House Programs<br>Residential Programs.....                                    | Transitional housing, tenant-based rental assistance, and supportive services to persons with HIV/AIDS and one or more co-occurring conditions including substance abuse and mental illness. |
| Gregory House Programs<br>Shelter Plus Care .....                                      | Provide tenant-based rental assistance to persons with HIV/AIDS.   |
| Hale Kipa Transitional<br>Living Program for Youth Adults .....                        | Continue a program that provides outreach, supportive services, and transitional housing to at-risk youth.   |
| Ho'omau Ke Ola<br>Supportive Housing Program .....                                     | Continue a program that provides transitional housing and supportive services to homeless persons with chemical addictions.  |
| Housing Solutions – Vancouver House.....   | Continue transitional housing for homeless families.   |
| Institute for Human Services<br>Home at Last .....                                     | Provide rental assistance to chronically homeless individuals with disabilities.   |
| Institute for Human Services<br>No Place Like Home .....                               | Provide rental assistance to chronically homeless individuals with disabilities.   |
| Kalihi-Palama Health Center<br>New Beginnings .....                                    | Provide rental assistance to persons with mental illness.  |
| Legal Aid Society of Hawaii<br>Homeless Holistic Legal<br>Services Program.....        | Legal services to sheltered and unsheltered persons who are experiencing homelessness.   |
| Mental Health Kokua – Safe Haven.....  | Continue the operations of Safe Haven, a program that provides outreach, transitional housing and follow-up services to persons with severe mental illness.                                  |
| Parents and Children Together<br>Ohia Shelter.....                                     | Provide shelter and services to victims of domestic violence.  |
| Salvation Army – ATS<br>Homeless Offenders Treatment.....                              | Treatment and transitional housing to homeless ex-offenders with substance abuse conditions.   |
| Steadfast Housing<br>Ahukini Group Home.....   | Housing operating costs for a group home for persons with severe and persistent mental illness.  |
| Steadfast Housing – Headway House.....   | Housing operating costs for a permanent supportive housing project for persons with severe mental illness.   |
| Steadfast Housing – Kaukama Group<br>Home .....  | Housing operating costs for a group home for persons with severe and persistent mental illness.  |

|   |  |
|---|--|
| Steadfast Housing<br>Komo Mai Group Home .....  | Housing operating costs for a group home for persons with severe and persistent mental illness.  |
| Steadfast Housing – Shelter Plus Care 1 ...   | Provide rental assistance to persons with mental illness.  |
| Steadfast Housing – Shelter Plus Care 3 ...   | Provide rental assistance to persons with mental illness.  |
| United States Veterans Initiative<br>Kalaeloa Permanent Housing for<br>Homeless Veterans with Disabilities..... | Continue a permanent supportive housing program for veterans experiencing homelessness.  |
| United States Veterans Initiative<br>Veterans In Progress.....  | Continue the Veterans In Progress transitional housing project for veterans experiencing homelessness at Kalaeloa.   |
| United States Veterans Initiative<br>Permanent Supportive Housing for<br>Homeless Veterans and Families .....   | Provide permanent supportive housing to chronically homeless veterans with disabilities and homeless families with children that have experienced long-term homelessness and have an adult household member with a disability. |

**Housing Opportunities for Persons with AIDS**

The Division administers grant funds under the Housing Opportunities for Persons with AIDS (HOPWA) program. The City, in FY 2010, awarded a total of \$459,237 for tenant-based rental assistance to approximately 30 households, housing-related supportive services, emergency assistance, and case management services for persons with HIV/AIDS and their families.

| <u>Organization</u>         | <u>Activity</u>   |
|-----------------------------|---|
| Gregory House Programs..... | Tenant-based rental assistance, short-term rent, utility and mortgage payments, and housing-related supportive services for persons with HIV/AIDS and their families. |
| Life Foundation.....        | Supportive services for persons with HIV/AIDS.  |

**Emergency Shelter Grants**

For FY 2010, the City awarded \$861,076 to 11 shelter and service providers for 12 projects to provide emergency and transitional housing and supportive services to individuals and families experiencing homelessness. The Division also provides technical assistance to nonprofit agencies and monitors the implementation of their programs.

| <u>Organization</u>                  | <u>Activity</u>  |
|--------------------------------------|--|
| Catholic Charities (Maili Land)..... | Operating expenses related to Maili Land facility, a family transitional shelter.                  |
| Child and Family Services .....      | Operating expenses related to domestic abuse shelters.   |
| Hale Kipa Inc. ....                  | Operating expenses and essential services related to a transitional living program.                |
| Hoomau Ke Ola.....                   | Essential services related to homeless substance abusers on the Waianae Coast.                     |
| Housing Solutions Loliana .....      | Operating expenses and essential services related to the Loliana facility, a transitional shelter. |
| Housing Solutions Vancouver.....     | Essential services related to the Vancouver facility, a transitional shelter.                      |
| Institute for Human Services.....    | Operating expenses related to the Sumner Street facility, an emergency shelter for men.            |
| Kahumana .....                       | Operating expenses related to the Kahumana transitional shelter.                                   |
| Kalihi Palama Health Center.....     | Essential services related to health clinic services at the IHS Women and Families Shelter.        |
| Mental Health Kokua.....             | Essential services related to the Safe Haven transitional shelter.                                 |
| U.S. Vets.....                       | Essential services.  |
| Windward Spouse Abuse Shelter.....   | Operating expenses related to a domestic violence shelter.   |

**Community Services**

The Division administered community services contracts to nonprofit providers awarded Community Development Block Grant and City funds to provide public services.

| <u>Organization</u>                   | <u>Activity</u>   |
|---------------------------------------|---|
| Family Promise of Hawaii.....         | Assist families with children experiencing homelessness by helping them transition to sustainable independence.   |
| Domestic Violence Action Center... .. | Staffing and overhead to provide support, crisis intervention, safety planning, risk assessments, representation in court, education and participation in community efforts for victims of domestic violence. |
| Good Beginnings Alliance.....         | Strengthening families of Oahu’s Keiki through family development in homeless shelters and school readiness for children in public housing.   |

|  |  |
|--|--|
| Hawaii Family Law Clinic .....         | Staffing and overhead to assist victims of domestic abuse by helping them obtain temporary restraining orders or protective orders against abuser in Family Court.   |
| Hawaii Literacy .....                  | Staffing and overhead to provide literacy services including onsite libraries and computer/internet resources, child and parent education, ESL classes, life skills training and other related services to residents of Kuhio Park Terrace or Mayor Wright Housing Projects. |
| Helping Hands Hawaii.....              | Community Clearinghouse operational costs for a program that solicits and receives donated goods to distribute to clients referred by social service agencies.   |
| Parents and Children Together.....     | Staffing to continue and expand comprehensive crisis response, care and support for victims of domestic violence.  |
| United States Veterans Initiative..... | Staffing and overhead for the Homeless Veterans Substance Abuse Program.   |
| Volunteer Legal Services Hawaii.....   | Legal support for homeless persons in shelters and workshops which address the landlord/tenant code, consumer credit, employment, and family problems.   |
| Adult Friends for Youth.....           | Youth gang prevention and rehabilitation in public housing communities, often through meetings at local high schools.  |
| Windward Spouse Abuse Shelter.....     | Staffing and overhead for an emergency shelter and supportive services for victims of domestic violence and the homeless.  |
| Women in Need.....                     | Staffing and overhead to provide supportive services for persons transitioning out of abuse shelters and substance abuse treatment facilities, as well as others at risk of homelessness.  |
| Moiiliili Community Center .....       | Senior Support Program provides a variety of supportive services for the elderly.  |

**Leases of City-Owned Properties**

The Division supports the need for special needs housing by administering 58 leases of City-owned properties to nonprofit organizations. The projects provide:

- 1,009 affordable rental units
- 547 elderly rental units
- 364 beds in two emergency shelters
- 96 beds in three transitional shelters
- 105 beds for persons with developmental disabilities, as well as group homes for youth at risk, persons with mental illnesses, abused spouses and respite for caregivers of persons with Alzheimer’s disease.

**EWA REVITALIZATION ACTIVITIES**

The Division continues its efforts to coordinate with nonprofit organizations and other city departments in the revitalization of Ewa. This function was transferred to DCS in 1998 from the former Department of Housing and Community Development.

- In conjunction with the Department of Facility Maintenance, coordinated the clean-up and maintenance of the project areas still under the jurisdiction of the City on an ongoing basis, and assist residents with permanent housing options. These areas include unsold vacant lots and unrenovated historic homes in Tenney Village and Varona Village.
- The Division has coordinated the temporary relocation of displaced residents on the Leeward Coast to vacant units in Varona Village.
- The Division continues to work with St. Francis Healthcare System to develop a residential community on the Area D property. It will include a mix of 142 market rate single family and multifamily homes, and a 148-unit affordable rental housing project for senior citizens. St. Francis will also develop a senior community center that will serve as a venue for the delivery of services to senior citizens, and a focal point for community activities. Construction of the senior rental housing and community center has been initiated.
- The Division continues to work with Hui Kauhale, a Hawaii-based nonprofit agency, to develop affordable housing at Area H. The first phase of the Area H project will provide approximately 126 much-needed affordable family rental units. Infrastructure site work has been completed and plans for the construction of the residential units are being finalized.

**HOMELESS PREVENTION AND RAPID RE-HOUSING GRANTS**

The City and County of Honolulu was awarded \$4,016,072 in 2009 for Homelessness Prevention and Rapid Re-housing, to help families having difficulty in paying rent to stay housed and homeless individuals and families become housed. The Division administered grants to the following eight agencies which served a total of 1,363 persons in 628 households. 256 households received a total of over \$530,000 in financial assistance and 595 households received housing relocation and stabilization services. Of the 374 people that exited the program, 174 (47%) of them exited to permanent destinations, 85 (23%) exited to temporary destinations, 3 to institutions, and 112 (30%) to unknown situations.

| <u>Organization</u>  | <u>Activity</u>   |
|--|---|
| Catholic Charities Hawaii, Helping Hands Hawaii, IHS, The Institute for Human Services, Kalihi-Palama Health Center, and Waianae Coast Comprehensive Health Center ..... | Provided financial assistance, case management and housing placement, data collection, and administration |

Legal Aid Society of Hawaii and Volunteer  
 Legal Services Hawaii ..... Provided legal services to prevent homelessness  
 Waikiki Health Center..... Provided case management and outreach, data collection, and administration

**COMMUNITY DEVELOPMENT BLOCK GRANTS – RECOVERY GRANTS**

The City and County of Honolulu has been awarded \$2,626,694 from the Community Development Block Grant Recovery Program (CDBG-R). The Division will help seven agencies implement community-based projects:

| <u>Organization</u>                         | <u>Activity</u>   |
|---|---|
| Hawaii Family Law Clinic .....              | \$137,000 for legal assistance to obtain Temporary Restraining Orders for domestic violence victims |
| Legal Aid Society of Hawaii .....           | \$100,000 for home preservation project   |
| Central Oahu Youth Services Association ... | \$30,000 for repairs to the Boys' Home  |
| Alternative Structures International .....  | \$265,875 for renovations to Ohana Ola O Kahumana transitional housing project, Phase 1             |
| Kokua Kalihi Valley.....                    | \$800,000 for renovations for a new health clinic   |
| Gregory House Programs.....                 | \$298,333 for renovations to a group home complex   |

**WORKHAWAII DIVISION**

**Rolanse Crisafulli, Administrator**

WorkHawaii’s mission is to develop a quality workforce for Honolulu’s businesses and to empower individuals 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 Oahu One-Stop Consortium, which was formed in June 1999 to implement the federal Workforce Investment Act (WIA) in the City and County of Honolulu. The WIA provides the framework for a unique national workforce preparation and employment system designed to meet both the needs of businesses and job seekers or workers who want to further their careers. The WIA requires the establishment of a one-stop system of career centers to enable customers to easily access the information and services to meet their employment needs.

WIA funding is augmented with support from our One-Stop Partners (see list below) which allowed the WorkHawaii Division to offer services from the following eight Oahu WorkLinks one-stop centers in Fiscal Year 2010.

- Dillingham/Kalihi
- Downtown Honolulu
- Hauula
- Kaneohe
- Kapolei
- Waialua
- Waianae
- Waipahu

The centers each have their individual characteristics and have the flexibility to respond to unique community needs, while still being held to the same standard of excellence in customer service. The newest satellite center at the Hauula Civic Center provided a base for the 2010 Census workers to conduct their outreach in the Koolauloa and North Shore communities, while the Dillingham comprehensive center continued to host the AARP volunteers who provided information and services to people filing income returns during the tax season.

**ONE-STOP PARTNERS**

The One-Stop Partners have been successfully utilizing technology to deliver services more efficiently. HireNet Hawaii is a virtual one-stop employment system that provides a wide variety of core employment services to job seekers and employers via the internet. Job seekers are able to create and post their resumes online, find available jobs, assess their skills, get career information, review the latest labor market information data and locate suitable training.

Employers are able to post job openings, search through resumes for possible candidates and receive direct referrals from the virtual recruiter to get the best match for their positions.

The following partners contributed resources to the Oahu WorkLinks system in addition to WIA services:

- Hawaii Department of Labor & Industrial Relations, Workforce Development Division, Oahu Branch
  - Wagner-Peyser Act for labor exchange, foreign labor certification and worker re-employment
  - Veterans outreach and training
  - Migrant seasonal farm workers
  - Trade adjustment assistance and North America Free Trade Act
  - Work opportunities tax credits

- Honolulu Community Action Program Senior Community Service Employment Program
- ALU LIKE: Native American Employment & Training Program
- Hawaii State Department of Human Services, Division of Vocational Rehabilitation
- Hawaii State Department of Education Adult Community Schools
- Hawaii State Department of Human Services
  - Employment & Support Services Division, First to Work
  - Hawaii Public Housing Authority, Family Self-Sufficiency
  - Respite Companion Service Program
- Hawaii Job Corps
- University of Hawaii Community Colleges
- Hawaii State Department of Labor and Industrial Relations, Unemployment Insurance Division

WorkHawaii also collaborated with community-based and nonprofit organizations such as Pacific Gateway Center, Goodwill Industries, UH Center on Disability Studies, Parents and Children Together, Waipahu Community Association and the Waianae Coast Comprehensive Health Center to submit grant proposals, host job fairs, conduct special recruitments and other outreach events.

**BUSINESS PARTNERS**

Oahu WorkLinks recognizes the importance of businesses as a primary customer of the workforce investment system and continues to deliver services that support the retention and expansion of local businesses. The Business Services Section continued outreach efforts to business associations, as well as individual employers. In addition, outreach was targeted for businesses located in West Oahu to increase employment opportunities for residents who had a desire to work closer to home. Examples of new companies in West Oahu that participated with Oahu WorkLinks included Pacific Commercial, JW Marriott, Ranch House LDA, Inc., DOTS Restaurant and WCIT Architecture.

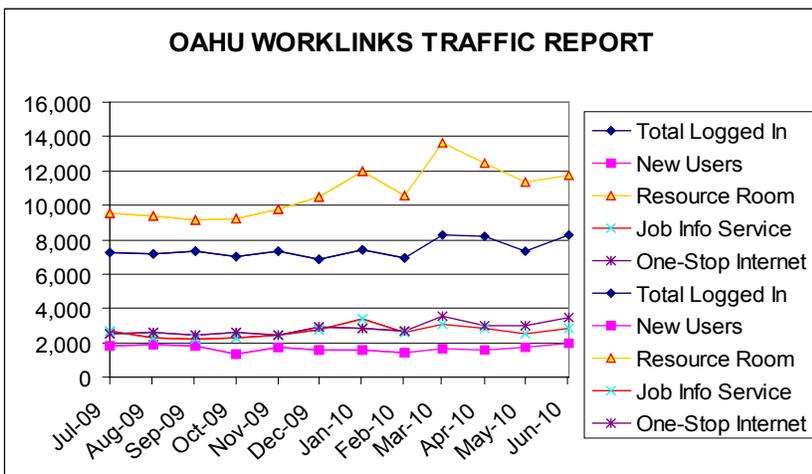
**OAHU WORKLINKS SPONSORED JOB FAIRS**

Oahu WorkLinks continued to co-sponsor three major job fairs in partnership with Success Advertising and other organizations at Neal Blaisdell Center in September 2009, and January and May 2010. These job fairs were a good reflection of the local hiring market and trends in the recovering economy. There was a smaller turnout of job seekers at 5,000 in May compared to the earlier job fairs, a return of recruiters from the hospitality industry, and the presence of new companies that offered job opportunities in the energy efficiency industry. The job fairs were able to attract the participation of a total of about 135 businesses, many of which were repeat customers and were pleased with the diverse and qualified applicant pool as well as the publicity and organization of the events.

**Significant Achievements in FY 2010**

- 89,333 visits were made to the resource rooms at the Oahu WorkLinks centers island wide by new and repeat customers
- 20,110 new customers were served on site at the centers
- 19,627 customers were served off site at job fairs, rapid response sessions, military transition assistance programs and other community events
- 31,884 customers used the job information service
- 2,262 customers attended workshops on resume writing, interviewing, career exploration, self-employment, job search and basic computer skills
- 33,992 customers indicated that they came to the centers to obtain access to the internet
- 18,751 new job openings were posted in HireNet
- 363 new businesses were outreached of which 18 new businesses signed on-the-job training contracts

**OAHU WORKLINKS TRAFFIC REPORT – JULY 2009 TO JUNE 2010**



- 40 individuals were placed in on-the-job training
- As a result of the on-the-job training placements, 26 businesses received 50 percent reimbursement of their payroll costs from Oahu WorkLinks during the training period

Businesses found that the partnership with Oahu WorkLinks saved them time and money. For example, WCIT Architecture saved \$23,989 and TNT Payroll saved \$19,893 in salaries by participating in the on-the-job training program. Their promoted employees received pay increases while learning new skills at work. A Marketing Manager at WCIT Architecture earned \$30.57 an hour and a Sales Manager at TNT Payroll earned \$26 an hour.

## **NEW PROGRAMS**

### **RENT TO WORK PROGRAM**

The Rent to Work Program (RTW) is designed to assist people experiencing homelessness in becoming stably housed and employed, while developing their work skills and ability to earn a living wage. Oahu WorkLink's RTW Program provides short-term rental assistance for individuals willing to participate in career counseling, job search and placement assistance, training, and support services. Participants are actively involved in developing their own employment and training plan to help them acquire job skills. It is an innovative use of the HOME funding available under the Tenant Based Rental Assistance program, combining rental assistance with other resources that provide employment and training services to help people experiencing homelessness become self-sufficient.

To be enrolled, applicants must meet the federal definition of homelessness; and have participated in the Oahu WorkLinks programs through attending workshops and signing an agreement to increase their income according to their individualized employment and training plan. Rental assistance may be terminated for failure to comply with the participant agreement.

#### **Significant Achievements in FY 2010**

- 233 applications were received
- 55 applicants completed the work readiness participation requirements and were referred for rental assistance
- 41 vouchers for rental assistance were issued
- 29 individuals/families were able to rent their housing units

### **PRISONER RE-ENTRY PROGRAM**

In an effort to assist pre-release felons as they seek employment when they transition into the community, the Department of Community Services (DCS) developed and implemented a job readiness and life skills training program with very limited resources available under general funds. This was a joint project between DCS/WorkHawaii, the State's Department of Public Safety, the Federal Detention Center and the U.S. District Court, U.S. Probation Office.

The training for federal and state inmates was conducted at the Federal Detention Center. The curriculum emphasized self awareness and self development and presented tools and strategies for seeking and gaining employment while maintaining a positive attitude.

Upon completion of the training, monthly follow up meetings were held with the participants until their release. Thereafter, job search assistance and resources from Oahu WorkLinks were provided in addition to emotional support and encouragement. As they were employed, program staff continued to make follow-up contacts to prevent recidivism and to help these individuals see and acknowledge their individual worth.

#### **Significant Achievements in FY 2010**

- 11 women and eight men participated in the training
- Nine of the women were employed
- As of 6/30/10 two of the men were released and were receiving job search assistance

### **WORK READINESS PROGRAM FOR PEOPLE EXPERIENCING HOMELESSNESS**

WorkHawaii continued our partnership with homeless service providers, churches, state and community agencies to implement the project funded under a Community Development Block Grant. People who are experiencing homelessness and have serious barriers to employment seldom access the resources and services that are available at Oahu WorkLinks. This project aimed at engaging the participation of these individuals by providing a supportive and structured environment for them to develop basic socialization and life skills, to explore their interests, to develop career goals, and to build their confidence and ease their transition to the world of work. The program provided the employment counseling, work readiness training, case management and follow up to support the individuals or families that were motivated to enroll in the Rent To Work Program. It also provided work experience training, job search and placement activities to others such as residents of Ulu Ke Kukui Transitional Shelter.

#### **Significant Achievements in FY 2010**

- 98 individuals received work readiness counseling
- 13 individuals received subsidized work experience training
- 67 individuals obtained or continued employment

### **NATIONAL EMERGENCY GRANT FOR ALOHA AND ATA AIRLINES**

WorkHawaii's allocation for the National Emergency Grant for former Aloha and ATA Airline workers was increased to \$1,318,000. The enrollment of 421 participants exceeded the goal of 400. The dislocated workers upgraded their occupational skills in a

variety of fields such as computer applications, medical assisting, web design, digital media, network engineering, culinary arts, office administration etc.

**Significant Achievements in FY 2010**

- 421 individuals were enrolled
- 395 individuals received intensive services
- 262 individuals receiving training
- 115 individuals received support services
- 294 individuals entered employment

**REED ACT ACTIVITIES**

The 2006 Legislature appropriated monies from the unemployment trust fund (Reed Act) to the counties and workforce investment boards to carry out activities to improve employer outreach and services, labor force pool expansion, capacity building, and to fund some shared costs for the operation of the one-stop centers. The City received slightly more than \$5 million, available for use until June 30, 2010.

The City's Reed Act Plan outlines outreach efforts and enhanced services to small businesses, particularly businesses located on the Leeward side. Desired outcomes include increased employer usage of Oahu WorkLinks services such as job posting, training, referrals and hiring. To expand the labor pool, outreach was conducted to populations that are under-represented in the workforce, such as immigrants with limited English proficiency, ex-offenders, individuals with disabilities, at-risk youth, discouraged workers and people experiencing homelessness.

Career assessment, counseling, job readiness training and employment services were provided to about 802 youth and adults. Improved job matching was implemented to increase the pool of qualified job applicants to meet the needs of employers. These monies were also used to improve the technology infrastructure of the delivery system, such as replacing old computers and purchasing video conferencing equipment

**Significant Achievements in FY 2010**

- 363 new businesses signed letters of participation to use OWL services
- 116 were from the Leeward area
- 247 were from the Honolulu area
- 802 individuals from target populations under-represented in the workforce received career assessment, counseling and job readiness services
- 418 were adults
- 384 were youth
- 74 adults were hired after job matching
- 35 youth entered employment

**ON-GOING PROGRAMS**

**WIA ADULT AND DISLOCATED WORKER PROGRAMS**

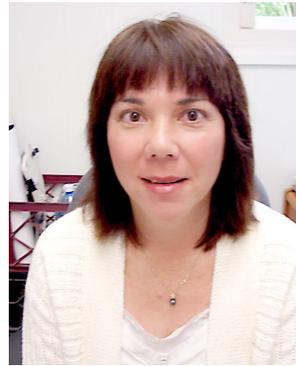
Programs funded under the WIA provide for career counseling, case management, employment, and support services to adults and dislocated workers. Unemployed adults (age 18+) from low-income families or employed adults who have not achieved self-sufficiency are eligible for training services under the Adult program. People who are laid off as a result of business closure or downsizing are eligible for re-training and re-employment services under the Dislocated Worker program.

Under the WIA, performance outcomes are only recorded for those individuals who complete the program. The WIA has mandated performance outcomes that cover the following:

- Entered employment rate
- Employment retention rate at six months
- Average earnings at six months
- Employment and credential rate

**PERFORMANCE OUTCOMES OF INDIVIDUALS WHO COMPLETED SERVICES**

| <u>Program</u>                | <u>Negotiated</u> | <u>Actual</u> |
|-------------------------------|-------------------|---------------|
| Adult (97 individuals)        |                   |               |
| Entered Employment Rate ..... | 65%               | 80.4%         |
| Retention Rate.....           | 74%               | 88.2%         |
| Average Earnings.....         | \$10,800          | \$13,808      |
| Credential Rate .....         | 62%               | 80.5%         |



**Carol Salceda, a former Aloha Airline employee, started a new career in Medical Coding at Waimanalo Health Center.**



**Dan Yaguwa, a former Aloha Airline employee, completed training at Honolulu Community College and began working for the City Department of Planning & Permitting.**

|                                     |         |          |
|-------------------------------------|---------|----------|
| Dislocated Worker (106 individuals) |         |          |
| Entered Employment Rate .....       | 57%     | 86.6%    |
| Retention Rate.....                 | 86%     | 92.1%    |
| Average Earnings.....               | \$5,996 | \$17,050 |
| Credential Rate .....               | 57%     | 78%      |

**Significant Achievements in FY 2010**

- 204 customers enrolled in the Adult program
- 566 customers enrolled in the Dislocated Worker program
- Oahu exceeded all eight performance measures for the Adult and Dislocated Worker programs.

**WELFARE PROGRAMS**

The Welfare Programs Section provides employee development and job preparation services under agreements with the Hawaii Department of Human Services’ Benefit, Employment and Support Services, Hawaii Public Housing, and Vocational Rehabilitation and Services for the Blind Divisions. The overall theme of the Welfare Programs Section is to provide assistance to needy families on government assistance and to end dependence by promoting job preparation and work incentives.

**HO’ALA PROGRAM**

The Ho’ala Program provides job preparation services for welfare recipients through an intergovernmental contract with the Hawaii State Department of Human Services’ First to Work Program. The federal Budget Deficit Reduction Act of 2005 requires states to meet strict federal performance outcomes which require many of the welfare families to meet statutory work requirements.

The Ho’ala Program facilitates the successful transition of families from welfare dependence to work. An important ingredient for success is a positive attitude about one’s self and life. The Ho’ala curriculum creates a learning environment that stimulates participants’ willingness to learn and motivation to work. The First to Work curriculum is made up of five daily modules and are offered in an open entry and open exit format to provide the greatest customer choice. The modules are self discovery, building blocks, foundations of retention, interviewing, and fitting in. Follow-up job club services are provided to give customers an opportunity to implement and reinforce the skills and strategies they learned.

The Ho’ala Food Stamp Employment training program continues to provide a 16-hour employment assessment training for able bodied adults without dependents enrolled in the First to Work Program.

The “Ready, Set, Work” two-week Job Preparation and Life Skills training activity serves persons with disabilities at the Division of Vocational Rehabilitation. Participants experience a positive and caring learning environment, which helps to build self-confidence and prepare them to seek gainful employment.

**Significant Achievements in FY 2010**

- 7,298 participants were served in First to Work Ho’ala classes and job clubs
- 270 food stamp participants were served
- 1,068 individuals with disabilities were served under the “Ready, Set, Work” program



**Sheldon Jardine from Kalihi, a Ho’ala graduate, worked full-time for a cleaning company in addition to starting his own business.**

**FAMILY SELF-SUFFICIENCY PROGRAM**

WorkHawaii continues to implement the Family Self-Sufficiency (FSS) program on behalf of the State Hawaii Public Housing Authority for the State’s Section 8 tenant based voucher tenants, Project Based Housing tenants and Low Income Public Housing residents. In addition, the FSS Program Coordinator provides homeownership services to all Section 8 families within the scope of the HUD initiated Homeownership Voucher Option Program (HVOP). FSS promotes employment as an avenue to establishing a government interest bearing “escrow” savings account that the family can successfully draw at the completion of their 5 year Contract of Participation. The head of household and family members are encouraged to identify with personal goals towards program incentives such as employment, education, vocational training, savings and homeownership.

**Significant Achievements in FY 2010**

- 7 families graduated
- 12 new families established escrow accounts with average monthly savings of \$189.58 and total \$2,275
- 2 families no longer require Section 8 assistance
- 4 families have achieved homeownership



## DEPARTMENT OF DESIGN AND CONSTRUCTION

Craig I. Nishimura, P.E., Director  
Collins D. Lam P.E., Deputy Director

### DUTIES AND FUNCTIONS

The Department of Design and Construction (DDC) is the central agency responsible for the planning, design, and construction management of the City's Capital Improvement Program (CIP). Working in conjunction with its city client agencies, DDC administers the planning, development, and implementation of capital improvement projects. These include development of infrastructure and facilities for wastewater, roads, drainage, parks, fire, police, emergency services, customer services, finance, and planning and permitting. Additionally, DDC performs land survey and land acquisition in support of all other city agencies.

DDC is organized to efficiently deliver the services required to support its client agencies. Each engineering division is structured to include the project planning, design, and construction management services necessary to implement client needs. Our Land Division supports all other divisions. The five divisions are:

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

Principal clients consist of all of the City's departments. Each division works with client agencies to identify and create the annual CIP. As projects are budgeted, DDC prepares construction plans and specifications needed to fulfill the client program requirements and bids the projects for construction.

### DIVISIONS

#### Civil Division

The Civil Division plans, designs, and constructs infrastructure facilities including: streets and highways; drainage and flood control systems; bridges and other public works structures; environmental related projects; and oversees the soil/materials testing laboratory.

The **Planning and Design Branches** worked on 113 projects with an estimated \$41 million in total consultant contracts. These projects involve: bridge inspection, inventory, and appraisal; bridge rehabilitation/repairs; bridge scour protection; emergency bridge repair; rock fall mitigation and earth stabilization; retaining walls construction/repair; guardrail improvements; curb ramps; drainage improvements and flood control and remediation; construction, reconstruction, and rehabilitation of roadways.

Projects awarded to contractors consisted of bridge rehabilitation, bridge seismic retrofit, retaining wall repair, guardrail improvements, curb ramps, drainage improvements, resurfacing and reconstruction of roadway.

The **Construction Branch** worked on 54 active projects in varying stages of construction totaling an estimated \$68 million in total construction contracts. Of these, 16 were substantially completed by June 30, 2010 at an estimated \$17 million in total construction contracts. The completed construction projects include: 3 bridge repair/rehabilitation/retrofit; 4 resurfacing/rehabilitation/reconstruction of roadway; 5 curb ramp packages; and 4 drainage/stream improvements. At the end of June 30, 2010, there were 38 projects in varying stages of construction. The estimated total construction contract amount for the on-going projects is \$51 million.

The **Soils/Materials Testing Laboratory** conducted 721 material analysis (including soil analyses, asphalt concrete contents, specific gravities, and gradations), 682 field control tests (including compaction tests, California Bearing Ratio [CBR] tests, piezometer readings, cone penetrometer tests, and corings), 84 site investigations, and 222 concrete compressive strength tests. These tests included those conducted for the Department, other City departments, and the Board of Water Supply.

#### Pictorial Highlights of Civil Division Projects



Before: Rehabilitation of Hihimanu sidewalk.



After: Rehabilitation of Hihimanu sidewalk.

## Facilities Division

The Facilities Division plans, designs, and constructs government facilities including: municipal and civic buildings; parks and park structures; golf courses; zoo facilities; municipal auditorium facilities; fire stations; police stations; ambulance units, and corporation yards. Additionally, the division is charged with the overall space planning, moving, and relocation for all city agencies.

The **Planning Branch** is responsible for researching and planning the development, expansion and improvement of city facilities, including municipal and civic buildings, parks and park structures, fire stations, police stations and corporation yards. The following are examples of the branch's undertakings:

1. Master planning and project management of individual parks development for the Department of Parks and Recreation (DPR) and the development of facilities for other City agencies, as required;
2. Long-range facilities planning for the DPR and other City facilities, as required;
3. Assembling the annual CIP for the Facilities Division;
4. Amending the annual and six-year CIP to assure continuity of park development and meeting municipal facility needs;
5. Planning the acquisition of and helping coordinate the management of all park lands. The same services are provided for lands required by the Facilities Division for development;
6. Managing production and approvals of applications for Development Plan amendments, environmental assessments, Special Management Area permits, and intergovernmental agreements;
7. Maintaining records on park land transactions, deeds, and facility planning documents, such as master plans and maps showing existing conditions of City facilities; and
8. Planning, land acquisition, architectural programming, and project management of civic facilities, such as fire and police stations, corporation yards, and other municipal buildings and facilities.

During the fiscal year 2008-2009 the branch worked on 18 projects. The following are significant planning projects that the branch worked on:

- Fire Training Center, 890 Valkenburgh Street
- Waikiki War Memorial and Natatorium Complex / Waikiki Beach Shoreline Restoration
- Laniakea Beach Support Park Master Plan, SMA, and EA
- Mauna Lahilahi Beach Park Environmental Assessment ( for Protective Breakwater)
- McCully District Park Master Plan
- Waiahole Beach Park, Kaneohe - Master Plan And Management Plan
- Ala Wai Community Park - Clubhouse Renovation/ Reconstruction
- Beach Park Erosion Study
- City Master Space Utilization Plan

## Project Management and Design

The Facilities Division design function is divided between two branches: Design Branch A and Design Branch B.

**Design Branch A** implements the department's CIP for the development of major projects, including major municipal and civic buildings, police stations, fire stations, city corporation yards and various Enterprise Service facilities. The architectural section of Design Branch A is involved in the upkeep of all city facilities requiring various renovations, alterations, relocations and emergency repair. The in-house design staff completed over 32 repair projects costing approximately \$32.5 million. The following represents projects completed by the branch:

|  | <u>Construction Cost</u> |
|--|--------------------------|
| • ADA Improvements to Public Buildings.....  | \$ 480,000               |
| • Chinatown Police Station receiving desk Improvements.....                          | \$ 125,000               |
| • City Hall Basement Improvements for the Corporation Counsel Project.....           | \$ 450,000               |
| • Ewa Beach Fire Station Replacement .....   | \$6,490,000              |
| • Ewa Mahiko District Park New Gymnasium, Playcourts and Parking Lot, Ewa Beach..... | \$9,265,000              |

The branch worked on 65 projects with an estimated total construction cost of approximately \$98 million during the fiscal year. The following represents projects worked on by the branch:

|  | <u>Estimated Construction Cost</u> |
|--|------------------------------------|
| • Halawa Corporation Yard Renovation & Welding Shop Addition ..... | \$ 1,300,000                       |
| • Banzai Rock Beach Support Park Phase II .....                    | \$ 1,000,000                       |
| • Hauula Fire Station Relocation.....                              | \$ 3,000,000                       |
| • Waianae Police Station Renovation/Reconstruction .....           | \$47,000,000                       |
| • Ewa Beach Fire Station Relocation.....                           | \$ 6,000,000                       |
| • Police Headquarters Building Condition Improvements.....         | \$ 1,200,000                       |

**Design Branch B** implements the City's CIP, emphasizing projects to provide new park facilities for the City, rehabilitate and upgrade existing park facilities, bringing more of them in compliance with present code standards such as the American with Disabilities Act requirements, in addition to zoo and golf course projects. The branch worked on 54 projects with an estimated total construction cost of approximately \$31.2 million during the fiscal year. The following represents projects worked on by the branch:

**Estimated Construction Cost**

|  |              |
|--|--------------|
| • Pali Golf Course-1. Maintenance Facility .....                                   | \$2,800,000  |
| • Fern Community Park Reconstruct Playcourts.....                                  | \$ 600,000   |
| • Kailua District Park Reconstruction of Basketball Courts.....                    | \$ 145,000   |
| • McCully District Park Ph 2 Reconstruction Swimming Pool .....                    | \$2,230,000  |
| • Pearl City District Park Recreation Building ADA Improvements, Ph. 5C .....      | \$ 1,100,000 |
| • Pu'u O Hulu Community Park Playcourt Construction.....                           | \$ 300,000   |
| • Honolulu Zoo - Asian Tropical Forest Elephant Facility .....                     | \$6,250,000  |
| • Koko Head District Park Reconstruction of Tennis Courts and Lighting System..... | \$ 1,120,000 |
| • Waimanalo Beach Park Automatic Irrigation System .....                           | \$ 250,000   |
| • Aina Haina Nature Preserve Retaining wall Mitigative Improvements .....          | \$ 360,000   |

The **Construction Management Branch** manages and inspects both park and building CIP projects; 39 building, parks, and recreation construction and improvement projects were completed in FY2010 for a total cost of \$27.7 million.

There are currently 43 building and parks construction and improvement projects still under construction for a total cost of \$34.3 million. Examples of major projects include:

**Construction Cost**

|   |                 |
|---|-----------------|
| • Kahuku Police Station Interior Improvements .....                                   | \$ 793,000.00   |
| • Walter Murray Gibson Building Renovation .....                                      | \$4,254,000.00  |
| • Kailua District Park Reroof Gym Building and Miscellaneous Improvements.....        | \$1,352,500.00  |
| • Sandy Beach Koko Head Reconstruct Wastewater Systems, RD 1 .....                    | \$ 318,883.00   |
| • Kapolei Regional Park Construction of Comfort Station.....                          | \$ 459,400.00   |
| • Kahe Point Beach Park Emergency Repairs to Comfort Station and Pavillion.....       | \$ 847,202.00   |
| • EMS Headquarters and Communications Facility, Young Street .....                    | \$2,165,500.00  |
| • Waialua District Park Upgrade Sewer System (Wastewater) .....                       | \$ 397,767.00   |
| • Pearl City Corporation Yard NPDES Permit Improvements .....                         | \$2,374,526.00  |
| • Ewa Mahiko District Park New Gymnasium, Playcourts and Parking Lot, Ewa Beach ..... | \$8,313,254.00  |
| • Ewa Beach Fire Station Replacement .....  | \$ 4,587,016.00 |
| • Kapolei Hale Office Improvements, Oahu .....  | \$ 1,608,024.00 |
| • Sand Island Dewatering Facility NPDES Permit Improvements.....                      | \$ 919,900.00   |

**Pictorial Highlights of Facility Division Projects**



Newly renovated historical Mission Memorial Building



Newly finished Young Street EMS Facility.



Ewa Mahiko District Park New Gymnasium Building under construction.

## 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 access rights-of-way, 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 corporation 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 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.

The **Acquisition Branch** conducts title searches, negotiates with property owners to acquire lands and easements for City projects, prepares conveyance documents, and processes such documents for City Council acceptance and recordation at the State Bureau of Conveyances. The Branch also prepares documents for Land Court.

The **Survey Branch** conducts land, control, and topographic field surveys, makes land boundary studies, and stakes property boundaries. The Branch reviews consultants' work, prepares maps and descriptions, makes shoreline certifications, prepares subdivision and land court maps and prepares maps, charts, and graphs for use in court.

The **Appraisal Branch** prepares real estate cost estimates and appraisals for the acquisition or use of real property needed for City projects. The Branch also prepares appraisals for the rental and disposal of City properties and determines valuations for park dedications purposes. They assist the Corporation Counsel in preparing for condemnation trials and provide expert witness testimony on property valuation in court.

### Jobs Assigned

The following is an accounting of the number of jobs by department that were assigned to the Land Division for FY 2010. 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 24 properties per assignment.

- I. Department of Design and Construction – 440
- II. Assignments for Other City Agencies
  - A. Board of Water Supply – 1
  - B. Department of Budget and Fiscal Services – 119
  - C. City Council – 23
  - D. Department of Community Services - 13
  - E. Corporation Counsel – 52
  - F. Customer Services – 2
  - G. Department of Environmental Services – 67
  - H. Department of Facility Maintenance – 65
  - I. Fire Department – 2
  - J. Department of Information Technology – 1
  - K. Mayor's Office – 1
  - L. Neighborhood Board – 2
  - M. Department of Parks and Recreation – 39
  - N. Department of Planning and Permitting – 195
  - O. Department of Transportation Services – 33
- III. Assignments State of Hawaii Properties – 61
- IV. Dedications by Private Sector – 162
- V. Miscellaneous – 48

### Land Services Summary of Accomplishments

|                                 |       |
|---------------------------------|-------|
| Parcel and Land Court Maps..... | 151   |
| Maps Reviewed.....              | 36    |
| Number of Parcels .....         | 111   |
| Descriptions .....              | 420   |
| Reviewed/Stamped.....           | 212   |
| Title Searches Checked.....     | 208   |
| Topographic Maps .....          | 189   |
| Field Surveys .....             | 1,040 |

|   |       |
|---|-------|
| Appraisals by Staff.....                    | 390   |
| Fee Parcels .....                           | 50    |
| Easement and Rentals.....                   | 140   |
| Parcels Reviewed.....                       | 55    |
| Park Dedications .....                      | 145   |
| Title Searches .....                        | 2,654 |
| Research Assignments.....                   | 8,583 |
| Abstract Section.....                       | 1,594 |
| Document Section.....                       | 5,450 |
| Negotiations Section.....                   | 604   |
| Survey Section .....                        | 935   |
| Negotiations .....                          | 2,376 |
| Parcels Acquired.....                       | 213   |
| Condemnation.....                           | 1     |
| Negotiations .....                          | 107   |
| Dedications .....                           | 105   |
| Request for Eminent Domain Proceedings..... | 3     |
| Documents.....                              | 41    |
| Acquisition Documents Processed.....        | 21    |
| Dedication Documents Recorded.....          | 20    |
| Correspondence and Misc. Reports .....      | 5,950 |

### **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 retrofit and air-conditioning upgrades; manages energy conservation programs; and manages underground storage tank inspections and mitigation.

The **Communications Branch** was transferred to the Department of Information Technology (DIT), effective July 1, 2004. MED served as consultant to DIT managed one project relating to communications to completion.

- Completed the project to relocate the existing radio and microwave equipment from the existing City-owned equipment facility/towers to the proposed State constructed equipment facility/tower at the Koko Head Communication Site.

The **Energy Conservation and Indoor Electrical Branch** provides for coordination, planning, design, and implementation of programs, including:

- Participating in the Mayor's Energy and Sustainability Task Force chaired by the Director of Budget and Fiscal Services, including the editing and publishing of the Mayor's 21<sup>st</sup> Century Ahupua'a Energy and Sustainability Task Force Plan;
- Participating in energy conservation programs sponsored by utility companies, Hawaii Energy Efficiency Program and State agencies, including the Re-build Hawaii, the Hawaii Energy Policy Forum, and Hawaii Clean Energy Initiative;
- Participating in the Municipal Solid-State Street Lighting Consortium towards the next generation energy efficient light sources, including solid-state LED fixtures;
- Participating in Public Utility Commission dockets relating to electricity generation and distribution;
- Developing long-range planning of energy conservation projects for general government office buildings;
- Working with other City agencies, such as the Department of Enterprise Services, the Department of Facility Maintenance, and the Honolulu Fire Department in planning and implementing energy conservation improvements in their facilities;
- Reviewing mechanical and electrical proposals, designs, plans, and specifications prepared by private consultants for improvement projects at various City facilities for compliance with State, City, and safety standards and codes, engineering practices, functionality and energy conservation;
- Managing, coordinating, and designing mechanical and electrical improvement projects in the areas of plumbing, fire sprinklers, air conditioning, underground fuel storage tanks, energy conservation, indoor electrical, lighting, fire alarm and public address systems;
- Maintaining inventory of the City underground fuel storage tanks and managing on-going mitigation and groundwater monitoring projects; and
- Investigating complaints of indoor air quality and hazardous materials at various City facilities.

### **List of Accomplishments**

- Continued participation in the Hawaii Energy Efficiency Program (HEEP). The City has received \$731,253 in rebates for its energy conservation projects since 1996. These projects helped to reduce the City's electricity consumption by 11.0 MWh;
- Continued participation in the Re-build Hawaii Consortium, including participation at quarterly meetings and conferences.
- Attended include Lightfair International held in Las Vegas, Nevada;
- Continued to provide technical assistance to DFM in the programming of the computerized LED lighting of Honolulu Hale for community events such as Honolulu City Lights, Mayor's 9/11 Remembrance Walk and Diabetes Awareness Day;
- Initiated a LED parking lot lighting demonstration project at Manoa Valley District Park.

The Energy Conservation and Indoor Electrical Branch have completed seven projects with an approximate total of \$6.74 million. The following represents completed projects by the branch:

|  | <u>Cost</u> |
|--|-------------|
| • Air Conditioning System Replacement at Building Maintenance Yard At 455 Kokea Street .....   | \$ 161,700  |
| • Fasi Municipal Building – Installation of Fire Sprinkler System .....  | 5,461,855   |
| • Halawa Corporation Yard – Installation of Photovoltaic System for Buildings A, B, and C.....   | 657,000     |
| • Harbor Village Municipal Parking Structures Lighting Improvements .....  | 42,707      |
| • Kapolei Hale Computer Room Air Conditioning System .....   | 125,700     |
| • Kekaulike Courtyard Municipal Parking Structures Lighting Improvements .....   | 97,700      |
| • Waiupe Fire Station Emergency Vehicle Caution System (EVCS) Renovation –<br>Installation of an emergency vehicle caution system..... | 195,055     |

The Energy Conservation and Indoor Electrical Branch has 20 projects on-going with an estimated cost of approximately \$15.6 million. The following represents projects on-going by the branch:

|   | <u>Estimated Cost</u> |
|---|-----------------------|
| • Blaisdell Center Administration Building Air Conditioning System Replacement .....  | \$ 360,746            |
| • Blaisdell Center Concert Hall Transformer Replacement.....  | 250,000               |
| • Blaisdell Center Exhibition Hall Air Conditioning System Improvements.....  | 1,000,000             |
| • Emergency Generator Improvements at Various Police Stations, Phase I.....   | 523,219               |
| • FMB Emergency Generator Modification Project – Replacement of three obsolete<br>generators with new generators and automatic transfer switches..... | 3,058,400             |
| • Honolulu Hale Elevator Replacement – Modernize the existing elevators in Honolulu Hale.....   | 801,245               |
| • Honolulu Police Department Headquarters – Air Conditioning System Cooling Tower Renovations .....   | 1,005,047             |
| • Kahuku Police Station Helipad Lighting Improvements.....  | 117,700               |
| • Kaneohe District Park Swimming Pool Heating System – Replacement of heat pumps.....   | 296,910               |
| • Kapolei Hale – Replacement of Condenser Water Piping System for the Air Conditioning System .....   | 370,255               |
| • Kulana Nani Apartments Elevator Replacement, Phase II .....   | 929,000               |
| • Marin Tower Municipal Parking Structure Lighting Improvements .....   | 328,288               |
| • EECBG – Neal Blaisdell Center Parking Structure Lighting Improvements.....  | 520,000               |
| • EECBG – Kalihi-Palama Bus Maintenance Building Lighting Improvements .....  | 410,000               |
| • EECBG – Kalihi-Palama Bus Administration Building Lighting Improvements .....   | 160,000               |
| • EECBG – Pearl City Bus Maintenance Facility Installation of Photovoltaic System .....   | 1,880,000             |
| • EECBG - Kapolei Hale Lighting Improvements .....  | 585,700               |
| • Halawa Corporation Yard – Installation of Photovoltaic Systems for Building D.....  | 2,186,600             |
| • Fasi Civic Center Parking Structure Lighting Improvements .....   | 377,827               |
| • Generator Improvements at Various Police Facilities, Phase II.....  | 421,110               |

**Pictorial Highlights of Mechanical/Electrical Division Projects**



Installation of Photovoltaic System at Halawa Corporation Yard.

The **Street Lighting and Facilities Electrical Branch** provides for planning and design of roadway and public facilities lighting and for design and review of parks electrical facilities (indoor and outdoor lighting and electrical systems), including:

- Participating in the planning and development of capital improvement street lighting projects with other City agencies and input from the general public;
- Reviewing street lighting proposals and design plans and specifications prepared by private consultants for compliance with City requirements;
- Reviewing parks electrical proposals, design plans and specifications prepared by private consultants for compliance with City requirements (1,184 street lighting and parks electrical work in FY10);
- Investigating public complaints relating to the City street lighting systems (169 in FY10);
- Establishing standards for roadway lighting on City streets;
- Reviewing excavation/trenching permits for conflicts with City-owned underground street lighting and fiber optic systems (870 in FY10);
- Performing construction inspection of street lighting systems installed new or modified by private developers for subdivisions and other private developments (103 in FY10);
- Performing construction management and inspection of City street lighting projects and City parks electrical projects (768 in FY10); and
- Managing the joint pole coordination for the City with the Hawaiian Electric Company (1,314 in FY10).

The Street Lighting and Facilities Electrical Branch have completed 1 design project at a cost of approximately \$80,000. The following represents the project completed by the branch:

|   | <u>Cost</u> |
|---|-------------|
| • Waialua Beach Road Street Lighting Improvements Phase II..... | \$80,000    |

The Street Lighting and Facilities Electrical Branch have 11 design projects on-going with an estimated cost of approximately \$1.4 million. The following represents projects on going by the division:

|  | <u>Estimated Cost</u> |
|--|-----------------------|
| • Anti-Crime Street Lighting Improvements – Hawaii Kai.....  | \$190,000             |
| • Kalihi Valley District Park – Replacement of Swimming Pool Lighting Poles and Load Centers ..... | 88,000                |
| • Kamehameha Highway Street Lighting Improvements.....   | 50,000                |
| • Kionaole Road Street Lighting Improvements .....   | 90,000                |
| • Kinau Street Lighting Improvements .....   | 60,000                |
| • Kipapa Neighborhood Park – Replacement of Switchgear for Basketball and Volleyball Courts .....  | 20,000                |
| • Kuliouou Street Lighting Improvements .....  | 140,000               |
| • Kailua District Park – Softball Field Lighting System Replacement .....                          | 365,000               |
| • Replacement of Street Lighting Meter Cabinets and Transformers .....                             | 248,700               |
| • Saint Louis Heights (Chaminade Terrace)Street Lighting Improvements Phase II .....               | 45,000                |
| • Mililani District Park – Replacement of Walkway and Parking Lot Lighting .....                   | 100,000               |

The Mechanical and Electrical Division had 6 construction projects completed that costs approximately \$1.2 million.

|  | <u>Cost</u> |
|--|-------------|
| • Aiea District Park – Replacement of gymnasium Lighting System.....       | \$135,000   |
| • Mililani Replacement of Street Lights – Phase II .....                   | 248,000     |
| • Halawa District Park – Replacement of Gymnasium Lighting System .....    | 270,000     |
| • Waialua Street Lighting Improvements, Phase II.....                      | 88,000      |
| • Waikele Community Park – Parking Lot and Swimming Pool Lighting .....    | 290,000     |
| • Whitmore Community Park – Replacement of Gymnasium Lighting System ..... | 160,000     |

The Mechanical and Electrical Division has 7 on-going construction projects that cost approximately \$5.6 million.

|   | <u>Estimated Cost</u> |
|---|-----------------------|
| • Anti-Crime Street Lighting Improvements – Lunalilo Home Road.....         | \$1,966,100           |
| • Renton Road Street Lighting Improvements (Ewa Villages).....              | 176,000               |
| • Replacement of Fire Alarm Systems at Various Parks II .....               | 504,000               |
| • Waialua Street Lighting Improvements .....                                | 308,000               |
| • Lanakila District Park – Softball Field Lighting System Replacement.....  | 817,700               |
| • Pearl City Area (Momilani) Street Lighting Improvements.....              | 1,540,000             |
| • Saint Louis Heights (Chaminade Terrace) Street Lighting Improvements..... | 251,000               |

## **Wastewater Division**

The Wastewater Division plans, designs, and constructs wastewater related facilities including: installation and upgrade to the collection and conveyance systems, and wastewater treatment facilities.

The **Planning Branch** was involved in activities and projects that included: project planning, Environmental Impact Statements and Environmental Assessments preparation and review, Planning Assessment Reports, Design Alternatives Reports, environmental clearances, land acquisition requests, Special Management Area Permits preparation, Intergovernmental Agreements, City Council resolutions, and new systems development.

The long-range sewer rehabilitation plan completed in 1999 was approved by the United States Environmental Protection Agency in March 2000. This project, which began in 1993, was one of the largest planning projects undertaken by the City. The final plan sets the direction that Honolulu will be taking over the next twenty (20) years to improve the sewer system to meet the City's goals for environmental improvement. Over 165 projects were identified which need to start between 2000 and 2019. Approximately 60% of the projects have been started.

The Branch also provided planning support to the Facilities Division over the past year, primarily with parks-related projects.

The active planning projects as of June 30, 2010 are listed below by wastewater treatment plant tributary area:

### **East Mamala Bay**

- Ala Moana Boulevard/Auahi Street Sewer Rehabilitation
- Ala Moana Wastewater Pump Station Force Main No. 3
- Ala Moana Wastewater Pump Station Force Main Modification
- Aliamanu No 1 & 2 Wastewater Pump Station Upgrade
- Aliamanu Wastewater Pump Station No. 1 & 2 Force Mains
- Chinatown Sewer Rehabilitation
- Iwilei/Kalihi Kai/Sewer Rehabilitation/Reconstruction
- Kalihi/Nuuanu Area Sewer Rehabilitation
- Manoa Sewer Relief/Rehabilitation
- Old Sewer Tunnel Rehabilitation
- Palolo Valley Sewer Rehabilitation
- Waikiki Sewer Rehabilitation/Reconstruction

### **West Mamala Bay**

- Waipahu Sewer Replacement/Relief

### **Kailua/Kaneohe/Kahaluu**

- Ahuimanu Wastewater Pre-treatment Facility Force Main
- Kahanahou Wastewater Pump Station Upgrade
- Kalaheo Avenue Relief Sewer
- Kamehameha Highway Sewers, Improvement District
- Kaneohe Bay #2 Wastewater Pump Station Force Main
- Kaneohe Sewer Relief/Rehabilitation, C2 Projects
- Kaneohe/Kailua Force Main No. 2
- Waikalua Wastewater Pump Station Upgrade
- Waikapoki Wastewater Pump Station Upgrade

### **Wahiawa**

- Uwalu Wastewater Pump Station Upgrade

### **Island-Wide**

- Small Mainline Projects

### **Other Projects**

- Reconstruct Park Wastewater Systems, RD 4

The **Design Branch** completed ten (10) major design projects. Bids totaling \$23,885,952 were received. A total of \$18,920,080 was encumbered in fiscal year 2010 with \$1,892,008 in construction contingency. Eleven (11) major projects are still under design.

Associated with wastewater facility planning and design, the Design Branch was involved in the review of Facility Plans, Master Plans, Design Standards and Preliminary Engineering Reports, the preparation of Operations and Maintenance (O&M) Manuals, the training of O&M personnel, the oversight of facility start-up and optimization and the certification of facility performance.

Associated with the construction of each project, the Design Branch was involved in the review of submittals, requests for information, equipment and materials substitutions and equipment manuals. The Design Branch participated in regular project meetings, resolution of field conflicts and changes, and resolution of claims and disputes.

Associated with the support of wastewater functions and facilities, the Design Branch was involved in the evaluation, troubleshooting, emergency procurement and repair of the collection system, pump stations, force mains and treatment plants and the review of reports, designs and submittals from private developers and other governmental agencies.

**Wastewater Design Projects to Bid**

|  | <u>Bid Price</u>     | <u>Contingency</u> | <u>Total</u>        |
|--|----------------------|--------------------|---------------------|
| • Airport Sewer Rehabilitation and Reconstruction Ph. 1 .....            | 2,057,498            | 205,750            | 2,263,248           |
| • Ala Moana/Kapiolani Trunk Sewer Replacement and Rehabilitation .....   | 7,548,072            | 754,807            | 8,302,879           |
| • Beachwalk Wastewater Pump Station Improvements .....                   | 4,378,569            | 437,857            | 4,816,426           |
| • Foster Village Sewer Rehabilitation and Reconstruction .....           | 695,699              | 69,570             | 765,269             |
| • Kalihi/Nuuuanu Sewer Rehabilitation, 1J Area 8 .....                   | 4,965,872            | *Project cancelled |                     |
| • Kalihi/Nuuuanu Sewer Rehabilitation, ADA .....                         | 554,795              | 55,480             | 610,275             |
| • Kaneohe Wastewater Pretreatment Facility Water Line Improvements ..... | 428,735              | 42,874             | 471,609             |
| • Lualualei Wastewater Pump Station Force Main System .....              | 1,854,745            | 185,475            | 2,040,220           |
| • Sewer Manhole and Pipe Rehabilitation at Various Locations, Ph.2 ..... | 299,000              | 29,900             | 328,900             |
| • Waimalu Sewer Rehabilitation and Reconstruction Ph.2 .....             | 1,102,967            | 110,297            | 1,213,264           |
| <b>Total.....</b>  | <b>*\$18,920,080</b> | <b>\$1,892,008</b> | <b>\$20,812,088</b> |

**Wastewater Projects Under Design**

|   | <u>Estimated Construction Cost</u> |
|---|------------------------------------|
| • Ala Moana Force Main No. 3 & 4 .....  | 138,000,000                        |
| • Kailua Wastewater Treatment Plant and Collection System .....                               |                                    |
| • Odor Control Improvements, Phase 2.....   | 4,000,000                          |
| • Kalihi/Nuuuanu Sewer Rehabilitation, Phase 1J (Area 8).....                                 | 2,500,000                          |
| • Kaneohe/Kailua Force Main No. 2 .....   | 85,000,000                         |
| • Leeward Area Sewer Manhole Rehabilitation.....  | 700,000                            |
| • Makaha Interceptor Sewer Rehabilitation/Replacement .....                                   | 5,000,000                          |
| • Moiliili/Kapahulu Sewer Rehabilitation/Reconstruction .....                                 | 23,600,000                         |
| • Niu Valley Wastewater Pump Station Force Main Removal of By-Pass and Restoration Work ..... | 650,000                            |
| • SMPR 4 Wilder Avenue and Metcalf Street Sewer Rehabilitation.....                           | 500,000                            |
| • SMPR 86 Hanawai Circle Sewer Rehabilitation .....   | 1,400,000                          |
| • Waikiki Sewer Rehabilitation/Reconstruction .....   | 9,000,000                          |
| <b>Total.....</b>   | <b>\$270,350,000</b>               |

The **Construction Management Branch** completed eleven projects. The total of the final costs for these projects was \$55,772,668. Thirty-two projects with a total contract value of \$355,811,394 were still under construction as of June 30, 2010.

**Wastewater Construction Projects Completed**

|   | <u>Construction Cost</u> |
|---|--------------------------|
| • Kailua WWTP DAF Pressurization Tank Installation .....                  | \$ 437,228               |
| • Kailua Plance and Kailua Loop Sewer Replacement and Rehabilitation..... | \$ 855,721               |
| • Kalaeo Avenue/Mokapu Boulevard/Aikahi Loop Sewer Rehabilitation .....   | \$ 6,231,658             |
| • Kalihi/Nuuuanu Area Sewer Rehabilitation Phase 1E .....                 | \$ 3,668,236             |
| • Kalihi/Nuuuanu Area Sewer Rehabilitation Phase 1G.....                  | \$ 5,298,000             |
| • Kapiolani Area Revised Sewer System (KARSS).....                        | \$ 11,711,311            |
| • Kuliouou Sewer Rehabilitation .....                                     | \$ 10,297,485            |
| • Kuliouou WWPS Modifications.....  | \$ 2,807,000             |
| • Peterson Lane and Pua Lane Sewer Rehabilitation .....                   | \$ 6,292,076             |
| • Renton Road Sewer and Manhole Rehabilitation.....                       | \$ 5,311,951             |
| • Waimanalo Sewer Rehabilitation .....                                    | \$ 2,862,000             |
| <b>Total.....</b>   | <b>\$55,772,666</b>      |

**Wastewater Construction Project Contracts On-going:****Construction Cost**

|   |                      |
|---|----------------------|
| • Ala Moana Sewer Reconstruction Emergency .....                                      | \$ 9,777,000         |
| • Ala Moana Wastewater Pump Station Force Main No.1 Rehabilitation/Improvements ..... | \$ 650,000           |
| • Aliamanu No. 1 and No. 2 .....  | \$ 302,100           |
| • Amelia Street Sewer Relief Sewer .....  | \$ 2,584,225         |
| • Beachwalk WWPS Force Main .....   | \$ 37,112,100        |
| • Enchanted Lake WWPS Upgrade .....   | \$ 2,303,508         |
| • Fort DeRussy WWPS Modification .....  | \$ 343,375           |
| • Fort DeRussy Sewer Force Main Extension .....                                       | \$ 4,700,620         |
| • Houghtailing Street Area Sewer Rehabilitation .....                                 | \$ 990,866           |
| • Kahanu Street, School Street, Umi Street Relief Sewers .....                        | \$ 6,644,590         |
| • Kailua/Kaneohe Reconstructed Sewer .....  | \$ 13,946,128        |
| • Kailua/Kaneohe Reconstructed Sewer, Phase 2 .....                                   | \$ 2,444,000         |
| • Kailua/Kaneohe Sewer Manhole and Pipe Structural Rehabilitation .....               | \$ 3,309,427         |
| • Kailua WWTP Digester Covers .....   | \$ 3,931,420         |
| • Kailua WWTP Misc (Task 2) Secondary Clarifier .....                                 | \$ 1,727,450         |
| • Kailua RWWTP Dewatering Building Structural Modifications .....                     | \$ 243,377           |
| • Kalaniana'ole Highway Sewer System Improvements .....                               | \$ 9,184,049         |
| • Kalihi Valley Reconstructed Sewer .....   | \$ 3,055,691         |
| • Kalihi/Nuuuanu Area Sewer Rehabilitation Phase 1A .....                             | \$ 10,322,482        |
| • Kalihi/Nuuuanu Area Sewer Rehabilitation Phase 1B .....                             | \$ 10,448,668        |
| • Kalihi/Nuuuanu Area Sewer Rehabilitation Phase 1C .....                             | \$ 9,845,769         |
| • Kalihi/Nuuuanu Area Sewer Rehabilitation Phase 1D .....                             | \$ 2,074,295         |
| • Kaneohe Bay Drive Trunk Sewer Reconstruction .....                                  | \$ 7,505,465         |
| • Kaneohe Bay South WWPS No. 1 .....  | \$ 1,563,611         |
| • Mililani Wastewater Preliminary Treatment Facility Headworks Upgrade .....          | \$ 1,713,684         |
| • Rose Street and Kam IV Road .....   | \$ 1,468,327         |
| • Sand Island WWTP Expansion Primary Treatment (90 MGD) .....                         | \$ 77,488,000        |
| • St. Louis Heights Sewer Rehabilitation .....  | \$ 6,971,976         |
| • Wahiawa WWTP Influent Pump Station Upgrade Equal Facility .....                     | \$ 8,428,419         |
| • Waimalu Sewer Rehabilitation/Reconstruction .....                                   | \$ 45,112,000        |
| • Waipahu Street/Plantation Village Sewer Reconstruction .....                        | \$ 1,621,606         |
| • Wanaao Road/Keolu Drive Reconstructed Sewer .....                                   | \$ 33,299,005        |
| • Wilhelmina Rise Sewer Rehabilitation .....  | \$ 14,698,161        |
| <b>Total .....</b>  | <b>\$335,811,394</b> |



# DEPARTMENT OF EMERGENCY MANAGEMENT

Melvin N. Kaku, Director  
Peter J. S. Hirai, Deputy Director

## FISCAL YEAR 2010 OPERATING BUDGET

The following is a fiscal summary for the Department of Emergency Management (DEM). Comparative reference is provided for Fiscal Year 2009.

| <b>DEM OPERATING EXPENDITURES</b>               | <b>FY 2009</b>     | <b>FY 2010</b>   |
|---|--------------------|------------------|
| Salaries .....                                  | \$715,092          | \$644,784        |
| Current Expenses .....                          | \$557,651          | \$160,529        |
| Equipment .....                                 | -0-                | -0-              |
| Total .....                                     | <u>\$1,272,743</u> | <u>\$805,313</u> |
| <b>DEM CAPITAL IMPROVEMENTS</b> .....           | -0-                | -0-              |
| <b>REVENUE</b>                                  |                    |                  |
| Local Emergency Planning Committee (LEPC) ..... | \$29,489           | \$28,120         |

## 2010 DEPARTMENT HIGHLIGHTS

- Organization
- Department Goals
- Emergency Operations
- Plans and Programs
- Training and Exercises

## ORGANIZATION

### Powers, Duties and Functions

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 primary functions are to develop, prepare for and assist in the implementation of emergency management plans and programs that protect and promote the public's health, safety and welfare—before, during and after an emergency or disaster.

The department is responsible for coordinating activities such as planning, preparedness, public awareness and education, grants administration, and mitigation. DEM is additionally responsible for ensuring continuity of government for the City and County of Honolulu (City). Additionally, the department houses the City's Emergency Operations Center (EOC) where emergency/disaster response and recovery support is coordinated. DEM also oversees the operations and maintenance of rural operations centers which are utilized by emergency management reserve corps personnel.

In performing these functions, DEM conforms to the Federal Department of Homeland Security (DHS) local emergency management capability and performance standards. To attain and sustain these standards, the department coordinates/collaborates with state and federal government agencies, private non-profit organizations, and with private sector entities that have related roles and responsibilities.

DHS promotes an all-hazards approach to emergency management—planning and preparing for all possible risks that can include natural disasters (hurricanes,

**Director Melvin Kaku manages the County Emergency Operations Center during the response to Hurricane Felicia, August 2009.**



**County Emergency Operations Center activates for the tsunami warning on February 27, 2010.**



earthquakes, tsunamis, flooding, high surf, and high winds) and man-caused disasters (enemy attack, aircraft crashes, radiological and hazardous material releases, marine and inland oil spills, acts or threats of terrorism, and use of weapons of mass destruction).

**Department Personnel**

The department’s authorized staff includes a director, deputy director, radiological defense and logistics officer, communications officer, disaster preparedness and recovery officer, public information and education officer, training and exercise officer, hazardous materials officer, grants administrator, volunteers specialist, operations specialist, administrative specialist, secretary, clerk, grants clerk, and groundskeeper. Despite the department’s small size and the staff’s shared, multiple duties, DEM has maintained its projected budgets.

The staff is augmented by cadre of approximately 200 City-authorized volunteers who offer their time, expertise, and knowledge in support of various emergency management volunteer programs which are detailed under the “Programs” section of this report.

**Civil Defense Advisory Commission**

The Civil Defense Advisory Commission (Commission) is established by Section 6-104, Revised Charter of the City and County of Honolulu. Commission members are appointed by the mayor. The Commission’s primary role is to advise the mayor, the city council and the director of emergency management regarding civil defense/emergency management issues and concerns; and, to promote community understanding and interest in such matters. Commission members serve on a voluntary basis with staggered terms and meet monthly at the City’s Emergency Operations Center (EOC).

**DEPARTMENT GOALS**

**Goal 1: Maintain National Compliance**

The National Incident Management System (NIMS) provides a working framework for emergency managers and responders from various jurisdictions and disciplines. Most incidents are handled on a day-to-day basis by a single, local jurisdiction—often by fire, emergency services, or law enforcement personnel. However, complex or severe incidents require more response support and involve multiple agencies with different capabilities. The NIMS framework enables a standardized, unified and expandable/contractible methodology for command structure, response cohesiveness, responder safety and security, resource management, and communications interoperability. DEM continues to incorporate NIMS compliance in emergency operations planning, catastrophic planning, mutual aid agreements, and training and exercises.

**Goal 2: Sustain EOC Personnel Proficiency**

The City’s Emergency Operations Center utilizes technology to facilitate accurate incident tracking and strategic operational planning. DEM staff, as well as other government personnel, representatives from the private sector, and volunteers are regularly trained and exercised on the use of EOC technology. This results in efficient, effective and timely coordination of response support for any disaster or hazard that may threaten or strike the City.

**Goal 3: Continued Public Awareness and Education Programs**

Also of high importance is continued support for public awareness and education programs to heighten preparedness and disaster resiliency at the community level through public events and presentations. This ensures that emergency actions by residents and visitors are predictable and consistent with the City’s emergency action plans.

**Goal 4: All-Hazard Strategic Planning**

The department ensures a balance between the focus in funding for anti-terrorism activities and the focus in funding for other hazard planning and mitigation activities. DEM addresses preparedness, response, recovery and mitigation from an all-hazard approach—both natural hazards and man-caused events/hazards. The all-hazard approach requires a high level of coordination, collaboration and cooperation from multiple levels of government, non-profit organizations and the private sector. DEM continues to develop new and maintains current working partnerships to support this goal.

**EMERGENCY OPERATIONS**

The department monitored a multitude of events which were reported in FY 2010. DEM was activated 242 days (includes full and partial activations and staff/reservist activations).

| <u>EVENT</u>                                      | <u># DAYS OF OCCURENCES</u> | <u># DAYS DEM ACTIVATED</u> |
|---|-----------------------------|-----------------------------|
| BRUSH/WILD FIRE .....                             | 18 .....                    | 10                          |
| FLOOD/FLASH FLOOD ADVISORY / WATCH / WARNING..... | 47 .....                    | 15                          |
| HIGH WIND .....                                   | 15 .....                    | 2                           |
| HIGH SURF.....                                    | 135 .....                   | 133                         |
| TROPICAL DEPRESSION/CYCLONE .....                 | 61 .....                    | 18                          |
| TSUNAMI INFO/WATCH/WARNING.....                   | 56 .....                    | 26                          |
| OIL/FUEL SPILL .....                              | 321 .....                   | 0                           |
| HAZARDOUS MATERIALS .....                         | 1 .....                     | 1                           |
| TOTAL>>> .....                                    | 653 .....                   | 242                         |

## Major Emergency Operations Center (EOC) activations for FY 2010

The EOC is frequently activated to provide assistance for the above mentioned incidents. Staffing levels vary with the severity of the event and the complexity of coordination or support required. Activities in a full activation can consist of communications support, coordinating the deployment of pumping and heavy equipment, the activation of the emergency management reserve corps personnel, and the coordination of state response resources, to name a few. Full EOC activation occurred for the following major events in FY 2010:

- **HURRICANE FELICIA RESPONSE:** From August 3-11, 2009 the County Emergency Operations Center (EOC) tracked Tropical Depression Eight-E in the Eastern Pacific until it crossed the 140° West longitude line into Hawaiian Waters on August 7th. By then it was a category 1 hurricane given the name Felicia. The EOC was activated soon afterward as Felicia threatened to move over the islands as an organized storm system. The system broke up on August 11th, but not before coming within 180 miles of Oahu.
- **THREE NAMED HAWAIIAN STORMS IN FY 2010:** Hurricane season saw three storms with Hawaiian names: Lana, Maka, and Neki. All three formed in Hawaiian waters and thus were given Hawaiian names. Four other storms (including the previously discussed Felicia) moved into Hawaiian waters from the Eastern Pacific.
- **FEBRUARY 27, 2010 CHILEAN TSUNAMI:** On February 26, 2010 at 8:34 p.m. Hawaii time a magnitude 8.8 earthquake off the coast of Chile generated a Pacific-wide tsunami. The Pacific Tsunami Warning Center (PTWC) issued a tsunami watch immediately thereafter. A tsunami warning was issued at 12:46 a.m. on February 27 and the EOC was activated. Outdoor warning sirens were sounded at 6:00 a.m. and a general evacuation of all Oahu coastlines commenced thereafter. Evacuation was very orderly and the public cooperated. Maximum wave heights for Oahu were less than 1 foot high and the warning was cancelled at about 11:45 a.m. with no destruction or damages documented.

## PLANS AND PROGRAMS

### Planning Activities

The department is the lead agency for various emergency management plans for the City and County of Honolulu. DEM is responsible for maintaining, reviewing and/or updating plans which can require multi-department and/or multi-jurisdictional coordination and collaboration.

- **CITY EMERGENCY OPERATIONS PLAN (EOP):** A plan that identifies clear emergency roles, responsibilities, and duties for all City departments and offices. The department is responsible for coordination of the plan's maintenance, review and update with all departments. Five sections of the Plan are updated every year.
- **DEPARTMENT STANDARD OPERATING GUIDELINES (SOG):** The department maintains a SOG for all hazards. These guidelines detail all necessary departmental actions (notifications, warning, etc.) that are required when an incident occurs. Guidelines undergo continuous review and updates.
- **TACTICAL INTEROPERABLE COMMUNICATIONS (TIC) PLAN:** To facilitate communications interoperability planning, the Department of Homeland Security (DHS) established regional planning zones in each state. In Hawaii, each county was designated as a regional planning zone (e.g. Oahu Regional Planning Zone or Oahu RPZ). DEM coordinates activities of the RPZ which is responsible for the development, update and maintenance of a Regional TIC plan. The primary purpose of a TIC Plan is to ensure common communications standards, protocols and procedures among all the region's stakeholders.
- **PANDEMIC RESPONSE PREPAREDNESS PLANNING:** DHS awarded planning funds (through the Regional Catastrophic Planning Grant Program) to selected U.S. regions. For purposes of this grant, the Honolulu regional area includes all four counties. DEM is responsible for grant implementation. Planning activities include project management and coordination of county, state, federal, private non-profit, and private sector representatives. In 2010 the City contracted for Continuity of Operations Plans and Pandemic Occupational Health and Safety Plans.
- **DISASTER PREPAREDNESS AND MITIGATION PLANNING:** The department is responsible for all-hazard mitigation planning and preparedness. DEM coordinates and collaborates with representatives from various agencies and organizations regarding evacuation and emergency shelter planning. In 2010, DEM participated in exercises that validated the state catastrophic hurricane plan.
- **MULTI-HAZARD PRE-DISASTER MITIGATION PLAN FOR THE CITY AND COUNTY OF HONOLULU:** A risk and vulnerability based plan which identifies major mitigation priorities and strategies. A current, approved mitigation plan is mandated by the Federal Emergency Management Agency (FEMA) and is a requirement for the City to be eligible to receive federal disaster assistance funding. DEM is responsible for the maintenance, review, and update of the plan. The City's plan is currently being updated and approval is expected by the second quarter of 2011. In 2010, DEM held mitigation working group meetings to update processes. This working group will continue to meet and will focus on developing City strategies to lessen loss of life and damage to property through mitigation activities. Hardening of critical City facilities to withstand high winds and expanding public education are two examples of pre-disaster mitigation activities.
- **HONOLULU LOCAL EMERGENCY PLANNING COMMITTEE (LEPC):** LEPC was established as a result of the Superfund Amendments and Reauthorization Act or SARA which became law in 1986 (PL 99-499). A major SARA provision is Title III, or SARA Title III, also referred to as Emergency Planning and Community Right-to-Know Act (EPCRA). EPCRA established guidelines for government and industry regarding emergency planning and providing communities with information on hazardous chemicals within their jurisdiction. A Hawaii State Emergency Response Commission (HSERC) oversees state functions, while an LEPC at each county prepares a hazardous material

emergency response plan, reviews the plan annually, evaluates resources to mitigate an emergency, receives Tier II reports and notifications of spills and releases, and receives and processes requests for information from the general public. DEM is responsible for coordinating LEPC planning, training and exercise activities in the City and County of Honolulu.

- **ENERGY COUNCIL PLANNING:** Energy Council operates under the State of Hawaii, Department of Business, Economic Development and Tourism (DBEDT). The Energy Council is responsible for the maintenance, review, and update of the state energy plan that details agencies and industries roles and responsibilities and prioritization processes for power distribution in a disaster. DEM continues to participate in Energy Council planning activities to ensure that energy emergency plans are consistent with City emergency operations plans.
- **VISITOR INDUSTRY PLANNING:** DEM is actively involved in the planning and implementation processes which address the unique issues that arise from the visitor industry during a disaster. DEM's close relationship with the Hawaii Hotel and Visitor Industry Security Association (HHVISA) and the Oahu Visitors Bureau (OVB) proves invaluable and ensures that visitor and hotel industry plans and programs remain nested within city operational plans and programs.
- **DEPARTMENT OF LAND AND NATURAL RESOURCES (DLNR) DAM PLANNING:** DEM consults dam owners on evacuation planning by convening a working group of responders. The working group, working with the dam owner, recommends downstream evacuation actions and notification protocols. Sixteen dams on Oahu require a plan by DLNR.
- **GLOBAL THREAT REDUCTION INITIATIVE (GTRI):** DEM coordinated, on behalf of City and State responders and radiation source owners, alert and monitoring stations for radiation sources in the County. DEM also coordinated appropriate training for all entities in Oak Ridge, Tennessee as part of this initiative.

## Major Programs

The department is responsible for the oversight of several programs—the majority of which are national initiatives or driven by national standards/requirements. Similar to emergency management planning, program implementation requires extensive coordination and collaboration with multiple government jurisdictions, private non-profit agencies and private sector representatives.

- **COMMUNICATIONS AND WARNING:** The department oversees the operations, maintenance, and testing of its 800 MHz radios and over 175 outdoor warning sirens. Additionally, DEM continues to collaborate on the installation of new outdoor siren warning units with the State Department of Defense. In 2010 DEM completed phase two of the 800 MHz re-banding of department radios; voice-activation was tested for Waiialua and Haleiwa sirens; and Campbell Industrial Park hazmat siren group testing continued.
- **HOMELAND SECURITY**
  - **INFORMATION/INTELLIGENCE EXCHANGE:** The department attends regular executive-level meetings of the Hawaii Emergency Preparedness Executive Committee (HEPEC), Joint Task Force-Homeland Defense (JTF-HD), and Joint Terrorism Task Force-Pacific (JTTF-P) to share information and maintain situational awareness on current significant incidents. DEM is also working on a cooperative agreement to stand up full-time representation with the Hawaii Fusion Center in order to improve information sharing.
  - **GRANTS:** DEM administers multiple homeland security grants received from the U.S. Department of Homeland Security (DHS) to strengthen planning, training, exercising, response and recovery capabilities on behalf of the City. Homeland Security funds have been invested in protective equipment, vehicles and communications enhancements, critical infrastructure improvements, and training/exercise programs. In 2010, DEM continued to conduct fiscal processing of 2007 and 2008 grants. For 2010, the City anticipates about \$6 million in DHS funds.
  - **RESPONSE CAPABILITY IMPROVEMENT STRATEGY:** DEM regularly convenes the Honolulu Urban Area Working Group (HUAWG) to conduct annual homeland security capabilities assessments. The HUAWG continues to develop annual strategies with goals and objectives for the City to achieve desired measurable results in improving/enhancing response capabilities. The HUAWG includes public safety executives in determining the City's annual homeland security priorities.
  - **INTEROPERABLE COMMUNICATIONS STRATEGY:** DEM regularly convenes the Public Safety Operations Committee (PSOC) to assess current interoperability issues and develop strategies to improve/enhance interoperable capabilities (locally and regionally across counties; and, with other Oahu Regional Planning Zone (RPZ) stakeholders). PSOC makes recommendations to public safety executives on RPZ strategies and solutions.
  - **TELECOMMUNICATION AND UTILITY WORKING GROUP (TUWG):** DEM regularly convenes the TUWG to collaborate and coordinate information and data sharing among communication carriers, providers, and utilities. Inclusion of the private sector in strategic operational planning results in predictable and consistent actions during a disaster.



**DEM Public Information Officer, John Cummings, gets his H1N1 vaccination along with other responders in response to the 2009 flu season.**

- CITIZEN CORPS (CC): In 2010 DEM initiated strategic planning to re-invigorate the CC program. Although CC subprograms have been active since 1996, the department expects to reconvene the County Citizen Corps in 2011 and include business and organizational stakeholders.
- PUBLIC EDUCATION AND INFORMATION
  - TSUNAMI AWARENESS: April 1st of each year marks the anniversary of the 1946 tsunami that was responsible for 161 deaths statewide—including six on the island of Oahu. Each year, public educational commemorative programs are implemented by various agencies. In 2010, DEM accepted tsunami inundation data from a state-sponsored project; in 2011 DEM will gather stakeholders to update the tsunami evacuation zone for the first time since its inception in 1991.
  - HURRICANE AWARENESS: The department participates in annual hurricane awareness functions sponsored by the National Weather Service, Honolulu Forecast Office/Central Pacific Hurricane Center.
  - DEPARTMENT WEBSITE: The department's website is now enhanced with the addition of printable files of multi-hazard disaster preparedness materials. The Tsunami Evaluation Zone Mapping tool developed by National Oceanic and Atmospheric Administration continues to be a valuable business, family, and individual disaster planning aid.
  - PUBLIC OUTREACH: The department participates in various public outreach activities to include retail outlet displays, employee safety fairs, conferences, product and food fairs, television and radio talk shows, and volunteer recruiting drives. Some of the larger, annual public events attended in 2010 include the Senior Fair, Pet Expo, and the Building Industry Association Show. The department is committed to continued public outreach to promote preparedness and disaster resiliency.



DEM volunteer staffs a public education booth at the annual Pet Expo, May 2010.

- SPEAKERS BUREAU: The department's speakers bureau program continues its active involvement in the community. DEM staff members participated in the agency's outreach public speaking program to educate a broad cross-section of the Oahu population, to include private businesses, schools, community associations, neighborhood boards, professional organizations, senior citizen groups, the Boy and Girl Scouts, hospital staffs, clubs, church groups and other government agencies.
- PACIFIC/FOREIGN ASSISTANCE PROGRAM: DEM invited various Pacific Island and foreign dignitaries from Thailand, Indonesia, Malaysia, Solomon Islands, Philippines, Samoa, American Samoa, Tonga, Vanuatu, Tuvalu, Guam, the Commonwealth of Northern Marianas Islands, and the Marshall Islands. They were coordinated through the International Tsunami Information Center (ITIC) to share best practices and lessons learned about multi-jurisdictional coordination and information sharing.
- CITIZEN CORPS PROGRAMS
  - EMERGENCY MANAGEMENT RESERVE CORPS: A program with approximately 150 highly trained and dedicated emergency management reservists who provide support to the City's first responders, as well as support to DEM and other City departments and agencies during emergencies, disasters, and at special events. Oahu reservists are divided into six districts. Each district functions under the direction and supervision of a district coordinator. These team leaders possess detailed knowledge of their areas and understand localized issues and problems that arise during emergencies and disasters. DEM supports this program by providing equipment, supplies, on-duty meals and mileage reimburse-

ments for personal vehicles. DEM also provides monthly training classes/updates to ensure that reservists maintain their competency levels for the various response tasks and actions for which they are activated.

- **RADIO AMATEUR CIVIL EMERGENCY SERVICE (RACES):** A nationwide program whose members are dedicated to provide communications support in emergencies or disasters. Oahu RACES members meet regularly at the department EOC and continue to train and exercise to maintain high competency levels. On February 27, 2010 RACES was activated during the tsunami warning to provide communications between the EOC and amateur radio operators around the island. This provided real-time information and situational awareness as waves approached Hawaii. They provided wave run up information when waves arrived. In FY 2010, Oahu RACES participated in catastrophic hurricane planning activities by providing simulated disaster communications support during the tabletop exercise segment.
- **TECHNICAL ADVISORS:** The department engages the volunteer services of various subject matter experts to conduct technical analyses and provide advice to emergency managers.
- **COMMUNITY EMERGENCY RESPONSE TEAM (CERT):** A national, community-based program that promotes the development of community/area teams to provide direct assistance to their immediate communities. Oahu CERT members are trained to immediately activate and assist their communities in emergency/disaster preparedness actions and provide additional assistance after the catastrophe strikes, until officials can respond. DEM supports this program by providing program administration, training and training materials, and seeking national funding to equip each trained member with essential preparedness tools and supplies. To date, DEM has trained over 600 citizens for the CERT program.

## **TRAINING AND EXERCISES**

### **Training and Certification**

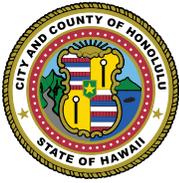
The department continues to coordinate and participate in various training activities in accordance with the national Homeland Security Exercise and Evaluation Program (HSEEP) to ensure high levels of competency for emergency management personnel from various government agencies, volunteer programs, non-profit organizations and private sector stakeholders.

Below are some of the major training events of FY 2010:

- Coast Guard response training
- COML (communications leader) certification training
- CERT (Community Emergency Response Team) basic certification training
- Communications gateway (interoperable communications equipment) training
- E-Team (emergency operations center tracking software) training
- Emergency Management Reservist initial certification and update training
- Incident Command System 300/400 (mid-level management) certification training
- Pearl Harbor Naval Shipyard response training
- Hazardous Waste Operations Refresher Certification Exercises

The department continues to coordinate and participate in various exercises and drills in accordance with the national HSEEP to validate operational plans and guidelines and maintain responder and decision-maker skills. Below are some of the major exercises and drills of FY 2010 that involved City personnel, as well as representatives from other agencies and industries:

- Catastrophic hurricane tabletop exercise and simulation cell as a part of the annual, statewide Makani Pahili hurricane exercise
- COMMEX (interoperable communications) quarterly exercises in preparation for upcoming APEC in November 2011.
- Communications gateway (interoperable communications equipment) field exercise
- Disaster preparedness exercises (various community groups and organizations throughout Oahu)
- Tsunami evacuation exercises and drills at various schools in coastal communities
- RACES (Radio Amateur Civil Emergency Service) simulated emergency test



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## DEPARTMENT OF ENTERPRISE SERVICES

Sidney A. Quintal, Director  
Hubert P. Minn, Deputy Director

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. As structured, DES enhances the City and County of Honolulu's ability to focus on revenue generating opportunities and creates operational synergies with a unique "bottom line" business orientation. DES is the only City department whose operating budget is primarily funded by public events and activities.

### MISSION

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

The Mission Statement put forth above is true in every respect except for the last three words "self supporting basis". At its inception, DES was envisioned as being capable of creating enough outsourced revenue stream to make it self supporting. A clearer picture has since emerged and if "operating" were inserted after "supporting", the statement would hold more validity. In order to be fully self supporting, DES would have to almost double the fees charged for the use of its facilities. Because of the "community" aspect of its operations, a higher cost impact to our users could have an adverse affect on the City's residents. Promoters would not be inclined to use these facilities if fees were increased.

While revenue streams have increased from all operating segments of DES, corresponding cost increases in the various operating divisions has made it virtually impossible for DES to cover all provisional and debt service costs as well. Current financial challenges that are confronting all City operations negate any such possibility from occurring in the distant future.

DES is continually faced with justifying much needed operating and CIP funding in a priority situation with other City departments when it is the only department that receives almost all of its operating revenue from external sources, delivers products and services that are intangible, and must compete with other venues for their patron's spending dollar. Without the ability to upgrade and maintain its facilities, DES would be hard pressed to market itself for events and activities that occur at the Blaisdell Center, Waikiki Shell, the Honolulu Zoo, and at the City's six municipal golf courses.

### HIGHLIGHTS

In fiscal year 2010, DES accomplishments included successful initiatives to increase city revenues for the upcoming 2011 fiscal year by implementing pay stations at the Honolulu Zoo parking lot. This will result in at least \$540,000 in additional revenue that will be used for Zoo improvements. The department also continues to incorporate resource conservation and cost efficient improvements at department-wide facilities in order to reduce energy usage.

In FY10, the Pali Golf Course recorded the greatest increase in revenues among the City's six municipal golf courses. Favorable weather and the newly installed \$1.5 million irrigation system have greatly improved course conditions and further demonstrate the commitment of the department in providing quality services to golfers of all ages.

Another initiative that was very time consuming but necessary was the final development of the Departments Continuity Of Operations Plan, (COOP), that prepares the Department to respond to upcoming possible disasters- Hurricane, Tsunami, Floods, etc.

Consistent with the DES mission – "to manage and market a diversity of community oriented facilities and services for the use and benefit of the public, and to engage in cultural, recreational and educational opportunities and events on a self-supporting basis" – the department continued to maintain its focus on generating revenue and providing the public with "quality" service.

### ADMINISTRATION

The DES administration not only directs and coordinates the programs and operations of the department's four divisions: Building Services Division, Customer Services Division, Golf Course Division and the Honolulu Zoo Division but it also provides staff and clerical support services in personnel, budget and organizational management. The department focuses a great deal of time and energy to maximize revenues and optimize fiscal and manpower resources. In regards to city-wide concession contracts, the department is also responsible for administering, preparing and enforcing all contractual obligations.

During FY10, efforts continued to increase department-wide staffing levels resulting in 14 permanent fills and 17 non-permanent fills being processed. Concession-related activities focused on the strict enforcement of the Waikiki Beach surfboard locker policies and procedures, as well as the implementation of security cameras in that vicinity. In order to ensure compliance with contractual terms and conditions for all concessions, the department proactively worked with the Budget and Fiscal Services Department as

well as the Corporation Counsel. DES will continue to maintain efforts to increase the effectiveness and efficiency of department-wide operations and improve customer service.

Although aware of the impact on department wide revenues due to a declining local economy as well as fewer visitors to the Islands, the DES administration will continue its commitment of providing the public with the most efficient and effective services possible. The ultimate goal of the department is one day to have all operations self sustaining. As part of its ongoing strategy, department fees and rates will be reviewed and any revenue enhancement proposals introduced will be analyzed. In order to encourage efficiency and operational cost savings, key budget initiatives will focus on obtaining needed resources, the filling of essential positions, and the repairing and replacing of aging facilities as well as antiquated equipment. Finally, the department will place a great deal of emphasis in marketing its facilities and services, as well as increasing its emphasis on facility and personnel safety.

|                            |  | REVENUES          |                   |                   |
|----------------------------|--|-------------------|-------------------|-------------------|
|                            |  | FY 2008           | FY 2009           | FY 2010           |
| Auditoriums .....          | Rentals, Services and Event Concessions .....      | 6,280,743         | 5,983,403         | 5,791,814         |
| Golf Courses .....         | Green fees, Cart Rental, Food Concession, etc..... | 8,658,138         | 7,604,854         | 9,845,838         |
| Honolulu Zoo.....          | Admission, Food Concession, Animal Sales.....      | 2,074,691         | 2,086,236         | 2,859,940         |
| Concessions .....          | Various Other Concessions.....                     | 2,617,741         | 2,856,359         | 3,002,699         |
| <b>Total Revenues.....</b> |  | <b>19,631,313</b> | <b>18,530,852</b> | <b>21,500,291</b> |

|                                 |  | EXPENDITURES      |                   |                   |
|---------------------------------|--|-------------------|-------------------|-------------------|
|                                 |  | FY 2008           | FY 2009           | FY 2010           |
| Administration .....            |  | 548,518           | 608,511           | 609,953           |
| Building Services .....         |  | 3,464,980         | 3,621,726         | 3,624,632         |
| Customer Service .....          |  | 1,710,853         | 1,743,632         | 1,672,981         |
| Golf Courses .....              |  | 8,150,495         | 9,018,462         | 8,663,477         |
| Honolulu Zoo.....               |  | 4,597,789         | 5,187,528         | 5,132,155         |
| <b>Total Expenditures .....</b> |  | <b>18,472,635</b> | <b>20,179,781</b> | <b>19,703,198</b> |

## BUILDING SERVICES DIVISION

The Building Services Division's two sections – Trades and Maintenance/Set-Up 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, sound, 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.

Building Services Division improved the appearance of the Blaisdell Center and Waikiki Shell facilities during Fiscal Year 2010 while providing operational and maintenance support to other divisions within DES. The maintenance program successfully completed 95 percent of work orders originated by the Honolulu Zoo, municipal golf courses and designated city concessions. Due to energy conservation efforts, electrical consumption at the Blaisdell was reduced by seven percent while revenues increased.

Workplace safety continues to be a high priority and the division continued to maintain the highest standards. Emergency plans were reviewed for the staff and sections of the Continuity of Operations Plans approved in concert with the City's Department of Emergency Management. The staff attends quarterly safety training and reviews workplace, OSHA, spill prevention and other safety measures. Inspections of the grounds and facilities are continuous. The Division continues its involvement in the National Pollutant Discharge Elimination System (NPDES) program. The majority of the division workers were trained in "Best Management Practices" to avoid contamination of our waters and supervisors were tested and certified once again this year.

Several capital improvements and large contracted repair and maintenance projects at Blaisdell Center, Waikiki Shell, Golf Courses the Honolulu Zoo and concessions were performed with in-house resources, saving the City an estimated \$125,000 in outsourcing costs. These included painting of the Ewa Villages Golf Course Clubhouse and areas at the zoo, electrical and plumbing installations and retrofits, installations of sound systems at the Concert Hall, Zoo Commissary refrigerator coil replacement and painting projects, Concessions surf and security locker refurbishments.

Participating in work programs and projects with youth and ladies of the correctional facility was a highlight for this section. The groups worked along with staff on grounds keeping and clean-up of the Waikiki Shell, Blaisdell campus as well as standard maintenance.

### Concert Hall

In FY '10 the Building Services Division continued its preventive maintenance program for all facility support systems, including lighting, electrical, plumbing, air conditioning and vertical transportation systems. Refinishing of the wood stage was again completed. Exit signs were installed backstage, the terrazzo floor at the entry stripped and sealed, a partial roof replacement performed and installation of the exterior marquee sign completed.

## **Exhibition Hall**

The Exhibition Hall is the most frequently used facility in the Blaisdell Center. This facility's preventive maintenance needs are demanding and extensive. The electrical, elevators, standard lighting, emergency lighting battery bank, lighting dimmer, air conditioning, plumbing systems and the building envelope (including exterior doors, walls, glass, and roof) are routinely evaluated and maintained with an established maintenance schedule. During FY '10 , several concrete areas of the floor were repaired, and painting of columns and walls performed. Several of the meeting rooms were repainted and new carpet installed.

## **Arena**

The Building Services Division supported this multi-purpose facility with multiple set-ups - dismantling, erecting, transferring, relocating and storing of seating, tables, stages, sports-courts and rings, scoreboards, booths, and electrical and sound connections. Preventive maintenance programs were followed to help assure uninterrupted service for patrons. Fire prevention, electrical, plumbing, air conditioning, building and specialty lighting and sound systems were evaluated before every event to prevent disruptions. Emergency generators were tested.

Building Services Division and the Department of Facilities Maintenance (DFM) painted of the flag poles. Upgrades continue in the arena to assure compliance with ADA standards. The rear loading entries were refurbished with new concrete slabs being poured. New emergency lighting was installed along with additional retrofits to energy efficient lighting. A new scoreboard and basketball floor were purchased.

## **Concourse, Parking Garage, Center Ponds, and Parking Lots**

Construction funds were approved to repair the effects of spalling, which are evident at the edges of the Blaisdell Center's ponds. Work will begin in FY '11 new railings on the concourse side will be installed. Additional funds have been earmarked for the repair of some walkways including a repainting of the walkway canopy frames, a parking lot repaving (excluding the structure), and ADA stalls.

## **Waikiki Shell**

This beautiful outdoor amphitheater is one of the finest concert venues on the island of Oahu. The facility provides a unique outdoor concert experience -- with a backdrop of blue skies and swaying palms during daytime events and star-filled moonlit skies in the evening. The Waikiki Shell's maintenance and set-up staff continues to provide the services needed to keep the facility and grounds well maintained for events occurring as scheduled. General maintenance initiatives in FY10 included painting projects, stage and ceiling repairs and refinishing, and lawn irrigation improvements which saved an estimated 800,000 gallons of water. In FY11 plans are to repair restroom roofs, and expand the Ewa restrooms as well as to refurbish the walkways.

## **Golf Courses and Concessions**

The Building Services Division recently increased maintenance and repair support for the six municipal golf courses and various City concessions, including essential facility repairs and maintenance to address safety and health issues. Several water fountains were installed; an improved announcement system and painting of several parking stalls were performed as well as some lighting retrofits.

In FY10, the Building Services Division provided excellence in services through our involvement with the set-ups, maintenance, repairs and improvements to the City and County of Honolulu's core event facilities. Our concerted efforts through preventive maintenance and repair programs will continue for department-wide facilities, including the Blaisdell Center complex, Waikiki Shell, Honolulu Zoo and all six municipal golf courses. CIP projects and contractual maintenance and repair initiatives will be closely monitored to ensure that the department and facility user interests are addressed. Safety issues will receive constant oversight. Division operating costs will be reviewed and reduced to the extent possible in support of department efficiency objectives.

## **CONCESSIONS**

In FY10, Concession related activities focused on strict enforcement of all concessions with support from the Budget and Fiscal Services Department Purchasing Division and Corporation Counsel to ensure the compliance with contract terms and conditions. The major concession project for FY10 was the refurbishing, repainting, renumbering of the 600 Kuhio Beach Surfboard Lockers.

In FY10, the following bids were awarded to operate the lunch wagon at Kailua Beach Park and the food concession at Central Oahu Regional Park. In FY11, DES plans to increase revenues to the City with new concessions. Renewals of present concession permits are being reviewed. DES is working with BFS Purchasing and Corporation Counsel to complete bid proposals for FY11 which include: the Ala Wai Golf Course Food Concession; the Ala Moana Beach Park Food Concessions; the Neal S. Blaisdell/ Waikiki Shell Food Concession; the Neal S. Blaisdell Parking Concession; the Neal S. Blaisdell Novelties Concession; the food concessions at the Ewa Villages Golf Course, the Pali Golf Course, the West Loch Golf Course and the Ted Makalena Golf Course; the Pro Shop concessions at the Ewa Villages Golf Courses, the Pali Golf Course, the West Loch Golf Course and the Ted Makalena Golf Course; the lunch wagon concessions at the Frank F. Fasi Municipal Building; Haleiwa Beach Park; Waimea Beach Park; and Alii Beach Park; the Hanauma Bay Food Concession; the Hanauma Bay Shuttle Concession; the Kapiolani Park Food Concession; the city-wide ATM Concession; the Coin Operated Telephones; the Kunia Box Car Racing Concession; the Waipahu Cultural Gardens; and the Beachboy Stands in Waikiki. The Honolulu Zoo Parking Lot is a new concession which started operations on

July 15, 2010. DES is awaiting City Council approval on the Neal S. Blaisdell/Waikiki Shell Food Concession which will change the term from 5 years to 10 years due to capital improvements which will be made to the sites.

## **CUSTOMER SERVICES DIVISION**

The Customer Service Division is the primary force that generates revenue for the Neal Blaisdell Center. Although 2010 was a very difficult year due to the national economic situation, revenue data indicates that by maximizing budget restraints, business relations and opportunities, the Division was still able to meet its primary goal and continue to generate business. Staff was sent not only to various seminars, etc., in order to understand the growth and direction of the entertainment industry, but also to proactively seek shows on a one-one personal basis rather than just wait for possible venues.

Because the entertainment and leisure industry is such a competitive and active business, the budget was strategically planned to promote growth rather than just maintain the status quo.

By doing so, the year turned out again to be a success financially as \$5,791,814.04 was generated which was \$200,214.04 more than projected.

Committed to "excellence", much work and planning was utilized to help repair our aging facilities at various sites, and we continue to upgrade and implement improvements that offer our customers a "quality" environment.

To help attract new clients, a new state-of-the-art lighting (LED and Source Four) system was installed in the Concert Hall to not only enhance visual quality for audiences, but to also help reduce energy costs.

The various sections that help support the Division are Reservations and Sales, Productions, and the Box Office.

The Customer Services Division will continue to offer diverse quality entertainment productions, generate revenue, and support the local economy's drive to improve.

The Arena had a banner year with shows for all ages with America, No Doubt, AeroSmith, Chris Dane, Elton John and Jon Bon Jovi leading the way. The Arena sports events included: mixed martial arts, college volleyball and basketball, and high school state championship basketball and wrestling for both men and women. Family shows included WWE wrestling and Pop Warner Cheer-leading Competition. Featured Hawaiian cultural events included the Kamehameha Schools Song Contest, the King Kamehameha Hula Competition and the Keiki Hula Competition.

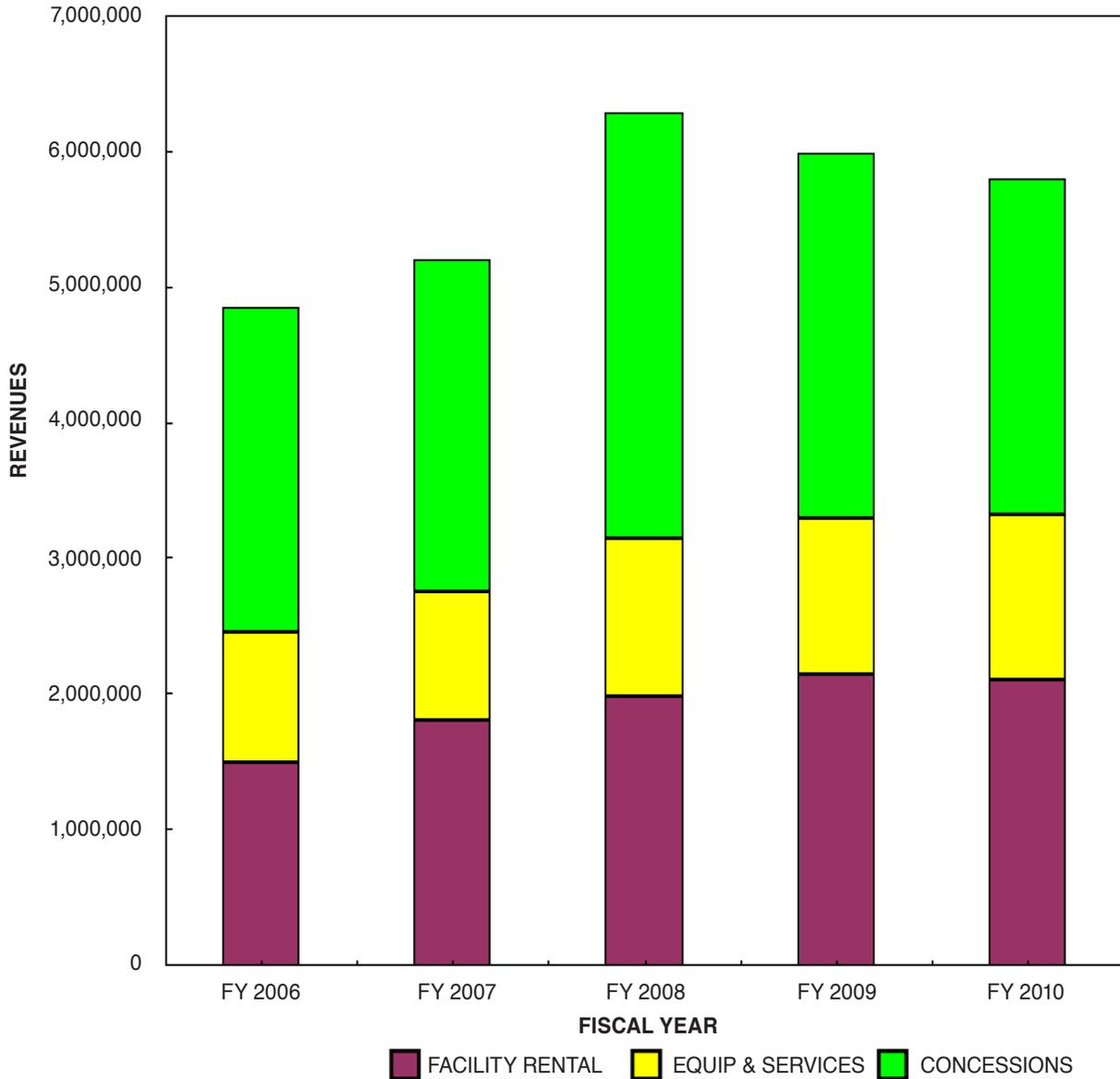
Utilizing both the Arena and Exhibition Hall, forty-two expositions and fairs were held in the Exhibition Hall, and the larger shows that utilized both areas, were the Made in Hawaii and Hawaii Lodging and Hospitality exhibits.

It is also important to recognize that these are not only shows to view and purchase items and services, but "opportunities" to help improve the local economy, especially with the economic crisis we just experienced.

The Honolulu Symphony season was on hiatus and after two months filed for bankruptcy. The Concert Hall continued to be effectively used and attended by this community. The Hawaii Opera Theatre presented Mozart's Le Nozze de Figaro, Wagner's Die Walkure, and Puccini's La Boheme. Ballet Hawaii presented the Nutcracker and Peter Pan. Modern as well as long-established musical groups performed in the Concert Hall. Events included High School Musical, John Legend, The Shaolin Warriors, and Lea Salonga, an evening with David Sedaris, Gabriel Iglesias, Bill Cosby, Julio Iglesias, Pink Martini, Chris Botti, Lisa Williams and David Spade. The Divine Performing Arts Dancers from China and Sesame Street provided successful runs for two diverse generations.

The Waikiki Shell featured perennial local favorites, Hoomau, KCCN Birthday Bash, Heiva and the Carbo Loading Luau for the Honolulu Marathon. The other events featured Ziggy Marley, Michael Mc Donald/ Boz Skaggs and Jack Johnson with the two days Kokua Festival.

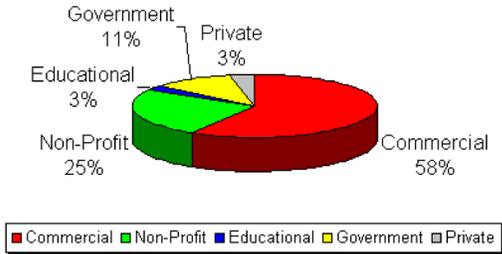
**DEPARTMENT OF ENTERPRISE SERVICES  
BLAISDELL CENTER & WAIKIKI SHELL FIVE-YEAR REVENUES, FY 2009-2010**



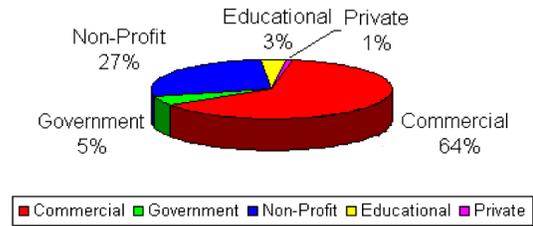
**FIVE-YEAR REVENUE TREND  
FY 2006-2010**

|                       | <u>FY 2006</u>          | <u>FY 2007</u>          | <u>FY 2008</u>          | <u>FY 2009</u>          | <u>FY 2010</u>          |
|-----------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| FACILITY RENTAL.....  | 1,488,156               | 1,797,010               | 1,971,012               | 2,136,098               | 2,103,877               |
| EQUIP & SERVICES..... | 958,749                 | 954,037                 | 1,172,775               | 1,148,026               | 1,206,964               |
| CONCESSIONS.....      | 2,393,552               | 2,450,503               | 3,136,956               | 2,699,279               | 2,480,973               |
| <b>TOTAL .....</b>    | <b><u>4,840,457</u></b> | <b><u>5,201,550</u></b> | <b><u>6,280,743</u></b> | <b><u>5,983,403</u></b> | <b><u>5,791,814</u></b> |

**BLAISDELL CENTER / WAIKIKI SHELL USAGE  
By Type of Tenant**



**BLAISDELL CENTER / WAIKIKI SHELL REVENUES  
By Type of Tenant**



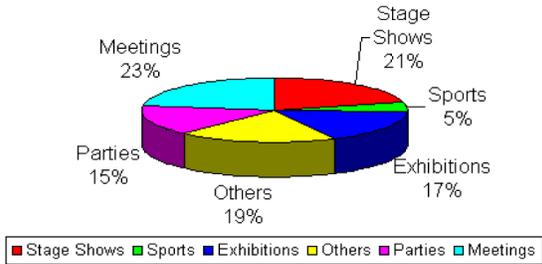
**BLAISDELL CENTER / WAIKIKI SHELL USAGE  
BY TYPE OF TENANT**

|               | FY 2010    |              |
|---------------|------------|--------------|
|               | #Events    | %            |
| Commercial    | 218        | 58.6         |
| Non-Profit    | 92         | 24.7         |
| Educational   | 10         | 2.7          |
| Government    | 40         | 10.8         |
| Private       | 12         | 3.2          |
| <b>TOTALS</b> | <b>372</b> | <b>100.0</b> |

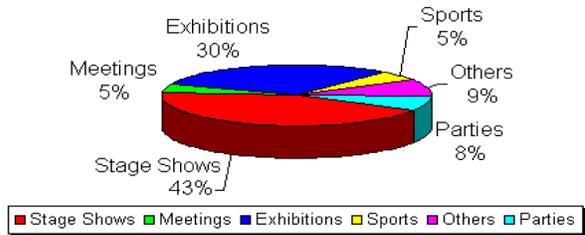
**BLAISDELL CENTER / WAIKIKI SHELL REVENUES  
BY TYPE OF TENANT**

|               | FY 2010          |              |
|---------------|------------------|--------------|
|               | Revenue          | %            |
| Commercial    | 1,749,680        | 63.2         |
| Government    | 142,942          | 5.2          |
| Non-Profit    | 755,901          | 27.3         |
| Educational   | 94,417           | 3.4          |
| Private       | 24,913           | 0.9          |
| <b>TOTALS</b> | <b>2,767,853</b> | <b>100.0</b> |

**BLAISDELL CENTER / WAIKIKI SHELL USAGE  
By Type of Tenant**



**BLAISDELL CENTER / WAIKIKI SHELL REVENUES  
By Type of Tenant**



**BLAISDELL CENTER / WAIKIKI SHELL USAGE  
BY TYPE OF EVENT**

|               | FY 2010    |              |
|---------------|------------|--------------|
|               | #Events    | %            |
| Stage Shows   | 77         | 20.8         |
| Exhibitions   | 18         | 4.8          |
| Others        | 63         | 16.9         |
| Parties       | 72         | 19.4         |
| Sports        | 57         | 15.3         |
| Meetings      | 85         | 22.8         |
| <b>TOTALS</b> | <b>372</b> | <b>100.0</b> |

**BLAISDELL CENTER / WAIKIKI SHELL REVENUES  
BY TYPE OF EVENT**

|               | FY 2010          |              |
|---------------|------------------|--------------|
|               | Revenue          | %            |
| Stage Shows   | 1,198,767        | 43.2         |
| Exhibitions   | 829,405          | 30.0         |
| Sports        | 149,506          | 5.4          |
| Others        | 236,758          | 8.6          |
| Meetings      | 129,372          | 4.7          |
| Parties       | 224,045          | 8.1          |
| <b>TOTALS</b> | <b>2,767,853</b> | <b>100.0</b> |

## **GOLF COURSE DIVISION**

The Golf Course Division operates and maintains six municipal golf courses – five 18-hole golf courses (Ala Wai, Pali, Ted Makalena, West Loch, and Ewa Villages) and one nine-hole golf course (Kahuku). The division schedules golf tournaments and club play; accepts reservations for individual play via an automated reservation system; develops and enforces golf course rules and regulations; and collects and accounts for green fees, tournament fees and golf cart rental fees. The division is also responsible for the operation of the power golf carts at the 18-hole courses and for the rental of pull carts and golf sets at Kahuku Golf Course. The Golf Course Division is responsible for renovating and maintaining the existing golf courses and for planning new municipal golf facilities. The division monitors golf course-related food and beverage, driving range and pro shop concession contracts, and makes recommendations for concession contract specifications. The division also serves as a central reference source for the City and outside agencies on matters involving golf course operations and maintenance.

In its 14th year of operation, the automated reservation system continued to provide fair and equitable access for all golfers. Over 101,000 resident golfers are registered in the data base. The system continues to improve with new hardware and updated software. Registration and photo identification cards continue to be issued bi-weekly at three municipal courses: Ala Wai Golf Course, Pali Golf Course and Ted Makalena Golf Course. More than 4,500 new golf identification cards were issued in FY 10.

Golf gift cards are sold year round in \$25, \$50 and \$100 denominations, and are redeemable at all six municipal golf courses. Since the inception of the gift card program, 3,136 cards have been sold.

For FY10, system-wide registered play totaled 534,508 rounds and related revenues were \$8.7 million. Local golf play was negatively impacted by the down turn in the economy and flooding at West Loch.

### **Ala Wai Golf Course**

For FY10, registered play decreased and related revenues increased to 158,788 (-5,024; -3.0%) and \$2,573,688 (+\$326,438; +12.6%) which was mainly due to fee increases. Despite the decrease, the Ala Wai Golf Course remains one of the busiest golf courses in the world. Although the course was subjected to heavy play, golf course maintenance standards remained high.

### **Pali Golf Course**

In FY10, the Pali Golf Course recorded the greatest increase in revenues among the City's six municipal golf courses. Favorable weather and the newly installed \$1.5 million irrigation system have greatly improved course conditions. For the year ended June 30, 2010, registered play decreased to 87,464 (-1,752; -2%) and revenues increased to \$1,614,382 (+\$618,218; +38%). Revenues increased due fee increases.

The replacement of Pali's 18 Bermuda greens with the more resilient seashore paspalum has been a success in providing better playing conditions for our golfers.

### **Ted Makalena Golf Course**

Local residents continued to patronize this walker friendly course For FY 10, registered play decreased to 120,144 (-9,043; -7.5%) and revenues increased to \$1,638,382 (+\$118,230; +7%). Revenues increased due to fee increases.

The conversion to a non-potable water source continues to save the City more than \$190,000 annually in water expenses. Course conditions have significantly improved with the phased replacement of the irrigation system and continued planting of seashore paspalum in bare areas when possible. The on-course seashore paspalum sod farm continues to be cultivated for future plantings. FY10 funds were appropriated for the phased construction of a capital improvement project to realign and reconstruct the Ted Makalena cart paths.

### **West Loch Golf Course**

For FY10, registered play increased to 60,335 (+590; +1.0%) and revenues increased to \$1,132,028 (+\$281,664; +24%). Flooding occurred in December 2008, and caused silt to overflow the stream banks and cover the fairways. The course was closed for a month then re-opened for 9-hole play. The course re-opened all 18 holes in August 2009. The thorough dredging of the silt basins throughout the golf course has been identified as a major project, and a consultant is designing the drainage improvements. Because of the extensive scope of this drainage project, construction will be phased in several increments. FY10 funds were appropriated for the phased implementation of a silt detention basin.

### **Ewa Villages Golf Course**

The youngest municipal course, Ewa Villages Golf Course, continues to be popular with a wide range of golfers. Revenues increased with a decrease in play to 74,006 (-11,289; -15%) and revenues, \$1,545,092 (+\$48,284; +3%).

The City and County of Honolulu continues to promote the beneficial reuse of wastewater effluent. The Ewa Water Recycling Project is a unique partnership that combines the resources of the public and private sectors to efficiently produce recycled water for golf course and landscape irrigation, and agriculture and industrial processing.

As part of the Ewa Water Recycling Project, the West Loch and Ewa Villages Golf Courses only utilized R-1 (reclaimed) water generated by the Honouliuli Wastewater Treatment plant for golf course irrigation, and supplied reuse water to its adjacent communities for common area irrigation. As more development occurs near Ewa Villages, the demand for R-1 water has increased.

A by-product of the R-1 water is sludge that is currently being composted to produce a biosolids pelleted fertilizer. With landfill space at a premium and the City and County of Honolulu's commitment to sustainability, the pelleted biosolids fertilizer is being used at all the municipal golf courses to add fertility to newly-planted and existing areas. The biosolids pellet is produced from sludge by Synagro, located at the Sand Island treatment plant.

## **Kahuku Golf Course**

The City's only nine-hole golf course is a gem in the rough. With scenic views of the ocean from practically every hole, it is one of the true links-style golf courses on Oahu. For the year ended June 30, 2010, registered play decreased and related revenues increased to 33,771 (-2,563; -7.5%) and \$250,889 (+\$29,755; +11.8%).

In FY10, fees increased. The fee increase is over 2 fiscal years with the senior monthly card increasing from \$32 a month to \$40 a month. Also, the regular green fees increasing by \$3 and the golf cart rental by \$3. In fiscal year 2011, the senior monthly card increases from \$40 to \$45 a month. Also the regular green fees increased by \$1 and the cart rental by \$1. The Golf Course Division will continue its commitment to improve the quality of services provided to the public in the operation and maintenance of its municipal golf courses.

## **HONOLULU ZOO DIVISION**

The Honolulu Zoo is a beautifully landscaped 42-acre zoological and botanical garden located within Kapi`olani 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)".

The Honolulu Zoo is an accredited member of the Association of Zoos and Aquariums (AZA). AZA accreditation involves a critical assessment of Zoo operations and signifies that the Honolulu Zoo not only meets AZA's high standards, but that it belongs in the ranks of the best zoos in the country. Reaccreditation reviews are conducted every five years with the next review scheduled for winter of 2010.

### **Capital and Other Improvements**

During FY 2010, construction on a new front entrance continues with completion expected in November 2010. As part of the construction project, Zoo administration staff was moved to a modular office which is more centrally located. Plans for the new elephant exhibit were finalized and various portions of sidewalk were replaced. A concrete slab was poured to house the Zoo's rubbish compactor which should save some funds on refuse disposal. In addition, paving of the Zoo service road was completed. As part of an Eagle Scout project, plant identification signs were mounted and installed for our native plants. Zoo staff erected a new climbing structure in the chimpanzee exhibit and renovated the duiker and dik-dik exhibits.

### **Attendance and Special Events**

Although attendance decreased from last fiscal year, admission revenues increased by \$782,236 due to increased admission rates. Although the Zoo did not host the annual Military Appreciation Day event which was held in Kapi`olani Park this year, 3,100 military personnel and dependents took advantage of the free admission offered by the Zoo. The Honolulu Zoo also hosted the popular Wildest Show in Town summer concerts. HZS education programs continue to grow in popularity. The Honolulu Zoological Society put on a variety of programs including but not limited to: Twilight Tours and stargazing, Snooze in the Zoo, Vacation Adventures, birthday parties as well as other special events.

### **Conservation and Research**

The Honolulu Zoo continues to monitor nesting pairs of the endangered native Hawaiian honeycreeper, elepai'o in east Oahu's Pia Valley.

Personnel from the Honolulu Zoo continued the Zoo's participation in a cooperative program with other AZA institutions, the U.S. Fish and Wildlife Service and the Commonwealth of the Northern Marianas Islands government to relocate several species of birds found on Saipan to other islands not yet infested with the brown tree snake. As a result of this relocation project, the Zoo was able to import [birds] two species, [[6] Tinian monarchs and [6] rufous fantails from the island of Tinian.

### **Animal Collection**

Major acquisitions were a male Komodo dragon on breeding loan from the Minnesota Zoo, a pair of fennec foxes, three Hamadryas baboons, two crocodile monitor lizards, a toco toucan and a male warthog.

Significant births/hatches during FY 2010 include magnificent bird-of-paradise, Sunda wrinkled hornbill, a Victoria crowned pigeon and two fennec foxes

### **Personnel Changes**

Zoo Director Stephen Walker resigned at the end of March, 2010. Assistant Director Tommy Higashino is the interim director until a permanent replacement is selected. Robert Porec was hired as the Zoo's Animal Specialist III for mammals.

### **Future**

The construction of the new elephant exhibit is scheduled to commence in September 2010, and to be completed by winter of 2011. The Zoo is working on various improvement projects to get ready for AZA accreditation at the end of 2010.

The Honolulu Zoo staff will continue its commitment to improve its facilities, its customer service and to maintain its distinction as "the best" in the hearts of kama'aina and mainland visitors alike.



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## DEPARTMENT OF FACILITY MAINTENANCE

Jeoffrey Cudiamat, PE, Director and Chief Engineer

George "Keoki" Miyamoto, 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 and markings, buildings and office facilities, and City vehicles and heavy equipment excluding certain vehicles and equipment belonging to the Honolulu Fire Department (HFD), Honolulu Police Department (HPD), and the Board of Water Supply (BWS). It also administers the repair and maintenance programs for mechanical, electrical, and electronic equipment and facilities for parks, streetlights and communication centers. The Department also provides property management, parking garage management, security, and 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. The Office of the Director and Chief Engineer directs and oversees programs and services.

The Construction and Maintenance Fiscal Section of the Department of Budget and Fiscal Services (BFS) provides fiscal management support. The Department of Information Technology provides computer system support.

### HIGHLIGHTS

The Department's fleet management program continues to incorporate environment friendly projects including use of alternative fuels and hybrid vehicles, and an evaluation of the feasibility of electric vehicles. The National Pollutant Discharge Elimination System (NPDES) project for improvements at Kapaa and Wahiawa automotive repair facilities were completed, and the Pearl City repair facility is scheduled for completion in FY11. Streetlighting crews maintained 47,283 streetlights, responded to 243 emergency calls, and installed over 653 special banners on light poles. In addition, crews completed 831 requests at various Parks and Recreation and Enterprise Services locations. The Department partnered with the Lions Club to launch a community sidewalk patrol program to identify and patch sidewalks. Also, in house road crews resurfaced 57 lane miles and patched 41,505 potholes throughout the island. Crews also inspected and cleaned 13,945 catch basins, inlets, and 315,603 lineal feet of storm drain lines.

### DIVISION OF AUTOMOTIVE EQUIPMENT SERVICE

#### DUTIES AND FUNCTIONS

AES is responsible for planning, directing, coordinating, and administering 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, and the BWS). It also prepares plans and specifications for the purchase of new vehicles and equipment. The division has the following vehicles/equipment under its jurisdiction: 1,508 on-road/highway vehicles, 133 off-road/non-highway equipment, and 514 miscellaneous equipment (e.g., trailers, forklifts, compressors, generators, etc.); for a total of 2,155 pieces.

#### ORGANIZATION

The division is organized into four activities: Administration, Storekeeping, Service & Lubrication, and Repair and Maintenance. At full strength, AES staffing is at 142 full-time positions; staffing is currently at 116.

The Administration activity includes the Preventive Maintenance & Production Control Branch. This branch is responsible for all preventive maintenance and inspection scheduling, production control, work order data processing and review, quality assurance, disposal of replaced vehicles/equipment, and is the primary custodian of the City's computerized fleet management system.

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 (subject to final action by BFS).

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 also located throughout Oahu at City and County Corporation Yards operated by the DRM. 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 Shops and the Light Equipment Repair Shop.



**Roof Extension (NPDES Improvement Project) – Kapaa Repair Facility**

**ACTIVITY HIGHLIGHTS**

The City is taking steps to reduce the impact of its fleet on the environment by replacing our older vehicles; purchasing more hybrid vehicles; and using more alternative fuels such as biodiesel, propane, and ethanol blended gasoline. We are also aware of recent developments with regard to electric vehicles and are currently evaluating the feasibility of incorporating this type of vehicle into our fleet. We have been evaluating the use of hybrid vehicles for the past year. Results of the evaluation varied with regard to fuel consumption. The results of the evaluation varied from a low of 26 miles per gallon to a high of 32 miles per gallon.

The National Pollutant Discharge Elimination System (NPDES) improvement project for the AES repair facility at the Pearl City Corporation yard began in April 2010. Completion is scheduled for April 2011. The purpose of this project is to identify physical improvements for this yard and to bring this facility into compliance with the NPDES program. Improvements to the yard include: providing a roof structure with slab and curbing, installing filters on existing drain inlets, extending the roof to cover the existing fueling area, installing improved leak detection for the fueling system, elevating the existing storage area floor with a concrete slab, and installing a new and improved vehicle wash facility. Other AES facilities that were recently completed are the Kapaa and Wahiawa facilities. The Halawa Corporation Yard is currently under review.

**ACTIVITY SUMMARY**

**Storekeeping:**

|  |        |
|--|--------|
| Number of stock parts transactions.....                          | 18,896 |
| Number of non-stock parts transactions .....                     | 79,209 |
| Number of fuel (issues) transactions .....                       | 62,417 |
| Number of fuel transactions – Fuel Receipts from Vendor .....    | 720    |
| Number of parts/services charged to commercial transactions..... | 1,757  |

**Service & Lubrication:**

|   |       |
|---|-------|
| Lubrication (job tasks completed).....                  | 1,131 |
| Tire repair and replacement (jobs tasks completed)..... | 3,371 |

**Repair & Maintenance (job tasks completed):**

|   |        |
|---|--------|
| Halawa Yard Automotive Repair & Maintenance.....    | 19,718 |
| Construction Equipment Repair & Maintenance .....   | 4,776  |
| Leeward Yard (Pearl City) Repair & Maintenance..... | 5,471  |
| Windward Yard (Kapaa) Repair & Maintenance.....     | 5,094  |
| Welding Shop.....                                   | 712    |
| Body Fender & Repair .....                          | 1,180  |

**PUBLIC BUILDING AND ELECTRICAL MAINTENANCE DIVISION**

**DUTIES AND FUNCTIONS**

PBEM is responsible for the repair, maintenance, and renovation programs for all public buildings and appurtenant structures; street, park, mall, outdoor and other City lighting and electrical facilities; and communication facilities on Oahu that are under the jurisdiction of the DFM. The division provides daily custodial and utility services for a number of these facilities with a combination of in-house staff and private contractors. The division also oversees garage and property management and municipal parking lot programs, and manages City employees’ parking and motor pool services. In addition, the division manages security services for Honolulu Hale, Kapolei Hale, Frank F. Fasi Municipal Building and other City facilities.

**ORGANIZATION**

The division is organized into four branches: Repair and Maintenance (R&M), Traffic Electrical Maintenance Services (TEMS), Custodial and Utility Services (CUS), and Parking and Property Management (PPM).

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 DFM. 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. This branch performs construction, installation and maintenance work for street, park, mall, indoor and outdoor lighting, and other City lighting, electrical and communication facilities. This branch 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, Frank F. Fasi Municipal Building, HPD Headquarters, Carpet Cleaning, and Utility Services. This branch provides custodial and utility services for all City-owned and leased facilities.

The PPM Branch includes three sections: Parking Operations, Property Management, and Security. This branch administers management contracts for parking garages and City properties, provides employee parking, manages municipal parking lots, operates a motor pool and provides security services for the Frank F. Fasi Civic Center complex and other City facilities.

**ACTIVITY HIGHLIGHTS**

Major projects include repainting, reroofing, and other repair projects for HFD, HPD, corporation yards; and community center facilities. Street lighting crews also maintained 47,283 streetlights by replacing lamps, installing luminaries and replacing photocells, and responded to 243 emergency calls. More than 653 special event banners were installed on light poles for special events, and crews completed 831 work requests for indoor/outdoor lighting work at various Parks and Recreation and Enterprise Services locations.

**ACCOMPLISHMENTS**

The R&M Branch completed 5,768 work orders to accomplish its preventive maintenance program, and repair and maintenance projects.

The following repair and maintenance contract projects were completed during the fiscal year:

|  |              |
|--|--------------|
| (1) Kailua Fire Station – Re-roofing of the station. ....                          | \$102,258.00 |
| (2) Waikiki Fire Station – Repairs and complete repainting. ....                   | \$34,300.00  |
| (3) Waipahu Fire Station – Repairs and complete repainting. ....                   | \$28,858.00  |
| (4) Waipahu Fire Station – Roof repairs. ....                                      | \$21,823.00  |
| (5) HPD Headquarters – Replacement of chiller isolation valves. ....               | \$21,259.00  |
| (6) Kahaluu Fire Station – Roof replacement. ....                                  | \$35,141.00  |
| (7) Waianae Neighborhood Community Center – Repairs and complete repainting. ....  | \$26,781.00  |
| (8) Palolo Fire Station – Repairs and complete repainting. ....                    | \$27,220.00  |
| (9) Hawaii Kai Fire Station – Repairs and complete repainting. ....                | \$27,353.00  |
| (10) Kailua Corporation Yard – Repairs and complete repainting. ....               | \$ 7,150.00  |
| (11) City Hall – Remediation of COR Law Library. ....                              | \$88,511.00  |
| (12) City Hall – Environmental cleanup of Purchasing’s basement storage room. .... | \$69,370.00  |

The TEMS Branch accomplished the following:

- (1) Maintained 47,283 street lights by replacing 9,603 defective or burned out lamps, 785 photocells, and 1,393 luminaires. Also, responded to 243 emergency calls, completed 342 joint-pole changeovers and logged in 21,254 miles in the performance of night duties.



A street light crew repairs a civil-defense siren at Ala Wai Community Park.

- (2) Completed 10,180 man-hours of repair and maintenance work and closed 831 work requests for the indoor and outdoor lighting at various parks and recreation centers and Botanical Gardens for the Department of Parks and Recreation, and at Hanauma Bay and Honolulu Zoo for the Department of Enterprise Services.
- (3) Tested and maintained 39 civil defense sirens and also HPD and HFD antennas.
- (4) Installed 653 special event banners on streetlight poles in the Downtown and Waikiki areas for the Honolulu Festival, Pan Pacific Festival, Hawaii Okinawa Association Festival, Lantern Floating Festival, 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.
- (6) Implemented a replacement and preventive maintenance program to replace corroded hardware and transformer bases located in Hawaii Kai and Mililani areas.
- (7) Maintained a purchasing, receiving, storing and issuing system for various supplies, tools and equipment.

The CUS Branch provided custodial and grounds keeping services for the rural police stations, Fire Training Center, 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 Police Training Facility. Custodial services were provided for Honolulu Hale and its annexes, Frank F. Fasi Municipal Building, Honolulu Police Headquarters, Honolulu Fire 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.

The PPM Branch provided employee parking, motor pool services and security services for the Frank F. Fasi Civic Center Complex, Halawa Corporation Yard, Kapolei Corporation Yard and other City facilities. This branch administered and managed seven parking management contracts for public garages located in Chinatown Gateway Plaza, Marin Tower, Kekaulike Courtyards, Hale Pauahi, Kukui Plaza, Smith Beretania and Harbor Tower. It also managed two parking meter operated garages located in Harbor Village and Lani Huli Elderly and 13 municipal surface parking lots located throughout the island of Oahu. The branch also managed property management contracts for residential and commercial properties located at Chinatown Gateway Plaza, Chinatown Manor, Ewa Villages, Foster Gardens, Harbor Village, Kanoa Apartments, Kulana Nani Apartments, Manoa Gardens, Marin Tower, Pauahi Hale, Westlake Apartments, Westloch Elderly and Winston Hale.

## **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. The division also renders pavement maintenance to private roadways open to public use and 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 also performs dead animal pickup services and provides assistance to the Department of Environmental Services' Division of Refuse Collection and Disposal in supervision of some of their rural area refuse collection operations.

Another key responsibility includes emergency work generated by heavy rains, wind, tsunamis, earthquakes and other natural disasters. The division 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 ten corporation baseyards. Three baseyards (Honolulu, Sand Island 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.

### **ACTIVITY HIGHLIGHTS**

The Department partnered with the Lions Club to launch a community sidewalk patrol program to identify and patch sidewalks. Crews resurfaced 57 lane miles of roadways and provided extensive interim repairs and resurfacing to numerous roadways island-wide. A thin asphalt overlay placed on deteriorated pavement areas minimizes further deterioration and provides a better riding surface until contract resurfacing funds become available. In conjunction with the Department of Transportation Services Drive Akamai program, we continued the division's pothole hotline program. This fiscal year, 3,461 calls were received on a 24-hour hotline/website; 3,075 requests were for pothole patching and pavement repairs and the rest for other work. A total of 41,505 potholes

were patched at locations identified through the pothole hotline and other means. We also continued the program to contract cleaning and maintenance services for miscellaneous vacant/remnant City lots and sidewalk areas by awarding five contracts to maintain 147 locations.

The Department assisted with the Adopt-A-Stream and Adopt-A-Block programs; inspected and cleaned 13,945 catch basins, inlets and manholes, and 315,603 lineal feet of storm drain lines; and continued the inspection program of City-owned streams and drainage ditches and 24 boulder basins in the inventory. A total of 166 streams, ditches and boulder basins were cleaned, many more than once.

**ACCOMPLISHMENTS**

**Street Maintenance**

**TONS ASPHALTIC CONCRETE LAID BY IN-HOUSE CREWS**

|                               | <u>FY 2005</u> | <u>FY 2006</u> | <u>FY 2007</u> | <u>FY 2008</u> | <u>FY 2009</u> | <u>FY 2010</u> |
|-------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|
| First Aid & Resurfacing ..... | 23,566         | 13,604         | 14,066         | 20,832         | 23,306         | 25,548         |
| Pothole Patching .....        | 1,592          | 705            | 2,097          | 2,540          | 2,560          | 1,074          |
| TOTAL .....                   | 25,188         | 14,309         | 16,163         | 23,372         | 25,866         | 26,622         |

In addition, the division used 1,488 bags/buckets of proprietary roadway patching material primarily to patch potholes.

**Stream Cleaning**

Streams, ditches and boulder basins cleared or dredged during the year included the following:

**HONOLULU**

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|  |                            |
|--|----------------------------|
| Kalani Iki Boulder Basin               | Manauwea Ditch             |
| Ahuwale Ditch                          | Manoa Stream               |
| Ailuna Ditch                           | Manoa Palolo Stream        |
| Analii Ditch                           | Moanalua Stream            |
| Hahaione Boulder Basin (East and West) | Mona Ditch                 |
| Haku Ditch                             | Muliwai Ditch              |
| Hausten Ditch                          | Narcissus Ditch            |
| Hema Ditch                             | Ninini Ditch               |
| Hiyane's Ditch                         | Niu Boulder Basins (E & W) |
| Kaamilo Ditch                          | Niu Stream                 |
| Kamiloiki Stream                       | Moanalua Boulder Basin     |
| Kipu Ditch                             | Nuuanu Stream              |
| Kihau Ditch                            | Nihi Ditch                 |
| Kalihi Stream                          | Opihi Ditch                |
| Kuahea Ditch                           | Oheke Ditch 1              |
| Kalama Valley Lined Channel            | Poola Ditch                |
| Kuakini Ditch                          | Paniolo Ditch              |
| Kalaniiki Ditch                        | Papali Ditch               |
| Kalapaki Ditch                         | Pauoa Stream               |
| Kalawao Ditch                          | Poipu Ditch                |
| Kekuanoni Ditch                        | Portlock Ditch             |
| Kuikele Ditch                          | Ruth Place Ditch           |
| Kamiloiki Boulder Basin                | Uhini Place Ditch          |
| Kapalama Canal                         | Umalu Ditch                |
| Kalapaki Ditch                         | Waolani Stream             |
| Kapakahi Stream                        | Waolani Ditch              |
| Kuliouou Stream                        | Wailupe Boulder Basin      |
| Kipu Ditch                             | Waialae Nui Ditch          |
| Kula Kolea Ditch                       | Waialae Nui Stream         |
| Kuikele Ditch                          | Wailupe Ditch              |
| Kuliouou Boulder Basin                 | Wailupe Stream             |
| Makiki Ditch                           | Wainiha Street Ditch       |
| Mamalu Ditch                           | Wailupe Stream             |
| Holy Trinity Ditch                     | Waiomao Stream             |
| Lunalilo Terrace Ditch                 | Wainiha Street Ditch       |
| Luinakoa Ditch                         | Wawaimalu Stream           |
| Lunalilo Interceptor Ditch             | Wood Ditch                 |
| Manaiki Stream                         |                            |

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**PEARL CITY**

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|                           |                     |
|---------------------------|---------------------|
| Aiea Ditch                | Kapakahi Stream     |
| Campbell Industrial Ditch | Aiea Stream         |
| Ewa Lined Ditch           | Ahuhu Ditch         |
| Makakilo Ditch            | Noelani Ditch       |
| Halawa Ditch              | Palailai Ditch      |
| Manana Ditch              | Pearl City Stream   |
| Hoomaemae Ditch           | Hoio Ditch          |
| Hooli Ditch               | Waipahu Stream      |
| Honokai Hale Ditch        | Waipio Gentry Ditch |
| Kapolei Drainage Channel  | Koloi Ditch         |
| Nohonoa Ditch             | Paaina Ditch        |
| Acacia Ditch              | Waimalu Stream      |

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**KAILUA**

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|                         |                           |
|-------------------------|---------------------------|
| Aikahi STP Ditch        | Kawainui Canal            |
| Akaakoa Ditch Easement  | Kapaa Quarry Road Ditches |
| Akiohala Ditch Easement | Keolu Lined Channel       |
| Banyan Tree Ditch       | Lanipo Ditch              |
| Hele Channel            | Maunawili Stream          |
| Kaelapulu Stream Mouth  | Omao Stream               |
| Kahawai Stream          | Palapu Stream             |
| Kalaheo Hillside Ditch  | Waimanalo Stream          |
| Kamahele Ditch          | Kakaina Stream Outlet     |

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**KANEOHE**

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|                                |                           |
|--------------------------------|---------------------------|
| Anolani Stream                 | Kuneki Ditches (3)        |
| Ben Parker Ditch               | Bayside Place Ditch       |
| Fong's Ditch                   | Kaneohe Industrial Ditch  |
| Halemanu Street Basins         | Lohiehu Ditch             |
| Hui Kelu Street Slope Easement | Hui Iwa Street Channel    |
| Hui Uliuli Channel             | Pilina Ditch              |
| Awanene Ditch                  | Bayview Ditch             |
| Kaneohe Dam                    | Puuohalai Place Ditch     |
| Keaahala Stream                | Yacht Club Ditches (2)    |
| Haleloke Ditch                 | Temple Valley Lined Ditch |
| Kaneohe Flood Control          | Kamehameha Highway Ditch  |
| Kionaole Ditch                 | Kaimalu Ditch             |
| Kahaluu Flood Control          |                           |

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**WAIANAE**

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|                   |                      |
|-------------------|----------------------|
| Alamihi Ditch     | Hale Ahi Road Bridge |
| K-2 Boulder Basin | Piliuka Ditch        |
| K-3 Channel       | Pokai Bay Ditches    |
| M-1 Channel       | Kaupuni Stream       |
| M-2 Channel       | Ulehawa U-1 Channel  |
| M-3 Channel       | Ulehawa U-2 Channel  |
| M-4 Channel       | Ulehawa U-3 Channel  |
| Maipalaoa Stream  | Kawili Ditch         |
| K-1 Channel       |                      |

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**LAIE**

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|                                 |                  |
|---------------------------------|------------------|
| Hanaimoa Ditch                  | Kawaipapa Stream |
| Hauula Homestead Road Ditch     | Ke Iki Ditch     |
| Hoalua Ditch                    | Pupukea Ditch    |
| Kahawainui Stream Flood Control |                  |

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**WAHIAWA**

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|                     |                     |
|---------------------|---------------------|
| Meheula Lined Ditch | Whitmore Open Ditch |
|---------------------|---------------------|

## Masonry and Carpentry

Heavy construction masonry and carpentry crews based in Honolulu do all masonry and carpentry work in Honolulu and assist the rural districts as needed. Two smaller masonry crews operating out of the Pearl City and Kailua baseyards do routine jobs, mainly sidewalk repairs for the leeward and windward districts, respectively. A summary of work done includes the following:

- (1) Installed 736 feet of drain lines of various sizes.
- (2) Repaired or reconstructed 2,338 square feet of Reinforced Concrete, Concrete Masonry Unit and Concrete Rubble Masonry walls.
- (3) Repaired or installed 2,150 feet of guardrails (metal/wood) and 6,657 feet of chain link fences.
- (4) Reset, reconstructed and/or repaired 16,121 feet of broken, uneven, settled, curbs and/or gutters.
- (5) Reconstructed 76 catch basin deckings.
- (6) Reconstructed 139,052 square feet of sidewalk by in-house crews island-wide.

## Street Sweeping

The following table shows the number of curb miles swept mechanically during the fiscal year.

### CURB MILES SWEEP MECHANICALLY

| <u>Fiscal Year</u> | <u>Honolulu</u> | <u>Rural</u> | <u>Total</u> |
|--------------------|-----------------|--------------|--------------|
| 2005 .....         | 30,115 .....    | 5,259 .....  | 35,374       |
| 2006 .....         | 22,218 .....    | 3,286 .....  | 25,504       |
| 2007 .....         | 28,207 .....    | 5,652 .....  | 33,859       |
| 2008 .....         | 26,968 .....    | 6,962 .....  | 33,930       |
| 2009 .....         | 29,664 .....    | 6,291 .....  | 35,955       |
| 2010 .....         | 24,034 .....    | 4,995 .....  | 29,029       |

During the year, crews in Honolulu and rural yards serviced 1,402 litter containers at bus stops, malls and other locations throughout the island at various frequencies. Containers were distributed throughout the island as follows:

|                  |              |
|------------------|--------------|
| Honolulu - 954   | Wahiawa - 69 |
| Pearl City - 220 | Waianae - 34 |
| Kaneohe - 81     | Waialua - 25 |
| Kailua - 68      | Laie - 41    |

## Signs and Markings

The Signs and Markings crews based in Honolulu do the installation and maintenance of traffic signs and markings in Honolulu and assist the rural districts as needed. A summary of work done includes:

- (1) Painted 10,198 lineal feet of curbs
- (2) Striped 436 miles of traffic lines
- (3) Striped 711 crosswalks
- (4) Installed 5,946 pavement markers
- (5) Manufactured 6,307 traffic signs
- (6) Installed/reset/replaced 3,122 traffic signs and 1,044 posts.

## AID TO OTHER AGENCIES

### Department of Design and Construction (DDC)

Assisted in the preparation of construction documents for street rehabilitation and sidewalk reconstruction projects.

### Department of Environmental Services (ENV)

- (1) Assisted the Storm Water Quality Branch in investigating illegal discharges into the storm drainage system.
- (2) Provide refuse administration for Laie, Wahiawa and Waialua districts.
- (3) Provided relief personnel for absent refuse collectors as needed.
- (4) Provided dead animal pickup service in all rural districts.
- (5) Assisted in road repairs as requested.
- (6) Provided after-hour vehicle fueling.
- (7) Repaired damages to driveways by refuse vehicles.

**Department of Transportation Services (DTS)**

- (1) Installed/revised traffic signs and markings to improve traffic control.
- (2) Maintained bikeway facilities.
- (3) Swept parking areas and serviced litter containers at the Hawaii Kai, Wahiawa, Kunia, Mililani, Kapolei, Waianae and Waialua Park-and-Ride facilities.
- (4) Assisted in demolition and removal of damaged bus shelter facilities as requested.
- (5) Installed litter containers at bus stops as requested.

**Board of Water Supply (BWS)**

- (1) Assisted in trench patching as needed.
- (2) Assisted in pumping water from waterline breaks and with heavy equipment and operators for waterline repairs.

**Department of Planning and Permitting (DPP)**

- (1) Cleaned sidewalk areas and repaired sidewalks and driveways per citations and work orders.

**Department of Parks and Recreation (DPR)**

- (1) Assisted in emergency removal of damaged street tree branches during and after storm events.
- (2) Assisted in the hauling of DPR heavy equipment.
- (3) Assisted in maintaining DPR facilities.
- (4) Paved Foster Botanical Garden parking lot.
- (5) Assisted in hauling debris as part of beach park clean ups.

**Department of Enterprise Services (DES)**

- (1) Assisted in maintaining DES facilities.

**Department of Community Services (DCS)**

- (1) Clearing and maintaining vacant properties.

**Others**

- (1) Support Honolulu City Lights and Rediscover Oahu (Sunset in the Communities) activities.
- (2) Moved and set up equipment for special events at Honolulu Hale and Kapolei Hale.
- (3) Provided cleanup services and/or signing and traffic control services for various events, such as the Waikiki Hoolealea, Aloha Week Parade, Tree Lighting Ceremony, the Kamehameha Day Parade and First Amendment Parades.
- (4) Provided litter pickup services for community and stream cleanups.
- (5) Distributed supplies for community cleanups and storm drain stenciling projects.
- (6) Cleared illegal dumpsites at various locations in the community and transported material for disposal/recycling.
- (7) Cleared landslides impacting city roads and drainage facilities following storm events.
- (8) Cleared sand, coral and rocks from state portions of Kamehameha Highway following high surf events.
- (9) Cleared downed state and private trees and tree branches from city roadways.
- (10) Assisted with clearing areas for fire breaks during wildfires.
- (11) Assisted with delivering and removing emergency provisions for emergency shelters.



# DEPARTMENT OF HUMAN RESOURCES

Kenneth Y. Nakamatsu, Director  
Noel T. Ono, Assistant Director and Director  
Robin Chun-Carmichael, 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 recruitment, training, safety, workers' compensation, health services, incentives and awards, equal opportunity, and employee assistance.

The Department of Human Resources has a staff of 74 employees serving 8,335 permanent, 191 temporary and 335 exempt employees. In addition to the office of the Director, the Department is organized into the four major functional divisions of 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 Advantage HRM system was successfully implemented on February 16, 2010. End-user training guides were developed and approximately 300 employees were trained. Fifty report design specifications were completed and the remaining are currently in various stages of development. The system provides a single source of employee data and consequently better management information and tools; reduces paper usage through automation of business processes; reduces errors through system validation; and allows for shifting DHR's focus from processing to auditing, and ensuring compliance with business rules, policies and procedures, and regulatory requirements.
- Labor Relations negotiated collective bargaining agreements for Bargaining Units 1, 2, 3, 4, 10 and 13, which included furloughs. Most City workers are subject to 24 unpaid furlough days (2 per month) as part of cost saving measures for the July 1, 2010 though June 30, 2011 fiscal year.
- Staff assisted in filling key transit positions for the Rapid Transit division in the Department of Transportation, including development of the organizational structure and specialized job requirements to ensure the program needs can be met.
- Training Branch continued to plan and coordinate the Healthy Honolulu program, a way to promote a healthy lifestyle for the employees of the City and County of Honolulu.
- The Mayor's Office and the Department of Human Resources continued its Po'okela Fellows Program which provided 19 college students with valuable work experience under the mentorship of City employees.

## 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 5 meetings during the year and 6 meetings were postponed. Ms. Virtta E.P. Hite and Ms. Lynn A. Ching elected as Chair and Vice-Chair, respectively, for the fiscal year ending June 30, 2010. Ms. Lynn A. Ching resigned September 1, 2009. Ms. Gwen K. Rulona ended her term on November 25, 2009, and Mr. Kingsley K.M.V. Ah You resigned on January 25, 2010. Mr. Hakim A. Quansafi and Mr. Robert T. Iinuma served as members.

## CIVIL SERVICE COMMISSION APPEALS

July 1, 2009 - June 30, 2010

Backlog Received Withdraw Untimely Hearings Dismissed Upheld Denied Pending

### Exams & Selections

|                                   |    |       |       |       |       |       |       |       |       |       |       |       |
|-----------------------------------|----|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Application Disqualification..... | -- | 1     | ..... | --    | ..... | --    | ..... | --    | ..... | --    | ..... | 1     |
| Denial of Suitability.....        | -- | ..... | --    | ..... | --    | ..... | --    | ..... | --    | ..... | --    | ..... |
| Medical Disqualification.....     | -- | ..... | --    | ..... | --    | ..... | --    | ..... | --    | ..... | --    | ..... |
| Non-Selection.....                | 1  | ..... | 3     | ..... | 2     | ..... | --    | ..... | --    | ..... | --    | ..... |

|  | <u>Backlog</u> | <u>Received</u> | <u>Withdraw</u> | <u>Untimely</u> | <u>Hearings</u> | <u>Dismissed</u> | <u>Upheld</u> | <u>Denied</u> | <u>Pending</u> |
|--|----------------|-----------------|-----------------|-----------------|-----------------|------------------|---------------|---------------|----------------|
| <b>Classification Action</b> .....   | --             | --              | --              | --              | --              | --               | --            | --            | --             |
| <b>Discipline &amp; Termination</b>  |                |                 |                 |                 |                 |                  |               |               |                |
| Disciplinary Action.....   | 1              | 2               | --              | --              | 3               | --               | 1             | --            | 2              |
| Termination.....   | 2              | 4               | 2               | 1               | --              | --               | --            | --            | 3              |
| Substandard performance<br>evaluation report.....  | --             | --              | --              | --              | --              | --               | --            | --            | --             |
| <b>Others</b>  |                |                 |                 |                 |                 |                  |               |               |                |
| City & County of Honolulu's<br>failure to provide the<br>Battalion Fire Chiefs with<br>compensation & benefit<br>adjustments as required by law..... | --             | --              | --              | --              | 2*              | --               | --            | --            | --             |
| Extension of probationary period<br>beyond one year and conversion of<br>status to limited-term appointment.....                                     | 1              | --              | 1               | --              | --              | --               | --            | --            | --             |
| <b>Total</b> .....   | <b>5</b>       | <b>10</b>       | <b>5</b>        | <b>1</b>        | <b>5</b>        | <b>--</b>        | <b>1</b>      | <b>--</b>     | <b>8</b>       |

\*Hearings on the Battalion Fire Chiefs' compensation and benefit adjustments appeal remanded by the Circuit Court for determination of damages.

**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, ADA and civil rights in general. The office is staffed with an Equal Opportunity Officer (EOO), 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, ADA compliance and civil rights in general. Areas of compliance oversight include, but are not limited to: Titles VI and VII of the Civil Rights Act of 1964; Sections 503 and 504 of the Rehabilitation Act of 1973; the Americans with Disabilities Act of 1990; Executive Order 11246, as amended by Executive Order 11375; State Fair Employment Practices Act, and City & County of Honolulu Revised Ordinances. 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 employment laws, the Equal Opportunity (EO) Office coordinated training on topics related to discrimination and the prevention of sexual harassment. In addition, four days of internal investigations training was provided to managers and administrative personnel.

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, as well as litigation asserting violation of civil rights laws, policies and procedures.



Internal Investigations Training held April 27 – 30, 2010

**Formal Charges of Discrimination Filed with EEOC/HCRC**

| <u>FY</u>                | <u># Filed</u> | <u># Closed</u> |
|--------------------------|----------------|-----------------|
| 07/01/09 – 06/30/10..... | 21             | 24              |

## **CLASSIFICATION AND PAY DIVISION**

### **Major Functions**

Plan, develop, and administer the classification and pay plans; 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 and coordinate with other personnel management processes on personnel implications and problems relating to reorganizations, reassignment of work and creation of new classes.

### **Classification Activities**

Staff continued to provide significant personnel management advisory assistance on various classification issues and/or proposed reorganizations involving many City departments and agencies, including the following:

- Rapid Transit Division, Department of Transportation Services
- Facilities Division, Department of Design and Construction
- Wastewater Division, Department of Design and Construction
- Office of Administrative Support, Department of Environmental Services
- Recycling Branch, Department of Environmental Services
- Work Hawaii Division, Department of Community Services
- Purchasing Division, Department of Budget and Fiscal Services
- Division of Road Maintenance, Department of Facility Maintenance
- Division of Automotive Equipment Service, Department of Facility Maintenance
- Office of the Director and Chief Engineer, Department of Facility Maintenance
- Royal Hawaiian Band

In addition to the foregoing, staff served as a resource at Stakeholder Group meetings convened to assess the feasibility of merging the Honolulu Fire Department and the Emergency Services Department. The meetings culminated with an open forum at the State Capitol and recommendations being made to the Mayor by the heads of both departments.

Staff also worked closely with the Honolulu Police Department in coordinating, reviewing and processing revised position descriptions covering over 2,500 uniformed positions to ensure accurate data is entered and maintained in the new Advantage system.

Work continues in filling key transit positions. Staff reviewed proposed positions for the Department of Transportation Services' Rapid Transit Division, revised the classification alignment based on changes to the anticipated organizational structure, and developed specialized job requirements to ensure the needs of the program can be met.

Staff continues to work closely with line departments to explore ways to streamline the processing of classification actions and better serve the needs of their programs.

Staff also continues to participate on the departmental team that plans and implements the activities of the Mayor's Po'okela Fellows Program. This program was designed to provide college students with valuable work experience under the mentorship of a City employee. The program aims to expose students to government operations and provide positive experiences to illustrate that the City is a great place to work.

The division's overall classification activity and resulting changes to the City Classification Plan are shown in the following:

### **FY 2010 CLASSIFICATION ACTIONS**

|  |       |
|--|-------|
| Initial Allocations .....              | 26    |
| Reallocations .....                    | 534   |
| No Change Actions .....                | 113   |
| Revised Descriptions .....             | 2,054 |
| Requests Returned Without Action ..... | 12    |
| Abolished Positions .....              | 1     |
| TOTAL .....                            | 2,740 |

### **CHANGES TO CLASSIFICATION PLAN**

|                                    |    |
|------------------------------------|----|
| New Classes .....                  | 2  |
| Amended Class Specifications ..... | 18 |
| Retitled Classes .....             | 3  |
| Re-Established Classes .....       | 0  |
| Abolished Classes .....            | 30 |

### **Classification Training**

In December 2009 and June 2010, staff conducted training which provided an overview of what you need to know and do to properly prepare and write position descriptions. Participants included Administrative Services Officers, Managers and Supervisors.

## **City and County of Honolulu Enterprise Resource Planning System (C<sup>2</sup>HERPS) Project**

Division staff serves as the HR/Payroll Project Manager, Training and Transition Manager, Reports Manager, Security Administrator, and HRIS project team responsible for the design, planning, development and implementation of the Advantage HRM solution, Meridian Global Learning Management System, Human Concepts OrgPlus organizational charting and modeling system, and Advantage Employee Self-Service for the City's Enterprise Resource Planning (ERP) system. 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.

The Advantage HRM system was successfully implemented on February 16, 2010. Four outreach meetings designed to facilitate transition to the new system were conducted. In addition, seven payroll, time and attendance training sessions for 213 timekeepers were coordinated. Development of end-user training curriculum, content, and training guides were completed. Twenty-two hands-on classes and 3 general human resources classes comprised the end-user training curriculum. Approximately 300 employees were trained. Of the approximately 96 HR reports required, 50 report design specifications were completed, and the remaining are currently in various stages of development.

Post-implementation support is on-going. Seventeen post-implementation workshops, designed to provide personalized support to employees were held. DHR project staff walked-through and/or assisted employees on a one-to-one basis, and assisted in processing employee's work assignments. In addition, staff continues to respond to inquiries received directly, via ERP mailbox, or from the Department of Information Technology help desk.

While the basic system was implemented, work related to the ERP project continues. The Project Team continues to address outstanding issues; develop new and modify existing interfaces; develop, modify and correct reports; and develop and coordinate expanded functionality. Staff has been and continues to be involved in reconfiguring the system for processing furloughs; responding to departmental inquiries and impact to employees' records and paychecks; and developing furlough reports. An outreach meeting was conducted for departmental personnel staff regarding processing requirements and impact of the Fair Labor Standards Act (FLSA) with regards to furloughs. A furlough processing training guide was developed and disseminated to departmental personnel/administrative staff. In addition, year-end rollover activities required for Advantage HRM system maintenance was completed.

As Security Administrators for the Advantage HRM system, staff developed the DHR HRIS Security Access Request form, which is used to request initial access, modify existing access or terminate system access. 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.

Development and testing of the Meridian Global Learning Management System continues, with staff finalizing processing and security and workflow requirements. While it was anticipated the system would be implemented by the end of the fiscal year, a number of defects were identified during the testing process. These defects were accepted and patches are being developed. Preliminary train-the-trainer sessions were conducted.

Two other systems, OrgPlus Enterprise and Employee Self Service are anticipated to be incrementally implemented within the next fiscal year.

Staff serves as a member of the Executive Steering Committee, which is responsible for setting project direction, resolving outstanding issues relating to project scope and organization and ensuring the success of the project. Additional staff of the division (as well as other department divisions) will serve as subject matter experts and be closely involved in the design and implementation throughout the next fiscal year.

To address process and procedural changes resulting from the ERP system, staff worked with Department of Information Technology to modify three existing eforms: Request to Create/Fill Positions, Request to Reallocate/Fill Positions, and Request for Personal Services Contracts. Modifications are still in development.

## **Fair Labor Standards Act (FLSA) FairPay Regulations**

Monitoring City compliance with the FairPay regulations issued by the U.S. Department of Labor continues. Staff continues to monitor and maintain currency in FLSA regulations and legal decisions, including coordination and participation in webinars such as "A Guide to Combating Wage and Hour Liability", "Wage and Hour Compliance Trends: Protecting Your Organization Against Increased Enforcement and Continued Class Action Threat", "FLSA: You Could Be More Exposed Than You Think", and the "FLSA Virtual Summit."

Staff continues to serve as City "experts" in FLSA exemptions, providing direction and advice to department and agency supervisors and administrative staff to ensure compliance. Staff reviewed training materials and participated in the City's FLSA Fundamentals: What You Need to Know session. In addition, staff provided assistance to other government jurisdictions relating to exemptions and interpretations.

## **Pay Activities**

Pay staff reviewed the proposed pricing of 43 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 for those classes determined to be equal through systematic classification of positions based on objective criteria and adequate job evaluation, unless it has been agreed in accordance with Chapter 89 to negotiate the repricing of classes.”

In October, staff participated in an inter-jurisdictional conference to discuss issues relating to compensation and equal pay requirements of HRS Section 76-1.

Staff continues to monitor various compensation related legislation, including the Ledbetter Fair Pay Act, participated in the webinar “Matters of Pay: The Impact of Ledbetter and Other Legislation” and participated in IRS Training for the State and Counties of Hawaii (session relating to Independent Contractors vs. Employee).

The engineering, architect, land surveying, computer programmer, data processing systems analyst, construction, building construction and industrial construction inspector classes were continued on shortage. The recruitment and retention incentive (RRI) for the Physician and Medical Assessment Specialist classes were continued. The RRI for the Fleet Mechanic and related classes were discontinued. Staff continues to review and recommend approval of salary rates for all employees hired above the minimum or entry rate.

Staff responded to a variety of surveys, including four surveys conducted by the Hawaii Employer’s Council, and surveys by the City of Philadelphia (2 surveys), the City and County of Denver, the U.S. Census Bureau’s Annual Survey of Public Employment and Payroll, and the 2009 National Paramedic Survey.

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, including:

- Classification and/or compensation of various classes/positions.
- Visitor industry & convention positions
- Auditor positions
- Community policing
- Golf course maintenance superintendents
- Purchasing positions
- Water safety officers
- Abstractors and Abstracting Assistants
- Band positions
- Pathologist
- Information technology support positions
- Engineers

Staff serves as a member of the Pay Equity Task Force that was established by the State Legislature. The Task Force is awaiting a response from the State Legislature prior to taking any further action.

Staff developed proposed compensation changes to the collective bargaining agreements, and presented the proposal to the Employer group. While the proposal was not accepted by the group, several jurisdictions indicated their desire to join with the City in developing a supplemental agreement within the next fiscal year.

Finally, staff provided support of the Salary Commission in its hearings and deliberations and continues to provide prevailing wage rate information to Budget and Fiscal Services Purchasing Division contractors and their employees.

## **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; auditing and certifying all personnel actions affecting City officers and employees;

conducting initial payroll and benefits processing for new employees; administering the benefits and employee awards programs; administering the City's leave sharing program; ensuring 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 (POPI), 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**

Hiring restrictions placed in FY 09 on non-federally funded and other funded vacancies were continued in FY 10. Recruitment staff worked closely with departments and agencies to identify and close recruitments which were no longer a priority and to expedite the processing and recruiting for "hard-to-fill" positions such as engineers, skilled trades, and accountants. Staff provided assistance to agencies exempted from hiring restrictions to fill vacancies in wastewater and other technical and professional occupations.

Proactive recruitment efforts included attendance at quarterly job fairs held at the Neal Blaisdell Center (NBC) and other specialized job fairs such as the Joint Employment Management Systems (JEMS) job fair (a joint Navy and Marine Corp organization) and the University of Hawaii (UH) School of Engineering. Recruitment staff spearheaded the City's efforts to enhance its targeted recruitment initiatives by coordinating the attendance at these venues of City engineers and other representatives from departments that have key vacancies in specialized areas; departments such as Transportation Services (DTS), Design and Construction (DDC), Environmental Services (ENV), the Board of Water Supply (BWS), and Emergency Management (DEM) participated.

In order to expand the City's internet presence, job announcements were placed on Career Builder, Monster.com, Hire-Net, Jems.com and other free employment-related websites.

The use of enhanced display materials, distribution of handouts and a multi-media advertisement on monitors placed at high-traffic points at the NBC and other job fairs, added impact to the City's presence. Job fair attendees were encouraged to regularly visit the City's employment page on the website for complete information on new recruitments and to utilize the online application system powered by NeoGov. Attendees were also informed that they could fill out on-line 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 decrease in paper applications filed from 5% in FY 09, to 1% in FY 10. The number of interest cards submitted by applicants seeking notification of job openings increased 40% from 12,603 in FY 09 to 17,654 in FY 10.

The City partnered with Success Advertising to include enhanced advertisements in the workforce handout and used the Honolulu Advertiser's featured jobs to highlight critical jobs on the front page of the jobs section. Several different types of advertising displays to brand the City were developed with Advertiser and Star-Bulletin staff and used on weekly print advertisements for jobs.

This year the search for the Chief of Police in July required staff to expand its normal recruitment efforts to reach potential candidates from a nation-wide pool. EPS staff assisted Police Commission officials to create recruitment materials, handouts and fillable application forms to make it easier to apply instead of using the multipage paper applications used previously. Honolulu Police Department (HPD) and division staff worked together to design advertising and recruiting formats for use on both the International Association of Chiefs of Police ([discoverpolicing.org](http://discoverpolicing.org)) and HPD websites.

Large recruitments conducted this year included Metropolitan Police Recruit and Police Radio Dispatcher in January 2010. HPD and division staff partnered in designing material to promote the recruitments at the Workforce Job Fair in January.

Since our recruitments typically result in large numbers of applicants applying for City jobs in general, many of our popular recruitments were limited to either one, three or five days instead of the usual ten-day recruitment period. This resulted in large numbers applying for popular jobs such as Senior Clerk Typist which was restricted to a one day recruitment period. The limitation on the recruitment date did not affect the number of applicants as 216 applied during the one-day recruitment as opposed to 214 in 26 days in 2008.

For Summer Recreation Aides, staff coordinated with appropriate outside agencies in getting the word out on these recruitments. In addition, for the Summer Recreation Aide recruitment, staff posted advertisements in the Department of Human Resources' (DHR) newsletter and arranged for continuous advertising on the DHR website and elsewhere. Recruitment efforts were a success and a large number of applications were received for each of these recruitments, which staff quickly processed. This was especially important for the Department of Parks and Recreation's (DPR) Summer Fun Program as the program requires hundreds of employees to operate. The large applicant pool of 825 enabled DPR to successfully hire more than 350 Summer Aides for the 2010 Summer Fun Program.

Continued hiring restrictions in FY 10 resulted in delayed requests to fill vacancies and an overall 16% decrease (from 144 to 121) in the number of recruitments conducted this fiscal year. The total number of applications received for open-competitive, promotional, labor registration and summer college student recruitments declined 38% from 17,537 to 10,875. The decrease in applications received also affected the number of qualified applicants who were placed onto eligible lists; this figure decreased 33% from 5,376 to 3,609.

While more applications were received and more eligibles were placed onto lists in FY 09, 63% of those who applied were rejected for not meeting minimum qualification requirements. In FY 10 although fewer applicants were established to lists, only 57% of those who applied did not meet the minimum qualification requirements or 4,980 out of 8,589.

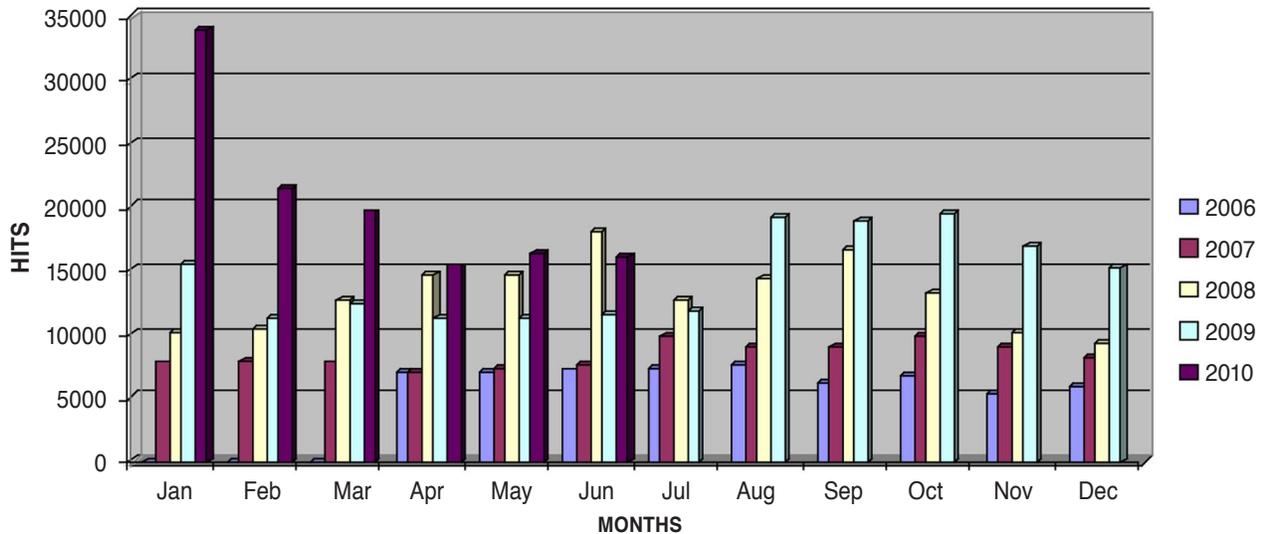
Although the number of vacancies to be filled increased 6.8% from 510 in FY 09 to 545 in FY 10, the actual number of vacancies filled from applicants on the eligible lists decreased 37% 595 in FY 09 to 373 in FY 10. The decrease was attributed to budget cutbacks and resulted in delays in filling vacancies. The number of internal departmental competitive examinations administered by City departments, however, increased 1.8% from 163 to 166.

Despite the offering of shortage category pay rates and recruitment incentives, the City continues to have difficulty recruiting for certain job classes such as engineers, mobile emergency care specialists, electricians, skilled trades, construction inspectors, and other construction related job classes. Understanding the City’s need to fill these critical vacancies, staff has continued to research innovative programs and partnerships to help fill these needs.

City outreach activities and presentations continued at the departmental level for critical jobs. City departments such as Emergency Services, HPD, and Honolulu Fire Department (HFD) made presentations in the community. They also encouraged elementary, middle, high school, and college students—the future workforce—to consider the City as an employer.

Recruitment staff continued to assist departments in the placement of injured workers, determining appropriate movements, processing and approving employee-employer contracts, independent contracts, demotions, transfers, promotions, extensions and conversions of limited-term appointments, drafting procurement documents and inter-departmental agreements.

**Website hits comparison**



Total website activity increased in FY 09 by 13,827 visits (10.1%) over FY 08 visits, even though some month to month comparisons were lower. Website activity in January 2009 of 15,588 visits surpassed January 2008 visits by 52% and represents the third highest value for a single month since monitoring began in 2006. This may be attributed in part to large activity generated by DHR recruitments for Emergency Medical Technician I ~ 831 applications and for Booking Representative I ~ 209 applications. A NeoGov report showed that 1,478 total applications were received in January 2009. In addition, the City had a visible presence at the Job Quest job fair held January 14, 2009 which drew record attendance.

**Examination Activities**

**Metropolitan Police Recruit**

The Department of Human Resources conducted an open-competitive examination for Metropolitan Police Recruit (MPR) on January 25, 2010. This is the first year, due to budget constraints, the Honolulu Police Department did not conduct mainland recruitments. However, a key feature in our NeoGov on-line application system allows individuals to be notified via electronic mail when positions are available. During the one-year hiatus since the last recruitment closed, 3,326 individuals submitted interest cards, of this group 38% or 1,282 were from the mainland. A total of 2,870 individuals applied for Metropolitan Police Recruit.

**Police Radio Dispatcher I**

Exams staff has worked closely with HPD Career Center and HPD Communications Division to do an in-depth review of the Police Radio Dispatcher I position. Together, we revised the entry-level written test and developed a performance test which will be implemented as part of the selection process for the next training class for Police Radio Dispatcher I.

**Selection Interview Training**

Examination branch has expanded the Selection Interview Training with the addition of a new course that specifically targets Supervisors and Managers who are responsible for the selection process. This training session provides guidance in preparing for an interview from the start of the process to the selection of the best-qualified person for civil service employment. Examination staff continues to assist all departments with their selection and interview issues.

## RECRUITMENT AND EXAMINATION ACTIVITIES

|  | <u>FY 2009</u> | <u>FY 2010</u> | <u>% Change</u> |
|--|----------------|----------------|-----------------|
| <b>Recruitments</b>  |                |                |                 |
| Open-Competitive and Promotional.....                        | 144            | 121*           | 15.9% Decrease  |
| <b>Applicants</b>  |                |                |                 |
| Open-Competitive and Promotional Examinations.....           | 14,475         | 8,589          | 40.6% Decrease  |
| Labor Registration .....                                     | 2,206          | 1,461          | 33.7% Decrease  |
| Summer College Student Program.....                          | 856            | 825            | 3.6% Decrease   |
| <b>Examinations</b>  |                |                |                 |
| Internal Departmental Competitive Promotions (Audited) ..... | 163            | 166            | 1.8% Increase   |
| Applicants Placed on Eligible Lists.....                     | 5,376          | 3,609          | 32.8% Decrease  |
| Vacancies Filled from Applicants Referred .....              | 595            | 373            | 37.3% Decrease  |
| Number of Vacancies .....                                    | 510            | 545            | 6.8% Increase   |

\* Lower numbers due to closure of many continuous recruitments, to include Metropolitan Police Recruit and Police Radio Dispatcher.

## Personnel Research and Services Activities

### Research

The Research staff was actively involved in the development and implementation of the City's Enterprise Resource Planning System (C<sup>2</sup>HERPS). C<sup>2</sup>HERPS is an integrated software that provides the City with greater availability for financial and human resources management. The Transactions and Research staff participated in various informational briefings with the vendor; developed report design specifications; worked together with the vendor to test and finalize reports designed by the vendor or staff; and developed user guides and conducted training sessions for users. At the close of the fiscal year, staff remained committed to post implementation support.

The Research Section serves as the department's resource in tracking bills and hearings relating to human resources. Staff worked with the Mayor's Office, the Director and other jurisdictions to coordinate a uniformed position on certain bills and prepared testimony as well as notified affected divisions when a bill was enacted into law.

The Research Section developed and conducted an HR Fundamentals training series to provide personnel staff from all departments with a basic understanding of the City's Human Resources system which would enhance their ability to correctly complete personnel transactions in the new system.

The Research Section, along with staff from all sections of the Branch, was involved with preparations for and the implementation of the furlough plan. This included providing input on furlough related questions and answers, and making necessary revisions to employment documents.

### Compliance

The Compliance Manager developed and conducted an FLSA Basics training session for decision makers and departmental personnel staff. The training included information on the effects of the furlough on employees FLSA status as well as refresher information on FLSA requirements.

The Compliance Manager continued to provide advice and support to departments on the various City drug and alcohol testing programs. This included providing reasonable suspicion training for City supervisors. The training is required under the CDL and other drug testing programs in order for a supervisor to require an employee to undergo reasonable suspicion testing. The Compliance Manager also keeps current on changes in the Federal Regulations or other laws that may affect the City's programs.

The Compliance Manager remains the City's representative on the Information Privacy and Security Council (IPSC) and continues to lead the City's efforts to comply with the provisions of Act 10, Special Session 2008. Act 10 implemented the recommendations of the State's Identity Theft Taskforce which are related to the protection of personal information collected and maintained by State and county governments. The Act requires that government agencies provide various reports to the IPSC and adopt policies that enhance the protection of sensitive information such as social security numbers. The Compliance Manager has developed model policies for departments and has provided the required reports to the IPSC.

### Service and Incentive Awards

The Benefits, Research, and Transactions Branch of the Department of Human Resources annually plans and coordinates two distinct and separate employee recognition programs that are described below. In conjunction with these two programs, the Director gave recognition to the City's Outstanding Deputy Corporation Counsel and Outstanding Deputy Prosecuting Attorney.

1. **The 2009 Mayor's Recognition Luncheon** – This program brings special recognition to the departmental Employee of the Year nominees, Manager of the Year nominees and Outstanding City Attorneys in a private luncheon setting. This setting gives Mayor Hannemann the opportunity to personally acknowledge the honorees for their hard work and dedication.

The annual event was hosted at the Neal S. Blaisdell Center's Hawaii Suite on October 14, 2009. Two (2) Outstanding City Attorneys, twenty-four (24) departmental Employee of the Year nominees and eight (8) Manager of the Year nominees were recognized for their exemplary work ethic and invaluable contributions to our City.

- The 2009 Employees' Recognition Awards Program – This event brings City employees and their families together to give special recognition to an extraordinary group of employees for their outstanding contributions to our community, for their length of service and for exceptional achievements.

The recognition program was held at the City's Neal S. Blaisdell Concert Hall for the fourth consecutive year on November 19, 2009. Mayor Hannemann recognized twenty-four (24) departmental Employee of the Year honorees and eight (8) Manager of the Year honorees, as well as 182 employees with 25 years of service, 27 employees with 35 years of service, and 1 employee with 45 years of service with the City and County of Honolulu. Three (3) Exceptional Achievement Award recipients received recognition. In addition to these awards, recognition was given to the Outstanding Deputy Corporation Counsel and the Outstanding Deputy Prosecuting Attorney.

The program was highlighted with the Mayor's announcement that Royal Hawaiian Band's Musician IV, **Dale Senaga** was selected as the City's 2009 Employee of the Year, and the Department of Community Services Executive Assistant I, **Karen Miyake** was chosen as the City's 2009 Manager of the Year. The Mayor presented awards to these two individuals and all the honorees. City Council members also attended this program. Musical entertainment was provided by the Royal Hawaiian Band and Royal Hawaiian Band Glee Club.



L to R: Dale Senaga (2009 City Employee of the Year), Mayor Hannemann, Karen Miyake (2009 City Employee Manager of the Year).

### Benefits Processing Session

Another function that the Benefits, Research and Transactions Branch oversees is the Benefits Processing Session, formerly titled "New Employee Orientation Session." Sessions were conducted twice a month at the Fasi Municipal Building and special sessions were established to accommodate departments with new employees in a specified program.

For this fiscal year, the Benefits Section staff provided Benefit Processing Sessions for approximately 571 new City employees. Each session is approximately 3 to 4 hours in length. The session has been enhanced by including representatives from the City Ethic's Commission, the Employee Assistance Program, and the deferred compensation program. The Benefits Section staff orients all new City employees except those from the Honolulu Police Department and the Board of Water Supply.

The Benefits Section also coordinates the preparation and distribution of 288 Retirement Certificates. The Benefits Section staff coordinated the monthly retirement ceremony held in the Mayor's private office, which includes a photo of each retiree with the Mayor. This fiscal year, a total of fifty-two (52) retirees participated in this ceremony.

### 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 is designed for City employees who plan to retire within the next five years and provides employees with pertinent information that will assist them in preparing for a fulfilling retirement. The seminar brings together speakers from the State of Hawaii's Employees' Retirement System (ERS), Hawaii Employer-Union Health Benefits Trust Fund (health benefits), ING (the City's Deferred Compensation Plan provider), and the Social Security Administration\* (the SSA participates in the General Employee sessions only) to provide important information about retirement facts, health insurance benefits, and social security benefits. Once again, a speaker from our Health Services Division provided an informative presentation on planning for a healthy retirement.

#### PRE-RETIREMENT PLANNING SEMINAR

| Seminar Date     | Location               | Department        | Number of Participants |
|------------------|------------------------|-------------------|------------------------|
| October 26, 2009 | Mabel Smyth Auditorium | General Employees | 131                    |
| April 28, 2010   | McCoy Pavilion         | General Employees | 192                    |

#### UPCOMING PRE-RETIREMENT PLANNING SEMINAR

| Seminar Date    | Location       | Department  | Number of Participants |
|-----------------|----------------|---|------------------------|
| August 4, 2010  | McCoy Pavilion | Sworn Police Personnel & Uniformed Fire Personnel | Upcoming event         |
| August 17, 2010 | McCoy Pavilion | General Employees                                 | Upcoming event         |

### Planning For a Comfortable and Secure Retirement (Mid-Career Planning Seminar)

The Planning for a Comfortable and Secure Retirement seminar (previously called "Successful Planning for Tomorrow" and "Mid-Career Seminar") is designed for employees who are 10 to 20 years away from retirement. Among the topics covered are: long-term care, defining your financial goals, managing your cash flow and debt, and planning for a comfortable retirement by having enough income, good health and an awareness of the various support services available to seniors.

**PLANNING FOR A COMFORTABLE AND SECURE RETIREMENT SEMINAR**

| <u>Seminar Date</u> | <u>Location</u>  | <u>Department</u>       | <u>Number of Participants</u> |
|---------------------|--|-------------------------|-------------------------------|
| June 9, 2010.....   | Fasi Municipal Building 10 <sup>th</sup> Floor Conference Room ..... | General Employees ..... | 28                            |

**Leave Sharing**

Established in 1994, the City's Leave Sharing Program allows employees to voluntarily donate their vacation leave credits to another employee who has a serious illness or injury, or to an employee who has a family member suffering from a serious illness or injury. At the start of FY10, there were two (2) recipients carried over from the previous fiscal year. Twenty-three (23) applications were received and reviewed for initial leave sharing and for extensions to the leave share period. Of the 23, three (3) were denied, and ten (10) were extensions.

The central leave bank received a total of 1,542.55 donated hours which is 37.38% less than the preceding fiscal year.

| <u>Fiscal Year</u>                                      | <u>2000 - 01</u> | <u>2001 - 02</u> | <u>2002 - 03</u> | <u>2003 - 04</u> | <u>2004 - 05</u> | <u>2005 - 06</u> | <u>2006 - 07</u> | <u>2007 - 08</u> | <u>2008 - 09</u> | <u>2009 - 10</u> |
|---|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| Leave recipients at the start of fiscal year.....       | 7                | 8                | 1                | 4                | 3                | 3                | 2                | 3                | 2                | 2                |
| Added recipients during the fiscal year.....            | 13               | 7                | 10               | 15               | 13               | 9                | 14               | 22               | 13               | 10               |
| Remaining recipients at the end of the fiscal year..... | 8                | 1                | 4                | 4                | 4                | 2                | 2                | 2                | 3                | 2                |

**PERSONNEL TRANSACTION STATISTICS**

| <u>Entrance to the Service:</u> | <u>FY 2009</u> | <u>FY 2010</u> |
|---------------------------------|----------------|----------------|
| Exempt Appointments.....        | 4,652          | 2,329          |
| Limited Term .....              | 113            | 64             |
| Provisional.....                | 1              | --             |
| Short Term--.....               | --             | --             |
| Initial Probation .....         | 436            | 284            |
| Subtotal .....                  | 5,202          | 2,677          |

| <u>In-Service Changes:</u> | <u>FY 2009</u> | <u>FY 2010</u> |
|----------------------------|----------------|----------------|
| Changes in Status.....     | 1,737          | 1,424          |
| In-Service Movements.....  | 1,313          | 1,807          |
| Other Transactions .....   | 965            | 1,670          |
| Reorganization.....        | --             | --             |
| Salary Adjustments.....    | 9,253          | 4,047          |
| Subtotal .....             | 13,268         | 8,948          |

| <u>Separations:</u>      | <u>FY 2009</u> | <u>FY 2010</u> |
|--------------------------|----------------|----------------|
| Resignations .....       | 348            | 290            |
| Service Retirement ..... | 200            | 304            |
| Death.....               | 16             | 15             |
| Disability.....          | 2              | 8              |
| Layoff.....              | --             | --             |
| Discharge.....           | 31             | 11             |
| End of Appointment ..... | 139            | 97             |
| Exempt Employee.....     | 447            | 25             |
| Personal Services.....   | 1,917*         | 1,197          |
| Subtotal .....           | 3,100          | 1,947          |

**GRAND TOTAL .....** 21,570..... 13,572

\* Large number reflects processing of intermittent, on-call employees.

**NUMBER OF EMPLOYEES AS OF JUNE 30, 2010**

|                               | Civil Service |            | Exempt*    | Total        |
|-------------------------------|---------------|------------|------------|--------------|
|                               | Perm.         | Temp.      |            |              |
| <b>Executive Branch</b>       |               |            |            |              |
| Board of Water Supply.....    | 468           | 12         | 4**        | 484          |
| Budget & Fiscal Services..... | 291           | 0          | 4          | 295          |
| Community Services.....       | 100           | 60         | 4          | 164          |
| Corporation Counsel.....      | 32            | --         | 45         | 77           |
| Customer Services.....        | 250           | --         | 3          | 253          |
| Design & Construction.....    | 224           | --         | 4          | 228          |
| Emergency Services.....       | 329           | 60         | 2          | 391          |
| Enterprise Services.....      | 208           | 24         | 4          | 236          |
| Environmental Services.....   | 857           | --         | 4          | 861          |
| Facility Maintenance.....     | 496           | 12         | 4          | 512          |
| Fire.....                     | 1,067         | 1          | 4          | 1,072        |
| Human Resources.....          | 71            | 1          | 2          | 74           |
| Information Technology.....   | 123           | --         | 2          | 125          |
| Managing Director.....        | --            | --         | 11         | 11           |
| Mayor's Office.....           | --            | --         | 21         | 21           |
| Medical Examiner.....         | 14            | --         | 2          | 16           |
| Neighborhood Commission.....  | --            | --         | 15         | 15           |
| Emergency Management.....     | 9             | 1          | --         | 10           |
| Parks & Recreation.....       | 737           | 13         | 4          | 754          |
| Planning & Permitting.....    | 255           | --         | 3          | 258          |
| Police.....                   | 2,535         | --         | 5          | 2,540        |
| Prosecuting Attorney.....     | 121           | 7          | 112        | 240          |
| Royal Hawaiian Band.....      | 34            | --         | 1          | 35           |
| Transportation Services.....  | 87            | --         | 4          | 91           |
| SUBTOTAL.....                 | 8,308         | 191        | 264        | 8,763        |
| <b>Legislative Branch</b>     |               |            |            |              |
| City Clerk.....               | 25            | --         | 8          | 33           |
| City Council.....             | 2             | --         | 63         | 65           |
| SUBTOTAL.....                 | 27            | --         | 71         | 98           |
| <b>GRAND TOTAL.....</b>       | <b>8,335</b>  | <b>191</b> | <b>335</b> | <b>8,861</b> |

\* 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.

\*\*Does not include individuals hired under Experimental Modernization Project (EMP).

**HEALTH SERVICES BRANCH**

**Our Mission**

To support the City's ability to attract and retain the best workforce possible by assisting our employees in gaining and maintaining good health so they may live well and perform their work duties safely and efficiently.

This support has resulted in a fifty percent reduction in medical issues associated with diabetes through health counseling in the medical section and follow up telephone discussions from medical records.

The Employee Assistance Program has doubled its number of cases and sessions in support of employees and their families.

Health Services is credited with saving two lives this year through health assessment findings of life threatening conditions that required immediate referral.

## Major Functions and Accomplishments

### Physical Examinations

The staff performed pre-employment screening and physical examinations for prospective City employees. Periodic physical examinations are conducted specific to job requirements and special attention is given to providing health promotion and disease prevention counseling to City employees. Department of Transportation (DOT) medical certification is provided to commercial City drivers and operators of crane & hoist equipment. Examinations mandated under the Hawaii Occupational Safety and Health (HIOSH) 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 the employee's ability to safely perform the essential functions of the employee's present position. These evaluations are conducted as requested from City departments. Consultative support for complicated evaluations is provided to various city departments.

The Drug Screening Program is administered for many pre-employment positions which included Medical Review Officer (MRO) assessment for pre-employment, the Honolulu Police Department (HPD) and the Honolulu Fire Department (HFD) random testing. The MRO assessed urine drug screens of candidates for the Department of Parks and Recreation Summer Fun Program.

Health and wellness programs have been noted as showing over a 200% return on investment. A targeted program has been developed for safety officers and commercial drivers which has resulted in several employees retaining employment rather than being disqualified thus saving the City expenses in recruiting and training and also gaining a happier and healthier employee. Continuing improvements include:

- Reorganization of the examination appointment schedule to allow for increased health promotion and disease prevention counseling time.
- Standardized test procedures (EKG, hearing, vision, PFT, etc.) are reviewed/updated annually.
- Electrocardiogram (EKG) baselines are being established for all employees with regular examinations. Almost all employees who do not have an EKG on file have had an EKG performed. Expected completion in August 2011.
- Health information bulletin board continues to be updated with current relevant medical and health information is available for viewing in the waiting room area.
- Coordinated effort with HFD to obtain baseline heavy metal testing on all HFD employees falling under HIOSH, Hazardous Materials (HAZMAT) who had not completed their baseline.
- TB screening program updated to reflect Center for Disease Control and Prevention (CDC) guidelines. TB skin testing has been discontinued as an annual requirement for fire fighters as of next fiscal year. This decision was on recommendation of the State Department of Health (DOH), Director of Communicable Diseases.
- Annual chest x-ray of HFD rescue divers has been discontinued to obtain as indicated, decreasing the frequency and number of chest x-rays needed for clearance.

### Employee Assistance Program (EAP)

The Employee Assistance Program offers counseling and referral services to employees needing assistance to help them with personal, family, or work situations with the ultimate goal of improving quality of life and job performance.

Employees needing further services beyond the EAP benefit are referred to a variety of internal and community resources, including the following:

- Elder care programs for family caregiver issues
- Alcohol and substance abuse program for professionals
- Community grief group for ongoing bereavement issues
- Veterans counseling service for veteran and post-combat zone stress responses
- Homeless and food resources for a homeless employee
- Credit counseling service for financial issues
- Employees' primary care physician for medical issues
- State Bar Association for legal referrals for personal legal matters
- Private psychologists and other behavioral health professionals for ongoing counseling and psychotherapy
- Equal Opportunity Office (EOO) of the Department of Human Resources (DHR) for consultation on employee allegations of discrimination
- Outside employment services for contract employees whose contracts were not renewed by the City.

The EAP also offers training at departmental request and conducts classes coordinated through the DHR Labor Relations and Training Division.



**Norm Gibson, Employee Assistance Program counselor, is offering assistance to a C&C employee at the Iwilei EAP office.**

The EAP counselor provided counseling to 56 employees from fifteen City departments. The EAP counselor also provided workplace training, management consultation, EAP orientation, and phone consultation to a total of 605 people from fourteen departments. The EAP also provided liaison services for the contracted EAP program for several City departments.

The EAP engaged in contract administration duties with the contracted external EAP provider to verify continuing education requirements have been met for all SAP providers. Contract EAP reports and statistics are monitored by the City EAP.

The following are examples of some of the consultation issues that managers and supervisors discussed with the EAP Counselor:

- Suggesting use of the EAP for employees with work performance problems.
- Providing resources in the community for employees who resigned for various reasons. Coaching supervisors who are managing employees with possible psychiatric disorders.
- Consultation regarding employees whose behaviors may pose a safety risk to others.
- Consultation regarding groups of employees who do not get along with each other.
- Consultation regarding employees with attendance problems.
- Consultation regarding effects of investigations on departments' personnel.
- Coaching in handling subordinate supervisors who behave disrespectfully to employees.

Enhancements made to the Employee Assistance Program this year included the following:

- Updated the EAP brochure to include information on the number of EAP sessions available to employees.
- Updated the EAP webpage to include links to frequently asked questions and answers about the EAP, training subjects relevant to the EAP that are available to departments, and furlough dates for the 2010-2011 fiscal year.
- Developed supervisor training entitled, "Effective Supervision through Respectful Communication."
- Quarterly EAP reports to individual departments were re-designed to give departments more useful information about the manner in which EAP services are utilized, while at the same time preserving the privacy of all users of services.



**Robert Canfield, APRN, is presenting health promotion and prevention strategies during a class at Kapolei Hale.**

## **Health Promotion**

Special classes are developed and presented to promote health, job retention, reduce risks, and prevent injuries. The primary focus is to provide informative, beneficial, and easy to understand classes. Vaccination programs include a city-wide notification of flu vaccine availability; and Hepatitis B series to specific employees. Tuberculosis (TB) testing is performed on Honolulu Emergency Services Department (EMS) and Zoo employees and TB screening is performed during all physical examinations. Health promotion and disease prevention counseling is included during each physical examination.

Current classes offered in the training catalog are: cardiovascular health, cholesterol, diabetes, alternative medicine and cancer (understanding, detecting, and preventing). Specialized classes developed for pre-retirement, mid-career and HFD recruit populations discuss health maintenance with a particular focus on diet/exercise, health screening, heart health, cholesterol and diabetes. This year over 500 employees attended the various classes.

Other media for health promotion include a Health Column on the Hawaii Fire Fighters Association (HFFA) website and in their quarterly newsletter. Some topics covered included heart health, flu shots, and health risk assessments.

Department of Facilities Management (DFM) employees are authorized one additional visit to Health Services to discuss health issues and/or facilitate their medical clearance. This visit does not require the employee to use leave time.

The Health Promotion Program under Robert Canfield, APRN, coordinated with Hawaii Business Health Council (HBHC) and local pharmacies to provide 635 City employees with free flu vaccines (at no cost to the City) in October 2009.

A Pandemic Flu plan was developed to coordinate care for City employees and efficient return to work evaluations during a pandemic.

Continuing improvements:

- Catalog Classes are offered at Kapolei Hale and FMB.
- Health Services continued to offer Hepatitis B vaccinations to EMS and HFD recruits, and Ocean Safety Officers. By offering in-house services, cost savings are approximately \$50/employee.
- On-site TB screening provided for Zoo personnel.

Physical examination scheduling continues to provide employees with additional face time with the examiner for discussing personal health issues.

## **Medical Records**

The Health Services Branch provides storage and safekeeping of all physical examination and Occupational Health and Safety records. This section is responsible for generating all physical exam notifications and tracking pending clearances. Telephone counseling is provided to assist employees having difficulty attaining medical clearance.

Telephone counseling under the guidance of the medical providers to employees who are having difficulty achieving medical clearance has resulted in expedited medical clearance for employees and improved health for many of these employees. A personal approach in communicating directly with the employee has resulted in improved customer relations for the employee and the employee's department.

Other improvements noted:

- Electronic Medical Records has been updated and all Health Services staff are now trained in using the program.
- Continued tracking of all pending (yellow letter) medical clearances.
- Continued a notification process for department HIOSH Safety Officers for monitoring their Hearing Conservation and Respiratory programs.
- Revised yellow notification letters.
- Revised several forms used for physical examinations and screening.
- Retrieves physical examination data for statistical comparison.

## **Laboratory**

Lab staff team members are the backbone of physical examinations. Their duties include:

- Vital signs measurement
- 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

The following equipment was calibrated in accordance with regulations:

- Toledo scale
- Maico audiometer
- Pulmonary Function Test syringe
- Pipette for DUI analysis
- Ace Alera (Alcohol analyzer)

The laboratory is also responsible for HS building safety and conducts fire drills and building evacuation procedures.

### Driving Under the Influence (DUI) Program

The DUI Program in conjunction with the HPD provides blood analysis for suspects arrested for driving under the influence; and reliable chain of custody and testimony to support findings. This program assists HPD and City Prosecuting Attorney with the prosecution of DUI offenders.

- Lab staff continues to provide 24 hour/365 day coverage for HPD.
- Total blood draws: 290 (Hospital draws 188 and Health Services draws 102).
- The DUI license was renewed by the State DUI coordinator which allows the performance of blood alcohol analysis in accordance with Hawaii Administrative Rules, Title 11, Chapter 14.
- The laboratory license was renewed following inspection by the Department of Health (DOH) State laboratory. Laboratory license is based on CLIA standards and are good for two years.
- The laboratory staff provided in-service training on how to draw and label DUI samples at HMC-West and Queens Hospitals.

### Deoxyribonucleic Acid (DNA) Program

Blood samples are drawn on convicted felons and sexual offenders for DNA under special circumstances only.

As of October 2008, the Honolulu Police Department ceased blood collections for felons and sex offenders. Health Services continues with blood DNA sample collection for special requests such as ongoing murder and rape investigations.

### Staff Training

- Evolution of Psychotherapy Conference in Anaheim, CA—Norman Gibson, MFT
- Ongoing payroll functions cross training for Karen Ho to assume payroll responsibilities in the absence of HS secretary
- NIMS 100 training accomplished by 11/12 HS employees
- OHMweb training-all HS staff

### Summary of Activities

| <u>MEDICAL EVALUATIONS</u>  | <u>FY2009</u> | <u>FY2010</u> |
|---|---------------|---------------|
| Pre-employment evaluations .....  | 359 .....     | 304           |
| Pre-employment evaluations – drug testing only .....                            | 1,371 .....   | 192           |
| Annual physical evaluations .....   | 3,675 .....   | 3,705         |
| Other physical evaluations (includes return to work and fitness for duty) ..... | 497 .....     | 576           |
| Total Medical Evaluations .....   | 5,902 .....   | 4,777         |
| Total Medical Evaluations minus drug test only .....                            | 4,531 .....   | 4,585         |
| <u>MEDICAL PROCEDURES</u>   | <u>FY2009</u> | <u>FY2010</u> |
| Urinalysis.....   | 4,001 .....   | 3,870         |
| Urine Microscopy *new statistic as of 01/10 .....                               |               | 217           |
| Immunizations.....  | 524 .....     | 401           |
| Vision tests.....   | 4,080 .....   | 3,939         |
| D15 color vision testing *new statistic for FY2010.....                         |               | 113           |
| Hearing tests .....   | 4,445 .....   | 4,129         |
| Pulmonary function tests .....  | 1,131 .....   | 1,047         |
| Electrocardiogram (EKG).....  | 2,693 .....   | 3,495         |
| Blood alcohol analysis (for DUI arrestees) .....                                | 285 .....     | 290           |
| Glucose .....   | 88 .....      | 67            |
| DNA sample collection .....   | 18 .....      | 1             |
| Total Medical Procedures .....  | 17,265 .....  | 17,279        |

| <u>DRUG SCREEN REVIEWS</u>             | <u>FY2009</u> | <u>FY2010</u> |
|--|---------------|---------------|
| Random drug testing – HFD/HPD .....    | 2,300 .....   | 2,011 .....   |
| Random testing positives .....         | 1 .....       | 2 .....       |
| Pre-Employment drug testing .....      | 1,369 .....   | 1,351 .....   |
| Pre-Employment testing positives ..... | 19 .....      | 6 .....       |
| Total MRO determinations .....         | 3,669 .....   | 3,362 .....   |

| <u>EMPLOYEE ASSISTANCE PROGRAM (EAP) SERVICES</u> | <u>FY2009</u> | <u>FY2010</u> |
|---|---------------|---------------|
| Employee counseling sessions .....                | 54 .....      | 111 .....     |
| New counseling cases .....                        | 30 .....      | 56 .....      |
| Employee (non-case) consultations .....           | 6 .....       | 18 .....      |
| Management consultations .....                    | 44 .....      | 54 .....      |
| EAP orientations to new employees .....           | 38 .....      | 30 .....      |
| Training sessions .....                           | 1 .....       | 7 .....       |

## **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 (Chapter 386, Hawaii Revised Statutes) 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 staff safety specialist inspected various work sites for compliance with the Hawaii Occupational Safety and Health Law and recommended corrective actions as necessary. The safety specialist continued to review and investigate accidents and injuries involving City employees, making recommendations as appropriate. He also responded to departmental requests for guidance in matters concerning safety and health. Injury and workers' compensation statistics were compiled, evaluated and summaries distributed to City departments and agencies to help in their efforts to develop, refine and improve their safety, training and return to work programs.

The Vehicle Accident Review Committee (VARC) met monthly to review accidents involving City vehicles, excluding Honolulu Police Department (HPD) and Board of Water Supply (BWS). For FY 2009-10, the committee held hearings on 308 vehicle accidents and found 224 (73%) of these accidents to be avoidable. City drivers were notified of the Committee's decisions with recommendations to prevent similar accidents.

The Safe Driver Recognition and Awards Program recognized 381 employees for sustained superior driving performance. Of these drivers, 60 received awards for 11 or more years of accident-free driving.

Table 1 summarizes the City's lost-time claims, disability days and avoidable vehicle accidents for the past 5 fiscal years. For FY 2009-2010, lost-time claims (new) are for claims received and accepted as of June 30, 2010. The columns Lost-Time Claims (All) and Disability Days (All) show all open lost-time claims and the disability days associated with these claims for each fiscal year. Avoidable accidents statistics include BWS but not HPD.

**Table 1  
Lost-Time Incidence Rate and Vehicle Accidents**

| <u>Fiscal Year</u> | <u>Number of New Claims</u> | <u>Lost-Time Claims (New)</u> | <u>Lost-Time Claims (All)</u> | <u>Disability Days (All)</u> | <u>Avoidable Accidents</u> |
|--------------------|-----------------------------|-------------------------------|-------------------------------|------------------------------|----------------------------|
| 2005-06 .....      | 1,499 .....                 | 482 .....                     | 595 .....                     | 47,193 .....                 | 246 .....                  |
| 2006-07 .....      | 1,459 .....                 | 407 .....                     | 628 .....                     | 47,362 .....                 | 248 .....                  |
| 2007-08 .....      | 1,468 .....                 | 456 .....                     | 582 .....                     | 48,987 .....                 | 210 .....                  |
| 2008-09 .....      | 1,546 .....                 | 498 .....                     | 653 .....                     | 51,864 .....                 | 235 .....                  |
| 2009-10 .....      | 1,428 .....                 | 363 .....                     | 657 .....                     | 51,618 .....                 | 208 .....                  |

### **Workers' Compensation Branch Activities**

During the year, the Division processed 1,717 new or reopened workers' compensation claims in addition to 1,426 claims carried forward from the previous year, for a total of 3,143 claims handled. With twelve full-time equivalent claim adjuster positions, this represents an average of 262 claims handled by each adjuster during the fiscal year. Table 2 summarizes annual caseload statistics for the last five fiscal years.

**Table 2**  
**Annual Workers' Compensation Caseload Statistics**

| <u>Fiscal Year</u>             | <u>2005-06</u> | <u>2006-07</u> | <u>2007-08</u> | <u>2008-09</u> | <u>2009-10</u> |
|--------------------------------|----------------|----------------|----------------|----------------|----------------|
| Beginning Active Claims .....  | 1,413          | 1,556          | 1,470          | 1,307          | 1,426          |
| Claims New or Reopened .....   | 1,825          | 1,786          | 1,842          | 1,889          | 1,717          |
| Claims Closed* .....           | 1,682          | 1,872          | 2,005          | 1,770          | 1,684          |
| Continuing Active Claims ..... | 1,556          | 1,470          | 1,307          | 1,426          | 1,459          |
| Claims Per Adjuster .....      | 324            | 334            | 276            | 266            | 262            |

\* This includes claims with multiple openings/closures (110 in FY 2009-10)

The City recovered \$413,978 for workers' compensation cases involving outside parties causing or contributing to injuries sustained by City employees. Most of this recovery came from third party insurance carriers for injuries caused by automobile accidents.

The City's two in-house vocational rehabilitation counselors provided job placement services to 256 disabled employees. This included employees needing temporary modified work during periods of medical recovery and those requiring permanent job reassignments because they could not return to their usual and customary work.

The bar graph below shows City temporary disability, indemnity and medical workers' compensation expenditures for the last five years. Comparing FY 2010 to FY 2009, expenditures for indemnity decreased 27% while medical benefits increased 7.5%; temporary disability (wage replacement) benefits increased 10%.

**Workers' Compensation Temporary Disability, Indemnity and Medical Expenditures**

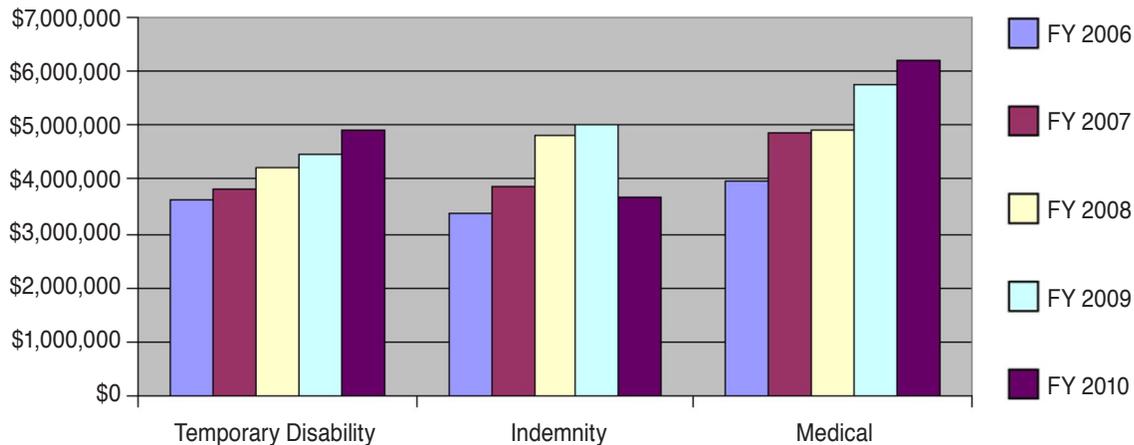


Table 3 shows City injury and workers' compensation expenditure statistics. Total workers' compensation expenditures decreased \$420,357 (2.5%) from the prior fiscal year. There were 118 fewer claims filed for workers' compensation benefits than the previous fiscal year. FY 2009-10 lost-time injuries (363) and disability days (20,057) are for only those claims received and accepted as of June 30, 2010. Table 4 summarizes workers' compensation expenditures and new claims filed by City department or agency.

**Table 3**  
**Comparison of Injury and Expenditure Statistics**

| <u>Fiscal Year</u> | <u>Workers' Compensation Expenditures</u> | <u>Number Of New Claims</u> | <u>Lost Time Claims</u> | <u>Disability Days</u> |
|--------------------|---|-----------------------------|-------------------------|------------------------|
| 2005-06 .....      | 12,623,203                                | 1,499                       | 482                     | 42,822                 |
| 2006-07 .....      | 14,138,275                                | 1,459                       | 407                     | 34,537                 |
| 2007-08 .....      | 15,383,219                                | 1,468                       | 456                     | 40,598                 |
| 2008-09 .....      | 16,887,045                                | 1,546                       | 498                     | 33,711                 |
| 2009-10 .....      | 16,466,688                                | 1,428                       | 363 *                   | 20,057 *               |

\* Statistics are based on claims received and accepted as of June 30, 2010

**Table 4  
FISCAL YEAR 2009-10**

| <u>Department/Agency</u>                                       | <u>Total Cost (\$)</u> | <u>New Claims</u> |
|--|------------------------|-------------------|
| Board of Water Supply .....                                    | 950,584 .....          | 75                |
| Budget and Fiscal Services.....                                | 75,226 .....           | 13                |
| City Clerk.....  | 43,199 .....           | 2                 |
| City Council & Council Services.....                           | 0 .....                | 0                 |
| Community Services.....  | 4,694 .....            | 4                 |
| Corporation Counsel.....                                       | 5,931 .....            | 1                 |
| Customer Services .....  | 161,599 .....          | 22                |
| Design and Construction .....                                  | 10,479 .....           | 1                 |
| Emergency Management (formally Civil Defense) .....            | 0 .....                | 1                 |
| Emergency Services – Administration .....                      | 5,196 .....            | 0                 |
| Emergency Services – EMS (Ambulance) .....                     | 677,769 .....          | 58                |
| Emergency Services – Ocean Safety .....                        | 631,031 .....          | 46                |
| Enterprise Services – Excluding Golf .....                     | 315,795 .....          | 50                |
| Enterprise Services – Golf Courses .....                       | 166,642 .....          | 13                |
| Environmental Services – Administration & Env. Quality.....    | 6,279 .....            | 2                 |
| Environmental Services – Wastewater.....                       | 774,392 .....          | 74                |
| Environmental Services – Refuse .....                          | 982,907 .....          | 93                |
| Facility Maintenance – Administration.....                     | 39,807 .....           | 3                 |
| Facility Maintenance – Building & Electrical Maintenance ..... | 70,684 .....           | 21                |
| Facility Maintenance – Road Maintenance .....                  | 740,964 .....          | 55                |
| Facility Maintenance – Automotive.....                         | 216,676 .....          | 39                |
| Honolulu Fire Department .....                                 | 1663,851 .....         | 164               |
| Human Resources .....  | 47,373 .....           | 4                 |
| Information Technology .....                                   | 87,896 .....           | 0                 |
| Liquor Commission.....   | 101,351 .....          | 1                 |
| Managing Director's Office .....                               | 2,389 .....            | 0                 |
| Mayor's Office.....  | 7,911 .....            | 1                 |
| Medical Examiner .....   | 12,138 .....           | 2                 |
| Parks and Recreation .....                                     | 1212,025 .....         | 109               |
| Planning and Permitting.....                                   | 29,092 .....           | 5                 |
| Police.....  | 5960,264 .....         | 562               |
| Prosecuting Attorney .....                                     | 115,146 .....          | 3                 |
| Royal Hawaiian Band.....                                       | 5,954 .....            | 3                 |
| Transportation Services .....                                  | 39,698 .....           | 1                 |
| Special Comp Fund Assessment .....                             | 887,990 .....          | -                 |
| Medical Bill Audit/Payment Services .....                      | 413,747 .....          | -                 |
| TOTAL .....  | 16,466,688 .....       | 1,428             |

**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 training programs to improve the efficiency, economy, and quality of public service provided by employees.

**Labor Relations Activities**

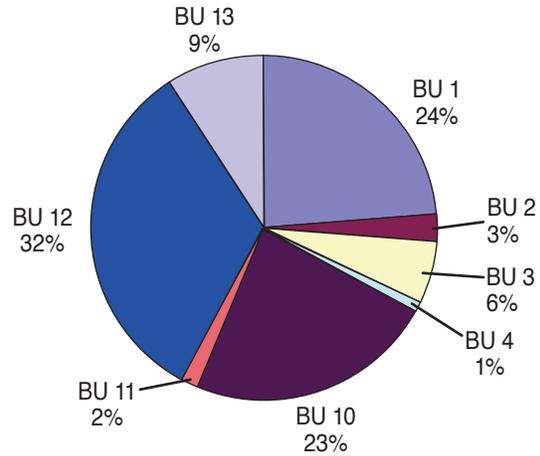
City employees are represented by eight bargaining units and four different unions: Hawaii Government Employees Association (HGEA), United Public Workers (UPW), State of Hawaii Organization of Police Officers (SHOPO), Hawaii Fire Fighters Association (HFFA). The Labor Relations Branch administers the City's labor-management activities.

Negotiations with Bargaining Unit 1 (blue collar non-supervisory), Bargaining Unit 2 (blue collar supervisory), Bargaining Unit 3 (white collar non-supervisory), Bargaining Unit 4 (white collar supervisory), Bargaining Unit 10 (institutional, health and correction workers) and Bargaining Unit 13 (professional and scientific) have been focused on furloughs with agreements being reached for the period July 1, 2009 to June 30, 2011. Bargaining Unit 11 (firefighters) and Bargaining Unit 12 (police) had previously reached four-year agreements for the period July 1, 2007 to June 30, 2011.

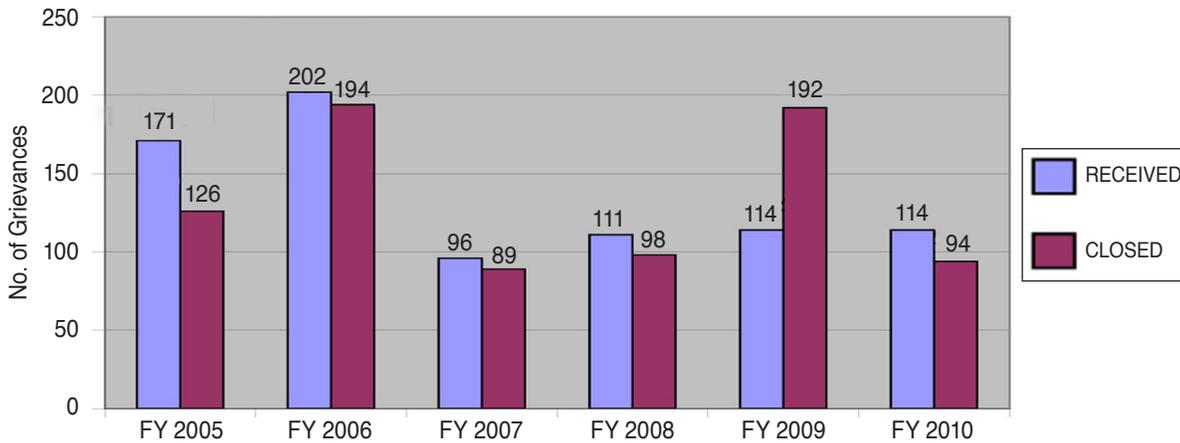
During this past fiscal year, the Labor Relations staff resolved 94 grievances with the unions. 114 grievances were filed and 78 decisions were issued. 273 grievances were pending at the Employer level or arbitration at the end of the fiscal year. The chart on the following page shows a breakdown by departments and bargaining units of grievances received at the Employer level.

There were eleven grievance arbitration awards rendered during the fiscal year. Arbitrators denied three grievances, including a termination involving misappropriation of City property, and modified or sustained eight grievances.

**Grievances Received by Bargaining Unit  
Fiscal Year 2010**



**Grievances Received/Closed**



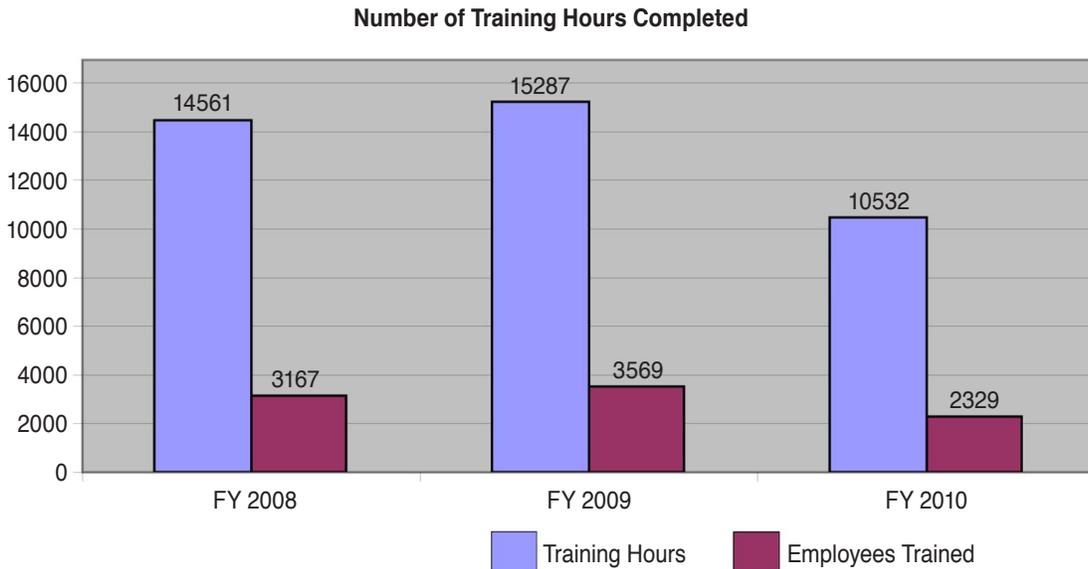
**EMPLOYER LEVEL GRIEVANCES BY DEPARTMENT AND BARGAINING UNIT  
July 1, 2009 to June 30, 2010**

| DEPARTMENT               | BARGAINING UNITS |          |          |          |           |          |           |           |            |   | TOTAL |
|--------------------------|------------------|----------|----------|----------|-----------|----------|-----------|-----------|------------|---|-------|
|                          | 1                | 2        | 3        | 4        | 10        | 11       | 12        | 13        |            |   |       |
| BOARD OF WATER SUPPLY    | 1                | -        | 3        | -        | -         | -        | -         | -         | 1          | - | 5     |
| BUDGET & FISCAL SERVICES | -                | -        | 1        | -        | -         | -        | -         | -         | 3          | - | 4     |
| CITY CLERK               | -                | -        | -        | -        | -         | -        | -         | -         | -          | - | 0     |
| COMMUNITY SERVICES       | -                | -        | -        | -        | -         | -        | -         | 2         | -          | - | 2     |
| CUSTOMER SERVICES        | -                | -        | -        | -        | -         | -        | -         | 1         | -          | - | 1     |
| DESIGN AND CONSTRUCTION  | -                | -        | -        | -        | -         | -        | -         | 1         | -          | - | 1     |
| EMERGENCY SERVICES       | -                | -        | -        | -        | 23        | -        | -         | -         | -          | - | 23    |
| ENTERPRISE SERVICES      | 5                | -        | -        | -        | -         | -        | -         | -         | -          | - | 5     |
| ENVIRONMENTAL SERVICES   | 7                | 1        | -        | -        | -         | -        | -         | -         | -          | - | 8     |
| FACILITY MAINTENANCE     | 8                | -        | -        | -        | -         | -        | -         | -         | -          | - | 8     |
| FIRE                     | -                | -        | -        | -        | -         | 2        | -         | -         | -          | - | 2     |
| LIQUOR COMMISSION        | -                | -        | 1        | -        | -         | -        | -         | -         | -          | - | 1     |
| MEDICAL EXAMINER         | -                | -        | -        | -        | 3         | -        | -         | -         | -          | - | 3     |
| PARKS AND RECREATION     | 6                | 1        | -        | -        | -         | -        | -         | -         | -          | - | 7     |
| POLICE                   | -                | -        | -        | -        | -         | -        | 38        | 1         | -          | - | 39    |
| ROYAL HAWAIIAN BAND      | -                | -        | 1        | -        | -         | -        | -         | -         | -          | - | 1     |
| (CITY-WIDE)              | -                | 1        | 1        | 1        | -         | -        | -         | -         | 1          | - | 4     |
| <b>TOTAL</b>             | <b>27</b>        | <b>3</b> | <b>7</b> | <b>1</b> | <b>26</b> | <b>2</b> | <b>38</b> | <b>10</b> | <b>114</b> |   |       |

## Training Activities

In FY 2010, **2,329 employees** participated in Training Branch-Sponsored Classes for a total of **10,532 training hours**.

### 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.*

In the area of Supervisory Development, the Training Branch offered a Supervisory Development Curriculum including the following classes: Disciplinary Guidelines and Grievance Handling; Drug and Alcohol Policy Training; Effective Business Writing; Employment Interviewing for Supervisors and Managers; Ethics Training; Fundamentals of Management; Investigation 101; Learn to Listen, Listen to Learn; People Smarts; Performance Appraisals; Prevention of Workplace Violence; and Writing Position Descriptions.

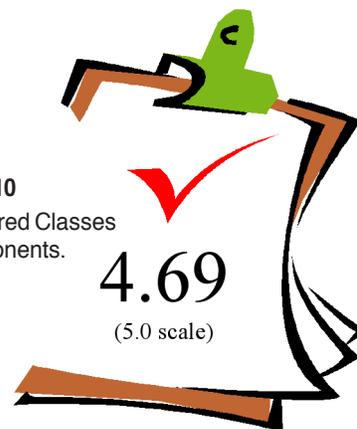
In the area of Employee Development, the Training Branch offered a series of employee development courses including: Adult Cardiopulmonary Resuscitation (CPR) and First Aid; Customer Service; Effective Email Writing; Generational Differences in the Workplace; and Minutes Writing/Note Taking. Employees were also able to participate in various Wellness Development classes provided from the Department of Human Resources, Health Services Branch and Hawaii Medical Service Association (HMSA).

The Training Branch also conducts New Employee Orientation for all new employees. Participants receive an introduction to City operations; an overview of the City's Information Technology Security, Prevention of Sexual Harassment, and Prevention of Workplace Violence policies; and an overview of Drug and Alcohol Awareness.

In addition to scheduled training sessions, the Training Branch assists with customizing training plans for various departments upon request. Departments may seek help in coordination of classes for a particular need within their department/division. Specialized departmental training have included curriculum in customer service, policy training, and supervisory training.

### Overall Satisfaction of Training Session\* FY 2010

Employees participating in Training Branch-Sponsored Classes rate their satisfaction on a range of training components.



**Healthy Honolulu**

The Training Branch continued involvement with the coordination and planning of Healthy Honolulu. The Healthy Honolulu program started in January of 2007 as a way to promote a healthy lifestyle for the employees of the City and County of Honolulu. Once a month, an hour-long session prior to the work day is coordinated for all City employees to attend. Session activities have included Zumba, Tai Chi, light aerobics, and dragon boat races to name a few. Honolulu Fire Department also volunteers their time to perform blood pressure readings. The event wraps up with Mayor Hannemann leading a walk around the block. Participants have the opportunity to meet and interact with co-workers and the Mayor, while supporting the importance of wellness in the City.



City employees engage in Zumba during a Healthy Honolulu session.

**Po’okela Fellows Program**

The Mayor’s Office and the Department of Human Resources launched the Po’okela Fellows Program in January 2008. This program was designed to provide college students with valuable work experience under the mentorship of a City employee. One of the goals of the program is to expose students to government operations and have them leave with positive experiences that the City is a great place to work. For one semester, students are paired up with a knowledgeable City mentor in their field of study. In addition to their work experience, students are also invited to attend exclusive tours with various City Departments/Agencies throughout the semester to provide exposure to various City operations. Tours have included: the Honolulu Zoo, Ocean Safety operations, H-Power Plant, Emergency Management operations, and the Board of Water Supply Waihe’e Watershed.

In FY 2010, 19 college students have completed the program. These students were represented in 10 City departments/agencies, with majors including Management, Accounting, Finance, Human Resources, Marketing, Economics, Communications, Political Science, Management Information Systems, Engineering, Global Leadership, Sustainable Development and Disaster Management, Natural Resources and Environmental Management, and Apparel Product Design and Merchandising. A total of 5 students participating in the Po’okela Fellows Program for this fiscal year have continued to work with the City after their completed semester.

| <u>Semester</u>  | <u>Fall 2009</u> | <u>Spring 2010</u> |
|--|------------------|--------------------|
| No. of Students .....  | 10 .....         | 9                  |
| Departments/Agencies represented.....  | 6 .....          | 7                  |
| Students extended on contract after completion of participating semester ..... | 4 .....          | 1                  |

**Trades Apprentices Program**

A total of 37 apprentices are currently participating in trade occupations. During the fiscal year five apprentices completed the program. The City’s Apprenticeship Training Program, in partnership with Honolulu Community College, continues to train employees in the trade occupations of:

**Apprenticeship Training Program**

| <u>Department</u>            | <u>Trade</u>                                   | <u>Employees in Program</u> | <u>Employees Completed Program</u> |
|------------------------------|--|-----------------------------|------------------------------------|
| Board of Water Supply .....  | Pipefitters .....                              | 11 .....                    | 4                                  |
| Facilities Maintenance ..... | Bridge and Heavy Construction Carpenters ..... | 1                           |                                    |
|                              | Fleet Mechanics .....                          | 4                           |                                    |
|                              | Heavy Construction Masons.....                 | 6                           |                                    |
|                              | Line Electricians.....                         | 10 .....                    | 1                                  |
| Transportation Services..... | Traffic Signal Electricians.....               | 5                           |                                    |
| <b>Total .....</b>           |  | <b>37 .....</b>             | <b>5</b>                           |



# DEPARTMENT OF INFORMATION TECHNOLOGY

Gordon Bruce, Director and Chief Information Officer

Keith Rollman, Senior Advisor

## OVERVIEW

The Department of Information Technology maintains the city's extensive computer and telecommunications networks and also acts as a key advisor to the Mayor and other city departments on the use of technology in general to improve city services, communications, online capabilities and data processing.

As the 13<sup>th</sup> largest municipality in the United States, the City and County of Honolulu ("City") is currently realizing the benefits and opportunities of five years of major technology infrastructure upgrades.

## Background

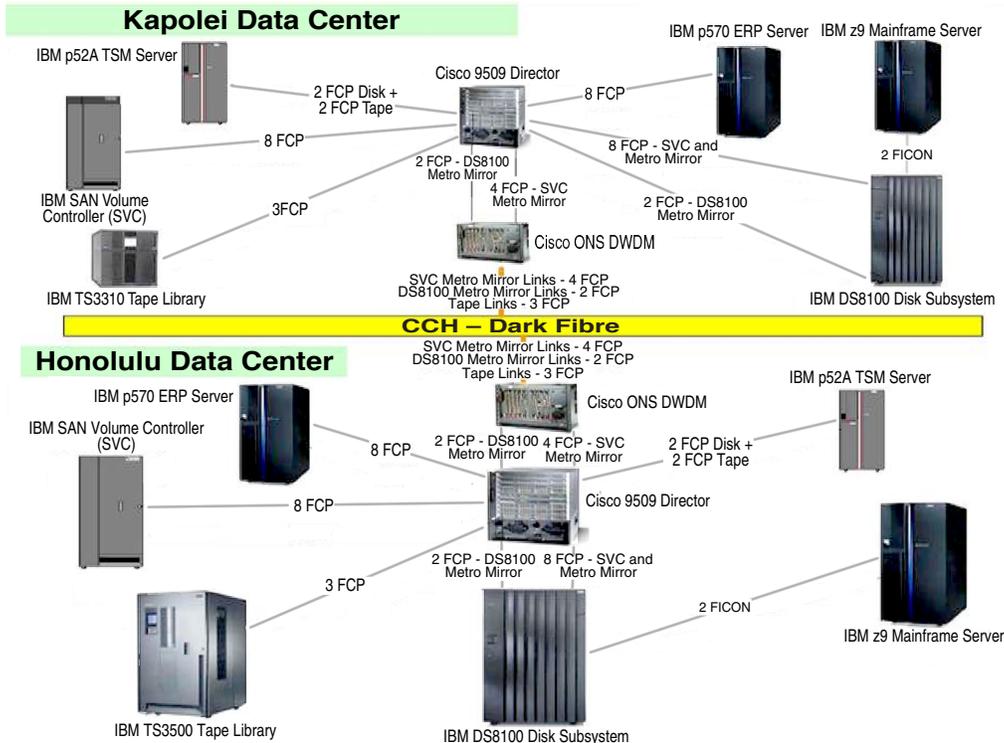
When Mufi Hannemann took office as Mayor of the City and County of Honolulu on January 2, 2005, he brought with him a deep appreciation for information technology—and a keen understanding of what technology could do for the citizens of Honolulu. Hannemann convened an independent panel of private-sector volunteers to review

Honolulu's agencies, including the struggling Department of Information Technology (DIT). The panel found that the department had historically been woefully under-funded—by \$100 million in the previous five years alone.

And the evidence was all around. The driver's licensing and motor vehicle systems were 35 years old—the oldest such systems in the country. What makes this even more unique is the fact that the City and County of Honolulu is running these systems for all counties (Maui, Kauai, Hawaii). Traditionally, this is a State-run system. The financial systems and core business applications were 26 years old. These other crucial systems were running on hardware and operating systems that were no longer supported. Disaster recovery was inconsistent. These factors were jeopardizing the department's ability to provide public safety and reliable services to the citizens of Honolulu.

A foundation for the development and deployment of the new ERP applications along with the enabling the reuse of applications required a re-architecting of the hardware and software infrastructure. A detailed review of existing and future needs resulted in the development and subsequent deployment of both production and disaster recovery facilities. The new architecture supports new IBM Z-Series mainframes, new P-Series Midrange systems, new IBM SAN solutions (DS8100), new IBM SAN Volume Controllers, new fiber channels, and new CISCO directors. The production system is mirrored across a private fiber channel utilizing Dense Wave Division Multiplexing for reliability. This foundation provides exciting, flexible opportunities to support the next phase, the virtualization of over 200 servers, and the addition of new server based applications.

## Production/Backup Facilities



## **DEPARTMENTAL REORGANIZATION**

Following over five years of comprehensive overhauling of the city's enterprise software environment and IT architecture it was time to re-organize the Department of Information Technology to be more aligned with its new mission and operational structure.

The old departmental organization structure was based on a mainframe-centered technology. Over the ensuing five years, it had been "bandaged" to incorporate computer technologies. After meeting with management staff and affected city departments we developed a reorganization plan that was submitted to the Department of Human Resources and Department of Budget and Fiscal Services for their review and approval.

The department manages the City's computer network and a central data processing operations center twenty-four hours a day, seven days a week. Ongoing projects include mainframe system and software upgrade, telecommunications and wide-area networking, client/server application development, and electronic forms processing.

There are five (5) divisions and one (1) support section in the department:

The new structure and responsibilities of the five new divisions of DIT are as follows:

### **Administrative Support**

Coordinates the internal administrative affairs of the department, including budget preparation and control of expenditures; personnel administration; analyze manpower utilization and recommend staffing levels of operating units; analyze and plan improvements in organization, methods, systems and equipment; assist in the development of specifications for acquisition of equipment and software; provide clerical services for the department such as maintaining the inventory and payroll records.

### **Applications – Public Safety, GIS and SOA Division**

#### **Grace Cheng, 768-7620**

Performs the full range of computer systems development including feasibility studies, RFP/RFB development, systems analysis and design, and computer programming; performs systems testing, personnel training and detail documentation of the developed systems; maintains implemented systems both developed in house and acquired; provides consulting services to end users; provides electronic data management. Assists the user department to plan and coordinate technology goals in line with enterprise wide technology objectives. Coordinates all efforts between the user department and DIT as it relates to the deployment of technology. Participates with DIT Director, management and other City's administrators and managers in strategic and tactical planning for the efficient and effective use of information resources in overall City operations. Evaluates plans and proposals from other governmental agencies (e.g. Federal and State) and public or quasi-public organizations.

Provides project management and directs project support staff, programming, support staff and administrative staff from consultants and vendors such as IBM, Microsoft, Dell, Computer Associates, and Oracle to name a few and related vendors as they provide ongoing support to the various application systems run by the City & County of Honolulu DIT. Functions include contract preparation, contract management and direct supervision of the vendor staff to ensure compliance with the documented specific needs of the City related application systems and related data bases. Prepares responses and testimonies pertaining to the functional areas.

### **Applications – ERP and CSR Division**

#### **Keith Ho, 768-7657**

Performs the full range of computer systems development including feasibility studies, systems analysis and design, and computer programming; performs systems testing, personnel training and detail documentation of the developed systems; maintains implemented systems both developed in house and acquired; provides consulting services to end users; provides electronic data management. Assists the user department to plan and coordinate technology goals in line with enterprise wide ERP technology objectives. Coordinates all efforts between the user department and DIT as it relates to the deployment of ERP technologies. Participates with DIT Director, management and other City's administrators and managers in strategic and tactical planning for the efficient and effective use of information resources in overall City operations. Evaluates plans and proposals from other governmental agencies (e.g. Federal and State) and public or quasi-public organizations.

Provides data processing support for the Citywide Enterprise Resource Planning (ERP) financial management system and integration into the user agency's workflow processes in the City. Conducts evaluations of user agency needs, provides data processing support services, designs and develops automated systems and procedures, assists in developing plans and obtaining approvals, and implements the City's data processing plans with regards to the ERP financial management system and other related automated systems.

Provides project management and directs project support staff, programming, support staff and administrative staff from consultants and vendors such as CGI, IBM, Microsoft, Dell, Computer Associates, and Oracle to name a few and related vendors as they provide ongoing support to the various application systems run by the City & County of Honolulu DIT. Functions include RFP/RFB Development, contract preparation, contract management and direct supervision of the vendor staff to ensure compliance with the documented specific needs of the City related application systems and related data bases. Prepares responses and testimonies pertaining to the functional areas.

### **Technical Support Division**

#### **Clement Chan, 768-7688**

Serves as the technical infrastructure architect and provides technical support to all divisions within DIT, and all City agencies that use the City's centralized information technology supported systems as detailed in the various Branch detail. Plans, designs, develops, implements, optimizes and oversees the Citywide communications applications including voice, data and video. Plans, designs,

implements, optimizes and oversees all mainframe, end user servers and storage requirements throughout the City. Determines, analysis and prepares reports on systems usage and capacity requirements; proactively reviews requirements to determine future needs. Plans, designs, implements, optimizes and oversees the architecture necessary to provide connectivity amongst all technologies including mainframe, mid-range, server and storage based technologies. Directs, administers, plans, coordinates, and implements City's infrastructure to interface to Federal, State and Military Public Safety Answering Points (PSAPs) for the operation of Wireless Enhanced 911 system and next generation 911 system. Provides technical guidance and recommendations to the Oahu PSAPs on the island wide 911 communications systems. Plans, develops and administers citywide mainframe, telephone, server and electronic storage standards, procedures and guidelines to ensure efficient, effective and compatible use of the City's infrastructure resources. Participates with DIT Director, management and other City's administrators and managers in strategic and tactical planning for the efficient and effective use of information resources in overall City operations. Evaluates plans and proposals from other governmental agencies (e.g. Federal and State) and public or quasi-public organizations. Provides project management and directs project support staff, engineering, support staff and administrative staff from consultants and vendors such as Hawaiian Telcom, MOBI, Sprint, Nextel, Clearwire, AT&T, Verizon, IBM, CISCO, Envision, Microsoft, Dell, IBM, Lenel and others as they provide ongoing support to the Data Security and Voice network applications. Functions include contract preparation, contract management and direct supervision of the vendor staff to ensure compliance with the documented specific needs of the City related to networks, voice, servers and electronic storage components and systems. Prepares responses and testimonies pertaining to the functional areas.

## **Radio and Network Infrastructure Division**

### **Alvin Sunahara, 768-7630**

Serves as the infrastructure support division for first responder communications including the City & County of Honolulu Networks (wired and wireless), Radio, microwave, and 800 MHz and related systems; responsible for the management of related technology and facilities, including buildings and towers; oversees all security access both physical and electronic to the various technology systems supported by DIT. Participates with DIT Director, management and other City's administrators and managers in strategic and tactical planning for the efficient and effective use of information resources in overall City operations. Evaluates plans and proposals from other governmental agencies (e.g. Federal and State) and public or quasi-public organizations.

Provides project management and directs project support staff, engineering, support staff and administrative staff from consultants and vendors such as Macom, Wilson Okamoto, Nextel, Cisco provide ongoing support to the 800 MHz, Microwave, wireless, City-wide fiber network infrastructure and wireless systems. Functions include contract preparation, contract management and direct supervision of the vendor staff to ensure compliance with the documented specific needs of the City related to networks, voice, servers and electronic storage components and systems.

Manages tower construction, fiber construction, and wireless construction projects. Functions as DIT's technical advisor for new construction projects city-wide.

## **Operations Division**

### **Herbert Ho, 768-7614**

Plans, administers and coordinates the DIT central and backup computer systems, including mainframes, mid range systems, servers, centralized printers, scanners and data entry devices; develops and maintains monetary and document controls to ensure accuracy of data processed; develops computer schedules, routes documents and reports to an from users; coordinates software and hardware changes with user agencies; provides diagnostic services on telecommunications and computer networks; acts as network controller by coordinating installing and de-installation of operations center based equipment. Supports the EOC providing key direction and technical advice to all City agencies during a disaster. Also coordinates plans and activities for data and system recovery within DIT in the event of a disaster. Participates with DIT Director, management and other City's administrators and managers in strategic and tactical planning for the efficient and effective use of information resources in overall City operations. Evaluates plans and proposals from other governmental agencies (e.g. Federal and State) and public or quasi-public organizations.

## **Accomplishments**

DIT continues to add interactive/transactional features to the City Web site, including new online application processes. To date over 20 new online services have been introduced. There is also increased use and development of electronic forms for internal use by city employees. The next phase includes the deployment of a formalized e-governance program, Service Oriented Architecture (SOA) through the use of IBM Websphere Portal, Content Management and the rational toolset.

Interoperable communications now exist island-wide over the City & County of Honolulu 800 MHz radio system. The City is in the early planning stage for the eventual relocation of the Department of Emergency Management Operations Center, and its consolidation with the Joint Traffic Management Center. DIT will specify and design the technology to empower this state-of-the-art nerve center for disaster and crisis management (exercises are now conducted quarterly to test the technology and procedures).

DIT is further charged with expanding the newly deployed Access Controls and Monitoring Systems (ACAMS), solutions for facilities security, including credentialing, video surveillance and building access. This system complies with federal homeland security standards.

## **Project Prioritization Process**

Each year involves the continuance of several major projects that will update and reshape DIT services at the City & County of Honolulu. The director and his division chiefs established a system for prioritizing the projects that are handled by the department.

Projects were categorized using the following criteria:

1. Required by Law
2. Mayor's Directive
3. DIT Director Priorities
4. Required by City Audit
5. Obsolescence
6. Homeland Security
7. Maintenance
8. Funded
9. Other / ROI

A new project management tool was created to consolidate reporting by the various divisions and managers in a central data base. This information is used to track the progress of each project to better facilitate management oversight. During the fiscal years 2005-2006 and 2007, the City's DIT has completed many projects. Fiscal Year 2008/2009 include over 50 additional citizen centric projects

### **Program Focus for FY2010**

The following programs were prioritized for Fiscal Year 2009:

- Telecommunications tower maintenance services
- Telecommunications tower upgrades
- Division of Motor Vehicles system
- Network communications infrastructure strategy
- Workforce development integration
- Access control systems for city facilities
- Photocopiers/fax machines/multi-function devices
- Mainframe processor expansion (UNIX)
- Liquor Commission system
- Enterprise content Management
- SOA (IBM Websphere)
- Server consolidation
- SAN strategy
- Cyber Security
- Enterprise asset management
- Public safety systems
- Internet and Intranet Revitalization

## **DEPARTMENT OF INFORMATION TECHNOLOGY**

### **Operating Budget Highlights**

Continued expansion and improvement of our operational software:

1. Internet renovation with the implementation of IBM Websphere, which will increase capabilities and efficiencies.
2. Advanced cyber security, to support more online services and higher transactional limits.
3. Intranet (Employee and inter-departmental communications) expansion and innovation (also on IBM Websphere platform). More e-form deployment.
4. ERP – city now in a position to take advantage of the newly activated payroll and human resource modules to further streamline government operations. As highlighted by the GFOA report.

### **City IT Operations Now World Class**

The city's Department of Information Technology has undergone a dramatic restructuring in the five plus years under Mayor Mufi Hannemann. Hannemann's appointee, Director Gordon Bruce, has initiated and supervised the total renovation of the city's computer operations, enterprise resource planning, network operations, and telecommunications systems.

Honolulu consistently ranks in the top ten of major U.S. cities for best practices with the use of advanced technology by Digital Cities.

Specific noteworthy project completed since 2005:

1. New ERP systems upgrade supported by AIX/Oracle - P-series (IBM) platform
2. Replacement of obsolete mainframes with 2 state of the art Z-series (IBM) and advanced remote "mirroring" backup strategy
3. Consolidation of multiple disparate phone systems under Cisco / VOIP technology
4. Unified interoperable communications for first responders
5. Repair, upgrade or replacement of critical microwave / 800 MHz towers
6. Introduced advanced Web strategies and more online services

7. Mobile (Wireless Enhanced) 911 system that pinpoints mobile phone callers within 100 meters
8. Free public WIFI coverage at multiple locations, including contiguous coverage in business districts.
9. Major upgrades to the city's island wide fiber optic network
10. Execution of Websphere solutions for Intranet and Internet operations.
11. Hawaii Fire Department Intranet with advanced GIS asset management tools (HOSES)
12. Advances in cyber security allowing for more online services and transactions.
13. Fully compliant building ACAMS building access and security system (largest in the state meeting Federal standards.)
14. Department of Facilities Maintenance electronic work order system for mapping and managing street paving and pothole repair.
15. Consolidated Asset Management System

### **Projects Completed by the end of FY2010**

- 3 Tower Reconstructs
- 10 Tower Repairs
- 800 MHz Re-banding (Nextel Funded)
- 4 new simulcast sites
- Battery replacement at 8 sites
- Payment Card Industry Certification
- E-911 Pictometry Upgrade (Mobile Funded)
- Storage Area Network Upgrade
- Server Consolidation/Virtualization
- PMO Metrics Projects
- Clarity Project Management
- Clarity Financial Reporting
- Computer Aided Dispatch
- DPP Online Permit Applications
- Enterprise Asset Management – Phase 1 (Fed Funds)
- ACAMS – 5 More Facilities (Federal Grants)
- Intelligence Reform and Terrorism Prevention
- 8 Electronic Document Management Apps
- Network Mgt for Public Safety Systems
- 8 New HFD Systems - SOA
- First Responder Wireless System Upgrade
- New Facilities Reconstruction Support
- Licensing System – SOA
- ERP Web Portal – SOA
- Web Portal Replace – SOA
- VOIP – 1500+ Phones – Total now exceeds 4000
- Real Property Tax – Online Assessment Mgt
- Cyber Security
- HFD Intranet Portal – SOA
- Free Municipal WiFi Expansion

### **Conclusion**

By continuing to employ high tech solutions and expanding relationships with private sector partners the City of Honolulu continues to keep pace with the best practices of other great cities. We have shown the way for the appropriate use of technology to offer citizens convenience and improved public safety, deliver city services faster and find better ways to facilitate economic development. This City & County of Honolulu commitment to infrastructure, integration, interoperability, and sustainability are demonstrated with significant funding and progress in everything from environmental services, transportation, and technology.

The Department of Information Technology management and staff will continue to look at ways to not only meet the service delivery bar, but to push it to the next level when it comes to providing citizen centric safety, applications and economic stimulation.

The city is strategically positioned to “mine” detailed fiscal and operational data to analyze the operations of the city including fiscal accountability and department performance.

Please direct any specific inquires regarding the operations and policies of the City Department of Information Technology to: [gbruce@honolulu.gov](mailto:gbruce@honolulu.gov), Gordon Bruce, Director of DIT, City and County of Honolulu, 650 South King Street, 5<sup>th</sup> Floor, Honolulu HI 96813-3017.



# DEPARTMENT OF PLANNING AND PERMITTING

David K. Tanoue, Director  
Robert M. Sumitomo, 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, 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: Administrative Services Office, Honolulu Land Information System, Customer Service Office, Planning, Land Use Permits, Building, and Site Development Divisions that conduct the planning, zoning, and permit issuance for the City and manages the Geographical Information System (GIS) used by various governmental agencies and private businesses. The Department also provides administrative support for various commissions, boards, and committees.

The Planning Commission holds public hearings and makes recommendations through the Mayor to the City Council on proposals to adopt or amend the General Plan, Development Plans, and Zoning Ordinances. The Commission holds public hearings, makes recommendations on state land use district boundary amendments for parcels of 15 acres or less (other than conservation districts), and approves state land use special use permit applications for changes of land use on agricultural land.

The Zoning Board of Appeals hears and determines appeals from actions of the Director of the Department of Planning and Permitting (Director) in the administration and enforcement of zoning, shoreline, subdivision ordinances and regulations.

The Building Board of Appeals (Board) hears and determines appeals from actions of the Director in the administration and enforcement of Building, Electrical, and Plumbing codes, appeals from actions of the Fire Official in the enforcement of the fire code. The Board also hears and determines requests for variance from provisions in the building and related codes.

The Design Advisory Committee comments on design issues related to major project proposals in special districts.

## HONOLULU LAND INFORMATION SYSTEM (“HOLIS”)

### DUTIES AND FUNCTIONS

This organization provides direct support for maintaining and updating GIS data required for all City Departments. HoLIS is responsible for the following functions:

- Oversee and direct City wide policies regarding the development and implementation of the Geographic Information System (GIS);
- Manage and direct the operations of the Department’s automated permit tracking and management system;
- Manage and maintain the GIS and the Department’s Internet web sites;
- Provide standards for entering and maintaining the geographic/spatial database of thematic maps;
- Implement user interfaces to provide easy access for spatial data queries, report generation, and map production;
- Integrate data and information from external databases of the City and from other agencies with GIS and Departmental land record information;
- Provide assistance and consultation to develop and define specifications for GIS applications and projects;
- Coordinate with all Departments to develop management plans that ensure the maintenance of the individual spatial data layers and ensure that the GIS is responsive to the individual users;
- Implement policies for the distribution of GIS data to the public and private industry; and
- Pursue the development of inter-organization agreements to promote the use of GIS technology, and to develop cooperative arrangements for future database development.

## ACCOMPLISHMENTS

### POSSE (AutoPermits)

To maintain a comprehensive and integrated land information system (LIS), the HoLIS program continues to provide key management and technical support in the development and use of the Department’s Automated Permit Tracking and Management System (AutoPermits). The AutoPermits program, commonly referred to as POSSE, enhances methods for processing development permits, and effectively identifies the status of permit applications in the review process. The system is being used by all operations relating to the review, approval, inspection, and enforcement of Departmental permits. Below are statistics of production from the POSSE system:

|                        | FY07      | FY08      | FY09      | FY10      |
|------------------------|-----------|-----------|-----------|-----------|
| New POSSE Jobs.....    | 70,624    | 78,138    | 84,198    | 79,420    |
| New POSSE Data.....    | 3,504,848 | 3,877,744 | 4,178,483 | 3,941,366 |
| Percentage Change..... | 3.4%      | 10.6%     | 7.8%      | -5.7%     |

**HonLINE (AutoPermits)**

The AutoPermits program continues to expand to allow other governmental agencies, private businesses, and the general public access to permit records and information using Internet technology. The Department’s Internet permitting program called HonLINE was expanded to allow the ability to apply, pay, and print permits using the Internet. Below are data illustrating the expanding use of the Department’s web site:

|   | FY07  | FY08  | FY09  | FY10  |
|---|-------|-------|-------|-------|
| Number of Permits issued using HonLINE.....               | 1,843 | 2,824 | 4,218 | 3,209 |
| All Permits Issued by % (Permit Counter vs. HonLINE)..... | 12.5% | 17.3% | 27.8% | 22.5% |

HonLINE’s Increased Value for FY10 compared to FY09:

|  |                       |
|--|-----------------------|
| Percentage of Total Permits Issued ..... | -24%                  |
| Annual Total Revenue.....                | \$373,171 or -13%     |
| Labor savings.....                       | 300 work days or -24% |

**Department of Planning and Permitting Web Page**

Customer services are continually enhanced through the Departmental web page, www.honoluluodpp.org. The HoLIS program coordinates the design, development, and management of this web page. This site provides information on how the public can obtain various types of permits and allows for the download of all of the Departmental forms needed for permit applications.

|                              | FY07       | FY08       | FY09       | FY10       |
|------------------------------|------------|------------|------------|------------|
| Total Hits on Web Page ..... | 16,572,171 | 20,735,605 | 19,542,956 | 18,475,564 |
| Percentage Change .....      | 29.1%      | 25.1%      | -5.8%      | -5.5%      |

**Enhanced GIS Internet Web Site**

The City’s GIS web site <http://gis.hicentral.com> deployed several new features to further expand the capabilities of the site. The public internet mapping program provides realtors, developers’ retail businesses, engineering companies, and even the movie industry geographic information needed to assess site characteristics. The GIS data is also providing the public opportunities to use the data for community and education programs. New “Fast Maps” for parcel/zoning, parks, and others planned for deployment. The statistics that measure number of visits and page views the site receives annually indicate dramatic increases in usage.

|                                       | FY09    | FY10    |
|---------------------------------------|---------|---------|
| Total Visits to the GIS Web Site..... | 159,468 | 238,568 |
| Total Page Views .....                | 427,002 | 659,676 |

**Document Scanning (AutoPermits)**

To fully enable electronic document retrieval and research, the Department has begun the process of scanning microfilm records of permit plans. This process will ensure that all new permit plans are accessible in digital format. The Department also continues to scan new permit documents upon approval into digital image formats to be accessible through the POSSE system. Other enhancements were also deployed to improve research capabilities to the over six million scanned documents.

**Storm Water Quality Data Conversion**

HoLIS managed the completion of the data update of the GIS Storm Drainage data set, and has now established maintenance processes for the data. All new storm drain projects are being delivered in electronic format for data maintenance operations. Also, an internet based program was completed that provides upstream and downstream tracing of the MS4 network, to assist in tracking and locating possible toxic spills.

- A total of 1,482 structures and 3,724 conduits were added to the City GIS MS4 database.

**Geospatial Technology Enhancement (GTE)**

HoLIS is managing the development and deployment of an enhanced Common Operating Picture of geospatial technologies for the City Emergency Operations Center (EOC). The program will provide the EOC and other public safety agencies advance capabilities to view and analyze geospatial data for use with homeland security, emergency response, and public safety programs.

**Public Safety and Homeland Security Project Support**

HoLIS’s program responded to several emergency situations in this past year and has been providing continued assistance to the Police, Fire, Department of Emergency Management (EMS), and EOC personnel. Incidents such as brush fires, floods, hurricanes, and public demonstrations have required the involvement of HoLIS technical staff to produce maps and data required to assist with emergency planning and response efforts.

**Pictometry Imagery**

HoLIS provides key management support and coordination in the deployment of the Pictometry aerial imagery. The imagery provides first responders and emergency operations with unique detailed oblique and overhead aerial photos for the entire Island of Oahu. HoLIS has also provided key technical support in the completion of a “change detection” project to be used by tax assessors and permit inspectors in identifying changes in building structures.

## CityView9 User Interface

HoLIS continued the development and deployment of improved and revised user interfaces to the City geo-database. The CityView interface uses the most recent software capabilities to allow easy and fast access to over 70 map data layers and digital aerial imagery. Over 200 City personnel are using CityView9 with training on-going for over 12 different Departments.

## Other Ongoing Major Projects

- Tsunami Evacuation Zone Maps;
- Street and Site Addressing Business Process Enhancements;
- Enhanced 911 (“e911”) Dispatch System Map Updates; and
- City Land and Building Asset Assessment and Mapping.

## HoLIS’s Work Loads and Map Production

HoLIS provides data maintenance and map production services to all City departments to assist with their mapping and data requirements. It should be noted that the GIS is available to City personnel via the internet or other desktop programs, and users are producing map products without assistance from HoLIS, which are not accounted for here.

|                                | <u>FY07</u> | <u>FY08</u> | <u>FY09</u> | <u>FY10</u> |
|--------------------------------|-------------|-------------|-------------|-------------|
| HoLIS Work Requests .....      | 376         | 303         | 474         | 371         |
| Maps Produced.....             | 494         | 350         | 537         | 553         |
| GIS Data Maintenance Jobs..... | 482         | 416         | 689         | 333         |

## CUSTOMER SERVICE OFFICE (“CSO”)

### DUTIES AND FUNCTIONS

The CSO 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, and 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; conducts research, gathers evidence, and prepares documentation to administer the code enforcement civil fine program; inspects existing buildings, apartments, dwellings and structures in response to customer complaints, requests for investigation for possible violations of various codes, requirements, rules, regulations, referrals from other government agencies to inspect establishments in conjunction with its programs for licensing. 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.

### Permit Issuance Branch

#### Duties and Functions

The Permit Issuance Branch (two locations: Honolulu and Kapolei) greets customers, directs them to the appropriate service counter and provides information/forms on various permit requirements; processes/issues minor permits over the counter; accepts, reviews, and inputs permit application information for major or complex projects; if requested, also coordinates consultation meetings between customers and technical staff; and collects all permit-related fees and receipt issuance.

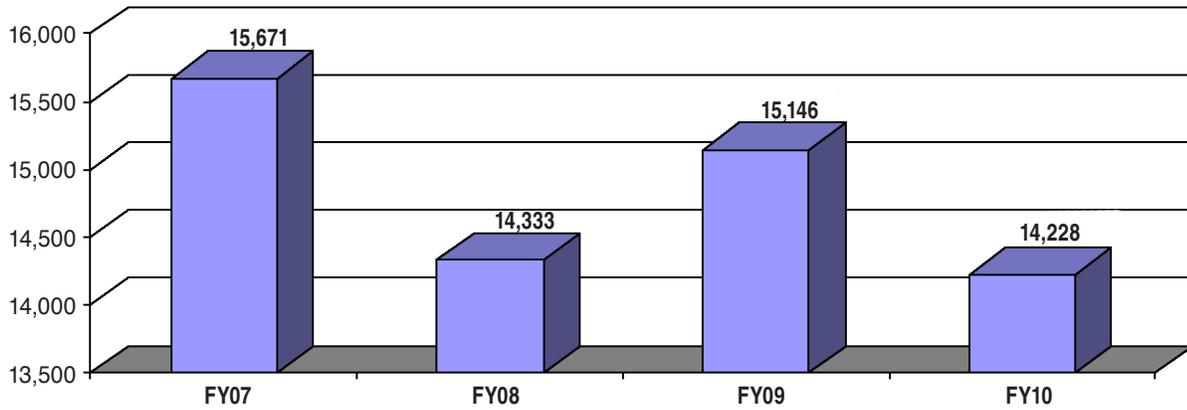
#### Accomplishments

The Permit Issuance Branch issued 14,228 building permits which generated a total construction valuation of \$1,996,237,417 this fiscal year, as compared to the 15,146 permits issued generating a total construction valuation of \$1,519,003,121 from the previous fiscal year. Although this represents a reduction of 918 permits issued or a 9% decrease for this fiscal year, the total construction valuation of those building permits issued in FY2010 increased \$477,234,296 or by 24%, when compared from the previous fiscal year.

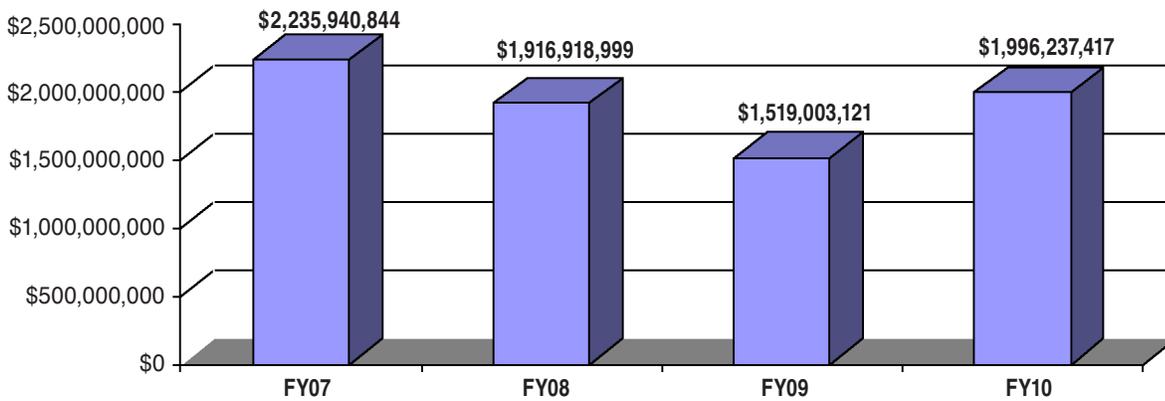
The increase in overall construction valuation for FY2010 is a promising indicator that the State’s economy is beginning to improve. Poor construction figures over previous years are due to the slump in the State’s economy, and also can be attributed to the decreasing number of permits for all building occupancy groups, particularly for new hotel room construction and new school construction. Total construction valuation for permits in FY 2010 for new buildings and the alteration/repair for existing schools remained steady at \$83,878,019 as compared to \$83,240,601 from the previous fiscal year. New hotel room construction showed the most improvement this fiscal year with 1,064 new rooms being added as compared to only 7 new rooms being added in FY09. However, this figure is offset by a downward trend in existing hotel renovation. In FY2010 the Permit Centers issued 71 permits with a valuation of \$19,348,353 compared to 112 permits issued with a valuation of \$126,187,903. Solar permits issued also declined in number this fiscal year, but increased in valuation. The total number of permits issued to install solar products was 3,305, boosting the total construction valuation to \$219,801,303 for this fiscal year, as compared to the 4,332 permits issued generating a valuation of \$94,073,335 for the previous fiscal year.

Solar permits and other types of residential permits continue in popularity with the public. The Department’s internet permitting program called HonLINE allows customers to apply, pay and print more types of minor permits 24 hours/7 days a week from the convenience at home or the jobsite using the internet. The Permit Issuance Branch performed the following major activities:

**Number of Building Permits Issued**



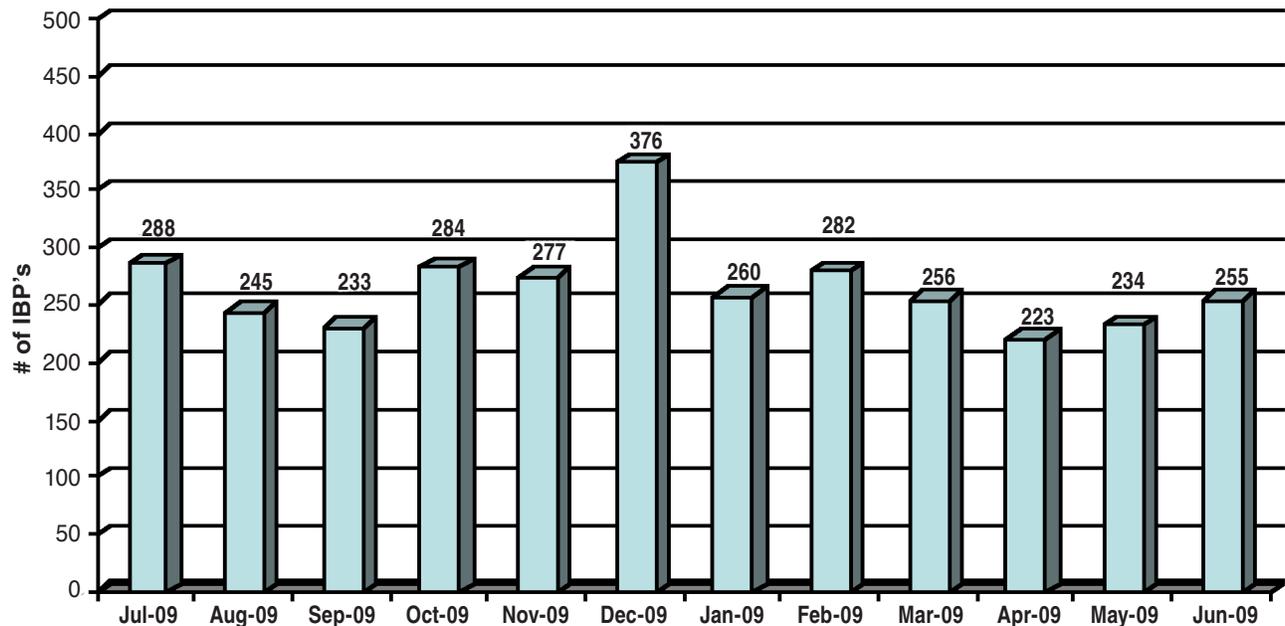
**Total Construction Value for Building Permits Issued**



**Permit Streamlining**

- HonLINE – Available for use by the general public in late February 2006 through the DPP web page, HonLINE allows licensed contractors the convenience to apply, pay and print several types of minor permits for single-family residences instead of waiting in line at one of the permit centers. The following table shows the number of permits issued through HonLINE in this fiscal year.

**Number of Internet Building Permits (“IBP”) Issued by Month**



- Shoreline Review –The Permit Issuance Branch reviews all single-family permit applications involving the location of structures in proximity to 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. There were 183 shoreline-related permits issued this fiscal year, at an average of a one-day turnaround.
- “Dead Beat” Permit Program – In FY2010, CSO conducted a permit issuance initiative called the “Dead Beat” Program. This program was created due to the large number of approved building permit applications that were not being issued and fees not being paid. Essentially, a CSO staff member would call the applicants, advise them to pay for their permits and pick up their plans. Failure to do so would result in the plans being discarded and an inspector sent to the proposed job site to investigate if work was done. Due to the poor economy, the majority of applicants informed the staff that they were cancelling their projects. However, many applicants were prompted to pay for the permits and have them issued. As a result, CSO collected \$117,664 for building permit applications that would have likely not been issued as completed permits.

**Dead Beat Permit Program**

|   | <u>RESIDENTIAL</u> | <u>COMMERCIAL</u> | <u>TOTAL</u> |
|---|--------------------|-------------------|--------------|
| TOTAL FEES TO BE COLLECTED .....              | \$341,702          | \$437,828         | \$779,530    |
| CANCELLED.....                                | \$279,749          | \$363,623         | \$643,372    |
| COLLECTED .....                               | \$43,928           | \$73,736          | \$117,664    |
| POTENTIAL REMAINING FEES TO BE COLLECTED..... | \$18,025           | \$468             | \$18,493     |

|                                    | <u>RESIDENTIAL</u> | <u>COMMERCIAL</u> | <u>TOTAL</u> |
|------------------------------------|--------------------|-------------------|--------------|
| TOTAL JOBS .....                   | 326                | 549               | 875          |
| CANCELLED.....                     | 273                | 451               | 724          |
| ISSUED.....                        | 50                 | 97                | 147          |
| POTENTIAL PICK UP/NO RESPONSE..... | 3                  | 1                 | 4            |

**Data Access and Imaging Branch (DAIB)**

**Duties and Functions**

DAIB’s main responsibility is to help the general public to utilize a consolidated historical permit record archive and to provide customer service for the following: responding to inquires for the research, ordering, or utilizing of computer terminals and microfiche machines provided to the public with direct access to property and project information in the City’s land use management and optical records system for record access; permit inquiries; general permit requirements; permit and record research; reproduction of historical permits and/or records (if available); coordinates record management activities, including the storage, digital imaging, microfilming and archiving of permits and other records pertaining to properties and its structures; and operates an information center where public information materials, including various brochures, forms and instruction sheets are readily accessible to the general public.

**Accomplishments**

While it was possible that the mortgage/refinancing stimulus programs enacted by President Obama should have helped to buoy homeowner confidence, and, thereby, increasing the need for prospective homebuyers to request more property records, proved irrelevant in this fiscal year. The continuing decline of the State’s economy in this fiscal year, especially within the local construction industry, seemed to heavily control the activity of this Branch. As a result, DAIB experienced a slight decrease of inquiries primarily in the customer service and record access in this fiscal year-all decreasing by the following: number of phone calls by 3.4%; customers served by 0.1%; files retrieved for customers by 12.1%; construction plans accessed by 2.8%; and research requests received/processed by 1.4%. In contrast, DAIB experienced a significant increase of inquiries for the following: civil lawsuits/subpoenas/tort claims by 154.5%; and reproduction of permit records (documents by 159.7%; and maps by 111.2%).

Authorization of overtime in this fiscal year was essential, allowing a skeleton crew of four employees (two position vacancies) to handle the growing backlog of researching records, and to maintain optimum customer service for patrons relying on DAIB to access, request and order reproduction of records. Without the authorized overtime, DAIB and the Department would have definitely been in violation of the Uniform Information Practices Act, which requires DAIB the maximum of ten business days to provide any requestor with access to government records. The Data Access and Imaging Branch performed the following major activities:

|   | <u>FY08</u> | <u>FY09</u> | <u>FY10</u> |
|---|-------------|-------------|-------------|
| Phone Calls Received.....                     | 34,440      | 33,293      | 29,824      |
| Walk-in Customers Served .....                | 20,949      | 20,926      | 25,652      |
| Number of Files Retrieved for Customers ..... | 31,825      | 27,720      | 29,592      |
| Copies of Maps Made .....                     | 9,488       | 10,551      | 16,924      |
| Copies of Document Pages Made.....            | 59,767      | 95,447      | 89,208      |
| Construction Drawings Accessed .....          | 47,131      | 43,912      | 28,248      |
| Research Requests .....                       | 12,798      | 12,627      | 13,200      |
| Subpoena’s Received/Civil Suits/Torts .....   | 196         | 303         | 323         |

## Code Compliance Branch

### Duties and Functions

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, including any violations to the shoreline and special management area ordinances. If the NOV's are not corrected within a required period of time, a Notice of Order (NOO) is issued to these violators. Considered the first phase of this Branch's code enforcement initiatives, past due NOO's and NOV's are referred by inspectors to this Branch and civil fines are assessed. The Branch conducts research, gathers evidence, and prepares documentation to enforce the civil fine. Except for rare occasions, administrative measures are preferred to judicial means. In rare cases, the second phase of this Branch's code enforcement initiatives are utilized to ensure compliance: the referral of cases to the City's Corporation Counsel (COR) for legal action; attachment of the assessed civil fines to taxes, additional fees and charges administered by the City; and administrative lien of the assessed civil fines placed on the property. Although not used recently, the cases may also be referral to the City's contracted collection agency.

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.

This 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, 2008. The 2010 NUC renewals are currently being processed. Currently, there are 929 active NUC's on Oahu (878 transient vacation rentals and 51 bed and breakfast units). The processing fee collected for these NUC renewals is \$400 for each NUC renewal.

### Accomplishments

The department's inspectors issued 2,616 NOV's for non-compliance with the City's ordinances and codes. Of these NOV's, 341 were referred to the Code Compliance Branch for issuance of NOO's to include assessed civil fines. Of the 341 NOO's issued, 210 cases are corrected and closed and 131 cases remained active wherein 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 NOO's issued during the fiscal year is 65% and the amount of civil fines collected was \$278,632.

## Residential Code Enforcement Branch

### Duties and Functions

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 the housing code, zoning code, building code, vacant lot, sidewalk, driveway, litter, graffiti, house number, posters, and relocation assistance regulations. The Residential Code Enforcement Branch performed the following major activities:

|   | FY09  | FY10  |
|---|-------|-------|
| Number of Complaints Investigated.....                                | 4,191 | 4,890 |
| Number of Initial Inspections (Housing Units).....                    | 1,300 | 1,130 |
| Number of Units with Housing Code Deficiencies.....                   | 316   | 235   |
| Number of Units with Housing Code Deficiencies Corrected.....         | 287   | 210   |
| Number of Units Demolished.....                                       | 29    | 11    |
| Number of Zoning Violations Issued.....                               | 135   | 124   |
| Number of Zoning Violations Corrected.....                            | 173   | 158   |
| Number of Inspections of Vacant Lots.....                             | 134   | 193   |
| Number of Vacant Lots for which Notices of Violation were Issued..... | 66    | 82    |
| Number of Vacant Lot Violations Corrected.....                        | 55    | 80    |
| Number of Inspections of Sidewalk Areas.....                          | 2,721 | 2,985 |
| Number of Inspections of Illegal Signs.....                           | 322   | 357   |

## Commercial and Multi-Family Code Enforcement Branch

### Duties and Functions

The Commercial and Multi-Family Code Enforcement Branch's main responsibilities are to:

- Enforce 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;
- Check up on requested establishments, prepare and issue 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, Institutions, Private Schools, etc.);
- Inspect 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;

- Inspect existing buildings and structures for possible violations of the building code, housing code, zoning code, sidewalk and swimming pool enclosure regulations;
- Evaluate buildings for the Department of Budget and Fiscal Services for relocation, disposition or acquisition;
- Conduct inspection of illegal signs in industrial, commercial, apartment, and mixed use districts;
- Conduct inspection for reported violations and postings of required signage in existing buildings and facilities; and
- Follow up on the Fire Department inquiries on existing buildings.

**Accomplishments**

The total number of complaints received decreased approximately by 10% in this fiscal year. There was a 54% decrease in the number of requests for care homes, daycare centers, etc., that are licensed by the State and a 5% decrease in sign complaints. NOV's, along with their related inspections and referrals, have also decrease compared to the previous fiscal year. The Commercial and Multi-Family Code Enforcement Branch performed the following major activities:

|  | FY09  | FY10  |
|--|-------|-------|
| Sign Complaints .....                      | 853   | 809   |
| Other (CPR's and Smoking Ordinances) ..... | 206   | 154   |
| Number of NOV's Issued.....                | 363   | 264   |
| Number of NOV's Corrected .....            | 310   | 326   |
| Number of NOV's Referred to COR .....      | 76    | 49    |
| Number of Follow Up Inspections .....      | 4,202 | 3,980 |

**Number of Inspections for State Departments or other Agencies**

|                                       |     |     |
|---------------------------------------|-----|-----|
| Licensing.....                        | 224 | 121 |
| Condominiums.....                     | 207 | 153 |
| Special Assignments Accepted.....     | 50  | 1   |
| Other Miscellaneous Assignments ..... | 4   | 0   |

**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 selected neighborhoods, including Transit-Oriented Development (TOD) neighborhood plans in conjunction with rapid transit;
- 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

### Long-Range Policy Plans

Five-year reviews are continuing for the Ewa Development Plan (DP), the Sustainable Communities Plan (SCP) for East Honolulu, Central Oahu, North Shore, Koolau Loa, and Waianae. The planning process for Koolau Poko began in early 2010.

As the Department representing the City before the State Land Use Commission (SLUC), the Planning Division continues to coordinate upcoming petitions before the SLUC, including the proposal by Tropic Land in Lualualei and the re-submittal of the Koa Ridge project in Central Oahu. Processing of zone changes continues for projects throughout the island.

A contract is underway to update the Oahu General Plan, which will evaluate several major issues, such as the visitor industry, agriculture, and affordable housing.

### Community-Based Initiatives

The Transit-Oriented Development (TOD) program continues to move ahead in conjunction with the fixed guideway system initiative. The neighborhood TOD plans are in varying stages of completion for the following station areas:

- Waipahu (2 stations);
- East Kapolei (3 stations); and
- Aiea-Pearl City (3 stations).



Public meeting on transit-oriented development opportunities in Aiea-Pearl City



Concept ideas for transit-oriented development in Ho'opili, East Kapolei

The Department has retained consultants and is preparing to kick-off the TOD planning process for the Kalihi and Downtown station areas in Fall, 2010.

A successful TOD Symposium was held April, 2010. It involved an intensive two-day workshop for key stakeholders, and an evening forum for the public. Participants gained knowledge from TOD experts gathered from across the county. Topics included alternative financing strategies, the value of public-private partnerships, and active involvement by host neighborhoods and stakeholders.

As part of a contract under the Department of Budget and Fiscal Services, a study was completed, identifying the potential “value capture” associated with land value increases resulting from the construction of a transit station nearby. This will help the City negotiate with private developers for community benefits close to transit stations. The following planning projects were completed:

- Kaneohe Town Plan;
- Makaha Special Area Plan;
- Chinatown Implementation Plan, in association with the Office of Economic Development;
- Ala Moana/Sheridan/Kaheka Neighborhood Plan; and
- Ewa Traffic Circulation Study.

### 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 water code, as well as the City requirement for an Oahu water management plan. Current plans address Waianae and Koolau Loa and are expected to be adopted in FY11. Plans for Koolau Poko are underway in FY10;
- State Department of Transportation's Sub-Statewide Transportation Advisory Committee. The committee serves as a forum for the State and County planning and transportation agencies to discuss relevant issues which they have in common; and
- Serve as members of the OMPO Technical Advisory Committee, which advises OMPO on technical matters related to transportation planning.

**Policy Research and Support**

- Continued refinement of the Department’s land use model to generate land use forecasts to support planning programs in the City and State. To improve the theoretical underpinnings of the City’s land use modeling process, a consultant has been retained through the OMPO to adapt the UrbanSim model for Honolulu. In addition to having a more transparent construct, the UrbanSim model will enable the City to engage in a greater range of policy analysis, taking into account the direct linkage between transportation planning and land use planning;
- Completed identification of housing units expected by Census Day (April 1, 2010) as part of the Census Bureau’s New Construction program. This program enables the City to assist the Census Bureau to improve the completeness and coverage of the 2010 census by providing information based on recent building permits;
- Consultant completed contract to develop a system to update the Department’s Land Use File. The system will enable changes in land use and other development events on the island to be tracked consistently over time. The contract is being extended to apply the system to update the land use file to 2010, in preparation for the City’s need to review and verify population counts from the 2010 Census; and
- Completed development of program to extract race and occupation data from Census public-use microdata samples to assist City agencies dealing with Equal Employment Opportunity and Environmental Justice concerns. Specialized effort is necessitated by the fact that Honolulu has the most diverse racial make-up among the nation’s metropolitan areas. The Planning Division performed the following major activities:

|  | <u>FY08</u> | <u>FY09</u> | <u>FY10</u> |
|--|-------------|-------------|-------------|
| <b>State Land Use Boundary Amendments</b>                              |             |             |             |
| Preliminary Reviews.....   | 1           | 1           | 2           |
| Supplemental Petitions Processed.....                                  | 0           | 1           | 1           |
| Amendments Greater Than 15 Acres Processed.....                        | 4           | 5           | 5           |
| Amendments of 15 Acres or Less Processed.....                          | 0           | 0           | 0           |
| <b>Zone Changes</b>  |             |             |             |
| Zone Change Applications Processed .....                               | 14          | 10          | 8           |
| Applications Rejected .....  | 1           | 2           | 0           |
| Application Approved by City Council.....                              | 4           | 6           | 3           |
| Applications Denied .....  | 0           | 0           | 1           |
| Special Use Permit (SUP) Applications Processed.....                   | 3           | 2           | 7           |
| Applications Accepted.....   | 1           | 1           | 3           |
| Applications Approved by Planning Commission.....                      | 0           | 1           | 2           |
| Amendments Approved by Planning Commission .....                       | 0           | 0           | 0           |
| <b>Zoning District Boundary Adjustments (ZDBA)</b>                     |             |             |             |
| ZDBA Requests Processed .....  | 24          | 12          | 0           |
| Requests Approved.....   | 24          | 12          | 0           |
| Unilateral Agreement Compliance Permit Reviews.....                    | 228         | 200         | 251         |
| <b>PIM Revisions and Project Reviews</b>                               |             |             |             |
| Requests Processed .....   | 3           | 7           | 9           |
| <b>Environmental Documents</b>   |             |             |             |
| Environmental Documents Reviewed.....                                  | 40          | 62          | 41          |
| Draft or Final Environmental Assessments .....                         | 27          | 46          | 31          |
| Environmental Impact Statements (EIS) and EIS Preparation Notices..... | 6           | 6           | 7           |
| Pre-Consultation Presentations for Environmental Assessments .....     | 7           | 10          | 3           |
| <b>Budget Reviews</b>  |             |             |             |
| Executive Branch Projects Reviewed.....                                | 189         | 190         | 169         |
| BWS Projects Reviewed .....  | 0           | 0           | 0           |

**Planning Commission**

The Planning Commission consists of nine members, is governed by the provisions of Section 13-103 of the 1973 Revised Charter of the City and County of Honolulu (2000 version) and primarily advises the Mayor, the City Council, and the Director on matters concerning the planning programs. They hold public hearings and make recommendations on all proposals to adopt or amend the general plan, development plans, and zoning ordinances. They also review, hold hearings, and take action on smaller State special use permits and State land use boundary amendments. The Planning Commission performed the following major activities:

|                     | <u>FY08</u> | <u>FY09</u> | <u>FY10</u> |
|---------------------|-------------|-------------|-------------|
| Meetings Held.....  | 11          | 10          | 5           |
| Actions Taken.....  | 14          | 14          | 6           |
| Workshops Held..... | 0           | 0           | 0           |

**LAND USE PERMITS DIVISION (“LUPD”)**

**DUTIES AND FUNCTIONS**

The LUPD is responsible for administering the Land Use Ordinance (LUO) and other regulations pertaining to land use within the City. The Division reviews and prepares amendments to the LUO as required, coordinates interpretations of the LUO, and reviews and processes all LUO regulated land use permit applications. In addition, the Division processes shoreline management area permits, shoreline setback variances and minor shoreline structure permits. The LUPD is comprised of three branches: Urban Design, Land Use Approval, and Zoning Regulations and Permits.

**ACCOMPLISHMENTS**

Over the past five years, the LUPD has processed an average of about 663 land use permits per year. Early in the decade, the number of land use permits increased, reflecting vigorous economic activity and a renewed interest in renovation and redevelopment at both small-scale and large-scale levels. For example, for FY05, there were approximately 700 LUPD land use permits processed. In FY06, the total land use permits processed decreased slightly to 582, but in FY07, the total number of land use permits increased to 710. Similarly, the number of land use permit totals for FY08 decreased to 572 (perhaps as a result of the downturn in the economy), but the land use permit totals for FY09 went back up to 752. During FY10, the permit count dropped slightly to 730.

In addition to its regular permit review, other activities of the LUPD include the review and processing of LUO amendments. For example, in FY10, the LUPD processed LUO amendment applications for regulations pertaining to agricultural fences and farm dwellings. The staff also worked on the LUO amendments having to do with meeting facilities in Industrial Districts. Other proposed LUO amendments under review by the Division are:

- An amendment proposed by the City Council to allow fences up to 10 feet in height within the required yards in agricultural districts;
- An amendment proposed by City Council to amend the definition of meeting facility to include principal office facilities of homeowners associations;
- Two amendments proposed by City Council to allow additional signage for meetings facilities and sports activities;
- An amendment proposed by City Council to allow hotels as accessory to a major motion picture and television production studio; and
- Miscellaneous housekeeping amendments.

The LUPD processed or reviewed a number of applications for planning, zoning, or construction standard exemptions for affordable housing projects pursuant to Chapter 201H-38, Hawaii Revised Statutes. Review or processing was completed on three projects. The following table illustrates the diversity and the number of applications the LUPD completed. The Land Use Permits Division performed the following major activities:

|   | <u>FY08</u> | <u>FY09</u> | <u>FY10</u> |
|---|-------------|-------------|-------------|
| Temporary Use Permits                       |             |             |             |
| Applications Received.....                  | 8           | 3           | 10          |
| Applications Completed .....                | 8           | 3           | 10          |
| Special Management Area Permits Major/Minor |             |             |             |
| Applications Received.....                  | 73          | 70          | 98          |
| Applications Completed .....                | 70          | 67          | 98          |
| Shoreline Setback Variances                 |             |             |             |
| Applications Received.....                  | 8           | 10          | 18          |
| Applications Completed .....                | 11          | 7           | 17          |
| Minor Shoreline Structures                  |             |             |             |
| Applications Received.....                  | 18          | 20          | 12          |
| Applications Completed .....                | 17          | 19          | 11          |
| Environmental Documents .....               | 21          | 25          | 16          |
| Special Districts Major/Minor               |             |             |             |
| Applications Received.....                  | 90          | 100         | 98          |
| Applications Completed .....                | 88          | 98          | 98          |
| Planned Development-Housing                 |             |             |             |
| Applications Received.....                  | 0           | 1           | 0           |
| Applications Completed .....                | 0           | 1           | 0           |
| Cluster Housing                             |             |             |             |
| Applications Received.....                  | 2           | 8           | 6           |
| Applications Completed .....                | 1           | 7           | 6           |
| Existing Use (Housing and Non-Residential)  |             |             |             |
| Applications Received.....                  | 26          | 30          | 6           |
| Applications Completed .....                | 23          | 27          | 5           |

|                                      |     |     |     |
|--------------------------------------|-----|-----|-----|
| Conditional Use Permits Major/Minor  |     |     |     |
| Applications Received.....           | 120 | 120 | 104 |
| Applications Completed .....         | 119 | 117 | 101 |
| Zoning Clearances                    |     |     |     |
| Applications Received.....           | 172 | 166 | 83  |
| Applications Completed .....         | 122 | 118 | 83  |
| Plan Review Uses                     |     |     |     |
| Applications Received.....           | 3   | 3   | 8   |
| Applications Completed .....         | 1   | 1   | 5   |
| Zoning Variances                     |     |     |     |
| Applications Received.....           | 63  | 55  | 40  |
| Applications Completed .....         | 38  | 52  | 36  |
| Zoning Adjustments                   |     |     |     |
| Applications Received.....           | 32  | 50  | 35  |
| Applications Completed .....         | 32  | 46  | 32  |
| Waivers                              |     |     |     |
| Applications Received.....           | 75  | 80  | 78  |
| Applications Completed .....         | 59  | 62  | 75  |
| Modifications                        |     |     |     |
| Applications Received.....           | 86  | 90  | 115 |
| Applications Completed .....         | 58  | 61  | 100 |
| Affordable Housing Projects          |     |     |     |
| Applications Received.....           | 7   | 7   | 3   |
| Applications Completed .....         | 1   | 3   | 2   |
| Design Advisory Committee            |     |     |     |
| Meetings.....                        | 4   | 3   | 3   |
| Number of Projects Reviewed.....     | 4   | 3   | 4   |
| Hearings                             |     |     |     |
| Zoning Variance .....                | 14  | 15  | 14  |
| Special Management Area Permit/      |     |     |     |
| Shoreline Setback Variance.....      | 16  | 8   | 28  |
| Conditional Use Permit – Major ..... | 7   | 2   | 4   |
| Site Plan Review .....               | 0   | 0   | 0   |
| Planned Development Housing .....    | 0   | 0   | 0   |
| Special Districts.....               | 3   | 3   | 0   |
| Other.....                           | 1   | 2   | 2   |

### Zoning Board of Appeals

The Zoning Board of Appeals (ZBA) is authorized by Section 6-1517 of the Revised Charter of the City and County of Honolulu 1973 (2000 Edition). The ZBA is governed by the provisions of Section 13-103 of the Revised Charter. The ZBA hears and determines appeals from the actions of the administration of the zoning code and subdivision ordinances and any rules and regulations adopted pursuant thereto.

The powers and duties of the ZBA are to hold contested case hearings in conformity with the applicable provisions of Sections 91-9, 91-10, and 91-11 of the Hawaii Revised Statutes. They shall sustain an appeal only if the ZBA finds that the Director's action was based on an erroneous finding of a material fact, or that the Director had acted in an arbitrary or capricious manner, or had manifestly abused discretion. The Zoning Board of Appeals performed the following major activities:

|                                     | <u>FY08</u> | <u>FY09</u> | <u>FY10</u> |
|-------------------------------------|-------------|-------------|-------------|
| Meetings .....                      | 9           | 8           | 9           |
| Appeals of Director's Actions ..... | 10          | 3           | 8           |
| - Withdrawn or Invalid.....         | 6           | 8           | 2           |
| - Upheld Appeal.....                | 0           | 0           | 0           |
| - Denied Appeal.....                | 2           | 1           | 0           |

## **BUILDING DIVISION**

### **DUTIES AND FUNCTIONS**

The Building Division enforces the building, electrical, housing, plumbing, energy, and zoning codes and other pertinent ordinances; review and approve applications submitted for compliance with code requirements; inspect approved applications for compliance with various codes; review, update, and recommend changes to the various codes; process variance and appeal requests to use alternate materials and methods of construction; and conduct examinations for individuals to become qualified special inspectors. The Building Division is comprised of five branches: Building Code, Electrical Code, Mechanical Code, Research, and Zoning Plan Review.

### **ACCOMPLISHMENTS**

#### **Code Review**

The Department is currently evaluating the 2006 Uniform Plumbing Code, the 2006 International Building and Residential Codes, and the 2009 Energy Efficiency Code.

The City is currently using the 2003 edition of the International Building Code and Residential Code, 1997 edition of the Uniform Plumbing Code, the 2008 edition of the National Electrical Code, and the 2006 International Energy Conservation Code, which are updated and published every three years for various jurisdictions to review for adoption.

#### **Streamlining Measures**

As of this publication, there are 31 individuals and 7 firms certified by this Department to perform "third party" review.

There were 516 projects processed under the "third party" review program this fiscal year, as compared to 487 projects from the previous fiscal year, which represents an increase of 29 projects or 6.0% increase. There were 494 third party review projects approved and were either completed or are under construction, compared to the 443 projects from the previous fiscal year, which represents an additional 51 projects or an increase of 11.51%.

The Division has continued its aggressive recruitment to fill vacant positions for both inspectors and engineers.

#### **Activities for Fiscal Year 2010**

The Department is also continuing its effort to update the building and plumbing codes through the process of reviews and adoptions of the 2006 International Building and Residential Codes, the 2006 Uniform Plumbing Code, and the 2008 National Electrical Code. In addition, review of Chapter 27, Revised Ordinances of Honolulu for updates to the existing Housing Code and Chapter 32, Revised Ordinances of Honolulu for update to the 2006 International Energy Efficiency Code are underway.

The Plans Examining Section of the Building Code Branch reviewed 2,349 plans as compared to 2,290 from the previous fiscal year, which represents an additional 59 plans reviewed or an increase of 5.1% for this fiscal year. Included in these reviewed plans were Major and Minor Plans. There were 759 major plan reviews compared to 802 from the previous fiscal year, which represents a decrease of 43 major plan reviews or a decrease of 5.36% this fiscal year. The number of minor plan reviews of 1,590, as compared to 1,408 from the previous fiscal year, represents an increase of 292 minor plan reviews or an increase of 20.74% for this fiscal year.

The Building Inspection Section of the Building Code Branch performed 75,071 inspections relating to codes under its jurisdiction, as compared to 76,166 from the previous fiscal year, which represents a decrease of 1,095 inspections or a decrease of 1% for this fiscal year. A total of 3,970 inspections from complaints were handled by the building inspection unit of the Building Code Branch as compared to 4,572 from the previous fiscal year, which represents a decrease of 602 requests for investigations or a decrease of 13%. There were also 168 Certificates of Occupancies processed as compared to 192 from the previous fiscal year, which represents a decrease of 24 or less 12%. Also, 643 Notices of Violations were issued compared to 524 from the previous fiscal year, which represents an increase of 119 or 23%.

The Electrical Code Branch is responsible for the review of electrical plans and the subsequent inspection of these installations included in this review is work authorized by permits issued without electrical plans. The Plans Examining Section of this Branch reviewed a total of 1,447 plans compared to 1,541 from the previous fiscal year, which represents a decrease of 94 or less 6.1%. The Inspection Section of this Branch performed 31,033 inspections as compared to 31,041 from the previous fiscal year, which represents a decrease of 619 or less 2%.

The Mechanical Code Branch is responsible for the review of mechanical and plumbing plans and the subsequent inspection of these installations included in this review is work authorized by permits issued without mechanical plans. The Plans Examining Section of this Branch reviewed a total of 1,330 plans compared to 1,310 from the previous fiscal year, which represents an increase of 20 or 1.5%. The Inspection Section of this Branch maintained a healthy 30,209 inspections as compared to 30,267 from the previous fiscal year, which represents a nominal decrease of 58 inspections for this section or less 0.2% for this fiscal year.

The Zoning Plan Review Branch reviewed a total of 5,669 permit applications for signs and buildings, as compared to 5,917 from the previous fiscal year, which represents a decrease of 248 or less 4%. This Branch also reviewed 358 other permit applications, compared to 405 from the previous fiscal year, which represents a decrease of 47 this fiscal year or less 11%.

The Research Branch examined a total of 11 requests for the approval of materials used and/or method of construction for use in structures governed by the City's codes, which represents an additional 2 examined or an increase of 22% this fiscal year. This Branch processed 29 applications for the Building Board of Appeals as compared to 8 applications from the previous fiscal year; processed 5 special inspector applications as compared to 13 from the previous fiscal year; and also processed 46 special inspection renewals this fiscal year. The Building Division performed the following major activities:

**Building Code Branch, Plans Examining Section - Major Plans (\$50,000+) Under Review**

|                           | <u>FY09</u> | <u>FY10</u> |
|---------------------------|-------------|-------------|
| Number Carried Over ..... | 366         | 273         |
| Number Received.....      | 809         | 691         |
| Review Completed .....    | 802         | 633         |
| Projects Dropped .....    | 100         | 173         |
| Projects Relogged.....    | -0-         | -0-         |
| Carry Over.....           | 273         | 158         |

**Zoning Plan Review Branch - Plan Reviews – Building and Sign Permits**

|   | <u>FY09</u> | <u>FY10</u> |
|---|-------------|-------------|
| Applications Reviewed.....                | 5,917       | 5,669       |
| Other Permits/Applications Reviewed ..... | 405         | 358         |

**Building Board of Appeals**

The Building Board of Appeals (Board) was created by an ordinance established in October 1966. The nine members are appointed by the Mayor, with the approval of the City Council, for a term of five years. The terms are staggered to provide continuity in carrying out the business of the Board. Members must be qualified by training and experience to hear and resolve matters pertaining to building construction and fire safety. Four members must be registered engineers or architects, one must be experienced in electrical work, one in plumbing work, two in fire safety matters, and one member must be a general contractor.

In 1972, authority of the Board was extended to matters pertaining to the electrical and plumbing codes. The Board’s authority was further extended in FY75 to hear appeals from the suspension or revocation of permits; in FY78 to hear appeals from actions under Section 27-10.2 of the Housing Code; and in FY80 to hear appeals from the decision of the fire official on matters pertaining to the Fire Code.

The powers and duties of the Board are to hear and determine appeals from the decisions of the building official or the fire official in the administration of the building, electrical, plumbing, and fire codes; hear and determine appeals for varying the application of building, electrical, plumbing and fire codes; hear and determine appeals from the decision of the building official in the administrative enforcement of ROH Chapter 29, Article 4; and to hear and determine appeals from the action of the building official under Section 27-10.2 of the Housing Code. The Building Board of Appeals performed the following major activities:

|                                   | <u>FY09</u> | <u>FY10</u> |
|-----------------------------------|-------------|-------------|
| Number of Appeals Processed ..... | 8           | 29          |
| Number of Appeals Heard.....      | 2           | 0           |
| Number of Appeals Settled .....   | 6           | 29          |
| Number of Appeals Pending .....   | 0           | 0           |

**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 is responsible for administering ordinances, rules and standards for road improvements, pavement and sidewalk design; reviewing drainage and construction plans for projects within the City’s rights-of-way and site development work/projects on private properties; reviewing preliminary subdivision applications as well as reviewing and approving applications, reports, plans, and permits relating to grading, stockpiling, grubbing, trenching, erosion control, storm drain connection, and dewatering work; reviewing requests and issuing variances for street encroachments, driveways, sidewalk finishes, and slope easements; reviewing work within drainage and flowage easements; inspecting projects under permits; reviewing submittals relating to construction materials and projects which would eventually be dedicated to the City and drainage standards; responding to inquiries and complaints related to grading and work in the City’s rights-of-way; and coordinating 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 1,372 plans, 301 subdivision applications, and 193 miscellaneous land use and permitting-related documents this fiscal year. The Section continued its work with the Department of Environmental Services (ENV) and their consultant, AECOM, to revise the soil erosion and drainage standards, and worked alongside other consultants to complete

drainage master plans and reports for various development projects; participated in a trial electronic plan review program called ProjectDox; and reviewed numerous geotechnical reports to address sensitive issues related to slope stability and rockfall hazards associated with new hillside developments.

In addition to participating in the Project Review Section's ongoing work to update and revise the soil erosion and drainage standards, the Permitting and Inspection Section maintained its efforts to comply with the permit review and inspection requirements of the National Pollutant Discharge Elimination System's (NPDES) program.

All plan reviewers and inspectors in the Branch have again completed the required annual training sessions for the NPDES program this fiscal year.

While the numbers for most of the Permitting and Inspection's major activities remained fairly consistent, there were an additional 457 complaint actions this fiscal year, possibly due to recurring issues and the public's ongoing demand for City services. Attention to these complaints may have contributed to a decrease of 5,421 permit inspections; however, the frequency of these inspections has remained in compliance with the NPDES program.

Additional information comparing this fiscal year's performance summary with the previous year is shown below. The Civil Engineering Branch performed the following major activities:

|  | FY09      | FY10      |
|--|-----------|-----------|
| Construction Plan Submittals Received .....                              | 1,435     | 1,372     |
| Preliminary Subdivision Applications Reviewed.....                       | 276       | 301       |
| Other Reviews.....   | 249       | 193       |
| Dewatering Permits Issued.....   | 2         | 0         |
| Drain Connection Permits Issued.....                                     | 82        | 82        |
| Driveway Variance Applications.....                                      | 29        | 34        |
| Driveway Application Fees Collected .....                                | \$2,800   | \$3,300   |
| Drain Connection and Dewatering Permits .....                            | \$6,600   | \$6,100   |
| Grading Permits Issued (Includes Grubbing and Stockpiling) .....         | 777       | 697       |
| Trenching Permits Issued.....  | 1,064     | 1,262     |
| Permit Fees Collected.....   | \$295,420 | \$297,703 |
| Major Complaints Investigated/Reports Prepared (Non-Permit-Related)..... | 1,974     | 2,431     |

**Notices of Violation and Order for Grading (Includes Grubbing and Stockpiling)**

|  |          |          |
|--|----------|----------|
| Violations Issued.....                                   | 96       | 72       |
| Permit inspections.....                                  | 24,860   | 19,439   |
| Subdivisions/Ordinance No. 2412 Projects Inspected ..... | 91       | 86       |
| Building Permits Reviewed .....                          | 7,614    | 7,675    |
| Encroachment Variance Applications Reviewed.....         | 119      | 150      |
| Encroachment Authorization Fees Collected .....          | \$11,900 | \$14,900 |
| As-Built Plans Filed.....                                | 1,236    | 581      |

**Subdivision Branch**

**Duties and Functions**

The Subdivision Branch is primarily responsible for the review of plans for site development work and for compliance with subdivision and land use regulations. The Branch is also responsible for the review and processing of applications and plans for compliance for subdivisions, consolidations, easements, street names, site development plans, park dedication applications, 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 286 new subdivision applications and 247 new construction plans this fiscal year, as compared to the 258 subdivision applications and 278 construction plans reviewed the previous year. This represents an increase of 28 subdivision applications (10.8%) and a decrease of 31 construction plans (11.1%) compared with last fiscal year. Of the 286 new subdivision applications received this fiscal year, the majority, 243 applications (85%), consisted mostly of easements, consolidations, and two-lot subdivisions. Of the 43 remaining applications, six were for large residential subdivisions involving 100 or more lots this fiscal year, adding to the few that remained active from the previous year (Ocean Pointe, Makakilo, Mailli, and Kapolei). There were a total of 1,353 proposed lots this fiscal year as compared to 866 last year, an increase of 487 lots (56.2%).

The Branch attributes the increase in the number of lots and subdivision applications as a sign of slight improvement in the real estate market and the State's economy, whereby developers see the need to increase their available house inventories in anticipation of a greater demand for housing units in the near future. The review of many of the smaller subdivision applications continued to challenge the Branch, although fewer lots were involved, these in-fill developments tended to be more complex and time-consuming for our planners and engineers due to more detailed engineering reports and analyses to address potentially hazardous slopes, varying soil types, flooding, or lack of adequate infrastructure.

In the past year, the Subdivision Branch prepared two amendments to the Subdivision Ordinance (Chapter 22, Revised Ordinances of Honolulu) relating to the dedication of streets and the park dedication ordinance. The bills are currently proceeding through City Council committee hearings.

The Subdivision Branch has also been involved in the adoption of the revised flood insurance rate maps for the City and County of Honolulu published by FEMA. The revised maps include data from a new hurricane study and map modernization initiative for levees. The Branch hosted a public informational meeting about the new maps at the Kilauea District Park Recreation Center on August 27, 2009. Public outreach included representatives from FEMA, the U.S. Army Corps of Engineers, and the Department of Land and Natural Resources (DLNR). The Subdivision Branch performed the following major activities:

| <b>Subdivisions/Consolidations/Easements/Site Development Plans</b> | <b>FY09</b> | <b>FY10</b> |
|---|-------------|-------------|
| Applications Received.....  | 258         | 286         |
| Actions Taken.....  | 658         | 637         |
| Withdrawn or Closed.....  | 4           | 4           |
| Rejected (Incomplete).....  | 4           | 8           |
| Approved by Director.....   | 156         | 154         |
| Denied by Director.....   | 4           | 4           |
| <b>Park Dedication Applications</b>                                 |             |             |
| Applications Received.....  | 37          | 22          |
| Withdrawn or Closed.....  | 2           | 1           |
| Rejected (Incomplete).....  | 0           | 0           |
| Approved by Director.....   | 21          | 6           |
| Denied by Director.....   | 0           | 0           |
| <b>Flood Variances</b>  |             |             |
| Applications Received.....  | 7           | 3           |
| Withdrawn or Closed.....  | 2           | 0           |
| Rejected (Incomplete).....  | 0           | 2           |
| Approved by Director.....   | 2           | 1           |
| Denied by Director.....   | 0           | 0           |
| <b>Other Applications Processed</b>                                 |             |             |
| Street Name Applications.....                                       | 11          | 8           |
| Flood Determinations.....   | 16          | 15          |
| Miscellaneous Correspondence.....                                   | 55          | 46          |
| <b>Plans Received</b>   |             |             |
| Construction Plans (Includes Grading Plans).....                    | 278         | 247         |

**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 needed to mitigate anticipated impacts to existing and/or proposed street networks; oversees overall development of streets and highways within the City; coordinates review and approval of street lights and traffic signal plans with other City Departments; 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 for traffic signs, pavement striping, street lights, and traffic signals.

**Accomplishments**

The Traffic Review Branch continues to provide assistance with the development of the Drive Akamai program, revise the City's traffic standards, and assist with construction details; be 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; and provide review, comments, and/or recommendations for land use permits and community plans, some as follows:

- East Kapolei II Development
- Ewa by Gentry
- Joint Traffic Management Center
- Kapiolani Medical Center for Women and Children
- Kapolei City - Urban Core Roadways
- Kapolei Harborside Roadway Master Plan
- Makaiwa Hills Roadway Master Plan
- Ocean Pointe Development and Marina
- University of Hawaii - West Oahu

The Traffic Review Branch also performed the following major activities:

|   | <u>FY09</u> | <u>FY10</u> |
|---|-------------|-------------|
| Construction Plans Reviewed/Approved* .....         | 923         | 896         |
| Land Use Permits/Projects Reviewed** .....          | 476         | 417         |
| Building Permits Approved .....                     | 283         | 268         |
| Subdivision Applications Reviewed .....             | 372         | 355         |
| Road-Widening Setback Inquiries.....                | 769         | 748         |
| Construction and Bond Estimate Certifications ..... | 23          | 20          |

\*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 with regard to the proposed developments' impacts to, and requirements of, the City's sewer system; review and approval of sewer master plans; issuance of sewer connection permits; review and approval of construction plans as related to the City's sewer system; review and approval of requests to connect to the City's sewer system, including 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 in resolving conflicts in sewer matters; review of proposals for future projects created by the Department of Design and Construction (DDC); submitting suggestions to the Standards Committee which is responsible for the revision of sewer standards; and consultation with developers and their engineers to determine the most suitable route for their off-site sewer work. WWB also provides assistance to other divisions within the Department with streamlining processes for building permits and providing information to the Department of Environmental Services (ENV) for determination of appropriate sewer service charges. Additionally, the Branch is responsible for ensuring that all properties required to connect to the City's sewer system complete it on a timely basis. WWB also maintains the as-built drawings of all City sewer facilities. With this task, it is also required to provide testimony in cases involving disputes between the City and private entities.

### **Accomplishments**

The number of sewer connection permits issued this past fiscal year increased significantly, due to the improvement in the economy and the presence of larger and more complex developments in the Ewa area. Monies collected for the Wastewater System Facility Charge also increased due to developers such as Haseko (Ocean Pointe), D.R. Horton, Gentry (Ewa by Gentry), and the Department of Hawaiian Home Lands resuming residential construction.

Sewer studies decreased significantly, with developers large and small delaying their projects until the economy improves. The number of proposed subdivisions being processed for review remained stable as major developers began subdividing larger parcels of land into smaller ones to ease development. The number of construction plans reviewed remained essentially the same, as most of them were for upgrades to existing developments. As these plans were more complex, they required additional time for review and approval.

There was a decrease in Ohana zoning applications for review, although this type of construction is more economically feasible. The number of sewer master plans submitted for review, mostly from the Ewa area, remained the same. Projects requiring land use approval increased, as these are projects that, although developable, require City approval. Requests for the temporary use of holding tank facilities have also declined, due to construction costs.

The City has acquired the sewer system in the Laie area, and the Branch is tasked with determining sewage capacity for the proposed additional development and the initiation of sewer work orders for the installation of Low Pressure Sewer Systems (LPSS). The Branch collects funds and initiates service work orders to install these LPSS, and ensures there is no proposed construction over the force mains. In Kalaeloa, the Branch advises ENV of proposed projects and requests their comments for approval or denial.

The WWB continues its revision of the City's sewer standards with the Departments of ENV and DDC. The Branch has completed scanning its records and subsequent records collected will be scanned by ENV. WWB continues to work with ENV to index its scanned material, making it more user friendly. The WWB performed the following major activities:

|   | <u>FY09</u> | <u>FY10</u> |
|---|-------------|-------------|
| Sewer Connection Permits Issued .....                     | 385         | 533         |
| Preliminary Subdivision Plans Reviewed .....              | 277         | 288         |
| Subdivision/Development Construction Plans Reviewed ..... | 485         | 480         |
| Sewer Adequacy Studies Conducted .....                    | 792         | 533         |
| Ohana Applications Reviewed.....                          | 34          | 21          |
| Adequacy and Private Developments Evaluated .....         | 95          | 99          |
| Master Plans Evaluated/Engineering Reports .....          | 6           | 6           |
| Holding Tank Requests, Adequacy Transmittals .....        | 20          | 12          |
| Wastewater System Facility Fees Collected .....           | \$3,447,635 | \$4,642,805 |



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## DEPARTMENT OF PARKS AND RECREATION

Lester K. C. Chang, Director  
Richard Haru, Deputy Director

### POWERS, DUTIES, AND FUNCTIONS

The Department of Parks and Recreation manages, maintains, and operates all parks and recreation facilities of the city; develops and implements programs for cultural and recreational activities; and beautifies the public streets of the city. Its mission is to enhance the leisure lifestyle and quality of life for the people of Oahu through active and passive recreational opportunities.

### BOARD OF PARKS AND RECREATION

There is an advisory Board of Parks and Recreation that consists of nine members who are appointed by the Mayor and confirmed by the City Council. The board advises the Mayor, the City Council, and the Director on matters relating to recreation and cultural activities and associated facilities. The current members are: Donald Takaki, Chair; Gary A. Pacarro, Vice Chair; Dennis Agena; Cecilia Blackfield; Wilbert Ching; Robert K. Cundiff; Randal N. Harakal; Joan Raines and Richard Towill.

### EXECUTIVE SERVICES DIVISION

This division provides administrative, management support, and personnel services to the department encompassing overall park operations and systems relating to: 1) budget and purchasing operations, (2) planning, (3) park use permits, (4) storeroom and property inventory control, (5) management analyses, (6) personnel transactions, (7) labor relations, (8) collective bargaining issues, (9) training, (10) safety programming, driver evaluations and (11) payroll preparation.

### Duties and Functions

Develops, monitors and reviews the department's operating budget, purchasing and related management activities including expenditure plans, revenue projections; and prepares recommendations relating to park capital improvement projects (CIP), oversees safety programs and driver evaluations.

Processes the department's requests for operating expenses, supplies and equipment; reviews projects, programs and services in terms of operating requirements; and prepares recommendations to resolve capital and operating budgetary issues.

Administers the department's vehicle preventive maintenance program, processes environmental impact statements and prepares federal annual grant applications for park land acquisition and improvements.

Develops personnel policies and procedures, reviews and advises on personnel actions; advises divisions on labor relations and collective bargaining matters; administers employee training and safety programs, to include civil defense activities; and provides payroll preparation function.

Implementation of technological changes in financial and personnel management programs for the Department.

Conducts management reviews on departmental policies and procedures, fee assessments, rules, ROH changes and Charter changes. Conduct work study reviews on performance standards and benchmarks.

### Parks Planning

The Department of Parks and Recreation continues to participate in the National Park Service's Land and Water Conservation Fund (LWCF) grant program and was successful in securing approval of an application for a \$600,000 LWCF grant to support the City's \$3,000,000 outdoor playcourt improvement project at Ewa Mahiko District Park.

### Management Analysis

Processed various requests for access to a government record; updated various departmental policies and procedures. Provided support services to City Council legislative activities relating to parks and recreation responsibilities; participated in the development, review and updating of various emergency management operational plans for the department and its applications for FEMA grant projects; reviewed, edited and processed various departmental administrative rules and regulations. Initiated special contracts, changes to Revised Ordinances and City Charter.

### Park Permits Section

Coordinates, monitors and reviews issuance of public park use permits; collects applicable fees and charges; develops, amends, repeals and reviews park rules and regulations; and addresses park enforcement issues in cooperation with the other City and State regulatory agencies.

A total of 15,520 permits were issued in fiscal year 2010, a decrease of 3,091 permits from the previous year. There were 5,120 permits issued for park uses such as picnics, festivals, craft fairs, commercial uses, shore water events, athletic events, and indoor facility uses, and 10,400 permits were issued for camping at the City and County of Honolulu camp sites on Oahu.

### Property Management

Coordinates, monitors and reviews the department's property inventory control practices; maintains records in accordance with the city's policies and procedures; places emphasis on staff responsibility and accountability for equipment items; and continues to implement an efficient system for delivery of park supplies and materials.



Park Permits staff assists customers in obtaining a park use permit at the Park Permits Office, Frank F. Fasi Municipal Building.

Storekeeping staff of Executive Services preparing for a delivery.



The property inventory unit processed more than \$459,171 of equipment acquisitions and \$136,742 of equipment disposals. The storeroom operations procured, stocked and issued over \$405,052 worth of supplies to the various line divisions.

### Budget Management

#### OPERATING EXPENDITURES FOR FISCAL YEAR 2009-2010

| <u>Classification</u>  | <u>Amount</u>   | <u>Expenditure</u> | <u>Balance</u> |
|------------------------|-----------------|--------------------|----------------|
| Salaries & Wages.....  | \$39,799,448.00 | \$37,523,754.62    | \$2,275,693.38 |
| Current Expenses ..... | \$22,748,917.00 | \$21,728,675.59    | \$1,020,241.41 |
| Equipment .....        | \$239,000.00    | \$114,124.46       | \$124,875.54   |
| Total.....             | \$62,787,365.00 | \$59,366,554.67    | \$3,420,810.33 |

#### SPECIAL PROGRAMS FUNDED BY FEDERAL AND STATE OPERATING FUNDS FOR FISCAL YEAR 2009-2010

| <u>Programs</u>                | <u>Fund Source</u> | <u>Grant Ward</u> |
|--------------------------------|--------------------|-------------------|
| Summer Food Service .....      | Federal.....       | \$300,000         |
| Office of Youth Svc .....      | Federal.....       | \$67,600          |
| Take Me Fishing.....           | State.....         | \$5,000           |
| Mayor's Lei Day Program.....   | State.....         | \$15,000          |
| DOE After School Activity..... | State.....         | \$49,200          |
| Total.....                     |                    | \$436,800         |

#### GENERAL TRUST FUND FOR FISCAL YEAR 2009-2010

| <u>Account</u>                   | <u>Appropriation</u> |
|----------------------------------|----------------------|
| Other Donations.....             | \$341,411            |
| Clearance Account .....          | \$43,301             |
| Permit Deposit .....             | \$298,825            |
| Fall Session Paani .....         | \$118,735            |
| Lester McCoy Pavillion .....     | \$1,346,238          |
| Summer Session Paani .....       | \$145,349            |
| Spring Session Paani .....       | \$131,773            |
| Summer Fun Clearance.....        | \$896,106            |
| Research Projects.....           | \$408                |
| City Beautify.....               | \$17,279             |
| Surf Sites.....                  | \$306,061            |
| Botanical Gardens .....          | \$134,903            |
| Executive Center Park .....      | \$100,000            |
| Ehukai/Pupukea Improvements..... | \$182,792            |
| Total.....                       | \$4,063,181          |

**REVENUE AND OTHER COLLECTIONS FOR FISCAL YEAR 2009-2010**

| <u>Federal State Grants</u>                 | <u>Revenue</u>     |
|---|--------------------|
| Summer Food Service .....                   | \$98,123           |
| Office of Youth Svc .....                   | \$62,200           |
| Take Me Fishing.....                        | \$5,000            |
| Mayor's Lei Day Program.....                | \$15,000           |
| DOE After School Activity.....              | \$49,200           |
| <b><u>Charges for Services and Fees</u></b> |                    |
| Service Fees - Dishonored Checks.....       | \$1,380            |
| Hanauma Bay Admission .....                 | \$4,168,176        |
| Hanauma Bay Parking .....                   | \$196,541          |
| Community Gardens.....                      | \$43,713           |
| Duplicating Copy of Any Record.....         | \$90               |
| Custodial Services .....                    | \$7,795            |
| Others .....                                | \$52,422           |
| <b><u>Culture Recreation</u></b>            |                    |
| Kitchen .....                               | \$8,876            |
| Dumpster.....                               | \$450              |
| Scuba/Snorkeling.....                       | \$19,090           |
| Commercial Windsurfing .....                | \$1,875            |
| Commercial Filming .....                    | \$32,980           |
| Summer Fun Program .....                    | \$146,112          |
| Fall and Spring Programs .....              | \$27,657           |
| Foster Botanical Garden.....                | \$127,297          |
| Attendant Services.....                     | \$365,703          |
| Other Donations.....                        | \$106,538          |
| <b>TOTAL REVENUES .....</b>                 | <b>\$5,536,217</b> |

**Personnel Services**

The Personnel Services Section is responsible for developing personnel policies and procedures, reviewing, processing and advising on personnel actions, advising divisions on labor relations and collective bargaining matters, maintaining employee files and records, and for payroll preparation activities.

The department's authorized position count as of June 30, 2010:

|   |          |
|---|----------|
| Regular Employees.....                          | 911.00   |
| Temporary Employees.....                        | 11.25    |
| Personal Services Contract Employees.....       | 241.55   |
| Total .....                                     | 1,163.80 |
| Summer College Student Employment Program ..... | .293     |
| Summer Program Hires .....                      | .378     |
| Total Summer Hires.....                         | .671     |

**Personnel Transactions 2008-2010 (Regular and Temporary Employees)**

| <u>Types of Personnel Transactions</u>     | <u>FY08</u> | <u>FY09</u> | <u>FY10</u> |
|--|-------------|-------------|-------------|
| New Hires.....                             | 75          | 37          | 14          |
| Separations.....                           | 38          | 38          | 54          |
| Promotion/Reallocation Requests...53 ..... | 28          | 13          |             |

**Training Section**

Implementation of new technological programs in "Cherps" financial and "Advantage" human resource systems. The Department continues to develop in-house training programs such as performance reviews and labor relations focusing on improving supervisory skills. Department incorporated mandatory training e.g., bloodborne pathogens and drug abuse training for new employees during the new employee orientation. Sexual Harassment, Workplace Violence, Hazardous Communication was incorporated in the annual summer fun training. Annual training and review in best management practices was conducted focusing on environmental issues for all maintenance supervisors and management personnel.

**TRAINING DATA**

| <u>Training Category</u>     | <u>No. of Courses</u> |             | <u>No. of Employees</u> |             | <u>Training Hours</u> |             |
|------------------------------|-----------------------|-------------|-------------------------|-------------|-----------------------|-------------|
|                              | <u>FY09</u>           | <u>FY10</u> | <u>FY09</u>             | <u>FY10</u> | <u>FY09</u>           | <u>FY10</u> |
| Management/Supervisory ..... | 22                    | 228         | 1414                    | 2950        | 3128                  | 3260        |
| Technical/Specialized .....  | 74                    | 73          | 2380                    | 652         | 7553                  | 2610        |
| Safety .....                 | 114                   | 185         | 5757                    | 3120        | 12245                 | 4313        |



## Safety Section

Twenty-one scheduled, unscheduled, and requested safety inspections were conducted on Park Maintenance and Recreation Services facilities throughout Districts I, II, III, IV, V; and Recreation Support Services facilities.

Final inspections were conducted on the installation of a new composite play structure, a new wastewater system, the replacement a new gym floor, retiling of a new swimming pool, and a number of other projects.

Semi-annual department safety committee meetings were conducted to kick start the division quarterly safety meetings and focus on safety and health concerns from field.

| <u>Safety/Accident and Injury statistics</u>   | <u>FY 08</u> | <u>FY 09</u> | <u>FY 10</u> |
|--|--------------|--------------|--------------|
| HIOSH violations.....                          | 0.....       | 0.....       | 0.....       |
| Safety inspections.....                        | 128.....     | 135.....     | 21.....      |
| Lost-time employee injuries/illnesses.....     | 69.....      | 61.....      | 53.....      |
| No lost-time employee injuries/illnesses ..... | 41.....      | 41.....      | 48.....      |
| Park users/participant injuries .....          | 80.....      | 85.....      | 63.....      |

## Civil Defense

The civil defense coordinator represents the department as a member of the Local Emergency Planning Committee, Honolulu Urban Area Working Group, Tsunami Evacuation Zone Working Group and Multi Hazard Mitigation Planning Committee.

Tropical storms and hurricanes were tracked and the information disseminated to the divisions. High surf, high winds, and flash flood warnings was also disseminated to the affected locations.

The Department provided heavy equipment support for the Waiawa brush fire in September, shelter support for the high surf event that occurred in December, and offered evacuation sites for the Tsunami warning in February.

Parks and Recreation continues to dialogue with the Department of Emergency Management, to coordinate a refresher shelter training be provided to our staff by the American Red Cross.

Continuity of Operations Plan has been developed and updated.

## Driver Training Section

More than 600 employees participated one or more of the training programs offered by this section, including annual driver improvement training, defensive driver programs, equipment operator training, aerial lift training and van/mini bus certification, commercial driver license training and driver evaluations. An Accident Investigation workshop was offered for the first time and was very well received by 146 supervisors and managers over ten classes. We have also continued working closely with Hawaii Local Technical Assistance Programs in providing specialized training programs such as Work Zone Safety and Storm Debris Clean up.

### Training Programs

| <u>Program</u>                      | <u>No. of Courses</u> | <u>No. of Employees</u> | <u>Training Hours</u> |
|-------------------------------------|-----------------------|-------------------------|-----------------------|
| Driver Improvement .....            | 9.....                | 192.....                | 768.....              |
| 15-Passenger Van/Mini Bus .....     | 10.....               | 204.....                | 1020.....             |
| Driver License Upgrades .....       | 0.....                | 0.....                  | 0.....                |
| Employees Trained on Equipment..... | 18.....               | 129.....                | 774.....              |
| Accident Investigation .....        | 10.....               | 146.....                | 1168.....             |

### Driver Evaluation

|                              | <u>No. of Employees</u> | <u>No. of Hours</u> |
|------------------------------|-------------------------|---------------------|
| CDL/Type 4.....              | 75.....                 | 150.....            |
| 15-Passenger Van Driver..... | 213.....                | 110.....            |

## PARK MAINTENANCE AND RECREATION SERVICES DIVISION

The Park Maintenance and Recreation Services Division (PMRS) is responsible for the development and implementation of community recreation and leisure programs, and for maintaining recreational facilities, parks, beach rights-of-way, promenades and future park areas throughout the island of Oahu. Two hundred ninety-three parks encompassing more than 6,000 acres fall under the jurisdiction of PMRS. The division is broken into five districts and two support services: East Honolulu, West Honolulu, Leeward Oahu, Windward Oahu, and Central Oahu, as well as Recreation Support Services and Maintenance Support Services.

Two hundred eight-seven outdoor comfort stations under PMRS are cleaned seven days a week. This includes 1,152 toilets, 332 urinals and 1,071 sinks.



Storm Debris Cleanup Training, employees from Division of Urban Forestry receive safety briefing and instruction from instructor Mr. Tim Ard (in orange) of Forest Appalachian.

The division's community recreation programs provided a wide range of activities for tiny tots, children, teens, adults, senior citizens and persons with disabilities at 80 recreation sites. This division serviced 57,000 registered participants during the three major program periods of summer (June-August), fall (September-December), and spring (January-May). Activities included special community events and classes in aquatics, arts and crafts, creative expression and drama, ethnic culture, games and sports, music and dance, outdoor recreation and physical fitness.

|                   | <u>FALL 2009</u> | <u>SPRING 2010</u> | <u>SUMMER 2010</u> | <u>TOTAL</u> |
|-------------------|------------------|--------------------|--------------------|--------------|
| Tiny Tots.....    | 497              | 6444               | 357                | 7298         |
| Children.....     | 6426             | 1669               | 8899               | 16994        |
| Teens.....        | 2071             | 1068               | 2780               | 5919         |
| Adults .....      | 4083             | 2689               | 2306               | 9078         |
| Seniors .....     | 5078             | 6806               | 2951               | 14835        |
| <b>TOTAL.....</b> | <b>18155</b>     | <b>18676</b>       | <b>17293</b>       | <b>54124</b> |

Throughout the year, the various parks in the Department were used to host major activities. Kapiolani Regional Park hosted the Okinawan, Korean, Scottish, Filipino, Vietnamese, Hispanic and Thai cultural events. It is also the home to the Slack Key, Ukulele, Na Hula, Aloha, May Day and the Kamehameha Day Festivals. Who can forget the Honolulu Marathon with its 35,000 runners and volunteers which starts at Ala Moana Regional Park and ends at Kapiolani Regional Park. These parks are the beginning and the end of many 5K and 10K walks and runs. Ala Moana Regional Park was used for various cultural events such as the Dragon Boat Race, Greek Festival, Gay Pride Festival, Portuguese Festival and the Aloha Week Festival. Both regional parks hosted various shore water events, charity walks, parades, marathons and triathlons. Both parks are well used every weekend and more so on three-day weekends during the year with many family picnics and other large group activities using these two parks.

With strong support from the various communities, PMRS continued its quest to better manage our parks by continuing the implementation and enforcement of night closure with the strong support of the Honolulu Police Department. These efforts continue to bring strong positive feedback from the community.

**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 Avenue to Sandy Beach Park. East Honolulu District I is comprised of 126 areas totaling 602.82 acres of land.

- Total Grounds Maintenance Positions:
  - 126 Full-time positions with 15 vacancies
  - 2 Part time positions with 1 vacancy

- Total Recreation Positions:
  - 40 Full-time positions with 9 vacancies
  - 1 Part-time position
  - 277 Attendant Services positions

- Hanauma Bay Nature Preserve Administrative Positions:
  - 21 Full-time positions with 3 vacancies
  - 6 Part-time positions with 3 vacancies

The District's community recreation programs provided a wide range of activities for tiny tots, children, teens, adults, senior citizens and persons with disabilities at 18 recreational sites. District serviced 12,526 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



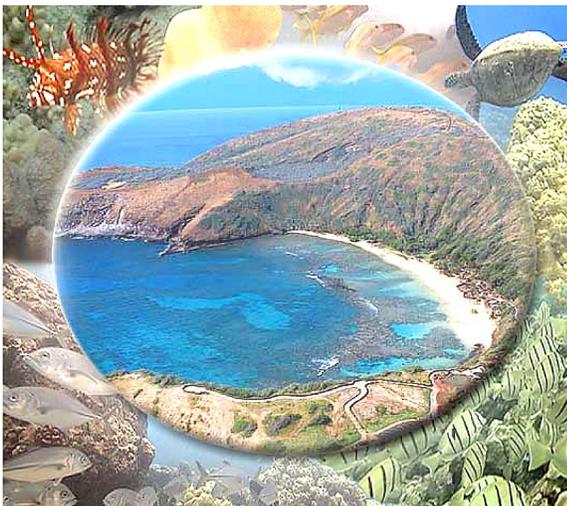
games, music, dance, drama, outdoor recreation, ocean recreation, physical fitness and ethnic culture. The Summer Fun Program was offered at ten sites with 1,645 children enrolled. The Summer Plus Program was offered at nine areas this summer; Aina Haina Community Park, Kahala Community Park, Kaimuki Community Park, Kamilo Iki Community Park, Kanewai Community Park, Koko Head District Park, Manoa Valley District Park, Paki Community Park and Wilson Community Park. Two of the areas offered both morning and afternoon care.

**Registered Participants in Programs**

|                     | <u>Fall 2009</u>   | <u>Spring 2010</u> | <u>Summer 2010</u> | <u>Total</u>  |
|---------------------|--------------------|--------------------|--------------------|---------------|
| Tiny Tots .....     | 157 .....          | 182 .....          | 48 .....           | 387           |
| Children .....      | 1,909 .....        | 1,696 .....        | 1,645 .....        | 5,250         |
| Teens.....          | 237 .....          | 144 .....          | 723 .....          | 1,104         |
| Adults .....        | 1,491 .....        | 1,350 .....        | 534 .....          | 3,375         |
| Seniors .....       | 917 .....          | 871 .....          | 622 .....          | 2,410         |
| <b>Totals .....</b> | <b>4,711 .....</b> | <b>4,243 .....</b> | <b>3,572 .....</b> | <b>12,526</b> |

Special District activities included holiday events that included Easter egg hunts, Halloween costume contests, Christmas programs and other family activities. The District hosted teen activities and excursions, which included several community service projects completed by the 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.

The park maintenance program for the majority of East Honolulu District occurs Monday through Friday, 6:30 a.m. to 3:00 p.m. and Saturday & Sunday, 6:30 a.m. to 10:30 a.m. At Kapiolani Regional Park and Kuhio Beach Park, the maintenance program operates Sunday to Saturday, from 6:00 a.m. to 11:00 p.m. At Hanauma Bay Nature Preserve maintenance operations are from 5 a.m. to closing, Wednesday through Monday, and from 6:00 a.m. to 2:30 p.m. on Tuesdays.



**Hanauma Bay Nature Preserve**

This attractive nature preserve is open Wednesday through Monday 6:00 a.m. to 7:00 p.m. in the summer season and starting the first Sunday of each October the bay is open from 6:00 a.m. to 6:00 p.m. during the winter season. Its Visitor Center remains open on Thursdays until 8:30 p.m. for educational presentations. The nature preserve is closed every Tuesday for maintenance.

Hanauma Bay Nature Preserve continues to be among the top visitor park attractions in Hawaii. Hanauma Bay continues to gain worldwide recognition as a model for marine preservation. The entry process includes a required 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. The Thursday evening Lecture Series continue to attract residents and visitors to Hanauma Bay with attendances between 30 to 70 people. Hanauma Bay celebrates its 43 years as Hawaii's first Marine Life Conservation District.

**Hanauma Bay Nature Preserve's Visitor Center and Beach attendance for 2009-2010**

| <u>Month</u>       | <u>Non-Resident Visitors</u> | <u>Resident Visitors</u> | <u>Total Visitors</u> |
|--------------------|------------------------------|--------------------------|-----------------------|
| July .....         | 77,549 .....                 | 9,882 .....              | 87,431                |
| August .....       | 74,851 .....                 | 8,038 .....              | 82,889                |
| September.....     | 50,842 .....                 | 6,193 .....              | 57,035                |
| October .....      | 52,442 .....                 | 6,559 .....              | 59,001                |
| November.....      | 45,097 .....                 | 4,719 .....              | 49,816                |
| December.....      | 53,055 .....                 | 4,922 .....              | 57,977                |
| January .....      | 47,676 .....                 | 6,261 .....              | 53,937                |
| February.....      | 42,639 .....                 | 4,037 .....              | 46,676                |
| March .....        | 60,641 .....                 | 6,026 .....              | 66,667                |
| April .....        | 58,424 .....                 | 4,836 .....              | 63,260                |
| May .....          | 54,239 .....                 | 6,629 .....              | 60,868                |
| June.....          | 64,517 .....                 | 7,808 .....              | 72,325                |
| <b>Total .....</b> | <b>681,972 .....</b>         | <b>75,910 .....</b>      | <b>757,882</b>        |

*\*\*Another estimated 500,000 visitors annually sightsee from our scenic lookout without entering our visitor center or going down to the beach.*

**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 and various types of facilities, including beach parks, district parks, community parks, neighborhood parks, mini parks, and promenades; and is partially responsible for the same at malls, parking lots, and a traffic circle in the geographical boundary, which extends from Punahou Street/Ala Moana Regional Park westward to Aiea District Park. District II comprises of 68 areas totaling 545.03 acres of land.

Total Grounds Maintenance Positions:

86 Full-time positions (plus 8 Full-time positions from DFM from September 1, 2009)

7 Part-time positions

Total Recreation Positions:

34 Full-time positions

255 Part-time positions

**Accomplishments**

1. Throughout the year, Ala Moana Regional Park was used for various cultural events run by community organizations, such as the Dragon Boat Race, Greek Festival, Gay Pride Festival, Portuguese Festivals and the Aloha Week Festival. It also hosted various canoe and surf events, charity walks, parades, marathons and triathlons. In December, the Honolulu Marathon used the park as the starting point, with approximately 35,000 runners using the park in the early morning hours to prepare for the race. The Fourth of July three-day weekend drew over 30,000 visitors to the fireworks display that was sponsored by the Ala Moana Shopping Center business association. Every three-day weekend during the year impacts the number of family picnics and other large group activities using this park. Ala Moana Regional Park attracts about two million visitors each year. The District worked in partnership with the Honolulu Police Department-District I as needed during large events and three-day weekends.
2. The District worked in partnership with the Honolulu Police Department-District I (HPD-D1) at Ala Moana Regional Park to continue to educate the public to abide by the night closure hours from 10:00 p.m. to 4:00 a.m. HPD-DI also provided enforcement support for the "No Tents Allowed" rule.
3. Ala Moana Regional Park hosted the annual Honolulu Family Festival, a carnival celebration. It was the third carnival event held at the park in many years and was a great success.
4. Keehi Lagoon Beach Park was used for canoe regattas, major cultural events (i.e. Samoan Heritage Festival, Republic of Marshal Islands Constitution Day), Special Events (the Honolulu Community Action Program's 4th Annual Ka Pono No Ka Keiki Festival) and various sports activities that the facilities support (i.e. tennis, cricket, rugby, football, baseball, and softball). The largest events drew approximately 10,000 people each. The District worked closely with the Honolulu Police Department District V to assist groups with planning the largest events for safety.
5. The Downtown Clean Team maintained sidewalks, roadways and parks such as Wilcox Park, Fort Street Mall, Kamalii Mini Park, Aala International Park; and Sun Yat Sen Mall, College Walk Mall and the Pauahi Recreation Center building, through August, 2009. The Department of Facility Maintenance facilitated the daily cleaning through August, 2009. The district provided maintenance equipment, repairs by the Building Maintenance Repairer, and facilitated repairs requiring Maintenance Support Services trades support; and the district mowing crew mowed the grass at Aala International Park and Smith-Beretania Park, through August, 2009. On September 1, 2009, the district took over the daily care of the Downtown/Chinatown parks and malls, except for street-cleaning and other tasks that remained with the Department of Facility Maintenance (e.g. repair of pavers and street-lighting, etc.), reorganizing to accept the 8 positions assigned to these areas.
6. The partnership with Unity House, Inc., a nonprofit organization, continued at Pauahi Recreation Center. The joint operation of the facility has provided services to the community, particularly for senior citizens.

7. The District accepted referrals of participants from the Community Service Sentencing Program (CSSP) to work at Ala Moana Regional Park, Keehi Lagoon Beach Park, Kalihi Valley District Park, Makiki District Park and Beretania Community Park under the supervision of maintenance staff, and occasionally under the supervision of recreation staff.
8. Construction projects were ongoing throughout the district to renovate and/or upgrade facilities to benefit people in the surrounding communities (e.g. light improvements at Aiea District Park and Halawa District Park; roof renovations at Booth District Park and gym floor renovations at Lanakila District Park, IDIQ projects to improve parking lots, etc.).
9. Child care facilities operated 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 child care providers to support these programs in conjunction with regular recreational programs.
10. The District was home to the "In-Motion Program" much of the year, providing an office space and use of facilities at Kalihi Valley District Park. District administration worked closely with the In-Motion staff to support the "Non-School Hour" activities in partnership with the State Department of Education and Farrington High School. The program provided recreational/educational opportunities for at-risk youths at Farrington High and Kalakaua Middle Schools, many of whom would not otherwise be empowered to participate in sports, dance, and organized dance activities with an integrated group of youths from varied socio-economic backgrounds. The program was completed at the end of the Fiscal Year, and considered a success, especially because Farrington High School's intention was to sustain significant portions of it using their own operating funds.
11. The Friends of the Makiki Community Learning Center celebrated the grand Re-Opening of the Makiki Library on March 25, 2009, with the assistance of the recreation and maintenance staff.



**Lanakila District Park renovated gymnasium floor.**

11. The Friends of the Makiki Community Learning Center celebrated the grand Re-Opening of the Makiki Library on March 25, 2009, with the assistance of the recreation and maintenance staff.  
The "Rediscover Makiki" event was hosted at Makiki District Park on July 24 & 25, 2009, in cooperation with the Friends of the Makiki Community Learning Center and the Mayor's Office. Recreation and maintenance staff worked with event organizers to coordinate use of the facilities and grounds for the many activities provided for the community's enjoyment. This community event drew crowds of more than 2000 people each day.
12. The District's community recreation programs provided a wide range of activities for tiny tots, children, teens, adults, senior citizens and persons with disabilities at 20 recreational sites. District II serviced 12,442 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 Summer Fun Program was offered at 17 sites with 2,122 children enrolled. There were 543 children enrolled in other summer programs. The Summer Plus Program was offered at seven areas (Booth District Park, Halawa District Park, Moanalua Community Park, Kalakaua District Park, Beretania Community Park, Stevenson Recreation Center and Ala Puumalu Community Park). The programs offered both morning and afternoon care. Five areas offered the Summer Food Service Program, which served breakfast to many children who might not otherwise be able to eat healthy, balanced lunches, or any lunches at all due to their economic situations.



**Cosmic Bowling with participants from various program sites.**



Booth District Park Summer Fun doing “Chicken Fat” on Olympic Day.



**Registered Participants on Programs**

|                | SUMMER 2009 | FALL 2009 | SPRING 2010 | TOTAL  |
|----------------|-------------|-----------|-------------|--------|
| Tiny Tots..... | 87          | 70        | 57          | 214    |
| Children ..... | 2,665       | 882       | 821         | 4,368  |
| Teens.....     | 652         | 464       | 373         | 1,489  |
| Adults .....   | 364         | 1,263     | 996         | 2,623  |
| Seniors .....  | 758         | 1,503     | 1,487       | 3,748  |
| TOTAL .....    | 4,526       | 4,182     | 3,734       | 12,442 |

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 held 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.

13. The park maintenance program continued to service all of the parks facilities Monday – Friday, 6:30 a.m. to 3:00 p.m. and Saturday/Sunday, 6:30 a.m. to 10:30 a.m. At Ala Moana Regional Park, the park maintenance program operates seven days a week, from 6:00 a.m. to 2:30 p.m. Maintenance operations supported both organized recreation activities and non-organized passive use of all parks in the district.
14. Ala Moana Regional Park was the site of an important part of the long-term project to improve the City’s aging sewer system. Park staff continued to work closely with the Department of Design and Construction engineers, project consultants, contractors and the public to minimize inconvenience to the public.
15. Ala Moana Regional Park was one of the primary sites where the Department of Parks and Recreation and the Department of Environmental Services continued the partnership to plan, design and implement improvements to the flow pattern of storm water runoff to ensure future compliance with the National Pollutant Discharge Elimination System (NPDES) and associated best management practices, while making best use of available resources.

**LEEWARD OAHU – DISTRICT III**

**Recreation Major Accomplishments 2009-2010**

The 2009 Summer Fun Programs were offered at 19 sites with 3, 067 children enrolled. The Summer Plus Programs were held at five parks this summer (Asing Community Park, Crestview Community Park, Makakilo Community Park, Mililani District Park, Pearl City District Park). Four of the areas offered both morning and afternoon care. Eight areas conducted the Summer Food Service Program (Maili Community Park, Makaha Community Park, Nanakuli Beach Park, Piliilau Community Park, Wahiawa District Park, Waianae District Park, Waipahu District Park, and Whitmore Community Park) which is a federally funded free meals program.

The District’s community recreations programs provided a wide range of activities for tiny tots, children, teens, adults, senior citizens, and persons with disabilities at 26 recreation sites. This district serviced 15,996 registered participants during the three major program periods of summer (June- August), fall (September- December), and spring (January- May). Activities included classes in aquatics, arts and crafts, creative expressions and drama, ethnic culture, sports and games, music and dance, outdoor recreation, and physical fitness. Although there was the budget crunch, some special events were planned and organized throughout the district. These ranged from Christmas events to Easter Egg Hunts, Swim Meets, Basketball/Volleyball Leagues, and District Archery Tournaments. Participants of all ages enjoyed these events. Special events for teens and TNT (Tomorrows New Teens) pre-teen program were specifically planned for this age group to provide them with wholesome, worthwhile, fun activities. These activities included a teen dance, bowling, volleyball tournament, Ice Palace and Wet N Wild Water Park excursions.

|                | <u>Summer 2009</u> | <u>Fall 2009</u> | <u>Spring 2010</u> | <u>Total</u> |
|----------------|--------------------|------------------|--------------------|--------------|
| Tiny Tots..... | 116                | 210              | 182                | 508          |
| Children.....  | 3592               | 1899             | 1,725              | 7216         |
| Teens.....     | 907                | 782              | 461                | 2150         |
| Adults.....    | 200                | 1029             | 626                | 1855         |
| Seniors.....   | 575                | 1,684            | 2,008              | 4267         |
| Totals.....    | 5390               | 5,604            | 5002               | 15996        |

Waipahu Complex (Waipahu District Park, Ho'aeae Community Park and Project Ho'omana) continued their collaboration the Department of Education, as part of the 21st Century Community Learning Center Grant. The complex worked on expanding and enhancing programming with Kaleiopu'u Elementary, Waipahu Elementary, Waipahu Intermediate and Waipahu High Schools to provide after-school and weekend recreational activities. The program directors provided after-school recreational activities, homework assistance, mentoring, over night camps, drug free workshops, ROPES courses, summer and intersession, and summer programs at the schools in the Waipahu Community. The Grant monies gave the program directors the opportunities to enhance the current summer fun program by hiring additional staff to supplement and enrich the programs. This opportunity provided for innovative and non-traditional programming throughout the year. The coming year will see the possibility of additional funds as the Waipahu Complex Schools will once again submit a proposal to continue the 21<sup>st</sup> CCLC Grant funding.



Project Ho'omana had a very busy year. It was the recipient of three Grants from the Office of Youth Services (OYS) and provided unique programming to the youth of Waipahu. One of these programs was a continuation of (Violence Education and Gang Awareness) and the other two programs addresses the issues of Truancy and Positive Youth Development. These OYS Grants will provide funding through November 2010. An extension until June 30, 2011, has been awarded to continue services



**Hoomana teens**



beyond the present contract period. We have continued to be very active within the community and had our teens involved in community service projects including the Waipahu Cane Haul Run, Community clean ups, and the Great Aloha Run. Our involvement in the 21st Century Community Learning Center Grant, with the DOE, allowed us to be active in after-school programs at Waipahu Elementary School, the Intermediate, and

Waipahu High School. A new partnership was also formed between UH's Gear Up Program and Ho'omana at Waipahu Intermediate School. Gear Up follows students from one particular grade level through their academic journey from the seventh grade to graduation. Ho'omana was able to provide many of the recreational components that help to foster healthy social and physical activities.

The Truancy Prevention Program worked with the attendance coordinator at Waipahu Intermediate School to receive names of students who have been caught for truancy. These students, along with their parents, were required to attend a 4-hour session on a Saturday morning. During this session, both students and parents participated in various activities that were designed to strengthen their relationships with each other. The Honolulu Police Department discussed with both parties the importance of Truancy Laws and the legal responsibilities of the parents in regards to a minor. HPD also provided parents with important information on Gang Violence, and what to look for if you suspected your child is involved in gangs. The Hawaii National Guard provided information on the effects on various accessible drugs and alcohol abuse. During the student session, staff members worked with students

on how to avoid peer pressure and bullying, and how to make better choices. This program would not have been possible without the continued successful partnerships of the various agencies involved. The program will resume its Saturday classes beginning August 2010 at Waipahu Intermediate School. The National Guard has also been instrumental in providing our youth with team building strategies through their low ROPES course held during the summer.

The Violence Education and Gang Awareness Program (VEGA) were designed to address the issues of Youth Gangs and various alternatives and opportunities that help youth develop into responsible individuals. The youth in this program participated in a range of lessons that: Teach the importance of creating S.M.A.R.T. Goals for themselves; Learn to build their self-esteem; Improve their communication skills; Learn to Make Better Choices; Learn to deal with their aggressions through recognizing, understanding and controlling their anger; Develop necessary skills to deal with peer pressure and bullying; and Learn the importance of internet safety. The VEGA Program also provided students with homework and tutoring assistance and the opportunity to participate in Area, Complex, District and City-Wide events.

The Positive Youth Development program has allowed our staff to share their individual talents in special classes throughout the year. One such class involved students in the art of photography. Here students had the use of digital SLR cameras to learn the technicality, the art and the concept of photography. Hip Hop dancing and ceramics also provided the Waipahu teens with pro-social activities that helped to develop them into civic minded students. We have future programming plans to provide more innovative recreational and life changing experiences for the youth of Waipahu. These classes will begin again in the month of October 2010.

Ho'aeae Community Park, located adjacent to Kaleiopu'u Elementary School, has provided the Village Park community with innovative music and performing arts programs since the start of the school year. One example of its unique classes was their children's Rock Band. In this class, elementary age students developed their musical talents through the formation of a Rock Band, learned skills in music arrangements, performance, and stage presence. Their popular cooking classes also produced delicious and appealing snacks and main dishes for the participants on a weekly basis.

Waipahu District Park, with the end of its children's Summer Fun program, recreation opportunities for Senior citizens resumed with various club activities and adventurous classes. This particular population was provided the opportunity to participate in weekly exercise classes, field trips to sights of interest around the island, table games like mahjong and poker, and walking/hiking adventures to scenic locations throughout the island. The gym at Waipahu District Park has been filled with energetic seniors ready for an excellent workout twice weekly. Youth clinics in volleyball and basketball also occupied the time of many youth during the afternoon hours.

Waianae Complex (Maili Community Park, Makaha Community Park, Nanakuli Beach Park, Piliilau Community Park and Waianae District Park) continued to collaborate with Police Athletic League (PAL) to provide much needed sports leagues to residents on the Waianae Coast. During the Fall this included Flag Football for children aged 7-9 and 10-12. During the Spring Program we ran Basketball leagues for the following ages, 5-6, 7-8, 9-10, 11-12, 13-14 and 15 years and up. Prior to Summer we ran Volleyball leagues for children and teenagers 9-11, 12-14 and 15-17 years old. Recruiting volunteer coaches has enabled the complex to expand the number of teams in the leagues and stay within their budget.

The Leeward Coast Community Benefits Advisory Committee also known as CBAC was responsible for the expansion and changes in the recreation programs on the Waianae Coast. Sports leagues were able to expand because CBAC provided the additional equipment needed to do so. Archery classes were offered at four of the five manned parks, and there were free cooking classes for children. Past ocean recreation activities were limited to pole fishing, snorkeling and boogie boarding. CBAC funds allowed them to add Kayaking and Stand-Up Paddle Boarding at Pokai Bay. One of the best things that CBAC provided for these communities was the opportunity to participate in free Summer Fun Programs. Waivered participants paid nothing to be part of a six week summer fun program that was filled with special activities and goodies, including a free lunch program, three excursions throughout the summer with free transportation and admission. (Non-waivered participants received all of the above for a nominal Registration fee of \$25.00).

The first "Taste of Summer Fun" Event was held to kick-off Registration on May 15, 2010 at Waianae District Park. They wanted to get the word out to the communities about Summer Fun, and the event was intended to give parents and their children an idea of what could be expected in a summer fun program.

Taste of SF



There were inflatable jumpers, carnival games, and make-n-take activities throughout the day. Entertainment was provided by participants of park classes from Waianae Complex. There were contests with prizes for those who participated, and the reward for a completed activity card was shave ice, pop corn and a hot dog. This was a first time event, and it was enjoyed by all who attended. Plans are being made to continue this successful event.

**Makakilo Community Park:** For the past year, CBAC funds have greatly enhanced the recreation programs for the community. In Fall 2009, we were able to offer some new classes (i.e. Keiki Sewing and Basketball Skills) in part because of the new equipment that we were able to obtain through CBAC. We were also able to enhance our existing classes with new equipment such as new mats and play equipment for our Parents & Tots Classes, new bows, targets and arrows for our archery classes and new basketballs, adjustable rims and volleyballs for our sport classes. We were also able to purchase plastic eggs and prizes for our annual Easter Bash event. On April 3, 2010 from 9:00-11:00 a.m. we had our annual Easter Bash at Makakilo Community Park. There were over 150 people who attended the event. There was an egg hunt, egg decorating contest, games and crafts. The community also benefited from CBAC this past summer with all Summer Fun activity fees (\$75 value), and many teen event admission fees and bus transportation (i.e. Polynesian Cultural Center, movies, Ice Palace) were paid by CBAC.

**Makakilo Neighborhood Park Swimming Pool:** The Swimming Pool programs have benefited under CBAC by using funds to purchase equipment and supplies. New kickboards enhanced activities including swim lessons, swim team, and water exercise programs. The new CD player has been well used for the water exercise program, and first aid equipment, CPR manikins, training AEDs had been used for training staff and participants. A four camera security system and DVR recorder was set up to monitor the storage room and office. Programs have also been enhanced.

During Fall 2009 program, Makakilo Pool and Wahiawa Pool held a duel swim meet ranging in ages from 6-16. With the help of coaches and parent volunteers on both sides we had a successful swim meet with refreshments that were also provided by parents and swimming awards ribbons that were purchased with CBAC funds.

**Kamokila Community Park:** For the Fall 2009 program, Kamokila Community Park hosted an event named "Holiday Extravaganza". This event was held the Friday before Thanksgiving. The event included games which the children played and earned tickets. The tickets they earned were later traded in for prizes. The children also participated in arts and crafts projects. CBAC funds were used to purchase the arts & crafts supplies. The CBAC funds helped enhance the event. The children were able to make their crafts and bring it home to show to their parents.

DPR continued their joint use agreement with the Navy to utilize two field complexes, Pride and Pointer fields, within Kalaeloa Naval Base.

## **Park Maintenance**

The Parks Maintenance Division of District III is responsible for the development and implementations of community recreation and leisure programs, and for maintaining recreational facilities, parks, medial strips, beach right-of-ways, traffic island, malls west of Kaonohi Street in Aiea, out to Keaau Beach Park on the Leeward Coast, and up to Whitmore Village in Central Oahu. District III has 107 parks and right-of-ways totaling 1,101 acres of parkland.

The District opened up the newly renovated Waipahu District Park Pool in October of 2009 after nearly 5 years of closure.

There are several other notable CIP projects that have entered into the construction phase. The largest being the Gym, Recreation Facilities and outdoor courts at Ewa Mahiko District Park. This new facility will now begin to meet the needs of the growing Ewa Community.

Kahe Leeward Coast when completed by providing a beautiful location for the community to sit and enjoy the surroundings.

Several construction projects commenced and were finished in District III this past year.

A roofing project was completed at Nanakuli Beach Park while two new parking lots were created one at Maili Beach Park and one at Waianae District Park. Kahe Point Beach Park began its restoration project to rehabilitate the comfort station and pavilion area. This will greatly enhance the entry way into the park.

Total Full-time Grounds Maintenance Positions: 122 positions, 14 are vacant



**Photo: Ulehawa Beach Park before clean-up.**



**Ulehawa Beach Park after.**

## District IV Recreation Accomplishments

### The following were our recreation accomplishments 2010

One thousand eight hundred five children participated in our District's Summer Fun Program, which included Waimanalo Beach Park, Waimanalo District Park, Enchanted Lake Community Park, Kailua District Park, Aikahi Community Park, Kapunahala Neighborhood Park, Heeia Elem. School, Ahuimanu Community Park, Hauula Community Park, Laie Elem. School, Kahuku District Park, Sunset Beach Neighborhood Park and Waiialua District Park. The Kualoa Regional Park provided a Summer Fun Excursion Day Camp at Kualoa Regional Park for 3,500 summer fun participants and the Haleiwa Surf Center an ocean activities excursion program another 3,500 summer fun participants at the Haleiwa Alii Beach Park. In addition to summer fun, 3,400 children, teens, adults and senior citizens were registered for other program activities, i.e. craft classes, clubs, etc. from June to August.

The entire District IV recreation complexes responded to the budget restrictions and successfully managed to maintain the district's budget for supplies and manpower. The budget was balanced by critically evaluating service and making decisions on where cuts would have the smallest impact, but yield the greatest savings. All complexes have modified operational hours and rearranged regular staff hours to stay within budget allocations for part-time staff. District adjustments included the cancellation of the annual Summer Fun Camping Program at Kualoa Regional Park and the closing of the Kahaluu Community Park Summer Fun Program.

### The following were our maintenance accomplishments 2010

The District IV Maintenance staff managed to maintain parks with the reduced assets available. Most complaints regarding the poor condition of a restroom were resolved the same day or the very next day and were attributed to vandalism. District IV Park Maintenance Superintendent has cultivated volunteers in every community to assist with season park maintenance, i.e. prep for sports season. Volunteers are also helping with painting graffiti, repair of park facilities and the maintenance of sports fields. The volunteers have contributed hundreds of man hours to maintain and improve our parks. District Maintenance staff have also developed a close working relationship with HPD to address complaints about park rules violations.

## DISTRICT V



Children having fun under a parachute at Ahuimanu Community Park's Summer Fun Program.



Canoeing is just one of the fun and exciting activities provided to children who participate in Kualoa Regional Park's Day Camp.

## 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 (WPSP), Patsy T. Mink Central Oahu Regional Park (PTMCORP) and Hans L'Orange Baseball Field (HLBF).

### Maintenance

The District Park Maintenance Program provides daily maintenance at two regional parks and one neighborhood/baseball park encompassing 450 acres. This includes 20 soccer fields, one lighted 5,000 seat stadium w/ locker room, four regulation baseball fields (two lighted), one practice field, four youth baseball fields, four lighted softball fields, seven multi-purpose fields, 20 tennis courts (12 lighted), aquatic complex which includes 50 meter pool and dive well, archery range, food concession/dining room, eight comfort stations, two trailer restrooms, 8,000 gallon reservoir, 6,000 gallon irrigation tank, three play apparatus areas and an outdoor basketball court.

Total Full-time Grounds Maintenance Positions: 26

Total Full-time Management Positions: 3

## Major Accomplishments

The Hawaii High School Athletic Association (HHSAA) staged the Girls and Boys State Water Polo at the Veterans Memorial Aquatic Center (VMAC) The Local Swim Committee (USA Swimming) held State Championships at the VMAC and the Local Swim clubs also hosted swim meets throughout the year which included neighbor islands, national and international teams.

The HHSAA staged the Girls and Boys State Soccer Championships at WSPS. WSPS also hosted tournaments organized by the Hawaii Youth Soccer Association (HYSA) and American Youth Soccer Organization (AYSO) throughout the year which included the HYSA Pacific Cup, HYSA Mayors Cup, AYSO Kirk Banks Cup, Hawaii Soccer Association (HSA) Veterans Cup, Presidents Cup, and Rainbow tournament which includes teams from the neighbor islands and the mainland.



The Tennis Facility hosted two national events; USTA 18U Juniors Championship and the International Tennis Federation 18U Championship. The USTA also hosted the Futures Tour Event which featured national and international professional-

als. The USTA also provided learn to play tennis programs and organized tournaments for seniors, age group adult, and youth throughout the year.

The baseball and softball facilities hosted numerous leagues which included; four adult baseball leagues, six youth baseball leagues, ten softball leagues, two adult soccer leagues, adult Frisbee, youth football leagues and mixed lacrosse league that use the park throughout the year. Tournaments throughout the year include; HHSAA Division II Boys baseball tournament at HLBF, HHSAA Division II Girls softball tournament at PTMCORP, Hawaii World Series Baseball, American Legion, Best of the West, American Softball Association (ASA), Softball Regionals, Little League, PONY, Cal Ripken, Babe Ruth Regionals, Family Stone High School Alumni Softball tournament, which involved 48 teams over five days. Hawaii Pacific University used HLBF as their home field and a Korean professional baseball team trained at the park in January, February and March.

## 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, Therapeutic Recreation, Sports and Aquatics, and Senior Citizens. The staff in these specialty areas is also in charge of coordinating various special events related to their specialty throughout the year, in addition to regularly scheduled tournaments, contests and clinics. This section is made up of 17 full time staff, most of whom are recreation specialists, and 36 part time staff who provide clerical to manpower support in varying capacities.

### 1. ADOPT-A-PARK

The Adopt-A-Park Program enlists public and private organizations and individuals to volunteer their services to partially maintain park facilities. Eleven new adoptions were added this year for a total of 248 active park adoptions.

The Volunteers in the Park Program assists and coordinates cleanups and beautification projects during the year for all five districts. Major projects include “Make A Difference Day,” “Get The Drift and Bag It,” “Fourth of July,” and “Keep Hawai’i Beautiful.” These community-wide projects have generated over 14,500 volunteers who contributed over 37,000 hours of community service projects in litter and beach cleanups during fiscal year 2009-2010.

### 2. CHILDREN AND YOUTH UNIT

The Children and Youth (CY) Unit of the Department of Parks and Recreation (DPR) continues to seek out funding opportunities, research new programming and provide support and training for DPR staff. Here are some of the highlights for this fiscal year.

#### Special Events

The CY Unit and staff committee coordinated DPR’s participation in the 2009 Children and Youth Day in October. The event was held on the grounds of the State Capitol and kicked off Children and Youth Month. This year’s theme focused on the family. DPR did a kite activity to promote healthy recreational activities that can be done with the family. Over 350



Volunteers at Maunalua Bay (in Hawai'i Kai) Halau Wa'a (canoe halau).



children came to our booth. DPR participated with many community agencies and organizations, providing over 150 activities to the approximately 38,000 people in attendance.

October 4, 2009 was proclaimed by the Mayor as "Play Day in the City and County of Honolulu". The proclamation was presented in the Capitol's rotunda.

In October, the CY Unit and staff committee coordinated a city-wide Cosmic Bowling event at Hickam Bowling Center. This event was held over two weekends to accommodate over 220 bowlers. This was the second time the event was held and has grown in popularity and participation.

In March 2010, the CY Unit and staff committee coordinated a city-wide event at the Ice Palace. There were 125 youth participants and staff who spent the night in fellowship and skating.



Children and Youth Day 2009.

**Training**

The CY Unit coordinated the 2010 Summer Attraction Workshop in September. This workshop is held in preparation for the coming summer. Important information for the summer planning process is shared at this meeting. Vendors are also invited to come and participate in this workshop. Vendors from various possible excursion destinations are able to share

information about their venue and answer questions from Directors. Some area directors are able to schedule their excursions for summer at this workshop.

This year the CY Unit continued to develop and provide training for Recreation Directors. In collaboration with other governmental agencies and organizations, the CY Unit was able to provide trainers in the fields of Bullying Prevention, Group Management, Team Building, Violence Prevention and Brain Development for the annual Summer Aide Training held in June. These trainers brought a wealth of expertise to share with the staff.

CY Unit serves as a representative to the State's Keiki Caucus. This group is made up of government, private and public organizations involved with servicing youth in the communities. Priority issues are introduced, discussed and then decided upon with the input of all representatives. Acts for legislation begin in this group.

The CY Unit continues to be a part of an ad hoc committee on Bullying. The presentation was made to the full Keiki Caucus in June.

### 3. CULTURE AND ARTS SECTION

The goal of the Culture and Arts section is to enrich the City and County of Honolulu and its diverse cultural heritage by developing, implementing, and coordinating various arts, crafts, creative drama, music and dance, training, programs and projects.

The Culture and Arts Section provided the following staff trainings during this fiscal year:

August 18, 2009 – Sticker Machine Training for RSS – All four Districts had been trained on using their Sticker Machines by 2008. However, Recreation Support Services had not received training and were still relying on RSS staff to help them with stickers or banners. Six specialists took the training at Kapolei Hale and should now be able to operate the equipment themselves and/or train others.

October 15, 2009 – Plastic Lacing Projects workshop – Twenty-nine recreation directors signed up for this workshop. Seven were unable to attend; and three came that were not on the list for a total of 25 in attendance. The workshop was held at Kilauea District Park. A Recreation Director from Kahala Community Park was asked to teach the class as she has been teaching these types of projects for over 20 years. She remained flexible in teaching the class as she knew some of the simpler projects might be known already. She also had to deal with the variety of skill levels between the different recreation directors. She started with the basics and went to more advanced techniques as she discovered who learned quickly and who had prior experience. Her planning went well as those that caught on quickly or knew some of the basics were able to assist with the complete novices. She was also able to teach more difficult projects once the beginners got started. This class was very successful. The projects seem to be timeless and appropriate to teach to a wide variety of people.

February 25, 2010 – Crafting Carnival Games Part II – Twenty-seven recreation directors signed up for this workshop. Three did not show up; and, three came that didn't sign up, for a total of 27 in attendance. The workshop was held at the Sand Island Christmas storage warehouse. With the success of last years Crafting Carnival Games workshop, it was decided to do a continuation workshop so that area directors can learn how to make more permanent carnival games. Three of the more popular games that the Culture and Arts unit has were chosen to be made for the workshop, Reverse Dunk, Tin Can Alley, and Blockbuster. The Reverse Dunk was one of the most popular games to be loaned out, but it was also the most complicated to make. After teaching how to make the other two games, we ended up doing the Reverse Dunk and ran quite a bit over time to finish up. Ninety-five percent of the people stayed back to complete the project and the other five percent that left did not have coverage at their park and needed to leave. The skill level of the recreation directors working with power tools and lumber was overestimated and that set us back. Also, after each project, they were allowed time to test and play their games. In retrospect, we should finish making everything first and test at the end. Overall though, there were still great comments regarding the workshop. There just needs to be some fine tuning in time allotted.

March 17, 2010 – Read Aloud: Giving Print a Breath - Using picture books, eight DPR staff did numerous exercises, heard more about the importance of reading aloud to kids, and practiced reading stories with dramatic expression.

March 24, 2010 – Photo Emulsion workshop – Sixteen recreation directors signed up; two didn't show up, and two attended that didn't sign up for a total of 16 in attendance. The workshop was held in the McCoy Pavilion Dining Room where we set up a makeshift dark room a couple of days before hand. This workshop is a repeat that was held five years ago at Halawa District Park. Halawa wasn't available this year so McCoy was chosen because of the idealness of the room. This class needs a dark room and a place to wash out the screens with a water hose and spray nozzle. The class was taught how to make screens from scratch, how to coat screens with emulsion, and how to expose and wash out their stencil design. All participants were asked to bring their own screen and design. We were successful in completing each one of them.

March 25, 2010 – Screen Printing Basics workshop – Thirteen recreation directors signed up; five did not attend; and one showed up that didn't sign up. This workshop is also a repeat of a workshop held five years ago. With the new hires these past few years, it was necessary to bring back some of the basics. This workshop taught the fundamentals of screen-printing which is something nearly all recreation directors do. Various methods were taught as well as tips and tricks from the years of experience that Staff has. Staff from Fern Community Park, who screens a lot, attended the class and added a few more tips based on his experiences too. We did have a slight problem with the four color screen-printing machine. One of the nuts for the printing board stripped out and we could not tighten it. The board kept moving so we had difficulty trying to line up the two screens for the multicolor prints. Some of the prints did work, so the concept was able to be taught. Months after the workshop was over C&A staff was able to make time and repair the stripped out threads and everything works well now.

April 14, 2010 – Shadow Puppets: Revisited - By popular demand, shadow puppets were revisited. Six enthusiastic staff made and animated a set of shadow puppets to tell a story, and performed it. This was a hands-on, build it and use it craft and drama class. It built on Recreation Director interest in shadow puppet shows staff performed last summer. Walked away with a simple shadow puppet show!

April 20 and May 21, 2010 – Senior Group Storytelling Adventures – ‘Ewa and ‘Āina Haina Senior Groups went on experiential “talk story” tours of the Honolulu Academy of Arts with the Drama Specialist as the guide and facilitator. Staff also spoke at three Senior Group meetings February 22 (Waipahū); March 10 (‘Aiea); and, March 22 (‘Āina Haina).

On August 8 and 9, 2009, DPR celebrated the 69<sup>th</sup> Annual Nā Hula Festival at the Queen Kapi‘olani Regional Park. Over the two-day period, nine hālau and the Royal Hawaiian Band performed. Over the two-day event, we had approximately 1,000 people watching the event.

A little over 400 dancers and musicians performed. Nine hālau (Hālau Hula O Nāwahine; Nā Wahine o ka Hula Mai ka Pu‘uwai; Ka Hale I ‘O Kahala; Nā Kūpuna O Makua Ali‘i; Hālau Pōmaika‘ikalani; Puanani Alama Hula Studio; Leilani Alama Hula Studio; Hālau Hula O Pua ‘A‘ala Hone; and Hālau Hula O Hōkūlani) and the Royal Hawaiian Band were our performers this year. Hālau Pōmaika‘ikalani, who teaches out of Booth Park was our new hālau this year.

Fortunately, we had beautiful weather. We were concerned that we would have to cancel the event due to Hurricane Felicia. As a courtesy to the audience, we offered periodic updates on the status of Hurricane Felicia. We also reminded the audience and performers to stay well hydrated throughout the day.

The hālau continue to be very grateful for the opportunity to perform and look forward to the 70<sup>th</sup> year in 2010.

The 21st Annual Talk Story Festival was held on October 9-11, 2009, at McCoy Pavilion. Each of the three free nights featured eight to ten talented tellers from across the state and three mainland national stars. October 9th featured Spooky Stories; October 10th celebrated Real Life Tales; and, October 11th offered Revelation Stories. Approximately 3,000 people attended the three evenings. ‘Ōlelo and Leeward Community College students videotaped each night of performances, which is edited and aired in monthly programs as the DPR’s Story TV Series on ‘Ōlelo: Community Access TV. Major articles appeared in all three papers, AM News TV coverage on Channel 2 and 9, Bus Posters and PSA TV spots on all stations.



Pat Masumoto of Maui performed on Saturday night.  
(photograph by John Kuamu‘o)



Above right: Kathy “Tita” Collins of Maui performed Friday and Saturday nights. (photograph by John Kuamu‘o)

Right: Lopaka Kapanui performed Friday and Sunday nights.  
(photograph by John Kuamu‘o)



The 83rd Annual Lei Day Celebration began on March 6, 2010, with the selection of the 82nd Lei Queen and Court. Three mākuahine (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 Hawai‘i, as well as to convey the message with feeling and proper pronunciation. Each contestant could read or recite the story.

This year's contestants were Jamie Kaohulani Detwiler, Marie Keaokulakamalukukui Paresa and Lauri-Ann Kawehilani Kauī Quihano. Jamie Detwiler was selected as lei queen. Kauī Quihano was the first runner up.

The theme for the 83rd Annual Lei Day Celebration was He Lei No Ke'elikōlani – a lei for (Princess Ruth) Ke'elikōlani. We were once again blessed to receive a grant in the amount of \$15,000 from the Hawai'i Tourism Authority, in partnership with Hawaiian Electric Corporation providing \$10,000, and Times Supermarket providing \$5,000. The combined funds were used to increase interest and services towards a traditional event and further the perpetuation of the Hawaiian culture.

The 83rd Annual Mayor's Lei Day Celebration was held on May 1, 2010, at the Queen Kapi'olani Regional Park and Bandstand. We received excellent media coverage from Cox Radio, Oceanic Cable, and Hawai'i News Now. On April 14, 2010, the Mayor held a press conference to introduce the lei queen and court at Honolulu Hale. On April 27, 2010, the lei queen and court along with DPR's Culture and Arts Coordinator were on OHA's Nā 'Ōiwi 'Ōlino radio program. On April 28, 2010, the lei queen and court along with Kaiulani de Silva of HECO and DPR's Culture and Arts Coordinator did interviews on four of Cox Radio's stations. On April 30, 2010, Hawai'i News Now featured this year's Lei Day court (along with Kaiulani de Silva and DPR's Culture and Arts Coordinator) on their 7:10 and 8:10 a.m., segments at Queen

We continue to meet visitors who purposely schedule their vacations so that they can attend the City's Lei Day Celebration. The audience enjoyed the variety of entertainment. The mix of entertainers included the Royal Hawaiian Band; Kapena; Nā Wahine 'O Ka Hula Mai Ka Pu'uwai; Maunalua; Mailani; Hālau Hula 'O Hōkūlani; Super B. Boy Crew; Kolohe Kai; and, Nesian N.I.N.E. The Hawaiian Steel Guitar Association entertained visitors at the lei exhibit area from 12:15-3:00 p.m.

Lei Queen Jamie Kaohulani Detwiler and Princesses Lauri-Ann Kawehilani Kauī Quihano and Marie Keaokulakamalukukui Paresa, was invested by the Honorable Mayor Mufi Hannemann and assisted by Hawaiian Electric's Ms. Darcy Endo-Omoto, Vice President, Government and Community Affairs and Ms. Ka'iulani de Silva, Director of Education and Consumer Affairs; and, Mr. Bob Stout, President and Mr. Bill Spendlove, Director of Advertising, for Times Supermarket. The pomp



From left to right: Princess Marie Keaokulakamalukukui Paresa; Lei Queen Jamie Kaohulani Detwiler; and, First Princess Lauri-Ann Kawehilani Kauī Quihano (photograph by Minako Ishii Kent of Beyond Borders Images).



(Photograph by Minako Ishii Kent of Beyond Borders Images).



From left to right: First Princess Lauri-Ann Kawehilani Kauī Quihano; Lei Queen Jamie Kaohulani Detwiler; and, Princess Marie Keaokulakamalukukui Paresa (photograph by Minako Ishii Kent of Beyond Borders Images).



Mayor's 2010 Grand Prize Lei by Bill Char (photograph by Minako Ishii Kent of Beyond Borders Images).



Contest lei on final display at Mauna 'Ala. The Mayor's Grand Prize Lei is in the center of the photo (photograph by Minako Ishii Kent of Beyond Borders Images).



(Photograph by Kaiulani Kauahi)

and circumstance of the investiture were aided by Kumu Hinaleimoana Falemei and nā haumāna of Hālau Lōkahi Public Charter School, chanters Kekuewa Kikiloi and Kepā and Onaona Maly. Lei Queen Jamie Detwiler received numerous ho'okupu (tributes) from family and friends. The princesses performed "Lei 'A'ali'i," choreographed by kumu hula Haunani Judd Kauahi (2008 First Princess) of Ka Pā Hula Hawai'i. Lei Queen Jamie Detwiler danced "E Ku'u Sweet Lei Poina 'Ole." The formality of the ceremony was balanced with the musical grouping of Charlene Kalai Campbell (1998 Lei Queen), Mamo Wassman (2004 Lei Princess), Aunty Pudgie Young, and Kalani Maio who provided music for the investiture ceremony.

HPD estimated that we had at least 16-18,000 people in attendance throughout the day, with a good crowd maintained at the bandstand to the very end.

DPR provided 19 free lei making workshops. Of the 19, three were demonstrations provided by Brian Choy. DPR staff provided 16 hands-on workshops. A total of 349 people participated.

The impressive Lei Contest Exhibit attracted many interested observers evidenced by the long line waiting to view the floral creations throughout the day. We exceeded last year's lei count by 23 – for a total of 215 lei entered!

Back this year, for a second time, was "Tūtū's Hale," an area set aside for mo'opuna (young and old) to visit Tūtū (grandparent) to hear stories, learn a song, a hula, how to make a lei, play Hawaiian games, and weave with lauhala.

The Lei Queen and court concluded the day with their final hula in honor of Princess Ruth Ke'elikōlani. They danced "Ke'elikōlani Nui," composed by Kahauanu Lake Trio.

On Sunday, May 2, 2010, all the floral contest lei were on display for a final time at Mauna 'Ala. We were greeted with a cleansing rain and then bright sun. The procession started at the Kamehameha Crypt this year to honor Ke'elikōlani. The procession then went to the Kalākaua Crypt. The public was then invited to share the lei around the different crypts on the site. The court and some staff took several lei that were reserved for Lunalilo down to Kawaiāha'o Church, with a quiet, solemn ceremony to honor him.

The two princesses went on to dance at a Lei Day celebration at Ward Warehouse.

The Lei Queen and Court participated in the 94<sup>th</sup> Annual King Kamehameha Celebration Floral Parade, on Saturday, June 12, 2010. Royal Order of Kamehameha I, Hawai'i Chapter I, provided one vehicle and driver for the Lei Queen and her Court.

## City Lights

November 29, 2009 – Windward City Lights – Each year for the past four years, we have been loaning Windward City Lights display pieces that were donated to the City from Victoria Ward Center. Volunteers from Windward City Lights and the Fire Station in Kāneʻohe would transport and set up the displays.

December 5, 2009 – Honolulu City Lights – 2009 marked the 25<sup>th</sup> anniversary of Honolulu City Lights. The Mayor's Office and Friends of Honolulu City Lights had grand plans for new sculptures to commemorate the event. They asked for an almost life-size gingerbread house, for Santa to take pictures with the public, to be placed inside Honolulu Hale as well as three new 12-foot tall Santa's helpers to be displayed outside. Knowing full well that the Culture and Arts unit can only accomplish so much in the given amount of time, the sculpting of the three Santa's helpers were contracted out. We sculpted the gingerbread house and did the finish work and paint on all of the new displays. In addition to the new sculptures, it was requested that we bring out all the old sculptures, so there was a lot of refurbishing to be done too. With the department's budget shrinking, not as many Recreation Directors were able to assist as in the past. Our three part timers were heavily relied upon; and, whatever recreation director assistance we could get was much appreciated. In addition, we were able to secure the services of three Department of Wastewater painters for two straight weeks. We were able to finish everything with a week to spare before opening night. Everything made it to City Hall with minimal touch ups needed.

December 12, 2009 – Kapolei City Lights – Each year we support Kapolei Hale with a display that we aren't using at Honolulu City Lights. This year it was decided that the gnome tree stump display would be coming to Kapolei. We set it up the Monday before opening night and completed it within half a day.



(Photo provided by the City's photo bank)



(Photograph by Alex Ching)



(Photo provided by the City's photo bank)



(Photographs by Alex Ching)

### Graphic Requests

Graphic Services receives on average, one graphic service request each week or 52 per year. Some of the requests are straight forward, while many others require numerous revisions.

Some of the design requests are to support the District's Recreation Programs in different ways, i.e., flyers, programs, banners, etc. Several templates were created for each recreation directors' Fall, Spring and Summer programs informational flyers. This gave them flexibility in selecting what suits their playgrounds. In conjunction to the flyers, MidWeek ads were created to advertise the classes that were available throughout the year. There were seasonal flyers, such as Easter Egg Hunts and Halloween Costume Contests that were sprinkled between the Fall, Spring and Summer Programs.

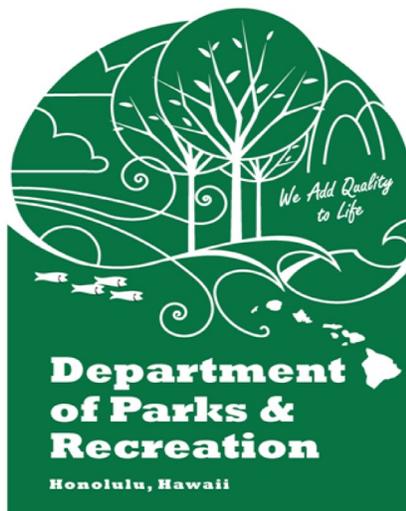
The Department of Parks and Recreation is tasked with several Special Events.

- Senior Valentine Dance - Posters and programs were developed for this annual event.
- Kualoa Day Camp – Kualoa staff requested the creation of a lot of graphics this year for crayon rubbing boards, rubber stamps designs and stickers.
- Lei Queen Selection/Lei Day Celebration – Lei Display Committee requested all new signage for the Lei exhibit.
- Lei Queen Selection/Lei Day Celebration – Programs and flyers.
- Lei Day Celebration – Developed large informational sandwich boards to educate the public about Princess Ruth Ke'elikōlani.



May Day celebration of Princess Ke'elikōlani.

For Administrative Events, PMRS retirement party, Retirement farewell cards, Employee of the Quarter posters, designs for pens and recycling bag for Children and Youth, the director's office press release posters banning specific tents and shopping carts from parks and a banner for Bellows Beach Closure during military training.



Recycling bag for Children and Youth.

Employee Recognition Luncheon, Certificates for Employee of the Quarter and Year, Employee of the Quarter posters and Therapeutic Recreation brochure. For the director's office, creating new signage for



Kualoa crayon rubbing graphics.

Kapi'olani Park "No Camping on the Median" and updated rules and regulations signs posted at our boxing facilities. Update the corresponding sign handbook because of that. Submitting more designs for staff t-shirts.

4. PEOPLE'S OPEN MARKET PROGRAM

The People's Open Market (POM) program was established in November 1973. The overall purposes of the program are:

- To provide the public, especially the less affluent residents, the opportunity to purchase low cost fresh agricultural and aquaculture products and other food items.
- To support the economic viability of diversified agriculture and aquaculture in our State by providing market sites where the State's farmers and fisherman or their representatives are encouraged to sell their surplus and/ or off-grade products.
- To provide focal points for residents to socialize. Vendors must be registered in the Electronic Benefit Transfer (EBT) program and are required to accept food stamps. The Department of Parks and Recreation provides the staff and sites. The staff monitors the program in accordance with a set of rules and regulations adopted at public hearings.

**AVERAGE WEEKLY CUSTOMER COUNT**

|                 | <u># of Sites/Week</u> | <u>Avg. # of Customers/Week</u> |
|-----------------|------------------------|---------------------------------|
| Sunday .....    | 3 .....                | 1,584                           |
| Monday .....    | 4 .....                | 712                             |
| Tuesday .....   | 4 .....                | 3,625                           |
| Wednesday ..... | 3 .....                | 1,970                           |
| Thursday .....  | 3 .....                | 2,054                           |
| Friday .....    | 3 .....                | 1,350                           |
| Saturday .....  | 5 .....                | 4,869                           |
| TOTAL .....     | 25 .....               | 16,164                          |



**HIGHLIGHTS IN THE YEAR**

- A total of 840,528 people were attracted to the 25 market sites during the fiscal year. This is a decrease from last year's count of 913,744. The POM attendance numbers indicate that the program is alive and well and is fulfilling its primary purpose of aiding and promoting the diversified agriculture, providing low cost produce to O'ahu's citizens and tourists and having a focal point where people of a community can gather and talk story.

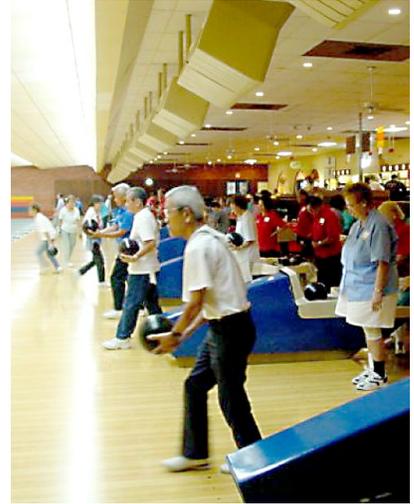
- The Kalihi Kai site had the highest average number of patrons (2,990 each week) and the Mother Waldron site the lowest (66 each week).
- There has been a consistent decline in EBT transactions each fiscal year.

## 5. SENIOR CITIZENS PROGRAM

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) in the City and County of Honolulu. The Department's District recreation staff advises 37 senior clubs (island wide) and assists the Senior Citizen Section with citywide events like the annual Mayor's Craft and Country Fair; the Seniors Valentine Dance at the Neal S. Blaisdell Center's (NBC) exhibition hall, and various community events around the island. In addition, staff and participant training are held year round to enhance the quality of our Senior Citizen's program.

The following information is a summary of those senior citizen activities and training:

The O'ahu Senior Bowling Tournament was held on August 26-28, 2009. One hundred forty senior bowlers from around the island participated in this annual tournament at Hickam Bowling Center. The tournament included two days of bowling followed by an awards banquet which was held at the Tradewinds Restaurant.



September 18-20, 2009, The Good Life Expo was held at the NBC Exhibition Hall on September 29, 2009. DPR seniors participated by doing arts and craft demonstrations, acting as docents and, providing entertainment.

On October 2, 2009, seniors participated in A Bowling Bonanza, a non-competitive bowling event at the Hickam Bowling Center. Approximately 60 seniors participated in this event.

On November 21, 2009, the Mayor's Craft and Country Fair was held at the NBC Exhibition Hall. This event hosted senior clubs, senior service organizations, City Department exhibits, and vendors from the People's Open Market. About 3,000 were in attendance.



Between January and November, the Senior Golf Program play six times a year (odd months) at various City and County golf courses. Approximately 60 men and women enjoy a day of exercise, socialization and fun at these outings.

On January 20, 2010, a Line Dance Workshop for 70 senior club members and staff participated in a dance workshop at the Mililani District Park. Participants learned dances in preparation for the Senior Valentine's Dance to be held in February.

The annual Senior Valentine's Dance was held on February 9, 2010, at the NBC. Over 2,500 participants and 50 representatives from various senior organizations danced the day away. The theme of the event was "Cupid's Shuffle." Entertainment was provided by the Royal Hawaiian Band. Students from the Kapolei Middle School's social dance classes and various island celebrities participated in the dance.



A Bereavement and "Deciding Who Cares" workshop was held on February 18, 2010. The workshop was presented by Felicia Marques-Wong from Saint Francis Hospice on dealing with the grief of losing a loved one. Also presenting was Dr. James Pietsch from the University of Hawai'i School of Law who talked about the rights of the elderly. Sixty staff and senior members attend this informative session.

The annual Primetime Wellness Fair was held on March 4, 2010, at the NBC Exhibition Hall. DPR partnered with First Hawaiian Bank, Kuakini Hospital and HMSA to provide health related activities and information for the senior participants. Staff assisted in coordinating activities throughout the day. Over 5,000 were in attendance.

On April 8, 2010, Senior Recognition Program was held at the Hawai'i Convention Center. DPR staff assisted with the program and monitored the seniors during and after the program. Over 1,500 were in attendance.



On May 28, 2010, an estimated 400 Senior club members from around the island, 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.

In addition to the above mentioned events, the Makua Ali'i Senior Center, the Kāne'ohe Senior Center, as well as some of our community and district parks, offered a wide range of activities for our senior population. Classes such as ceramics, painting, table tennis, aerobics and hula are just some of the activities offered.

## 6. SPORTS AND AQUATICS

The Sports and Aquatics Section is comprised of the Sports (vacant), Aquatics (vacant), and Tennis specialist who provide staff training in specialty areas and conduct citywide events and activities throughout the year.

The Sports unit encompasses sports, games, and fitness activities, including resource and expertise support in areas such as boxing and the Honolulu Marathon. The Sports Unit conducts and coordinates two annual city wide activities, the annual Elks Hoop Shoot in the fall and the Senior Classic games in the spring.



The Aquatics unit serves as resource and expertise support for the 21 swimming pools and ocean recreation activities island wide. There were over 600 aquatics classes held for children, teens, adults, seniors, and people with disabilities through this venue 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 and conducts two city wide age group swim meets in April and November.

The Tennis unit provides expertise, equipment, and support for over 200 tennis courts on O'ahu. Court and outdoor play surface inspections are conducted quarterly, and tennis workshops are held bi-annually. In an effort to alleviate the crowd and congestion in the heavily concentrated Waikīkī area, most of the tennis tournaments have successfully moved from the Diamond Head Tennis Center and the Ala Moana Tennis Courts to the Patsy T. Mink Central O'ahu Regional Park Tennis Complex.

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 to over 1,000 youngsters registered in our department's Summer Fun programs.

Patsy T. Mink Central O'ahu Regional Park Tennis Complex – With the greater use of this world class tennis facility, it is estimated that over 100,000 individuals have used this 20-court complex - 12 of which are lighted in the evening. As the only tennis facility in the State with the ability to accommodate large events, many special events, such as local junior and adult league championships, high school, national, international, wheelchair, professional and collegiate attractions are held here.

August 5-7, 2009, The 34th Annual State Softball Tournament was hosted by the City and County of Honolulu. Fifty teams and 890 participants represented all four counties. The tournament held at Patsy T. Mink-Central O'ahu Regional Park Softball Complex.

November 7, 2009, The Novice City-Wide Swim Meet was held at Salt Lake District Park Swimming Pool. There were ten teams with a total of 62 participants and 100 spectators.



December 5, 2009, Elks Hoop Shoot at Halawa District Park, had 22 boys and 16 girls representing age groups 8-9 years, 10-11 years and 12-13 years competing in the annual Elks Hoop shoot. Winners and their parents were recognized at an awards dinner on March 10, 2010.

December 13, 2009, 38th Annual Honolulu Marathon was held at Kapi'olani Park/Ala Moana Beach Park. There were over 30,000 participants. DPR assisted in various aspects of this event.

March 18, 2010, The 18th Annual Senior Classic Games (organized games created for seniors) was held at Halawa District Park with a total of 75 teams entered in four different games. 233 participants (not including spectators) were involved. Divisions for the Games were: Senior Division (55-69 years of age) and Master Division (70+ years). First to third place awards (medals) were presented to each division. Individual Achievement certificates were presented for outstanding performance.

April 10, 2010, The Novice City-Wide Swim Meet was held at Palolo District Park Swimming Pool. There were ten teams with a total of 75 participants and 125 spectators.



June 23, 2010, Honolulu Olympic Day 2010 was conducted to support the U.S. Olympic Committee's efforts to recognize the Modern Day Olympics opening day of June 23rd. Over 60 Summer Fun programs, representing over 10,000 children, youth and staff, performed "Chicken Fat" and "Cupid Shuffle." A special "kick-off" program was performed by 350 summer fun participants and staff at Mānoa Valley District Park for Mayor Mufi Hannemann, former Olympian Tommy Kono and Deputy Director Richard Haru.

#### 7. THERAPEUTIC RECREATION UNIT

The Therapeutic Recreation Unit and the Department of Parks and Recreation recognize access to recreation is the right of all people. We support the development of inclusive parks and programs which **Enhance the Quality of Life** in our community.



Chicken Fat" and "Cupid Shuffle" Honolulu Olympic Day.



From left to Right: Deputy Director Richard Haru, former Olympian Tommy Kono, and Roger Watanabe, Acting Sports and Aquatics Coordinator, Honolulu Olympic Day.

It is our vision to play a vital role in making parks and recreation an integral part of our community life. We celebrate the differences in individuals as we learn from the past, participate in the present and prepare for the future. Our dream is to have inclusive parks where people can choose from a well balanced variety of accessible activities with people who are accepting of the diversity of one another. We advocate with people with disabilities to participate and have fun in recreation as we all pursue health and active life styles. Through this vision we will create an inclusive agency.

The Mission Statement was revised as follows:

The Mission of the Therapeutic Recreation Unit is to provide support and empower the staff of the Department of Parks and Recreation to assist persons with disabilities to access Park activities.

### **PRIORITIES FOR 2009 - 2010**

The priorities for 2009 were extended into 2010. The following is a list of the priorities and accomplishments thus far:

#### **Part time staff: Recruit and Train**

- The recruitment flyer was updated and we hired 4 new staff for summer and transferred three from the Districts for summer. Training materials for part time staff was revised and training was held in late December. For many of the staff this was a good time for training but a difficult time for others.
- Two part time staff attended a workshop on Autism and they made a report at the Inclusion Aide training.

#### **Training**

- KIT Workshop held October 22, 2009.
- Inclusion Aide Training included all the Mandatory Training was held December 29, 2009.
- We also held the Mandatory Training on March 16, 2010, March 17, 2010 and June 29, 2010.
- Summer Training – Included Positive Discipline, Song in ASL and Challenging Behaviors with Learning Disabilities Association - Hawai'i.

#### **Inclusion and Program Access Projects**

- Staff is continuing to work with the Aquatics Committee on issues related to access and inclusion at DPR pools.
- Made access and inclusion information available on a flyer (we revised some of the information to include Challenging Behaviors) for Summer Registration.
- Deaf Pilot Project – offered games and activities to Summer Fun + added other “Ability Awareness” activities to summer fun sites. They were Wheelchair Etiquette and Service Animals activities.
- We concluded two more Pilot Projects on Beach Access with the Access Advisory Council and AccesSurf Hawai'i.
  1. Waimea Bay using the Tiralo Beach Chair and the Mobi Mat with the Safety Tred mats to make a path way over the sand, which also helped with getting the Tiralo back up the beach where the incline was the steepest. This project was very successful and completed in September 2009 and we have again placed Mats and Tiralo at Waimea from April – September 2010.



Tiralo at Waimea.



Mobi Mat at Sans Souci/Kaimana Beach.

2. Sans Souci/Kaimana Beach we placed the Mobi Mat on the Diamond Head side of the Natatorium from September 2009 thru April 2010 and received overwhelming feedback from the public in favor of having beach mat access path at that location. The Director of DPR approved the Access Advisory Council's recommendation to place mats at that location when funds are available or a donation can be found.



**Inclusion at Summer Fun.**



**Inclusion Aide w/ participant.**

### **Outreach**

- TRU staff continued to develop a rapport with recreation staff and informally surveyed for feedback on TR support, access and inclusion issues.
- TRU Notes sent out quarterly (September, December, March and June)
- Staff met with Elderly Affairs staff on August 26, 2009, and they presented their “One Stop Shop” project for the elderly and people with disabilities and discussed ways we could work together.
- Staff was invited to the Eye of the Pacific’s Annual meeting on January 23, 2010, where they presented plans for their new project on building a fully accessible playground for kids. Staff invited one of the Eye of the Pacific staff to be a member of the Access Advisory Council and they have been sending a representative to the meetings.
- Staff had a conference call with Maui’s DPR Inclusion Specialist on February 4, 2010, to discuss Beach Access issues.
- Staff had a conference call with a representative from the state of Florida on March 9, 2010, regarding Beach Access issues, policies and procedures.

### **Professional Development**

Staff attended various workshops, trainings and seminars throughout the year, including “360” about Autism, Adapted Aquatics Workshop, a workshop on “Rules on Discipline,” screened a new movie about Autism, and attended a Special Parent Information Network conference.

### **Access Advisory Council**

Elections were held in November for the council. The council completed a Beach Parks Accessible Features brochure. They continue to make recommendations on the department’s accessible camp site permit procedure and receive reports, as DPR plans to make procedure on-line for the public. The council recommended to the Director of DPR to place Beach Path way Mats permanently at Sans Souci/Kaimana Beach.

**Access Manual** – TRU completed the review of the manual.

## **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, ground facilities and equipment island-wide. It executes maintenance operations to construct, repair, renovate and service park buildings, grounds, equipment and other recreational facilities. The painting section has been active in combating graffiti vandalism throughout the park system as well refurbishing older buildings with new paint. With the closure of many parks the sign making capacity of the paint section has been extended and they have been doing a good job in accommodating the increase requests. MSS provides heavy construction equipment assistance, fertilizer, herbicide, vector control and utility crew support. MSS Work Program section contracts maintenance and repair projects for elevator and handicap chair contracts



**Waimanalo Beach Park roof repair project, MSS workers in action.**

to ensure American Disability Act (ADA) requirements are met at our facilities. They also do all gymnasium repair, and contracts that deal with bleachers and backboard repair. Playground equipment repair contracts as well as termite control are other areas they service. The MSS' staff also evaluates existing programs by compiling, analyzing, researching and evaluating statistical data. New methods, techniques, equipment and materials are researched and tested to improve overall efficiency and service to the maintenance and repair program. In addition to the above, MSS has a Mechanical Repair section that repairs and maintains over a thousand grass cutting machinery from riding mowers to individual weed whacking machines for the entire Department.

Comfort Station Renovations continue throughout the City with the addition of reconditioning the swimming pools during the winter months. A total of fourteen (14) comfort stations and two (2) Swimming Pools were made over: November and December were dedicated to assisting with the Honolulu City Lights program for the Holiday Season.

The following is a summary of work orders completed by the mechanical repair, trades, and heavy equipment, utility, chemical/labor crews and work program coordinator in Fiscal Year 2010.

**COMPLETED REQUESTS FROM MAINTENANCE SUPPORT SERVICES SECTIONS**

| <u>SECTIONS</u>           | <u>Work Orders</u> |
|---------------------------|--------------------|
| Carpentry .....           | 202                |
| Masonry .....             | 205                |
| Painting/Signs .....      | 315                |
| Plumbing/Sprinkler .....  | 1,145              |
| Welding .....             | 104                |
| Grounds Improvement ..... | 160                |
| Heavy Equipment .....     | 140                |
| Work Program .....        | 85                 |
| Mechanical Repair .....   | 1,009              |
| Project Requests.....     | 143                |

**DIVISION OF URBAN FORESTRY**

The division consists of an administrative function and two branches: Horticulture Services and Honolulu Botanical Gardens.

Professional certification is a high priority for the division as it demonstrates our commitment to meeting high standards that are recognized by the industry. Certifying entities and staff certifications:

- International Society of Arboriculture (ISA)
  - 29 Certified Arborists
  - 3 Municipal Specialists (only four such designations in the state)
  - 16 Certified Tree Workers
- American Society of Consulting Arborists (ASCA)
  - 1 Registered Consulting Arborist (only three such designations in the state)
- State of Hawaii
  - 1 Licensed Landscape Architect
  - 26 Certified Commercial Applicators of Restricted Pesticides
- Professional Landcare Network (PLANET)
  - 3 Certified Landscape Technicians

**HORTICULTURE SERVICES BRANCH**

This branch propagates, plants, prunes, waters, and maintains shade trees, concrete planters, and other ornamental plants cultivated along public roadways and in parks and malls; provides specialized horticultural and arboricultural services for an island-wide beautification program; reviews and inspects subdivision plans, street tree plantings, park dedication, and other construction plans; issues permits on special requests for planting, pruning, relocating, and removing of street trees; clears trees obstructing street lights, utility lines, traffic devices, and rights-of-way from hazardous branches; provides 24-hour response for tree emergencies that block streets and damage property; supervises contractual tree work; grows and maintains plants for beautification projects, public gardens, and for use in municipal buildings, at city functions and city-sponsored events; develops field-grown specimen trees for city projects; conducts an evaluation, selection, and testing program to develop plant materials useful for these purposes; protects and preserves valuable existing trees from displacement or destruction in city and other governmental agency construction projects; and tree-banks large specimen trees displaced by private developments or donated by homeowners as a community preservation measure.

The branch is responsible for grounds maintenance at the Frank F. Fasi Civic Center and Honolulu Police Department Headquarters grounds and parking lot, and provides support and grounds restoration for major events held at the Civic Center. It also maintains five nurseries and tree farms at Kapiolani, Nuuanu, Waipahu Depot Road, Kualoa, and Waiawa, and has an approximate inventory of 3,500 mature trees.

Twenty developments accounted for 1,450 street trees being planted by private developers, including trees that are required by the city for new developments. These street trees have been or will be dedicated to the city and this branch will then assume responsibility for their maintenance.



This branch has upgraded and expanded its tree inventory management system. Far more involved than just planting and pruning trees, this program involves the active management of the trees in our inventory by supervisors in both the Arboriculture, and Nursery and Landscape Sections. It is a process of continually maintaining the trees and palms through in-house crews and contractors, having them inspected by qualified arborists on a regular basis, and removing them when compromised.

Major projects undertaken during the year included installation of two native species bays, one featuring coastal plants and another featuring dryland plants, at the Queen Kapiolani Garden. It was a joint project between the division, a native plant species consultant, The Sierra Club, and Niu Valley Middle School.

Planned street tree projects were launched with community meetings and presentations, removal of problem trees, coordination with the Division of Road Maintenance (DRM) of the Department of Facility Maintenance to repair the sidewalks and curbs at the same time, replanting of more appropriate species, and follow up care to ensure proper establishment. The first of the projects was on Wilder Avenue.

Other similar projects included Kiele Avenue in Waikiki, and Beckwith Street and Lowrey Avenue in Manoa.

Also in conjunction with DRM, the division began the long-awaited roadway repair and replacement of cul-de-sac trees in West Loch Estates and West Loch Fairways.

The annual Mayor's Arbor Day celebration was held at Aina Moana (Magic Island) in November. Students from Kauluwela Elementary School joined the Mayor in planting one Narra and three Milo trees on the diamond head side of the park.

### The Arborist Advisory Committee

The Honolulu County Arborist Advisory Committee facilitates the nominations, monitoring, and maintenance of Exceptional Trees on Oahu. The committee has been inspecting the condition of the Exceptional Trees. Horticulture Services staff meet on-site with the qualified arborist each time an application for pruning or removal is filed.



### HONOLULU BOTANICAL GARDENS

Honolulu Botanical Gardens (HBG) is comprised of five separate garden sites: Foster, Ho'omaluhia, Koko Crater, Lili'uokalani, and Wahiawa Botanical Gardens.

The 10,592 plant accessions in the HBG's living collection are documented. It is the existence of such documentation that distinguishes botanical gardens living collections from plants grown in public parks.

As plant biodiversity declines in Hawai'i and in all tropical regions of the world, the living collections of the HBG are an increasingly valuable resource for conservation, botany, and education.



## Botany and Horticulture

### Erythrina Gall Wasp (EGW) Research

Last year's release of the EGW has been declared a victory by the State Department of Agriculture (SDOA). Gall formation has been reduced to a balanced level between predator and parasite that does not significantly deplete the tree's energy resources. HBG continues to participate in ongoing field research for this model biological control study with both UH-Manoa and the SDOA.

The University of Hawaii Plant Pathology Department is using the HBG orchid collection to study the newly discovered Watermelon Mosaic Virus Syn. Vanilla Necrosis Virus, which is a very serious problem for the vanilla farms in the South Pacific. It is the first time it has ever been found outside of vanilla culture on *Dendrobium anosmum*, the hono hono orchid, and may be a serious problem for the orchid industry. It is hoped that through the use of the HBG orchid collection, an antiserum can be developed so that a serological diagnosis can be developed for the identification of this virus.



Wiliwili (*Erythrina sandwicensis*)

Honolulu Botanical Gardens plant collections distributed to other organizations for educational and research purposes included:

- *Cassia fistula*: seeds, leaves, and branches sent to Rutgers University for malaria research
- *Plumeria* spp.: seeds for University of Hawaii botanical study of ornamental plants
- *Erythrina* sp., *Bixa*, *Sterculia*, *Pritchardia*, *Sapindus*, *Bombax*, *Lawsonia*: seeds sent to the San Diego Zoo for a conservation project
- *Gardenia brighamii* & *Cordeauxia edulis*: fruits for conservation at Waimea Valley
- *Punica protopunica*: seeds to the Israeli Department of Agriculture
- *Hildegardia barteri*: seeds to the Dharma Vana Arboretum in India

Notable new plant accessions include:

- *Zamia lucayana*: a newly discovered species native to the Bahamas, from Montgomery Botanical Gardens
- Collection of *Aloe* seeds from Ruth Bancroft Garden
- *Adenium arabicum*: from the Arizona Sonora Desert Museum
- *Coccothrinax torrida*: a newly discovered palm species discovered in Cuba, from the University of La Laguna in the Canary Islands
- *Impatiens niamniamensis* and *Cornukaempferia aurantiflora*: from Lyon Arboretum
- *Adansonia gibbosa*, the Australian Baobab, from Waimea Valley
- Various species of Hawaiian ferns, fern expert, Kay Lynch



Foster Garden Orchid Conservatory was awarded the 2010 Betty Crocker Achievement Award (exterior and interior displays) by Scenic Hawaii.

Show; "Best White *Cattleya*" in the Windward Orchid Society Show for the *Blc.* Burdekin Wonder 'Lakeland' AM/AOS; and the "Best White *Cattleya*" in the Manoa Orchid Show for the *C.* Joyce Hannington 'Hui Young'.

Garden activities offered included:

- Educational tours and classes (53 classes) on plant-related topics such as plant propagation, herb and orchid culture, photography, and plant-related crafts using ti, lauhala and other foliage and flowers.
- Twilight Summer Concerts (11 concerts), free to the public on Thursday evenings in the summer drew 2,389 garden and music lovers.
- Midsummer Night's Gleam: HBG staff, with the help of 300 volunteers, once again held the special evening event in July.

### FOSTER BOTANICAL GARDEN

Two beautiful flowering trees were added to this garden. The Panama Flame tree was planted as part of the Arbor Day educational program with Royal Elementary School. The rare Pride of Burma tree, with flamboyant pendant pink and red flowers was planted near the Orchid Conservatory. Often referred to as the "Queen of the Flowering Trees", this rare species is difficult to propagate and now can be seen at Ho'omaluhia, Wahiawa and Foster.

Over the year since the opening of the Orchid Conservatory, many photographers, artists, and plant enthusiasts became repeat visitors, appreciating the changing displays. The Conservatory was highlighted in the Scenic Hawaii Magazine, Halekulani Hotel brochure, and the Nohealani Cypriano CD jacket.

HBG orchids exhibited at orchid shows, which help to promote the HBG orchid collection, won three awards this past year: "Best in Show" Governor's Award for the *Vanda sanderiana* 'Alba' in the Honolulu Orchid Society

Nearly 2,300 luminaries cast a soft glow along the main pathways to create a magical evening. Over 2,500 people attended and enjoyed a wide variety of entertainment, children's games, crafts, animal sculptures (created out of plants), and educational displays.

### **Ho'omaluhia Botanical Garden**

A total of 132,546 visitors enjoyed the garden and the diverse outdoor activities offered throughout the year at this 400-acre rainforest garden.

Some of the activities enjoyed included:

- Weekend camping (19,274 camper-days)
- Walkers and joggers (13,367),
- Family fishing (12,514 participants)
- Pre-school programs (500 children for stories, crafts and nature exploration)
- Room rentals by various groups produced revenue of \$3,135

Newly accessioned plants were added to the Tropical American, Melanesian, Indian-Sri Lankan, African, Philippine, Hawaiian and Polynesian areas. An avenue of red-flowering Saraca trees now compliments the alee of Fox Tail palms that were planted along the entrance road last year. More Talipot palms were added to the Indian Section to continue the spectacular display witnessed by visitors when they encounter the largest inflorescence in the world. The Tropical Conifer section began with the first outplanting of seven of the conifer species received last year from Montgomery Botanical Garden.



### **Koko Crater Botanical Garden**

At Koko Crater plants were added to the African, American, Madagascan and Hawaiian Sections. Of note was the outplanting of many Wiliwili trees in the Hawaiian Section to offset losses due to the EGW. Land was cleared of weed trees through an informal tree contract to allow for planned expansion of what is considered a native Wiliwili grove. Flowering plants to delight visitors were added, such as Colville's Glory and more of the popular Desert Rose. A new pink plumeria cultivar 'Mary Robinson Foster', honoring Foster Garden's benefactress, was added to the Plumeria Grove.

### **Lili'uokalani Botanical Garden**

There were seven service projects (150 participants), all involving clean-up of the stream that flows through the garden, by volunteers from high school clubs, the U.S. military, non-profit and for-profit organizations.

### **Wahiawa Botanical Garden**

Garden attendance was 12,344 during the year, with October having the highest visitor count.

Activities at the garden included:

- 51 educational tours (1556 participants)
- 16 educational workshops (including plant identification, propagation, maintenance and care: 165 participants)
- 7 service projects (100 participants from the U.S. military, various church and school groups, and private organization volunteers)
- 13 special events (2,018 participants)
- 24 rentals of the multi-purpose room (558 participants)
- 23 weddings (576 participants)

Six Sakura Cherry Blossom trees were planted along Glen Avenue in a tree planting ceremony commemorating the inaugural Friendship between the Gifu Sakura Cherry Blossom Group and the Wahiawa Nikkei Civic Association. Thirty potted trees were donated and more planting is scheduled for next year as part of an Eagle Scout Project. Wahiawa is known for cherry blossom trees and this partnership symbolized a broader goal of nurturing the trees throughout the community.

### **Community Recreational Gardening Program**

Gardening is the most popular form of recreation in the USA. In Honolulu, the HBG contributes educational and horticultural programs that encourage gardening as a recreational activity through its Community Recreational Gardening Program.

This year, Diamond Head Community Garden members took their plant skills a step further by helping to set up a children's garden at Waikiki Elementary School. At Manoa Community Garden, children from nearby Manoa Elementary School learned to plant and care for flowers and vegetables.

### **Volunteer Program**

Volunteers at all five botanical gardens donated 12,530 volunteer hours. The worth of these volunteer hours is calculated to be over \$260,000.



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## DEPARTMENT OF TRANSPORTATION SERVICES

Wayne Y. Yoshioka, Director  
Sharon Ann Thom, Deputy Director

### POWERS, DUTIES, AND FUNCTIONS

The Department of Transportation Services (DTS) is responsible for the efficient, safe, expeditious, multi-modal movement of people and goods within the City and County of Honolulu. DTS does this using roadways, public mass transportation systems, and bicycle and pedestrian facilities. The City Charter ascribes the following responsibilities to the department:

- Plan, operate and maintain transportation, including transit and bikeway systems to meet public needs, in accordance with the general plan and development plans, and advise on the design and construction thereof.
- Locate, select, install and maintain traffic control facilities and devices.
- Provide educational programs to promote traffic safety.
- Promulgate rules and regulations for the use of streets and roadways in accordance with standards established by law.

Consistent with Mayor Hannemann's emphasis on providing truly multi-modal transportation in a context sensitive manner, DTS is moving to incorporate principles of the "Complete Streets" movement into City transportation facilities. "Complete Streets" strives to provide balance between travel modes such as vehicles, bicycles, and pedestrians through proper design and operational policies. The goal is to provide greater safety for all modes and increased quality of life for the citizens of Honolulu.

### TRANSPORTATION COMMISSION

The Transportation Commission was established by a Charter amendment proposed under Resolution 95-205, CD1, and approved at the November 1996 General Election. The Transportation Commission consists of seven members. The powers, duties and functions of the commission are to:

- Evaluate at least annually the performance of the Director of Transportation Services.
- Review and make recommendations on the annual budget prepared by the Director of Transportation Services.
- Review and make recommendations on rules concerning the administration and operation of the department.
- Receive, review and make recommendations on complaints regarding the systems, programs and facilities under the department.
- Recommend changes to the public transit fare structure when deemed necessary and appropriate
- Review and make recommendations on the performance of public transit and other transportation system contractors under the jurisdiction of the Department of Transportation Services.
- Submit an annual report to the mayor and council.

The commission shall make the recommendations authorized under this subsection to the Director of Transportation Services, mayor, and city council.

### TRANSPORTATION PLANNING DIVISION

The Transportation Planning Division (TPD) performs overall city-wide transportation planning and project programming work required under federal, state and city regulations. Additionally, the division administers, manages and tracks transportation planning functions, the capital improvement program and project budgets.

The division conducts various transportation planning studies, environmental studies and traffic impact studies. Also, the division develops, administers and manages studies and programs that collect traffic related data, identify performance measures of mobility, estimate future travel demands and provide traffic congestion management strategies.

The division also handles federal-aid activities by applying, programming and administering federal funding from the Federal Highways Administration and Federal Transit Administration for city highway and transit projects. In doing so, the division monitors and certifies fiscal transportation compliance with federal laws, rules, regulations and grant program requirements, including the federal and city Disadvantaged Business Enterprise Program. The division supports the Director in the federally required Statewide Transportation Improvement Program, Overall Work Program and Oahu Metropolitan Planning Organization planning processes.

#### TPD Highlights:

- Ewa Highway Impact Fee Update Study. – This study will update the Ewa Highway Master Plan that identifies key sub-regional transportation facilities that would be eligible to receive proceeds from the Ewa transportation impact fee. Work continues on evaluating alternatives to fund transportation improvements within the Ewa area.
- Urban Parking Management Study. – The City initiated a study to review current parking policies and management of current City parking resources including advanced parking meter systems. An initial assessment is expected in late 2010 with finalized recommendations occurring in early 2011.

- Makakilo Drive Extension Project. – Completed analysis of alternative alignments for project and presented the best alternative to the community. Draft Environmental Assessment completed and NEPA-FONSI will be completed in FY2010. Design work is expected in FY2010.
- Fiscal Year CIP Budget – Compiled and programmed the department's CIP budget comprised of traffic, streets, bicycle, pedestrian facilities improvements and mass transit projects.
- EA and EIS - Reviewed, coordinated and processed approximately 150 environmental impacts and assessment documents for regulatory compliance.
- Zoning - Reviewed, coordinated and processed approximately 50 Development Plan revision/amendment and rezoning requests.
- City Land Transactions - Reviewed, coordinated and processed approximately 100 requests for city disposal of rights-of-way and/or property.
- Traffic Data - Completed 100 traffic survey reports (traffic volume counts, speed classification counts, pedestrian counts, etc) using the Traffic Request Log to prioritize and monitor outstanding traffic survey requests.
- Planning Workshops - Participated in various transportation-related workshops including: Statewide Transportation Planning and environmental workshops (Chapter 343 and NEPA) by FHWA and LTAP.

### **Project Programming and Tracking**

- Assisted the Oahu Metropolitan Planning Organization (OMPO) in developing and financially constraining city projects programmed in the Fiscal Years 2008-2011 and 2011-2014 Transportation Improvement Program (TIP) process including various amendments to the update and revised projects in the TIP. The TIP, in turn, becomes the Oahu element of the Statewide Transportation Improvement Program (STIP), which is the statewide allocation program for federal transportation funding.
- Administered the City's projects in the OahuMPO's TIP for Fiscal Years 2008-2011 as required under U.S. Department of Transportation's statutes and regulations to be eligible for approximately FY2010 \$32 million in federal highway funds and \$70 million in federal transit funds
- Administered and managed 15 active federal transit grants, which included the preparation of federal quarterly reports for each grant
- Prepared, coordinated, submitted, and administered City's Overall Work Program (OWP). The OWP primarily funds transportation study and planning efforts. These studies are funded with federal assistance through OMPO's FHWA PL program.
- Continued to provide technical and administrative support to OMPO for the Short- and Long-Range Transportation Planning work elements
- Participated and supported OMPO activities including Citizens Advisory Committee (CAC) meetings, Technical Advisory Committee (TAC) meetings, Sub-TAC meetings, and Policy Committee (PC) meetings.

### **Regulatory Compliance**

- Coordinated the development of the Overall DBE goal for the City's FTA and FHWA assisted projects and submitted periodic reports to the Department of Transportation's DBE coordinator
- Established the Fiscal Year DBE overall goal for the City/DTS under the premise of 100% race-neutral means
- Monitored DTS programs and projects for DBE participation in compliance with DBE rules and regulations
- Submitted semi-annual progress reports to FTA on DBE participation in DTS transportation programs.

### **TRAFFIC ENGINEERING DIVISION**

The Traffic Engineering 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 Branch**

This branch provides traffic engineering and design support for the safe and efficient operation of streets and intersections, and recommends and implements standards for signs, pavement markings, and warning devices for the Urban Honolulu Region, the area generally extending from Makapuu, Ewa to Moanalua Valley/Foster Village/Halawa Valley Estates, south of the Koolau mountain range. The branch also receives, reviews and resolves queries from the public regarding the operation of vehicle, pedestrian, and bicycle traffic on streets and facilities; conducts data collection studies for input into management systems; conducts corner sight distance studies; and establishes and administers the traffic code ordinance requirements to maintain efficient and safe vehicle and bicycle facilities. In addition, the branch analyzes and determines warrants for traffic signals and left-turn signal phasing.

#### **Outlying Oahu Regional Branch**

This branch provides traffic engineering and design support for the safe and efficient operation of streets and intersections and recommends and implements standards for signs, pavement markings, and warning devices for the Outlying Oahu Region, the area generally extending from west of Moanalua Valley/Foster Village/Halawa Valley Estates, Ewa to Kaena, north to Kahuku and along the entire windward side to Waimanalo. The branch also receives, reviews, and resolves queries from the public regarding

the operation of vehicle, pedestrian, and bicycle traffic on streets and facilities; conducts data collection studies for input into management systems; establishes and administers the Traffic Code Ordinance requirements to maintain efficient and safe vehicle and bicycle facilities. In addition the branch analyzes and determines warrants for traffic signals and left turn signal phasing.

### **Traffic Safety and Alternate Modes Branch**

This 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. It also administers the city's bikeway, pedestrian safety and traffic safety and education programs.

### **Mayor's Initiative - Pedestrian Safety**

The Mayor has emphasized the importance of improving pedestrian safety. In response, DTS increased their effort in stressing the 4 E's (Engineering, Education, Enforcement and Everyone). These efforts in engineering and education include:

#### **Engineering**

- In-street Pedestrian Crossing Signs. Initiated a pilot project to evaluate and develop guidelines for their use. These signs are mounted in the middle of streets that have moderate to low traffic volume and help to increase driver awareness of unsignalized pedestrian crossings. The pilot projects are located in Manoa on East Manoa Road and in Kailua on Hamakua Drive.
- Pedestrian-activated Signals. Completed the construction phase of a pilot project to install and evaluate pedestrian-activated in-pavement lights for an unsignalized crosswalk in Kalihi on North King Street. Results of the study will be used to develop guidelines for their future use at similar locations.
- Countdown Pedestrian Signals. Made it policy to install this type of pedestrian signal whenever new traffic signals are installed. The intent is to eventually install countdown signals at all signalized locations.
- Longer Pedestrian Crossing Times. Adjusted traffic signal timings to provide longer crossing times at intersections where high concentrations of elderly and children occur.
- Removal of Unsignalized Mid-block Crosswalks. In conjunction with the bus stop realignment program, mid-block crosswalks are being removed. The combination of bus stops and unsignalized, mid-block crosswalks tend to increase the potential for pedestrian injuries.
- High Visibility (fluorescent yellow green) Pedestrian Crossing Signs. DTS policy is now to use the high-visibility version of pedestrian crossing signs when installing the signs.
- Enhanced Various Crosswalks. In high density pedestrian areas, crosswalk enhancements such as updated zebra stripe markings, pedestrian crossing signs, and pavement markings are being implemented.
- Oahu Pedestrian Safety Study Update. This study was amended to include a review of bus-pedestrian connections, develop bus stop replacement guidelines and develop a program for bus stop enhancements. The amendment is being finalized.

#### **Education**

- Public Service Announcements (PSA's). Produced and aired one television PSA ("In-Pavement Crosswalk Lights") in April 2010. The PSA instructed pedestrians on the proper use of pedestrian activated in-pavement lights. The PSA was aired on KHON, KGMB, and various Oceanic Cable stations.
- "Be Safe Be Seen" Halloween Pedestrian Safety Campaign. In conjunction with the Honolulu Police Department and Department of Education; 65,000 safety stickers and parent brochures were distributed. Awareness of the campaign was increased by a kickoff event with Mayor Mufi Hannemann, Royal School students and representatives from the HPD and DOE.
- Walk Wise Hawaii:
  - Reprinted 8,000 multi-language Walk Wise Hawaii brochures (2,000 each of 4 languages – Tagalog, Ilocano, Chinese and Vietnamese) and 5,000 Walk Wise Hawaii brochures in English for distribution.
  - Printed 5,000 in-pavement lights brochures for distribution.



April 2010 – In-Pavement Crosswalk Lights in Kalihi (1170 North King Street).

- Public Exhibitions and Fairs: Coordinated the annual “Good Life Expo” in September 2009, with an estimated 30,000 seniors in attendance at the Blaisdell Exhibition Hall. The event addressed senior pedestrian safety.

### **Mayor’s Initiative - 21st Century Ahupua’a Program**

In support of the Mayor’s sustainability program, DTS is coordinating a Green-Vehicle (“G-vehicle”) Parking Placard Program to provide preferential parking for alternative fuel vehicles in the City Municipal Parking Garage. We are currently working with both City and non-City organizations to extend the preferential parking program to other City parking facilities and in private parking area such as shopping centers.

### **Traffic Engineering Division Highlights**

#### **Major Roadway Construction Improvements**

- Harding Avenue at 5th and 11th Avenues – Awarded construction contract to provide intersection improvements to facilitate more efficient traffic operations at key entrance ramps to the H-1 freeway in the Kaimuki area.
- Waipio Point Access Road Improvements – Awarded construction contract to provide roadway and drainage improvements and a new multi-use path on Waipio Point Access Road between the Pearl Harbor Bike Path and the entrance to the Waipio Peninsula Soccer Park.
- Kalaeloa Boulevard Improvements – Awarded construction contract to improve Kalaeloa Boulevard between Kapolei Parkway and the mauka Lauwiliwili Loop intersection. This extends the recently improved section of Kalaeloa Boulevard down to Lauwiliwili Loop, providing improved access to the Kapolei Fire Station located on Lauwiliwili Loop.
- Hui Iwa Street Median Project – Completed project to install raised median and revised striping along Hui Iwa Street between Kahekili Highway and Hui Ulili Street. This traffic calming project was implemented with the input of the community to address drifting and speeding concerns.

#### **Traffic Engineering Improvements**

- Lemi and Lemiwai Streets Speed Humps Project – Worked with the community to install speed humps along Lemi and Lemiwai Streets to mitigate speeding and cut-through traffic concerns.
- Kapolei Parkway/Renton Road and Kapolei Parkway/Kolowaka Drive All-Way Stop Installations – Completed plans and worked with the Department of Facility Maintenance to install all-way stops at the intersections. With the opening of Kualaka’i Parkway, traffic conditions changed along Kapolei Parkway which initiated the installation of the all-way stops on an interim basis pending the installation of traffic signals.
- Waianae Coast Emergency Access Route (WCEAR) Emergency Management Signage – Completed plans to install signage along the WCEAR to provide guidance to motorists when the WCEAR is in use.
- Ulune Street - To address speeding and safety concerns, the roadway was narrowed in conjunction with DDC’s resurfacing project by installing shoulder/parking lanes on both sides of Ulune Street between Aliipoe and Kahuapaani Streets. PED XING pavement markings were also installed on approach to the uncontrolled marked crosswalks in the area.
- Houghtailing and N. School Streets – A left turn phase was recommended at the intersection in the mauka direction to improve traffic flow at the intersection.
- Ward Avenue – Metered parking stalls were installed on Ward Avenue between King Street and Kapiolani Boulevard.
- Thurston and Wilder Avenues – Previously, a stop sign and traffic island were installed to address safety issues and traffic flow. At the request of the Neighborhood Board, the traffic island was modified to allow for additional parking that was removed as part of the previous modifications.
- Malia Street and Ainakoa Avenue – Completed plans to address the area neighborhood board’s speeding and pedestrian safety concerns at the intersection. This will include the installation of electronic driver feedback sign and a channelization island at the intersection.
- Manoa Road – To address speeding concerns and safety concerns, the roadway was narrowed by installing parking lanes on both sides of Manoa Road between Olopuia Street and Halelani Drive.
- Lusitana and Puowaina Street – In response to safety issues at the intersection, a traffic island was installed to channelize ingress and egress at Puowaina Street and pavement markings were installed to demarkate separate left and right turn lanes at Lusitana Street.
- Likini Street - To address speeding concerns and safety concerns, the roadway was narrowed by installing parking lanes on both sides of Likini Street between Ala Napunani and Ala Liliko Streets.
- Completed 889 work orders, including requests and complaints from individuals, public, and private organizations, businesses, and government agencies.
- Conducted 94 maintenance investigations to insure high quality of traffic control devices.
- Served as secretariat for the Oahu Fleet Safety Organization, providing training and education for commercial drivers for Oahu’s motor carriers; coordinated annual workshop addressing federal and state drug regulations; speakers on vehicle lighting technology, driver improvement program and liability exposures.
- Provided in-house assistance to the Transportation Planning Division by providing review comments on to submitted Environmental Impact Statements, Environmental Assessments, etc.
- Provided assistance to city departments including the Department of Design and Construction, the Department of Planning and Permitting, the Department of Environmental Services, the Department of Budget and Fiscal Services, Corporation

Counsel, the Department of Community Services, the Department of Parks and Recreation, the Department of Enterprise Services, the Department of Emergency Management, the Honolulu Police Department, the Honolulu Fire Department, and the Customer Services Department.

## **Bicycle Program Highlights**

### **Bike Facilities**

- Bicycle Master Plan Update – An updated Oahu Bike Plan that covers the entire island of Oahu and focuses on connectivity projects that can be implemented within a reasonable time frame will be complete by the end of 2010.
- Bikeway Improvement Projects – Initiated design to install/enhance bicycle facilities on Meheula Parkway (install bike lanes), Kealaolu Avenue (pave shoulder), Kalakaua Avenue (install bike lanes), Kalaheo Avenue (improve shoulder), and Lei of Parks – Route 1 (install signage and improve connectivity). Initiated design for the rehabilitation of the Date Street Bike Path.
- Keolu Bike Lane – Completed a restriping of Keolu Drive between Hamakua Drive and Keolu Drive as part of a roadway resurfacing project. This will extend the existing bike lanes on Keolu Drive to create a continuous system between Wanaao Street and Keolu Drive (Kailua Town side of Keolu Drive loop).
- Bike Racks – Purchased (25), installed (17), relocated (4), and repaired/replaced (4) bike racks. Also maintained racks by removing 50 abandoned bikes.

### **Education Programs**

- Promoted the second annual “Bike to the Zoo Day”, where people who bicycled to the Honolulu Zoo received free admission.
- Aired a Public Service Announcement (PSA) with a “Share the Road with Bicycles” message during May 2010, which is National Bike Month.
- Purchased and distributed various bicycle safety education materials to the public, including bicycle rental agencies in Waikiki.
- Conducted three bicycle traffic safety-training sessions with new “TheBus” drivers joining Oahu Transit Services.
- Served as grant manager for the Hawaii Bicycling League’s “Bike-Ed Hawaii” program for 4th graders.
- Served as secretariat for the Mayor’s Advisory Committee on Bicycling; monthly meetings serve to advise DTS and the Mayor on bicycling matters. The committee also serves as a clearinghouse between the City and State bicycle coordinators and the Hawaii Bicycling League.

## **TRAFFIC SIGNALS & TECHNOLOGY (TST) DIVISION**

The Traffic Signal and Technology Division (TST) designs, implements, operates and maintains the safe and efficient operation of over 795 state and city traffic signals on Oahu. In addition, the division 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 division participates in the many elements of ITS, which include traffic signal control, freeway management, incident management, traveler information and transit management systems. For traffic signal control, the Traffic Management Center analyzes and optimizes the traffic signal operations and coordinates traffic signals to improve progression for commuters and transit services. Another important function is determining and programming the safe and reasonable crossing times for pedestrians.

For emergency services, the division installs, operates and maintains the emergency vehicle pre-emption systems. Emergency pre-emption systems expedite fire and ambulance vehicles, saving critical minutes in travel times, and minimizing conflicts by holding the green signal at signalized intersections. The requested right of way limits conflict with other vehicles and pedestrians and clears downstream congestion, which may impede response times. For freeway and incident management, the division installs, operates and maintains the 143 traffic-monitoring cameras located at critical traffic intersections and freeway locations to improve traffic signal progression and monitor highway conditions on alternative streets. For traveler information, another ITS element, in partnership with local television stations, local radio stations and a website, the division promotes and provides traffic information informing commuters about the latest traffic conditions.

For transit management, the division is reviewing transit priority technology that favors transit buses at signalized intersections.

### **Administration**

Division administration is responsible for effective and efficient management and administration of the division. It establishes the division’s policies, goals and objectives, and measures and promotes customer service. Administration also develops cost effective methods and results oriented programs, and reviews streamlining of tasks. At the same time, it establishes a professional level of services, responses and actions to be accomplished in a timely and satisfactory manner. Administration meets with the staff to consult, develop and formulate accurate, accountable and responsible policies and procedures to improve the division’s initiatives, quality, professionalism and responses in order to offer the very best in customer services.

### **Traffic Technology Branch**

This branch is responsible for the engineering and design functions of the division. Professional and appropriate planning and designing tasks are its primary responsibilities, ensuring the safest and most efficient traffic signal systems for commuters, pedestrians and bicyclists. Another important function of the branch is providing and meeting the Americans with Disabilities Act (ADA) requirements at traffic signal locations. These include special ADA pedestrian push buttons and audible pedestrian signals. The

branch researches, investigates and implements ITS applications, which employ advanced technology to produce higher traffic flow efficiency. The branch administers advanced traveler information through the Internet, providing commuter access to real time traffic conditions.

This branch is also responsible for the expansion of the traffic video camera program that will deliver complete coverage on major roadways on Oahu in phases. In order to implement projects, the branch develops, designs, and promotes traffic signal programs that are funded with federal funds. All traffic signals at city or state intersections are designed or reviewed by this branch, which has the final responsibility for the safety and efficiency of the operations. The cost to modernize and upgrade many of the existing traffic signal systems has been paid by federal funds pursued by this branch, reducing the need of city CIP funds. As part of safety and to lower maintenance cost, the branch evaluates and specifies high tech, faultless equipment and energy saving devices. As an example, light emitting diode (LED) countdown pedestrian signals, which save more than 75 percent on energy costs than conventional incandescent bulb, have become the standard for new traffic signal systems installation.

#### **Traffic Technology Branch Accomplishments:**

- Traffic Signals at Various Locations Project (Stimulus Funded) - installing four new traffic signals and upgraded two signalized intersections.
- Expanded traffic cameras and signal control to the Windward Side (Kaneohe)
- Expanding traffic cameras to Kapolei and Waipio
- Reviewed and re-engineered approximately 893 construction plans.
- Assisted the Traffic Management Center with improved traffic optimized algorithms, communication and detection technology for more efficient signal operations.
- Upgraded 30% of City owned pedestrian signals to LED countdown pedestrian signals

#### **Traffic Control Center Branch**

The Traffic Management Center is responsible for the efficient, effective, and safe operation of the 782 traffic signals on Oahu. The division concentrates on reducing unnecessary delays by optimizing traffic signal timings, and reviews the safety measures and concerns from commuters and pedestrians. Efficient traffic signal operations are established through field inspections and analysis, travel time studies and traffic video monitoring. The operational timing plans are frequently reviewed especially during the morning and afternoon peak hours when congestion levels are at the highest. The center utilizes 148 traffic cameras to provide real time traffic information. The system is an invaluable tool to analyze, select and mitigate traffic congestion. The center will intervene and compensate by implementing special timing plans to ease the related congestion.

Related to traffic control, the branch issues street usage permits required for any construction or special events that restrict or block any city roadways. The street usage section is responsible for enforcing the traffic code, motorcades, parades, house moving, movement of oversize/overweight vehicles, and other nonconforming uses of streets. When travel lanes are reduced, the roadway capacity follows. For special events such as parades or block parties, the branch works with HPD and state DOT to determine the best and safest traffic controls and favorable alternative routes.

The TMC partners with the Department of Information Technology (DIT) to develop the traffic camera web page, which displays real-time pictures to keep commuters informed about local traffic conditions. The web site has become one of Hawaii's most popular addresses. Currently, the site continues to broadcast live traffic videos on the Internet. During peak hours, live traffic videos from the center link to the local television stations, and traffic reporters from various radio stations transmit traffic reports from the traffic center to assist Oahu commuters to better plan their schedules. To provide the City with an extensive communication network, the branch designs, integrates, and expands its fiber optic and traffic signal communication system from Hawaii Kai to Waipahu. The communication channels and bandwidth of the fiber optic system not only serve the traffic center but also can support the future digital data needs of other city departments such as Department Emergency Management. The branch is currently working on plans to expand the traffic camera system to Windward side of the island and Kapolei.

#### **Traffic Control Branch Accomplishments:**

- Broadcasting radio traffic reports from the traffic center
- Investigated and responded to over 592 traffic concerns
- Adjusted 392 traffic signal operations
- Traffic control for various first amendment marches
- Traffic control for Kamehameha Day Floral Parade, Honolulu Triathlon, Aloha Festival Floral Parade, Sunset on the Beach, various High School's Homecoming parades, Honolulu Marathon
- Reviewed and issued 6,993 street usage permits
- Reviewed and issued 108 parade/block party permits
- Reviewed and issued 72 oversize/overweight permits
- Reviewed and issued 72 bike/run permits
- Assisted the Traffic Signal Branch in malfunction diagnostics



Special Event (Parade) Closure

### Traffic Signals Branch

The branch is responsible for maintaining the 781 state and city traffic signals. When malfunctions occur, the branch responds immediately to repair operations and minimize congestion so that traffic safety can be restored quickly. Traffic signal maintenance, adjustment, and modification capabilities of the branch are available 24 hours a day, 7 days a week. The branch usually responds to any critical malfunctions within an hour. Most malfunctions are corrected within a two-hour span. The branch does interim traffic timing adjustments at trouble spots to quickly resolve traffic issues. For new traffic signal infrastructure needs, the branch does construction improvements. The in-house ability saves considerable and substantial outside contractual costs and delays. This branch maintains the extensive fiber optic and communication cable system, which spreads from the traffic center throughout the city. For state and city construction projects involving traffic signals, the branch inspects the projects to insure operations are safe and equipment is installed in accordance with local codes and standards. The branch does the inspection management for the construction activities designed by the Traffic Technology Branch. This branch continues to improve the technology of the traffic signal systems and maintain efficient and safe traffic signal operations.

The traffic signal branch also assists the neighbor islands in training personnel for the maintenance and repair of the signal system. During emergencies, the branch supplies signal equipment and repairs malfunctioning signal equipment for the neighbor islands.

### Traffic Signals Branch Accomplishments:

- Responded and repaired 7,235 traffic signal malfunctions and operational reports
- Field inspected and interim adjustments of signal operations for 312 intersections
- Assisted the Traffic Control Branch with operational functions and safety requirements at 76 intersections
- Assisted the design technology branch in the revised design and plans of 46 intersections
- Assisted the Traffic Management Center with the operations of the traffic cameras and the maintenance of the fiber optic systems
- Inspected and supervised installation of related traffic signal work for 243 construction projects
- Assisted in evaluating new pedestrian and traffic signal equipment
- Installed Countdown Pedestrian Signals in the Waikiki, Makiki, Downtown, and Kalihi Area



Windward Traffic Camera View

### Joint Traffic Management Center (JTMC)

The planning of a new Joint Traffic Management Center (JTMC) continues and the final environmental assessment is has been completed.

The Honolulu Joint Traffic Management Center (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 including improvements to:

- Incident Management – Greater ability to minimize the detection, verification, response and clearance of incidents impacting traffic flow (e.g., lane blockages, roadway closures) resulting in improved response in providing the medical attention that those involved in the incident need while opening traffic lanes as safely and quickly as possible.
- Traffic Management – Ability to improve optimization of traffic flow using the computerized signal system, freeway management system and other advanced traffic management system technologies.
- Special Event Management – Proactive management of transportation operations, security, parking and other needs before, during and after a special event (e.g., parades, festivals, sporting events, etc.).
- Emergency Management – Include greater integration and coordination of transportation and public safety operations to provide quicker and more efficient response to emergencies.

## **PUBLIC TRANSIT DIVISION**

The Public Transit Division (PTD) is responsible for the City's fixed-route bus transit system (TheBus) and the paratransit system (TheHandi-Van). PTD performs management oversight of Oahu Transit Services, Inc. (OTS), the contractor that manages and operates the City's public transit system. Included in the oversight responsibility is transit performance monitoring; identifying service problems; resolving customer complaints; instituting corrective actions; monitoring budget execution; financial and internal control audits; and the annual performance audit. PTD is also responsible for planning, design, construction and oversight of capital projects for TheBus and the Handi-Van system including procurement of rolling stock.

### **Administration**

Administers the Division's daily operations. This includes workload assignments and personnel management. Responsibilities include ensuring timely completion of all Division projects and promotion of community relations relative to the community's public transit needs.

### **Public Transit Division Highlights**

- Transit Security Grant Program: Received 2010 grant funds totaling \$571,000 to continue the security and emergency preparedness training and exercise program for transit personnel; established computer classroom and kiosks at transit facilities; hosted transit safety and security training workshops conducted by the National Transit Institute and Transportation Safety Institute.
- On-Street Passenger Information Sign Project: Installed passenger information signs at the following locations: Middle Street Transit Center, Sinclair Circle, Metcalf & University, Waianae Transit Center, Waipahu Transit Center (Eastbound & Westbound), Hawaii Kai Park and Ride, Mililani Park & Ride, Mililani Transit Center, Kapolei Transit Center (Eastbound & Westbound), and Kapiolani Community College.
- Access Control and Monitoring System installed at the Pearl City Bus Facility.
- Mobile Video Surveillance System for Buses: On-board bus camera system contract awarded to Safety Vision June 2010. Cameras to be installed in FY2011.
- OTS Accounts Payable Check Register: Performed monthly reviews of all disbursements for the Bus and Paratransit greater than or equal to \$10,000 through December 2009, and greater than or equal to \$25,000 from January 2010 – June 2010.
- OTS Fare Revenue Testing: Performed quarterly reviews of cash fares for the Bus. Selected ten days in each quarter to reconcile actual amounts deposited with amounts recorded per the GFI Farebox Report.
- Public Transportation Services Enterprise Fund Financial Statements: Prepared the FY 2010 Public Transportation Services Financial Statements to be included in the City's FY 2010 CAFR.
- Management Performance Review of the OTS Transportation Services (2010): Request For Proposal (RFP) was completed, and the consultant was selected. Contract to be completed in FY2011.
- Independent Performance Review of the OTS Transportation Services (2009): Draft report completed, review expected to be finalized by 9/1/10.
- Audit of FTA Assets: Audit completed February 2010.
- Short Range Transit Service Operations Plan: Contract was awarded to Nelson\Nygaard Inc. Draft documents being prepared.
- Physical Inventory of fleet: Performed an annual physical count of all of the buses and vans at OTS, Inc., and reconciled all discrepancies.
- Timesheets: Continued the timesheet system for accountability and possible Federal reimbursement.
- National Transit Database: In order to continue receiving Federal Transit Administration (FTA) funds, the City must annually submit reports to the National Transit Database. These reports include financial and operational activities. The annual NTD report for FY2009 was satisfactorily submitted to FTA. The monthly NTD reports for Ridership, and for Safety and Security for 2010 were also satisfactorily submitted.
- Monthly Bus Pass Subsidy Program: 410 applications processed.
- TheBus interior advertising program: a request for proposals (RFP) to outsource interior bus advertising program was accomplished in FY2010.

## **Fixed Route Operations Branch**

Provides and promotes the most efficient, responsive and cost-effective transit services to the public through contract monitoring, operations administration and public education and information programs by:

- Administering the day-to-day operations of TheBus through performance monitoring, policy guidance, coordinating route & schedule adjustments and changes, and direction of TheBus services contractor in methods and practices to deliver the most effective transit services to the public. Patronage of TheBus totaled 73,158,633 passenger trips in FY 2010 compared to 77,329,670 in FY 2009. TheBus operated an estimated total of 1,511,706 bus hours in FY 2010
- Coordinating construction and street usage projects for city and state agencies affecting TheBus operations with the needs of TheBus passengers, traffic safety, and design policies.
- Administering TheBus interior advertising program; this provides revenue to the city through the sale of advertising space within the transit coaches.

## **Bus Schedule Adjustments and Route Modifications for Fiscal Year 2010:**

The following routes were modified in FY2010:

- Route 16 – Moanalua Valley extended to provide service to the Kaiser Medical Center and Red Hill area.
- Route 86A Kaneohe-Kahaluu-Pearl Harbor Express modified to utilize Likelike Highway.
- Route 43 Waipahu-Honolulu-Alapai modified to terminate at Alapai instead of Ala Moana Center. Route modified to provide service to Kalihi Transit Center, Red Hill and “The Renaissance” Homes area in Waipahu.
- Route 53 – Honolulu- Pacific Heights modified to circumvent Halawa Heights
- Route 202 – Waipahu via Paiwa Express. The AM (eastbound) route in Waipahu was modified to mimic the PM (westbound) route. This modification will permit morning access into the Zipper Lane from Waipahu.
- Route 86 Windward-Pearl Harbor Express – change name to Route PH5 Windward-Pearl Harbor Express
- Route 86A – Kaneohe-Kahaluu-Pearl Harbor Express – change name to Route PH4 Kaneohe-Kahaluu-Pearl Harbor Express
- Route 95 Hawaii Kai-Pearl Harbor Express – change name to Route Ph 6 Hawaii Kai-Pearl Harbor Express
- Route 97 – Village Park Express modified to provide service to Royal Kunia subdivision
- Route 73 Leeward Community College modified to extend service to Pearl City Uplands.
- Route 93 Waianae Coast Express – modified due to restricted use of Kili Drive
- Route 101 Ewa Gentry Express modified to expedite service within Ewa
- Route 103 Paiwa-Waikale Express extended to service additional areas of the Waikale subdivision (Manager's Drive).
- Route 83A Wahiawa – Mililani Express. The Mililani service changes name to Route PH2 Mililani Town-Pearl Harbor Express. The Wahiawa service change name to Route PH3 Wahiawa Heights-Pearl Harbor Express
- Route 93A Waianae Coast Express – Pearl Harbor change name to Route PH1 Waianae Coast – Pearl Harbor Express
- All Pearl Harbor Express routes modified to service Hickam Air Force base.
- Route 73 Leeward Community College modified to extend service to Pearl City Cultural Center.
- Route 434 Waipahu-Village Park. To expedite service, the eastbound route will be modified to utilize the H-1 Freeway.
- Relocated Salt Lake Bus terminus to Ala Ilima/Ala Liliko

In conjunction with TheBus service contractor, the following programs were continued during this period:

- TheBus timetables available to the public at all Satellite City Halls and on TheBus Website.
- TheBus provided special services for the Mayor’s Memorial Day Service at Punchbowl, Great Aloha Run, and Veteran’s Day Service.
- Coordinated TheBus information/display booths at annual Senior Fair, Wellness Fair, Mayor’s Craft Fair, and others.

Quarterly Quality Assurance Program: An internal check of the system to identify operational problems directly affecting the quality of service delivered to our riding customers. The quality assurance rider is typically a temporary hire employee who rides a sampling of routes, island wide over a period of 2-3 weeks filling out a survey form for each trip.

Annual Pest Control: A contracted, phased removal of feral chickens from the Hawaii Kai Park & Ride facility responding to community and Neighborhood Board concerns and requests. Each quarterly phase consists of collection, incubation, and second collection elements. Results of each phase are reported to the Hawaii Kai Neighborhood Board.

## **Facilities and Equipment Branch**

This branch has two major functions: 1) the procurement of vehicles and equipment to support bus and paratransit operations, and 2) the construction and maintenance of bus facilities and improvement activities at nearly 4,000 existing bus stops island-wide. Responsibilities include preparation of bid documents and administration of contracts for projects such as the procurement of new and replacement buses and paratransit vehicles, maintenance of existing bus facilities, construction and maintenance of transit centers, ADA bus stop improvements, bus bays and pads, bus shelters, benches, stools, litter containers and other related projects. The branch also maintains permits for the existing bus facilities and provides assistance to other City and State agencies as requested.

## Procurement of New Vehicles and Supplies

- Ten (10) 35-foot low-floor clean diesel buses.
- Twenty four (24) low-floor 40-foot clean diesel buses
- Ten (10) 60-foot low-floor hybrid-diesel articulated buses.
- Assisted OTS in the procurement of services for: 1) Analysis of Automotive Oils, Diesel Fuel, and Coolants, 2) Collection and Disposal of Waste Oil, Anti-freeze, and Waste H<sub>2</sub>O, and 3) Recapping and Disposal of Handi-Van Tires



April 1, 2010 - Blessing of Hybrid Articulated Bus with Mayor, Senator Inouye, Director and other dignitaries.

## Construction and Planning of Facilities

- Kalihi Stream Project: Planning and design of Kalihi Stream renovation adjacent to Kalihi-Palama Bus Facility awarded in FY2009. Work began in FY2010
- Middle Street Intermodal Center
  - Phase 1
    - Phase 1A – Demolition and Handi-Van Parking. Construction of parking area completed, accepted and in use.
    - Phase 1B – Handi-Van Maintenance and Administration Building. Construction of building is completed, accepted and occupied. Contract kept open to provide added improvements to building. Less than 1% of work remain.
    - Phase 1C – Installation of Interior Fixtures and Furnishings for Paratransit Maintenance Facility. Contractor, i2 Construction, has been awarded the contract. NTP given on October 1, 2010.
    - Access Roadway – Construction of roadway is completed, accepted and open to public use.
  - Phase 2
    - Phase 2A – Demolition of Phase 2 Site. Completed and project is closed.
    - Phase 2B-1 – Additional Handi-Van Parking and Environmental Capping. All work completed.
    - Phase 2B-2 – Intersection Improvement and Signalization of Middle Street. Contractor: Paradigm Inc., NTP given on 2/16/2010. Project is 10% completed. Completion anticipated on March 2011.
    - Phase 2B-3 – Covered Platform and Transit Center. Construction is 58% completed. Completion anticipated on 2/25/11
- Transit Street Improvements: The consultant contract for this project to demonstrate transit signal priority was executed June 2010.
- West Oahu Bus Transit Maintenance Facility – Planning and Design contract for the third bus and handivan maintenance facility executed.
- Wahiawa Transit Center – This is a community transit center to accommodate express, trunk and circular bus services for the Wahiawa area. Project was awarded to Honolulu Builders, Inc. NTP given on April 2010. Construction is 32% completed. Completion anticipated on 4/29/11.
- Alapai Transit Center – This transit center to accommodate express, trunk, and circular bus services. Project was awarded to Designer Built Systems, Inc. Construction is scheduled to start November 2010.
- Kaneohe Transit Center – Currently re-negotiating design fees with Urban Works due to change in the scope of work

- Bus Pads – Construction contract for 30 bus pads was awarded to 808 Underground Utilities, Inc. Construction to start on October 18<sup>th</sup> 2010.
- Bus Shelters – The following bus shelters were either constructed, removed and stored or refurbished and relocated by the end of the fiscal year:
  - Type “A” Bus Shelters: ..... 4
  - Type “B” Bus Shelters: ..... 3
  - Type “C” Bus Shelters: ..... 0
  - “Portable” Type Bus Shelters:..... 4
  - “Pole” Type Bus Shelters: ..... 4
  - “Special Design” Bus Shelters:..... 0
  - Total:.....15
  - Purchased and installed 30 concrete benches, 9 vagrant resistant benches, and 24 concrete stools at bus stops.
- ADA Bus Stop Accessibility Project – Phase IV construction in progress to improve pedestrian access paths to bus stops.
- ADA Bus Stop Improvements– Phase V construction awarded to HTM Contractors, Inc.. For 30 bus stop sites.
- ADA Bus Stop Improvements– Phase VI construction awarded to Site Engineering, Inc. For 20 bus stop sites.

**Maintenance and Support Activities:**

- Daily Custodial Services – Procured and administered custodial services for the Waipahu, Mililani, Waianae and Kapolei Transit Centers to clean restrooms, pick up litter and remove/paint over graffiti. Also contracted services to repair damage to transit centers due to vandalism.
- Monthly Landscape Maintenance – Procured and administered landscape maintenance services for the Waianae, Mililani and Waipahu Transit Centers to cut grass, trim plants and trim trees, and maintain irrigation lines.
- Security Services – Procured and administered private security for the Waipahu, Mililani, and Kapolei Transit Centers.
- Pressure Washing Services – Procured and administered private pressure washing services to clean bus stops. Bus stop cleaning is coordinated with DFM and HPD when cleaning involves bus stops occupied by people.
- Portable Toilets – Provide portable toilets at Alapai, Kapolei and Waianae Transit Centers.
- Overall Bus Shelter Maintenance - Continually maintain over 1,000 bus shelters including continuing war against graffiti.
- Volunteer Graffiti Control - Organized volunteers and provided materials for graffiti cleanup campaigns.

**Paratransit Operations Branch**

The Paratransit Operations Branch is responsible for planning and implementing an island-wide public transit service for persons with disabilities who are functionally unable to independently use the fixed route bus system due to a ADA qualified disability. The Branch monitors TheHandi-Van contractor’s performance, establishes policies for TheHandi-Van service operation and monitors budget execution. The Branch also monitors operating statistics and fleet availability, and monitors all complaints received regarding the TheHandi-Van system and takes corrective action where appropriate. The Paratransit Operations Branch is also responsible for maintaining contact with various agencies supporting the disabled community.

TheHandi-Van Eligibility Center – In mid-October FY 2010, DTS changed its paratransit eligibility determination procedures to a 100 percent in-person assessment process. It contracted with Innovative Paradigms, Inc. (IP) to establish the new TheHandi-Van Eligibility Center, where all in-person assessments and related activities are conducted. The new in-person assessment process provides an improved level of assessment for paratransit eligibility applicants, improves the efficiency of the HandiVan system, and strengthens the paratransit program’s compliance with Federal ADA requirements.

The FY10 statistics below include all written applications processed by the DTS between July 1, 2009 and October 13, 2009, as well as all subsequent in-person assessments completed by the Eligibility Center between October 14, 2009 and June 30, 2010:

|   | <u>FY08</u> | <u>FY09</u> | <u>FY10</u> |
|---|-------------|-------------|-------------|
| Applications received:.....             | 4,377       | 5,487       | 1,518       |
| Conditional eligibility granted: .....  | 3,394       | 4,311       | 341         |
| Unconditional eligibility granted:..... | 755         | 1,019       | 1,177       |
| Eligibility denied: .....               | 228         | 157         | 60          |
|   |             |             |             |
|   | <u>FY08</u> | <u>FY09</u> | <u>FY10</u> |
| In-person assessments conducted ...     | 873         | 690         | 2,600       |
| Conditional eligibility granted: .....  | 320         | 311         | 512         |
| Unconditional eligibility granted:..... | 413         | 295         | 1,943       |
| Eligibility denied: .....               | 15          | 30          | 96          |

Totals for FY10:

- Eligibility Determinations – 4,118
- Conditional eligibility granted – 853
- Unconditional eligibility granted – 3,120
- Eligibility denied – 156

**Other Activities**

- Customer service and oversight (including TheHandi-Van service incidents, letters of misconduct warning and suspension, no-show suspension, and appeal hearings):

|   | <u>FY08</u> | <u>FY09</u> | <u>FY10</u> |
|---|-------------|-------------|-------------|
| Incidents reported.....                       | 141         | 206         | 436         |
| Misconduct warnings issued .....              | 14          | 8           | 3           |
| Misconduct suspension of service issued ..... | 6           | 6           | 180         |
| No-Show suspension of service issued.....     | 0           | 0           | 0           |
| Appeal hearings conducted.....                | 2           | 0           | 0           |

- Provision of staff support to The Committee on Accessible Transportation (CAT). CAT provides counsel and advice to the Director of the Department of Transportation Services concerning the transportation goals and objectives for the elderly and persons with disabilities. In addition to reviewing monthly service reports, the CAT reviews policies and procedures regarding TheHandi-Van and TheBus services. The CAT met four times during Fiscal Year 2010.
- Administered Instructor Bus Pass Program. Issued instructor bus passes to schools and agencies that train disabled students and clients to use the fixed route service.

|                                | <u>FY08</u> | <u>FY09</u> | <u>FY10</u> |
|--------------------------------|-------------|-------------|-------------|
| Trips Taken:.....              | 23,000+     | 23,000+     | 23,500+     |
| Instructor Passes issued:..... | 876         | 823         | 1,057       |

**Human Services Transportation Coordination Program**

The Human Services Transportation Coordination Program brought together transit, social service agencies, transportation providers, and other community providers to identify strategies to improve transportation options for people with disabilities, senior citizens, and people with limited incomes. Completion of the Human Services Transportation Coordination Plan qualifies the City & County of Honolulu to apply for certain federal transit grant funds.

The Coordination Plan’s primary goals are to: a) Coordinate and establish connections between agencies for transportation service planning; b) increase compliance with the Americans with Disabilities Act (ADA); and c) improve public access to information on available transportation service options.

The following projects were initiated in FY2010 as part of the Human Services Transportation Coordination Plan:

- Agency-provided trips: A subrecipient agreement was executed with Goodwill Industries of Hawaii, Inc. (Goodwill). 7 vans are being used to transport 56 clients to and from Goodwill programs. This provides a higher level of service to Goodwill clients and provides additional trip capacity to supplement TheHandi-Van.
- Mobility Management Center: A subrecipient agreement was executed with Paratransit, Inc. The Mobility Management Center is responsible for providing administrative and technical oversight for projects executed under the City’s Human Service Transportation Coordination Plan.
- Kalaeloa Shuttle Service: A subrecipient agreement was initiated with Hawaii Helping the Hungry Have Hope (H-5). The shuttle will complement the City’s regular circulator Route 415 to provide mid-day and late night service between the Kalaeloa transitional shelters, the Kapolei Transit Center, and Campbell Industrial Park. The shuttle will provide a vital link to jobs and services and is part of the City’s continuing effort to improve the quality of life for Oahu residents.

**RAPID TRANSIT DIVISION**

The Rapid Transit Division (RTD) is responsible for planning, designing and constructing the proposed fixed guideway transit system for Honolulu.

RTD conducts activities related to the implementation of the Honolulu High-Capacity Transit Corridor Project (HHCTCP) in compliance with requirements under the applicable Federal, State, and local laws. Fiscal Year 2010 efforts were focused on conducting engineering work, completing the Final Environmental Impact Statement (Final EIS) that addresses both the Federal and State requirements, conducting major procurements of key contracts, and filling the divisional personnel needs.

**Fiscal Year 2010 Activities**

- Received approval from the Federal Transit Administration (FTA) to advance the HHCTCP into Preliminary Engineering.
- Awarded the Project Management Consultant contract for project management support services.
- Awarded the West Oahu/Farrington Highway Design-Build Guideway (WOFH) contract for the initial 6.5 mile section of the guideway.
- Processed seven utility agreements for the initial 6.5 mile section of the guideway.
- Assisted in the drafting and review of the “Rail Transit Stabilization Agreement” documents which were signed by the Mayor and various labor unions.
- Conducted oversight of the WOFH contractor’s soil sampling work from East Kapolei to Waipahu.
- Administered the Project Management Consultant contract, PE/FEIS General Engineering Consultant contract, and WOFH contract.
- The FTA approved the HHCTCP’s Final Environmental Impact Statement (Final EIS) for release.

- Awarded the Maintenance and Storage Facility Design-Build contract for a fully integrated base yard and the purchase of rail, special trackwork, and contact rail.
- Initiated procurements for the Final Design and Construction General Engineering Consultant contract, Kamehameha Guideway Design-Build contract, Farrington Highway Station Group design contract, and the West Oahu Station Group design contract.
- Participated in a value engineering workshop on the stations.
- Participated in monthly meetings and workshops with the FTA's Project Management Oversight Contractor.
- Worked to update various management plans required by FTA to advance to Final Design.
- Public Outreach Program
  - 140 Neighborhood Board updates.
  - 185 community presentations and events
  - Conducted rail stations community workshops
  - Printed and distributed newsletters to 15,000 subscribers, 36 Neighborhood Boards, 9 Satellite City Halls, 9 Council Districts, and at various public events.
  - Regularly updated project websites, [www.honolulutransit.org](http://www.honolulutransit.org) and [www.MovingUsForward.org](http://www.MovingUsForward.org).
  - Produced monthly 30-minute television programs on Olelo that provides project updates and features coverage of significant project events.
  - Received 250 calls on the 24-hour project telephone hotline, (808) 566-2299.
  - Created a video for the Final EIS that includes a high-definition computer generated "fly-through" of the proposed Airport alignment, conceptual renderings of the proposed rail stations, and a video guide to the Final EIS that explained key facts in the Final EIS in layman's terms.
  - Received a national award for communications from the American Public Transit Association.



# DEPARTMENT OF ENVIRONMENTAL SERVICES

Timothy E. Steinberger, P.E., Director  
Manuel S. Lanuevo, P.E., LEED AP, 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, stormwater and solid waste disposal services. The department operates and maintains sewer lines, treatment plants, wastewater pump stations, landfills, refuse and recycling pickup and disposal, cesspool pumping and the stormwater permit program.

## MISSION STATEMENT

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

## VISION

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

## VALUES

- *Community:* Provide transparent, collaborative, responsive service.
- *Commitment:* Do the right thing for the environment and public health.
- *Continuity:* Plan, design and operate for the good of future generations.



The new ENV logo reflects the department's commitment to the environment as depicted by the sun, water and Earth in the symbol.

## HIGHLIGHTS

### Administrative Support

Wastewater Sewer Service Charge revenue for the Fiscal Year 2010 Operating Budget amounted to approximately \$292,382,021, and the wastewater program continued to meet all revenue bond and financial requirements.

### Wastewater Revenue FY 2010

|                                  |               |
|----------------------------------|---------------|
| Sewer Service Charges .....      | \$292,382,021 |
| WW System Facility Charges ..... | \$6,686,130   |
| Other Revenue .....              | \$146,027     |
| Total .....                      | \$299,214,178 |

ENV continues to improve operations. Use of the enterprise asset management system/computerized maintenance management system is enhanced with improved configurations, implementation of manuals of practice and additional fiber connectivity to facilities.

### Organizational Development

ENV is updating its strategic planning process and has developed a new mission statement, vision and values reflected above.

### Organizational, Workforce Development

ENV continues to build on momentum established by supervisor training programs by addressing skill transfer and applying best practices to improve workforce productivity. Since its March 2009 kickoff, the orientation program informing and aligning the workforce to the department's mission and goals has reached 150 new and current employees.

### Asset Management Program

ENV has put additional emphasis on the implementation of its department-wide asset management program begun in 2001. ENV hired a full-time permanent Asset Manager to provide dedicated implementation services in FY 10. The program manages approximately \$2.4 billion in assets and emphasizes:

- Embracing key proven technologies related to asset information and asset life cycle management.
- Adopting proven work practices known to improve asset reliability and improve asset service life while reducing asset operating costs.
- Integrating Asset Reliability Engineering with ENV's Operating Divisions' activities related to asset design, specification, and repair / replace decisions.
- Making asset management an essential part of all ENV core operations.

**ENV Informational Technology Enhancement**

ENV completed its fifth year of the Five-Year Strategic Information Technology Master Plan that successfully implemented many IT projects across the department. Major accomplishments achieved in FY 10 include:

- ENV IT Support Section was established in DIT’s approved reorganization and is in the process of filling positions.
- Connected Sand Island, Waianae and Kahuku WWTPs to the City fiber optic network.
- Implemented a Laboratory Information Management System in the Water Quality lab.
- Increased archival storage for CSM’s CCTV video requirements.
- Modified the Oracle Work and Asset Management’s Timekeeping interface to adapt to the new bi-monthly pay periods.
- Procured fiber optic installation services for Refuse facilities (Honolulu Yard, Pearl City Yard and Keehi Transfer Station).
- Procured fiber optic installation services for Laie WWTP.
- Consolidating legacy in-house applications into one ENV Supplemental HR application, which will have an interface pulling data from the DHR Advantage system for employees.
- Upgraded computers and monitors that were at their end of life.

**Wastewater Program Management**

ENV has retained a Program Management consultant to provide technical and engineering services in support of the department’s wastewater capital improvement program and critical operating and maintenance (O&M) programs. The objective is to assist the department with timely and cost-effective engineering, management and enhancement of wastewater operations, maintenance and capital improvement programs, and to assist with ensuring various tasks and programs meet the requirements of consent decrees, administrative orders and National Pollutant Discharge Elimination System (NPDES) permits. The consultant will provide resource support from their technical staff to respond to ENV’s needs for technical expertise in specialized areas of wastewater operations, management and capital improvement projects.



The recently completed New Solids Handling Facility and Odor Control Systems at the Honouliuli Wastewater Treatment Plant in Ewa went operational in April 2010.

**ENV CAPITAL IMPROVEMENT PROJECTS**

Below is a list of ENV-only construction projects. The Department of Design and Construction provides a complete list of all City construction projects, including other ENV construction projects.

**Wastewater Construction Projects**

|  |                 |
|--|-----------------|
| Honouliuli WWTP – New Solids Handling Facilities (on-going)..... | \$41,497,212.35 |
| Honouliuli WWTP – Upgrade (on-going).....                        | \$8,489,727.02  |

**Environmental Quality Projects**

|  |           |
|--|-----------|
| Storm Drain Outlets near Ala Wai Canal (on going).....               | \$449,445 |
| Storm Drain Outlets in Waikiki Beach, Phase I (on going).....        | \$379,367 |
| Storm Drain Outlets in Waikiki Beach, Phase II (completed).....      | \$279,000 |
| Storm Drainage BMPs in the Salt Lake Drainage System (on-going)..... | \$240,000 |

**Collection System Maintenance Projects**

|   |              |
|---|--------------|
| Rehabilitation of Sewer Lines on Oahu (IDIQ2, on-going).....          | \$12,122,124 |
| Rehabilitation of Sewer Lines on Oahu (IDIQ2, completed in FY10)..... | \$1,208,478  |

**Refuse Division Projects**

|   |               |
|---|---------------|
| Solid Waste-to-Energy Facility (H-POWER) .....                          | \$142,853,000 |
| Waipahu Ash Landfill Closure (Pre-staging/construction materials) ..... | \$13,697,689  |
| Refuse Facilities Improvements .....                                    | \$1,150,000   |
| Kapaa/Kalaheo Landfill Gas Flare System .....                           | \$700,000     |

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|   |              |
|---|--------------|
| Rehabilitation of Sewer Lines on Oahu (IDIQ2, on-going).....          | \$12,122,124 |
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| Waipahu Ash Landfill Closure (Pre-staging/construction materials) ..... | \$13,697,689  |
| Refuse Facilities Improvements .....                                    | \$1,150,000   |
| Kapaa/Kalaheo Landfill Gas Flare System .....                           | \$700,000     |
| Waipahu Incinerator Site Closure.....                                   | \$650,000     |
| Oahu Secondary Landfill Site Selection Study .....                      | \$500,000     |

**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 five Peak Performance Awards this past year.

- Platinum Awards honor treatment works that have achieved 100 percent compliance with their NPDES permit for five consecutive calendar years.
- Gold Awards honor those that achieved 100 percent compliance with their permit for an entire calendar year.
- Silver Awards recognize facilities with no more than five permit violations per calendar year.



The Waianae WWTP notched its eighth straight year of 100 percent compliance with its NPDES permit.



**CSM, a first responder during wastewater events, spends the majority of its time performing preventive maintenance in Honolulu's collection system.**

#### **Platinum 8 Award – 2009**

Waianae Wastewater Treatment Plant (eight straight years 100 percent compliant)

#### **Gold Award - 2009**

Honouliuli Wastewater Treatment Plant  
Kailua Regional Wastewater Treatment Plant  
Wahiawa Wastewater Treatment Plant

#### **Silver Award – 2009**

Sand Island Wastewater Treatment Plant

### **DIVISION OF COLLECTION SYSTEM MAINTENANCE (CSM)**

During FY 10, CSM cleaned and flushed 871 miles of sewer line, cleaned 450 laterals, chemically treated 476 laterals and inspected 33,270 manholes. Television camera inspections completed 457,962 feet of sewer line. Repairs completed on 287 feet of sewer and installed 71 feet of laterals and extensions. CSM maintains Low Pressure Sewer Systems (LPSS) in Laie and performed additional work under IDIQ2. CSM maintained and operated more than 750 LPSS in Laie last year and rehabilitated 41,506 linear feet with cured-in-place pipe (CIPP) lining.

### **DIVISION OF ENVIRONMENTAL QUALITY (EQ)**

The Stormwater Quality (SWQ) Branch is the lead for administering the City's NPDES municipal separate storm sewer system (MS4) permit. The City was reissued its MS4 permit effective March 31, 2006, and submitted its stormwater management plan (SWMP) on March 30, 2007. In October 2009, SWQ submitted its FY 09 Annual Report along with the City's NPDES permit reapplication for the next 5-year period that expired September 8,

2009. SWQ recently received a copy of the draft MS4 permit from the state Department of Health (DOH) and responded with their comments to the draft permit for DOH and EPA's review. SWQ expects that they will receive a finalized permit in September 2010.

The City's SWMP includes various programs targeted at effectively reducing pollutants from entering the City's storm drainage system. One of those programs is the City's public education and outreach for both general audiences and targeted industries. For this, the City has taken a watershed approach to local stormwater management issues by forming partnerships, incorporating a variety of educational materials and strategies, and reaching diverse audiences.

A major theme in the process of educating residents about stormwater pollution sources involved finding a balance between proposing ambitious goals and the ability to realistically achieve them by building neighborhood stewardships in priority subwatersheds. The need to prioritize our efforts was prompted not only by regulatory drivers under the Clean Water Act that include the EPA's stormwater NPDES permit measurable goals, which covers pollutants discharged from the City's municipal storm drain system and Total Maximum Daily Loads (TMDL), which require the City to reduce nonpoint source pollutant loads by specific amounts; but also economic drivers that focus our efforts in priority TMDL watersheds that include Kaneohe, Kawa, Kapaa, Palolo, Manoa, Makiki, Waialeale (Kapakahi) and Kaukonahua streams.

Another component of the City's SWMP is through training and implementation of stormwater programs focused on the various City facilities. Site visits were made to City corporation yards, transfer stations, convenience centers, parks, golf courses, Honolulu Police Department (HPD) and Honolulu Fire Department (HFD) facilities to help identify and recommend best management practices (BMPs) to effectively control the source of these pollutants. Site specific stormwater plans were developed for many of these facilities as a result of those site inspections. In addition, nearly 1,900 employees participated in the City's annual NPDES training program. SWQ continued the use of a web-based training program referred to as the Environmental Compliance Assessment Training and Tracking System (ECATTS) that was originally started in FY 09 to help meet its training requirements. Topics included an overview of



**Stormwater engineers conduct various tests on the streams from various points along the stream on turbidity, etc.**

the regulatory requirements and City's SWMP, construction and post-construction plan review, construction 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.

During FY 10, the SWQ Branch performed 293 investigations, mailed 58 informational letters and 198 warning letters, while issuing 19 notices of violations with fines. The branch inspected 413 businesses in industrial/commercial areas and conducted 85 construction BMP compliance inspections of both private and City project sites.

Currently, the branch is involved with managing Capital Improvement Project (CIP) funded projects for structural BMPs at storm drains along the Waikiki Coast and selected outlets in the Ala Wai Canal, Kuapa Pond, Kaelepulu Pond, Salt Lake, Wahiawa Reservoir and Downtown-Chinatown area. The branch is focusing on three watershed management studies within the Ala Wai, Waialua-Kaiaka and Central Oahu watersheds. The branch initiated projects for HPD, 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.

During FY 10, the Regulatory Control Branch (RCB) issued 572 Industrial Wastewater Discharge Permits requiring grease interceptors and/or pretreatment devices (silver recovery units, oil water separators, etc.). The branch performed 79 project reviews on building permit proposing to install grease interceptors. The branch issued 789 Wastewater Discharge Violation notices, 221 Letters of Warning and 50 Notices of Violations. ENV distributed approximately 3,951 cubic yards of biosolids compost from the Navy Biosolids Treatment Facility, 116 cubic yards of biosolids compost from the Laie Water Reclamation Facility and 2,293 dry tons of biosolids pellets from the Sand Island Synagro facility. This represents the amount of biosolids diverted from the landfill. The Honolulu Water Reclamation Facility dispersed an average of 8.6 million gallons per day of recycled water. This represents the amount of effluent diverted from the ocean outfall. RCB continued with its implementation and outreach on Grease Interceptor Program Compliance. The branch focused on community groups, neighborhood boards and trade shows, educating industries and the public about the responsible use of the City sewer system.

The Water Quality Laboratory (WQL) performs diversified analytical procedures to monitor industrial wastewater going into the City's treatment system, the discharges from nine wastewater treatment plants (WWTP) and the receiving water environment. Laboratory analyses include measurements of physical/chemical properties, including metals and pesticides, microbiological examination and biological assays. Additionally, WQL conducted 140,620 analyses on 43,127 samples in FY10.

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 and sediment samples and inspecting the outfalls by deploying instruments at nearshore and offshore stations to track conditions at various depths. The



**The oceanographic team performs intensive tests on sediment, fish and water near the four major treatment plants that have deep ocean outfalls.**

Oceanographic Team supports compliance with air permits by assisting with air quality monitoring. Currently, the team daily monitors the Sand Island WWTP, the City's largest facility.

**DIVISION OF WASTEWATER TREATMENT & DISPOSAL (WTD)**

The Division of Wastewater Treatment and Disposal collects about 105 million gallons of wastewater each day from toilets, sinks and drains of homes, schools and businesses on Oahu.

Through a system of 2,100 miles of collection system, wastewater conveys through 70 pump stations and four preliminary treatment facilities before reaching one of nine wastewater treatment plants (WWTP) for processing. Once there, wastewater is screened to remove debris, organic solids then 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, a reservoir or the ocean.



ENV manages nine city-owned wastewater treatment plants on Oahu. Collectively, these facilities treated 105 million gallons of wastewater a day to various levels before recycling it back into the environment through injection wells, deep ocean outfalls and a reservoir.

**PUMP STATION FLOW CHART FY 10**

| <u>PUMP STATION</u>  | <u>MILLIONS GALLONS PUMPED</u> | <u>AVG MGD</u> | <u>PUMP STATION</u>       | <u>MILLIONS GALLONS PUMPED</u> | <u>AVG MGD</u> |
|----------------------|--------------------------------|----------------|---------------------------|--------------------------------|----------------|
| AALA DRIVE .....     | 25.2.....                      | 0.07           | HALEKOU .....             | 17.2.....                      | 0.05           |
| ALA MOANA #1 .....   | 11315.7.....                   | 31.00          | HART STREET- EWA FM.....  | 2901.1.....                    | 7.95           |
| ALA MOANA #2 .....   | 4669.7.....                    | 12.79          | HART STREET- DH FM.....   | 2856.6.....                    | 7.83           |
| ALALA POINT.....     | 64.6.....                      | 0.18           | HEEIA.....                | 66.4.....                      | 0.18           |
| ALIAMANU #1.....     | 89.6.....                      | 0.25           | HOMELANI .....            | 8.5.....                       | 0.02           |
| ALIAMANU #2.....     | 75.4.....                      | 0.21           | KAHALA.....               | 1414.3.....                    | 3.87           |
| ALII BLUFFS .....    | 13.2.....                      | 0.04           | KAHALUU .....             | 44.6.....                      | 0.12           |
| AWA STREET .....     | 870.1.....                     | 2.38           | KAHALUU HOUSING .....     | 35.9.....                      | 0.10           |
| BEACHWALK.....       | 3882.4.....                    | 10.64          | KAHANAHOU .....           | 63.8.....                      | 0.17           |
| COCONUT GROVE .....  | 52.0.....                      | 0.14           | KAHAWAI STREAM.....       | 81.3.....                      | 0.22           |
| ENCHANTED LAKE ..... | 99.7.....                      | 0.27           | KAILUA HEIGHTS .....      | 642.6.....                     | 1.76           |
| EWA BEACH.....       | 591.4.....                     | 1.62           | KAILUA ROAD .....         | 493.7.....                     | 1.35           |
| EWA GENTRY .....     | 163.3.....                     | 0.45           | KAMEHAMEHA HWY.....       | 1876.5.....                    | 5.14           |
| FORT DERUSSY .....   | 662.4.....                     | 1.81           | KANEOHE BAY SOUTH #2..... | 57.2.....                      | 0.16           |
| GRANDVIEW *.....     | 2.6.....                       | 0.01           | KANEOHE BAY SOUTH #3..... | 57.1.....                      | 0.16           |
| HALAWA .....         | 632.1.....                     | 1.73           | KANEOHE BAY SOUTH #4..... | 15.8.....                      | 0.04           |

| <u>PUMP STATION</u>       | <u>MILLIONS GALLONS PUMPED</u> | <u>AVG MGD</u> |
|---------------------------|--------------------------------|----------------|
| KANEOHE BAY SOUTH #5..... | 5.3.....                       | 0.01           |
| KEMOO FARM* .....         | 19.2.....                      | 0.05           |
| KUKANONO .....            | 39.3.....                      | 0.11           |
| KULIOUOU .....            | 167.5.....                     | 0.46           |
| KUNIA .....               | 554.9.....                     | 1.52           |
| LAENANI.....              | 38.6.....                      | 0.11           |
| LAIE.....                 | 143.0.....                     | 0.39           |
| LAKEVIEW CIRCLE .....     | 56.1.....                      | 0.15           |
| LUALUALEI .....           | 261.7.....                     | 0.72           |
| MAKAKILO CITY* .....      | 13.0.....                      | 0.04           |
| MAUNAWILI ESTATES .....   | 25.8.....                      | 0.07           |
| MAUNAWILI PARK .....      | 54.7.....                      | 0.15           |
| MILILANI .....            | 31.5.....                      | 0.09           |
| MIOMIO.....               | 21.7.....                      | 0.06           |
| MOANA PARK .....          | 293.4.....                     | 0.80           |
| NAKULA STREET* .....      | 1.8.....                       | 0.00           |
| NANAKULI .....            | 22.0.....                      | 0.06           |
| NIU VALLEY.....           | 573.2.....                     | 1.57           |
| OHAI* .....               | 3.5.....                       | 0.01           |
| PACIFIC PALISADES.....    | 161.8.....                     | 0.44           |
| PAIKO DRIVE** .....       | 0.0.....                       | 0.00           |

| <u>PUMP STATION</u>          | <u>MILLIONS GALLONS PUMPED</u> | <u>AVG MGD</u> |
|------------------------------|--------------------------------|----------------|
| PEARL CITY .....             | 3997.3.....                    | 10.95          |
| PUBLIC BATHS .....           | 153.5.....                     | 0.42           |
| PUNAWAI.....                 | 63.4.....                      | 0.17           |
| UWALU* .....                 | 3.8.....                       | 0.01           |
| WAIAWA INDUSTRIAL PARK ..... | 18.0.....                      | 0.05           |
| WAIKALUA.....                | 59.0.....                      | 0.16           |
| WAIKAPOKI.....               | 179.6.....                     | 0.49           |
| WAIMALU.....                 | 1742.5.....                    | 4.77           |
| WAIPAHU.....                 | 3930.2.....                    | 10.77          |
| WAIPIO.....                  | 146.9.....                     | 0.40           |
| WEST BEACH RESORT #1 .....   | 62.5.....                      | 0.17           |
| WEST BEACH RESORT #2 .....   | 103.0.....                     | 0.28           |
| WEST LOCH ESTATES .....      | 50.0.....                      | 0.14           |
| WEST LOCH FAIRWAYS.....      | 110.6.....                     | 0.30           |
| SAND ISLAND IND. PARK .....  | 3.5.....                       | 0.01           |
| SAND ISLAND PARKWAY .....    | 96.9.....                      | 0.27           |
| <b>TOTALS .....</b>          | <b>47050.5.....</b>            | <b>128.91</b>  |

\* No flow meters. Millions of Gallons Daily (MGD) Pumped and Average MGD estimated.

\*\* No flow meter. Flows to Niu Valley.

### TREATMENT PLANT FLOW CHART FY 10

| <u>TREATMENT PLANT</u> | <u>MILLIONS GALLONS TREATED (MGD)</u> | <u>AVG MGD</u> |
|------------------------|---------------------------------------|----------------|
| HONOULIULI .....       | 9273.3.....                           | 25.41          |
| KAHUKU .....           | 67.1.....                             | 0.18           |
| KAILUA.....            | 4108.4.....                           | 11.26          |
| LAIE.....              | 155.4.....                            | 0.43           |
| PAALAA KAI .....       | 32.1.....                             | 0.09           |
| SAND ISLAND .....      | 22930.8.....                          | 62.82          |
| WAIHAWA .....          | 613.5.....                            | 1.68           |
| WAIANAE.....           | 1150.2.....                           | 3.15           |
| WAIMANALO .....        | 218.3.....                            | 0.60           |
| TOTALS.....            | 38549.1.....                          | 105.61         |

### REFUSE DIVISION

The Refuse Division plans, directs and coordinates programs for solid waste management for the City and County of Honolulu. 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 10, H-POWER received approximately 602,971 tons of refuse and the Waimanalo Gulch Sanitary Landfill received 154,190 tons of municipal solid waste. Recycling data is collected on a calendar year. For CY 2009, 543,600 tons was 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 trend reflects that direction in the information presented below in the graph.

The data in the chart below shows how Oahu's waste has been diverted from landfill through recycling and waste-to-energy. The general trend is annual increases in recycling and waste-to-energy, and decreases in landfill disposal. In comparing the most recent years, CY2008 and 2009, note that overall waste generation decreased significantly, most likely due to the down-turn in the economy. Total waste generation dropped from 1.8 million tons in 2008 to 1.575 million tons in 2009. Although recycling tonnages decreased, the recycling rate, or percentage of the total waste stream, increased from 25 percent in 2008 to 27 percent in 2009. The total landfill diversion rate continued to increase from 57 percent in 2006/2007 to 61 percent in 2008 and 62 percent in 2009.

H-POWER expansion broke ground in January 2010. The expansion will add a third boiler and mass burn processing, enabling the facility to divert more of the bulky combustible waste from the landfill. The current facility has consistently processed an average of 600,000 tons per year since it began operation in 1990, diverting 90 percent of that volume from the landfill and generating

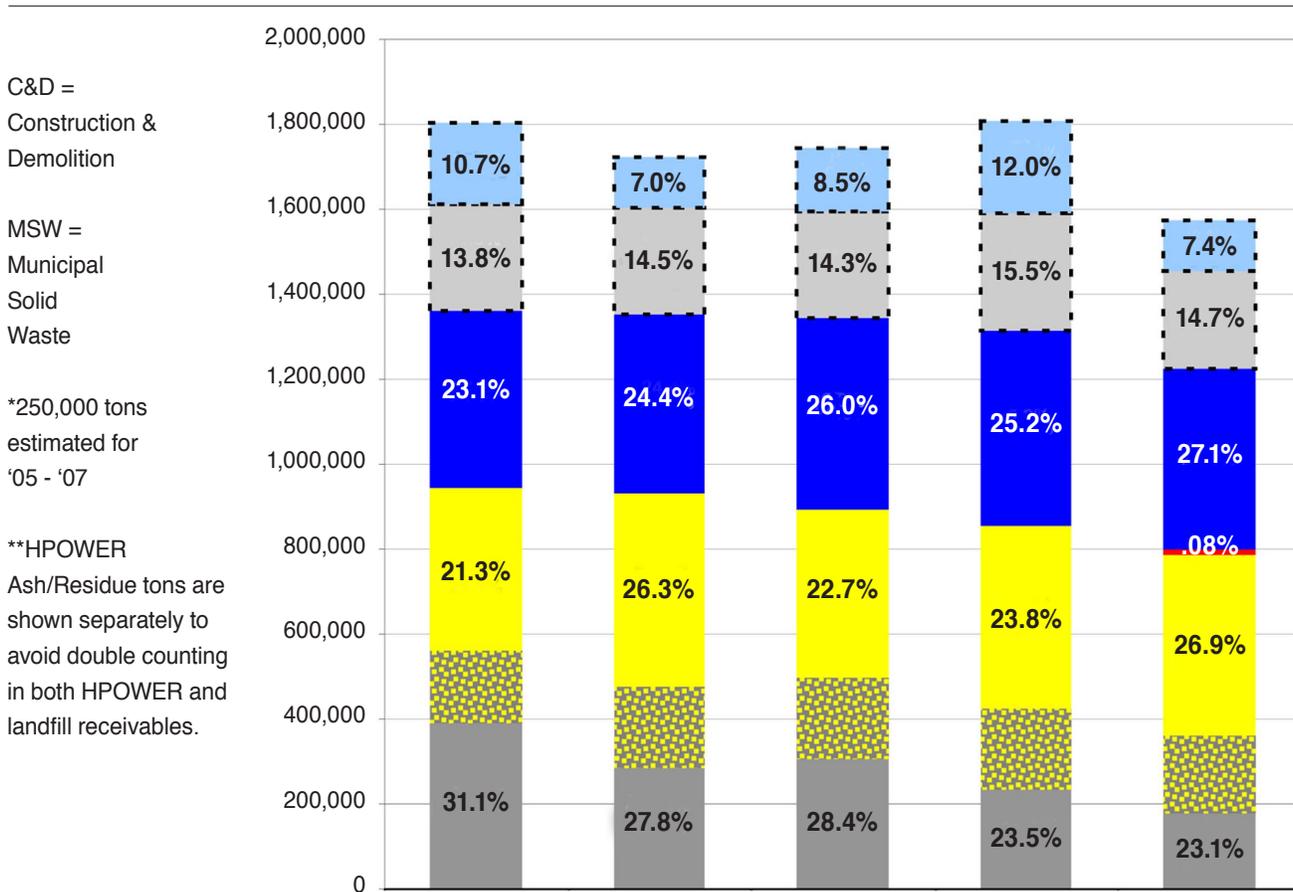
about 45 megawatts of power daily. The expansion increases capacity by an additional 300,000 tons of waste per year and is expected to be operational by 2012.

Curbside recycling expansion was completed in May 2010 to include all 160,000 homes with automated collection service island-wide. The new 3-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 collected once per week on alternately weekly schedules.

The permit to continue operation at the Waimanalo Gulch Sanitary Landfill (WGSL) was approved in June 2010. The permit allows expansion of the landfill to the complete extent of the City-owned property with a restriction that after July 2012 only ash and residue will be accepted. The landfill is an essential component of the City's overall integrated solid waste management plan as efforts to divert volumes from the landfill continue.

The City, partnered with Oceanic Time Warner Cable, launched The Green Channel in October 2009. The Green Channel is a new interactive digital channel on Oceanic 332 with a web interface on [www.opala.org](http://www.opala.org). ENV's "Opalavision" program features stories about recycling and waste management on Oahu, presented by a cast of young, local actors.

**Total Waste Stream on Oahu (Tons)**  
**CALENDAR YEAR**



|                                      | 2005      | 2006      | 2007      | 2008      | 2009      |
|--------------------------------------|-----------|-----------|-----------|-----------|-----------|
| C & D - Recycling                    | 193,000   | 121,000   | 148,000   | 216,745   | 116,670   |
| C & D Landfill                       | 250,000   | 250,000   | 250,000   | 279,787   | 231,225   |
| General Material Recycling (MSW)     | 417,669   | 421,072   | 453,372   | 456,876   | 426,947   |
| Trash Shipping (MSW)                 | 0         | 0         | 0         | 0         | 13,142    |
| HPOWER - Waste to Energy (MSW)       | 384,127   | 454,068   | 396,218   | 431,599   | 422,605   |
| HPOWER (Ash & Residue)               | 169,011   | 191,800   | 189,351   | 191,713   | 184,696   |
| MSW Landfill                         | 391,579   | 286,842   | 306,691   | 233,065   | 178,512   |
| Total Landfill Diversion % (MSW/C&D) | 55.1%     | 57.8%     | 57.2%     | 61.1%     | 62.2%     |
| TOTAL Tonnage                        | 1,805,386 | 1,724,782 | 1,743,632 | 1,809,785 | 1,573,797 |



In May 2010, the final communities transitioned into the island-wide curbside recycling program, bringing aboard all 160,000 automated service households.

**REFUSE OPERATING EXPENDITURES FY 2010**

**Administration**

**Revenue**

|   |              |
|---|--------------|
| Recycling Surcharge.....                            | \$5,029,269  |
| Refuse Disposal (Landfill & Transfer Stations)..... | \$6,131,374  |
| H-POWER Disposal Tip Fees .....                     | \$37,837,798 |
| H-POWER Electricity Sales.....                      | \$43,711,315 |

**Disposal**

**Tons**

|   |         |
|---|---------|
| H-POWER Unacceptable Waste (UAW) .....  | 4,792   |
| Trans Shipper.....  | 20,919  |
| H-POWER Ash (wet weight) .....  | 86,455  |
| H-POWER Residue .....   | 96,269  |
| Waimanalo Gulch Sanitary Landfill (not including residue,<br>Unacceptable Waste or ash) ..... | 154,190 |
| MSW Received H-POWER.....   | 602,971 |

**Transfer**

|  |         |
|--|---------|
| Convenience Centers (to landfill, H-POWER, & Trans Shipper)..... | 27,878  |
| Transfer Stations (to landfill, H-POWER, & Trans Shipper) .....  | 186,616 |

**Recycling**

|   |        |
|---|--------|
| ENV managed collection systems (curbside, community recycling bins, bulky items, convenience centers) |        |
| Office Paper (City Agency Buildings) .....  | 68     |
| Batteries .....   | 380    |
| Tires .....   | 1,060  |
| Metals (Bulky Collection and Convenience Centers).....  | 5,025  |
| Mixed Recyclables (Community Recycling Bins) .....  | 5,760  |
| Mixed Recyclables (Curbside Collection).....  | 15,400 |
| Metals (H-POWER ferrous and non-ferrous).....   | 19,662 |
| Green Waste (Curbside, Convenience Centers, Drop-off) .....   | 58,240 |

**Curbside Collection**

**Tons**

|   |         |
|---|---------|
| Bulky Items (to recycling) .....                                    | 5,025   |
| Mixed Recyclables (to recycling) .....                              | 15,400  |
| Green Waste (to composting).....                                    | 38,140  |
| Refuse and Bulky Items (to landfill, H-POWER & Trans Shipper) ..... | 290,064 |



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# HONOLULU EMERGENCY SERVICES DEPARTMENT

Elizabeth A. Char, M.D., Director

Baybee Hufana-Ablan, Sr. Advisor to Director

## POWERS, DUTIES, AND FUNCTIONS

The Honolulu Emergency Services Department (HESD) consists of Departmental Administration, Emergency Medical Services Division (EMS) and Ocean Safety and Lifeguard Services Division (OS). 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 at 19 City and County beach parks to include lifeguard services, such as patrol and rescue activities and emergency response to medical cases in the beach and near shore waters; 3) injury prevention, public education and disaster planning activities; 4) coordination with other agencies at local, state, federal and private organizations.

## BUDGET

The budget for the department for FY 2010 was \$35,452,859. The budget supports Administration activities as well as the two major divisions: Emergency Medical Services and Ocean Safety and Lifeguard Services.

## DEPARTMENTAL ADMINISTRATION

The staffing consists of the Director, Private Secretary II, Senior Advisor to the Director, Administrative Services Officer II, Personnel Clerk I and Information Specialist. The Administrative Services Officer, Personnel Clerk and the Information Specialist position are Civil Service positions. The others are appointed positions.

Departmental Administration is primarily responsible for the overall operations of the department as well as establishing policy, providing guidance and creating vision for the future development of the department. Staff functions are handled and/or coordinated at this level.

### Administration Highlights

#### Emergency Preparedness

The department continues toward improved preparedness for man-made and natural disasters. Interoperable communications and partnerships with other public safety responders are being enhanced and coordination of the Metropolitan Medical Response system and monitoring for health hazards at public events continues. Pandemic flu planning is being done in conjunction with other City, State and Federal agencies.

## EMERGENCY MEDICAL SERVICES (EMS) 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 and County of Honolulu 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 Emergency Medical Services Division (EMS) was organized to meet this portion of the department's responsibility. The revised charter of the City and County of Honolulu tasks the EMS Division as the primary provider of emergency medical care with developing and providing training and educational programs related to EMS and with the responsibility for medical matters relating to public health and welfare.

## BUDGET

The budget of the EMS Division for FY 2010 was \$25,964,817. Expenditures by the division are tied to available reimbursement funding from the SDOH under a contractual agreement between the City and the State to provide emergency medical care and ambulance services on Oahu.

## ORGANIZATION

The EMS Division is headed by a Chief and two Assistant Chiefs, one for Operations and one for Quality Assurance.

The division is divided geographically into two operational Districts with one Emergency Medical Services Field Operations Supervisors overseeing each district.

There are a total of nineteen ambulance units and two Rapid Response Units on Oahu. Ten EMS ambulance units and a Rapid Response Unit\*\* comprise District I (West Oahu), and nine 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.

\* *Nanakuli, Waipio and Makiki EMS Ambulances operate 16 hours a day between 7 a.m. and 11 p.m.*

\*\* *The Rapid Response Unit ("Response One") operates 16 hours a day between 7 a.m. and 11 p.m.*

\*\*\* *The Ka'a'a'wa Rapid Response Unit ("Response-Two") operates 16 hours a day between 7 a.m. and 11 p.m..*

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 the ambulance is en route, coordinates communications between the ambulances 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 their Halawa Maintenance Facility.

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

## **PERSONNEL**

The Emergency Medical Services Division was authorized 277.75 positions as of July 1, 2009.

### **Workload**

The EMS Communications Center received 77,323 9-1-1 calls for help from the public, resulting in 60,946 ambulance responses.

### **Co-Responses**

The HESD works cooperatively to provide optimal EMS 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 Honolulu EMS to provide advanced life support medical care in and around military bases and housing areas.

## **TRAINING**

The EMS Division was involved in the following training programs and activities during the year:

### **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, the trainees gain valuable hands-on experience in the actual pre-hospital emergency medical setting 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, and for various other nursing and EMS agencies, both civilian and military to assist them in meeting their educational requirements.

### **Public Education & Recruitment**

During FY 2010, personnel of the EMS Division participated in 93 public service events, including school career days, job fairs, EMS week public events, and 14 medical stand-bys of City sponsored events.

## EMS Historical Highlights

### EMT Training Academy

The City's Emergency Medical Services Division graduated its second Emergency Medical Technician (EMT) recruit class in January 2010. The 14 recruits completed 23 weeks of rigorous training and were certified by the National Registry of Emergency Medical Technicians (NREMT) and licensed by the State of Hawaii.



The EMS Division's second EMT recruit class that graduated in January 2010

### Young Street Facility for Makiki and Metropolitan-1 EMS Units

In April of 2010, the City's Emergency Medical Services Division's Makiki and Metropolitan-1 Units moved into the newly completed paramedic facility at 1426 Young Street. The new facility provides permanent quarters for the two existing EMS ambulance units and an EMS District Chief.



The blessing ceremony of the EMS Division's new Makiki and Metro-1 Units took place in April 2010.

## OCEAN SAFETY AND LIFEGUARD SERVICES DIVISION

### DUTIES AND FUNCTIONS

The Ocean Safety and Lifeguard Services Division 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. These services include ocean rescue, emergency medical treatment, mobile patrol and response, and educational/prevention strategies directed toward the 15.2 million beach users watched over annually by City and County lifeguards.

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 in the near shore waters and with training, educating and developing risk reduction programs relating to ocean Safety.

### BUDGET

The budget of the Ocean Safety and Lifeguard Services Division for FY 10 was \$8,904,890.

### OPERATIONS

The island is divided into four (4) operational districts: South Shore (Pearl Harbor to Maunaloa Bay), Windward (Maunaloa Bay to Kualoa Point), North Shore (Kualoa to Kaena Point), and Leeward (Kaena to Pearl Harbor). Each district is assigned one Captain and two Lieutenants who are responsible for scheduling, supervision, and daily operations in their respective districts. Basic coverage is tower based, with lifeguards assigned to stations at specific beaches. Mobile response units and personal watercraft are used to respond to aquatic emergencies along the entire coastline of Oahu. In addition to the four districts, there is a Training Unit and an Operations/Dispatch Center with a Captain assigned to each function.

### PERSONNEL

The division was authorized 183.29 positions as of July 1, 2009.

### COMMUNICATIONS

All tower guards, supervisors, mobile response units, and district substations are equipped with 800 MHz radios with interoperability capabilities that allow division personnel and dispatchers to communicate directly with the other agencies.

### TRAINING

The division's training unit follows guidelines established by the United States Lifesaving Association (USLA), and is a certified USLA agency. All division personnel receive 120 hours of initial open water lifeguard indoctrination that includes surveillance techniques, prevention strategies, rescue skills, and emergency medical training at the first responder level. A rigorous physical performance test is conducted annually for all lifeguard personnel, as well as re-certification training in all areas of CPR, First Responder, and Open Water Lifeguarding. The training unit follows guidelines established by the USLA, and is a certified USLA agency.

The division has 24 certified rescue craft (jet ski) operators and 51 lifeguards certified as Emergency Medical Technicians (EMT-Basic).

### STATISTICS

Ocean Safety and Lifeguard Services Division personnel performed 1,920 documented rescues and watched over 15.2 million beach goers during the past year.

Of the 15.2 million beach goers, first aid was provided over 90,000 times and medical intervention and transports occurred over 1,200 times. Three drownings occurred at guarded beaches and 25 people were resuscitated by city lifeguards. Lifeguards also responded to nearly 12,000 violations at Oahu beaches in the year.

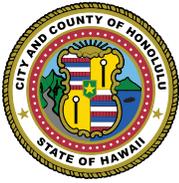
### PROGRAM HIGHLIGHTS

#### Junior Lifeguards

Over 300 youngsters ages 12-17 participated in the division's Junior Lifeguard Program during the summer months. Eight one-week sessions were conducted at Ala Moana Beach Park on Oahu's south shore. Junior lifeguards are taught ocean safety, first aid and CPR skills during the program.

Youngsters participated in the Ocean Safety Division's June 2010 Jr. Lifeguard Program at Ala Moana Park.





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# HONOLULU FIRE DEPARTMENT

Kenneth G. Silva, Fire Chief  
Rolland J. Harvest, 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 604 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

The HFD consists of 1,096 uniformed personnel and 65 civilians totaling 1,161 employees. Personnel are organized into four divisions: Fire Operations, Administrative Services Bureau (ASB), Support Services, and Planning and Development (P&D). Each division is managed by an Assistant Chief (AC) who is responsible for the daily management of the division and provides executive support to the Fire Chief and Deputy Fire Chief.

The Department maintains a modern and technologically advanced force of fire fighting and rescue personnel and equipment through its various activities administered by qualified, professional leadership. 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, investigations and enforcement of fire regulations, and a fire safety education program, continues to expand and grow with the latest trends and national standards of the fire service.

## HONOLULU FIRE COMMISSION

The five Fire Commissioners are: Elizabeth C. Ho, Quentin K. Kawananakoa, Nathaniel K. Kinney, Sylvia M. Waiwaiiole-Hopfe, and James S. Wataru.

The Commissioners, assisted by a part-time secretary and an attorney from the Department of the Corporation Counsel, meet monthly with the Fire Chief, the Deputy Fire Chief, and/or members of the Fire Chief's Executive Staff. The Commission's accomplishments and highlights are as follows:

- Reviewed the HFD's budget for fiscal year (FY) 2011.
- Attended various Departmental ceremonies.
- In July 2009, Elizabeth C. Ho was reelected Fire Commission Chair. She designated Sylvia M. Waiwaiiole-Hopfe to be Vice Chair.

## OFFICE OF THE FIRE CHIEF

Executive leadership, management, and strategic planning are the responsibilities of the Fire Chief and Deputy Fire Chief. The Office of the Fire Chief is supported by two private secretaries.

## DEPARTMENT HIGHLIGHTS

- On August 4 and 6, 2009, Chief Silva held open forums for HFD personnel regarding a possible HFD/Honolulu Emergency Services Department (HESD) merger.
- On August 14, 2009, Chief Silva hosted an HFD Retirees' Appreciation Day at the Charles H. Thurston Training Center.
- On August 26-28, 2009, an International Fire Service Accreditation Congress (IFSAC) site team reviewed the HFD's certification programs. The HFD was awarded a 5-year reaccreditation for 10 programs and a 5-year initial accreditation for 1 program.
- On September 4, 2009, former Deputy Fire Chief Alvin Tomita and HFD members attended a U.S. Coast Guard (USCG) memorial to honor crewmembers killed in a helicopter crash on September 4, 2008.

- On September 6, 2009, the HFD participated in the 8<sup>th</sup> Annual Mayor's Remembrance Walk to commemorate the terrorist attacks of September 11, 2001.
- On September 23, 2009, the HFD installed smoke alarms in the Papakolea community for selected homes of elderly citizens as part of our Smoke Alarms for Everyone (SAFE) Program (formerly Smoke Alarm Installation Program).
- On September 25, 2009, Chief Silva hosted a promotional ceremony for 22 FF Ills.
- On September 26, 2009, Chiefs Silva and Tomita held an orientation for the recruits, families, and friends of the 95<sup>th</sup> Fire Fighter Recruit (FFR) Class, which started on September 28, 2009.
- On September 29, 2009, Chief Silva and HFD members attended a Fire Prevention Week (FPW) Proclamation Signing at the Mayor's office.
- On October 2, 2009, Fire Chiefs from the four counties and members of the fire fighting community attended a FPW Proclamation Signing at the Governor's office.
- On October 2, 2009, Chief Silva hosted the Honolulu Firefighters Foundation's inaugural fundraising event at the HFD Headquarters Complex.
- October 30, 2009, the HFD and The 200 Club hosted a luncheon at the Hawaii Prince Hotel Waikiki to honor and recognize the Manager and Employees of the Year. Personnel with 25 and 35 years of service were also honored.
- On November 4, 2009, Chief Silva hosted a Commendation Ceremony to recognize those who went above and beyond the call to assist those in need.
- On November 5, 2009, Chief Tomita and HFD members attended a Fireman's Fund Insurance Company event to receive a \$11,225 gift to the HFD which was used to purchase thermal imaging cameras.
- On November 23, 2009, Chief Silva hosted a promotion ceremony for two Battalion Chiefs (BC).
- On January 5, 2010, Chief Silva hosted a promotional ceremony for one Deputy Fire Chief.
- On February 19, 2010, the HFD held a luncheon at the Willows Restaurant to honor its 2009 retirees.
- On February 26, 2010, Chief Silva hosted a promotional ceremony for one AC.
- On March 19, 2010, the HFD held a graduation ceremony for the 95<sup>th</sup> FFR Class at McCoy Pavilion.
- On April 1, 2010, Chief Silva hosted a grand opening ceremony for the McCully-Moiliili Fire Station.
- On April 7-13, 2010, Chief Silva and two members of his Executive Staff shadowed the District of Columbia Fire & Emergency Medical Services (EMS) Department during the Global Nuclear Security Summit in Washington, D.C.
- On May 9-13, 2010, a five-member Peer Assessment Team evaluated the HFD for reaccreditation.
- On May 13, 2010, Chief Silva hosted a Wildfire News Conference at the Charles H. Thurston Training Center.
- On June 7-11, 2010, the HFD and the International Brotherhood of Electrical Workers installed 120 smoke alarms in selected homes of elderly citizens as part of the SAFE Program.
- On June 30, 2010, Chief Silva held a ceremony at the HFD Headquarters Complex to bless two pumpers, two quints, and five sport utility vehicles (SUV).

**ASB**

The ASB provides administrative, personnel, logistic, and maintenance support to the fire suppression force. An AC is assisted by a staff consisting of two BCs, two Fire Captains, an Administrative Services Officer, and a pool of support staff. The ASB oversees the HFD's operating budget, property and inventory, personnel administration, and the administration of safety and health-related programs such as the Drug and Alcohol and Infectious Disease programs.

The HFD's Capital Improvement Program (CIP) and Community Development Block Grant funds are also under the purview of this bureau. CIP expenditures for FY 2010 are as follows:

| <u>Acquisitions</u>   | <u>Cost</u>  |
|---|--------------|
| Two Aerials.....  | \$2,000,000  |
| Three Pumpers .....   | 1,800,000    |
| Five Full-Size SUVs .....   | 277,000      |
| Four Utility Trucks .....   | 144,000      |
| One Fabrication Machine .....   | 20,000       |
| One Tire Removal Machine.....   | 12,000       |
| <u>Fire Stations</u>  | <u>Cost</u>  |
| East Kapolei Regional Fire Station (new construction).....  | \$10,975,000 |
| Construction awarded to Okada Trucking Co., Ltd.  |              |
| Architect: Urban Works, Inc.  |              |
| Kahuku Fire Station .....   | \$825,368    |
| HM abatement; roof, window and door replacement; structural repairs; and air conditioning system improvements |              |
| Kalihi Kai Fire Station.....  | \$236,280    |
| Roof improvements   |              |

|   |             |
|---|-------------|
| Ewa Beach Fire Station (relocation to Ocean Pointe) ..... | \$4,587,016 |
| Construction awarded to 57 Builders, Inc.                 |             |
| Architect: Kodama, Okimoto Architects, Inc.               |             |
| Wailupe Fire Station.....                                 | \$195,055   |
| Emergency Vehicle Caution System renovations              |             |



An artist's rendering of the East Kapolei Fire Station



An artist's rendering of the Ocean Pointe Fire Station

### Mechanic Shop

The Mechanic Shop staff consists of a Fire Equipment Superintendent, Fire Equipment Repair Supervisor, three Lead Mechanics, nine Fire Equipment Mechanics, one Mechanical Repairer, one Automotive Repair Assistant Specialist, one Fireboat Repair and Maintenance Supervisor, and two clerical support personnel. A Fire Equipment Mechanic is on 24-hour standby duty to support trouble calls after normal working hours.

The Mechanic Shop repairs and maintains the HFD's fleet of 42 engines, 7 aerial ladders, 6 quints, 2 aerial towers, 2 rescue units, 2 hazmat response apparatuses, 6 tankers, 2 brush trucks, 1 command truck, 20 relief apparatuses, 42 mobile equipment trailers, and approximately 78 auxiliary vehicles. Included for water rescues are a 110-foot fire boat, three rescue boats, and seven jet skis/watercrafts. Other responsibilities include maintenance and repair of approximately 30,000 pieces of small equipment, fire fighting equipment, lawn tools, office furniture, and rescue power tools.

This section also repairs and maintains the Honolulu Police Department's (HPD) heavy equipment vehicles above 10,000 pounds gross vehicle weight. This group consists of three special weapons vehicles, two bomb trucks, a tactical truck, a tractor-trailer equipment truck, five communication vehicles, and an emergency management command truck.

### Highlights

- Designed and fabricated tools and equipment to improve overall safety and efficiency for the repair, maintenance, and operation of fire fighting apparatuses.
- Performed annual pump, aerial ladder, and ground ladder testing and State of Hawaii (State), Department of Transportation (DOT) safety inspections for fire fighting apparatuses.
- Provided on-site fueling and repair service for fire fighting equipment at various incidents, including the Kalama Valley and Waiiau wildland fires.
- Processed approximately 4,500 requests for repairs, maintenance, modifications, safety inspections, and testing on fire fighting equipment.
- Performed annual National Fire Protection Association (NFPA) aerial testing via a third-party vendor on 18 aerial apparatuses.
- Completed an on-board battery charger campaign on 35 front-line apparatuses.
- Rebuilt three diesel engines and two fire pumps for five front-line fire fighting apparatuses.
- Replaced two water tanks with a state-of-the-art polypropylene water tank for a front-line fire fighting apparatus.
- Completed 32 major servicings on front-line apparatuses and auxiliary vehicles.
- Placed in service three Compressed Air Foam System (CAFS) engines and two quint aerial fire fighting apparatuses.

### Occupational Safety and Health Office (OSHO)

The OSHO is responsible for the Department's safety and health programs. It is committed to providing personnel with a safe working environment by providing the highest standards of safety through education of its personnel, minimizing hazards through engineering, and enforcing the Hawaii Occupational Safety and Health Division and the Occupational Safety and Health Administration laws and standards in addition to HFD policies and procedures.

The OSHO periodically reviews and revises HFD policies, procedures, and programs to ensure the safety and health of its personnel. It also establishes new programs to maintain compliance with applicable local, state, and federal safety laws to meet the growing needs of the Department.

Regular Safety Committee meetings are conducted with union representatives to ensure the safety and health of members, establish new safety and health policies, and update existing programs to minimize employee exposure to hazardous conditions at emergencies and various worksites. The committee also acts as the Department's liaison on safety and health-based issues.

Two sections under the OSHO, the Self-Contained Breathing Apparatus (SCBA) Shop and the Storeroom, provide logistical support for HFD field personnel.

### **Highlights**

- The OSHO is spearheading a new program aimed at educating HFD personnel about the effects of sleep deprivation. The program, Operation Stay Alert, is a fire fighter wellness program administered by the Harvard Work Hours, Health and Safety Group and is being examined for Department implementation.
- Final corrections to an Incident Safety Officer program have been made, and the OSHO is waiting for final approval to implement. This program gives the identified person(s) operating guidelines to follow at emergency incidents where an overall Safety Officer is required.
- The OSHO has created files, folders, articles, and hyperlinks in the HFD Web portal where personnel can navigate and acquire various references on safety information and guidelines. A safety tips section is found on the opening page and provides information and hyperlinks to other references on hot topics and current safety issues facing the HFD.
- Annual facility safety inspections have been completed. No major discrepancy or deficiency was found. Minor issues were identified, and responsible members corrected or are in the process of making necessary corrections.
- The OSHO Safety Specialist has begun providing information, guidelines, and inspections for HFD facilities as part of the Environmental Protection Program. National Pollutants Discharge Elimination System and Spill Prevention Control and Countermeasure programs are now in place, as the HFD diligently works on ways to protect our environment.

### **SCBA Shop**

The SCBA Shop was created in May 2000 to meet the increasing demands of respiratory protection. It is responsible for data collection, upgrades, research, education, calibration, fit/flow testing, repair, air fill, and inspection. The SCBA Shop is also responsible for self-contained underwater breathing apparatus (SCUBA) cylinder inspections, maintenance, and repairs.

#### **Highlights**

As of June 2010, 969 half-face respirators, full-face N95 respirators, and SCBA respirators were fit and flow tested. Of that total, 26 SCBA masks, 24 NightFighter Heads-Up Displays, and 4 ClearCommand Amplifiers required replacement.

- A total of 282 SCBA and 10 SCUBA cylinders were sent out for hydrostatic testing, reinspected, and refitted for service.
- A total of 4,940 SCBA and 688 SCUBA cylinders were refilled in FY 2010. This amounts to an average of 412 SCBA and 57 SCUBA cylinders being refilled each month.
- During the first quarter of FY 2010, the SCBA Shop upgraded the final 120 SCBA harnesses to the ICM Tx and Rapid Intervention Team-capable AudiLarms. This completed the SCBA Upgrade project.
- A total of 113 harnesses underwent preventive maintenance and completed flow testing for calendar year 2010. This completes one-third of the suppression stock.

### **Storeroom**

The Storeroom plays a vital support role to provide logistical needs that enable the Department to properly and safely perform its mission. Key to this mission is maintaining predetermined inventory levels of everyday supplies needed for the maintenance of HFD facilities, apparatuses, and equipment. The Storeroom is also responsible for ordering and issuing office, medical, rehabilitation, and salvage supplies, personal protective clothing (PPC), and safety equipment.

#### **Highlights**

- Worked with the OSHO in preparing and distributing spill kits to all stations.
- Issued personal protective equipment to the 95<sup>th</sup> FFR Class.
- Worked with Engines 35, 38, and 40 and Quints 12 and 26 in distributing equipment to new CAFS engines.
- Processed 1,618 equipment transactions, including first-line fire equipment and station maintenance equipment, exchanged 916 PPCs, and replaced 195 station boots.
- Worked with the Mechanic Shop in processing 284 equipment repairs, including small engine equipment and fire fighting hoses.
- Received 40 55-gallon barrels of Phos-Check fire fighting foam, which was issued to new CAFS engines.
- Worked with the OSHO BC in preparing necessary equipment in response to tsunami warnings.
- As the number of residents on Oahu increases, the need for medical supplies also rises. The oxygen inventory has increased by 40 bottles for a total of 80 jumbo D bottles.

### **Fire Fiscal**

The HFD's FY 2010 financial report is presented below.

The total operating expenditures for the Department's FY 2010 Fire Protection Program amounted to \$89,554,495, as compared to \$85,101,332 of the preceding year. This five percent increase of \$4,453,163 is attributed to the following:

|                        | <u>FY 2010</u> | <u>FY 2009</u> | <u>Variance</u> | <u>Percent</u> |
|------------------------|----------------|----------------|-----------------|----------------|
| Salaries .....         | \$81,303,569   | \$76,566,257   | \$4,737,312     | 6.2%           |
| Current Expenses ..... | 7,970,274      | 8,227,629      | (257,355)       | (3.0%)         |
| Equipment .....        | 280,652        | 307,446        | (26,794)        | (8.7%)         |
| Total .....            | \$89,554,495   | \$85,101,332   | \$4,453,163     | 5.2%           |

The composition of expenditures is as follows:

|                        | <u>FY 2010</u> | <u>Percent</u> |
|------------------------|----------------|----------------|
| Salaries .....         | \$81,303,569   | 90.8%          |
| Current Expenses ..... | 7,970,274      | 8.9%           |
| Equipment .....        | 280,652        | 0.3%           |
| Total .....            | \$89,554,495   | 100%           |

Per Ordinance 09-11, the appropriations for FY 2010 amount to \$96,449,159 in the General Fund. The HFD's August 25, 2010, federal matching funds request increased the appropriation by \$97,364 to \$96,546,523.

## Salaries and Wages

The HFD had 1,161 funded positions. There were approximately 50 vacant positions on June 30, 2010.

|                | <u>FY 2010</u> | <u>FY 2009</u> | <u>Variance</u> |
|----------------|----------------|----------------|-----------------|
| Salaries ..... | \$81,303,569   | \$76,566,257   | \$4,737,312     |

## Fireboat

The fireboat is owned by the DOT and is funded by Act 171, SLH 1963 (Hawaii Revised Statutes [HRS] 85 T15, Section 266-22).

|                        | <u>FY 2010</u> | <u>FY 2009</u> | <u>Variance</u> |
|------------------------|----------------|----------------|-----------------|
| Salaries .....         | \$1,429,243    | \$1,363,810    | \$65,433        |
| Fringe Benefits .....  | 418,627        | 408,478        | 10,149          |
| Indirect Costs .....   | 242,971        | 233,139        | 9,832           |
| Current Expenses ..... | 122,739        | 196,282        | (73,543)        |
| Equipment .....        | 0              | 0              | 0               |
| Total .....            | \$2,213,580    | \$2,201,709    | \$11,871        |

## Revenues and Other Collections

Total revenues and other collections amounted to \$2,803,740. Significant receipts included a \$1,102,860 reimbursement for fireboat operations and \$377,906 from fire code permits and licenses.

## FIRE OPERATIONS

Fire Operations is comprised of an AC, two BCs, two Captains, a secretary, and a clerk. In addition, a general staff of 15 BCs assist the AC with the daily management of fire companies and emergency operations.

Fire Operations companies are staffed according to a three-platoon system. A platoon is a complement of fire fighters working on any given day. Each platoon includes 42 engine, 13 ladder or quint, 2 tower, 2 rescue, and 2 HM companies; 1 fireboat; 5 tankers; 1 fuel tender; and 2 helicopters. Each platoon is divided into five battalions, and each battalion is headed by a BC.

Emergency responses include fires, medical emergencies, mountain and ocean rescues, HM, and homeland security incidents. In addition, Fire Operations conducts commercial occupancy inspections; prepares industrial and commercial fire preplans; participates in community relations activities; attends training classes, drills, and exercises; keeps abreast of trends in fire fighting techniques, EMS, fire prevention, public education, and the municipal water supply; and performs daily maintenance on HFD apparatuses, facilities, and grounds.



Three CAFS engines and two aerials were blessed on June 30, 2010.

Fire Operations constantly prioritizes fire fighter safety and strives to be at the forefront of technology. Three new CAFS engines have been added to our fleet for a total of 10 CAFS engines. This system improves fire fighter safety by reducing extinguishment times and exposure to adverse fire conditions. Other features include an improvement in water absorption and heat reduction, lesser overhaul time, and minimized water damage. The Class A foam used by CAFS engines is an effective fire retardant.

The HFD's Aircraft Section responded to 573 emergencies, compared to 473 last year. The total includes 522 rescue incidents and 51 fire incidents. The HFD's aircraft continued to demonstrate its effectiveness in search and rescue and wildland fire fighting operations.

## Highlights

- H1N1 vaccinations were delivered to HFD personnel.
- On July 1, 2009, the HFD participated in event planning for Independence Day fireworks displays at Ala Moana Regional Park, Kailua Beach, Maunaloa Bay, and Maili Beach Park.
- On July 7-9, 2009, the HFD participated in the Red Hill Tunnel Fuel Storage Facility Emergency Response Plan with the Federal Fire Department (FFD)'s Command Navy Region Hawaii.
- On July 23, 2009, the HFD participated in a USCG Sector Honolulu Port and Waterways Safety Assessment.
- On August 12, 2009, the HFD responded to an explosion in an office building on Beretania Street that resulted in an estimated \$800,000 in damage.
- On September 2, 2009, the HFD executed tsunami evacuation procedures due to 8.3 magnitude earthquake off Samoa.
- On September 10, 2009, the HFD attended the State Department of Education's All-Hazards Emergency Readiness Conference and presented critical emergency issues to superintendants, principals, and emergency preparedness staff members.
- On October 1, 2009, the HFD participated in an interagency search and rescue exercise with the HESD's Ocean Safety and Lifeguard Services Division (Ocean Safety), Kaneohe Marine Base Hawaii, and the USCG.
- On November 13, 2009, the HFD participated in an interagency exercise with City, state, and federal agencies. The scenario was an off-site transportation accident involving a release of radiological waste.
- On January 13, 2010, the HFD responded to a building fire on Ala Hoku Street that caused an estimated \$460,000 in damage. The fire was caused by an electrical short circuit.
- On January 29, 2010, the HFD responded to a boat fire at Pier 38 that resulted in one fire fatality. The fire was caused by unattended cooking.
- On January 29, 2010, the HFD responded to a building fire on Mokauea Street that caused an estimated \$475,000 in damage.
- On February 2, 2010, the HFD responded to a building fire on Round Top Drive that caused an estimated \$525,000 in damage.
- On February 26, 2010, the HFD responded to a building fire on Hauoli Street that caused an estimated \$600,000 in damage.
- On February 27, 2010, the HFD executed tsunami evacuation procedures due to 8.8 magnitude earthquake off Chile.
- On March 2, 2010, the HFD responded to a building fire on Hoolaulea Street that resulted in a fire fatality. The fire was caused by an electrical short circuit.
- On March 11, 2010, the HFD responded to a building fire on 9<sup>th</sup> Avenue that resulted in an estimated \$600,000 in damage.
- On April 5-9, 2010, the HFD assisted the U.S. Department of Homeland Security (DHS) with a critical infrastructure vulnerabilities assessment in preparation for the 2011 Asia-Pacific Economic Cooperation (APEC) Forum.
- On April 8-9, 2010, the HFD and the Hawaii Fire Chiefs Association exercised a draft plan of the Intrastate Mutual Aid System in collaboration and partnership with the International Association of Fire Chiefs.
- On April 14, 2010, the HFD participated in an interagency search and rescue exercise with Ocean Safety and the USCG.
- On April 19 and May 14, 2010, the HFD held an Oahu Wildland Coordination Group meeting in preparation of the upcoming wildland fire season.
- On April 27, 2010, the HFD participated in the Kamalu O Hawaii Interagency Maritime Exercise.
- On May 5, 2010, the HFD responded to a building fire on Queen Street that resulted in a fire fatality. The fire was caused by smoking in bed.
- On June 23, 2010, the HFD participated in the U.S. Postal Service's Makaala Phase 3 exercise.
- APEC planning has been initiated. An application for National Special Security Event designation was submitted by the State. Training plans for this event are being formulated.

## P&D

Under the direction of an AC, P&D performs the following:

- Coordinates the HFD's overall short- and long-term strategic planning and operational and quality improvement processes.
- Reviews, researches, and monitors emerging legislation, regulations, trends, events, and past Department performance to establish the goals and objectives necessary to realize the HFD's mission.
- Develops and maintains critical Department plans, which includes emergency operations/disaster plans, Standards of Cover plans, deployment plans, and other risk mitigation and preparedness strategies.
- Manages the Department's recommendation program (Subject, Objective, Problem, Proposal, Advantages, Disadvantages, and Actions).
- Manages the memorandums of agreement and memorandums of understanding files.
- Manages the HFD's Web portal and Internet sites.
- Oversees and supervises the Fire Communication Center (FCC) and the Radio Shop.

The AC is the Department liaison for interagency coordination with the City administration, Department of Emergency Management (DEM), and State Civil Defense (SCD) on various Oahu and statewide issues.

Timely, meaningful information is critical for effective and efficient Department management. P&D monitors and evaluates the functions performed by the Records Management System (RMS) and recommends improvements to enhance the Department's data collection and reporting processes. A Management Analyst conducts statistical analyses on all aspects of the Department's operations and establishes benchmarks and performance measures to ensure goals and objectives are being achieved.

As the Department's Accreditation Manager, the AC also submits an Annual Compliance Report to the Commission on Fire Accreditation International (CFAI).

Grant management continues to be an increasingly important function of P&D. Grant funding allows the Department to improve community services by providing new or additional equipment, training, and resources. P&D coordinates the grant management process, which includes applications, budgets, procurement, and reports.

Research and development of new programs and evaluations of existing programs and services to improve Department efficiency and effectiveness are also performed. These programs included interoperable voice and data communications and improving the RMS, geographical information system (GIS), and Honolulu Online System for Emergency Services (HOSSES).

The AC chairs and oversees the HFD's Board of Inquiry, which is comprised of the Department's Executive Chief Officers and investigates accidents, complaints, personnel matters, and other occurrences that are confidential in nature.

## **Grant Management**

### **DHS via the Assistance to Firefighters Grant (AFG)**

- The Department submitted a 2010 AFG application for 1,058 pairs of leather turnout boots, which are superior in quality to our present rubber turnout boots.
- The Department was awarded 2009 AFG funds for 73 Toughbooks to replace the aging computers located in Department response vehicles. These computers are used as mobile data terminals (MDT) and provide dispatch, directional routing, prefire plans, and apparatus location information.
- The Department, through a 2008 AFG award, purchased 854 new fire fighting helmets to replace helmets that are 10 years and older to comply with the NFPA's recommendations.

### **DHS and Urban Area Security Initiative (UASI) Grants**

- The Department was awarded a 2010 UASI grant in the amount of \$500,000 for equipment, electronics, and workstation upgrades for the FCC.
- The Department was also awarded a 2010 UASI grant in the amount of \$300,000 for chemical, biological, radiation, nuclear, and explosive training and equipment.
- A 2009 DHS grant in the amount of \$350,000 for All-Hazards Incident Management Team and Incident Command System (ICS) Position Specific training was also received. This will allow for development of Type 3 Incident Management Teams for command and control of large-scale incidents.
- The Department was awarded 2009 UASI grants in the amount of \$375,000 for Phase 3 of a video teleconferencing system and \$400,000 for mobile generators.

### **Department of Land and Natural Resources (DLNR), Division of Forestry and Wildlife (DOFAW) Grant**

- The Department was awarded a 2009 DOFAW grant in the amount of \$194,728.50 for wildland fire equipment and tool purchases, training, and attendance at industry conferences.

### **DOT, Highway Safety Grant Program**

- The Department, through a 2008 DOT grant, purchased two rescue hydraulic extrication tool kits.

## **Highlights**

- The Department underwent its second reaccreditation process with a site visit from a CFAI Peer Assessment Team in May 2010.
- The HOSSES project was upgraded to include additional GIS layers and improved functionality, which includes real-time incidents and resource displays.
- As a member of the City's Public Safety Oversight Committee, the AC continues to facilitate quarterly communication exercises in which interoperable communication solutions are practiced to enhance voice communications between City, State, and federal agencies.
- As a member of the Statewide Communication Interoperability Planning Committee, the AC also participated in the planning and development of statewide and Oahu Regional tactical interoperable communication plans. Developments of these plans were prerequisites for the DHS Public Safety Interoperable Communications grant.

## Emergency Response and Significant Incident Statistics

|  | <u>FY 2010</u> | <u>FY 2009</u> | <u>FY 2008</u> |
|--|----------------|----------------|----------------|
| Fire-Related* .....<br>(Fires, rescues, HM, good intent calls, service calls, false calls, and others) | 16,254         | 16,149         | 15,728         |
| Emergency Medical* .....   | 24,808         | 24,933         | 23,760         |
| Dollar Loss* .....   | \$13,613,535   | \$17,185,259   | \$13,849,091   |
| Fatalities**   |                |                |                |
| Fire Personnel.....  | 0              | 0              | 0              |
| Civilians.....   | 3              | 3              | 4              |
| Injuries**   |                |                |                |
| Fire Personnel.....  | 15             | 13             | 12             |
| Civilians.....   | 11             | 22             | 24             |

\* Based on the National Fire Incident Reporting System and the HFD Fire Investigations database

\*\* Based on the HFD Fire Investigations database

## Significant Events

The HFD responded to 33 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:

|  |                         |           |
|--|-------------------------|-----------|
| 235 South Beretania Street, Honolulu ..... | August 12, 2009 .....   | \$800,000 |
| 45-906 Anoi Road, Kaneohe.....             | October 30, 2009.....   | \$600,000 |
| 337 Liko Lane, Honolulu .....              | November 18, 2009 ..... | \$525,000 |
| 1389 Ala Hoku, Honolulu.....               | January 13, 2010 .....  | \$650,000 |
| 2182 Round Top Drive, Honolulu .....       | February 2, 2010.....   | \$525,000 |
| 760D Hauoli Street, Honolulu .....         | February 26, 2010.....  | \$600,000 |
| 1801 9 <sup>th</sup> Avenue, Honolulu..... | March 11, 2010.....     | \$600,000 |

Department personnel responded to 525 wildland fires. During the last FY, the Department responded to 431 wildland fires. The difference represents a 21.8 percent decrease in wildland fires.

## FCC

The FCC continues to be the vital link between the public and the Fire Operations force. Through a modern system of communication equipment, including the computer-aided dispatching system, 800 megahertz (MHz) radio system, and MDTs, the FCC receives fire, rescue, and emergency medical calls and efficiently and rapidly dispatches companies to any location on Oahu.

In addition, they maintain direct contact with other emergency organizations/agencies, such as the Board of Water Supply; DEM; HESD; HPD; Aircraft Rescue Fire Fighting (ARFF); DLNR, DOFAW; Honolulu Harbor; SCD; Federal Bureau of Investigation; FFD; Hickam Fire Dispatch; Regional Dispatch Center (RDC) on Pearl Harbor; USCG; Hawaiian Electric Company; and various local and mainland central alarm companies.

Interoperable communications continues to increase as agencies became more familiar with its capabilities. It is proving to be invaluable during multiagency responses to emergency incidents. The 800 MHz technology provides the FCC various options for facilitating interagency communications (also known as interoperability) at any scene or incident islandwide.

## Highlights

- The FCC BC serves as the First Vice President to the Association of Public-Safety Communications Officials (APCO) and National Emergency Number Association (NENA) Pacific Chapters. Beginning January 2011, he will serve as their President. The APCO and NENA are the two primary organizations in the 911 industry addressing present issues and future changes. These changes include technology, management of 911 call centers, Next Generation 9-1-1 (NG9-1-1) Standards, P25 Radio Compliance, and various dispatch-related certifications and accreditation. The APCO and NENA Pacific Chapters hosted an educational forum titled, "9-1-1, Preparing Hawaii for Change" in March 2010 in an effort to educate City and State leadership on changes to the present 911 system. The changes that NG9-1-1 will bring were also discussed.
- The FCC continued to foster closer working relationships with the other Oahu Public Safety Answering Points (PSAP) to prioritize the needs for presentation and representation with the State Wireless Enhanced 911 Board. The HFD, Department of Information Technology (DIT), HESD's EMS Division, HPD, Hickam Fire Dispatch, and RDC comprise the Oahu PSAP Group. An enhanced, coordinated effort to secure resources from the State Wireless Enhanced 911 Board to benefit Oahu PSAPs was the top priority.
- The FCC BC became a member of the State Wireless Enhanced 911 Board's Technical Committee. He is also a member of the board's investigative committee, which was formed to rewrite existing legislative language that would allow the Board to address all wireless issues, including NG9-1-1. Work on this project is already in progress for the 2011 legislative session. The Oahu PSAP Group has made meaningful contributions to the State Wireless Enhanced 911 Board.

- During the 800 MHz rebanding project, the HFD's base radios and Radio over Internet Protocol (RoIP) gateway radios were programmed with a conventional talk-around radio feature, which enhances the HFD's radio capabilities. The radio-to-radio capabilities allow companies to communicate with one another through the base, mobile, or handheld radios even when repeater and antenna sites are nonfunctional. Additionally, the FCC now has the capability to communicate with field personnel via talk-around through the RoIP gateway radios.

### **Radio Shop**

The Radio Shop executes the planning, acquisition, maintenance, and repair services for the Department and City's radio communication systems. It also provides programming, preventive maintenance, and repair services for the DEM, Department of the Medical Examiner, Department of the Prosecuting Attorney, Liquor Commission, Ocean Safety, and ARFF.

In addition to the mobile radios, the Radio Shop installs and services electronic warning systems, light bars, sirens, Opticom traffic light controls, and on-board intercom systems for fire apparatuses.

At the fire stations, the Radio Shop installs and maintains radio communications equipment, base radios, and emergency call and public address systems. Troubleshooting support is provided to the DIT to maintain the MDTs, which are installed in Department vehicles.

### **Highlights**

- The Radio Shop incorporated national "must-carry" conventional 800 MHz mutual aid channels in all new radio personalities as part of the frequency rebanding project. The new channels will facilitate interoperability between emergency responders from different jurisdictions. Standard operating channels will allow emergency personnel to quickly enter a local communications network under the direction of the Incident Commander. The National Public Safety Telecommunications Council reserved another set of channels that were also programmed into each radio.
- Part of the rebanding project included plans to reconfigure radio sites serving Windward Oahu. Four radio repeater sites between Waimanalo and Kawela were successfully combined into one "simulcast" site. Simultaneous broadcast operation will increase the system's call capacity in Windward Oahu, and the additional channels made available by the reconfiguration will allow for system expansion at other sites around the island.

### **City Radio**

The City's two-channel, very high frequency (VHF) radio communication system consists of 5 mountaintop stations; 26 consoles at corporation base yard radio stations; and 616 mobile and 240 portable transceivers. The Federal Communications Commission will allow the City to operate the VHF system until 2013. The system will be shut down in 2013 because it is not narrowband-compliant.

Several City agencies, including the Honolulu Zoo, Hanauma Bay, Neal S. Blaisdell Center, and three wastewater treatment plants, share an ultra high frequency channel. Users of this channel primarily operate with portable radios and will move to the 800 MHz trunking system by 2013.

### **Highlights**

The Department of Environmental Services, Department of Facility Maintenance, and Department of Parks and Recreation's Division of Urban Forestry were selected as emergency support responders. Creating solutions for radio interoperability is the first step in fulfilling this new role. Radio personalities are being developed to meet the unique needs of each group. Eventually, all local government radio operations will transition to the 800 MHz trunking system.

## **SUPPORT SERVICES**

Under the direction of an AC, Support Services manages and coordinates the operations of the Fire Prevention Bureau (FPB) and the Training and Research Bureau (TRB).

### **FPB**

The FPB's mission is to promote fire and life-safety programs that assist the HFD in accomplishing its mission of mitigating loss of life, property, and damage to the environment.

Hawaii State law and the City Charter assign the following responsibilities to the Fire Chief:

- Conduct fire code compliance inspections
- Investigate fires to determine origin and cause
- Provide fire safety education to the community
- Review and adopt fire codes
- Review building construction fire plans

The Fire Chief fulfills these responsibilities through the efforts of the FPB, which is staffed with 35 uniformed employees and 2 civilians. The FPB is organized into the following sections: Administrative and Technical Support Services; Code Enforcement; Fire Investigations; Fire Safety, Education, Public Information, and Community Relations, more commonly known as Community Relations/Education (CRO); and Plans Checking.

**Highlights**

- The State Fire Council (SFC) is mandated by Chapter 132 of the HRS to adopt a State fire code, and on January 1, 2010, the 2006 edition of the NFPA 1, Uniform Fire Code with state amendments was officially adopted as the Hawaii State Fire Code. In June 2010, the FPB finalized county amendments to the Fire Code of the City and County of Honolulu and will proceed with its adoption in the next FY.
- The SFC Administrator/FPB BC continued to serve as a member of the State Building Code Council (SBCC) and attended monthly SBCC meetings.
- Effective April 16, 2010, Governor Linda Lingle approved the Hawaii Administrative Rules for the State building code, the State electrical code, and the State plumbing code. In June 2010, the SBCC formed an investigative committee to study the implementation of and opposition to the fire sprinkler requirement of the 2009 International Residential Code for one- and two-family dwellings.
- The design of all State building construction shall be in compliance with the State building code, including the State fire code, within one year of its effective date.
- Under the vigilance of the SFC, the following legislative bills were submitted or supported in the 2010 legislative session:
  - A bill to fund two full-time positions for the SFC using fees collected from the reduced ignition propensity cigarette program. Although the bill failed to pass, funds were appropriated to the State Department of Labor and Industrial Relations for two part- and full-time SFC positions.
  - Forty-two bills relating to fireworks were introduced or carried over from the previous year’s session. Bills supported by the SFC include a proposed statewide ban of fireworks and approval to allow the counties to enact stricter regulations that would make the arrest and prosecution for the illegal purchase, possession, setting off, igniting, or discharging of fireworks easier and increase the penalties and consequences for convictions of fireworks violations.
  - A bill to allow the counties to enact stricter fireworks regulations (Act 170) and the establishment of nuisance abatement property forfeiture actions for illegal fireworks convictions (Act 136) passed. Act 170 also formulated a multiagency task force to provide recommendations to address the increasing use of illegal aerial fireworks and improvised explosive devices.
  - Carryover bills to provide for retrofit fire sprinkler tax deductions and prohibit the sale of novelty lighters did not pass.
- The SFC coordinated the following National Fire Academy (NFA) training courses:
  - Courtroom Preparation and Testimony for First Responders
  - Fire Prevention for High Risk Populations: Age and Disability Factors
  - CS for Structural Collapse Incidents (sponsored by the DHS, U.S. Fire Administration)
  - National Incident Management System (NIMS): ICS for the Fire Service
- There was less than a 1% decrease in the number of fireworks licenses and an 18% increase in fireworks permits issued. New Year’s Eve was widely perceived as having an excessive amount of illegal aerial fireworks usage. Numerous bills regarding fireworks were submitted and considered during the legislative session; however, none passed.
- The FPB generated and published the FPB Procedures Manual, which delineates the FPB’s inspection responsibilities, illustrates its organizational structure, and lists the functions and responsibilities of its personnel. Procedures for the management of bureau personnel, guidelines in performing the various tasks that may be assigned to Fire Inspectors, and supplementary information are included.
- The FPB continues to prioritize inspections based on the Department’s Risk Assessment Plan. For three years, the FPB and Fire Operations personnel have documented fire inspections in the Fire Inspection Database (FID), which was developed with the assistance of the DIT. A request for service was submitted to the DIT to implement improvements to the FID, such as additional data fields to increase the accuracy of information captured by the FID.
- The City Auditor’s report, *Audit of the Honolulu Fire Department’s Fire Code Inspection Program for High-Rise Residential Buildings*, was reviewed by FPB staff. The audit described a number of deficiencies in the HFD’s inspection program. A primary deficiency was the incomplete inventory of high-rise buildings on Oahu. FPB personnel are working to resolve this deficiency by exploring several different solutions, one of which is to spatially display information from the FID.
- The FPB updated and created additional content for the HFD website and included information to increase fire safety awareness for the general public. The updated material will be published by the DIT as their resources are allocated.

**Statistics**

**Code Enforcement**

| <u>Inspection by Risk Category</u> | <u>FY 2008</u> | <u>FY 2009</u> | <u>FY 2010</u> |
|------------------------------------|----------------|----------------|----------------|
| Maximum.....                       | 2,440          | 2,316          | 2,103          |
| High.....                          | 592            | 64             | 73             |
| Moderate or Special.....           | 176            | 647            | 582            |
| Low .....                          | 82             | 124            | 142            |
| Total.....                         | 3,290          | 3,251          | 2,900          |

| <u>Occupancy Inspections</u>    | <u>FY 2008</u> | <u>FY 2009</u> | <u>FY 2010</u> |
|---------------------------------|----------------|----------------|----------------|
| Assembly "A".....               | 311            | 188            | 190            |
| Business "B".....               | 1,319          | 1,906          | 1,182          |
| Retail and Wholesale "M".....   | 301            | 94             | 458            |
| Warehouse and Storage "S".....  | 103            | 173            | 162            |
| Educational Facilities "E"..... | 146            | 192            | 148            |
| Institutions "I".....           | 10016          | 107            |                |
| Hazardous Facilities "H".....   | 141            | 215            | 122            |
| Residential "R1".....           | 726            | 937            | 511            |
| Factory "F".....                | 17             | 41             | 18             |
| Total.....                      | 3,164          | 3,762          | 2,898          |

| <u>Permit Inspections</u> | <u>FY 2008</u> | <u>FY 2009</u> | <u>FY 2010</u> |
|---------------------------|----------------|----------------|----------------|
| Assemblies.....           | 43             | 32             | 29             |
| Flammable Finishes.....   | 52             | 63             | 65             |
| Fireworks.....            | 28             | 243            | 242            |
| Total.....                | 123            | 338            | 336            |

| <u>Other Activities</u>   | <u>FY 2008</u> | <u>FY 2009</u> | <u>FY 2010</u> |
|---------------------------|----------------|----------------|----------------|
| Night Inspections.....    | 99             | 77             | 78             |
| Referrals.....            | 315            | 295            | 308            |
| Reinspections.....        | 3,060          | 3,688          | 3,781          |
| Notices of Violation..... | 929            | 660            | 840            |
| Final Notices.....        | 158            | 132            | 146            |
| Total.....                | 4,561          | 4,852          | 5,153          |

**Plans Checking**

| <u>Activities</u>                   | <u>FY 2008</u> | <u>FY 2009</u> | <u>FY 2010</u> |
|-------------------------------------|----------------|----------------|----------------|
| Plans Approved.....                 | 1,930          | 1,861          | 1,607          |
| Flammable/Combustible Permits ....  | 16             | 20             | 58             |
| Liquefied Petroleum Gas Permits.... | 23             | 40             | 50             |
| Temporary Structure Permits.....    | 16             | 14             | 29             |
| Fire Alarm System Tests.....        | 342            | 462            | 370            |
| Range Hood System Tests.....        | 70             | 75             | 74             |
| Ohana Inspections.....              | 38             | 36             | 36             |
| On-Site Inspections.....            | 102            | 108            | 155            |
| Correspondence Generated.....       | 128            | 128            | 88             |
| Total.....                          | 2,665          | 2,744          | 2,467          |

**Fire Investigations**

| <u>Activities</u>                   | <u>FY 2008</u> | <u>FY 2009</u> | <u>FY 2010</u> |
|-------------------------------------|----------------|----------------|----------------|
| Structure Fire Investigations.....  | 105            | 106            | 94             |
| Automobile Fire Investigations..... | 7              | 11             | 12             |
| Watercraft.....                     | 3              | 2              | 4              |
| Wildland Fire Investigations.....   | 3              | 2              | 10             |
| Other.....                          | 5              | 7              | 6              |
| Total.....                          | 123            | 128            | 126            |

**Administrative and Technical Support Services**

| <u>Activities</u>           | <u>FY 2008</u> | <u>FY 2009</u> | <u>FY 2010</u> |
|-----------------------------|----------------|----------------|----------------|
| Fireworks Licenses.....     | 217            | 183            | 182            |
| License Fees Collected..... | \$166,000      | \$145,000      | \$139,000      |
| Fireworks Permits.....      | <u>FY 2008</u> | <u>FY 2009</u> | <u>FY 2010</u> |
| Public Displays.....        | 58             | 87             | 72             |
| Special.....                | 207            | 213            | 242            |
| Satellite City Halls.....   | 9,377          | 7,043          | 8,174          |
| Total.....                  | 9,642          | 7,343          | 8,488          |

| <u>State Department of Health</u> | <u>FY 2008</u> | <u>FY 2009</u> | <u>FY 2010</u> |
|-----------------------------------|----------------|----------------|----------------|
| Fireworks Injuries.....           | 121            | 99             | 106            |

| <u>HPD</u>                   | <u>FY 2008</u> | <u>FY 2009</u> | <u>FY 2010</u> |
|------------------------------|----------------|----------------|----------------|
| Fireworks-Related Calls..... | 1,993          | 1,757          | 2,189          |

| <u>Inspections</u>       | <u>FY 2008</u> | <u>FY 2009</u> | <u>FY 2010</u> |
|--------------------------|----------------|----------------|----------------|
| Preschools/Day Care..... | 85             | 98             | 70             |

| <u>Other Activities</u>       | <u>FY 2008</u> | <u>FY 2009</u> | <u>FY 2010</u> |
|-------------------------------|----------------|----------------|----------------|
| Correspondence Generated..... | 629            | 601            | 650            |
| Final Notices Issued.....     | 114            | 74             | 65             |
| Referrals.....                | 238            | 357            | 299            |
| Total.....                    | 981            | 1,032          | 1,014          |

**SFC**

| <u>Workdays (8 Hours)</u>         | <u>FY 2008</u> | <u>FY 2009</u> | <u>FY 2010</u> |
|-----------------------------------|----------------|----------------|----------------|
| BC.....                           | 30             | 60             | 65             |
| Captain.....                      | 10             | 25             | 20             |
| SFC Administrative Assistant..... | 190            | 185            | 155            |
| Legislative Liaison.....          | 66             | 145            | 0              |
| Total.....                        | 296            | 415            | 240            |

In-Kind Contributions  
to the SFC.....\$34,625.....\$35,000.....\$34,500

**Company Inspection Program\***

| <u>Inspections</u> | <u>FY 2008</u> | <u>FY 2009</u> | <u>FY 2010</u> |
|--------------------|----------------|----------------|----------------|
| Residential.....   | 61,396         | 58,936         | 56,549         |
| Assembly.....      | 234            | 176            | 100            |
| Business.....      | 1,848          | 2,067          | 2,296          |
| Factory.....       | 8              | 59             | 47             |
| Education.....     | 38             | 96             | 127            |
| Storage.....       | 101            | 110            | 50             |
| Mercantile.....    | 240            | 312            | 320            |
| Utility.....       | 5              | 2              | 2              |
| Total.....         | 63,949         | 61,758         | 59,491         |

\*The FID was first utilized in FY 2008.

**CRO**

The CRO is the liaison between the community and the HFD. Its primary responsibilities include coordinating ceremonies, funerals, and other HFD events. When requested by the public and approved by the Fire Chief or his designee, this section coordinates fire apparatuses and personnel to promote fire safety awareness and education. The CRO also provides fire safety education to the public via direct delivery of educational presentations, the production and coordination of the Fire Fighter’s Safety Guide (FFSG), and the SAFE Program.

**Highlights**

- Coordinated and distributed the 24<sup>th</sup> edition of the FFSG to 135,000 students attending private and public schools statewide, including those who were homeschooled and in prekindergarten, during FPW on October 4-10, 2009. The FFSG is a children’s workbook with important fire safety messages. Each year, the HFD endeavors to provide relevant and vital fire safety messages to children through this workbook.
- Participated in a statewide lei collection for the 2010 Mayor’s Annual Memorial Day Service held at the National Memorial Cemetery of the Pacific. Over 50,000 lei were collected and taken to fire stations, island schools, and various City facilities.
- Coordinated promotional, commendation, and FFR graduation ceremonies.
- Coordinated HFD Honor Guard services for the FFR graduation and the Mayor’s Fourth Annual Remembrance Walk.
- Coordinated funeral services for 17 retired HFD personnel. These services support our FF’s families and honor their loved ones by a dignified display of respect and brotherhood.
- Issued 80 cuddle bears to various suppression companies. The cuddle bears allow FFs to console and comfort young children at the scene of a traumatic event.
- Coordinated 74 community projects for charities and agencies, including the Aloha United Way; the American Cancer Society; the American Red Cross; the Blood Bank of Hawaii; Children and Youth Day; the Hawaii Foodbank; the King Kamehameha Celebration Commission; and Parents and Children Together.
- Coordinated 65 fire truck visits to various schools. These visits are interactive fire safety education sessions with close interaction with FFs and a fire truck. These presentations leave a memorable and positive impact on the children and reinforce important life-saving concepts about fire safety.
- In April 2010, the CRO section received a Bullex fire extinguisher simulator and began conducting public fire extinguisher classes in May. The simulator senses when a person is using the mock extinguisher correctly, and a fire image in an enclosed screen is extinguished accordingly. The kit is portable and typically available at group presentations.
- The Keiki House Fire Safety Trailer has been decommissioned and will be replaced. In lieu of the trailer, various props are used in the classrooms.
- The Honolulu Fire Museum and Education Center remains closed to the general public pending administrative issues.

## Educational Presentations by Education Fire Inspectors

| <u>Activity</u>                  | <u>Number</u> | <u>Attendees</u> |
|----------------------------------|---------------|------------------|
| Career Presentations/Fairs ..... | 31 .....      | 16,127           |

### Fire Evacuations

|                                  |          |        |
|----------------------------------|----------|--------|
| Drills .....                     | 27 ..... | 14,235 |
| Plans .....                      | 14 ..... | 438    |
| Fire Extinguisher Training ..... | 29 ..... | 1,004  |
| Fire Safety Presentations .....  | 46 ..... | 3,067  |
| Health and Safety Fairs .....    | 13 ..... | 3,380  |

### TRB

The TRB is located at the Charles H. Thurston Training Center and tasked with assisting, planning, coordinating, and evaluating the HFD's training activities. To fulfill the Department's mission statement, quality, dynamic, and essential training is provided for Department personnel through various training programs. These programs help to ensure that responses to incidents, emergencies, and public assistance are performed in a safe, efficient, friendly, and professional manner.

New and continuing research and testing are conducted on the latest technology and techniques in the areas of apparatus operations, driver training, emergency medical response, fire fighting, HM, rescue operations, terrorism, water safety, and more. The TRB also coordinates cardiopulmonary resuscitation (CPR) instruction for the public.

The TRB staff is committed to developing highly-trained, professional, and motivated personnel who provide quality service to Oahu residents. During FY 2010, the TRB coordinated the following training for over 2,000 students:

- Apparatus Operation
- Basic Fire Fighting Skills Evaluation (BFSE)
- Basic Life Support Training Center Faculty
- Bauer Breathing Air Compressor
- Biennial Emergency Medical Refresher
- CAFS
- Computer-Aided Management of Emergency Operations
- Critical Incident Stress Management
- Drug and Alcohol Awareness
- Emergency Medical Technician-Basic (EMT-B)
- HM Incident Management
- HM Technician Course (Chemistry)
- HM Technician Course (Tactics)
- HM Technician Refresher
- Kidde Mobile Fire Fighting Trainer-Live Burn Training
- NFA Courtroom Preparation and Testimony for First Responders
- NFA Fire Prevention for High Risk Populations: Age and Disability Factors
- NFA ICS for Structural Collapse Incidents
- NFA NIMS: ICS for the Fire Service
- NFA/Training Resources and Data Exchange Command and Control of Incident Operations
- Pierce Truck Familiarization
- Prehospital Trauma Life Support Recertification for EMT-Bs
- Pumping Apparatus Driver/Operator (PADO)
- SCBA Competency
- SCD-sponsored ICS 300 Intermediate Course
- State EMT-B Certification Bridge Course
- Third-Party Evaluator for FFs, HM Awareness, HM Operations, and Pumping Apparatus

### Administrative

This section maintains the training center and schedules and/or coordinates its daily operations. The TRB maintains an active schedule by facilitating its instructional programs with organizations such as the American Heart Association, the IFSAC, the NFA, the National Registry of Emergency Medical Technicians, and the National Safety Council (NSC).

Additionally, this section oversees personnel training data input into the RMS when training is conducted at the facility. The RMS, which is managed by P&D, provides fire personnel the ability to input and extract incident reporting, training documentation, and occupancy information data.

## **Apparatus Operation**

The Apparatus Operation section maintains an HFD compliance program that meets or exceeds federal and DOT Commercial Drivers License requirements. The following programs are administered to address national standards, licensing, or Departmental requirements:

- Apparatus Operation Training (AOT)
- City Operator's Certification Training
- Driver Improvement Training
- Forklift and All-Terrain Vehicle Operator Course
- NSC's Coaching the Experienced Driver 4+2 Course
- Vehicle Accident Review

Fire Operations personnel are relied upon to provide decentralized training and recertification through the Department's field and FF III driver training programs.

## **Career Development**

The Career Development section promotes professional development of HFD personnel through policies and training programs to meet nationally-recognized standards. The HFD maintains accredited status from the IFSAC to certify personnel to NFPA standards under the direction of the Certification Program Manager. The certified programs are as follows:

- HM Awareness, 2008 Edition
- HM Operations, 2008 Edition
- FF I, 2008 Edition
- FF II, 2008 Edition
- PADO, 2003 Edition
- Aerial Apparatus Driver/Operator, 2003 Edition
- Tiller Apparatus Driver/Operator, 2003 Edition
- Fire Officer (FO) I, 2003 Edition
- FO II, 2003 Edition
- Fire Service Instructor (FSI) I, 2007 Edition
- FSI II, 2007 Edition
- Surf Rescue I, 2008 Edition (first accredited program of this type in the nation)

## **Fire and Special Operations**

These sections develop and coordinate instruction and training for personnel in areas such as basic fire fighting skills, live burns, water safety, automobile extrication, FFR training, exercises and drills, HM Incident Management, HM Technician, HM Operations, and weapons of mass destruction awareness.

In addition, these sections maintain a close relationship with other governmental and private agencies involving HM response concerns.

## **Medical**

The Medical section conducts initial and recurring medical training for HFD personnel, reviews medical emergency responses and documentation, coordinates CPR classes for the community, and manages public health awareness programs. A Medical Director oversees this section's programs. Quality control is measured through continuous audit, review, query, and reports on operations recorded in the RMS and cardiac arrest rescue link data specific to emergency medical responses.

This section also manages the HFD's Automatic External Defibrillator (AED) Program. Since the program's inception, over 192 persons have been saved using an AED and/or CPR.

## **Highlights**

- Live burn training was implemented in January 2010 using the burn trainer unit. Each event incorporated 8 to 10 basic fire fighting skills based on NFPA standards with five to eight participating companies.
- The BFSE Program was initiated in January 2010. This program evaluates basic fire fighting skills with TRB, field BCs, and Operations personnel serving as evaluators.
- The Water Safety Program was initiated at the company level in March 2010 when the program and equipment were placed into service.
- The first State EMT-B Bridge class was implemented in May 2010.
- Computer-based training to bridge AOT hydraulic pump calculations to International Fire Service Training Association PADO pump calculations was authorized for implementation and completed on July 15, 2010.
- The Initial Size-up Decision Making Program is in the developmental stages and involves command and control training for the first-in company officer at structural fire calls.



# HONOLULU POLICE DEPARTMENT

Louis M. Kealoha, Chief of Police  
Delbert T. Tatsuyama, Deputy Chief of Police  
Randal K. Macadangdang, 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 island of Oahu has a circumference of about 137 miles and an area of nearly 600 square miles. The estimated resident population is about 905,034, which includes military personnel but not tourists.

The Chief of Police directs the operation and administration of the department and is responsible for the following:

- 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.
- Service of processes and notices in civil and criminal proceedings.

## HONOLULU POLICE COMMISSION

The Honolulu Police Commission is made up of seven members who are appointed by the Mayor and confirmed by the City Council. All members serve staggered terms of five years. They volunteer their services and do not receive any compensation.

The commission elects its own chair and vice chair each year from among its members. The commission chair was Christine H. H. Camp. Keith Y. Amemiya and Marc C. Tilker each served as vice chair during the fiscal year. The police commission has the following mandated responsibilities:

- Appoints and may remove the Chief of Police.
- Evaluates the performance of the Chief of Police at least annually.
- Reviews rules and regulations for the administration of the HPD.
- Reviews the annual budget prepared by the Chief of Police and may make recommendations thereon to the Mayor.
- Compares at least annually the actual achievements of the police department with the goals and objectives in the five-year plan.
- Receives, considers, and investigates charges brought by the public against the conduct of the department or any of its members and submits a written report of its findings to the Chief of Police.

The commissioners are committed to continue working proactively with the department to address problems regarding police conduct and other issues.

## FIELD OPERATIONS

### DISTRICT 1

District 1 covers an area of about eight square miles with a resident population of approximately 75,000 people. The boundaries of the district are Liliha Street in the west, Punahou Street in the east, the Pacific Ocean to the south, and the Makiki/Tantalus area to the north. The district's main office is located at the Alapai headquarters at 801 South Beretania Street. A Chinatown substation is located at 79 North Hotel Street.

District 1 personnel assisted with the Serving Our Homeless People project. This effort was created to address the concerns and needs of the homeless population in the community and to assist them by supplying toiletry items. Every third week in November is designated as Homeless Week.



District 1 Project CLEAN event. Police Chief Kealoha and other HPD employees and volunteers help with the community cleanup.

In June 2010, 352 community members and 74 HPD personnel worked together to clean up certain areas in Chinatown and its surrounding neighborhood. The project called Community Lokahi to Enrich our Aina Now (CLEAN) coordinates with the community to work together to clean and restore the community and to instill community empowerment and participation.

## **DISTRICT 2**

District 2 covers approximately 204 square miles of Central Oahu and is bounded by Kipapa Gulch and the mountains to the west and east, and the area from Kaena Point to Sunset Beach to the north. The area includes the communities of Wahiawa, Mililani, Mililani Mauka, Whitmore Village, Kunia, Waialua, Haleiwa, and Sunset Beach and the military bases of Wheeler Army Airfield and Schofield Barracks. The district's headquarters is located in Wahiawa at 330 North Cane Road.

Utilizing funds from the American Recovery and Reinvestment Act of 2009, District 2 was able to acquire two electronic message boards and one speed trailer. This equipment has helped the district to successfully manage traffic and to warn the citizens of upcoming events like parades that may cause traffic slowdowns.

During the fiscal year, District 2 increased its Neighborhood Security Watch (NSW) programs in the community. Since January 2010, there have been four new NSWs created with approximately 150 members.

## **DISTRICT 3**

District 3 encompasses an area of about 66 square miles and includes the communities of Pearl Harbor, Halawa, Aiea, Pearl City, Waipio, Kunia, Waikele, and Waipahu. The district's headquarters is located in Pearl City at 1100 Waimano Home Road.

During the fiscal year 2010, the district handled 82,833 calls for service and made a total of 4,098 arrests, including 354 for operating a vehicle under the influence of an intoxicant. A total of 11,652 citations were issued including 852 speeding, 294 seatbelt, and 244 pedestrian citations.

A Project CLEAN event was held in Waipahu during the fiscal year. This partnership between the HPD and more than 500 community volunteers to clean up the community and paint out graffiti was a success. The department hopes to have more of these Project CLEAN initiatives throughout the City and County of Honolulu.

## **DISTRICT 4**

District 4 encompasses an area of Windward Oahu that has a population of 132,266 residents. The area covers 136 square miles and includes the communities of Hauula, Kaaawa, Kahaluu, Kahuku, Kailua, Kaneohe, Laie, Lanikai, and Waimanalo. The district's headquarters is located in Kaneohe at 45-270 Waikalua Road, and there are two substations located in Kahuku and Kailua.

District 4 Officer Antonio Bustamante, Jr. was recognized as the department's Metropolitan Police Officer of the Year for 2009. He saved an elderly woman from her burning home and has consistently displayed professionalism and dedication to serving his community. The district's Community Policing Team has built an outstanding relationship with Marine Corps Base Hawaii, especially in the area of enforcement at Bellows Beach Park.

## **DISTRICT 5**

District 5 covers 40 square miles of Central Honolulu. The district includes residential and industrial/business areas, Honolulu Harbor, Honolulu International Airport, U.S. Federal Detention Center, and Oahu Community Correctional Center, Hickam Air Force Base, Coast Guard Base – Sand Island, and Fort Shafter. The district's headquarters is located in Kalihi at 1865 Kamehameha IV Road.

During the fiscal year, the district's patrol officers responded to 76,740 calls for service, a decrease from 82,726 calls for service in fiscal year 2009.

The Kalihi Police Station follows strict pollution reduction guidelines based on the National Pollutant Discharge Elimination System, which is administered by the City and County of Honolulu's Storm Water Pollution Control Plan. The plan minimizes the pollutants found in the storm drains from entering the sewer systems and into our shorelines.

## **DISTRICT 6**

District 6 encompasses the Waikiki peninsula, which is bordered by the Ala Wai Canal, the slopes of Diamond Head, and the Pacific Ocean. It is the smallest district on the island, but contains Waikiki, the biggest tourist attraction in Hawaii. The district's main office is located at the Alapai headquarters at 801 South Beretania Street. There is a Waikiki substation located at 2425 Kalakaua Avenue that fronts Waikiki Beach. The Burglary/Theft Detail and Crime Reduction Unit offices are located on Diamond Head Road.

Calls for service in fiscal year 2010 totaled 46,683, a 3 percent increase from the previous fiscal year. A total of 3,691 arrests were made, including 285 for Operating a Vehicle Under the Influence of an Intoxicant (OVUII). Since December 2009, the district has used digital signage to share multimedia information with its officers. The use of this signage has improved information sharing and has been an effective tool to display data regarding warrants, crime trends, and in-service training information.

## **DISTRICT 7**

District 7 encompasses approximately 40 square miles of east Honolulu from Punahou Street to Makapuu Point, with the exclusion of Waikiki. The area includes Manoa, McCully, Moiliili, Kaimuki, Palolo, Diamond Head, Waialae, Kahala, Aina Haina, Kuliouou, Hawaii Kai, Kalama Valley, and Sandy Beach. The area is predominantly residential with a population of approximately 150,000. Also included are several institutions of higher learning: the University of Hawaii at Manoa, Chaminade University, and Kapiolani Community College. The district's main office is located at the Alapai headquarters at 801 South Beretania Street.

The district responded to 60,300 calls for service during the fiscal year. They issued 5,224 speeding citations, arrested 556 motorists for OVUII, and issued 605 citations for seatbelt violations. Pedestrian safety has been a priority in the district with 781 pedestrian-related citations issued.

## **DISTRICT 8**

District 8 encompasses a land area of 128 square miles and has approximately 38 miles of coastline. District personnel provide services to the communities of Ewa, Ewa Beach, West Loch, Kalaeloa, Kapolei, Makakilo, Campbell Industrial Park, Honokai Hale, Ko Olina, Nanakuli, Lualualei, Maili, Waianae, Makaha, Keaau, Makua, and Kaena Point. The main police station is located in Kapolei at 1100 Kamokila Boulevard. There is a substation in Waianae, located at 85-939 Farrington Highway.

The district's Weed and Seed Team provides youth in the Ewa and Ewa Beach areas with the opportunity to participate in activities to develop positive life skills. Some of the programs include the Culinary Arts Summer Program and the Ocean Sports Program; none of these activities would be available to the community youth otherwise.

District 8 has partnered with the Campbell Local Emergency Action Network to help prepare for natural disasters that may affect the area. The district offers regularly meet with its members to develop emergency response plans.

## **CENTRAL RECEIVING DIVISION**

The Central Receiving Division (CRD) is responsible for the safe and secure processing and detention of arrestees who are unable to post bail or are under investigation for felony offenses. The CRD is also responsible for the security of the Alapai headquarters where personnel screen visitors, monitor all building access points, and respond to fire and duress alarms in the building. During the fiscal year, the CRD processed over 16,302 adult and juvenile arrestees.

The CRD along with the City's Department of Design and Construction and the Department of Information Technology have partnered to improve the security and access control of the police headquarters and outlying stations. The new system will be integrated with other city departments which allow for greater control, flexibility, and accountability within the city.

This fiscal year, a new grant has been established to allow for a nurse practitioner to work at the CRD for about 20 hours per week. These on-site nurse practitioners monitor the mental and physical well-being of the arrestees. They are also able to enable the CRD to reduce the amount of time and effort of officers when they have to make supervised trips to the hospital.

## **INVESTIGATIVE BUREAU**

### **CRIMINAL INVESTIGATION DIVISION**

The Criminal Investigation Division investigates cases involving murder, robbery, sexual assault, domestic violence, child abuse, financial fraud and forgery, auto theft, and white collar crimes. In addition to preparing investigations for criminal prosecution, the division strives to increase public awareness by partnering with other law enforcement agencies and the community through programs such as Crimestoppers and the Business Police Academy.

In a partnership with the state Department of the Attorney General, the HPD acquired a facial recognition computer program. The software compares an image of a person to a statewide database of arrest booking photographs. This cutting edge technology has assisted the department with identifying previously unknown suspects.

The division also partnered with the city Department of the Prosecuting Attorney to provide training to personnel on a variety of legal issues, thus saving in training costs to the department. The department utilizes experienced detectives to develop an intensive training program for newly assigned detectives, including a newly implemented interrogation training program. The program results have been effective and resulted in an increase in the confession rate from 24 to 49 percent.

### **NARCOTICS/VICE DIVISION**

The Narcotics/Vice Division conducts investigations and enforces the laws, ordinances, and regulations that lead to the disruption and dismantling of organizations involved in illegal drugs, prostitution, pornography, and gambling. Many task force officers are "cross-deputized" to hold HPD and federal powers.

In fiscal year 2010, all narcotics investigations resulted in the seizure of over 22 pounds of methamphetamine, 72.8 pounds of marijuana, 1,302 marijuana plants, 1,359 ecstasy tablets, 403 grams of cocaine, and 75 grams of black tar heroin with a street value of \$13,507,600. Also seized were various vehicles, jewelry, and U.S. currency. The division also arrested 103 individuals for various offenses.

### **SCIENTIFIC INVESTIGATION SECTION**

The Scientific Investigation Section (SIS) provides investigative support through the application of forensic science. The SIS has completed the expansion and renovation of the laboratory and the crime scene unit offices. Funding to furnish the laboratories with analytical instruments, microscopes, and balances were provided by federal grants. The SIS also received an American Recovery and Reinvestment Act of 2009, Justice Assistance Grant, to fund evidence custodian positions to help facilitate the transfer of forensic evidence. This position assumed some of the routine administrative responsibilities allowing the analysts to focus more on casework.

### **TRAFFIC DIVISION**

The Traffic Division investigates certain motor vehicle collisions and promotes the safe and efficient movement of traffic on public roadways through educational programs, traffic management, and the enforcement of traffic laws.

An example of a pedestrian safety strategy is the Saving Pedestrians and Motorists (SPAM) project. This project involves plainclothes officers acting as pedestrians who are stepping off the sidewalk into marked crosswalks. Vehicles that fail to yield to the plainclothes officers are cited. Similarly, pedestrians who jaywalk are also cited. During the fiscal year, there were 12 SPAM operations conducted, which resulted in 516 citations.

The Selective Enforcement Unit with its Drug Recognition Expert Detail and Night Enforcement Solo Motorcycle Unit, check for impaired drivers at various locations and times that were shown to have increased vehicle collisions where drugs and/or alcohol were contributing factors. During fiscal year 2010, the officers made 956 OVUII arrests, compared to 888 for fiscal year 2009.

The Parking Enforcement, Collection, and Services Section collected over \$4.7 million from 4,800 parking meters for fiscal year 2010, compared to \$4.06 million in fiscal year 2009.

## **SPECIAL FIELD OPERATIONS BUREAU**

### **ASIA-PACIFIC ECONOMIC COOPERATION PLANNING GROUP**

The Asia-Pacific Economic Cooperation (APEC) Planning Group was created in January 2010 to prepare for the 2011 APEC meetings that will be held in Honolulu. The APEC Planning Group will be working with our law enforcement and community partners with the goal of having a safe, uninterrupted event with minimal inconveniences for the community. The President of the United States of America and leaders from 20 other APEC member economies will convene on Oahu in November 2011. Up to 20,000 participants, including support staff, security, business leaders, and the media are expected to be in attendance.



**Parking enforcement staff providing maintenance for the parking meters.**

## **HOMELAND SECURITY DIVISION**

The Homeland Security Division (HSD) supports command operations during major events, establishes and facilitates interagency communications, and coordinates site and threat assessments. The HSD acquires and manages resources to prevent, respond to, and recover from natural disasters and acts of terrorism within the City and County of Honolulu. The HSD also participates in and coordinates joint training exercises with federal, state, and local agencies to strengthen its ability to work efficiently with other first responders.

In 2010, the Civil Defense Coordinator was reassigned to the HSD enhancing the mission of the HSD.

## **SPECIALIZED SERVICES DIVISION**

The Specialized Services Division (SSD) provides special weapons and tactical support to the department in high-risk situations. The SSD also assists the patrol districts by saturating high crime areas and helps with the protection of dignitaries.

During the fiscal year, the SSD served 172 high-risk restraining orders resulting in the seizure of 117 firearms and 36 warrant arrests. The SSD also gave 73 demonstrations to public schools, businesses, and the community.



In September 2009, the SSD obtained a new MD500E helicopter with GPS capabilities that enhances the helicopter's ability to identify and respond to a specific location from the air. During the fiscal year, the Helicopter Detail responded to 413 requests for assistance and helped in the recovery of 19 stolen vehicles and 2,113 marijuana plants.

In November 2009, the SSD hosted a tour of the HPD and a subsequent luncheon for soldiers to assist the Tripler Army Medical Center Warrior Transition Battalion by promoting a successful transition of its men and women back to the community.

**Presentation of SSD's new helicopter by the manufacturer.**

## **ADMINISTRATIVE BUREAU**

### **COMMUNITY AFFAIRS DIVISION**

The Community Affairs Division (CAD), formerly known as the Community Affairs Section, is responsible for operating, coordinating, and maintaining the department's community relations, special awards, and projects. These responsibilities include various departmental award ceremonies, police museum, Audio-Visual Unit, Police Reserve Officer Program, Speakers Bureau, and photography for all department-related events, as well as overseeing the department's Internet Web site.

During the fiscal year, the CAD distributed 54 departmental awards, 59 retiree awards, 10 police week awards, and one Hall of Fame award. The police museum saw approximately 1,290 visitors walk through its doors in fiscal year 2010. The CAD conducted 19 scheduled group tours for the museum.

The CAD manages the department's Internet Web site at [www.honoluluupd.org](http://www.honoluluupd.org). The Web site provides an overview of the department, including history, statistics, safety information, answers to frequently asked questions, and other useful information. The Web site receives approximately 2,000 hits a month. Questions or comments to the department can be sent via e-mail at [hpd@honolulu.org](mailto:hpd@honolulu.org). During the fiscal year, the department responded to almost 3,000 e-mails.

During the fiscal year, the Juvenile Services Division was merged with the Community Affairs Section to form the CAD. The Drug Abuse Resistance Education (D.A.R.E.) curriculum is a nationally certified program that helps students recognize and resist the temptation to experiment with drugs and alcohol. This ten-week program is taught to approximately 20,000 students in the fifth, eighth, and tenth grades. During the school year, a pilot program called "Keeping It Real" was unveiled with the new D.A.R.E. middle school curriculum at Washington Middle School. In November 2009, another pilot program for the D.A.R.E. high school curriculum was implemented at Roosevelt High School.

## **FINANCE DIVISION**

The Finance Division prepares and manages the HPD's operating budget, which amounted to \$224 million for fiscal year 2010. The budget covers all salaries, current expenses, and equipment purchases.

The division continually seeks grant funds in order to enhance current and future innovative programs for the HPD. During the fiscal year, the division managed approximately 53 grants and cooperative agreements totaling \$33.5 million.

The department supports efforts to promote responsible environmental solutions for office waste. A total of 5,760 pounds of computer-related waste material was recycled along with 2,485 pounds of recyclable metals. Proceeds from the recycling efforts have gone to support the D.A.R.E. program.

## **HUMAN RESOURCES DIVISION**

The Human Resources Division (HRD) is responsible for administering all personnel matters, to include recruitment and hiring, fitness-for-duty and performance evaluations, labor relations and union issues, special duty jobs for off-duty police services, investigations of sexual harassment and discrimination complaints, and the Drug Urinalysis Screening program.

The HRD processed over 1,300 applicants that resulted in the hiring of 4 police radio dispatchers, 5 parking violations clerks, 71 metropolitan police recruits, 30 contract hires, and 128 volunteers, which include reserve police officers. Currently, the uniformed vacancies are at 6.5 percent, versus 6.8 percent at the end of fiscal year 2009.

## **LEGISLATIVE LIAISON OFFICE**

The Legislative Liaison Office (LLO) is responsible for coordinating all legislative matters that affect departmental operations. The office is also responsible for tracking bills and resolutions that were presented to the City Council. During the 2010 state legislative session, the LLO reviewed over 3,600 bills and resolutions that were introduced.

## **TRAINING DIVISION**

The Training Division is responsible for developing and providing training programs for recruits, in-service, specialized, supervisory, management, and civilian personnel. The Police Training Academy, Ke Kula Maka'i, is located at 93-093 Waipahu Depot Street in Waipahu.

Classes with less than 60 recruits utilize a curriculum consisting of 1,080 hours of instruction over a 29-week period, with an additional 530 hours of Field Training and Evaluation over a 14-week period. In fiscal year 2010, the Training Division graduated 33 new officers from one recruit class training.

Since receiving a grant to develop an online training program, the Training Division continued with training topics such as bloodborne pathogens and bias-based policing. Sexual harassment training has been added to the online training curriculum. By utilizing the online training program, officers are able to complete the training classes while out on patrol.

The building of the indoor firing range at Ke Kula Maka'i was finally completed. The 22,325 square foot range has 30 firing points, as well as office, storage, and weapons maintenance space. A second phase for the indoor range recently commenced to include classroom and additional office space for staff. It is expected to be completed in fiscal year 2011.



**The indoor firing range at Ke Kula Maka'i.**

## **SUPPORT SERVICES BUREAU COMMUNICATIONS DIVISION**



The Communications Division is the largest Public Safety Answering Point in the state and answers all 9-1-1 calls on Oahu. For fiscal year 2010, the division received approximately 905,657 calls for service, of which 60 percent were from wireless cellular telephones. Approximately 77 percent of the calls (693,776) were for police services.

### **Police radio dispatchers taking 9-1-1 calls.**

In March 2010, the Communications Division received its reaccreditation certification from the Commission on Accreditation for Law Enforcement Agencies, Inc. The division successfully filled four police radio dispatcher positions.

## **INFORMATION TECHNOLOGY DIVISION**

The Information Technology Division (ITD) provides a wide range of information technology, research, and statistical support services for the department. The division is organized into three sections: Data, Mobile Data Computing, and Research. This year, the “HPD Blog” was launched on the department’s Web site to provide the public with more information at their fingertips regarding the police and police issues.

During the fiscal year, the ITD provided assistance to the department by upgrading its help desk software to better manage support services. The ITD also assisted with improving the HPD intranet, an in-house Web site that provides useful information to the department’s personnel, by providing crime trend and mapping information so that it is readily available to departmental personnel.

The ITD has taken a more active role in supporting the department’s Web site to provide the community with more accessible sources of information ranging from neighborhood crime statistics to employment opportunities. During the fiscal year, there were 464,345 visitors to [www.honoluluupd.org](http://www.honoluluupd.org) and 1,758,958 page views.

## **RECORDS AND IDENTIFICATION DIVISION**

The Records and Identification Division maintains records of all reported incidents requiring police services. The division is also responsible for serving warrants, administering the registration of alarms and firearms, handling of evidence, and fingerprinting.

During the fiscal year, the Identification Section oversaw the department’s transition to digital fingerprinting of arrested persons. The LiveScan system eliminated the use of ink fingerprinting and the problems associated with its use. The digital fingerprint images and arrestee information are then instantly transmitted to the Hawaii Criminal Justice Information System, which automates the transfer of information to the Federal Bureau of Investigation’s database.

Departmental personnel conducted 1,583 sex offender registrations during the fiscal year.

## **TELECOMMUNICATIONS SYSTEMS SECTION**

The Telecommunications Systems Section (TSS) maintains approximately 5,000 mobile and portable radios, 400 fleet car mobile data computer-associated equipment, 1,300 subsidized vehicle emergency blue lights and sirens, and 160 laser speed detection guns for the department. The TSS also maintains the department’s primary radio communication consoles and alternate Voice over Internet Protocol consoles at three alternate dispatch points, including all of the HSD’s command vehicle communication and interoperability radio equipment.

During the fiscal year, the TSS technicians received laser speed detection equipment maintenance training by the manufacturer. This enabled the TSS to maintain the department’s laser speed detection equipment in-house, thus resulting in a cost savings. It also provides improved reliability, quicker repair turnaround time, and accuracy in the verification and calibration of the laser speed detection equipment.

## **VEHICLE MAINTENANCE SECTION**

The Vehicle Maintenance Section (VMS) is responsible for the repair and maintenance of the department’s fleet of police vehicles as well as motorcycles, support vehicles, trailers, and off-road gear. The division also includes a dispatch section and a service station that runs 24 hours a day, 7 days a week. The VMS has repair facilities located at the Alapai headquarters and the Police Training Academy in Waipahu.

During the fiscal year, the HPD received 116 new patrol vehicles to replace the aging vehicles in the fleet.



## OFFICE OF THE MAYOR

Mufi Hannemann, Mayor

Kirk W. Caldwell, Managing Director · Trudi S. Saito, Deputy Managing Director

### GENERAL

#### July/August/September

Mayor Mufi Hannemann hosted Their Majesties, the Emperor and Empress of Japan, in July 2009 during their return visit to Kapiolani Park, where His Majesty planted a shower tree 50 years ago.

It was announced in July that Honolulu had been named one of 93 "Playful City USA" communities by KaBOOM!, a national nonprofit group dedicated to bringing play back into children's lives.

July saw the release of \$4,016,072 in Homelessness Prevention & Rapid Rehousing (HPRR) funds that were provided to the City and County of Honolulu through the American Recovery and Reinvestment Act of 2009, as well as the release of \$250,000 for programs to assist victims of domestic violence.

Mayor Hannemann again invited the public to participate in the fourth annual Mayor's Remembrance Walk on Sunday, September 6, 2009, in observance of the September 11, 2001, terrorist attacks on the United States.

On August 29, 2009, the Mayor introduced the Community Sidewalk Patrol, a program that enlisted the aid of volunteers to help the City repair its sidewalks. The program's first focus was Waikiki with its heavy pedestrian traffic.

The 21<sup>st</sup> Century Ahupua'a Youth Ambassadors held its first meeting of the 2009-10 year on September 13, 2009. This marked the third year for the group as 14 returnees welcomed 17 new members. The group is comprised of public and private high school students across Oahu. Mayor Hannemann, who established the group in 2007, addressed the youth with encouraging and inspiring words asking them to be difference makers in the environment.



Mayor Mufi Hannemann presented checks to organizations receiving homelessness funding through the federal stimulus program.

#### October/November/December

Beginning in October, bargain hunters could shop on the City's new public auction website, which lists property that is no longer practical for official use. Items typically range from garbage trucks to cameras and computers.

November brought an announcement by President Barack Obama at the 2009 APEC conference being held in Singapore that the 2011 forum will be held in Honolulu between November 12-20. Mayor Hannemann said he was "ecstatic" at the news.

APEC, or Asia-Pacific Economic Cooperation, is the 21-member economic forum that includes Australia, Brunei Darussalam, Canada, Chile, People's Republic of China, Hong Kong, China, Indonesia, Japan, Republic of Korea, Malaysia, Mexico, New Zealand, Papua New Guinea, Peru, Republic of the Philippines, Russian Federation, Singapore, Chinese Taipei, Thailand, United States, and Viet Nam. The group's member economies account for 40.5 percent of the world's population, 54.2 percent of world GDP, and 43.7 percent of world trade.

An event loved by all, Honolulu City Lights, was celebrated in early December. While the theme was "25 Years of Magic," marking the event's 25<sup>th</sup> anniversary, the celebration was also significant because of new green initiatives. On the Leeward side, the 9<sup>th</sup> Annual Kapolei City Lights celebration was held the following weekend.

On December 16, 2009, Mayor Hannemann welcomed the President of the John F. Kennedy Center for the Performing Arts, Michael Kaiser, to Honolulu for a public forum and discussion on how the arts and culture organizations in Hawaii can survive in a troubled economy. "As the Chairman of the U.S. Conference of Mayors Committee on Tourism and the Arts, I'm aware of the challenges facing the non-profit groups that work so hard to keep the arts alive in our communities," said Mayor Hannemann.

### **January/February/March**

Mayor Hannemann joined the YMCA and Honolulu County Sports Commission in early February to announce "Healthy Honolulu Healthy Together," a facilitator's guide, which helps middle and high school students learn leadership skills and achieve healthy lifestyles.

"Staying healthy and fit is a very important part of growing up, and we must work diligently and with purpose to educate and support our youth in this area," Hannemann said. Healthy Together is an extension of the City and County of Honolulu's Healthy Honolulu initiative, which promotes the importance of healthy living, especially for Hawaii's youth.

When former Honolulu Mayor Frank F. Fasi died on February 3, 2010, Mayor Hannemann said, "I'm heartbroken over the passing of a true legend in island politics. Frank Fasi earned a reputation as a maverick among the establishment politicians during his years in public office, but he was the bold and gutsy leader who shaped modern Honolulu. His enduring achievements are all around us: TheBus, the Fasi Civic Center, senior citizens programs, Honolulu City Lights, farmers markets, satellite city halls, and on and on. Even rail transit was a centerpiece of his administration."

Even though anticipated danger failed to materialize, Mayor Hannemann congratulated Honolulu's public safety personnel and other officials for their smooth and effective implementation of emergency procedures during the Saturday, February 27, 2010, tsunami watch and evacuations that resulted from an earthquake in Chile.

"I'm very proud of our police officers, fire fighters, emergency management personnel, lifeguards, bus workers and the many others who worked long and hard today to prevent a potential tragedy," Hannemann said.

The mayor especially thanked City Managing Director Kirk Caldwell, who served as acting mayor while Hannemann was in Washington and directly oversaw the City's response.

In March, Mayor Hannemann and Kapolei Property Development, LLC signed a memorandum of agreement that will provide the City with 34 acres of prime Kapolei real estate in exchange for completing the construction of Kapolei Parkway and resurfacing Kamokila Boulevard.

"This is a true win-win agreement that will benefit everyone for years to come, and will help Kapolei continue to grow and prosper," Hannemann said. "The City will acquire valuable land near Kapolei Hale, the new Judiciary complex and other government facilities, and will ensure that important road work is completed quickly."

At the end of March, the City and County of Honolulu was recognized as a national leader in conserving energy and promoting "green" practices that help address global climate change. The U.S. Environmental Protection Agency presented Mayor Hannemann with a \$499,000 Climate Showcase Communities grant and two Energy Star building awards for meeting high energy performance standards at Honolulu Hale and the nearby Fasi Municipal Building.

### **April/May/June**

On April 8, 2010, Mayor Hannemann congratulated 79 senior honorees before a capacity audience of family, friends, and well-wishers at the 44th Annual Mayor's Senior Recognition Program at the Hawaii Convention Center, where Tong Hwan Yi, nominated by the SagePLUS Program, and Irmgard Hormann, nominated by Hawaii Meals on Wheels, were honored as the 2010 Outstanding Male and Female Volunteers.

On Memorial Day, Mayor Hannemann, U.S. Senator Daniel K. Inouye, U.S. Senator Daniel K. Akaka, and Lt. Governor James R. Aiona, Jr. participated in the annual Mayor's Memorial Day Ceremony at the National Cemetery of the Pacific. Senator Inouye and Mayor Hannemann delivered moving keynote speeches at the ceremony.

In mid-June, the Mayor announced a detailed furlough plan for City employees, emphasizing that there would be no compromises to public safety or vital functions such as bus service and refuse collection.

"It's been very clear for months that we'd have to begin furloughs in the new fiscal year, and we've worked very hard with our employees to minimize any impact on the public," Hannemann said. "In the spirit of shared sacrifice, we've ironed out a plan that is reasonable and fair, and we're asking for everyone's cooperation."

On Saturday, June 26, the City and County of Honolulu and Waikiki Improvement Association, in partnership with the Honolulu County Sports Commission, hosted a Rally of Champions on Waikiki Beach. Feted teams or individuals included the Hawaii Pacific University Sea Warrior softball squad, NCAA Division II national champion; University of Hawaii Rainbow Wahine softball team, WAC champion and NCAA Women's College World Series participant; University of Hawaii Rainbow baseball team, the WAC

champion; Hawaii Pacific University Cheer and Dance Team, Division II National Champions; the nationally ranked number one Punahou School boys volleyball team; Pac-Five softball team; Campbell High School softball team; and Kamehameha Schools varsity cheerleaders, who also earned a national crown.

Following a two-year absence, nightly torch-lighting ceremonies returned to Kuhio Beach in Waikiki in late June when Mayor Hannemann ignited the first of 54 new torches installed through a public-private partnership.

“The torches along Kuhio Beach created a wonderful ambiance for residents and visitors alike, adding to the allure of Waikiki,” Hannemann said. “I’m very pleased that this colorful feature has been restored for everyone to enjoy.”

Also at the end of the fiscal year in June, the City and County of Honolulu held a special Forum on Homelessness at the Mission Memorial Auditorium that was open to the public. “Homelessness is a difficult issue that affects all of us, and we must continue to work together to address it,” Hannemann said.

## **RAIL TRANSIT**

In FY 2010, numerous milestones were again reached by the City and County of Honolulu’s rail transit project.

### **July/August/September**

In July, an oversight report from the Federal Transit Administration (FTA) about the 20-mile Honolulu Rail Transit Project showed that the project was qualified to enter Preliminary Engineering (PE) and the federal New Starts program. PE is a significant step toward obtaining more than \$1 billion in federal funding. PE further defines the project’s engineering and design features. The report called the current project cost estimate reasonable and accurate and said the project will likely be completed in 2019.

Also in July, Mayor Mufi Hannemann applauded U.S. Senator Daniel K. Inouye’s success in earmarking \$40 million in funding for Honolulu’s rail transit project for the coming federal fiscal year.

In August, Mayor Hannemann announced the release of the August 2009 financial plan for the Honolulu Rail Transit Project, which showed that the project had a balanced budget and was in good financial health. Approximately \$12 million more revenue from the General Excise and Use Tax (GET) surcharge was received than expected in Fiscal Year 2009.

A major milestone was met in October when the mayor announced the awarding of the first of several construction contracts for the Honolulu Rail Transit project. Kiewit Pacific Company was awarded the design-build contract for construction of the first segment of the elevated guideway route. The initial 6.5-mile segment of the transit route will run from Kapolei to Pearl Highlands near Leeward Community College. Kiewit’s proposal of nearly \$483 million represented a \$90 million savings from the original project estimate.



**Mayor Hannemann announces the Federal Transit Administration’s acceptance of the Final EIS for the rail project, representing the federal government’s final okay on the project.**

### **October/November/December**

In October, Mayor Hannemann updated the public on the status of the project with a historic, televised “State Of The Rail” address.

Mayor Hannemann was able to announce in November that the City had reached a risk management agreement with 12 of the

major private sector labor unions that guaranteed no work slowdowns or stoppages during construction of the Honolulu Rail Transit project. The Rapid Transit Stabilization Agreement (RTSA) signed by the participating labor unions protects the City against strikes, lockouts and similar job disruptions, while ensuring that the project’s contractors will hire both union and non-union workers at comparable pay and standardized work hours, days and conditions.

In December, Mayor Hannemann expressed his appreciation to Senate Appropriations Committee Chairman Daniel Inouye, Senator Daniel Akaka and Hawaii’s congressional delegation for ensuring that Honolulu’s rail transit project will receive \$30 million included in an omnibus spending package.

### **January/February/March**

January saw Mayor Hannemann welcoming leaders of the American Public Transportation Association to Honolulu for the group’s annual Business Member Board of Governors meeting.

“We’re very pleased that the nation’s largest nonprofit advocacy group for public transportation chose Honolulu for this important event,” said Hannemann at the time. “Our bus system is one of the nation’s finest, and our rail transit project has generated lots of excitement among public transportation professionals.”

Federal Transit Administration Administrator Peter Rogoff participated in the meeting via teleconference while Honolulu Managing Director Kirk Caldwell and rail project manager Toru Hamayasu also addressed the group. Also in January, William Millar, president of the American Public Transportation Association said that Honolulu's elevated rail transit system is an ideal fit for the island's narrow transportation corridor between Kapolei and Honolulu, noting that a grade-separated right of way such as Honolulu's planned elevated system was the "gold standard" for transit.

"It is the safest for pedestrians and cars, can reach high speeds because it travels above traffic congestion and signalized intersections, and can deliver the frequent service that creates large ridership," Millar said at a City press conference.

In February, another funding milestone was reached towards receiving \$1.55 billion in federal funds for the Honolulu Rail Transit Project as President Barack Obama included \$55 million for the project in his FY2011 budget. Mayor Hannemann commented that "rail construction is the best source of new jobs in the state and the best economic engine we have during this recession. It is vital we provide the public first-hand information about the status of this important project that will better our quality of life."

## **April/May/June**

In April, Mayor Hannemann invited the public to the City's second island-wide Transit Oriented Development (TOD) meeting at the Farrington High School Auditorium. In addition to learning about the status of the City's TOD program, TOD experts who have studied and actually built TOD projects were available to share their experiences and wisdom with Honolulu. Also in April, the mayor announced a plan to mitigate concerns about the Honolulu Rail Transit Project's proximity to a Runway Protection Zone near the Honolulu International Airport. The Federal Transit Administration agreed to the mitigation. The mitigation will relocate a portion of the project's guideway several hundred feet, from Aolele Street to Ualena Street, beginning approximately 2,000 feet west of Lagoon Drive, and will relocate the Lagoon Drive rail station to the corner of Ualena Street and Lagoon Drive. The alignment through the airport area will still be primarily along Aolele Street.

In May, Mayor Hannemann announced that the Honolulu Rail Transit Project had received 99.6 percent of its expected revenue from the General Excise and Use Tax (GET) surcharge for rail transit. As of April, the City had received \$499.3 million in surcharge revenue. The project's August 2009 financial plan anticipates \$501.5 million in revenue during the same period.

A huge milestone was met in June when Mayor Hannemann announced that the Federal Transit Administration (FTA) had approved the Final Environmental Impact Statement (Final EIS) for the Honolulu Rail Transit Project for release.

"I am so very proud to be part of this historic day in Honolulu," said Mayor Hannemann. "With the release of the rail transit Final EIS, we are poised to move forward with rail transit, create jobs and deliver long-term traffic relief to commuters and businesses between West Oahu and town."

"The document is the result of five years of public input, in-depth consultations with stakeholders and meticulous technical research. With such a thorough planning process, we are confident the document accurately identifies environmental, community and economic benefits and impacts of the rail system and proposed solutions," Hannemann said.

Mayor Hannemann said, "Today we delivered a copy of the Final EIS to the state Office of Environmental Quality Control for review. After its review, that office will make a recommendation to the governor on acceptance of the Final EIS."

"We've come this far in five short years when it usually takes municipalities as long as 14 years to reach this point. And we've been able to enjoy this success because it has been a community-wide collaboration.

Finally, also in June, the Mayor announced that the contract to design and build the maintenance and storage facility for the Honolulu Rail Transit Project had been awarded to a joint venture of Kiewit/Kobayashi.

"I congratulate the winning team. Their proposal was scored highest by the selection committee and offers the best value to taxpayers," said Mayor Hannemann.

The contract award is approximately \$195 million, about \$60 million less than budgeted.

## **CABINET**

There were several cabinet changes during FY 2010. Mayor Hanneman regretfully accepted the resignation of Dana Takahara-Dias as director of the Department of Customer Services in July. Takahara-Dias had been named head coach of the University of Hawaii Rainbow Wahine basketball team.

To replace Takahara-Dias, the mayor appointed Gail Haraguchi. Haraguchi was formerly the deputy parks director and had also served as the deputy director of the Department of Enterprise Services. Richard Haru, an administrator at Castle High School, was appointed as deputy director of the Department of Parks and Recreation.

The end of October saw the retirement of Dr. Kanthi De Alwis as the City and County of Honolulu's Chief Medical Examiner. "Dr. Kanthi has devoted more than 25 years to serving the people of Honolulu. She's leaving the Medical Examiner's Office in great shape, as evidenced by it recently attaining National Accreditation."

Dr. William Goodhue, who had been serving as first deputy medical examiner since August of 2001, became interim chief while the City conducted a search for a successor for Dr. De Alwis.

In November, Captain Louis Kealoha was selected by the Honolulu Police Commission as Honolulu's tenth chief of police. Deputy Chief Randal Macadangdang and Deputy Chief Delbert Tatsuyama joined Chief Kealoha as members of Mayor Hannemann's cabinet.

Kenneth Y. Nakamatsu, director of the Department of Human Resources, retired at the end of December and was replaced by Noel T. Ono, who was deputy director of that agency. Robin T. Chun-Carmichael, who headed the department's Labor Relations and Training Division, became the new deputy director.

June, the last month of the fiscal year, saw the appointment of two new cabinet members. James H.E. Ireland, M.D., was selected as the director of the Department of Emergency Services and Kathleen A. Kelly was promoted to first deputy corporation counsel. Dr. Ireland replaced Elizabeth A. Char, M.D. who resigned to pursue professional interests, while Ms. Kelly took over for Donna Woo, who retired.

## ANNUAL BUDGET

As the Fiscal Year 2010 drew to a close, Mayor Hannemann gave final approval to Honolulu's financial plan for Fiscal Year 2011 that began on July 1, 2010. The plan included an approximately \$1.8 billion operating budget that was less than one percent larger than the previous fiscal year.

The slight increase was driven largely by predetermined costs such as previously arbitrated pay raises for police and firefighters, negotiated pay raises for bus drivers, and other work force costs.

The operating budget for Fiscal Year 2011 also includes \$14 million for specialized public safety requirements of hosting the 2011 Asia Pacific Economic Cooperation conference. The City hopes to receive federal reimbursement for all or a portion of these costs

Absent the costs related to labor agreements and the APEC conference, the operating budget would have decreased 1.8 percent according to Mayor Hannemann.

The budget assumed that there would be 21 to 24 day furloughs for certain City employees, and continued five percent pay cuts for Cabinet members and certain other employees not covered by collective bargaining agreements.

Despite some furloughs, the operating budget protected public health and safety and the core services that residents and visitors depend on. In addition, the operating budget was crafted so that most homeowners, non-homeowners and businesses will pay lower property tax bills despite the fiscal challenge faced by the City.

The spending plan sets the real property tax rate for the newly created non-homeowner classification at \$3.57 per \$1,000 of assessed value. The change for an owner of a typical single-family home in the non-homeowner classification is expected to be 25 cents more per month.

A change of 13 cents more per month is expected for the owner of a typical condominium in this classification. The homeowner rate would remain \$3.42 per \$1,000 of assessed value. Valuations are lower for the next tax year, which means most residential property owners will see lower tax bills.

The separate capital improvement budget of approximately \$2.1 billion was larger than the \$1.7 billion capital budget of the preceding year because the City continues to invest in the major rail transit project Oahu badly needs, as well as makes up for years of neglect to our sewer system and other infrastructure. It is noted that neither the transit system nor wastewater upgrades are paid for with revenue from real property taxes, but rather each has a dedicated revenue source.

### Highlights of the Capital Improvement Budget (all rounded)

#### Transit:

- Honolulu High Capacity Transit Project (\$1.3 billion);
- Bus and Handi-Van Acquisition (\$17.0 million);
- Alapai Transit Center and Alapai Transportation Management Center (\$17.7 million).

#### Sanitation:

- Solid Waste Facility Expansion (\$142.9 million);
- Ala Moana Wastewater Pump Station Force Mains No. 3 and 4 (\$139.5 million);



Investments in the sewer and waste water treatment systems continue to take up a significant portion of the capital improvement budget. Here, workers install pipe 20 feet below Ala Moana Boulevard.

- Kaneohe/Kailua Force Main No. 2 (\$90.7 million);
- Kailua Wastewater Treatment Plant Improvements (\$23.6 million)

**Highways and Streets:**

- Rehabilitation of Streets (\$77 million);
- West Oahu Traffic Improvements at Various Locations (\$18.5 million)

**Public Safety:**

- Police and Fire Equipment and Acquisitions (\$9.9 million);
- Replacement of the Waianae Police Station (\$5 million);
- East Kapolei Fire Station (\$4.5 million).

**New Initiatives**

- Nanakuli Regional Park;
- Waikiki Park and Landscaping Improvements;
- Senior Community Center at the Former Wailupe Valley School;
- Reconstruction of Kualoa Regional Park Wastewater System;
- Supervisory Control and Data Acquisition system for Wastewater Facilities; and
- Aerial Imaging for Real Property Assessments.

**FINANCES**

In September, the City and County of Honolulu was awarded the prestigious Certificate of Achievement for Excellence in Financial Reporting by the Government Finance Officers Association of the United States and Canada (GFOA).

The certificate, awarded for the City’s Comprehensive Annual Financial Report (CAFR), is the association’s highest form of recognition in the area of governmental accounting and financial reporting.

In November, Mayor Hannemann announced that the nation’s three major national rating agencies reaffirmed Honolulu’s high “AA” bond rating stable financial outlook, despite the national economic slump.

“We truly appreciate this official acknowledgment of our careful and prudent fiscal management practices,” Hannemann said. “Managing the public’s money wisely is a responsibility we take very seriously, and continues to be a hallmark of this administration. I’m grateful that the City and County of Honolulu is a state leader in ensuring fiscal accountability.”

The ratings examination was conducted to assess the creditworthiness of the City and County of Honolulu prior to its offering for sale approximately \$234.7 million in General Obligation bonds. The pending bond sale will include \$140.3 million to finance the expansion of the H-Power garbage-to-energy facility, \$50.5 million for various other City construction projects, and \$43.9 million to refund previously issued general obligation bonds and achieve debt service savings.



The City budgeted \$77 million for street rehabilitation. Here, a construction crew applies asphalt to Kapahulu Avenue, near the intersection with Kalakaua Avenue.

Moody's Investor Services noted that, "... management's commitment to maintaining budget balance and adequate reserve levels has been an important factor in Moody's credit evaluation of Honolulu."

Fitch Ratings reported that, "The 'AA' rating reflects the city's sound financial position and low debt burden. .... Financial operations are still sound, as the city continued to raise revenues and cut spending in fiscal years 2009 and 2010.

And Standard & Poor's Rating Services found that Honolulu continues to show "strong financial performance and reserves; and (a) moderate debt burden and affordable property tax rate."

## **HAWAII COUNCIL OF MAYORS**

### **American Recovery and Reinvestment Act/Status of Collective Bargaining**

Mayor Hannemann joined Hawaii's other mayors, Mayor Billy Kenoi of Hawaii County, Mayor Charmaine Tavares of Maui County and Mayor Bernard Carvalho of Kauai County, in August to testify about their success in effectively utilizing federal funding for social services, provided through the American Recovery and Reinvestment Act. The mayors also met at Honolulu Hale to discuss the status of collective bargaining with unions that represent state and county employees.

### **Tourism Marketing**

The four county mayors joined state and county tourism officials in early September for a special marketing campaign in Los Angeles to promote Hawaii as a wonderful visitor destination. The special promotional campaign was entitled, "Hawaii: A Thousand Reasons to Smile," and was organized by the Hawaii Visitors and Convention Bureau, its Island Chapters and the mayors.

### **UPW Bargaining Pact**

In March, The Hawaii Council of Mayors was able to express its appreciation for the United Public Workers Unit 1 ratification vote for a new collective bargaining pact for this fiscal year and the next. The mayors issued this joint statement: "After months of discussions, we're pleased that the new labor proposal for public employees represented by the United Public Workers was overwhelmingly ratified with 88% of voters approving the contract.

## **U. S. CONFERENCE OF MAYORS**

### **Energy and Efficiency Conservation Block Grant**

Mayor Hannemann and the U.S. Conference of Mayors (USCM) were instrumental in helping to establish the Energy and Efficiency Conservation Block Grant program as part of the federal economic recovery and stimulus package (American Reinvestment and Recovery Act.). The mayor was able to announce that the City and County of Honolulu has been awarded a total of \$3,863,700 from this new initiative.

### **Arts Awards**

In January, Mayor Hannemann received the 2010 Americans for the Arts and USCM National Award for Local Arts Leadership. Mayor Hannemann accepted the award at the U.S. Conference of Mayors 78<sup>th</sup> Annual Winter Meeting at the Capital Hilton Hotel in Washington, D. C. The prestigious award is given annually by the USCM in partnership with Americans for the Arts

As chairman of the conference's Standing Committee on Tourism, Arts, Parks, Entertainment and Sports (TAPES), Hannemann succeeded in making tourism and the arts part of the USCM's 10-point plan for America's cities.

### **National Culinary Award**

Also a trustee of USCM, Mayor Hannemann presented the National Culinary Award in February to the nation's top chef at the closing luncheon which featured an address by First Lady Michelle Obama. The mayor conceived and proposed the award, which was sponsored by the USCM, the National Restaurant Association, and the Culinary Institute of America.

### **Jobs Bill**

In February, Mayor Hannemann joined a bipartisan delegation of more than thirty U.S. mayors in meetings with federal lawmakers on Capitol Hill today to encourage them to put aside partisan differences and quickly pass a comprehensive jobs bill that puts Americans back to work and invests in Main Street metropolitan economies, where joblessness is concentrated.

### **Travel Promotion Act**

In March, President Obama signed into law the Travel Promotion Act which supports the power of travel to serve as an economic stimulant, job generator and diplomatic tool. This legislation had been moved through the USCM TAPES Committee by Mayor Hannemann.



## DEPARTMENT OF THE MEDICAL EXAMINER

Kanthi De Alwis, M.D., Chief Medical Examiner\*

William W. Goodhue, Jr., M.D., First Deputy Medical Examiner

### POWERS, DUTIES AND FUNCTIONS

The Department of the Medical Examiner (MED) serves the public through the investigation of sudden, unexpected, violent and suspicious deaths. The purpose of such an investigation 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. Documented, sound and objective medical evidence enables recognition of murder and exoneration of the innocent in court proceedings.

Section 6-1305 of the 1973 Revised Charter of the City and County of Honolulu (2000 Edition) states, "When any person dies in the city as a result of violence or by a casualty or by apparent suicide or suddenly when in apparent health or when not under the care of a physician or when in jail or in prison or within twenty-four hours after admission

to a hospital or in any suspicious or unusual manner, it shall be the duty of the person having knowledge of such death immediately to notify the department of the medical examiner and the police department."

The MED is staffed by physicians specialized in the area of forensic pathology, medical examiner investigators, laboratory technologists, autopsy assistants and clerical personnel. The physicians are board certified in the specialty of anatomic pathology as required by Section 841-14.5 of the Hawaii Revised Statutes. The chief medical examiner and deputy medical examiner are board certified by the American Board of Pathology in anatomic, clinical and forensic pathology.

The department is accredited by the National Association of Medical Examiners (NAME). Accreditation by NAME is an endorsement that the department provides an adequate environment for a medical examiner to practice and reasonable assurance that the department well serves its jurisdiction. It is the objective of NAME that the application of the NAME standards will aid materially in developing and maintaining a high caliber of medicolegal investigation of death for the communities and jurisdictions in which they operate.



The staff is aware of the tragedy that accompanies sudden and unexpected deaths and realizes that each case represents an individual who is deeply missed by his or her loved ones. Our investigators are trained to deliver death notifications with the utmost compassion, courtesy and professionalism. A thorough investigation into the circumstances of death, postmortem examination and necessary laboratory studies is directed at determining the cause and manner of death. In addition to providing pertinent answers for significant issues such as insurance claims, estate settlements, information and evidence necessary for civil and criminal legal proceedings, we also provide factual data for relatives which helps them through their grieving process with better understanding of the cause and manner of death. The physicians are available for the relatives, attorneys and estate representatives to provide necessary information.

**Joan Wells, MED investigator, counts prescription medication found at a scene.**



**Roland Yap, MED forensic scientist, teaches high school students in an anti-DUI seminar.**

\*Retired October 31, 2009. William W. Goodhue, Jr., M.D. became acting chief medical examiner November 1, 2009.

**HIGHLIGHTS**

Principal objectives of the MED are to protect the public health by (a) diagnosing previously unsuspected contagious disease, (b) identifying trends affecting the lives of our citizens such as traffic accident fatalities, drug-related deaths, industrial accidents, and teen and other suicides aimed at prevention, and (c) identifying hazardous environmental conditions in the workplace, home and elsewhere. The department’s community outreach educational program this year included 37 different requested presentations in house and in the field to approximately 355 at risk teenagers aimed at DUI and drug abuse prevention, and to approximately 425 students interested in forensic careers as well as professional groups. Presentations most often include morgue tours for high school students with an informative seminar on drug-related deaths, speeding accidents, teen suicides and other trends affecting the lives of our citizens. The goal is to provide a better perspective of how their actions and decisions can affect them as well as others in the community. Driving schools frequently ask for these programs for their student drivers. The MED actively participates in multi-disciplinary State-wide child death review systems, thereby generating recommendations for decreasing child deaths by identification of risk factors and promulgation of preventive measures. The department similarly participates in an inter-agency domestic violence fatality review team, aimed at prevention by identification of risk factors. Assisting local donor agencies to obtain consent for organ and tissue procurement is an ongoing priority. The department continues to participate in the Honolulu Heart Program which includes aging studies of the brain in pre-registered enrollees. Scientific death investigation additionally provides factual material and evidence for agencies involved in workers’ compensation, public health hazards, and community health and disease. As a proponent of City-wide mass casualty readiness, the MED has participated in a multi-echelon interagency mass fatalities leadership course, and has completed a department continuity of operations plan, also updating the department and the City mass casualty plans. The department’s participation in the National Missing and Unidentified Persons System (NamUS), a new online database, assists in determining whether a missing loved one might be one of otherwise unidentified remains in our custody.

The MED offers pathology electives to medical students, medical transitional program residents and pathology residents from the University of Hawaii John A. Burns School of Medicine. In addition, the Chaminade University forensic science curriculum provides opportunities for on-site internships as part of the requirement to complete the forensic science baccalaureate degree.

The department maintains a high level of competence in the field of scientific death investigation and continues to contribute to the improvement of the quality of life of the people of Oahu.

The department’s website is included in the official website of the City and County of Honolulu at <http://www.honolulu.gov>.

The work of the department is tabulated in statistical form as follows:

**SUMMARY OF STATISTICAL REPORT OF CASES HANDLED BY DEPARTMENT  
FISCAL YEAR 2010**

The office investigated 1982 deaths this past year as compared to 1924 in Fiscal Year 2009. The MED assumed jurisdiction in 708 cases and performed autopsies in 472 cases. Non-autopsied cases comprised complete external examinations and toxicological testing of body fluids.

Next-of-kin authorized organ donation in 43 cases. Of the 708 jurisdiction cases, the MED investigators visited 346 original death scenes. These scenes are where the incident occurred and, therefore, are an integral part of a thorough death investigation. For example, if a death of a young child occurs in a medical institution, in addition to visiting the medical institution, our MED investigator goes to the original scene of the incident.

|   |      |
|---|------|
| Number of deaths investigated.....                                      | 1982 |
| Jurisdiction assumed in.....  | 708  |
| Violent deaths .....  | 427  |
| Autopsied.....  | 308  |
| Not autopsied.....  | 119  |
| Violent deaths (undetermined manner) .....                              | 22   |
| Autopsied .....   | 19   |
| Not autopsied .....   | 3    |
| Unclassified (undetermined manner) .....                                | 8    |
| Autopsied.....  | 7    |
| Not autopsied.....  | 1    |
| Non-violent deaths .....  | 252  |
| Autopsied .....   | 137  |
| Not autopsied.....  | 115  |
| Historical remains.....   | 0    |
| Non-human artifacts.....  | 0    |
| Jurisdiction released to private physician (death within 24 hours)..... | 703  |
| Attended/other deaths reported .....                                    | 571  |
| Total autopsies performed by Medical Examiner .....                     | 472  |
| Total number of bodies transported to Morgue.....                       | 667  |
| Total organ/tissue harvesting .....                                     | 43   |
| Total original scene of incident visited .....                          | 346  |
| Total no body, no autopsy (DC jurisdiction).....                        | 89   |
| Total unidentified skeletal remains .....                               | 0    |

**LABORATORY PROCEDURES CONDUCTED**

**FISCAL YEAR 2010**

Laboratory Chemical Tests .....793  
Ethanol Tests ..... 626  
Toxicology Screen ..... 1117  
Toxicology Sent Out .....282  
Hematoxylin and Eosin Slides Prepared .....2114  
Special Slides Prepared .....62

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 continue to be a concern, and there has been a rise in the number of deaths associated with methadone. 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.

**REQUEST FOR REPORTS**

**FISCAL YEAR 2010**

Investigation and Autopsy Reports .....713  
Fees Collected ..... \$1,816

A fee of \$5.00 is charged for each report requested by individuals and private agencies. There is no charge to governmental agencies or to hospitals. There is a fee of not less than \$5.00 for reports subpoenaed.

**BUDGET AND AUTHORIZED PERSONNEL**

**FISCAL YEAR 2010**

Budget Expenditures ..... \$1,419,244  
    Salaries ..... \$1,144,726  
    Current Expenses..... 274,518  
    Equipment.....0  
    Positions ..... 19



Aileen Chen and Robyn Boxie, MED investigators, measure a ligature.

**CLASSIFICATION OF VIOLENT DEATHS  
FISCAL YEAR 2010**

The number of violent deaths increased to 458 compared to 431 last fiscal year. There were 207 other accidental deaths this past year compared to 204 in FY 2009. Falls (90) and poisoning (92) comprised the majority of the 207 victims. There was a decrease in the number of homicides, 17 this year compared to 23 the previous year.

|                         |     |
|-------------------------|-----|
| Violent Deaths.....     | 458 |
| Homicide .....          | 17  |
| Asphyxia .....          | 2   |
| Blunt trauma.....       | 6   |
| Child abuse.....        | 1   |
| Gunshot .....           | 4   |
| Stabbing.....           | 2   |
| Traffic .....           | 1   |
| Other .....             | 1   |
| Suicide .....           | 107 |
| Asphyxia .....          | 5   |
| Blunt trauma.....       | 1   |
| Drowning.....           | 3   |
| Fall.....               | 18  |
| Fire .....              | 1   |
| Gunshot .....           | 16  |
| Hanging.....            | 43  |
| Poisoning .....         | 13  |
| Sharp force trauma..... | 1   |
| Stabbing.....           | 4   |
| Traffic .....           | 2   |
| Traffic.....            | 63  |
| Water-Related .....     | 37  |
| Industrial.....         | 5   |
| Other Accident .....    | 207 |
| Undetermined .....      | 30  |
| Drowning.....           | 2   |
| Fall.....               | 6   |
| Poisoning .....         | 11  |
| Stabbing.....           | 1   |
| Unknown .....           | 1   |
| Other .....             | 1   |
| Unclassified .....      | 8   |

NOTE: Some deaths are reported in 2 different categories.

**BREAKDOWN OF HOMICIDE VICTIMS BY RACE  
FISCAL YEAR 2010**

| <u>Race</u>         | <u>2009 July-December</u> | <u>2010 January-June</u> | <u>Total</u> |
|---------------------|---------------------------|--------------------------|--------------|
| Caucasian .....     | 2                         | 1                        | 3            |
| Chinese .....       | 0                         | 1                        | 1            |
| Hawn/Part-Hawn..... | 2                         | 7                        | 9            |
| All Other .....     | 1                         | 3                        | 4            |
| TOTAL .....         | 5                         | 12                       | 17           |

**BREAKDOWN OF HOMICIDE METHODS USED  
FISCAL YEAR 2010**

| <u>Methods Used</u>        | <u>2009 July-December</u> | <u>2010 January-June</u> | <u>Total</u> |
|----------------------------|---------------------------|--------------------------|--------------|
| Asphyxia.....              | 2                         | 0                        | 2            |
| Blunt trauma.....          | 1                         | 5                        | 6            |
| Child Abuse.....           | 1                         | 0                        | 1            |
| Gunshot.....               | 1                         | 3                        | 4            |
| Knife wounds/Stabbing..... | 0                         | 2                        | 2            |
| Traffic.....               | 0                         | 1                        | 1            |
| Other.....                 | 0                         | 1                        | 1            |
| TOTAL.....                 | 5                         | 12                       | 17           |

**SUICIDE STATISTICS  
FISCAL YEAR 2010**

| <u>Method</u>      | <u>Cau</u> |          | <u>Chi</u> |          | <u>Fil</u> |          | <u>Hwn/Pt Hwn</u> |          | <u>Jps</u> |          | <u>Kor</u> |          | <u>Other</u> |          | <u>Total</u> |
|--------------------|------------|----------|------------|----------|------------|----------|-------------------|----------|------------|----------|------------|----------|--------------|----------|--------------|
|                    | <u>M</u>   | <u>F</u> | <u>M</u>   | <u>F</u> | <u>M</u>   | <u>F</u> | <u>M</u>          | <u>F</u> | <u>M</u>   | <u>F</u> | <u>M</u>   | <u>F</u> | <u>M</u>     | <u>F</u> |              |
| Asphyxia           | 3          | 1        |            |          |            |          |                   |          |            | 1        |            |          |              |          | 5            |
| Blunt trauma       |            |          |            |          |            |          |                   |          |            |          |            |          | 1            |          | 1            |
| Drowning           | 2          | 1        |            |          |            |          |                   |          |            |          |            |          |              |          | 3            |
| Fall               | 5          | 1        |            | 1        |            | 1        | 1                 | 1        | 1          | 1        |            |          | 2            | 4        | 18           |
| Fire               |            |          |            |          |            |          |                   |          | 1          |          |            |          |              |          | 1            |
| Gunshot            | 3          |          | 1          |          |            |          | 4                 | 1        | 3          |          |            |          | 4            |          | 16           |
| Hanging            |            | 1        |            | 1        | 1          |          | 13                | 2        | 5          | 1        |            | 1        | 12           | 6        | 43           |
| Sharp Force Trauma | 1          |          |            |          |            |          |                   |          |            |          |            |          |              |          | 1            |
| Stabbing           | 1          |          |            |          |            | 1        | 1                 |          | 1          |          |            |          |              |          | 4            |
| Poisoning          | 7          | 2        |            |          |            |          | 1                 |          | 1          |          |            |          |              | 2        | 13           |
| Traffic            |            |          |            |          |            |          |                   |          | 1          |          |            |          | 1            |          | 2            |
| TOTAL              | 22         | 6        | 1          | 2        | 1          | 2        | 20                | 4        | 13         | 3        |            | 1        | 20           | 12       | 107          |

**SUICIDE VICTIMS  
FISCAL YEAR 2010**

| <u>Age</u>      | <u>Male</u> |  | <u>Female</u> |  | <u>Total</u> |
|-----------------|-------------|--|---------------|--|--------------|
| 10 thru 19..... | 4           |  | 2             |  | 6            |
| 20 thru 29..... | 14          |  | 6             |  | 20           |
| 30 thru 39..... | 16          |  | 10            |  | 26           |
| 40 thru 49..... | 14          |  | 2             |  | 16           |
| 50 thru 59..... | 15          |  | 5             |  | 20           |
| Over 60.....    | 14          |  | 5             |  | 19           |
| TOTAL.....      | 77          |  | 30            |  | 107          |

**SUMMARY OF SUICIDES  
FISCAL YEAR 2010**

| <u>2009</u>     | <u>Male</u> | <u>Female</u> | <u>Total</u> |
|-----------------|-------------|---------------|--------------|
| July .....      | 8 .....     | 4 .....       | 12           |
| August .....    | 7 .....     | 2 .....       | 9            |
| September.....  | 5 .....     | 3 .....       | 8            |
| October .....   | 10 .....    | 3 .....       | 13           |
| November.....   | 5 .....     | 4 .....       | 9            |
| December.....   | 6 .....     | 2 .....       | 8            |
| Sub-Total ..... | 41 .....    | 18 .....      | 59           |
| <b>2010</b>     |             |               |              |
| January .....   | 6 .....     | 4 .....       | 10           |
| February.....   | 6 .....     | 1 .....       | 7            |
| March .....     | 5 .....     | 1 .....       | 6            |
| April .....     | 8 .....     | 1 .....       | 9            |
| May.....        | 7 .....     | 3 .....       | 10           |
| June.....       | 4 .....     | 2 .....       | 6            |
| Sub-Total ..... | 36 .....    | 12 .....      | 48           |
| TOTAL .....     | 77 .....    | 30 .....      | 107          |

**TRAFFIC FATALITIES  
FISCAL YEAR 2010**

| <u>Type of Occupant</u> | <u>MALE</u>          |                                 |            | <u>FEMALE</u>        |                                 |           | <u>Total</u> |
|-------------------------|----------------------|---------------------------------|------------|----------------------|---------------------------------|-----------|--------------|
|                         | <u>2009 July-Dec</u> | <u>2010 Jan-Jun (With Alc.)</u> |            | <u>2009 July-Dec</u> | <u>2010 Jan-Jun (With Alc.)</u> |           |              |
| Operator .....          | 7 .....              | 8 .....                         | (7) .....  | 3 .....              | 2 .....                         | (2) ..... | 20           |
| Passenger .....         | 2 .....              | 3 .....                         | (3) .....  | 1 .....              | 2 .....                         | (0) ..... | 8            |
| Pedestrian .....        | 1 .....              | 4 .....                         | (0) .....  | 5 .....              | 5 .....                         | (2) ..... | 15           |
| Motorcyclist.....       | 6 .....              | 6 .....                         | (5) .....  | 0 .....              | 1 .....                         | (1) ..... | 13           |
| Moped Rider .....       | 2 .....              | 3 .....                         | (2) .....  | 0 .....              | 0 .....                         | (0) ..... | 5            |
| Bicyclist .....         | 1 .....              | 0 .....                         | (0) .....  | 0 .....              | 0 .....                         | (0) ..... | 1            |
| Other .....             | 0 .....              | 1 .....                         | (0) .....  | 0 .....              | 0 .....                         | (0) ..... | 1            |
| TOTAL .....             | 19 .....             | 25 .....                        | (17) ..... | 9 .....              | 10 .....                        | (5) ..... | 63           |

**WATER-RELATED DEATHS  
FISCAL YEAR 2010**

There were 37 water-related deaths compared to 33 last year. Twenty-two victims died while engaged in ocean-related activities.

| <u>Location and Activity</u> | <u>MALE</u>          |                     | <u>FEMALE</u>        |                     | <u>Total</u> |
|------------------------------|----------------------|---------------------|----------------------|---------------------|--------------|
|                              | <u>2009 July-Dec</u> | <u>2010 Jan-Jun</u> | <u>2009 July-Dec</u> | <u>2010 Jan-Jun</u> |              |
| <b>Ocean</b>                 |                      |                     |                      |                     |              |
| Fishing .....                | 1 .....              | 2 .....             | 0 .....              | 0 .....             | 3            |
| SCUBA diving .....           | 1 .....              | 1 .....             | 0 .....              | 0 .....             | 2            |
| Snorkeling.....              | 0 .....              | 4 .....             | 0 .....              | 0 .....             | 4            |
| Surfing .....                | 1 .....              | 1 .....             | 0 .....              | 0 .....             | 2            |
| Swimming .....               | 3 .....              | 6 .....             | 1 .....              | 1 .....             | 11           |
| Pond/Stream .....            | 1 .....              | 0 .....             | 0 .....              | 0 .....             | 1            |
| Swimming Pool .....          | 3 .....              | 0 .....             | 3 .....              | 2 .....             | 8            |
| Unknown .....                | 0 .....              | 0 .....             | 1 .....              | 0 .....             | 1            |
| Non-accidental.....          | 2 .....              | 0 .....             | 3 .....              | 0 .....             | 5            |
| TOTAL .....                  | 12 .....             | 14 .....            | 8 .....              | 3 .....             | 37           |

**INDUSTRIAL DEATHS**

**FISCAL YEAR 2010**

There were five job-related deaths this year compared to seven the previous year.

| <u>Age</u> | <u>Synopsis</u>   |
|------------|---|
| 23         | This forklift operator sustained multiple internal injuries when several heavy boxes fell on him.   |
| 54         | This mechanic sustained craniocerebral injuries when he was pinned between a forklift and a truck.  |
| 58         | This truck driver sustained traumatic brain injury when he fell from the trailer of a truck and struck his head.                              |
| 34         | This construction worker sustained craniocerebral injuries when he fell from a roof top and landed on the concrete flooring.                  |
| 59         | This warehouse worker sustained blunt force injuries of the head and torso when he fell from a height while pulling orders from high shelves. |

**OTHER ACCIDENTAL DEATHS**

**FISCAL YEAR 2010**

| <u>Method</u>     | <u>MALE</u>              |                         | <u>FEMALE</u>            |                         | <u>Total</u> |
|-------------------|--------------------------|-------------------------|--------------------------|-------------------------|--------------|
|                   | <u>2009<br/>July-Dec</u> | <u>2010<br/>Jan-Jun</u> | <u>2009<br/>July-Dec</u> | <u>2010<br/>Jan-Jun</u> |              |
| Asphyxia.....     | 4                        | 1                       | 0                        | 0                       | 5            |
| Blunt Trauma..... | 2                        | 4                       | 0                        | 1                       | 7            |
| Fall.....         | 27                       | 22                      | 19                       | 22                      | 90           |
| Fire.....         | 2                        | 2                       | 1                        | 1                       | 6            |
| Hanging.....      | 1                        | 1                       | 0                        | 0                       | 2            |
| Poisoning.....    | 44                       | 35                      | 6                        | 7                       | 92           |
| Sharp Force.....  | 1                        | 0                       | 0                        | 0                       | 1            |
| Other.....        | 2                        | 2                       | 0                        | 0                       | 4            |
| <b>TOTAL.....</b> | <b>83</b>                | <b>67</b>               | <b>26</b>                | <b>31</b>               | <b>207</b>   |

**UNDETERMINED DEATHS (MANNER)**

**FISCAL YEAR 2010**

When investigative information and autopsy findings cannot determine the fashion in which a cause of death came about, the manner of death is listed as "Undetermined." Thirty deaths fell within this category. The majority of cases fell into two categories: poisoning (drug-related), where accidental or intentional overdose could not be determined, and unknown, where after a complete autopsy, the cause and manner of death could not be determined.

| <u>Method/Cause</u>          | <u>MALE</u>              |                         | <u>FEMALE</u>            |                         | <u>Total</u> |
|------------------------------|--------------------------|-------------------------|--------------------------|-------------------------|--------------|
|                              | <u>2009<br/>July-Dec</u> | <u>2010<br/>Jan-Jun</u> | <u>2009<br/>July-Dec</u> | <u>2010<br/>Jan-Jun</u> |              |
| Drowning.....                | 0                        | 0                       | 2                        | 0                       | 2            |
| Fall.....                    | 1                        | 4                       | 1                        | 0                       | 6            |
| Poisoning.....               | 5                        | 3                       | 0                        | 3                       | 11           |
| Stab/Sharp force trauma..... | 1                        | 0                       | 0                        | 0                       | 1            |
| Unknown.....                 | 3                        | 3                       | 0                        | 2                       | 8            |
| Other.....                   | 1                        | 1                       | 0                        | 0                       | 2            |
| <b>TOTAL.....</b>            | <b>11</b>                | <b>11</b>               | <b>3</b>                 | <b>5</b>                | <b>30</b>    |



## MAYOR'S OFFICE OF CULTURE AND THE ARTS

Michael Pili Pang, Executive Director

The Mayor's Office of Culture and the Arts (MOCA) is part of the Mayor's Office and is under the direction of Executive Director Michael Pili Pang. MOCA's staff of artists and arts administrators is tasked with the following: maintaining the artwork in the City, managing and staffing the Mission Memorial Auditorium, producing art exhibits, supporting festivals and events at Honolulu Hale and Kapolei Hale, and administering the City's Cultural and Arts Program Grants. MOCA promotes and produces these activities through MOCA's own public relations person, graphic artist, and production/technical staff. In fiscal year 2009-2010, MOCA turned out 167 events with an estimated attendance of 378,205.

The mission of MOCA is to promote the value of arts and culture throughout communities in the City and County of Honolulu. As the liaison between the Mayor and the Commission on Culture and the Arts, MOCA's objectives are to attain pre-eminence in culture and the arts, to perpetuate the artistic and cultural heritages of all its people, to promote a community environment, to provide equal and abundant opportunity for exposure to culture and the arts in all its forms, and to encourage and provide for the development of the cultural and artistic talents of the people of Honolulu.

MOCA focuses its attention to arts and culture as an economic means to build and support the cultural and arts communities. MOCA regards culture and the arts as an integral part of establishing "a sense of place." To this extent, MOCA initiates programs to empower organizations to promote cultural, social and economic stability. Through the City's partnership with organizations such as the Hawai'i Alliance for Arts Education, The ARTS at Marks Garage, Honolulu 100, Hawaii Youth Symphony, Hawai'i Youth Opera Chorus, Hawai'i Theatre Center, and the Honolulu Academy of Arts, MOCA's vision of highlighting a cultural economy is coming to fruition.

The demographics of MOCA's stakeholders fall into three categories: artists, local communities and visitors. The first group is made up of artists, practitioners, and arts and cultural organizations. MOCA supports artists and practitioners, as they are the service providers who help to perpetuate and promote the arts. Local communities are made up of residents whose quality of life is dependent on the social and cultural well-being of the City. The final group is the visitors who help drive our economic engine. This includes neighbor Islanders, neighboring communities and tourists. MOCA believes that the social well-being of a community is supported through opportunities for social gatherings, cultural diversity, and interaction among all stakeholders.

MOCA continually strives to ensure the availability of a wide range of high-quality artistic experiences and to promote Oahu as a cultural destination. Guided by the belief and affirmation of cultural self-determination, MOCA works as a partner, and often as a catalyst for increasing opportunities, awareness and involvement in cultural activities for the benefit of all. In this capacity, MOCA administers the Art in City Buildings Program, Culture and Arts Programs and a Collaborative Arts Program.

### Art in City Buildings Program

The Mayor's Office of Culture and the Arts continues to manage the Art in City Buildings Program. The Registrar completed the 2010 Annual Artwork Inventory on May 25, 2010, and submitted copies to the Mayor, City Council, Commission on Culture and the Arts, City Archives and Library, and the Property Management and Disposal Section and Risk Management of the Department of Budget and Fiscal Services. As reported on the inventory, there are records for 949 objects in the collection. From 1974 to 2010, 38 objects have been deaccessioned and are no longer City property. The artwork collection database is continually being updated and is publicly accessible through the department's webpage on the City's website.

This year MOCA completed an internal assessment of the collection. Based on records from 501 of the 949 objects, the value at the time the pieces were acquired totals \$5,431,061.22.

New acquisitions for Fiscal Year 2009-2010 are:

- Two serigraph prints entitled "Profile I" and "Profile II" by Peggy Hopper, completed in 1984, gift of Trudi S. Saito.
- A mural entitled "The Last Harvest" by Leilehua High School Students, completed in 2009 and installed in the Wahiawa Police Station, gift of Leilehua High School.

Funding for Art in City Buildings for Kapolei Hale was released by the Department of Design and Construction in 2009. The Commission on Culture and the Arts elected to have two works of art commissioned for the building: one interior wall-mounted work of art, and one exterior work of art for the building's entrance. A request for proposals was distributed by MOCA resulting in 53 submitted proposals by the February 1, 2010 deadline. A committee of the Commission on Culture and the Arts selected four finalists for each artwork project and on February 11, 2010, the commission awarded the interior project to Carter Black and the exterior project to Jodi Endicott. The works of art are expected to be completed in November 2010.



The Art in City Buildings program had 87 conservation maintenance treatments performed on outdoor sculptures. These works are on a regular conservation 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.

- A conservation treatment and inspection was performed on the sculpture, “Skygate” by Isamu Noguchi, located on the grounds of the Frank F. Fasi Civic Center. The work was completed in November 2009.
- A major conservation treatment was performed on the painting, “Kaikaima” by Joel Gaglio. The work was completed in December 2009.
- A major conservation treatment was performed on the bell, “Festival for World Peace Bell,” located in Neal S. Blaisdell Park. The work was completed in December 2009.
- A major conservation treatment was performed on the mural, “The Evolution of an Island” by Amanda Opsahl, located in the Honolulu Zoo. The work was completed in February 2010.
- Repair work was performed on the pedestal for the sculpture, “Robert Wilcox” by Jan Gordon Fisher, located in Robert W. Wilcox Mini-Park. The work was completed in February 2010.
- A major conservation treatment was performed on the painting, “Walter Murray Gibson” by Irving Rosen. The work was completed in March 2010 and the painting was installed in the Walter Murray Gibson Building.
- A conservation treatment was performed on the mural, “Dole Park Mural” by Belt, Lemmon & Lo, located in Dole Community Park. The work was performed by Department of Parks and Recreation staff and was completed in April 2010.
- Repair work was performed on the hanging, “Technology Circle” by Douglas Kenney. The artist was contracted to repair the damaged section which was completed in June 2010.
- Repair work including part replacement was performed on the sign, “Princess Kaiulani” by Charles Palumbo, located at Kaiulani Park. The artist was contracted to perform the work which was completed in June 2010.
- A conservation treatment was performed on the sculpture, “Hiroshima Monument” by Yoshinari Kochi, located in Foster Botanical Garden. The work was completed in June 2010.

The Artist Registry, with information on 479 artists, is maintained and is utilized by the Commission on Culture and the Arts and local organizations when queries regarding artist or commissioning of artwork arise.

## Cultural and Arts Programs

The Cultural and Arts Programs serve the people of Honolulu by providing assistance to artists, performers, cultural organizations, and cultural practitioners. Community and cultural organizations receive support in the form of financial assistance, City services, administrative assistance and/or infrastructure for their cultural events.



MOCA's goal of the Culture and Arts Program is to enhance communities and their social and economic stability. MOCA administered 17 grant awards to community and arts organizations in fiscal year 2009 – 2010. These grants range from the commission of new works of music, literature and dance to the preservation of cultural practices such as the Ka`Aha Hula O Halauaola Conference, Ching Ming Festival and Aloha Festivals, to arts education through Hawaii Youth Opera Chorus, Hawaii Youth Symphony and Honolulu Theatre for Youth. Cultural and arts organizations as well as community based organizations faced a difficult year. The economic challenges of maintaining programs were met with difficulties. The Honolulu Symphony did not compete their season, filing for bankruptcy in the fall of 2009. This eliminated a number of city supported performances and jobs for musicians.

Within the Cultural and Arts Program MOCA manages art venues for the display of two and three-dimensional artwork, alternative performing arts spaces, and other

civic spaces. The common areas of civic buildings such as the Honolulu Hale Courtyard, Lane Gallery, Third Floor walkway and Kapolei Hale atrium are used to showcase the talents of visual artists from our diverse communities. The Mission Memorial Auditorium is utilized during the day for City meetings by various City Departments. During the evenings and weekends, cultural performances are presented by community organizations.

These civic spaces work as the “front porch” to City government while at the same time helps to promote and perpetuate the artistic and cultural heritages of our island community. Partnerships with community organizations have enabled MOCA to grace the halls of City buildings with a wide range of artwork and community events. Activities such as children’s art exhibits, Sister City events, annual community recitals, festivals, art exhibits, film presentations, and music concerts also have a ripple effect as they go beyond the actual events by fostering self-esteem, social acceptability and economic opportunities for individuals and artists to practice their arts and culture.

**Collaborative Programming**

MOCA ensures cultural activities are recognized, encouraged and incorporated as an essential part of Honolulu’s social and economic life. Through this effort, MOCA works with organizations in a collaborative effort in planning and staging various festivals and events. Collaborative programming fulfills the goals of establishing Honolulu as one of the most culturally-enriched cities in the world.

Through the Kennedy Center Arts in Crisis Program, MOCA brought together arts executives and administrators from the community to discuss the state of the arts. Led by Kennedy Center President Michael Kaiser and partnered with Hawaii’s Kennedy Center Arts Education Affiliate, Hawaii Arts Alliance and Honolulu Theatre for Youth. The event brought to the forefront the importance of community collaboration and shared programs between organizations in order to survive the current economic situation. The outcome has been the formation of a group of arts executives who meet monthly to discuss cooperative opportunities and best practices to advance the arts and culture in Hawaii.

MOCA partners with various organizations to assist with celebrations. Through festivals and ethnic celebrations, cultural practitioners are given the opportunity to showcase their work. Events such as the Aloha Festivals, Korean Festival, Waikiki Hula Conference, Filipino Fiesta, Ching Ming Festival, MAOLI Arts Month, and Ikebana floral exhibit create opportunities for organizations and individuals to continue their cultural practices and fulfills MOCA’s mission to perpetuate the artistic and cultural heritages of all its people while at the same time creates a “sense of place.”

Endorsed by Mayor Hannemann through the United States Conference of Mayors, MOCA participates in the National Arts and Humanities month during October each year. A partnership with the Hawai’i Museums Association encourages the community and individuals to visit a museum and/or gallery - promoting these institutions as the City’s “cultural assets.”

Events fostering public and private partnerships between organizations help to maintain the cultural traditions of the City. Other examples of collaborative partnership are: Mayor’s Memorial Walk, Honolulu City Lights, Martin Luther King, Jr. Coalition Celebration, King David Kalakaua Birthday Celebration, Prince Kuhio Celebration, Na Hoku Hanohano Concert, various Korean performing arts events, Lunar Festivals, and the annual Night/Month in Chinatown.

In addition, the following activities were completed:

- Publication of a monthly calendar of events distributed to individuals, Waikiki hotels and City and State agencies.
- Monthly update of website, which provides information on events and exhibits related to the arts. (<http://www.co.honolulu.hi.us/moca/index.htm>)
- Provision of entertainment and technical support for City and County of Honolulu events.



**Summary of Statistical Report of MOCA 2009 – 2010 Programs**

Distribution of MOCA Monthly Calendars of Activities .....62,400

**Art In City Buildings Program**

Total Number of Pieces in the City Art Collection ..... 947  
 New Acquisitions.....3  
 Deaccession of City Art Pieces ..... 1  
 Artists Enrolled in City Artist Registry..... 479  
 Preservation and Maintenance of City Art Collection ..... 87 Objects  
 Estimated Value of City Art Collection.....\$9 Million

| Cultural and Arts Programs               | FY 2009          |           | FY 2010          |           |
|--|------------------|-----------|------------------|-----------|
|  | Number of Events | Attendees | Number of Events | Attendees |
| Art Exhibits in Public Spaces.....       | 21               | 43,750    | 23               | 51,150    |
| Honolulu Hale - Public Events .....      | 53               | 93,410    | 49               | 61,969    |
| City Sponsored Events .....              | 18               | 260,483   | 28               | 44,780    |
| Kapolei Hale – Public Events.....        | 14               | 9,000     | 11               | 11,550    |
| Mission Memorial Auditorium Events ..... | 56               | 8,525     | 56               | 8,756     |
| Total Cultural and Arts Program.....     | 162              | 415,168   | 167              | 378,205   |

| Grant Awards                                    | FY 2009          |           |           | FY 2010          |           |           |
|---|------------------|-----------|-----------|------------------|-----------|-----------|
|   | Number of Awards | Amount    | Attendees | Number of Awards | Amount    | Attendees |
| Cultural Festival .....                         | 3                | \$ 20,000 | 104,200   | 3                | \$ 40,000 | 108,200   |
| Production Awards.....                          | 8                | \$ 40,000 | 7,879     | 8                | \$ 40,000 | 5,987     |
| Performing Arts.....                            | 5                | \$192,000 | 112,056   | 5                | \$155,000 | 12,956    |
| Community Cultural<br>& Arts Organizations..... | 2                | \$ 55,000 | 38,675    | 4                | \$ 55,000 | 37,410    |
| Total Awards.....                               | 18               | \$307,000 | 262,810   | 17               | \$290,000 | 164,553   |

*\*Reports based on final reports submitted as of September 2010.*

| Collaborative Programming                         | FY 2008          |           | FY 2009          |           |
|---|------------------|-----------|------------------|-----------|
|   | Number of Events | Attendees | Number of Events | Attendees |
| Events Initiated by Community Organizations ..... | 15               | 68,560    | 17               | 85,195    |
| MOCA Initiated Events.....                        | 5                | 18,900    | 8                | 15,930    |
| Honolulu 100 .....                                | 1                | 65,000    | 1                | 35,000    |
| Total Collaborative Programming.....              | 21               | 152,460   | 26               | 136,125   |

Members of the Commission on Culture and the Arts as of June 30, 2010:

- Roy L. Benham
- Peter-Rockford Espiritu
- William Feltz
- Grant Kagimoto, Chair
- Betty Lou Kam
- Sharon McPhee
- Marlene Sai
- Carlyn Tani
- Margo Vitarelli
- Lynne C. Waihee



# NEIGHBORHOOD COMMISSION OFFICE

Rae Gee, Executive Secretary



**Rae Gee**  
Executive Secretary

The Neighborhood Commission Office consists of three components: the nine-member Neighborhood Commission, 33 Neighborhood Boards, and the Neighborhood Commission Office headed by the Executive Secretary. These three components formulate the City and County of Honolulu's Neighborhood Board system.

## POWERS, DUTIES AND FUNCTIONS

The Neighborhood Board system was officially established in 1972, after Honolulu voters approved an amendment of the Revised City Charter, Article XIV, titled, "Neighborhoods and Neighborhood Boards". The mission of the Neighborhoods and Neighborhood Boards is to increase and assure effective citizen participation in the decisions of government by facilitating the efficient and well-organized operations of the neighborhood system.

The neighborhood boards system is governed by a Neighborhood Commission comprised of nine members who are appointed volunteers who serve staggered, five-year terms. Four of the Commission members are appointed by the Mayor, and four are appointed by the City Council, and the ninth member is appointed by the Mayor and confirmed by the City Council. One of the Mayor's appointees and one of the City Council appointees as well as the ninth member of the Commission are required to have served one full term on a neighborhood board.

In addition to developing a Neighborhood Plan, which serves as the legal framework for the neighborhood boards, the Commission is responsible for the review and evaluation of the Neighborhood Plan every five years. The City Charter mandates that upon request, the Commission assist in the formation and operation of neighborhoods and neighborhood boards. The Commission is required to meet a minimum of six times within a year to review and evaluate the activities, performance and operations of the neighborhood boards.

## FISCAL YEAR 2010 NEIGHBORHOOD COMMISSION

The Neighborhood Commission is made up of nine members. In fiscal year 2010, Sylvia Young has been reappointed to her second term and Clara Tamamoto is the newest appointed Commissioner. The Neighborhood Commissioners for Fiscal Year 2010 are as follows:



**Brendan Bailey**  
Chairperson



**Sylvia Young**  
Vice-Chairperson



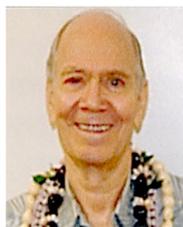
**Robert "Bob" Finley**



**Edward E. Gall**



**Wilson "Kekoa" Ho**



**Ron Mobley**



**Jeanette Nekota**



**Robert "Bob" Stubbs**



**Claire Tamamoto**



**Neighborhood Commission – Working for our Community!**

## NEIGHBORHOOD COMMISSION OFFICE FISCAL YEAR 2010 HIGHLIGHTS

**NEIGHBORHOOD PLAN** - The Neighborhood Plan and Rules and Procedures of the Neighborhood Commission was unanimously adopted by the Commission in June 2008. The Neighborhood Plan services as the Office's Rules and Regulations governing the

Neighborhood Board system. It was approved and signed by the Mayor and filed with the City Clerk on October 10, 2008. The Neighborhood Commission Neighborhood Plan Revision Committee has been at work reviewing and revising proposals on the plan for a revision to be adopted in the near future.

**HISTORICAL ALL-DIGITAL ELECTION** - The all-digital elections information has been evaluated and analyzed in 2010 for the upcoming 2011 elections. Neighborhood board elections are held every two years. The 2009 Neighborhood Boards elections were conducted using the Internet as the primary method of casting ballots, with an automated phone system being an alternative for those who do not have Internet access, along with 3 polling sites. Eligible voters were mailed pass codes to allow voters to access their ballot through either method. This historic event highlights the "universal access to democracy" approach by enabling voters to participate in a safe, secure, and convenient online and telephone voting system. The future goal is to educate and engage our voters in a voting system that works while reducing election costs and increasing participation.

The Neighborhood Commission Office is grateful for the support and dedication of the League of Women Voters of Honolulu for their assistance and past-President Piilani Kaopuiki for serving as Chief Monitoring Officer.

**CONFERENCE OF CHAIRS** - The Neighborhood Commission held its second, "Conference of Chairs" on April 10, 2010. This is the only forum where all Chairs of Neighborhood Boards come together to share ideas and learn about each other. Topics of discussion include neighborhood plan amendments, sunshine law and parliamentary procedure, the complaints process, board intervener status, noise, agenda template, filling vacancies and other related board business topics.

**COMPLAINTS PROCESS** - The Neighborhood Commission ambitiously held "sanctions hearings" to clear the numerous formal complaints filed with the Neighborhood Commission Office. The Commission grouped complaints together by Boards and had hearings in Honolulu Hale and Kapolei Hale. Since April 2010, thirteen cases have been heard by the Commission in which "Findings of Fact and Conclusions of Law" were issued. The documents can now be found on the website under the date of the Sanctions Hearings at the NCO website <http://www.honolulu.gov/nco/commfindingsoffacts.htm>.

## **NEIGHBORHOOD COMMISSION OFFICE PROGRAMS AND SERVICES**



**Acting Mayor Kirk Caldwell & NCO staff.**

The Neighborhood Commission Office (NCO) provides administrative and technical support services to the Neighborhood Commission as well as the 33 neighborhood boards. The NCO serves as the administrative office that facilitates the City charter-mandated functions of the neighborhood board system, which are to increase and assure effective citizen participation in the decisions of government.

**NEIGHBORHOOD ASSISTANTS** - The neighborhood assistants attended 355 meetings in FY 2010 and prepared 495 minutes and agendas. They serve as the primary liaison between the boards, the Neighborhood Commission, the City, and state and federal governments. They provide documentation of board activities by producing and filing meeting agendas; attending, recording

and distributing meeting minutes; and completing the written and oral requests generated by official board action. Neighborhood assistants also provide technical information on proper meeting procedures, City policies and programs, and assist in producing and distributing materials to enhance two-way communication with neighborhood residents.

**ADMINISTRATIVE AND OFFICE SERVICES** - The administrative staff completed and mailed 33,934 sets of minutes in FY 2010 and emailed another 41,872 sets of agendas. They also distributed 40,221 newsletters to residents of four boards that regularly mail annual newsletters. They coordinate and service all regular meetings of the Neighborhood Boards and the regular and special meetings of the Neighborhood Commission. Substantial staff support and technical assistance were provided to the Commission during regular commission meetings, complaint "sanctions" hearings, public hearings, committee meetings, permitted interaction group meetings, as well as activities dealing with issues affecting neighborhood boards and the neighborhood board system.

Staff coordinated and monitored the fiscal expenditures of each neighborhood board through its purchasing and accounting functions. Individual monthly statements were prepared for all 33 neighborhood boards to apprise each board of the status of its operational, publicity and refreshment appropriations. In addition to assisting with the preparation of the commission's annual operating budget, the administrative staff serviced the nine-member commission and handled all fiscal, personnel and property inventory matters.

**MAYOR'S REPRESENTATIVE PROGRAM** - The Mayor's Representative Program in cooperation with the Managing Director's Office is supported by the NCO administrative staff. Members of Acting Mayor Caldwell's cabinet regularly attend board meetings to provide information as well as respond to community concerns expressed by board members and residents at monthly neighborhood board meeting. Questions and concerns that require research are then forwarded to the appropriate departments by the NCO staff. This process is monitored to assure that responses are received from departments in time for the Mayor's representatives to report and discuss at the following board meeting.

**PUBLIC AWARENESS** – In order to broaden public awareness of the neighborhood board system, as well as a part of its function as a City agency, administrative staff worked closely with Olelo community television in publicizing neighborhood board meeting dates on public cable television. Olelo is one of the more popular venues to view a neighborhood board in action. Eighteen of our thirty-three boards have chosen to videotape their regular monthly meetings. While these boards air their meetings during regular weekly time slots on Olelo, other boards reach out to their communities by mailing annual newsletters.

**WEBSITE** - The web site includes individual Neighborhood Board websites with agendas and minutes going back through 2001, as well as boundary maps for each board and board photos. Agendas and minutes for the Neighborhood Commission are included along with Commissioner and Board Member directories, calendars of monthly board meetings, office staff and Mayor's Representatives contact information and their board assignments. About 25,200 emails are generated each month in an effort to cut postage costs, in the distribution of boards and commission agenda and minutes.

**COMMUNICATION** - Services include the production and distribution of newsletters, surveys, flyers, posters, brochures, members' guidebook, and certificates recognizing citizens throughout Oahu. The NCO staff also published press releases and legal notices, and produced related correspondence as needed.

Besides the 25,200 monthly email distribution, NCO currently circulates more than 12,300 sets of agenda and minutes and a calendar of events via mail each month. This outreach is to assist the boards to publicize activities of Oahu's neighborhood boards and the commission in a timely manner. Eighteen of the thirty-three neighborhood boards also choose to videotape their meetings which are then aired on Olelo in a weekly time slot. These services provided and coordinated by staff allow neighborhood boards and the neighborhood commission to reach 150,000 residents and households and organizations each year.

**COMPLAINTS** - In cooperation with the Department of the Corporation Counsel (COR), the NCO continued its review and resolution of complaints. During Fiscal Year 2010, twenty-four informal or formal complaints were closed or dismissed out of the forty-eight complaints received this past fiscal year.

## **NEIGHBORHOOD BOARDS**

Our 33 neighborhood boards are supported by 446 volunteer board members serving as advisory groups to the Honolulu City Council, Acting Mayor Caldwell's Executive Administration, departments, 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.

**BOARD ACTIVITIES** – Olelo Community Television broadcasts the following board meetings on a regular basis: Aliamanu/Salt Lake/Foster Village, Ewa Beach, Hawaii Kai, Kalihi Valley, Kailua, Makakilo, Manoa, Mililani/Waipio/Melemanui, Mililani Mauka, Nanakuli-Mailii, North Shore, Palolo, Pearl City, Waianae Coast, Waimanalo, Waikiki and Waipahu. Videotaping board meetings through arrangements with Olelo continues to be a popular venue to stimulate public interest. Residents island-wide who are unable to attend the meetings are still able to view these neighborhood board meetings. The NCO is exploring the financial feasibility of creating a videograph archival system on the City's docushare website to maintain the video taped meetings of the neighborhood boards and provide public access to all the videotaped meetings, the way City Council provides taped meetings "on demand" from the city clerk's website.

Neighborhood boards provide their community with opportunities to express its needs and desires in the delivery of government services. Presentations from various organizations and associations on issues, concerns, and/or projects that will affect all of Oahu are often brought before the boards, including political forums. This past fiscal year, approximately ten neighborhood boards held political forums within their communities, to foster and promote community discussions between the candidates and the residents.

**HONOLULU HIGH CAPACITY TRANSIT CORRIDOR PROJECT** - provided monthly updates to fifteen boards Aiea, Ala Moana, Downtown, Ewa, Kaimuki, Kalihi, Kapolei, Mililani, Mililani Mauka, Nanakuli, Pearl City, Salt Lake, Waipahu, Waianae, Waikiki. In addition two sides of the rail issue was presented with lively discussion at the Aliamanu/Salt Lake/Foster Village, Kuli'ou'ou/Kalani Iki and Mililani/Waipio/Melemanu neighborhood boards.



# OFFICE OF ECONOMIC DEVELOPMENT

Ann Chung, 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 in areas where the City can build effective public-private partnerships to address needs and make a positive difference for Oahu's communities and businesses.

OED's activities include the Honolulu Film Office, the Hawaii Tourism Authority's County Product Enrichment Program, Business Development, Targeted Community Economic Revitalization, Honolulu's Sister-Cities Program, Rediscover Oahu events, small business, tourism, diversified agriculture, entertainment, sports, technology and international relations. OED also provides support for the Mayor's activities with the U.S. Conference of Mayors in his role as the Chair of the USCM's Committee on Tourism, Arts, Parks, Entertainment and Sports.

## 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 is also working 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 also continues to work with travel organizations to support marketing Oahu as a visitor destination.

### HTA-CPEP Programs Funded in 2009:

| Amount   | Organization  | Program   |
|----------|---|---|
| \$10,000 | Chinese Chamber of Commerce of Hawai'i                                    | Narcissus Festival                                  |
| \$5,000  | CSD, City & County of Honolulu  | Calendar of CPEP and City Events                    |
| \$25,000 | DB Productions, Inc.  | Hawai'i Dragon Boat Festival and Nite in Chinatown  |
| \$20,000 | DPR, City & County of Honolulu  | Lei Day Celebration                                 |
| \$15,000 | Filipino Community Center, Inc., The                                      | Filipino Fiesta and Parade                          |
| \$5,000  | Forward Foundation  | Hawai'i Healing Festival                            |
| \$6,000  | Friends of the Makiki Community learning center                           | Rediscover Makiki: Sunset in the Park               |
| \$10,000 | Friends of Waipahu Cultural Garden Park, DBA Hawai'i's Plantation Village | Marketing the Plantation Experience                 |
| \$10,000 | Garden Club of Honolulu, The  | Na Pua Ali'i, Reflections of Hawai'i's Royal Legacy |
| \$10,000 | Hale'iwa Arts Festival  | Hale'iwa Arts Festival                              |
| \$10,000 | Hawai'i Alliance for Arts Education, DBA Hawai'i Arts Alliance            | First Friday Honolulu and related events            |
| \$10,000 | Hawai'i Book and Music Festival   | Hawai'i Book and Music Festival                     |
| \$10,000 | Hawai'i Farm Bureau Federation  | Hawai'i Farm Bureau's Farmers' Markets              |
| \$20,000 | Hawai'i Farm Bureau Federation  | Hawai'i State Farm Fair                             |
| \$5,000  | Hawai'i FIRST LEGO League (FLL)   | Hawai'i FLL Championship Tournament                 |
| \$15,000 | Hawai'i Korean Chamber of Commerce  | Korean Festival                                     |
| \$5,000  | Hawai'i Theatre Center  | Chinatown/Arts District Tours                       |

|                |   |  |
|----------------|---|--|
| \$15,000.....  | Hawai'i United Okinawa Association .....                    | Okinawan Festival  |
| \$5,000 .....  | Hawaiian Scottish Association.....                          | Hawaiian Scottish Festival & Highland Games and Scottish Highland Dancing Competition                      |
| \$5,000 .....  | Honolulu - Mombasa Sister City .....                        | 10th Anniversary Celebrations  |
| \$15,000.....  | Honolulu Culture & Arts District Association .....          | The Arts District's Street/Major Festival Program  |
| \$5,000 .....  | Hui Makua O Kawaiahae.....                                  | E Malama I Ke Kai  |
| \$10,000.....  | Japanese Cultural Center of Hawai'i .....                   | Multicultural Matsuri  |
| \$7,000.....   | Kane'ohe Business Group and Windward Community College..... | Windward Ho'olaule'a   |
| \$7,000.....   | KBPA Foundation .....                                       | Celebrate Kaimuki Kanikapila   |
| \$5,000 .....  | Life Foundation .....                                       | Honolulu AIDS Walk   |
| \$10,000.....  | Making Dreams Come True, Valley of Rainbows .....           | Wai'anae Coast Sunset on the Beach   |
| \$30,000 ..... | MOCA, City & County of Honolulu.....                        | Honolulu Family Festival at Magic Island and Cultural Events   |
| \$11,000 ..... | Pacific Islands Fisheries Group .....                       | Hawai'i Fishing and Seafood Festival   |
| \$10,000.....  | PA'I Foundation .....                                       | Hapa Haole Hula Festival & Vocal Competition   |
| \$10,000.....  | Polynesian Cultural Center .....                            | Samoa Festival; Te Manahua Maori Cultural Competition; Te Mahana Hiro'a O Tahiti; Moanikeala Hula Festival |
| \$5,000 .....  | SJ Foundation .....   | Waikiki Spam Jam   |
| \$5,000 .....  | Temari, Center for Asian and Pacific Arts.....              | Celebrating Hawaiian Lei Making  |
| \$5,000 .....  | Ukulele Festival Hawai'i (UFH).....                         | 'Ukulele Festival Hawai'i  |
| \$5,000 .....  | United Chinese Community Coalition.....                     | Chinese New Year Festival  |
| \$5,000 .....  | University of Hawai'i .....                                 | Manoa Jazz Festival  |
| \$5,000 .....  | USS Missouri Memorial Association.....                      | Battleship Missouri Memorial 10th Anniversary Celebration  |
| \$5,000 .....  | Waikiki Community Center.....                               | Ala Wai Challenge  |
| \$15,000.....  | Waimanalo Construction Coalition.....                       | Rediscover the Waimanalo Country Fair  |

**HTA-CPEP Programs Funded in 2010:**

| <u>Amount</u>  | <u>Organization</u>  | <u>Program</u>  |
|----------------|--|---|
| \$10,000 ..... | Chinese Chamber of Commerce of Hawaii .....                      | 61st Narcissus Festival                                     |
| \$5,000 .....  | DB Productions, Inc.....   | 2010 Ala Moana Sunset Cinema                                |
| \$10,000 ..... | DB Productions, Inc.....   | 2010 Night in Chinatown and Chinatown Open House            |
| \$10,000 ..... | DB Productions, Inc.....   | 2010 Hawaii Dragon Boat Festival and Sporting Competition   |
| \$15,000 ..... | DPR, C & C Honolulu .....  | Lei Day Celebration   |
| \$5,000 .....  | Fort Street Mall Business Improvement District Association ..... | Wilcox Park Spring and Fall Events Program                  |
| \$5,000 .....  | Forward Foundation .....   | Hawaii Healing Garden Festival - Oahu 2010                  |
| \$10,000 ..... | Friends of Waipahu Cultural Garden Park .....                    | Sharing the Plantation Experience                           |
| \$10,000 ..... | Hale'iwa Arts Festival.....                                      | Hale'iwa Arts Festival - Thirteenth Annual Summer Event     |
| \$5,000 .....  | Hale'iwa Main Street dba North Shore Chamber of Commerce .....   | North Shore Heritage & Farm Tours                           |
| \$10,000 ..... | Hawaii Alliance for Arts Education.....                          | Community Celebrations                                      |
| \$10,000 ..... | Hawaii Alliance for Arts Education.....                          | First Friday Honolulu                                       |
| \$10,000 ..... | Hawaii Book and Music Festival .....                             | Hawaii Book and Music Festival                              |
| \$10,000 ..... | Hawaii Farm Bureau Federation .....                              | Farmers' Market   |
| \$10,000 ..... | Hawaii Farm Bureau Federation .....                              | 2010 Hawaii State Farm Fair                                 |
| \$5,000 .....  | Hawaii Forest Industry Association.....                          | Hawaii's Woodshow 2010, Na Laau o Hawaii                    |
| \$10,000 ..... | Hawaii United Okinawa Association .....                          | 28th Okinawan Festival                                      |
| \$5,000 .....  | Hiipaka LLC .....  | 2010 Film Series in the Ahupuaa of Waimea Valley            |
| \$15,000 ..... | Honolulu Culture & Arts District Association .....               | The Chinatown Arts District's Major Street Festival Program |
| \$10,000 ..... | Japanese Cultural Center of Hawaii.....                          | Multicultural Matsuri                                       |
| \$5,000 .....  | Kaneohe Business Group .....                                     | Windward Hoolaulea  |
| \$5,000 .....  | KBPA Foundation .....  | Celebrate Kaimuki Kanikapila 2010                           |
| \$10,000 ..... | Ki-hoalu Foundation, Inc. ....                                   | 28th Annual Hawaiian Slack Key Guitar Festival              |
| \$5,000 .....  | Life Foundation, Inc.....  | Honolulu Aids Walk  |
| \$10,000 ..... | Making Dreams Come True,... Valley of Rainbows, Inc.....         | Waianae Coast 10th Anniversary Sunset on the Beach          |

|          |   |  |
|----------|---|--|
|          | MOCA, C & C Honolulu.....                                     | MOCA 2010 Cultural Events -combine with below          |
| \$25,000 | ..... MOCA, C & C Honolulu.....                               | Honolulu Family Festival at Magic Island               |
| \$5,000  | ..... Naalehu Theatre, Inc.....                               | 2010 3rd Annual Gabby Pahinui Waimanalo Kanikapila     |
| \$5,000  | ..... Oahu Resource Conservation and Development Council..... | Agri-Tourism Pilot Project: Windward Coast             |
| \$5,000  | ..... Outrigger Duke Kahanamoku Foundation.....               | Duke's Oceanfest 2010                                  |
| \$10,000 | ..... Pacific Islands Fisheries Group.....                    | 2010 Hawaii Fishing and Seafood Festival               |
| \$5,000  | ..... PAI Foundation.....                                     | 8th Annual Hapa Haole Hula & Solo Vocalist Competition |
| \$10,000 | ..... Polynesian Cultural Center.....                         | Polynesian Cultural Center Cultural Events             |
| \$5,000  | ..... SJ Foundation.....                                      | 8th Annual Waikiki Spam Jam                            |
| \$12,000 | ..... Sustain Hawaii.....                                     | North Shore Crop Festivals                             |
| \$5,000  | ..... Ukulele Festival Hawaii.....                            | 40th Annual Ukulele Festival                           |
| \$5,000  | ..... University of Hawaii.....                               | 2010 Manoa Jazz and Heritage Festival                  |
| \$5,000  | ..... Waikiki Community Center.....                           | 25th Anniversary Ala Wai Challenge                     |
| \$10,000 | ..... Waimanalo Construction Coalition.....                   | Rediscover the Waimanalo Country Fair                  |

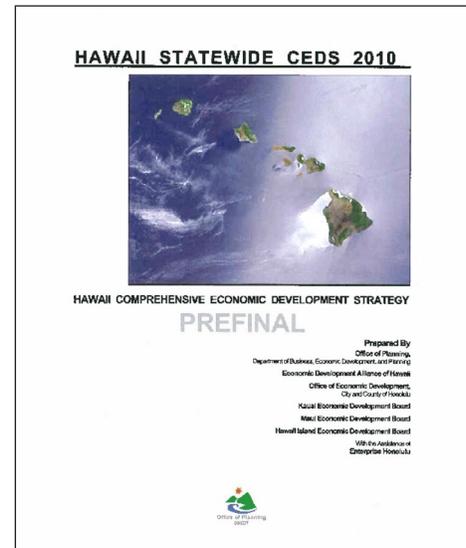
## COMPREHENSIVE ECONOMIC DEVELOPMENT STRATEGY (CEDS)

### Oahu Update

Through a grant from the State Office of Planning, OED developed the Oahu portion of the 2010 Comprehensive Economic Development strategy (CEDS). CEDS must be updated every five years in order for local industry and non-profit organizations to qualify for assistance under most U.S. Economic Development Administration (EDA) grant programs. These programs bring millions of dollars in federal aid into our local communities to support needed projects such as business incubators, science and technology parks, transportation facilities and other infrastructure improvements.

CEDS is designed to bring together public and private sectors in the creation of an economic roadmap to diversify and strengthen Hawaii's economy. OED convened nearly a dozen meetings bringing together representatives from the following economic development clusters: Diversified Agriculture; Culture, Entertainment, and Sports; Defense/Dual Use; Renewable Energy; Film and Digital Media; IT/Communication; and the Visitor Industry. More than fifty short, medium and long-term projects for Oahu were identified and submitted for inclusion into the report.

The Statewide report will be finalized later in 2010 and OED will work with the applicants and stakeholders to bring projects to fruition. The current version of the report is available on the website: <http://hawaii.gov/dbedt/op/>.



## BUSINESS DEVELOPMENT AND COMMUNITY ECONOMIC REVITALIZATION

### Business Development

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. Highlights included:

- **Tourism Promotion:** Mayor Hannemann played an active role in tourism and business promotion for Honolulu by participating in the Hawaii Visitors and Convention Bureau and Marriott International's promotional campaigns on the mainland and abroad. Both campaigns have been highly successful in generating a surge of bookings to Honolulu. Mayor Hannemann also supported our local visitor industry through his leadership role as Chair of the Tourism, Arts, Parks, Entertainment and Sports Committee of the U.S. Conference of Mayors.
- **Sustainable Agriculture:** The agriculture industry in the City and County of Honolulu continues to evolve – transitioning from large-scale corporate farms to a mixture of corporate farms and small specialty crop farming. Diversified agriculture continues to be an important industry for Honolulu, accounting for 70 percent of Hawaii's agricultural farm revenues and playing a major role in preserving Honolulu's precious green space.
  - **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. Implementation of these plans prevents soil runoff into Oahu's streams, bays, and the ocean thus minimizing adverse economic impacts resulting from water and soil problems. ORC&D also engages in outreach activities to community leaders, school children and the general public to promote responsible environmental stewardship that protects natural resources such as soil, water, and air quality. In FY10, ORC&D received a \$50,000 grant.

- **Ag in the City: Grown on Oahu:** To raise awareness and understanding of Oahu's agriculture industry, the City presented the 4<sup>th</sup> annual "Ag in the City: Grown on Oahu" event in partnership with the Hawaii Farm Bureau and the Oahu Resource Conservation and Development Council. This year's "Ag Day" was once again combined with the late afternoon Farmers' Market on the grounds of the Neal Blaisdell Center (NBC). This combination successfully attracted commuters who park at the NBC and residents from the many surrounding condos with its offering of fresh island products. The market continues to draw large crowds every Wednesday.

- **Sports:** Through the Mayor's Honolulu Sports Commission, OED partnered with the YMCA to develop a project model-- *Healthy Honolulu Healthy Together* -- that would increase children's interest and participation in sports and physical fitness and strengthen the connections between academic, social and physical excellence. Children and youth of socio-economic conditions that may result in limited opportunities to support their development of healthy lifestyles were the targeted population. Pilot projects using a specially developed 90-day curriculum were held at two Oahu YMCA's and two Oahu Boys and Girls Clubs. Other accomplishments include creating positive public awareness through the YMCA's Annual Healthy Kids Day event held in May 2010, the development of the early childhood literacy-based activity packets and publication of the "*Healthy Honolulu Healthy Together*" Facilitators guide. In June 2010, Honolulu received an honorable mention from the annual US Conference of Mayors' Livability Awards for this program.
- **Pro Bowl:** Due to Mayor Hannemann's interception, we were able to keep the National Football League's Pro Bowl Game in Honolulu. The Pro Bowl, will return to Honolulu in 2011, bringing with it millions of dollars in revenue. Mayor Hannemann campaigned actively, talking to commissioners and changing their votes, thus preventing an economic loss for Honolulu in both tens of thousands of visitors and millions in visitor spending across the state
- **Technology:** To support the fastest growing sector of our local tech industry, defense/dual-use companies, the City continued to make progress on our planning grant awarded from the federal Economic Development Administration, which was matched with City funds. The Oahu Technology Commercialization Center planning project will begin the planning for a much-needed technology center on Oahu.

- **Conferences:**

**Hawaii US - Hong Kong Business Forum:** OED partnered with the Hong Kong Business Association of Hawaii to present this forum which gave Hawaii's businesses the latest market intelligence on the business opportunities in Mainland China with Hong Kong as the launch pad for accelerating the process of entry and growth. Overseas and U.S experts participated in this one day event.

- **Trade Missions:** OED provided grant funds and worked with the Filipino Chamber of Commerce to implement the 21st Annual Trade Mission to the Philippines in November 2009. The objective was to increase commercial activity between the key cities in the Philippines – Manila, Cebu and Laoag – and the City and County of Honolulu.
- **Business Improvement Districts (BID):** OED sits on the board of both the Waikiki and Fort Street Mall BIDs and serves as the primary liaison between them and participating city agencies.
- **West Oahu Job Growth:** To bring needed jobs to the West Oahu regions – Kapolei to Ewa Beach to Ko Olina – OED provided a grant to the West Oahu Economic Development Association (WOEDA) to prepare the West Oahu Economic Report. WOEDA will review general public data on demographics, existing infrastructure and facilities and will identify the major types of businesses or services that are currently lacking in the region. WOEDA will use this data to work with existing and potential businesses and service providers to bring more jobs to this rapidly growing region.

## 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. 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 spurring more to get involved.

OED continued to support and strengthen partnerships and economic revitalization activities in Chinatown, Kalihi, and Rediscover Oahu Community events. Highlights:

- **Free WiFi in Chinatown:** This project was successfully launched in October 2007. Although intended to be a one year pilot, it is ongoing with thousands of users and drawing more people into Chinatown. With over 80 access points installed throughout Chinatown, average statistics show nearly 2000 users downloading approximately 60GB per week.

**Ag in the City**  
*presents the*  
**Honolulu Farmers' Market**  
**1st Anniversary Celebration**

*You are cordially invited to*  
**The 4th Annual Ag in the City**  
*&*  
**The 1st Anniversary of the Honolulu Farmers' Market**

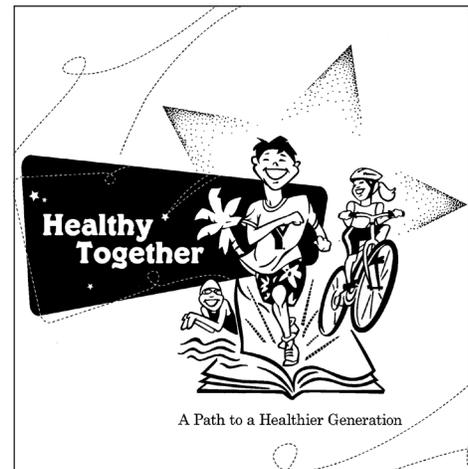
The Honolulu Farmers' Market will be celebrating its 1st anniversary in conjunction with the 4th Annual Ag in the City. Come and meet members of a diverse industry that continues to contribute to Oahu's growing economy. Come talk story and enjoy the flavors of Oahu's growth industry - agriculture.

**WHEN:** Wednesday, May 26, 2010  
4:00 pm - 7:00 pm

**WHERE:** Neal Blaisdell Center  
(FREE PARKING)

Call the Hawaii Farm Bureau Federation at 948-2074 or visit [www.hbfd.org](http://www.hbfd.org) for more info!

Brought to you by Mayor Mufi Hannemann, the Hawaii Farm Bureau Federation, the Mayor's Office of Economic Development, and the Oahu Resource Conservation & Development, Inc.

- **Chinatown River Street Revitalization:** The City has provided grant funds to community groups to undertake a study to determine how to turn the underutilized areas bordering the Nuuanu Stream into a vibrant, urban gathering place. This community-driven project is part of the City's ongoing efforts to revitalize the business and arts sectors of Chinatown while maintaining its historic and cultural roots. A one-day street festival was held in August 2010.
- **City's Month in Chinatown:** This City-led collaboration with multiple Chinese organizations creating a unified celebration of Chinese New Year has become a must-see attraction and 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 Tiger.
- **Preserve America Grant:** The City is working in partnership with community groups to implement the \$150,000 Preserve America grant award received from the National Park Service to develop a heritage tourism program that will attract more residents and visitors to Chinatown. Projects include:
  - Bronze plaques placed on historically significant buildings containing narrative on architectural details, building history and anecdotal information regarding the building's significance and relation to the area. Research has been completed on 20 buildings and the information is available on the website [www.hcadhawaii.org](http://www.hcadhawaii.org) under the "heritage tourism" menu.
  - Newly created exhibits, each featuring a distinct period of Chinatown's history, will be housed in spaces within existing museums or cultural centers in Chinatown. Short videos, accessible through a web-enabled phone or at the site based computer will be focal point of each exhibit. The exhibits are intended as a stand-alone educational tool as well as a way to connect the neighborhood's heritage to the local business community. Eight academic scholars are overseeing the content of the exhibits to ensure authenticity.



## INTERNATIONAL RELATIONS AND SISTER CITIES

International relations play a vital role for the City and County of Honolulu by adding to the rich cultural, social and economic diversity that makes Honolulu so special. The Honolulu Sister Cities program, with 26 current Sister Cities, plays an important role in economic development and promotes beneficial exchanges in various fields, including commerce, education, and culture and the arts. On average, OED responds to more than 50 international communications and correspondences every month. OED also coordinates and manages numerous international courtesy calls. For example, OED was the main City point of contact in the planning and preparations for the visits by the Emperor of Japan and President of Taiwan in July 2009. OED coordinated with the Japanese Consulate, U.S. Secret Service, and a variety of city agencies (HPD, HFD, DEM, DTS, and DPR) to ensure the safety and integrity of the Emperor of Japan's visit to Kapiolani Park. OED was also the main point of contact to the Taipei Economic and Cultural Office during the president of Taiwan's visit.

Strengthening cultural and historical ties to local community groups and promoting economic opportunities remain the guiding principles for the establishment and maintenance of Honolulu's sister city relationships. Highlights from FY10 include the following: Hiroshima is our first and oldest sister city. At the annual Hiroshima Commemoration and Peace Ceremony held at the Izumo Taishakyo Mission, the Hiroshima Peace bell is rung in remembrance of the bombing of Hiroshima. For the 2009 50<sup>th</sup> Anniversary

of our relationship, Mayor Hannemann formed a special Honolulu-Hiroshima 50th Anniversary Sister City Committee. OED provided a grant to the Hawaii Japanese Chamber of Commerce to support the planning and implementation of a series of commemorative events to take place both in Honolulu and Hiroshima.

A large delegation led by Hiroshima Mayor Akiba arrived in Honolulu in July 2009. Week-long events included: a photo exhibit and cultural booths at Windward Mall; a cultural performance at Ala Moana Center; a visit to the Arizona memorial for a wreath laying ceremony; a luncheon presentation at the East-West Center; a special dinner at Waialae Country Club; and a reaffirmation signing ceremony of the Honolulu – Hiroshima sister city relationship at Honolulu Hale.

In November 2009, Mayor Mufi Hannemann traveled with large delegations to Naha, Okinawa and Hiroshima,



Japan and then attended a trade mission to the Philippines to bolster relations with sister cities and foster economic growth in Honolulu through trade and travel.

OED coordinated the Mayor's trip to Japan trip and organized meetings in Naha, Okinawa, with Okinawa Governor Hirokazu Nakaima, Naha Mayor Takeshi Onaga and Naha business leaders and tourism officials to begin planning events to commemorate the 50th Anniversary of the Honolulu-Naha Sister City relationship in 2010 and to encourage reciprocal travel to Honolulu.

For the Mayor's visit to Hiroshima, Japan, OED coordinated with Hiroshima City officials to plan a week-long schedule of events to celebrate the 50th anniversary of the Honolulu-Hiroshima sister city relationship These included courtesy visits with Mayor Tada-toshi Akiba and Council Chairman Hiroyuki Fujita; visiting the Hiroshima Peace Park to lay a wreath at the Hiroshima war memorial; participating in Hiroshima's Honolulu Day; participating in the Hiroshima Dreamination; and presenting a keynote economic speech to members of the Hiroshima Chamber of Commerce and Industry.



In November 2009, Mayor Hannemann participated in the Filipino Chamber of Commerce of Hawaii's 21<sup>st</sup> Annual Trade Mission to the Philippines, which helped entrepreneurs from both countries develop investment ideas and learn about business opportunities. Hannemann, along with members of his senior staff and cabinet, joined community volunteers in distributing humanitarian supplies to victims of recent flooding in the Philippines. He visited three Philippine sister cities and held a sister city signing ceremony in Cebu.

In early 2010, Mayor Hannemann appointed a new committee to plan the 50th anniversary celebration of Honolulu's sister city relationship with Naha, Okinawa, Japan. Honolulu-Naha 50<sup>th</sup> Anniversary Sister City Committee Members: Gary Mijo and Isaac Hokama, Co-Chairmen; and Directors Jane Serikaku, Amy Higa, David Asanuma, Robyn Furuya, Takashi Ichikura, Jon Itomura, and Sharon Weiner.

In July 2010 Mayor Hannemann flew to Naha, Okinawa, Japan to celebrate the 50<sup>th</sup> anniversary of our sister city relations. As part of the golden anniversary commemoration, the first-ever Honolulu-Naha Hula Festival was held at the Naha City Performance Hall and Kariyushi Marriott Hotel. The sold-out shows included performances by Amy Hanaialii Rene Gilliom, Yasokishi Konishiki, and 2009 Miss Hawaii, Aureana Tseu.

While in Naha, Mayor Hannemann met with Paul Yonamine, general manager of Sector Sales for IBM Japan, and representatives of the Okinawan Ministry of Economy, Trade, and Industry to discuss a Smart Grid demonstration project in Hawaii and Okinawa.

Mayor Hannemann also attended the 10<sup>th</sup> Anniversary of the Obuchi Okinawa Education and Research Program, a graduate education effort sponsored by Japan and the United States. The gathering included East-West Center President Charles Morrison, Okinawa Governor Hiokazu Nakaima, and a number of high-ranking officials of the Japanese government. In his remarks to the group, he spoke about the energy project and other Honolulu initiatives, such as APEC which will be held in Honolulu in 2011. The Mayor praised the East West Center and the University of Hawaii for their efforts in providing a world-class education experience for many Okinawan citizens through the years. He also singled out President Morrison for his work in helping to secure APEC for Honolulu. A government delegation from Naha plans to visit Honolulu for the Okinawan Festival September 4-5, 2010.

The City Council approved two new additions to the Sister City program.

- The first was Majuro Atoll, capital of the Republic of the Marshal Islands, with a city council resolution that was passed on December 16, 2009. The formal sister city signing ceremony took place at Honolulu Hale, on March 5, 2010, with Majuro Mayor Titus Langrine and Honolulu Mayor Mufi Hannemann co-signing the agreement. Majuro Atoll is a landmark sister city as it is the first from Micronesia.
- The second was Qinhuangdao, Hebei, Peoples Republic of China, which was approved by a city council resolution on May 5, 2010. The Chinese Chamber of Commerce of Hawaii took signed copies of the sister city agreement to China during their annual Narcissus Goodwill Tour to be co-signed by the Mayor of Qinhuangdao. A delegation from Qinhuangdao will visit Honolulu for the Annual Splendor of China hosted by the Chinese Chamber in October 2010.



**The City's Sister-City Relationships:**

| <u>No.</u> | <u>Sister-City</u>                 | <u>Date of Council Resolution</u> |
|------------|------------------------------------|-----------------------------------|
| 1.....     | Baguio, Philippines .....          | November 3, 1995                  |
| 2.....     | Baku, Ajerbaijan .....             | August 5, 1998                    |
| 3.....     | Bombay, India.....                 | January 20, 1970                  |
| 4.....     | Bruyeres, France .....             | November 1, 1960                  |
| 5.....     | Caracas, Venezuela .....           | January 27, 1999                  |
| 6.....     | Cebu, Philippines .....            | December 6, 1990                  |
| 7.....     | Funchal, Madeira, Portugal.....    | September 19, 1979                |
| 8.....     | Hainan Island, China .....         | February 27, 1985                 |
| 9.....     | Hiroshima, Japan .....             | May 19, 1959                      |
| 10.....    | Hue, Vietnam .....                 | November 3, 1995                  |
| 11.....    | Incheon, Republic of Korea.....    | October 15, 2003                  |
| 12.....    | Kaoshiung, Taiwan .....            | September 4, 1962                 |
| 13.....    | Laoag City , Philippines.....      | July 15, 1969                     |
| 14.....    | Majuro Atoll, Marshal Islands..... | December 16, 2009                 |
| 15.....    | Manila, Philippines .....          | March 19, 1980                    |
| 16.....    | Mombasa, Kenya .....               | August 9, 2000                    |
| 17.....    | Naha, Okinawa .....                | March 18, 1960                    |
| 18.....    | Rabat, Morocco.....                | March 9, 2007                     |
| 19.....    | San Juan, Puerto Rico .....        | November 20, 1985                 |
| 20.....    | Seoul, Korea.....                  | May 20, 1973                      |
| 21.....    | Sintra, Portugal .....             | August 5, 1998                    |
| 22.....    | Tokyo, Japan .....                 | December 8, 1960                  |
| 23.....    | Qinhuangdao, China .....           | May 5, 2010                       |
| 24.....    | Uwajima, Japan.....                | February 18, 2004                 |
| 25.....    | Vigan, Philippines.....            | March 19, 2003                    |
| 26.....    | Zhongshan, China.....              | June 18, 1997                     |

**HONOLULU FILM OFFICE**

**Walea Constantinau, Film Commissioner**

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

The HFO works with federal, state, and county agencies and boards, film unions and associations, community groups, and strategic partners in the private sector to develop the television/film industry in Honolulu, to build the local film industry infrastructure, and to market, attract, and facilitate all levels of productions.

Oahu is the hub of production for the state and typically generates 50-75 percent of statewide production expenditures, usually equaling or outpacing the combined totals of the Neighbor Islands.

The estimated statewide direct expenditures generated by film and media production in calendar year 2009 is approximately \$150 million. This figure represents approximately \$50 million more than the annual production spent prior to the July 2006 enactment of Act 88, the refundable film production tax credit. This figure is particularly significant given the challenges posed in 2008 with the



The cast of the television series LOST, which became a global phenomenon and filmed their final season on Oahu in 2009-2010. ©ABC



Oscar-winning film director Alexander Payne frames a shot while filming THE DESCENDENTS in Honolulu, his latest project which stars George Clooney.

global economic crisis. Although specific county-by-county data is not available from DBEDT at this time, it can be estimated that direct spending on Oahu by film, television and other media entities was approximately \$75 - \$115 million for calendar year 2009. The HFO directly assisted in permitting an average of 24 distinct projects each month totaling over 300 different filming projects from large to small during 2010 including the global hit television series LOST which filmed its final episode in April – May 2010.

The conservative financial trends exhibited earlier in the year by the film industry gave-way in the fall when multiple projects started looking seriously at filming in the islands including a remake by CBS Television Studios of HAWAII FIVE-0 from Alex Kurtzman and Roberto Orci (*Transformers*, *Star Trek*, *Fringe*), a new ABC television series OFF THE MAP by Shonda Rhimes and Betsy Beers (*Grey's Anatomy*, *Private Practice*) and two Honolulu-set feature films, THE DESCENDANTS by Oscar-winning writer-director Alexander Payne starring George Clooney, and the sci-fi block buster BATTLESHIP (Peter Berg/Universal Studios) as well as the fourth installment of the PIRATES OF THE CARIBBEAN film franchise.

By the spring of 2010 all but one of the above projects had either committed to filming in the islands or were in active production. It is anticipated that calendar year 2010 will be a record-breaking year, exceeding 2007 totals of \$229 million in direct spending.

The HFO supports a diversified portfolio of projects. The 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 filming projects of various scope, scale and economic impact. Larger imported projects often bring much needed resources and training while smaller modestly-budgeted projects often hire less-seasoned workers or gives those with new training experiences an opportunity to manage a department and establish a stronger foundation for their developing skill-set.

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 Commissioner International and is the first and only to-date 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, print advertising, and television shows 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 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." This year the Honolulu Film Office chaired the booth set up and design committee which garnered a Best of Show award at the 2010 global film commission showcase event, Locations Trade Show in Los Angeles. Additionally, the HFO conducts 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 film production work.



Honolulu hosts productions from around the world. Pictured here is the filming of a Japanese commercial.

CBS Television Studios filmed the pilot for the new HAWAII FIVE-0 in March of 2010 and kicked off the first day of filming with a traditional Hawaiian Blessing.





## DEPARTMENT OF THE PROSECUTING ATTORNEY

Peter B. Carlisle, Prosecuting Attorney  
Douglas S. Chin, First Deputy Prosecuting Attorney

### POWER, DUTIES AND FUNCTIONS

Voters of Oahu elect the prosecuting attorney every four years. Under the city charter, the prosecuting attorney shall:

- a) Attend all courts in the city and county of Honolulu and conduct, on behalf of the people, all prosecutions therein for offenses against the laws of the state and the ordinances and rules and regulations of the city;
- b) Prosecute offenses against the laws of the state under the authority of the attorney general of the state;
- c) Institute proceedings before the district judges for the arrest of persons charged with or reasonably suspected of public offenses, when the prosecuting attorney has information that any such offenses have been committed, and for that purpose, take charge of criminal cases before the district judges;
- d) Draw all indictments and attend before and give advice to the grand jury whenever cases are presented to it for its consideration; and
- (e) Investigate all matters that may properly come before the prosecuting attorney. Nothing herein contained shall prevent the conduct of proceedings by private counsel before courts of record under the direction of the prosecuting attorney.



Prior to her appointment to the bench as a district court judge in the First Circuit, State of Hawaii, Acting Prosecutor Douglas Chin acknowledges Deputy Prosecuting Attorney Sherri-Ann Iha's 18 years of service with The Department of the Prosecuting Attorney in presenting her with a koa plaque.

### ORGANIZATION OF THE DEPARTMENT

The Department of the Prosecuting Attorney (PAT) is organized into six divisions of deputy prosecuting attorneys (DPAs). A division chief oversees each division. In some divisions, one or more team captains supervise smaller groups as well. Support staff in each division, under the direction of a clerical supervisor, assists the prosecutors with their work.

In addition, PAT legislates for changes in the law that will benefit crime victims and law enforcement, provides outreach to the community through full-time community prosecutors, and participates actively in specialty courts such as drug court, mental health court and HOPE probation. Two more non-attorney divisions – an Investigative Services Division of 20 full-time investigators and a Victim Witness Kokua Services Division of 20 victim advocates, along with their respective support staff, provide further service to the community on behalf of PAT.

The six divisions of DPAs are the: (1) Career Criminal Division; (2) Domestic Violence, Juvenile Offenders and Elder Abuse Justice Division; (3) Trials Division; (4) Screening and Intake Division; (5) Appellate Division; and (6) Misdemeanor and Traffic Division. These are individually described below.

#### A. Career Criminal Division

In 1979, the Hawaii State Legislature recognized that “a substantial and disproportionate amount of serious crime is committed against the people by a relatively small number of multiple and repeat felony offenders (“career criminals”). The legislature established the Career Criminal Prosecution Program (CCP), Hawaii Revised Statutes, Chapter 845, to “support increased efforts by prosecuting attorneys’ offices to prosecute career criminals through organized and operational techniques that have

been proven effective in selected counties in other states.” Some of these techniques include enhanced sentencing, such as court-ordered consecutive sentencing; court-ordered mandatory minimum sentences which must be served before becoming eligible for parole; and extended term sentences; wherein sentences are increased if a jury (or judge if defendant waives his right to a jury) determines in a separate trial that the extended sentence is “necessary for the protection of the public.”

The Career Criminal Division (“CCD”) of the Honolulu Prosecutor’s Office was established over 30 years ago in response to Chapter 845. It is a highly skilled prosecutorial litigation unit that vertically prosecutes those offenders who are identified as career criminals from the acceptance of the case to its final conclusion. Today CCD consists of a division chief, 10 attorneys, two paralegals and four clerical staff.

Through this vertical approach, the CCD prosecutor becomes knowledgeable about individual career criminals, including his/her potential for dangerousness or his/her potential for rehabilitation. Handling the case from its inception also fosters a special working relationship between the police, witnesses, victims and the prosecutor. This approach permits continuity in prosecution and helps to ease the anxiety on the part of witnesses and victims.

In addition to prosecuting career criminal defendants, the deputies assigned to this division share responsibility with two other felony divisions in prosecuting felony sexual offenders. In addition, the deputies coordinate and cooperate with the United States Attorney’s Office, Hawaii Division, in the prosecution of all felons accused of possession of or use of firearms and ammunition. Because of dual jurisdiction in these cases, the coordination and cooperation results in achieving the maximum sentencing in these potentially volatile cases.

The types of cases handled by CCD deputies during fiscal year July 1, 2009 through June 30, 2010 run the entire gamut of the Penal Code, including crimes against persons, property crimes, drugs, and crimes against public administration and order. At the end of the fiscal year, CCD had 406 cases pending. Of those, six cases were pending indictment, 146 cases await trial, 117 cases await sentencing, and 137 warrants of arrest remain outstanding (representing absconded defendants).

During the fiscal year, new cases involving 223 career criminal defendants have been opened (representing 580 separate offenses), and cases involving 223 career criminal defendants (representing 524 separate offenses) have been disposed of either by trial or plea during the year. Of those cases disposed of, five defendants’ cases were dismissed by the prosecution, 12 defendants were acquitted, and 206 defendants or 92.4% were convicted. Of those convicted, 94.4% were convicted as charged, and 5.6% were convicted of lesser offenses. 90% of the convicted defendants received terms of incarceration and are prevented from committing further crimes for the duration of their sentences. Motions to revoke previously-granted probation were filed against 51 career criminal defendants during the year; 44 were granted and seven were either denied or withdrawn. The cases of 34 career criminal defendants are on appeal to the Hawaii appellate courts as of the end of June, 2010.

## **B. Domestic Violence, Juvenile Offenders and Elder Abuse Justice Division**

The **Domestic Violence, Juvenile Offender and Elder Abuse Justice Division** specializes in the prosecution of domestic violence perpetrators, juvenile offenders under the age of 18, or offenders against elderly victims. It consists of one division chief, 20 attorneys, two paralegal assistants, six victim/witness counselors and 10 support staff organized into four teams. The four teams are discussed below.

The **Domestic Violence Felony Team** prosecutes all felony domestic violence cases along with some sexual assault cases. It consists of five attorneys. This team focuses on more serious violent offenses stemming from intimate relationships (husband-wife, boyfriend-girlfriend and same sex couples) and parent-child relationships.

In addition, this team also shares responsibility for prosecuting felony sexual assault cases. While the majority of these cases may involve child and adult victims victimized by perpetrators known to them, i.e., natural father, step-father, uncle, brother, boyfriend, neighbor, family friend, and other generally trusted acquaintances, this team also handles cases involving strangers, chronic child molesters and serial rapists.

The Domestic Violence Felony Team employs vertical prosecution to better deal with the dynamics of these cases. Through vertical prosecution, the assigned prosecutor works with the victims, witnesses, and police investigators from the inception of the case, up through preliminary hearings, grand jury, pre-trial motions, trial, and sentencing. In order to accomplish this, a prosecutor is on-call 24 hours a day to assist police with various aspects of the investigation and to then review the case and make appropriate charging decisions. This approach maintains continuity and enables this team to better handle the many challenges presented by these cases which typically involve uncooperative victims who recant or minimize their prior statements at court due to fear of and/or affection for the perpetrator. This same approach also allows attorneys and staff to better respond to the needs of often emotionally fragile and distraught victims of both domestic violence and sexual assault.

The **Domestic Violence Misdemeanor Team** specifically handles all misdemeanor family or household member abuse cases in violation of section 709-906 of the Hawaii Revised Statutes (“HRS”) and all family court restraining order violations. As such, this team is a high-volume unit that prosecutes the violence arising from intimate relationships (including spouses, boyfriend-girlfriend partners and same-sex couples) and parent-child relationships. It consists of seven attorneys.

This team also employs vertical prosecution to the extent that its prosecutors review, charge, and try their own cases. As part of this effort, each day a prosecutor responds to the police department receiving desk at about 3:00 a.m. and/or on weekends to review and eventually charge the cases involving misdemeanor defendants in custody. This helps ensure more consistency and better handling of these cases, which are made difficult, as the majority of victims are often reluctant and/or uncooperative to testify against the perpetrator. In addition, as many of these offenders and victims are the same individuals handled at the felony level, the misdemeanor and felony prosecutors share the same office wing to foster communication of significant developments and information involving domestic violence perpetrators and victims.

The **Juvenile Offender Team** prosecutes all juvenile offenders or persons under 18 years of age at the time they violate the law. It consists of six attorneys. This team handles cases from felonies, including sexual assault, robbery and murder, to misdemeanors and traffic offenders.

Offenders prosecuted include first-time offenders who commit less serious crimes who are subject to rehabilitative measures through the family court to dangerous individuals and repeat offenders who may be waived to adult court to be tried for more serious crimes.

This team also employs a modified form of vertical prosecution to the extent that they review, charge, and try the majority of their own cases, with some assistance at the initial conferral stage from the Screening and Intake Division.

The **Elder Abuse Justice Team** prosecutes all felony cases involving victims who are 60 years of age or older, and concentrates on the more serious and violent offenses committed against the elderly. At present, it consists of two full-time felony prosecutors with plans to incrementally increase staffing and expand responsibilities in the future as funding becomes available. While many of these cases involve situations where the elderly are victimized by perpetrators known to them, i.e., family, friends and other generally trusted acquaintances, this team also handles other crimes committed against this vulnerable class of victims by others.

The Elder Abuse Justice Team also employs vertical prosecution to better identify and respond to the unique challenges of these cases. Through vertical prosecution, a prosecutor works directly with the victims, witnesses, and police investigators from the inception of the case, up through preliminary hearings, grand jury proceedings, pre-trial motions, trial, and sentencing. In order to accomplish this, a prosecutor is on-call 24 hours every day to assist police with various aspects of the investigation and to review the case and make appropriate charging decisions. This approach maintains continuity and enables the prosecutor to better prosecute these cases which may involve disabled or reluctant victims. It also allows the prosecutor and staff to more effectively respond to this victim population with greater sensitivity.

### C. Trials Division

The **Trials Division** is the largest division in the office and it handles most of the felony cases prosecuted on Oahu. These cases include murder, manslaughter, negligent homicide, sex assault, robbery, burglary, arson, assault, white collar crime, identity theft, campaign fraud, computer crime, drugs, and property crime. In addition to felony cases, the Trials Division handles most of the circuit court misdemeanor jury trials. All matters regarding the extradition of defendants to and from other states are handled by the Trials Division. Many high profile cases are handled by deputies from this division.

The Trials Division consists of 27 trial attorneys, one division chief, and five team captains (supervisors) of the five trial teams with the remaining 21 trial attorneys divided into those respective teams. Three paralegal assistants and 13 clerical staff support the division.

Some of the specialized teams within the Trials Division include a white collar crime unit, which prosecuted numerous high profile cases this year. Another group of attorneys specialize in the full-time prosecution of sex assault cases with a case load 100 percent concentrated in that area. This group employs vertical prosecution so that it may work closely with sex assault victims from the time a case is first brought to the prosecutor through post-sentencing motions.

From July 1, 2009 to June 30, 2010, the division completed about 2,000 cases.

**For his outstanding work – and after a review of its cases nationwide – Llorente SIU selected DPA Scott Bell of PAT as its “Prosecutor of the Year 2009”. Bell successfully obtained a criminal conviction in one of the first theft and perjury cases involving workers’ compensation insurance fraud in this state.**



### D. Screening and Intake Division

The Screening and Intake Division (“SID”) screens most felony cases (except for domestic violence, elder abuse, and white collar cases which are handled by different divisions) brought to this department by the Honolulu police department and other state investigative agencies. SID’s primary role is to review felony cases and decide which to accept for prosecution, which to decline, and which need follow-up work. SID also reviews search warrants, handles preliminary hearings in District Court, prepares and presents cases to the Oahu Grand Jury, and prepares cases for information charging.

SID consists of one division chief, 12 attorneys, five support staff, and two paralegal assistants. To accomplish its tasks, SID dedicates three full-time prosecutors to review search warrants and criminal felony cases brought in by the various law enforcement agencies five days a week during work hours. Two more prosecutors are on-call after hours and all day on weekends

and holidays to assist the police with various aspects of the investigation and once completed, to review the case and make appropriate charging decisions. The remaining seven prosecutors review, assess, and prepare felony cases brought to SID, and also cover preliminary hearings, grand jury, and the information charging process.

SID reviews and assesses a variety of felony offenses, including but not limited to homicide, robbery, assault, terrorist threatening, negligent homicide, identity theft, shoplifting, auto theft, and burglary.

For the period beginning July 1, 2009 and ending June 30, 2010, SID processed 159 grand jury cases, 162 preliminary hearings, and filed 956 information charging cases.

#### **E. Appellate Division**

The **Appellate Division** represents the State of Hawaii in all appeals from criminal, juvenile and traffic cases prosecuted by PAT. In addition to matters filed in the state appellate courts, including the Intermediate Court of Appeals and Hawaii Supreme Court, attorneys also respond to motions and original proceedings such as petitions for *habeas corpus* and writs of prohibition or *mandamus*. Such matters, responses and petitions are often extensive, requiring much research, writing and verbal skills.

The Appellate Division consists of seven attorneys, all of whom are assisted by a paralegal and two support staff.

Appellate attorneys also represent the State of Hawaii in federal court to argue *habeas corpus* proceedings in which the prisoner-petitioner contests the state court judgment. Federal habeas cases at times require hearings and additional proceedings before the federal district court of Hawaii. When these cases progress to the federal appellate level, the Ninth Circuit Court of Appeals based in San Francisco sets them for oral argument. The Appellate Division also files responses to petitions for writ of certiorari in the United States Supreme Court in Washington, D.C.

In addition, attorneys in the Appellate Division are called upon to provide research and reference assistance to both the administration and the other divisions within the department.

In fiscal year 2009-2010, the attorneys filed 186 briefs in the state appellate courts, 19 federal pleadings, and 178 other substantive pleadings. During this period, 14 cases were argued by the appellate attorneys at the state appellate courts.

#### **F. Misdemeanor and Traffic Division**

According to state Judiciary statistics, approximately 200 misdemeanor and traffic cases are generated each day in the state's First Circuit, which is Oahu. Accordingly, the **Misdemeanor/Traffic Division** handles an extraordinarily high volume of cases, up to thousands in a single month. Typical cases include traffic matters such as driving under the influence of alcohol or drugs, criminal violations, petty misdemeanors, and full misdemeanors committed on the island of Oahu.

This division has one chief, one deputy division chief, one captain, 16 trial lawyers, and approximately 20 support staff. Prosecutors from this division are assigned to courtrooms at district courts in Honolulu, Pearl City, Wahiawa, Kaneohe, and Waianae. The assigned attorneys screen cases, draft written complaints, and conduct arraignments, motions, trials, and sentencing for the wide variety of cases that are prosecuted in these courts. An attorney assigned to this division does specialized prosecution in street solicitation, Waikiki visitor crimes, and "Weed and Seed" cases (see more information regarding "Weed and Seed" in the section on Community Prosecution).

#### **G. 2010-2011 Legislation Summary**

**2010 Legislative Activity:** PAT sponsored or supported the following bills which passed in 2010 that:

- a) Refined the ignition interlock program which will require adjudicated drunken drivers to place an ignition interlock device on their vehicles beginning in January 2011. The ignition interlock is designed to prevent drivers from starting their vehicles when the driver has a measurable amount of alcohol in their system. Act 166 was signed by the governor on June 14, 2010; and
- b) Added the offenses of Unauthorized Entry in a Dwelling, Unauthorized Possession of Confidential Personal Information and Methamphetamine Trafficking in the Second Degree to the list of felonies which may be charged via information. Charging by information will permit these criminal cases to be initiated by the submission of documents setting forth probable cause to a judge rather than requiring witnesses to come to court to testify. Act 114 became effective on May 17, 2010.

#### **H. Community Prosecution**

**Community Prosecution (CP)** program is a proactive, community oriented, problem-solving approach to law enforcement that embraces the role of the community in solving community crime problems. A key component of community prosecution is collaboration; private and public partnerships are developed and directed toward crime prevention goals. The CP team consists of two attorneys who actively engage in a variety of initiatives designed to reduce crime and improve the quality of life in our community. Community prosecutors work closely with residents, law enforcement, and other crime-fighting partners to solve the crime problems that are as varied as the demographically diverse communities on Oahu.

##### **2010 Ola Pono Awards – Leadership and Service to Families Promoting Drug-Free Lifestyles.**

Honolulu community prosecutors Cecilia Chang and Tana Kekina-Cabaniero, Hilo community prosecutor Mitchell Roth and drug abatement Deputy Attorney General Mark Miyahira have been recognized at the 2010 Ola Pono Awards for our state-wide community prosecution efforts on March 11, 2010. The Ola Pono Award recognizes those who "make meaningful, substantial contributions to our community by promoting safe, healthy and drug-free lifestyles."



Honolulu Prosecutor Peter Carlisle, Deputy Prosecuting Attorney Tana Kekina-Cabaniero, Senior Deputy Prosecuting Attorney Cecilia Chang, Kapalama Teacher Roy Morigawara, Hilo Deputy Prosecuting Attorney Mitchell Roth, Hilo Prosecutor Jay Kimura, March 11, 2010, Ola Pono Awards Banquet, Honolulu, Hawaii.

Honolulu community prosecutors have accomplished the objectives that they set out to achieve. In 2009-2010, the CP team partnered with Hilo community prosecutor Mitchell D. Roth to co-present strategies at the National Weed and Seed Conference in July 2009. The CP team has also created and conducted trainings and meetings on community prosecution techniques and strategies in neighborhoods island-wide; provided resources, structure and support for new community prosecution initiatives that sprung from these training sessions; solicited in-kind support for our Youth Violence Prevention Program (P.A.V.E.) and promoted the Micronesian acculturation booklet that the CP team helped state agencies to produce.

Weed and Seed – Honolulu community prosecutors have continued to improve the prosecution of offenders in Weed and Seed neighborhoods. Prosecutors in partnership with police have maintained the weeding effort.

State of Hawaii Department of Education Truancy Project (June 2009 – March 2010). Based on her nationally recognized work in coordinating youth crime prevention initiatives in the Weed and Seed sites (2003 U.S. Dept. of Justice CCDO Honorable Mention Award – Youth Gangs; 2005 U.S. Dept. of Justice CCDO National State Coordination Award Truancy Sweeps), Deputy Prosecuting Attorney Tana Kekina-Cabaniero serves on truancy taskforces with the State Department of Education at Campbell High School and Farrington High School. Since June 2009, new partnerships and problem-solving initiatives have evolved with Ms. Kekina-Cabaniero serving on a planning committee with the State Department of Education, the State Department of the Attorney General, and the State Department of Health Office of Youth Services. The planning committee hosted a statewide truancy conference on November 5, 2009 for stakeholders in all Hawaii school districts to devise plans to address the truancy problems in their respective communities.



Pictured: Deputy Prosecuting Attorney Tana Kekina-Cabaniero (right) with Waipahu Intermediate School students.

The 15 secondary schools in attendance formed teams of administrators, counselors, teachers, police, community members and service providers; then drafted a truancy action plan specific to their school's needs. 10 schools attended a follow-up training on March 4, 2010 to further work on their plans, receive technical assistance and access more community resources.

“P.A.V.E.” Prosecutors and Advocates for Violence Education: Honolulu community prosecutors continue to provide technical support to the two schools that have adopted P.A.V.E. Kapalama Elementary School teacher Roy Morigawara teaches the P.A.V.E. curriculum to the 5<sup>th</sup> grade classes, reaching approximately 120 students per year. Hau‘ula Elementary School has incorporated the program into its character development class.

- Hau'ula Elementary School Donations (October 2009) and Field Trip (February 11, 2010). From September through October 2009, community prosecutors solicited in-kind donations to support Hau'ula Elementary School, and invited Hau'ula Elementary School for a field trip to the Department of the Prosecuting Attorney on February 11, 2010. Prosecutor Peter Carlisle gave a PowerPoint presentation to the students who thereafter toured the Honolulu historic district.
- Gift to Kapalama Elementary School (March 11, 2010). At the Ola Pono Awards Banquet, Honolulu community prosecutors honored Kapalama educator Roy Morigawara for his invaluable contributions to P.A.V.E., including his initial review of the curriculum to ensure compliance with Department of Education requirements and the subsequent integration of P.A.V.E. into Kapalama's regular curriculum.



March 11, 2010 P.A.V.E. teacher Roy Morigawara (center) is honored by Deputy Prosecuting Attorneys Tana Kekina-Cabaniero (left) and Cecilia Chang (right), and Deputy Attorney General Mark Miyahira (not shown), with the Ola Pono gift of \$500 for the benefit of Kapalama Elementary School.

Drinking in Public Housing Common Areas – “Act 34”: Throughout 2009, community prosecutors collaborated with police and state public housing officials to develop a unified state and local enforcement strategy to implement a new legislative ban on the consumption of alcohol in public housing areas. Community prosecutors continue to serve as consultants on Act 34 cases.

#### I. **Specialty Courts**

PAT dedicates one deputy prosecuting attorney (DPA) for participation in the Hawaii drug court program designed to provide justice for and address the needs of non-dangerous drug offenders. The DPA attends drug court sessions once a week, alternating weeks for calendars from 8:30 a.m. to 12:00 noon, and morning to afternoon. These court sessions are utilized to monitor the progress of drug court clients and provide the prosecution's perspective on dealing with program infractions. In addition to the regularly scheduled court sessions, the DPA attends all other drug court proceedings such as termination hearings, prepares memoranda of law and argues constitutional motions, conducts jury-waived trials, and argues sentencing. The prosecutor also reviews all applicants for drug court and plays an integral part with the Judiciary in selecting appropriate candidates for this program. The prosecutor also assists in developing and improving the program, attends drug court advisory committee meetings, educates personnel in PAT, the Honolulu Police Department, and the community about the program, and has created a written manual of procedures, policies, and guidelines.

Between July 1, 2009 and June 30, 2010, 50 new defendants were petitioned into the Hawaii Drug Court program. During that time, 34 defendants graduated, spending an average of 22 months in the program. The Hawaii Drug Court terminated six defendants for non-compliance with program rules, all of whom received prison sentences. As of June 30, 2010, the Hawaii Drug Court program had 143 participating defendants.

PAT also participates in other specialty courts within the state judicial system, including mental health court and HOPE probation.



# ROYAL HAWAIIAN BAND

Michael D. Nakasone, 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. The administrative and operational affairs of the band are handled by the bandmaster, assistant administrator, brass supervisor, woodwind supervisor, glee club leader, assistant conductor, drum major, librarian-in-charge, assistant librarian, field coordinator and senior clerk-typist. With the exceptions of the bandmaster and the senior clerk-typist the other positions listed are dual positions, they are musicians in the band in addition to their administrative and staff responsibilities.

## Performance Highlights

During Fiscal Year 2010 the band and glee club performed a total of 322 performances.

The Band performed for the City co-sponsored Honolulu Family Festival at Magic Island. The concerts were well attended by residents and visitors to this popular family event.

The Band performed for the City co-sponsored Royal Hawaiian Band Children's Choral Festival 2010 at the Pearl City Learning Center. In March of 2010, the festival featured the vocal talents of student choirs from various Oahu schools.



Weekly concerts are on-going on the lawn at the Iolani Palace on Fridays, and at the Queen Kapiolani Park bandstand on Sundays. Regular performances were scheduled at the Windward Mall, Ala Moana Shopping Center, Mililani Town Center, Pearlridge Shopping Center, and Kahala Mall. The band also performed public concerts at the Royal Grove of the Royal Hawaiian Center.

Hawaiian cultural and monarchial events featured the band at the Queen Lili'uokalani birthday commemoration, Queen Emma's memorial tribute, King Kalakaua's birthday celebration, the Prince Kuhio Parade, the colorful Aloha Festivals Floral Parade, and the regal King Kamehameha Floral Parade.

The band performed for other cultural and community events including the Honolulu and Kapolei City Lights Parades, the Matsuri Parade, the Martin Luther King Jr. Parade, the Pan Pacific Parade, the Night in Chinatown Parade and numerous other community parades. Community concerts were performed at the Waiialua Bandstand, I Love Liliha Festival, Kalihi Sunset in the Park, Waimanalo Country Fair, Korean Festival, Okinawan Festival, Samoan Festival, Vietnamese Festival, Filipino Fiesta and a Bastille Day performance. The band also performed for the City's Parks and Recreation Department's annual May Day celebration featuring entertainment and a magnificent floral display. Other popular regular venues for the Band's programs were the numerous retirement and care facilities around the island. The audiences always looked forward to and enjoyed the Hawaiian and contemporary music by the Royal Hawaiian Band.

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





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## 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.

### **HONOLULU COMMITTEE ON AGING**

Law does not fix membership size and 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 County Arborist Advisory committee researches, prepares and recommends to the City Council trees of exceptional character to be protected by ordinance; the committee also advises property owners relative to the preservation and enhancement of "exceptional" trees, reviews all actions deemed by the council to endanger "exceptional" trees and recommends to the council appropriate protective ordinances, regulations and procedures. Act 105 mandates the County Arborist Committee, Session Laws of Hawaii 1975.

### **MAYOR'S ADVISORY COMMITTEE ON BICYCLING**

Presently eight members; the 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.

### **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 Civil Defense administrator 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.

The Civil Service Commission advises the Mayor and the Director of the Department of Human Resources on matters concerning personnel administration, advises and assists the Director in fostering the interest of institutions of learning and/or civic, professional and employee organizations in the improvement of personnel standards, makes any investigation which it may consider desirable concerning personnel administration, hears appeals, and prescribes rules and regulations.

### **COMMISSION ON CULTURE AND THE ARTS**

Eleven members, five-year staggered term.

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.

## **MAYOR'S COMMITTEE FOR PEOPLE WITH DISABILITIES**

Membership size not fixed by law, terms co-terminus with 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.

## **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.

## **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 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.

## **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 REVIEW I, BOARD OF REVIEW II, BOARD OF REVIEW III (REAL PROPERTY TAX ASSESSMENT)**

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**

Three members are appointed by the Mayor, three by the City Council; the seventh is appointed by the Mayor and confirmed by the council.

The Commission shall consist of seven members, who shall serve for staggered terms of five years and until their successors have been appointed and qualified. 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.

## **HONOLULU COUNTY COMMITTEE ON THE STATUS OF WOMEN**

Law does not fix membership size, four-year staggered terms.

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.

## **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.

## **TRANSPORTATION COMMISSION**

Seven members, five-year staggered terms.

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 jurisdiction of the Department; does not interfere in anyway with the administrative affairs of the Department.

## **OAHU WORKFORCE INVESTMENT BOARD (WIB)**

51 members appointed by the Mayor

The Oahu Workforce Investment Board (WIB) replaced the Oahu Private Industry Council and was created in response to the passage of the federal 1998 Workforce Investment Act. The Act mandated the local governments to establish training and employment programs designed to meet the needs of local businesses and the needs of job seekers including those who want to further their careers. WIB is responsible for the development of a local strategic workforce investment plan for the City and County of Honolulu.

## **BOARD OF PUBLIC GOLF COURSES**

Seven members appointed by the Mayor, 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.

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## **MAJOR BOARDS AND COMMISSIONS**

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### **BOARD OF WATER SUPPLY**

Seven members, five-year staggered terms. (Includes two ex-officio members: The Chief Engineer of the City Department of Public Works 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.

### **FIRE COMMISSION**

Five members, five-year staggered terms.

The Fire Commission appoints the Fire Chief and reviews and makes recommendations on the following: the annual budget of the Fire Department prepared by the Chief, as necessary; the Department's operations for the purpose of recommending improvements to the Fire Chief; evaluates at least annually the performance of the Fire Chief and submits a report to the Mayor and the City Council; reviews personnel actions within the Department for conformance with the policies of recruitment, promotion and training; hears complaints of citizens concerning the Department or its personnel; and, if deemed necessary, makes recommendations to the Fire Chief on appropriate corrective actions; submits an annual report to the Mayor and the Council on its activities; does not interfere in any way with the administrative affairs of the Department.

### **LIQUOR COMMISSION**

Five members, five-year staggered terms.

The Liquor Commission issues liquor licenses and oversees the activities of licensees according to state law and its own regulations.

### **PLANNING COMMISSION**

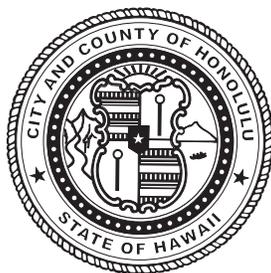
Nine members, five-year staggered terms.

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. The Planning Commission comes under the Department of Planning for administrative purposes.

### **POLICE COMMISSION**

Seven members, five-year staggered terms.

The Police Commission appoints the Chief of Police, 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.



## **LEGISLATIVE BRANCH**



## COUNCIL CHAIR'S MESSAGE

Aloha! Fiscal Year 2010 proved to be a period of challenges and changes at the Honolulu City Council. The Council worked diligently to fill unexpected Council vacancies, adopt a balanced budget and provide legislative action to improve wastewater systems and support the city's rail transit project. This report provides details about the Council's accomplishments and actions in the following areas:

- 1) Public Services
- 2) Affordable Housing
- 3) Social Services
- 4) Public Safety
- 5) Transportation Systems
- 6) Environmental Protection
- 7) Park and Open Space
- 8) Economic Development

The City Council continues to seek innovative approaches to solve both new and routine problems. We are eager to meet the challenges ahead and look forward to a productive 2011. On behalf of your Honolulu City Council, thank you for your continued support of the Legislative Branch.

Aloha,

A handwritten signature in black ink, reading "Todd K. APO". The signature is stylized and cursive.

TODD K. APO  
Council Chair



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## CITY COUNCIL

**Councilmembers: Todd K. Apo, Chair • Nestor R. Garcia, Vice Chair  
Ikaika Anderson, Floor Leader • Romy M. Cachola, Member • Charles K. Djou, Member  
Donovan M. Dela Cruz, Member • Gary H. Okino, Member • Rod Tam, Member**

### 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 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;
- Adopts the annual operating and capital programs and budgets to fund the operations of the city and the delivery of city services;
- Initiates amendments to the city charter;
- Adopts measures that will yield sufficient moneys to balance the budget, including the setting of the annual real property tax rates and authorizing the issuance of general obligation bonds;
- Adopts a general plan for the city and land use laws affecting the city’s 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, appoints members of certain commissions;
- Fixes fees and charges for city services and the use of city property or delegates that authority to the city executive branch;
- 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 quasigovernmental 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 number and diversity of public testimony 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.

On August 7, 2009, Ann Kobayashi was elected at a special election for District V held to replace Duke Bainum, who passed away on June 9, 2009. Charles K. Djou was elected to the U.S. Congress for the 1st District of Hawaii and resigned his seat representing Council District IV effective May 25, 2010. On June 9, 2010, the council adopted Resolution 10-132, CD1, FD1 and thereby elected Lee Donohue to serve the remainder of the term ending January 2, 2011.

At the end of fiscal year 2009-10, the members of the council and voting members of the committees at that time were the following:

**Councilmembers**

Todd K. Apo, Chair  
Nestor R. Garcia, Vice Chair  
Ikaika Anderson, Floor Leader  
Romy M. Cachola, Member  
Donovan M. Dela Cruz, Member  
Lee Donohue, Member  
Ann Kobayashi, Member  
Gary H. Okino, Member  
Rod Tam, Member

**Committee on Boards and Commissions**

Chair: Romy M. Cachola  
Vice Chair: Rod Tam  
Member: Donovan M. Dela Cruz

**Committee on Budget**

Chair: Nestor R. Garcia  
Vice Chair: Gary H. Okino  
Members: Ikaika Anderson, Ann Kobayashi, Rod Tam

**Committee on Executive Matters and Legal Affairs**

Chair: Donovan M. Dela Cruz  
Vice Chair: Ikaika Anderson  
Members: Todd K. Apo, Romy M. Cachola, Lee Donohue, Nestor R. Garcia, Ann Kobayashi, Gary H. Okino, Rod Tam

**Committee on Planning**

Chair: Rod Tam  
Vice Chair: Romy M. Cachola  
Member: Ikaika Anderson

**Committee on Public Infrastructure**

Chair: Ann Kobayashi  
Vice Chair: Donovan M. Dela Cruz  
Members: Ikaika Anderson, Lee Donohue, Nestor R. Garcia

**Committee on Public Safety & Services**

Chair: Lee Donohue  
Vice Chair: Ann Kobayashi  
Member: Gary H. Okino

**Committee on Transportation**

Chair: Gary H. Okino  
Vice Chair: Nestor R. Garcia  
Members: Romy M. Cachola, Donovan M. Dela Cruz, Lee Donohue

**Committee on Zoning**

Chair: Ikaika Anderson  
Vice Chair: Lee Donohue  
Members: Nestor R. Garcia, Gary H. Okino, Rod Tam

**ACCOMPLISHMENTS**

In fiscal year 2009-10, the council's primary task was to help the City and County of Honolulu find its way through the worldwide recession: how to maintain core city services and provide help for those most in need at a time when revenues and resources are especially scarce. After studying and evaluating the many issues and problems brought before the council and considering the input of the city administration, public, and relevant interests, the council approved measures that may be categorized into the following general areas: (1) maintaining city services; (2) providing affordable housing and social services; (3) ensuring public safety; (4) investing in transportation; (5) protecting the environment; (6) preserving parks and open space; and (7) promoting economic development.

## **MAINTAINING CITY SERVICES**

In spite of the continuing poor performance of the broader economy, the council adopted a balanced budget that maintained core city services and avoided unreasonable burdens on taxpayers and other residents. A key factor in achieving this balance was approval of a twice per month furlough of most city employees (Ord. 10-11). The savings attributed to this measure were estimated to exceed \$26 million.

A new homeowner class of real property taxpayers was also created to enable special tax rates to be applied (Ord. 9-32). The tax rate for homeowners approved for the FY 2011 fiscal year budget was \$3.42 per \$1,000 of property valuation. The council reduced the mayor's proposed rates for nonhomeowner taxpayers from \$3.72 per \$1,000 to \$3.58 per \$1,000 of property valuation, bringing that rate much closer to the rate applied to homeowners (Res. 10-60, CD1). Further easing the tax differential for taxpayers in the nonhomeowner class was a one-time tax credit for FY 2011 applicable to those who had one home on their property (Ord. 10-8). The minimum real property tax, which had long remained at \$100, was raised to \$300 (Ord. 10-9). To encourage more participation by veterinarians in the city's spay/neuter subsidy program, the fees allowed to be charged for many of these surgeries were increased (Ord. 10-1).

The city's practice of providing a significant amount of funding for city employee positions that are vacant at a particular point in time drew special scrutiny by the council. Although the funds are often used as intended to pay for new employees hired into these positions, these budgeted funds may also be used for contract hires or other expenses, or may not be used at all. Even when budgeted amounts for vacant positions are not used, taxes and fees must be levied to cover the appropriations to balance the budget. As a first step in providing greater accountability to the public, the council created a new budget line item for each city agency that would separately account for these vacant position funds (Ord. 10-11).

The council approved an agreement for the city to take over Kapolei Property Development LLC's obligation to complete a portion of Kapolei Parkway. In exchange, the city would acquire from the developer 51 acres of prime Kapolei land (Res. 10-49). To help carry out this agreement, \$19 million was appropriated for the construction of Kapolei Parkway (Ord. 10-12).

## **PROVIDING AFFORDABLE HOUSING AND SOCIAL SERVICES**

To focus city efforts to make housing more affordable to Honolulu residents, the council appropriated \$124,000 to establish a new Office of Housing in the managing director's office (Ord. 10-11). Supplementing the prior year's funding, \$7.6 million was appropriated to the River Street Residences project in Chinatown, conditioned on whether prior funding was being used and requiring the involvement of the Chinatown community in the project (Ord. 10-12). To further such involvement, the department of planning and permitting was asked to prepare a Chinatown plan in partnership with that community, using \$300,000 in funding (Ord. 10-11), that would consider the development of various forms of city-assisted housing, as well as the area's issues involving public safety, sanitation, and public facilities (Res. 9-364, CD1).

Utilizing the city's authority to exempt certain affordable housing projects from development regulations to make them economically viable, the council approved exemptions for Kaukamana Hale in Lualualei (Res. 9-228, CD1), Franciscan Vistas in Ewa Beach (Res. 9-274, CD1), Maili Self Help III (Res. 9-312, CD1), and Hale Mohalu II in Pearl City (Res. 9-317, CD1). The worsening local economy prompted two affordable housing projects underway to seek relaxation of income limits on their buyers or renters. The council granted requests by Plantation Town Apartments in Waipahu (Res. 9-342, CD1, FD1), and Franciscan Vistas in Ewa Beach (Res. 9-358, FD1). The need to broaden income eligibility for affordable housing that was required as part of privately developed housing projects approved for rezoning was addressed as a general city policy in Resolution 9-241, CD1.

The council approved an array of financial assistance for housing and social services in consideration of the community's exceptional current needs. Items supported included applications to obtain up to 200 housing vouchers from the federal government (Res. 10-125), \$3.9 million in homeless assistance federal grants to be distributed to local organizations (Res. 9-293, CD1, FD1), \$2 million in state grants for emergency shelter providers (Res. 10-104), \$2.2 million in city funds for a new grant program for human service and leeward coast programs (Ord. 10-11), up to \$4 million in federal funds for occupational training in "green" industries (Res. 9-264, CD1), and \$1 million in federal funds for education and occupational training for young parents and expectant mothers (Res. 9-233, CD1). The council also supported an exemption from real property taxes for child care programs (Ord. 9-24).

## **ENSURING PUBLIC SAFETY**

Culminating years of preparation by federal, state and city officials to boost global awareness of Hawaii as a business destination, in November 2009, the President of the United States announced that the next meeting of the Asia-Pacific Economic Cooperation Conference would be held in Honolulu. The prestigious gathering of the heads of 21 nations may draw up to 10,000 attendees at the Hawaii Convention Center in November 2011. While a great honor, Honolulu's selection as host city poses real costs to ensure public safety for the signature event. \$14 million was appropriated for the city's public safety agencies to adequately prepare (Ord. 10-11). It was anticipated that the city would be reimbursed for its costs by the federal government.

Other public safety measures drawing council support included \$3.9 million in state funds for a new ambulance facility in Waipio (Res. 9-329), an audit to determine if the city has an adequate fleet of ambulance and emergency notification vehicles (Res. 9-86), a call to responsible agencies to ensure the adequacy of civil defense sirens after problems were discovered during the February

2010 tsunami warning (Res. 10-59), and a call to the department of facility maintenance to be more vigilant in keeping streams and drainages clear to avoid devastating floods (Res. 8-269, CD1).

The council also acted on various other measures to promote public safety. It doubled the fine for unpermitted construction (Ord. 10-6), and called for stricter laws from the legislature regarding the use of replica firearms in the commission of a crime (Res. 10-120, 10-121, CD1), the impounding of vehicles involved in prostitution (Res. 10-13), and human trafficking for sexual and labor exploitation (Res. 9-284, CD1). It reiterated its opposition to any legislation legalizing gambling, which the legislature had considered as a means of enhancing the finances of state government (Res. 9-313). It called on the state department of commerce and consumer affairs to rigorously enforce contractor licensing requirements following complaints involving photovoltaic and solar water heating equipment installations (Res. 10-122, CD1).

## **INVESTING IN TRANSPORTATION**

The council further advanced development of the city's transportation network by approving substantial resources for such projects. The rail project known as the Honolulu High Capacity Transit Project garnered special attention, including an unprecedented \$1.3 billion appropriation and a federal engineering grant of \$35 million (Ord. 10-12, Res. 10-124). To provide independent governance for the rail system, a proposal to establish a public transit authority was approved to be on this year's ballot for consideration by the voters (Res. 9-252, CD1). An agreement to identify historic properties along the proposed rail route and propose appropriate mitigation measures was approved (Res. 9-306, CD1), as well as an agreement to exchange certain city land in Ewa for state land in Pearl City desired for development as a maintenance yard for the rail system (Res. 9-343, CD1). The council requested more detailed information on the rail system's projected revenues and expenditures (Res. 10-86). Finally, it asked the legislature to initiate an amendment to the state constitution that would enable the city to issue tax increment bonds (Res. 10-102, CD1). Such bonds were hoped to help the city finance future projects such as rail transit stations.

Funding was also approved for other major transportation initiatives. \$17 million was appropriated to begin development of an Alapai Transit Management Center that would house both city and state traffic management staff as well as city emergency management personnel (Ord. 10-12). \$81 million was provided for rehabilitation and reconstruction of Oahu roads (Ord. 10-12). Approval was given to apply for federal funds for bus maintenance (\$21-\$38 million) and transportation coordination for elderly, disabled, and low-income persons (Res. 9-211, CD1). Approval was also issued for an agreement with the University of Hawaii at Manoa to initiate a two-year student bus pass program (Res. 9-292). Various bicycle projects were provided \$2.3 million in funding (Ord. 10-12), and \$2 million was appropriated to develop walkways in Haleiwa (Ord. 10-12). Pedestrian safety also gained support as approval was provided to implement a \$48,000 state pedestrian safety program (Res. 9-263) and the city administration was urged to test in-pavement crosswalk lights to improve pedestrian safety (Res. 9-360).

## **PROTECTING THE ENVIRONMENT**

The council appropriated \$344 million for a variety of wastewater system projects, including: \$140 million to construct or rehabilitate Ala Moana Wastewater Force Mains, \$91 million to construct the Kaneohe/Kailua Force Main, and \$24 million for Kailua wastewater treatment plant improvements (Ord. 10-12). On the revenue side, nearly \$360 million in sewer revenue bonds were approved for issuance to support the city's extensive roster of ongoing wastewater projects (Res. 9-235, CD1; 9-236, CD1). The council continued to implement funding from the American Recovery and Reinvestment Act of 2009, known as federal stimulus funds, that was provided to local governments through in specified program areas relating to infrastructure, public transportation and road projects, housing and homeless assistance, energy conservation projects, services for low-income people, and law enforcement. \$7.5 million in federal stimulus funds to be provided as a zero-interest loan to the city was approved for the rehabilitation and reconstruction of the Waimalu sewer (Res. 9-231, CD1). A new funding source for wastewater projects, revenue bonds financed by the U.S. Department of Agriculture's Rural Utilities loan program, was supported, with the first issuance amount of \$4 million (Res. 9-327, 9-328). That program would also finance a separate \$1 million grant for the Laie Point and Laniola Beach Wastewater Systems project (Res. 9-349).

The council also lent its support to refuse disposal projects. It appropriated \$143 million to replace or expand Hpower, the city's waste to energy plant (Ord. 10-12). The council adopted a city policy that allowed solid waste to be privately shipped out of state to the continental U.S. until the earliest of: 100,000 tons of such waste having been shipped, three years having elapsed, a third boiler having been installed at Hpower, or the city's determining that the waste must be burned at Hpower due to existing contracts (Res. 9-227, CD1). It also expanded the application of city disposal fees to apply to any new refuse transshipment facility established on Oahu (Ord. 10-2). The council called for greater efforts by the city to divert refuse from the landfill, including stepping up the recycling of electronic waste (Res. 9-239, CD1), recycling more of the asphalt and concrete debris it produces (Res. 9-367, CD1), and initiating a pilot project to reclaim old asphalt from its road work (Res. 10-11).

Other environmental issues addressed include approval of \$123,000 in federal stimulus funds to conduct watershed pollution studies (Res. 9-331) and setting a goal that 10 percent more recycled water be produced and used over the next 10 years (Res. 9-50, CD1, FD1).

## **PRESERVING PARKS AND OPEN SPACE**

The council moved to preserve the recreational use of the city's public parks by imposing new regulations on the use of tents and shopping carts in the parks (Ord. 10-4, 10-5). It also approved substantial resources to improve and expand the city park system, including; \$3 million for a wastewater system at Kualoa Regional Park (Ord. 10-12), \$3 million from the Clean Water and Natural Lands Fund for projects such as the purchase of a conservation easement to protect the Fong Plantation in Windward Oahu and the acquisition of land for a park in Nanakuli (Ord. 10-12), \$2.6 million to reconstruct ball field lighting at Ala Wai Community Park (Ord. 10-12), and \$2.3 million to reconstruct the Waikiki Shell parking lot (Ord. 10-12). A National Park Service grant of \$660,000 was also accepted to improve Geiger Community Park in Ewa (Res. 10-127). To preserve existing after-school programs in parks in the face of severe budget pressures, fees for such programs were authorized to be charged (Ord. 9-27). Finally , the council endorsed the work of the Clean Water and Natural Lands Commission, which the council created in 2008 (Res. 8-246. CD1).

## **PROMOTING ECONOMIC DEVELOPMENT**

Actions were taken to support and strengthen the city's ailing economy. An agreement with the Hawaii Tourism Authority was approved to accept \$1.3 million of its funds for fiscal years 2010-2012 to expand and enhance the city's visitor destinations and services (Res. 9-257). To promote the viability of certain agricultural operations, the council approved a change in the city's land use law to permit limited retail plant sales on agricultural land (Ord. 9-26). Also of benefit to agriculture, \$500,000 was appropriated to identify important agricultural land on Oahu (Ord. 10-11). This implements a state requirement (HRS Sec. 205-47) that counties recommend such land to the state land use commission which makes the final determination of which lands will receive protection as provided in the constitution (HC Art. XI, Sec. 3).

The council approved new entries into Honolulu's sister city program: Majuro, of the Marshall Islands (Res. 9-282), and Haikou (Res. 9-303) and Qinhuangdao (Res, 10-90, FD1). of the People's Republic of China.



# 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; acts as the custodian of its books, papers and records including ordinances, resolutions, and rules and regulations of all City agencies; 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 charter and laws of the State; and performs such other functions as required by the charter or by law.

Staffed with 28 positions, the Office of the City Clerk is organized under the following four operating units: Administration, Council Assistance, Office Services and Elections.

All appointees to boards/commissions are now required to sign our notary book

### CLERK ADMINISTRATION

The Clerk, with the assistance of a staff assistant and two secretaries, is responsible for directing all programs and activities of the office.

### Oaths of Office

For Fiscal Year 2010, 18 public officials were administered the oath of office in accordance with Section 13-118 of the Revised City Charter, 16 of which were performed for appointees to boards and commissions, and two for appointees as agency heads and deputies.

### Disclosure of Financial Interests Statements

Elected officers and appointed agency heads and deputies are required to disclose their financial interests and file statements with the Clerk when taking or leaving office, and annually by January 31. Candidates for elective city office are also required to file disclosure of financial interests' statements with the City Clerk's Office within 10 working days after the candidate-filing deadline. Fifty-eight annual statements were filed in FY 10.

### Revenue

The following sources of revenue collected by the office enabled the City to offset its expenditures.

#### FY 10 Revenue Detail

|  |    |                 |
|--|----|-----------------|
| Copies of Records.....                         | \$ | 158.00          |
| Certificate of Correctness of Information..... |    | 8.00            |
| Voter Certificates.....                        |    | 258.50          |
| Voter Tape Rental.....                         |    | 4,750.50        |
| Candidate Filing Fees .....                    |    | 300.00          |
| Sundry Refunds .....                           |    | 61.16           |
| Vac Accumulated Deposits .....                 |    | <u>2,769.64</u> |
| FY 10 Total Receipts.....                      | \$ | <u>8,305.80</u> |

### 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 and resolutions, bills and ordinances introduced and acted upon by the



Council Assistance Supervisor is discussing agenda with staff before Council meeting.

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 10 Workload Statistics**

|  |           |
|--|-----------|
| <b>Council Meetings and Hearings</b>           |           |
| Regular Sessions .....                         | 12        |
| Special Sessions .....                         | 0         |
| Public Hearings .....                          | 11        |
| <b>Legal Notices Published</b>                 |           |
| Public Hearing Notices .....                   | 15        |
| <b>Speakers</b>                                |           |
| Council Meetings .....                         | 287       |
| Public Hearing .....                           | 258       |
| <b>Honorary Certificates Presented</b>         |           |
| Floor Presentation .....                       | 162       |
| Outside Presentation .....                     | 381       |
| Retirees Certificate .....                     | 184       |
| <b>Standing Committee Meetings</b>             |           |
| <b>July 1, 2009 – August 26, 2009</b>          |           |
| Budget .....                                   | 2         |
| Executive Matters & Legal Affairs .....        | 2         |
| Public Infrastructure .....                    | 1         |
| Public Safety & Services .....                 | 2         |
| Transportation & Planning .....                | 2         |
| Zoning .....                                   | 1         |
| <b>August 27, 2009 – June 21, 2010</b>         |           |
| Budget .....                                   | 12        |
| Executive Matters & Legal Affairs .....        | 10        |
| Planning .....                                 | 10        |
| Public Infrastructure .....                    | 10        |
| Public Safety & Services .....                 | 9         |
| Transportation .....                           | 8         |
| Zoning .....                                   | 9         |
| <b>June 22, 2010 – June 30, 2010</b>           |           |
| Boards & Commissions .....                     | 1         |
| Budget .....                                   | 1         |
| Executive Matters & Legal Affairs .....        | 1         |
| Planning .....                                 | 1         |
| Public Infrastructure .....                    | 1         |
| Public Safety & Services .....                 | 1         |
| Transportation .....                           | 0         |
| Zoning .....                                   | 0         |
| <b>Total Standing Committee Meetings</b> ..... | <b>79</b> |
| <b>Other Meetings</b>                          |           |
| Kapiolani Park Trust .....                     | 2         |
| <b>Speakers</b>                                |           |
| Committee/Other Meetings .....                 | 682       |

|   |              |
|---|--------------|
| <b>Committee Reports</b>                                |              |
| Committee Meetings .....                                | 402          |
| <b>Information Section</b>                              |              |
| <b>July 1, 2009 to June 30, 2010</b>                    |              |
| <b>Legislative Items Published</b>                      |              |
| Ordinances .....  | 26           |
| Bills Passes Second Reading .....                       | 32           |
| Resolutions (condemnations) .....                       | 2            |
| Resolutions (Second Reading-Charter Amendment) .....    | 7            |
| <b>Improvement Districts</b> .....                      | <b>0</b>     |
| <b>Property Owners Notified by Certified Mail</b> ..... | <b>0</b>     |
| <b>Meeting Notices Filed Pursuant to HRS 92-7</b> ..... | <b>1,079</b> |
| <b>Communications Received</b>                          |              |
| Council Communications .....                            | 231          |
| Departmental Communications .....                       | 960          |
| Mayor’s Messages .....                                  | 161          |
| Miscellaneous Communications .....                      | 2,238        |
| Petitions .....   | 34           |
| <b>Bills Introduced</b>                                 |              |
| Passed .....  | 26           |
| Veto Overridden .....                                   | 0            |
| Veto Sustained .....                                    | 1            |
| Returned Unsigned .....                                 | 0            |
| Filed on Floor .....                                    | 3            |
| Filed per ROH Sec. 1-2.4 .....                          | 55           |
| Pending .....   | 85           |
| <b>Resolutions Introduced</b>                           |              |
| Adopted .....   | 267          |
| Filed on Floor .....                                    | 3            |
| Filed per ROH Sec. 1-2.5 .....                          | 57           |
| Pending .....   | 103          |
| Veto Sustained .....                                    | 0            |
| <b>Rules and Regulations Filed</b> .....                | <b>5</b>     |
| <b>Documents Processed</b>                              |              |
| Deeds .....   | 4            |
| Easements .....   | 6            |
| <b>Extracts Certified</b> .....                         | <b>10</b>    |

**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 provide 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.

**FY 2010 Workload Statistics**

The print room printed and distributed the following:

**Council**

**Number of sets made for each meeting held:**

- Order of the Day ..... 27 sets
- Order of the Day Letterhead..... 150 sets

**Committees**

**Number of sets made for each meeting held:**

- Complete Agendas..... 45 sets
- Letterheads..... 180 sets

**City Clerk**

- Letterheads.....3,000
- Business cards .....1,200
- Election forms.....2,000
- Election envelopes .....2,500

**City Council**

- Business cards .....5,200
- Envelopes ..... 1,000



Processing mail for the legislative branch is one of the Printroom staff's duties.

**ELECTIONS DIVISION**

The Elections 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 senior elections clerks (3). The FY 10 highlights included the implementation of a special vote-by-mail vacancy election for Council District V caused by the passing of the late Councilmember Duke Bainum. That election was held on August 7, 2009. The Elections Division also assisted the State Office of Elections with the implementation of a special congressional election for congressional district 1.

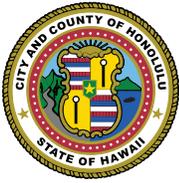
**Voter Registration**

- Active Voters..... 387,262
- Fail Safe Voters ..... 69,400
- Total Registered Voters ..... 456,662 \*\*

*\*\* The County voter registration total includes active voters and voters on "fail safe" status that must be maintained for two election cycles pursuant to federal law. Registration total is of July 9, 2010.*



Staff is explaining this year's new Permanent Absentee Application whereby once voters apply, they will not have to re-apply every election year to receive their absentee ballots as in the past.



## OFFICE OF THE CITY AUDITOR

Leslie I. Tanaka, CPA, City Auditor;  
Edwin S.W. Young, MBA, MS, CIA, CFE, CGFM, 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 agency to strengthen the auditing function in City government and ensure that the agencies and programs of the City are held to the highest standard 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 accountability, fiscal integrity and openness in City government. OCA will examine the use of public funds, evaluate programs and activities, and provide timely, accurate and objective analyses, options and recommendations to decision makers. The audits ensure city resources are used effectively and efficiently to meet the needs of the public.

### YEAR IN REVIEW

#### Audit Reports

OCA released three performance audit reports in FY 10 and will be releasing a fourth report shortly. The office is currently working on completing two additional performance audits according to its FY 10 work plan, as well as follow-up audits of departments and programs that were originally audited in 2004 and 2005. In addition, one contract audit (financial audit) was completed this year.

#### Peer Review

OCA underwent its second peer review in August 2009. The peer review team, consisting of city auditors from the City of Stockton, California, the City of Oklahoma City, Oklahoma, and the Director of the Auditor General's Office in Toronto, Canada, issued OCA a clean opinion. They found that OCA's internal quality control system was suitably designed and operating effectively to provide reasonable assurance of compliance with *Government Auditing Standards* for audit engagements during the period July 1, 2006 to June 30, 2009.



Members of the peer review team (left to right): Alan Ash, Director, Auditor General's Office, City of Toronto, Canada; Michael Taylor, City Auditor, City of Stockton, California; and Jim Williamson, City Auditor, City of Oklahoma City, Oklahoma.



Edwin S. W. Young is appointed as the new City auditor by the Honolulu City Council in May 2010.

#### New City Auditor

In May 2010, the Council appointed Edwin Young as the new city auditor, replacing Leslie Tanaka who retired after serving as Honolulu's first city auditor for over six years.

#### SUMMARY OF REPORTS TO COUNCIL AND MAYOR

OCA released the following three performance audit reports in FY 10: 1) Audit of Select Management Practices of City-Owned Vehicles Under the Jurisdiction of the Department of Facility Maintenance; 2) Audit of the Department of Transportation Services' Honolulu High-Capacity Transit Corridor Project Contracts; and 3) Audit of the Honolulu Fire Department's Fire Code Inspection Program for High-Rise Residential Buildings. OCA continues to oversee the financial

audit of the City, which resulted in findings and recommendations for the fiscal year ended June 30, 2009, by N&K CPAs, Inc., the contract auditor. All of the completed reports are available to the public on OCA's web page ([www.honolulu.gov/council/auditor](http://www.honolulu.gov/council/auditor)).

**Audit of Select Management Practices of City-Owned Vehicles Under the Jurisdiction of the Department of Facility Maintenance**

In FY 07, the City and County of Honolulu reported that it owned 2,218 vehicles and motorized equipment valued at \$348,002,191. Given the significant value of these assets, its potential for abuse, the rising cost of fuel, and because no comparable audit or study had been conducted in prior years, OCA initiated this audit to examine the City's purchasing and management of the 949 passenger vehicle fleet under the Department of Facility Maintenance's jurisdiction. The objectives of this audit were to review and assess select passenger vehicle fleet management purchasing practices and operations practices.

In this audit, OCA found that the City's purchasing practices for passenger-type vehicles are fragmented and lack accountability. It was also found that the City's fleet management operations practices and structure further contribute to an inefficient fleet that is inconsistent with fleet management best practices.

**Audit of the Department of Transportation Services' Honolulu High-Capacity Transit Corridor Project Contracts**

This audit focused on whether consultants have met the terms and conditions for contracts between the Department of Transportation Services, InfraConsult, and PB Americas, Inc. for certain technical and professional services related to the Honolulu High-Capacity Transit Corridor Project. The objectives for this audit were to assess whether the Department of Transportation Services' Rapid Transit Division's (DTS-RTD) Honolulu High-Capacity Transit Corridor Project contracts were procured in compliance with existing policies, laws and regulations; and to assess the effectiveness by which DTS-RTD manages its Honolulu High-Capacity Transit Corridor Project contractors to ensure compliance with contract terms and conditions.

For this audit, OCA found that DTS-RTD complied with procurement and contract management requirements for the Honolulu High-Capacity Transit Corridor Project, but needs to take measures to improve transparency and increase accountability. Specifically, DTS-RTD needs to improve its documentation for its procurement decisions to improve transparency. In addition, the division needs to better monitor contract implementation, and to develop detailed guidelines in some areas to increase accountability.

**Audit of the Honolulu Fire Department's Fire Code Inspection Program for High-Rise Residential Buildings**

OCA initiated this audit due to concerns about the Honolulu Fire Department's ability to ensure compliance with mandated fire code inspections every two years of buildings and facilities which include residential high-rise buildings; monitor problems with inspection record keeping; and report pertinent data on the number of fire code inspections completed within the two-year cycle. The objective for this audit was to assess the effectiveness of the Honolulu Fire Department's fire code inspection program for high-rise residential buildings.

OCA found that the Honolulu Fire Department's fire inspection database for high-rise residential buildings is incomplete, inaccurate and cannot effectively track compliance with state law. OCA also found that the department lacks a systematic approach in the collection of fire inspection data and information needed to assess program effectiveness.

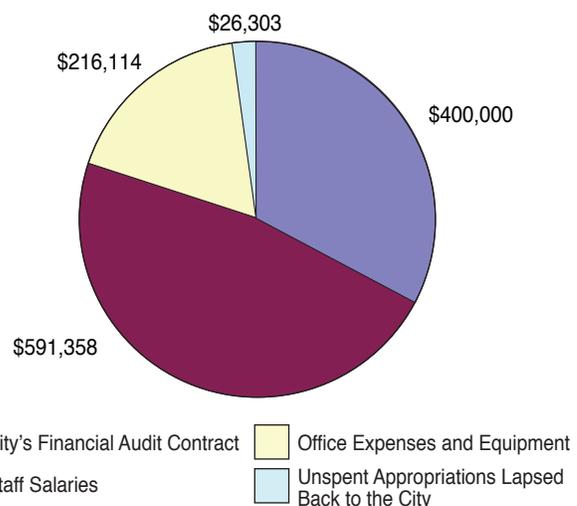
**Financial Audit of the City and County of Honolulu, State of Hawai'i, Fiscal Year Ended June 30, 2009**

Contract auditor, N&K CPAs, Inc. submitted their findings and recommendations for the financial audit of the City and County of Honolulu for FY 09 to the Honolulu City Council in April 2010. Their findings included errors in the accounting of capital assets, discrepancies in the sewer fund financial statements, and inadequate subrecipient monitoring procedures. It was also reported that one finding from the FY 08 audit was still applicable in the FY 09 audit.

**FY 2010 APPROPRIATIONS AND EXPENDITURES**

The Office of the City Auditor was appropriated a total of \$1,233,775 in FY 10. Of this total, \$400,000 was expended for the City's annual financial audit contract, which OCA oversees for the Council. OCA's total appropriated operating budget was \$833,775, of which \$591,358 was expended for staff salaries and \$216,114 was expended for office operations and equipment. Approximately \$26,303 in unspent appropriations was returned back to the City treasury at the end of the fiscal year. Most of the unspent appropriations resulted from salary savings due to the retirement of the City auditor prior to the end of the fiscal year.

**OCA FY 2010 Application of Resources**





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## OFFICE OF COUNCIL SERVICES

Diane E. Hosaka, Director  
Ivan Kaisan, Assistant Director

### POWERS, DUTIES AND FUNCTIONS

The 1973 Revised Charter of the City and County of Honolulu ("RCH") authorized the council to establish the office of council services (OCS) to assist it in the exercise of its legislative power (Sec. 3-107.7 RCH). The 1971-72 Charter Commission cited this as one of the most important changes affecting the legislative branch of city government. In this regard, OCS was viewed as "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 and policies and major problems which endanger the public interest and welfare."

OCS was created on March 19, 1973 by enactment of Ordinance 4116 (Article 3, Chapter 4, ROH). It is charged with providing comprehensive research and reference services for the council, conducting research for the enactment or consideration of legislation, and serving in an advisory or consultative capacity to the council and its committees.

### SERVICES PERFORMED

With a staff of 18 – a director, an assistant director, five attorneys, six analysts, one paralegal, and four support staff – OCS services performed the following services:

- Conducted independent research necessary for the enactment of legislation upon the request of the council;
- Provided assistance to the council's standing committees by conducting background research, gathering pertinent data, and serving as resource persons to the committees;
- Analyzed executive branch proposals, programs, bills, and reports at the request of the council;
- Provided legal research and advice at the request of the council;
- Prepared bills and resolutions requested by councilmembers;
- Analyzed, prepared amendments for, and monitored the execution of the city's operating and capital budgets;
- Provided information to individual councilmembers by letter, memorandum, personal or telephone conferences, or electronic communication;
- Provided liaison service to the council regarding the city's information technology systems, including geographic information system (GIS);
- Served as revisor of ordinances and supervised the revision, codification, and printing of the revised ordinances of Honolulu and maintained the city's computerized databases for the revised ordinances and city policy resolutions;
- Assisted the council in fulfilling its responsibilities as a member of the Hawaii State Association of Counties;
- Assisted the councilmembers when they functioned as trustees of Kapiolani Park; and
- Maintained on-line communication with other municipalities through "CouncilLink" as a means of sharing information relevant to cities and counties across the United States.

### MAJOR ACTIVITIES FOR FY 2010

#### Research Activities

As the research arm of the council, OCS prepared approximately 753 written responses to requests for service in fiscal year 2009-10. These responses included 189 bills, 396 resolutions, and 168 letters, legal memoranda, and statistical and research reports. OCS also provided research and staff assistance to the council's standing committees and legal staff services for the executive sessions of the committee on executive matters and legal affairs. In these executive sessions, councilmembers considered matters permitted by chapter 92, HRS, to be discussed in meetings closed to the public and discussed claims against the city where the premature disclosure of information would adversely affect the interests of the city and the public.

OCS issued another of its "Issue Profile, Status of the City's Finances" reports in March 2010. Published annually since 2002, the report provides an overview of certain fiscal trends of the city, reviews the prior year's revenues and expenditures for the operating budget, checks on the mid-year status of the current year's major revenue assumptions and major operating budget expenditures, and reports on the status of the prior year's capital budget appropriations. The report is intended to provide the council with a historical and comparative context to review the upcoming city budget.

For more than a decade, OCS has provided the only volunteer reviewers in the state of Hawaii for the nationwide Government Finance Officers Association's (GFOA) distinguished budget presentation awards program. The reviews are based on how well an applicant local government's annual budget documents meet GFOA criteria relating to the budget as a policy document, financial plan, operations guide, and communications device. During fiscal year 2009-10, one analyst served as a GFOA budget reviewer. The budget reviewed in the fiscal year included those of the following jurisdictions and entities:

San Francisco, California  
Boston, Massachusetts  
New Jersey  
North Dakota