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DEPARTMENTAL AND AGENCY

REPORTS

Of the City and County of Honolulu
For Fiscal year July 1, 1999 - June 30, 2000



Kapi'olani Park Bandstand

Designed in the Victorian architectural style of the original 1890s bandstand with gentle reflecting ponds and graceful ironwood and monkeypod trees, the new Kapi'olani Park Bandstand is a fitting home for the oldest municipal band in our nation - The Royal Hawaiian Band. It restores the old Hawaiian charm to Kapi'olani Park and provides a magnificent stage for the multi-ethnic festivals celebrated there.

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MAYOR'S MESSAGE



This annual report of the City and County of Honolulu summarizes department and agency activities during this past fiscal year. We faced great challenges while managing the 11th largest city in the nation, but we are proud to report that great accomplishments were also achieved during this millennium year.

I am pleased that most of our city's improvements have been accomplished during economically difficult times. While technology and automation have played a vital role in enhancing government service – delivering more to the public in less time – it has taken the exceptional talent, commitment and perseverance of your public stewards to run the city with efficiency. From automated refuse services to one-stop permit centers, our city workers are the best in the nation, and their efficiency and pride are evident on every street corner and city office in every neighborhood of our island.

We also commend the thousands of individuals who have stepped forward and volunteered on our vision teams and community projects. The positive changes evident in your communities are the direct result of your involvement. Your continued suggestions and support are invaluable to this administration and I encourage your expanded role in city government.

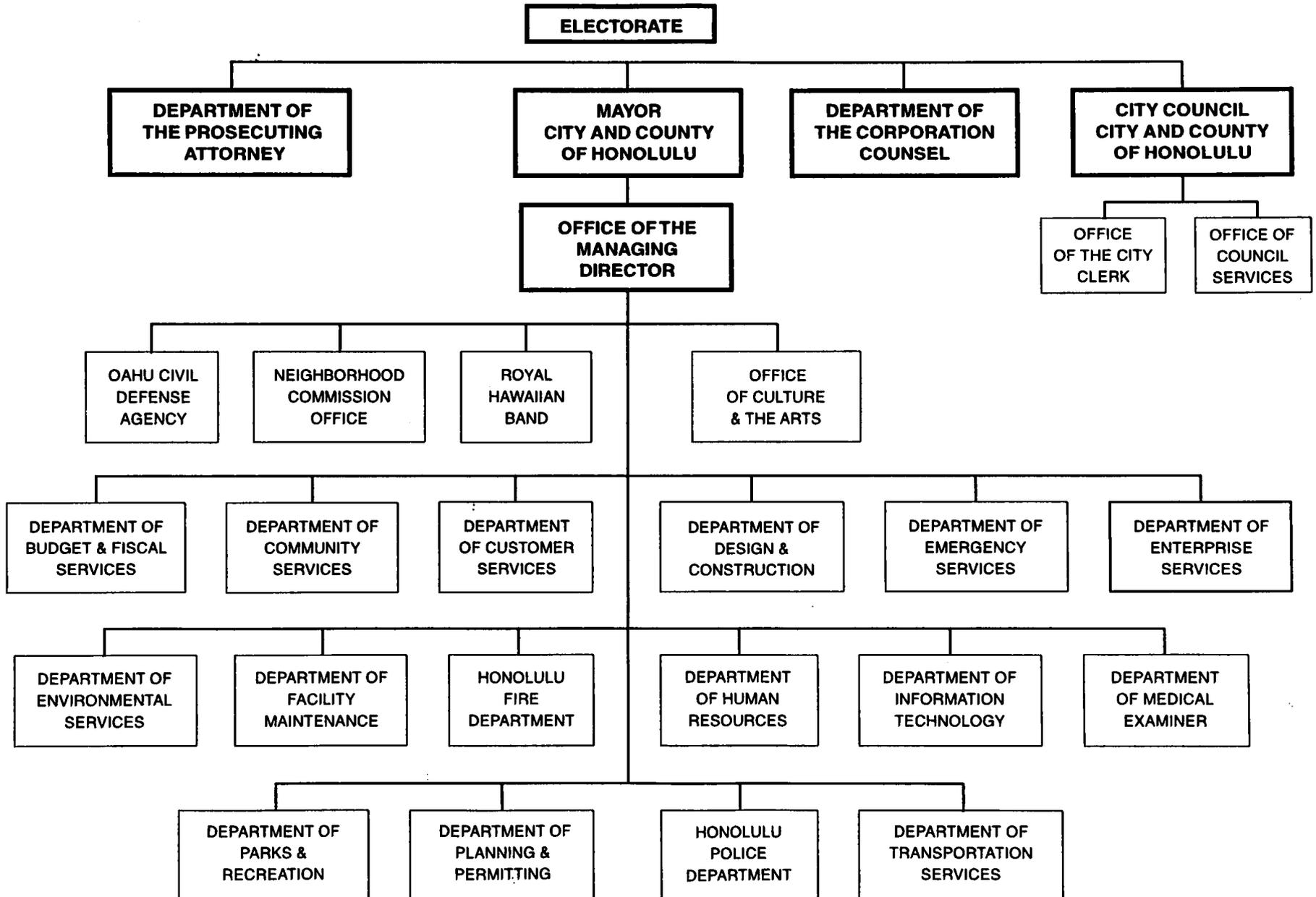
Please take the time to review this report and keep it handy as a reference to your city services. We are indeed living in exciting times and I ask for your continued kokua as Honolulu expands its position in the global marketplace.

JEREMY HARRIS, Mayor
City and County of Honolulu

1-25-01

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CITY AND COUNTY OF HONOLULU ORGANIZATION CHART 2000



CITY AND COUNTY OF HONOLULU 1999 CHART OF BOARDS, COMMISSIONS AND ADVISORY BODIES

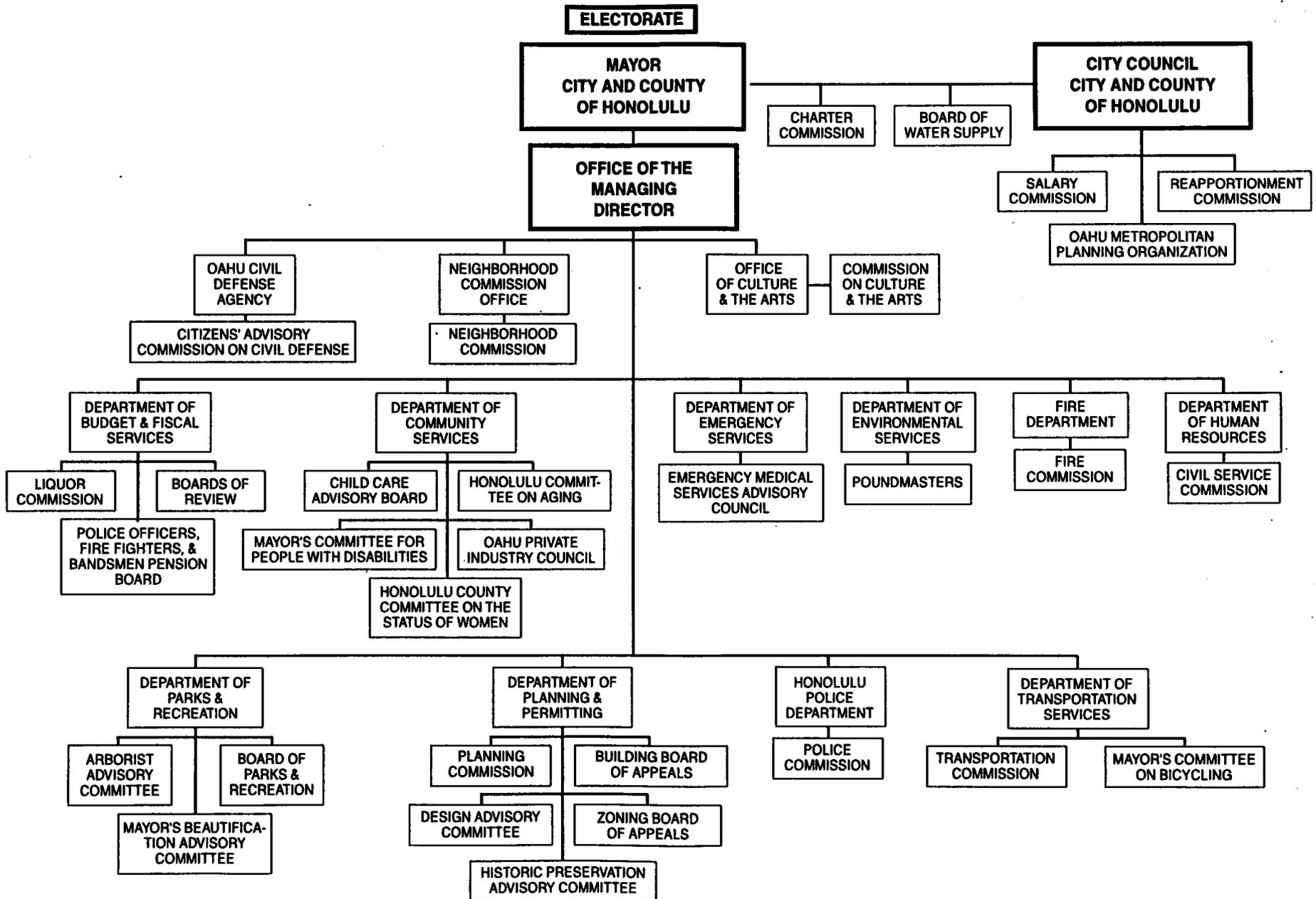


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**EXECUTIVE
BRANCH**



DEPARTMENT OF BUDGET AND FISCAL SERVICES

Roy K. Amemiya, Jr., Director; Caroll Takahashi, Deputy 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. It is responsible for long-range financial planning and management of the City's operating and capital improvement budgets. It is also responsible for the management and integrity of the City's revenue and disbursement activities and financial records. It also manages equipment inventories and administers a centralized purchasing activity. Additionally, it administratively supports the Liquor Commission, two Boards of Review and two pension funds. It also administers the City's Risk Management Program.

HIGHLIGHTS

As part of the City reorganization, the functions and employees of the former Department of the Budget were combined with this department. The two divisions in the former department remained intact. As a result, the department consists of eight divisions.

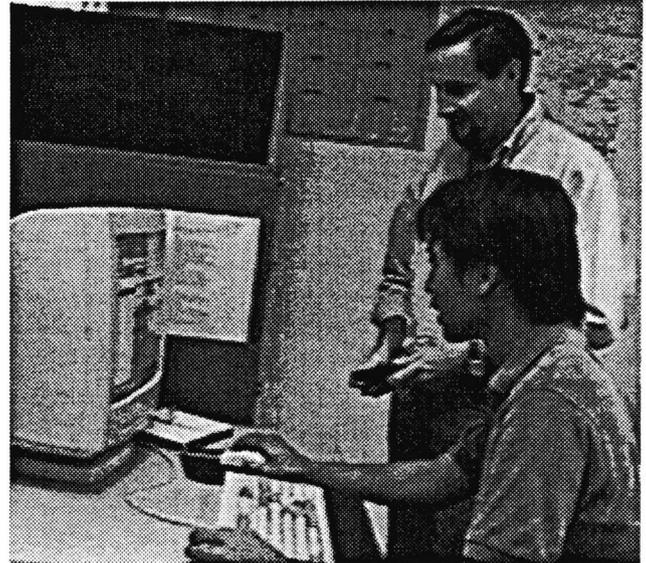
The City was awarded its thirteenth consecutive Certification of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association. This is the highest level of recognition for governmental accounting and financial reporting.

In a continuing effort to improve services through increased technology, the department implemented over-the-counter credit card payments for delinquent real property tax payments, water and sewer fees, and Municipal Bookstore purchases. It also assisted in implementing electronic fund transfers for Workers' Compensation payments.

Risk Management

The risk management function was established under Section 2-5 of the Revised Ordinances of Honolulu, which required the creation of a risk management program to identify and control the City's exposure to liability. The program covers all City departments and agencies except the Board of Water Supply and Oahu Transit Services. Risk Management activities have focused on insurance and self-insurance to minimize the adverse financial impacts of liability losses, claims management, loss prevention and other areas.

The City utilizes a combination of commercial insurance and self-insurance to finance its losses. Given the continuing soft insurance market, the City has been successful in increasing the scope of coverage and limits of insurance in nearly all insured pro-



Appraisers Ricky Wong and Bruce Palenske on new IAS System reviewing assessment information.

grams while reducing the out-of-pocket premium expenses. Total insurance costs for the fiscal year ended June 30, 2000 were reduced by nearly 11% over the preceding year.

With the numerator as the aggregate cost of commercial insurance premiums plus self-insured losses and related expenses (excluding workers compensation), and the denominator as the operating budget per thousand, the Total Cost of Risk for the City compares favorably with other mainland-based organizations and public entities of similar size and characteristics.

The City's risk management data for the past three fiscal years follow:

	1998	1999	2000
Commercial Insurance			
Premiums	\$4.1	\$3.7	\$3.2
Projected Self-Insured Losses	2.8	3.0	2.2
Total Risk			
Management Cost	\$6.9	\$6.7	\$5.4
Total Cost of Risk			
(per \$1,000)	\$6.71	\$6.39	\$5.37

Analysis of loss data indicates the most frequent causes of loss over the past several years remain: motor vehicle accidents (35%), towing operations (10%), sidewalk conditions (6%) and tree-related damages (5%). Other than auto accidents, sidewalk conditions generate the most severe losses.

We instituted a pilot driver training program in

the Department of Parks and Recreation for drivers, excluding those with commercial driver licenses. The program was completed in May 2000. It is too early to determine whether the training program reduced the frequency or severity of auto losses. We continue efforts to develop and implement plans to reduce the frequency of losses in other agencies as well.

ACCOUNTING DIVISION

Calvin M. Fujikawa, 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 moneys 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.

HIGHLIGHTS

- For the thirteenth consecutive year, the division produced a Comprehensive Annual Financial Report (CAFR) that earned a Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association (GFOA). This certificate is the highest form of recognition in governmental accounting and financial reporting, and is a significant accomplishment by a government and its management.
- Worked with the Budget Administration Division in assisting departments and agencies with the preparation of the fiscal year 2000-2001 operating budget.
- Prepared expenditure schedules in accordance with the approved fiscal year 1999-2000 budget ordinance, per the Revised Charter of the City and County of Honolulu.
- Provided financial planning, guidance, and analytic support to the departments and agencies to meet their goals and objectives;
- Financial statements and reports issued:
 - City and County of Honolulu's CAFR for the fiscal year ended June 30, 1999, which was submitted to the GFOA for its review;
 - Budget and Fiscal Services Director's Quarterly Financial Reports for the last quarter of fiscal year 1998-1999 and the first three quarters of fiscal year 1999-2000;
 - Statement of funded indebtedness outstanding and unpaid as of June 30, 1999, required

by Section 47C-2, HRS, as amended (prepared jointly with Treasury Division).

BUDGETARY ADMINISTRATION DIVISION

Marcia Bise, 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, evaluation, development, preparation and administration of the budgetary management programs of the twenty-three executive agencies of the City and County of Honolulu.

HIGHLIGHTS

On July 1, 1999, the Department of the Budget was merged with the Department of Finance under the City's reorganization plan. The Budgetary Administration Division, formerly known as the Budget Analysis Division in the Department of the Budget, was reorganized and began its first year of operation under the Department of Budget and Fiscal Services in FY 1999-2000. Submittal of the Mayor's FY 1999-2000 Executive Operating Budget Proposal. As required by the Revised Charter of the City and County of Honolulu 1973 (2000 Edition), the Director of Budget and Fiscal Services prepares 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 Executive Operating Budget proposal which totaled \$1,022.2 million. This proposed budget was less than 1% above the prior year's, and was smaller than the City's FY 1998 Operating Budget. Spending was held in check despite \$15 million in anticipated cost increases for the health fund (\$4.7 million) and the retirement system (\$10.9 million). When adjusted for inflation, the Mayor's proposed operating budget was \$60 million less than the 1994 budget,

a testament to the City's cost-containment efforts.

Major initiatives in the Mayor's budget proposal included:

- Kapolei Police Station – Funding for the new Kapolei Police Station to serve the growing needs of West Oahu.
- Police Resources – Adding to the resources available for police by increasing the funding for overtime by \$2.5 million.
- Fire Training and Education – Expansion of fire training and fire prevention education.
- Services for Oahu's Second City – Funding for

the opening of the Second City Hall to give West Oahu residents easier access to a wide array of City services such as permitting and driver's licensing. It also enables relocation of City services to Kapolei.

- **Trans 2K – Funding for initial implementation of the Trans 2K vision for Oahu.** This includes roadway and traffic engineering improvements, as well as public transportation initiatives such as the CityExpress! and CountryExpress! bus systems to reduce commuting times for residents of the Waianae Coast, Ewa Plain, Waipahu and Kalihi communities.

A "no-frills" approach to the City's Operating budget was taken to reflect the Mayor's commitment to operate within fiscal means while building for the future and improving the quality of life for the residents of Oahu.

FY 1999-2000 Operating Budget The City Council adopted an Operating Budget for FY 1999-2000 totaling \$1,020.6 million. This included \$1,013.1 million for the Executive Operating Budget and \$7.4 million for the Legislative Budget for the City Council, City Clerk and Council Services.

The FY 1999-2000 Operating Budget appropriations are shown by function below:

FUNCTION	OPERATING BUDGET	% OF TOTAL
General Government	\$113.2	11.1
Public Safety	209.8	20.6
Highways and Streets	15.8	1.5
Sanitation	45.5	14.3
Health and Human Resources ...	72.8	7.1
Culture-Recreation	49.5	4.9
Utilities or Other Enterprises .	116.2	11.4
Debt Service	164.9	16.2
Miscellaneous	132.9	13.0
TOTAL	\$1,020.6	100.0

Execution of the FY 1999-2000 Operating 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 division provided the above services and also worked to ensure that the operating expenditures during the fiscal year were within the appropriated amounts. The execution of the operating budget resulted in the need for the division to review and make recommendations on the following:

- 98 Position Reallocations
- 203 Position Fills

- 35 Position Creations
- 215 Personal Services Contracts
- 239 Independent Services Contracts
- 485 Appropriation and Allotment Vouchers
- 11 Reorganizations

FISCAL/CAPITAL IMPROVEMENT PROGRAM (CIP) ADMINISTRATION DIVISION

Stanley Inamasu, Chief Fiscal/CIP Analyst

POWERS, DUTIES, AND FUNCTIONS

The Fiscal/CIP Administration Division administers the City's six-year capital program, city-wide revenue, central accounts, long-range financial planning programs, and the U.S. Department of Housing and Urban Development's Community Development Block Grant, HOME Investment Partnerships and Emergency Shelter Grant programs.

FISCAL/CIP 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 and makes budgetary allotments.

ACCOMPLISHMENTS

FY 2000-2001 Capital Budget A total of \$299.1 million was appropriated in the CIP Budget. The Capital Budget appropriations, shown by function, are summarized below:

Function	Capital Budget (in millions)	% of Total
General Government	\$ 26.5	8.9%
Public Safety	10.2	3.4%
Highways and Streets	68.9	23.0%
Sanitation	78.1	26.1%
Health and Human Services	28.1	9.4%
Culture-Recreation	65.7	22.0%
Utilities or Other Enterprises	21.6	7.2%
TOTAL	\$ 299.1	100.0%

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

Source	Amount (in millions)	% of Total
Borrowed Funds	\$ 253.8	84.9%
Federal Grants	28.9	9.0%
Special Projects Fund	1.0	0.1%
Fees	17.4	6.0%
TOTAL	\$ 299.1	100.0%

Execution of the Capital Budget Significant Capital projects started in FY 1999-2000 include the Computer-Assisted Mass Appraisal Real Property System; conversion of the Fire Communication system to the new 800 MHz radio system; construction of the Kuhio Beach/Kalakaua Promenade; construction of Phase 2 of the Salt Lake Boulevard Widening project; reconstruction of the Kapiolani Park Bandstand; construction of the Manana Community Park and Youth Facility; and the initial construction of the Central Oahu Regional Park.

The Mayor submitted a FY 2000-01 Capital Budget totaling \$267.9 million. The Capital Budget adopted by the City Council totaled \$299.1 million. One significant initiative continued in the Mayor's Capital Program and Budget was the nineteen Community Vision Teams and the allocation of \$2.0 million to each of the nineteen teams for vision projects. Neighborhood boards were also provided the opportunity for input to the Mayor's budget.

In regard to Debt Service obligations, the Fiscal/CIP Branch worked in conjunction with the Division of Treasury and the Accounting Division to develop the amounts required for payment to the City's bondholders. Additionally, debt service obligations are projected for the ensuing six fiscal years and are developed according to financial assumptions and the six-year capital improvement program.

COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG)/FEDERAL GRANTS BRANCH

This branch serves as the City's lead entity in the receipt, expenditure, administration, reporting and monitoring of the U.S. Department of Housing and Urban Development's Community Development Block Grant, HOME Investment Partnerships and Emergency Shelter Grant programs. These programs are described below:

Community Development Block Grant (CDBG) The CDBG Program is a Federal entitlement grant program through which Honolulu receives approximately \$13.0 million annually from the U. S. Department of Housing and Urban Development (HUD). In its twenty-five years of existence, the CDBG Program has undertaken various housing, public facility, public service 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.

Emergency Shelter Grant (ESG) The ESG Program is a Federal Program authorized under Subtitle D of Title IV of the Stewart B. McKinney Homeless Assistance Act through which localities are granted HUD funds to assist the homeless population. To date, approximately \$4.1 million has been

received and, along with \$4.1 million in required matching funds, utilized in various rehabilitation activities in facilities and program operating costs that serve the homeless.

HOME Investment Partnership (HOME) The HOME Program is another Federal entitlement program authorized under Title III of the National Affordable Housing Act of 1990. This program seeks to provide affordable housing opportunities for lower income individuals and households. To date, the City has received approximately \$32.2 million in HOME funds to supplement the City's efforts in addressing the needs of Honolulu's lower income households.

Housing Opportunities for Persons With Aids (HOPWA) Authorized by Public Law 101-625, AIDS Housing Opportunity Act, as amended, HOPWA funds are utilized to meet the housing needs of persons with AIDS or related diseases and their families. In its first entitlement grant received from the U.S. Department of Housing and Urban Development (HUD), \$364,000 provided rental and supportive service assistance to the program's beneficiaries.

HIGHLIGHTS

During the past year, the following activities were undertaken by the Federal Grants Branch in conjunction with the planning, development and administration of the CDBG, ESG, HOME, HOPWA and other HUD Programs:

1. Completed the Fifth Year Consolidated Plan application which allocated CDBG, ESG and HOME and HOPWA grants into one document.
2. Commenced the program planning process for the Sixth Year Consolidated Plan.
3. Completed the Annual Performance Report (APR) for the CDBG, ESG and HOME programs for the period ending June 30, 1999.
4. Provided interpretive and technical program assistance to various State and City agencies and private nonprofit organizations.
5. Monitored compliance with Federal, State and local ordinances and executive orders.
6. Planned, coordinated and executed the City's National Community Development Week exhibit and activities.
7. Assisted in the City's efforts to comply with the Federal government's Single Audit requirements.
8. Continued to provide HUD with project and expenditure information using HUD's Integrated Disbursement and Information System (IDIS).

FISCAL/LONG-RANGE PLANNING BRANCH

This branch analyzes and develops the City's rev-

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

HIGHLIGHTS

Preparation of the FY 2000-01 Budget In concert with the Budgetary Administration Division, the branch evaluated and finalized the Mayor's Executive Operating Budget proposal which totaled \$1,029.6 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 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:

Source	Amount (in millions)	% of Total
Real Property Tax	\$ 374.1	32.4%
Fuel Tax	44.8	3.9%
Motor Vehicle Weight Tax	22.0	1.9%
Public Utility Franchise Tax	19.5	1.7%
Federal Grants	84.4	7.3%
State Grants	5.3	0.5%
Transient Accommodations Tax	34.9	3.0%
Licenses and Permits	30.8	2.7%
Charges for Services	17.5	1.5%
Sewer Revenues	117.8	10.2%
Bus Transportation Revenues	28.8	2.5%
Solid Waste Disposal Revenues	114.2	9.9%
Other Revenues	75.0	6.5%
Carry Over (including carry over of H-POWER Equity Funds)	184.3	16.0
TOTAL	\$ 1,153.3	100.0%

Taxes (real property, fuel, motor vehicle and public utility franchise) provided \$460.4 million to finance the \$1,029.6 million Operating Budget. Sewer and Solid Waste fees, which fund operations and projects that maintain the City's pristine environment, provided \$232.0 million. Other revenues include reimbursements from the State of Hawaii for the performance of their functions and the sale of assets.

FY 2000-2001 Real Property Tax Rates Rates were maintained resulting in most residents and businesses paying either the same or less than the previous year due to the overall reduction in assessed values.

FY 2000-2001 Debt Service and Central Accounts Debt service and central accounts are obligations of the City that must be paid over which it has little or no control. In regard to 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 division and departmental personnel.

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

Source	Amount (in millions)
Debt Service	\$ 162.9
Retirement Contributions	6.0
FICA Tax	16.0
Workers' Compensation	9.5
Unemployment Compensation	0.5
Health Fund	54.3
Provision for Salary Adjustment	2.0
Provision for Judgments and Losses	2.8
Provision for Risk Management	3.5
Provision for Property Tax Refunds & Other	0.4
TOTAL	\$ 257.9

Long-Range Financial Plan The City's long-range financial plan was developed in the format stated in the Honolulu City Council Resolutions 96-26 and 99-46. The format requires projections of expenditures by function and resources by source. 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 1999-2000 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-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. The remaining current costs and revenues were increased by percentages projected by the Council of 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. A staff of seven audits, reviews and monitors the controls and processes for

safeguarding City assets and recording financial transactions; and recommends practical changes and cost-effective improvements. The Division personnel include certified public accountants and a certified fraud examiner. In addition, each analyst is a certified government financial manager.

HIGHLIGHTS

The following are the significant accomplishments of the Internal Control Division for the fiscal year 1999-2000.

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.
- Completed quarterly cash counts and prepared statements of amount and kind of funds in the City Treasury as required by the City Charter.
- Monitored the compliance by all City agencies with the BFS Policies and Procedures pertaining to the annual count of Petty Cash and Change Funds.
- Reviewed and negotiated the annual settlement of Hawaii Kai wastewater service charges with Hawaii-American Water Company.
- Audited the annual H-Power true-up billing from the plant operator and assisted in negotiation of the annual settlement.
- Audited the Neal Blaisdell Center Box Office for the period September 1, 1997 to May 31, 1999.
- Developed the City's consolidated local central service cost allocation plan and indirect cost rate for the fiscal year 2001.
- Performed surprise cash counts at the City Municipal golf courses.

Special Studies and Investigations:

- Continued to provide assistance on the investigation of the Ewa Villages relocation project and activities of the Property Management Branch of the Department of Facility Maintenance.
- Participated in and performed financial analysis for various ongoing investigations alleging fraud.
- Completed review of the Rehabilitation Loan Program procedures for internal accounting controls regarding disbursement, receipt and recordation of funds.
- Audited the telephone charges at certain City housing projects and recovered improper telephone expenses from the property manager.
- Provided guidance to the responsible agency for the performance of contract compliance reviews

for the Vancouver House and Loliana housing projects.

- Reviewed the process of following up on uncashed State warrants and made suggestions for improving the process.
- Completed review of transactions and provided guidance regarding irregularities identified at WorkHawaii.
- Participated on the request-for-proposal review panel for various City projects.
- Completed review of the current refund policy and procedures at the Hanauma Bay Nature Park to strengthen the internal controls over the issuance of refunds.
- Performed review of controls surrounding cash collections and deposits at the Pali Golf Course and made suggestions for improvements.
- Assisted the Department of Enterprise Services in formulating a Compliance Requirement Checklist as a tool in monitoring concessions.
- Completed review of the gas/fuel reports generated by City agencies to identify controls in the process for dispensing gas with regard to excise tax refund from the Internal Revenue Service.
- Completed research of the Payment-In-Lieu-of-Taxes program and determined that the City and County of Honolulu has received the payments as provided under program guidelines.
- Completed review to increase the Police Department's Imprest Fund checking account balance.
- Completed the coordination of the Discover Card Acceptance Program, and established accounting policies and procedures to process transactions at the Departments of Enterprise Services, Parks and Recreation, and Customer Services.
- Assisted in the revision of the Treasury Division's procedures for the distribution of general checks to improve operating efficiency and controls.
- Reviewed the entry fees collected for the 1999 Taste of Honolulu event held on the Civic Center grounds and determined that payments received by the City were in compliance with the lease agreement and City Ordinance.
- Coordinated the Y2K transition as it related to the Department of Budget and Fiscal Services.
- Handled the review and tracking of State House and Senate bills, resolutions, committee reports and hearings notices pertaining to the Department of Budget and Fiscal Services during the 2000 Legislative Session.
- Completed review of the allocation methods,

monitoring techniques and overtime procedures by the management/supervisory personnel at the Windward Region of the Division of Treatment and Disposal.

- Completed review of common area maintenance expenses related to the Harbor Court Parking Garage for the years 1995 - 1997.
- Reviewed the cash balancing and reporting procedures and made suggestions to streamline operations in the Treasury Division.
- Completed review of the process for transfers between the Satellite City Halls and the Division of Motor Vehicles and Licensing's Accounting Section, and made recommendations for improvements.
- Coordinated the implementation of an over-the-counter credit card program for the collection of delinquent real property tax payments, collection of fees at the Municipal Bookstore, and collection of water and sewer fees at the Collection and Credit Section of the Board of Water Supply.
- Assisted in the evaluation of processing Workers Compensation payments via an electronic funds transfer payment system. The system has since been implemented.
- Completed a financial review of the City's Glass Recycling Program vendor.

LIQUOR COMMISSION

Wallace W. Weatherwax, 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 intoxicating liquor within the City and County of Honolulu. The Commission also hears and adjudicates violations of liquor laws and rules committed by liquor licensees. The City Charter administratively attaches the Liquor Commission to the Department of Budget & 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.

Member	Term Expires
John P. Spierling, Chair	December 31, 2001
Clyde J. Eugenio, Co-Vice Chair	December 31, 2003
Avis A. Jervis, Co-Vice Chair	December 31, 2000

Chu Lan Shubert

Secretary

December 31, 1999

Orlando S. Soriano

December 31, 2002

**Pending reappointment*

Licenses and Permits There were 1,484 liquor licenses in effect within the City and County of Honolulu as of June 30, 2000. 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:

New premises	96
License transfers	101
Temporary licenses	83
Special licenses	84
Special one-day licenses	125
Transient Vessel licenses	17
Change of classification	15
Reports on new officers, directors and stockholders	68
Requests for extensions and alterations to premises	182
Reports on transfers of corporate stock	59
Field inspections	362
Miscellaneous investigations, reports and other activities	277
Field Audits	111

Enforcement The Commission's Enforcement Section inspects all liquor-licensed premises and is responsible for administering the liquor law and rules compliance program. During this fiscal year, a total of 28,893 inspections and investigations were conducted on the 1,484 licensed premises, resulting in 308 warnings and 453 violations. Also during this fiscal year, 458 complaints about liquor establishments were received, which included drug activity, prostitution, gambling, serving liquor to minors, excessive noise, and other administrative liquor violations. The drug, prostitution, and gambling complaints were referred to the Honolulu Police Department for investigation. Following court convictions, substantiated complaints of drug, prostitution and gambling are adjudicated by the Commission for license revocation.

Training The Liquor Commission provided detailed server-training instructions on the liquor laws and rules to 3,388 prospective managers and bartenders of dispensers, cabarets, tour and cruise vessels, restaurants, clubs, and hotels.

Adjudications The Liquor Commission is responsible for adjudicating liquor law violations. These violations are referred by the liquor investigators, the Honolulu Police Department, and other law enforcement agencies. The Commission adjudicated a total of 537 charges of liquor law violations, which included

118 cases pertaining to minors.

These adjudications resulted in the following actions:

Licenses revoked	2
Revocations by charge	8
Licenses suspended	0
Suspensions by charge	0
Fines assessed by charge	488
Charges adjudicated guilty (guilty pleas, no-contest pleas, convictions, defaults)	518
Charges dismissed (dismissals, acquittals)	19
Amount of fines assessed	\$294,775

Enforcement Operations with Honolulu Police Department and State and Federal Agencies The Liquor Commission conducted joint operations with the Honolulu Police Department, the U. S. Immigration and Naturalization Service, and other law enforcement agencies to detect, investigate, and prosecute violators of criminal and liquor laws. Underage drinking compliance checks on licensees were conducted in connection with "Project PAU", the Cancer Research Center of Hawaii, the State Department of Health, and the State Department of Alcohol and Drug Abuse Division.

Index to Schedules

Schedule A	Licenses in Effect (FY 1995-2000)
Schedule B	License Fees Realized by Classification (FY 1990-2000)
Schedule C	Breakdown of Receipts for FY 1991-2000 (in dollars)
Schedule D	Comparative Statement of Receipts and Disbursements for FY 1991-2000 (in dollars)

SCHEDULE A -- LICENSES IN EFFECT (FY 1995-2000)

Classification	June 30, 1995	June 30, 1996	June 30, 1997	June 30, 1998	June 30, 1999	June 30, 2000
Brew Pub: General	1	1	2	2	3	3
Cabaret: General	42	41	40	37	41	42
Caterer: General	n/a	n/a	n/a	n/a	n/a	37
Beer and Wine	n/a	n/a	n/a	n/a	n/a	2
Club: General	16	14	14	14	15	15
Dispenser: General	474	445	429	386	366	354
Beer & Wine	41	34	30	24	22	19
Hotel: General	38	36	36	35	36	36
Manufacturer: General	0	0	0	0	0	0
Beer and Wine (Sake)	1	1	1	1	2	3
Restaurant: General	213	237	262	279	286	303
Beer and Wine	57	66	74	63	63	56
Beer	0	0	1	1	1	0
Retail: General	520	515	511	502	491	498
Beer & Wine	44	54	62	62	66	70
Tour and Cruise Vessel: General	21	22	20	20	19	20
Transient Vessel (Annual): General	2	2	1	1	1	1
Wholesale: General	17	15	15	17	19	19
Beer & Wine	5	3	5	7	6	6
Grand Total	1,492	1,486	1,503	1,451	1,437	1,484

SCHEDULE B – LICENSE FEES REALIZED BY CLASSIFICATION - FY 1999-2000
(in dollars)

<u>Class of License</u>	<u>Fees by Class</u>	<u>Total</u>
Brew Pub:		\$ 8,856
General	\$ 4,500	
Additional Fees	4,356	
Manufacturer:		23,347
Beer	\$ 1,200	
Wine	600	
Other Liquors	500	
Additional Fees	21,047	
Wholesale:		62,743
General	\$ 46,600	
Beer & Wine	4,510	
Additional Fees	11,633	
Retail:		689,691
General	\$ 530,280	
Beer & Wine	51,415	
Additional Fees	107,996	
Dispenser:		548,618
General - Standard 1	\$ 136,350	
General - Category 2,3,4	286,200	
Beer & Wine	16,380	
Additional Fees	109,688	
Cabaret:		203,949
General	\$ 71,850	
Additional Fees	132,099	
Club:		23,366
General	\$ 9,000	
Additional Fees	14,366	
Hotel:		327,165
General	\$ 129,600	
Additional Fees	197,565	
Restaurant:		523,149
General	\$ 315,630	
Beer & Wine	47,645	
Additional Fees	159,874	

SCHEDULE B -- LICENSE FEES REALIZED BY CLASSIFICATION (FY 1999-2000)
(cont'd.)

<u>Class of License</u>	<u>Fees by Class</u>	<u>Total</u>
Transient Vessel:		\$ 3,300
Per Day	\$ 2,100	
Per Year	1,200	
Additional Fees	0	
 Tour/Cruise Vessel:		 21,111
General	\$ 15,080	
Additional Fees	6,031	
 Special:		 5,795
General	\$ 3,325	
Beer & Wine	2,170	
Beer	300	
 Caterer:		 9,150
 Temporary:		 24,791
Cabaret General	\$ 0	
Dispenser General	5,750	
Dispenser Beer & Wine	0	
Retail General	6,750	
Retail Beer & Wine	500	
Restaurant General	3,500	
Restaurant Beer & Wine	750	
Hotel General	1,000	
Wholesale Beer & Wine	250	
Brew Pub	250	
Additional Fees	6,041	
 <u>Grand Total:</u>		 <u>\$2,475,031</u>

SCHEDULE C -- BREAKDOWN OF RECEIPTS FOR FY 1991-2000 (in dollars)

<u>Fiscal Year</u>	<u>License Fees</u>	<u>Filing Fees</u>	<u>Fines</u>	<u>Photo I.D.</u>	<u>Misc.</u>	<u>Total</u>
1990-91	1,979,273	3,800	86,355	70,515	21,441	2,161,384
1991-92	2,029,959	6,600	323,884	64,065	12,266	2,436,774
1992-93	2,046,411	5,000	349,265	55,034	19,946	2,475,656
1993-94	2,120,062	6,600	396,130	72,534	19,225	2,614,551
1994-95	2,044,894	4,800	476,267	89,369	15,603	2,630,933
1995-96	2,671,308	11,600	319,890	88,914	18,090	3,109,802
1996-97	2,532,326	7,000	263,885	85,869	17,397	2,906,477
1997-98	2,458,185	7,200	238,062	84,994	10,661	2,799,102
1998-99	2,450,541	5,200	145,151	108,833	17,839	2,727,564
1999-00	2,475,471	2,200	247,200	122,680	10,661	2,858,212

SCHEDULE D -- COMPARATIVE STATEMENT OF RECEIPTS AND DISBURSEMENTS FOR FY 1991-2000 (in dollars)

<u>Fiscal Year</u>	<u>Receipts</u>	<u>Disbursements</u>	<u>Transfers</u>	<u>Total Expenditures</u>
1990-91	2,161,384	1,472,207	444,147	1,916,354
1991-92	2,436,774	1,498,911	460,942	1,959,853
1992-93	2,475,656	1,807,047	604,769	2,411,816
1993-94	2,614,551	1,845,000	883,326	2,728,326
1994-95	2,630,933	1,949,034	1,427,805	3,376,839
1995-96	3,109,802	1,856,562	1,013,925	2,870,487
1996-97	2,906,777	1,838,005	1,082,773	2,920,778
1997-98	2,799,102	1,704,799	1,034,260	2,739,059
1998-99	2,727,564	1,751,346	802,412	2,553,758
1999-00	2,858,212	1,893,262	720,372	2,613,634

*Filing fees represent fees received only from license applications denied or withdrawn. When an application is approved, the filing fee becomes a part of the license fee payment.

PURCHASING DIVISION

Charles Katsuyoshi, Purchasing and Contracts Administrator

POWERS, DUTIES AND FUNCTIONS

The Purchasing Division's 27 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.

PROCUREMENT AND SPECIFICATIONS BRANCH



Purchasing Division staff Carolyn Fujita and Arnold Imamura opening bids.

This branch is responsible 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.

The branch awarded the following major contracts in fiscal year 1999-2000: Playground equipment (\$666,660), transit buses (\$9,810,360), street sweepers (\$697,324), and mowing equipment (\$673,530). A comparison of the workload for the past two years is as follows:

	FY 99-00	FY 98-99
Advertised bid solicitations	219	296
Request for proposal solicitations	20	11
Contracts awarded	353	349
Small purchases awarded	1,191	1,522
Total dollars awarded	\$73,435,778	\$67,515,617

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 less than \$2,000 is not on the price list, an agency must make the effort to get three price quotes before making award directly to a vendor by issuing a purchase order. The following is a comparison of the decentralized purchasing activities:

	FY 99-00	FY 98-99
Number of price lists	371	352
Items on price lists	5,204	5,316
Number of price list purchase orders	12,886	13,844
Price list purchases	\$19,816,428	\$18,284,041
Number of direct purchase orders	32,336	33,388
Direct purchase orders	\$23,616,883	\$25,141,442

Concessions Concessions awarded during fiscal year 1999-2000 included:

Concessions	Monthly Rental
Lunchwagons at Various Beach Parks	\$ 3,400
Food and Beverage Concession at the Neal	27,610
Blaisdell Center Lunchwagon at the Honolulu Municipal Building	600
Golf Shop at Ewa Villages Golf Clubhouse	250

CONSTRUCTION AND CONSULTANT CONTRACTS SECTION

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

Construction Contracts The City and County of Honolulu awarded 117 contracts, excluding the Board of Water Supply, for a total of \$173,884,237. The section awarded the following significant construction projects during fiscal year 1999-2000:

Hart Street Wastewater Pump Station Force Main Replacement	\$20,255,500
Central Oahu Regional Park - Phase I	16,745,844
Kuhio Beach Expansion/Kalakaua Promenade	14,232,809

Halawa Corporation	
Yard - Phase 1	11,402,100
Hanauma Bay Nature Preserve	
Parts A & B	10,595,000
Kapiolani Park Bandstand	
Redevelopment - Phase I	3,328,000

The following is a workload comparison of construction contracts between fiscal years 1999-2000 and 1998-1999:

	FY 99-00	FY 98-99
Projects advertised	200	245
Contracts awarded	117	154
Total dollar value awarded	\$173,884,237	\$134,221,820

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. This following is a comparison of the consultant and personal services contracts for fiscal years 1999-2000 and 1998-1999:

	FY 99-00	FY 98-99
Number of contracts awarded	611	515
Total dollar value ...	\$53,716,212	\$48,438,583

PERSONAL PROPERTY MANAGEMENT AND DISPOSAL SECTION

This section maintains the City's personal property inventory, disposes of the City's personal property, manages the City's real property, issues sidewalk use permits, and administers the City's housing relocation program.

Fixed Assets Computer System (FACS) The City's personal property inventory is maintained on the FACS. At the end of the fiscal year, FACS contained 187,785 records, which consisted of 1,143,127 personal property assets. Following are the dollar values of these assets by class:

Motor Vehicles	\$248,232,505
Aircraft	1,918,774
Other Equipment and Machinery ...	206,581,544
Fire Alarm, Street Lighting System, ..	21,290,949
Traffic Signal Controls	
Materials and Supplies	13,236,238
Total Personal Property Inventory	\$491,260,010

New equipment purchases totaling \$45,211,374 were automatically added to the inventory by FACS. Major purchases included computer equipment, of-

fice equipment, and motor vehicles. Retired assets valued at \$15,204,546 included trucks, handivans, and police Harley Davidson motorcycles. Transferred assets valued at \$132,704,589 included personal computers, office equipment, and motor vehicles.

Six FACS users received "hands-on" computer training and learned about personal property management procedures.

Property Disposal The section conducted more than 40 inspections at various City sites including Manana, Wahiawa, Waipahu, and Halawa before disposing of equipment. It also conducted 12 public auctions and sold a total of 397 assets for \$307,951. This included 8 tons of brass and copper scrap material, and an estimated 440 tons of recyclables. Notices of these public auctions are available to subscribers of the Auction Notification System (ANTS). There are currently 52 subscribers who receive a year of notices by mail and/or fax for \$10. Public auction information is available on the Internet which received approximately 209 "hits" a month. There is also a 24-hour auction line which is 808-527-6789. The application for ANTS is also available on the Internet as a public service at: www.co.honolulu.hi.us/pur.

Real Property Management Real Property transactions completed during fiscal year 1999-2000 included:

	Number	Dollar Amount
Sale of Land	5	\$226,521
Rental Agreements	11	16,980
Auction of House	1	500

Concessions Awarded 258 temporary concessions.

HOUSING RELOCATION SECTION

This section administers the Federal Uniform Relocation Act 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 or businesses as the projects require, on a timely basis, (2) help displaced persons accept and ease the trauma of their relocation by providing advisory services, and (3) provide information about relocation to any interested party. During FY1999-2000 the section (1) relocated 25 households, as summarized in the table below, (2) completed interviewing persons in the Waiahole Beach Expansion Project area, (3) began researching relocation requirements for the proposed Kulana Nani Renovation project, the proposed Pawa Park Improvements project, and the proposed sale of part of Varona Villages to Friendship Community Services, Inc., (4) researched and rewrote the Kahuku Village relocation plan, (5) participated in City's response to the Deloitte Touche audit of the Ewa Villages reloca-

tion, (6) provided estimated relocation costs for Kaunala Bay Beach Park, Luana Hills Golf Course, K&Y Chevron, Hawaiian Dredging, Loliana Transitional Shelter, (7) continued researching relocation issues relevant to the City's General Relocation Plan, and (8) attended a two-day seminar on relocation conducted by the Federal Highway Administration.

Completed Relocations, FY1999-2000

Project Name	Households Relocated	Businesses Relocated
Ewa Villages	16	0
Kamokila Community Park	1	0
Manana Infrastructure Imp.	1	0
Punchbowl Infrastructure Imp.	5	0
Waikane Nature Preserve	2	0

REAL PROPERTY ASSESSMENT DIVISION

Gary T. Kurokawa, Real Property Assessment Administrator



Current Collections Clerk Priscilla Hussey assisting the public with real property tax bill.

POWERS, DUTIES, AND FUNCTIONS

The division administers provisions of Chapter 8, Revised Ordinances of Honolulu, relating to the assessment of real property for tax purposes. It ensures that property assessments, based on market value standards and uniformly-applied laws, are fair and equitable.

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. It is staffed by 96 permanent employees and is organized into three functional sections—Administrative/Technical, Mapping, and Assessment.

ADMINISTRATIVE/TECHNICAL SECTION

The section has eight employees. It is responsible for the development of rules and regulations, administrative policies and procedures, building classifications, and cost factors; valuation of agricultural uses; training of appraisers; and utilization of the computer system by the four counties.

This section is currently rewriting the Procedure Reference Manual and is reviewing internal standard operating procedures, ordinance changes, and Rules and Regulations.

MAPPING SECTION

The section has twenty-two employees. It is responsible for furnishing up-to-date tax maps and ownership data for the City and County of Honolulu. Other government agencies and the general public also use these maps and ownership records.

The section has made technological changes in processing ownership and mapping changes. They include the use of CDs of recorded documents, and the updating of parcel data to the GIS base map.

The following are workload statistics for fiscal year 1999-2000:

Land map drafting	7,901
Deeds, etc., processed (ownership)	29,276
Parcels affected	36,262
Reproduction of maps	10,239
Counter service (people)	1,671
Telephone service (people)	7,286

ASSESSMENT SECTION

The section has sixty employees. They are responsible for the annual valuation and authorized adjustments of real property parcels within the City and County of Honolulu. The workload statistics for the fiscal year 1999-2000 follow:

Property Appraisals	258,162
Building Inspections	12,348
New Condo Appraisals	1,581
Exemptions Processed	28,192
Counter Service	8,422
Telephone Service	41,397

Assessments and Exemptions As of January 1, 2000, the section assessed 258,162 tax parcels for fiscal year 2000-01, including 101,966 condominium units and 266,327 buildings. A total of 148,127 exemptions were allowed. The following are totals for the last three years:

	FY00-01	FY99-00	FY98-99
Tax parcels	258,162	258,839	254,282
(includes condos) ..(101,966)	(101,966)	(100,486)	(98,644)
Building records	266,327	264,575	262,413
Exemptions:			
Basic home*	57,440	62,996	64,058
Multiple of home** ...	72,066	67,963	66,765
Others***	18,621	18,663	16,285
Appeals taken	2,576	2,289	3,312
Value on			
appeal	2,038,380	\$1,890,292	\$2,693,982
(in thousands of dollars)			

*Basic home exemption \$40,000 (see details - Table 1).

**Multiple of home exemption - \$60,000 ages 55 to 59; \$80,000 ages 60 to 64;

\$100,000 ages 65 to 69; \$120,000 age 70 & older.

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

Mini-City Hall The section staffed a booth as part of the mini-City Hall at three home shows. At the New York Life Hawaii Senior Fair 1999 (September 24 - 29, 1999), the employees received 252 home exemption inquiries from property owners, updated 18 existing exemption records, and filed 46 new claims for home exemption. At the First Hawaiian Bank Building Industry Association Show (February 10 - 13, 2000), they received 98 home exemption inquiries from property owners, updated 2 existing exemption records, and filed 21 new claims for home exemption. At the First Hawaiian Bank Building Industry Association Show (June 14 - 18, 2000), employees received 121 home exemption inquiries from property owners, updated 1 existing home exemption record, and filed 28 new claims for home exemption.

Boards of Review There are two Boards of Re-



Appraiser Gerald Lum and Assistant Sandra Yap verifying building information on field inspection

view that settle real property assessment and/or disallowances of exemption disputes between taxpayers and the Real Property Tax Assessor. These boards are attached to the division for administrative support and consist of five members. Each member serves a five-year term and is appointed by the Mayor, then confirmed by the City Council. Board members are:

First Board	Term Expires
Martha Kersting, Chair	June 30, 2002
Sandra McCloskey, Vice-Chair	June 30, 1999
Calvin Hutton, Member	June 30, 2003
Sandra Liu, Member	June 30, 2000
Dean Murakami, Member	June 30, 2001

Second Board	Term Expires
Barbara Ichishita, Chair	June 30, 2001
Audrey Hidano, Vice-Chair	June 30, 2002
George Iwahiro, Member	June 30, 2000
Tony Ofril, Member	June 30, 2004
Dean Senda, Member	June 30, 2003

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):

	FY00-00	FY99-00	FY98-99
Gross assessed values+	\$83,432,669	\$86,538,349	\$92,026,147
Less:			
Exemptions	13,737,279	13,772,526	13,960,489
Less: 50% Value on appeals	1,019,190	945,146	1,437,287
Net value for tax rate	\$68,676,200	\$71,820,677	\$76,628,371
Taxes to be raised	\$374,099	\$392,752	\$392,962

+Gross assessed value does not include nontaxable properties.

Real Property Tax Rates The City Council adopted the following tax rates on buildings and land for fiscal year 2000-2001:

Taxable Land	Tax Rate Per \$1,000 Net Class	Tax Rate Per \$1,000 Net Taxable Building
Improved Residential	\$3.65	\$3.65
Unimproved Residential	4.66	4.66
Apartment	4.49	4.49
Hotel and Resort	9.96	9.96
Commercial	9.25	9.25
Industrial	9.39	9.39
Agricultural	9.89	9.89
Conservation	9.25	9.25

NUMBER AND AMOUNT OF EXEMPTIONS BY TYPE FOR THE FY 2000-2001

(amounts in thousands)

Type of Exemption	Number	Amount
Federal Government	468	\$ 3,571,346
State Government	3,263	8,070,643
County Government	2,293	3,253,894
Hawaiian Homes Commission	728	164,647
Hawaiian Homes Land	2,035	380,279
Homes - Fee	120,748	8,799,480
(Basic)	53,228	\$2,130,130
(Multiple)	<u>67,520</u>	<u>6,669,350</u>
Homes - Leasehold	8,758	587,227
(Basic)	4,212	\$168,502
(Multiple)	<u>4,546</u>	<u>418,725</u>
Blind	348	8,455
Deaf	89	2,158
Leprosy	2	50
Totally Disabled	2,989	72,514
Totally Disabled Veterans	388	99,621
Cemeteries	48	39,690
Churches	800	853,098
Civil - Condemnation	48	32,861
Consulates	29	14,299
Credit Unions	46	48,926
Crop Shelters	38	2,671
Hawaiian Homes - 7-Year	270	49,410
Historic Residential	79	45,886
Hospitals	79	449,262
Landscaping, Open-Space	15	10,423
Low-Moderate Income Housing	330	759,130
Charitable Organizations	545	714,738
Public Utilities	503	508,893
Roadways and Waterways	3,051	2,625
Schools	125	569,675
Slaughterhouse	2	2,022
Setbacks	2	483
Miscellaneous	8	8,395
TOTAL	148,127	\$29,122,801

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 is responsible for the City's cash management, debt administration and certain accounts receivable. It maintains the City's treasury, depositing moneys and investing funds as authorized by law. It issues and sells City bonds, paying interest on and redeeming them as required. It bills and collects a variety of revenues and assessments, including real property taxes, improvement and maintenance 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 fiscal year 1999-2000, the Division billed 256,000 accounts for \$401.7 million. Total 2000 taxes collected were \$394.6 million.

Prior year delinquencies at the beginning of the fiscal year amounted to \$7.3 million.

During the year, the Division collected \$4.6 million, representing approximately 63% of its delinquencies. On June 30, 2000, total delinquent real property taxes (outstanding fiscal year 1999-2000 taxes plus prior year delinquencies) totaled \$6.6 million or 1.6% of the 2000 taxes billed.

Improvement and Maintenance District Assessments The City assesses a charge to property owners in approved improvement or maintenance districts for certain public improvements that benefit these owners. Improvement district accounts numbered 940 that paid \$695,369, while 198 maintenance district accounts remitted \$130,699.

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 3,723 active accounts that generated revenues of \$32.3 million in fiscal year 2000.

Refuse Collection Fees Commercial customers incur a monthly refuse collection fee, based on their average refuse volume, for curbside pickup. In 2000, commercial customers numbered 944 and paid fees of \$0.72 million.

Sewer and Cesspool Fees The Treasury Division bills and collects fees from sewer users whose charges require special handling and from residential properties with cesspools. Revenues realized during fiscal year 1999-2000 totaled \$7.8 million and involved approximately 791 accounts.

CASH MANAGEMENT

Interest Earned During fiscal year 1999-2000, deposits of \$1.8 billion and disbursements of \$1.1 billion flowed through the City treasury. The Treasury Division managed an average daily cash balance of \$780.6 million. Of that balance, Treasury funds represented \$487.8 million, while Board of Water Supply funds and Housing Development funds were \$268.3 million and \$24.5 million, respectively.

The City earned \$42.6 million in interest income for the year. Treasury funds generated \$27.4 million (average yield of 5.21%), while Board of Water Supply funds produced \$14.0 million (average yield of 5.01%) and Housing Development funds received \$1.2 million (average yield of 4.77%).

DEBT ADMINISTRATION

General Obligation Bonds, Series 1999D On November 3, 1999, \$45,820,000 of General Obligation Bonds, Series 1999D, Forward Refunding Bonds, were settled with an effective interest rate of 4.73% to retire the principal of \$45,820,000 outstanding General Obligation Bonds, 1990 Series B.

General Obligation Bonds, Series 2000A and Series 2000B On May 24, 2000, the City issued its first variable rate general obligation bonds totaling \$150,000,000. The proceeds were used for equipment (Series 2000B, \$11,500,000), capital improvements (Series 2000A, \$100,000,000), and the refunding of outstanding General Obligation Bonds, Tax-Exempt Commercial Paper (Series A, \$38,500,000).

Principal and Interest Payments The Treasury Division is responsible for paying interest on and redeeming bonds of the City. For fiscal year 1999-2000, the City owed and paid principal and interest totaling \$165.3 million.

\$(in millions)

\$(in millions)

General Obligation Bonds:

General Fund	\$54.0
Highway Fund	14.4
Housing Development Special Fund	15.0
Board of Water Supply	5.1
H-POWER	25.7
Special Events	2.3
Hanauma Nature Bay Preserve	0.4
Sewer Fund	7.4
Golf Fund	<u>8.1</u>
SUBTOTAL - General	
Obligation Bonds	\$142.4

Revenue Bonds:

Board of Water Supply	\$1.3
Wastewater System	<u>15.2</u>
SUBTOTAL - Revenue Bonds	\$16.5
Improvement District Bonds	\$0.6
State Revolving Fund	
Loans (Sewer)	<u>\$5.8</u>
TOTAL DEBT SERVICE	\$165.3



DEPARTMENT OF COMMUNITY SERVICES

Abelina Madrid Shaw, Director; Manuel T. Valbuena, Deputy Director

POWERS, DUTIES AND FUNCTIONS

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

The specific powers, duties and functions of DCS are defined in Chapter 3, Section 6-302 of the Revised Charter of Honolulu (2000 Edition): (a) to develop and administer projects, programs and plans of action for human resources and human services programs; (b) to 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) to 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.

HIGHLIGHTS

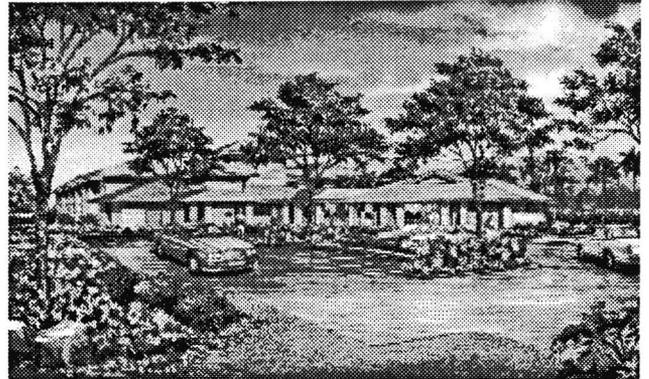
DCS consists of the following program divisions: Office of Special Projects, Elderly Affairs, Community Assistance, Community Based Development and Job Development (WorkHawaii). Administrative support is provided through the departments' Administrative Services Section.

OFFICE OF SPECIAL PROJECTS

The Office of Special Projects (OSP) of the Department of Community Services serves as the department's liaison to the community in planning and advocating for human service initiatives to address the needs of at-risk, alienated and other socially disenfranchised individuals, families, and communities in the City and County of Honolulu. In addressing the needs of the disadvantaged, the Office of Special Projects focuses on community and individual development that results in alternative and cost-effective delivery systems by: conducting needs assessments; formulating program services and system changes; researching and pursuing sources of funding; developing, implementing and monitoring special needs programs; and providing technical assistance to individuals, families, community-based organizations as well as public and private social service agencies.

SIGNIFICANT ACHIEVEMENTS:

In FY99-00, the Community Reinvestment Program of the Office of Special Projects was selected as



Kaneohe Elderly, a 75-unit affordable rental project, will be completed in early 2001.

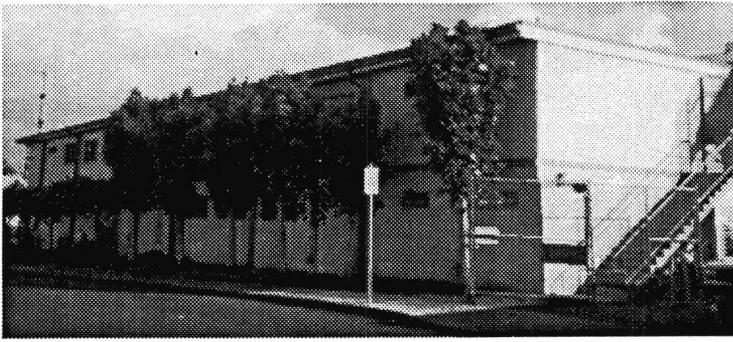
a John J. Gunther Blue Ribbon Best Practice for the region of Hawaii. This program was recognized for its ability to start new projects or expand existing ones with minimal investment of public resources. The Community Investment Program uses a community-based approach to addressing service needs of economically and/or socially distressed communities. This approach allows the community to take ownership over programs to ensure their sustainability and effectiveness in the long-term. The Community Investment Program has leveraged \$156,000 in Community Development Block Grant (CDBG) funds with an additional \$1,410,000 in other federal, state, local and private funds. This year's award represents the third time, in four years, that a program initiated through the Office of Special Projects has received this prestigious national recognition.

The following summary report of program activities administered through Office of Special Projects illustrates the diversity of subject matters and populations that were served in FY99-00.

Grants Research & Development Program

The Office of Special Projects through its Grants Unit provides grants research and development services to other City agencies and affiliated nonprofits. Agencies that were assisted include the Parks and Recreation, Emergency Services, Police Department, Economic Development, Mayor's Office of Culture and the Arts, Fire Department, and Oahu Civil Defense Agency among others. The following is a listing of grants there were acquired through the Grants Unit in FY99-00:

- U.S. Department of Housing and Urban Development, \$3,721,081, in Supportive Housing Program and Shelter Plus Care program funds to the Department of Community Services for



Institute for Human Services-Iwilei Shelter. Renovations were completed on Honolulu's only emergency shelter for the homeless operated by the Institute for Human Services.

homeless shelter and supportive services.

- U.S. Department of Housing and Urban Development, \$350,000 to the Department of Community Services for its YouthBuild Honolulu program.
- U.S. Department of Justice, \$1,062,000, to the Honolulu Police Department to create, in partnership with the Department of Community Services, a coordinated enforcement plan to reduce juvenile crime (Juvenile Justice Center).
- \$95,000 in local foundational funds for (1) an after-school program for at-risk girls in Papakolea and (2) camping excursions for children who have been victimized by violence in the home and/or are homeless.
- U.S. Department of Justice, \$300,000 to HFD, HPD, HES and OCDA for emergency response equipment to be used during incidences of domestic terrorism.
- U.S. Department of Justice, \$330,000 to DCS for 3-year communitybased teen employment training program in Waipahu through the Leeward YMCA.
- U.S. Department of Justice, \$121,000 to DCS for a community-based performing arts program for at-risk youth in Pearl City through Pearl City Community Youth United to Help (PCC YOUTH).
- U.S. Department of Housing and Urban Development to Housing and Community Development Corporation of Hawaii (HCDCH) to partner with HPD in conducting a gun buyback program. It is anticipated that 455 weapons will be surrendered in exchange for \$50 each.
- Emergency Food and Shelter National Board, \$10,000 to provide homeless families with rent/mortgage assistance to establish stable living conditions and alleviate the conditions that contributed to homelessness.

At the end of the fiscal year, the Grant Units, in partnership the department's WorkHawaii program division, hosted an intensive grantwriting workshop.

The training was conducted by the world's oldest grantsmanship organization, The Grantsmanship Center. Twenty prospective grantwriters from public and private non-profit agencies attended the grueling 5-day workshop. After the training, participants remarked that it was the best training they ever attended and now feel confident about being able to secure grants for their programs. Some participants said they will use their "funder's perspective" skills to evaluate and

revise their programs to be more successful. The goal for hosting the training was to build local capacity to successfully secure funding. That goal was achieved, along with the added benefit of local service providers being better able to design effective programs.

Leasehold Conversion Program¹

The Leasehold Conversion Program ("LCP") is charged with the implementation of Chapter 39, Revised Ordinances of Honolulu 1990, the City's mandatory leasehold conversion ordinance ("Ch. 38 ROH"). Implementation of the ordinance allows qualified owner occupant lessees to purchase the leased fee interest in condominiums, cooperative and planned development projects through the City's power of eminent domain.

By fiscal year end, the implementation of Chapter 38, ROH continued for lessee applicants in approximately 20 condominium projects. The following are highlights of the significant achievements of the LCP:

Applications from lessees in seven projects were received.

4 public hearings held in order to receive public testimony with respect to a finding of effectuation of public purpose as required by Ch. 38, ROH. 2 Resolutions submitted to the Honolulu City Council for adoption.

Litigation in eight (8) eminent domain lawsuits and a declaratory action. One (1) lawsuit was successfully settled, the declaratory action was decided by the Court in favor of the lessees' position.

Settlement occurred between the lessee applicants and the fee owners of two projects prior to initiation of eminent domain actions.

Amendments to the **Rules for Residential Condominium, Cooperative and Planned Development Leasehold Conversion** were commenced as a result of a ruling in the Kuapa Isle eminent domain action. A public hearing was

¹ In fiscal year 1999-2000, the LCP was administratively assigned to the Department of Community Services with day to day reporting assigned to the Department of Budget and Fiscal Services' Internal Control division.

held and by fiscal year end the rule amendment was still pending adoption.

Juvenile Delinquency Prevention Program

Over the past 3 years, the Department of Community Services has provided over \$180,000 to community-based organizations for juvenile delinquency prevention services to at-risk youth. Additional funds in the amount of over \$440,000 have been earmarked to provide added services. The initiative is funded by Title V of the U.S. Justice Department through the State Office of Youth Services. In order to qualify for Title V funds, City personnel received extensive federal training. The Office of Special Projects then secured several grants in the competitive solicitation process.

The Office of Special Projects is responsible for the county's three Title V programs—Castle Wellness Center, Pearl City Community YOUTH and Waipahu Teen Employment Program. At Castle Wellness Center during FY99-00, over 500 students were served through the Castle Wellness Center. The services included support groups, athletic physical exams, wellness and behavior risk screenings and referrals. The Pearl City Community YOUTH program, called Pride Productions, worked with over 130 high- and middle-school students in a youth-directed program focused on personal development and performing arts. The after school program provides participants with skills for academic success, self-confidence and leadership. The Waipahu Teen Employment program is the City's newest Title V partnership. Through the joint planning efforts of multiple agencies, businesses and groups in Waipahu, a three-year juvenile delinquency prevention plan was designed. The collaborative effort, led by the Leeward YMCA, illustrates the community's mobilization toward reducing juvenile delinquency and crime. The multiagency group designed a teen employment program as a mechanism to engage youth who have or are at risk of dropping out of school and society and provide them with the skills to succeed in life.

Early Childhood Education & Care

The following is a sample listing of early childhood education and care programs administered by the Office of Special Projects:

The Early Education Center In a progressive move, the City established the state's first employer-sponsored early education and care center. The Department of Community Services contracts with Seagull Schools, a nonprofit organization, to provide early education and care services to 264 children ages 18 months to 5 years, in the heart of downtown. The Early Education Center is accredited by the National As-

sociation for the Education of Young Children and meets State of Hawaii licensing standards.

Child Care in the Parks An innovative program, the Department's Child Care in the Parks program has won many national awards, including special recognition by President Clinton. This initiative takes advantage of recent research that indicate that quality early childhood education can produce long-lasting benefits. Recently, the U.S. Department of Justice issued a report announcing that early childhood intervention, such as this program, can take 3- and 4-year olds who are at risk for school failure, and significantly lower rates of delinquency, crime, teenage pregnancy and welfare dependency. This program is a partnership with Head Start and other agencies that maximizes resources to provide much-needed affordable childcare. Using City parks, Head Start provides early education and care to 3- and 4-year olds. The free (or affordable) program serves families with low to moderate incomes. The Child Care in the Parks program provides care to approximately 205 children and their families.

Oahu Early Childhood Council (OECC) The Department of Community Services continued to coordinate the activities of the Oahu Early Childhood Council. The OECC, as the local coordinating council of the Good Beginnings Alliance, implements the three year Oahu Community Council Early Childhood Plan. During the year, OECC supported five community playgroups with private David and Lucile Packard Foundation funds. The playgroups are in Waimanalo, Waianae, Makiki, Wahaiawa and Kalihi.

Volunteer Services

In March 1995, the City and County of Honolulu established its first ever volunteer service corps called the Friends of Honolulu Hale (FHH). The FHH began as part of Mayor Harris' smarter government initiatives. This initiative included pursuing common sense government, streamlining operations, cutting costs, communicating effectively, and energizing employees with a renewed commitment to customer service. To this end, Ordinance 95-14 was passed by the City Council that established FHH. The ordinance recognized the volunteer spirit in our citizenry as a fundamental ingredient to our form of democratic government.

Goals include:

- 1) Including all persons in meaningful volunteer work in the city and community.
- 2) Maximizing city's resources by using volunteers.
- 3) Improving customer service through volunteers.

- 4) Promoting and supporting volunteerism in our community.

As the City's overall coordinator for FHH, its primary function is to develop and coordinate volunteer services for City departments by maintaining a pool of available volunteers. Approximately 1,000 persons have performed volunteer service to our City government since its inception.

The Office of Special Projects also provides technical assistance and guidance to three (3) county advisory boards: Honolulu County Committee on the Status of Women (HCCSW), Mayor's Committee for People with Disabilities (MCPD), and Child Care Advisory Board (CCAB).

Child Care Advisory Board

In accordance with Revised Ordinances of Honolulu (ROH) 1990, Chapter 11, Section 11-1.3, the Child Care Advisory Board was established to advise the County Child Care Coordinator on means to encourage the private sector to become partners with the City in expanding child care services and on means to increase the public's awareness of child care issues. The board may also serve as a forum for the various sectors of the community to address childcare needs and consider appropriate actions for public and private implementation. During FY99, the Child Care Advisory Board presented family friendly recommendations to the City administration. Specifically, the recommendation advocated for pretax dependent care reimbursement accounts for the City's 9,000+ employees. The benefits of the proposal can provide tax savings for the City while increasing employee spendable income for child and elder care.

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 of the 1970 Hawaii State Legislature. The Committee acts in an advisory capacity to the Mayor, City Council, and Hawaii State Commission on the Status of Women. In FY 99-00, the committee continued to initiate and support projects and movements to improve the status of women. They pursue such issues as women's health, pay equity, gender equity, girls and older women's needs, violence against women of all ages. They also strive to expand the number of women on City boards and commissions, highlight the many achievements, and struggles, of women; network and build relationships with women's organizations on the local, national and international level.

Significant accomplishments in FY99-00 were:

Women's Health Month – Active participant of the annual *Women's Health Month and the*

Older Woman in a successful caregiver brown bag speaker series. A one-day Health Fair was held at the YWCA with the Step-Taculars as the featured performers. As a result, a City employee support group was formed which meets each Wednesday.

Women's History Month – Celebrated another Women's History Month at Honolulu Hale with a *Filipino Women in Hawaii's Workforce* in the Lane Gallery, a brown bag speakers series at Honolulu Hale Courtyard, the *Women and Work in Hawaii: Into the Marketplace* exhibit in the Courtyard, and the informational panels of resources for women in the foyer. The opening reception featured Ah Quon McElrath as its keynote speaker.

Domestic Violence Awareness Training – Coordination of domestic violence awareness training for managers, trainers and drivers of TheBus and HandiVan.

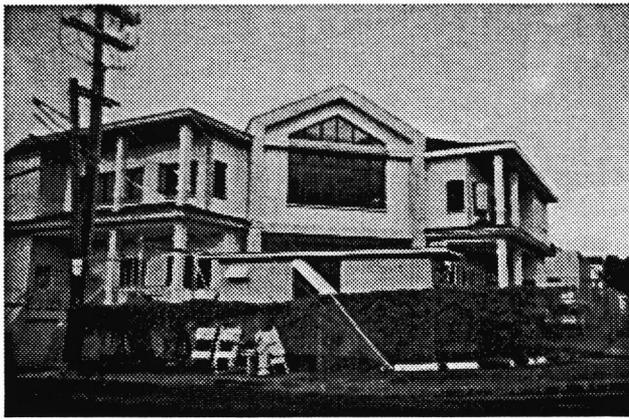
Mayor's Committee for People with Disabilities

The Mayor's Committee for People with Disabilities (MCPD), established in 1971, serves as a voluntary advisory committee to the Mayor on disabilities issues and City policies relating to the Americans With Disabilities (ADA). The purpose of the Committee is to promote a better understanding of issues affecting all peoples with disabilities and promote communication and interaction between the public and private sectors and people with disabilities. Functions include participating as an active advisor to the Mayor about issues relating to persons with disabilities, specifically with respect to the City administration's departments and agencies, as well as their programs, services and activities and promoting and facilitating changes in policies and services which provide greater access to persons with disabilities. MCPD subcommittees include: recreation, transportation, advocacy/accessibility and housing. Some of the Committee's activities include working with TheBus and HandiVan to address transportation issues, and participating in a special needs housing coalition.

COMMUNITY BASED DEVELOPMENT DIVISION

A new Division in the Department, a staff of six carried out programs and projects while continuing to assist in the transition resulting from the abolishment of the Department of Housing and Community Development and transfer of functions to other City agencies.

The goals of the Division this year were to continue efforts to complete existing housing develop-



Construction of the Charles Judd Community Health Center, an integrated health services center in Kalihi Valley.

ment projects, including Ewa Villages; to work in partnership with the private and nonprofit sectors to address special needs and affordable housing concerns; to provide new emphasis on fair housing activities; and to attract and secure funding and financing for community development and housing from alternative sources in order to maximize the leveraging of City resources. Near the end of the fiscal year, the Division also was assigned various contracts together with the task of coordinating the City's annual application to the U. S. Department of Housing and Urban Development for its Continuum of Care grant program for services to homeless persons.

Completion of existing housing developments

Kaneohe Elderly Housing; Construction is underway on a 75-unit apartment complex by nonprofit developer, Pacific Housing Oahu Corporation. The project is scheduled to be completed in January 2001.

Ewa Villages - The Division continued overall project coordination of this revitalization project in a historic district, including community facilities and affordable rental and for-sale residential units in Tenney and Renton Villages. The Division assisted and coordinated Requests for Proposals of vacant land parcels for development by for profit and nonprofit developers to provide housing opportunities in the second city.

Homeless program

The Division was assigned responsibility effective April 1, 2000 for HUD's Continuum of Care (CoC) homeless program that includes administration of seven existing multi-year contracts with nonprofit agencies providing shelter and supportive services to the homeless. In addition to three grants which were renewed for an additional three years, the Division is assisting in finalizing two new projects which had earlier been notified of funding award. The Division

initiated on site visits by a HUD technical assistance contractor to provide individualized attention in program implementation to homeless service providers.

The Division staff incorporated into the annual grant application process greater community participation. The Division solicited interest from homeless service providers who sat on a working group to provide input to the City in preparing its application; convened a committee comprised of nonprofit agency representatives to evaluate and prioritize funding proposals based on a needs assessment and gaps analysis developed in coordination with Partners in Care; and held two public informational meetings to inform the public of the selection process and then to announce the rankings of proposals. Partners in Care is a coalition of services providers and others committed to ending homelessness on Oahu.

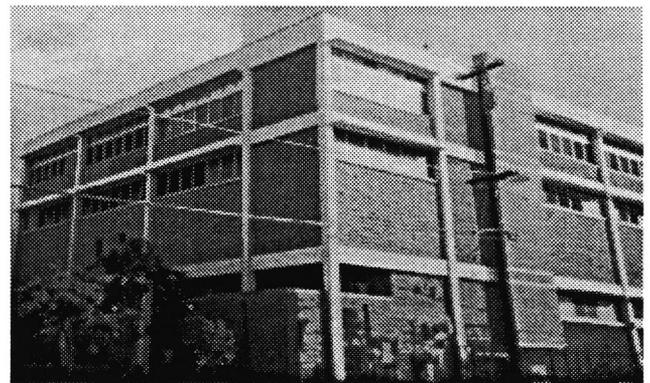
The Division also issued a Request for Proposals for \$375,000 in entitlement funds the City received under the Housing Opportunities for Persons with AIDS (HOPWA) program. Funds are available for rent subsidies and supportive services to persons with AIDS and their families.

The Division continued to administer the Emergency Shelter Grants entitlement program which funded 16 projects at over \$1,267,000 to provide shelter and services to the homeless. Staff began on-site monitoring of these service providers.

Special Needs Housing and Community Development

Special Needs Housing funds were provided to nonprofit agencies assisting homeless families and persons with chemical dependency. Renovation funds were provided for the Kahumana Transitional Housing Project and the Lahilahi Residential Treatment Facility, both on the Waianae Coast. Division staff provides ongoing technical assistance to nonprofit grant recipients.

Other grants were provided to Waikiki



Institute for Human Services-Kaahi Street Shelter. Improvements to the IHS Kaahi Street Shelter for women and families were undertaken with CDBG funds.

Health Center to provide health services to low- and moderate-income households in Palolo and to Kokua Kalihi Valley for equipment in a new health clinic being constructed in Kalihi.

Request for Proposals - Though no longer a responsibility of the Division, the Division assisted the Department of Budget and Fiscal Services in the preparation of Requests for Proposals, evaluation and implementation of those proposals selected by the City.

Ewa Villages Revitalization Project

The Ewa Villages Task Force under the leadership of the Managing Director continued to manage the project, set policy and direct the activities of the Ewa Villages project through representation by the eleven City departments.

During the fiscal year, the Department of Community Services accomplished the following activities within the purview and under the direction of the Ewa Villages Task Force:

Coordinated the clean up and maintenance of the project areas still under the jurisdiction of the City on an ongoing basis in conjunction with the Department of Facilities Maintenance. These areas include Varona Village, unsold vacant lots in Tenney and Renton Villages and the existing houses. Coordinated with the City's property manager, National Mortgage and Finance, to maintain the current tenants and the properties in Renton, Tenney and Varona Villages.

Coordinated the sales and conveyance of the remaining housing inventory in Ewa Villages. The City sold the last 15 houses in the new infill house inventory. The real estate broker will now concentrate its efforts on selling the inventory of 37 vacant golf course frontage lots in Tenney and Renton Villages.

Provided technical assistance to developers of Areas A and B. All 96 homes have been sold at Lokahi Greens (Area A) to qualified buyers. The City coordinated the sales and conveyance of 40

lots in Area B to buyers under the Self Help Housing program. The first team of 15 buyers is expected to complete their homes and take occupancy by December 2000.

The City provided an additional \$3,197,998 in CDBG funds and \$135,280 in HOME funds via a loan to Self Help Housing Corporation of Hawaii (SHHCH) as the developers of Area B. The funds were used by SHHCH to acquire the remaining 86 lots and will be applied as a subsidy to reduce the land cost to the affordable buyer. The balance of the purchase price was paid by a promissory note. The property was conveyed and recorded on May 25, 2000.

The City entered into an amended development agreement with the Ewa Villages Nonprofit Development Corporation (EVNDC) to acquire the remaining 88 existing unrenovated homes in Tenney and Renton Villages. EVNDC will market, renovate and sell the homes to qualified buyers. A grant of \$3,600,000 in CDBG and HOME funds was provided to the nonprofit for the acquisition of 42 existing homes and six model units in Tenney Village as Phase I. The transaction was closed on December 30, 1999.

The City provided a grant of \$2,188,408 in CDBG and HOME funds to Pacific Housing Assistance Corporation (PHAC) for its acquisition of an additional 12 renovated units for the Tenney Rentals and Rent to Own Program. The transaction was closed on December 30, 1999. Rent up will commence after repairs to the houses have been completed. Twenty-three of the original 35 units were rented to residents of Ewa Villages, 16 of which are tenants of record.

The City entered into a partnership agreement with U.S.D.A. Rural Home Loan Development, American Savings Bank and Self Help Housing Corporation of Hawaii to offer very low interest rate loans to qualified buyers in Ewa Villages. The U.S.D.A. Rural Home Loan Development local office, through a nationwide competition secured the funds for the loans which are specifically earmarked for Ewa Villages. Five buyers have signed contracts to purchase existing homes under this program.

The Department continues to provide technical assistance to the developers of Area I, Ewa Villages Development Corporation in its development of a multigenerational facility at this parcel.

Fair Housing

During the report period, the City's Fair Housing Officer on a daily basis:

Received and handled approximately 500



A Rent-To-Own program in Ewa is providing homeownership opportunities for 47 low- and moderate-income families.

telephone calls or 10 per week relating to possible housing discrimination incidents and irregular real estate or landlord/tenant agreements. He referred callers to the appropriate Federal and State of Hawaii authorities, contacted property managers, or services advocates such as the Legal Aid Society or the Hawaiian Humane Society or provided callers with information regarding fair housing laws, physical accommodation of common areas, pets allowed in federal public housing or private rental apartments or the State of Hawaii Landlord-Tenant Code. In several cases, where "protected class" callers expressed discomfort at meeting with City agents, he offered to serve as a facilitator in such meetings with property management agents or Section 8 workers.

Reviewed daily and monthly publications of residential rental and sales solicitations, with emphasis on identifying ads with exclusionary or preferential phrasing. He transmitted questionable advertisements affecting "protected classes" to the U. S. Department of Housing and Urban Development for review and determination whether the subject dwellings comply with exemption criteria.

Inspected the physical premises of nine City multifamily rental projects for potential improvements in physical public accommodation features in common areas such as sidewalk surfaces requiring repair, stairs requiring adequate handrails or ramps, door thresholds requiring a reduction in height, and front lobby doors requiring mechanical assistance to operate.

Public Awareness Outreach

In this area, the Fair Housing Officer:

Conducted three Fair Housing presentations to interested property managers, security staff, tenants and government housing workers.

Participated in monthly forums of state and county fair housing officers, resulting in creation of the "GO TEAM" or Government Organizations Together Each Accomplishes More name. "GO TEAM" products included production of a 30-second public service announcement featuring a prominent local celebrity, radio announcements and bus placards in the City bus fleet. Such products resulted in winning a national award at the U. S. Department of Housing and Urban Development Best Practices Symposium, as a "Best of the Best" practice.

Represented the City at two hearings to consider revisions to the Hawaii Revised Statutes conducted by the U. S. Department of Housing and Urban Development, to develop fair housing awareness and compliance strategies.

ELDERLY AFFAIRS DIVISION

The Elderly Affairs Division (EAD) is the designated City agency which serves as a focal point in the City and County of Honolulu for older adults on Oahu. EAD is part of a national network of 670 area agencies on aging created by amendments to the *Older Americans Act of 1965*. Each county in Hawaii has a similar organizational unit; together all four area agencies on aging work closely with the State Executive Office on Aging, Hawaii's link to the federal Administration on Aging.

The mission of EAD is to plan and develop a coordinated and comprehensive system of services for those age 60 and over in the City and County of Honolulu. These services enable older persons, who are frail or who may have limited economic or social support systems, to live independently in the community for as long as possible. Seniors are also provided information and access to services that are available in the community.

EAD carries out a number of functions to accomplish its mission: planning, advocacy, coordination, service development, community education, contracting for gap filling services, and senior volunteer recognition. Organizationally, these functions are carried out through two complimentary units: Planning and Grants Management, and Information and Assistance.

Aging Network Service System

In 1999-2000, a wide range of services for older persons were funded through twenty contracts or sub-recipient agreements with eleven public and private agencies. Funding came from four sources: Federal Older Americans Act Title III; State funds from the Executive Office on Aging; Community Development Block Grant funds; and County funds supporting the Senior Information & Assistance Service Program. The total budget for FY 1999-2000 was \$ 5,005,527 including administrative costs.

In total, approximately 10,800 older persons benefited from a variety of in-home and community services. Almost forty four percent were low income (115% of poverty). These services are listed by the target population they are intended to serve:

Self-sufficient elders: adult education and training, health programs, recreation and leisure activities, senior center programs, and volunteer opportunities;

Transitional elders: congregate dining and nutrition counseling and education, health education, screening and maintenance, housing assistance, legal assistance, paraprofessional and social work counseling, and transportation;

Vulnerable elders: adult day care/health, assisted transportation, attendant care, case manage-

ment, caregiver education, chore and homemaker, friendly visits, escort, home-delivered meals and nutrition counseling, personal care, respite/geriatric supervision and respite/linkage, and telephone reassurance.

The senior population is the fastest growing cohort on Oahu, and as federal, state, and county funds have remained relatively flat, the service system has been evolving, focusing on serving the most needy. This group needs more intensive services to stay independent and living in the communities with which they are familiar for as long as practical. To meet this growing need of the frailest seniors, the State Executive Office on Aging implemented the Kupuna Care program, a system designed to serve this target group by directing state purchase of service monies to eight core services. This restructuring took much time to develop and implement. FY 1999-2000 saw the completion of the first full year of this program.

Trends noted included an increase in: the number of low-income families choosing to keep their frail elders at home; in the number of individuals put on wait lists for contracted services; demand for specialized transportation; demand for home delivered meals; in the number of seniors without local family support systems; in the numbers of those both the 85+ and 100+ requesting services; and an increase in the number of young retirees who are demanding more varied programs and services. This increased demand combined with limited local, state, and federal resources has resulted in an increased need on the part of members of the Aging Network to develop other revenue sources.

Among the larger programs are the congregate and home delivered meal programs with 200,224 meals served to 2,698 seniors at 37 dining sites and 243,674 home delivered meals served to 2,344 homebound older persons. In addition, 76 seniors received nutrition counseling, 2,233 received nutrition education, and 311 received health screening and maintenance assistance.

Aside from home-delivered meals, in-home assistance included 27,818 hours of personal care services for 685 disabled older persons, 2,222 hours of chore and homemaker assistance for 240, case management for 906 individuals and their families, more than 13,356 hours of respite linkage and geriatric supervision for 629 care givers, 4,173 telephone reassurance calls, and 6,121 friendly visits.

Seniors were provided with 1,234 hours of education or training, 862 hours of health education, 16,142 recreation sessions, and 2,902 hours of volunteer opportunities at Senior Center programs at several sites on Oahu. A total of 1,370 older persons were transported more than 61,000 times by van to doctor's

appointments, meal sites, service agencies, supermarkets, and other destinations, and 178 seniors received 1,109 escort trips.

A total of 7,795 hours of counseling services were provided to 2,135 seniors. Housing assistance was provided to 543 older persons who were homeless or facing homelessness and 450 persons received legal services.

Service providers were monitored through monthly and quarterly narrative, statistical, and financial reports submitted and through one-site assessments. These assessments are designed to assist providers in improving the quality of service delivery as well as to monitor compliance with contract requirements.

Additionally, hundreds of hours of technical assistance was provided by EAD staff to service providers as the new data collection system (SAMS) and method of service delivery using state purchase of service monies (Kupuna Care) were implemented.

Honolulu Committee on Aging

The Honolulu Committee on Aging is the citizen advisory body to the Elderly Affairs Division. Members are appointed by the Mayor and at least 50% are 60 years and older. The committee advises the Elderly Affairs Division on all matters relating to the development, administration and implementation of its Area Plan, helps secure the widest possible citizen participation in its efforts to help identify and address concerns related to the elderly population, advocates on matters pertaining to the elderly, and sponsors the Mayor's Annual Senior Recognition Program.

In FY 1999-2000, the Committee assisted with the review of all proposals to provide services to seniors contracted through the division; sought to develop awareness of the need for reauthorization of the Older Americans Act through letter writing, fax, and petition campaigns at various times throughout the year; and submitted comments to government officials, State Legislature and Congress on legislation and issues relating to the elderly.

Senior Information and Assistance Program

The City and County's Information and Assistance Program (I&A) is the unit in the Elderly Affairs Division that provides outreach, information and referral services for the public. Bilingual staff provide individual assistance, particularly for isolated and disabled older adults and their families who have difficulty accessing needed services. With a part-time staff of nine, and a full-time staff of three, the I&A team reached more than 30,000 people through door-to-door canvassing in target communities; staffing of Satellite City Hall walk in sites; outreach visits to

group dining programs, open markets, senior clubs and housing projects; a well-publicized telephone hotline; participation and exhibits in community fairs; home visits to make case assessments of frail elders; and group presentations.

EAD's quarterly newsletter, *Aloha Pumehana*, began its fourteenth year of publication with feature articles on current topics and events. These included an introduction to the Kupuna Care Program, focus on fall and fracture prevention, surgery and pain management, and senior volunteers. A total distribution of more than 11,000 was achieved.

In addition to its regular publications, I&A staff worked closely with Honolulu Newspaper Agency and Star Bulletin staffs to provide input to a new semi-annual publication targeted toward seniors called *Primetime*. This tabloid, with a statewide circulation of more than 266,000, contained articles on the role of the Community Service Aides, the Honolulu Committee on Aging, names of the nominees for the Mayor's 34th Annual Senior Recognition Program, Intergenerational Projects, and the United Nations' International Year of the Older Person.

Staff of the I&A unit took great strides in improving assistance to employees of the City and County of Honolulu who are also caregivers. Following a very successful month of brown-bag lunch presentations coordinated with the support of the Honolulu Committee on the Status of Women in late 1999, staff contacted the City's Personnel Development and Training Branch to suggest development of a caregiver training course. The first step was taken in June when Dr. Kathryn Braun from the University of Hawaii's Center on Aging presented these issues to the quarterly Manager's Issues Forum. Subsequently, a Caregiver Support Group was established and has been meeting on a weekly basis.

EAD Initiatives and Activities

The large project of restructuring Oahu's service system as part of the statewide effort to implement Kupuna Care, a program to address the growing numbers of Hawaii's elders with long-term care needs, completed its first full year of operation. State funds received were separated from federal funds to fund a core of eight in-home services. This separation allowed the development of a client cost-share for in-home services received based on a sliding scale and a stricter criteria for eligibility. Other components included the development of a unit based service provider reimbursement contract instead of a fixed contract amount, two-year contracts instead of one year, a client and service tracking system utilizing new software, and a revised reporting system. Oahu's goal to provide these services to 3,000 frail elderly individuals in the first year, was met. However, sub-

stantial amounts of time were expended by staff to ensure that the transition to the new program was as seamless as possible to the client. Strategies used included upgrade of hardware and software for staff and service providers, training, regularly scheduled technical assistance as well as that needed to put out "fires", and discussion about the realignment of funds to specific services as we ascertained a better understanding of demand vs. availability of service dollars.

EAD's self-produced website, www.elderlyaffairs.com, was received favorably by the public, averaging more than 4,400 "hits" during a one month survey period from mid-May to mid-June 2000. To continue the increased availability of information to the public, EAD renewed its website contract for another year, has requested formal staff training in web design techniques, and has requested upgrading the existing suite of Web design software to enable future enhancements to online capabilities. Currently included on EAD's website is an online version of the 1999-2001 *Senior Information and Assistance Handbook*, the most recent edition of its quarterly publication *Aloha Pumehana*, a "Current Events" page, and integration with the city and County of Honolulu's new eGovNet commercial portal at <http://www.co.honolulu.hi.us>. Throughout the year the website was used to: publicize, solicit nominees for, and announce the winners of the Mayor's 34th Annual Senior Recognition program; and provide easy communication and feedback on contents by providing e-mail addresses for staff.

EAD and other area agencies joined with the state Executive Office on Aging in receipt of a grant from several foundations for a joint project called *Community Voices in FY 1999*. The goal of this project is to stimulate interest in and build capacity for communities to address aging issues within their own geographic areas. FY 2000 saw the completion of the first full year of the project. During that time, community capacity building training took place, community meetings were conducted, community resources and needs were identified, and work plans to address needs were developed. Currently 20 geographically based communities are involved in various stage of development. Funding for a statewide conference was secured and planning occurred over 9 months. The two-day conference to showcase the progress of these communities will be held at the University of Hawaii's East/West Center on September 28-29. Strategic planning sessions to develop a 5 year plan have been targeted for the first quarter of FY 2001.

The Mayor's 34th Annual Senior Recognition Program was held April 13, 2000. Ninety-eight nominees were honored, and Hoku and Outstanding Senior

Citizens awards were announced. The keynote address was delivered by Mayor Jeremy Harris. Although a physical count was not taken, staff usually assigned to assist productions at the Concert Hall estimated 1,000 persons attended. This was an increase of 20-25% compared to 1999. The distribution of potted plants was very popular, and the pre-program entertainment by Aloha Kupuna, a Hawaiian song and dance troupe, was a spirited introduction to the morning's festivities.

COMMUNITY ASSISTANCE DIVISION

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.

The Division's FY01 Operating Budget amounts to \$41.1 million and has an authorized staffing level of 50.5 full-time equivalent (FTE) positions. Federal funding provides \$40.5 million (98.5%) of the budget while the balance (\$0.6 million) comes from City resources. Funding for rental subsidies (\$35.7 million) and rehabilitation loans (\$3.3 million) account for 94.9% of the budget.

Of the rental subsidies, \$233,000 is provided by the City from its Rental Assistance Fund for use in providing limited rental assistance to low income families (up to 80% of the median income) as established by the U.S. Department of Housing and Urban Development (HUD). The City Housing Rental Assistance Program (RAP) was established to implement Chapter 5, Revised Ordinance of Honolulu (ROH). Ordinance 87-80 was passed in 1987 and the Rules and Regulations were promulgated in 1989. Rental assistance payments of up to a maximum of \$150 per month may be made on behalf of an eligible participant. Anyone receiving other State or Federal rental assistance would not be eligible.

During the past year, up to 60 tenants per month were assisted at the Westloch Elderly project while 33 others received monthly rental assistance at the Kailua Elderly (Lani Huli) project. Four eligible Tenney Village rehabilitation tenants also received assistance during the year. A total of \$155,759 in rental assistance funds was expended. Assistance to Tenney Village rehabilitation tenants is expected to increase in the current year and we also expect to revise the program's Administrative Rules and Regulations.

Rental Assistance Branch

This branch administers the federally-funded Section 8 tenant-based programs (Housing Certificate, Housing Voucher, and new Housing Choice

Voucher) and Moderate Rehabilitation programs by processing applications submitted by individual families for rental subsidies allocated by HUD. The operating budget for this Branch is \$37.2 million and is entirely funded by federal funds. Rental subsidies amount to \$35.0 million of the total budget.

HUD has revised its Section 8 program focus to primarily assist "extremely low" income families which are established at 30% of the median income limits. The program assists families of two or more persons related by blood, marriage or law or who have evidenced a stable family relationship, individuals who are 62 years of age or older, disabled persons who are unable to engage in substantial gainful employment, persons displaced by government action and other single individuals.

During the past year, the branch paid approximately 2,000 landlords a total of \$25.1 million in rental subsidies on behalf of 3,548 families. The branch processed 61 applications and issued 73 Vouchers. A total of 5,359 residential inspections and 3,731 client reexaminations were completed. There were 7 canceled applications and 1161 terminated contracts. Two families canceled their Vouchers without leasing a Section 8 unit and 36 families chose to move to Honolulu to use their Section 8 subsidy under the portability feature of the program.

Approximately 800 applicants currently remain on the Section 8 waiting list. The waiting list is expected to be reopened in December 2000.

Housing Choice Voucher Program: Effective October 1, 1999, the Certificate and Voucher Programs merged into the Housing Choice Voucher Program. Implementation of the merged program began with new families entering the program and existing Certificate and Voucher families who were offered new leases or who moved to a new unit. The remaining families receiving rental assistance under the Certificate and Voucher Programs are being converted to the Housing Choice Voucher Program at their annual reexamination beginning October 1, 2000.

Under the new 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. In all cases, the rent of the unit must also be reasonable as compared to other comparable unassisted units.

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 elderly and disabled persons.

Family Self-Sufficiency (FSS) Program: The FSS program provides assistance and incentives to selected Section 8 participants to become self-sufficient. The program allows the participants to set their own goals; develop a 5-year plan of action; establish a "personal trust account"; and does not reduce participant benefits for the duration of the plan. The City and County of Honolulu is mandated by HUD to establish and operate an FSS program with a minimum of 248 participants.

Recruitment and outreach activities involving the notification of the FSS program to all Section 8 program participants are scheduled to begin early next year. Recruitment for an FSS Coordinator is now in progress. Once families have been

selected, the FSS Coordinator will work with them to develop Contracts for Participation and to coordinate services with social agencies.

Housing Preservation and Opt-Out Program Conversions: These HUD programs provide protection to residents of certain HUD subsidized projects when their owners either prepay their mortgages or choose to opt-out of their Section 8 project-based contracts. The City and County of Honolulu administers the specially funded Section 8 tenant-based assistance being offered to these eligible families.

Rehabilitation and Loan Branch

This branch administers the City's Residential Rehabilitation Loan program, the Federal Housing Preservation Grant program, the Ewa Villages Down Payment Loan and Deferred Sales Price programs, and the Maluhia Adult Residential Care Home (MARCH) loan program. The branch also assists in the inspection of the City's housing buy backs, provides monitoring oversight of the Honolulu and the Nanakuli Neighborhood Housing Services projects, and prepares and submits the Federal application for Housing Preservation Grant funds. Additionally, this branch supports State and Federal agencies at Disaster Assistance Centers and provides emergency disaster relief loans to rehabilitate properties affected by declared disasters.

The operating budget for this branch amounts to approximately \$3.6 million of which \$3.3 million is available for rehabilitation loans. The primary target groups are lower income homeowners, landlords renting to low-moderate income tenants, nonprofit organizations serving low-income clients with special needs and property owners affected by declared disasters. The City's current loan portfolio consists of 611 loans with an outstanding balance of approximately \$13.6 million. A private lender under an agreement with the City provides loan servicing for 461

selected loans amounting to approximately \$8.0 million. All other loans are serviced in-house and amount to 184 loans with an outstanding balance of approximately \$5.6 million.

During the past year, the branch processed and screened 288 application requests, reviewed and finalized 56 formal applications, processed and funded 30 new residential rehabilitation loans amounting to approximately \$1.4 million and conducted 773 inspections.

Rehabilitation Loans: Under this program, the branch makes low interest loans (0% to 6%) in compliance with HUD requirements to lower income (within 80% of the median income for Oahu) owner-occupants of residential units to repair their homes or to landlords to repair homes being rented to lower income tenant families. A limited amount of rehabilitation loans are also made to gap-group income (80% to 120% of median) families when funds are available from the City's revolving rehabilitation loan fund.

Down Payment Loan and Deferred Sales Price programs: These programs were established to assist buyers of homes within the City's Ewa Villages project. Buyers must be in the lower income category (within 80% of median). Federal HOME funds have been set aside and are drawn down as needed. The second program includes gap-group (80% to 120% of median income) buyers where the City takes back a second mortgage. No additional funding is required since the City is simply delaying receipt of the total sales price for the term of the deferral. As of June 30, 2000, twenty-six (26) down payment loans have been made for \$799,590 as well as six (6) Deferred Sales transactions amounting to \$164,440.

Maluhia Adult Residential Care Home (MARCH) program: This program was established to target adult residential care home operators participating in the State Department of Health Maluhia Waitlist Project. The Waitlist Project attempts to free up badly needed hospital beds by providing residential care for lower income patient/residents receiving outreach medical assistance from the Department of Health.

Recruitment by the Department of Health for eligible care home operations was severely hampered by the reluctance of otherwise willing providers to contend with costly home repairs and renovations required by the Americans with Disabilities Act (ADA). The MARCH program attempts to address this concern. Under the guidelines developed, 51% or more of the care home patient population must have incomes within 80% of the median income for Oahu. Eligible care home operators may then be assisted with 2% interest rehabilitation loans of up to \$75,000

to make needed renovations and retrofits to meet minimum building code standards and to be in compliance with State and Federal health, safety, and accessibility requirements.

Housing Preservation Grant: The branch has been successful in applying for and receiving Housing Preservation Grant funds made available from the U.S. Department of Agriculture (USDA), Rural Development administration. The target group includes families with incomes within 80% of the median income for Oahu. In compliance with established Federal procedures, the funds can be used only for USDA, Rural Development approved repairs in 27 designated rural areas on Oahu. These areas are located in the following districts: Waianae, Waiialua, Koolauloa, Koolaupoko, Ewa and Wahiawa. Grant recipients often receive a rehabilitation loan to supplement needed repair costs. Since 1990, grant funds amounting to approximately \$834,521 have been allocated to 145 families.

JOB DEVELOPMENT/WORKHAWAII DIVISION

FY 2000 GOALS AND ACCOMPLISHMENTS

1. Implement the transition from Job Training Partnership Act (JTPA) to Workforce Investment Act (WIA).

With the anticipated sunset of the employment training programs funded under JTPA on June 30, 2000, WorkHawaii prepared successfully for the transition to WIA which took effect on July 1, 2000.

WIA provides the framework for a unique national workforce preparation and employment system designed to meet both the needs of the nation's businesses and the needs of job seekers and those who want to further their careers. Key components of WIA enable customers to easily access the information and services they need through the "onestop" system that is comprised of centers located in their neighborhoods; empower individuals to have control over their own career development by obtaining the training they find most appropriate through Individual Training Accounts; and ensure that all state and local employment training programs meet customer expectations. Youth customers access improved program services that are more comprehensive and emphasize academic and occupational learning. Employers benefit from a single system to find job ready skilled workers who meet their needs. They will have a single point of contact through the one-stop system to conduct recruitment and list job openings, provide advice on labor market demand and workforce development,

partner as trainers to expand the skills of the workforce, set service benchmarks for the system, and grow the economy through workforce investment.

A comprehensive Five-Year Strategic Plan for workforce investment submitted by Oahu was approved by the State which describes the local vision and goals, labor market needs, one-stop delivery system, youth services, performance levels, and monitoring and evaluation systems. Mayor Jeremy Harris appointed a Workforce Investment Board with 44 members, the majority of whom are top policy makers from private industry. The other members represent mandatory programs such as education, vocational rehabilitation, housing, welfare, unemployment insurance, as well as organized labor, community-based organizations and other employment training programs.

The Workforce Investment Board in agreement with Mayor Harris designated the O'ahu Consortium to operate the One-Stop Centers on O'ahu for two years. WorkHawaii is the lead agency for the Consortium which is made up of two government and two non-profit agencies: the City Department of Community Services WorkHawaii Division, the State Department of Labor and Industrial Relations' Workforce Development Division O'ahu Branch, ALU LIKE, and Honolulu Community Action Program. The Consortium manages seven full-service One-Stop Centers called O'ahu Work Links by co-locating over 100 employees from the four agencies and by integrating services and programs under one roof.

The seven One-Stop Centers are distributed island wide to make employment resources and services easily accessible to the communities. They are located in downtown Honolulu, Kalihi, Kaneohe, Makalapa, Waiialua, Waianae and Waipahu. The One-Stop system plans to serve a total of 50,000 job seekers and workers during the first year.

2. Provide a Year Round Employment Training Program for Economically Disadvantaged Adults

Funded under JTPA Title II A, this program targeted low income hard-to-serve individuals who were at least 22 years old. They faced multiple barriers to employment which may include deficiencies in basic reading and computing skills, long term welfare dependency, substance abuse, homelessness, offender status, disabilities, and limited English language proficiency.

During 1999-2000, 974 economically disadvantaged adults were provided vocational and educational assessment services, and developed

individual service strategies to reach their employment goals. WorkHawaii supplied the tuition for qualified individuals to receive vocational skills or occupational specific training that were conducted by over 50 public and private training institutions such as the Community Colleges, Heald College, New York Technical Institute, Hawaii Pacific University, Computer Training Company, Wahiawa General Hospital etc. The careers participants were interested in included a wide range of fields such as facility maintenance, office technology, nurses aide, medical assistance, commercial driver's license, travel agent, and computer technician and programming.

About 75% of the IIA participants completed their service strategies with enhanced employability competencies and/or unsubsidized employment. Their average wage at placement was \$8 an hour.

As JTPA closed out and WIA took effect, 197 adults were "grandfathered" to continue their services under the One-Stop Centers.

3. Provide a Year Round Program for Economically Disadvantaged Youth

Six hundred twenty-four (624) low income youth 14 to 21 were served under JTPA Title IIC. The majority of the youth were dropouts, homeless or runaway youth, pregnant or parenting teens, in foster care, offenders, individuals with disabilities or with low educational attainment. Like the adults, these youth received comprehensive case management services. About 30% of them attended vocational skills training, 40% basic or remedial education training, and 46% life skills/work maturity training.

WorkHawaii contracted with Central Oahu District of the Department of Education for \$100,000 to provide pre-employment and life skills training as well as internships in the private sector to assist 48 Special Education students in their transition from school to work. The High Core program, which is an alternative school in Wahiawa, was contracted for \$100,000 to provide remedial education and basic skills training to 80 alienated youth who would obtain their high school diploma in order to enhance their employability to participate in the economic mainstream of the future.

The YouthTrain program which served extremely at risk young adults won a national award of excellence from the National Association of Counties as an outstanding JTPA program serving people with multiple barriers. These young adults were kicked out or dropped out of school, and were offenders, teen parents, youth gang or cult members, runaways or homeless. The four-

phase program provided a year of intensive services to youth, including training on life and social skills, pre-employment and work maturity skills, and team and leadership development; education to receive a competency-based high school diploma; volunteer service to get a sense of community; and paid work experience. In its fifth year, YouthTrain enrolled 40 young adults with 29 of them completing the program. These young adults who succeeded in turning their lives around celebrated their graduation at a moving ceremony complete with caps and gowns held at the Honolulu Hale Courtyard.

4. Provide a Summer Youth Employment and Training Program

As a transition from JTPA to WIA, WorkHawaii implemented the first Summer Youth Employment and Training program which was no longer a stand alone program but a component of a more comprehensive and longer-term youth service strategy. Five hundred thirty-six (536) economically disadvantaged youth ages 14 to 21 island wide were enrolled for the eight week component, participating in activities that combined academic enrichment, employment skills building and work experience. They earned minimum wage for up to 190 hours of work at public and non profit organization work sites. About a third of the youth also attended summer school while they worked so that they could complete the credits they would need for graduation. Besides covering pre-employment and work maturity skills, the weekly training sessions emphasized domestic violence awareness, AIDS awareness, sexual harassment, anger management, money management, citizenship and other relevant topics. About 22 % of the youth came from the Waianae/Nanakuli area, another 22% from the Makakilo, Ewa Beach/Waipahu area, and 21 % from the West Honolulu, Kalihi/Airport area. The Summer Youth program participants committed to continuing in additional year round program activities to be provided by the youth service providers which were selected by the Youth Council and the Workforce Investment Board through a Request for Proposal process.

5. Implement a Dislocated Worker Program

JTPA Title IIIIE funds were used to implement a re-employment and re-training program for 1,278 workers who were laid off by their companies. Participants came from a wide spectrum of occupational areas and possessed varying educational levels and vocational skills. The majority were unlikely to return to their former occupations and required retraining in new career fields. Others had skills which had become obsolete and required

retraining to keep up with the latest developments and technologies in their professions. Both local and national training programs were utilized to meet individual participants' retraining needs. The training that was most in demand was for computer skills, which ranged from basic computer literacy, word processing and spreadsheets to certifications in network engineering.

About 72% of the participants obtained unsubsidized employment, with an average hourly wage of \$11.34. Three hundred fifteen (315) participants were "grandfathered" to continue their services at the One-Stop Centers.

6. Continue the Training by Business Initiative

During 1999-2000, WorkHawaii continued to enjoy successful partnerships with employers who committed to training and hiring WorkHawaii participants. Members on the Oahu Private Industry Council opened doors to the local business community through obtaining speaking engagements with groups such as the Chambers of Commerce and the Society of Human Resource Managers. They also led WorkHawaii's marketing efforts with the assistance from a consulting firm, Piia Amar Communications, to increase the awareness among private businesses of our services and products, and financial incentives for training the participants.

Twenty-seven (27) companies participated in the On-the-Job Training (OJT) program in which employers received compensation for 50% of the wages of participants during the training period to cover costs associated with training activities and lower productivity. Employers such as Steven Lee Designs, World Wide Flight Services, Tropicicious Ice Cream & Sorbet found the advantage of using OJT or a customized training program to meet their needs for trained workers.

This was the fourth summer that WorkHawaii implemented a Summer Challenge program to challenge the private sector to mentor and hire economically disadvantaged youth. Forty-five (45) youth were scheduled to interview with the companies resulting in 16 youth hired. The companies that continued to support this effort included Oceanic Cable, HMSA and Hilo Hattie. According to the feedback from the supervisors, the mentoring experience was as rewarding to them as it was to the youth.

In addition to private sector employers, about 80 employers in the public and private non-profit sectors also contributed to work site training through their participation in the Work Experience program in which participants learned valuable basic work skills.

7. Continue the Welfare Reform Initiative

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 changed the nation's welfare system from entitlement to one that requires work in exchange for time-limited assistance. To further this goal of moving people from welfare to work, WorkHawaii continued to implement the Ho'ala program under contract to the State Department of Human Services. Ho'ala conducts job readiness training and job club activities for welfare recipients in the First To Work and Food Stamp Employment and Training programs to assist them in acquiring job search techniques, positive responses to job leads, resume preparation and job interviewing skills as well as life management and job retention skills. WorkHawaii was also contracted to provide case management services for the First To Work units to develop employment plans for welfare clients and track their progress. Approximately 4,000 welfare recipients were served during 1999-2000.

The Balanced Budget Act of 1997 provided additional resources to achieve welfare reform through the Welfare to Work program. The goal of the Welfare to Work program is to provide transitional employment assistance to move hard-to-employ welfare recipients with significant employment barriers into unsubsidized jobs offering long-term employment opportunities. This grant provides welfare recipients with job placement services, transitional employment, job retention and support services to achieve the ultimate goal of long-term unsubsidized employment and economic self-sufficiency.

WorkHawaii served 354 hard-to-employ welfare recipients on Temporary Assistance to Needy Families (TANF) referred from the First To Work units island wide, placing 111 in unsubsidized employment and 135 in transitional employment or work experience. The jobs participants obtained ranged from food service, clerical, nurses aides, to telemarketing and social services, and the average hourly wage ranged from \$5.25 to \$10.65. One hundred fifty-four (154) participants attended occupational training programs in computer skills, nursing, medical assistant, office technology and food service.

Customer satisfaction surveys indicated very high levels of satisfaction from customers, scoring an average of 8.5 out of a highest possible 10.

GOALS AND PLANNED ACCOMPLISHMENTS FOR FY 2001

- 1. As the lead agency for the One-Stop Operator, continue to implement the Consortium's**

plan a) to serve as the management and primary provider of services at the One-Stop Centers and b) to coordinate service delivery by mandatory and other One-Stop partners.

To meet the needs of businesses for skilled workers *and* the training, education, and employment needs of individuals, WorkHawaii together with the other three Consortium partner agencies will continue to improve the delivery of services at the One-Stop Centers by using the four guiding principles of universal access, customer choice, service integration and outcome accountability.

Customer access will be simplified through a single point and “no wrong door” entry: intake and initial assessments will be integrated and orientations will be integrated using several modes: videos, guided walk-through, power point presentations on computers, or group sessions. Co-located staff will be cross-informed and cross-trained in customer servicing. Three tiers of services— core, intensive and training— will be offered, using technology to promote self-service at one end of the spectrum to individualized intensive case management and Individual Training Accounts at the other end. Fifty thousand (50,000) individuals are planned to be served through core services provided by Consortium partners’ programs, while 4,000 are planned for intensive and 2,500 for training under the Adult and Dislocated Worker grants. All in-school and out-of school youth service providers are urged to utilize the resources available at the One-Stop Centers to enhance their program activities and further their goals.

To coordinate service delivery by mandatory and other interested partners, WorkHawaii and the Consortium will establish operational pacts with partners which are aligned with the Memorandums of Understanding (MOU) that have been entered between the Workforce Investment Board (WIB) and the partners, and will recommend to the WIB improvement options when applicable. In addition to the co-location or rotation of partner staff at the One-Stop Centers, it is planned to have at least five electronic access points established at locations designated by partner agencies which are interested in sharing the Job Information Service (JIS).

2. Redefine business as a primary customer of the workforce investment system.

WIA has provided opportunities to focus on the business customer, and not just the individual customer. The One-Stop system needs to understand the needs of the business customers as being not

merely “employers” and move beyond treating them only as “job providers” for the job seeking customers. Businesses can play key roles as advisors and “funders”, “hirers” and “keepers”, trainers, and economic developers. WorkHawaii and the Consortium will establish a menu of service choices for business customers to improve access to labor exchange:

- staff consultation and/or direct, self-service
- job orders by phone, fax, mail, in Center, employer location, and/or on-line
- job orders by skills, tasks and/or titles
- suppressed and/or unsuppressed listings
- referrals and/or direct access to job seekers
- listing, matching, and/or screening

WorkHawaii and the Consortium will establish a specialized center for Business Services, integrating resources and staff for job bank services funded under the Wagner-Peyser Act, Employment and Training Fund services for incumbent workers, and business account management services funded under WIA. This Business Services Center will be located close to other resource centers for businesses, such as those established by the Small Business Administration or Small Business Development Corporation. Labor market information such as wage information, resource materials such as relocation information and labor laws, workshops such as supervision training and human resource management, training subsidies for businesses to hire and train new employees and to upgrade existing employees, assistance with application for tax credits, and other services will be offered. The degree to which employer customers are satisfied with On-the-Job Training, rapid response, and labor exchange activities provided by the Business Services section will be measured as a performance outcome, and it is our goal to meet the performance standard established by the State and the WIB.

3. Expand Welfare Reform Efforts by Increasing the Number of Participants Served in Welfare to Work

The 1999 Welfare to Work Amendments removed the requirement that long-term TANF recipients must meet additional barriers to employment to be eligible. After October 2000, TANF recipients are eligible to receive Welfare to Work services if they have received assistance for at least 30 months, or if they are within 12 months of becoming ineligible for TANF due to time limits. Over 900 families will face the 2001 time limit deadline, and WorkHawaii will make these recipients the first priority group. WorkHawaii plans to increase the number of participants served to

715, and at the same time, expanding services to secondary populations which include recipients facing 2002 deadline, noncustodial parents and children aging out of foster care. Welfare to Work will also launch a new Individual Development Account (IDA) program, coordinating with the Hawaii Individual Development Account Collaborative (HIDAC), a group of 15 organizations working to establish and grow the use of IDAs as a community-based economic development strategy in Hawaii. IDAs are matched saving accounts, similar to 401(k) accounts, that provide incentives for low and moderate income individuals, particularly welfare recipients, to grow their assets and increase economic self-sufficiency.

4. Enhance delivery of services by utilizing technology

An electronic network system will be established that links the One-Stop Centers and the Consortium's central office with the State's main data warehouse. The City's Department of Information Technology will provide personnel, funded under WIA, and technical assistance to design, develop, and maintain the local and wide area networks.

The State has purchased an application system called One Stop Operating System (OSOS) from America's Job Bank Service Center which is anticipated to go live in February, 2001. OSOS provides for standardized collection of data required for reporting purposes, while allowing operating flexibility for community partnerships. It is designed to allow both self-service and mediated modes of operation. It provides planning and tracking capabilities that match customers with services based on customer's needs, rather than solely on their eligibility for specific programs. It also protects customer privacy rights while allowing the efficient sharing of necessary information between state and community agencies. Staff and employers each have access to current information about the status of service delivery, and OSOS

can collect, maintain and display data about job orders, referrals, and the viewing of job orders by job seekers. It is our goal that OSOS will replace the current applications of ALEX, WIASRD, ITA ACCESS, and other applications to eliminate the redundant collection and data entry of customer information.

5. Complete the Re-organization of WorkHawaii

To implement WIA, WorkHawaii underwent a re-organization which separated staff functions between those that report to the WIB and those that staff the Consortium and One-Stop Centers. Fiscal functions were also re-organized to give the City more centralized control. A complete re-organization proposal will be submitted to the Department of Human Resources for approval and for consultation with the union with new descriptions of staff's duties and responsibilities.

6. Continue to Build System Capacity

a) **One-Stop Center system capacity:** In anticipation of the relocation of some City services to Kapolei, WorkHawaii has proposed the establishment of an Employment Resource Center, which is similar to a satellite One-Stop Center, at the new Kapolei Hale, to make employment services more accessible to area residents and businesses. An assessment will also be made to study the need of establishing a full-service One-Stop Center in Central Oahu/North Shore to expand the service capacity beyond the existing Waialua Center.

b) **Staff development:** As internal customers of the One-Stop system and as front-line contacts to external customers, staff require on-going education, training, technical assistance and coaching to deliver quality services to the external customers. It is our goal to continue to build the skills of our staff and to have them attain certification standards recognized by the workforce development industry.



DEPARTMENT OF THE CORPORATION COUNSEL

David Z. Arakawa, Corporation Counsel; Cheryl K. Okuma-Sepe, First Deputy Corporation Counsel

POWERS, DUTIES AND FUNCTIONS

The Corporation Counsel serves as the chief legal advisor and legal representative of all agencies, the Council and all officers and employees in matters relating to their official powers and duties, and he shall represent the City in all legal proceedings and shall perform all other services incident to his 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 and four other Divisions, namely:

1. Counselling and Drafting
2. Litigation
3. Family Support
4. Real Property Tax

Attorneys in each Division are supervised by a Division Head, and in the Counselling and Drafting and Litigation Divisions, additionally by one or more Section Heads.

COUNSELLING AND DRAFTING DIVISION

The Counselling and Drafting Division is comprised of twenty deputies Corporation Counsel, four paralegal assistants, seven legal clerks and one librarian technician. The Division performs the function of legal adviser 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 representative function, representing City agencies, in City and State administrative proceedings. The Division also performs the legal representative function in selected court proceedings, being matters 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 to it.

Statistics

For the fiscal year July 1999 to June 2000, the Division commenced the year with 1627 outstanding opinion requests, thereafter received 1646 requests, completed and closed 1521 requests, had a workload of 3273 requests during the year, and closed the year with a total of 1752 outstanding requests. Separate and apart from the foregoing count of opinion requests, the Division issued 6 Memorandum of Law, which responded to 6 opinion requests received during the year. The Division commenced the year with 29 outstanding drafting requests (i.e. requests to draft bills, resolutions, leases, easements, contracts etc.), thereafter received 17 requests, completed and closed 15 requests, had a workload of 46 requests during the year, and closed the year with a total of 31 outstanding requests. The Division commenced the year with 276 outstanding requests for review and approval of legal documents, thereafter received 3802 requests, completed and closed 3810 requests, had a workload of 4078 requests during the year, and closed the year with a total of 268 outstanding requests.

The Division commenced the year with 222 outstanding pre-suit cases (i.e. adversarial proceedings pending before administrative bodies), thereafter received 168 requests, completed and closed 188 requests, had a workload of 390 cases during the year, and closed the year with a total of 202 outstanding requests. The Division commenced the year with 1301 outstanding case assignments (i.e. cases in any of the state or federal courts), thereafter received 269 requests, completed and closed 359 requests, had a workload of 1570 cases during the year, and closed the year with a total of 1211 outstanding requests.

Highlights and Accomplishments

Lawsuits

Employees' Retirement System: In October 1999, the City and Kauai County sued the Employees' Retirement System of the State of Hawaii and its eight trustees for declaratory relief and in the alternative an appeal from an administrative decision. The suit involved the interpretation of the language of a portion of Act 100 (1999), which provides for a reduction in the employers' annual contribution to ERS for fiscal years 2000 and 2001, by providing that the ERS earnings on investments in excess of 10% be applied to the amount contributed under HRS Section 88-123.

The dispute arises from the manner in which ERS applies this credit to compute the employers' contribution. We assisted in the presentation by the City of its position on this issue at prior meetings of the Trustees, and when those efforts proved fruitless, assisted with the lawsuit and ultimately the settlement agreement negotiated in June 2000. The settlement resulted in the reduction in contributions of all of the counties and approximately \$15 million for the City. (City and County of Honolulu v. Employees Retirement System of the State of Hawaii, Civil No. 99-3702-09)

Sale of Real Property to Home Depot: We assisted in the real estate sales transaction for a portion of the Pearl City Junction site to Home Depot. The transaction closed on May 24, 2000. The City received \$17,456,683.33 for the 13.751 acre parcel and Home Depot will also be constructing a bus shelter for the City fronting its property on Kamehameha Highway.

Pepsi Exclusive Licensing Agreement: We successfully defended an administrative appeal under the Procurement Code, Chapter 103D, Hawaii Revised Statutes. The City had awarded an exclusive licensing agreement to Pepsi on August 12, 1999 for vending of soft drinks and related products at City concessions. Hawaiian Natural Water Company filed a bid protest alleging that the City illegally changed the contract terms after awarding the contract and included bottled water in the exclusive license, thus precluding Hawaiian Natural Water from selling its product to City concessionaires, and that the City failed to properly notify prospective bidders of the inclusion of bottled water in the City's request for proposals. We filed a motion to dismiss the appeal which was granted on the jurisdictional ground that the appellant failed to qualify as a bidder or prospective bidder. Our success in defending the award of the exclusive license will allow the City to collect the estimated \$3.6 million in revenues under the license.

Lease to Fee Condominium Conversion: The City processed the application of the lessees of the 3003 Kalakaua condominium for a lease-to-fee conversion of their units. The lessors contested the applicability of the City's conversion ordinance to this condominium, and litigation ensued.

Workers' Compensation: We appealed an adverse Disability Compensation Division decision in a workers' compensation claim, in Amona v. Department of Public Works. Based upon employer-requested medical evaluations, the issue of compensability was subsequently not contested. We were however successful in joining the Special Compensation Fund as a party to this compensation claim, thus allowing our liability to be limited to a maximum of 104 weeks of

payment and significantly reducing our payments under a settlement or decision.

Natatorium: Circuit Court denied plaintiff's motion for preliminary injunction in Kaimana Beach Coalition v. City and County. Plaintiff sought to enjoin the City from performing any restoration work at the Natatorium until after all required permits for the entire project had been obtained. The Court's ruling superseded the temporary injunction which had barred the City from commencing any restoration work.

Vision Team: We issued an opinion on the issue of whether or not the meetings of the City's Vision Teams are subject to the requirements of the "Sunshine Law," Chapter 92, Hawaii Revised Statutes. We opined that the meetings of the Vision Teams were not subject to the Sunshine Law because the Vision Teams did not meet the statutory definition of a "board," as they are neither created by constitution, statute, rule or executive order, do not have advisory power over specific matters, nor are they required to conduct meetings and take official action. We also rendered an opinion regarding the attendance of members of Neighborhood Boards at Vision Team meetings, reiterating our position articulated in an early opinion dated August 29, 1996, wherein we opined that the attendance and participation of the Board members at community meetings as individuals, where non-Board members are also in attendance and participants, would not constitute an improper meeting of the Neighborhood Board to which the individuals were members.

Beach Access: We rendered an opinion asking whether or not Ko Olina Resort could impose conditions upon public access to its privately owned beaches. The opinion analyzed the applicable 1986 Unilateral Agreement (UA) and Special Management Permit (SMP), which required that the public be similarly treated as hotel guests, and that activities of sunbathing, swimming, picnicking and walking be allowed, except where prohibited for safety reasons, and concluded in the affirmative that conditions on public access would be permitted in the situations described. The City, as administrator of both the UA and SMP, could inquire to confirm that these requirements were being properly implemented.

Grievance arbitration: Represented the City in a grievance arbitration of a termination of a police officer on the basis of having cashed a forged check in the officer's personal business venture. (Mauro Edwards)

Pua'ena Camp: Rendered an opinion confirming that the proposed recreational camp complied with the agricultural zoning of the land.

Waikiki Special District Ordinance: Prepared and filed an Answering Brief in the Supreme Court lawsuit of Bremner v. City, wherein plaintiff sought to invalidate the development plan ordinances pertaining to Waikiki and the Waikiki Special District Ordinance adopted in 1996. The appeal addressed the limited issue of the plaintiff's standing to contest the matters, as he does not live, work, or own property in Waikiki and has not identified any "injury in fact."

Workers' Compensation: Obtained a favorable ruling on a motion for summary judgment, denying the employee's claim for workers' compensation on the grounds that the claim was time-barred not having been filed within two years after the date on which the effects of the injury manifested. (Glenn A. Jicha v. HPD)

Winter Surf Competition Schedule: We assisted the Litigation Division in the preliminary injunction hearing in Hui O He'e Nalu v. City, which sought to enjoin the City from implementing its winter surf competition schedule at one of the City's North Shore beach parks because of the manner in which the City established the schedule.

Lease to Fee Condominium Conversion: Wailana Condominium is the first condominium to convert from lease to fee unit ownership. The parties settled.

Revised Charter of the City and County of Honolulu: Pursuant to the recent Charter amendment placing the responsibility upon the Corporation Counsel to draft charter language to reflect the reorganization of the City, we completed a draft of the proposed charter language for initial review.

Panoram law: We defended a lawsuit filed for declaratory ruling and injunctive relief on the application of the City's panoram law. The matter was settled with the City agreeing to stay enforcement of the law to pursue ordinance amendments to address alleged ambiguities in the law.

Americans with Disabilities Act: Defended a lawsuit alleging ADA violations in the seating of handicapped attendees at the NBC concert hall.

Administrative Procedures Act: We assisted representatives of State of Hawaii Organization of Police Officers regarding the pending administrative rules of the Police Commission pertaining to contested case hearings for requests for legal representation before the Police Commission.

Administrative Appeal: We successfully defended the action of the Department of Budget and Fiscal Services in denying a protest filed by Standard Electric in the Department's solicitation of bids for computerized control signals. The Department believed that a license was not required for the fiberoptic

cable subcontractor and so did not require listing of the subcontractor. The Department was in error and a license is required. The Hearings Officer of the State Department of Commerce and Consumer Affairs ruled that the protest was untimely and dismissed the appeal. A protest must be filed within five working days after the bidder knows or should have known of an award or intent to award the contract, and the protestor has the burden of proving compliance with this deadline. Here the Hearings Officer ruled that the protestor did not establish that it filed its protest within the limitation period.

Lease to Fee Condominium Conversion: We argued cross motions for summary judgment in a declaratory judgment lawsuit, contesting the applicability of our condominium conversion ordinance to the 3003 Kalakaua condominium. The parties agreed to have this issue presented to the Circuit Court before the resolution to condemn is presented to the City Council. The Court rendered a favorable decision on the City's and lessees' motion, ruling that the condemnation of the leased-fee interest in the subject property satisfied and fulfilled the intended public purpose of the City's condominium conversion law, Chapter 38, ROH. The plaintiffs/lessors alleged that because the subdivision of the condominium units occurred at a time when the law allowed the building to be submitted to a horizontal property regime without submitting the land upon which the building was sited, the City's ordinance did not apply to this condominium. (Kau v. City, Civ. No. 99-2342)

Grievance: We successfully defended HPD in a grievance filed by a police officer who was terminated from employment upon the agency's determination that while on duty the officer had kissed and sexually fondled a juvenile female prisoner at the Pearl City Police Station. The proceeding was made difficult due to the reluctance of the juvenile to testify at the hearing and the criminal charges against the officer were dismissed after two trials resulted in hung juries. (HPD Officer Elijah Vincent)

Use of Social Security Numbers on Driver Licenses: We argued against cross motions for summary judgment in this federal district court lawsuit contesting the requirement of a social security number for an application for driver's license on religious grounds. The requirement is contained in the State administrative rules for the Department of Transportation. The Court declined to grant summary judgment for either party. The Court suggested the Plaintiffs amend their complaint to better assert certain claims and consider retaining legal counsel to prosecute their case, and recommended the Rutherford Institute and the Christian Legal Society as entities which provide free legal services. (Key v. State)

Prohibited Practice/Standards of Conduct: Hawaii Government Employees Association filed a prohibited practice complaint with the Hawaii Labor Relations Board, regarding standards of conduct for investigators with the Department of the Prosecuting Attorney, where the department had taken the position that promulgation and implementation of the standards of conduct were subject to consultation with the union and the union was of the position that the matter was the subject of negotiation. We entered into settlement discussions with the union and after several sessions, the parties agreed upon an acceptable standard of conduct document and the union withdrew its complaint.

Supreme Court Appeal: We received a favorable decision of an appeal to the Supreme Court from the decision and order of the Labor and Industrial Relations Appeals Board, which dismissed as untimely, the claimant's appeal from an adverse decision of the Disability Compensation Division. The appeal was assigned to the Intermediate Court of Appeals, which affirmed the decision and order of the Labor and Industrial Relations Appeals Board, by summary disposition order filed November 30, 1999. (Wong v. City)

Disabled Parking Permits: In cross appeals to the United States Ninth Circuit Court of Appeals, the Court issued a memorandum opinion filed December 17, 1999, ruling that the City's \$10 fee for its disabled parking placard violated the provisions of the Americans with Disabilities Act, as an illegal surcharge. The Ninth Circuit reversed the U.S. District Court decision that a lesser fee which reimbursed the City for its processing cost was permitted. (Emerick v. City)

Sidewalk Dispensing Racks: We defended a lawsuit filed by Plaintiff, a free publication, contesting the manner in which the City allotted sidewalk dispensing rack space in Waikiki. By decision filed December 17, 1999, the U.S. District Court enjoined the City from conducting any lottery to award sidewalk dispensing rack space for publications based upon whether or not the lottery applicant charges for its publication. The Court denied the Plaintiff's motion for preliminary injunction to the extent it requested the Court invalidate an April 1999 lottery for pay-publications in which Plaintiff had participated, and denied Plaintiff's request to have the Court award to Plaintiff the 21 sites the Plaintiff obtained in the April 1999 lottery. (Honolulu Weekly v. City)

Kapiolani Park Trustees: Attended an informational update meeting on the Kapiolani Park Master Plan. The Deputy Corporation Counsel to the Department of Planning and Permitting responded to inquiries of the Trustees regarding the Shoreline

Management Area and permit requirements, the legality of inclusion of a water feature in the bandstand project and the lapse of time between the Council approval of the Shoreline Management permit in 1993 and the current construction.

Act 100 (1999): We participated in the defense of a lawsuit filed by United Public Workers against the several government employers, contesting the validity of a portion of Act 100 (1999) which restricted collective bargaining negotiations of wages and other cost items.

Nurses Strike: We participated in the lawsuit filed in the U.S. District Court on the eve of the threatened nurses strike by Kapiolani Medical Center. The Medical Center challenged the constitutionality of Chapter 379, Hawaii Revised Statutes, which relates to the hiring of replacement workers during a labor dispute. The Court indicated it would be and did strike down the portion of the state statute that prohibits the hiring or recruiting of replacement workers, since such a provision is preempted by the National Labor Relations Act, and it would uphold that portion of the statute that requires advertisements seeking replacement workers to state that a labor dispute is on-going.

Business Improvement District Ordinance: We assisted with the preparation, review and revisions to the proposed Business Improvement District ordinance which was introduced on first reading.

Seawalls: We obtained favorable rulings from the Supreme Court, which affirmed Circuit Court decisions which in turn had affirmed the denial of the Director of the Department of Land Utilization (now known as Department of Planning and Permitting) on applications for after-the-fact shoreline setback variances for illegal seawalls on adjoining residential properties (Thompson, Higa) in Ewa Beach. The Director had denied the applications to retain the illegal seawalls, but had granted variances to relocate the seawalls mauka from their present locations.

Interest Arbitration: We participated in the interest arbitration of the Hawaii Government Employees Association, a government employee union, the central issue of which was pay raises. The City's position was that another pay raise would compromise City services.

Kekaulike Courtyards Lease: We assisted with the conveyance of a lease to Mutual Housing Associates for 76 residential units and common areas of the Kekaulike Courtyards project. The transaction closed on February 29, 2000, for \$6,106,840.

Fireworks: We obtained an order filed March 3, 2000, authorizing the police department to destroy

14 tons of confiscated fireworks, in S.P. No. 00-1-0067, In Re Honolulu Police Department. The fireworks were confiscated on December 29, 1999, on the grounds that the seller did not hold the required license to sell. The motion was based upon the health and safety hazard of the continued storage of the fireworks.

Arbitration/Automated Refuse: Defended the City in a United Public Workers Unit 1 arbitration arising out of the walk-out by refuse workers on April 13, 1998, in the City's efforts to implement an automated refuse collection system. The union claimed that the automated refuse Memorandum of Understanding was invalid. After five days of arbitration hearings, the Department of Environmental Services, Refuse Division, settled the grievance. Under the terms of the settlement, the City will reimburse the employees for one day's pay for the day the employees refused to work.

Sale of Leased-Fee Interest in Kukui Plaza: We assisted with the sale of the City's leased-fee interest of the residential condominiums in the Kukui Plaza project. We attended Council Budget Committee meetings and the Council meeting for the Council's adoption of Resolution 00-07, which was approved by the Council, at its January 26, 2000, meeting authorizing the leased-fee sale for \$4,490,000. We reviewed and revised the real estate transaction documents to effect the sale which closed on March 31, 2000.

Lease to Fee Condominium Conversion: The City and the lessees of condominium units in the Prospect Towers were successful in defending against a motion for summary judgment filed by the lessors/owners which alleged that the City improperly designated the leased-fee interest to be acquired, based upon an earlier ruling by Judge McKenna in the Kuapa Isle leasehold conversion dispute. In Prospect Towers case, Judge Hirai distinguished the ruling in the Kuapa Isle case, and ruled that the City had properly designated the property for conversion. (City v. Young, Civ. No. 99-1969)

Lease to Fee Condominium Conversion: The City and the lessees of condominium units in the Kahala Beach condominium successfully defended a motion for summary judgment which alleged that the City had improperly designated the leased-fee interest of the residential condominiums to be converted to fee ownership based upon the ruling of Judge McKenna in the Kuapa Isle condominium conversion dispute. (City v. Coon, Civ. No. 99-0399-01)

Sale of Real Property to Self Help Housing Corporation: We assisted with the real estate documentation for the sale by the City of 86 lots in Ewa Villages to the Self Help Housing Corporation of Hawaii for \$8,385,970. The City is to receive \$4,329,157

in cash and \$4,056,813 in a promissory note that will be repaid when the nonprofit sells the homes to individual home buyers within the next five years.

Lease to Fee Condominium Conversion: The City and the lessees of condominium units in the Moiliili Gardens condominium successfully defended a motion for summary judgment filed by the lessors/owners which alleged that the leased-fee interest was improperly designated, based upon the ruling of Judge McKenna in the Kuapa Isle condominium conversion dispute. (City v. Piianaia, Civ. No. 99-0707)

Administrative Appeal: We successfully defended the City in an appeal to the Circuit Court from an order of dismissal of the Hawaii Labor Relations Board of a former employee's prohibited practice claim against the Department of Facility Maintenance for improper termination from employment. The Circuit Court affirmed the order of dismissal. (Domingo v. Department of Facility Maintenance)

Return of Confiscated Motor Vehicle: We defended the police department in a lawsuit filed for the return of a motor vehicle which had been confiscated by the department as contraband because of a defaced and altered motor vehicle serial number. Following an adverse ruling by the Court, we filed a motion for reconsideration which was also denied. (Lum v. Donohue, S.P. No. 00-1-0167)

Lease to Fee Condominium Conversion: The City and the lessees of condominium units in the Piikoi Plaza successfully defended a motion for summary judgment filed by the lessors/owners based upon Judge McKenna's ruling in the Kuapa Isle condominium conversion case. In this case, Judge Hifo ruled that the City complied with the requirements of the ordinance and administrative rules in designating the leased-fee interest to be acquired in the conversion, and that the ruling in the Kuapa Isle case was not applicable. This decision was significant in that it was the last of five motions filed in five separate condominium conversion cases based upon the earlier ruling in the Kuapa Isle case. All five motions were successfully defended by the City and the lessees. (City v. Akimoto, Civ. No. 99-1233)

Charter Commission: We successfully defended the last of four lawsuits contesting the convening of the 1998 Charter Commission was dismissed with prejudice as to all claims and parties by stipulated judgment. The first lawsuit filed by the League of Women Voters of Hawaii was a Writ of Mandamus to the Supreme Court, which was denied on initiative of the Court. The second lawsuit was a Writ of Quo Warranto filed by Grace Furukawa and the League of Women Voters and withdrawn. The third lawsuit was another Writ of Quo Warranto filed by Grace Furukawa and the League of Women Voters.

ers, and named as defendants the thirteen Charter Commission members, Caroll Takahashi, Mayor Jeremy Harris, Council Chair Mufi Hannemann, and the City. The third lawsuit was dismissed with prejudice by the Court on motion of the defendants with an award on behalf of the defendants for attorneys' fees and costs. The last and fourth lawsuit was filed by Grace Furukawa, the League of Women Voters and Robert Rees against the thirteen members of the Charter Commission, Caroll Takahashi, Mayor Jeremy Harris, Corporation Counsel David Arakawa, Council Chair Mufi Hannemann and the City. Plaintiffs offer to settle was conditioned on three items, only one of which the defendants agreed to, being that all parties would bear their own costs and fees for this suit only. Plaintiffs accepted the defendants counter-offer to settle and the stipulated judgment was entered concluding the last lawsuit contesting the convening of the 1998 Charter Commission.

Real Property Taxes: In the course of our representation of the City as a defendant in a real estate foreclosure proceeding, we secured payment of outstanding delinquent real property taxes. The property involved was the Royal Kunia Golf Course. (JL Kunia Corp. v. Royal Oahu Resort, Inc., Civ. No. 94-4069)

Hanauma Bay Conservation Use Permit: In May 2000, we assisted with the City's application to the State Board of Land and Natural Resources for a conservation use permit for improvements at Hanauma Bay and the demolition of buildings and structures at the former Job Corps site in Koko Head Regional Park. This permit is the last one which must be secured before the project can commence. We filed pleadings opposing the separate requests, filed by two individuals and a community organization, for contested case hearings before the Board. We also filed pleadings contesting the standing of the petitioners to request a contested case hearing in the conservation use permit proceedings before the Board. In June 2000, we participated in a preliminary hearing on the standing issue.

Kaneohe Bay Advisory Council: We argued against a petition filed in the U.S. District Court by three residents of Waimanalo which asked the Court to disband the Kaneohe Bay Advisory Council, to transfer the funds granted to the Council to other entities and to have the City fined for violating the consent decree which established the Council. The District Court dismissed the petition on the grounds the petitioners had no standing.

Memorandum of Law

The Division rendered several opinions which were designated and numbered Memorandum of Law

due to the import of the opinion, the depth of the analysis and, or the unfamiliarity of the issue presented. The Memoranda are summarized below:

1. **Neighborhood Board Directors.** Memorandum of Law No. 99-4, issued to the Executive Secretary, Neighborhood Commission and dated July 15, 1999, opined that a neighborhood board may solicit donations as long as it cannot be reasonably inferred that the donation is intended to influence a board member in the performance of the member's neighborhood board duties. The opinion analyzed the purpose for the solicitation and determined that the monthly newsletter to be published with funds raised from soliciting advertising space in the newsletter was within the scope of the neighborhood board's powers, duties and functions under the provisions of the Neighborhood Plan.
2. **Interpretation of Real Property Tax.** Memorandum of Law No. 99-5, issued to the Director of Budget and Fiscal Services and dated August 16, 1999, responded to specific inquiries of the Department's Assessment Division regarding the interpretation of provisions of the exemption from real property taxes for certain qualifying construction work on real property, Section 8-10.26, Revised Ordinances of Honolulu. The opinion concluded that the valuation of the improvements is as of the date of the completion of the construction and that certification of payroll records is to be required of both the construction contractor and the taxpayer claiming the exemption.
3. Memorandum of Law No. 99-6, issued to the Director of Planning and Permitting and dated November 29, 1999, responded in the negative that existing street names located at the Barbers Point Naval Air Station are not required to be renamed by the City and County of Honolulu upon transfer of ownership from the United States to the State of Hawaii under the provisions of Section 22-8.3, Revised Ordinances of Honolulu, which requires Hawaiian street names. The requirement for only Hawaiian street names was analyzed as having prospective application and, in addition, a change in ownership was not to be treated as invoking the application of the ordinance requirement.
4. Memorandum of Law No. 00-1, issued to the Directors of Emergency Services and Budget and Fiscal Services, and dated February 18, 2000, responded in the negative to the inquiry whether or not general obligation bond pro-

ceeds may be used in part as a grant to the Hawaii Theater nonprofit support group for use in refurbishing the theater. The opinion was based upon the analysis of Section 47-3, Hawaii Revised Statutes, which restricts bond proceeds to public improvements of the county, and that the City and County of Honolulu has neither a real estate interest nor a proprietary interest in the Hawaii Theater.

5. Memorandum of Law No. 00-2, issued to the Executive Secretary of the Neighborhood Commission, and dated May 19, 2000, responded to an inquiry of the Downtown Neighborhood Board No. 13 that sought guidance on the preparation of a notice and agenda for board members who attend Vision Team meetings to comply with the Sunshine Law, Chapter 92, Hawaii Revised Statutes. We responded that no notice or agenda item need be prepared for Sunshine Law compliance. In our analysis, when board members attend community association meetings in their capacity as individuals and interested citizens, a matter which is not currently under consideration by the Neighborhood Board upon which they sit on either an immediate or ongoing basis can be excluded from the definition of official business which would invoke the provisions of the Sunshine Law.
6. Memorandum of Law No. 00-3, issued to the Director of the Department of Parks and Recreation, and dated June 20, 2000, responded in the negative that the Automatic Permit Approval Law, Section 91-13.5, Hawaii Revised Statutes, does not apply to the processing of park use permits. The analysis interpreted the requirement of Section 91-13.5, Hawaii Revised Statutes, that the permit be required by law prior to the formation, operation, or expansion of a commercial or industrial enterprise.

Training

Various Deputies Corporation Counsel in the Counselling and Drafting Division attended training seminars in the course of the fiscal year. The subject matter of these seminars reflect the varied issues referred to our Division. The seminars which were attended addressed construction payment remedies, insurance law, trial objections, construction law and mechanics liens, taking and defending depositions, the law of servitudes, workers' compensation hearings, trial techniques and strategies, and leadership principles.

LITIGATION DIVISION

The Litigation Division consists of ten attorneys: a Division Head, and nine trial attorneys. The Division is supported by ten support staff which includes a supervisor, three paralegals, four legal clerks, and two messengers.

The Litigation Division represents the City and County of Honolulu before all of the courts in the State of Hawaii, processes and litigates all claims by or against the City¹, seeks collection of monies owed to the City, and handles Subpoena Duces Tecum directed to the Honolulu Police Department.

Statistics

As of June 30, 2000, there were a total of 2,180 cases pending with the Division. Of these matters, 815 were active lawsuits and 1,365 were in the claim or pre-lawsuit stage. During the past fiscal year, July 1, 1999 through June 30, 2000, the Division was assigned 1,024 new matters and was successful in concluding 635 matters.

Highlights and Accomplishments

Lawsuits

As in previous years, the Litigation Division continues to be involved in civil rights and personal injury actions filed against the City and its departments. The Division is defending the City in several high profile use of force and police practices cases (Laulusa v. City, Sua v. City, Estate of Barques v. City, Tynanes v. City, Lee v. City, Santiago v. City, and Rapoza v. City). Several motor vehicle collision cases involving City vehicles or City roadways are also handled by the Division (Crisologo v. City, Nuuanu v. City, Yamanaka v. City, Mendonca v. Tavares, Leong v. Simpson, Teruya v. Spellman, Nores v. Mazda, Carmona v. City, Guerrero v. City, Gassner v. City, and Lawson v. City). The Division also litigates numerous negligence claims filed against the City, (Gahart v. City, Kanae v. City, Moreno v. City, Faumuina v. City, and Kayan v. City).

The Division has also taken the lead in defending the City in several nontraditional tort cases involving employment practices, sexual harassment, and workplace violence (Black v. Aveiro, Tanaka v. City, Chun v. City, Akina v. City, and Ikeda v. City). The Division has also taken on the task of representing City officials who have been sued in their individual capacity for acts or omissions which are alleged to fall outside the protections afforded by the worker's compensation statutes (Saito v. Fuller, et al., Carey v.

¹The 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.

Nakamura, et al., Hernandez v. Correa, and Estate of Bayne v. Estate of Crown, et al.

Additionally, the Division is in its second year of litigating claims against the City in actions previously handled by the Counselling and Drafting Division. In the course of the year, the Litigation Division has taken on highly specialized and technical actions such as construction related matters (Association of Apartment Owners of West Loch Fairways v. City, Haisuka Brothers v. City, Old Ewa Villages Community Association v. City, and cases involving City's projects on Hamakua Drive in Kailua and in Chinatown), injunctive relief proceedings (Star Beachboys v. City, Hawaii Beachboys v. City, and Hui O Hee Nalu v. City, and breach of contract actions (Gorham v. City and Insurance Company of the West v. City), and environmental and natural resource cases (In the Matter of the Water Use Permit Applications, Petitions for Interim Instream Flow Standard Amendments, and Petitions for Water Reservations for the Waiahole Ditch Contested Case Hearings).

The Division has continued to enjoy success in defending several cases prior to commencement of trial (Saito v. Fuller, Blaisdell v. Honolulu Police Department, Barrionuebo v. Bermudez, Hui O Hee Nalu v. City, Rupert v. City, Akina v. City, and Chang v. Femia), through trial (Yamanaka v. City), and on appeal (In the Matter of the Water Use Permit Applications, Petitions for Interim Instream Flow Standard Amendments, and Petitions for Water Reservations for the Waiahole Ditch Contested Case Hearings, Marks v. Lanzilotti, Hilton v. City, Coulter v. City, Vargas v. City, and Skellington v. Lopez). The Litigation Division has also succeeded in obtaining jury verdicts significantly lower than those sought by Plaintiffs (Gorham v. City and Tynanes v. City).

Legislation

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

Training

The Division has been involved with the State Volunteer Services Committee in their preparation of handbooks and materials which will be distributed to government and non-profit agencies which utilize volunteer services.

The Litigation Division is also involved in participating in and making presentations at conferences throughout the State on the effect of the Hawaii Supreme Court's landmark decision in the Waiahole Ditch Contested Case Hearings and Appeal.

FAMILY SUPPORT DIVISION

The Family Support Division ("FSD") provides legal representation for the Child Support Enforcement Agency in several types of Family Court proceedings in the City and County of Honolulu. The Division establishes paternity, secures child support, medical support, and provides enforcement in complex Family Court cases. The Division also handles intracounty and interstate paternity actions.

Historically, the City and County of Honolulu prosecuted parents on Oahu for criminal non-support. Presently, the Federal Government and the State of Hawaii compensate the City for one hundred percent of the FSD's operating expenses through the Child Support Enforcement Agency ("CSEA"). In addition, incentives are paid by the Federal Government based upon performance and collections. The Division provides these services pursuant to a cooperative agreement between the Corporation Counsel, City and County of Honolulu, and the CSEA, State of Hawaii, and in compliance with Title IV-D of the Social Security Act.

Statistics

Paternity Case Completion

During the 1999-2000 fiscal year 1,948 new referrals for paternity establishment were made to the FSD. An additional 563 cases were carried over from the previous year. Paternity was determined in 1,984 cases during the 1999-2000 fiscal year. An additional 525 cases are pending and should be completed during the 2000-2001 fiscal year.

Highlights and Accomplishments

Oahu FSD Workload used as Benchmark for Neighbor Island FSDs

FSD has worked very hard over the past several years to become more efficient and effective. The CSEA has recognized the efficacy of the division in processing cases. As a result, CSEA has determined that the Oahu FSD staff/case ratio should be imposed on the neighbor island Family Support Divisions.

Paternity Section of the *Hawai'i Divorce Manual*

In 1996 FSD wrote a section on paternity and paternity in divorce for the Hawai'i State Bar Association major publication the Hawai'i Divorce Manual. FSD staff is currently rewriting and updating the "Paternity" section for the all new 2001 edition of the *Hawai'i Divorce Manual*.

Voluntary Establishment of Paternity Project

The federal Welfare Reform Act of 1996 required that all states have procedures for the establishment of paternity at the time of the birth of the child. The

FSD staff has worked with the Family Support Divisions of the other islands and the Department of Health to develop the forms, informational materials, and procedures for the project. In May 1999, FSD trained the staff of all Oahu birthing hospitals and the Department of Health, Vital Statistics section, on the new birth certificate paternity establishment procedures. The Voluntary Establishment of Paternity Program was implemented effective July 1, 1999. FSD staff is continuing to provide Voluntary Establishment training to community groups and agencies.

Domestic Violence and Child Support Cases

The federal Welfare Reform Act of 1996 required that all states have procedures for marking and keeping confidential information regarding family violence victims in the child support system. The law also required procedures for the release of information under certain circumstances. FSD staff has worked closely with CSEA and the Court to develop and implement forms and procedures to bring Hawai'i into compliance with federal law. CSEA was able to implement its procedures in Spring 2000.

Expedited Paternity Project

The Family Court of the First Circuit in conjunction with the FSD and the CSEA has established the Expedited Paternity Project. This project allows parties to other types of Family Court proceedings to voluntarily establish paternity of their children at the same time. The need to do a separate paternity action is thereby avoided. The parties are assisted by FSD in completing application for paternity services and are assisted in entering into a consent judgment establishing paternity. This saves the First Circuit Court and the FSD the costs related to the drafting, filing, serving, scheduling, and hearing a paternity case. The parents save time by avoiding a separate judicial proceeding to establish the paternity of their children. The FSD legal staff responds immediately to calls from the Family Court to perform this service. Over the past several years paternity has been established under this project for hundreds of children.

Public Education

The FSD legal staff has made an effort to participate in judicial and public education on the issues of paternity and child support. FSD has given educational presentations to schools, military personnel, community groups, and state agencies.

FSD has prepared informational handouts for paternity parents. These handouts inform the parents of their rights and responsibilities and provide them with information regarding available services and programs. These handouts are available to the public at court and other community agencies.

Child Support Enforcement Agency Computer Project, KEIKI

The FSD has been working closely for a number of years on the CSEA computer project, KEIKI. During the past year our staff has worked closely and extensively with the Agency on the implementation of the new computer system. The KEIKI computer system is now in place in all child support offices and the FSD staff have been trained and are using the system. FSD staff continue to work with CSEA and the computer project staff to eliminate problems with the system, programs, and forms.

Simplification of Forms & Procedures

FSD has continued to consolidate and simplify our office procedures and forms. This has resulted in less paper in the office and much more efficient use of time at court.

Legislation

FSD does not initiate legislative changes to child support and paternity laws. The Division makes recommendations to the CSEA and the Agency takes the lead on any legislative changes.

Training

The following professional development training sessions were attended by FSD legal staff:

December 3, 1999 - *Annual Divorce Law Update* at the Hawai'i State Bar Association Convention was attended by attorney Rosemary McShane.

February 9, 2000 - *Appellate Rules Seminar* attended by attorney Amy Murakami.

May 2000 - *National Federation of Paralegal Association Convention* was attended by paralegal assistant Janet Murphy.

The following training and public service was provided by FSD legal staff:

Attorney Rosemary McShane

July 21, 1999 - Provided training to Department of Health and Oahu hospital staff on the new Voluntary Establishment of Paternity law, forms, and procedures.

October 11, 1999 - Provided training to staff of Oahu hospitals on the new Voluntary Establishment of Paternity law, forms, and procedures.

February 25, 2000 - Speaker at the Honolulu School District graduation program for pregnant and parenting teenagers.

March 8, 2000 - Presentation on child support and paternity to McKinley High School pregnant teenager program.

June 27, 2000 - Panelist and presenter for program on Family Law for Social Workers.

Legal Assistant Janet Murphy

May 2000 - Participated as an Admissions Committee Member for the Kapiolani Community College Paralegal Program.

June 2000 - Panelist for the Kapiolani Community College Legal Studies Class.

1999-2000 CASE STATISTICS

	Pending Cases from 1999	New Referrals and Reopened	Total Workload	Assignments Completed	Pending
Paternity Cases (including voluntary establishment of paternity)	466	1,809	2,275	1,829	446
Responding Uniform Interstate Family Support Act Cases	97	116	213	134	79
Initiating Uniform Interstate Family Support Act Cases	0	23	23	23	0
Total	563	1,948	2,511	1,986	525

An overall comparative summary of this Division's work performance between the 1998-1999 and 1999-2000 period:

	Total for Year	Number Completed
Paternity Cases	1998-1999 2,105	1,639
	1999-2000 2,275	1,829
Responding Uniform Interstate Family Support Act Cases	1998-1999 210	113
	1999-2000 213	134
Initiating Uniform Interstate Family Support Act Cases	1998-1999 11	11
	1999-2000 23	23

REAL PROPERTY TAX DIVISION

The Real Property Tax ("RPT") Division consists of three 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 expeditiously by taking over management of cases and vigorously defending the City against real property tax appeals before the Tax Appeal Court.

The RPT Division provides legal advice and support to the Real Property Assessment Division, Department of Budget and Fiscal Services ("RPA") as necessary to supplement the Department of the Corporation Counsel's Counselling and Drafting Division's functions. In this regard, the RPT Division continues to assist the RPA in drafting a Procedure and Reference Manual for assessment of property to establish training and uniform procedures for the City appraisers. Also, the RPT Division assists the RPA in drafting and implementing proposed legislation that will support assessments and resolve disputed legal issues, thereby maximizing revenues.

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

The RPT Division reinforces the City's assertive stance by continuing to build good working relationships with the Tax Appeal Court Judge and court personnel, implementing office and court procedures to streamline expeditious resolution of cases, continuing to obtain information about properties through discovery in court cases to optimize the assessment process, and utilizing the City's private consultant/appraiser for assessor training and litigation support.

Statistics

During the 1999-00 fiscal year, in resolving appeals before the Tax Appeal Court, the RPT Division recovered about \$13.5 million in total taxes and approximately \$5 million above the tax amounts claimed by the appellant taxpayers.

1. Number of appeals at commencement of fiscal year: 533
2. Number of appeals opened during the fiscal year: 322
3. Number of appeals completed: 758
4. Backlog: 97

Highlights and Accomplishments

Lawsuits

During the past year, in addition to resolving real property tax appeals by trial and settlement, the RPT Division obtained outright dismissals of over forty (40) appeals in the Tax Appeal Court involving residential and some commercial properties resulting in the City retaining over \$70,000 in taxes as originally assessed.

Tax Appeal Court Case Nos. 4603, 96-4979, 97-5411, and Board of Review Case for 1998, In the Matter of the Tax Appeal of HAWAII PRINCE HOTEL WAIKIKI CORPORATION. After the RPT Division underwent an extensive trial in 1996 that spanned approximately two months, the Tax Appeal Court upheld the City's 1995 assessed valuation of over \$41 million in the real property tax appeal of the Hawaii Prince Golf Course. Taxpayer Hawaii Prince appealed the trial court's ruling to the Hawaii Supreme Court. As the assessments for 1996, 1997 and 1998 were also appealed, Hawaii Prince and the City agreed to stay the trials and follow the decision of the Supreme Court for the 1995 appeal when rendered.

In February 1999, the Supreme Court issued its opinion in the 1995 appeal. Although the Supreme Court affirmed the City's assessed valuation, the Court found that the City's methodology of assessing golf courses had been inconsistent. Therefore, the Court vacated the assessment, remanded the appeal back to the Tax Appeal Court, and ordered the City to promulgate rules and regulations for the assessment of golf courses pursuant to Chapter 91 of the Hawaii Administrative Procedures Act.

In light of the Supreme Court's ruling, taxpayer Hawaii Prince initially demanded a full refund of taxes for all four years plus interest totalling almost \$1.5 million. However, after numerous lengthy settlement conferences in the Tax Appeal Court, the RPT Division obtained a very favorable settlement for the City whereby only \$155,000 was refunded in the form of a credit toward the payment of any present and future real property taxes owed by the taxpayer. In addition, as part of the global settlement, the City retained the original assessed valuation of over \$41 million for the 1995 tax year.

Case Nos. 99-0002 through 99-0005 and 00-0005 through 00-0008, In the Matter of the Tax Appeal of ATSUGI KOKUSAI KANKO (HAWAII), INC. The taxpayer is the owner of the Hawaii Kai Golf Course who appealed the 1999 and 2000 tax assessments. Based on the Supreme Court's partially adverse decision in the 1995 Hawaii Prince appeal, summarized above, the taxpayer sought to have the City's assessments vacated with a full refund of taxes, which would have totalled about \$241,000. However, after the RPT Division defeated the golf course's motion for refund and convinced the Tax Appeal Court that there should not be any application of "imparted value," the taxpayer opted to settle all the appeals in the City's favor whereby about \$223,000 in taxes was recovered and about \$143,000 in taxes above the taxpayer's claims.

Case Nos. 99-0014 through 99-0050, 99-0073

through 99-0136, and 990146 thru 99-0167, In the Matter of the Tax Appeal of KOJI & MITSUKO SHIMAZU, ETAL. One hundred twenty-three (123) Kahala Beach apartments appealed their assessments for 1999. The properties are leasehold and the apartment owners have filed for condemnation seeking to purchase the land in fee from landowner Bernice Pauahi Bishop Estate, thereby hoping to affect the purchase price by lowering the assessed values. After the taxpayers were compelled to undergo extensive discovery by the RPT Division, including inspection of their units, a settlement in the City's favor was reached whereby the City recovered about \$340,000 total in taxes.

Case No. 99-0193, In the Matter of the Tax Appeal of UNIVERSITY OF HAWAII. Taxpayer/University appealed to recover back taxes paid by its concessionaire Marriott Corporation from 1988 to 1995. Upon crossmotions for summary judgment brought by both the taxpayer and the RPT Division, the Tax Appeal Court granted the City's motion dismissing the case. The court held that the University lacked standing because it was not the party to whom the taxes were assessed, nor was it under a contractual obligation to pay Marriott's taxes. The Court did not rule on the RPT Division's argument that it was untimely and improper for the University to seek a refund of taxes paid twelve (12) years ago. The University has appealed the Tax Appeal Court's decision to the Hawaii Supreme Court, which is currently pending. Simultaneous with its appeal to the Supreme Court, the University filed a civil action in the Circuit Court (University of Hawaii v. City and County of Honolulu, Civil No. 00-1-1432) alleging the subject assessments were illegal and void, and that the City was unjustly enriched thereby. That lawsuit remains pending.

Civil No. 98-0119-01, STATE OF HAWAII v. CITY AND COUNTY OF HONOLULU and ROY AMEMIYA. Circuit Court civil lawsuit in which Plaintiff State sought to prevent the City from repealing the real property tax exemption for private property being leased to the State. In 1998, the RPT Division defeated the State's motions for injunctive relief against the City. In 2000, the State again sought relief via summary judgment. The RPT Division also filed a motion for summary judgment against the State. The Circuit Court granted the City's motion and dismissed the case. The State contended that taxation was illegal under the doctrine of sovereign immunity, and that the City was powerless to repeal the existing exemption. The Circuit Court adopted the RPT Division's position that sovereign immunity was inapplicable because the real property, not the State, was being assessed, and that the real property

taxing functions and authority is held by the counties. The State has appealed the Circuit Court ruling to the Hawaii Supreme Court in Case No. 23404 and the appeal is currently pending.

Case No. 99-0190, In the Matter of the Tax Appeal of JOHN J. D'AMATO and KRISTINA INN. The RPT Division went to trial against attorney property owner John D'Amato in order to defend the integrity of the City's market modeling system for valuing condominiums. The issue in dispute is whether the City utilized proper methodology in valuing the subject property, a luxury leasehold condominium project in Makiki. Taxpayer D'Amato contended the City should discount assessed values in light of the alleged negative effect of leasehold tenure on fair market value. At trial, the RPT Division had the City assessors explain to the Court in detail the assessment division's market modeling program, whose main feature is its accuracy, and defended the City's use of fee simple comparable transactions by pointing to the legal requirement of "uniform and equalized assessments throughout the county," pursuant to ROH § 8-7.1. The Tax Appeal Court's decision is currently pending.

Legislation

At the mandate of the Hawaii Supreme Court in the tax appeal of the Hawaii Prince golf course, mentioned above under Lawsuits, the RPT Division spent countless hours working with the City's assessment division in conducting research and drafting, attending public hearings and responding to inquiries in accomplishing the passage of rules and regulations to implement and clarify the provisions of the golf course assessment ordinance, Section 8-7.4, ROH, and defining how dedicated golf course land is assessed and the imposition of rollback taxes upon cancellation of the dedication.

In connection with a taxpayer's appeal to the City's Board of Review resulting from the City's denial of a charitable exemption from payment of real property taxes, the RPT Division assisted the assessment division in researching the law in other jurisdictions and compiling factors to be considered in determining a taxpayer's qualification for the charitable exemption, which form the basis and support for the RPA to draft rules and regulations implementing the charitable exemption ordinance.

As a result of the RPA's receipt of voluminous requests for government records and information, the RPT deputies assisted the assessment division in researching and interpreting the changes in the disclosure law and the new administrative rules by the State Office of Information Practices related to Chapter 92F, HRS, drafting RPA's office forms and implementing procedures for RPA in responding to the

requests. The RPT deputies will participate in a presentation of the topic and process to the RPA personnel.

The RPT Division together with the assessment division assisted State Representative Scott Saiki to review and interpret the City's ordinance language related to church exemptions which was incorporated into Representative Saiki's bill relating to civil rights prohibiting housing discrimination on the basis of sexual orientation. The RPT Division also worked with the RPA and assisted City Council member Donna Kim in providing property information to her relating to a dispute over the ownership of real property located in her district.

Training

In coordination with the RPA's private consultant Robert Vernon, MAI, the RPT Division provides in-house training and support to client assessors on appraisal and litigation practices.

A deputy from the RPT Division was a speaker before the Hawaii Society of Certified Public Accountants on the new ordinance providing exemptions from real property taxes for new construction projects.

During the fiscal year, the RPT Division deputies attended the following seminars:

"Annual Real Property Litigation Update" seminar on recent Hawaii case law and other developments in the areas of real estate and financial transactions, including eminent domain, easements, restrictive covenants, adverse possession, and real property taxation.

"Centennial Bar Convention" seminar on the "Effective Use of Real Estate Appraisers."

"Objections at Trial, 2000 and How to Deal With the Difficult Lawyer" seminar featuring the Honorable Myron H. Bright of the U.S. Court of Appeals, Eighth Circuit.

ETHICS COMMISSION

Charles W. Totto, Acting Executive Director and Legal Counsel'

The purpose of the Ethics Commission is to ensure that city officers and employees understand and follow the standards of conduct governing their work for the public. The most common areas of inquiry are conflicts of interest, gifts, campaign activities, post-government employment and the misuse of government resources or positions. The Commission implements its objectives through a balance of education and training programs, enforcement actions and advisory opinions. The standards of conduct for

¹Carolyn L. Stapleton resigned on May 18, 2000, and, thereafter, Charles W. Totto became Acting Executive Director and Legal Counsel.

city employees and officers are found in Article XI of the Revised Charter and Chapter 3, Article 8, of the Revised Ordinances. To find out more about the Commission and its activities, visit our web site at www.co.honolulu.hi.us/ethics.

At the end of the fiscal year, the Ethics Commission had nearly completed several long-standing goals, such as creating its web site. The web site has information about the Commission's operations, the standards of conduct, and useful guidelines for the public and employees and officers. Furthermore, the Commission staff began editing, indexing and publishing the Commission's outstanding advisory opinions. Not only will the backlog of unpublished advisory opinions be eliminated, but all advisory opinions should be available on the web site before the close of 2000.

The Commission's members are appointed by the Mayor and confirmed by the City Council. Commissioners serve staggered five year terms. Membership at the end of the fiscal year was as follows:

<u>Term Expiration</u>	
Linda A. Revilla, Chair	December 31, 2000
Lorene K. Okimoto, Vice-Chair	December 31, 2001
Francis A. Keala	December 31, 2000
Ke-ching Ning	December 31, 2001
Lolinda D. Ramos	December 31, 2003
Fay M. Uyema	December 31, 1999

The Commission was independently staffed with a full-time executive director/legal counsel and a legal clerk. It was responsible for its own budget.

During the fiscal year the Commission held one special meeting to discuss personnel matters and eight regular meetings. Nine persons appeared before the Commission in regard to advisory opinions. In addition, six informal written opinions and 300 oral opinions were rendered by the Commission's Legal Counsel to city officers and employees, as well as members of the public.

The Commission also received: a) 1,397 Disclosure of Outside Interest Forms, 600 of which revealed outside employment or business of financial interests; b) 553 Financial Disclosure Forms; c) five Disclosure of Interests Statements, four of which were from councilmembers; and d) zero notifications of gifts and awards. There were 20 unreturned financial disclosures on January 31, 2000. All forms were eventually received once those failing to file were notified of their violation of Section 3-8.4 of the Revised Ordinances of Honolulu 1990.

During the past year the Legal Counsel held a two hour ethics training for 32 participants of the Liquor Commission.

In December, two members of the Ethics Commission and its Legal Counsel represented the City and County of Honolulu at the twenty-frist annual conference of the Council on Governmental Ethics Laws held in Providence, Rhode Island. This organization serves as the Commission's primary resource for research and information on government ethics matters.

Projects planned for 2000-2001 include: increasing ethics training education sessions for city officers and employees; and compilation of all advisory opinions and an index in a single publication.



DEPARTMENT OF CUSTOMER SERVICES

Carol L. Costa, Director; Georgina Yuen, Deputy Director

POWERS, DUTIES AND FUNCTIONS

The new Department of Customer Services (CSD) was established on January 1, 1999, by a City Charter amendment. CSD is responsible for public communication, motor vehicle registration and driver licensing, and operation of the Satellite City Hall system. Additionally, the department provides printing services for City departments and agencies, issues various permits, and manages the City's library, records management and archives programs and the Municipal Bookstore. CSD also administers the City's contract with the Hawaiian Humane Society to provide spay, neuter and animal pound services in addition to enforcement of ordinances dealing with animals.

CSD is organized into three major functional divisions. They are: Public Communications, Motor Vehicle Licensing and Permits, and the Satellite City Halls. At the end of Fiscal Year 2000, CSD was staffed by the equivalent of 286 full-time employees.

HIGHLIGHTS

The department continued to be the City's point of interface with the public, providing services that ranged from investigating complaints and answering informational inquiries to producing special events such as the Honolulu City Lights celebration.

CSD reached out to the public in a variety of ways. A number of public education programs were coordinated in the area of pollution prevention and recycling. The department also moved its Kaneohe Satellite City Hall into new offices at Windward Mall, where services were expanded to include driver license renewals and duplication. The new location's extended hours and expanded services resulted in an increase in citizens utilizing the facility.

The department also utilized technology to better service customers. Computerization helped to reduce the time to obtain camping permits and a catalog website became available at the City Bookstore. In addition, a new feature called "Fixit" was introduced on the City's website, enabling the public to request certain services and log in their complaints 24 hours a day, seven days a week.

Meanwhile, the department administered a new, tougher drunken driver law and also serviced an enormous number of transactions involving motor vehicle registration, certification, licensing, permitting and inspection.

PUBLIC COMMUNICATIONS DIVISION

(Division Chief's position remained vacant)

FUNCTIONS

The division provides information about City policies, programs and procedures, responds to complaints, provides in-house printing services, coordinates special events on the Civic Center grounds, prepares Mayor's messages and proclamations, provides reference and research resources, manages the archival program, and provides audiovisual services to the City Administration and City Council.

Information Section. The section responds to inquiries received in writing, by telephone, in person, by e-mail and fax about City programs and policies. The section is headed by an information officer. The staff also included six information specialists and a clerk. One specialist served as the City's chief photographer and audiovisual specialist.

The staff provides information about City projects and programs. During the reporting period, they answered approximately 60,000 telephone calls and completed about 1300 written assignments. These included preparing, editing and distributing news releases, fact sheets, messages, proclamations, official remarks and correspondence. Staff members prepared and staffed exhibits in conjunction with various trade shows and other public events. They assisted other agencies with publications and coordinated publicity for several projects and activities.

Honolulu Municipal Television (HMTV). Under a City contract and through a State grant, HMTV produced more than 200 hours of video programming during the year. That included "The Mayor's Report" and "City News Week" which highlighted the City departments' activities and were shown on Olelo (channel 54). Under the direction of an executive producer, HMTV also produced public service announcements and training videos for various city agencies.

Complaint Section. The complaint chief and three complaint investigators serve as the public's advocate at City Hall. They are the first point of contact for members of the public seeking a City service or filing a complaint. The section insures that the public receives timely answers to inquiries. Sensitive complaints are investigated by the staff while most other complaints are sent to the appropriate departments for follow-up. The volume of service calls remain rela-

tively stable except for "spikes" in some departments which can be attributed to a shift in responsibility for functions resulting from the recent City reorganization and the activation of an automated refuse system over a wide area of the island. Inquiries and complaints came from the following sources: correspondence (includes letter, fax and Tell-It-To-The-Mayor forms)- 409; telephone- 15,642; telephone recordings-659; web page access-227; and walk-ins-246.

Complaint Section Statistics by Agencies

Department/Agency Involved in Complaint	Handled by Phone	Service Requests	FY 2000 Total
Budget & Fiscal Services ...	99	34	133
City Clerk	18	0	18
City Council	76	0	76
Community Services	96	41	137
Corporation Counsel	74	6	80
Customer Services	1,527	309	1,836
Design & Construction	401	180	581
Emergency Services	30	21	51
Enterprise Services	177	65	242
Environmental Services	2,783	269	3,052
Facility Maintenance ...	1,190	521	1,711
Fire	56	33	89
Human Resources	42	7	49
Humane Society, Hawaiian*180	180	33	213
Information & Technology ...	3	2	5
Liquor Commission	11	15	26
Managing Director	51	6	57
Mayor	237	6	243
Medical Examiner	1	1	2
Oahu Civil Defense	2	2	4
Parks & Recreation	808	397	1,205
Planning & Permitting ...	865	1,273	2,138
Police	1,306	513	1,819
Prosecuting Attorney	15	0	15
Royal Hawaiian Band	0	2	2
Transportation Services	1,047	529	1,576
Water Supply	156	62	218
Non-City Requests:			
State Agencies	1,232	NA	1,232
Federal Agencies	43	NA	43
Miscellaneous	331	NA	331
TOTAL**	12,857	4,327	17,184

* A private agency under contract to the Honolulu government that provides an animal pound and enforces certain ordinances dealing with animals.

Library, Records Management and Bookstore Section. This section manages the City's library, records management and archives programs and the Municipal Bookstore. A staff of 6 provides the executive and legislative branches of City government and the public with a complete range of services for library, records management and archival needs in addition to a centralized place to purchase City publications.

The Municipal Bookstore began accepting credit cards for purchases in

May, 2000. The library's catalog website at www.state.hi.us/lrb/card became available to the public in September 1999. The MRRC spent \$14,961 for books, \$12,495 for subscriptions and \$42,477 to microfilm city documents.

Other data:

- ◊ The library serviced 1,120 requests for information from city workers and the public.
- ◊ Over 5,574 people used the library and borrowed 4,016 books and magazines.
- ◊ 1,237,314 images of city records were microfilmed for permanent retention.
- ◊ 9,924 cubic feet of city records and archival materials are housed in the Archives Storage Center, and over 1,120 record retrieval requests were handled.
- ◊ 4,610 volumes were sold by the Municipal Bookstore for \$48,642.

Printing Services Section. A staff of 14 employees handles graphic, printing and bindery services for city agencies. Informational booklets and brochures, forms, posters, and other printed and graphic products were produced by this section for use by agencies or for public distribution.

The following projects were completed during the year:

Graphic arts projects	710
(Includes brochures, flyers, reports, posters programs and forms, hand-lettered signs and certificates, letterhead and business cards.)	
Printing projects	1,570
Printing impressions	18.5 million
Separate runs	30,738
Bindery projects	775

Special Events Section. An information specialist coordinated special events, such as Honolulu City Lights, planned ceremonies for the administration, and served as liaison to Taste of Honolulu and other events scheduled on the civic center grounds.

**DIVISION OF MOTOR VEHICLES,
LICENSING and PERMITS**

Dennis A. Kamimura, Licensing Administrator

POWER, DUTIES, AND FUNCTION

The Division of Motor Vehicles, Licensing and Permits registers motor vehicles, trailers, bicycles, mopeds, and animals; issues driver and business licenses; administers and enforces the periodic motor vehicle inspection program; administers the reconstructed vehicle program; investigates business license, taxicab, and vehicle inspection violations; administers the derelict and abandoned vehicle programs; and implements the Motor Vehicle Accident Reparations Act.

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:

- Successfully implemented four bills passed by the 2000 State Legislature:
- Act 13 which clarifies who may obtain organizational license plates;
- Act 111 which allows counties to increase the highway beautification fee by ordinance to a maximum of \$5. Exempts U-drive vehicles. Provides that the increase must be used to defray the costs of disposing of both abandoned and derelict vehicles;
- Act 189 amends DUI laws to include drugs, revocation of motor vehicle registration and confiscation of license plates in addition to driver license and issuance of a special series of license plates and prohibit transfer of ownership of vehicles owned by defendant unless approved by Administrative License Revocation Director;
- Act 295 allows an individual to designate on their driver license the existence of an Advance Health Care Directive.
- Implemented driver license renewal and duplicate licenses functions in conjunction with the opening of the Windward Mall Satellite City Hall in June.
- The County motor vehicle registration fee was increased to \$20 from \$10 effective July 1, 1999.
- The County Highway Beautification fee was increased to \$2 from \$1 effective January 1, 2000.

ACCOUNTING SERVICES SECTION

The Accounting Services Section's six 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 Department of Transportation. During this fiscal year, the Section processed 714 refunds totaling \$38,412 and remitted \$26,141,479 (gross receipts of \$27,791,310 less County expenses of \$1,649,831) to the State Department of Transportation.

MOTOR VEHICLE BRANCH

The Motor Vehicle Branch, staffed by 28 employees, registers motor vehicles 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 lending institutions, accepts facsimile transactions from the full-service Satellite City Halls (SCH), and processes all mail transactions.

During the fiscal year, the MVR Core and the SCHs registered 700,763 motor vehicles and trailers; issued 21,518 duplicate certificates and 3,688 out-of-state vehicle permits; and processed 16,417 replacement plates, 24,497 replacement emblems, and 107,652 ownership transfers. Motor vehicle transactions processed by location are as follows:

LOCATION	FY 99-2000	FY 98-99	INCREASE (DECREASE)
Ala Moana	71,156	68,222	2,934
Fort Street Mall	28,799	27,977	822
Kailua	43,960	39,476	4,484
Kalihi	75,589	68,166	7,423
Kaneohe	41,326	39,241	2,085
Pearlridge	58,512	49,196	9,316
Wahiawa	41,936	39,431	2,505
Waianae	9,709	-0-	9,709
Waipahu	52,046	54,821	(2,775)
Non-Full Service			
SCH	14,346	25,117	(10,771)
MVR Core	451,559	518,131	(66,572)
TOTAL	888,938	929,778	(40,840)

DRIVER LICENSE BRANCH

The Driver License Branch, staffed by 128 employees, 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 the Driver License (DL) Core and at substations located at Fort Street Mall, Kaneohe, Pearl City, Wahiawa, and Waianae. The following table lists the number of driver licenses and permits issued by location.

STATION	NEW LICENSES	RENEWED LICENSES	LEARNER PERMITS
City Square (Core)	12,145	35,313	18,858
Kaneohe	5,556	10,897	6,271
Pearl City	6,250	16,157	9,036
Wahiawa	5,617	7,845	5,830
Waianae	1,452	1,951	1,791
Fort Street	1,134	11,428	3,138

The DL Core issued 31,737 duplicate licenses, 1,632 taxicab certificates, and one pedicab certificate.

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 1,701 CDL licenses and permits were issued this fiscal year.

Financial Responsibility Section. This section enforces the statutory provisions of the Motor Vehicle Accident Reparations Act. It also works closely with the State Judiciary to train the Judiciary staff on the financial responsibility statute requirements. In fiscal year 99-00, it processed 8,193 safety responsibility cases affecting 14,619 licensed drivers and 5,925 registered owners of vehicles involved in major traffic accidents. In addition, it issued 4,248 security notices to individuals who were at fault for major traffic accidents and 1,378 notices to defendants convicted in court of certain serious traffic related offenses. In response to these notices, it received 3,049 SR-21 cer-

tificates, 1,448 SR-22 certificates, and 28 cash security deposits totaling \$48,375. The Section also processed 764 SR-26 certificates, which are insurance companies' notifications of insurance policy cancellations, and refunded 37 cash security deposits totaling \$66,825.

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, pedicabs, and U-drives; investigates complaints against the City's tow contractors; and inspects tow contractors' equipment and facilities for compliance with contractual provisions.

There were 16,776 investigations of abandoned vehicle complaints. As the result of the investigations and patrols, 2,812 citations were issued. As shown below, most of the investigations resulted in the removal of the vehicle by the owner.

	CITY	LEEWARD	CENTRAL	WINDWARD
Moved by				
Owner	5,901	3,466	800	1,218
Abandoned Vehicles				
Towed	837	320	76	147
Derelict Vehicles				
Towed	1,740	910	337	770

Owners claimed 177 of the abandoned vehicles towed. 1,061 unclaimed vehicles were sold at public auction for \$63,975.

During the fiscal year, the Section: 1) inspected 2,035 reconstructed vehicles, 1,890 taxicabs; 2) investigated 3 complaints concerning taxicabs and 9 complaints concerning tow companies; and 3) collected \$23,970 for the inspection of reconstructed vehicles.

Periodic Motor Vehicle Inspection Unit. This unit inspected 1,441 PMVI stations; suspended 11 stations and 14 certified inspectors' licenses; and issued 28 notices of violations. The measures taken by this unit have made a positive contribution to the State's Highway Safety Program.

SPECIAL SERVICES BRANCH

The five employees of the Special Services 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; and investigation of businesses that require county licenses. The following licenses and permits were issued:

Bicycle and Moped Licenses	43,478	Peddler, Merchandise or Medicine - Exempt	31
Dog Licenses	19,550	Purchase/Sell Used Vehicle Parts	81
Auctioneer	7	Second Hand Dealer	154
Firearms, Manufacture and Sell	39	Sale of Tear Gas and Other Obnoxious Substances	1
Garbage and/or Rubbish Collection	11	Sale of Pepper Sprays	2
Glass Recycling	2	Vehicle - Carry Passengers, Taxi	1,359
Hotel or Boarding House	130	Pedicab	1
Lodging House	17	Wrecking/Salvaging/Dismantling Motor Vehicles	58
Tenement House	8	Scrap Dealers	5
Group Home Residence or Living Arrangement ...	21	Loading Zone Permits	7,706
Pawnbroker	14	Bus Stop Permits	770
Peddler, Merchandise	124	Taxi Stand Parking Permits	112

COMPARISON OF REVENUE SOURCES - FISCAL YEAR 1999-2000 AND 1998 - 99

	FY 99-2000	FY 98-99	INCREASE (DECREASE)
Motor Vehicle Weight Tax	\$23,941,474	\$22,722,297	\$1,169,177
Trailer and Wagon Weight Taxes	1,040,046	1,030,128	9,918
Motor Vehicle Penalties	734,815	745,070	(10,255)
Trailer and Wagon Penalties	24,100	24,580	(480)
Vehicle Ownership Transfers and Penalties	2,731,925	2,484,085	247,840
Motor Vehicle Duplicate Certificates	214,020	208,570	5,450
City and County Registration Fee	11,575,610	5,666,540	5,909,070
License Plate Fees	1,057,120	988,666	68,454
Emblem Fees	302,898	290,663	12,235
Beautification Fees	844,809	518,514	326,295
Correction Fee	5,190	4,130	1,060
Vehicle Permits	18,050	19,210	(1,160)
Service Charges	159,538	172,475	(12,937)
Sundry Realizations	3,351	1,344	2,007
Sale of Other Materials and Supplies	2,430	4,230	(1,800)
Record Copies	2,041	939	1,102
Tax Liens	295	235	60
Reconstructed Vehicles	23,970	23,040	930
Bicycle Licenses	633,702	621,263	12,439
Dog Licenses	287,660	295,550	(7,890)
Business Licenses	53,381	111,052	(57,671)
Newsstands	30,210	-0-	30,210
Display Racks	39,200	-0-	39,200
Loading Zone Parking Permits	180,183	178,118	2,065
Bus Stop Parking Permits	18,708	18,274	434
Taxi Stand Parking Permits	10,092	8,137	1,955
Driver's License Fees	2,920,473	3,551,297	(630,824)
Taxicab and Pedicab Certificates	120,073	43,375	76,698
Auction Sale of Impounded Vehicles	63,975	79,215	(15,240)
Parks Permits	22,703	-0-	22,703
Spay Neuter Services	257,755	258,462	(707)
TOTAL	\$47,319,797	\$40,119,459	\$7,200,338

COMPARATIVE STATEMENT OF TOTAL TRANSACTIONS - FISCAL YEAR 1999-2000 AND 1998-99

	FY99-2000	FY 98-99	INCREASE (DECREASE)
Motor Vehicle Registrations Recorded	700,763	689,549	11,214
Trailer Registrations Recorded	10,851	11,057	(206)
Bicycle and Moped Registrations	43,478	46,790	(3,312)
Recorded Dog Licenses Issued	19,550	19,701	(151)
Business Licenses Issued	926	2,484	(1,558)
Duplicate Certificates Issued	21,518	20,949	569
Replacement Plates Issued	16,417	16,334	83
Replacement Emblems Issued	24,497	24,118	379
Out-Of-State Vehicle Permits Issued	3,688	3,894	(206)
Loading Zone Permits Issued	7,706	7,569	137
Bus Stop Parking Permits Issued	770	748	22
Taxi Stand Parking Permits Issued	112	87	25
Ownership Transfers Recorded	160,974	160,318	656
Plate Transfers Completed	3,552	3,559	(7)
TOTAL.....	1,014,802	1,007,157	7,645

SATELLITE CITY HALL DIVISION

Dennis Taga, Chief

FUNCTIONS

Located in 19 neighborhoods and communities, storefront and mobile offices provide essential services such as vehicle licensing and registration, sale of monthly and senior citizen bus passes, collection of water bill and property tax payments, licensing of dogs, mopeds and bicycles, issuance of picnic and camping permits, disabled parking permits, registration and certification of voters, and information about various government programs. Four of the outlets assist with building permits.

There are nine permanent offices and three mobile satellite units staffed by 71 employees.

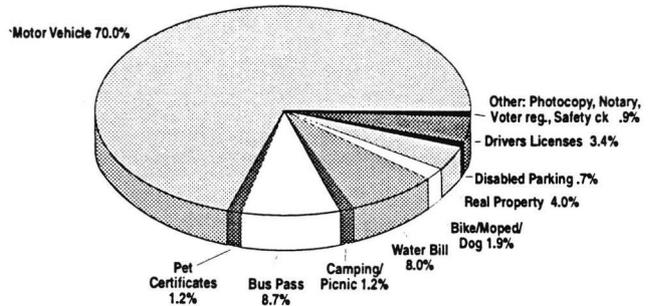
HIGHLIGHTS

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

- ◊ Senior bus pass sales began on September 8. By the end of June, the satellites accounted for 60% of the total senior bus pass sales with the



Customer Service Representative Jonalynn Masagatani (wearing lei) assists the public on the opening day of the Kaneohe Satellite City Hall at Windward Mall on June 24.



top sales offices at Ala Moana, Downtown (Fort Street) and Aiea (Pearlridge).

- ◊ In October, real property tax home exemption forms were made available to disabled and military veteran home owners at the satellites. Applicants previously had to go to the Bethel Street Real Property office.
- ◊ Starting in January, disabled parking permits were issued at all satellite offices. Photo identification cards were discontinued to make the decentralization of the permit issuance economically feasible. Permits continued to be issued from the Municipal Building at 650 South King Street. That office became part of the Motor Vehicle and Licensing Division of this department.
- ◊ Camping permit issuance was computerized in December. By replacing the manual system, the long lines before holiday weekends were eliminated at the Honolulu Municipal Building and all satellites are able to issue permits as soon as they open. However, for popular holiday weekends, all permits are issued by 8:30 a.m.

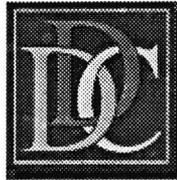


DEPARTMENT OF DESIGN AND CONSTRUCTION

Gary Q. L. Yee, AIA, Director; Roland D. Libby, Jr., AIA, Deputy Director

REORGANIZATION

As a result of the City-wide reorganization, the Department of Design and Construction (DDC) was created to serve as the City and County of Honolulu facilities planning, design and construction provider. Planning, design and construction divisions from various departments were moved to DDC, temporarily forming Planning and Programming, Facilities, Infrastructure, Construction and Land Divisions. Since that time, DDC has gone through an internal functional reorganization. Currently DDC is operating under that new organization, and is in the process of getting that organization formally adopted. That new functional organization is represented in this document.



The function of the **Mechanical / Electrical Design and Engineering Division (MEDE)** involves the administration, coordination and monitoring of activities relating to the design and construction of roadway lighting projects; design and installation of electrical and mechanical upgrades to existing facilities including lighting retrofit and air-conditioning system upgrades; energy conservation programs; design and installation of the City's 800 MHz emergency radio systems; and the design, installation and ongoing maintenance of the City-wide telephone systems.

The function of the **Facilities Design and Engineering Division (FDE)** involves the planning,

POWERS, 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 clients, the other operating departments in the City, DDC administers the development and implementation of long-range infrastructure and facility plans for all City agencies. These include development of infrastructure facilities for wastewater, roads and drainage; and facilities development for parks, fire, police, emergency services, customer services, finance, planning and permitting. Additionally, DDC provides land survey and land acquisition in support of all City agencies.

DDC is organized to efficiently deliver the services required to support its customers. A single point of contact for each client has been created at the division level. Each division is structured to include the planning, design and construction management services necessary to implement client needs. The Divisions are as follows:

Mechanical / Electrical Design Engineering Division	MEDE
Facilities Design and Engineering Division	FDE
Civil Design and Engineering Division	CDE
Wastewater Design and Engineering Division	WWDE
Land Survey and Acquisition Division	LSA



Natorium

design and construction of facilities including: municipal and civic buildings; parks and park structures; fire stations; police stations and corporation yards. Additionally, FDE is charged with the overall space planning, moving and relocation for all city agencies.

The function of the **Civil Design and Engineering Division (CDE)** involves the planning, design and construction of civil infrastructure facilities including: streets and highways; drainage and flood control systems; bridges and other public works structures; environmental related projects and the Materials Testing Laboratory.

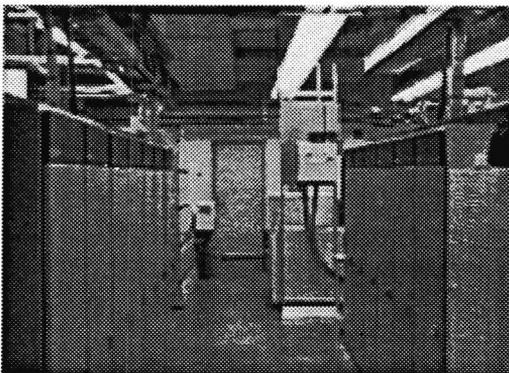
The function of **Wastewater Design and Engineering Division (WWDE)** involves the planning, design and construction of wastewater related facilities including: design installation and repair of collection systems, and the design and construction of wastewater treatment plants.

The function of the **Land Survey and Acquisition Division (LSA)** is to plan, direct and coordinate

the administration of the City's land survey and land acquisition activities including: land survey; title search and appraisal; land negotiation and acquisition for street widening, sewers, drainage and other City projects.

Principal clients consist of the City agencies listed below. The planning branch of each division works with the client agency to identify and program its long-term needs and create the annual Capital Improvement Program projects. As projects are budgeted, the design and construction branches prepare the construction documentation to fulfill the client program requirements, and bid and build the facilities.

- Office of the Mayor
- Office of the Managing Director
- Office of the City Clerk
- Office of the City Council
- Department of Corporation Counsel
- Office of Counsel Services
- Department of Information Technology
- Honolulu Emergency Services Department
- Department of Enterprise Services
- Department of Environmental Services
- Department of Facility Maintenance
- Department of Budget and Fiscal Services
- Department of Human Resources
- Department of the Medical Examiner
- Department of Transportation Services
- Honolulu Fire Department
- Honolulu Police Department
- Liquor Commission
- Department of Customer Services
- Oahu Civil Defense Agency
- Department of Parks and Recreation
- Department of Planning and Permitting
- Department of Prosecuting Attorney
- Royal Hawaiian Band



Telephone Systems Engineering

ACTIVITIES

Mechanical / Electrical Design Engineering Division (MEDE)

The **Mechanical/Electrical Design and Engineering Division** provides mechanical and electrical design services including design engineering and review. Areas of service include facilities' mechanical and electrical design, street lighting, communications (radio and telephone), energy conservation and underground storage tanks.

Communications Branch: Directs the coordination, planning, design, management and operation of communication facilities for the City including the City telephone system, microwave system, 800 MHz radio system, wireless communication and data systems.

Work Orders:

- Telephone Work Orders 190 processed
- Cellular Phone Orders 102 processed
- PCS Site Requests for site usage 4 processed

Communications Projects Supported

Kapolei Police Station	Reviewed plans for data and telephone infrastructure. Managed supporting projects to install telephone and data wiring and to install Option 61 PBX telephone switch.
Kapolei Civic Center	Reviewed plans for data and telephone infrastructure. Managed supporting project to install new Meridian Option 61 switch.
Central Fire Station	Coordinated telephone requirements for relocation of Fire personnel before and after renovations. Planned replacement of leased OPX (Off Premise Extension) lines with fiber optic cable.
Chinatown Police Station	Coordinated telephone requirements.
Waikiki Police Station	Coordinated telephone installation and data infrastructure requirements.
Kewalo Corporation Yard	Coordinated telephone requirements for relocation of various groups out of Yard, including relocations to old Kakaako Fire Station and Manana.
Halawa Corporation Yard	Reviewed and coordinated installation of telephone services for new Yard.

Communications Projects Managed

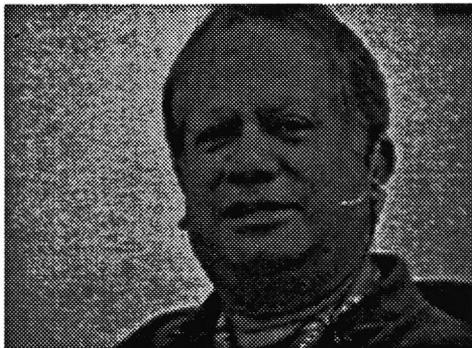
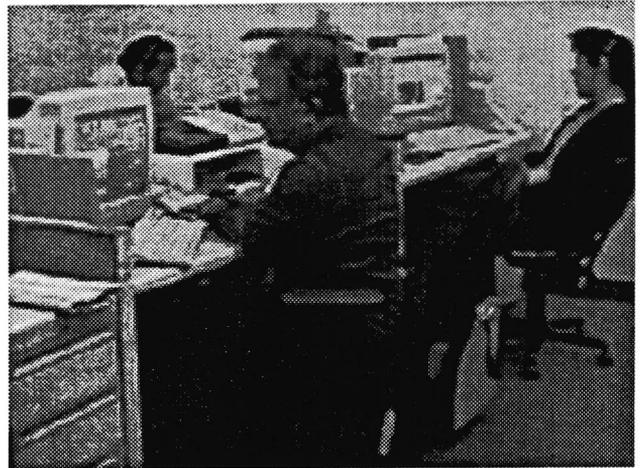
Medical Examiner's Office	Established requirements for replacement of obsolete Key system.
City-Wide Fiber Optic Network	Installed fiber optic cables and equipment between Honolulu Municipal Building (HMB) and Pearl City Police Station, Wahiawa Police Station, Kapolei Civic Center, and Kapolei Police Station. These locations will serve as central hubs for expansion of Fiber Optic Network.
Global Positioning System (GIS)	Negotiated amendments to implement GPS/ Automatic Vehicle Location (AVL) system for Department of Parks and Recreation and Honolulu Fire Department (HFD).

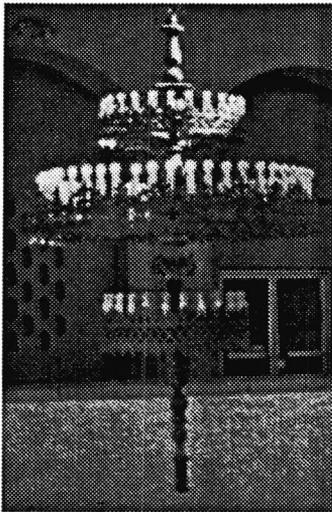
800 MHz Digital Trunked Radio System

- Resolved Y2K issues for Radio System and Microwave Backbone.
- Coordinated completion of Lualualei site construction and equipment installation and test.
- Installed Pali BDA.
- Reviewed various radio coverage issues and planning for potential solutions.
- Coordinated transfer of radios from HFD to HPD.
- Implemented Change Orders to upgrade system and improve maintenance.
- Scoped work needed to expand channels by removing redundant zone sites.
- Planned Windward Consolidation Site.
- Coordinated equipment purchase for Ocean Safety and Oahu Civil Defense.

Telephone PBX Systems and Relocation Work

- Completed project to install telephone and data wiring at Kapolei Police Relocation Work (\$120,900).
- Completed first phase of project to install telephone switches at Kapolei Police Station (\$469,300) and Kapolei Civic Center (\$317,000).
- Planned for addition of I/O Shelf for HPD Headquarters Meridian Option 61 Switch (\$60,000).
- Planned for addition of I/O Shelf for HMB Meridian Option 81 Switch to replace existing obsolete cabinet (\$80,000)
- Managed project to upgrade Switch software to Release 24 and Voice Mail Software to Release 9 for HPD Headquarters and HMB switches.
- Installed Norstar switch at Windward Satellite City Hall.
- Planned for installation of Norstar switch at HFD Training Bureau.
- Relocated telephone services for Department of Environmental Services (ENV), Refuse Division, Energy Recovery Branch.
- Coordinated Telephone moves to support City reorganization.





Energy Conservation and Indoor Electrical Branch:

Provides for coordination, planning, design and implementation of programs, including the City-wide energy conservation program; mechanical and electrical systems for existing building facilities; and management of air quality, hazardous materials, fire

alarm systems, public address systems and underground storage tanks.



Energy Conservation and Indoor Electrical List of Accomplishments

- Processed approximately 30 Hawaiian Electric Company Energy Efficiency Program rebate applications (\$9,971).
- Investigated accidental gasoline spill at Kalihi Police Station.
- Continued participation in the U. S. Department of Energy Rebuild America.

Energy Conservation and Indoor Electrical Completed Projects

- Various City Facilities – Replacements of Lamps and Ballasts, Phase I
- Various City Facilities – Modification of Underground Fuel Storage Tanks, Phase X

Energy Conservation and Indoor Electrical On-Going Projects

- Honolulu Hale Energy Performance Contract
- Various City Facilities – Replacements of Lamps and Ballasts, Phase II
- Various City Facilities – Modification of Underground Fuel Storage Tanks, Phase X

Street Lighting and Facilities Electrical Branch:

Provides for planning and design of roadway and public facilities lighting; establishes City standards and

manages compliance; design and review of parks electrical facilities — indoor and outdoor lighting and electrical systems; provides management and inspection of City street lighting and parks electrical installations; and joint pole coordination for the City.

- Reviewed 1,303 plans for street lighting and parks electrical work
- Conducted 441 investigations for street lighting requests
- Processed 41 project designs
- Processed 671 excavation permits
- Processed 273 joint pole applications
- Processed 236 street light change-over requests
- Conducted 1,196 inspections of various projects

Street Lighting and Facilities Electrical Design Projects Completed

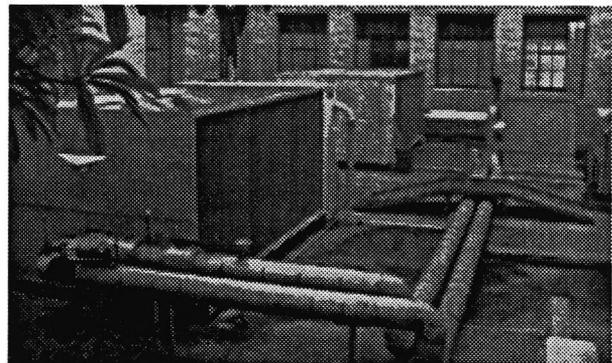
• Kalakaua Avenue Street Lighting Improvements (Natatorium to Poni Moi Road)	\$ 27,500
• McCully District Park – Installation of Security Lighting Systems	20,000
Total	\$ 47,500

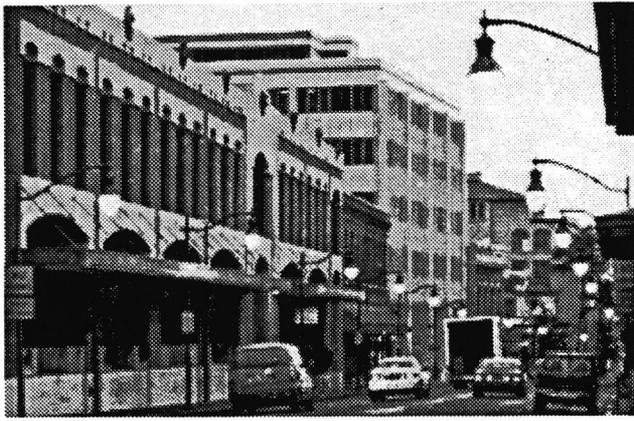
Street Lighting and Facilities Electrical Design Projects Ongoing

• Anti-Crime Street Lighting Improvements – Ahuimanu	\$ 20,000
• Anti-Crime Street Lighting Improvements – Hawaii Kai	80,000
• Anti-Crime Street Lighting Improvements – Lunalilo	60,000
• Anti-Crime Street Lighting Improvements – Waianae II	40,000
• Anti-Crime Street Lighting Improvements – Waimanalo	50,000
Total	\$ 250,000

Street Lighting and Facilities Electrical Construction Projects Completed

• Anti-Crime Street Lighting Improvements – Waikiki (Part I – Ala Wai Boulevard)	\$ 530,474
• Anti-Crime Street Lighting Improvements – Waikiki (Part IIA – Kalakaua Avenue)	548,787
• Anti-Crime Street Lighting Improvements – Chinatown	808,184
Total	\$1,887,445





Street Lighting and Facilities Electrical Construction Projects Ongoing

• Anti-Crime Street Lighting Improvements – Waikiki (Part II – Kalakaua Avenue	\$2,897,236
• Anti-Crime Street Lighting Improvements – Lualualei	150,861
• Anti-Crime Street Lighting Improvements – Waianae	173,075
• College Walk (B) and River Street Malls – Installation of Security Lighting Systems	628,384
• McCully District Park – Installation of Security Lighting Systems	32,755
Total	\$3,882,311

Facilities Design and Engineering Division (FDE)

The **Facilities Design and Engineering Division (FDE)** provides the planning, design and construction services for the development of City facilities including: municipal and civic buildings; parks and park structures; fire stations; police stations; and corporation yards. Additionally, FDE is charged with the overall space planning, moving and relocation for all City agencies.

The **Facilities Planning Branch** is responsible for research and planning for the development, expansion, or revision of City facilities including municipal and civic buildings, parks and park structures, fire stations, police stations and corporation yards. This group is also responsible for the planning phases of land acquisition for these facilities.

1. Master planning of all individual parks for the Department of Parks and Recreation (DPR);
2. Long-range facilities planning for DPR;
3. Amending the annual and six-year CIP to assure continuity of park development;
4. Processing and coordinating the acquisition and management of park lands;
5. Managing production and approvals of applications for Development Plan Amendments, environmental assessments, Special Management Area permits, and intergovernmental agreements; and

6. Maintaining records on park land transactions, deeds, and facility planning;

During the fiscal year 1999-2000, lands were acquired for four (4) new beaches or beach support parks, two (2) new community-type parks and one (1) large nature preserve. Land was added to an existing park. The aggregate sum of new park lands in the inventory was increased by one hundred five (105) acres.

The City is still awaiting the official turnover of four hundred eight-six (486) acres of surplus U. S. Navy property for park use, although about one hundred twenty (120) acres near the beach are being used by the public under a license agreement.

The Facilities Planning Branch managed the production of twenty-one (21) park master plans along with three (3) urban design plans. It also has underway a long-range facilities plan for the DPR. At least four (4) projects were carried past the planning and design phases into the construction phase.

Planning Projects

- City-Wide Facilities Space Plan
- Police Facilities Master Plan
- Emergency Medical Services Master Plan
- Ocean Safety Facilities Master Plan
- Islandwide Parks Master Plan
- Kahaluu Regional Park
- Kaneohe Bayview Park
- Kaneohe Civic Center Parking Lot
- Kawai Nui Gateway Park
- Kupehau Slopes Park
- Makiki Stream
- Waimanalo Equestrian Park

Project Management and Design

The Design function is divided into two branches. The **Parks Facilities Design Branch** specializes in parks and the **Facilities Design Branch** is responsible for the design of other major facilities including the development of new major park facilities.

The **Parks Facilities Design Branch** implements the City's CIP for the development of new parks and the upgrade of existing parks. The major emphasis during the fiscal year was to continue to provide new park facilities for the City, to rehabilitate and upgrade existing park facilities, and bring more of them in compliance with present code standards such as the American With Disabilities Act requirements, and to support the City's Vision process.

Construction documents were prepared for designs done in conjunction with both consultants and in-house staff. During this period, three hundred thirty (330) projects were being worked on at an esti-



mated construction value of \$280 million. An example of major projects worked on include:

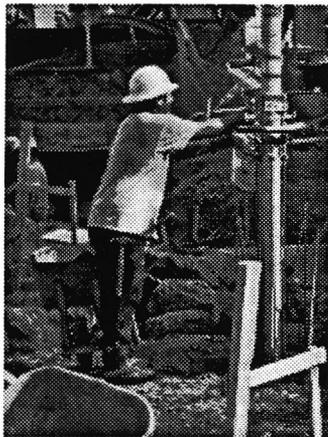
Project	Description	Contractor	Cost
Ulehawa Beach Park, Phase I	Improvements to include new landscaping, walkways, rock walls, and irrigation system. Estimated to be completed during Summer 2000.	Love's Landscaping Company, Ltd.	\$1,026,000
Makiki District Park Swimming Pool	Construction of new pool anticipated to begin in Fall 2000.	S & M Sakamoto	\$ 2,200,000
Salt Lake District Park Swimming Pool	Construction of new pool anticipated to begin during Spring 2001.	T. Iida Contracting, Ltd.	\$ 2,700,000
Standard Comfort Station and Bathhouse	Development of standard design to be utilized in future parks projects. Standard design anticipated to be used in ten (10) projects involving comfort station/bathhouse requirements.		
Skate Park Facilities	Construction of new facilities at Keolu Hills, Mililani, Aala Park, Banzai Support Park, and Haleiwa Regional Park. Design is ongoing and advertising for bids estimated to be in Fall 2000.		\$ 2,860,000
Vision Projects	Staff involved with fifty (50) vision projects established by various Vision Teams on Oahu. Staff provided project management coordination to assist vision consultants with completion of construction drawings and preparation of projects for advertisement and award. Process is ongoing.		

The **Facilities Design Branch** implements the Department's CIP for the development of major projects including major park development, and municipal and civic buildings. The Facilities Design Branch worked on CIP totaling \$162,408,408 during the fiscal year. Major projects include:

Project	Description	Cost
Hanauma Bay Nature Preserve	Construction of new marine education center at existing site. Removal and replacement of obsolete buildings from the rim of the bay and the beach with new facilities that blend with the natural surroundings.	\$10,600,000
Central Oahu Regional Park, Phase I	Construction in phases over several years. First phase commenced construction in 2000 and is expected to be completed in 2001. Includes two (2) full-sized baseball fields, four (4) youth baseball fields, several multi-purpose fields, two (2) comfort stations and passive recreational areas for picnicking, kite-flying, and walking. Also includes maintenance support building, parking, infrastructure, and roads.	\$18,420,428
Chinatown Police Station	Construction of permanent facility to replace current substation and to provide new office location for detectives assigned to Chinatown area. Completed in 2000.	\$ 3,780,000
Halawa Corporation Yard, Phase I	First phase provides for construction of new centralized corporation yard in Halawa Valley for Department of Facility Maintenance (DFM) Road Division and Automotive Equipment Services. Under construction and anticipated for completion in 2001.	\$11,652,000
Kapolei Police Station	Construction of new regional police station for Central Oahu and Leeward Districts. New 30,000 square foot station consists of a two-story building with one full level basement housing the holding cells and office space. Completed in 2000.	\$13,941,031
Kapolei Civic Center Building No. 1	Construction of three-story office building facility with two (2) levels of basement parking and one asphalt concrete parking. Will provide office space for City agencies operating in Kapolei. Building structure completed in 2000. Construction of tenant improvements remains to be completed.	\$ 22,240,000
Kapiolani Park Bandstand, Phase I	Demolition and replacement of existing bandstand. New facility includes modifications to seating area, construction of water feature, and provisions for full ADA accessibility. Completed in 2000.	\$ 3,328,000
Kapiolani Park Bandstand, Phase II	Construction of new comfort station, ADA improvements to parking lot and completion of walkways surrounding Bandstand. Completed in 2000.	\$708,400

Project	Description	Cost
Pearl City Bus Facility	Construction of new bus maintenance facility to replace existing Halawa Bus Facility. Construction began in 2000 and will be completed in 2001.	\$ 27,281,600
Wahiawa Fire Station Replacement	Replacement of existing station with new structure capable of accommodating latest fire-fighting apparatus. Exterior of new station is designed to evoke the stylistic influences found in the existing station, thus establishing continuity with the past. Construction expected to start in March 2001 and be completed in early 2002.	
Waipio Soccer Park	First increment of a master-planned soccer complex. Construction began in 1999 and completed in 2000. Included development of non-potable water irrigation system including a five-million gallon reservoir, construction of eighteen soccer fields and lighted stadium field. Lighted stadium field will include seating for 2,400 spectators, a comfort station, concession and team locker rooms. Stadium field was specially constructed with hybrid Bermuda grass on an imported sand foundation to accommodate professional levels of play. Facility was immediately adopted by the University of Hawaii Wahine Soccer Team as its home field.	\$11,080,000

The **Facilities Construction Management Branch** manages and inspects both park and building CIP projects. Forty-five (45) building construction and improvement projects were completed in 2000



for a total cost of \$51,574,000. Fifty-five (55) Parks and Recreation construction and improvement projects were completed for a total cost of \$38,824,000.

There are currently twenty-three (23) building construction and improvement projects still under construction for a total cost of \$72,208,000. There are

currently sixty-nine (69) Parks and Recreation construction improvement projects still under construction for a total cost of \$32,973,000.

Civil Design and Engineering Division (CDE)

The function of the **Civil Design and Engineering Division (CDE)** involves the planning, design and construction of civil infrastructure facilities including: streets and highways; drainage and flood control systems; bridges and other public works structures; environmental related projects and the Materials Testing Laboratory.

The Civil Infrastructure Design Branch completed fifteen (15) design projects. In addition, work continues on forty-six (46) projects.

Civil Design Projects Completed

- California Avenue Guardrails
- East Oahu Flood Control Study
- Elepaio and Uili Streets Drain Outlet Improvements
- Kahiwa Place Drainage Ditch Improvements
- Kalakaua Avenue Bridge Mauka Sidewalk Improvements
- Kalani Iki Boulder Basin
- Ke Iki Road Relief Drain
- Loomis Street/Kaaipu Avenue Drainage Study
- Manana, Internal Roads
- Manana, Spine Road
- Miscellaneous Sidewalk Improvements FY99
- Narcissus Place Drainage Ditch Improvements
- Old Fort Weaver Road, Mokuola Street, and North Road Sidewalk Improvements
- Punchbowl Street Improvements, Phases 3 and 4
- Undergrounding of Utilities, Kamehameha Highway, Haleiwa Road to Lokoea Place

Civil Design Projects Ongoing

- Ahuwale Ditch Drainage Improvements
- Ewa Villages Subdivision B Roadway Reconstruction
- Hakimo Road Drainage Improvements
- Kahauola Street Relief Drain
- Kahawainui Stream Flood Control/Poohaili Street Improvements
- Kailua Road Drainage Improvements
- Kalihi Street Improvements
- Kamehameha Highway, Haleiwa Town Drainage Improvements
- Kaneohe Stream Bank Restoration
- Kapalama Incinerator Hazardous Materials Removal/Remediation and Demolition
- Kapalama Incinerator Site Cleanup
- Kokokahi Place Drainage Improvements
- Kuhio Beach Park Expansion/Kalakaua Promenade/Kuhio Beach Center Redevelopment
- Lanikuhana Avenue Raised Median Improvements
- Manana, Connector Road
- Manana, Intersection at Spine Road, Moanalua Road, Waimano Home Road
- Miscellaneous Sidewalk Improvements, Part II – Chinatown
- Miscellaneous Signage/Marker Improvements – Chinatown/Downtown, Historic Trail-Waikiki, Nuuanu, East Honolulu
- Oneula Beach Park Berm
- Paoa Place Drainage Improvements
- Pooleka Street Drainage Improvements
- Reconstruction of Streets, Unit 1-95
- Reconstruction of Streets, Unit II-95
- Rehabilitation of Streets, Unit B
- Rehabilitation of Streets, Unit III-97
- Rehabilitation of Streets, Unit IV
- Rehabilitation of Streets, Unit V
- Rehabilitation of Streets, Unit VI
- Rehabilitation of Streets, Unit VII
- Rehabilitation of Streets, Unit XI

- Rehabilitation of Streets, Unit XII
- Rehabilitation of Streets, Unit XIV
- Road Repairs in Vicinity of 3798 Tantalus Drive
- Roadway Improvements for Managers Drive
- Salt Lake Boulevard Enhancement
- Salt Lake Boulevard, Phase II
- Temporary AC Sidewalk Improvements, Phase I
- Waialele Stream Flood Control Study Feasibility Phase
Civil Design Projects Ongoing
- Waipahu Street Drainage Improvements
- Waipahu Street Widening
- Wheelchair Ramps at Various Locations, Phase II
- Wheelchair Ramps at Various Locations, Phase III
- Wheelchair Ramps, Phase I
- Wheelchair Ramps, Phase IB
- Wheelchair Ramps, Phase II
- Wheelchair Ramps, Phase III



A total of twenty-four (24) construction projects were completed by the **Civil Construction Management Branch** at a cost of \$27,874,160. At the end of the fiscal year, there were fifty-seven (57) projects under construction (including pending contract closure) with a total cost of \$84,258,604.

Civil Construction Projects Completed

• Ahua/Kili Hau Street Flap Gate Installation	\$ 42,426
• Bridge Repair at Various Locations	370,700
• Dewatering Facility for Storm Drain Equipment, FY1997-98, Ahuimanu Pre-Treatment Facility	765,632
• Dewatering Facility for Storm Drain Equipment, FY1998-99, Ahuimanu Pre-Treatment Facility, Phase II	317,400
• Hotel Street Mall, King Street to Richards Street	7,041,529
• Kaelepulu Stream Bike Bridge, STP-0300(62)	875,462
• Kalakaua at Ena Road Bus Shelter	24,680
• Kaloi Gulch Railroad Bridge	1,408,496
• Kamehameha Highway Drainage Repairs, 47-065 Kamehameha Highway	47,800
• Kapahulu/Date/Mooheau Intersection Improvements	62,729
• Kaukonahua Road Guardrails	206,285

Civil Construction Projects Completed

• Kealaolu Avenue Road Widening	\$ 166,220
• Mauna Lahi Lahi Beach Park/Makaha Surfside Temporary Shore Protection	100,000
• Moanalua Road Intersection Improvements	291,900
• Moanalua Road, Pali Momi Street to Aiea Interchange, Unit IIB, Aiea Heights Drive to Aiea Interchange	3,576,554
• Moanalua Valley Hillside Repairs, Phase 2	1,333,142
• Neighborhood Traffic Control Program Speed Humps at Various Locations	30,507
• Oneawa Channel Bank Repairs	101,385
• Punahou/King Street Intersection Improvements	53,740
• Reconstruction of Streets (Various Areas), Phase CDBG-I	1,219,498
• Repair of 48" CMP Drain at 1736 Frank Street	24,970
• Salt Lake Boulevard Widening, Phase I, Luapele Drive to Bougainville Drive, STP-7311(1)	9,413,000
• University Avenue/South King Street Intersection Improvements	265,000
• Wheelchair Ramps at Various Locations, FY98-99, Phase IA	135,105
Total	\$ 27,874,16

Civil Construction Projects Ongoing

• 12th Avenue and Koko Head Avenue Intersection Improvements	\$ 65,222
• Ala Wai Canal Area Enhancement Improvement Project, STP-0300(41)	1,078,999
• Ala Wai Promenade, Phase III	1,424,932
• California Avenue Guardrails	26,715
• Elepaio and Ulilu Streets Drain Outlet Improvements	95,850
• Ewa Villages Subdivision B Roadway Reconstruction	784,750
• Flashing Warning Signals at Various Locations	62,700
• Hahaione Valley Boulder Basin Improvements	1,746,000
• Kahaluu Flood Control Lagoon and Outlet Channel Maintenance and Dredging Project	9,843,982
• Kahiwa Place Drainage Ditch Improvements	179,680
• Kalakaua Avenue Bridge Mauka Sidewalk Improvements	75,286
• Kalani Iki Boulder Basin Improvements	134,904
• Kamiloiki Channel Wall Reconstruction Near Kolokolo Street	118,481
• Kaneohe Stream Maintenance Dredging Project	853,747
• Kapakahi and Waikele Streams Design- Build Repair of Bridges	487,000
• Kapalama Incinerator Cleanup and Building Demolition	2,247,183
• Lanikuhana Raised Median, Vicinity of Kaekae Street to Beyond Lanipala Street	434,138

• Makakilo Drive Sidewalk Improvements	55,620	Miscellaneous Improvements, FY1995-96, Waikiki Area	707,000
• Manana Infrastructure Improvements, Phase III, Spine Road and Offsite Drain	8,529,706	• Ward Avenue/Kinau Street Corner Rounding	239,200
• Manana Infrastructure Improvements, Phase IV, Internal Roads	2,295,696	• Wheelchair Ramps at Various Locations, FY98	99,900
• Miscellaneous Sidewalk Improvements	201,400	• Wheelchair Ramps at Various Locations, FY96, Phase II	87,450
• Miscellaneous Sidewalk Improvements, Part II - Chinatown	3,935,919	• Wheelchair Ramps at Various Locations, FY98	763,100
• Miscellaneous Sidewalk Improvements, Part II – Chinatown	298,935	• Woodlawn Area Earth Stabilization, Paty-Alani, Part 2	3,499,000
• Narcissus Place Drainage Ditch Improvements	491,310	• Woodlawn Area Earth Stabilization, Hulu-Woolsey, Part 3	11,403,684
• Nihi Street Improvements, Phase II, Part A	950,511		
• Old Fort Weaver Road, Mokuola Street and North Road Sidewalk Improvements	252,900	Total	\$ 84,258,604
• Oneula Beach Park Emergency Overflow Berm	41,700		
• Punchbowl Street Improvements, Phase III	1,009,000		
• Punchbowl Street Improvements, Phase IV	1,182,599		
• Punchbowl Street Improvements, Phase I (Beretania-King)	325,800		
• Reconstruction of Streets, FY95-96, Unit III, Alencastre	971,149		
• Rehabilitation of Streets, Unit I, FY1996-97, STP-0300(51)	1,657,529		
• Rehabilitation of Streets, Unit II, FY1996-97, STP-0300(57), Manoa Valley	4,481,507		
• Rehabilitation of Streets, Unit III-97, McCully, Mooheau, East Manoa Road, Manoa Road	4,029,865		
• Rehabilitation of Streets, Unit IV, King Street	\$ 3,903,891		
• Rehabilitation of Streets, Unit VII, Kealahou Street, Lewers Street, Pahoia Avenue, Makiki Heights Drive, Lusitana Street	2,800,000		
• Rehabilitation of Streets, Unit XI, Komo Mai Drive, Kaonohi Street	3,156,180		
• Rehabilitation of Streets, Unit XII, Kuahealani Avenue, Meheula Parkway	957,503		
• Rehabilitation of Streets, Unit XIV, Kamehameha Highway, Ahumanu Road, Mokolulu Street	1,946,504		
• Relief Drain Near 84-650 Lahaina Street	94,432		
• Resurfacing of Streets (Various Areas) – Honolulu to Foster Village, Phase I	1,450,246		
• Resurfacing of Streets (Various Areas) – Mid-Leeward, Halawa to Ewa Beach, Phase II	1,500,000		
• Roadway Repairs at 3798 Tantalus Drive	43,700		
• Seismic Retrofit of City Bridges	53,506		
• Sierra Drive Drain Extension	68,848		
• Temporary AC Sidewalk Improvements	120,675		
• Traffic Calming Improvements at Various Locations	828,055		
• Traffic Calming Improvements at Various Locations – Mililani, Kailua	0		
• Upgrade of Existing Drain Line Near 45-637 Uhilehua Street	67,481		
• Waikiki Bus Shelters, Various Locations	97,534		
• Waikiki Improvements, Part I, Landscaping and			

The **Soils and Materials Testing Laboratory** conducted 104 soil analyses (including proctor determinations), 470 field control tests (compaction tests, CBRs, material samplings, site investigations, piezometer readings, etc.), and 871 concrete compressive strength tests. These tests included those conducted for the department as well as for other City departments, the Board of Water Supply, and various subdivisions upon request.

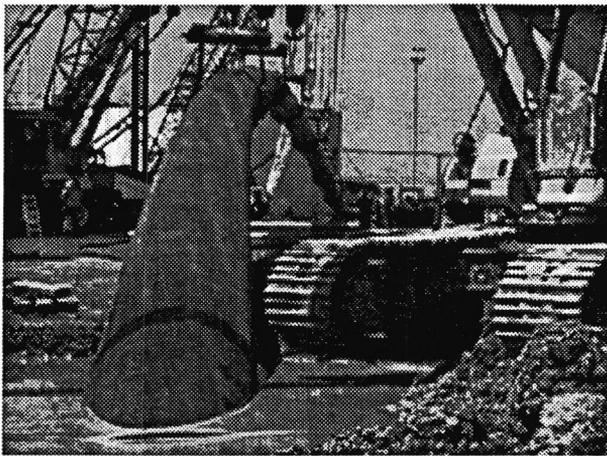
Wastewater Design and Engineering Division (WWDE)

The function of **Wastewater Design and Engineering Division (WWDE)** involves the planning, design and construction of wastewater related facilities including: design installation and repair of collections systems, and the design and construction of wastewater treatment plants.

The **Wastewater Infrastructure Planning Branch** was involved in approximately one hundred (100) activities and projects including long-range Facilities Planning, recycled water planning, Environmental Impact Statements and Environmental Assessments preparation and review, Planning Assessment Reports, Preliminary Engineering Reports, environmental clearances, land acquisition requests, Special Management Area Permits preparation, Intergovernmental Agreements, City Council Resolutions, Grant Application preparation and new systems development.

The “showcase” project completed this year was the long-range sewer rehabilitation plan, which was submitted to the United States Environmental Protection Agency (EPA) for their review and approval. The EPA approved the City’s long-range plan 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.

The active projects for calendar year 2000 are listed



below by wastewater treatment plant tributary area:

East Mamala Bay:

- Ala Moana/Kapiolani Sewer Replacement/Rehabilitation
- Ala Moana Wastewater Pump Station and Force Main Modification
- Ala Wai Trunk Relief/Reconstruction
- Beachwalk Force Main
- Beachwalk Wastewater Pump Station
- Fort DeRussy Force Main – Kalakaua Pedestrian Bridge
- Hart Street Wastewater Pump Station
- Hart Street Wastewater Pump Station Force Main
- Kalihi Valley Reconstructed Sewers
- Kuliouou Wastewater Pump Station Modification and Force Main Replacement
- Moiliili Area Sewers Rehabilitation
- Public Baths Wastewater Pump Station Modification
- Sand Island Disinfection
- Sand Island Maintenance Storage Facility
- Sand Island Parkway Wastewater Pump Station
- Sand Island Wastewater Treatment Plant Disinfection Facility
- Waikiki Area Sewers Rehabilitation
- Wilhelmina Rise Area Rehabilitation Project

West Mamala Bay:

- Fort Weaver Road Reconstructed Sewer
- Kamehameha Highway Reconstructed Sewer, Mililani
- Mililani Diversion Relief
- Mililani Reclamation Facility
- Waimano Home Road
- Waipahu Wastewater Pump Station Modification
- West Mamala Bay Facilities Plan

Kailua/Kaneohe/Kahaluu:

- Ilimalia Loop Reconstructed Sewer
- Kahaluu Improvement District, LPSS
- Kamehameha Highway Reconstructed Sewer, Kaneohe
- Kaneohe Bay Sewers
- Wanao Road Reconstructed Sewer

Wahiawa:

- Central Oahu Facilities Plan
- Wahiawa Wastewater Treatment Plant Modification

Island-Wide:

- Low Pressure Sewer System Policy Development
- Project Creations for FY00/01
- Rain and Flow Monitoring

- Sewer Rehabilitation Plan
- Small Sewer Pipe Diameter Rehabilitation Program
- Wastewater Information Management System – Sewer Flow Analysis System Development

Other Projects:

- CDBG Projects
- Department Of Environmental Services Support on EPA NOVs
- Reconstruct Park Wastewater Systems, RD1
- Reconstruct Park Wastewater Systems, RD4
- Reconstruct Wastewater Systems, Various Parks

The **Wastewater Infrastructure Design Branch** completed fourteen (14) major design projects. Bids totaling \$45,488,393 were received. A total of \$49,645,759 was encumbered in fiscal year 2000 with \$4,157,367 in construction contingency. Twenty-one (21) major projects are still under design.

Wastewater Design Projects to Bid

Project	Bid Price	Contingency	Total
Awamoi Street/ Waipahu Street.....	\$ 738,000	\$73,800	\$ 811,800
East End Relief	349,210	34,921	384,131
Ewa Villages	178,915	17,891	196,806
Ewa Villages	298,700	29,870	328,570
Hart Street Force Main	20,255,500	1,744,500	22,000,000
Kailua Scum	52,833	5,283	58,116
Kalaniana'ole Highway	135,828	0	135,828
Nalii Street	85,247	8,524	93,771
Sand Island Flotator/ Clarifier	\$2,439,000	\$147,100	\$ 2,586,100
Sand Island Interim Chemical Treatment Facility	1,421,048	142,105	1,563,153
Wahiawa	11,297,825	1,129,775	12,427,600
Waikapoki Force Main	1,138,455	113,845	1,252,300
Waimano Sewers	798,974	79,897	878,871
Waipahu Mod	6,298,858	629,855	6,928,713
Totals	\$ 45,488,393	\$ 4,157,366	\$ 49,645,759

Wastewater Projects Under Design

• Ahuimanu	\$ 1,000,000
• Ala Moana Modification	20,000,000
• Hart Street Modification	18,000,000

Wastewater Projects Under Design

• Kahaluu Sewers	10,100,000
• Kahuku Force Main	750,000
• Kailua Screen	350,000
• Kaneohe, Hamakua	26,700,000
• Kainui Drive	4,500,000
• Kalihi Stream Bank	535,000

• Kaneohe Bay Sewers Improvement District	3,600,000
• Kaneohe Demo	400,000
• Kuaheha Place	171,000
• Laie Wastewater Pump Station	3,000,000
• Public Bath	2,790,000
• Rehabilitation of Lines HECO	300,000
• Sand Island Dissolved Air Flotation	1,400,000
• Sand Island Disinfection	67,000,000
• Sand Island Parkway	1,200,000
• Sand Island Phase 2A	185,000,000
• Sand Island Primary	150,000,000
• School Street	100,000
Total	\$496,896,000



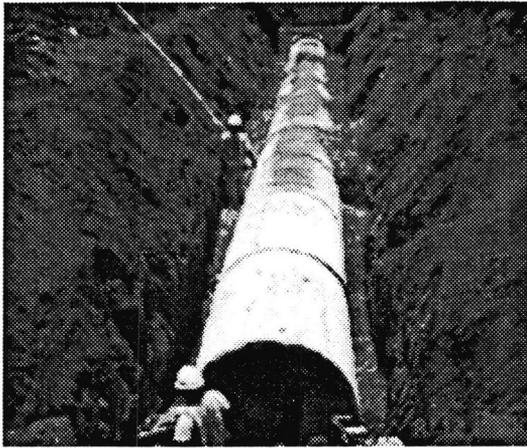
During the fiscal year, six (6) projects were completed by the **Wastewater Construction Management Branch**. The total of the final costs for these projects was \$18,378,147. Thirty-eight (38) projects with a total contract value of \$152,859,564 were still under construction as of June 30, 2000.

Wastewater Construction Projects Completed

• Honouliuli Wastewater Treatment Plant Effluent Flow Meter	\$ 56,582
• Honouliuli Wastewater Treatment Plant Replace Underground Fuel Oil Storage Tanks	307,372
• Kahuku Septage Handling Facility	5,596,914
• Kailua Wastewater Treatment Plant Scum Handling System Modifications	84,060
• Kaneohe Bay South Wastewater Pump Station No. 5 and Force Main	2,283,519
• Paalaa Kai Wastewater Treatment Plant Clarifier Bridge Structure Improvement	49,700
Total	\$ 8,378,147

Wastewater Construction Project Contracts On-Going as of June 30, 2000

Project	Contract Amount	Percent Completed	Amount Completed
Awamoi Street/Waipahu Street Relief Sewer	\$736,001	34	\$250,797
East End Relief Sewer (Ward Avenue Crossing)	1,117,000	91	1,019,388
East End Relief Sewer Phase 2 (Ward Avenue to Kalakaua Avenue)	349,210	69	239,310
Enchanted Lake Sewer Rehabilitation Pilot Project	2,867,433	100	2,857,882
Ewa Villages Subdivision "B" Phase 4-A, Rehabilitation of Sewer Lines	178,915	0	0
Gulick Avenue Relief Sewer	5,599,560	99	5,599,227
Hamakua Drive Emergency Repair	1,100,000	100	1,100,000
Hart Street Wastewater Pump Station Force Main Replacement	14,848,000	10	1,450,427
Honouliuli Wastewater Treatment Plant Effluent Reuse Demonstration Project	653,771	100	579,575
Honouliuli Wastewater Treatment Plant Expansion Phase I, Part A	19,223,515	99	19,108,246
Honouliuli Wastewater Treatment Plant Repair Interior/Exterior of Decant and Gravity Thickener Tanks	653,771	100	579,575
Honouliuli Wastewater Treatment Plant Truck Wash Facility	307,420	86	264,984
Kahaluu Sewers Section 4, Improvement District No. 272	4,189,896	100	4,148,638
Kailua Heights Wastewater Pump Station Force Main Replacement	901,894	100	901,893
Kailua Heights Wastewater Pump Station Modification	2,519,375	49	1,139,168
Kailua Regional Wastewater Treatment Plant Modification Phase 3 Effluent Pump Station	3,414,578	100	3,413,038
Kailua Wastewater Treatment Plant Modification Phase 3 Daft Pumps, Water Main, & Protective Fence	1,019,116	100	1,091,116
Kailua Wastewater Treatment Plant UV Disinfection Facility	2,298,314	94	2,160,344



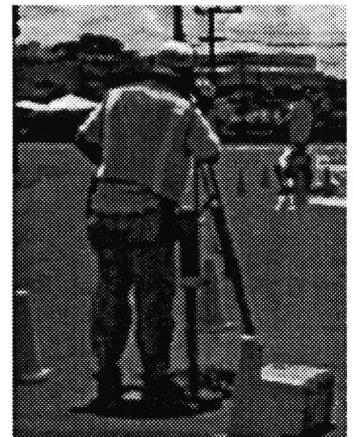
Kainui Drive Sewer Rehabilitation	251,483	99	251,483
Kalaheo Drive Reconstructed Sewer	25,595,531	24	6,113,637
Kaneohe WPTF Preliminary Modifications Phase 3A	2,637,158	66	1,737,560
Makaha Sewers Section 4,	971,102	99	950,631
Manana Infrastructure Phase II, 16-Inch Off-Site Water Line	434,583	97	421,217
Nalii Street Relief Sewer	85,247	82	70,048
Nimitz Highway Reconstructed Sewer (Auahi to Hotel Streets)	21,460,132	48	10,242,268
Pearl City Wastewater Pump Station Emergency Generator	1,419,936	91	1,289,592
Public Baths Wastewater Pump Station Force Main Replacement	4,521,169	95	4,289,821
Sand Island Wastewater Treatment Plant Interim Chemical Treatment Facility Modifications	1,421,048	0	0
Sand Island Wastewater Treatment Plant Modifications Increment 3, Odor Control System for Solids Handling Unit	1,384,126	99	1,372,794
Sand Island Wastewater Treatment Plant Work Platforms for Activated Carbon Vessels	168,886	100	168,886
Underground Fuel Storage Tank Upgrade	750,369	100	385,065

Wahiawa Wastewater Treatment Plant Effluent Reuse & Reservoir Outfall Adjustment	11,297,000	1	88,715
Wahiawa Wastewater Treatment Plant Outfall Piping Repair	18,588	100	18,588
Waikapoki Wastewater Pump Station Force Main Replacement	1,138,455	0	0
Waikiki War Memorial Natatorium	11,013,124	34	3,672,107
Waipahu Wastewater Pump Station Modification	6,298,858	0	0
Waipahu Wastewater Pump Station Replacement of Secondary Feeders	15,000	100	15,000
Water Reclamation Facility Agreement Phase 1 (Honouliuli Wastewater Treatment Plant)	0	0	0
Total	\$152,859,564		\$76,991,020

Land Survey and Acquisition Division (LSA)

The **Land Survey and Acquisition Division** performs land and engineering surveys, title searches, real property appraisals, negotiations and document preparation services in connection with the acquisition of lands and easements required for City projects and activities. Acquisitions include lands for roadways, and utility and access rights-of-way; and sites for wastewater collection and treatment facilities, solid waste collection/disposal/transfer activities, and public facilities such as parks and playgrounds, golf courses, police and fire stations, corporation and bus yards, and housing developments.

In addition, it services the survey and acquisition needs of the City Departments of Design and Construction, Community Services, Environmental Services, Facility Maintenance, Parks and Recreation, and Transportation Services. Land Services provides the Department of Planning and Permitting with land value estimates for park dedication purposes. It assists the Departments of the Corporation Counsel, Honolulu Police, and



Prosecuting Attorney; and the Board of Water Supply 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 services with the preparation of maps, descriptions, searches, and appraisals for the rental, leasing, and disposal of surplus City properties. Further, the staff works closely with the Corporation Counsel in preparing and participating in condemnation cases and litigations.

Land Services is organized into three (3) functional units: **the Acquisition Branch, the Appraisal Branch, and the Survey Branch.**

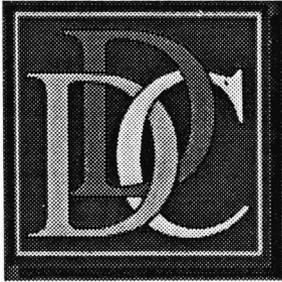
The **Acquisition Branch** conducts title searches, negotiates with property owners to acquire lands and easements for City projects, prepares conveyance documents, and processes dedication documents for City Council acceptance and recordation at the State Bureau of Conveyances. It participates in the program to assist persons, businesses, firms and non-profit organizations displaced by City projects pursuant to the provisions of State and Federal statutes pertaining to relocation assistance.

The **Appraisal Branch** prepares real estate cost estimates and appraisals for the acquisition or reuse of real property needed for City projects. In addition, it prepares appraisals for the rental, leasing and disposal of surplus City properties, and determines valuations for park dedication purposes. It also assists the Corporation Counsel in preparing for condemnation trials and provides expert witness testimony in court.

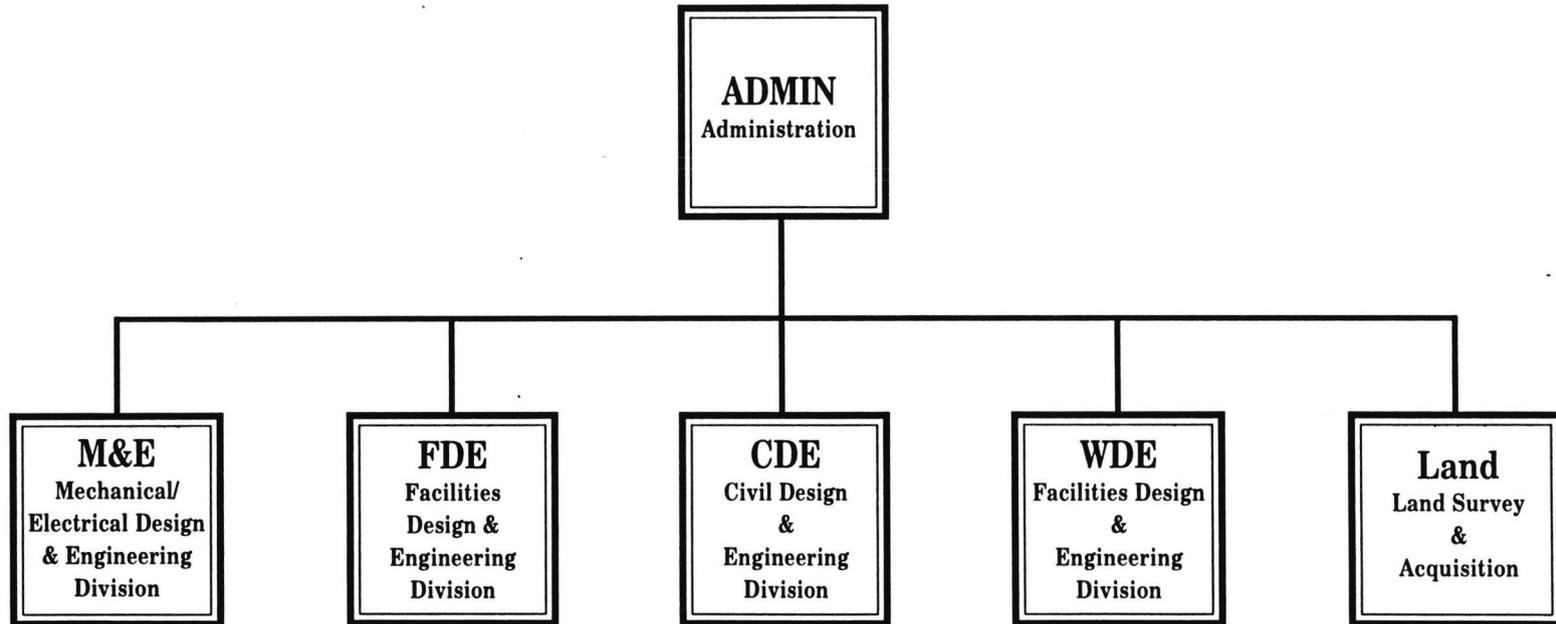
The **Survey Branch** conducts land/control/topographic field surveys, performs land boundary studies and stakes property corners. It also reviews consultants' work, prepares maps and descriptions, makes shoreline certifications, prepares subdivision and land court maps, and prepares maps/charts/graphs for use in court. Other activities involve review of survey descriptions for dedication documents that are submitted by developers and review of construction plans affecting City streets submitted by design consultants.

Land Services Summary of Accomplishments

Parcel and Land Court Maps	46
Maps Reviewed	34
Number of Parcels	144
Descriptions	83
Reviewed and Stamped	221
Title Searches Checked	337
Topographic Maps	122
Field Surveys	242
Appraisals by Staff	267
Fee Parcels	77
Easements and Rentals	42
Parcels Reviewed	107
Park Dedications	41
Title Searches	359
Regular System	
New	80
Update	60
Land Court	
New	11
Update	208
Research Assignments	3,549
Abstract Section	170
Document Section	2,707
Negotiation Section	672
Survey Section	335
Negotiations	1,014
Parcels Acquired	96
Condemnations	22
Negotiations	18
Dedications	56
Request for Eminent Domain Proceedings	10
Documents	95
Acquisition Documents Processed	59
Dedication Documents Recorded	36
Correspondence and Miscellaneous Reports	3,018



DDC FUNCTIONAL ORGANIZATION





HONOLULU EMERGENCY SERVICES DEPARTMENT

Salvatore S. Lanzilotti, Ed.D., Director

POWERS, DUTIES, AND FUNCTIONS

The Honolulu Emergency Services Department (HESD) consists of Departmental Administration, Emergency Medical Services Division and Ocean Safety and Lifeguard Services Division. The Department is responsible for providing; 1) an efficient, effective and economical operation of the pre-hospital emergency medical care and emergency ambulance service on the Island of Oahu; 2) a comprehensive aquatic 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 environment; 3) injury prevention, public education and public health programs and activities; 4) coordination with other agencies at the local, state, federal and private organizations.

BUDGET

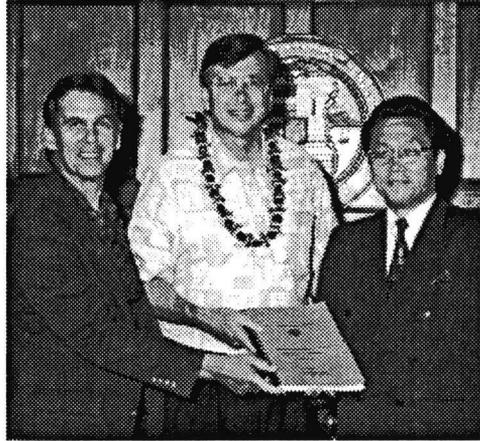
The budget for the Department for FY 1999-00 was \$16,327,658. The budget comprised two (2) programs: Emergency Medical Services and Ocean Safety and Lifeguard Services.

ADMINISTRATION

Administration's budget for FY 1999-00 was \$251,630. The staffing consisted of the Director, Private Secretary II, Administrative Services Officer II and Personnel Clerk I. The Administrative Services Officer and Personnel Clerk position are Civil Service positions. The others are appointed positions.

Departmental Administration is primarily responsible for the overall effectiveness, efficiency, and economical operation of the Honolulu Emergency Services Department. Certain staff functions are handled and/or coordinated at this level. They are:

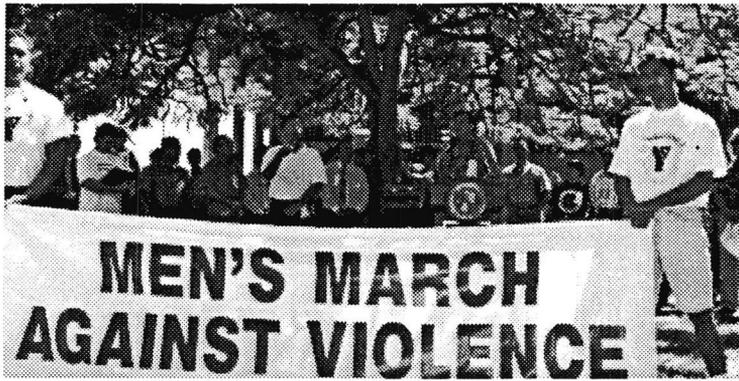
- a. Formulating the operating budget for the Department;
- b. Developing the Annual Report;
- c. Initiating and/or coordinating personnel actions;
- d. Authorizing payments on all purchases;
- e. Auditing payroll time and accounting reports;
- f. Approving leave applications;
- g. Initiating, presenting, and/or monitoring all legislative bills and testimonies; and
- h. Controlling or monitoring all correspondences going to outside agencies.



Director Lanzilotti, EdD. (left) and Mayor Harris present a report to Dr. Yuji Kawaguchi, Director of the World Health Organization (WHO), for the WHO conference in Kobe Japan.

Administration Highlights:

1. **Report to World Health Organization Cities and Health Program.** HESD coordinated Honolulu's effort to collaborate with the World Health Organization's research project to determine what cities around the world are doing to promote and maintain a healthy environment. HESD reported on how Honolulu has met the challenge of resolving problems in the areas of air and noise pollution, water quality, waste management, transportation, housing, safety, and the impact of city issues on our elderly population. This 118 page report was given to Dr. Yuji Kawaguchi, the Director of the WHO Center for Health Development, Kobe Japan in March, 2000 when he visited Mayor Harris. The report was presented at the WHO conference in Kobe, in May, 2000. Honolulu received accolades for its initiative to create a vibrant community/government partnership as a means to solve the problems facing its citizens, and for its innovative solutions not only to many of the environmental challenges facing cities today due to urban development, but also to social-based quality of life issues, such as establishing a safe environment for citizens and visitors, developing a transportation infrastructure, and promoting affordable housing.
2. **Honolulu Bioterrorism Incident Response Plan Completed.** In 1999 HESD received a contract extension to its Metropolitan Medical Response System project from the Department of Health and Human Services (DHHS), for an additional \$200,000, to develop a Biological Incident Response Plan. With this extension, HESD was tasked to develop a medical system response to care for victims of a biological inci-



"Domestic Violence and Children" was the theme of the 6th Annual Men's March Against Violence.

dent affecting up to 10% of the population of Honolulu, i.e., up to 100,000 people. HESD submitted Honolulu's plan to DHHS in June, 2000. The plan included sections on Early Recognition, Mass Prophylaxis/Immunization Mass Care, Fatality Management, and Environmental Surety. The Plan was developed in conjunction with the State Department of Health, the Healthcare Association, and a variety of Federal, State, and local agencies. DHHS approved Honolulu's Plan, and distributed it as a model plan for other jurisdictions in the U.S.

3. **Assessing Staffing Needs for the Honolulu Modular Emergency Medical System.** The Department of Health and Human Services awarded HESD a contract extension and \$10,000 for a unique special project to assess the healthcare professionals in Hawaii to determine their level of knowledge and skill in relation to weapons of mass destruction agents, training needs, and availability to respond to a mass casualty event as staff in Honolulu's Modular Emergency Medical Systems (MEMS) facilities. As part of the Honolulu Biological Incident Response Plan, MEMS was proposed to establish a flexible infrastructure to provide medical care to mass casualty victims of a natural disaster or a terrorist event involving weapons of mass destruction (WMD). The number of medical care/support facilities and supporting staff in MEMS.
4. **Sustaining the Metropolitan Medical Response System.** The Department of Health and Human Services awarded HESD a contract extension for \$50,000 to conduct another unique special project relating to the Metropolitan Medical Response System. HESD will evaluate the personnel and financial requirements associated with sustaining the MMRS development process. Through this project, Honolulu

and State officials will identify the components of the MMRS system which will require sustained funding, staff hours, or improvements, to include perishable goods (such as, pharmaceuticals), personnel skills and their associated training requirements, plans which will require continued updates, and political or professional involvement in the continued development process. HESD will estimate the annual costs associated with maintaining these components of the system, and recommend strategies to achieve minimal and optimal sustainment of the MMRS development program.

5. **Men's March Against Violence.** As part of its injury prevention role of the department in the Public Health system, the HESD Director served as a steering committee member for the 6th Men's March Against Violence. This year the theme was "Domestic Violence and Children." After the march from Kekaulike Mall to the Honolulu Hale campus, speakers presented the effects of domestic violence on children.

EMERGENCY MEDICAL SERVICES (EMS) DIVISION

Duties and Functions: The Hawaii Revised Statutes places the statewide responsibility for emergency medical services with the State 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 (HESD) to develop programs and deliver services related to emergency medical care. The Emergency Medical Services Division was organized to meet this portion of the HESD's responsibility.

EMS Historical Highlights:

1. **Mini-Ambulance Paramedic Service (MAPS).** In FY 1999-2000, the EMS Division requested and received four retired "G0-4" police patrol vehicles from the Honolulu Police Department. The vehicles were received on February 2, 2000 and restoration work was completed in June 2000, largely due to over 200



A Hawaiian blessing ceremony was held on June 16, 2000 at City Hall for the Mini-Ambulance Paramedic Service (MAPS).



Mayor Harris recognized Greg Leyson for outstanding work on the EMS Mini-Ambulances.

hours of volunteer work performed by Greg Leyson, the EMS Vehicle Inspector, and with the assistance of local businesses. These three-wheeled Cushman-type vehicles were formerly used by Honolulu police officers for patrol duty in heavily populated areas such as Waikiki, and will now be used by specially trained solo paramedics of the EMS Division in support of the emergency medical needs of citizens at mass gatherings, such as parades, ho'olaulea, rallies etc. At a time of scarce resources, every effort is being made to develop innovative programs to deliver EMS care more effectively and efficiently. The new vehicles will provide for more rapid response times in congested situations, and relieve the pressure on the transport ambulances. Each GO-4 vehicle has full Advanced Life Support capability, except for patient transport, and will be a valuable addition to serve the specific needs of rapid access and quick response in specialized situations. HESD calls this program the Mini-Ambulance Paramedic Service (MAPS) and inaugurated MAPS following a traditional Hawaiian blessing ceremony at City Hall on 16 June, 2000.

2. **Domestic Violence Program.** A major initiative of the City's Emergency Medical Services in FY 1999-2000 was the development of an in-depth Domestic Violence program. In the five-year period 1995-1999, the Honolulu Police Department has made, on the average, 225 domestic violence arrests per month. Unfortunately, during the six months following an episode of domestic violence, 32% of women are victimized again, and there is a high prevalence of a history of previous injuries among domestic violence homicide victims. Early identification of domestic violence victims is an important point of intervention. During the year the EMS Division, under the direction of the Director of the Department, Dr. Lanzilotti, the Domestic Violence Patient Care Program

was developed by Patricia Jones, a Mobile Emergency Care Specialist I, to strengthen the existing domestic violence training of all EMS Division personnel. Initially, a nationwide survey was conducted to determine what EMS domestic violence programs currently exist in the United States. An in-depth analysis of the survey entitled EMS and the Domestic Violence Patient, was published in the June 1999 issue of the Journal of Emergency

Medical Services, a national EMS professional journal. Detailed protocols were developed for field and dispatcher personnel, specialized training of all Division personnel was conducted at Kapiolani Community College during the year, and a Health Resource Card was developed that gives valuable referral information for domestic violence victims. The program is one of the first programs in the United States to address, in depth, the problem of detection, identification, treatment, and referral of domestic violence victims in the prehospital emergency medical setting.

3. **Computer Aided Dispatch (CAD).**

- a. Funds were secured in FY 1997 and 1998 for the procurement of a Computer Aided Dispatch (CAD) system for the Emergency Medical Services Division. A contract was awarded for \$828,972 to TriTech Software Systems of San Diego, California on May 1, 1998, with subcontracts to Motorola, Inc., Trimble Navigation Systems, Inc., and Medical Priority Consultants, Inc. to supply supporting system components, including an Automatic Vehicle Locating System and Mobile Status Terminals for all City ambulances, and an alphanumeric paging system interfaced to the CAD. The CAD came on-line on June 8, 1999. All components are synchronized to a satellite GPS universal time standard. Implementation of the other phases of the project followed throughout FY 1999-2000, as detailed below.

- b. On July 6, 1999, final approvals were received for mountaintop base station antenna placements, microwave channel allocations, and radio transmission equipment placement to enable the completion of the EMS AMed 5" radio channel to provide island-wide coverage to support the EMS Automatic Vehicle Location (AVL) System. A contract addendum for \$125,420 to complete the radio system to cover

Windward Oahu was awarded to the EMS CAD vendor, Tritech Software Systems of San Diego, with work done by Pacific Service Technologies. As of June 30, 2000, the system was operational and undergoing final acceptance testing. The system identifies the exact location of all ambulances on an electronic map in the EMS Communications Center. The system status is refreshed every 20 seconds and enables the Dispatchers to know with certainty the location of all ambulance resources. The CAD computer tracks each ambulance to within ten meters accuracy, and allows optimal selection of the closest ambulance to each emergency incident, thereby reducing response times.

c. A CAD system enhancement implemented in FY 1999-2000 was direct paging of ambulance crews from the CAD through alphanumeric pages provided to all field paramedics. The CAD automatically downloads and dynamically updates the pagers to give the address of the emergency, the nature of the medical emergency, the assigned case number, closest cross streets to the scene address, census tract number, and sequential time markers. This new feature prevents transposition of numbers and other errors possible with voice transmissions, and the nearest cross street feature expedites location of the exact address thereby reducing response times.

d. An innovative feature of the CAD paging system is the mail-drop feature that receives a download of the current Emergency Department status of each hospital on Oahu. If any hospital is unable to receive patients due to temporary overload or the unavailability of a CT scanner, the information is dropped into a mailbox in the pagers. The innovation makes the Honolulu EMS system the first in the United States to have this real-time capability in the hands of the field paramedics. The system increases system efficiency in determining

patient disposition, and improves coordination between the ambulance crew and family members to accurately determine appropriate patient disposition and the subsequent linking up of patient and family at the right hospital.



EMS Medical Incident Response Command Vehicle.

4. Medical Incident Response Command Vehicle.

a. A new Medical Incident Response Command vehicle was completed and placed in service in October 1999. The vehicle was fabricated on a 14' Step Van chassis, and is a multipurpose Command/Rehabilitation vehicle, designed for use at large incidents to direct EMS activities, and for rehabilitation of firefighters, SWAT and other emergency response personnel involved in prolonged field operations. The vehicle has independent generator-driven air conditioning and external/interior lighting, multiple radios for interagency communications, and can deliver oxygen to 32 persons simultaneously for mass casualty incidents. A bank of floodlights on a pneumatic 20 foot mast can provide up to 6,000 watts of floodlighting for night operations. Much of the customization of the vehicle was performed in-house by the Division's Vehicle Maintenance Manager, Greg Leyson.

b. A major event occurred on November 2, 1999, when seven workers at the Xerox building on Nimitz Highway were shot dead by a disaffected co-worker, the worst homicide in Hawaii's history. EMS was heavily involved in the initial response and throughout the day with the Honolulu Police Department's Specialized Services Division during a seven-hour standoff with the suspect who fled the scene to Makiki Heights. The suspect finally surrendered without incident. The new EMS Incident Response Command Vehicle was a valuable asset in coordinating EMS activities throughout the duration of this major incident.

c. The new millennium celebrations that marked New Year's Eve 1999 was a major event for EMS. The combined effects of many parties and special millennia activities, the sale of many more fireworks than in previous years, the specter of possible terrorist activities predicted by some to be staged somewhere in the

U.S., and the possibility of computer failures due to the date change from 1999 to 2000, were some of the main factors that demanded a maximum state of alert, and augmentation of EMS capacity. Five additional ambulance, two solo Rapid Response units, as well as two, two-person teams of bicycle paramedics were activated to supplement the normal sixteen ambulance units on duty for New Year's Eve. Two additional units were added on New Year's Day. A workload increase of 33%, from a normal 123 cases

to 164 was experienced on December 31 through midnight, and a 66% increase, or 206 responses were recorded on New Year's Day. A total of 54 fireworks related injuries and 30 respiratory distress cases were managed over the 48 hour period of December 31 through January 1, including one fireworks fatality. Staffing in the EMS Communications Center was increased. The EMS Division was a key agency present at the fully activated Emergency Operations Center at the Oahu Civil Defense Agency. The new EMS Medical Incident Command response vehicle was activated and served as the Medical Incident Command Post throughout the New Year's Eve period and was available to respond to any incident requiring on-scene Incident Command support.

5. **CIP.** A new carport was completed on November 14, 2000 at the Waianae EMS Unit. Construction was by MJ construction company, and the cost was \$42,205.



EMS Metropolitan Medical Response readiness preparation.

Metropolitan Medical Response System.

As a continuation of the EMS Division's readiness preparations under various Federal Domestic Preparedness contracts and grants to the City and County

of Honolulu in 1997 and extended through 1998 and 1999, Pulmonary Function Testing of all EMS field personnel was conducted in July 1999. The testing will allow EMS personnel to operate in the Warm Zone using Positive Pressure Air Purifying Respirators when called on to respond to incidents involving hazardous materials and toxic environments, such as terrorist incidents. The EMS paramedics must administer antidotes very rapidly to victims of chemical agent attacks and protect themselves from biological agents, hence the need to upgrade operational capabilities to include the Warm Zone.

Budget:

The Budget of the EMS Division for FY 1999-2000 was \$13,102,825 (comprising \$11,305,825, and an additional Lump Sum payroll appropriation of \$1,797,000 resulting from a collective bargaining settlement in late FY 1999). Actual expenditures amounted to \$12,971,701.57. Expenditures by the EMS Division are tied to available reimbursement funding from the State Department of Health under a contractual agreement between the City and the

State to provide emergency medical care and ambulance services on Oahu.

Organization:

The Emergency Medical Services Division is headed by a Chief of Emergency Medical Services (EM-08) with two Assistant Chiefs— one for Operations (EM-05) and one for Quality Assurance (EM-05).

The Division is divided operationally into two Districts. District One is West Oahu, and District Two is East Oahu. Two Emergency Medical Services Field Operations Supervisors (HC-23) oversee each District.

There are a total of sixteen ambulance units on Oahu, with eight units in each District. Each of the sixteen EMS units are designated as Advanced Life Support (ALS) units. Each ambulance is staffed with two crew members. The ALS ambulances are staffed with at least one Mobile Emergency Care Specialist (Paramedic), trained and authorized to perform invasive techniques under medical supervision and standing orders. The sixteen ambulance units are as follows:

Unit No.	Designation	Location	Hours of Operation	Level of Service
01	Charlie-I Unit	2230 Liliha Street (Located at St. Francis Medical Center)	24	AL
02	Metro-I Unit	1455 Young Street	16 *	ALS
03	Kailua Unit	211 Kuulei Road (Co-located adjacent to Kailua Fire Station)	24	ALS
04	Kaneohe Unit	45-910 Kamehameha Hwy. (Co-located adjacent to Kaneohe Fire Station)	24	ALS
05	Pawa'a-I Unit	381 Kapahulu Avenue (Co-located adjacent to Waikiki Fire Station)	24	ALS
06	Waiialua Unit	66-420 Haleiwa Road (Co-located adjacent to Waiialua Fire Station)	24	ALS
07	Waianae Unit	85-645 Farrington Hwy. (Co-located adjacent to Waianae Fire Station)	24	ALS
08	Wailupe Unit	5046 Kalaniana'ole Hwy. (Co-located adjacent to Wailupe Fire Station)	24	ALS
09	Waimanalo Unit	41-1301 Kalaniana'ole Hwy (Co-located adjacent to Waimanalo Fire Station)	24	ALS
10	Waipahu Unit	94-121 Leonui Street (Co-located adjacent to Waipahu Fire Station)	24	ALS
11	Baker-I Unit	1301 Punchbowl Street (Located at Queen's Medical Center)	24	ALS
12	Wahiawa Unit	128 Lehua Avenue (Located at Wahiawa General Hospital)	24	ALS
13	Kahuku Unit	56-464 Kamehameha Hwy (Co-located adjacent to Kahuku Police/ Fire Station)	24	ALS
14	Aiea Unit	98-1079 Moanalua Road (Located at Kapiolani Medical Center at Pali Momi)	24	ALS
15	Hawaii Kai Unit	515 Lunalilo Home Road (Co-located with Hawaii Kai Fire Company)	24	ALS
16	Makakilo Unit	91-2141 Fort Weaver Road (Located at St. Francis Medical Center West)	16 *	ALS

* The 16-hour units at Makakilo and Metro-1 operate between 7:00 a.m. and 11:00 p.m.

In addition to the field ambulance units, the EMS Division has five support elements: Communications, Safety/Driver Training, Equipment, Supplies, and Vehicle Maintenance.

The EMS Communications Center dispatches ambulances to respond to 911 calls, coordinates communications between the ambulances and hospitals, and maintains personnel schedules to ensure that the ambulance units are properly staffed. The EMS Communications Center is physically located in the tenth floor of the Honolulu International Airport Tower.

The maintenance and repair of the EMS Division's ambulance and support vehicle fleet is coordinated by the EMS Vehicle Inspector. Major repairs and preventive maintenance are carried out by the Honolulu Fire Department at the HFD Waipahu Maintenance Shop.

The EMS Division Administration and its support elements (except for the EMS Communications Center) are physically located at 3375 Koapaka Street, Suite H-450, Honolulu, Hawaii.

Staffing:

The Emergency Medical Services Division was authorized 222 positions as of June 30, 2000. The breakdown of the authorized positions is as follows:

<u>Position</u>	<u>No.</u>
Chief of Emergency Medical Services (EM-08)	1
Asst. Chief of EMS - Operations (EM-05)	1
Asst. Chief of EMS - Quality Assurance (EM-05)	1
EMS Field Operations Supervisor (HC-23)	4
Mobile Emergency Care Specialist II (HC-21)	16
Mobile Emergency Care Specialist I (HC-18)	135
Emergency Medical Technician III (HC-14) - field	3
Emergency Medical Technician III (HC-14) - dispatch	14
Emergency Medical Technician II (HC-12)	30
Facilities and Equipment Manager (EM-03)	1
Safety and Driver Improvement Coordinator (SR-21)	1
Ambulance Communication Ctr. Coordinator (HC-18)	1
Information Technology Specialist	1
Ambulance Support Services Technician (HC-16)	1
Storekeeper I (SR-11)	1
Secretary III (SR-16)	1
Senior Clerk Typist (SR-10)	2
Senior Clerk (SR-10)	1
Scheduling Supervisor	1
Scheduling Clerks	3
Utility Workers (WB-03)	2
Vehicle Inspector	1

222

Workload:

AE-911" Calls Routed to EMS: From July 1, 1999 through June 30, 2000, an average of 144 "9-1-1" calls per day were routed to the Emergency Medical Ser-

vices Communications Center. The total number of 9-1-1 calls to EMS for FY 1999-2000 was 52,597, compared to 48,525 for FY 1998-1999, an increase of 4,072 calls.

9-1-1 calls to EMS were distributed throughout the year as follows:

	<u>FY 1999-2000</u>	<u>FY 1998-1999</u>
July	3,966	4,179
August	4,372	3,914
September	3,961	3,776
October	4,279	3,833
November	4,110	3,966
December	4,786	4,243
January	4,744	3,943
February	4,006	4,102
March	4,628	4,088
April	4,354	4,087
May	4,812	4,322
June	4,579	4,072
Totals:	FY 1999-2000 52,597	FY 1998-99 48,525

Not all E911 calls result in an ambulance being dispatched due to the following: multiple calls on the same case, non-emergency inquiry type calls etc.

Ambulance Responses:

From July 1, 1999 through June 30, 2000, EMS responded to an average of 131 cases per day for pre-hospital care and emergency ambulance service. The total number of ambulance responses to medical emergencies for the year was 47,724, compared to 44,754 for FY 1998-1999, an increase of 2,970 responses.

The ambulance responses were distributed throughout the year as follows:

	<u>1999-2000</u>	<u>1998-99</u>
July	3,627	3,818
August	3,753	3,676
September	3,632	3,505
October	3,922	3,634
November	3,832	3,570
December	4,229	3,862
January	4,269	4,159
February	3,692	3,732
March	4,197	3,811
April	4,073	3,637
May	4,297	3,888
June	4,201	3,462
	47,724	44,754

Patient Transports:

From July 1, 1999 through June 30, 2000, 31,592 of the 47,724 ambulance responses resulted in patient transports to area medical facilities on Oahu, compared to 30,435 patient transports in FY 1997-1998, an increase of 1,157 transports.

The ambulance transports were distributed throughout the year as follows:

	<u>1999-2000</u>	<u>1998-99</u>
July	2,497	2,473
August	2,561	2,436
September	2,382	2,288
October	2,578	2,367
November	2,516	2,412
December	2,740	2,630
January	2,889	2,899
February	2,487	2,555
March	2,728	2,603
April	2,664	2,497
May	2,782	2,641
June	<u>2,768</u>	<u>2,334</u>
	31,592	30,135

	<u>1999-2000</u>	<u>998-1999</u>	<u>Difference</u>	<u>% Change</u>
Emergency 911 Requests	52,597	48,525	+4,072	+8.391%
Emergency Responses	47,724	44,754	+2,970	+6.638%
Ambulance Transports	31,592	30,135	+1,457	+4.835%

Back-Up Services:

The Department contracted with a private ambulance company to provide back-up ambulance services to the City. The back-up agreement provides additional emergency coverage when City ambulance resources in a given area are not readily available. American Medical Response, Inc. (AMR) was the back-up contractor for FY 1998-1999, and were referred 239 back-up calls during the year.

Co-Responses:

The Emergency Medical Services Division and other City public safety agencies work cooperatively to provide optimal EMS responses to medical emergencies. A formal First Responder Co-Response Agreement between EMS, the Honolulu Fire Department and the Ocean Safety and Lifeguard Service provides for activating a First Responder response to those medical cases determined to be Time-Life Critical according to the criteria established by the National Academy of Emergency Medical Dispatchers. The Co-Response Agreement reflects Honolulu's two-tier emergency medical response system, and provides for a rapid on-scene response by the closest available Basic Life Support responders prior to the arrival of the Advanced Life Support EMS paramedics. The co-response program was expanded in November 1999 for early defibrillation with the introduction of the Honolulu Police Department's Automated External Defibrillator (AED) program.

MAST Evacuations:

The Emergency Medical Services Division uti-



EMS training.

lized the services of the U.S. Army's 68th Medical Detachment assigned to the Military Assistance to Safety and Traffic (MAST) program to perform rotary wing aeromedical evacuations of patients in critical condition from rural areas to tertiary medical centers with facilities to handle the specialized needs of these patients. MAST completed 166 medical evacuation missions in FY 1999-2000, compared to 157 missions in FY 1998-1999, an increase of 9 missions. In FY 1999-2000, 209 patients were transported, whereas 218 patients were transported in FY 1998-1999, a decrease of 9 patients. (Statistics provided by U. S. Army).

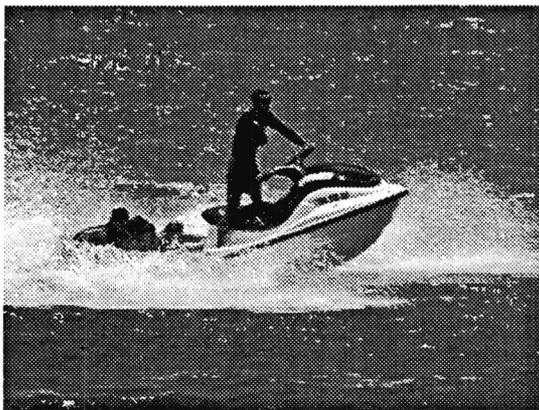
MAST missions and patients transported were distributed throughout the year as follows:

	<u>FY 1999-2000</u>		<u>FY 1998-1999</u>	
	<u>No. Missions</u>	<u>No. Patients</u>	<u>No. Missions</u>	<u>No. Patients</u>
July	20	22	17	24
August	18	22	21	23
September	13	20	13	17
October	12	15	9	9
November	10	16	19	25
December	9	9	13	18
January 2000	10	11	9	17
February	13	14	7	11
March	19	24	7	7
April	9	14	19	25
May	20	23	13	26*
June	13	19	10	16
	166	209	157	218

* Sacred Falls trauma incident

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 Emergency



Ocean Safety Lifeguards.



Medical Technicians and assist employees enrolled in advanced Mobile Intensive Care Technician (MICT) training.

As of June 30, 2000 the status report of the MECSTP Program was as follows:

1. Twenty-eight prospective MECSTP students had completed their EMT training and were working as primary crew members on ambulances and gaining experience prior to applying to the January 2001 MICT class at Kapiolani Community College (KCC). Upon acceptance by KCC they will be offered entry into the MECSTP Program.
2. Five MECSTP students started their MICT training program at Kapiolani Community College on January 11, 1999. As of June 30, 2000, one student was extended pending successful completion of the MICT National Registry examination. Four students were dropped from the program for academic reasons.
3. As of June 30, 2000, there were eight current participants in the MECSTP Work-Study program who were enrolled in the MICT class that started on January 10, 2000. One of these students had previously withdrawn from the 1998-1999 MICT class to serve a mandatory military assignment, and rejoined the program. The class will graduate in May 2001.

The Division also provided clinical ambulance experience to EMT and MICT trainees of KCC and the University of Hawaii Community Colleges System from throughout the State of Hawaii. During the internship period, the trainees gained hands-on experience in an actual pre-hospital emergency setting. The Emergency Medical Services Division is the only agency that can provide the level of pre-hospital emergency ambulance experience required by the trainees in the State of Hawaii.

Public Education & Recruitment: During FY

1998-99, personnel of the Emergency Medical Services Division participated in 83 public education and recruitment presentations as follows:

Career Days	33
Demonstrations	26
Health fairs	24
	83

OCEAN SAFETY AND LIFEGUARD SERVICES DIVISION

The Ocean Safety Division provides a comprehensive ocean safety program for the island of Oahu. This program includes lifeguard services for the 198 miles of coastline, patrol and rescue activities, injury prevention, public education, and emergency response to medical cases in the beach environment.

PERSONNEL

The Division has a full time staff of 130, including:

- 1 - Water Safety Administrator
- 1 - Administrative Assistant II, SR-22
- 1 - Secretary II, SR-14
- 1 - Operations Chief, Water Safety Officer (WSO) V, SR-23
- 6 - Lifeguard Captains, WSO IV, SR-21
- 9 - Lifeguard Lieutenants, WSO III, SR-19
- 111 - Beach Lifeguards, WSO I/II, SR-15/17 (40 are Temporary positions)

The full-time staff is augmented by 25 part-time lifeguards employed on an hourly basis.

OPERATIONS

Operationally, the island is divided into four geographic districts: South Shore, East Oahu, North Shore, and Leeward. Each district is managed by a Captain and two Lieutenants who are responsible for scheduling and general supervision of beach lifeguards. Each district operation utilizes specialized



Ocean Safety Junior Lifeguards.

rescue equipment including personal water craft (PWC, aka jet-skis) and all-terrain vehicles (ATV) to respond to cases requiring lifeguard assistance in both guarded and unguarded areas.

The Ocean Safety and Lifeguard Services Division of the Honolulu Emergency Services Department continues to function as an essential component of the City and County of Honolulu's public safety team, and works closely with the Honolulu Fire Department, Honolulu Police Department, and the Emergency Medical Services Division in providing essential life-saving services.

TRAINING

All lifeguard personnel were recertified in cardiopulmonary resuscitation (CPR), the use of Automatic External Defibrillator (AED), and received Professional First Responder refresher as well as cervical-spinal extraction procedures, and tested on USLA performance requirements during the fiscal year. Physical performance testing was conducted in all districts to ensure the level of physical fitness required by the job of the ocean lifeguard.

In-service training activities for all full-time personnel included advanced techniques utilizing rescue craft, RISK management lecture, sexual harassment lecture, public relations and updates on patient airway management and resuscitation techniques.

PROGRAM HIGHLIGHTS

Public education and prevention efforts continued to inform visitors and residents about ocean safety issues through the various media. The Junior Lifeguard program was held at Ala Moana, Pokai Bay, Ehukai and Kalama beach parks. Approximately 500 teenagers were taught ocean safety, basic first aid and CPR skills.

1. Division Awards

Two employees received the Honolulu Emergency Services Department's, Ocean Safety Division Lifesaving *Valor Award* for extraordinary rescues performed.

a. On February 26, 1999, Water Safety Officer Terry Ahue responded to a distress call involving two surfers swept one mile out to sea on a day when wave heights exceeded 20 feet. Ahue was able to locate and rescue the two men and bring them back to shore safely just before nightfall.

b. On April 4, 1999, Water Safety Officer Bruno Filho rescued two persons who had ventured out on a rock formation near Ke Iki beach on a twenty-foot waves North Shore day.

Filho put his own life at risk while successfully rescuing the two people and was awarded the Valor award for his actions.

2. Mayor's Recognition

On December 7, 1999, Water Safety Officers Dave Yester, Mark Dombroski, Jeff Morelock, and Kerry Atwood were involved in the successful rescue and resuscitation of 19-year old Mitch Richardson, who was surfing at Waimea Bay and was incapacitated by a large wave. Yester responded on a rescue craft, assisted by the other lifeguards, as Richardson was brought to the beach and resuscitated. Their actions were described by Gilbert Richardson, Mitch's father who is a firefighter in California, as "a perfect rescue." The lifeguards were recognized by Mayor Jeremy Harris in a ceremony in his office, attended by the Richardson family. Mitch Richardson, whose life was saved, is currently employed by the Ocean Safety Division as a part time, contract hire Water Safety Officer.

3. Baywatch Hawaii

Ocean Safety Division staff and employees have collaborated with the producers, writers, and staff of Baywatch Hawaii during its second season of filming on Oahu. Although not directly involved on camera, the OS Division has provided equipment, props, and technical assistance in the production. Baywatch Hawaii cast members Jason Mamoia and Stacy Kamano assisted in the filming of an ocean and beach safety video featuring OS Division personnel and produced by the US Army Safety Center. The video is scheduled to be distributed to all military commands on Oahu.



DEPARTMENT OF ENTERPRISE SERVICES

Alvin K.C. Au, Director; Lynette L.N. Char, Deputy Director

POWERS, DUTIES AND FUNCTIONS

The Department of Enterprise Services operates and maintains the Neal S. Blaisdell Center, the Waikiki Shell, the Honolulu Zoo, and the six municipal golf courses and coordinates the preparation, administration and enforcement of citywide concession contracts.

The Department of Enterprise Services consolidates similar enterprise-type functions within one department thereby enhancing the City's ability to focus on revenue generating opportunities and creating operational synergies. The unique "bottom line" orientation of the department is reflected in the use of the Special Events Fund (for the Blaisdell Center/Waikiki Shell, the Honolulu Zoo and most concession operations) and the Golf Fund (for the municipal golf course operations).

HIGHLIGHTS

Activities during Fiscal Year 2000 focused on the accomplishment of the department's mission – *to manage and market a diversity of community oriented facilities and services for the public's use and benefit while increasing revenues.*

The Department of Enterprise Services continued to strive for excellence in facilities and service. Capital improvement and in-house maintenance activities enhanced the appearance and function of the department's island-wide facilities and improved the department's safety profile. Efficiencies in repair and maintenance functions minimized department-wide maintenance expenses.

Technological changes and computerization continued to streamline operations and thereby increase efficiencies and improve customer service. Marketing strategies were initiated and revenue enhancement opportunities were developed which will optimize facility usage and related income.

For the year ended June 30, 2000, total revenues under the purview of the Department of Enterprise Services approximated \$17.5 million and surpassed the prior fiscal year by 11.2%.

Operating efficiencies and revenue enhancements will continue in the department's vision for the new millennium.



The multi-functional Blaisdell Center facilities offer a wide-range of event-opportunities. Pictured is a catered reception in the spacious Galleria.

ADMINISTRATION

The Administration activity directs and coordinates the programs and operations of the Blaisdell Center, the Waikiki Shell, the Honolulu Zoo, the municipal golf courses and the City's concessions. This activity also provides staff and clerical support services in personnel, budgetary and organization management. In a climate of challenge and opportunity, the Administration activity helps to focus departmental energies on the maximization of revenues and optimization of existing fiscal and manpower resources.

FISCAL YEAR 2000 HIGHLIGHTS

In Fiscal Year 2000, the Administration activity guided department-wide changes toward more effective operations. Computerization initiatives and technology improvements increased departmental efficiency and improved customer service.

The administration activity facilitated the development of revenue enhancement opportunities and coordinated department-wide marketing initiatives to further spur the growth of City revenues.

Ancillary projects included the coordination and hosting of the Mayor's Pacific Island Symposium. The symposium served as a unique setting for the interchange of environmental issues involving the Pacific Islands, and as a springboard for planning activities for the upcoming Mayor's Asia-Pacific Environmental Summit 2001. Deputy Director Lynette Char serves as Executive Director for the Environmental Summit. The Department of Enterprise Services will

be established as the official Secretariat for Summit activities.

FISCAL YEAR 2001 GOALS AND INITIATIVES

During the upcoming fiscal year, the Administration activity will continue to vanguard the streamlining of departmental processes, the strengthening of operating controls, the maximizing of revenues, and the optimizing of available resources. Increased emphasis will also be placed on the department's customer service orientation.

With the support of dedicated staff throughout the department, the Administration activity is poised to meet the many challenges and opportunities of the new millennium.

BUILDING SERVICES

The Building Services Division includes two sections – Trades and Maintenance/Set-Up. The Trades Section provides maintenance and journey-level trades support to the Blaisdell Center, the Waikiki Shell, the Honolulu Zoo, the municipal golf courses and the citywide concessions. The Maintenance/Set-Up Section provides groundskeeping, event set-ups and janitorial services primarily for the Blaisdell Center and the Waikiki Shell; and provides general maintenance support for department-wide facilities.

FISCAL YEAR 2000 HIGHLIGHTS

Throughout Fiscal Year 2000, the Building Services Division continued to provide excellence in facilities and service. The division monitored CIP repair and refurbishment projects, including the main concourse renovation and other improvements at the Blaisdell Center. The Building Services Division provided superior services to both its internal and external customers; achieving a 96% completion rate of requests submitted by the Honolulu Zoo, the municipal golf courses, and citywide concessions.

With a positive and pro-active approach, the Building Services Division helped to minimize department-wide maintenance expenses. The division continued to implement preventive and real-time maintenance programs, emphasized energy conservation programs, and improved overall maintenance efficiency. Skilled trades staff saved the City approximately \$150,000 in project costs by performing work in-house as opposed to contracting out the services.

The division continued to enhance the appearance and function of the Department of Enterprise Services' island-wide facilities while improving the department's safety profile. This sustained record of superior performance is attributable to the hard work, dedication and perseverance of each and every staff member.

Concert Hall

In-house efforts continued throughout the year

to further improve the appearance, comfort, and safety of this venerable structure. The exterior walls and center stage flooring were refurbished and repainted, each house seat was checked and necessary repairs were performed, all doors were mechanically adjusted, and the carpeting was thoroughly cleaned. Formal preventive maintenance programs were continued for all concert hall systems supported by the Trades Section (e.g., lighting, air conditioning, plumbing, and stage handling equipment).

Exhibition Hall

The condenser coil for the air conditioning system which services the administrative offices, the Hawaii Suites, the meeting rooms and the Galleria was replaced. This new component significantly improved the reliability of the air conditioning system and assures that a comfortable setting will be available for scheduled events. A new pest control program was initiated for the facility. As previously noted, the Building Services Division continued to monitor the main concourse project, ensuring that building specifications and safety requirements were met by the contractor. Projected for completion in December 2000, this project will improve the main concourse's safety profile and aesthetics.

Arena

To ensure system reliability during events, formal preventive maintenance programs were continued for all arena systems supported by the Trades Section (e.g., lighting, air conditioning, plumbing, and message center/score board). White safety lines were painted at the edge of all riser floor boards to further enhance facility safety. In-house refurbishment activities included the painting of orchestra-level interior walls, arena exterior columns, and stair hand railings. Construction was completed on the arena's fire sprinkler system. In preparation for use of the arena as a center for potential mass care operations, essential equipment and lighting systems were rewired to emergency power circuits.

Shop and Storage Facility

This facility continues to provide optimal work space for the department's skilled tradesmen and maintenance personnel, and necessary storage capacity for the organization's inventory of supplies and equipment. A new pest control program was initiated for the facility which will help to safeguard the building and its contents. A second emergency power generator was installed. This unit will complement an existing generator, and both are earmarked for mass care operations at the Blaisdell Center.

Waikiki Shell

Building Services Division employees expended considerable effort to further improve the Waikiki Shell's landscaping, particularly at the facility's en-

trance and in the front stage pool area. Trades Section painters refurbished and repainted the center stage flooring thereby improving the appearance and condition of the facility. Trades Section electricians completed the replacement of house lighting and electrical systems, saving the City approximately \$50,000 by performing the work in-house.

FISCAL YEAR 2001 GOALS AND INITIATIVES

During Fiscal Year 2001, the Building Services Division will continue its efforts to provide excellence in facilities and service; to improve department-wide maintenance efficiencies; to reduce maintenance expenses; and to improve the department-wide safety profile.

The division will monitor major repair/refurbishment projects at the Blaisdell Center including the renovation of the main concourse, the repair of the arena roof and catwalk, the construction of a new concert hall restroom, and other miscellaneous improvements.

As a result of the Building Services Division's dedicated efforts, the new millennium will showcase improved department-wide facilities, well maintained systems, and efficient maintenance operations.

CUSTOMER SERVICES DIVISION

The Customer Services Division incorporates four basic functions – Reservations and Sales, Box Office, Productions, and Concessions. Reservations and Sales promotes the varied usages for the facilities and works with customers to book events. The Box Office is directly responsible for ticket sales and the accounting of all ticketed events. Productions provides event management, technical support and ushering for all events. The Customer Services Division also develops and manages citywide concessions.

Marketing of the Blaisdell Center facilities to national tours and major events is handled directly by the Customer Services Division. In an ever-evolving leisure time and entertainment industry, the Customer Services Division strives for continual improvement in all phases of event implementation and facility operation, and works closely with industry professionals both locally and nationally.

FISCAL YEAR 2000 HIGHLIGHTS

During Fiscal Year 2000, the number of events scheduled at the Blaisdell Center and Waikiki Shell increased to 391, exceeding the prior year usage by 5%. Related facility rentals, charges for equipment and services, and concession income surpassed all previous years in terms of growth. Total Blaisdell Center revenues in Fiscal Year 2000 approximated \$4.4 million, an increase of 37.3% over the prior fiscal year.

Setting the stage for continued revenue growth, the Customer Services Division participated in the development of marketing initiatives for the Blaisdell

Center, including the development of sales brochures and the exploration of advertising opportunities. The division also explored the restructuring of facility rates to optimize facility usage and related income.

The Customer Services Division improved operational efficiencies and customer service through computerization. The in-house computerized booking system has streamlined internal processes. The in-house box office ticketing system has provided opportunities for the "real time" purchase of tickets to popular events. Outlet and phone room sales are becoming an increasing part of total ticket sales providing convenience as an added incentive. These improvements to the ticketing function further translate into making the Blaisdell Center a more attractive venue for major shows.

Event Activity

Stimulated by the approach of the year 2000, many major artists embarked on "millennium tours". During the fiscal year, the Blaisdell Center arena hosted performances by a variety of entertainers including Leann Rimes, Sting, Rod Stewart, UB40, BB King, Johnny Mathis, Bob Marley, the Lincoln Center Jazz Orchestra, Ricky Martin, Elton John and 'N SYNC. Sporting events held at the arena satisfied a wide-range of interests, including martial arts, boxing, wrestling, basketball, indoor football, and volleyball. The multi-functional arena also served as the venue for cultural activities included the King Kamehameha and Keiki Hula competitions. High school and college commencements and other private events rounded out the facility usage.

The Blaisdell Center concert hall showcased the much acclaimed Broadway production of Miss Saigon for an eight week run, followed by the zesty musical Fame. Hawaii audiences delighted in this taste of Broadway, and show attendance and related facility revenues soared. The concert hall also served as the backdrop for local performing arts groups, with memorable performances by the Honolulu Symphony, Hawaii Opera Theatre and Ballet Hawaii.

The exhibition hall added to its annual "Home Show", "Food and New Products Show" and trade shows, a new attraction billed as the "BIG SALE".

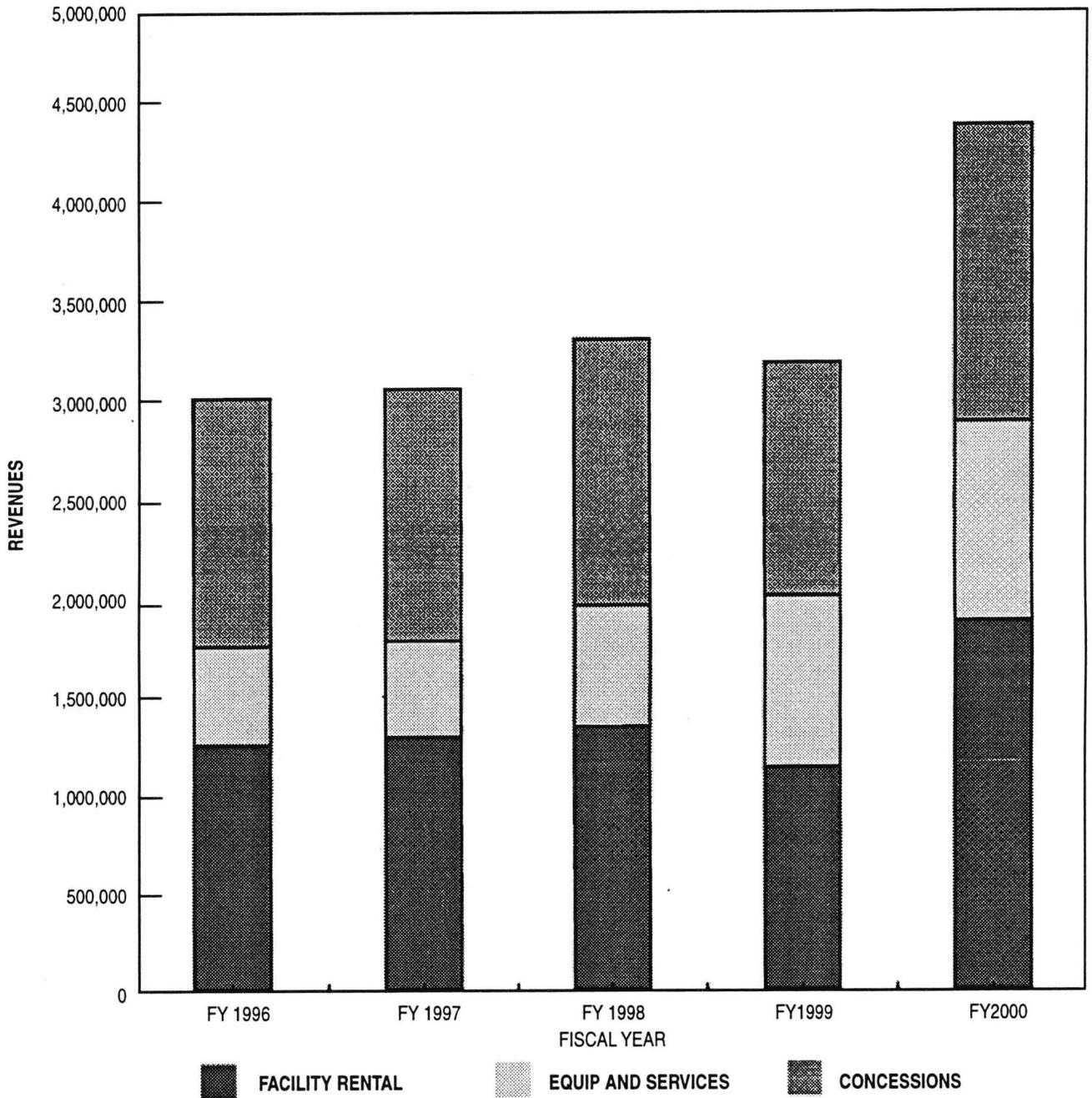
The Waikiki Shell continued to host the renowned Kodak Hula Show and served as a popular venue for graduations and outdoor concerts.

Concession Activity

Concession activity flourished in Fiscal Year 2000. Contracts and agreements implemented during the fiscal year included:

- a new Citywide pouring rights/soft drink vending machine license agreement;
- a new gift shop/food management contract at the Honolulu Zoo which also provides for the management of after-hours events;

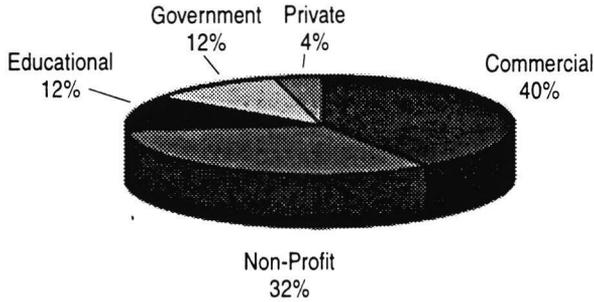
**DEPARTMENT OF ENTERPRISE SERVICES
BLAISDELL CENTER AND WAIKIKI SHELL
5-YEAR REVENUES, FY 1996 - 2000**



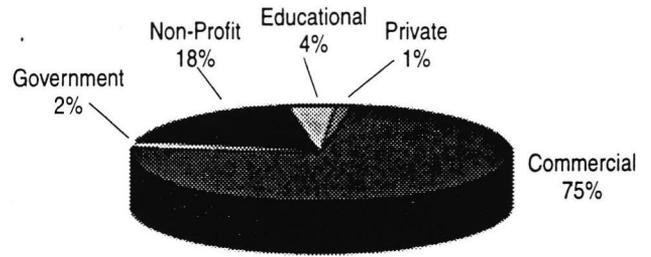
**FIVE-YEAR REVENUE TREND
FY 1996-2000**

	FY 1996	FY 1997	FY 1998	FY 1999	FY 2000
FACILITY RENTAL	1,243,759	1,279,395	1,332,155	1,126,720	1,868,053
EQUIP & SERVICES	498,159	488,176	616,963	871,959	1,009,603
CONCESSIONS	<u>1,263,522</u>	<u>1,281,051</u>	<u>1,347,145</u>	<u>1,180,216</u>	<u>1,486,905</u>
TOTAL	<u>3,005,440</u>	<u>3,048,622</u>	<u>3,296,263</u>	<u>3,178,895</u>	<u>4,364,561</u>

**BLAISDELL CENTER/
WAIKIKI SHELL USAGE
By Type of Tenant**



**BLAISDELL CENTER/
WAIKIKI SHELL REVENUES
By Type of Tenant**



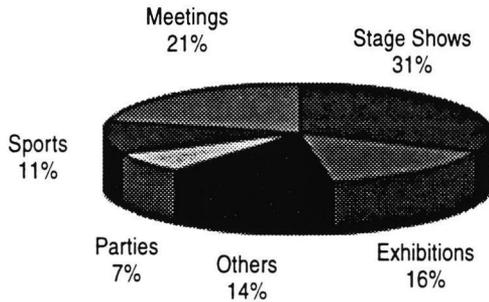
**BLAISDELL CENTER/WAIKIKI SHELL USAGE
By Type of Tenant
FY 1999-2000**

	#EVENTS	%
Commercial	159	40.7
Non-Profit	127	32.5
Educational	45	11.5
Government	45	11.5
Private	15	3.8
TOTALS	391	100.0

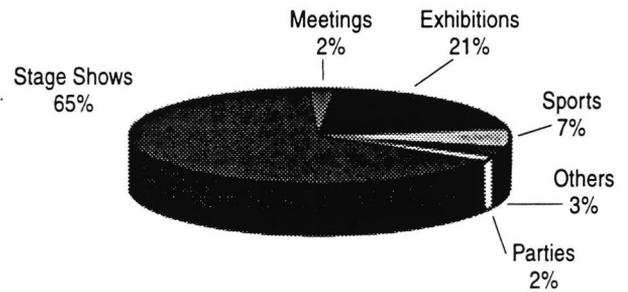
**BLAISDELL CENTER/WAIKIKI SHELL REVENUES
By Type of Tenant
FY 1999-2000**

	REVENUE	%
Commercial	2,028,354	74.4
Government	43,479	1.6
Non-Profit	502,059	18.4
Educational	115,020	4.2
Private	39,014	1.4
TOTALS	2,727,926	100.0

**BLAISDELL CENTER/
WAIKIKI SHELL USAGE
By Type of Event**



**BLAISDELL CENTER/
WAIKIKI SHELL REVENUES
By Type of Event**



**BLAISDELL CENTER/WAIKIKI SHELL USAGE
By Type of Event
FY 1999-2000**

	#EVENTS	%
Stage Shows	123	31.4
Exhibitions	62	15.9
Others	53	13.6
Parties	28	7.2
Sports	41	10.5
Meetings	84	21.4
TOTALS	391	100.0

**BLAISDELL CENTER/WAIKIKI SHELL REVENUES
By Type of Event
FY 1999-2000**

	REVENUE	%
Stage Shows	1,791,192	65.8
Meetings	60,701	2.2
Exhibitions	562,774	20.6
Sports	181,273	6.6
Others	88,183	3.2
Parties	43,803	1.6
TOTALS	2,727,926	100.0

- a new five-year food/beverage and catering concession contract at the Blaisdell Center; and
- new concession contracts at Ala Moana Beach Park (Ewa end food), Civic Center (lunch wagon), Ewa Villages Golf Course (pro shop), Kailua Beach Park (food), Sunset Beach (lunch wagon), Waimea Bay (lunch wagon), and Haleiwa (lunch wagon).

FISCAL YEAR 2001 GOALS AND INITIATIVES

In Fiscal Year 2001, the Customer Services Division will continue its efforts to:

- increase Blaisdell Center/Waikiki Shell revenues to a self-sustaining level,
- increase the diversity and number of events presented, and
- improve customer service

The division has embarked on an aggressive campaign to increase facility and service use via a more mercantile approach and standard of performance. Marketing, advertising and the expansion of remote ticket outlet capabilities will also enhance the Blaisdell Center's earnings potential.

The stage is set at the Blaisdell Center for an eventful and prosperous new millennium.

GOLF COURSE DIVISION

The Golf Course Division operates and maintains six municipal golf courses -- five eighteen-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 accepts reservations for group and 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 eighteen-hole golf 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.

FISCAL YEAR 2000 HIGHLIGHTS

In its fourth year of operation, the automated reservation system continues to provide fair and equitable access for all golfers. We continue to upgrade both hardware and software for the system. There are approximately 57,000 registered golfers in the database. Photo ID cards are provided bi-weekly at the Ala Wai and Pali Golf Courses.

For the year ended June 30, 2000, system wide reservation play was 663,710 rounds (-5.1%), with related revenues for green fees and cart rentals approximating \$9.0 million (+2.1%). The decrease in registered play reflects more typical weather conditions and course closures due to rain than that experienced in the prior fiscal year, and the price sensitivity of golfers in response to green fee and cart rental increases implemented on January 1, 2000.

All 18-hole courses once again eclipsed the 100,000 annual rounds mark, maintaining their distinction of being the heaviest played golf courses in the State of Hawaii, and placing them in the top 5% of nationwide municipal courses in terms of annual rounds played.

Dedicated staff continue to focus on providing quality services to golf course patrons. In an effort to provide maximum recreational opportunities, pilot holiday openings were implemented at the Ala Wai, West Loch and Ewa Villages Golf Courses.

CIP and work program projects, supported by ongoing division efforts and departmental trades assistance, have resulted in improved course and facility conditions.

Ala Wai Golf Course

The Ala Wai Golf Course continued its notoriety as the heaviest played golf course in the world. Despite the heavy usage, highly motivated staff maintained the course at optimum conditions. Facility and grounds improvements focused on maintaining the health and safety aspects of the course including the recent renovation of the men's restroom.

In their third year of operation, the driving range and pro shop continued to be highly successful.

Pali Golf Course

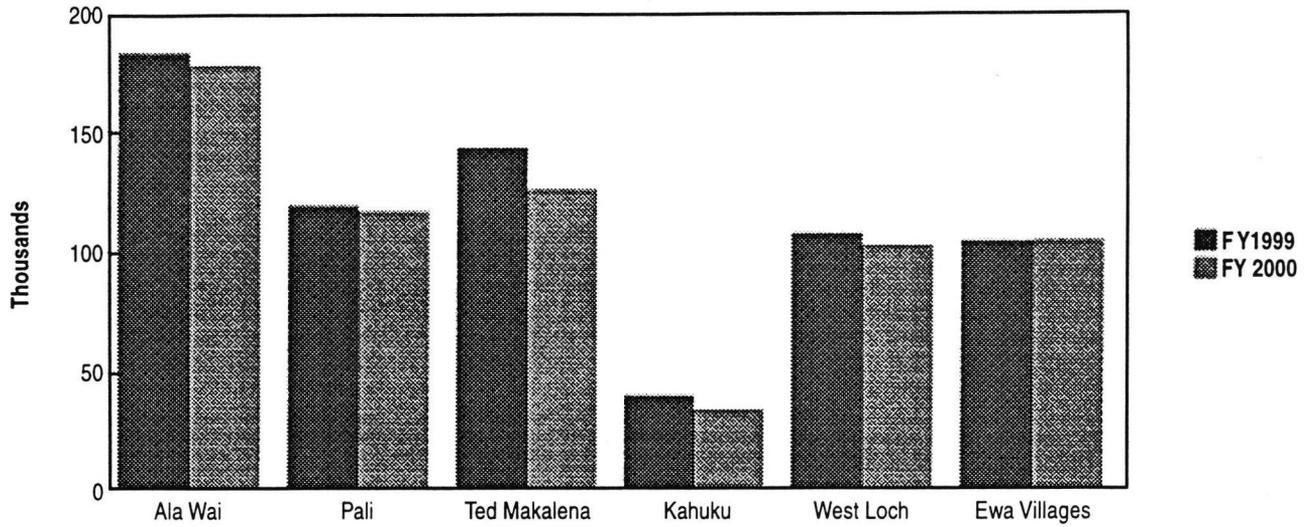
Improvements which enhance the customer's experience at the Pali Golf Course continued. New golf carts with windshields helped golfers to mitigate the inclement weather conditions often experienced at this Windward course. Parking lot improvements not only complimented customer amenities provided by the recently completed clubhouse and concession facility, but also provided added safety for golfers via newly installed lighting.

Ted Makalena Golf Course

Local residents continued to heavily patronize this walker-friendly course.

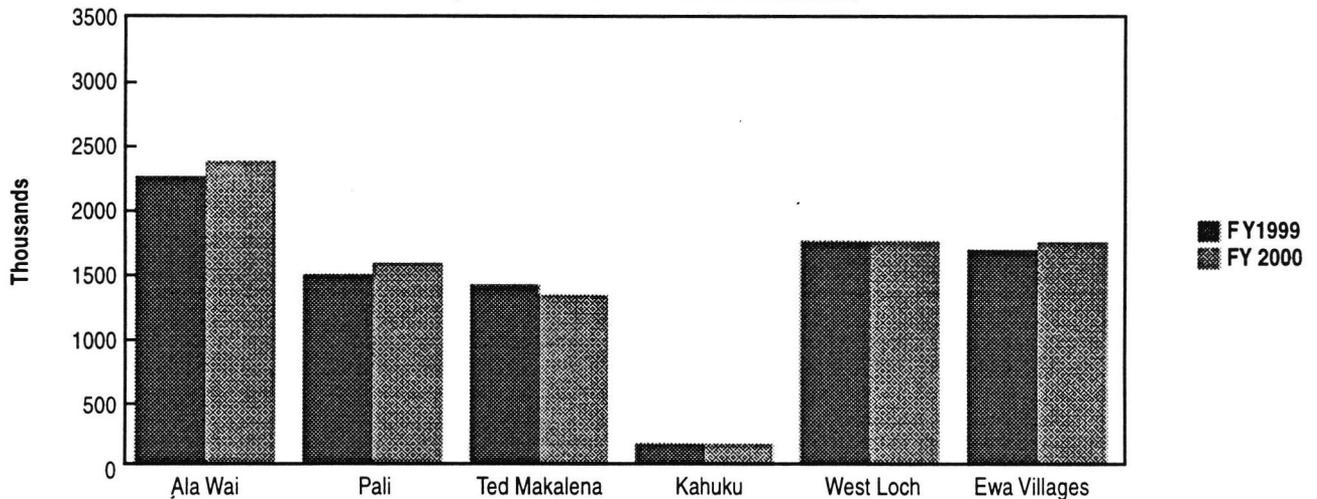
The clubhouse exterior was repainted. During the fiscal year, the golf course also prepared to welcome as its neighbor the City's first soccer complex. An example of synergies in action, the Ted Makalena Golf Course will be connected to a non-potable water source and dedicated irrigation pump station located on the new soccer complex. Irrigation with non-po-

REGISTERED PLAY



	FY1999	FY2000	% Change
Ala Wai	181,903	176,655	-2.9%
Pali	119,310	116,958	-2.0%
Ted Makalena	143,227	125,869	-12.1%
Kahuku	40,831	34,920	-14.5%
West Loch	108,391	103,508	-4.5%
Ewa Villages	105,408	105,800	0.4%
Total	699,070	663,710	-5.1%

REVENUES (Green Fees and Cart Rentals)



	FY1999	FY2000	% Change
Ala Wai	\$2,250,805	\$2,373,424	5.4%
Pali	1,487,838	1,577,203	6.0%
Ted Makalena ..	1,409,083	1,327,281	-5.8%
Kahuku	172,910	169,767	-1.8%
West Loch	1,762,066	1,759,940	-0.1%
Ewa Villages ...	1,697,335	1,758,617	3.6%
Total	\$8,780,037	\$8,966,232	2.1%

table water will save the course thousands of dollars in annual water expenses. Course irrigation improvements continue.

West Loch Golf Course

Facility and grounds maintenance projects continued to improve the golfers' enjoyment of the West Loch Golf Course. A facelift to the clubhouse and parking lot has been completed. Newly installed yardage markers now facilitate golfers in executing the perfect shot.

During the fiscal year, the Golf Course Division staff worked with the Department of Environmental Services and the State Department of Health to develop processes to effectively implement and manage the conversion to re-use irrigation water at this course.

Ewa Villages Golf Course

The Ewa Villages Golf Course continued to record steady growth in terms of annual revenues and rounds played. Customer friendly staff add to the enjoyment of playing at this newest municipal course.

Paralleling improvements at the West Loch Golf Course, yardage markers were installed, and staff participated in the development of processes to implement and manage the upcoming conversion to re-use irrigation water.

FISCAL YEAR 2001 GOALS AND INITIATIVES

In Fiscal Year 2001, the Golf Course Division will continue to improve its excellence in service and facilities. The division will focus on further improving the level of efficiency and customer service in golf course operations, and re-energizing course grounds and facility maintenance programs.

Construction projects slated for Fiscal Year 2001 include:

- Ala Wai Golf Course concrete cart path installation;
- Pali Golf Course concrete cart path installation and irrigation system improvements;
- Ted Makalena Golf Course irrigation and drainage improvements; and
- West Loch Golf Course new on-course comfort station construction

Design phase activity will be initiated for the Ted Makalena and Pali Golf Course Maintenance facilities.

The Golf Course Division will continue to successfully manage Golf Course revenues and expenditures via the newly established Golf Fund and further explore ways in which to increase operating revenues.

The efficiency of the automated reservation system will be improved. Expansion of the computer

server capacity will minimize processing time. It is anticipated that new technological changes will further enhance the system as the contract is put out to bid in the upcoming fiscal year.

The Golf Course Division will also implement and manage the conversion to re-use irrigation water at the Ewa Villages and West Loch Golf Courses.

The new millennium will mark many exciting endeavors and accomplishments for the Golf Course Division.

HONOLULU ZOO DIVISION

The Honolulu Zoo Division plans for, operates and maintains a 42-acre integrated zoological and botanical park within the boundaries of Kapiolani Park. The Honolulu Zoo provides residents and visitors opportunities to enjoy and learn about the world's tropical fauna and flora. The Honolulu Zoo is an accredited member of the American Zoo and Aquarium Association and participates in global conservation efforts. The Honolulu Zoo's mission, *to foster an appreciation of our living world, with an emphasis on tropical ecosystems, by serving as a center for environmental education, biological study and recreation and conservation activities*, is reflected in all its programs and activities.

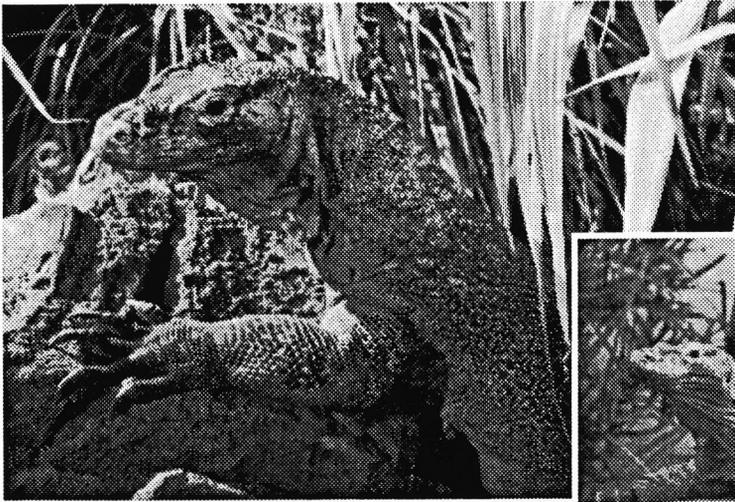
FISCAL YEAR 2000 HIGHLIGHTS

The Honolulu Zoo hosted 573,120 visitors (-4.1%) during Fiscal Year 2000, ranking near the top third of zoos nationally in terms of visitor attendance. Related admission revenues approximated \$1.6 million (-2.5%). While these figures are slightly below that of prior year averages, both categories are expected to recover and continue to grow as exhibit and customer service improvements and marketing strategies are instituted at the Honolulu Zoo.

The Honolulu Zoo continued to serve as a lush venue for the "Wildest Show in Town" summer concerts which are jointly sponsored with AT&T. The City also initiated free Sunday afternoon "Jungle Jam" concerts featuring the Royal Hawaiian Band and other guest artists. These musical events not only provided opportunities for families to enjoy a wide range of music together, but also showcased the Honolulu Zoo's various improvements.

Fiscal Year 2000 marked the growth of exhibit and beautification improvements at the Honolulu Zoo:

- The newly constructed Komodo Dragon exhibit opened as the new home for "Doc" and "T.W.", the first-generation of this endangered species to be hatched in captivity. As a result of the pair's courtship, mating, and subsequent egg-laying in the new habitat, the Honolulu Zoo has



"Year of the Dragon" - The year 2000 marked the opening of the Komodo Dragon exhibit at the Honolulu Zoo. Pictured are the exhibit's first occupants "Doc" and "T.W."



earned the distinction of being the first zoo in the world to hatch second-generation Komodo Dragon offspring.

- Approximately \$.8 million was invested in miscellaneous improvements at the Honolulu Zoo, including projects to correct exhibit construction deficiencies, improvements to the animal night quarters, and construction of quarantine pens. While these improvements are not visible to the visiting public, they do represent the City's firm dedication to ensure that the Zoo's animals are properly cared for in safe and secure facilities.
- An allocation of \$3 million was approved to begin construction of the Asian Tropical Forest. This is the first phase of the exhibit and will include a gharial exhibit and infrastructure preparations for the remaining sections.
- Botanical improvements funded by a grant from the Kaulunani Urban Forestry Association framed the perimeter of the Stage Lawn area with a wide variety of tropical plants. This landscaping not only provides a sound buffer for adjacent bird exhibits, but also provides an attractive venue for Honolulu Zoo guests.
- Irrigation lines were installed in the picnic and triangle lawn areas which allows the removal of unsightly hoses and sprinkler heads, improves the condition of the landscaping, and eliminates considerable manual labor.
- Attractive new park benches were situated around the Honolulu Zoo to provide convenient and comfortable respites for visitors.

During the fiscal year, a management agreement was signed with Service Systems and Associates (SSA) to operate the Honolulu Zoo's food services and gift

shop, and manage non-City sponsored after-hour events. SSA's commitment invests significant funds to improve customer services and enhance the visitors experience at the Honolulu Zoo.

A comprehensive animal enrichment program has been initiated by the Honolulu Zoo's animal keeping staff which serves to mentally stimulate the animals while contributing to visitor education and enjoyment. For example, visitors may witness the tigers playing with plastic balls, the sun bears searching for treats in the trees, and the Francois langurs foraging for their dinner.

The Honolulu Zoo served as the host facility for a research project conducted by Dr. Katherine Carlstead on Hawaiian forest birds. Dr. Carlstead received a federal grant to conduct the research and relocated from the National Zoo in Washington D.C.

A marketing strategy was initiated by the Department of Enterprise Services which incorporates promotions and public relations activities at the Honolulu Zoo. Highlighting the various improvements at the Honolulu Zoo, these marketing strategies will further energize visitor interest and stimulate increased revenues.

The City continued the development of a public/private partnership with the Honolulu Zoological Society, working with the Mayor's Zoo Advisory Task Force to develop strategies to further improve zoo operations.

FISCAL YEAR 2001 GOALS AND INITIATIVES

Facility improvements during Fiscal Year 2001 will bring a flurry of activity to the Honolulu Zoo.

Budgeted projects include:

- the completion of the quarantine pens,
- the construction of the first phase of the Asian Tropical Forest, including new exhibits for the gharials and elephants,
- the design and construction of an employee's lounge,
- the improvement of the stage lawn lighting,
- the design and construction of the animal commissary,
- the design of the veterinary clinic,
- the design of the Hawaiian Islands complex,
- the design of the new Discovery Center, and
- the completion of miscellaneous improvements at the Honolulu Zoo.

The Honolulu Zoo will continue its efforts to increase public awareness and appreciation of the Zoo by initiating more value-added experiences and activities; increasing the number of daily education activities; and setting and achieving higher standards of cleanliness and appearance.

The implementation of marketing initiatives and the development of revenue enhancement strategies will further boost facility income.

The Honolulu Zoo will proceed in its efforts to develop a viable public/private partnership with the Honolulu Zoological Society, and work with them to develop plans for major capital improvement support and increased community support.

The advent of the new millennium will mark exciting changes at the Honolulu Zoo.



DEPARTMENT OF ENVIRONMENTAL SERVICES

Kenneth E. Sprague, Director
Barry A. Fukunaga, Deputy Director

POWERS, DUTIES AND FUNCTIONS

The Department of Environmental Services is responsible for the City's wastewater, storm water and solid waste disposal services. The department operates and maintains sewer lines, treatment plants, wastewater pump stations, landfills, refuse pickup and disposal and storm drains; and the chemical treatment and pumping of cesspools.

MISSION

To protect public health and the environment by providing effective and efficient management of the wastewater, storm water and solid waste disposal systems for the City and County of Honolulu.

HIGHLIGHTS

Wastewater Management

In a move to streamline performance, the Department selected Synergen, Inc. to provide software that would better monitor wastewater assets and maintenance operations plus assist in evaluating and planning future improvement projects. The Synergen system will provide more accurate, timely and complete information, reduce or eliminate redundant tasks and enable better data analysis for better management and policy decisions.

Wastewater Treatment and Disposal

Four of Honolulu's wastewater treatment plants were honored by the Association of Metropolitan Sewerage Agencies (AMSA) with national awards for outstanding or excellent operational performance in 1999. The Kailua and Waianae wastewater treatment plants received Gold Awards for "outstanding" performance—perfect compliance with their permit requirements. The Honouliuli and Wahiawa treatment plants received Silver Awards for "excellent" performances—reaching a "significant level" of permit compliance. The awards were based on how effectively the treatment plants removed pollutants from wastewater, according to the requirements of their National Pollutant Discharge Elimination System (NPDES) Permits. Among other things, the plants were judged on how well they removed such pollutants as suspended solids, pathogenic bacteria and toxic heavy metals from wastewater. AMSA represents more than 700 treatment plants across the country, of which 167 received Gold Awards and 103 received Silver Awards for 1999.

Collection System Maintenance

This division literally did more with less, utilizing technology to double its productivity of several years ago despite a reduced number of workers. The

division employed a computerized information management system that tracked patterns of trouble calls, enabling sewer lines to be cleaned and inspected more efficiently. As a result, nearly 787 miles of sewer line were cleaned and inspected with 8 percent less staff than the year before.

The division also successfully addressed root-clogged sewer lines, a problem responsible for nearly half of all sewage spills. Instead of using workers to remove the roots, a federally-approved herbicide called ROOTX is now used to kill the roots in the line without toxic contamination of the system. This has freed workers for other tasks. During the fiscal year, the department inspected more than 27 miles of sewer line, cleaned and flushed more than 760 miles, cleaned 3,150 laterals and inspected 29,356 manholes. Television camera inspections were done on 66,506 feet of sewer line. The department also pumped 9,124 cesspools that yielded 9,955 truckloads, or more than 83,000 tons, of waste.

Environmental Quality

The City was reissued a permit that authorizes it to continue storm drain discharges into State waters through September 8, 2004. Two important documents, "Rules Relating to Storm Drainage Standards" and "Best Management Practices" (BMP) for construction, were finalized. The BMP manual was made available in CD-ROM format and can also be downloaded from the City's webpage.

Analyses totalling 137,850 were conducted by the department's Water Quality Laboratory, which monitors the City's eight wastewater treatment plants, industrial wastewater, and receiving waters. The highest number (85,000) was to check compliance with discharge permit requirements, followed by monitoring of receiving waters (18,000) and treatment process control (24,500).

Refuse Collection and Disposal

The division completed its conversion to the automated refuse collection system and now services approximately 135,600 homes using side-loading refuse collection vehicles and carts. It also constructed a new website, www.opala.org, which provides comprehensive information on refuse and recycling services. Also, effective January 31, 2000, department personnel and equipment replaced private haulers who were servicing its convenience centers.

Total refuse-related expenditures for FY99-00 were \$96,037,088 compared to the previous year's total of \$93,733,321.

Recycling

The City continued its initiatives in recycling refuse, green waste, biosolids (sludge) and wastewater. The partnership between the City and USFilter on a water reclamation plant expanded with the inclusion of the Honolulu Board of Water Supply. USFilter has agreed to build and operate the facility, saving the City more than \$24 million over 20 years, while recycling up to 12 million gallons per day of treated wastewater by June 30, 2001. The reclaimed water is expected to be sold for various irrigation and industrial uses.

Meanwhile, the City continued its pilot project with the Navy to compost up to 10 dry tons per day of biosolids. The agreement represents efforts to productively use wastewater sludge which otherwise would be discarded in landfills.

For the third year in a row, the City recycled more than 500,000 tons of refuse—5 times the amount it recycled just ten years ago. The next focus will be on shopping areas the City expands its recycling program.

Community Relations/Outreach

The Department has conducted public outreach and education programs so businesses are aware of pre-treatment requirements of wastewater they send into the City system. Articles were published in various local newsletters and magazines. Public information meetings were held and additional information was made available on the department's webpage. The department also supported the 43rd Hawaii State Science & Engineering Fair, providing savings bonds to student winners in two exhibits.

**WASTEWATER REVENUE
1999-00 Fiscal Year**

SOURCES:	REVENUE COLLECTED (\$):
Sewer Connections	\$ 0
Sewer Lateral Installations	\$ 0
Sewer Service Charges	\$105,525,513
Wastewater System Facility Charge	\$ 2,279,775
Miscellaneous Revenues	\$ 8,213,030
Fines and Forfeits	\$ 13,997
TOTAL:	\$116,032,315

**SUMMARY OF PERFORMANCE OF WASTEWATER TREATMENT PLANTS
For Fiscal Year 1999-2000**

TREATMENT PLANT	GALLONS TREATED (In millions)	AVERAGE FLOW (mgd)*
HONOULIULI	9,800.673	26.778
KAHUKU	49.193	0.134
KAILUA	4,752.924	12.986
PAALAA KAI	44.018	0.120
SAND ISLAND	24,725.396	67.556
WAHIAWA	692.492	1.892
WAIANAE	1,169.760	3.196
WAIMANALO	209.759	0.573
TOTALS	41,444.215	113.236

* Million gallons per day (mgd)

**PUMP STATION PERFORMANCE
1999-2000**

PUMP STATION	MIL GALS PUMPED	AVG MGD
AALA	24.230	0.066
ALA MOANA #1	401.217	1.099
ALA MOANA #2	17,079.520	46.793
ALALA	65.130	0.178
ALIAMANU #1	99.074	0.271
ALIAMANU #2	78.792	0.216
ALII BLUFFS	13.850	0.038
AWA STREET	1,240.710	3.399
BEACHWALK	4,002.129	10.965
COCONUT GROVE	61.980	0.170
ENCHANTED LAKE	85.580	0.234
EWA	642.658	1.761
EWA BY GENTRY	18.381	0.050
FORT DERUSSY	697.248	1.910
GRANDVIEW	0	0
HALAWA	717.948	1.967
HALEKOU	14.420	0.040
HART STREET	6,760.546	18.522
HEEIA	71.790	0.197
HOMELANI	8.729	0.024
KAHALA	1,438.361	3.941
KAHALU	48.940	0.134
KAHALU HOUSING	39.327	0.108
KAHANAHOU	108.125	0.296
KAHAWAI STREAM	82.070	0.225

**PUMP STATION PERFORMANCE
1999-2000**

PUMP STATION	MIL GALS PUMPED	AVG MGD
KAILUA HEIGHTS	545.440	1.494
KAILUA ROAD	657.610	1.802
KAMEHAMEHA HWY	2,477.847	6.789
KANEOHE BAY #2	52.640	0.144
KANEOHE BAY #3	47.440	0.130
KANEOHE BAY #4	12.405	0.0340
KANEOHE BAY #5	0.599	0.002
KEMOO FARM	0	0
KUKANONO	22.580	0.062
KULIOUOU	122.777	0.336
KUNIA	643.220	1.762
LAENANI	39.688	0.109
LAKEVIEW	56.014	0.153
LUALUALEI	284.870	0.780
MAKAKILO	0	0
MAUNAWILI ESTATES	30.800	0.084
MAUNAWILI PARK	67.560	0.185
MILILANI #19	31.971	0.088
MIOMIO	26.785	0.073
MOANA PARK	262.194	0.718
NAKULA	0	0
NAKAKULI	17.339	0.048
NIU VALLEY	486.779	1.334
OHAI PLACE	0	0
PACIFIC PALISADES	195.364	0.535

**PUMP STATION PERFORMANCE
1999-2000**

PUMP STATION	MIL GALS PUMPED	AVG MGD
PAIKO DRIVE	0	0
PEARL CITY	3,332.048	9.129
PUBLIC BATHS	153.513	0.421
PUNAWAI	79.545	0.218
UWALU	0	0
WAIAWA	22.679	0.062
WAIKALUA	68.480	0.188
WAIKAPOKI	206.780	0.567
WAIMALU	2,034.278	5.573
WAIPAHU	3,373.749	9.243
WAIPIO	180.635	0.495
WEST BEACH #1	48.742	0.134
WEST BEACH #2	44.069	0.121
WEST LOCH ESTATES	69.294	0.190
WEST LOCH FREEWAY	126.033	0.345
TOTALS	49,622.522	135.952

The automated refuse collection system, which was completed during the fiscal year, has reduced the number and severity of worker injuries and is saving the City an estimated \$6 million a year.



**CITY CONSTRUCTION CONTRACTS IN FORCE
As Of June 30, 2000**

PROJECT TITLE	CONTRACT AMOUNT	PERCENT COMPLETED	AMOUNT COMPLETED
1. AWAMOI ST/WAIPAHAU ST. RELIEF SEWER	\$ 736,001	34	\$ 250,797
2. EAST END RELIEF SEWER (WARD AVENUE CROSSING)	1,117,000	91	1,019,388
3. EAST END RELIEF SEWER PHASE 2 (WARD AVENUE TO KALAKAUA AVE.)	349,210	69	239,310
4. ENCHANTED LAKE SEWER REHABILITATION PILOT PROJECT	2,867,433	100	2,857,882
5. EWA VILLAGES SUBDIVISION "B", PHASE 4A, REHABILITATION OF SEWER LINES	178,915	0	0
6. GULICK AVENUE RELIEF SEWER	5,599,560	99	5,599,227
7. HAMAKUA DRIVE EMERGENCY REPAIR	1,100,000	100	1,100,000
8. HART ST. WWPS FORCE MAIN		10	1,450,427
9. HONOULIULI WWTP EFFLUENT REUSE DEMONSTRATION PROJECT	653,771	100	579,575
10. HONOULIULI WWTP EXPANSION, PH. I, PART A		99	19,108,246
11. HONOULIULI WWTP REPAIR INTERIOR/EXTERIOR OF DECANT & GRAVITY THICKENER TANKS	653,771	100	579,575
12. HONOULIULI WWTP TRUCK WASH FACILITY	307,420	86	264,984
13. KAHALUU SEWERS, SEC. 4, IMPROVEMENT DISTRICT NO. 272	4,189,896	100	4,148,638
14. KAILUA HEIGHTS WWPS FORCE MAIN REPLACEMENT	901,894	100	901,893
15. KAILUA HEIGHTS WWPS MODIFICATION	2,519,375	49	1,139,168
16. KAILUA REGIONAL WWTP MODIFICATION PHASE 3 EFFLUENT PUMP STATION	3,414,578	100	3,413,038
17. KAILUA WWTP EFFLUENT UV DISINFECTION FACILITY		94	
18. KAILUA WWTP MODIFICATION PHASE 3 DAFT PUMPS, WATER MAIN & PROTECTIVE FENCE	1,019,116	100	1,091,116
19. KAINUI DRIVE SEWER REHABILITATION	251,483	99	251,483
20. KALAHEO DRIVE RECONSTRUCTED SEWER	25,595,531	24	6,113,637
21. KANEOHE WPTF PRELIMINARY MODIFICATIONS PHASE 3A	2,637,158	66	1,737,560

**CITY CONSTRUCTION CONTRACTS IN FORCE
As Of June 30, 2000**

PROJECT TITLE	CONTRACT AMOUNT	PERCENT COMPLETED	AMOUNT COMPLETED
22. MAKAHA SEWERS, SECTION 4, IMPROVEMENT DISTRICT NO. 274	\$ 971,102	99	\$ 950,631
23. MANANA INFRASTRUCTURE PHASE II, 16 INCH OFF-SITE WATER LINE	434,583	97	421,217
24. NALII STREET RELIEF SEWER	85,247	82	70,048
25. NIMITZ HWY. RECONSTRUCTED SEWER (AUAAHI TO HOTEL STREETS)	21,460,132	48	10,242,268
26. PEARL CITY WWPS EMERGENCY GENERATOR	1,419,936	91	1,289,592
27. PUBLIC BATHS WWPS FORCE MAIN REPLACEMENT	4,521,169	95	4,289,821
28. SAND ISLAND WWTP INTERIM CHEMICAL TREATMENT FACILITY MODIFICATIONS	1,421,048	0	0
29. SAND ISLAND WWTP MODIFICATIONS INCREMENT 3, ODOR CONTROL SYSTEM FOR SOLIDS HANDLING UNIT	1,384,126	99	1,372,794
30. SAND ISLAND WWTP WORK PLATFORMS FOR ACTIVATED CARBON VESSELS	168,886	100	168,886
31. UNDERGROUND FUEL STORAGE TANK UPGRADE	750,369	100	385,065
32. WAHIAWA WWTP EFFLUENT REUSE & RESERVOIR OUTFALL ADJUSTMEN	11,297,000	1	88,715
33. WAHIAWA WWTP OUTFALL PIPING REPAIR		100	
34. WAIKAPOKI WWPS FORCE MAIN REPLACEMENT		0	0
35. WAIKIKI WAR MEMORIAL NATATORIUM	11,013,124	34	
36. WAIPAHU WWPS MODIFICATION	6,298,858	0	0
37. WAIPAHU WWPS REPLACEMENT OF SECONDARY FEEDERS	15,000	100	15,000
38. WATER RECLAMATION FACILITY AGREEMENT, PHASE 1 (HONOULIULI WWTP)	N/A	N/A	N/A
TOTAL	\$ 156,108,272		\$ 80,029,969

**PROJECTS COMPLETED
As Of June 30, 2000**

1. HONOULIULI WWTP EFFLUENT FLOW METER	\$ 56,582
2. HONOULIULI WWTP REPLACE UNDERGROUND FUEL TANKS OIL STORAGE	307,372
3. KAHUKU SEPTAGE HANDLING FACILITY	5,596,914
4. KAILUA WWTP SCUM HANDLING SYSTEM MODIFICATIONS	84,060
5. KANEOHE BAY SOUTH WWPS NO. 5 & FORCE MAIN	2,283,519
6. PAALAA KAI WWTP CLARIFIER BRIDGE STRUCTURE IMPROVEMENT	49,700
TOTAL	\$ 8,378,147

**REFUSE OPERATING EXPENDITURES
1999-2000 Fiscal Year**

Administration	\$ 3,944,508
Administration	\$ 994,565
Investigation/Inspection	\$ 208,035
Recycling	\$ 1,416,013
Glass Recycling	\$ 1,325,895
Refuse Collection	\$13,481,978
Honolulu	\$ 6,677,358
Rural	\$ 6,804,620
Refuse Disposal	\$78,610,602
Maintenance/Waste Diversion	\$ 1,075,294
Landfill	\$ 3,899,360
Transfer	\$ 5,011,335
H-POWER	\$68,624,613
TOTAL OPERATING EXPENDITURES	\$96,037,088

**REFUSE OPERATIONS
1998-99 Fiscal Year**

Collected:	286,491 tons
Disposed:	
(Tons Delivered)	
H-POWER	629,355
Waimanalo Gulch Landfill	206,880
(Tons Transferred)	
Convenience Centers	35,772
Kapaa Transfer Station	140,262
Kawailoa Transfer Station	15,750
Keehi Transfer Station	137,417
Recycled (In tons):	
Mixed Paper	5,870
Mixed containers	1,897
Green Waste	16,530
Tires	491
Scrap Metal	1,612

DIRECT REVENUES

Glass Recycling	\$ 1,629,500
Refuse Collection	\$ 712,328
Refuse Decals	\$ 456
Refuse Disposal	\$ 6,953,655
Sale of Recycled Material*	\$ 29,957
H-POWER Disposal Fees	\$21,647,618
H-POWER Electricity Sales	\$22,908,830
Methane Recovery	\$ 64,423
Recycling Surcharge	\$ 5,284,518
TOTAL DIRECT REVENUES	\$59,231,285

** Does not include revenue from School/Community Program, which is disbursed directly to each participating school.*

**DEPARTMENT OF WASTEWATER MANAGEMENT
PUMPING STATIONS & TREATMENT PLANTS COST
July 1, 1999 - June 30, 2000**

Sta. No.	Description	Labor	Fringe Benefit & Indirect Overhead	Electricity	Water	Telephone	Telemeters	Chemicals	Other Current Expenses	Total
02	Ala Moana WWPS #2 (1983)	177,340.66	105,499.96	460,570.72	1,442.28			21,499.30	54,342.67	820,695.59
03	Ala Moana WWPS #1 (1954)	54,104.90	32,187.01					6,580.34	16,584.55	109,436.80
04	Maunawili Estates WWPS	14,927.48	8,880.36	2,500.64	238.44	619.67		811.61	3,703.47	31,681.67
05	Ala Moana Park WWPS	20,246.84	12,044.85	6,242.86	121.62			2,452.76	6,199.10	47,308.13
07	Alala Point WWPS	20,969.96	12,475.03	4,339.87	190.92	673.13		1,138.19	5,217.10	45,004.30
08	Public Baths WWPS	41,899.92	24,926.26	4,233.42	105.78	1,351.18		5,075.63	12,840.82	90,433.01
09	Kahala WWPS	67,628.29	40,232.07	79,181.55	123.60	588.88		8,195.55	20,730.51	218,678.45
12	Waimalu WWPS (New)	30,843.57	18,348.84	58,044.20	458.24			3,734.80	9,459.39	120,887.04
13	Awa Street WWPS	19,059.78	11,338.68	14,995.92	1,008.66			2,308.88	5,836.79	54,548.69
14	Hart Street WWPS	140,443.37	83,549.76	192,935.86	2,721.36	618.64		17,025.45	43,031.39	480,325.83
15	Aliamano #1 WWPS	20,119.63	11,969.17	4,186.84	70.14			2,448.15	6,159.17	44,951.10
16	Aliamano #2 WWPS	14,846.15	8,831.97	7,249.38	109.74			1,805.19	4,548.88	37,391.31
17	Fort DeRussy WWPS	22,080.87	13,135.91	21,902.47	115.68			2,681.64	6,762.88	66,679.43
18	Kemoo Farm WWPS	29,790.54	17,722.39	2,169.33	202.80			1,757.15	7,095.71	58,737.92
19	Walawa Industrial Park WWPS	37,076.34	22,056.71	4,851.57	1,068.06			2,188.12	8,626.43	75,867.23
20	Wahlawa WWTP	602,223.17	358,262.56	112,705.95	4,786.50	675.40	10,217.88	35,526.14	143,465.87	1,287,863.47
21	Sand Island Shop (Branch)	1,774,988.35	1,055,940.57					215,227.99	543,871.64	3,580,028.55
22	Sand Island WWTP	2,891,014.69	1,600,884.64	1,618,028.99	132,272.76	31,015.46	20,850.23	326,321.49	824,563.17	7,244,951.43
23	West Loch Estates WWPS	21,780.91	12,957.46	2,007.94	78.06			1,285.62	5,189.04	43,299.03
24	Walpahu WWPS	55,895.82	33,252.42	115,425.05	3,331.20			3,300.57	13,308.99	224,512.05
25	Uwahu WWPS	14,734.20	8,765.38	1,648.38	125.58			889.34	3,504.25	29,647.13
29	Whitmore Village WWTP	2,379.78	1,415.73		85.98	711.03		140.02	575.35	5,307.89
30	Waikalua WWPS	20,470.35	12,177.81	2,493.45				1,112.50	5,091.37	41,345.48
31	Nanakuli WWPS	30,745.34	18,290.40	2,866.37	438.44			1,818.05	7,319.15	61,573.75
32	Halawa WWPS	28,006.25	16,680.92	21,808.08	141.42	621.75		3,394.61	8,574.18	79,207.19
33	Kamehameha Highway WWPS	49,297.87	29,327.18	38,407.05	1,941.24			5,878.15	15,085.40	138,046.69
34	Paalaa Kai WWTP	123,199.13	73,291.18	36,291.60	899.47	734.89		7,268.07	29,357.59	271,041.91
37	Makakilo WWPS	18,259.99	10,862.87	2,168.81	129.54			1,079.31	4,347.43	36,647.95
38	Niu Valley WWPS	35,893.41	21,352.99	12,715.56	125.56	618.87		4,358.04	10,989.59	86,052.04
39	Paiko Drive WWPS	33,480.11	19,917.32	1,352.11	91.92			4,061.77	10,264.76	69,167.99
40	Honolulu WWPS	12,245.98	7,285.13	1,352.93	121.88			722.04	2,925.79	24,853.75
42	Leanani WWPS	27,386.19	16,292.04	3,012.69	58.28			1,485.73	6,815.57	55,050.48

Sta. No.	Description	Labor	Fringe Benefit & Indirect Overhead	Electricity	Water	Telephone	Telemeters	Chemicals	Other Current Expenses	Total
43	Ohai Place WWPS	14,116.47	8,397.89	1,153.85	177.06			832.56	3,369.57	28,047.40
44	Waimanalo WWTP	526,112.32	312,984.22	79,664.88	1,689.78	820.64		28,566.52	130,893.24	1,080,731.60
45	Grandview WWPS	10,480.33	8,234.75	1,349.69	149.34			618.82	2,485.14	21,318.07
46	Kahuku WWTP	374,451.69	222,781.31	52,081.98	11,546.22	703.48		20,333.31	93,153.46	775,031.43
47	Kaneohe PTF	209,684.07	124,741.05	161,611.64	24,527.10	913.99	10,617.98	11,384.19	52,171.64	595,651.64
48	Maunawili Park WWPS	18,258.26	10,881.84	6,839.36	240.42	668.08		991.25	4,543.91	42,403.12
49	Millani WWPS	16,371.78	9,739.56	2,747.43	331.50			965.16	3,902.09	34,057.50
50	Ewa Gentry WWPS	14,681.32	8,733.92	10,274.96	493.86			865.70	3,502.70	38,552.46
51	Kukanono WWPS	18,143.91	10,793.81	1,785.89	285.96	608.09		986.52	4,503.00	37,107.18
52	Waipio WWPS	43,800.68	26,057.02	31,073.92	402.78			2,585.93	10,424.02	114,344.35
54	Kahawai Stream WWPS	22,993.55	13,878.86	5,187.66	147.36	668.94		1,247.82	5,721.84	49,646.03
55	Kahaluu Housing WWPS	15,889.34	9,452.57	3,106.22	58.00			862.97	3,954.94	33,324.04
59	Kaliua WWTP	2,507,043.36	1,491,440.09	924,359.62	65,934.84	12,524.87	8,002.56	136,131.78	623,752.54	5,769,189.88
60	Coconut Grove WWPS	20,271.83	12,059.59	3,099.42	125.58	687.77		1,100.88	5,048.66	42,373.53
61	Nakula Street WWPS	10,189.81	6,061.92	1,526.99	115.68			600.49	2,437.64	20,932.53
62	Miomio WWPS	15,064.70	8,961.99	1,991.71	54.30	659.78		818.63	3,744.98	31,295.09
64	Honouliuli WWTP	3,978,106.43	2,368,575.52	1,115,070.55	111,409.50	9,078.96	20,436.82	234,680.83	947,677.61	8,783,036.22
66	Kaneohe Bay #2 WWPS	52,643.49	31,317.61	2,763.44	131.52	678.95		2,859.40	13,086.07	103,480.48
67	Lakeview WWPS	44,662.42	26,569.67	1,897.90	313.68			2,633.91	10,642.78	86,720.36
68	Kaliua Heights WWPS	25,499.93	15,169.91	12,772.85	238.44	673.11		1,383.13	6,352.33	62,089.70
69	Kaliua Road WWPS	22,165.54	13,186.28	15,498.63	309.72	639.75		1,203.48	5,511.89	58,515.29
70	Waikapoko WWPS	48,182.69	28,663.88	10,246.51	80.24	743.46		2,614.59	11,990.55	102,501.92
71	Beachwalk WWPS	50,072.82	29,788.32	65,942.67	735.42			6,089.76	15,336.79	167,945.78
72	Kuliouou WWPS	44,242.68	26,319.97	3,401.91	127.56	622.13		5,363.41	13,565.43	93,643.09
73	Kaneohe Bay #3 WWPS	21,434.51	12,751.39	3,594.27	70.14	258.03		1,161.57	5,342.24	44,610.15
74	Kaneohe Bay #4 WWPS	14,682.15	8,734.41	1,876.19	68.16			795.38	3,659.56	29,815.85
75	Kaneohe Bay #5 WWPS	3,706.85	2,205.21	2,139.58	52.32			200.60	925.27	9,229.83
77	Kunia WWPS	26,765.37	15,922.72	8,826.36	188.94			1,576.70	6,384.12	59,664.21
78	Kahanahou WWPS	27,878.02	16,584.63	5,188.59	74.10			1,513.71	6,941.90	58,180.95
79	Pearl City WWPS	162,196.02	98,490.41	156,176.21	7,400.10	704.04		9,570.34	38,629.35	471,166.47
81	Enchanted Lake WWPS	16,946.91	10,081.72	3,722.89	80.04	555.36		921.24	4,208.22	36,516.38
82	Heela WWPS	43,773.49	26,040.85	6,535.98	254.28	618.05		2,376.67	10,896.84	90,496.16
83	Walanae WWTP	752,847.36	447,749.91	327,903.85	34,433.04	2,479.00		44,400.28	179,299.44	1,788,912.68
85	Millani PTF	29,379.35	17,477.78	55,426.07	3,523.52	1,551.70		1,731.41	7,005.40	116,095.23
86	West Beach #1 WWPS	30,536.74	18,166.31	2,696.61		622.95		1,801.35	7,273.22	61,097.18
87	West Beach #2 WWPS	22,953.55	13,655.07					1,355.56	5,456.86	43,421.04
90	Alii Bluffs WWPS	15,599.29	9,280.02	2,914.85	78.06	605.94		848.92	3,871.92	33,199.00
91	Ewa Beach WWPS	50,270.81	29,906.10	27,691.20	438.42	634.98		2,965.42	11,974.11	123,881.04

Sta. No.	Description	Labor	Fringe Benefit & Indirect Overhead	Electricity	Water	Telephone	Telemeters	Chemicals	Other Current Expenses	Total
92	Aala WWPS	18,960.43	10,089.78	1,622.14	345.36	623.74		923.54	4,208.82	34,773.79
93	Lualualei WWPS	38,159.94	22,701.35	9,837.32	448.32	619.66		2,250.78	9,091.13	83,108.50
94	Pacific Palisades WWPS	58,473.19	34,785.70	23,494.77	460.20	638.27		7,090.10	17,913.07	142,855.30
95	Halekou WWPS	10,175.58	6,053.45	1,313.52	139.44	623.74		552.74	2,524.93	21,383.40
96	Ahulimanu PTF	124,317.45	73,956.45	86,551.70	1,285.86	788.51		6,749.79	30,924.82	324,554.58
97	Kahalu WWPS	22,980.89	13,671.33	2,848.92	59.98	619.66		1,247.82	5,721.84	47,150.44
100	West Loch Fairways WWPS	42,024.82	25,000.45	5,844.30	438.42			2,479.20	10,021.51	85,808.50
101	Punawai WWPS	16,755.01	9,967.58	5,005.48	82.22			909.60	4,165.50	36,865.37
102	Sand Island Industrial WWPS	19,959.69	11,874.02	1,587.92	129.54			2,420.06	6,118.56	42,089.79
104	Whitmore PTF	6,614.24	5,124.61	1,940.07	91.92			508.32	2,041.36	18,320.52
		<u>\$15,933,700.30</u>	<u>\$9,478,958.29</u>	<u>\$6,093,778.04</u>	<u>\$422,329.39</u>	<u>\$80,819.53</u>	<u>\$70,125.45</u>	<u>\$1,255,678.34</u>	<u>\$4,208,968.77</u>	<u>\$37,544,358.11</u>

**TREATMENT PLANT PERFORMANCE/COST
1999-2000**

TREATMENT PLANT	MIL GALS TREATED	AVG MGD
HONOULIULI	9,800.673	26.778
KAHUKU	49.193	134
KAILUA	4,752.924	12.986
PAALAA KAI	44.018	120
SAND ISLAND	24,725.396	67.556
WAHIAWA	692.492	1.892
WAIANAE	1,169.760	3.196
WAIMANALO	209.759	573
TOTALS	41,444.215	113.236

**PUMP STATION PERFORMANCE/COST
1999-2000**

PUMP STATION	MIL GALS PUMPED	AVG MGD
AALA	24.230066
ALA MOANA #1	401.217	1.099
ALA MOANA #2	17,079.520	46.793
ALALA	65.130178
ALIAMANU #1	99.074271
ALIAMANU #2	78.792216
ALII BLUFFS	13.850038
AWA STREET	1,240.710	3.399
BEACHWALK	4,002.129	10.965
COCONUT GROVE	61.980170
ENCHANTED LAKE	85.580234
EWA	642.658	1.761
EWA BY GENTRY	18.381050
FORT DERUSSY	697.248	1.910
GRANDVIEW	0	0
HALAWA	717.948	1.967
HALEKOU	14.420040
HART STREET	6,760.546	18.522
HEEIA	71.790197
HOMELANI	8.729024
KAHALA	1,438.361	3.941
KAHALUU	48.940134
KAHALUU HOUSING	39.327108
KAHANAHOU	108.125296
KAHAWAI STREAM	82.070225
KAILUA HEIGHTS	545.440	1.494
KAILUA ROAD	657.610	1.802
KAMEHAMEHA HWY	2,477.847	6.789
KANEOHE BAY #2	52.640144
KANEOHE BAY #3	47.440130
KANEOHE BAY #4	12.405034
KANEOHE BAY #5599002

PUMP STATION	MIL GALS PUMPED	AVG MGD
KEMOO FARM	0	0
KUKANONO	22.580	.062
KULIOUOU	122.777	.336
KUNIA	643.220	1.762
LAENANI	39.688	.109
LAKEVIEW	56.014	.153
LUALUALEI	284.870	.780
MAKAKILO	0	0
MAUNAWILI ESTATES	30.800	.084
MAUNAWILI PARK	67.560	.185
MILILANI #19	31.971	.088
MIOMIO	26.785	.073
MOANA PARK	262.194	.718
NAKULA	0	0
NAKAKULI	17.339	.048
NIU VALLEY	486.779	1.334
OHAI PLACE	0	0
PACIFIC PALISADES	195.364	.535
PAIKO DRIVE	0	0
PEARL CITY	3,332.048	9.129
PUBLIC BATHS	153.513	.421
PUNAWAI	79.545	.218
UWALU	0	0
WAIAWA	22.679	.062
WAIKALUA	68.480	.188
WAIKAPOKI	206.780	.567
WAIMALU	2,034.278	5.573
WAIPAHU	3,373.749	9.243
WAIPIO	180.635	.495
WEST BEACH #1	48.742	.134
WEST BEACH #2	44.069	.121
WEST LOCH ESTATES	69.294	.190
WEST LOCH FREEWAY	126.033	.345
TOTALS	49,622.522	135.952

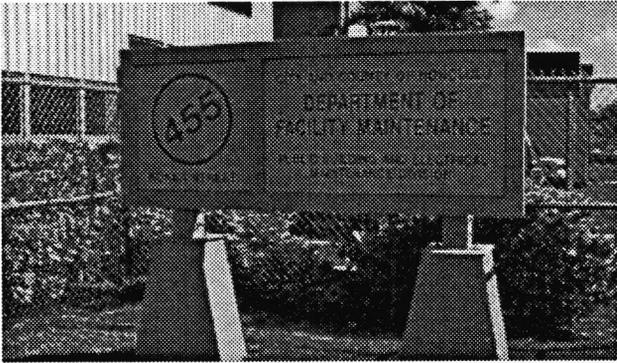
**WASTEWATER TREATMENT AND DISPOSAL
HIGHLIGHTS FOR FY 99-00**

1. Installed/activated (12/14/99) new odor control system for the Kailua Regional WWTP Dewatering Building. This decreased hydrogen sulfide emissions during dewatering operations to 0 ppm. It also eliminated chronic air permit violations from this location.
2. Installed a noise reduction enclosure for the Primary Odor control system fans at the Kailua Regional WWTP. This reduced the noise level outside the enclosure from 84 to 68 dB(A) and reduced audible noise to the surrounding community.
3. Beautified the Kailua Regional WWTP, with the assistance of DPR (substantially completed January 2000). WT&D personnel installed irrigation systems and added plantings to improve the appearance of the plant to the surrounding community.



DEPARTMENT OF FACILITY MAINTENANCE

Ross S. Sasamura PE, Director and Chief Engineer; George "Keoki" Miyamoto, Deputy Director



Division of Building Electrical Maintenance Office located at Kokea Street.

POWERS, DUTIES AND FUNCTIONS

The Department of Facility Maintenance administers the City's repair and maintenance programs for roads, bridges, streams, flood control systems, traffic signs and markings, City buildings and office facilities, and City vehicles and heavy equipment excluding certain vehicles and equipment belonging to the Police, Fire, and Emergency Services Departments and the Board of Water Supply. It also administers the repair and maintenance programs for mechanical, electrical, and electronic equipment and facilities for parks, street, lights, and communication centers. Additionally, the department provides property management, parking garage management, security, and interdepartmental mail services.

ORGANIZATION

The department is organized into three divisions and has an authorized strength of 769.71 positions. With overall administration provided by the Office of the Director and Chief Engineer, the three divisions and their authorized strength are listed below:

AUTHORIZED POSITIONS

Office of the Director and Chief Engineer 22.5

DIVISIONS

Division of Automotive Equipment Services 138

Division of Building and

Electrical Maintenance 174.21

Division of Road Maintenance 435

Total 769.71

The office of the Director and Chief Engineer is staffed to support the Director and Deputy with the management of the City's facility maintenance function and programs. Management support is provided in personnel management, budgeting, program coordination, driver and equipment operator training and

safety, interdepartmental mail services, and other matters of general administration. Fiscal management support is provided by the Construction and Maintenance Fiscal Section of the Department of Budget and fiscal Services and computer system support is provided by the Department of Information Technology.

HIGHLIGHTS

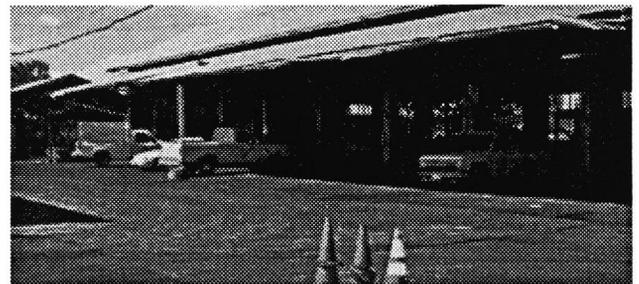
The department has planned and initiated relocation of Honolulu Baseyard operations from the Kewalo area to interim sites while permanent City facilities are being planned and constructed at Halawa and Manana. In June, 2000, the Honolulu Automotive Equipment Repair Shop fronting Ilalo Street was vacated to make way for State reoccupation and capital project activity. Other operations such as the street lighting units were also preparing to relocate early next fiscal year.

While managing an austere budget, the department addressed priority work in its facility maintenance function and continued to assist other departments through such projects as pressure washing restrooms at parks islandwide, repairing animal exhibit and office/locker areas at the Honolulu Zoo and assisting the Police in the "Weed and Seed" program by banning parking and cleaning Auiki Street and Kanoa Street and disposing unauthorized items from Aala Park.

DIVISION OF AUTOMOTIVE EQUIPMENT SERVICES

POWER, DUTIES AND FUNCTIONS

The Division of Automotive Equipment Service (A.E.S.) Is responsible for planning, directing, coordinating, and administering all programs, activities, and affairs associated with the maintenance and repair of the automotive, heavy vehicle, and construction equipment fleets of most City and County departments and agencies (with the exception of the



Division of Automotive Equipment Service working bays at the Honolulu Corporation Yard for fleet repair.

Honolulu Fire Department, Honolulu Police Department, Emergency Services Department, and the Board of Water Supply). The Division has the following vehicles/equipment under its jurisdiction: 1,688 on-road/highway vehicles, 117 off-road/non-highway equipment, and 487 miscellaneous equipment (e.g., trailers, forklifts, compressors, generators, etc...); a total of 2,292 pieces.

ORGANIZATION

The Division is organized into four functional units: Administration, Storekeeping, Service & Lubrication, and Repair & Maintenance. At full strength, A.E.S. staffing is at 138 full-time positions.

The Administration activity includes the Quality Control & Inspection 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.

The Storekeeping activity 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. This activity is also responsible for processing the Division's purchase orders and purchase requisitions (subject to final action by the Fiscal Service Department).

The Service & 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 & County Corporation Yards operated by the Division of Road Maintenance. Board of Water Supply (BWS) and some State and Federal agencies purchase fuel from A.E.S. stations when fuel is not available at their own locations.

The Repair & Maintenance activity is the Division's major operational activity. The Repair and Maintenance sections include the: Honolulu Automot-

ive Shop, Construction Equipment Shop, Welding Shop, Body & Fender Shop, and the Pearl City and Kapaa Automotive Repair Shops.

NUMBER OF POSITIONS AT END OF FISCAL YEAR 1999-2000

Activity	Authorized Positions	Filled	Vacancies
Administration	17	13	4
Storekeeping	10	8	2
Service and	21	17	4
Lubrication			
Repair and	90	58	32
Maintenance			
Total	138	96	42

ACTIVITY HIGHLIGHTS

In the month of June, 2000, after more than 50 years of use by the City, the Honolulu Repair Shop fronting Ilalo St., was vacated. Other maintenance and Division functions continue at the Honolulu Corporation Yard however, it is expected that sometime during 2001, the entire yard will be vacated due to the ongoing Kakaako redevelopment project.

The future Halawa home of A.E.S. is under development and scheduled for completion within two years. Interim locations for vacated Honolulu Yard personnel include a warehouse at Manana and the Windward Yard Repair and Maintenance facility at Kapaa.

ACTIVITY SUMMARY

Storekeeping:

- Purchase requisitions prepared 64
- Number of stock parts transactions 43,880
- Number of non-stock parts transactions 188,190
- Number of fuel (received) transactions 750
- Number of parts/services charged to commercial 5,048 Transactions

Service & Lubrication:

- Lubrication (vehicle units) 1,757
- Tire repair and replacement 3,241

Repair & Maintenance (repair orders processed):

- Honolulu Yard Automotive Repair & Maintenance 6,289
- Construction Equipment Repair & Maintenance 452
- Leeward Yard (Pearl City) Automotive Repair & Maintenance 4,493
- Windward Yard (Kapaa) Repair & Maintenance 3,610
- Welding Shop 506
- Body Fender & Repair 856



Division of Automotive Equipment Service tires for City vehicles fleet.



Division of Road Maintenance vehicles.

Fiscal	YEARLY OPERATING EXPENDITURES (\$)			
	Salaries	Current Exp.	Equipment	Total
89-90	2,793,492	4,202,777	163,385	7,159,654
90-91	3,047,796	4,317,385	149,724	7,514,905
91-92	3,088,069	4,340,981	201,489	7,360,543
92-93	3,322,794	4,717,076	68,672	8,108,541
93-94	3,474,960	4,644,454	56,139	8,175,554
94-95	3,422,007	4,598,127	5,690	8,025,824
95-96	3,117,850	4,667,570	4,555	7,789,976
96-97	3,155,187	4,671,117	58,000	7,884,304
97-98	3,177,999	4,862,226	3,795	8,044,020
98-99	3,598,994	5,081,822	6,468	8,687,284
99-2000	4,460,831	5,781,246	9,381	10,251,458

DIVISION OF ROAD MAINTENANCE DUTIES AND FUNCTIONS

The Division of Road Maintenance is primarily responsible for the maintenance of all streets and municipal parking lots under the jurisdiction of the City and County of Honolulu. It also renders pavement maintenance to private roadways open to public use. In addition, it has the major responsibility of maintaining the many City-owned streams, channels, ditches and other flood control and storm drainage systems located throughout the island of Oahu as well as enforcing the maintenance of privately-owned streams.

Household bulky item collection and dead animal pickup services are performed in all seven rural districts. In four of these districts, the District Road Maintenance Superintendents oversee refuse collection operation for the Division of Refuse Collection and Disposal. Manpower replacement for absent collectors is provided by Road personnel.

Emergency work generated by heavy rains, wind, tsunamis, earthquakes and other natural disasters

is another assignment this Division is required to handle. Also, because of its resources and capability to perform varied types of work, it is often called upon to assist other City agencies and departments in special situations and emergencies.

ORGANIZATION AND EXPENDITURES

The Division carries out its assigned responsibilities with personnel operating out of eight corporation baseyards, one in Honolulu and, seven in the rural districts. Honolulu Maintenance is organized functionally into seven major sections as follows: Roadside, Storm Drain and Stream Cleaning; Street Sweeping; Road Pavement Maintenance and Repairs; Masonry and Carpentry; Signs and Markings; and Equipment Pool. The "Clean Team" was established and reorganization is being finalized. Crews from the latter three sections also provide support to the rural areas. The larger rural baseyards serving Kailua, Kaneohe, and Ewa districts are also organized functionally. However, the smaller baseyards located in Laie, Haleiwa, Wahiawa and Waianae are organized generally into two sub-groups to retain operational flexibility in providing the many types of services required at various demand levels.

During the fiscal year, the Division experienced 55 personnel trans- actions including 11 promotions, 28 separations, 14 transfers and 2 new hires. The following table gives personnel status by districts at year's end.

DISTRICT	AUTHORIZED POSITION	FILLED	VACANCIES
Administration	26	23	3
Honolulu	228	175	50
Kailua	35	23	2
Koolaupoko	31	26	5
Koolauloa	16	12	4
Waialua	18	17	1
Waianae	18	15	3
Wahiawa	17	14	3
Ewa	46	31	15
TOTAL	435	339	96



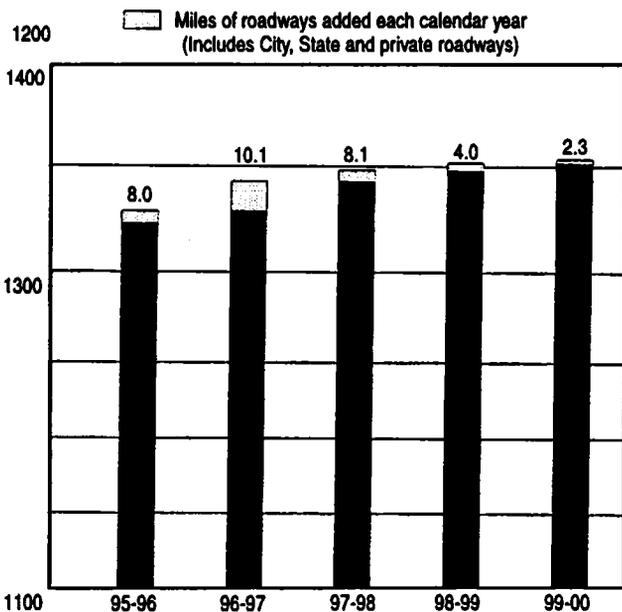
Division of Road Maintenance heavy equipment.

FISCAL YEAR	SALARIES	CURRENT EXPENSE	EQUIPMENT	TOTAL APPROPRIATIONS
1996 ..	\$9,320,397	\$6,825,961	\$1,356,800 ...	\$17,503,158
1997 ..	\$9,544,504	\$4,271,235	\$11,000 ...	\$13,826,739
1998 ..	\$9,483,111	\$3,718,518	\$46,000 ...	\$13,246,629
1999 ..	\$9,917,620	\$3,485,871	\$34,900 ...	\$13,438,391
2000	\$10,244,341	\$ 4,378,430	\$37,950 ...	\$14,660,721

ACTIVITY HIGHLIGHTS

- (1) Resurfaced a total of 33 lane miles by an in-house crew.
- (2) Continued its program to clean miscellaneous vacant/remnant lots and sidewalk areas more efficiently by awarding four contracts to maintain 114 locations.
- (3) In conjunction with the State Department of Transportation, continued the Division's Pothole Patrol Program. This fiscal year, 1,569 calls were received on a 24-hour hotline; 1,029 requests were for pothole patching and pavement repairs and the rest for other work — 87% of potholes were patched within 48 hours.
- (4) As part of the Mayor's Clean Team Program, continued the Adopt-A-Stream Program. 23 volunteer groups have officially adopted and cleaned 16 streams.
- (5) To meet the goal to clean all of the drainage systems at least once in 5 years, a total of 4,039 catch basins, inlets and/or manholes and 266,915 feet of drainlines were inspected and/or cleaned.

MILES OF ROADWAYS MAINTAINED



- (6) Continued program to inspect all 298 streams and ditches in the inventory and clean them as necessary; 145 streams and/or ditches were cleaned, many more than once.

ACCOMPLISHMENTS

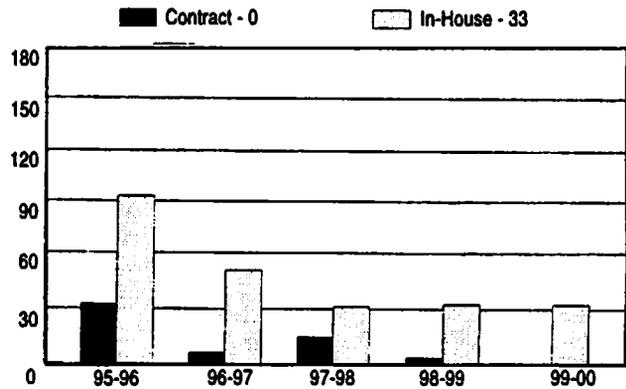
Street Maintenance

The in-house crew resurfaced 33 lane miles in the Honolulu and Kailua Districts.

LANE MILES OF ROADS RESURFACED

Fiscal Year	Contract	In-House	Total
1996	34	93	127
1997	8	52	60
1998	13	32	45
1999	5	34	39
2000	0	33	33

LANE MILES OF ASPHALTIC CONCRETE ROADS RESURFACED



TONS ASPHALTIC CONCRETE LAID BY IN-HOUSE CREWS

	FY 1996	FY 1997	FY 1998	FY 1999	FY 2000
Street Resurfacing ..	32,305	21,529 ...	12,260 ...	13,654 ..	11,114
First Aid	3,245	6,805 ...	11,076	8,652 ..	11,295
Pothole Patching	1,592	1,123	1,176	980	1,133
Trench Patching	1,592	615	144	0	0
TOTAL	38,033 ..	30,072 ..	24,596 ..	23,286 ..	23,542

In addition, 13 tons of QPR 2000 (Quality Pavement Repair, a proprietary item) were used primarily to patch potholes.

Stream Cleaning

Streams and ditches cleared or dredged during the year included the following:

HONOLULU

16th Avenue Boulder Basin	Manuwea Street Debris Catcher
Ala Ilima Ditch	Manoa Stream
Alaeloa Street Ditch	Manoa Playground Ditch
Analii Ditch	Manoa-Palolo Stream
Anolike Ditch	Maunaloa Ditch
Hahaione Stream	Muliwai Stream
Haku Ditch	Ninini Place Ditch
Hausten Ditch	Niu Stream/Boulder Basin
Holy Trinity Ditch	Oheke Ditch
Kalama Valley Drain Channel	Olipuu Ditch
Kalani Iki Stream	Opihi Ditch
Kalapaki Place Ditch/Debris Catcher	Pacific Heights Place Ditch
Kalihi Stream	Palolo Stream
Kanaha Stream	Papali Place Ditch
Kapakahi Stream	Pauoa Stream
Kapalama Canal	Poipu Ditch
Kauai Ditch	Poola Ditch
Kehau Ditch	Prospect Place Ditch
Kiama Place Ditch	Pukoo Place Drain
Kipu Ditch	Punaea Ditch
Kuakini Ditch	Puuomao Drain Intake
Kuikele Ditch	Rainbow Drive Drain
Kulioouou Stream/Boulder Basin	Ruth Place Ditch
Loulou Ditch	Varsity Place Ditch
Lunalilo Terrace Ditch	Waialae Stream
Lunalilo Interceptor Ditch	Waialae Nui Stream
Makiki Stream	Wainiha Street Ditch
Mala Ditch	Waiomao Stream
Manaiki Stream	Waolani Street Ditch

PEARL CITY

Auhuhu Ditch	Kokole Ditch
Ewa Lined Ditch	Kupuna Ditch
Halawa Ditch	Noelani Ditch
Halawa Stream	Oaaauba Street Ditch
Hoolaulea Street Ditch Outlet	Palailai Ditch
Hoolehua Drainage Ditch	Pearl Harbor Bike Path Swale
Kaaholo Lined Ditch	Pearl City Stream
Kahilina Drainage Ditch	Waikele Drainage Ditch
Kalauao Stream	Wailani Tributary Ditches
Kapakahi Stream	Waipio Gentry Ditch
Kauhale Ditch	

KAILUA

Aikahi STP Ditch	Kahawai Stream
Alahaki Ditches	Kamahele Ditch
Alala Ditch	Kawainui Dike
Banyan Tree Ditch	Kuuna Ditch
Hele Lined Ditch	Lanipo Ditch
Hihimanu Culvert	Lapa Swale
Huli Lined Ditch	Oneawa Stream
Kaelepulu Stream Mouth	Waimanalo Stream
Kahanaiki Stream	

KANEOHE

Aina Moi Ditch	Keaahala Stream
Anolani Stream	Kionaole Ditch
Awanene Ditch	Kuneki Ditches (3)
Bayside Place Ditch	Liula Lined Ditch
Ben Parker Ditch	Lohiehu Ditch
Fong's Ditch	Matson Ditch
Haleloke Ditch	McDougal Ditch
Halemanu Street Basins	Nohonani Ditch
Heeia Stream	Puahuula Place Ditch
Hui Kelu Street Easement	Puohala Ditch
Hui Ulili Lined Ditch	Puohalai Place Ditch
Kahaluu Flood Control	Round Top Drive Ditches
Kam Highway Ditch	Temple Valley Lined Ditch
Kaneohe Dam	Yacht Club Terrace Ditches
Kaneohe Stream	Yacht Club Ditches
Kaneohe Industrial Ditch	

WAIANAE

Maili (M2) Channel (Maipalaoa)	Pokai Bay Ditches
Maili (Maipalaoa) Channel & M4	Ulehawa Channel U1
Maililili Stream	Ulehawa Channel U2
Nanakuli Lined Channel	Ulehawa Channel U3

LAIE

Hanaimoa Ditch	Kawaipapa Stream
Haula Homestead Road Ditch	Ke Iki Ditch
Hoalua Ditch	Paumalu Lined Channel
Kahawainui Stream Flood Control	

WAHIAWA

Lanikuhana Lined Ditch	Waipio Lined Ditch
Meheula Lined 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 type jobs, mainly sidewalk repairs for the Leeward and Windward Districts, respectively. A summary of work done includes the following:

- (1) Installed 780 feet of drainlines of various sizes and installed/constructed 24 grate inlets.

- (2) Repaired or reconstructed 12,443 square feet of CMU and CRM walls.
- (3) Repaired or installed 2,738 feet of guardrails (metal/wood) and 1,226 feet of chain link fences.
- (4) Reset, reconstructed and/or repaired 3,733 feet of broken, uneven, settled, curbs and/or gutters.
- (5) Reconstructed 92 catchbasin deckings.
- (6) Repaired/installed 10 wheelchair ramps.
- (7) Repaired 3 timber bridges.
- (8) Reconstructed 94,037 square feet of sidewalk by in-house crews islandwide.
- (9) Reconstructed 5,864 square feet of concrete roadway pavement.

Street Sweeping

The following table shows the number of curb miles swept mechanically during the fiscal year. Frequent breakdown of the aged equipment has affected productivity and is an issue that is being addressed.

CURB MILES SWEEP MECHANICALLY

Fiscal Year	Honolulu	Rural	Total
1996	37,778	10,224	48,002
1997	40,812	6,448	47,260
1998	40,377	5,424	45,801
1999	36,635	2,500	39,135
2000	36,030	4,711	40,741

During the year, 1,096 litter containers at bus stops, malls, and other locations throughout the island were serviced at various frequencies by crews in Honolulu and rural yards. Containers were distributed throughout the island as follows:

Honolulu - 759	Wahiawa - 52
Pearl City - 90	Waianae - 37
Kaneohe - 59	Waiialua - 25
Kailua - 48	Laie - 26

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 11,210 feet of curbs.
- (2) Striped 777 miles of traffic lines (384 miles with mechanical striper and 393 miles with other equipment).
- (3) Striped 1,509 feet of crosswalks.
- (4) Installed 4,067 pavement markers.
- (5) Manufactured 8,036 traffic signs.
- (6) Installed/reset/replaced 6,400 traffic signs.
- (7) Installed/reset/replaced 1,483 sign posts.

AID TO OTHER AGENCIES

Department of Environmental Services

- (1) Removed tires, construction waste and miscellaneous debris from the open ditch at the Sand Island Wastewater Treatment Plant.
- (2) Assisted the Storm Water Quality Branch in investigating illegal discharges into the storm drainage system.
- (3) Provided relief personnel for absent Refuse Collectors at four smaller yards.
- (4) Provided bulky item pickup service in the rural districts with two special crews working out of the Pearl City Yard supplemented as needed by individual baseyard crews.
- (5) Provided dead animal pickup service in all rural districts.

ROAD DIVISION AID TO REFUSE DIVISION

District	Replacement for Refuse Collectors (Mandays)	Dead Animals (No. Picked Up)
Waiialua	116	121
Laie	122	8
Kailua	-	69
Kaneohe	-	219
Waianae	244	284
Ewa	-	350
Wahiawa	-	187
TOTAL	482	1,238

BULKY ITEM PICKUP

BY DISTRICT

Districts	By Special Crews	Crews	White Goods
Waiialua	539	43	164
Laie	547	45	198
Kailua	2,244	817	593
Kaneohe	3,531	230	782
Waianae	1,460	74	556
Ewa	8,617	0	1,931
Wahiawa	4,128	32	571
TOTAL	21,066	1,241	4,795

White goods are items containing freon, such as refrigerators, which are taken to a contractor for freon removal and recycling of the metal.

Department of Transportation Services

- (1) Installed/revised traffic signs and markings to improve traffic control.
- (2) Maintained bikeway facilities.
- (3) Installed speed hump at Kuukama Street in Kailua.
- (4) Installed bike racks at various locations.
- (5) Swept and serviced litter containers at the Hawaii Kai, Wahiawa, Kunia, Mililani and Waiialua Park-and-Ride Facilities.

Board of Water Supply

- (1) Hauled construction wastes to Nanakuli private landfill from stockpile areas in Honolulu.

Department of Planning and Permitting

- (1) Cleaned sidewalk areas and repaired sidewalks and driveways per citations and work orders.

Department of Parks and Recreation

- (1) Regularly swept eight parking lots at various parks.
- (2) Restriped parking lots at: Waiiau District Park, Aiea District Park, Halawa District Park, Makakilo Park, Waialeale Community Park, Hoaeae Community Park, Palisades Community Park, Crestview Community Park, Lehua Community Park, Ewa Beach Park, Palolo District Park, Kapiolani Park, Keehi Lagoon Beach Park, Kilauea District Park, Sandy Beach Park, Koko Head District Park, Natatorium Parking Lot.
- (3) Provided six crews to pressure wash outdoor restrooms islandwide.
- (4) In conjunction with the "Clean Team" reorganization, continued maintenance responsibilities for Chinatown/Downtown malls (Fort Street, Kekaulike Street, River Street, Kalikimaka, Kila and College Walk) and parks (Wilcox, Chinatown Gateway, Kamalii and Aala).
- (5) Paved Natatorium parking lot and access roadway.
- (6) Assisted with hauling sand from Kaelepulu Stream to Lanikai.
- (7) Hauled dirt for Heeia Kea Pier Beautification Project.

Others

- (1) Moved and set up equipment for special events at Honolulu Hale.
- (2) Provided cleanup services for:
 - (a) Night-in-Chinatown and Chinatown Open House festivities
 - (b) Kamehameha Day Parade
 - (c) Aloha Week Parade
 - (d) Honolulu Marathon
 - (e) Hoolaulea (Downtown and Waikiki)
 - (f) Tree Lighting Ceremony
 - (g) Pan-Pacific Matsuri Parade and Block Party
 - (h) Waikiki Block Party
 - (i) Buddha Day Ceremonies
- (3) Provided signing and traffic control services for:
 - (a) 4th of July Parade (Kailua)

- (b) Centennial Parade (Wahiawa)
 - (c) Labor Day Celebration
 - (d) Hoolaulea (Downtown)
 - (e) Aloha Week Parade
 - (f) Double 10 Anniversary Parade
 - (g) Men Against Violence March
 - (h) Vietnam Day Parade
 - (i) Kaimuki Christmas Parade
 - (j) Tree Lighting Ceremony
 - (k) Martin Luther King Day Parade
 - (l) Night-in-Chinatown and Chinatown Open House
 - (m) See Gee Ho Nien Celebration
 - (n) Honolulu Festival Parade
 - (o) St. Patrick's Day Parade
 - (p) Easter Sunrise Service
 - (q) Salute to Youth Parade
 - (r) Filipino Parade
 - (s) Buddha Light Parade
 - (t) Kamehameha Day Parade
 - (u) Pan-Pacific Matsuri Parade and Block Party
 - (v) Gay/Lesbian Parade
 - (w) Hawaii Kai Christmas Parade
 - (x) Waikiki Christmas Parade
 - (y) Toys for Tots Motorcade
 - (z) Year of the Dragon Parade
 - (A) Haleiwa Parade
 - (B) Sugar Mill Run
 - (C) Celebration of Youth Parade
- (4) Provided litter pickup services for community and stream cleanups.
 - (5) Transported radiological monitors and emergency food supply for OCDA.
 - (6) Constructed concrete walkway at Honolulu Hale.
 - (7) Pressure washed walkways at Kaiulani School.
 - (8) Cleared and maintained vacant lots in Ewa Villages.
 - (9) Reconstructed/resurfaced Waipio Point Access Road to soccer complex.
 - (10) Constructed concrete pad at Pawaa Fire Station.
 - (11) Repaired sink hole in Neal Blaisdell Center Parking Lot.
 - (12) Assisted Police Department with "Weed and Seed" program by banning parking and cleaning Auiki Street and Kanoa Street and with disposal of unauthorized items at Aala Park.
 - (13) Constructed decking for Downtown home project in Waianae.
 - (14) Transported food donations to the Hawaii Food Bank.

- (15) Assisted Honolulu Police Department with search for bodies.
- (16) Repaired animal exhibit areas at the Honolulu Zoo.
- (17) Repaired Police Academy jogging path.

PUBLIC BUILDING AND ELECTRICAL MAINTENANCE DIVISION

DUTIES AND FUNCTIONS

The Public Building and Electrical Division plans, directs, coordinates and administers 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 the Island of Oahu that are under the jurisdiction of the Department of Facility Maintenance. Daily custodial and utility services are provided for a number of these facilities with a combination of in-house staff and private contractors. The Division also administers activities including property management, parking garage management, municipal parking lot management, City employees' parking, motor pool and security for Honolulu Hale, Honolulu Municipal Building and other City facilities.

ORGANIZATION

The Division is made up of four Branches: Repair and Maintenance (R&M), Traffic Electrical Maintenance Services (TEMS), Custodial and Utility Services (CUS), and Parking and Property Management (PPM).

The Repair and Maintenance Branch is made up of eight sections: Air Conditioning, Carpentry, Electrical, Masonry, Painting, Plumbing, Mechanical Repair, and Building Maintenance. This branch provides skilled trades and support personnel to repair, maintain, and perform renovation work on all public build-

ings under the jurisdiction of the Department of Facility Maintenance. This branch also operates a cabinet making shop for the construction of custom designed furniture.

The Traffic Electrical Maintenance Services Branch is made up of 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 answer all related trouble calls.

The Custodial and Utility Services Branch is made up of five sections: Honolulu Hale, Honolulu Municipal Building, Honolulu Police Department Headquarters, Carpet Cleaning, and Utility Services. This branch provide custodial and utility services for all City-owned and -leased facilities.

The Parking and Property Management Branch is made up of 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 Civic Center Complex and other City facilities.

HIGHLIGHTS

The Repair and Maintenance Branch completed 4,826 work orders to accomplish its preventive maintenance program, and repair and maintenance projects.

The following major projects were completed by our staff:

1. Honolulu Municipal Building - Renovation and relocation of various Departments and Agencies due to the City's reorganization.
2. Chinatown Gateway Plaza - Complete renovation of a vacant commercial space for Vision 2000.
3. Ewa Villages (Tenney and Renton) - Renovation of new in-fill homes prior to units being sold.
4. Honolulu Zoo - Complete renovation of employee locker rooms and office area.
5. Kuhio Beach Project - Complete renovation and conversion of a modular office trailer to a modular restroom trailer.
6. Honolulu Municipal Building (One Stop Permit Center) - Build-out space, fabricated and installed service counters, and installed new electrical and data cable.
7. Waipahu Satellite City Hall Relocation - Complete renovation and relocation of service



Division of Public Building Electrical Maintenance - aerial bucket truck used to lift worker to fix light luminaire.

counters and cabinets to a new office space at Leetown Center. Installed new electrical and painting.

8. Windward Mall Satellite City Hall - Complete renovation, fabrication and installation of new service counters and cabinets, plumbing, electrical, and painting.

The following Repair and Maintenance contract projects were completed during the fiscal year:

1. Pearl City Police Station - Replacement of obsolete, inefficient central air conditioner with new. \$20,000.00
2. Honolulu Hale - Recarpet Managing Director and Economic Development Offices. \$19,285.00
3. Honolulu Hale - Recarpet Budget and Fiscal Office. \$24,673.00
4. MRRC - Recarpet entire library. \$22,133.00
5. McCully Fire Station - Reroofing. \$18,600.00
6. McCully Fire Station - Asbestos removal. \$11,235.00

The Traffic Electrical Maintenance Services Branch accomplished the following:

1. Maintained 43,478 street lights by replacing 13,853 defective or burned out lamps and cleaned luminaries, replaced 1,227 damaged luminaries, and replaced 4,402 defective photocells. Also installed 1,543 new street lights, responded to 197 emergency calls, completed 268 joint-pole changeovers, and logged in 26,366 miles in the performance of night duties.
2. Completed 12,316 man-hours of maintenance work for the indoor and outdoor lighting at various City parks and recreation centers for the Department of Parks and Recreation, and at various Botanical Gardens and the Honolulu Zoo for the Department of Enterprise Services. Completed 3,238 work requests.
3. Tested and maintained 160 Civil Defense sirens. Maintain Police and Fire Departments' antennas.
4. Installed 747 special event banners on streetlight poles in the Downtown and Waikiki areas for the Aloha Week Festival, Convention Center, French Festival, Team Unlimited, Dragonfest, Filmfest, American Health Care, American Dental Association, Lions International, PGA, and Matsuuri in Hawaii Festival.
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. Continued with the preventive maintenance program to replace corroded parts and equipment on overhead-electrical street lighting systems located throughout the Island of Oahu.
7. Performed a group retrofit of rusted loadcenters and breakers for the ballfield lighting systems at various parks located throughout the Island of Oahu.
8. Installed fiber optic cable along Beretania between Alapai and Liliha Streets for the Department of Information Technology.
9. Maintained a purchasing, receiving, storing, and issuing system for various supplies, tools and equipment.

The Custodial and Utility Services Branch provided custodial and groundskeeping 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, Honolulu Municipal Building, Honolulu Police Headquarters, Airport Industrial Center, Walter Murray Gibson Building, Government Office Building, Chinatown Police Station, Kapolei Police Station, City Square Driver License Facility, and Motor Vehicle and Licensing Division at Chinatown Gateway Plaza.

The Parking and Property Management Branch provided employee parking, motor pool services, and security services for the Civic Center Complex, Manana Warehouse Complex, and other City facilities. This branch administered and managed six parking management contracts for public garages located in Chinatown Gateway Plaza, Marin Tower, Kekaulike Courtyards, Hale Pauahi, Kukui Plaza, Harbor Tower and managed thirteen municipal parking lots located throughout the Island of Oahu. 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 were administered and managed by this branch.



HONOLULU FIRE DEPARTMENT

Attilio K. Leonardi, Fire Chief
John Clark, Deputy Fire Chief

POWERS, DUTIES AND FUNCTIONS

The City Charter of the City and County of Honolulu designates the Honolulu Fire Department (HFD) as the fire protection agency for the City and County of Honolulu. The HFD's responsibilities are to provide fire fighting, rescue, emergency medical, and hazardous materials response for the entire island of Oahu, an area of 604 square miles. These duties are performed in a wide variety of terrains that include steep mountain ranges, wild lands, and agricultural fields; structures which make up 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 City Charter:

- Fire fighting and rescue work in order to save lives and property from fires and from emer-

gencies emanating from hazardous terrain, ocean rescues, and hazardous materials.

- Training, equipping, maintaining, and supervising fire fighters and rescue personnel.
- Monitoring the 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 1,083 uniformed personnel and 46 civilians totaling 1,129 employees. The personnel are organized into fire suppression and four bureaus that provide the administrative support for Fire Operations. The fire suppression force is divided between two Assistant Chiefs who oversee fire operations that are further broken down into three platoons. A platoon is the compliment of fire fighters on any given day. The total number of companies in a platoon is 42 engine companies, 14 ladder companies,



Opening of Mililani Mauka Fire Station on December 1, 1999. This fire station houses one engine company and one ladder company and is the Battalion 5 headquarters.

2 rescue companies, 1 hazardous materials company, 1 snorkel company, 1 fireboat company, 6 tankers, and 1 helicopter. Each platoon is divided into five battalions, each headed by a Battalion Chief. Each Battalion Chief has an average of 12 companies under his command.

THE FIRE COMMISSION

The Fire Commission was established by Charter Amendment during the 1996 General Election and had its first meeting on July 27, 1997. It has evolved into a fully operational commission through the acquisition of a part-time secretary and an office on the ninth floor of the Honolulu Municipal Building. The Fire Commissioners are: Sandra Au Fong, Chair; Patsy K. Young, Vice Chair; Norman E. Ahakuelo; Anson "Slim" Ilae; and Lawrence K. W. Tseu, D.D.S. They have accomplished the following:

- Reviewed the HFD's Executive Report that consisted of the Fire Chief's vision and a statement of the HFD's goals and objectives.
- Addressed five public complaints, requests for information, and major incidents involving the HFD.
- Participated in the dedication of the new Waikele and Mililani Mauka Fire Stations on August 6, 1999, and February 11, 2000, respectively.
- Attended the blessing ceremonies for the renovated Fireboat Moku Ahi and its station at Pier 15 and the special operations apparatuses on April 15, 2000, and May 26, 2000, respectively.
- Attended the 15th Symposium on the Occupational Health & Hazards of the Fire Service on August 22-26, 1999, the 200 Club luncheon at the Royal Hawaiian Hotel's Monarch Room on October 28, 1999.
- Attended the Hawaii Fire Chiefs Association's 21st Annual Conference ice breaker on November 18, 1999, at the Waimea Valley Adventure Park.
- Developed the Fire Commission's budget for fiscal year 2001 and reviewed the HFD's budget for fiscal year 2000-2001.
- Attended several promotional ceremonies.
- Supported the HFD in its effort to retain and fill the fourth Assistant Chief's position.

Department Highlights

1. The HFD, Honolulu Police Department (HPD), and Oahu Civil Defense Agency (OCDA) developed a Y2K strategic plan. The plan ensured the City's readiness for the possibility of computer problems beginning on January 1, 2000. The City's Y2K preparations prevented any serious problems.
2. The Fire Communication Center renovation was completed. The facility was modernized by the installation of computer-aided dispatch and records management systems. Personnel continue to train on these two systems.
3. The HFD updated its computer system by replacing older Macintosh computers with Dell personal computers, newer printers, and software. The HFD established a computer laboratory to assist in the training of personnel on the new computer system.
4. Seven Pierce fire engines and four Pierce quints were blessed during a ceremony on July 21, 1999. Four of the apparatuses were purchased via Community Development Block Grant (CDBG) funds.
5. A blessing ceremony was held on May 26, 2000, at the Charles H. Thurston Training Center for two hazardous materials apparatuses, one Radon rescue boat, one jet ski, and four underwater scooters. Hazmat 1 was placed into service the first week of May and the second vehicle will be placed into service sometime in November 2000.
6. Six new positions were approved for the Training and Research Bureau's Medical Section and one position for the Mechanic Shop. A clerk typist position was upgraded to a Secretary III to assist the Assistant Chiefs in Fire Operations.
7. An Anniversary Committee was created to coordinate the HFD's 2001 yearbook and its 150th anniversary on January 11, 2001. One of the events organized was the Chief Cartwright Softball Tournament held on June 11, 2000, at Cartwright Field. The Honorable Mayor Jeremy Harris and Councilmember Jon Yoshimura were in attendance.
8. The HFD Policy Manual and the HFD Procedures and Manual of Operations were combined and reformatted by Robin Sweezy, a consultant contracted through a personal services contract. The first draft was forwarded to the HFD for review and corrections.
9. The Friends of the Firehouse was created to further the education of the public and fire fighters. They have contributed time and money to the HFD's 150th anniversary events, a family fun day, and scholarships.
10. A heavy metals testing program was implemented for hazardous materials personnel in accordance with the HFD's Hazardous Materials Emergency Response Program, and to meet the requirements of the Hawaii Office of Safety and Health. The program was created to moni-

- tor and document heavy metal exposure in HFD's hazardous materials response team.
11. Split sample drug testing was requested by the Hawaii Fire Fighters Association to protect its members. The memorandum of agreement and new drug testing program was developed and implemented for all uniform personnel in fiscal year 1999-2000.
 12. The HFD, OCDA, Emergency Services Department, and the HPD received a \$300,000 grant from the U. S. Department of Justice for the acquisition of personnel protective, chemical/biological detection, decontamination, and communication equipment.
 13. Two new fire stations were dedicated during the fiscal year. The Waialeale Fire Station, which houses one engine company, was dedicated on August 6, 1999, and the Mililani Mauka Fire Station, which houses one engine company, was dedicated on February 11, 2000.
 14. Current Capital Improvement Projects (CIP) include two station renovations. The Central Fire Station is currently under renovation and should be completed by the end of calendar year 2000. The Kalihi Uka Fire Station will be renovated pending completion of the Central Fire Station. The Wahiawa Fire Station is currently scheduled for demolition and replacement.
 15. Two fire fighter recruit classes graduated during the fiscal year. The 82nd Recruit Class consisted of 37 recruits and graduated on March 8, 2000. The 83rd Recruit Class consisted of 71 recruits and graduated on September 19, 2000.
 16. A blessing ceremony for the renovated Fireboat Moku Ahi and its station at Pier 15 was held on April 14, 2000.
 17. Two major fires occurred during this period. On April 1, 2000, 29 companies and approximately 125 fire fighters responded to the First Interstate Bank Building fire. Two fire fighters were hospitalized and several others sustained minor injuries. On June 12, 2000, 13 companies responded to a three-alarm warehouse fire on Sand Island Access Road. The fire was extinguished in three to four hours. One fire fighter was injured.
 18. The HFD held its first dinner honoring 16 retirees on March 17, 2000, at the China House Restaurant with 250 people in attendance.
 19. An executive workshop was held on July 15, 1999, to analyze changes in the department. A new organizational structure was finalized. Information from this meeting and a follow-up on other initiatives were presented to a Chief Officers Workshop held on November 10, 1999. The Captains were briefed at a Captains Workshop on January 20-21, 2000, on the activities of the Fire Chief, and given progress reports on each of the major projects.
 20. The HFD held its Second Annual Open Forum on May 10-11, 2000, at the Charles H. Thurston Training Center. Employees were given an opportunity to convey their concerns on budget and staffing to the Fire Chief. This forum answered many questions asked by fire fighters and at the same time eliminated rumors and miscommunications.
 21. The HFD implemented a Personnel Accountability System, a HIOSH requirement for the protection of personnel entering hazardous environments. The system includes personnel tags, incident command status boards, daily manpower accounting forms, and procedures to maintain accounting of personnel at major incidents or disasters.
 22. The HFD assisted with the Hawaii Hotel Security Association's efforts for safer fire response operations in compliance with the National Fire Protection Association's standards for the number of responding apparatuses to meet minimum manning for high-rise fire fighting.
 23. The HFD implemented shipboard fire fighting training through the U. S. Coast Guard. Administrative Services acted as an initial point of contact to coordinate training schedules with operations.
 24. The FPB, represented by Captain Gideon Awa, assisted the State House, Senate, HPD, Customs, and the ATF with the drafting of a new fireworks law. Although the new law is an improvement, it still falls short of what the HFD would have liked to see. Bureau personnel will address concerns during the next legislative session.
 25. The Plans Review Section has seen an increase of 30% in the number of plans submitted for review. This may be due to an upturn in the economy. In spite of the increase in plans submitted, the average time to review plans has decreased to 1.36 hours per plan.
 26. The Education Section shared fire safety messages with nearly 40,000 people this past year, an increase of nearly 10%. The venue was varied from preschools and elementary schools to community fairs, new homeowners, and businesses.
 27. New educational programs were developed and implemented. A Keiki Photo Shoot was added



Fire Fighter III William Melemai and "Flashy" the fire dog at Merry-Go-Round Preschool for a fire safety demonstration.

as another vehicle for the Education Section to spread their message. Over 3,000 keiki now have a credit card size plastic photo identification bearing a fire safety message. A school dormitory fire safety program has been shared with all schools in the City and County of Honolulu that house children on their campuses. This comprehensive program addresses dormitory management staff, resident managers, and the students who live in dormitories regarding fire safety. This is a timely program especially with the tragedy experienced at Seton Hall University earlier in 2000. The NFPA states that between 1980 and 1997, there were an average of 1,800 fires at dormitories, fraternity houses, and sorority houses that involved one death, 69 injuries, and \$8,100,000 in property damage.

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 staffed with two secretaries.

OCCUPATIONAL SAFETY AND HEALTH OFFICE (OSHO)

This office is responsible for developing, implementing, and maintaining the programs that deal with specific safety and health issues and acts as HFD's liaison with other governmental agencies. Although the main function of this office is to insure department compliance with the HIOSH standards, other areas and activities of the HFD are also monitored. The OSHO strives to provide a safe working environment in compliance with state laws and national standards by monitoring and following up with

fire fighting personnel who are exposed to hazardous elements, contagious diseases, and specific work practices at emergencies and disasters.

Field inspections by Chief Officers, regular meetings with the HFD's Safety Committee, and the establishment of safety and health policies and programs are important steps to ensuring compliance with safe working practices.

Safety at emergency incidents is maintained through the objectives in the HFD's mission statement and safety programs. Where danger and near misses have occurred, comprehensive reports, including a post incident analysis, are completed.

The HFD has greatly benefitted from the assistance of the Hawaii Fire Fighters Association and its input through the Safety Committee.

COMMUNITY RELATIONS OFFICE

The HFD's Community Relations Office is the liaison between the community and the HFD and is responsible for coordinating ceremonies, funerals, and other events in which department participation is requested. The Community Relations Office also manages two important fire safety programs for the entire state: the Fire Fighter's Safety Guide (FFSG) for elementary school students and the FFSG for senior citizens. The Community Relations Office is responsible for implementing partnerships with the private sector and not for-profit organizations that support fire safety education and other public community goals. The Community Relations Officer serves as the department's liaison during funeral and burial services between deceased fire fighter's families, memorial parks, military, and the department. The Community Relations Officer has the responsibility of coordinating the attendance of the fire representatives at neighborhood board meetings.

ADMINISTRATIVE SERVICES BUREAU

This bureau provides the administrative, personnel, logistic, and maintenance support to the fire suppression force. An Assistant Chief assisted by a staff consisting of a Battalion Chief, a Captain, an Administrative Services Officer, a Personnel Assistant, and clerical staff oversee the budget management, auditing, and accountability of departmental property and funds, personnel administration, executive support, and the administration of health-related programs such as the Drug and Alcohol Program and the Contagious Diseases Protection Program. The management of the HFD's CIP and CDBG funds is under the purview of this bureau. Its expen-

ditures for fiscal year 1999-2000 are as follows:

CIP

Apparatuses

Acquisition of two triple combination pumpers\$688,754
Acquisition of one aerial platform 727,073
Acquisition of one command apparatus 450,000

Other

Acquisition of one rescue boat \$ 79,065
Acquisition of a Forward Looking Infrared System (FLIR) 202,713
Acquisition of one rescue craft (Sea Doo) 14,000

Fire Stations

Kalihi Uka Fire Station Renovation \$ 600,000
(Construction)
Wahiawa Fire Station Replacement 2,000,000
(Construction)
Hauula Fire Station Replacement 200,000
(Planning and Design)

Mechanic Shop

The Mechanic Shop is responsible for the repair, service, and maintenance of the HFD's fleet of fire fighting apparatuses, rescue boats, auxiliary vehicles, miscellaneous equipment, and the City's ambulance fleet. During fiscal year 1999-2000, the Mechanic Shop completed 2,974 HFD work orders, 882 Emergency Services Department (ESD) work orders, and 1 HPD work order. The Mechanic Shop also performed more than 741 repairs and service of fire fighting equipment, including furniture and lawn equipment.

The Mechanic Shop has the responsibility of conducting annual pump and aerial ladder tests for the fire fighting apparatuses. The numerous responsibilities and functions of the Mechanic Shop are carried out by a Fire Equipment Superintendent, a Fire Equipment Repair Supervisor, a Senior Clerk Typist, and eight Fire Equipment Mechanics. Three Fire Equipment Mechanics and an Automotive Parts Clerk are dedicated to maintaining the City's ambulance fleet.

Radio Shop

The Radio Shop provides planning, acquisition, maintenance, and repair services for the HFD's communication systems and their components. The Radio Shop also services the City Radio System, City Paging System, and the radio systems for the OCDA and the ESD's Water Safety Division.

The Radio Shop services the Fire Communication Center (FCC), the HFD's central communication point for receiving E911 calls from the public and dispatching fire companies to the emergencies. The

Department's radio system is operated as two separate systems: (1) a dispatch system; and (2) a tactical system. The radio operators dispatch on Channel 5 and use Channels 1, 2, 3, and 4 as tactical channels.

During fiscal year 1999-2000, the Radio Shop provided technical support services to the HFD. Conversion to the Ericsson EDACS 800 MHZ Trunking System was delayed because of funding problems. Funding projects indicate that we will be converting to the Ericsson system in fiscal year 2001.

City Radio System

The City Radio System consists of 400 mobile transceivers, 5 mountain top base stations, 2 control base stations, 8 corporation base yard stations, and 40 remote control consoles.

During fiscal year 1999-2000, the Radio Shop provided preventive maintenance and equipment repair support. No major equipment purchases were planned because of budget constraints. We are in the process of collecting data and formulating plans to convert to the 800 MHZ Trunking System.

City Paging System

The City Paging System is an island-wide paging system capable of handling 10,000 pagers. Any City agency is eligible to use the system which consist of 12 paging transmitters and 1,200 pagers.

During fiscal year 1999-2000, the Radio Shop provided repair, preventive maintenance, and installation of the City's Paging System. There was an addition of 125 pagers to the system. The Radio Shop is in the process of upgrading the City's Paging System which will consist of replacing the paging terminal, the existing base stations, and additional base stations to improve marginal coverage areas. The cost of this project will be approximately \$1,000,000.

Oahu Civil Defense Communication System

The Oahu Civil Defense Communication System is administered and operated by the OCDA. The OCDA handles all communications relating to civil protection in time of disasters, floods, tsunamis, and nuclear attacks using the City Radio System as its primary communication system. The OCDA system consist of 2 mobile communication vans, 5 mobile transceivers, 2 RACES repeaters, 20 portable transceivers, 15 remote control consoles, and 1 three-position communication center console.

During fiscal year 1999-2000, the Radio Shop provided preventive maintenance and equipment repair support. No major equipment purchases were planned because of budget constraints. An Ericsson EDACS Maestro console was installed. The Radio Shop is in the process of collecting data and formulating plans to convert to the 800 MHZ Trunking System.

Ocean Safety Communication System

The Ocean Safety Communication System consists of 80 portable transceivers, 6 mobile transceivers, and an 8-channel remote control console which controls 5 mountaintop repeaters located at Makiki-Round Top, Manawahua, Mokuleia, Aikahi, and Koko Head communication sites.

During fiscal year 1999-2000, the Radio Shop provided preventive maintenance and equipment repair support. The ESD's Ocean Safety Division is renting 40 portable transceivers to replace the condemned units until they are able to convert to the 800 MHZ Trunking System.

FIRE COMMUNICATION CENTER

The Fire Communication Center (FCC) is the vital link between the public and the fire suppression force. Through a modern system of communications, the FCC receives fire and rescue calls, then efficiently and rapidly dispatches fire and/or rescue companies to any location on Oahu. In addition, they maintain direct contact with other emergency organizations/agencies such as the HPD, ESD, federal fire fighting agencies, U. S. Coast Guard, OCDA, central alarm companies, Hawaii Electric Company, and the Honolulu Harbor and Ramp Control at the Honolulu International Airport.

Summary of statistics for fiscal year 1999-2000:

<u>Type of Response</u>	<u># of Responses</u>
Fire	4,165
Rescue	641
Hazardous Material	1,256
Service Call	1,582
False Call	1,673
Emergency Medical	11,108
EMS, Returned En route	2,459
Other	3
Total.....	22,887
Total Dollar Loss	\$11,977,648
Total E911 Calls	28,397

Casualties

Fire Service Injury	31
Fire Service Death	0
Civilian Injury	32
Civilian Death	2

Highlights - Fires

1. July 17, 1999 - A fire caused by a mechanical failure damaged a business at 91-1121 Olai Street. Estimated structure damage was \$80,000 and \$150,000 to the contents.
2. August 4, 1999 - A fire still under investigation damaged a residence at 2908 Varsity Circle. Estimated structure damage was \$150,000 and \$20,000 to the contents.

3. August 3, 1999 - A fire caused by an incendiary source damaged a residence at 41-1018 Kakaina Street. Estimated structure damage was \$150,000 and \$25,000 to the contents.
4. August 27, 1999 - A fire still under investigation damaged a residence at 99-442 Kekoa Place. Estimated structure damage was \$85,000 and \$25,000 to the contents.
5. August 15, 1999 - A fire still under investigation damaged a residence at 1102 Apoepeo Place. Estimated structure damage was \$150,000 and \$50,000 to the contents.
6. September 2, 1999 - A fire still under investigation damaged a residence at 5547 Pia Street. Estimated structure damage was \$200,000 and \$30,000 to the contents.
7. September 11, 1999 - A fire still under investigation damaged a residence at 87-123A Gilipake Street. Estimated structure damage was \$85,000 and \$30,000 to the contents.
8. September 12, 1999 - A fire still under investigation damaged a business at 549 Kokea Street. Estimated structure damage was \$300,000 and \$700,000 to the contents.
9. September 12, 1999 - A fire still under investigation damaged a residence at 1 Comsat Road. Estimated structure damage was \$180,00 and \$30,000 to the contents.
10. October 15, 1999 - A fire caused by a short circuit damaged a residence at 1717 Ala Wai Boulevard. Estimated structure damage was \$100,000 and \$30,000 to the contents.
11. November 6, 1999 - A fire still under investigation damaged a residence at 1230 Pihana Street. Estimated structure damage was \$75,000 and \$60,000 to the contents.
12. November 29, 1999 - A fire still under investigation damaged a residence at 45-338 Mealele Street. Estimated structure damage was \$200,000 and \$40,000 to the contents.
13. January 15, 2000 - A fire still under investigation damaged a residence at 1017 Lowell Place. Estimated structure damage was \$60,000 and \$40,000 to the contents.
14. January 23, 2000 - A fire still under investigation damaged a residence at 917 Hausten Street. Estimated structure damage was \$150,000 and \$50,000 to the contents.
15. February 1, 2000 - A fire still under investigation damaged a residence at 45-724 Kalamalo Place. There was one civilian fatality. Estimated structure damage was \$250,000 and \$50,000 to the contents.

16. February 20, 2000 - A fire still under investigation damaged a residence at 94-415 Hiahia Loop. Estimated structure damage was \$250,000 and \$50,000 to the contents.
17. February 21, 2000 - An unintentional fire damaged a residence at 87869 Ehu Street. Estimated structure damage was \$100,000 and \$20,000 to the contents.
18. March 6, 2000 - An unintentional fire damaged a residence at 99-1731 Hoapono Place. Estimated structure damage was \$200,000 and \$50,000 to the contents.
19. March 14, 2000 - A fire still under investigation damaged a residence at 1617 Murphy Street. Estimated structure damage was \$170,000 and \$40,000 to the contents.
20. March 15, 2000 - A four-day brush fire caused by an incendiary source at 85-1500 Waianae Valley Road.
21. March 25, 2000 - An unintentional fire damaged a residence at 86-190 Moelua Street. Estimated structure damage was \$175,000 and \$30,000 to the contents.
22. March 31, 2000 - An unintentional fire damaged a residence at 616 Hausten Street. Estimated structure damage was \$175,000 and \$25,000 to the contents.
23. April 1, 2000 - A fire still under investigation damaged the First Interstate Bank Building at 1314 South King Street. Twelve (12) engine companies, five ladder companies, one snorkel company, one hazardous materials company, and one rescue company responded. Estimated dollar loss is undetermined.
24. May 17, 2000 - An accidental fire damaged a residence at 91-644 Kilaha Street. Estimated structure damage was \$150,000 and \$1,000 to the contents.
25. May 24, 2000 - A fire still under investigation damaged a residence at 1074 Kupau Street. Estimated structure damage was \$175,000 and \$50,000 to the contents.
26. May 24, 2000 - A fire still under investigation damaged a residence at 1726 Alewa Drive. Estimated structure damage was \$100,000 and \$20,000 to the contents.
27. May 27, 2000 - A fire still under investigation damaged a residence at 94-247 Hanawai Circle. Estimated structure damage was \$180,000 and \$48,000 to the contents.
28. May 28, 2000 - An unintentional fire damaged a residence at 3138 Brokaw Street. Estimated structure damage was \$100,000 and \$15,000 to the contents.
29. May 30, 2000 - A fire still under investigation damaged a residence at 99-241 Ohialomi Place. Estimated structure damage was \$100,000 and \$35,000 to the contents.
30. June 5, 2000 - A fire still under investigation damaged a residence at 746 Cedar Street. Estimated structure damage was \$60,000 and \$40,000 to the contents.
31. June 12, 2000 - A fire still under investigation damaged a building at 50D Sand Island Access Road. Estimated structure damage was \$60,000 and \$70,000 to the contents.

Highlights - Search and Rescue

1. August 27, 1999 - A drowning accident near 95-065 Waikalani Drive resulted in two civilian fatalities. One engine company, one rescue company, and Air 1 responded to this incident.
2. September 26, 1999 - An automobile accident on Kaneohe Bay Drive resulted in one civilian fatality and three civilian injuries. Two engine companies and two ladder companies responded to this incident.
3. October 25, 1999 - An automobile accident on Kaukonahua Road resulted in 1 civilian fatality and 2 civilian injuries. One engine company and one tender company responded to this incident.
4. November 25, 1999 - A chemical spill occurred at 91-291 Kaomi Loop. Three engine companies, one quint, one hazardous materials company, and one rescue company responded.
5. December 14, 1999 - An automobile accident on Farrington Highway resulted in one civilian fatality. Two engine companies and two quint companies responded to this incident.
6. December 18, 1999 - A drowning accident offshore Makapuu resulted in one civilian fatality. One engine company, one rescue company, and Air 1 responded to this incident.
7. January 1, 2000 - An accident caused by fireworks at 68-125 Akule Street resulted in one civilian fatality. One engine company responded to this incident.
8. February 16, 2000 - An automobile accident on Farrington Highway resulted in 1 civilian fatality and six civilian injuries. Two engine companies, 1 quint, and two tender companies responded to this incident.
9. March 4, 2000 - An automobile accident at 65-002 Kaukonahua Road involving an extrication resulted in one civilian fatality and two civilian injuries. Two engine companies and one ladder company responded to this incident.

10. April 22, 2000 - A hiking accident on the Kealia Trail resulted in one civilian fatality. One engine company, one tender company, one rescue company, and Air 1 responded to this incident.
11. May 15, 2000 - A five-day search for a missing swimmer offshore Lanikai Beach. One engine company, one ladder company, one rescue company, one tender company, and Air 1 responded to this incident.
12. June 8, 2000 - An automobile accident on King and Kekaulike Streets resulted in three civilian fatalities. Two engine companies and one ladder company responded to this incident.
13. June 18, 2000 - A drowning accident at Swanzy Beach Park resulted in one civilian fatality. One engine company, one tender company, one rescue company, and Air 1 responded to this incident.

Flight Operations

Air 1 flew 283 hours in search and rescue operations and 84 hours in fire fighting for a total of 367 hours during fiscal year 1999-2000. A total of 55 lives were saved in rescues on land and 9 in rescues in the ocean.

TRAINING AND RESEARCH BUREAU

The Training and Research Bureau at the Charles H. Thurston Training Center coordinates all department training activities. In order to meet the challenges of responding to any type of emergency, dynamic and meaningful training for the fire fighting force is essential. The Training Bureau also conducts research to integrate the latest technology in fire service into its current programs.

Fire fighters must be well-trained in order to safely and efficiently accomplish their missions. The training staff is committed to developing the finest trained fire fighters and to providing the best fire protection and emergency response possible to the residents of the City and County of Honolulu.

Administrative Branch

The Administrative Branch is responsible for ensuring that facility maintenance management and effective daily operations are efficiently provided.

The National Fire Academy (NFA) Outreach Program in Hawaii is coordinated by the State Fire Council and conducted the following courses in fiscal year 1999-00 at the Charles H. Thurston Training Center:

1. "Executive Skills Series: Influencing" on January 26-27, 2000. Mr. Tom Weathers instructed the class of 25 participants of which 23 were HFD members.
2. A six-day regional delivery class entitled "Fire

Service Planning Concepts for the 21st Century" on March 13-18, 2000. Messrs. Everett Pierce and Mike Chiaromonte instructed the class of 16 participants of which 12 were HFD members.

3. "Emergency Response to Terrorism: Tactical Considerations for the Company Officer" on March 29-30, 2000. Mr. Bruce Evans instructed the class of 25 participants of which 23 were HFD members.
4. "Incident Command System for High-Rise Operations" on May 25-26, 2000. Battalion Chief Craig Matthew of the HFD instructed the class of 29 participants of which 27 were HFD members.

Medical Branch

The Medical Branch worked to improve public safety and education by conducting initial and recurrent medical training, reviewing medical emergency response and documentation, and managing public health awareness programs.

New positions for program development and quality assurance were designed for the Medical Branch. Positions for two Captains, two Fire Fighter IIIs, and a Program Specialist have been approved and will be filled in the first quarter of the fiscal year. Focus was placed on all issues concerning acceptance of HFD EMT-B training for national or state certification.

The HFD's Automatic External Defibrillator (AED) Program was maintained and improved. In 1999, the HFD responded to 338 calls requiring the use of the AED for cardiac arrest. Twelve people survived as a result of treatment by the HFD. Purchase of the new AEDs to replace the existing units was authorized and is in progress.

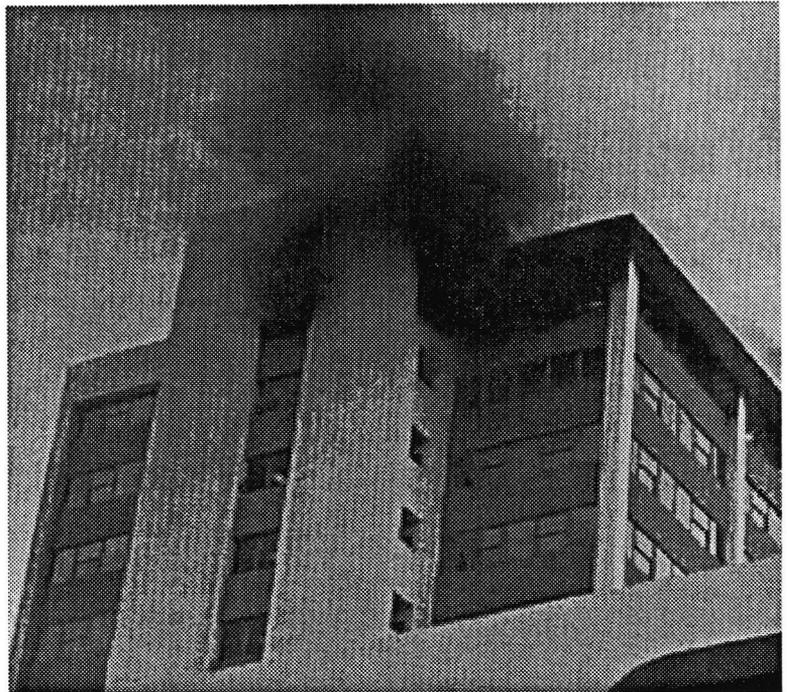
A liaison was provided to the HPD for the implementation and maintenance of their AED Program. The HFD is continuing to assist this program with training and data management.

Programs to provide continuous audit, review, query, and reports on operations and documentation regarding medical responses were developed. An audit of over 5000 NFIRS 5.0/Advanced EMS medical incident reports and Utstein cardiac arrest reports has been conducted in the year 2000.

The HFD trained over 8,000 lay people through the cardiopulmonary resuscitation (CPR) awareness program. A review of the HFD Bystander CPR Program is in progress in order to increase performance of bystander CPR and decrease time to call 911.

Retraining was provided for HFD's uniformed personnel in First Responder knowledge and skills to maintain certification. The field delivery program is

First Interstate Bank Building high-rise fire that occurred on April 1, 2000. Twenty-nine companies responded with eleven fire fighter injuries.



90% complete for year 2000. Initial medical training for two recruit classes involving 112 hours of classroom and hands-on practice was delivered with support of operations personnel.

The Medical Branch provided research and implementation for the Hepatitis C Awareness Program. This included curriculum development and presentation, liaison for the screening operations, and guidance for personnel seeking treatment and recovery.

The Medical Branch provided a liaison for and attended meetings with other bureaus and agencies including HFD Medical Director, HFD Medical Committee, ESD, HPD, Morbidity and Mortality Committee, City's Emergency Medical Services Activities Committee (EMSAC), State EMSAC, and the American Heart Association.

Development Branch

The Development Branch was created to promote professional development and prepare the HFD ranks for future accreditation and certification challenges. The branch continues its development programs, completed the accreditation document in preparation for the site team visit, and have begun committee groundwork for certification of our HFD Fire Fighter Recruit program to adopt NFPA Fire Fighter I level certification standards.

The new Records Management System (RMS) has established the ability to extract and perform significant data analysis. The personal computer system will allow us to explore new training technologies with individualized interactive training mechanisms and

automated documentation – the possibilities are endless.

The professional development of HFD personnel has always been a fundamental mission. The skills and leadership instilled within our company officers are the essence of the department. Company level performance and personnel safety are the products of a sound team. The Development Branch continues to develop and design the training curriculum to build teamwork with its Officer Training program and ongoing development training schemes.

Operations Branch

The Task Performance Committee continued its work reviewing and revising the department's task performance section of the Training Manual. The committee made two recommendations that will be implemented in the next fiscal year: 1) Revise the Training Manual; and 2) Revise the Task Performance Evaluation program.

The Operations Branch participated in several high-rise drills conducted with companies from the first and second battalions, participated in flashover training sessions at Hickam Air Force Base, and conducted research into emergency elevator operations and extrication techniques in air bag-equipped automobiles.

The Operations Branch also helped research the Hot Shield, a wildland fire fighting face mask that provides facial and respiratory protection from the hazards of brush, forestry, or wildland fires. The department adopted the Hot Shield as one of its personal protective equipment pieces in early 2000.

The Operations Branch assisted various fire equipment vendors in demonstrating their products at the State Fire Chiefs' Convention Field Day held at the Charles H. Thurston Training Center.

In April and May 2000, 17 two-day classes in emergency response to terrorism were presented at the Charles H. Thurston Training Center. More than 300 students attended these classes, including 238 HFD personnel. These classes were funded by a FEMA grant managed by the State Fire Council and were taught by Mike Shannon, retired Battalion Chief from Oklahoma City Fire Department; Gary Seidel, Assistant Chief from Los Angeles City Fire Department; Phil McArdle, New York Fire Department's HazMat team member; Dr. John Bowen from UH Hilo; Doug Wolfe of the Sarasotta Fire Department's Training Bureau; and Ray Sayre, Captain from the Tucson Fire Department.

A two-day Hazardous Materials Incident Management Class was presented on June 3-4, 2000. Captain Terry Seelig and Fire Fighter III Earle Kealoha instructed this class intended for newly promoted Fire Fighter IIIs and other selected Fire Fighter IIs.

The Operations Branch continued to work with the Honolulu Metropolitan Medical Response System (MMRS) in developing weapons of mass destruction (WMD) training exercises. The Honolulu MMRS is a group of city and state agencies that is developing a coordinated systems response (fire, police, EMS, hospital, public health, etc.) to WMD incidents.

Driver Training Branch

The Driver Training Branch maintains a Commercial Driver's License (CDL) compliant program that in many areas exceeds federal and state requirements under the terms of the 1997 exemption from the CDL. To address standards and department requirements, the following programs are administered:

- National Safety Council's Defensive Driving Course (DDC)
- Apparatus Operation Training
- Initial City Operator's Certification (Class 3, 4, B, A, APX, and Towed Vehicle) Training Programs
- Emergency Vehicle Operators' Course (Class 3)

Decentralized training and recertification is accomplished by utilizing suppression personnel through the department's Field Driver Training and Fire Fighter III Driver Training Programs.

Miscellaneous Services

The Recruit Training Program consists of classes on departmental procedures, including rules and regulations and organizational structure; fire suppression and rescue techniques, including hose, ladder, and rappelling training; emergency services,

including first responders, CPR, water safety, and automatic external defibrillator training; hazardous materials training; fire prevention training; driver training, including driving the fire apparatus; and public utilities training.

Water Safety Training Program

Fire fighters are taught lifesaving skills necessary to saving lives either alone or with others in a variety of in-water rescue situations. Helicopter operations and safety procedures are also incorporated into this training.

Audiovisual Program

The Audiovisual Section does photographic and audio video documentation of various training and activities. This includes fire candidate entrance agility test, fire recruit activities, task performance evaluations of fire personnel, equipment demonstrations, dedications, promotional activities, training activities, HFD, and other department/agency functions. The Audiovisual Section occasionally videotapes large fire incidents or obtains the video coverage from television news stations to edit for the HFD video library (for training and historical purposes).

The Audiovisual Section maintains all audiovisual equipment and the audiovisual room. Classroom audio and video equipment are set up for use by HFD, NFA, FEMA, and various other instructors.

FIRE PREVENTION BUREAU

The mission of the Fire Prevention Bureau (FPB) is to effectively promote fire and life safety programs which assist the HFD in accomplishing its mission of mitigating loss of life, property, and damage to the environment.

Hawaii state law and the Charter of the City and County of Honolulu assign the following responsibilities to the Fire Chief:

- Formulation and adoption of fire codes
- Fire code compliance inspections
- Investigation of fires to determine origin and cause
- Building construction plans review
- Community fire safety education

The Fire Chief fulfills these responsibilities through the efforts of the FPB. The bureau is assigned 30 uniformed and 2 civilian personnel. The bureau is functionally organized into the following sections: Administrative, Codes Enforcement, Plans Review, Support, Fire Investigation and Education.

Administrative Section

The Administrative Section is comprised of a Battalion Chief, Captain, Fire Fighter III, and two civilian clerical positions. This section is responsible for

administrative and personnel matters pertaining to the bureau, develops and administers the bureau budget, provides direction to the different sections, coordinates their activities, and measures their progress, provides support for research and code development, and also drafts correspondence, maintains the files, records, and reports.

The Administrative Section also tracks legislation to determine its potential impact to the department. This past legislative session, many hours were spent working with the House and the Senate to craft a workable fireworks law. The end result fell short of what the department had wanted and needs to be revisited during the next session.

The FPB's Battalion Chief also serves as the State Fire Council's (SFC) Administrator. As such, the Administrator receives direction from the Chairman of the SFC and plans, coordinates, and administers its activities. The Administrator directs and coordinates the annual review of the State Fire Code. During fiscal year 1999-2000, the adoption process of the 1997 Uniform Fire Code (UFC) began. The 1997 UFC will replace the existing 1988 UFC. FPB personnel expend considerable time and energy on SFC business. The in-kind contributions for labor during the past fiscal year were approximately \$29,000. This is equivalent to a senior Captain spending half of his time on SFC business all year round.

Codes Enforcement Section

The Codes Enforcement Section is divided into two sections, Codes East and Codes West, and are responsible for the inspection of occupancies assigned to the bureau. They handle all referrals received by the Bureau from company personnel and the public. They also process assembly, flammable finish, and fireworks storage permits. A Captain and four Fire Fighter IIIs for each section are assigned.

The bureau inspected all occupancies within the City and County of Honolulu to create a valuable database for use by both the bureau and line company personnel. This activity began in September 1996 and was completed in June of 1999. The information collected is useful in many ways. It outlines the total required inspections and breaks them down by occupancy. This information is being merged into the new Records Management System. The intent is to have records which can provide timely, meaningful infor-



Metal recycling fire that occurred on January 12 and 22, 2000, at the Campbell Industrial Park.

mation to bureau personnel and other segments of the department.

In response to the information collected, the Codes Enforcement Section targeted high-rise residential, hazardous facilities, and assembly as priority inspections. The statistics show an increase in inspections of 216%, 121%, 49%, respectively.

Plans Review Section

The Plans Review section is assigned a Captain and three Fire Fighter IIIs. This section is located at the Honolulu Municipal Building in the Department of Planning and Permitting One Stop Permit Center. The review of plans and specifications is a code enforcement process intended to ensure compliance with the fire protection and life safety provisions of building and fire codes. This helps to protect occupants as well as emergency responders. Individuals in the Plans Review Section must be technically proficient in both the intent and the letter of the applicable codes. Personnel in this section also witness acceptance testing of newly installed fire alarm systems and fixed extinguishing systems for commercial cooking appliances. They are also responsible for the issuance of liquid petroleum gas permits, temporary structure permits, and flammable/combustible tank permits.

The Plans Review Section is now part of the City's Public One Stop Service (POSSE), a computer system that enables individuals to ability to track permit applications. Individuals can log on to POSSE to see exactly where their plans are in the permitting pro-

cess. It also enables the section to track the length of processing the plans and disposition of incomplete plans. Through the POSSE system, the Plans Review Section has determined that it takes an average of 1.36 hours to review plans within the last six months. Annual statistics show that the number of plans submitted for review increased by 30% and the total activity of this section increased by 38%.

Support Section

The Support Section is assigned a Captain and two Fire Fighter IIIs. Support is a critical link between suppression personnel and the maintenance of fire protection systems. The Support Section serves as the watchdog of fire protection companies by witnessing testing done on dry standpipes, wet standpipes, spray booths, sprinkler, and rangehood systems. They ensure that testing of these systems is performed correctly and in line with industry standards.

Beginning in January 2000, testing schedules for fixed fire extinguishing systems were submitted to Fire Operations to be disseminated to the field. Company Commanders now have the opportunity to witness the testing of fixed extinguishing systems in their first-in area. This serves as an excellent training tool for company personnel.

The Support Section has developed an excellent working relationship with the Hawaii Fire Protection Association (HFPA). The HFPA is comprised of the major fire protection companies in Honolulu. The Support Section and the HFPA are working to update testing for certification to test fire protection appliances. Currently, a written examination, a performance-based testing certification, is being developed.

Fire Investigation Section

The Fire Investigation Section is assigned a Captain and three Fire Fighter IIIs. The primary responsibility of this section is to determine the origin and cause of fires within the jurisdiction of the City and County of Honolulu. Fire cause determination is of major importance to a fire prevention program. Analysis of the causes of fires in a community is the basis for establishing fire prevention program priorities and providing fire safety information to the public. In addition, they provide basic fire investigation training for department personnel. This section works

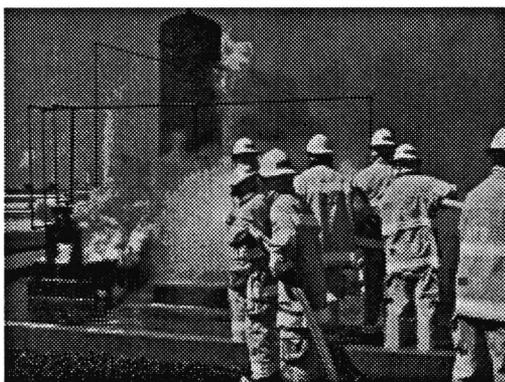
out of an office at the Aiea Fire Station. They are centrally located for efficient access to all areas of the island. This section has operationally been short-handed due to the filling of vacancies with inexperienced investigators. The number of investigations conducted this year was comparable to the previous year.

A number of incidents related to children playing with lighters have occurred this past year. These cases have been referred to Consumer Product Safety Commission (CPSC) investigator David Cheng for follow up regarding compliance to federal mandates and the sale of cigarette lighter products. On the national level, the CPSC is in the process of charging several companies with civil penalties for violating the Consumer Product Safety Act regarding the sale of illegal child resistant cigarette lighters.

Education Section

The Education Section is assigned a Captain and four Fire Fighter IIIs. This section creates public awareness of fire as a personal, family, business, and community concern, and then strives to motivate the general public to do something about fire risks based on proper fire safe behavior. The Education Section develops, implements, and evaluates educational fire safety presentations to address fire-related risks in Honolulu. Fire safety presentations were given to schools, senior citizens, new homeowners, and numerous businesses. Education personnel attend fairs and a variety of community events to spread the fire safety message. Instruction on the use of fire extinguishers is made available to the public at the Charles H. Thurston Training Center on the first Friday of every month. Fire evacuation planning and drills are held at hotels and businesses. A popular program which began in September 1999 was the Keiki Photo Shoot. Education personnel use a laptop, digital camera, and a plastic card printer to take pictures of keiki. The picture is placed on a card (similar to a credit card) along with a fire safety message. This innovative

program was submitted to the International Association of Fire Chiefs (IAFC) for consideration in their national education program awards. In addition to educating the public, fire prevention classes are given to fire recruits as part of their curriculum. This section also conducts inspections of care homes. The State Department of Health contracts the HFD to inspect care homes at a charge of \$100 per inspection.



Fire Fighter Recruit Class flammable liquid training at Chevron Petroleum in Campbell Industrial Park.

**Fire Prevention Bureau Statistics
Fiscal Year 1999-2000**

Code Enforcement Section

<u>Occupancy Inspections</u>	<u>FY 99-00</u>	<u>FY 98-99</u>	<u>Difference</u>	<u>% Change</u>
Assembly "A"	497	334	163	49%
Business "B"	708	1,845	-1,137	-62%
Retail and Wholesale "M"	711	172	539	413%
Warehouse and Storage	308	233	75	32%
Educational Facilities	167	57	110	193%
Institutions	124	94	30	32%
Hazardous Facilities	93	42	51	121%
High-rise Residential	401	127	274	216%
Factory	98	87	11	13%
Total Inspections	3,107	2,991	116	4%
<u>Inspections for Permits</u>	<u>FY 99-00</u>	<u>FY 98-99</u>	<u>Difference</u>	<u>% Change</u>
Assembly	43	79	-36	-54%
Flammable Finish	59	31	28	90%
Fireworks	23	20	3	15%
Total Inspections	125	130	-5	4%
<u>Other Activities</u>				
Notice of Fire Hazards	48			
Night Inspections	1			
Referrals to FPB	353			
Re-inspections	2,362			
Notice of Violations	557			
Order to Comply	107			
Final Notice	19			
Total Activities	3,447			
Code Enforcement Totals	6,679			

Plans and Permit Section

<u>Activities</u>	<u>FY 99-00</u>	<u>FY 98-99</u>	<u>Difference</u>	<u>% Change</u>
Plans Approved	1,709	1,310	399	30%
Flamm/Comb Permits	101	82	19	23%
LPG Permits	82	43	39	91%
Temp. Structure Permits	35	57	-22	-39%
Fire Alarm System Test	270	234	36	15%
Rangehood System Test	208	17	191	1,124%
Total Activities	2,405	1,743	662	38%
<u>Other Activities</u>				
Correspondence Generated	176			
Plans and Permit Totals	2,581			

Support Section

<u>Activities</u>	<u>FY 99 00</u>	<u>FY 98-99</u>	<u>Difference</u>	<u>% Change</u>
Class I Test	403			
Class II Test	106			
Class III Test	1			
Combined System Test	2			
Fixed System (Hoods) Test	555			
Sprinkler Test	267			
Total Activities	1,334			
<u>Other Activities</u>				
Re-inspections	976			
Notice of Violation	376			
Order to Comply	212			
Final Notice	93			
Referred to Prosecutor	23			
Total Other Activities	1,680			
Support Section Totals	3,014			

Investigation Section

<u>Activities</u>	<u>FY 99-00</u>	<u>FY 98-99</u>	<u>Difference</u>	<u>% Change</u>
Structure Fire Invest.	140	135	4	3%
Automobile Fire Invest.	4			
Total Activities	144			
Invest. Section Totals	144			

Education Section

<u>Activities</u>	<u>FY 99-00</u>	<u>FY 98-99</u>	<u>Difference</u>	<u>% Change</u>
Fairs	82			
Fire Extinguisher Class	71			
Fire Evacuation Drills	34			
Fire Evacuation Planning	35			
Fire and Life Safety Presentation	123			
Keiki House	63			
Care Home Inspections	744	501	243	48%
Total Activities	1,152			
Total Audience	39,113			

Administrative Section

<u>Activities</u>	<u>FY 99-00</u>	<u>FY 98-99</u>	<u>Difference</u>	<u>% Change</u>
Fireworks Licenses	195	199	-4	2%
Fireworks Permits:				
Public Display	89			
Special	176			
Total	265	161	104	65%
Correspondence	207	256	-49	-19%
Final Notices Issued	112	188	-76	-40%
Order to Comply	219	573	-354	-62%
Letters Issued				
Referrals	<u>353</u>	<u>273</u>	<u>80</u>	<u>29%</u>
Total Activities	1,351	1,650	-299	-19%
Total Activities for the Fire Prevention Bureau	14,921			

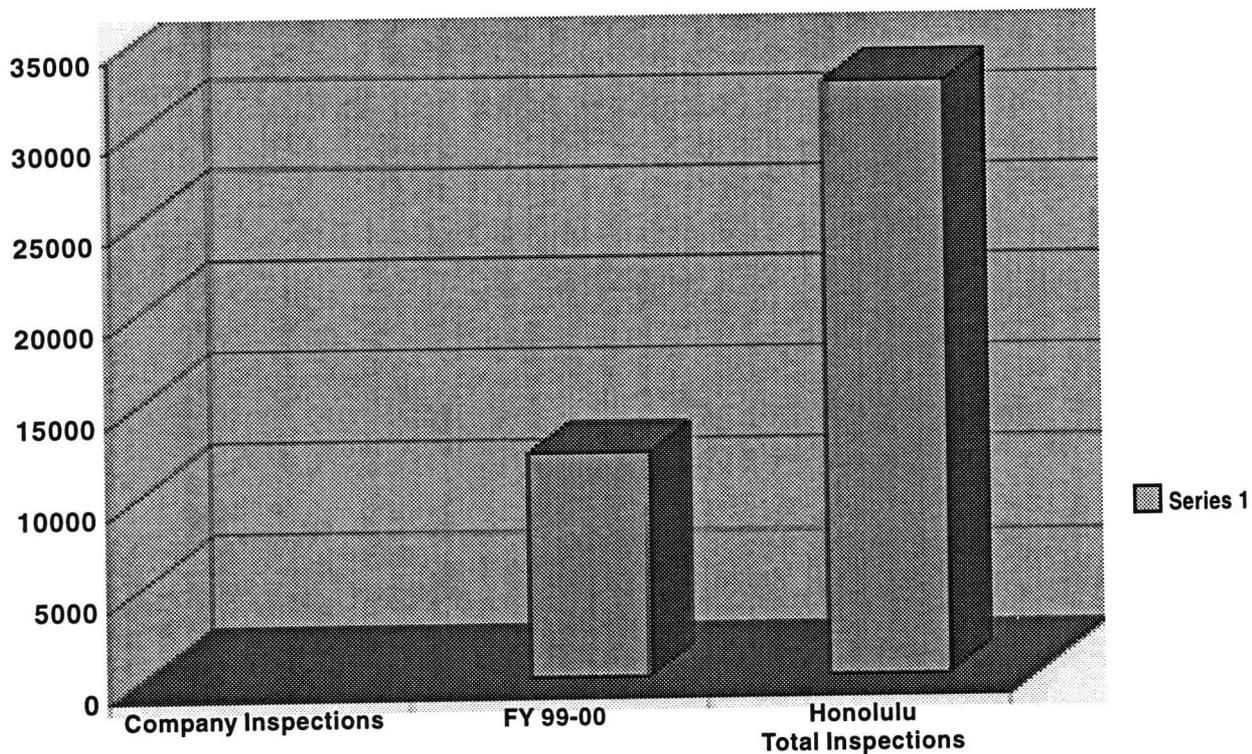
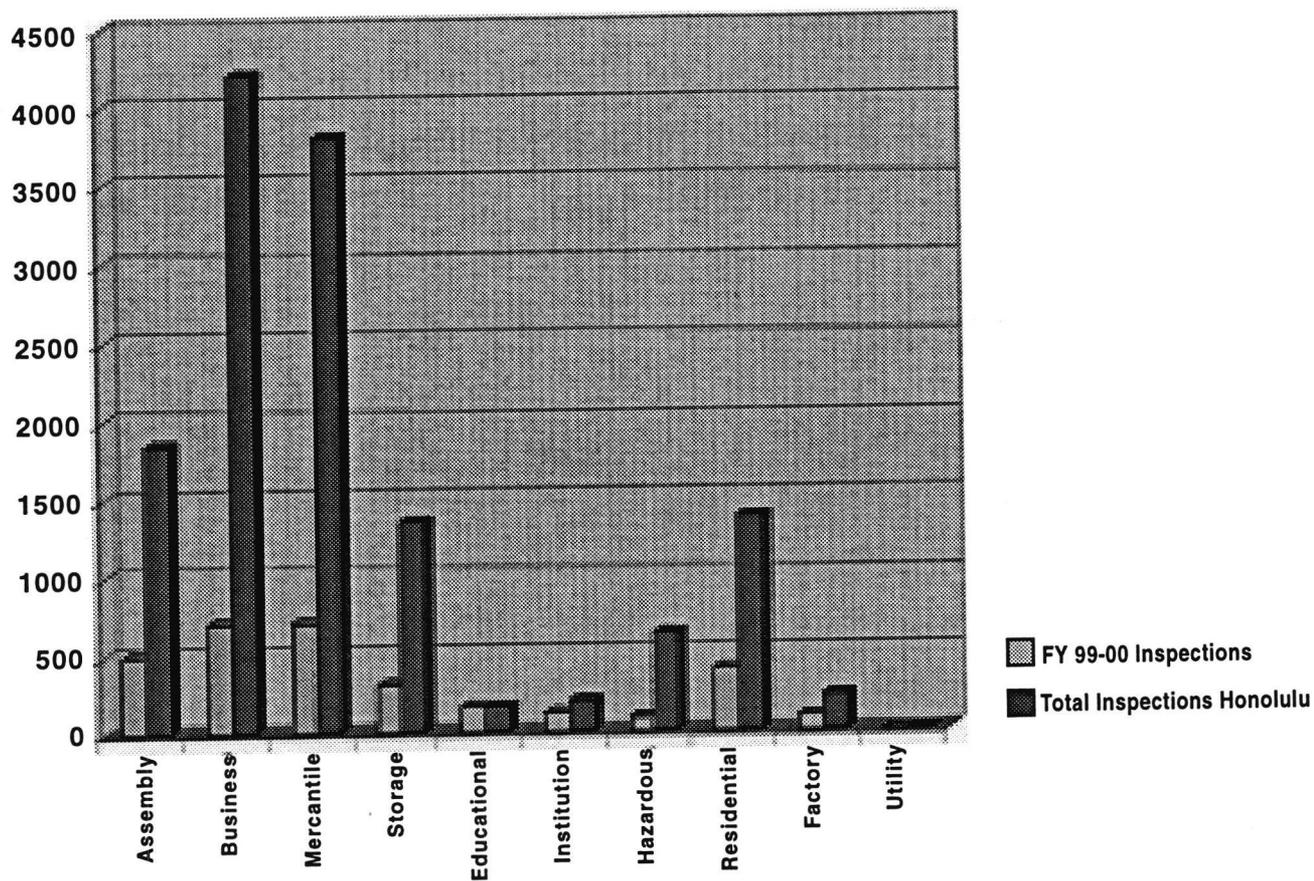
**Reporting Methods Changed from FY 98-99 to FY 99-00*

State Fire Council

	<u>FY 99-00</u>
Man Days (8 hrs.)	
Battalion Chief	23
Captain	148
 In-Kind Contributions (\$) to SFC	 \$28,832

Company Inspection Program

<u>Inspections</u>	<u>FY 99-00</u>
Residential	164,695
Assembly	296
Business	11,124
Manufacturing	202
Education	262
Storage	264
Transportation	7
Miscellaneous	309
Total Inspections	177,159
Total Man-hours	16,797





Metal recycling fire that occurred on January 12 and 22, 2000, at the Campbell Industrial Park.

FIRE FISCAL

The financial report of the HFD for the fiscal year ended June 30, 2000, is presented below.

The total operating expenditures for the department's Fire Protection Program for fiscal year 1999-2000 amounted to \$52,558,000 as compared with \$50,344,000 of the preceding year, an increase of \$2,214,000 or 4.4% as follows:

	<u>FY 1999-00</u>	<u>FY 1998-99</u>	<u>Variance</u>	<u>Percent</u>
Salaries	\$46,071,000	\$45,329,000	\$742,000	1.6%
Current Expenses	5,294,000	4,690,000	604,000	12.9%
Equipment	1,193,000	325,000	868,000	267.2%
	<u>\$52,558,000</u>	<u>\$50,344,000</u>	<u>\$2,214,000</u>	<u>4.4%</u>

The composition of expenditures by character of expenditure is as follows:

Salaries	\$46,071,000	87.6%
Current Expenses	5,294,000	10.1%
Equipment	1,193,000	2.3%
	<u>\$52,558,000</u>	<u>100.0%</u>

Per Ordinance 99-26, the appropriation for fiscal year 1999-2000 totaled \$53,625,309 in the General Fund.

Salaries and Wages

The HFD had 1,129 funded positions, an increase of 9 over fiscal year 1998-1999 and there were approximately 59 vacant positions on June 30, 2000. Compared to fiscal year 1998-1999, salaries increased by \$742,000 or 1.6%. Regular pay increased by \$154,000 due primarily to retroactive pay increases to non-uni-

formed and excluded managerial staff which totaled \$227,000, and two recruit classes (109 recruits). Non-holiday overtime increased by \$520,000 due to a manpower shortage caused by vacancies and mandatory annual and special training for uniformed personnel. The shortage also contributed to an increase in temporary assignment expenditures of \$84,000. Vacation lump sum payments increased by \$189,000 due to a net increase of approximately 15 more employees who left the department. However, holiday overtime decreased \$201,000 because there was one less holiday.

Current Expenses

Current expenses increased by \$604,000 or 12.9%. The major increases were for: 1) safety supplies (\$369,000) which included the purchase of new turnouts; 2) Temporary Total Disability (\$70,000); 3) Other Contractual Services (\$68,000); and 4) Other Communication Services (\$67,000).

Equipment

Equipment expenditures totaled \$1,193,000. Equipment purchased were thermal imager cameras (\$154,000) and various other fire fighting equipment (\$455,000), various office equipment (\$102,000), computer equipment (\$146,000), and a mobile SCBA compressor (\$79,000).

Fireboat

The fireboat is owned by the State Department of Transportation and is funded by Act 171, SLH 1963 (HRS 85 T15 Sec. 266-22).

The overall expenditures of the Fireboat Moku Ahi increased by \$76,000 or 7.4% as compared to last fiscal year. The increase was mostly due to replacement of one main engine (\$80,000).

Revenues and Other Collections

Total revenues and other collections received totaled \$1,471,000. Significant items included \$1,215,000 reimbursed from the state for the fireboat operations, \$66,000 of rental income for housing ambulance units at fire stations, and \$55,000 for fire inspection services.

Capital Improvement Program

Major equipment items purchased:

Triple combination pumpers (2)	\$ 689,000
Hazardous materials truck	347,000
	<u> </u>
Total	\$1,036,000



DEPARTMENT OF HUMAN RESOURCES

Sandra H. McFarlane, Director*; Cynthia M. Bond, Assistant Director

POWERS, DUTIES AND FUNCTIONS

The Department of Human Resources is the central personnel staff agency for the City. Our 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. We are 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 respect, we negotiate and administer nine collective bargaining agreements covering City employees.

In addition, we carry out programs in the areas of training, safety, workers' compensation, health services, incentives and awards, and employee assistance.

The Department of Human Resources has a staff of 75 employees serving 8,290 permanent and 542 temporary and exempt categories of employees. Other than the office of the Director, the department is organized into the five major functional divisions of Classification and Pay, Employment and Personnel Services, Health Services, Industrial Safety and Workers' Compensation, and Labor Relations and Training.

HIGHLIGHTS

Staff members continued heavy involvement in assisting departments in implementing the massive City reorganization that began in July 1998. Classification and Pay Division staffers were involved in major organizational classification reviews of positions with significant changes in duties and responsibilities.

Several divisions worked to support the Board of Water Supply project to reengineer business processes to make its operations more productive, competitive, and efficient.

Staff coordinated a citywide effort to propose improvements to the civil service system.

The service and incentive awards program offered two pilot recognition programs: the Mayor's Service Awards Breakfast and the Mayor's Outstanding Employee Awards Program.

For this fiscal year, total workers' compensation

expenditures were reduced by 3.4%. Lost time injuries were reduced by 7.7% this year.

An interest arbitration award covering contract terms for employees in HGEA units 2, 3, 4, 9 and 13 remained unfunded at the end of the legislative session although cost items were approved by the City Council. An award covering police was approved by all jurisdictions. A pending award covering firefighters unit was not yet issued at year end. Labor Relations Division managers served as chief spokespersons for police and fire negotiations.

The City provided training to 29.7% more employees than in the previous year.

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 10 meetings during the year.

One public hearing was held and revisions were adopted to the Rules of the Civil Service Commission.

The Commissioners were not able to attend the 2000 Millennium Conference of Civil Service Commissioners and Personnel Directors on Oahu, June 7 - 9. This meeting is convened at least once annually by law to assure uniformity in the adoption and administration of personnel rules by the State, Judiciary, and the four counties.

Ms. Maria Jo Farina served as Chair and Mr. Louis Rapoza served as Vice-Chair for the fiscal year ending June 30, 2000. Mr. Frank Sapigao was appointed as a member of the Civil Service Commission. Mr. Thomas Hinkle and Mr. George Young were the other members. Mr. Louis Rapoza is being held over from July 1, 1998.

*Name of the director changed effective October 9, 1999

CIVIL SERVICE COMMISSION APPEALS
July 1, 1999 - June 30, 2000

	B A C K L O G	R E C E I V E D	W I T H D R E W	H E A R I N G S	D I S M I S S E D	U P H E L D	O N E I E D	P E N D I N G
APPEALS								
Exams & Selections								
Exam Result	2	—	—	2	—	—	1	1
Minimum Qualifications	1	—	—	1	—	—	1	—
Non-Selection	3	6	1	8	1	—	3	4
Classification Action	1	5	—	—	—	—	1	5
Discipline & Termination								
Termination	1	—	—	2	1	—	—	—
Others								
Demotion	3	2	—	4	4	—	1	—
Discrimination/harassment	—	1	—	2	—	—	1	—
Chapter 13 Denial	—	4	—	3	—	—	—	4
Leave Without Pay	1	—	1	—	—	—	—	—
Total	12	18	2	22	6	—	8	14

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 re-pricing appeal activities and hearings; participate in collective bargaining wage negotiations and in developing salary 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.

Public Employment Reform Act of 2000

The 2000 Legislature passed Act 253, Public Employment Reform, resulting in major changes in the Civil Service and Public Employment laws of the State of Hawaii, effective July 1, 2002. In the area of classification and compensation, major and significant changes were made, including:

New Classification Systems: Permits each jurisdiction to establish, implement and maintain one or more classification systems but preserves "equal pay for equal work" mandate between classes within the same bargaining unit among the jurisdictions.

Chapter 77 Repeal: Chapter 77, Compensation Law, is repealed in entirety, including provisions relating to shortage category and hiring above the minimum. The biennial repricing review process with appeals to the Public Employees Compensation Appeals Board (PECAB) is abolished. The last biennial review cycle will be in 2001.

Initial Pricing Appeals/Repricing: The Civil Service Commission will hear appeals on the pricing of new classes. Negotiation of repricing of classes will be permitted if requested by the union. If not negotiated, the jurisdiction shall establish procedures to review the pricing of classes at least once in five years.

Excluded Managerial Compensation Plan (EMCP): The "not less than BU 13" requirement is removed for excluded managerial employees pay. Allows for variable pay adjustments based on performance or other job criteria.

The major changes highlighted above will entail significant work in the upcoming fiscal year and the next as the Classification and Pay Division addresses not only the mandatory implementation requirements of the law but the greater flexibility now afforded in classification and compensation.

Classification Activities

During the past year staff continued to provide assistance to departments in implementing the City Reorganization and consolidation of departments and agencies which began on July 1, 1998. Significant personnel management advisory assistance was provided and will continue to be provided to departments in facilitating completion of the process.

Notably, significant assistance was rendered in a number of organization and classification studies:

Proposed reorganization of the new Department of Customer Services.

Reorganization of the Housing Assistance Division of the Department of Community Services.

Reorganization of the Information Technology Division in the Honolulu Police Department.

Reorganization of the Horticulture and Botanical Gardens Division, Department of Parks and Recreation.

Organization of the new Department of Design and Construction.

Classification review of clerical positions in the Satellite City Halls Division, Department of Customer Services.

Creation of new Information Technology Support Technician I and II classes to address the ongoing technology needs of City departments.

Broadening of the Park Caretaker class to provide increased flexibility in serving departmental needs and operations.

In addition, staff involvement continued on the Board of Water Supply (BWS) project to reengineer existing business processes to make its operations more productive, competitive and efficient. The Classification and Pay Division committed itself to providing personnel management assistance and technical guidance to the BWS on the significant classification and organizational implications involved. It is anticipated that the BWS reengineering project will take three to five years to complete.

In addition to the foregoing, normal classification activity continued with a total of 1,776 classification actions completed during FY 2000 in the following categories: 265 initial allocations; 859 reallocations; 552 "no change" actions; 17 abolished positions; and 83 returned without action. These actions resulted in nine new, 19 amended, and nine abolished classes.

Five classification appeals were filed with the Civil Service Commission during the year, in addition to one pending from prior years. Of the six appeals, one was denied and five are pending decision. In addition, in the prior fiscal year, the Civil Service Commission's Decision and Order denying a classification appeal filed by the incumbent and union was appealed to the Circuit Court of the First Circuit. On July 26, 1999, the Circuit Court filed judgment in favor of the Civil Service Commission and Department of Human Resources.

Pay Activities

Pay staff reviewed the proposed pricing of 37 new classes established by the State of Hawaii, the Judiciary, the Hawaii Health Systems Corporation, and the counties of Hawaii, Maui and Kauai for comparability with City classes as required by Sections 77-4 and 77-5, HRS. These provisions mandate uniformity in compensation levels among the State and other jurisdictions for similar kinds of work.

Staff also participated in the biennial review of the State-wide white collar and blue collar compensation plans, the purpose of which is to insure the comparability of class pricing under the "equal pay for equal work" law. In addition, a similar but separate review of the EMCP was conducted by the Conference. Insofar as the City is concerned, 13 repricing requests consisting of 12 white collar, one blue collar and no EMCP classes were received and reviewed by the the Conference of Personnel Directors. In addition, repricing appeals on 14 City classes (12 white collar and one blue collar) were heard by the Public Employees' Compensation Appeals Board (PECAB). No City classes were repriced by either the Conference or PECAB, however, an inter-jurisdictional classification review of water and wastewater treatment plant operators was mandated by the Conference.

Staff further participated in the Unit 11 (Fire

Fighters) and Unit 12 (Police) interest arbitrations, providing research, testimony and other support during the arbitration process.

The review continued on adjusted entry rates for classes and positions on shortage to determine if shortages still exist and if proper adjustments to the entry rates are needed. Accordingly, Medical Technologists, Wastewater Treatment Plant Operators and Mobile Emergency Care Specialists were removed from position or class shortage, as applicable. The engineering, land surveying and plant electrical/electronic equipment repairer classes were continued on shortage. In addition, computer programmers and data processing systems analysts were placed on class shortage.

EMPLOYMENT AND PERSONNEL SERVICES DIVISION

Major Functions

Plan, develop, and conduct recruitment activities to attract qualified applicants for City employment including outreach to under-represented groups; coordinate the priority placement program for work-injured employees; and assist department in the placement of non-work injured employees.

Plan, develop, and administer a personnel examination program in accordance with merit principles and professional examination standards; evaluate candidates' qualifications and administer appropriate examinations; establish lists of eligible candidates; and refer names to departments in accordance with civil service rules.

Advise departments and other personnel functional areas on requirements and resources to fill personnel needs, on selection interviews, and related recruitment and examination matters.

Research, develop, and maintain economic, compensation, and related data in support of personnel activities; conduct initial orientation of new employees, exit interviews, and awards programs; develop and coordinate implementation and administration of benefits and related programs.

Audit, certify, and maintain records of all personnel actions affecting officers and employees of the City government.

Review personal services contracts for compliance with City Charter provisions.

Counsel and assist employees with workplace and personal problems affecting work performance; coordinate and manage referrals to community resources; advise departments on the management of troubled employees and develop and implement training on related employee assistance subjects.

Recruitment and Examination Activities

The number of recruitments increased by 32%

this year, from 53 to 79. While the number of applicants applying for City jobs decreased 15% from 14,033 to 11,851, the number of open competitive examinations conducted increased 31% from 152 to 223.

The number of departmental promotions also increased 17% from 199 to 241. This resulted in a 12% increase of applicants placed on lists from 3,857 to 4,386.

The Division worked closely with HPD in addressing personnel issues pertaining to recruitment of police recruits. In September 1999 and May 2000, staff participated in HPD's Career Expo by presenting workshops on "Preparing for the Written Test". Civil Service Rules were also amended to allow acceptance of non-residents for difficult to fill recruitments, such as police recruits.

In addition, during the past year, the staff has participated in numerous civil service reform activities relating to recruitment and examination issues. Assistance was also provided to the Board of Water Supply and their re-engineering efforts.

The examination staff continued to assist departments with their non selection related grievances and complaints filed by the unions, and at the Equal Employment Opportunity Commission and the Hawaii Civil Rights Commission.

Outreach activities and presentations were continued. Our speakers bureau of City employees from departments such as Emergency Services, Fire, Police, Board of Water Supply, Facility Maintenance and Environmental Services made presentations in the community at elementary, intermediate and high schools and colleges on Oahu.

RECRUITMENT AND EXAMINATION ACTIVITIES

1998-99 1999-00

Recruitments

Open-Competitive and Promotional 53 79

Applicants

Open-Competitive and Promotional Examinations 11,169 ... 9,000
 Labor Registration 2,176 ... 2,199
 Summer College Student Program 688 652

Examinations

Open-Competitive and Promotional ... 152 223
 Departmental Promotions (Audited) .. 199 241

Applicants Placed on

Eligible Lists 3,857 ... 4,386

Vacancies Filled from

Applicants Referred 525 730

Personnel Research and Services Activities

Civil Service Modernization – Staff served in a dual capacity, as the departmental and citywide

coordinator, to organize and solicit the ideas, suggestions and thoughts of all employees in order to improve the civil service system. All suggestions received were listed and reviewed in an orderly manner. Later, the suggestions were prioritized and department representatives were given the opportunity to vote on five legislative priorities.

Service and Incentive Awards Program – On a pilot basis, staff implemented the previous year's modified Service and Incentive Awards Program. The Unit planned and coordinated two distinctly separate recognition programs. They were the:

1. *1999 Mayor's Service Awards Breakfast* – A private breakfast held on October 14, 1999 to honor 144 employees with 25 years of service; 30 employees with 35 years of service; one employee with 45 years of service; and one employee with 51 years of service. Each service recipient was also awarded an engraved gift pen.
2. *1999 Mayor's Outstanding Employee Awards Program* – On the morning of October 27, 1999, in a beautifully decorated City Hall Courtyard, Mayor Harris recognized 26 Departmental Employee of the Year nominees, four Manager of the Year finalists, Six Sustained Superior Performance recipients and one Exceptional Achievement Award recipient. In addition, music groups comprised of City employees served as the traditional guest entertainment.

Millennium Conference of Civil Service Commissioners and Personnel Directors – As the focus of this year's conference was civil service modernization, our unit served as the lead coordinator in planning, preparing and implementing the annual Civil Service Conference of Commissioners and Directors. Staff collaborated with representatives from each division within the department. The Conference was held on June 7-9, 2000.

Leave Sharing - The City's Leave Sharing Program was established for the purpose of allowing 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. The fiscal year began with seven leave share recipients. An additional 19 were processed in FY00. Of these 19, five were denied, two were returned without action and the remaining 12 (of which two were to care for a family member) were approved. At the end of the fiscal year, seven recipients were carried over to

the next fiscal year.

Since the policy's amendments in December 1998 to establish a bank and to include leave share to care for a family member suffering from a serious illness or injury, there were three employees on leave to care for a family member this fiscal year. Also, the central leave bank had a total of 3,649 hours donated.

Fiscal Year	1996-97	1997-98	1998-99	1999-00
Leave recipients at the start of the fiscal year	7	4	9	7
Added recipients during the fiscal year	11	12	16	19
Remaining recipients at the end of the fiscal year	4	9	6	7

Retirement Ceremony - Working with the Mayor's Office, staff coordinated the monthly retirement ceremony in the Mayor's private office. Twenty-four employees were recognized and honored by the Mayor in this ceremony.

Accession Services - We provided accession services to 1,035 employees.

Employee Assistance Program Activities

The program served 179 individuals, including 110 new and 69 continuing or re-entering clients, with service rates averaging 3.4 contacts per individual. The three most common problem categories were marital/relationship, substance abuse, and job stress. Other program activities included 41 group sessions (3 or more employees) for services such as stress management, critical incident debriefing, and teambuilding; 76 management consultation sessions; and 54 training classes, including preventing workplace violence, substance abuse awareness, stress management, emergency services stress, conflict resolution, critical incident response, domestic violence, behavioral emergencies, adapting to change, and teambuilding.

Transactions Activities

With support from Department of Information Technology programmers and Budget and Fiscal Services Payroll staff, we processed retroactive salary adjustments for employees in bargaining units 1, 2, 3, 4, 10, 13 and the Excluded Managerial Compensation Plan (EMCP) as follows:

BU 1 and 10: On July 15, 1999, pay rates for eligible employees were updated to reflect increased rates of new salary schedules. Active eligible employees also received lump sum salary supplements on July 15, 1999. Eligible retirees received lump sum salary supplements on November 15, 1999.

BU 2: On July 15, 1999, eligible employees were paid updated rates which included 2.49% increases effective January 1, 1998; 2.50% increases effective

July 1, 1998; step movements and transaction corrections, if applicable. The retroactive portion of regular pay was paid on October 31, 1999.

BU 3 and 4: On August 15, 1999, pay rates for eligible employees were updated to reflect 2.23% increases effective January 1, 1998; step movements and transaction corrections, if applicable. The retroactive portion of regular pay was paid on October 31, 1999.

BU 13: On August 15, 1999, eligible employees were paid updated pay rates which included 1.55% increases effective January 1, 1998; 1.54% increases effective July 1, 1998; step movements and transaction corrections, if applicable. The retroactive portion of regular pay was paid on October 31, 1999.

EMCP: On September 15, 1999, eligible employees received updated pay rates which included 1.55% increases effective January 1, 1998; 1.54% increases effective July 1, 1998; appropriate within-range progression increases, as applicable. The retroactive portion of regular pay was paid on October 31, 1999.

PERSONNEL TRANSACTION STATISTICS

Entrance to the Service:	1998-99	1999-00
Exempt Appointments	2,480	3,126
Limited Term	89	112
Provisional	2	1
Short Term	—	—
Initial Probation	296	464
	2,867	3,703

In-Service Changes:

Changes in Status	2,000	1,297
In-Service Movements	1,249	1,435
Other Transactions	824	519
Reduction in Force	13	—
Reorganization	1,145	15
Salary Adjustments	2,962	6,073
	8,193	9,339

Separations:

Resignations	500	518
Service Retirement	233	257
Death	13	25
Disability	6	9
Layoff	—	1
Dismissal	11	21
End of Appointment	91	97
Exempt Employee	77	34
Personal Services	1,627	1,384*
Miscellaneous	—	—

GRAND TOTAL 2,558 2,346

*Large number reflects processing of intermittent, on-call employees.

NUMBER OF EMPLOYEES AS OF JUNE 30, 1999

	Civil Service			Total
	Perm.	Temp.	Exempt*	
Executive Branch				
Board of Water Supply	611	16	4	631
Budget & Fiscal Services** ..	291	1	4	296
Community Services	98	34	2	134
Corporation Counsel	38	3	38	79
Customer Services	243	2	3	248
Design & Construction	208	1	4	213
Emergency Services	251	75	2	328
Enterprise Services	214	1	4	219
Environmental Services	928	5	4	937
Facility Maintenance	568	6	4	578
Fire	1,065	—	4	1,069
Human Resources	72	1	2	75
Information Technology	88	2	2	92
Managing Director	—	—	17	17
Mayor's Office	—	—	12	12
Medical Examiner	13	—	3	16
Neighborhood Commission	—	—	15	15
Oahu Civil Defense	10	—	—	10
Parks & Recreation	643	60	4	707
Planning & Permitting	244	2	4	250
Police	2,447	—	5	2,452
Prosecuting Attorney	122	2	110	234
Royal Hawaiian Band	30	—	1	31
Transportation Services	79	—	3	82
SUBTOTAL	8,263	211	251	8,725

Legislative Branch				
City Clerk	24	—	2	26
City Council	3	—	78	81
SUBTOTAL	27	—	80	107
GRAND TOTAL	8,290	211	331	8,832

* 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.

** New department comprised of former Finance and Budget departments, effective with 7/1/99 reorganization.

HEALTH SERVICES DIVISION

Major Functions

Conduct pre-employment and periodic physical examinations; conduct all state Division of Occupational Safety and Health mandated examinations including active hearing conservation program, active respiratory protection program, and other required screenings programs; and conduct and/or oversee programs that are designed to promote health, reduce

risks, and prevent injury.

Health Records Section

Workload	FY 1998 - 99	FY 1999-00	Percent Change
Annual Physical			
Examinations	3178	3705	+ 17%
Pre-employment Physical			
Examinations	330	656	+ 50%
Health Evaluations	674	709	+ 5%

The number of pre-employment physical examinations increased by 50% due to the increased number of Police and Fire classes and the overall Citywide hiring. Health evaluations increased 5% as more departments requested the City Physician's assistance on determining fitness for duty of injured or sick employees and more departments used the sick leave abuse program. The periodic physical examinations increased by 17% due to various departments requesting employees to be certified for Department of Transportation (CDL—Commercial Driver License) and an increase of Police and Fire department personnel who are required to have annual physical examinations. The continued use of the automated Occupational Health Management software program (OHM) is resulting in a more efficient processing of employees as they present themselves for physicals.

Medical Examination Section

Workload	FY 1998 - 99	FY 1999 - 00	Percent Change
Laboratory			
Procedures	7831	8630	+ 10%
Electrocardiograph			
Examinations	1956	2070	+ 6%
Hearing Tests	3395	4340	+ 29%
Vision Tests	3614	4113	+ 14%
Pulmonary Function			
Tests	669	803	+ 20%
Alcohol			
Determinations	220	258	+ 17%
Court Appearances	25	21	- 16%
Subpoenas	276	225	- 18%
Drug Screening	336	571	+ 70%
Medical Review Officer			
Determinations	3201	4570	+ 43%

Laboratory procedures increased this year because of additional applicants for the Police Department and additional new hires. We also had an across the board increase in DUI testing from the hospitals as well as an increase in requests for blood alcohol testing.

Although there was an increase of alcohol testing, subpoenas and court appearances decreased. This may have been due to defendants choosing not to dispute the charges at the administrative revocation level.

The aging employee population contributed to a

6% increase in electrocardiogram examinations.

Hearing and vision tests increased as a result of the additional new applicants and hearing conservation requirements.

The increase in pulmonary function tests reflects the testing pattern based on age. Employees who take this examination are tested every year from age 50, every two years from age 40-49, and every three years from entry to age 39.

MRO (Medical Review Officer) determinations increased by 43% and drug screening by our department increased by 70% mostly due to the increase in pre-employment physical exams. Individual departments contracted the drug screening and the reports are sent to our doctors for determinations. Using our physicians as Medical Review Officers is a cost-saving measure.

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 standards established by the Hawaii Occupational Safety and Health Division (HIOSH), State of Hawaii; help departments develop and implement safety programs; maintain statistics of lost time industrial injuries and illnesses and vehicle accidents for use in developing safety and accident prevention programs and strategies.

Administer the City's workers' compensation program to comply with the Hawaii Workers' Compensation Law (Chapter 386, HRS) and other related rules and laws; administer the City's retention, rehabilitation and placement and limited duty programs; represent the City before the State Department of Labor and Industrial Relations on workers' compensation related issues.

The table below shows the direct costs associated with administering the City's safety and workers' compensation programs for the last five years.

Industrial Safety and Workers' Compensation Division

Direct Annual Operating Expenditures

Fiscal Year	1995-96	1996-97	1997-98	1998-99	1999-00
Salaries	646,342	686,373	744,714	719,835	817,126
Current Expenses	15,882	8,785	11,464	11,712	16,498
Equipment	16,654	175	25,253	656	4,327
TOTAL	678,878	695,333	781,431	732,203	837,950
Funded Positions	18	20	20	19.5	19.5

Fiscal Year 1996-97: Added two adjusters (began administering BWS claims)

Fiscal Year 1997-98: Purchased 12 computers with CIP funds for \$24,362

Fiscal Year 1998-00: Funded one Safety Specialist for six months only

Fiscal Year 1999-00: Funded one Safety Specialist for six months only

Safety Activities

Staff safety specialists inspected various work sites for compliance with HIOSH requirements and recommended corrective action as necessary. The safety specialists continued to review and investigate accidents and injuries, making recommendations as appropriate. They also responded to departmental requests for guidance in matters concerning safety and health and hazard pay and conducted safety orientation for new City employees.

The Vehicle Accident Review Committee met each month to review accidents involving City vehicles (excluding HPD and BWS). The Committee held hearings on 390 vehicle accidents this fiscal year. As a result, 253 of these accidents were found to be avoidable. Each driver received notification of the Committee's decision with recommendations to prevent similar accidents.

The Safe Driver Recognition and Awards Program recognized 465 employees for sustained superior driving performance. Of these drivers, 70 received awards for 11 or more years of accident-free driving.

LOST TIME INJURY RATES AND VEHICLE ACCIDENTS

Fiscal Year	Incidence Rate	Severity Rate	Avoidable Accidents
1990-91	8.7	346	196
1991-92	9.4	436	227
1992-93	9.1	458	246
1993-94	8.9	389	250
1994-95	8.8	331	254
1995-96	7.9	231	288
1996-97	7.6	188	280
1997-98	7.9	196	236
1998-99	NA	NA	196
1999-00	7.3	206	276

Incidence Rate is the number of lost time injuries per 200,000 hours worked

Severity Rate is the number of lost work days per 200,000 hours worked

Avoidable Accidents include BWS but do not include HPD

NA = not available due to the reorganization of departments

Workers' Compensation Activities

During the year, the division processed 2,003 new or reopened claims in addition to 1,373 claims carried forward from the previous year, for a total of 3,376 claims. With nine full-time equivalent claim adjuster positions, this represents an average of 375 claims handled by each adjuster during the fiscal year.

ANNUAL CASELOAD STATISTICS
(includes BWS beginning FY 96-97)

Fiscal Year	95-96	96-97	97-98	98-99	99-00
Beginning Active					
Claims	1,379	1,196	1,331	1,370	1,373
Claims Opened or Reopened	1,908	2,076	2,094	2,038	2,003
Claims Closed	2,091	1,941	2,055	2,035	1,890
Continuing Active Claims	1,196	1,331	1,370	1,373	1,486
Claims Handled per Adjuster	548	503	428	379	375

Our two in-house vocational rehabilitation counselors provided job placement assistance to 388 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 City recovered \$159,186 for workers' compensation cases involving outside parties who caused or contributed to injuries of City workers. Most of this recovery came from third party insurance carriers for injuries to City employees involved in automobile accidents.

WORKERS' COMPENSATION DIRECT COSTS

Fiscal Year	96-97	97-98	98-99	99-00
Temporary Disability	2,311,934	2,355,646	2,707,610	2,638,246
Indemnity	4,088,444	3,763,098	3,865,677	3,606,497
Medical	3,284,763	2,856,825	3,814,428	3,449,252
Claim Mgt.	655,156	616,717	505,072	442,862
Special Fund Assessment	610,728	607,685	452,055	824,936
TOTAL	10,951,025	10,199,971	11,344,842	10,961,793

Total workers' compensation expenditures decreased \$383,049 from the prior fiscal year, a 3.4% decrease. Medical (9.6%), temporary disability (2.6%), indemnity (6.7%) and claim management (12.3%) costs all decreased from the prior fiscal year. Effective claim management, early return to work programs and priority placement of permanently disabled employees were factors contributing to these reductions. There was a large 82.5% increase in the Special Fund Assessment levied by the State.

**COMPARISON OF INJURY AND COST STATISTICS
CITY AND COUNTY OF HONOLULU**

Fiscal Year	Workers' Compensation Expenditures	Percent Change	Number of New Claims	Lost Time Injuries	Percent Change	Lost Work Days	Percent Change
94-95	15,234,517		2,092	788		29,626	
		-13.0			-10.0		-30.0
95-96	13,258,370		2,033	709		20,728	
		-17.4			-03.2		-17.9
96-97	10,951,025		1,850	686		17,024	
		-06.9			+05.5		+05.6
97-98	10,199,971		1,911	724		17,969	
		+11.2			+02.4		NA
98-99	11,344,842		1,892	741		NA	
		-03.4			-07.7		NA
99-00	10,961,793		1,803	684		19,190	

NA =not available due to the reorganization of departments

The total number of new claims for workers' compensation benefits decreased 4.7% from the prior fiscal year. The number of lost time injuries decreased 7.7%. Over the last five years, the City has seen dramatic decreases in the number of lost time injuries and lost work days. Between fiscal years 1990-91 to 1994-95, the City averaged 818 lost time injuries and 35,219 lost work days annually. Over the last five

fiscal years, 1995-96 to 1999-00, annual lost time injuries and lost work days averaged 708 and 18,728 respectively. These dramatic decreases can be attributed to improved claim management, safety awareness and training programs coupled with the City's commitment to return injured employees to productive work as soon as possible after injury.

**WORKERS' COMPENSATION STATISTICS
BY DEPARTMENT - FY 1999-00**

Department/Agency	Total Costs	No. Of New Claims
Board of Water Supply	572,760	125
Budget and Fiscal Services	71,657	10
City Clerk	4,056	0
City Council (Includes Council Services)	26,941	0
Civil Defense	0	0
Community Services	48,069	11
Corporation Counsel	31,989	3
Customer Services	191,991	24
Design and Construction	7,360	4
Emergency Services - Administration	0	0
Emergency Services - EMS	255,945	65
Emergency Services - Ocean Safety	173,324	22
Enterprise Services - Except Golf	199,940	58
Enterprise Services - Golf Courses	104,558	23
Environmental Services - Administration	0	0
Environmental Services - Wastewater	482,900	85
Environmental Services - Refuse	686,414	109
Facility Maintenance - Administration	0	0
Facility Maintenance - Building and Electrical	106,003	26
Facility Maintenance - Road	931,260	104
Facility Maintenance - AES	215,242	22
Fire	958,607	216
Human Resources	10,653	4
Information Technology	1,242	1
Liquor Commission	42,454	1
Managing Director	550	1
Mayor	213	0
Medical Examiner	0	0
Parks and Recreation	965,465	118
Planning and Permitting	5,240	5
Police	3,876,482	750

Prosecuting Attorney	80,544	11
Royal Hawaiian Band	353	1
Transportation Services	84,645	4
Special Fund Assessment	824,936	
TOTAL	10,961,793	1,803

**LABOR RELATIONS AND TRAINING
DIVISION**

Major Functions

Coordinate contract administration within the City and with other jurisdictions; provide assistance to management on employee-employer relations, collective bargaining and training matters; participate in collective bargaining negotiations; represent the City as hearings officer in grievance meetings and serve as employer advocate in arbitration proceedings.

Plan, develop and implement personnel development and training programs to increase employee productivity; prepare employees to assume broader responsibilities and improve the efficiency, economy, and quality of public service provided by employees.

Labor Relations Activities

Labor relations staff participated in negotiations for seven bargaining units involving three unions representing City employees during the fiscal year. An agreement was reached with Bargaining Unit 12 (police, for the period 1999-2003) through final and binding interest arbitration.

Negotiations continued for all remaining bargaining units for the contract period commencing July 1, 1999. HGEA Units 2, 3, 4, 9 and 13 declared impasse on August 30, 1999 and proceeded to interest arbitration on February 7, 2000. An arbitration award was rendered on April 17, 2000 but is still pending appropriations by the 2001 State legislature. Bargaining Unit 11, Fire Fighters, declared impasse on September 28, 1999 and proceeded to interest arbitration on March 20, 2000. The award is still pending as of the close of the fiscal year.

Labor relations staff advised and assisted departments and agencies on labor-management issues involving discharge, discipline, negotiability, overtime, promotion/non-selection, temporary assignment, sick leave abuse and other matters.

Twelve grievance arbitration awards were received from arbitrators; seven grievances were denied in favor of the City; one grievance resulted in a modified penalty and four grievances were sustained in favor of the Union. One hundred thirty Step 2/Step 3 responses were issued for contractual grievances and 16 Step 3 responses were issued for Civil Service Commission grievances.

The Labor Relations Branch began the fiscal year with 215 grievances and received an additional 179 grievances during the period. A total of 162 grievances were resolved during the period: 12 through arbitration, 33 by settlement agreement, 92 following a formal response at the employer level and 25 by no or other action on the part of the Union. Eighty percent of pending grievances involved discharge, discipline, overtime, promotion and temporary assignment cases.

STEP 3 GRIEVANCES BY DEPARTMENT AND BARGAINING UNIT

DEPARTMENT	BARGAINING UNIT								TOTAL
	1	2	3	4	10	11	12	13	
BOARD OF									
WATER SUPPLY	4								4
COMMUNITY SERVICES		1						3	4
CORPORATION COUNSEL								1	1
EMERGENCY SERVICES		1			1				2
ENTERPRISE SERVICES	5			1					6
ENVIRONMENTAL SERVICES	32								32
FACILITY MAINTENANCE	33	1	1						35
HONOLULU FIRE DEPARTMENT					1				1
HONOLULU POLICE DEPARTMENT	1	1	1						76
MEDICAL EXAMINER								1	1
PARKS & RECREATION	11							2	13
ROYAL HAWAIIAN BAND				1					1
TOTAL	86	1	5	2	2	1	76	6	179
BU 1 BLUE COLLAR NON-SUPERVISORY (UPW)									
BU 2 BLUE COLLAR SUPERVISORY (HGEA)									
BU 3 WHITE COLLAR NON-SUPERVISORY (HGEA)									
BU 4 WHITE COLLAR SUPERVISORY (HGEA)									
BU 10 INSTITUTIONAL, HEALTH & CORRECTION WORKERS (UPW)									
BU 11 HAWAII FIRE FIGHTERS ASSOCIATION (HFFA)									
BU 12 STATE OF HAWAII ORGANIZATION OF POLICE OFFICERS (SHOPO)									
BU 13 PROFESSIONAL & SCIENTIFIC (HGEA)									

GRIEVANCES BY PRIMARY SUBJECT MATTER

SUBJECT MATTER	BARGAINING UNIT								TOTAL
	1	2	3	4	10	11	12	13	
ACCIDENTAL INJURY									
LEAVE	1						1		2
COMPENSATION	1								1
DEMOTION							1		1
DISCHARGE	11				2		3	4	20
DISCIPLINE	44	1	2	1		1	68	1	118
GRIEVANCE PROCEDURE	1								1
NEGOTIABILITY	3		1						4
OVERTIME	9						1		10
PENDING INVESTIGATION	1								1
PERSONNEL FILE	5								5
PROMOTIONS	1	1	1				1		4
RESIGNATION	1								1
SAFETY & HEALTH	2								2
TEMPORARY ASSIGNMENT	3		1						4
TEMPORARY HAZARD PAY							1		1
TERMINATION	1							1	2
TRAINING	2								2
TOTAL	66	1	5	2	2	1	76	6	179

Training Activities

A total of 5,857 employees participated in training classes sponsored by the Training Branch, representing a 29.7% increase over the number of employees trained in the previous fiscal year. Of the total employees trained, about 4,000 completed drug and alcohol abuse prevention training mandated by City ordinance. Other training topics included:

- Customer Service
- Interpersonal Communication Skills
- Labor Relations
- Personnel Management
- Sexual Harassment Prevention
- Supervision and Leadership
- Time Management
- Workplace Violence Prevention

In addition to the above training classes, staff also:

- Designed and delivered customized classes in labor relations for the departments of Environmental Services and Emergency Services;

Selection Interview for the Honolulu Police Department; Sexual Harassment Prevention for the City Council, and the annual Support Staff Seminar for the City's non-supervisory and professional employees.

- **Provided meeting design and facilitation assistance to the Botanical Gardens staff and volunteers.**
- **Provided facilitation assistance and administrative support, and participated as a member of the City Manager Task Team, chaired by the Managing Director.**

The City's Apprenticeship Training Program continued to provide trained employees in designated trade occupations. During fiscal year 1999-2000, there were no apprentices indentured and four apprentices completed the program. As of June 2000, nine apprentices were participating in various phases of the program.



DEPARTMENT OF INFORMATION TECHNOLOGY

James D. Remedios, Jr., Director; Courtney Harrington, Deputy Director

POWERS, DUTIES AND FUNCTIONS

The Department of Information Technology provides information technology support, guidance, and direction to the Mayor and City agencies to enable them to serve the public in a cost-effective and efficient manner. It also provides limited computer services to other governmental and non-governmental agencies doing business with the City.

On a day-to-day basis, DIT is responsible for maintaining the City's main computer facility and providing City-wide network connectivity 24 hours per day, 7 days a week. In addition, the IT Master plan and Mayor's directive 99-1 entrusts DIT with the following responsibilities:

1. Implement the mayor initiative of a "virtual" or electronic city to apply Internet technology to improve and expand public services.
2. Apply technology to serve the public interest; operate and maintain a cost-effective and efficient computer network and facility; optimize the use of technological resources and expertise.
3. Set the technological direction for the City; provide the infrastructure, standards, strategies, and policies for IT; secure computer resources from unauthorized access; create an environment that promotes user self-sufficiency.
4. Coordinate departmental technology efforts and assist City agencies in the development of their computer systems.
5. Ensure the IT strategy is supportive of the City's business needs.
6. Provide centralized data processing and IT services to support daily operation of all City agencies.

HIGHLIGHTS

1. E-commerce and Electronic City

Consistent with the Mayor's Goals to provide better services to the public, to make the City workforce more efficient, and to lower the cost of government, DIT has embarked on a long ranged program that will utilize the Internet's web based technologies, and electronic work processes. DIT continues to build the City's network infrastructure and operation foundation for electronic Commerce (e-commerce) as we implement the "virtual" or electronic city for the citizens in the City and County of Honolulu.

a. On-line Interactive Forms

To enable the public to conduct business with the City on a 7 day x 24-hour basis eighteen (18) City forms are now available to the public via the Internet. There are limitations on the num-

ber of forms that could be made available to the public for on-line processing and submittal due to the requirement for signatures. However, these forms are available via the Internet on a fill, print and mail-in basis.

b. City Web Portal

In April 2000, the City entered into a contract with eGovNet to host the City's web site and to develop e-commerce customer applications ... all at no cost to the City. The City Web Site is now redesigned to serve as the single portal for all city's information and services. Several applications have already been prioritized for development by eGovNet. On-line motor vehicle renewal registration will be operational by mid-November 2000 followed by DPP's building permit application in late November 2000. This program will continue as more applications and services are web-enabled in subsequent years.

c. Electronic Reports (e-report)

DIT continued its on-going efforts to reduce paper usage for printed output by making reports available electronically. As part of this project, DIT purchased a file server dedicated to storing the electronic versions of users reports. Reports previously stored on individual departmental servers will now be consolidated on a central server dedicated to the e-report effort. Over the past year several more paper printouts were converted to electronic reports, reducing paper by an additional 480,000 pages. This is an on-going effort that will continue.

d. Private/Public Partnership Opportunities

We continue to seek ways to create win/win situations by seeking out private partnership opportunities for the City. Over the past year, together with DPP, the City entered into an agreement with the Honolulu Board of Realtors (HBR) whereby the City would provide GIS data to HBR. In return HBR developed a web-based application for their Real Estate Community and agreed to have this information available for use by the general public.

2. PC Replacement Program

As part of the IT Master Plan, DIT began a process to replace older desktop computers within the City. This replacement program is designed to be on-going year-round and bring desktop technology to the level that will support "workflow". In FY 2000, we replaced about 600 of the City's 3,000 PCs and about

1,000 each fiscal year after that.

3. Network Enhancements and Improvements

DIT continued the City's migration from Token Ring to Fast Ethernet to improve network performance. We expect this migration to be complete by the end of calendar year 2002. DIT also continued to consolidate and upgrade our network servers to improve the efficiency and effectiveness for the network administrators to manage all the users, devices, and other resources on the network.

Other planned improvements are:

- Continued migration to Microsoft Exchange for email and calendaring.
- Started migration from Novell to Microsoft Windows 2000.
- Installed network connectivity for Kapolei Police, Civic Center and the Manana Corporation yard.
- Migrating word processing standard to Word, Excel, and Access.

4. Training

- a. Provided instructor-led classes for end users in Windows 98, WordPerfect for Windows, Arpeggio Report Writer, MS Access 2000, WORD, Excel and MS Outlook 2000.
- b. Continued the computer training classes in the newly renovated training room on the 6th floor of Honolulu Municipal Building.

5. Mainframe Systems Software Upgrade

We continued to upgrade systems software products for Year 2000 compliance, including those for the operating system and ancillary software.

Conversion of all COBOL legacy application systems from VS COBOL and COBOL II to COBOL 370 is being done on a "time available" basis. Although IBM has announced that VS COBOL and COBOL II are not year 2000 compliant, all of the testing thus far has not produced any year 2000 problems. Application systems that are scheduled to be replaced in the next two years will not be converted. Target date for COBOL conversion of the remaining applications systems is June 30, 2002.

6. Other New and Enhanced Computer Systems

a. Real Property System

The RFP to replace the existing Real Property System was awarded in December 1999 to Cole Layer Trumble. All required hardware servers were installed. Users met with the vendor to identify all the modifications required to the software. Training sessions were held. Implementation of phase 1, which includes the Appraisal subsystem and portions of the Assessment subsystem, is scheduled for October 2000. The system is scheduled to be fully implemented in April 2001.

b. Prosecuting Attorney Case Management System

Work continued by the consultant hired to develop a new case management system, called HOKU. This system will replace the aging and problematic Telesys system. Phase I implementation is scheduled for second quarter of fiscal year 2001.

c. Fire Computer Aided Dispatch System (CADS)

A new Fire Computer Aided Dispatch (CAD) was installed in the second quarter of fiscal year 1999. Target implementation date is second quarter of fiscal year 2000. Automatic Vehicle Location (AVL), the third phase of CAD, is being planned and implemented. AVL is being added to 100 Fire vehicles to assist with dispatch recommendations.

d. Fire Record Management System (RMS)

A new Fire Records Management System (RMS) was installed in the fourth quarter of fiscal year 1999. RMS was placed into production in the second quarter of fiscal year 2000. Further implementation is in progress.

e. Honolulu Police Department Computer Aided Dispatch System (CADS)

DIT assisted HPD in the evaluation of proposals to acquire a new Computer Aided Dispatch System (CADS) and Records Management System (RMS). The contract was awarded to Printrak.

f. Honolulu Police Department - NCIC 2000

DIT assisted HPD in the evaluation of proposals to implement NCIC 2000. The contract was awarded to Datamaxx.

g. MVR Batch Bar Code Renewal

DIT developed and implemented a new system to batch process MVR mailed in vehicle registration renewals using bar codes in February 2000. On average, 900 renewals are processed per day. The system replaced a vendor-developed system that was not Y2K compliant.

h. MVR Fleet Dealer Registration

DIT worked with vendor TAGS to implement Fleet Dealer Registration, where rental car agencies or car dealerships can register new vehicles and issue license plates and registrations themselves. The system was implemented in August 2000 and is currently being used by two rental car agencies, Hertz and Dollar, and three dealerships, New City Nissan, Mike McKenna Ford and Mike McKenna Volkswagon.

i. MVR Electronic Lien and Titling

DIT started work on implementing an elec-

tronic lien and titling system for Motor Vehicle Registration. If a bank, (i.e., financial institution such as bank, credit union, etc.) is the lien holder of a vehicle and the bank is a participant in this program, the bank will receive an electronic record of the title, eliminating the current paper title document which it must keep in its file until the loan is paid up. When the loan is paid up, the bank will automatically generate a transaction to do an ownership transfer, and eliminate the need to retrieve and deliver the paper title to DMV to transfer title to the owner. This will greatly reduce both the bank and City's time currently spent to print, mail, file, retrieve, and transfer the existing paper titles. Implementation is scheduled for the ending of the second quarter of fiscal year 2001.

j. Driver License System Enhancement

DIT started program modifications to allow for the removal of the social security number from the driver license (plastic card). The new number starts with the letter 'H' followed by 8 digits. This change was mandated by state law and is scheduled for implementation on the law's effective date of January 1, 2001.

k. Disabled Parking Permits System

DIT developed and implemented a new system to issue disabled parking permits in Jan 2000. With a shared database, customers can go to any Satellite City Hall to obtain their disabled parking permits.

l. Purchase cards (P-card) System

DIT worked with the Department of Budget and Fiscal Services to prepare an RFP to implement purchase cards in the City. Purchase cards, used like credit cards, would streamline the procurement of small purchases by eliminating the need for invoices, checks, and check reconciliation. Several proposals were received and evaluated. A selection was made but the contract has not yet been awarded.

m. Electronic Forms and Workflow

DIT did a considerable amount of research and development to determine the best way to provide electronic forms and workflow for the City. Third party tools for forms and workflow were evaluated. The cost of those tools, the specialized knowledge required to support and maintain the programs developed with the software, and concerns about the future compatibility of these programs with City's Microsoft desktop and infrastructure have caused DIT to look for alternative solutions. DIT has begun a retraining program for its application staff to learn the skills

required for web development. These skills have the potential of being used for forms and workflow development, as well as any application development for the web.

7. Job Scheduler

DIT has placed most daily and weekly production application production runs on the automated Job Scheduler. At present the Job Scheduler handles approximately 75 percent of all jobs run in the Computer Center. Efforts continue to place the rest of the production runs onto the automated system.

8. Consolidation of Computer Room and Control Sections

In an effort to streamline its Operations Division and adjust to the changing needs of its users, DIT initiated a reorganization of the Computer Room and Control Sections into one section. With only a few more hurdles to get over, DIT expects to be fully functional with its consolidated section in early 2001.

9. New E-mail Services

DIT Continue the migration from DaVinci to Microsoft Outlook to provide advanced e-mail and calendaring services. We expect all users to be changed to Outlook by the end of 2001.

10. Other Accomplishments

- a. Participated in community events, conferences, and school fairs to inform the public on how the City manages its computer resources.
- b. Participated in collaborative efforts between government agencies and the private sector to share information technology knowledge and resources.
- c. Assisted in "recycling old equipment" within, and between, City agencies.
- d. Assisted other agencies in upgrading their "old" equipment.
- e. Advised the Mayor, the Managing Director, and the Budget Director on information technology policies and usage in the City, as required.
- f. Reduced paper usage by 1,000,000 sheets/year as the result of the implementation of electronic reports distribution. We expect further reduction as electronic reporting and workflow are implemented further.
- g. Provide guidelines and standards for citywide technology initiatives.
- h. Assist in the procurement, implementation and integration of large IT projects initiated by the city agencies.
- i. Provide security administration and file management to safeguard the City's information resources.



OFFICE OF THE MANAGING DIRECTOR

Benjamin B. Lee, Managing Director; Malcolm J. Tom, Deputy Managing Director

POWERS, DUTIES AND FUNCTIONS

The Managing Director is the principal management aide to the Mayor. As directed by the City Charter, the Managing Director manages the affairs of the City and supervises the heads of all executive departments and agencies assigned to him, and evaluates the performance of those agencies, including the extent to which and the efficiency with which their operating and capital programs and budgets have been implemented. The Managing Director ensures that the Mayor's policies, goals and initiatives are implemented consistently throughout the City and sets standards of administrative practice to be followed by all agencies under his supervision.

The Managing Director attends meetings of any board or commission upon the Mayor's request; and attends meetings of the City Council and its committees and provides information requested by the City Council.

The Managing Director's Office provides planning, coordination, research and staff support for the implementation of the Mayor's programs and initiatives. The Office also plans and coordinates activities and issues that have citywide impact or involve City agencies or other governmental jurisdictions. The Office coordinates the activities relating to and involving the City's legislative package, Mayor's representatives to the Neighborhood Boards, Community Vision programs, and numerous other special projects. The Office also responds to residents and the general public and evaluates and makes recommendations on City programs and projects. Staff members serve as liaisons to a wide range of community groups including military organizations.

The Managing Director's Office is the central point for Council communications and Council's requests for service and information.

The office coordinates the Mayor's appointments to City Boards, Commissions and Advisory Committees, the Mayor's Beautification Program and the Americans with Disabilities Act (ADA) Compliance Program.

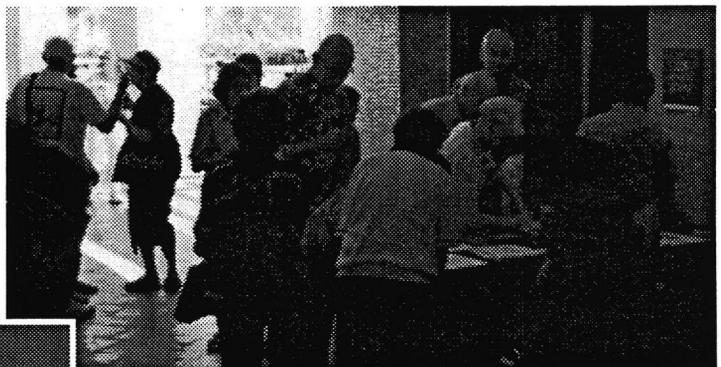
The Managing Director's Office also oversees the following programs, which organizationally fall under the Office of the Mayor:

Office of Economic Development Office of Waikiki Development Honolulu Film Office Office of Culture and Arts

HIGHLIGHTS

The Managing Director's Office provides staff assistance to the Mayor's Office to successfully implement numerous programs, projects and special events. Highlights of the administrative activities and programs follow.

- In a comprehensive survey of 35 American cities conducted by the Syracuse University and Governing magazine, the City and County of Honolulu received a grade of 'B'. Honolulu was only one of seven cities given this high ranking and only two other cities were ranked higher with A's.
- Fiscal Year 2000 was the second year of the Mayor's community visioning program, "21st Century Oahu, A Shared Vision for the Future". 19 community vision groups continued to meet on a regular basis, to have a voice in the future



Islandwide Community vision groups meet at the Convention Center to discuss projects and share issues of concern in their communities.

of their communities. One of the milestones of this vision program was an island-wide meeting of the 19 community groups held in March 2000. Thousands of community leaders gathered at the Hawaii Convention Center to present their respective projects to other teams in their region and discuss plans for the future.

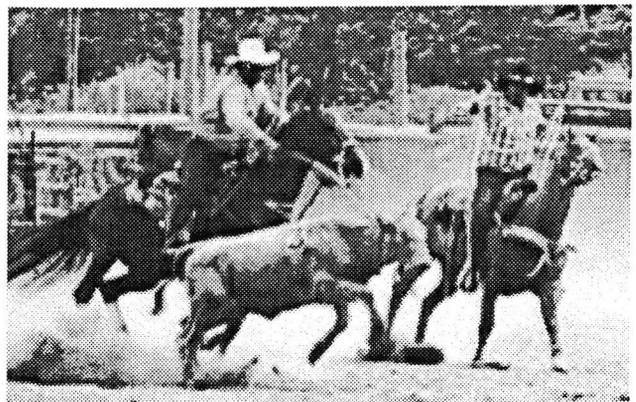
- City worked with the Haleiwa community to coordinate a successful festival called "Hoolaulea Kokua Haleiwa". This festival was a part of the administration's efforts to provide



Children wait for their turn for all the games and activities at the "Hoolaulea Haleiwa" festival.

assistance in sustaining the community's retail businesses after the Haleiwa bridge was washed out. The festival was designed to send the message out to both residents and tourists alike that Haleiwa was open for business and accessible by car or bus. A City coordinated a free concert, as well as keiki activities and games.

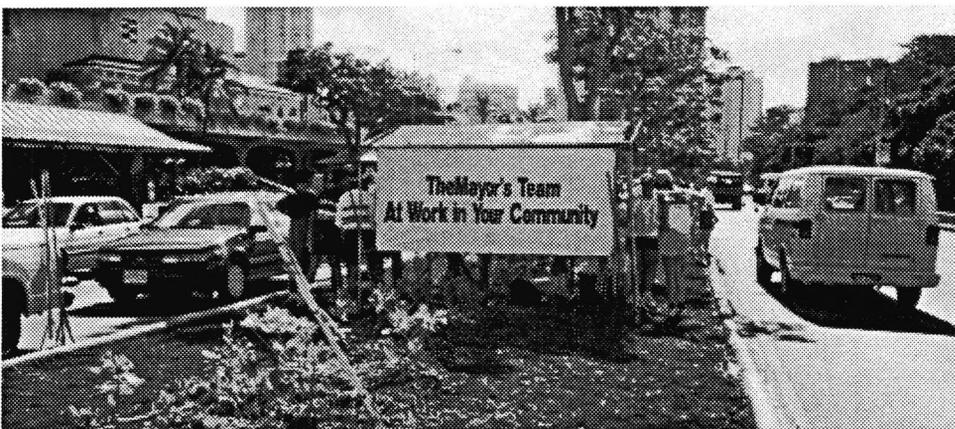
- First phase of the restoration of the historic Waikiki War Memorial Natatorium complex was completed and the structure was opened for public use after a Memorial Day service and Hawaiian blessing of the facility during the Memorial Day weekend.
- City helped celebrate and support the statewide celebration commemorating the centennial of



Hawaii's Paniolo show their skilled horsemanship and teamwork.

Okinawan immigration to Hawaii. The Mayor also hosted a reception for the governor-appointed state commission charged with overseeing this centennial event.

- City partnered with the Oahu Cattlemen's Association to organize the 2nd Annual Statewide Paniolo Festival in August 1999. The festival is a celebration of Hawaii's cattle ranching history, and a recognition of the local cowboys who made it legendary. Over 6,000 people enjoyed this free festival at the historic and scenic Kualoa Ranch in Windward Oahu. Competitors from across the state presented roping, cattle penning and branding events. A crafts fair, as well as exhibits and live entertainment also were a part of the festival.
- The Managing Director's Office continued to:
 - Oversee City compliance with ADA provisions, and investigate complaints from departments alleging discrimination on the basis of disability.
 - Maintain open communications with the Honolulu City Council by dedicating full-time staff to coordinate the requests for service and Council inquiries with the City departments. During fiscal year 2000, the Managing Director's Office coordinated a total of 1,320 requests for service and an average of



Members of the Mayor's cabinet planting naupaka plants on the Ala Moana Boulevard medial fronting the Ala Moana Center on Saturday, March 25, 2000.

110 requests per month. Appendix A includes a table that details the number of requests received per month from each of the council members.

- Coordinate the Mayor's appointments to City boards, commissions and advisory committees. There are 20 boards and commissions established by City Charter, and 8 advisory committees established by the Mayor and other authorities. 236 volunteers serve on the boards, commissions and committees of the City, mostly without compen-

sation. A summary list of all City boards, commissions and advisory committees is included in the report on City boards and commissions.

- Coordinate interdepartmental City work crews that make landscape improvements along public roadways as part of the Mayor's Beautification Program. This past year, the medial strip on Ala Moana Blvd. from Atkinson Drive to Ward Ave. was landscaped and planted with Naupaka trees and St. Augustine grass.

APPENDIX A - CITY COUNCIL RESPONSE REPORT

The following are the numbers of Request for Service Reports (RISR) received from councilmembers and processed during the period of July 1999 through June 2000. The figures do not show multiple referrals.

1999-2000	COUNCIL DISTRICT NO.									TOTAL
	1	2	3	4	5	6	7	8	9	
July	7	4	12	5	57	15	10	20	16	146
August	4	18	4	7	79	12	11	12	11	158
September	3	8	9	5	68	18	9	18	4	142
October	2	5	6	9	56	13	7	9	8	115
November	3	12	4	11	46	5	6	3	23	113
December	1	6	3	2	37	5	4	5	6	69
January	1	12	13	4	34	21	6	4	12	107
February	7	12	13	2	47	15	11	10	3	120
March	6	6	6	4	37	20	10	9	6	104
April	9	3	1	5	24	8	8	6	9	73
May	1	5	1	1	25	5	5	10	7	60
June	1	10	8	7	50	16	4	9	8	113
TOTAL	45	101	80	62	560	153	91	115	113	1,320

The monthly averages for fiscal year 1993 through fiscal year 2000 follows:

Fiscal Year	Total no. of RISRs	Monthly average no. of RISRs
1993	768	64
1994	1,001	83
1995	1,164	97
1996	1,123	94
1997	1,499	125
1998	1,433	119
1999	1,555	130
2000	1,320	110

MAYOR'S OFFICE OF CULTURE AND THE ARTS

Peter Radulovic, Executive Director

POWERS, DUTIES AND FUNCTIONS

The Office of Culture and the Arts performs seven distinct functions:

- Serves as liaison between the Mayor and the Commission on Culture and the Arts.
- Administers the "Art in City Buildings" program.
- Plans and stages numerous weekly performances and special events.
- Manages and maintains the City art collection.
- Provides substantial assistance to community organizations in staging art exhibits and cultural events.
- Provides desktop publishing services to City agencies and to community organizations.
- Administers City grants and independent service contracts to community cultural and art organizations and individual artists.

HIGHLIGHTS

The Visual Arts

The Office provided on-going staffing and clerical support for the operation of the City's Commission on Culture and Arts, including the staffing of its monthly meetings. It continued to provide assistance to the Commission for the "Art in City Buildings" program which commissions art work and procures works of art for City buildings.

A number of major art pieces were placed as a part of this program during the year including:

- "Sea Turtle," stainless steel sculpture by Paul Saviskas at the Chinatown Gateway Park.
- "What's Next," ceramic concrete sculpture by Jodi Endicott at the corner of Bishop and South King Streets.
- "Resting Dancer," bronze sculpture by Tuck Langland at the Blaisdell Concert Hall.
- "Queen Emma," bronze bust by Ron Smith at Queen Emma Square.
- "Jenny," bronze sculpture by Joan Andrew at the Early Educational Learning Center at the Civic Center.

Additionally, the following sculptures were gifted to the City:

- "Princess Kaiulani," bronzes sculpture by Jan Gordon Fisher at Kaiulani Park.
- "Maasai Warrior," stainless steel sculpture by Paul Saviskas at the Honolulu Zoo.

Public Exhibit and Cultural Events

The Office of Culture and the Arts staged public exhibits of important works of art by local and inter-

nationally acclaimed artists at the three major exhibit locations in Honolulu Hale during the past year. Over 40 art exhibits were staged at Honolulu Hale including Women's History Month, Black History Month, Pen Women of Hawaii, Aloha Festival Exhibit and Association of Hawaii Artists. In addition, the Office assisted in the staging of over 110 special events and festivals including Matsuri in Hawaii, Aloha Festival Investiture, the Japan Cultural Association Festival, Martin Luther King, Jr. Coalition Celebration, Capital Day Down Capitol Way, and the King Kalakaua Birthday Celebration.

The Office continued its program of rotating art exhibits at Honolulu Hale courtyard by private non-profit community art organizations.

Registrar Operations

- Provided care and maintenance for over 540 works of art from the City's collection including outdoor sculpture maintenance.
- Continued to upgrade the City's catalogue of art and Visual Artist Registry.

Performance and Events

Fulfilling one of the Mayor's goals to make Honolulu the most culturally enriched city in the world, the Office of Culture and the Arts supported his initiative to make Honolulu a "City of Festivals." The office assisted with planning and staging the 2nd Annual Paniolo Festival, Hawaii International Jazz Festival, Hawaiian International Film Festival, Dragon Boat Festival, Unuaki 'O Tongan Festival, Hawaiian Scottish Festival, Chinatown Lantern Parade and Festival, and the Hispanic Heritage Festival.

The following events and organizations were supported with grants through the Office of Culture and Arts: Startlight MADDness, Hawaii Theatre Center, Hawaii Public Radio and the Honolulu Symphony.

In addition, the Culture and Arts Office conducted these activities:

- Planned and staged the Mayor's weekly Aloha Music Break at Tamarind Park, Mayor's stage for Downtown Hoolaulea, City and County stage for the Waikiki Hoolaulea as part of Aloha Week Festival, and numerous other City-sponsored community events.
- Provided entertainment and technical support for Honolulu City Lights, the City's annual Christmas extravaganza for the general public.
- Assisted and provided technical support for Aloha Boat Days.

Desk Top Publishing

- Provided desk top publishing services to various City agencies and community organizations

for flyers, posters, programs, invitations, newsletters and various mini-projects.

- Produced and distributed the monthly events and calendar to a public mailing list of approximately 1,700 individuals and City agencies.
- Created a website which provides information on events and exhibits related to the arts. (www.co.honolulu.hi.us/moca/calendar/)

OFFICE OF ECONOMIC DEVELOPMENT

Manuel M. Menendez III, Executive Director

POWERS, DUTIES AND FUNCTIONS

One of the hallmarks of a great city is a vibrant economy. The City and County of Honolulu, through the Office of Economic Development (OED), plays an important part in providing Oahu's citizens with the opportunity to participate in the economic life of this community and the global economy of the 21st century. OED takes a proactive role as a catalyst and facilitator, developing public-private partnerships and supporting business growth and development in various ways - through advocacy, consultation and support, consultations with our business community, and support through various initiatives such as tax relief & credits for new construction/renovations, Enterprise Zones, etc. OED works with Honolulu's business community to assist existing businesses address barriers to growth and also seeks to attract and foster new business development. The City is also committed to helping lay groundwork for future economic prosperity on Oahu by building economic and physical infrastructure.

HIGHLIGHTS

- In fiscal year 2000, OED has successfully implemented the Mayor's goal/objective of incorporating several other City departments involved in economic development under the OED office: Honolulu Film Office, Office of Waikiki Development, Sports Tourism, Business Advocacy and the Community Based Economic Development (CBED) departments.
- OED has implemented, assisted, funded and further developed many of the Mayor's programs that have positioned Honolulu as a "Gateway" between East and West. Leadership Projects such as the joint initiative proposed by the Mayor at the 25th Japan-America Conference of Mayor's and Chamber of Commerce President's to create an International Urban Institute Best Practices Web Site. Since the US and Japan have been top world technology leaders, this web site will showcase the leading "best practices" technologies (especially as

it relates to Environmental Technologies) these countries will have to offer to other nations, especially those nations that are developing into modern countries. The web site will showcase what City governments have developed to run their cities efficiently, effectively and show how they deal with their daily urban problems. This web site will also showcase those private companies who are leaders in their respective communities that provide Best Practices technologies. By doing this we are supporting the Regional & International Growth of our Oahu local business who have "Exportable" knowledge, expertise, and technology.

- OED has prepared the first Comprehensive Economic Development Strategy for Oahu. This report was required by the US Department of Commerce, Economic Development Administration in order for the City to receive new grants and funding for specific economic development projects around Oahu. A total of \$3.7 million was received.
- OED has continued to give monthly "Good News" reports to the City Council's Budget and Economic Development Committee. This report includes updates on projects and programs the City is undertaking and provides for an active dialog between city Council members and the OED Director and staff.
- Marketing To Asia Initiatives—Global & Regional Conferences

OED assisted other City agencies and supported the Office of the Mayor in hosting several local, regional, and global conferences, meetings, workshops, symposium that bring to focus various targeted areas of concern in our Asia Pacific region, as well as, to bring to the forefront, "New Economy" areas of opportunity. In 1999, OED hosted meetings with one of the world's leading childcare companies, *Aprica* and held a prestigious award ceremony honoring Ethel Kennedy and her son Robert F. Kennedy, Jr. These meetings led directly to an investment by the *Aprica Corporation* of Osaka in a "University of Hawaii/Aprica Childcare Institute Summer School Program" that will commence with it's first classes in August of 2001 on the University of Hawaii Manoa campus. *Aprica* will send 50-100 people from Japan, including leading pediatricians, company staff and top individuals in childcare. The curriculum is currently under development by Dr. Joyce Tsunoda, Chancellor of the

Community Colleges. and Dr. Calvin Sia, one of Hawaii's most distinguished pediatricians who is also a leading figure in the American Pediatrics Academy. The UH/Aprica Institute will also be used to train baby doctors and Childcare teachers from around the Asia Pacific region in Honolulu.

The Mayor's 1999 Asia Pacific Environmental Summit brought together the leading figures on environmental issues to address the challenges facing our Asia Pacific nations and offer solutions. As we start the 21st century, cities must move towards sustainable development. Cities where most of the world's populations live, play a vital role to promote environmentally friendly responsible development. The conference demonstrated that good environmental policy is also good business policy. Cities are faced each day with urban problems such as water and air pollution, waste management, transportation issues, etc. By sharing what the cities have learned with developing and lesser-developed nations, cities can help to protect our world's eco-system and concurrently positioning Honolulu as a important bridge in East-West relations and trade.

- **Other Marketing to Asia Strategies**
Asia Pacific Environmental Summit China-US Mayors Conference 1999 Pacific Islands Environmental Symposium 2000 Urban Design Institute-Best Practices Web Site 2000 Tourism/Sister City Program

- **Sharing our diversity through Honolulu becoming a City of Festivals:**
Aloha Festivals Dragon Boat Toro-nagashi Paniolo Festival

- **SPORTS TOURISM**

OED has spearheaded the initiative to make Honolulu the world's capital of Wave Sports and to attract professional Soccer and Baseball Teams to Oahu for Winter Training. OED has concluded in the year 2000, several deals:

Korean Professional Baseball Teams-Winter Training Project

In cooperation with the Mayor's Office and the Department of Parks and Recreation we have concluded agreements with the three Korean Professional Baseball Teams to train in Oahu in December of 2000 and January/February 2001.

Professional Soccer Teams

OED has reached agreements for a team from US Major League Soccer (MLS), which is our

highest level of professional soccer in the USA, to train here in the winter months of 2002. OED has also negotiated a tentative agreement with one of the top professional teams in the Japanese Soccer Federation to train here in 2002.

Soccer Club Teams

OED successfully hosted in 1999 and 2000 two Men's club teams from Japan. These club teams, one from Osaka and one from Shibuya, brought with them many family members. Our "Makule" men's teams in the Hawaii Soccer Association played these teams. A private sector company sponsored the games and the OED office made all the arrangements. The games were so successful that the Japanese teams will return in 2001 with 4-6 additional teams.

Wave Sports

OED took an active role in assisting with organizing and supporting the 1999 and 2000 World's Women Bodyboarding Games. These games brought in professional women bodyboarders from 50 different countries.

The ISA World Bodyboarding Championships

OED, in conjunction with the Hawaii Bodyboarding Association, was successful in putting in a winning bid for the 2001 World Bodyboarding Championships. These championships will bring the best men and women bodyboarders from around the world. 70 different countries are expected to participate.

COMMUNITY-BASED ECONOMIC DEVELOPMENT

- **The Community-Based Economic Development (CBED) unit of OED supports the development of community-based enterprises that provide opportunities for community revitalization through collaborative efforts among residents and organizations. At present the program is involved with many communities and community-based organizations island-wide. CBED:**
 1. Administers grants by reviewing project proposals, preparing subrecipient agreements, processing payment requests, monitoring and evaluating projects.
 2. Provides community capacity building and technical assistance. The office Initiates, develops, implements, monitors and evaluates needs of community members and businesses to implement CBED projects and programs.
 3. Strategic Planning includes assisting in the preparation of community-based economic development strategic plans, including the

Empowerment Zone Application, EDA O'ahu Comprehensive Economic Development Strategy, and EPA Regional Sustainable Development plans.

4. Liaisons with funding agencies and coordinates CBED programs with other public and private agencies including HUD, EDA, EPA, ABC Fund and bank community re-investment groups.
- Comprehensive Economic Development Strategy for Oahu (EDA Grant) Through a planning grant from the US Department of Commerce, Economic Development Administration (EDA), CBED completed a Comprehensive Economic Development Strategy for the Island of Oahu, upon which EDA's funding of an estimated \$3.7 million in financial assistance awards was based. Eleven awards will be made directly to community-based groups to implement economic development projects on Oahu for fiscal years 2000 and 2001.
- Oahu Enterprise Zones Program CBED administers the Oahu Enterprise Zone Program, a joint effort between the City and State to stimulate business growth and job creation by offering tax and regulatory incentives to eligible businesses in designated areas. Currently, in established zones including eligible portions of the North Shore, Mililani Tech Park/Wahiawa, and Central Oahu (Waipahu, Pearl City, Waipio, and Waiawa), 31 firms with 664 employees are participating.

CBED is currently obtaining enterprise zone designation for eligible portions of Koolau Loa.

- Community Development Block Grant (CDBG) Program CBED administers grants funded by the U.S. Department of Housing and Urban Development's (HUD) Community Development Block Grant (CDBG) Program, that support community-based organizations with planning, developing, and implementing economic development projects that benefit low-to moderate-income individuals and communities. In addition, OED provides training and technical assistance to support organizational and community capacity-building.

FY2000 CDBG projects include:

Friends of Malaekahana - Hydroponics Agribusiness Incubator Training Project. Provided related training to 15 individuals, and developed plans for a formal organizational structure for ongoing support of farmers, and for marketing/distribution of products. (\$40,000)

Pacific Gateway Center - Kitchen Incubator Facility. Developed a certified kitchen incubator facility and long-term financing plan to sustain the facility, and organized linkages between rural farmers and food processing businesses. (\$100,000)

Office of Hawaiian Affairs - Hawaiian Plant Nursery. Provided plant nursery training and loans to 50 small businesses. (\$50,000)

Hawai'i Community Services Council - Outcomes and Benchmarking Training. Provided outcomes and benchmarking training, and ongoing planning support for participating communities, Empower Oahu, and Vision Teams. (\$45,000)

- EPA Sustainable Island-Based Development Program

OED administers the City's Sustainable Island-Based Development Program, funded through a grant from the U.S. Environmental Protection Agency. This program has been used to support the development of a sustainability plan for the Ewa and North Shore regions of Honolulu, using a community-based process and focusing on capacity-building to enable local organizations to carry out sustainable development initiatives; preserve agriculture; protect the environment; and establish a sustainable economic base. CBED fosters sustainable development, an approach to economic development that asserts that the economic prosperity of a community is dependent upon the protection and promotion of its social and environmental assets. Demonstration projects were funded following feasibility analyses of specific community economic development projects.

In FY2000, the program funded the Honouliuli Wastewater Treatment Plant project.

- O'ahu Enterprise Zones Program

OED processed 10 applications from businesses interested in participating in the O'ahu Enterprise Zone program in the past fiscal year. Seven firms are in Zone 3 Pearl City, Waipahu, Ewa and Kapolei, and one each is in Zone 1, North Shore and Zone 2 Central Oahu/Wahiawa. There are now 31 companies participating in the O'ahu Enterprise Zone, including 664 employees.

Preliminary work for enterprise zone designation has begun in the Ko'olauloa district as area community organizations, working with potential businesses interested in enterprise zone benefits contacted OED. Aquaculture and ag-

gricultural businesses expressed interest in expanding operations in the area. There is also interest in high technology enterprises associated with the Brigham Young, Laie campus.

HONOLULU FILM OFFICE

Walea Constantinou, Film Liaison

The Honolulu Film Office is dedicated to servicing the needs of local, national and international entertainment and media companies and individuals in television, film, print and news media, which is collectively known as "the film industry." The film office markets to and facilitates production at all levels with the goal of making Honolulu a premiere on-location production center and creating a vibrant economic element in the new economy for Hawaii.

The film industry provides Honolulu:

- Hundreds of jobs in industry-related professional, technical and high tech positions.
- Hundreds of jobs in support industries to the film industry.
- Worldwide exposure, which supports tourism-marketing efforts.
- Millions of dollars in expenditures throughout the county.
- An environmentally friendly type of manufacturing.

The Honolulu Film Office works in collaboration with public and private entities to build and service the film industry in Honolulu and Hawaii including all city and county agencies, the State, all neighbor island counties and numerous non-profit and commercial entities.

HIGHLIGHTS/PRODUCTION FIGURES

The individual and collaborative efforts have resulted in double-digit growth to the production expenditures in recent years. From 1995 to 1999, statewide film industry expenditures grew 50% from \$49 million to \$98 million. For 1997, 1998 and 1999, production expenditures were \$70.7 million, \$99.1 million, and \$98.1 million, respectively.

Honolulu is the hub of the production industry in Hawaii. Generally, more than 50% of statewide production expenditures occur in the City and County of Honolulu. The percentage of statewide production expenditures for the City and County of Honolulu for 1997, 1998 and 1999 were 55.3%, 56.8% and 63.3%, respectively.

From 1997 to 1999, the City has experienced a 37% increase in expenditures, from \$39 million in 1997 to \$62 million in 1999. Oahu expenditures for 1997, 1998 and 1999 respectively were \$39.1 million,

\$56.3 million and \$62.1 million.

ADVERTISING AND MARKETING

The Honolulu Film Office aggressively markets to national and international segments of the industry by conducting advertising campaigns, participating in trade shows, conferences, film festivals and maintaining a worldwide website.

The film office plans and implements advertising campaigns in key trade publications such as The Hollywood Reporter, Variety, Shoot, Locations, Film and Television Review. Some focus on productions filmed on Oahu, which capitalizes on the extensive marketing campaigns done by the studios. Others focus on positioning Honolulu and Oahu as a premiere on-location destination and a production center.

The film office does marketing outreach at key trade shows including Cannes International Film Festival, Locations Expo, ShowBiz West, Sundance Film Festival and the Hawaii International Film Festival. Some efforts are individual and some are collaborative. Often, simultaneous advertising in trade publications is used to strengthen the message and further the outreach.

In 1996, the Honolulu Film Office was one of the first film offices to develop a worldwide website which services the industry 24 hours a day, seven days a week. Information about locations, permits, maps of the island and weather statistics - all critical to production decisions about a location - can be accessed. The acclaimed website is in the process of being revised, taking advantage of new innovations in technology to better display the stunning locations and resources available to filmmakers on Oahu. The critical information that production companies use to do business will be available in digital formats allowing for instant worldwide delivery.

Over the years, the film office has collaborated with various public and private entities to develop cross promotions around the release of a film or television project, providing millions of dollars worth of free advertising and marketing. Several examples are:

"Mighty Joe Young" - promoting Oahu and Hawaii on Disney's official movie web site, to over 250,000 subscribers of Disney's email newsletter, on master print ads in metropolitan areas for approximately two months.

"Godzilla" - promoting Oahu and Hawaii in the largest West Coast theatre chain, nationwide in Taco Bell Restaurants and on the official website for approximately two months.

“Don Juan Demarco” - promoting Oahu and Hawaii in selected West Coast markets on television (integrated in programming and promotional spots) in radio and in print advertisements.

“A Very Brady Sequel” - Promoting Oahu and Hawaii in print, on radio and in television commercials. Over 1.3M impressions in print alone.

This year, the film office is working with Walt Disney Pictures, DreamWorks SKG/Universal and MGM studios to develop promotions around the blockbuster feature films “Pearl Harbor” “Jurassic Park III” and “Windtalkers” which will be released in the summer of 2001.

In October 1999, the Honolulu Film Office, in conjunction with the Film Offices of the Hawaiian Islands (comprised of the county and state film offices in Hawaii) sponsored a Focus Group meeting in Los Angeles for key film and television executives, key union members and the film offices. Representatives from Walt Disney Studios, Mandalay Films, Universal, MGM and Warner Bros. attended the film seminar. Representatives from Spelling Entertainment, ABC Television, 20th Century Fox, NBC Television and Universal/USA Television were in attendance. The goal of the meeting was to do outreach to specific prolific production companies with the clear message of “we want your business.”

FACILITATION AND PERMITTING

As a matter of course, the film office provides island-wide resource information to production companies, which is used to make the decisions to film in Honolulu or to cut the red tape in obtaining necessary permits.

On a daily basis, the film office generates extensive visual presentations of locations. The office constantly documents, catalogs and maintains a photographic library of filming sites. Currently housing over 10,000 images, the presentations are sent free of charge to entice productions to film in Honolulu.

Daily, the film office facilitates the issuance of permits, often with very short lead times. Many of the requests involve multiple city agencies and have deadlines of less than three days.

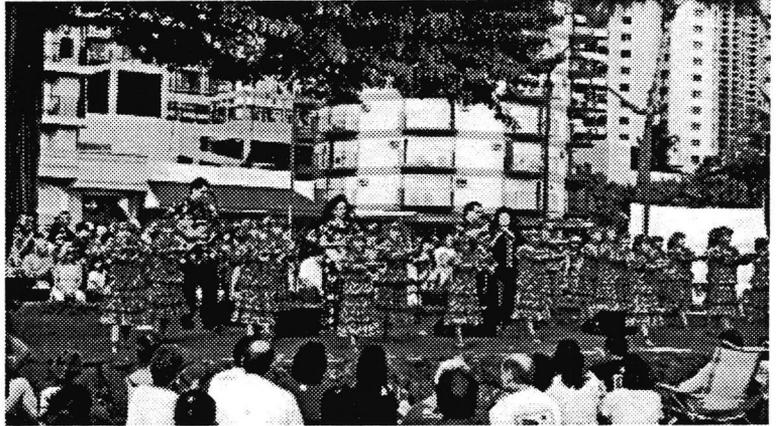
Approximately 600 filming permit requests are processed annually.

OFFICE OF WAIKIKI DEVELOPMENT

Peter Apo, Executive Director

The Revitalization of Waikiki

This past year, efforts to revitalize Waikiki began to crystallize. The City launched several revital-



Top photo: Hula performance at the Kuhio Beach Park hula mound.
Bottom photo: Kuhio Beach Promenade.



ization initiatives designed to increase the value of Waikiki as a visitor destination and demonstrate aggressive leadership in shaping the future of Hawaii's most economically important resort community. The first initiative was a bold investment in improvements to the physical plant which renewed, restored, and showed confidence in the destination and which encouraged the private sector to invest in renewing their properties. The second initiative was to escalate a series of public programs and services that helped restore “Hawaiianess” to Waikiki and reclaim the magic of its past as a place of genuine hospitality. The third initiative was to send the message to the people of Hawai'i that Waikiki is for local residents, as well as visitors and that Waikiki is still a special Hawaiian place that needs our attention.

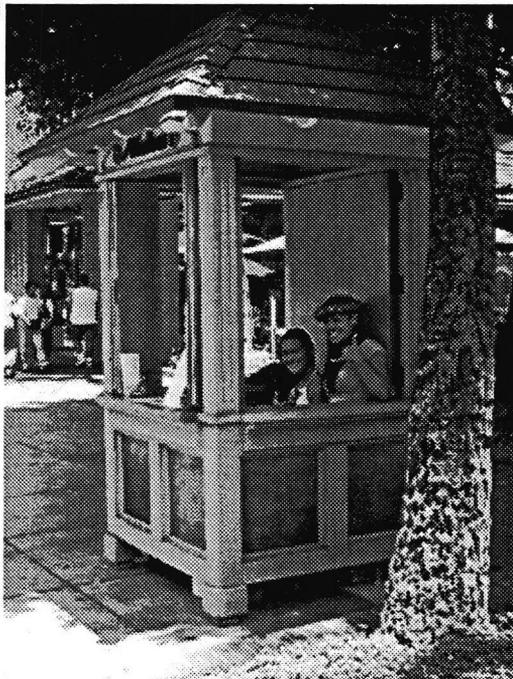


Top photo: The newly renovated Victorian-style Kapiolani Park Bandstand hosts numerous cultural performances and special events.



Left photo: Waikiki Historical Trail marker at Kuhio Beach Park.

Bottom photo: Hale Aloha Visitor Information Booth on Kalakaua Avenue near Princess Kaiulani Hotel.



Capital Improvement Program

The majority of the \$86 million capital improvement program funded from the fiscal year 1999 budget were completed this year. Heading the list of projects is the \$15 million Kuhio Beach Park Renovation. A grand pedestrian promenade along Kalakaua Avenue

stands as a flagship improvement. The beautifully landscaped promenade helps restore a Hawaiian sense of place and transformed the area into a much-softened pedestrian experience, which includes a public plaza for civic and cultural events. A new police substation with security camera links in six locations along Kalakaua Avenue puts an exclamation point on the City's priority for public safety. New configurations for comfort stations, food concessions, bicycle racks, and soon to be completed surfboard concessions, also make more people-friendly.

The \$5 million restoration of the Waikiki Natatorium War Memorial facade was also completed. The period architecture of the restored structure is recaptured and this landmark icon of Waikiki is now reintroduced to the landscape with its original integrity intact.

In Kapiolani Park the construction of the brand new Kapiolani Park Bandstand is a striking return to Hawaii's Victorian period and the monarchy. The bandstand is now a world-class venue for public entertainment and other events. The completion of both of these magnificent structures emerge as architectural institutions that recapture a glorious part of Waikiki's past and is a great contribution to the historical integrity of Waikiki.

The City continues to work at creating a system of mini-parks and this year the Princess Kaiulani Triangle Mini Park was completed. It includes a gift of a classic sculpture of the princess from the Outrigger Hotels.

New street lighting and traffic light mounts of sculpted Victorian lampposts with hanging flower baskets dramatically softens the Kalakaua Avenue transit and pedestrian corridor. Some of these pole mounts carry security cameras linked to the Police substation at Kuhio Beach Park.

Additional work continues on \$46 million worth of upgrades to Waikiki's infrastructure, which are in various stages of completion. These include replacing old water and sewer lines.

Restoring "Hawaiianess" To Waikiki

The Waikiki Historic Trail is an anchor project of the Waikiki Master Plan and a major feature of Dr. George Kanahale's 232 recommendations to restore "Hawaiianess" to Waikiki. Four trail marker sites have been added since last year for a total of 24

locations that are threaded throughout Waikiki. Funding for all 24 distinctive surfboard shaped markers has been secured and 15 of the markers have been installed. The trail provides a definitive cultural footprint of Waikiki's history and presents opportunities to stage quality visitor encounters at selected sites through story telling and cultural demonstrations. The Native Hawaiian Hospitality Association has taken on the responsibility of trail management and the City has begun working with them on a docent trail guide program.

The Kuhio Beach Hula & Torchlighting Show schedule has been increased from weekend performances to performances seven nights a week. A hula stage (mound) on the beach was created to accommodate the free nightly hula presentations. The 100 torches that line the beach walk promenade provide a dramatic backdrop for the very popular hula shows.

The Kapiolani Park Bandstand is a magnificent performing arts venue, which houses a variety of admission free city sponsored events. The Royal Hawaiian Band performs Hawaiian music and dance every Sunday afternoon. Each Friday evening there are free public performances featuring local bands and dance groups. Special performances and celebrations are also staged here throughout the year. The bandstand is also made available for the staging of special events by other organizations. These events are a quality of life improvement to Kapiolani Park.

The Hale Aloha Visitor Information Service is underway with three activated stations along Kalakaua Avenue and three more being scheduled for activation later in the year. The visitor information hosts undergo special training and dispense information along with some old fashioned aloha. Program management is outsourced to the Native Hawaiian Hospitality Association.

Waikiki Business Improvement District

The first of its kind in Hawaii, the Waikiki Business Improvement District was established by city ordinance. City Administration, the City Council, and the Waikiki Improvement Association crafted this leg-

islatively empowered organization of business and property owners that function like an authority. The body operates under a board of directors and financed through assessments to the businesses. The organization assumes some of the responsibilities previously rendered by the city such as landscape maintenance, sidewalk cleaning, safety and security, and visitor information. The new program is underway and still evolving.

Special Events

Several special events were staged to call attention to the revitalization process and to invite visitors and locals to celebrate in the renewal process. These included special ceremonies and celebrations for the Waikiki War Memorial dedication, opening of the Kapiolani Park Bandstand, Ho'ala Ia Waikiki to celebrate Phase I of the Kuhio Beach renovation, the Kuhio Beach Park Festival which marked the completion of Phase II of the renovation, and several smaller dedications to mark other projects.

Waikiki Revitalization Speakers Bureau

The Office of Waikiki Development sought out speaking engagements to bring the Waikiki Revitalization message to the community. The speaking opportunities included Rotary Clubs, Travel Industry Management workshops, native Hawaiian organizations, Oahu Visitor Bureau sales groups, Neighborhood Boards, Community Associations, and others.

Return On Investment

The city's long-term commitment to the revitalization of Waikiki has begun to attract private sector investment in the destination in excess of one billion dollars and growing.

More importantly, the city's leadership has infused a new confidence to the public and optimism for the future of Waikiki.



DEPARTMENT OF THE MEDICAL EXAMINER

Alvin I. Omori, M.D., Chief Medical Examiner; Kanthi von Guenther, M.D., Deputy Medical Examiner

POWERS, DUTIES AND FUNCTIONS

The Department of the Medical Examiner 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. Section 6-701 of the Revised Charter of the City and County of Honolulu, 1983, puts the charge thus: "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 Department of the Medical Examiner is staffed by physicians specially trained in the area of forensic pathology which is the specialty field of medicine involving the application of the principles of medicine and pathology in determining the cause and manner of sudden, violent or unexpected deaths.

The staff of the Medical Examiner 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. Through experience, the Department also realizes that issues and events which may seem unimportant immediately following a death often become important in the future. A thorough investigation into the circumstances and cause of death provides pertinent answers for future significant issues such as insurance claims and estate settlements. It also provides factual data for relatives who otherwise would be left only with conjecture as to the cause and manner of death.

Medical investigation of violent, sudden and unexpected deaths also provides information and evidence necessary for civil and criminal legal proceedings. In addition, such investigations provide factual material and evidence for agencies involved in workers' compensation, public health hazards and community health and disease.

HIGHLIGHTS

The past two years have focused national attention on two tragic events occurring within the City

and County of Honolulu. In 1998-1999, it was the deaths of eight people from the Sacred Falls landslide. This past year, it was the murders of seven Xerox Corporation employees and the subsequent trial and conviction of the assailant.

Aside from these cases, the past fiscal year has also seen a dramatic increase in the number of homicides and a moderate increase in the number of suicide deaths occurring in Honolulu.

Pedestrian deaths continue to plague Honolulu by constituting approximately 30% of the traffic accident deaths occurring on our streets and highways.

The work of the Department is tabulated in statistical form as follows:

SUMMARY OF STATISTICAL REPORT OF CASES HANDLED BY DEPARTMENT 1999-2000

There were 1307 deaths investigated by the office this past year as compared to 1316 in 1998-1999. However, jurisdiction was assumed in a slightly greater number of cases and more autopsies were performed.

Number of deaths investigated	1307
Jurisdiction assumed in	606
Violent deaths	330
Autopsied	294
Not autopsied	35
Autopsied by hospital	1
Violent deaths (undetermined manner)	29
Autopsied	27
Not autopsied	2
Non-violent deaths	240
Autopsied	114
Not autopsied	126
Historical remains	4
Non-human artifacts	3
Jurisdiction released to private physician (death within 24 hours)	614
Attended deaths reported	16
Other deaths reported	71
Total autopsies performed by Medical Examiner	434
Total number of bodies transported to Morgue	635

**LABORATORY PROCEDURES
CONDUCTED DURING FISCAL YEAR
1999-2000**

Laboratory Chemical Tests	648
Toxicology Screen	521
Toxicology Sent Out.....	163
Hematoxylin and Eosin Slides Prepared	1,637
Special Slides Prepared	111

Laboratory tests continue to play an important part in the investigation of deaths occurring under our jurisdiction. With date rape drugs and designer drugs becoming more prevalent, more sophisticated tests will be required in the future.

**REQUEST FOR REPORTS
FISCAL YEAR 1999-2000**

Investigation and Autopsy Reports	671
Fees Collected	\$2,442.00

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 1999-2000**

Budget Expenditures	\$988,114
Salaries	\$825,000
Current Expenses	162,792
Equipment.....	322
Positions	17

CLASSIFICATION OF VIOLENT DEATHS

The number of violent deaths increased from 326 in 1998-1999 to 360 this past year primarily due to a large increase in the number of homicide cases and a moderate increase in suicide victims. Victims suffering from gunshot wounds showed a significant increase from 21 in the previous year to 40 this past year.

Violent Deaths	360
Homicide	43
Asphyxia	5
Blunt trauma	8
Child abuse	4
Fire	1
Gunshot	18
Knife wounds/stabbing	6
Unknown	1

Suicide	109
Asphyxia	5
Drowning	1
Fall	20
Fire	1
Gunshot	22
Hanging	36
Knife wounds/stabbing	4
Poisoning	20
Traffic	66
Water-Related	29
Industrial	8
Other Accident	76
Undetermined	29
Fall	4
Drowning	1
Poisoning	17
Unknown	7

NOTE: Some deaths are reported in 2 different categories.

HOMICIDES

Homicide deaths increased by 207% this past fiscal year from 14 in 1998-1999 to 43. This was also significantly higher than the 33 homicides which occurred in 1997-1998. Filipino and Japanese victims each comprised 18.6% of the cases. Gunshot victims increased from 5 in 1998-1999 to 18. Seven of these victims were the result of the Xerox killings. Twenty-eight victims were male and 15 female. There were 4 child abuse deaths within this victim population.

BREAKDOWN OF HOMICIDE VICTIMS BY RACE

Race	1999	2000	Total
	July-Dec.	Jan.-June	
Black	0	1	1
Caucasian	2	4	6
Chinese	2	0	2
Filipino	4	4	8
Hawaiian/Part-Hawaiian	2	5	7
Hispanic	1	0	1
Japanese	8	0	8
Korean	1	0	1
Other Asian	1	0	1
Pacific Islander	0	2	2
Samoan	2	0	2
All Other	3	1	4
Total	26	17	43
Methods Used:			
Asphyxia	3	2	5
Blunt trauma	4	4	8
Child abuse	1	3	4
Fire	0	1	1
Gunshot	14	4	18
Knife wounds/stabbing	3	3	6
Unknown	1	0	1
Total	26	17	43

SUICIDES

There were 109 suicide deaths this past year compared to 99 the previous year, a 10.1% increase. Hanging continues to be the method chosen by most victims and comprised 33.0% of the population. Gunshot wounds and intentional overdoses also showed an increased number of victims.

Caucasian men and women made up 33.0% of the cases followed by Japanese (19.3%) and Part Hawai-

ian (17.4%) victims. Hanging was the preferred method chosen by Japanese and Part Hawaiian victims while drug overdose was preferred by Caucasians.

Males were more successful in committing suicide by a 4.7/1 ratio compared to females.

On a positive note, there was only 1 victim below the age of 20 compared to the 11 the previous year.

SUICIDE STATISTICS

Method	Cau		Chi		Fil		Hawn Pt-Hawn		Jps		Kor		Por		Pac Isl		Sam		Oth		Total
	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	
Asphyxia	1	1							2	1											5
Drowning											1										1
Fall	4	4	3	1			1		2	1	3								1		20
Fire					1																1
Gunshot	8	1	1		3		3		4										2		22
Hanging	2				5		9	2	7		2	1	1		2		4	1			36
Knife wound /stabbing	1						1		2												4
Poisoning	9	5					3		2			1									20
Total	25	11	4	1	9	0	17	2	17	4	6	0	1	1	1	0	2	0	7	1	109

SUMMARY OF SUICIDES

1999	Male	Female	Total
July	5	0	5
August	4	4	8
September	6	0	6
October	8	1	9
November	12	0	12
December	5	5	10
Sub-total	40	10	50

2000	Male	Female	Total
January	13	4	17
February	6	1	7
March	6	3	9
April	10	0	10
May	9	1	10
June	6	0	6
Sub-total	50	9	59

Total **90** **19** **109**

SUICIDE VICTIMS

Age	Male	Female	Total
10-19	0	1	1
20-29	16	3	19
30-39	30	7	37
40-49	23	1	24
50-59	10	1	11
60 and over	11	6	17
Total	90	19	109

TRAFFIC FATALITIES

There were 66 traffic victims this past year compared to 67 in 1998-1999. Pedestrians comprised 20 of the 66 victims or 30.3% compared to 25.3% of the population the previous year. The number of drivers who died increased from 17 in 1998-1999 to 27 this past year while the number of passengers who died de-

creased from 20 to 11.

Four motorcycle riders died this past year as compared to 12 the previous year.

The percentage of victims testing positive for alcohol (30.3%) remained relatively unchanged from the previous year.

SUMMARY OF TRAFFIC FATALITIES

	MALE			FEMALE			Total
	1999 July-Dec.	2000 Jan.-June	With Alc.	1999 July-Dec.	2000 Jan.-June	With Alc.	
Operator	5	17	14	3	2	1	27
Passenger	2	3	4	4	2	0	11
Pedestrian	3	11	0	3	3	0	20
Motorcyclist	2	2	1	0	0	0	4
Moped Rider	1	2	0	0	0	0	3
Total	14	35	19	10	7	1	66

WATER-RELATED DEATHS

Twenty-nine people died in water-related incidents this past year. This was little difference from

the 31 victims the previous year. Eighteen victims died while engaged in ocean-related activities.

SUMMARY OF WATER-RELATED DEATHS

Location & Activity	MALE		FEMALE		Total
	1999 July-Dec.	2000 Jan.-June	1999 July-Dec.	2000 Jan.-June	
Ocean					
Swimming	4	3	1	2	10
Scuba	1	1	0	1	3
Snorkeling	1	0	0	0	1
Diving	2	0	0	0	2
Other	2	0	0	0	2
Hot tub/jacuzzi	0	1	0	0	1
Swimming Pool	1	1	0	0	2
Pond/Canal/Stream	3	0	0	0	3
Bathtub/Shower	1	0	1	0	2
Harbor	0	3	0	0	3
Total	15	9	2	3	29

INDUSTRIAL DEATHS

There were 8 job-related deaths this past year which equalled the number the previous year. There were no significant trends within this category.

<u>Age</u>	<u>Synopsis</u>
82	Janitor fell from a ladder while cleaning an office.
42	Electrician caught on fire and fell 6-10 feet to the ground due to an explosion while testing a transformer.
38	Container yard operator pinned between tractor cab and trailer.
35	Fisherman struck on the chest by a metal clip on a fishing line.
55	Boat hull cleaner found unresponsive in waters within a boat harbor.
63	Shipyard equipment operator working in a cherry picker basket which tipped over.
63	Farmer struck by a reversing truck while working in a field.
60	Mechanic fell from a ladder while holding a pair of scissors and stabbed in the neck.

OTHER ACCIDENTAL DEATHS

There were 76 non-traffic accidental deaths compared to 86 in 1998-1999, an 11.6% decrease. Falls from ladders or while walking was the cause of (42) 55.3% of the deaths. Accidental overdose of drugs caused 22 deaths or 28.9% of the population. Only 2 deaths were the result of a fire.

SUMMARY OF OTHER ACCIDENTAL DEATHS

Method	<u>MALE</u>		<u>FEMALE</u>		Total
	1999 <u>July-Dec.</u>	2000 <u>Jan.-June</u>	1999 <u>July-Dec.</u>	2000 <u>Jan.-June</u>	
Asphyxia	4	1	2	1	8
Fall	12	12	6	12	42
Fire	0	1	0	1	2
Poisoning	10	9	3	0	22
Pedal cycle	1	0	0	0	1
Other	0	1	0	0	1
Total	27	24	11	14	76

UNDETERMINED DEATHS (MANNER)

Twenty-nine deaths fell within the category classified as undetermined. Fifty-eight point six percent of the cases (17) were medication/drug related in which it was uncertain whether the victim acciden-

tally or intentionally overdosed. In the previous year, there were 28 victims in this category with 17 dying because of overdose of medications (60.7%).

SUMMARY OF UNDETERMINED DEATHS (MANNER)

<u>Method/Cause</u>	<u>MALE</u>		<u>FEMALE</u>		<u>Total</u>
	<u>1999 July-Dec.</u>	<u>2000 Jan.-June</u>	<u>1999 July-Dec.</u>	<u>2000 Jan.-June</u>	
Drowning	0	0	1	0	1
Fall	0	3	0	1	4
Poisoning	5	4	5	3	17
Unknown	3	3	0	1	7
Total	8	10	6	5	29



NEIGHBORHOOD COMMISSION

Benjamin Kama, Jr., Executive Secretary

POWERS, DUTIES AND FUNCTIONS

The Neighborhood Board system was created in 1972. Article XIV of the Revised City Charter called for the formation of a nine-member Neighborhood Commission to develop a Neighborhood Plan to assist in the formation and operation of elected neighborhood boards on Oahu. The purpose of this system is to provide a mechanism to increase and assure resident participation in the process of government decision making. Administrative and technical staff to support the mandated functions of the Neighborhood Commission and the neighborhood boards is provided through the Neighborhood Commission Office.

HIGHLIGHTS

Neighborhood Commission Office

Field Support Services to Neighborhood Boards - Basic field services were provided by neighborhood assistants to facilitate board operations and to enable board members to focus on and respond to issues and concerns. These field representatives serve as primary liaison between the boards, the Neighborhood Commission, the City Council and the City Administration.

Neighborhood Commission

Neighborhood Board Initiative Petitions - At its May 2000 meeting the Commission took action on requests from the Manoa, McCully/Moiliili, Liliha/Kapalama, Pearl City and Ewa Neighborhood Boards to change their Initiative Petitions.

Neighborhood Plan - The Neighborhood Commission's Neighborhood Plan Committee continued its comprehensive review process of the Neighborhood Plan (1986) 1998 Edition. The Committee conducted a series of regional factfinding meetings island-wide to solicit ideas and comments for its Revised Neighborhood Plan 2000.

Procedural Hearings - Several hearings were conducted in response to various complaints pertaining to alleged neighborhood board procedural inconsistencies.

Attendance at Neighborhood Board Meetings - Commission members continued to attend monthly neighborhood board meetings to observe and to better understand the needs of neighborhood boards.

NEIGHBORHOOD COMMISSION OFFICE

Under the direct supervision of the Managing Director, the Neighborhood Commission office provided administrative and technical support services to the Neighborhood Commission and to the neighborhood boards to facilitate their ability to fulfill their City Charter mandated functions to increase and assure effective citizen participation in the decisions of government.

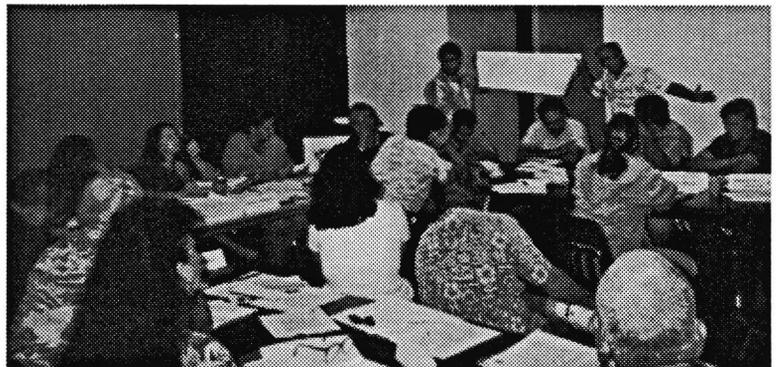
The office operations are divided into two major and interdependent sections to strengthen operations and services. These are: 1) Community and Elections services which provide support services to 32 neighborhood boards and the conduct of their biennial elections, and 2) Administrative and Office services which encompasses administrative services to the Commission and the boards, communication and training services as well as housekeeping and office services. The duties and accomplishments of the office operations are expanded upon in the sections following.

Accomplishments

Administrative and Office Services Section

Administrative - The administrative staff coordinated and serviced all regular and special meetings of the Neighborhood Commission as well as those of its committees. Substantial staff support and technical assistance were provided to the Commission in complaint hearings, and review and evaluation and the conduct of public hearings to receive testimony and public input.

As part of its function as a City agency, administrative staff worked closely with Olelo in the development of broadcasting listing neighborhood board meetings on public cablevision to broaden pub-



Members of the Waianae Coast Neighborhood Board No.24 hear a presentation at their monthly meeting.

lic awareness about the board system.

As part of its function as a City agency, administrative staff coordinated arrangements for the appearance of the Mayor's Team and Mayor's mini-team at neighborhood board meetings.

Staff continues to update the Neighborhood Commission's web site which includes information on the Neighborhood Commission, neighborhood boards, monthly meeting calendar, board member directory, chairperson's mailing list and office staff information.

Communication and Training Services - Section staff provided communication related services to neighborhood boards and to the Neighborhood Commission. These services involved the production and distribution of newsletters, surveys, flyers, posters, brochures, and graphic displays, as needed; dissemination of information and publicity press releases; publication of legal notices; and the writing of related correspondence and technical reports.

The neighborhood boards used these services extensively in Fiscal Year 19992000 in the development of communications with their constituents. Newsletters and surveys were distributed to cultivate greater resident awareness of issues and concerns perceived as impacting the neighborhood, including subsequent actions and recommendations of the neighborhood boards. Neighborhood boards continue to circulate special flyers attached to their meeting minutes and agenda to announce public forums and information sessions to stimulate resident interest in community based issues. Press releases and public service announcements provided additional support.

Board surveys were distributed to identify neighborhood needs and to elicit neighborhood opinions and served as tools to guide boards in setting priorities and recommendations. Survey results were subsequently communicated to the neighborhood residents and, as appropriate, transmitted to proper officials and other government departments and agencies.

In addition to Oahu's two daily newspapers, articles and listings of neighborhood board meetings and activities were featured in community based publications. Rather than a single mass mailing, some neighborhood boards have published monthly articles or summaries in community publications as a more current and systematic means of communicating with their constituents on neighborhood issues and concerns.

Circulation of a monthly calendar of events continues to be a valuable outreach mechanism to routinely publicize activities of Oahu's neighborhood boards and the Commission in a timely manner. Each month these calendars reach nearly 7,000 persons, including government officials and organizations.

Total Communication materials processed: 316

Newsletters/Surveys	7
Community-Based Publications	42
Videotaped Board meetings	43
Flyers	44
Monthly Calendar of Events	12
Press Releases	3
Meeting Notices to Dailies	52
Legal Ads	1
Certificates, invitations,	112
Programs, graphic displays	

Office Services Activities - Section staff coordinated the fiscal expenditures for each neighborhood board through its centralized purchasing and accounting functions. Individual monthly statements were prepared for all 32 neighborhood boards to apprise each board about the status of its operational and publicity appropriations. In addition to assisting with the preparation of the Commission's annual operating budget, this section handles all fiscal, personnel and property inventory matters.

Neighborhood Board Field Services - The Neighborhood Commission office continued to provide field support services to 32 neighborhood boards. Neighborhood assistants attended and recorded the minutes for 361 neighborhood board meetings and coordinated the monthly mail-out of approximately 7,000 sets of minutes and agendas to the general public. Approximately 9,000 guests attended the board meetings. Other accomplishments of the field staff included: 1) serving as the primary liaison between the boards, the Neighborhood Commission, City, State and Federal governments, 2) providing documentation of board activities by assisting with the development and filing of meeting agendas, the recording and distribution of meeting minutes, and attending to the written and oral communication needs generated by official board action, 3) providing technical information on proper meeting procedures, city policies and program, and 4) assisting in the production and distribution of publicity materials in support of the boards' efforts to enhance two-way communication with neighborhood residents.

Neighborhood Board - The Revised Neighborhood Plan, as developed by the Neighborhood Commission, serves as the legal framework for the neighborhood boards. As provided in the Plan, Oahu's neighborhood boards function as an island-wide communication conduit, expanding and facilitating opportunities for community and government interaction. All board members are volunteers and serve as advisory groups to the City Council, the City Administration as well as to departments, agencies and public officials of the state and federal governments.

Summary of Neighborhood Board Activities - The neighborhood boards were established as formal mechanisms to educate and inform the neighborhoods about basic government services and programs. This vehicle provides each community an opportunity to express its needs and desires in the delivery of government services, in economic development, and on land use matters. The neighborhood boards were engaged in a variety of activities which included:

1. Reviewing and making recommendations on the Development Plan (DP) Annual Review Process and on the Land Use Ordinance (LUO).
2. Setting priorities on Capital Improvement Projects (CIP) proposed by the City and recommending a list of proposals reflecting the needs of individual neighborhood communities.
3. Reviewing and submitting recommendations on zoning and variance applications and permits.
4. Reviewing and recommending proposals on municipals transportation needs, and communicating traffic and highway concerns. These included changes and additions to bus routes, regular and express bus schedules, bus stop and shelter locations, crosswalk needs, traffic signals and peak traffic problems, and stop signs.
5. Reviewing and making recommendations to the Hawaii State House of Representatives and the Senate. Neighborhood boards continued lobbying efforts on various legislative proposals at the 24th Legislative Session.
6. Participating in various workshops conducted by government agencies.

In their role as neighborhood-based communication channels, the board sponsored informational forums and special guest presentations on issues and concerns or projects that may affect the quality of their neighborhoods. Some of these included: H-1 Corridor Study, Ala Wai Canal Watershed Project, Unequal Senate Term Resolution, Hanauma Bay Improvement, Board of Water Supply's Automatic Water Meter Reading Program and Integrated Resources Management Plan, "Hub & Spoke" Transit Plan, and Kalaniana'ole Highway Resurfacing Project.

Neighborhood boards continued to participate in the Mayor's 21st Century Oahu Vision Program to focus on long range planning, with specific goals and objectives, in their community.

Boards also participated in community activities to improve the quality of their neighborhoods. Some of these activities included sign waving with HPD for Community Traffic Awareness Program (C-TAP) Palolo Pride Community Celebration, graffiti wipe-

outs, citizen's patrols, canal and stream cleaning, parks beautification and beach cleaning.

Videotaping board meetings through arrangements with Olelo (cable television), continued to be a popular avenue to stimulate public interest. Several neighborhood board meetings are viewed on television by islandwide residents on a delayed basis.

In an informational meeting with Mayor Jeremy Harris on March 11, 2000, boards were provided information on the status of the City's "fair share" 2000 Legislative package and the City's proposed budget for fiscal year 2001. These materials were then presented at neighborhood board meetings for discussion and subsequent action.

NEIGHBORHOOD COMMISSION

The Neighborhood Commission was established under Article XIV, Revised Charter of the City and County of Honolulu, 1973, to develop a Plan to increase and assure effective citizen participation in the decisions of government. All nine members, volunteers who serve in staggered five year terms, are appointed. Four of the Commission members are appointed by the Mayor, four by the City Council chair with the approval of the council members, and the ninth member is appointed by the Mayor and confirmed by the City Council. One of the Mayor's appointees, one of the City Council chair's appointees and 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 and the neighborhood boards. The City Charter mandates the Commission to assist, upon request, in the formation of neighborhoods and the operation of neighborhood boards. The Commission is required to meet six (6) times within a year to review and evaluate the activities, performance and operations of the neighborhood boards.

Members of the Neighborhood Commission during Fiscal Year 1999-2000 were as follows:

Karen Iwamoto, Chair	Margaret E. Murchie
Sally Amantiad	Kalene Shim Sakamoto
Gail Gomes	Benjamin P. Sanchez *
Benjamin T. Gudoy	Angelo (Ray) Galas **
James Kaonohi III	

Accomplishments

The Neighborhood Commission's Neighborhood Plan Committee continued its comprehensive review process of the Neighborhood Plan (1986) 1998 Edition. The Committee conducted a series of regional meetings island-wide to solicit public ideas and comments for its Neighborhood Plan 2000.

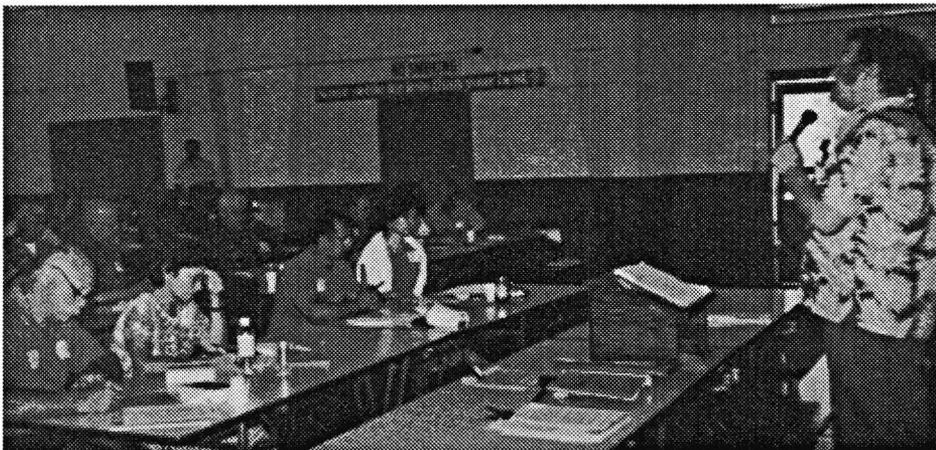
The Commission received amendment proposals to the Initiative Petitions for the Manoa, McCully/Moiliili, Liliha/Kapalama, Pearl City and Ewa Neighborhood Boards. The Commission held six public hearings in March 2000 to receive community input regarding changes to board names, boundaries and representation configuration (seats). At its May 9, 2000 meeting the Commission took the following action:

- Manoa Neighborhood Board No. 7 - agreed to a boundary change to secede a section of the neighborhood area to the McCully/Moiliili Neighborhood Area #8.
- McCully/Moiliili Neighborhood Board No. 8 - agreed to a boundary change to add the seceded segment from Manoa Neighborhood Area #7.
- Liliha/Kapalama Neighborhood Board No. 14 - agreed to a request to change the Board name to Liliha/Alewa/Puunui/Kamehameha Heights, but did not agree to change sub-district alignments until after the 2000 Census.
- Pearl City Neighborhood Board No. 21 - agreed to decrease total membership of seventeen (17) to fifteen (13) representatives.

- Ewa Neighborhood Board No. 23 - did not agree to the request of an increase in the number of seats and establish sub-districts until after the 2000 Census.

This fiscal year the Commission conducted several complaint hearings on neighborhood board operational inconsistencies, improper board meeting procedures and publication of notices.

Commission members renewed their goals and objectives to maximize attendance of monthly meetings to better understand the needs of the boards. The process has been beneficial toward a shared goal which is to support the continuous growth of Oahu's Neighborhood Board system.



Parliamentary Procedure Workshop for neighborhood board members.

*appointed 10/29/99 by the Mayor to fill vacancy created by the resignation of Terry Morris on April 22, 1999, to term ending 6/29/2000. Reappointed on 10/29/00 to term ending 6/29/05.

**appointed 7/12/00 by the Mayor and confirmed by the Council to term ending 6/29/05. Replaced Eugene N. Tiwanak who resigned on 6/29/99.



OAHU CIVIL DEFENSE AGENCY

Joseph D. Reed, Administrator

POWERS, DUTIES AND FUNCTIONS

The Oahu Civil Defense Agency (OCDA) is established by Section 128-13, Hawaii Revised Statutes, and Section 6104, Revised Charter of the City and County of Honolulu. Functions of the Agency are to develop, prepare for, and under disaster or emergency situations, assist in the implementation of Civil Defense plans and programs to protect and promote the public health, safety, and welfare of the people of the City. In addition, the Agency coordinates the Civil Defense activities and functions of the City with those of the State and Federal governments and other public or private organizations for Civil Defense within the County.

In performing these functions, the OCDA conforms to the standards for local civil preparedness set forth by the Federal Emergency Management Agency by performing hazard mitigation, preparedness planning, emergency or disaster response, and recovery activities.

Threats/hazards against which the efforts of the OCDA are directed include enemy attack, either nuclear or conventional; natural disasters such as hurricanes, earthquakes, tsunamis, flooding, high surf, and high winds; and man-caused disasters such as aircraft crashes, acts of terrorism, radiological incidents, marine and inland oil spills, and hazardous material releases.

HIGHLIGHTS

- Domestic Preparedness Program Planning
- Waimea Bay Rock Slide
- 600 City Shelter Operators Trained
- Y2K Preparations
- Nanakuli Motorist Standoff

ORGANIZATION

The authorized OCDA staff includes an Administrator, Plans and Operations Officer, Radiological Defense and Logistics Officer, Communications Officer, Disaster Preparedness and Recovery Officer, Education and Training Officer, Hazardous Materials Officer, Secretary, and Clerk. All staff members are civil service employees.

A trained and dedicated Civil Defense Volunteer force of approximately 300 individuals operates in support of the OCDA and City departments and agencies during impending or actual emergency and disaster response actions. To facilitate volunteer support, the Island of Oahu is divided into six (6) Volunteer Civil Defense Districts. Each District functions under the direction and supervision of a Volunteer

District Coordinator. District Coordinators further subdivide their Districts into smaller working areas led by Team Leaders. Team Leaders have the responsibility to study and know their areas and to anticipate the problems that may arise in the event of a disaster. The volunteers assist in planning, warning, reporting, communicating, evacuating, and accomplishing other mitigating actions. A positive program to support the volunteers is on-going and includes funding for the purchase and distribution of radios, pagers, flashlights, safety equipment, food and beverages while on duty, reimbursement for use of personal vehicles, an awards program, and the presentation of monthly training classes to ensure volunteers are qualified to accomplish required activities.

The OCDA staff is also augmented by Staff Volunteers who provide technical and professional advice, and/or operational and administrative assistance. These volunteers include a Tsunami Advisor, Health Care Advisor, Shelter and Communications Specialists, an Administrative Assistant, and Radio Amateur Civil Emergency Services (RACES) communications group.

GOALS

The primary goal of the OCDA is to develop a high level of proficiency within the Civil Defense staff and among volunteers, government, and private sector organizations, so there will be a wellcoordinated and timely response to any type of disaster that may threaten or strike the Island. A continuing goal of near equal importance is the expansion of public information and education programs so that hazard awareness and preparedness in all communities are heightened so emergency response by residents and visitors alike, is predictable and is in consonance with emergency plans.

PLANS AND PROGRAMS

Domestic Preparedness Program

Oahu Civil Defense continued to pursue the implementation of the Federal Government's Domestic Preparedness Program aimed at improving the City's capabilities to respond to incidents involving terrorist use of weapons of mass destruction (chemical, biological, nuclear). Honolulu, one of 27 original cities selected to participate in this program under the Defense Against Weapons of Mass Destruction Act of 1996 (Nunn-Lugar-Domenici II Act), is among more than 150 cities now involved in the program. Thus far, since February 1997, the City has received a to-

tal of \$1,160,000 dollars in grants and in-kind equipment to assist the City's emergency responders in planning, preparing, equipping, training and the purchasing of specialized equipment for personal protection, detection, decontamination, communications, including pharmaceuticals to meet the challenges of domestic and international terrorism.

During this period, the Response Plan for terrorist incidents involving the use of weapons of mass destruction, developed by the MMRS Committee, was approved by the Department of Health and Human Services (DHHS). Subsequently, under the auspices of the Department of Emergency Services, the City's Biological Response Plan to acts of terrorism was developed. A multi-agency planning committee guided a contractor in writing the plan, which will become an integral part of the overall multihazard City Emergency Operations Plan.

Campbell Local Emergency Action Network

The Oahu Civil Defense Agency (OCDA) continued to be an active participant with the Campbell Local Emergency Action Network (CLEAN). The agency took the lead in developing a CLEAN Hurricane Seminar for Campbell Industrial Park (CIP) businesses. The Hurricane Seminar took place in conjunction with the Statewide Makani Pahili hurricane exercise, and involved over 100 participants from Federal, state and local government agencies, CLEAN members, CIP businesses, and residents from adjacent neighborhoods. During this period, OCDA also was involved with the CLEAN Public Education Committee, which initiated a project with the State Department of Education to enhance Shelter-in-Place protection procedures with CIP area schools.

Honolulu Local Emergency Planning Committee (LEPC)

OCDA was deeply involved in establishing a budget for the Honolulu LEPC. A Memorandum of Understanding was established with the Hawaii State Emergency Response Commission; a resolution was approved by the Honolulu City and County Council and the LEPC received funding in January 2000. LEPC members attended the EPA 9th Region Chemical Preparedness Conference and the Hazmat 2000 Spill Response Conference held in San Francisco, California.

Hurricane Exercise Program

Oahu Civil Defense participated in the annual statewide hurricane exercise conducted during the period May 8-12, 2000, in which City, State, Federal and private sector organizations responded to a simulated hurricane striking the State, including the Island of Oahu. OCDA participated by conducting a

week-long 3-phase table top exercise (TTX) for the City's primary and alternate civil defense coordinators from each department. The exercise focused on preparedness and warning, response and evacuation, and recovery as delineated in the City's Emergency Operations Plan and the Tropical Cyclone Evacuation and Sheltering Plan and Operating Procedures.

Communications

-Conversion of OCDA's communications systems to 800 MHz radios was initiated. Radios have been ordered and will be programmed and issued to users in FY 2001.

The Siren Warning System coverage continued to improve. Upgrades are in progress that will convert 14 of our existing electronic sirens from commercial AC power to solar power. The conversion should be completed in late 2000 or early 2001. OCDA and State Civil Defense personnel are in the planning phase of adding additional sirens to the network. The U.S. Air Force recently installed seven solar powered sirens on Hickam Air Force Base and has included them into the civil defense system, thus affording the base better siren coverage.

The Radio Amateur Civil Emergency Service (RACES) organization continued to expand its emergency services to the community and the City. RACES volunteers assisted the Honolulu Police Department, in preparation for possible Y2K communications interruptions, install amateur radios in each of the ten police substations and in the primary Communications Center at police headquarters. RACES volunteers also trained and tested selected HPD personnel who were interested in obtaining their amateur radio license. RACES volunteers assisted the American Red Cross in the renovation and activation of their Emergency Operations Center inside Diamond Head Crater.

Joint Armed Services/State of Hawaii Coordinating Committee (JAS/SHDCC)

Oahu Civil Defense Agency continued to be an active participant in this coordination and informational group organized to facilitate interaction between the armed services and the civil defense community to share matters of common interest. Topics and issues discussed in these meetings included:

- Y2K Preparedness
- Statewide hurricane exercise
- State and county disaster debris management planning
- Incident Command System
- Commercial contracting of military fuel supplies
- Flood awareness and dam safety

- Emergency shelter program
- Weapons of mass destruction

Emergency Food

132 cases (12 meals per case) of Meals-Ready-to-Eat (MRE) are ready to be used as emergency food for the City EOC personnel. An agreement with the U.S. Army allows rotation of current unused meals before their expiration date at no additional cost.

Radiological Defense Monitoring Equipment

The Honolulu Fire Department (HFD) now holds 100 low range (0-50mR) CDV-700 radiological survey meters, which are at the Fire Training Bureau (50 each) and fire stations. This equipment will be returned (or exchanged) to State Civil Defense (SCD) for maintenance and calibration until the Federal Emergency Management Agency and SCD determine final disposition of the monitoring equipment.

Hurricane Shelter Resurvey Program

A re-survey of all emergency evacuation shelters (City and State facilities) on Oahu was initiated in early 1993 and continued into FY 2000. This extensive joint effort with State Civil Defense will provide more precise information on sheltering capabilities and the structural integrity of selected facilities. All of Oahu's previously identified 260 shelter facilities have been re-surveyed to date, using Federal Emergency Management Agency (FEMA) guidelines developed as a result of lessons learned from Hurricanes Andrew and Iniki of 1992.

Current re-surveys delineate, in detail, mitigative measures that must be taken by facility owners/managers to meet hurricane survivability guidelines. This assists a facility owner/manager not only to establish upgrading priorities, but to also better protect occupants and valuable equipment and vital records.

Owners of several private facilities were approached, most notably movie theater facilities, for use of their facilities as refuge shelters during hurricane emergencies. This is in keeping with the Federal Emergency Management Agency's (FEMA) desire to forge public/private partnerships to provide protection for the population at risk. Currently, 35 major hotel facilities in Waikiki have been evaluated and officially designated for private sheltering. Fifteen condominiums and several other large residential facilities have also been evaluated and officially designated for sheltering.

TRAINING

Civil Defense Staff

Civil Defense staff received training in the following subject areas:

- Community Hurricane Awareness
- Cyber Terrorism Workshop
- Damage Assessment Procedures
- Debris Management Course (Emergency Management Institute)
- Domestic Preparedness DOJ Workshop (San Diego, CA)
- Emergency Preparedness Liaison Officer
- Emergency Program Manager
- FEMA Y2K Exercise
- Flood Proofing Workshop
- GASCO Emergency Procedures
- HAZWOPER Refresher Course
- Mass Fatalities Incident Response Course
- Mitigation for Homeowners
- Navy Incident Command Course
- Pesticide Emergency Response
- Principles of Emergency Management
- Public Assistance Operations
- WMD Incident Command Course (Nevada Test Site)
- USCG Incident Command Course

Civil Defense Volunteers

Civil defense volunteers received the following training:

- 800 MHZ Radio System
- First Aid/CPR
- Domestic Preparedness Program
- Review of Hurricane and Tsunami Standard Operating Procedures
- Weather Spotter Procedures
- Amateur Radio Licensing Program
- Shelter Selection Criteria
- Hazard Material Familiarization
- Volunteer Activation Policy
- Shelter Operations
- HPD Traffic Control Procedures

Courses Presented by Oahu Civil Defense Agency

In conjunction with the Department of Parks and Recreation and the American Red Cross, Hawaii Chapter, over 600 City employees were trained in Shelter Operations procedures. This number represents a 300% increase over previous levels, thus strengthening our capability to better support the 260 public shelters in the Oahu Emergency Sheltering Plan. The following courses were presented by OCDA to sustain the emergency response capabilities of the City:

- Damage Assessment Procedures
- Fundamentals of Radiological Monitoring
- Shelter Management Procedures
- Local Role in Emergency Management

- Civil Defense Plans and Procedures to Police Recruits

EXERCISES

The Oahu Civil Defense Agency conducted or participated in the following exercises, drills, or actual events.

Hurricane Preparedness

- Campbell Local Emergency Area Network (CLEAN)
- Hurricane Exercise
- Annual statewide hurricane exercise.

HAZMAT Response

OCDA participated in the following hazardous materials exercises:

- Honolulu International Airport AIREX
- Makani Pahili Disaster Field Office Exercise/ Training
- Marine Corps Base Hawaii Oil Spill Exercise
- TOSCO Oil Spill Training and Exercise

School Tsunami Evacuation

Participated and assisted in tsunami evacuation exercises at:

- Hau'ula Elementary School
- Haleiwa Elementary School
- Iroquois Point Elementary School
- Kaaawa Elementary School
- Laie Elementary School
- Waialua Elementary School

RACES Communications

The Radio Amateur Emergency Services group participated in the following exercises:

- Statewide Hurricane Exercise
- Annual Amateur Radio Relay League (ARRL) Simulated Emergency Test

EMERGENCY MANAGEMENT OPERATIONS

Armed Motorist Standoff

A fifteen-hour police operation commenced at about 1:15 p.m., Sunday, January 27, 2000, on Farrington Highway in Nanakuli in the vicinity of Nanaikapono Elementary School, when an armed motorist refused to exit his automobile after an accident. This operation resulted in thousands of Leeward and Honolulu bound motorists, on either side of the incident, to become stranded, as police established barricades across all four lanes of the highway. The OCDA Emergency Operations Center was activated to assist the Honolulu Police Department in coordinating resources to ameliorate the incident. The highway was opened to traffic at approximately 4:15 a.m., Monday, January 28, 2000, after the situation was defused. Numerous organizations/agencies responded or were affected by the incident including the Depart-

ment of Parks and Recreation, Oahu Transit Service (TheBus and HandiVan), Emergency Medical Services, State Civil Defense, National Guard, Department of Education, U.S. Army, U.S. Navy, and American Red Cross. Others providing assistance included, Kaiser Medical Center, St. Francis Medical Center, West, Castle Medical Center, Campbell Estates, Villages of Kapolei, and Civil Defense Volunteers.

Waimea Bay Rock Slide

On Monday, March 6, 2000, a Honolulu Police unit reported large rocks had fallen from the sheer face of the Kamehameha Highway road cut on the Kahuku side of the Waimea River, causing the entire two-lane highway below to be completely blocked. Following geologists' evaluation that terrain and soil conditions were unstable, the State Department of Transportation decided to re-route the highway further away from the face of the escarpment so future rock falls would not impact the roadway. During the three-month construction period, area residents on either side of Waimea Bay were greatly inconvenienced in their normal routines. OCDA assisted DOT during the three-month construction period by providing volunteers for traffic control and to assist residents across the Waimea River (the only way from one side to the other until much later when a foot path was constructed by the state), among numerous other activities.

Y2K Preparedness

The Oahu Civil Defense Agency, in preparation for potential problems associated with anticipated Y2K computer failures on New Year's Eve worldwide, developed a Y2K Contingency Plan for the City. The plan included the formation of thirteen task forces representing the community infrastructure, in order to mitigate the affects of computer failures. These task forces met regularly to develop strategic plans for their discipline, and in plenary sessions to report and monitor the progress being made by each group. Included were: Utilities, Medical, Communications, Transportation, Finance, Business and Industry, Food and Supplies, Special Facilities, Law Enforcement, Fire Safety and Suppression, Emergency Medical Services, Public Information, and Hotel and Visitor Industry. The OCDA EOC was activated and staffed on New Year's Eve to monitor conditions around the world beginning with New Zealand and ending with California and Hawaii. The worldwide rollover to the year 2000 was uneventful and the OCDA EOC was deactivated at 2:00 a.m. New Year's morning.

1999 Hurricane Season

The 1999 Hurricane Season produced nine named

storms generated in the Eastern Pacific and none generated in the Central Pacific. Hurricanes Dora and Eugene tracked close to Oahu, thus causing the City's emergency posture to increase briefly in August, 1999. The 1998 season, by contrast, produced 13 named storms in Eastern Pacific waters and none in the Central Pacific.

OCDA activated the Emergency Operating Center for, coordinated response to, or was alerted and monitored the following emergency situations during the period:

Event	# Of Days/Incidents
BOMB THREAT	5
BRUSH/WILD FIRE	8
EARTHQUAKE	4
FLASH FLOODING/USSFA	7
HAZARDOUS MATERIAL	15
HIGH RISE FIRE	3
HIGH WIND	5
HIGH SURF (DAYS)	102
ILLEGAL DUMPING/CHEMICAL	2
INLAND OIL POLLUTION	12
MARINE OIL POLLUTION	10
OIL/FUEL SPILL	7
GAS LEAK	3
RADIOLOGICAL ALERT	1
SHARK ATTACK/SIGHTING	1
TROPICAL CYCLONE	12
TSUNAMI/INFO/WATCH/WARNING	17
VEHICLE FIRE	1
WATERSPOUT/FUNNEL CLOUD	3
HOSTAGE SITUATION	4
TERRORIST THREAT/HOAX	1
LAND/ROCKSLIDE	1
TOTAL	224

PUBLIC EDUCATION AND INFORMATION

Several local television stations continued to assist in our effort to raise public awareness of natural hazards by providing public service air time to broadcast the OCDA produced 18 minute video: "Storm Alert-Hurricanes in Hawaii," and several 30-second disaster preparedness commercials concerning flash flooding, tsunami and hurricane preparedness.

The Civil Defense Speakers Bureau Program continued its active involvement in the community. OCDA 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, school children, community associations, Neighborhood Boards, professional organizations, senior citizens groups, Boy and Girl Scouts, hospital staffs, clubs, church groups, and government agencies. A total of 118 public speaking appearances were conducted; thus, reaching an audience of more than 78,000 people on Oahu during the period.

Civil Defense public relations displays and information centers were established at various locations to include: The City Mill Stores; The Pet Expo, The 15th Annual Seniors' Fair, Small Business on the Move, and Building Industry Association Fair, held at the Neal Blaisdell Center; Waialua Community Association Fair; Hawaii Hotel Security Association State Conference; U.S. Coast Guard Red Hill Housing Fair; BYUH Preparedness Fair; the Momilani Elementary School Weather Day; the Turtle Bay Hilton Health and Safety Fair; the Kahuku Hospital Health and Safety Fair; and Ala Moana Beach Park Keiki Fest.

FISCAL SUMMARY

Under the provisions of the Federal Emergency Management Agency (FEMA) State/Local Assistance Program, part of the annual civil defense budget is reimbursed to the City in the form of Federal matching funds and grants. The following expenditures were made during the fiscal year as compared to the budgeted amounts:

OCDA Funding	Actual Expenditures	Budgeted Amount
Salaries and Overtime	\$448,421.72	\$456,516.00
Current Expenses	96,765.07	112,459.00
Equipment	3,754.73	400.00
Total City Funds	\$548,941.52	\$569,375.00

Federal and State of Hawaii funds received by the City and County for Civil Defense related expenditures during the fiscal year are as follows:

Federal Grants	Received
OCDA (salaries)	\$106,612.40
Fringe Benefits	15,719.67
Sub Total	\$122,332.07
 Hurricane Preparedness Program	 6,500.00
LEPC Emergency Planning	7,000.00
Sub Total	\$ 13,500.00

State of Hawaii Grants	Received
Civil Defense Coordinator Police Department Salary	\$ 23,360.00
Fringe Benefits	5,840.00
Sub Total	\$ 29,200.00
 Energy Emergency Preparedness	 9,843.00
LEPC Emergency Planning	17,500.00
Sub Total	\$ 27,343.00
 State Total	 \$ 56,543.00



DEPARTMENT OF PARKS AND RECREATION

William D. Balfour, Jr., Director; Michael T. Amii, 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 which 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 members are: Earl Galdeira; Melvin Higa; Dorothy Hoe; Harold Kaneshiro, Vice-Chair; Nestor Muyot, Secretary; James Naylor, James Pacopac, Chair; Caroline Paderas; and Charles Valoroso.

MANAGEMENT SERVICES

Duties and Responsibilities

The primary function of Management Services is to provide administrative, management services for the department encompassing overall park operations and systems including budgets, plans, research, permits, property management and inventory control.

Budgeting

Developed, monitored and reviewed the department's operating budgets, capital improvement program (CIP) budgets, expenditure plans and revenue projections. Processed purchase requests for operating expenses, supplies and equipment; reviewed fiscal documents and progress/status reports; reviewed personnel action requests and contracts; and prepared recommendations to resolve budgetary issues.

Planning

Developed, monitored and reviewed park planning activities in the context of performance-based

management or specific *outcomes*, results benefitting the community. Continued developing the department's long-range plans, strategic plans, and annual implementation plans; evaluated park spatial requirements, facility standards and overall program needs; reviewed development plans, environmental assessments, impact statements, land use requests and other planning documents to ascertain impacts on operations; and developed recommendations to resolve policy planning issues.

Research

Developed, monitored and reviewed administrative policies, procedures, rules, regulations and related operating practices. Conducted management studies to assess overall effectiveness of the department's operations, programs and services; managed computer network activities and software applications including information support systems; and coordinated other administrative requirements to ascertain consistency with the city's policies and plans as well as applicable laws, rules and regulations.

Park Permits

This function was under the Department of Customer Services during last fiscal year, but transferred back to the Department of Parks and Recreation at the end of the fiscal year. Coordinated, developed and monitored the issuance of park use permits, collecting applicable fees and charges; reviewed park rules and regulations including enforcement of ordinances relating to parks; reviewed park concession contracts; and coordinated related functions with other agencies including the Honolulu Police Department and the Department of Enterprise Services.

Equipment and Supplies

Coordinated, developed and monitored property inventory control, maintaining records in accordance with fiscal policies and procedures; and improving implementation of a delivery system for dispensing essential operating supplies and equipment to respective work sites.

**SUMMARY OF THE DEPARTMENT'S
FINANCIAL STATISTICS
FOR FISCAL YEAR 1999-2000
OPERATING BUDGET
FOR FISCAL YEAR 1999-2000**

Program	Adjusted Operating Appropriation	Expenditures and Encumbrances	Unencumbered Balance
Administration ...	\$1,771,248	\$1,710,616	\$60,632
Botanical			
Gardens	1,569,409	1,459,567	109,842
Horticulture			
Services	3,626,260	3,570,986	55,274
Maintenance Support			
Services	4,159,461	4,149,968	9,493
Parks			
Maintenance ...	13,345,965	13,286,724	59,241
Recreation			
Services	13,076,312	12,766,774	309,538
Total	\$37,548,655	\$36,944,635	\$604,020

**OPERATING EXPENDITURES AND
ENCUMBRANCES BY CLASSIFICATION
FOR FISCAL YEAR 1999-2000**

Classification	Amount
Salaries and Wages	\$26,348,683
Current Expenses	10,477,161
Equipment	<u>118,791</u>
Total	\$ <u>36,944,635</u>

**SPECIAL PROGRAMS FUNDED BY FEDERAL
AND STATE OPERATING FUNDS
FOR FISCAL YEAR 1999-2000**

Programs	Fund Source	Grant Award	Expenditures	Balance
Summer Food				
Service	Federal	\$250,000	\$241,663	\$8,337
Kalihi				
Learning Ctr .. State		7,000	4,240	2,760
Hoomana	Federal	150,000	100,000	50,000
Office of				
Youth Serv's ... State		115,000	10,000	105,000
Total		\$522,000	\$355,903	\$166,097

**GENERAL TRUST FUND FOR
FISCAL YEAR 1999-2000**

Account	Appropriation	Expenditures	Balance
Other Donations	\$69,069	\$20,040	\$49,029
Clearance Account ...	248,602	13,258	235,344
Honolulu Paani	278,374	176,283	102,091
L. McCoy			
Pavilion	1,113,672	14,390	1,099,281
Summer Fun Clr	357,596	161,788	195,808
Christmas Tree Lt	19,382	7,514	11,868
Kaimuki Reservoir	1	0	1
Research Projects	408	0	408
City Beautify	56,328	22,708	33,620
Surf Sites	189,030	0	189,030
Hanauma Donations ...	8,922	0	8,922
Waikiki Beautify	32,840	0	32,840
Botanical Gardens	38,120	2,099	36,021
Executive Ctr			
Park	100,000	0	100,000
Ehukai/			
Pupukea Imp	183,444	622	182,822
Total	\$ 2,695,787	\$418,702	\$2,227,085

**REVENUE AND OTHER COLLECTIONS FOR
FISCAL YEAR 1999-2000**

Description	Revenue
Revenue and State Grants	
Kalihi After School Learning Center	\$4,240.00
Summer food Service Program	241,662.73
Hoomana Grant	100,000.00
Office of Youth Services Grant	10,000.00
Charges for Services and Fees	
Service Fee/Dishonored Check	\$1,050.00
Witness Fee	5.75
Hanauma Bay Admission	2,325,787.77
Hanauma Bay Parking	222,746.00
Community Gardens	37,069.25
Sale of Publications	0.00
Duplicated Copy of Record	8.00
Others	
Summer Fun Program	\$181,221.00
Fall and Spring Programs	26,686.00
Foster Botanical Garden	133,129.97
Perquisite Housing	5,009.00
Total Revenues	\$ 3,288,615.47

PERSONNEL SERVICES DIVISION

Duties and Responsibilities

The Personnel Services Office is responsible for developing personnel policies and procedures; reviewing and advising on personnel actions, advising divisions on labor relations and collective bargaining matters; administering employee training and safety programs; and for payroll preparation activities.

The Mayor's Consolidation and Reorganization Plan of 1998 resulted in the further reduction of 24 permanent and temporary positions in the department. Most significant was the transfer of seven Planner positions from the Management Services Division to the Department of Design and Construction.

One major reorganization was approved during the fiscal year which involved the consolidation of the Beautification Division and the Botanical Gardens Division. The new division was entitled the Horticulture and Botanical Services Division and is headed by division administrator Stanley Oka.

The department's authorized position count as of June 30, 2000:

Regular Employees	765
Temporary Employees	147
Personal Services Contract Employees	1,238
Attendant Service	212
Program Aide	6
Recreation Aide	134
Summer Swim Aide	160
Summer Aide (Non-Student) .	193
Program Aide (Swimming)	85
Rifle Range Attendant	9
Summer Recreation Aide	422
Other	17
Total	2,150

**Personnel Transactions 1999-2000
(Regular and Temporary Employees)**

	FY'98	FY'99	FY'00
New Hires	10	22	52
Separations	50	37	63
Promotions/Reallocation			
Requests	8	43	33
Disciplinary Actions Reviewed ..	160	99	110
Grievances - Step 2, 3 & 4	40	26	40

Training Section

The department continues to improve its multi-media training presentations with the addition of notebook computers, multi-media projectors and a digital camera. Enrollment in computer training is also on the rise to gain technical proficiency in hardware and software packages. Nearly 650 individuals

underwent the bi-annual Sexual Harassment training. Unlike previous Sexual Harassment training, part-time employees as well as volunteers attended the training.

The newly energized Departmental Training Committee laid out the yearly plan to (a) identify training needs, and (b) develop

"Train-the-Trainer" packages for supervisors. The training strategies focused on meeting mandated training requirements and then shifting towards improving supervisory skills. Later, emphasis will be placed on improving employees' personal and technical skills.

Despite budget shortfalls, there was a significant increase in the number of training hours and number of participants from the last reporting year.

Training statistics follow:

Category of Training	No. of Courses		No. of Employees		Training Hours	
	FY'99	FY'00	FY'99	FY'00	FY'99	FY'00
Management/						
Supervisory	73	139	1463	1627	4623	4406
Technical/						
Specialized ..	105	171	522	1390	2634	4465
Safety	68	72	1156	928	2322	2578

Safety

One hundred and forty-nine scheduled, unscheduled, and requested safety inspections were conducted of parks throughout Districts I, II, III and IV; Botanical Gardens; Maintenance Support Services, and Recreation Support Services (RSS) facilities at Diamond Head Tennis Courts and Halawa. Semi-annual Department Safety Committee meetings were conducted. Numerous safety training programs were purchased for use by Divisions and Districts. Requests for City Safe Driving Awards were processed. Tier II Chemical Inventory Reports and HIOSH survey/information from OSHA 200 log as required by State of Hawaii were completed. Bomb threat procedures for Hanauma Bay Nature Preserve were developed. Coordination was made to have ten supervisors certified to conduct training and do respirator fit testing under the Respirator Protection Program. The database of Department play apparatus was updated and converted to Access format. A database of Department fire prevention equipment and inspection requirements was developed. The Department Safety Officer was certified by the National Program for Playground Safety. Coordination with the Department of Budget and Fiscal Services was made to develop a new price schedule for fire prevention equipment. A new 'design-build' composite play apparatus was selected and the contract

awarded. Coordination with PMRS/RSS was made to develop a new Emergency/Crisis Management Plan for the Department.

Safety/Accident and Injury Statistics

	FY'98	FY'99	FY'00
HIOSH Violations	16	1	1
Safety Inspections	253	91	149
Lost-Time Employee Injuries/Illnesses	154	98	93
No Lost-Time Employees Injures/Illnesses	89	77	67
Park Users/Participant Injuries	138	142	126

Civil Defense

The November 1996 storm resulted in \$1.8 million damages to Department property. Requests for reimbursement for damages were submitted and work with State Civil Defense for reimbursement for open Damage Survey Reports continued. Tropical storms and hurricanes were tracked on the Internet and information posted. Department Policies and Procedures addressing Civil Defense were reviewed and updated. Twenty-eight Shelter Operations training classes were conducted and 720 City employees were trained. Nine Damage Assessment classes were conducted and 92 employees were trained. A database was developed listing employees trained in Damage Assessment. Oahu Civil Defense Agency delivered alert warning radios to 14 parks in District III. A consolidated database of Shelters and Shelter Managers was developed and shared with the Oahu Civil Defense Agency and the American Red Cross.

Driver Training

The department, in cooperation with the Department of Budget and Fiscal Services, took part in a pilot program designed to help reduce motor vehicle accidents. The 3-hour program ran from January through June with 634 employees completing the program. The department also revised the Vehicle Condition Report form for vehicles under 10,000 pounds and provided vehicle specification information for vehicles over 10,000 pounds. The Driver Qualification file data was converted to electronic database.

Training Classes

	No. of Courses	No. of Employees	Training Hours
Driver Improvement	3	61	12
Truck Trailer (over 10,0001)	5		20
Truck Trailer (under 10,0001)	22		88
Cushman	1	12	4
New Equipment	1	2	4
Refuse Driver	7		28
Van Orientation	1	8	4
Driver License Upgrade	2	7	416

Driver Evaluation

	No. of Employees	Hours
CDL/Type 4	61	61
Follow-up	1	2
Van Driver (RSS)	1	2
Total	641	
Equipment Inspections	270	

Motor Vehicle Accidents	Number of Accidents	Avoidable	Unavoidable	Pending
CDL Drivers	11	6	3	2
Non CDL Drivers	24	12	10	2
Total	35	18	13	4

PARK MAINTENANCE AND RECREATION SERVICES DIVISION

The Park Maintenance and Recreation Services Division has undergone a major overhaul in maintenance management and administration. The changes focused on improving maintenance standards and improving material and equipment readiness. This was accomplished in phases. Phase I, a thorough and comprehensive assessment of the Division's maintenance program that included the revision, development, dissemination and training of the Maintenance and Pictorial Standards Guidelines. Phase II, upgrade and replacement of mowing equipment and vehicles, administration's approval for additional maintenance personnel, reallocation of existing maintenance positions to create additional Building Maintenance Repairer per District. Currently, we are in Phase III that includes follow-up assessments of the maintenance standards.

The Inmate Task Force, Community Service Sentencing Branch Program (CSSB), WorkNet programs and volunteers continue to provide for additional assistance in beautification projects, restoration projects, community partnership, and Adopt-A-Park projects.

The installation of 29 new children's play apparatus this year and another 54 planned for next year will enhance parks with modern play structures for children.

Organized Recreation

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 72,673 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.

	Number of Registered Participants in Directed Programs			
	Fall	Spring	Summer	Total
Tiny Tots	675	778	630	2,083
Children	6,093	7,291	15,899	29,283
Teens.....	2,174	2,455	3,793	8,422
Adults	4,934	4,412	4,132	13,478
Senior Citizens	<u>6,636</u>	<u>6,672</u>	<u>6,099</u>	<u>19,407</u>
Total	20,512	21,608	30,553	72,673

Park Maintenance

The Park Maintenance Program continues to improve the daily maintenance of our 365 parks, 180 comfort stations, 90 recreation buildings, 23 gymnasiums, 18 swimming pools, 41 pavilions, 35 bathhouses, 191 ball fields, 574 outdoor courts, 74 beach rights-of-way, 86 street medials and numerous special facilities.

East Honolulu--District I

District I is responsible for maintaining recreational facilities, parks, bike paths, medial strips, beach rights-of-way, traffic islands, promenades and undeveloped slide areas from Waikiki/ McCully/ Manoa to Hawaii Kai/Sandy Beach. The East Honolulu District is comprised of 77 parcels totaling 620 acres of parkland and open space.

Major Accomplishments

1. Several major construction projects in Waikiki and Kapiolani Park were completed in FY1999-2000. The most prominent ones were the Kapiolani Park Bandstand, War Memorial Natatorium, and the initial phase of the Kuhio Beach expansion. This increase in the maintenance and management oversight caused more staff to be hired. FY2000-

2001 will continue to have more improvements to the Waikiki area.

2. The district focused on teen programs with a dramatic increase in the teen enrollment.
3. Hanauma Bay Nature Preserve has a new master plan underway to improve the visitor experience and to protect the Bay with a new educational program and displays. The project is under review for final approval.
4. An innovative planning process called "Charretté" was used to master plan the Koko Head District Park and Koko Head Regional Park. Hundreds of people participated in determining what the parks will be in the future. The consultant was Group 70.
5. Manoa District Park underwent similar community involvement in the design of a general master plan and for a new multi-purpose field house.
6. The Hanauma Bay Carrying Capacity Study was initiated in 1999 by the University of Hawaii's Sea Grant College Program. Dr. Richard Brock will assess the Bay's environment and ascertain impact of human activity within the Bay.

West Honolulu -- District II

District II is responsible for the development and implementation of community recreation and leisure programs and for inspecting and maintaining 103 facilities including beach parks, district parks, community parks, neighborhood parks, mini parks, malls, parking lots, promenades, traffic islands and medials in the geographical boundary from Punahou Street/ Ala Moana Regional Park in the east to Aiea District Park in the west.

- Total Grounds Maintenance Positions: 76
- Part-Time Maintenance Positions: 20
- Total Recreation Positions: 39
- Part-Time Recreation Positions: 3

Major Accomplishments

The major focus of District II was to adjust resources and operations to provide essential recreation and maintenance services to the community despite reduction in personnel.

1. Child care facilities continued to operate at Dole Community Park, Kamehameha Field Community Park, Lanakila District Park, Puunui Community Park, and Kauluwela Community Park. The District recreation and maintenance personnel work cooperatively with child care providers to support these programs in conjunction with regular recreational programs.

2. A partnership with Unity House, Inc., a non-profit organization, was continued at Pauahi Recreation Center.
3. A collaboration between Kalihi Valley District Park and community groups continues to facilitate active youth services programs. Organizations involved include: Kaewai Elementary School, Dole Middle School, the Police Activities League, Kokua Kalihi Valley, Kalihi Young Men's Christian Association, Parents and Children Together, Kalakaua Athletic Club, Hawaiian Island Swim Team, X-Cell Team, Kickstart Karate, Inc., Susannah Wesley Foundation, and Kalihi Valley Athletic Club. Department staff held open discussions and networked to share ideas and resources for the purpose of improving and expanding recreational and social services for the youth and their families in this high-impact area, and making optimum use of the Kalihi Valley District Park and other department facilities in the Kalihi community.
4. A pilot program for recreation staff to supervise Community Service Sentencing Program (CSSP) referrals continued at Kalihi Valley District Park. The district also accepted referrals of participants to work at Ala Moana Beach Park, Keehi Lagoon Beach Park, and Beretania Community Park under the supervision of maintenance staff. Other recreation sites will participate with CSSP in the future.
5. A Downtown Clean Team functioned to maintain sidewalks, roadways, and parks such as Wilcox Park, Fort Street Mall, Kamalii Mini Park, Aala International Park, Sun Yat Sen and College Walk Malls, and the Pauahi Recreation Center building. The Department of Facility Maintenance is the facilitator. The district continues to provide maintenance through repair orders, mowing, trash pick up, and inspections.
6. Twenty-four park sites that were adopted by citizens or organizations assisted the district in graffiti removal and trash cleanup.
7. Recreation staff collaborated with the Department of Education staff and grant writers from the University of Hawaii to provide information for the Farrington School Complex's "21st Century Community Learning Center" grant. The goal is to increase literacy, make use of school and park facilities during non-school hours, and decrease violence and illegal activities in the "at risk" Kalihi community. In 1999, Kalihi Kai School

and the Kalakaua District Park staff started the initial program.

8. Summer Fun child care was provided by Kamaaina Kids at three sites in District II. They were Booth District Park, Halawa District Park, and Moanalua Community Park. Similar plans were made for child care at Moanalua Community Park.
9. Recreation programs throughout the District included a wide range of ongoing class activities and special events for all age groups, with an emphasis on programs for teens.

Number of Registered Participants in Directed Programs

	Fall	Spring	Summer	Total
Tiny Tots	108	108	77	293
Children	1,125	953	3,513	5,591
Teens.....	683	655	864	2,202
Adults	1,344	1,303	817	3,464
Adults (Therapeutic) ...	43	52	61	156
Seniors.....	1,509	1,450	734	3,693
“(Therapeutic)	<u>246</u>	<u>162</u>	<u>156</u>	<u>564</u>
Total	5,058	4,683	6,222	15,963

Special activities included holiday events such as Easter Egg Hunts, Halloween Costume Contests, and Christmas programs. There were teen excursions, a Late Night Basketball League at Kauluwela Community Park, and a Teen Family Camp held at Kualoa Regional Park, where families enjoyed activities encouraging inter-generational interaction and cooperation. Classes in aquatics, arts and crafts, music and dance, ethnic culture, cooking outdoor recreation, physical fitness and sports were held at 20 facilities. "After Summer Fun" care was provided at Booth District Park, Halawa District Park, and Moanalua Community Park from 2 p.m. to 5:30 p.m., serving 98 children.

10. Ala Moana Regional Park attracts about 2,000 tourists daily which nearly doubles the amount of locals. Weekend, holidays and special events such as the Greek Festival, Labor Day Picnic, Dragon Boat Festival, charity walks, parades, marathons, and triathlons attract over 20,000 spectators and park users per event. The Fourth of July fireworks display attracts more than 50,000 spectators annually in addition to family picnics.
11. New Facilities:
 - a. Makiki District Park 25-Yard Swimming Pool. Construction to commence in Fall 2000.

- b. Salt Lake District Park 50-Meter Swimming Pool. Construction to commence in Spring 2001.
- c. Makiki District Park Skate Park. Facility construction to commence in July 2000.
- d. Pawaa Park. Construction of landscaping improvements to commence in Fall 2000.

Leeward Oahu--District III

District III is responsible for the development and implementation of community recreation and leisure programs, and for maintaining recreational facilities, parks, medial strips, beach rights-of-way, traffic islands, malls west of Kaonohi Street in Aiea, out to the tip of Kaena Point on the Leeward Coast, and up to Whitmore Village in Central Oahu. District III has 105 parks, rights-of-way, and traffic related areas totaling 1060 acres of parkland. There are 34 recreation and 111 maintenance full-time staff assigned to the District.

Major Accomplishments

1. District III's major accomplishment was the planning and development of two additional regional parks (Waipio Peninsula Soccer Park and Central Oahu Regional Park) which will be turned over to the District in September 2000. Thirty-five new positions were approved to operate these parks.
2. The Summer Fun Program was provided at 19 sites with an enrollment of 2605 children. The Summer Plus Program was offered at five areas this summer. Four of the five sites also offered a Before Summer Fun Program. Ten sites qualified for the Summer Food Service Program and served 26,521 free lunches.
3. 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 26 recreation sites. This district serviced 18,193 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 expression and drama, ethnic culture, games and sports, music and dance, outdoor recreation, and physical fitness. Seasonal special events were planned and organized in all communities. These ranged from Halloween, Christmas events to Easter Egg Hunts. Participants of all ages enjoyed these events. Special events for teens and pre-teens were

specifically planned for this age group to provide them with wholesome, worthwhile, fun activities. Some of the activities were Teen Camp, Tomorrows New Teens (TNT), Brain Bash, Teen Cosmic Bowling, Teen Dances, and TNT Camp.

4. Partnerships for Success, a joint partnership between the Department of Education's Leeward District Intermediate School Principals and the Department of Parks and Recreation Leeward District Recreation Supervisors, continued to work towards providing programs for teens within the District. Collaboration is done with the Department of Education Intermediate Schools, Police Activities League, YMCA, Coalition for Drug Free Hawaii and other community organizations and continued throughout the year to provide recreational activities for middle school aged teens. The awarding of the 21st Century Grant to the DOE Leeward District Intermediate Schools will add funds to these programs.

Waipahu Complex, working with Waipahu Intermediate School, started the Ho'omana Program at the Intermediate school. This is a Safe and Drug Free Schools Grant program used to reach out to the teens in the community. They received an additional \$250,000 grant and were able to expand the program to the six elementary schools and the high school within the complex. A total of 2382 students participated in the program.

Pearl City Complex, working with Highlands Intermediate School, coordinated registration dates and times to increase program participation. This helped to increase registration in our department's teen programs. They are also a partner in the 21st Century Grant for Learning with Highlands Intermediate and the Mililani YMCA.

Mililani Complex responded to the need for intersession programs in the Mililani area by offering a week long program in March and January. A total of 75 children was registered at a fee of \$30 per child.

Waianae Complex, working with Waianae Intermediate School, coordinated special events and functions at the District Park Gym.

Ewa Complex continues to assist Ilima Intermediate School with their special events and activities.

Windward Oahu--District IV

District IV is responsible for the development and implementation of community recreation and leisure programs, and for maintaining recreational facilities, parks, medial strips, beach rights-of-way, traffic islands, and slide areas from Mokule'ia to Makapu'u.

District IV includes 3 regional parks, 43 beach/shoreline parks, 3 nature parks/reserves, 5 district parks, 15 neighborhood parks, 16 community parks, 39 beach rights-of-way and several medial strips, traffic islands, and slide areas. District IV employs 65 full-time maintenance personnel, 27 Recreation Directors, 1 secretary and 1 District Manager.

Major Accomplishments

The major accomplishment of District IV was to adjust its operation to provide recreation programs and maintenance services despite a shortage of personnel and equipment.

The Summer Fun Program was planned with the community to accommodate their needs by adjusting the weeks and hours of operations to their respective schools. The Summer Fun Camping Program had 993 children. Both programs provided children in need of financial aid with fee waivers or discounts. The total Summer Fun Program attracted 2367 children at 13 sites and lunch was provided at nine sites under the Summer Food Services Program.

Organized Recreation

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 recreation sites. This district serviced 13,603 registered participants during the three major program periods of Summer (June-August), Fall (September-December), Spring (January-May). Activities included special community events and classes in aquatics, arts and crafts, creative drama, ethnic culture, games and sports, music and dance, outdoor recreation, and physical fitness.

Number of Registered Participants in Directed Programs

	Fall	Spring	Summer	Total
Tiny Tots	86	113	223	422
Children	1,294	1,243	2,274	4,811
Teens	336	453	830	1,619
Adults	979	991	1,406	3,376
Senior Citizens	1,276	810	1,232	3,375
Total	3,971	3,610	5,965	13,603

The District's Teen Council includes 13 recreation centers with two representatives from each, meeting bi-monthly, planning district-wide special events for teens. Every recreation complex planned, organized and implemented at least one special event for the District. The teens participated in several District-wide community service projects, dances and all City-wide events.

The District conducted two Summer Enrichment Programs--one at Kaneohe District Park and the other at Kailua District Park. These enrichment programs offer a variety of classes for adults and children from arts and crafts to physical fitness activities.

The District has received a grant from the State Office of Youth Services for the Waiialua and Kahuku communities. This biannual grant provides opportunities for troubled youths. The program offers tutoring, counseling, recreational activities, social skills building, self-esteem building and educational activities in building a strong community.

In addition to community recreation programs, there were programs enjoyed by the public at special facilities. These included Hale'iwa Surf Center, Kualoa Regional Park, and Kalama Hawaiiana Center. The District's North Shore is the host for 17 major surfing contests, of which, half are national surf contests.

Park Maintenance

The District Maintenance Program has been improved by inspections of all park facilities daily and weekly. The implementation of a watering schedule during the summer months has improved the grass condition for the fall soccer and football seasons. The use of herbicide has reduced the amount of time spent on trimming and edging of grass.

The assistance provided by the Department of Facility Maintenance to pressure wash the park rest rooms has improved their appearance. The painting of park rest rooms in a lighter color has also made them brighter. The installation of large roll toilet paper dispensers in rest rooms has reduced wasted paper and improved availability.

The addition of a second Building Maintenance Repairer (BMR) to the District allows more emergency repair and preventive maintenance. Tools have been purchased for each maintenance section and training has been scheduled for grounds keepers to assist the BMR's with simple repairs.

A backend loading refuse truck has been added to the District which enables the refuse crew to work more efficiently picking up trash in parks from Punaluu to Waiialua. The lower height of the backend loader has reduced back injuries which occurred with the higher dump truck. The refuse crew has also

added afternoon pick up at heavily used parks. The afternoon removal of trash has nearly eliminated the piles of trash bags once common on weekends.

The District has worked with communities and Maintenance Support Services Division to do park improvement projects involving irrigation repairs, spreading cinder and sod, fertilization, repair of dug outs, and cutting of baseball/softball fields. Many volunteers are actively assisting with park maintenance throughout the district.

Recreation Support Services

Adopt-A-Park

The volunteer program assists and coordinates about 400 cleanup and beautification projects during the year. Major projects include Earth Day, "Keep America Beautiful Day" island-wide projects, Fourth of July volunteer projects, and "Get the Drift and Bag It" national campaign in September. These community-wide projects generate thousands of volunteers in neighborhood, beach, and stream cleanups.

Children and Youth Unit

The Children and Youth Unit continues to work in partnership with the State Office of Youth Services (OYS). The funding increased from \$32,000 to \$40,000 for the next two fiscal years. The condition and outcome of this grant are shifting with the State determining a different direction for their funding. The major changes are as follows:

- * Districts received \$1,500 in FY2000 compared to \$6,500 in FY1999. These funds were for development and implementation of District Teen Councils and their planned activities.
- * Waialua and Kahuku communities received the remaining funds. These communities were identified by OYS as "communities lacking in youth related services."
- * The funded programs (Waialua and Kahuku) will be tasked to develop a "case management" approach during this funding period.

The program is dependent on State funding and the Districts have stopped or reduced the number of activities or events planned for pre-teen and teen participants this past year.

The staffing for the Children and Youth Unit was reduced by 50 percent with the loss of the Recreation Specialist I position. Until this position is filled, the Children and Youth Unit will have difficulty in maintaining the level of programming and future expansion.

City-wide activities conducted during the fiscal year were the TeenClean '99, Great Keiki and Teen Fest 2000 and Teen Dance 2000. These special events were planned and organized without the benefit of State funding.

Culture and Arts Section

Highlights of this year:

1. Na Hula Festival was held on August 15, 1999, at the Queen Kapiolani Bandstand with the Puanani and Leilani Alama Hula Studios participating for the 59th consecutive time. They have never missed a festival since its onset.
2. The Talk Story Festival was conducted without assistance from the Bank of Hawaii, Aloha Airlines and Alliance for Culture and the Arts.
3. Lei Day, May 1, 2000, was held at the Honolulu Zoo in cooperation with the staff of the Zoo and the Zoological Society because the bandstand at Queen Kapiolani Park was being rebuilt. The visitors attendance was nearly 8000.

People's Open Market

The People's Open Market (POM) program was established in November 1973. The overall purposes of the program are: (1) to provide the public, especially the less affluent residents, the opportunity to purchase low-cost fresh agricultural and aquaculture products and other food items, (2) to support the economic viability of diversified agriculture and aquaculture in our State by providing market sites where the State's farmers and fishermen or their representatives are encouraged to sell their surplus and/or off-grade products, and (3) to provide gathering areas for residents to socialize. Vendors must be registered in the Federal Food Stamp program and are required to accept food stamps. The Department of Parks and Recreation provides the staff to monitor the program in accordance with a set of rules and regulations adopted at public hearings.

The program attracted a total of 925,591 citizens at 22 Open Market sites in FY1999-2000. The Kalihi Kai site had the highest average number of patrons (2,899) each week, and the Mother Waldron site the lowest (126) each week. Throughout the year, a total of \$22,160 in Food Stamps were collected by the vendors.

AVERAGE WEEKLY CUSTOMER COUNT

	No. of Sites/Week	Ave. No. of Customers/Week
Monday	4	1,566
Tuesday	4	4,546
Wednesday	3	2,540
Thursday	3	2,172
Friday	3	1,527
Saturday	5	5,961
	22	18,312

Vendors are required to submit a report of items sold in the POM on a daily basis. The items are cat-

egorized and reported by weight, bunches, and by dozens rather than dollar amount, except for Ethnic (Filipino imported grocery) products in the "Other" category. The amount sold in each category through the year follows:

TOTAL ITEMS SOLD IN POM

Fruits	1,516,059 pounds
Vegetables	1,686,227 pounds
Seafood	108,445 pounds
Eggs	62,245 dozens
Baked Goods	503 dozens
Honey	283 pounds
Plants	895 plants
Flowers	50,582 bunches
Other	33,852

The People's Open Market staff includes the following:

- 1 Recreation Specialist II, SR-22 (People's Open Market Supervisor)
- 2 People's Open Market Assistant, SR-15
- 3 Program Aides (contract not to exceed 19 hrs/week)

Senior Citizens Program

Sponsors for Special Events include:

- 1. \$1,930 from American Savings Bank for the Mayor's Cultural Festival and Craft Fair in November.
- 2. \$3,175 from Bank of Hawaii for the annual Senior Citizens Valentine Dance in February.
- 3. \$1,450 from Hawaii Medical Service Association and \$1,300 from First Hawaiian Bank for the Senior Citizens Fun Walk held in conjunction with the Health Fair in May.
- 4. \$5,000 from First Hawaiian Bank for the rental of Blaisdell Center's exhibition hall for PrimeTime Health Fair held in May.

Therapeutic Recreation Unit

The Department of Parks and Recreation recognizes 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 communities.

The mission of the unit is to provide support to the Department and to assist persons with disabilities to access parks and leisure activities.

In FY2000 the Therapeutic Recreation Unit (TRU) assisted in the Self Evaluation of Programs and Services for Compliance with

Title II of the Americans with Disabilities Act.

Highlights of this year:

- 1. Draft Development of a Resource Manual for DPR staff.
- 2. Twenty-eight staff training conducted by TRU staff.
- 3. Attendance by staff to eight community workshops and conferences for professional improvement.
- 4. Updating of TRU and Beach Access webpages.
- 5. Recruitment of inclusive aides to assist in the districts.

Organized Recreation

July 7, 1999: City-wide Summer Teen Mixed Volleyball Tournament at Lanakila District Park. Participation: 9 teams, 90 participants.

July 14, 1999: Annual City-wide Hot Shot Contest (basketball shooting contest) at Manoa District Park. Attendance: 46

July 24, 1999: City-wide Junior Lifeguard Competition was held at the Manoa District Park Pool. Participants: 130

August 11-13, 1999: 32 teams from Kauai (6); Hawaii (8); Maui (6); and Oahu (12) participated in the 24th annual State Softball Tournament hosted by the County of Maui. The tournament was held in Wailuku. Participants: 450.

August 15, 1999: 59th Annual Na Hula Festival at Queen Kapiolani Park Bandstand, 10 a.m.-2 p.m., included participation by five halau. Attendance: 700

September 24-26, 1999: New York Life's Senior Health Fair was held at the Blaisdell Center's Exhibition Hall. DPR seniors participated by doing arts and crafts demonstrations. Attendance: 35,000

October 14-16, 1999: 11th Annual Talk Story Festival, McCoy Pavilion, 7 p.m.-9:30 p.m. nightly; attendance approximately 2000.

- Oct. 14 - Tales of Aloha
- Oct. 15 - Spooky Tales
- Oct. 16 - Back Porch Tales

November 6, 1999: City-wide Novice Swim Meet was held at the Kailua Recreation Center pool. Attendance: 150

November 12, 1999: The 25th Mayor's Annual Cultural Festival and Craft Fair was held at the Blaisdell Center's Exhibition Hall. There were 33 senior groups who sold home-made items. The fair also included a Christmas display, Arts in Action, and an information

- section on services for the elderly. Attendance: 5,000
- December 2, 1999: 27th Annual Honolulu Marathon. Attendance: 30,000+
- December 4, 1999: Annual National DPR-Elks Hoop Shoot (basketball free throw shooting contest) was held at Halawa District Park. Participants: 48 DPR and School district finalists. One advanced to the Western Regionals.
- February 16, 2000: Senior Citizens' Valentine Dance "Honey Bun", was held at Blaisdell Center Exhibition Hall. There were 46 sweet-heart couples. Attendance: 3,500
- March 4, 2000: Lei Queen Selection, McCoy Pavilion, 9 a.m.-2 p.m. Attendance: 300
Lei Queen: Sherrilee Camacho
- March 15, 2000: The 9th Annual Senior Classic Games (organized games created for seniors) was held at the Halawa District Park. There were: 240 participants on 55 teams representing 10 senior clubs.
- April 2, 2000: City-wide Children's Novice Swim meet was held at the Palolo Pool. Swimmers: 150
- April 13, 2000: The 34th Annual Senior Recognition Program was held at Blaisdell Center Concert Hall. DPR clubs crocheted the leis for all the honorees and special guests. Betsy Miyahira from Moanalua Seniors won the outstanding female award.
- May 1, 2000: Lei Day Celebration, Honolulu Zoo, 10 a.m.-6 p.m. Attendance: approximately 8000. Lei entries totaled 91.
- May 2, 2000: Mauna Ala Ceremony again ended the Lei Day celebration with the draping of contest leis at the Royal Mausoleum in Nuuanu. The lei queen and her court (8 attendants) and approximately 50 people attended this program held from 9 a.m.-10 a.m.
- May 23, 2000: Senior Fun Walk was held with the assistance of HMSA at Ala Moana Park. There were 575 walkers registered.
- May 23, 2000: PrimeTime Health Fair sponsored in cooperation with First Hawaiian Bank, HMSA, and Kuakini. Exhibition provided free testing and information on services for the elderly. Attendance: 5,000
- May 26, 2000: Senior citizen club members sewed over 2,000 leis for the Memorial Day Celebration.
- Throughout the year there were nine City-wide

tennis tournaments at Diamond Head Tennis Center and Ala Moana courts with 1,600 participants; jogging clinics at Kapiolani Park and in Central Oahu conducted weekly from mid-March to December with 3,000 participants; six golf tournaments, five at Makalena Golf Course and one at West Loch Golf Course for senior citizens with 600 senior golfers participating.

HORTICULTURE AND BOTANICAL SERVICES DIVISION

The Division consists of an administrative function and two branches: Horticulture Services and Honolulu Botanical Gardens.

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 also responsible for the maintenance of the Honolulu Civic Center and the adjacent Honolulu Police Department grounds and parking lot.

Statistic highlights of major activities include:

1. Trees Pruned 57,501
2. Trees Planted 1,240
3. Young Trees Pruned/Restaked 1,140
4. Potted Plants Loaned Out 8,630
5. Trees Root-Pruned 589
6. Trees Removed 1,434
7. Large Trees Relocated 550
8. Shrubs Planted 2,633
9. Sod Planted (square foot) 44,450

Overall, significantly more trees were maintained this fiscal year as compared with FY1999. This was mostly due to more trees pruned by contractual services. Our backlog of unattended trees totals 88,296. This backlog continues to be significant. The highest priority of our tree maintenance program is to handle potential problems with tree and branch failure.

It operates five nurseries and tree farms at Kapiolani, Nuuanu, Waipahu Depot Road, Manager's Drive, and Kualoa, with a total inventory of approximately 7,000 large trees.

Following the Mayor's program of protecting and enhancing our urban environment, the Branch implemented more than 100 beautification projects with volunteer and community groups, continued the landscaping of Waikiki streets and sidewalks, including the installation of hanging baskets, and emphasized street tree planting in the downtown area. Significant Mayor's Beautification Projects completed include tree and shrub plantings at: Kalakaua Avenue, Kapiolani Park Bandstand, Aikahi Wastewater Treatment Plant, Ahuimanu Road Division Yard, Chinatown Police Substation, Ho'omaluhia Botanical Garden, Ala Wai Boulevard, Honolulu Zoo, Ala Moana Traffic Islands, Kapahulu Bikeway, Likelike Triangle, Ala Moana Park/Magic Island, Heeia Kea Pier, Manoa Road, Village Green Park, Papakolea Community Project, Kailua Fire Station, Gateway to Waianae, Manoa District Park, Old Honolulu Stadium Park, Portlock Triangle, Village Green Park, Sand Island Boulevard, Ahuimanu Wastewater Treatment Plant, Honolulu Hale, Honolulu Municipal Building, and the City's Arbor Day Tree Planting. We have also provided support in irrigation and landscape maintenance at nearly all beautification projects to insure the success of the plantings.

Six new project developments accounted for an additional 412 street trees being planted by private developers, including trees that are required by the city for new developments. This is higher than the previous year's total of 246 trees planted.

More than 8,600 potted plants were provided for beautifying various city offices and 116 city-sponsored events which include: Ukulele Festival, numerous Summer Fun Finales throughout the island, Na Hula Festival, Slack Key Guitar Festival, various Fire Department events, numerous Police Department events, various Mayor's Cultural events, Annual Thanksgiving Dinner, Honolulu City Lights Program, Mayor's Christmas Party, numerous Senior Citizen events, Natatorium dedication, Annual Honolulu Festival, Aloha Tower Boat Days, State of the City Address, Palolo Pride, Various parks' Halloween Programs, and Waiola Sports Complex ground breaking.

Honolulu Botanical Gardens

Honolulu Botanical Gardens is comprised of five botanical gardens: Foster, Ho'omaluhia, Koko Crater, Lili'uokalani, and Wahiawa. Visitors are provided an interesting and educational experience in which to better understand the world of plants.

The gardens cover about 650 acres of tropical plants representing varieties from all over the world. The emphasis is on native Hawaiian plants due to their rarity, special interest of garden visitors, and endemic quality. The estimated 25,000 plants are carefully documented; 16,732 have been accessioned in the computer system, BG-Base.

The condition of the plants in the five Honolulu Botanical Gardens has improved this past year. An intense organic cycle has improved the soil fertility and nutrition of all the plants. As improvements continue, more birds, toads and beneficial insects are being noticed in the gardens.

Foster Botanical Garden

Foster Botanical Garden is the only one of the Honolulu Botanical Gardens with admission fees. The following changes were noted:

1. Total revenues were \$131,746, an increase of 10 percent from the \$119,517 collected last year.
2. Total visitors were 50,237, an increase of four percent from 48,434 for last year. The Friends of Honolulu Botanical Gardens plant sales on September 23, 1999 and May 13, 2000, attracted a total of 8,779 visitors.
3. Revenues for annual passes were \$3,550, representing an increase of four percent from FY1998-99.
4. A total of 27 wedding ceremonies with 610 attendees and another 24 wedding photographic sessions involving 240 participants took place in the garden this year.

The volunteer docents at Foster Botanical Garden have conducted 312 tours for 3,599 participants. Annual training of tour guides is provided at three of the Honolulu Botanical Gardens.

Ho'omaluhia Botanical Garden

Ho'omaluhia Botanical Garden had 90,278 visitors with 45,564 participating in programs and activities which include: camping, picnicking, guided tours, art shows, fishing, classes and meetings. A total of 7,111 school children participated in garden programs and 6,075 people participated in the catch-and-release fishing programs.

The visual highlight of the year was the Portable Peace Camp of the Millennium Young People's Congress, with innovative architecture demonstrations

and a kickoff event in October 1999, sponsored by the University of Hawaii's School of Architecture and Youth for Environmental Service. Over 100 people attended the opening reception. Two other group exhibits were the annual Aloha Ho'omaluhia and Windward artists guild shows.

A lei workshop sponsored by Friends of Honolulu Botanical Gardens was held at Ho'omaluhia Botanical Garden and was attended by 115 people. The Friends of Honolulu Botanical Gardens sponsored a mini plant sale that had 150 participants. A back-to-school health picnic for disadvantaged students was held by the Waikiki Health Center for 400 keiki. Earth Day was held in April 2000 and was celebrated with a Hala 'ula planting and mulching with 115 participants from Punahou School.

There were two fishing derbies in June 2000. National Fishing Week was honored by the Ho'omaluhia Botanical Garden Fishing Derby with 448 participants. This event was sponsored by Hawaii Fishing News, Nanko Fishing Supply and the fishing volunteers. The Hickam Air Force Base Family Fishing Derby was held with 346 participants.

Quality Ikebana flower arrangements made by Ikebana International and Honolulu Botanical Gardens staff are now prominently on display at Ho'omaluhia, Foster, and Wahiawa Botanical Gardens.

Camping continued on a weekend basis (Friday, Saturday, Sunday nights) with 8,155 camper days recorded. Rental of meeting rooms to nonprofit organizations totaled \$1,725 in fees.

Koko Crater Botanical Garden

Close to 8,500 people visited Koko Crater Botanical Garden. Six Eagle scout projects were done in the garden, with 200 scouts contributing over 1,800 work hours, and two Soka Gakkai International groups contributed 60 hours of labor to the garden. Honolulu Botanical Gardens staff led nine special group tours for 533 visitors. A summer fun group of 60 teens from the Department of Parks and Recreation, District I, was led on a guided nature hike.

The new trail in the center of Koko Crater was enhanced with more native Hawaiian and African plantings and an upgraded irrigation system. Two new color sections of hybrid Plumeria and Erythrina sandwicensis were planted near the entrance. Entry and directional signage was added to guide visitors through the two-mile loop trail.

Lili'uokalani Botanical Garden

Approximately 2,500 people visited Lili'uokalani Botanical Garden. There were 53 weddings and wedding photography sessions, often with the famed Waikalalulu waterfall as a backdrop. Volunteers

from Lanakila Rehabilitation Center helped with raking and other maintenance on a weekly basis.

Many new native Hawaiian plants were installed including the state flower, Hibiscus brackenridgei, and wiliwili. Arbor Day 1999 was celebrated here in conjunction with Kauluwela Elementary School students, the Beautification Division, The Outdoor Circle and Kaulunani. Mayor Jeremy Harris attended, and he spoke of the importance of trees for our City and helped plant the ceremonial trees.

Wahiawa Botanical Garden

Approximately 7,000 people visited Wahiawa Botanical Garden. Nearly 1,400 people, including many school groups participated in guided educational group tours. Eighteen wedding ceremonies and six wedding photography sessions took place this year.

Ground cover plantings were tested and installed on the eroding gulch sides of the garden to stabilize the steep slopes, and add beauty to the accessioned geographical plantings. Irrigation systems were upgraded and improved with battery powered timers to maximize staff efficiency and capture the best water pressure.

Collections Management

The development of a Collections Policy for the Honolulu Botanical Gardens has been in place since February 1998. The purpose of this document is to guide the acquisition, development and management of the living collections of the Honolulu Botanical Gardens and the associated non-living collections following the goals set forth in the mission statement. The mission of the Honolulu Botanical Gardens is to plan, develop, curate, maintain and study documented collections of tropical plants in an aesthetic setting for the purposes of conservation, botany, horticulture, education and passive recreation.

In keeping with the Collections Policy, staff focus is primarily on the long-term management practices to assure the integrity, improvement and perpetuation of the plants and their associated components of continuous documentation. Documentation of plants on the database, BG-Base, as well as the engraving and assembling of plant labels has been kept up to date, largely due to dedicated volunteer help in addition to professional staff time.

Community Garden Program

The eleven community gardens continue to attract more garden enthusiasts, with most gardens having waiting lists for plots. There is a total of 1,239 plots which facilitate about 2,000 community members.

Volunteer Program

Volunteers contributed a total of 15,200 hours

...serving as nursery aides, docents, receptionists, stream cleaners, landscapers, rangers and aides to our professional staff over the past year. About 150 men, women and children are involved at all levels of operation of the gardens. In addition, a number of Boy and Girl Scout troops, YMCA and Youth for Environmental Service groups worked on special projects.

On April 18, 2000, the volunteers were invited to the annual Honolulu Botanical Gardens Volunteer Appreciation luncheon. This event was held at Ho'omaluhia Botanical Garden. Na Kupuna Aloha, a hula halau, under the direction of Kaulana Kasparovitch provided the entertainment. Gifts of flowering potted plants and herbs with a thank you note were presented individually to each volunteer. The Honolulu Botanical Gardens staff prepared and served a delicious luncheon. Mayor Jeremy Harris attended, and personally thanked the volunteers, along with Michael Amii, Deputy Director, Department of Parks and Recreation.

Mulching - Green Waste Recycling

The partnership with the Department of Environmental Services continued this year in the use of the products from the Green Waste Recycling Project. Hundreds of tons of mulch are used at all of the botanical garden sites. This natural soil amendment is extremely cost-effective in reducing irrigation needs, labor to keep the weeds down, and providing a natural source of nutrients for our trees and shrubs. Mulch is also given free to garden volunteers and visitors, so less water and pesticides are used in the gardens of botanical garden visitors.

The Arborist Advisory Committee

This Committee consists of four members from the community, with representatives from the Department of Land Utilization and the Department of Parks and Recreation. The term of the advisory members is concurrent with the mayor's term of office.

The committee facilitates the nominations and maintenance of the trees on the register of Exceptional Trees. There are many tasks involved in the monitoring and maintenance of these marvelous, labeled trees.

Additional trees are being considered for the register. Requests have come from the community and members of the committee.

The committee is in the process of revising the section on "Exceptional Trees" in the City Ordinance and increasing the number of members to nine.

MAINTENANCE SUPPORT SERVICES DIVISION

The Maintenance Support Services Division (MSS) is responsible for repairing recreation buildings, ground facilities and equipment throughout the island. MSS also provides heavy construction equipment assistance and fertilizer, herbicide, vector control and utility crew support for the department.

The following is a summary of work orders and project requests completed by the Maintenance Support Services staff and work program contracts that were done in FY1999-2000 fiscal year.

COMPLETED REQUESTS FROM TRADES AND SECTIONS

Trades	Work Orders (Repairs & Vandalism)	Project Requests (New Work)
Carpentry	658	12
Electrical	315	4
Masonry	270	56
Painting	412	8
Signs		194
Plumbing	793	0
Welding	350	20
Grounds Improvement		
Chemical Section	113	0
Fertilizer Section	194	0
Heavy Equipment Section	264	5
Utility Section	29	0
Mechanical Repair		
Lubrication, tire repair, vandalism, wear and tear	1,164	1
Total	4,562	300

WORK PROGRAM PROJECTS FOR FY2000

Project	Description	Amount
Various Parks	Repairs/services to basketball backboards	\$23,244
Various Parks	Repairs/services to bleachers	31,989
Various Parks	Repairs to resilient play surfacing	18,693
Various Parks	Miscellaneous projects	202,314
Total		\$276,240



DEPARTMENT OF PLANNING & PERMITTING

Randall K. Fujiki, Director*; Loretta K. C. Chee, Deputy Director

POWERS, DUTIES AND FUNCTIONS

The Department of Planning and Permitting is responsible for the City's long-range planning and community planning efforts and for the 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 has the following five 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. It also holds public hearings and makes recommendations on State Land Use District boundary amendments for parcels 15 acres or less in other than Conservation Districts, and approves state land use special use permit applications for uses on agricultural land.

The Zoning Board of Appeals hears and determines appeals from actions of the Director of Planning and Permitting in the administration and enforcement of zoning, shoreline, and subdivision ordinances and regulations.

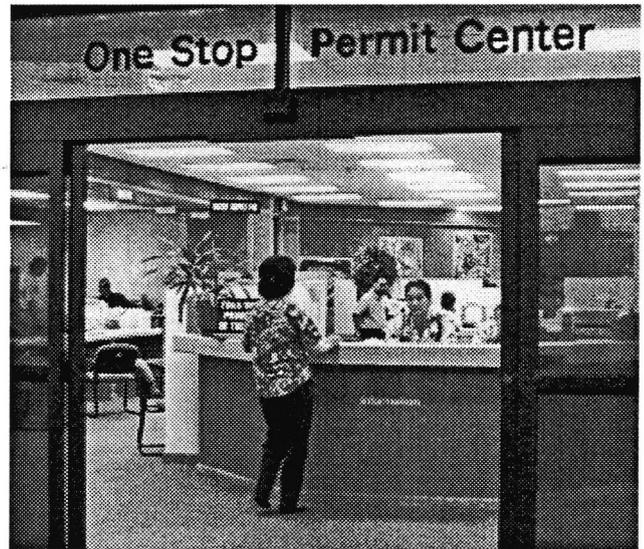
The Building Board of Appeals hears and determines appeals from actions of the Director of Planning and Permitting in the administration and enforcement of building and related codes, and appeals from actions of the Fire Official in the administration of the Fire Code. It also hears and determines requests for variance from provisions in the building and related codes.

The Design Advisory Committee advises the department on design issues related major project proposals in Special Districts.

The Mayor's Historic Preservation Committee serves as an advisory forum on matters related to local, current historic preservation issues.

HIGHLIGHTS

Fiscal year 1999-2000 was a year to follow through on the major changes initiated in the previous fiscal year by fully implementing the initiatives in certain areas and by extending the implementation of the initiatives to other functional areas. As in the previous year, fiscal year 1999-2000 was another year filled with exciting challenges and opportunities for change.



The new One Stop Permit Center was established to provide a consolidated permit center where all development permit needs can be met.

Operational/Customer Service Initiatives

- In October of 1999, the department officially implemented the new organization which realigned functions and staff to increase efficiency and improve customer service. This reorganization established a Customer Service Office where the consolidated permit center, the consolidated records center, and the consolidated enforcement branch are housed.
- The Diamond Head end of the ground floor of the Honolulu Municipal Building (HMB) was enclosed and the One Stop Permit Center was established in that location to provide customers with a consolidated permit center where all of their development permit needs can be met.
- The departmental staff, who were situated in nine different floors in HMB in the previous fiscal year, were physically relocated to match the new organizational structure and now occupy five floors in HMB. In fiscal year 1999-2000, a total of 170 employees moved over 6 different weekends.
- The department participated in the planning of the Kapolei Office which is scheduled to open in fiscal year 2000-2001. The department will be providing staffing for a permit center in the Kapolei Office. Also, some of the department's

*Jan Naoe Sullivan resigned December 31, 1999. Randall K. Fujiki became Acting Director January 1, 2000. He was sworn in as Director February 28, 2000.

- Coordinate with all departments in developing management plans that ensure the maintenance of the individual spatial data layers, and that the GIS is responsive to the individual users.
- Implement policies for the distribution of GIS data to the public and private industry.
- Pursue the development of inter-organization agreements to promote the use of GIS technology, and to develop cooperative arrangements for future database development.

HIGHLIGHTS

AutoPermits (POSSE). As part of the effort to establish a comprehensive and integrated Land Information System (LIS), the HoLIS program provided key management and technical support in the implementation of an Automated Permit Tracking and Management System (AutoPermits). The AutoPermits program is intended to enhance the methods for processing development permits, and to more effectively identify the status of permit applications in the review process. The AutoPermits project, and the software program called POSSE, was deployed to the entire department. The system is now being used by all operations relating to the review, approval, inspection, and enforcement of departmental permits.

As part of the AutoPermits program, HoLIS is providing the lead management and technical support to the department's document scanning and imaging project. HoLIS personnel are coordinating contract procurement, acquisition of hardware, and testing of the system design. The creation of electronic copies of department's hardcopy maps and permit files and the submission of digital construction plans are being incorporated into the AutoPermits system.

GIS Internet Web Page. To make GIS data more freely available to the public, a partnership was established with the Honolulu Board of Realtors to allow display and downloading of GIS data using the Internet. Over 35 layers of GIS information are now available using the Internet, and the public can access parcel and other geographic information from their home or business computers. Information on property ownership, tax assessments, land uses, park locations, infrastructures, and other map data can be accessed directly and displayed using an Internet browser, or data can be copied directly from the website for use on personal computers. The web site can be found at <http://204.182.239.30/honolulu/>, with direct links supplied at the City's home page.

CityView. Using the latest in desktop mapping technology, the HoLIS program enhanced a GIS in-

terface program called CityView. CityView is a Windows graphical user interface (GUI) that provides "point and click" functionality to perform map production, database queries, and report generation. CityView organizes the comprehensive GIS database in logical "views" of maps, so architects, planners, engineers, and other City personnel can quickly display views of zoning, infrastructure, environmental, and parcel maps. Enhancements to CityView included the integration of digital images of aerial photographs and tax plat maps, the ability to produce mailing lists, and incorporation of additional GIS map layers. Deployment of CityView to all City agencies was made possible through a new software site license agreement that allows unlimited distribution of the ArcView software product, upon which CityView is based.

Capital Improvement Program (CIP) Intranet Website. In support of a City-wide effort to locate all CIP projects that are planned, funded, and on-going, HoLIS created an Intranet website for accessing maps of CIP projects. Using Intranet technologies, a GIS application is being tested for City-wide access to CIP location, budget, and status information.

Digital Aerial Photography. The HoLIS program continues to obtain digital aerial photography for use with the City's GIS. These photographs can be displayed along with GIS data to provide detailed information of buildings, roads, parks, natural features, and other characteristics of the land. The images are being used to assist with permitting programs, transportation planning, land use assessments, and other City projects. Additional images were obtained from the State Department of Land and Natural Resources, US Army, and local private businesses.

Other On-Going Major Projects:

- Real Property Tax Assessor System
- Wastewater Information Management System (WIMS)
- Parks and Recreation Facility Inventory and Display System
- Honolulu Police Department Crime Analysis System
- Emergency Medical Services (EMS) 911 Dispatch System

Departmental Project Support. GIS project support is provided to most City departments to assist with their mapping and data requirements. GIS Work order requests grew 18% for the past year.

City GIS Work Orders:

FY92: 49 FY93: 72 FY94: 80 FY95: 93 FY96: 146
 FY97: 165 FY98: 173 FY99: 194 FY00: 229

GIS Cartographic Production

Work Orders	663
Report	403
Ordinances/Resolutions, Zoning Adjustments, St. Name & SLU Boundary Interpretation & Amendments	82
Presentation/Exhibit Maps	379

CUSTOMER SERVICE OFFICE

DUTIES AND FUNCTIONS

The Customer Service Office (CSO) is a newly created section within the Department of Planning and Permitting which is intended to be the central contact point for the department's customers. The CSO is responsible for the following functional areas: (1) consolidated permit center operations, (2) code enforcement effort, and (3) management of property information. The specific responsibilities for each of these functional areas are as follows:

Consolidated Permit Center Operations (Honolulu and Kapolei):

- Checks and approves all residential building permit plans for compliance with code requirements;
- Serves as the central intake point for other permit applications;
- Collects permit fees and issues the permits;
- Answers inquiries about permit requirements.

Code Enforcement:

- Inspects existing buildings for compliance with various codes;
- Administers the civil fine procedures for violations of the Building, Electrical, Housing, Plumbing, Energy, Sidewalk, and Zoning Codes and other pertinent ordinances.

Property Information:

- Maintains historical and current property and permit records and makes them available for the public's use.

HIGHLIGHTS

Permit Center. The number and valuation of building permits issued during fiscal year 1999-2000 were 13,636 and \$893,254,495, respectively, as compared to 13,958 and \$840,390,343 for the previous fiscal year. This represents a decrease of 322 permits or 2% and an increase of \$52,864,152 or 6%.

The major increase in valuation was attributed to the increase in the valuation of permits issued for dwellings which included one- and two-family dwellings. The number of building permits issued for new dwellings increased by 128 or 9 percent to 1,545 dwellings from the previous fiscal year's total of 1,417 dwellings, with a corresponding increase in valuation

of \$33,386,173 or 15 percent from \$218,792,635 to \$252,178,808.

The valuation of building permits for new industrial buildings increased to \$29,780,894 from the previous fiscal years total of \$9,789,000. Also, the building valuation for new retail construction increased to \$31,543,000 from \$19,980,580 for the previous fiscal year.

Residential Code Enforcement. The Residential Code Enforcement Branch conducts inspections in the City and County of Honolulu, enforcing the Housing Code. In addition, the Housing and Zoning Code Inspectors spend approximately 85% of their time in the enforcement of the zoning, vacant lot, and sidewalk ordinances.

The Residential Code Enforcement Branch performed the following number of inspections and other activities during the 1999-2000 fiscal year:

No. of Initial Inspections (Housing Units)	1,664
No. of Units with Housing Code Deficiencies	468
No. of Units with Housing Code Deficiencies Corrected	372
No. of Units Demolished	46
No. of Units Corrected	1,568
No. of Zoning Violations Issued	146
No. of Zoning Violations Corrected	144
No. of Inspections of Vacant Lots	224
No. of Vacant Lots for Which Notices of Violation Were Issued	158
No. of Vacant Lot Violations Corrected	127
No. of Inspections of Sidewalk Areas	3,665

Relocation assistance in the form of aid in locating and moving to replacement housing and/or granting monetary payment was provided for two families displaced as a result of code enforcement activities. This service was provided in accordance with the Hawaii Relocation Assistance Act. The monetary expenditure by the Customer Service Office for this service amounted to \$635.00 in fiscal year 1999-2000.

Commercial & Multi-family Code Enforcement. The Commercial & Multi-family Code Enforcement Branch inspects buildings used for day care centers, private schools, care homes, etc., prior to licensing by the various licensing agencies. This branch also inspects existing lodging or tenement houses, group living facilities, hotels, and boarding houses for compliance with building and zoning codes before their business licenses are issued as required by State law. They conduct investigations on proposed condominium property regime conversions of existing buildings to determine whether the buildings met applicable building and zoning code requirements at the time of construction and whether any variances

or special permits were issued for any deviations. They also inspect extensively fire-damaged structures and substandard structures other than single- and two-family structures referred to the section by other sections and agencies, and by complaints from the public. They also investigate building and zoning code complaints in industrial, business, apartment and mixed-use districts. In addition, this section investigates complaints on illegal signs. The following major activities were performed by the branch:

Existing Buildings

Substandard Buildings

No. of Structures	4
No. of Notices of Violation	0
No. Repaired	0
No. Demolished	4
No. Referred to Prosecutors Office	0

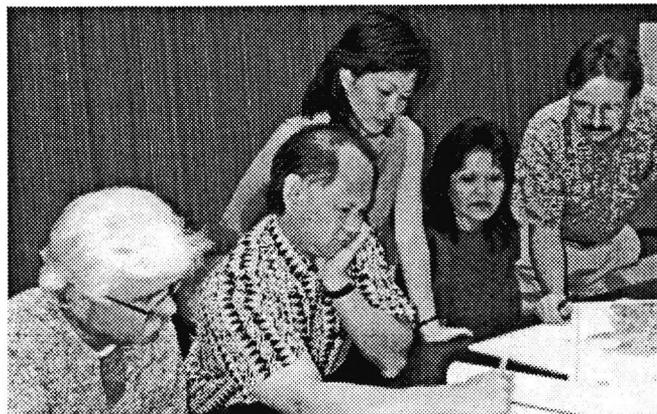
Other Buildings

Inspections on Care Homes, Adult Residential Care Homes, Day Care Centers, Elderly Care Centers, Private Schools, etc., for Licensing ...	102
Condominiums	80
Complaints	1,311
Special Assignments	27

Code Compliance. In an effort to obtain compliance for corrections of violations and collection of unpaid civil fines, the CSO incorporated a consolidated program whereby all violations of the department's codes are referred to the Code Compliance Branch for civil fine processing. For the 1999-2000 fiscal year, the branch received 118 Notice of Violation referrals and issued 93 Notices of Order. It closed 74 cases involving Notices of Order as compared to 134 closed during fiscal year 1998-1999. The branch also approved 1,114 Nonconforming Use Certificates during this fiscal year as compared to 1,157 during the previous fiscal year.

Property Information. The department reorganization in October of 2000 created a centralized Data Access and Imaging Branch (DAIB) with property and permit records from three former departments (Building Department, Department of Public Works, and the Department of Land Utilization) being consolidated in the Customer Service Office and made available to staff and the public. In addition to this overall property and permit records management responsibility, the branch provides centralized mail processing for the entire department. Workload statistics for fiscal year 1999-2000 were as follows:

Walk-in Customers Served	9,125
Incoming Mail Received	38,027
Mail Logged	8,062
Scanned (test project started 12/13/99)	441
Number of Files Retrieved	3,886



Community planners shape possible futures from community wishes.

Copies of Maps Made	856
Construction Drawings Retrieved (2/2000-6/2000)	6,181
Research Requests	1,205
Subpoena's Received	8

LONG RANGE PLANNING DIVISION

DUTIES AND FUNCTIONS

The Long Range Planning Division is responsible for the following functions: prepare and revise the Oahu General Plan; review the Executive Operating Budget and 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; prepare a biennial report on the condition of the city based on the policies and priorities of the General Plan and development plans; participate in state land use boundary amendments for lands on Oahu, and develop and apply land use forecasting models to assist in long range planning initiatives.

HIGHLIGHTS

Development Plans

- The Waianae Sustainable Communities Plan was adopted in April 2000 under Ordinance 00-14.

Vision Projects

- The department was assigned responsibility for managing the Aiea-Pearl City Livable Communities Initiative. This project seeks to integrate pedestrian, transit and other transportation facilities measures to improve the livability of these older communities.

Budget Reviews

- 259 executive-branch and 28 Board of Water Supply projects were individually reviewed for conformance with adopted city plans and policies.

State Land Use Boundary Amendments

- The Policy Planning Branch reviewed on behalf of the city, one petition for a boundary amendment, one petition for a declaratory order, and one motion for a modification/deletion of a condition of approval.

Functional Plans and Planning

- The Policy Planning Branch represented the department on the following Oahu Metropolitan Planning Organization ongoing efforts: the Oahu Regional Transportation Plan, the Overall Work Program, and the Transportation Improvement Program, the Congestion Management System, and the Comprehensive Agreement update. In addition, the branch participated in the Statewide Transportation Plan under the State Department of Transportation,
- The Long Range Planning Division represented the department under the Board of Water Supply Integrated Water Resource Management Plan (IRP) which will identify and rank several water resource management strategies based on cost-benefit analyses.

Land Use Modeling and Forecasting

- The Planning Research Branch completed a new

set of forecasts related to housing, employment, and population which were used to update the Oahu Regional Transportation Plan, as well as other infrastructure plans; e.g. water and wastewater. One component of this update was the new State population projections officially released in February 2000. This effort led to the update of 726 traffic zones, which translate the forecasts into geographic cells. This information is being transposed so that it is accessible through GIS.

- The branch also completed revisions to the housing absorption and visitor accommodation models.
- As the official City liaison to the U.S. Census Bureau, the Planning Research Branch worked to ensure an accurate and complete a census as possible. It reconciled the addition of 60,000 addresses initially overlooked in the first listing of all Oahu, identified recently constructed facilities that could have been missed, and identified sites used for non-traditional living, including homeless sites and a wide variety of group living or mixed living accommodations.

COMMUNITY PLANNING DIVISION

DUTIES AND FUNCTIONS

The Community Planning Division is responsible for the following functions: prepare and regularly evaluate and update the long range regional development plans; process zone change and State Special Use Permit requests; monitor conditions of approvals associated with these actions, including affordable housing requirements; and develop community-based special area plans for particular neighborhoods.

HIGHLIGHTS

Development Plans

- The East Honolulu Sustainable Communities Plan, which was adopted in May of 1999, took effect on July 27, 1999.
- The Ko'olau Loa Sustainable Communities Plan was adopted in December 1999 under Ordinance 99-72, and became effective on February 14, 2000.
- The North Shore Sustainable Communities Plan was adopted in April 2000 under Ordinance 00-15.
- The Koolauoko Sustainable Communities Plan was recommended for approval by the Planning Commission in August of 1999 and was awaiting adoption by City Council as of June 30, 2000.
- A revised draft of the Central Oahu Sustainable Communities Plan was released in September 1999. Several public meetings were



Local Motion Flagship Store, Waikiki. This was the first project reviewed by the Land Use Permits Division as a Major Special District Permit after adoption of an amended Waikiki Special District Ordinance.

held throughout the year.

- 1,000 copies of the Public Review Draft of the revised Primary Urban Center Development Plan were prepared for distribution in July, 2000. It was also made available on the department's web page. Several community meetings were held.

Community-Based Initiatives

- The Community Action Plans Branch assisted in the successful Empower Oahu grant for the Waipahu Festival Market, as well as initial phases of implementation.
- The division prepared a guide, "A View into the Department of Planning and Permitting," primarily for new neighborhood board members, which also serves the general public. It is on the department's web page.
- Basic information on the development plan revision program, including draft and adopted plans, was also made available on the web page.
- The department was assigned responsibility for managing the Kaneohe Town City Livable Communities plan, initiated by the Kaneohe Vision Team. This project seeks to integrate transportation measures with urban design elements to improve circulation and strengthen the identity of the Kaneohe Town.

Zone Changes and Project Reviews

- 22 applications for zone changes or modifications to unilateral agreements were received and processed.
- Approximately 88 project reviews for development plan, general plan and/or unilateral agreement compliance were conducted, exclusive of building permit applications.

The Planning Commission held 20 meetings and took action on 46 items. It also held two workshops.

The Mayor's Historic Preservation Committee held 3 meetings, primarily addressing vision team projects which include a historic preservation focus.

LAND USE PERMITS DIVISION

DUTIES AND FUNCTIONS

The Land Use Permits Division (LUPD) is comprised of three branches: the Urban Design Branch, Land Use Approval Branch, and Zoning Regulations and Permits Branch. The LUPD is responsible for administering the Land Use Ordinance (LUO) and other regulations pertaining to land use within the City and County of Honolulu.

The division reviews and prepares amendments to the LUO as required, coordinates interpretations of the LUO, and reviews and processes all LUO-related land use permits. In addition, the division administers the Coastal Zone Management Program on

behalf of the City and processes all required Shoreline Management Area Permits.

HIGHLIGHTS

- Cross-training efforts, which began last fiscal year, continued. Professional planners in all three branches have been trained in the processing of a variety of permit types. This enables management to respond more efficiently to workload cycles, and it also provides opportunities for professional growth among planners within the division.
- Multi-permit processing, both within the division and inter-divisional, was streamlined. A Project Manager concept was established for multi-permit projects (or those that are unusually complex). The planner who is assigned as manager serves as the primary point of contact for the applicant and provides consultation and coordination services during project processing.
- In response to City Council Resolution No. 98-62, the division prepared a proposed amendment to the LUO which would authorize a range of optional housing developments addressing "elderly-specific" needs and provide incentives to make these developments economically feasible. If adopted by Council, the proposed amendment would permit "special needs housing for the elderly", as defined, in apartment, apartment mixed use, apartment precinct, and business mixed use districts.
- In terms of overall workload, the division faced a number of challenges during the fiscal year 1999-2000. Permit volume increased in almost all permit type categories. With less staff, and with mandatory legal deadlines for all permits ("automatic approval" provisions passed by the State Legislature), the division nevertheless managed to handle its assigned permitting responsibilities in a timely manner.

The following table of annual statistics illustrates permit volume and the diversity of the Land Use Permits Division total workload:

Fiscal Year Fiscal Year
1999 2000

ZONE CHANGES

Applications received	24	2*
Withdrawn or invalid	7	0
Approval recommended by Director	9	4
Denial recommended by Director	0	1

*Zone changes transferred to another division

TEMPORARY USE PERMITS

Applications received	21	17
Withdrawn or closed	2	1
Approved by Director	18	15
Denied by Director	1	0

**SPECIAL MANAGEMENT AREA PERMITS
- MAJOR/MINOR**

Applications received	93	86
Withdrawn, invalid or rejected	4	15
Approved/Approval recommended	94	53
Denied/Denial recommended	0	0

SHORELINE SETBACK VARIANCES

Applications received	10	14
Withdrawn, invalid, rejected	3	4
Approved by Director	6	4
Denied by Director	0	1

MINOR SHORELINE STRUCTURES

Applications received	**	21
Withdrawn, invalid or rejected	**	5
Approved by Director	**	15
Denied by Director	**	0

**Statistics for FY1999 not available

**ENVIRONMENTAL ASSESSMENTS AND
ENVIRONMENTAL IMPACT STATEMENTS**
EA reviewed/EIS determination made 8 9

Fiscal Year Fiscal Year
1999 2000

SPECIAL DISTRICTS

Applications received	101	82
Withdrawn or closed	1	7
Rejected (incomplete)	12	7
Approved by Director	85	72
Denied by Director	1	2

PLANNED DEVELOPMENT - HOUSING

Applications received	0	2
Withdrawn or closed	0	0
Rejected (incomplete)	0	0
Approved by Director	0	2
Denied by Director	0	0

CLUSTER HOUSING

Applications received	1	4
Withdrawn or closed	0	0
Rejected (incomplete)	0	1
Approved by Director	1	3
Denied by Director	0	0

EXISTING USE (housing)

Applications received	18	16
Withdrawn or closed	0	1
Rejected (incomplete)	8	5
Approved by Director	9	11
Denied by Director	2	0

**CONDITIONAL USE PERMITS - MAJOR
(including Existing Use applications)**

Applications received	4	6
Withdrawn or closed	0	1
Rejected (incomplete)	2	1
Approved by Director	3	5
Denied by Director	0	0

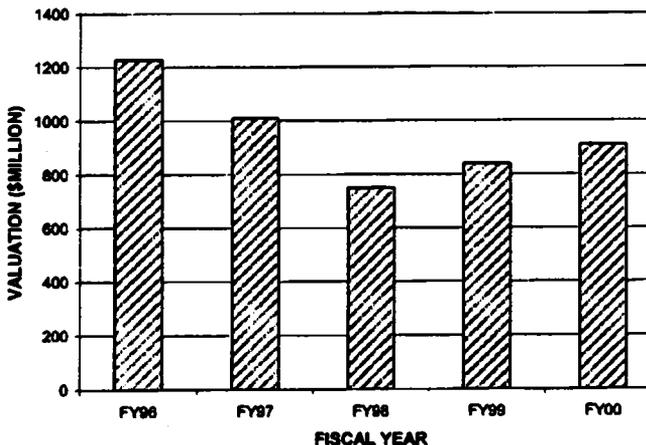
STATE SPECIAL USE PERMITS

Applications received	2	1
Withdrawn, closed or rejected	2	0
Approval recommended by Director	1	1
Denied by Director	0	0

CONDITIONAL USE PERMITS - MINOR

Applications received	54	113
Withdrawn or closed	2	8
Rejected (incomplete)	7	25
Approved by Director	44	70
Denied by Director	0	1

5 YEAR BUILDING PERMIT VALUATION



	Fiscal Year 1999	Fiscal Year 2000
PLAN REVIEW USES		
Applications received	3	3
Withdrawn or closed	0	0
Approval recommended by Director	4	2
Denial recommended by Director	0	0
ZONING VARIANCES		
Applications received	65	78
Withdrawn or closed	12	7
Rejected (incomplete)	9	14
Approved by Director	45	50
Denied by Director	5	9
ZONING ADJUSTMENTS		
Applications received	46	33
Withdrawn or closed	4	1
Rejected (incomplete)	20	5
Approved by Director	24	21
Denied by Director	0	3
WAIVERS		
Applications received	83	100
Withdrawn or closed	8	2
Rejected (incomplete)	3	9
Approved by Director	72	77
Denied by Director	1	2
PARK DEDICATION		
Applications received	N/A***	48
Withdrawn or closed	N/A	1
Rejected (incomplete)	N/A	6
Approved by Director	N/A	53
Denied by Director	N/A	0
***Park dedications were not processed by this division.		
MINOR MODIFICATIONS		
PROCESSED	46	149
DESIGN ADVISORY COMMITTEE		
Meetings	3	5
Number of projects reviewed	3	5
ZONING BOARD OF APPEALS		
Meetings	19	15
Appeals of the Director's actions	11	10
Withdrawn or invalid	17	3
Upheld appeal	3	1
Denied appeal	19	3

	Fiscal Year 1999	Fiscal Year 2000
HEARINGS		
Zoning Variance	25	23
Special management Area Permit/ Shoreline Setback Variance	5	15
Conditional Use Permit - Type 2	5	6
Site Plan Review.....	3	0
Planned Development- Housing	0	0
Special Districts	3	2
Other	1	0

BUILDING DIVISION

DUTIES AND FUNCTIONS

The Building Division is responsible for the following functions: enforce the Building, Electrical, Housing, Plumbing, Energy, and Zoning Codes and other pertinent ordinances; check and approve all plans submitted for compliance with code requirements; inspect new buildings for compliance with various codes; review, update and recommend changes to the various codes; process variance and appeal applications to the Building Board of Appeals; review and approve requests to use alternate materials and methods of construction; and conduct examinations for individuals to become qualified special inspectors.

HIGHLIGHTS

In December of 1999, the department adopted rules to set time limits for plan review of building permit applications. Time limits were set for different categories of permits depending on the valuation of the permits. Upon request, building permit applications were approved by any branch that exceeded the time limit. If there were comments after the second review, the rules required the designer to self certify the plans or have the designer and owner meet with city agencies that had comments.

In February 2000, the Building Division Administration was relocated to the second floor of the Honolulu Municipal Building. The Zoning Plan Review Branch was also relocated from the seventh floor to the first floor in an effort to locate agencies that review construction permits into one location.

The division hosted the 31st Annual Hawaii Association of County Building Officials Conference in April 2000 at the McCoy Pavilion.

The division began utilizing Public One Stop Service (POSSE) computer program to keep track of plan review, inspections, complaints, and notices of violation.

The 1997 Uniform Building Code, 1997 Uniform Plumbing Code and the 1999 National Electrical Code were adopted by the City Council and became effective on June 28, 2000, February 16, 2000, and De-

ember 6, 1999, respectively.

The Plans Examining Section reviewed 2,649 plans for the fiscal year 1999-2000 as compared to 2,764 plans for the previous fiscal year which represents a decrease of 115 plans or 4.2%. Although there was a decrease in the number of total projects, there was an increase in the number of major projects from 840 to 914 which represents an increase of 74 or 8.8%.

The Building Inspection Section conducted a total of 94,288 inspections relating to the codes under its jurisdiction as compared to 82,801 inspections during the previous fiscal year, which represents an increase of 11,487 or 13.9%. There were 290 notices of violation issued during the fiscal year as compared to 1,032 for the previous fiscal year which represents a decrease of 742 or 71.9%.

Complaints handled by the Building Inspection Section decreased to 709 during the fiscal year from 1,964 for the previous fiscal year. This represents a decrease of 1,255 complaints or 63.9%.

The reduction in the number of notices of violations and complaints handled by the Building Inspection Section can be attributed to the transfer of some of these functions to the Existing Building Inspection Section and the Housing Code Section in May 1999.

The Electrical Code Branch reviewed 2,158 plans for the fiscal year 1999-2000, an increase of 1.1% from the previous fiscal year of 2,135 plans. This branch also performed 29,715 inspections for the fiscal year 1999-2000, an increase of 0.7% from the previous fiscal year of 29,502 inspections. The total number of inspections includes 19 fire investigations, 22 complaints, 1 paid inspection, 175 reinspections, 1 occupational inspection, and 1 substandard building inspection.

The Mechanical Code Branch is responsible for the review of mechanical and plumbing plans and the subsequent inspection of these installations, including such work authorized by building permits issued without mechanical plans. This branch checked 1,843 plans and performed 21,699 inspections during fiscal year 1999-2000 in comparison to 1,695 and 26,544, respectively, for the previous fiscal year.

The Zoning Plan Review Branch reviewed 7,190 building/sign permit applications and 490 other permit applications for the fiscal year 1999-2000 in comparison to 5,786 and 716 respectively for fiscal year 1998-1999.

The Research Branch evaluated 6 requests for approval of materials and/or method of construction for use in structures governed by the City's codes, compared to 5 during the previous fiscal year; processed 8 applications to the Building Board of Appeals compared to 14 applications during the previous fis-

cal year; and processed 8 special inspector applications, compared to 31 during the previous fiscal year.

Additional information for fiscal year 1999-2000 showing summary of performance compared with that for fiscal year 1998-1999 and information pertaining to the activities of the Building Board of Appeals are provided below.

BUILDING BOARD OF APPEALS

The Building Board of Appeals was created by ordinance 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 experience and training to pass upon 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 fiscal year 1975 to hear appeals from the suspension or revocation of building permits; in fiscal year 1978 to hear appeals from actions under Section 27-10.2 of the Housing Code; and in fiscal year 1980 to hear appeals from the decision of the Fire Official on matters pertaining to the Fire Code.

The membership of the Building Board of Appeals as of June 30, 2000 is as follows:

- Beverly Ishii-Nakayama, Chairperson
- William D. Alcon, Vice Chairperson
- Carolyn R. Allerdice
- Glen S. Arakaki
- Samuel T. Fujikawa
- Kevin K. Katayama
- Raymond S. Katayama
- Karen T. Nakamura
- James C. M. Young

Statistical report of the Building Board of Appeals' activities is as follows:

	'98-'99	'99-'00
No. of Appeals Processed	14	8
No. of Appeals Heard	14	8
No. of Appeals Settled	13	8
No. of Appeals Pending	3	0

BUILDING DIVISION

**PERFORMANCE REPORT FOR FISCAL YEAR
'98-'99 AND '99-'00**

I. Plans Examining

Major Plans (\$50,000 and More) Under Review

	'98-'99	'99-'00
No. Carried Over	179	194
No. Received	840	914
Review Completed	775	767
Projects Dropped	52	68
Projects Relogged	2	0
Carry Over	194	273

II. Zoning Plan Review Branch

Information Function

	'98-'99	'99-'00
Persons Serviced at Counter	11,027	7,570
Telephone Calls	30,647	22,086

Plan Review Function

	'98-'99	'99-'00
Building Permit and Sign Permit		
Applications Reviewed	5,786	7,190
Other Permits/Applications		
Reviewed	716	490

III. Inspection

	No. of Permits and/or Requests Carried Over	No. of Permits and/or Requests Received	No. Completed	No. Voided and/or Denied	No. Carry Over	Total No. of Inspections
Building Permits						
Building						
'98-'99	12,570	15,036	15,559	217	11,877	82,801
'99-'00	11,877	14,966	16,838	110	9,897	94,288
Electrical						
'98-'99	15,055	9,325	8,169	99	16,112	29,502
'99-'00	16,112	9,436	10,641	93	14,814	29,715
Plumbing						
'98-'99	6,621	6,839	6,956	75	6,429	26,544
'99-'00	6,429	6,573	6,545	33	6,424	21,699

SITE DEVELOPMENT DIVISION

DUTIES AND FUNCTIONS

The Site Development Division is responsible for the review, approval and inspection of subdivisions; 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 City rights-of-way; improvements to existing City infrastructure; and grading work. The division is comprised of four branches: Subdivision Branch, Civil Engineering Branch, Traffic Review Branch and Wastewater Branch.

The main highlight of the division for the past fiscal year was to bring more of the division's permit review and approval functions and activities under POSSE in the form of developing and implementing work flows of the permit process. With the development of the permitting work flows, a very important initial step, the division staff can now, in an organized manner and on a continuing basis, look into ways to streamline the process by identifying work steps that can either be eliminated, combined or re-defined.

SUBDIVISION BRANCH

Duties and Functions. The Subdivision Branch administers the Subdivision Ordinance and Rules and Regulations (Chapter 22, Revised Ordinances of Honolulu, as amended), and Flood Hazard District Regulations (Section 21-9.10, Revised Ordinances of Honolulu, as amended). The branch processes appli-

cations for subdivisions, street names, site development plans, flood determinations and flood hazard variances. They also act as the City's coordinator with the State Department of Land and Natural Resources and the Federal Emergency Management Agency regarding administrative matters dealing with the National Flood Insurance Program.

The Subdivision Branch also serves as the department's central intake and coordinator of the review of plans for infrastructure construction and grading work. They are also responsible for the review of these plans for compliance with subdivision and land use regulations.

Highlights. During the past fiscal year, the branch continued to automate its permit processing functions as the POSSE work flows for processing of applications for subdivision, street name, lot determination, construction plan review, flood determination, flood hazard variance and letter of map revision/amendment have all been completed and are now in daily use. Improvements in the processing of permits in the branch have also been achieved as more City agencies, such as the Board of Water Supply, Department of Budget and Fiscal Services, and Fire Department come on-line in POSSE.

The branch also continues to look into ways to streamline the work flow process. For example, the Subdivision Review Committee weekly meetings have been discontinued as most of the reviewing agencies now transmit their comments electronically. Paper work and staff time have also been reduced significantly by the adoption of a new form generated in



Staff of the Traffic Review Branch inputs road setback information into the computer system and responds to inquiries from the public.

POSSE for all subdivision actions, in lieu of individual action letters that needed to be generated "manually." This form minimizes not only clerical time, but also the amount of data that needs to be inputted by the technical staff.

The One Time Review (OTR) process for City and Board of Water Supply capital improvement projects, instituted in the previous fiscal year, continues to be coordinated with the rest of the division, along with the Board of Water Supply, by the staff of the Subdivision Branch. They have found that in the majority of instances, the OTR process does cut the number of times a set of plans is reviewed by the department to one single review, and eliminates the process of obtaining approval signatures on the plans.

	Fiscal Year 1999	Fiscal Year 2000
SUBDIVISIONS/CONSOLIDATIONS		
Applications received	223	240
Withdrawn or closed	5	6
Rejected (Incomplete)	14	19
Approved by Director	128	196
Denied by Director	4	5
SITE DEVELOPMENT		
Applications received	0	0
Withdrawn or closed	0	0
Rejected (Incomplete)	0	0
Approved by Director	0	1
Denied by Director	0	0
PUBLIC UTILITY EASEMENTS		
Applications received	13	46
Withdrawn or closed	0	0
Rejected (Incomplete)	0	0
Accepted by Director	11	42
Denied by Director	2	0
FLOOD VARIANCES		
Applications received	4	5
Withdrawn or closed	0	0
Rejected (Incomplete)	1	1
Approved by Director	3	4
Denied by Director	0	0
OTHER APPLICATIONS PROCESSED		
Street name applications	9	16
Flood determinations	14	13
Flood miscellaneous correspondence	12	10
PLANS REVIEWED		
Grading plans	89	14*
Construction plans	443	372

* Beginning October 1, 1999, Grading Plans are

included in Construction Plan Job Category under POSSE.

CIVIL ENGINEERING BRANCH

Duties and Functions. The Civil Engineering Branch administers ordinances, rules, and standards for road grades, pavement and sidewalk design, and drainage within the city's rights-of-way and for site development work on private properties. The branch reviews construction plans for projects in the City's rights-of-way and for site development projects on private properties; reviews preliminary subdivision applications; reviews and approves applications, reports, plans, and permits related to grading, stockpiling, grubbing, trenching, erosion control, storm drain connection, and dewatering work; reviews requests and issues variances for street encroachments, driveways, sidewalk finishes, drainage easements, flowage easements, slope easements; reviews submittals related to construction materials which are to be dedicated to the city; and coordinates "Ordinance No. 2412" matters (Chapter 14, Article 21 of the Revised Ordinances of Honolulu), including deferral agreements. They also inspect projects which are being done under permit and projects which are to be dedicated to the city. The branch also maintains and coordinates City road and drainage standards. They also respond to inquires and complaints related to grading and work in the City's rights-of-way.

Highlights. The Project Review Section and the Permitting and Inspection Section are the two large components of this branch. A major accomplishment of the branch was the adoption of the "Rules Relating to Storm Drainage Standards" on January 1, 2000, which incorporated new water quality standards and requirements, as required by the City's National Pollutant Discharge Elimination System (NPDES) permit, along with some amendments to the flood control portion. Another major accomplishment was a workshop which was conducted in the month of June of 2000 for the storm water quality program. The workshop was conducted as a joint effort with the Department of Environmental Services. Approximately 50 persons attended the workshop. Attendance included inspectors and engineers from the city and the private sector.

Another significant occurrence was the adoption on May 8, 2000, of revised curb ramps and driveway details to comply with the latest Americans with Disabilities Act requirements for accessibility.

	Fiscal Year 1999	Fiscal Year 2000
Construction Plans Submittal		
Received	1,007	979
Preliminary Subdivision		
Applications Reviewed	255	278

	Fiscal Year 1999	Fiscal Year 2000
Driveway Variance		
Applications Reviewed	14	41
Other reviews	*	279
Dewatering Permits Issued	*	3
Drain Connection Permits Issued	*	51
Grading (includes Grubbing and Stockpiling) Permits Issued	675	596
Trenching Permits Issued	1,673	1,178
Permit Fees Collected	\$90,358	\$88,449
Major Complaints Investigated/Reports		
Prepared (non-permit related)	*	110
Notices of Violation and Order		
for Grading (includes Grubbing and Stockpiling) Violations Issued	37	39
Permit Inspections	14,332	10,800
Subdivisions and Ordinance		
2412 Projects Inspected	42	50
Building Permits Reviewed	6,052	5,445
Encroachment Variance		
Applications Reviewed	160	163
As-Built Plans Filed	114	231
As-Built Plans Microfilmed	980	588
* Past data not available		

TRAFFIC REVIEW BRANCH

Duties and Functions. The Traffic Review Branch analyzes and assesses the impact created by proposed developments and determines traffic requirements to mitigate the impacts to the existing street network and to properly control the overall development of streets and high-ways within the City and County of Honolulu. They are responsible for the coordination of the review and approval of street lights and traffic signal plans with other City departments. They are also responsible for the review and approval of traffic control plans which will direct traffic around construction work sites.

Highlights. The Traffic Review Branch has been involved with several major developments including the expansion to the Queen's Medical Center, Block "J" Development, Kuakini Medical Center, Manana Development Zone Change, Villages of Kapolei Zone Change, Royal Kunia Business Park Zone Change and the Kailua Town Center, among others. The branch continues to find ways to expedite, streamline and simplify the development permitting process for traf-fic related issues and is on-line in POSSE.

	Fiscal Year 1999	Fiscal Year 2000
Construction Plans		
Reviewed/Approved*	1,010	923
Land Use Permits/Projects		
Reviewed**	332	312
Building Permits Approved	257	198
Subdivision Applications		
Reviewed	281	295
Road Widening Setback Inquiries	649	617

Construction/Bond Estimate

	Fiscal Year 1999	Fiscal Year 2000
Certifications	48	36
* Includes review of traffic control plans.		
** Includes the review of land use permits, with the exception of building permits, and the formal review of projects received by the branch in conjunction with a proposed development (i.e. Traffic Impact Analysis Reports, Site Plans, etc.)		

WASTEWATER BRANCH

Duties and Functions. The Wastewater Branch is responsible for the review and comment on various land use applications and the proposed developments' impacts/needs regarding the City's sewer system; re-view and approval of sewer master plans; issuance of sewer connection permits; review and approval of con-struction plans as it relates to the City's sewer sys-tem; review and approval of requests to connect to the City's sewer system; collection of applicable fees; coordination with other agencies in resolving conflicts regarding sewer matters; and inspection of sewer con-struction projects for acceptance by the City.

Highlights. The branch continues to look into ways to streamline the review and approval process of construction plans and building permits in and out of POSSE; to look into possible ways to better utilize the existing sewer system to accommodate more con-nections; and to monitor and enforce properties that are located in areas where sewers are provided, to connect their developments to the sewer system, as required by law.

	Fiscal Year 1999	Fiscal Year 2000
Sewer Connection Permits Issued	1,470	1,475
Preliminary Subdivision Plans		
Reviewed	281	297
Subdivision/Development		
Construction Plans Reviewed	830	625
Sewer Adequacy Studies Conducted	991	736
Agency and Private Developments		
Evaluated	110	128
Master Plans Evaluated	6	4
Construction Projects Inspected	181	113*
Wastewater System Facility		
Charge Collected	\$1,483,387	
	\$3,568,002	

*Represents July-December 1999 only; function trans-ferred to Civil Engineering Branch effective January 2000.



HONOLULU POLICE DEPARTMENT

Lee D. Donohue, Chief of Police; William B. Clark*, Deputy Chief of Police; Michael Carvalho, Deputy Chief of Police

* Retired on November 30, 1999. Robert Au became Deputy Chief on February 16, 2000.

POWERS, DUTIES AND FUNCTIONS

The Honolulu Police Department serves as the primary law enforcement agency for the City and County of Honolulu.

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; and
- service of processes and notices in civil and criminal proceedings.



The Honolulu Police Department headquarters at 801 So. Beretania St.

HONOLULU POLICE COMMISSION

The Honolulu Police Commission is made up of seven individuals appointed by the Mayor and confirmed by the City Council. All members serve staggered terms of five years, volunteering their services and receiving no compensation.

The commission elects its own chair and vice chair each year from among its members. The commission chair for 1999 and 2000 was Leonard Leong, and the vice chair was Cha Thompson.

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 Honolulu Police Department;
- reviews the annual budget prepared by the Chief of Police and may make recommendations thereon to the Mayor; and 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.

HIGHLIGHTS

The "index crimes" listed below are the serious offenses commonly used to define trends and make comparisons. In 1999 crime in Honolulu continued its downward trend, which began in 1995, a peak year with over 67,000 index crimes. This is the fourth year of double-digit drops. In fact, the 1999 total of 42,678 index crimes was the lowest since 1985. Violent crime was down over 6 percent and property crime was down by over 10 percent. Since only about 5 percent of the index crimes on Oahu are violent crimes, Honolulu can be considered a relatively safe major city.

The Honolulu Police Department has moved steadily forward with progress in technology, facilities development, and strategic planning. A telecommunications upgrade is in progress with the installation of computers in patrol cars. Plans are underway to upgrade the computer-aided dispatch and records management systems, as well as to expand the document imaging system. Newly added equipment includes ASP batons, light body armor, and defibrillators.

The Chinatown Substation opened in May, and the Waikiki Substation and Kapolei Station opened in June. These new facilities will be greatly appreciated by departmental employees and by the communities they serve.

OFFENSES	1994	1995	1996	1997	1998	1999
Murder	35	38	27	34	17	37
Forcible Rape	266	217	222	257	242	235
Robbery	1,058	1,371	1,421	1,214	1,052	907
Assault	1,169	1,256	1,078	1,131	1,031	1,019
VIOLENT CRIME	2,528	2,882	2,748	2,636	2,342	2,198
Burglary	10,018	10,127	9,026	8,755	7,692	6,087
Larceny-Theft	42,552	46,696	41,915	36,430	32,669	30,396
Motor Vehicle Theft	5,727	7,440	6,370	5,589	4,750	3,997
PROPERTY CRIME	58,297	64,263	57,311	50,774	45,111	40,480
TOTAL	60,825	67,145	60,059	53,410	47,453	42,678

A strategic plan entitled HPD 2003 was developed to detail departmental direction. It will be revised as new projects replace those completed. Partnerships with the community and openness to change are expected to lead to greater public safety, better service, and a finer quality of life throughout Honolulu.

FIELD OPERATIONS

For police operations, the island of Oahu is divided into eight patrol districts, each of which is subdivided into sectors and beats. The Alapai headquarters are located at 801 South Beretania Street in downtown Honolulu.

District 1

This district covers primarily the downtown Honolulu area and stretches from Liliha Street to Punahou Street. The district command offices are located at the Alapai headquarters, but a recently opened substation at 79 South Hotel Street provides a permanent police presence in the Chinatown area. This new facility houses one of the district's bicycle details, the burglary/theft detectives, and the video monitoring system. The district also has a storefront facility at 1509 Kapiolani Boulevard, which serves as a meeting place for community groups in the area.

District officers, as well as federal and city prosecutors, have contributed to the success of the Weed and Seed program in the downtown, Chinatown, and Aala Park areas. This community restoration program is based on reducing ("weeding out") crime while providing social services and economic revitalization

programs to strengthen and empower ("seeding") the community. Court-ordered restrictions are placed on individuals who have committed a criminal offense to prevent them from returning to the Weed and Seed area.

The Video Monitoring Project is an overt video monitoring of public activity by trained community volunteers using 14 cameras installed in the downtown area. This project was developed to facilitate the detection, investigation, prevention, and deterrence of crime, and also to contribute to the safety of police officers and citizens and the protection of the community.

All District 1 officers received training in community policing, which empowers them to work with the community to solve problems. They are active with the Neighborhood Boards and are working to improve safety in district parks, shopping centers, and residential areas through programs such as Crime Prevention through Environmental Design. A condo fax network provides a quick and effective method to disseminate crime information and statistics to people who live and work in the district. About 125 condominium managers can also send out their own crime information bulletins.

This year the department's Field Training and Evaluation Program, which is administered by District 1, teamed up 153 newly graduated student officers with experienced field training officers. This training gives the new officers a chance to apply skills learned at the police academy to real-life situations under the guidance of veteran police officers.

The volunteer Reserve Officer Program is administered by District 1. The reserve officers supplement patrol officers and also work in specialized units, such as Juvenile Services, Criminal Investigation, and CrimeStoppers. They also volunteer for special events, such as the Chinese New Year celebration and parades. Each reserve officer is required to work a minimum of 220 hours a year; but during the 1999/2000 fiscal year, 69 reserve officers worked about 18,402 hours, an average of 267 hours each. Ladislaus Piwowarski, who is in his fiftieth year of volunteer service, received the Reserve Officer of the Year award for the second time.

District 2

District 2 covers the area from Central Oahu to the North Shore between the Waianae and Koolau mountain ranges. The district headquarters are located in Wahiawa at 330 North Cane Street.

In November four officers participated in a two-day community cleanup project at the Wahiawa Freshwater Park. Long a chronic eyesore, people had been dumping trash down the dirt embankment into Lake Wilson behind Ohai Place. Hundreds of pounds of trash were cleared.

In December the Geographic Information System was implemented as a pilot project to analyze crime. The locations and times of occurrence of property crimes are mapped in an effort to provide investigators with timely crime trend information which can be used to adjust workforce deployment and implement crime suppression programs. The project has shown good potential.

A meeting was held with the military police authorities of Schofield Barracks about the recurring jurisdictional problems and law violations at Army Beach, an area in Mokuleia owned by the Army but in the process of being turned over to the state. The Army agreed to mount an operation in January to evict squatters and remove abandoned vehicles from the site. They will also further discuss the issues of dune buggies which race hazardously above the beach high-water mark and large, noisy parties with rock bands attracting hundreds of civilians.

The District 2 Crime Reduction Unit continued a "zero tolerance" approach to complaints of illegal drinking at public parks and beaches. Regular sweeps of the parks and beaches resulted in the arrest of 91 persons and substantially reduced the number of complaints. The unit also made 632 warrant arrests as part of its total 1,199 arrests.

A meeting between district officers and school administrators resulted in the establishment of CrimeStoppers programs at Mililani, Leilehua, and Waialua High Schools. Similar to the adult program,

students are encouraged to supply information anonymously about criminal activity in the schools.

Seventeen Leilehua High School students are members of District 2's Police Explorer troop. This program allows young people to experience various aspects of law enforcement while volunteering their services for many community projects.

District officers continue to work closely with the 129 neighborhood security programs by providing information and guidance. There are Neighborhood Security Watches, Citizen Patrol groups, Mobile Patrol groups, Bicycle Patrols, and Business Watches. The Citizens Aloha Patrol regularly monitors beaches and other tourist areas, reporting crimes and providing visitors with crime prevention tips.

In February the concept of Community Areas of Responsibility (CAR) became fully integrated in District 2 when every officer attended training for maximizing success. District officers now routinely undertake projects that target community issues of concern. Some projects undertaken were graffiti paintouts, bulk trash pickups, removal of abandoned vehicles, retrieval of shopping carts, targeting of a suspected drug house, serving of contempt warrants, and a sweep of unlicensed drivers and untaxed and uninsured vehicles.

District 3

District 3 includes the areas of Red Hill, Pearl Harbor, Aiea, Pearl City, Waikale, Village Park, and Waipahu. The main station is at 1100 Waimano Home Road in Pearl City. Three other facilities provide services in the district: the Waipahu Storefront Station at 94-144 Farrington Highway, a police trailer at the Waimalu Shopping Center, and a storefront station in the Waipio Shopping Center. The Waipahu facility housed the department's Alternate Call Servicing program until December and is now the home base for the district's Weed and Seed program.

Drugs are a major concern of the community, and the Crime Reduction Unit (CRU) operates in a plain-clothes capacity to support the efforts of uniformed officers in the fight against drugs. During the year CRU made 533 arrests and executed 7 narcotics search warrants, resulting in 77 narcotics offense arrests, the seizure of contraband, and the forfeiture of currency, vehicles, and other property.

CRU members also review and share information on gang members and truants. They, along with the bicycle detail, have increased visibility of police on school campuses, partly in response to concern over incidents of school violence on the mainland. Officers are committed to returning truants to school and referring habitual truants to Family Court.

In the area of traffic safety, the district contin-

ued its campaign to reduce traffic collisions, road rage, and fatalities. Traffic enforcement efforts resulted in the issuance of 3,000 warnings and over 8,000 citations, including speeding, hazardous movements, child restraint, and seatbelt violations.

District staff and line officers are involved in the community, spurred by the impetus of the Community Policing Team (CPT). They attend monthly Neighborhood Board meetings and give talks to community groups. They have participated in annual food and blood drives, as well as graffiti paintouts and community cleanups. During the Christmas holidays the district, along with Kmart Waikale and Stadium Mall, sponsored "Shop with a Cop," a program designed to help underprivileged children.

There were 139 Neighborhood Security Watches, involving 10,975 participants, in District 3. There were also 39 Business Security Watches and 44 Citizen Patrol Programs, with 896 volunteers. These programs involve community members taking proactive approaches toward reducing criminal activity in their neighborhood or commercial properties by reporting all suspicious activities to the police.

District 4

This district encompasses Windward Oahu from the Koolau Mountains to the sea, and stretching northwest from Makapuu Point to the mouth of Waialea Stream just past Kawela Bay. The main station is located at 45-270 Waikalua Road in Kaneohe, and substations are located at 219 Kuulei Road in Kailua and at 56-470 Kamehameha Highway in Kahuku. Each is fully operational and self-sufficient with booking facilities, cell blocks for adults and juveniles, communications equipment, arsenals, emergency supplies, and so forth.

District 4's CPT has facilitated many community partnerships. Their training program is heading toward replacing the team with a "Community Policing Division," where all patrol officers will help solve community problems. The sectors are community areas of responsibility. The patrol watches, CPT, and CRU have addressed problems such as vending on public highways, selling of illegal fireworks, and speeding along the Kualoa stretch. There is strong community support for anti-drug programs, especially from the Citizens Patrols and Neighborhood Security Watches. There were about 287 narcotics arrests last year, an increase over the previous year. DUI roadblocks were conducted on all major holidays to deter drunk and drugged drivers.

Examples of District 4's watch-based community policing initiatives include ongoing dialogue with the residents of Puuhonua o Waimanalo, partnership with the U.S. Air Force to receive all terrain vehicle (ATV)

training, follow-ups by watch supervisors with complainants in random cases, Community Traffic Awareness Partnership (C-TAP) in Kahuku, canned goods collection for a church, removal of abandoned vehicles at the North Shore, crime prevention program to deter auto thefts and thefts from vehicles at visitor destinations and shoreline recreation areas, Keiki ID and Police Activity Day, Project Seat Belt, school emergency response contingency plans, Firearms Training Simulator in partnership with the Marine Corps Base Hawaii, various Neighborhood Security Watches and Citizens Patrols, prevention programs to counter thefts at commercial plant nurseries and from banana plantations, homeless task force, and so forth.

A Violence Against Women Act project, "Family Offense Arrest Warrants," has been initiated to obtain warrants of arrest for domestic violence offenders. The intent is to break the cycle of violence at the abuse level for offenders and prevent escalation to felony assaults or murder.

ATVs are used in Kailua and Waimanalo to effectively patrol beaches and parks and to deter crime in these areas. GO-4s are used in the business districts in Kaneohe and Kailua to monitor activities and enforce laws in municipal parking lots, public parks, and shopping centers. There are 15 officers in the bicycle patrol program, although these personnel also cover beats with patrol sedans.

Special events, such as reggae concerts and music festivals, have become increasingly popular in the district, and this has made heavier demands on police deployment and crowd control. Efforts were made to develop partnerships with the venue owners (Turtle Bay Hilton, Kualoa Ranch, Waimanalo Polo Field, Sea Life Park, etc.) to create safe environments and minimize negative community impact. The role of CRU in such events has increased, as the civil disturbance and crowd control responsibility was transferred from the Specialized Services Division to the patrol division CRUs.

Traffic enforcement is very important in District 4, with officers working hard to maintain strong enforcement against DUI (alcohol and drugs), speeding, seat belt violations, child restraints, and right-of-way violations. Motor vehicle collisions have been reduced by consistent, long-term enforcement and driver education. C-TAPs were developed to educate drivers about high-risk areas and to bring about voluntary law compliance in communities from Waimanalo through Kahuku. Primary emphasis was on DUI arrests and citations for speeding and hazardous moving violations.

District personnel have sponsored an annual com-

munity blood drive in partnership with the Blood Bank of Hawaii for several years. This is traditionally the largest and most successful blood drive each year. This year over 300 pints of blood were collected.

District 5

District 5, the "Kalihi Police District," is bounded by the Pali Highway on the east and the eastern edge of Halawa Valley on the west. It extends from the rim of the Koolau Mountains to the southern coastline along Nimitz Highway. There are six major highways that intersect in the district, and over 395,000 vehicles pass through every weekday. The district's command offices are located at 1855 Kamehameha IV Road.

District 5's Community Area of Responsibility (CAR) plan, which was started in early 1998, continues as the framework and focus for planning. Patrol officers are all to act as partners with the community in solving problems, rather than having a special team of officers who focus on community policing. This year the district completed 129 CAR projects, compared with only 27 in the 1998 calendar year. These projects ranged from burglary, theft, and limited narcotics surveillance and enforcement operations to accompanying citizen patrols, cleanups, graffiti paintouts, strategic and selective traffic enforcement and monitoring, and meeting with community action groups. The district believes that they are "the sole district that has been able to further and advance community policing, as a result of the CAR Plan." A 3/12 permanent work schedule was begun in January for patrol officers, who work three 12-hour days or nights.

Detectives in the district's Burglary/Theft Detail were assigned 3,473 cases; 256 were actively investigated, of which 173 were closed and 63 submitted to the Department of the Prosecuting Attorney for referral and prosecution.

Over 400 complaints were processed via police response, referrals, follow-ups, or advice to citizens. Almost 1,500 cases were received by the Misdemeanor Follow-up Detail for further investigation, and over 400 were closed and forwarded to the Department of the Prosecuting Attorney for prosecution.

The district's CRU helps solve problems, responds to crime trends, and serves as part of the islandwide critical situation and riot response team. This year the unit made 307 felony arrests, 318 non-felony arrests, and executed 11 narcotics search warrants. They assisted the Adult Probation Division with warrantless searches of probationers' homes, helped track down and apprehend wanted felons and criminals, and assisted patrol officers in follow-up or prolonged investigations of persistent problems. A six-month

investigation of a complex drug trafficking operation at Kaahumanu Homes resulted in over 30 arrests and the apprehension of 8 persons involved in the possession, sale, and distribution of crystal methamphetamine. The CRU also executed a search warrant on residents living in Kamehameha Homes who were selling the drug to customers via a "drive-through" process.

Off-duty officers helped with the "Shop With a Cop" Program at the Iwilei Kmart Store. A total of 30 officers escorted 130 children and their parents through the store, where the underprivileged children were able to select up to \$20 worth of merchandise. The officers paid for some or all of the cost. Breakfast was also served, and Santa greeted the children.

In the "Pals for PAL" project, off-duty officers stop and spend time with the coaches and youngsters involved in the Police Activities League sports programs. The interaction helps sustain the community's perspective of police officers as positive role models.

Many district officers volunteer with the schools, attending the various Career Day fairs, talking to students, instructing teachers on classroom and school safety, and assisting with security and traffic control. Aided by federal grant funds, District 5 officers intensified services in three public housing areas and worked with schools to curb violence and shut down a massive truancy problem. On at least five evenings a week, patrol officers are supported by an outreach and crisis intervention worker from Puuhonua, a private non-profit support agency for domestic violence and abuse victims. Similar to last year, Operation Weed and Seed, targeting street-level drug dealing, was begun in February.

District 6

This district covers the Waikiki peninsula from the Ala Wai Canal on the west (but including the convention center and the Atkinson Central YMCA) and stretches eastward to the slopes of Diamond Head. The administrative offices are at the Alapai Headquarters at 801 South Beretania Street. The Waikiki storefront station on Kalakaua Avenue at Prince Kuhio beach was razed in October, and a new building at this same site was opened in June as part of the Mayor's capital improvement plan. The district's CRU and Burglary/Theft Details have offices at the Royal Hawaiian Shopping Center, and the Bicycle Detail pedals out of Nike Town at the King Kalakaua Plaza building.

The district's command continued to actively support and provide testimony for legislation affecting Waikiki. A cooperative effort by businesses and government helped create the "Business Improvement District" ordinance, with members who will provide

financial support to supplement safety and city services in Waikiki. Another ordinance will regulate the hours and places that street performers can be active on the streets, as well as requiring that a permit be obtained. This ordinance will help ensure the safety of pedestrians and help preserve the ambiance of Waikiki.

The American Dental Association and the Pacific Basin Economic Council held conventions at the convention center in October and March, respectively, and the Lions International Convention paraded through Waikiki in June. These events stretched district staffing and resources, but a safe and secure environment was provided for all. Special patrols were started on the beaches, and officers walked the sands from the Hilton Hawaiian Village to San Souci beach. Beach thefts were reduced by 50 percent.

District 6 personnel encourage community involvement in ongoing crime prevention programs. The Aloha Patrol program, comprised primarily of members of the business community, has doubled in size since last year, from 400 to 850 members. Members walk along Kalakaua Avenue assisting visitors and residents alike. In May 2000 the Waikiki Citizen's Patrol was formed with residents who actively patrol the side streets between Kuhio Avenue and Ala Wai Boulevard.

Hawaii hosted the summer RIMPAC military exercises, and district officers shared patrol duties and walked the beat with personnel from Australia, Canada, Chile, Japan, Republic of Korea, and the United Kingdom.

The CPT was transformed into a CAR program starting in August, with six different "organizations" helping specific groups or communities: Resident, Business, Beaches and Parks, Hotel, Special Events, and Outside Agencies (the contact for all CAR projects).

District 7

This district encompasses East Honolulu from Punahou Street to Makapuu Point, excluding Waikiki. The administrative offices are at the Alapai Headquarters at 801 South Beretania Street; however, a site for a district station is in the process of being selected by Vision Teams composed of representatives of the community and police.

To provide incentives for patrol officers and attempt to reduce police overtime, District 7 instituted an alternative work schedule in October 1998. Officers work on twelve-hour fixed shifts, with three days on and four days off for two weeks, then four days on and three days off for one week. This schedule is expected to be implemented in all districts next year.

The district continues to aggressively patrol the

beaches and scenic lookouts to deter thefts from vehicles. A special detail was formed for this purpose and has produced positive results. Burglary and auto thefts have been reduced through the efforts of the zone detectives.

Traffic safety is also emphasized throughout the year. In order to control speeding and other hazardous violations, officers are assigned to areas identified as high risk or accident prone. The officers have used a specially designed radar trailer that displays the speed of passing vehicles and the posted speed limit for that area. People look at their speedometers and check how fast they are going. Education, awareness, and enforcement are the keys to reducing traffic accidents.

The Neighborhood Security Watch program is still growing. By the end of 1999, the district had 131 security watches with 4,478 homes involved. There are also 16 Condominium Neighborhood Watches, 2 Mobile Patrols, and 1 Citizen's Patrol. The district is firmly committed to working with the neighborhoods and residents to solve problems as they arise.

In December 1999 District 7's annual "Shop with a Cop" event for less fortunate children was held at Kahala Mall. Thanks to the generosity of the management and merchants of the mall, 20 children were given the opportunity to shop with police personnel and select toys and other gifts. This year's event also found senior officers and civilians from other departmental elements escorting children and guiding shopping carts around the mall.

District 8

The boundaries of District 8 run from Kaena Point along the Waianae coastline to Iroquois Point, north along the West Loch coastline to Kunia Road, and west along the ridge of the Waianae Mountain Range to Kaena Point.

The district's command moved to the new police facility at 1100 Kamokila Boulevard on June 17, 2000. This new facility is located on 5.13 acres of land donated by the estate of James Campbell, and it has over 50,000 square feet of office space.

Traffic safety programs continued to be a focus in the district. The "Live and Let Live" project has been ongoing for the past 15 years, with displays in Waianae, Maili, and Nanakuli. In addition, five sign-waving events were held along Farrington Highway, involving over 600 community and military participants, to encourage motorists to obey speed limits.

This year District 8's Community Policing Team completed a state Department of Housing and Community Development Corporation grant. Several officers and residents attended a community involvement conference in Texas. Four new Neighborhood

Security Watch programs were established and a Citizens Patrol was reorganized in the public housing area on the Waianae Coast. With the success of the program, the district has been awarded a \$90,000 grant for the next fiscal year.

The campaign to reduce domestic violence was continued with an expansion of the Puuhonua Program. A daytime advocate for victims assists in court proceedings, obtaining temporary restraining orders, transportation, and work referrals to help establish financial independence. During the evening a crisis counselor continues to provide advice to victims and facilitate placement in shelters. During the fiscal year, this program has assisted over 500 victims.

District 8 believes in fostering community partnerships. Nine new Neighborhood Security Watch groups were established, bringing 401 new households into the program. By the end of the fiscal year, the district had 109 programs, with 8,250 households participating. There are 29 Citizen Patrols with 480 trained members, as well as three Mobile Patrols with 96 trained members.

INVESTIGATIVE BUREAU

Criminal Investigation Division

The Criminal Investigation Division (CID) is responsible for all felony investigations on the island of Oahu relating to assault, murder, robbery, auto theft, forgery, and white collar crime.

This year CID handled 21,393 cases and was able to clear 14,392 cases, a closing rate of over 67 percent. While the homicide rate increased, so did the closing rate. Several significant cases were handled by the Homicide Detail. For example, a task force was developed to explore the disappearance of four individuals, and a prolonged investigation established that the four had been murdered. Suspects were eventually identified and charged. The task force generated many drug cases, served search warrants, made numerous arrests, and were able to finally bring some closure to the families of the missing individuals.

In November 1999 Honolulu experienced the tragic killing of seven individuals at the Xerox Corporation. The Crisis Negotiation Team assigned to CID played a major role in convincing the suspect to surrender peacefully with no further loss of life and property.

A series of grocery store robberies concluded with the robbery of American Savings Bank and the attempted murder of a police officer. A task force was formed, and the suspects were apprehended, arrested, and charged for their crimes.

The Missing Persons Detail assisted in locating three missing hikers in the Kahana Valley area. The

hikers were found and escorted out of the valley without injuries. The detail also investigated the disappearance of an Asian female, who was later discovered to be a drowning victim.

Due to the increase in stolen vehicles, the Auto Theft Detail formulated an island-wide plan with the assistance of patrol units. Educating the beat officers on identifying stolen vehicles was a proactive attempt to reverse the trend.

The CrimeStoppers program runs a "hot line," 955-8300, that receives anonymous tips about crimes and criminals. If the information helps solve a crime, rewards can run as high as \$1,000. During this period CrimeStoppers was responsible for 281 arrests and \$320,731 worth of property recovered.

Cyber crime has come to Honolulu. An organized group stole someone's identity and obtained thousands of dollars' worth of merchandise on the Internet. Our White Collar Crime investigators identified and arrested the key players in this popular new fraud scheme which is sweeping the nation.

Juvenile Services Division

The Juvenile Services Division (JSD) strives to address issues involving the development of the community's youngsters through a variety of intervention, prevention, and education efforts. They are also responsible for follow-up investigations of run-away cases.

The officers of the Drug Abuse Resistance Education (DARE) Unit teach a core curriculum to fifth-grade students to help youths recognize and resist pressures that influence them to experiment with alcohol, marijuana, and other drugs. The curriculum is being taught in 122 public schools and 44 private schools. A pilot program at three middle schools (Kawanakoa, Central, and Washington) was successfully completed. This program provides information and reinforces skills to resist peer pressure in making personal choices. It covers managing feelings of anger and resolving conflicts without resorting to drugs or violence. DARE officers participated in 127 PTA meetings, 26 alcohol and tobacco sting investigations, 33 school fairs, 32 health and safety/wellness fairs, and 8 joint events with other department units.

The Police Activities League (PAL) Detail coordinates athletic programs to provide recreation for youths and to cultivate friendly relationships between children and police officers. The detail worked on program expansion, for example, the Bidy Boxing Program. Na Opio Canoe Paddling Association had a very successful racing season with over 3,000 participants. An 18-and-under basketball league was begun in the Waipahu/Ewa Beach area with games held at

the police academy gym. The detail also coordinated departmental intramural leagues.

The Positive Alternative Gang Education Program was converted to the Gang Resistance Education and Training (GREAT) Program on July 1, 1999. This program targets 7th and 8th grade students. Major changes included a national training and certification requirement, increased funding, wearing of police uniforms while instructing, a parental component, a summer program with the Boys and Girls Club, and a uniform curriculum statewide by the summer of 2000.

GREAT officers helped the Department of Education (DOE) with a truancy program called School Attendance Program. This year 660 families participated in this program to minimize delinquency, criminal activity, and gang involvement.

The GREAT Detail participated in various large community events involving family and youths, such as a Department of Parks and Recreation teen dance at the Ala Wai Golf Clubhouse, the Keiki Festival at Kakaako Park, four dances in collaboration with the Hawaii County Police Department, and the Teen Fest at Magic Island. The detail is assisting the Kokua Kalihi Valley-Palama Organization with their nine-week Midnight Basketball Summer League. For the third year in a row, the detail helped the DOE in a program entitled "Forget Crime, Learn to Cook the Grinds," with Chef Sam Choy.

The Evening Counseling program provides counseling for first-time misdemeanor and second-time status offenders. Besides the sergeant and three officers in this program, five reserve officers and six civilians volunteer their services as counselors. Over 1,600 juveniles and their parents were counseled this year. The recidivism rate was only 18 percent.

The Runaway Detail, along with the Office of Youth Services, Family Court, other governmental agencies, private groups, and volunteers, runs the AKAMAI program (Acquiring Knowledge, Awareness, Motivation, and Inspiration). This project tries to reduce the number of runaways and their crimes, but it also includes all first-time status offenders except truants.

The Law Enforcement Explorer Program was expanded to include posts at McKinley High School and Roosevelt High School. Including these schools and other posts in Central Oahu, Wahiawa, Kaneohe, and Pearl City, there are presently about 92 Explorers. The program helps youths aged 14 to 20 explore what a career in law enforcement entails. Police officers and civilian advisors assist in coordinating educational activities.

Narcotic/Vice Division

The Narcotics/Vice Division is responsible for

enforcing laws, regulations, and ordinances relating to narcotics, gambling, and morals offenses.

The Airport Detail participates with federal, state, and county law enforcement agencies to interdict drug smuggling operations. This task force shut down at least eight major drug organizations operating in Hawaii. This year 217 pounds of narcotics, valued at over \$4,500,000, were seized. Two weapons were seized, as well as cash and vehicles totaling more than \$506,000.

The Covert Detail investigates major drug trafficking organizations. During the 1999-2000 fiscal year the detail conducted over 424 investigations, executed 11 search warrants, and made over 78 arrests. In one long investigation, the detail worked closely with the Drug Enforcement Administration in targeting a group associated with Mexican nationals who were responsible for importing large amounts of black tar heroin into Honolulu. The detail initiated an investigation, which the Federal Bureau of Investigation joined, into a large-scale crystal methamphetamine operation.

As a member of the Statewide Marijuana Eradication Task Force and the Domestic Cannabis Eradication/Suppression Program, the Marijuana Eradication Detail conducted seven eradication missions on Oahu and assisted with five missions in Maui County and five in Hawaii County. The detail executed 3 search warrants, made 157 arrests, and seized over 37,764 plants.

The Forfeiture Detail received and investigated about 255 cases during the fiscal year. From these cases, currency, vehicles, and property worth a total of about \$1,400,000 in value was seized.

The Complaints Detail investigates drug-related arrests, complaints, and tips from citizens. They closed through investigation or other means 535 of over 1,043 complaints received this year. The detail executed 36 search warrants, recovered 3 pounds of cocaine and 1.4 pounds of crystal methamphetamine, and seized \$75,400 for forfeiture.

The Clandestine Laboratory Response Team received 117 complaints of possible clandestine drug laboratories. Six were located in Lanikai, Kaneohe, Waikiki, Maili, and Makaha and processed through police investigations, resulting in the arrest of seven persons. The methamphetamine seized had a total street value of about \$95,000, and another \$3,500 worth of cocaine was also seized. The team participated in a joint investigation with the Drug Enforcement Administration, State Narcotics Enforcement Division, and Maui Police Department, in which six pounds of manufactured methamphetamine was seized.

The Morals Detail continued their efforts in the investigation of prostitution and related offenses, especially street prostitution. They also enforced regulations at massage parlors and liquor establishments. The detail has expanded their investigative area to include the Internet, which resulted in several arrests. Morals detectives worked on joint investigations with the Federal Bureau of Investigation (FBI), Internal Revenue Service, Immigration and Naturalization Service, and the Honolulu Liquor Commission.

The Gambling Detail continued to investigate illegal gambling. The detail executed 28 search warrants, resulting in 244 arrests and seizure of \$658,000 in currency and property valued at \$2,137,390. One large investigation, which was later joined by the FBI, resulted in the execution of 6 search warrants and the indictment of 32 persons by the Federal Grand Jury for operating an illegal gambling business and money laundering. About \$333,000 was paid to an undercover officer and recovered in a bribery investigation, and \$175,000 was seized from the illegal gambling casinos. Two Chinatown properties valued at \$2,000,000 were also seized for forfeiture.

Scientific Investigation Section

During the 1999-2000 fiscal year, the Scientific Investigation Section (SIS) filled four new positions in the DNA/Serology Unit, Firearms Unit, and Drug Unit. The DNA/Serology Unit is continuing to work toward expanding its DNA typing capabilities, as well as training its new personnel in forensic serology. With the implementation of two genetic analyzers, the task of validating the short tandem repeats-DNA typing system has begun. The Firearms Unit has continued inputting information into its DRUGFIRE computer system, as well as training its new criminalist in firearm operability.

SIS received \$35,400 from the Local Law Enforcement Block Grants Program for training and overtime. New personnel will be sent to training courses on crime scene photography, mass spectra interpretation, firearms, and so forth. SIS personnel continue to attend courses and workshops across the nation in order to keep abreast of the latest technological developments in forensic science. Some personnel have taken the national examination to become certified in their area of expertise. Four criminalists recently passed their certification examination.

Clan laboratory certification and recertification classes were held in August and September. Members of SIS, the Narcotics/Vice Division, Specialized Services Division, Honolulu Fire Department, and others were trained in safely conducting an investi-

gation of clandestine drug laboratories on Oahu.

The Summer Mentorship Program ran from June 15 through June 30, 2000. Nine high school students from across the state observed and worked with SIS personnel. The students processed a "mock crime scene" and gained experience photo-graphing, dusting, recovering evidence, and drawing a diagram of the scene. The evidence they recovered was taken to the forensic laboratories (DNA/Serology, Drugs, Firearms, Questioned Documents, and Trace Evidence) and subsequently tested. A moot Grand Jury hearing was held where the students got to explain the results of their findings. During the year two college interns from Chaminade University were also given the opportunity of hands-on forensic science experience, working either with the criminalists in the laboratory or with the evidence specialists out in the field.

SIS responded to numerous requests for speakers at public and private schools, community clubs, and libraries, as well as city, state, federal, and private agencies. SIS personnel continue to provide training in fingerprint techniques, criminalistics, and crime scene investigations to police recruits, members of the Citizens Police Academy, the Prosecutor's Office, and other interested groups. The graphic artists taught the community how to be effective eye witnesses by giving accurate descriptions of suspects.

Legislative Task Force

During the fiscal year this task force tracked 1,187 of the 2,871 bills and resolutions introduced at the State Legislature, as well as 105 of the 475 bills and resolutions at the City Council. Several bills concerning law enforcement did not pass, such as "Truth in Sentencing" (requiring convicts to serve 85 percent of their sentences) and "Repeat Offenders" (requiring a mandatory jail sentence for felony and multiple misdemeanor convictions).

Bills supported by the department that did pass the legislature and are awaiting the Governor's approval include those concerning robbery, sentencing for murder, child restraints, Child Protective Act, criminal trespass on agricultural land, prostitution, domestic violence, telemarketing fraud, habitual criminal behavior, and the pilot program for Photo-Radar Traffic Enforcement. A fireworks bill was also passed by the legislature and signed into law by the Governor.

The Legislative Task Force also provided well-received assistance to the other county police departments with classes on the updated legislative materials.

SPECIAL FIELD OPERATIONS BUREAU

Central Receiving Division

The Central Receiving Division (CRD) is responsible for the booking and detention of prisoners at the Alapai Headquarters. The division processes all adult and juvenile arrests that occur in Districts 1, 6, and 7. The division also holds all arrestees islandwide who are unable to post bail or are being held for investigative purposes. Detainees scheduled for court are shuttled to both District Court and Circuit Court.

CRD maintains the arsenal at the Alapai Headquarters. The arsenal provides radios, supplemental weapons, report forms, and other equipment and supplies needed for patrol operations in Districts 1, 6, and 7. The division also is responsible for the security of the building. Roving patrols and security post officers handle daily issues, and divisional personnel respond to duress calls and fire alarms within the facility. A security upgrade in 1999 replaced the card access computer which controls entry into and movement within the Alapai Headquarters. This upgrade was necessary to ensure that the system would remain functional with the Y2K rollover.

Specialized Services Division

The Specialized Services Division (SSD) performs a wide range of functions and is made up of the Special Weapons and Tactics (SWAT) teams, Canine Unit, Bomb Detail, Helicopter Section, and Parks Detail.

Over the past fiscal year the SWAT teams were called out 18 times for incidents involving armed, barricaded suspects. These included the November 2 incident in which a Xerox employee murdered seven coworkers and a domestic argument on April 3, during which a man held his wife hostage in their home for over ten hours. The first incident resulted in the surrender of the gunman after a standoff of nearly five hours. In the second incident SWAT officers arrested the suspect after they wrestled a knife from his hand at his wife's throat. A Rapid Deployment system has been implemented to provide a fast response to crises.

The Canine Unit's seven canine/handler teams responded to 200 requests for assistance, including searches for missing persons and fleeing suspects, as well as "sniffs" for explosives and narcotics. The narcotics dogs and handlers assigned to the Narcotics/Vice Airport Division operations performed 37 "alerts" resulting in the recovery of 30 pounds of marijuana, 11 kilograms of cocaine, 5 kilograms of crystal methamphetamine, 2.5 kilograms of heroin, and the seizure of \$330,00 in currency. The explosive detection teams were called out 18 times to conduct bomb sweeps. A new dog, Joris, is being trained to detect explosives,

which increases the number of explosives canines to three.

The Bomb Detail responded to 73 calls for service for military ordnance, improvised explosive devices, commercial explosives, and hoax devices. The detail was kept quite busy with the disposal of illegal fireworks seized with the Y2K celebrations. There were record seizures of fireworks, including one of 14 tons, which required special handling and assistance from outside agencies. It was found that present disposal methods are inadequate for large seizures of fireworks.

The Helicopter Section handled 321 assignments this year. Working with the Narcotics/Vice Division, the section helped in the recovery of 41,412 marijuana plants valued at over \$40 million. The section also helped recover 53 stolen cars. Now with a two-helicopter fleet, the section created a third watch shift, doubling the availability of a police helicopter for patrol. Funding has been approved to purchase a Forward Looking Infrared camera, which will improve the ability to track fleeing suspects and help make vehicle pursuits safer.

The Parks Detail services hundreds of parks on Oahu, issuing citations for parking violations, camping without permits, animal violations, and so forth. This year officers in the detail issued 3,508 citations for parking and other violations.

SSD is further developing their waterborne operations capabilities, working with the military and attending out-of-state seminars. The Bomb Detail has acquired the necessary equipment to upgrade its "Weapons of Mass Destruction" capabilities. Tactical Emergency Medical Support has been added as a new discipline, giving officers the capability to render emergency medical assistance.

In an effort to reduce domestic violence, SSD serves all firearms-related temporary restraining orders (TROs). Last year they served 234 TROs, during which 222 firearms were recovered. To maintain good community relations, SSD made 45 presentations at schools and community gatherings. They also assisted with other departmental programs, including PAL and DARE. The division has worked with the DOE to compile a reference manual with schematic diagrams of all public schools, which can be used if there are crisis events at the schools.

Traffic Division

The Traffic Division has two main areas of concern: investigation of certain motor vehicle collisions and promotion of the safe and efficient movement of traffic on public roadways through educational programs, traffic management, and enforcement.

The Vehicular Homicide Section investigates all traffic collisions involving fatal and critical injuries and felony traffic crimes. They oversee the investigation and completion of other traffic collision cases, such as failure to render aid. They also conduct follow-up investigations of cases that could not be closed by the patrol elements. The latest technology and techniques are used to investigate cases efficiently and expeditiously.

The Solo Motorcycle Detail provides highway traffic management through its presence to deter violations and by addressing traffic problems as they occur. Enforcement programs are adapted to address specific traffic concerns and trends as they arise. The motorcycles play a key role in dignitary protection and parades.

The Parking Enforcement/Collection Section enforces parking laws and is responsible for maintaining and collecting coins from city parking meters.

Outside resources are used to help promote public safety and enforcement. The Traffic Monitor and Junior Police Officer (JPO) programs assist in the safe passage of children to and from elementary schools. The JPOs also learn about traffic safety and traffic laws. Volunteers in the Disabled Parking Enforcement Program not only monitor and cite violators, but also spend much of their time educating persons who park illegally in stalls reserved for the disabled. They allow patrol officers to focus their efforts on other aspects of law enforcement and community policing.

The Traffic Division provides information on traffic safety and traffic laws through numerous speaking engagements requested by the community. They also work with other state and city agencies and private companies to deliver safety messages to the community and improve traffic conditions. Traffic-related concerns, statistics, and trends are monitored and analyzed to aid in planning and preparing for changing conditions. Divisional personnel play a key role in legislative efforts to pass laws that will help to make our roadways safer and less congested.

ADMINISTRATIVE BUREAU

Finance Division

The Finance Division oversees the department's annual operating budget of \$140.8 million, which covers salaries, current expenses, and equipment needs. During this fiscal year, divisional personnel coordinated or managed 27 federal and state grants totaling more than \$15 million. These grants funded the acquisition of the mobile data computers (MDCs), the document imaging system, gang prevention, airport and public housing drug intervention programs, clan-

destine laboratory enforcement, DARE training, programs to reduce family violence and child abuse, and marijuana eradication efforts.

This division oversees the operation of the Property and Supply Section, which has an inventory of more than 1,300 different items with an estimated value of \$665,000. This section is also accountable for the department's entire \$75 million equipment inventory.

Human Resources Division

The Human Resources Division is responsible for administering all personnel matters, including all labor relations, EEOC, ADA, HCRC, Hepatitis Shots, and the Drug Urinalysis Screening Programs.

As of June 30, 2000, the authorized strength of the Honolulu Police Department was 2,598 (with 2,034 uniformed and 564 civilians). The department's actual strength was 2,353 (1,871 uniformed and 482 civilians). Filling vacant officer positions remained a high priority for the division as it continued the accelerated hiring program. During the fiscal year three recruit classes were processed, with an average of 64 student officers per class. To facilitate the recruiting effort, divisional personnel participated in several collegiate and high school job/Career Day events, produced a recruitment video for television, produced radio advertisements, and conducted three HPD Career Expos.

Information Technology Division

The Data Section guided the department through the Y2K transition with no major problems, and only minor temporary inconveniences resulting from glitches in old software. Implementation of the MDC system is well under way, with over 300 computers installed in patrol cars and a projection of 800 by the end of 2000. The HPD computer network was extended to two new stations, Kapolei, with 40 computers, and Chinatown, with 18 computers. Contracts are being finalized for implementation of an updated National Crime Information Center (NCIC 2000) via the FBI and a new Computer-Aided Dispatch/ Records Management System. To better support the MDCs and other new systems, the section is endeavoring to increase staffing so that computer support can be provided to departmental elements on a 24-hour, 7-days a week basis.

During the year, the Research Section provided a study of low lethality ammunition, which was approved for use by patrol; completed several large surveys; responded to correspondence; revised many departmental forms; created overtime/compensatory time files monthly for all departmental elements; and completed several large research and management publications on Recruitment and Retention and

Alternative Work Schedules, as well as the departmental annual report and the department's chapter in the Mayor's annual report. One analyst has started rewriting the Rules of the Chief. A use of force form, which has been developed over several years, was implemented for use by all officers in January. Work continues on revising and updating the department's directive system. Crime statistics are collected and sent to the FBI for the Uniform Crime Reports. The Geographic Information System is used for specialized projects.

Training Division

The Training Division, located at Ke Kula Makai in Waipahu, provides training for student officers, annual recall training for all officers, and specialized training of various kinds. This year four student officer classes were started, and 121 new officers graduated from two classes. The 133rd class, which began in November, is the largest class in HPD's history, with 85 students. The curriculum consists of 1,130 hours of instruction over 28 weeks.

Annual Recall Training is a five-day session where an entire watch from each district receives training in firearms, sexual harassment, bloodborne pathogens, hazardous materials, and cardiopulmonary resuscitation, as well as emergency vehicle operations, expandable batons, and a "Fit for Life" assessment. A total of 33 sessions were held throughout the year. From September to December a new advanced recall training program, ART II, was held for 543 non-patrol officers.

Specialized training included courses in supervision for sergeants, challenges for PO-9 officers, instructor development, communication, expandable batons, pepper spray, conflict management, and automatic external defibrillators (AED). Almost all officers have been qualified to carry the expandable baton and to use pepper spray, and 346 officers and civilian staff members have been trained to use the AED.

The division has obtained two Range 2000 units, a simulation-based form of firearms training. It uses video, computer, and modified firearms to train officers in conflict response and management.

Videos filmed by the Audio Visual Unit, "Inside HPD," are shown on commercial television. These programs inform the community about how the police respond to the needs of the community.

SUPPORT SERVICES BUREAU

Communications Division

The Communications Division received about 819,722 calls for emergency and other police services through the E911 system during the 1999 calendar

year, an increase of about 14,000 calls over 1998. Almost a fourth of the calls came from cellular telephones, which reflects a large increase of wireless telephone usage.

The division worked hard to ensure that all electronic equipment was Y2K compliant. Areas of particular concern were the police radio communication and E911 systems. Amateur radio equipment was installed at all stations, and partnerships were developed with the community. Efforts were successful and all communication equipment remained fully functional. This Y2K event and later severe storm warnings offered the division an opportunity to plan and implement disaster readiness. Exercises at the Alternate Communications Site helped prepare divisional personnel in maintaining essential communications services in the event of a catastrophic emergency.

In December the Alternative Call-Servicing Section was moved to this division. This section has police officers assigned to take police reports over the telephone in order to lighten the report writing workload for patrol officers.

Records and Identification Division

HPD plays a major role in the AFIS system and is the largest contributor by far to the database. The first group of AFIS awards were given to departmental employees for their diligence in obtaining latent and ten prints. The document imaging system is being expanded to the district stations. The required upgrading of the network infrastructure has been completed in Districts 2, 3, and 4.

In November divisional personnel were part of the Firearms Task Force Committee, which reviewed the procedures relating to firearms registration and the recovery of firearms. This led to the enactment of new laws regarding the seizure of firearms upon owner disqualification and the court-ordered surrender of firearms upon a defendant's arraignment. In a partnership with the Marine Corps Base Hawaii at Kaneohe Bay, a firearms registration program was set up in an office situated just outside the main gate. This program provides a monthly opportunity for military personnel, as well as the general public, to register firearms and apply for permits at a Windward location.

Regular monthly audits of the Evidence Room have continued throughout the year to ensure integrity and custodial responsibility and minimize the risk of loss, unauthorized release, or unnecessary custody of property. A video and security alarm system was completed in August. In March Internal Affairs initiated procedures for more unscheduled audits of evidence, including narcotics, marked for

destruction.

The Warrants Unit has been tasked with the management of geographical restriction files. Such restrictions are essentially court orders prohibiting individuals from being present in a certain part of town during specific hours. There are currently about 500 restrictions on file.

Telecommunications Systems Section

A new radio site has been installed in Lualualei to improve radio coverage in Waianae. Expansion channels have been added at seven existing radio sites to accommodate the MDCs.

However, due to the lack of available radio frequencies, Lualualei and the expansion channels are not operational. The section is working with the Department of Design and Construction to obtain additional frequencies. Both are also working with the Marine Corps Base Hawaii - Kaneohe Bay to develop a radio site on base, which will increase radio coverage along the windward coastline.

A total of 310 portable computers have been installed in police vehicles.

Vehicle Maintenance Section

During this fiscal year the section saved money by regrouping the vehicle repair work force into the existing Alapai and Waipahu work areas, instead of moving to a new location and building.

The Solo Bike Detail tested two BMW solo bikes. The test results were favorable, especially with the Anti-lock Braking System, power, lack of wobble steering, and a drive shaft different from the rear chain and belt drive on the currently owned Harley Davidson and Kawasaki motorcycles. A request has been sent to City Purchasing for 20 of the BMW motorcycles.

OFFICE OF THE CHIEF

Informational Resources Section

The Informational Resources Section (IRS) coordinates a number of the department's special projects.

The IRS provides speakers who give presentations to educate and inform the public on such subjects as home and personal security, robbery and theft prevention, traffic safety, and "Say Hi."

The section also operates the Ho ike Infor-mation Line at 529-3352, which provides a contact point for the public to obtain answers or referrals for police-related questions. Anyone with questions can call on weekdays during normal business hours. The Graffiti Hotline at 529-3222, available around the clock, provides the public with a direct line to report graffiti problems on public or private property.

The Citizens Police Academy holds classes twice

a year to open the lines of communication between the community and the police department. Citizens enrolling gain a firsthand experience of what it takes to become an officer. Participants learn the educational, physical, and emotional demands endured by officers, and the heightened understanding can alleviate misconceptions about police work and foster a mutually respectful relationship between the public and the department.

During the summer a pilot program was designed for a Youth Citizens Police Academy, with high school students as participants. Sessions will give them an introduction to the department, education in problem solving, and information about how to make decisions that modern youth face every day. The goal is to enhance the relationship between youth and police officers. Call 529-3351 for information on the Citizens or Youth Citizens Police Academy.

IRS coordinates the department's awards system and activities that are part of the national observance of Police Week each May. In October the HPD hosts a "Sherlock Holmes Night," where police personnel interact with the community in solving a crime mystery. IRS continued to aid in the production of materials for the officer recruitment campaign. The section also helps prepare the department's Internet pages at

www.honolulupd.org

which include a departmental overview and history, statistics, safety information, answers to frequently asked questions, and so forth. The department can be contacted via e-mail at hpd@honolulu.org.



DEPARTMENT OF THE PROSECUTING ATTORNEY

Peter B. Carlisle, Prosecuting Attorney; Iwalani D. White, First Deputy

POWERS, DUTIES AND FUNCTIONS

The Prosecuting Attorney shall:

- a) Attend all courts in the city 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 which 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.

ORGANIZATION OF THE DEPARTMENT

The Department is organized into Administration and six (6) Divisions. Each of the Divisions has a team of trial attorneys headed by at least one Chief and, in some Divisions, one or more team captains. The attorneys are assisted by teams of supporting staff, each of which is headed by a supervisor.

The six (6) Divisions are: (1) Screening and Intake Division; (2) Traffic and Misdemeanor Division; (3) Trials Division; (4) Career Criminal Unit; (5) Sex Assault/ Domestic Violence/Juvenile Offenders Division; and (6) Research and Reference Support Division.

A. SCREENING AND INTAKE DIVISION

The Screening and Intake Division ("SID") consists of one Division Chief, thirteen (13) screening deputies and nine (9) support staff.

SID screens most felony cases (except for sex assault and domestic violence cases which are handled by a different division) brought to this office by the Honolulu Police Department and other state investigative agencies.

The SID reviews search warrants, felony cases and decides which ones to accept, which ones to re-

ject, and which ones that need follow-up work. SID also handles preliminary hearings in District Court and presents cases to Grand Jury. For the period beginning July 1, 1999 and ending June 30, 2000, SID handled 1,014 Grand Jury proceedings and 733 preliminary hearings.

B. TRIALS DIVISION

The Trials Division consists of one (1) Division Chief, one (1) Senior Team Captain, five (5) team captains and seventeen (17) trial attorneys. The Division is supported by three (3) paralegal assistants and twelve (12) clerical staff.

This Division handles all felony cases and misdemeanor jury-demand cases (except juveniles, sex assaults and domestic violence cases). The type of cases range from murder to white collar to driving under the influence of intoxicating liquor/drugs.

For the time period of July 1999 to June 2000, the Division cleared 1,643 cases.

C. CAREER CRIMINAL UNIT

The Career Criminal Unit ("CCU") consists of one Chief and eight (8) attorneys. They are assisted by a paralegal assistant and four (4) clerical staff.

CCU is a highly skilled prosecutorial unit that vertically prosecutes those offenders who are identified as career criminals by Hawai'i Revised Statutes Section 845-3. Through vertical prosecution, a special working relationship between the police, witnesses, victims and the prosecutors can be fostered. A prosecutor will become involved in the very early stages of prosecution and will continue to handle the same case through trial and sentencing and may be assigned to all pending cases involving the same defendant. This system will provide the most effective and efficient prosecution of career criminals.

For the period of July 1, 1999 to June 30, 2000, 304 career criminal cases were opened. For this same time period, pleas (counted separately for each Defendant) were as follows:

- 1. Pled guilty as charged 103
- 2. Pled no contest 147
- 3. Pled guilty to lesser charges 8

and results from cases tried (counted separately for each Defendant) were as follows:

- 1. Found guilty 42
- 2. Found guilty of lesser 5
- 3. Found not guilty 17

D. SEX ASSAULT/FELONY AND MISDENEANOR DOMESTIC VIOLENCE/ JUVENILE OFFENDER

The **Sexual Assault / Domestic Violence / Juvenile Offender Division** consists of twenty-six (26) attorneys, four (4) paralegal assistants, ten (10) victim/witness counselors and twelve (12) support staff organized into four (4) teams. Each of these teams are highly specialized in the prosecution of either sexual assault, domestic violence or juvenile crimes and are supervised by an experienced attorney.

The **Sexual Assault Team** consists of five (5) attorneys who are supervised by an experienced sexual assault prosecutor. This team is responsible for prosecuting all felony sexual assault cases. While the majority of these cases 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 those cases involving strangers, i.e., chronic child molesters and serial rapists.

This team employs the vertical prosecution concept which means that a prosecutor is assigned to work 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 search warrants, to discuss the investigation and once completed, then to review the case and make appropriate charging decisions. This approach permits continuity in prosecution and enables the prosecutor to better handle the many challenges presented by these cases while remaining sensitive to the often fragile mental and emotional condition of the victim.

The **Domestic Violence Felony Team** consists of five (5) attorneys who are supervised by an experienced domestic violence felony prosecutor. This team is responsible for prosecuting all felony domestic violence cases. This team focuses on the more serious violent offenses stemming from intimate relationships (husband-wife, boyfriend-girlfriend & same sex couples) and parent child relationships.

Likewise, the Domestic Violence Felony Team also 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 then once completed, to review the case and make appropriate charging decisions.

This approach maintains continuity and enables the prosecutor to better handle the many challenges presented by these cases which typically involve uncooperative victims who recant or minimize at court due to fear of and/or affection for the perpetrator.

The **Domestic Violence Misdemeanor Team** consists of eight (8) attorneys who are supervised by an experienced domestic violence felony prosecutor. This team handles all misdemeanor family or household member abuse cases under Section 709-906, HRS, along with all Family Court restraining order violations under Chapter 586, HRS. As such, this team is a higher-volume unit which focuses on violence stemming from intimate relationships (husband-wife, boyfriend-girlfriend & same sex couples) and parent-child relationships.

This team also employs vertical prosecution to the extent that they review, charge, and try their own cases. As part of this effort, a prosecutor is assigned to go to the police department receiving desk from between 4:00 a.m. to 6:00 a.m., Monday through Friday, to review/charge those 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 reluctant and/or uncooperative. In addition, as many of these offenders and victims are the same being handled at the felony level, it is helpful to have good communication between misdemeanor and felony prosecutors so that significant developments and information can be beneficially shared.

The **Juvenile Offender Team** consists of six (6) attorneys supervised by an experienced Family Court Prosecutor. This team is responsible for the prosecution of all juvenile offenders (persons under eighteen years of age when an offense is committed). Their cases range from traffic/misdemeanor offenses to all types of felony offenses, including sexual assaults and murder. The offenders range from first-time offenders who commit less serious crimes to the hard-core repeat offenders who may be waived to adult court for more serious crimes.

This team also employs vertical prosecution to the extent that they review, charge, and try the majority of their own cases. They do receive, however, some assistance at the initial conferral stage from the Screening & Intake Division and from the Sexual Assault Team and the Domestic Violence Felony Team.

E. RESEARCH AND REFERENCE SUPPORT

Currently, Research and Reference Support ("R&RS") consist of one Chief and six (6) attorneys. They are assisted by a paralegal assistant and two (2) support staff.

Nature of work. These attorneys represent the

State of Hawai'i in all appeals from juvenile, criminal and traffic cases prosecuted by the Department of the Prosecuting Attorney.

In addition to appeals, attorneys in R&RS also respond to motions and original proceedings filed in the Hawai'i appellate courts, such as petitions for habeas corpus and writs of prohibition or mandamus. These responses are often extensive and cannot be predicted as motions and petitions may be filed at any time.

R&RS attorneys also represent the State of Hawai'i in federal habeas corpus petitions where the petitioner contests the judgment and not the terms and conditions of incarceration. While these petitions do not normally require a court appearance, when appealed, they have from time to time required argument before the Ninth Circuit Court of Appeals, either here in Honolulu or in San Francisco.

In addition, R&RS is also called upon to do research for administration and other divisions in the Department.

Case load. In fiscal year 1999-2000, the deputies filed 199 briefs in the State appellate courts, 2 briefs in 9th Circuit Court, and 2 answers to federal petitions. The R&RS has won 70% of its cases in the State appellate courts during this period.

F. MISDEMEANOR AND TRAFFIC

This Division is a high-volume unit handling thousands of cases each month. The case load consists of traffic matters, Driving Under the Influence of Alcohol/Drug cases, criminal violations, petty misdemeanors, and full misdemeanors for the entire island of Oahu. This Division has one (1) Chief, one (1) Captain and fifteen (15) trial lawyers and approximately fifteen (15) support staff. Prosecutors from this Division are assigned to courtrooms at district courts in Honolulu, Ewa (Pearl City), Wahiawa/Waiialua, Koolauloa/Koolaupoko (Kaneohe), and Waianae. The assigned attorneys do arraignments, motions, trials, and sentencing for a wide variety of cases that are prosecuted in these courts. Three of the attorneys assigned to the division do specialized prosecution, respectively, of Weed & See cases [see section on Community Prosecution], Driving Under the Influence of Drugs cases, and Environmental Crimes cases.

G. 2000 LEGISLATIVE ACTIVITY AND 2001 LEGISLATIVE PACKAGE

I. 2000 Department Legislation

In 2000, the department introduced successful legislation which:

a) **Simplifies the process by which certain business records can be obtained.** This bill, enacted as Act 91 on May 16, 2000 permits the use of

administrative or trial subpoenas to procure information such as a subscriber's name, address, phone number and type and length of service from electronic communication or remote computing services.

b) **Amends the offense of driving under the influence of drugs to clarify the maximum terms of imprisonment.** Act 189 amended in part, the first, second and third offenses of driving under the influence of drugs to provide that the maximum terms of imprisonment are five, fourteen and thirty days respectively. These amendments, effective on June 8, 2000, conformed the penalties for driving under the influence of drugs to the penalties for driving under the influence of intoxicating liquor and clarified that the offense of driving under the influence of drugs does not carry the right to a jury trial.

c) **Simplifies the offense of vending from highways.** This bill, enacted as Act 23 on April 19, 2000, clarifies where vending is prohibited and eliminates discrepancies between the section stating the offense and the section imposing the penalty. In addition, this bill reduced the grade of the offense from a misdemeanor to a petty misdemeanor. Previously, vending was prohibited from the highway right-of-way, an area which could differ for each stretch of highway and which had to be delineated through Department of Transportation maps. Consequently, it was difficult to prove where the right-of-way was in each case and whether the vendor was on the right-of-way. This bill amended the offense to prohibit vending from the highway shoulder rather than the right-of-way.

II. Department Supported Legislation

In 2000, the department supported the following successful pieces of legislation that:

a) **Provides for the revocation of motor vehicle registrations for repeat intoxicated drivers.** Act 189, provides for the revocation of the motor vehicle registration and seizure of the license plates from the vehicle of a repeat intoxicated driver. These amendments, effective on September 30, 2000 also include a hardship provision which permits a restricted registration for household members of the repeat intoxicated driver when the household member is dependent on the motor vehicle for the necessities of life and the household member will take reasonable precautions that the repeat intoxicated driver will not drive the vehicle. Lastly, Act 189 also consolidated and conformed various sections of the laws relating to intoxicated drivers; these amendments will be effective on January 1, 2002.

b) **Provides that defendants sentenced to probation pay a probation fee.** This bill, enacted as Act 205 and effective on July 1, 2000 provides that the court shall, unless the defendant is unable to pay,

assess a fee of \$150 on persons sentenced to probation for more than one year and a fee of \$75 on persons sentenced to probation for one year or less. The fees are to be deposited into a probation services special fund which shall be used by the judiciary to monitor, enforce, and collect fines, restitution and other monetary obligations owed by defendants and other terms and conditions of probation.

c) **Establishes the Interstate Compact for the Supervision of Adult Offenders.** Act 185, effective on June 7, 2000 authorizes the state to participate in the Interstate Compact for the Supervision of Adult Offenders. Participation in the Interstate Compact should facilitate meaningful, consistent and effective supervision of adult offenders who move to or from the state. In addition, this act also creates a State Council for Interstate Adult Offender Supervision which will be responsible for the implementation of the compact in the state and whose members will appoint a commissioner to represent the state on the national compact commission.

d) **Provides for the seizure and disposal of firearms upon the denial of a firearms application or the disqualification of a person to own, possess or control a firearm.** This bill, effective on May 26, 2000 as Act 127 provides that if an applicant is denied a firearms permit, the chief of police of that county shall send a notice by certified mail to the applicant setting forth the reasons for the denial. In addition the police chief may require the applicant whose application is denied or a person who is disqualified from owning, possessing or controlling a firearm to voluntarily surrender or dispose of all firearms and ammunition. If the person or applicant fails to voluntarily surrender or dispose of the firearms and ammunition within thirty days, the police chief may seize all firearms and ammunition. The bill also requires the court to immediately notify the chief of police that a person charged with certain offenses has been ordered by the court to dispose or surrender all firearms and ammunition; the chief of police may seize all the person's firearms and ammunition upon the person's failure to comply with the court order within forty-eight hours. Lastly, the bill establishes a violent firearm crime coalition which shall: 1) clarify and articulate the best process to seize firearms from persons who no longer qualify to own or possess firearms and who do not voluntarily surrender or dispose of those firearms; and 2) determine the best process to keep firearms from persons no longer qualified to own or possess firearms for mental health reasons.

e) **Expands domestic abuse protective orders.** Act 186, effective on June 7, 2000 expands the scope of domestic abuse protective orders to include persons seeking protection from individuals with

whom they have had or have a dating relationship. In addition, this bill provides that valid foreign protective orders from other jurisdictions of the United States be given effect and enforced as if they were orders issued in this state. Lastly, Act 186 provides for penalties that include mandatory minimum jail sentences and fines for violations of valid foreign protective orders.

f) **Provides funds for a sentencing simulation model.** This bill, effective on July 1, 2000 as Act 267, appropriates funds to develop, implement and maintain a sentencing simulation model. The state funds are to be matched by federal grant monies. The sentencing simulation model will provide an integrated database of the criminal defendant information which can be utilized to project the impact of changes in sentencing policies and proposals on the correctional system and community resources.

g) **Authorizes the counties to designate areas in which the offense of street solicitation of prostitution is applicable.** Act 143, effective on May 30, 2000, permits the individual counties to designate up to four additional areas in the State which are three square miles or less in which the offense of street solicitation of prostitution is applicable. Prior to the enactment of this bill, the offense of street solicitation of prostitution was only applicable in Waikiki. The bill also allows the counties to alter the boundaries of any county designated area.

h) **Expands provisions relating to the testing of suspected intoxicated or impaired drivers.** This bill, effective on July 3, 2000 as Act 296 provides that persons suspected of the felony offense of habitually driving under the influence of intoxicating liquor or drugs shall be required to take a blood or breath test. In addition, this bill provides that use of a preliminary alcohol screening device by the police shall only be used for the purposes of determining probable cause for arrest for driving under the influence of intoxicating liquor and shall not replace the intoxilyzer test required under state law.

III. 2001 Legislative Package

The department is preparing to introduce legislation which will permit the direct filing of certain criminal charges. This legislation is intended to provide a more efficient method of instituting those criminal charges.

H. COMMUNITY PROSECUTION PROGRAM

Community Policing Partnerships: In FY 1999-2000, Community Prosecutors worked in partnership with various community groups, including: *Downtown/Chinatown Task Force, Downtown Neighborhood Board, "HPD 2000 Leadership Vision" Conference (6/9/99), Waimanalo Agricul-*

tural Association/Hawaiian Home Lands (6/28/99), *Partnerships in Crime Solutions Conference* (10/22/99), *Law Enforcement "CAR"/Restorative Justice Conference* (10/23/99), *Retail Merchants Legislative Conference* (1/13/00), *Summit 2000- "A meeting of Hawaii's Future Leaders"* (1/22/00), *Kekulawae School* (3/10/00), *Hau'ula Community Association* (4/26/00), *Wai'anae Coast Neighborhood Board and Wai'anae Coast Coalition* (July 2000), *Wahiawa Neighborhood Watch* (July-August 2000).

Narcotics Abatement: Community Prosecutors work cohesively with Oahu residents and the Honolulu Police Department to rid drug dealers from their neighborhoods. In 2000, drug dealers were forced out of "drug houses" located in Kaneohe and Wahiawa and the properties converted to legitimate use.

Weed and Seed: Operation "Weed and Seed" is a multi-agency strategy that "weeds out" violent crime, gang activity, drug use and drug trafficking in high crime neighborhoods, then "seeds" the target area with social programs, neighborhood restoration projects and economic development. In 1998, Prosecutors played a significant role in creating a model for State criminal prosecutions. In May 1999, the first Weed and Seed Dedicated Courtroom in the nation was established. The Honolulu Police Department stepped up enforcement in the Chinatown/Kalihi/Palama area, concentrating on drug dealing and "quality of life" offenses (e.g., prostitution, drinking in public, disorderly conduct, criminal littering, shoplifting and theft). As of July 2000, Prosecutors have charged 345 misdemeanor and over 283 felony cases in State court. Consequently, 628 offenders have been incarcerated or geographically restricted from the Weed and Seed site, and criminal activity in the area has visibly diminished. Heightened enforcement and prosecutions in the Chinatown/Kalihi/Palama area continue. Operation Weed and Seed will open a new site in Waipahu on September 12, 2000.

Prostitution Abatement: In 1998, Prosecutors introduced legislation to prohibit prostitutes from Waikiki. The bill was passed by the Hawai'i Legislature in 1998, and prosecutions under the new law led to a marked decline in Waikiki street prostitution. In 1999, the Hawai'i Legislature officially recognized Prosecutor Peter B. Carlisle and other law enforcement honorees for their contributions to the abatement of street prostitution in Waikiki. In 2000, Community Relations Specialist Libby Ellett Tomar created a "Runaway Girls" studies group to examine child sexual exploitation issues (e.g., runaway girls, teen prostitution, and the age of consent). First Deputy Prosecutor Iwalani D. White attends the meetings which are held at the Prosecuting Attorney's of-

fice. The Runaway Girls studies group is intertwined with the Community Prosecution Program, and its findings will help to guide future prostitution abatement strategies.

Video Monitoring: In 1998, Prosecutors worked the Department of the Corporation Counsel, the Honolulu Police Department and the City Council on video monitoring legislation. The bill was passed, and since then, Prosecutors have successfully defended the new law and the use of video evidence against legal challenges raised by criminal defense counsel.

I. CURBING SCHOOL VIOLENCE IN THE WINDWARD PUBLIC SCHOOLS PROJECT

The Department of the Prosecuting Attorney, in conjunction with the State Department of Education, has started a project in the Windward School District to curb violence in and around the Windward Schools. The \$85,000 award will support the project for 18 months; it began August 1, 1999 and will run through January 31, 2001.

Sponsored by the U.S. Department of Justice, Bureau of Justice Assistance, this community prosecution project is designed to develop a model to address youth violence in Hawaii's public schools. The project design calls for taking a creative approach to establish a classroom environment that allows teachers to teach and students to learn.

Community Liaison Specialist Libby Tomas has already prepared the needs assessment regarding Windward school violence and has implemented various projects based on that assessment. A working group of Windward Secondary School Principals, State Legislators, representatives from the Judiciary, and HSTA has been initiated to address concerns about adjudication of juveniles. She has served as the liaison between the Department of Education, Windward Oahu Branch and many private and public agencies including the Prosecuting Attorney's office, the Honolulu Police Department, Student Crimestoppers, the Attorney General's office, Operation PACT, the Underage Drinking Council, and the Domestic Violence Clearinghouse to address mutual concern regarding juveniles and school place violence.

J. TOP COP AWARD

This Law Enforcement Security Coalition of Hawaii selected the Department of the Prosecuting Attorney, City and County of Honolulu, to receive the Judge C. Nils Tavares Award. Named in honor of the late U.S. Judge Nils Tavares, this award is presented to an outstanding local or federal law enforcement organization in the State of Hawaii that has contributed significantly to the safety and security of the community. The criterion to be evaluated is the measurable change in total program within a one-year

time frame. Items that are considered included changes or establishment of programs in the area of crime prevention, drug awareness, and youth gang suppression, community prosecution, innovations and the application of contemporary technology. Over 600 attendees of local, state, federal, and military law enforcement agencies and security professionals honored the Department of the Prosecuting Attorney at the 16th Annual Law Enforcement/Security Appreciation Luncheon.

K. BAD CHECK RESTITUTION PROGRAM

Every year millions of dollars are lost by business in Hawaii as bad checks get passed. Merchants often find that costs and the time attempting to collect do not address the core problem how to get people from writing bad checks. The Prosecuting Attorney is concerned about the negative impact on local businesses and in looking for efficient ways to deal with this problem has instituted the *BAD CHECK RESTITUTION PROGRAM*. In association with *American Corrective Counseling Services*, is a cooperative effort with between the public and private sector. This program was started in Honolulu in August 2000. The goal is to get full restitution for the victim, reduce the burden on the criminal justice system, with no cost to the taxpayer. Merchants benefit in that they can receive full restitution and first time offenders are given the opportunity to avoid criminal prosecution by completing the program. If they fail to complete the program, prosecution is an alternative. The city benefits as all this is accomplished without any cost to the taxpayers. Call (800)842-0698 for information on the Prosecuting Attorney's *BAD CHECK RESTITUTION PROGRAM*.

L. DRUG COURT

There is one Deputy Prosecuting Attorney assigned to the Hawaii Drug Court Program (HDCP). This attorney attends Drug Court sessions four times a week to monitor the progress of Drug Court clients and provide the prosecution's perspective on dealing with program infractions, attends court proceedings, including termination hearings and sentencing. This attorney also reviews all applicants for Drug Court and selects appropriate candidates for this program, prepare memoranda of law and attends court hearings on constitutional motions, assists in developing and improving the program, educates personnel in the Department, the Honolulu Police Department, and the community about the program, and created a written manual of procedures, policies and guidelines.

Between July 1, 1999 and June 30, 2000, 72 new defendants were petitioned into the Hawaii Drug Court Program. Of those who entered the program before July 1, 1999, but whose cases were disposed of between July 1, 1999 and June 30, 2000, 47 graduated (two were re-arrested) and 13 were terminated and a sentence of imprisonment was imposed.



ROYAL HAWAIIAN BAND

Aaron D. Mahi, 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 affairs and provides a wide variety of music for the educational and cultural needs of the community. Due to its royal heritage, the Band endeavors to maintain its observance of and participation in all events which were established during the Hawaiian monarchy era.

The Royal Hawaiian Band, made up of forty full-time positions, 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 ClerkTypist. With the exceptions of the Bandmaster and Senior ClerkTypist the other positions listed are dual positions, they are musicians in the band in addition to their administrative and staff responsibilities.

PERFORMANCE HIGHLIGHTS

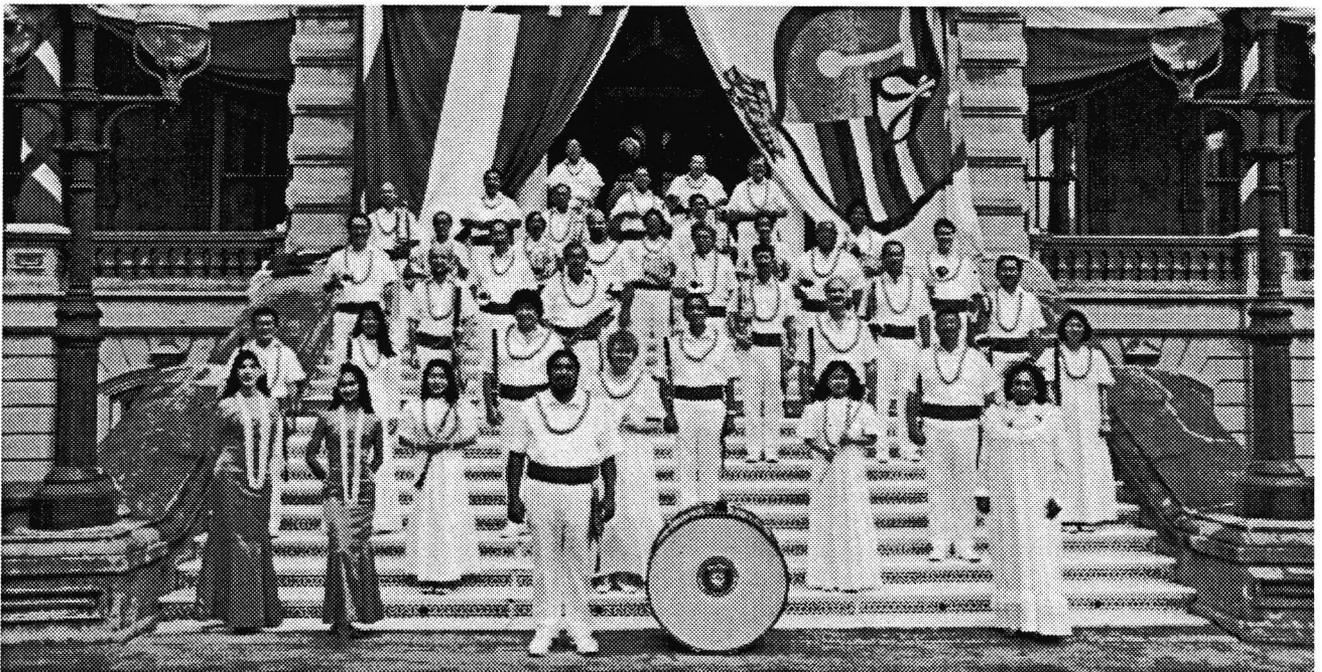
During Fiscal Year 2000 the Band performed a total of 284 concerts and parades. Weekly concerts are on-going on the lawn at the 'Iolani Palace and at the Queen Kapi'olani Park bandstand. Monthly performances included Fort Street Mall, Windward Mall, Ala Moana Shopping Center, Mililani Town Center, Ward Warehouse Center and the Royal Hawaiian Shopping Center.

The Band took part in the lead in the colorful and festive Aloha Festivals Parade and the King Kamehameha Floral Parade which are televised nationally. Other parades the band participated in included the patriotic Kailua Fourth of July Parade and numerous community parades. Also, on October 19, 1999, the band marched in a parade on the Island of Lana'i and performed a concert for their annual ho'olaule'a festivities.

The Royal Hawaiian Band is taking a more prominent role in the "Boat Days" activities at Honolulu Harbor as it greets the increasing number of cruise ships that visit Oahu.

FUTURE PROJECT

The music of Captain Henry Berger will be featured in a special concert in FY 01 to honor the renowned maestro of the Royal Hawaiian Band. This concert will be video taped for future release.



Royal Hawaiian Band on the steps of 'Iolani Palace.



DEPARTMENT OF TRANSPORTATION SERVICES

Cheryl D. Soon, Director; Joseph M. Magaldi, Jr., Deputy Director

POWERS, DUTIES AND FUNCTIONS

The Department of Transportation Services is responsible for the efficient, safe, and expeditious movement of traffic on City streets and roadways and for planning, coordinating public mass transportation systems and facilities. The City Charter ascribes the following responsibilities to the department:

- Plan, design, operate and maintain transportation systems to meet public needs.
- Locate, select, install and maintain traffic control facilities and devices and street lighting systems.
- Approve plans and designs for the construction, reconstruction and widening of public streets and roads.
- 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.

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 amendment required the Commission to be part of the Department of Transportation Services and operational from July 1, 1997. The Commission consists of seven members. The powers, duties, and functions of the Transportation Commission are to:

- Evaluate at least annually the performance of the Director of Transportation Services.
- Review and make recommendations on the annual budgets prepared by the Director of Transportation Services.
- Receive, review, and make recommendations on complaints regarding the systems, programs, and facilities under the Department of Transportation Services.
- Recommending changes to the public transit fare structure when deemed necessary and appropriate; and reviewing and making recommendations on the performance of public transit and other transportation system contractors under the jurisdiction of the Department of Transportation Services.

HIGHLIGHTS

1. Patronage of TheBus totaled 70,262,388 in FY 2000, up from 69,695,565 in FY 1999.



TheBus patronage was more than 70 million in FY2000.

TheBus operated a total of 1,385,048 bus hours in FY 2000, up from 1,322,944 in FY 1999.

2. Wheelchair-accessible service now provided with 373 lift-equipped buses out of 525 buses in fleet. A total of 106,038 wheelchair passengers were carried in FY 2000, up from 81,362 last year.
3. The entire TheBus fleet is now equipped with bike racks. A total of 291,216 bicycles were carried in FY 2000, up from 196,130 last year.
4. A new 250 bus operating and maintenance yard is under construction at the City-owned Pearl City Manana property. Construction began in February 2000 and will be completed by summer of year 2001. Halawa Bus Facility functions will be relocated to the new Manana yard upon completion. The new facility will have the latest equipment to maintain our new buses which are now equipped with Smart Bus technology. The new facility will also provide a larger shop and parking space to support our fleet modernization and expansion program.
5. TheHandi-Van facility operation was relocated from Manana to an interim facility at the Kalihi-Palama Bus Facility in April 2000. This relocation was necessary to clear the Manana site for development of the Pearl City Bus Facility project.

6. Thirty-four (34) new 40-foot Gillig buses were purchased and will be delivered in November 2000. These new buses replaced 1987 Scania buses which reached its 12-year life-cycle age for retirement.
7. Bids were advertised for the purchase of 40 Handi-Van vehicles. The new vans will replace an equal number of vehicles which have reached its four-year life-cycle age for retirement.

PUBLIC TRANSIT DIVISION

The Public Transit Division (PTD) is responsible for oversight of the contractor that manages and operates the City's public transit system, including both the fixed route system (TheBus) and the paratransit system (TheHandi-Van). Included in the oversight responsibility is transit performance monitoring; identify service problems; resolve customer complaints; institute corrective actions; monitor budget execution; financial and internal control audits, and contracts for the annual performance audit.

Administration

To administer the day-to-day operations of the division, including workload assignments and personnel management. Included in the responsibilities is ensuring timely completion of all division projects and promotion of community relations relative to the community's public transit needs.

Activities for Fiscal Year 1999-2000:

- **Buy America:** The City has purchased buses from New Flyer and Gillig. These purchases were made with Federal Transit Administration funds, which require that Buy America audits be performed before and after manufacture. The required audits were completed.
- **National Transit Database:** In order to continue receiving Federal Transit Administration funds, the City must annually submit reports to the National Transit Database. These reports include financial and operational activities. PTD filed the report by the deadline and the report has been accepted by the FTA.
- **Enterprise Fund Financial Statements:** PTD completed the financial statements for the fiscal year.
- **Bus Stop Inventory Project:** Established a viable GIS-based database that depicts all bus stops on Oahu, including description of physical amenities at individual stops. Each bus stop is assigned a unique number to identify the stop. Installed Arc View version 3.2 and City View in five PTD workstations and five Oahu Transit Services, Inc. stand-alone workstations. When all stops GPS coordinates are

gathered and entered in database, TheBus Stops GIS inventory will be linked to the City web page.

- **Bus Stop ADA Access Improvement Project:** Drafted scope of work for the preliminary engineering phase, request for proposal, cover memorandum, and pertinent documents in the RFP packet. The preliminary engineering phase will cure the Consent Decree and Order under Civil No. 96-01111 DAE dated May 5, 1997 with concerns on the self-evaluation and transition plan for ADA accessibility for bus stops. A \$600K preliminary engineering phase is programmed in the FY 2000 TIP component with 80% (\$480K) FHWA STP funds and authority to proceed from the State DOT Highways Division.
- **Initiated Phase I of the Bus Route Study,** under the Leeward Hub and Spoke Project. Purpose of the project is to convert Leeward Oahu from a radial transit operation to a hub and spoke operation using community circulators to transport riders to transit centers where they transfer to express buses or local routes. The Leeward Hub and Spoke conversion began operations on August 20, 2000.
- **Conducted a survey of Kalihi Valley residents** to determine the feasibility of establishing a shuttle service that will transport individuals to and from their residences to the closest bus stop. A shuttle is necessary as many streets are too narrow for normal bus service. Based on survey results, initiated action to lease two vans for the shuttle service to be operated by Kokua Kalihi Valley Association.
- **Applied for and selected as one of twelve cities** in the United States in the Federal Transit Administration's (FTA) Bus Rapid Transit (BRT) Consortium. Presented Honolulu's BRT Project at the first BRT Consortium meeting in Washington, DC in August 1999.
- **Hosted the second BRT Consortium workshop** in Honolulu in February 2000. Representatives from the twelve BRT Consortium cities, along with FTA representatives and representatives from Japan and Australia, participated in the three-day Image and Marketing Workshop.

Fixed Route Operations Branch

To provide and promote the most efficient, responsive, and cost-effective transit services to the public through contract monitoring, operations administration, and public education and information programs:

- To administer the day-to-day operations of TheBus through performance monitoring,

policy guidance, and direction of TheBus services contractor in methods and practices to deliver the most effective transit services to the public.

- To promote transit ridership by providing guidance for the production of informative and attractive brochures, maps and timetables; to provide information services including administration of the branch's guide-a-ride bus stop information program; to provide telephone and written responses to inquiries, suggestions, complaints, and commendations received from individual citizens, elected officials, Neighborhood Boards, special interest groups, community and government organizations.
- To oversee progress toward compliance with the Americans with Disabilities Act (ADA) with regard to bus operations, bus stop design and installation, and policies and practices of TheBus services contractor.
- To coordinate construction and street usage projects for City and State agencies affecting TheBus operations with the needs of TheBus passengers, traffic safety, and design policies.
- To administer TheBus interior advertising program which provides revenues to the City through the sale of advertising space within the transit coaches.

Activities for Fiscal Year 1999-2000:

- Patronage of TheBus totaled 70,262,388 in FY 2000, up from 69,695,565 in FY 1999.
- TheBus fares remained the same during FY 2000:
 Adult cash one way \$1.00
 Student cash one way \$0.50
 Adult monthly bus pass \$25.00
 Student monthly bus pass \$12.50
 Senior citizen (65 years+) \$20.00/2years
 4-day visitor pass \$10.00
 Aloha Stadium football
 express one way \$ 2.00
 These fares became effective July 1, 1995.
- TheBus operated a total of 1,385,048 bus hours in FY 2000, up from 1,322,944 in FY 1999.
- TheBus service modifications/improvements for Fiscal Year 2000 included:

August 1999

- Route A, CityExpress! West terminus extended from Kalihi Transit Center to Pearlridge Shopping Center.
- Route 70, Lanikai-Maunawili. Route extended to serve the new Le Jardin Academy [old Kailua Drive-In site].

December 1999

- Route 52, Wahiawa-Circle Island. Route modification to provide service to Mililani Town and Mililani Mauka Park-and Ride Facility and traversing to/from Honolulu via the H-2 and H-1 Freeways.
- Route 62, Honolulu-Wahiawa. Route service during base period increased to half-hour frequency.

May 7, 2000

- Route C, CountryExpress! New limited-stop all-day express implemented to provide faster, more direct service along the Waianae Coast and Kapolei to/from Kalihi and Downtown Honolulu.

June 2000

- Route A, CityExpress! West terminus extended from Pearlridge to Waipahu.
- Wheelchair-accessible service now provided with 373 lift-equipped buses out of 525 buses in fleet. A total of 106,038 wheelchair passengers were carried in FY 2000, up from 81,362 last year.
- The entire TheBus fleet is now equipped with bike racks. A total of 291,216 bicycles were carried in FY 2000, up from 196,130 last year.
- As part of the City's New Year's Eve/Millennium celebration, TheBus provided extended late night services on New Year's Eve and into New Year's Day. The promotion was very successful and added a safety net for those persons who overindulged, providing them an alternative to driving under the influence.
- In conjunction with TheBus service contractor, the following programs were initiated or continued during this period:
 - Mobile Watch with HPD
 - School/Bus Facility Visitation Program
 - Visiting on TheBus with Verizon
 - TheBus timetables available to the public at more locations and on TheBus Website
 - Transit Employee Appreciation Day
 - Christmas Lights parade
 - Seniors' Fair
 - Great Aloha Run Health and Fitness Expo
- TheBus provided special services for the Mayor's Memorial Day Service at Punchbowl, Easter Sunrise Service, Great Aloha Run, Veteran's Day Service, Aloha Stadium Football Express for all UH home games, the Aloha and Pro Bowl football games, and the Sony Open golf tournament.
- The interior advertising program sold ads totaling \$164,090. In addition, over 60 other free

cards were processed and posted as a public service to non-profit organizations.

Facilities & Equipment Branch

Provide transit facility and equipment requirements to support bus and paratransit operations. Plan and develop new bus maintenance and operating facilities; design and construct bus stop improvements to include bus shelters, benches, ADA improvements, and park and ride terminals; purchase major equipment such as new buses, radio communication equipment, and automated computer systems; repair and maintain inventory of existing structures, equipment, and infrastructure assigned to the Public Transit Division; provide input for short and long range capital projects; coordinate transit facility and equipment programs with other agencies.

Activities for Fiscal Year 1999-2000:

- A new 250 bus operating and maintenance yard is under construction at the City-owned Pearl City Manana property. Construction began in February 2000 and will be completed by summer of year 2001. Halawa Bus Facility functions will be relocated to the new Manana yard upon completion. The new facility will have the latest equipment to maintain our new buses which are now equipped with Smart Bus technology. The new facility will also provide a larger shop and parking space to support our fleet modernization and expansion program.
- The Handi-Van facility operation was relocated from Manana to an interim facility at the Kalihi-Palama Bus Facility in April 2000. This relocation was necessary to clear the Manana site for development of the Pearl City Bus Facility project.
- Thirty (30) new articulated buses were purchased and delivered by New Flyer of America and currently in service. The attractive new buses are very popular with bus riders on the recently implemented Leeward Hub and Spoke, CountryExpress, and CityExpress routes. The new 60-foot long buses provide more seating capacity and comfort with the low floor design.
- Thirty-four (34) new 40-foot Gillig buses were purchased and will be delivered in November 2000. These new buses replaced 1987 Scania buses which reached its 12-year life-cycle age for retirement.
- Bids were advertised for the purchase of 40 Handi-Van vehicles. The new vans will replace an equal number of vehicles which have reached its four-year life-cycle age for retirement.
- Request for Proposal was advertised to replace the existing bus radio system with an Advanced

Transit Communication System. Contract award will be made at the end of year 2000. The new Computer Aided Dispatching (CAD) system will incorporate Automatic Vehicle Location (AVL) functions based on the U.S. military's Global Positioning System (GPS). The Bus radio system serves as a vital communication link for the Oahu Civil Defense Agency emergency evacuation system.

- Three (3) design/build bus shelter contracts for total of 250 shelters were advertised and awarded. Notice to proceed was issued. Design phase is underway and construction should be completed by the end year 2000.
- As part of a previous contract to construct a total of 161 bus shelters, 45 new bus shelters were installed in the past year.
- 100 new Victorian-style benches were installed in Waikiki, Ala-Moana, and the downtown areas.
- Bids were advertised for the installation of a Fuel/Fluid Management System at the Kalihi-Palama Bus Facility service station. Contract award has been made and notice to proceed issued before the end of year 2000. System will automatically record fuel, motor and transmission oils, and coolant filled for each bus and provide various management reports
- Contract awarded to GIRO Inc. to develop a computerized bus driver scheduling and routing software system for use by Oahu Transit Services, Inc. System will automate driver signup and trip assignments.

Paratransit Operations Branch

Paratransit Operations Branch is responsible for planning and implementing an island-wide public transit service for the elderly and persons with disabilities, including monitor contractor performance, establish policies for paratransit services operation, and monitor budget execution. This activity is also responsible for establishing a program to conduct a continuous transport needs assessment, to train persons with disabilities in the community to use the fixed route system, and to conduct the paratransit eligibility determination process, including eligibility determination under the criteria established by the Americans with Disabilities Act (ADA). Included in the responsibilities is a community outreach program to maintain contact with various agencies supporting the disabled community and to monitor all complaints received regarding the paratransit system and take corrective action where appropriate. This activity maintains daily contact with the contractor

operating the paratransit system and monitors operating statistics and fleet availability.

Activities for Fiscal Year 1999-2000:

- Processing of ADA eligibility applications and disabled persons bus pass applications:
 - Disabled Bus Pass
 - Applications 3582
 - ADA Paratransit Eligibility
 - Applications 3811
 - In-Person Assessments of
 - new applicants 312
 - In-Person Assessment
 - reevaluations 153
- TheHandi-Van rider misconduct warnings, suspensions and appeal hearings are handled by this branch. In FY 2000, the following incidents, warnings, suspensions and appeal hearings were conducted:
 - Incidents 67
 - Warnings issued 26
 - Suspension of service issued 35
 - Appeal hearings conducted 16
- Supplemental Taxi Service: There are four firms contracted to provide supplemental taxi service to TheHandi-Van.
- Committee on Accessible Transportation (CAT): Provides staff support to the CAT. The purpose of the CAT is to provide 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 usually meets monthly on the second Friday of each month.
- Community Outreach: Continued a community outreach program as required under the ADA: Met with local hospitals to help them understand the ADA Paratransit eligibility process.
- Other Paratransit Operations Tasks: Compiled and reported monthly operational data to City's attorney relating to class action suit settlement.
- Project ACTION: As a follow up to the fixed route training workshop held in February 1999, a 20+ minute video presentation and two Public Service Announcement videos to inform the disabled population of the ease and convenience of using the fixed route service is being produced. The videos will also inform the general population of the persons with disabilities rights under the ADA.
- Instructor Bus Passes: Issued instructor bus passes to schools and agencies that train their disabled students and clients how to use the

fixed route service. In FY 2000, 25 elementary, middle, and high schools were issued 212 instructor bus passes and five private nonprofit agencies were issued 77 instructor bus passes.

- Printed and distributed a revised application form for ADA paratransit eligibility.
- Planned and coordinated Kaimuki/Kapahulu/Waikiki Trolley in cooperation with visioning team.

TRAFFIC SIGNALS & TECHNOLOGY (TST) DIVISION

The TST Division develops, implements, operates, and maintains the safe and efficient operations of the 750 State and City traffic signals on Oahu. In addition, the division administers, inspects, and establishes roadway traffic controls for construction activities and special events which occur on City streets. The division is responsible for the high-tech Honolulu's Traffic Control Center and develops Intelligent Transportation Systems (ITS), a program which improves traffic mobility by employing technology to improve the efficiency of the existing highways.

The division participates in the many elements of ITS, which includes traffic signal control, freeway management, incident management, traveler information, and transit management systems. For traffic signal control, the Center analyzes and optimizes the traffic signal operations and coordinates traffic signals to improved 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 pre-emption systems. Emergency pre-emption systems expedite fire and ambulance vehicles saving valuable minutes in travel times and minimizing conflicts by holding the green signal at signalized intersections. The dedicated right of way limits conflicts with other vehicles and pedestrians, and clears upstream congestion



Honolulu Traffic Control Center.

which may impede its response times. For freeway and incident management, the division installs, operates and maintains the 88 traffic monitoring cameras located at critical traffic intersections and freeway locations to improve traffic signal progression and monitor highway conditions. For traveler information another ITS element, the division promotes and provides in partnership with local television stations and a website traffic information informing commuters about the latest traffic conditions.

For transit management, the division is designing transit priority systems which favors transit buses at signalized intersections. The division is creating internet-based bus location information derived from GPS and transmitting by wireless communications. The information will help keep bus riders informed about their bus arrival times and changes.

Administrative Services

The Division Administration is responsible for the effective and efficient management and administration of division. It directs and establishes division's policies, goals, measures, and promotes customer service. Also, the administration develops cost-effective methods, results-oriented programs, and reviews streamlining of tasks. At the same time, it establishes a professional level of services, responses and actions accomplished in a timely and satisfactory manner. The administration meets frequently with the staff to consult, develop, and formulate accurate, accountable, responsible policies and procedures to improve on the division's initiatives, quality, professionalism, and responses 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 ADA requirements at traffic signal locations. These include special ADA buttons and audible pedestrian signals. The branch researches, investigates, and implements ITS applications which employ advanced technology to run our highways and intersections at higher efficiency. The branch administers advanced traveler information through the internet providing access to real time traffic conditions.

It is responsible for the expansion of the traffic video program which will spread and complete coverage on the major highways on Oahu. In order to

implement projects, the branch develops, designs, and promotes traffic signal programs which usually are funded by 80 percent with federal funds. All new traffic signals on City and State intersections have been 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 have been paid by federal funds pursued by this branch reducing the further need of city CIP funds. As part of safety and lower maintenance cost considerations, the branch designs and specifies high tech, faultless equipment and energy saving devices. As an example, LED traffic signals which save more than 75 percent energy while being brighter than conventional incandescent bulb traffic signals have become the standards for new traffic signal systems.

Accomplishments:

- Flashing Warning Signals, Phase II
- Traffic Signals at Various Intersections, Phase II
- Computerized Traffic Control, Phase V
- Reviewed and re-engineered about 1,000 construction plans
- Assisted the Traffic Signal Branch in improved maintenance techniques and testing methods leading to a more dependable operational system
- Assisted the Traffic Control Center with improved traffic optimized algorithms, communication and detection technology for more efficient signal operations

Traffic Control Center Branch

The Traffic Control Center is responsible for the efficient, effective, and safe operations of the 750 traffic signals on Oahu. The division concentrates in 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 its 88 traffic cameras to provide real time traffic information. The system is an invaluable tool to analyze, select, and mitigate traffic congestion. Related to traffic control, the branch issues street usage permits required for any construction or special events which restricts or blocks any city roadways. When travel lanes are reduced, the roadway way capacity follows. The Center will intervene and compensate by implementing

special timing plans to ease the related congestion. For special events such as the parades or block parties, the branch works with HPD to determine the best and safest traffic controls and favorable alternative routes.

The Center partners with the University of Hawaii 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 the Hawaii's most popular addresses. Currently, work is continuing to broadcast live traffic videos on the internet. During peak hours, live traffic videos from the Center link to the local television stations 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 fiberoptic system from Hawaii Kai to Kalihi, and shortly, to Waipahu. The communication channels and bandwidth of the fiberoptic system not only serves the Traffic Center but can support the future digital data needs of other City departments.

Accomplishments:

- Investigated and responded to about 550 traffic concerns
- Adjusted about 225 traffic signal operations
- Extended the web-site communications and bandwidth
- Applied real-time traffic mitigation for 24 large special events
- Reviewed and issued 3,200 street usage permits
- Reviewed and issued 110 parade permits
- Reviewed and issued 85 special events permits
- Traffic control for Kamehameha Day Floral Parade
- Traffic control for Aloha Festival Floral Parade
- Traffic control for Honolulu Marathon
- Assisted the Traffic Signal Branch in malfunction diagnostics
- Assisted the Traffic Technology Branch in the improved design operational functionality of applicable technology and the testing of new systems

Traffic Signals Branch

The branch is responsible for maintaining the 750 State and City traffic signals. When malfunctions occur, the branch immediately responds and repair operations minimizing congestion and restoring traffic safety quickly. Traffic signal maintenance, adjustment, and modification capabilities of the branch are available 24 hours a day. The branch usually responds to any critical malfunctions within an hour. Most malfunctions are usually 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. The extensive fiberoptic and communication cable system which spreads from the Traffic Center throughout the City is maintained by this branch. For State and City construction projects involving traffic signals, the branch insures 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 the Traffic Technology Branch. This branch continues to improve the technology of the traffic signal systems and maintain efficiently and safely traffic signal operations.

Accomplishments:

- Responded and repaired 5,200 traffic signal malfunctions and operational reports
- Field inspected and interim adjustments of signal operations for 100 intersections
- Assisted the Traffic Control Branch with operational functions and safety requirements at 75 intersections
- Assisted the design technology branch in the revised design and plans of 35 intersections
- Assisted the Traffic Control Center with the operations of the traffic cameras and the maintenance of the fiberoptic systems
- Inspected and supervised installation of related traffic signal work for 175 construction projects
- New traffic signals at California Avenue and Rose Street
- New traffic signals at South Street and Pohukaina Street
- New traffic signals at Ward Avenue and Halekauwila Street
- New traffic signals at Waipahu Street and Leoku Street

TRAFFIC ENGINEERING DIVISION

This division conducts studies and analysis to determine and ensure the safe efficient, safe, and effective operation of the City's streets, roadways, and appurtenant facilities; coordinate and implement engineering programs and projects to improve traffic flow and safety including implementation of traffic calming measures on residential streets.

Urban Honolulu Region 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 Kalihi, south of the Koolau Mountain range. The branch also receives, reviews, and resolves queries from the public regarding the operation of vehicle and bicycle traffic on streets and facilities; conducts data collection studies for input into management systems; conducts corner sight distance studies; establishes and administers the Traffic Code Ordinance requirements to maintain efficient and safe vehicle and bicycle facilities. In addition, the branch analyzes and recommends adjustments to traffic signal timing utilizing the Traffic Control Center to optimize vehicular movement; analyzes and determines warrants for traffic signals and reviews and coordinates the maintenance of traffic plans for construction.

Accomplishments:

- Completed 692 work orders, including requests and complaints from individuals, public, and private organizations, businesses, and government agencies.
- Conducted 61 maintenance investigations to insure high quality of traffic control devices.

Completed Work Orders:

- Prepared signing and striping plans for the installation of a left turn phase on Lunalilo Home Road at Hawaii Kai Drive.
- Prepared plans for the modification of loading zones on Kekaulike Street between King Street and Nimitz Highway.
- Prepared plans for DFM for the installation of publication newsstand racks on sidewalk areas at various locations in Waikiki after previous locations were questioned.
- Assisted in holding traffic calming charrettes and the design of traffic calming measures in the Manoa area.
- Performed an in-depth evaluation of the left turning movements out of Blockbuster Video on Hunakai Street at the request of the neighborhood board.
- Prepared cost estimates and plans for the installation of brass plaques replacing loading zone signs along Kalakaua Avenue.
- Prepared traffic control/detour plans for King Street in conjunction with the sidewalk widening project.
- Relocate taxi stand on Bishop Street to a new location fronting the Pacific Davies Center.
- Prepared plans for the modification of striping on Beretania Street between McCully and Alexander Streets to improve traffic flow.
- Administered the contract to study feasibility of the two-way conversion of Uluniu Street.
- Prepared plans and calculated quantities for resurfacing projects.

- Evaluated traffic issues and attended meetings regarding cut through traffic, speeding and illegal parking throughout the Bingham Street area. Prompted State Department of Transportation to temporarily close the Bingham Street off-ramp.

Assisted the Corporation Counsel:

- Yamanaka v. City, Civil No. 98-1922-04
- Ferrera, Charles et al v. City, Civil No. 99-0632-02
- Gassner v. Whitford, Civil No. 98-1314 Reviewed Project Plans:
- Kuhio Beach Park Expansion/Kalakaua Promenade
- Rehabilitation of Streets, Unit II-97
- HECO Kewalo-Kamoku 138 KV Underground Ductline
- Kakaako ID 7, Phase I, Kamakee Street Closure
- Punchbowl Street Improvements, Phase 4
- Waikiki DFS Galleria Expansion
- Kakaako ID 9, Ilalo Street Improvements
- Kalakaua Avenue Bridge Improvements

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 Kalihi Ewa to Kaena, north to Kahuku and along the windward coast to Waimanalo. The branch also receives, reviews, and resolves queries from the public regarding the operation of vehicle and bicycle traffic on streets and facilities; conducts data collection studies for input into management systems; conducts corner sight distance studies; establishes and administers the Traffic Code Ordinance requirements to maintain efficient and safe vehicle and bicycle facilities. In addition, the branch analyzes and recommends adjustments to traffic signal timing utilizing the Traffic Control Center to optimize vehicular movement; analyzes and determines warrants for traffic signals and reviews and coordinates the maintenance of traffic plans for construction.

Accomplishments:

- Investigated 567 requests and complaints from individuals, public, and private organizations, businesses, and government agencies.
- Conducted 83 maintenance investigations to insure high quality of traffic control devices.

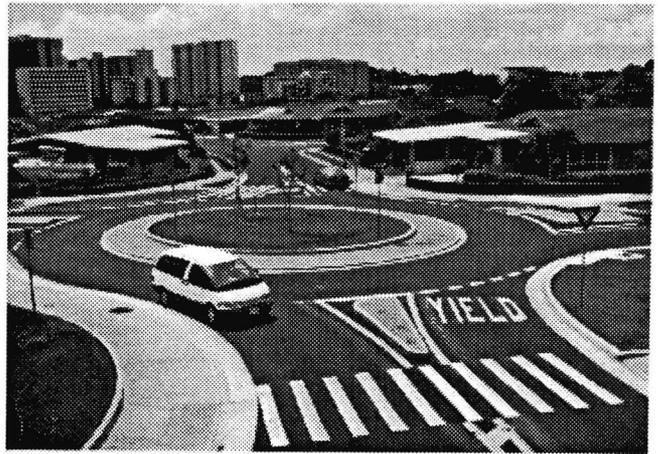
Completed Work Orders:

- Installed no U-turn signs on Kaonohi at Uao Place to remind motorists that it is illegal to perform that movement.

- Revised loading zone time for Helemano Elementary on Ihiihi Avenue.
- Installed speed humps, left turn restrictions, and 20 MPH Speed Limit signs for residents of Kuukama Street as part of the Kalaheo Sewer Improvement Project.
- Installed all-way stop at Heeia Street at Alaloa Street.
- Removed “No Parking” signs on Lumiaina Street near Manager’s Drive until traffic volumes indicate the parking restriction is needed.
- Assisted the Department of Design and Construction in various guardrail installation projects.
- Legalized traffic controls on streets dedicated to the City.
- Installed speed limit signs on various streets island wide.

Assisted the Corporation Counsel:

- Sheila Tucker v. Fukuki, Civil No. 00-1-0501-02
- Cyrus Cariaga; 87-120 Maalea Street
- Patrick Power against the City (Iana Street)
- Darrell Wong against the City (Old Kalanianaʻole Road)
- Jennifer Casem v. Edison Lameg, Civil No. 99-2612-07
- Foo v. City, Civil No. 98-2572-06
- Elizabeth Nuuanu v. City, Civil Nol 99-0038-06
Reviewed Project Plans:
- Mahoe Street Widening & Realignment Project
- Kaukonahua Road Traffic Improvements
- Kilani Avenue at Palm Street Intersection Wheelchair Ramp Improvements
- Kainehe Street, Hamakua Drive, Keolu Drive Reconstruction
- Mill Town Center Phase 1-A
- Cane Haul Road at Loaa Street
- North King Street Traffic Signal Easement
- California Avenue Guardrail
- Jack in the Box -- Waianae
- Gentry Business Park -- Waipio
- Rehabilitation of Streets, Unit 14, 14A, Kamehameha, Ahui
- Rehabilitation of Streets, FY 2001, Unit 11A, Komo Mai
- Awamoi/Waipahu Streets Relief Sewer
- Rehabilitation of Streets, Unit 12A, FY 2000, Kuahelani
- Namur Road and Salt Lake Boulevard Improvements
- Laumaka, Bannister and Wilcox Streets Improvements
- Waipahu Street Closure



Salt Lake Roundabout at Ala Liliko Street and Likini Street.

- Auloa Road 16" Water Main Road Closure
- Kamehameha Highway Undergrounding of Utilities
- Villages of Kapolei – Iwalani
- Salt Lake Boulevard Widening, Phase 2
- Watumull American T-Shirt Warehouse
- Mokuola Street Extension Improvements, Kuhaulua to Hiapo Streets
- Primary Corridor Transportation Project
- Wahiawa Fire Station

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 improvement projects, bikeway projects, and vision projects. It also administers the City’s bikeway program and traffic safety and education program. It coordinates with the Convention Center Authority on traffic mitigative measures required for special functions at the Honolulu Convention Center.

Accomplishments:

- Constructed traffic improvement projects at:
 - Moanalua Road at Kaahale and Kaahumanu Streets
 - 6th Avenue/Kaimuki Avenue Intersection
 - Heulu Street/Keeaumoku Street Intersection (Roundabout)
 - Piikoi Street/Mott-Smith Drive Intersection
 - Ala Ilima Street/Ala Liliko Street Intersection (Roundabout)
 - 12th Avenue/Crater Road Intersection
 - Lanikuhana Avenue Median
- Completed design of:
 - Ward Avenue/Kinau Street Intersection
 - N. King Street/Kamehameha IV Road Intersection

- Awarded design contracts for traffic calming improvements at:
 - Kohou Street
 - Coconut Grove area
 - Olomana
 - Mililani
- Awarded design contracts for Vision projects at:
 - Ala Wai Bikeway
 - Aiea/Pearl City Bikeway
 - Ewa Bikeway
 - Kailua Bikeway
 - Koolauloa Bikeway
 - Pupukea Bikeway
 - Kaimuki Bikeway
 - Waipahu Bikeway
 - Kahala
 - Ala Moana
 - Mililani
 - Manoa
 - Kaimuki
 - Waianae
- Coordinated with the Convention Center Authority and Honolulu Police Department on traffic mitigative measures for the Lions Convention and ADA Convention.
- Served as Grant Manager for the Hawaii Bicycling League's Bike Ed Hawaii Program.
- Served as secretariat for the Mayor's Advisory Committee on Bicycling, monthly meetings that serve to advise DTS and the Mayor on bicycling matters.
- Completed the Honolulu Bikeway Master Plan and had the plan adopted by the City Council for incorporation into the OMPO's ORTP.
- Distributed hot dots and safety brochures for the "Spot the Dot" pedestrian safety program at Halloween in conjunction with the Honolulu Police Department and the Department of Education via Oahu schools and City and County Satellite City Halls.
- Joined MADD Red Ribbon campaign to promote sober driving during the holiday season.
- Produced, in conjunction with KSSK, KITV, AAA, and TIG, Chevron and AVIS public service announcements for "Road Rage" campaign.
- Served as secretariat to the Oahu Fleet Safety Organization, which promoted traffic safety with the island's vehicle fleets.
- Purchased 34 bicycle parking racks for installation in sidewalks and other areas.
- Purchased and distributed various bicycle safety education materials to the public.

TRANSPORTATION PLANNING DIVISION

The Transportation Planning Division performs the overall City-wide transportation planning and

programming work required under federal, state, and local laws. The division applies for and administers federal funds for the City's highway and transit projects, and monitors compliance with federal laws, rules, regulations and grant program requirements, including the Disadvantaged Business Enterprise (DBE) Program. The Transportation Planning Division is responsible for compliance with transportation-related City planning requirements. The division supports the Department of Transportation Services' director in the federally required statewide and metropolitan transportation planning processes. The division develops and monitors the departmental Capital Improvement Program (CIP) and projects. The division develops, administers and manages data collection studies, performance measures and criteria for the management systems; ensures compliance with current Federal regulations for the Congestion Management System in regards to activities involved with performing, developing, managing data collection, and identification/evaluation of operational mitigation strategies.

Accomplishments:

- Continued work on the Primary Corridor Transportation Project, including substantial public/community involvement efforts known as "Oahu Trans2K" and coordination with various state and federal agencies. The project includes preparation of the federally mandated Major Investment Study (MIS)/Draft Environmental Impact Statement (DEIS) for the future transit improvements. A preliminary MIS/DEIS document was completed and submitted for federal review.
- Prepared and submitted four applications for federal transit assistance for approximately \$32.6 million.
- Administered and managed fifteen active federal transit grants. The administration and management activities included the preparation of federal quarterly reports for each active grant.
- Coordinated and participated in the Federal Transit Administration's (FTA's) Triennial Review of the City's compliance with FTA grant program requirements.
- Coordinated the City's input to the Oahu Metropolitan Planning Organization's Transportation Improvement Program (TIP) for Fiscal Years 2000-2002 as required under U.S. Department of Transportation's statutes and regulations to be eligible for approximately \$63.7 million in federal highway funds and \$79.8 million in federal transit funds.

- Continued work on the Ewa Regional Transportation Master Plan Agreement.
- Continued work on the Short-Range Transportation Plan.
- Continued to provide technical and administrative assistance to the Oahu Metropolitan Planning Organization for the development of the 20-year metropolitan transportation plan and the Model Development work elements.
- Participated and assisted the State Transportation Planning Office in the development of the Statewide Transportation Improvement Program, which is the Statewide allocation program for federal highway funding.
- Monitored and reported the status of active departmental and DDC-delegated CIP projects; Fiscal Years 1998 through 2000.
- Prepared the departmental Fiscal Year 2001 CIP budget comprised of mass transit projects, and coordinated the inclusion of bikeway projects and traffic engineering and safety projects in DDC's Fiscal Year 2001 CIP budget.
- Coordinated the preparation of amendments to Fiscal Year 2000 element of the Fiscal Years 2000-2002 TIP.
- Coordinated the programming and obligation of approximately \$10.7 million in FHWA funding for various City projects.
- Coordinated the development of the annual DBE goal for federal-aid projects. Monitored the DBE program and its requirements. In FY 2000, the City awarded four FTA-funded contracts amounting to \$1,147,840 and eight FHWA-funded contracts amounting to \$18,424,747. In this fiscal year, eight FTA-funded contracts amounting to \$1,746,564 were closed. \$788,875 went to DBE firms. Three FHWA-funded contracts amounting to \$3,023,453 were closed and \$2,047,000 went to DBE firms.
- Developed new DBE program and issued DBE Policy Statement in accordance with 49 CFT Part 26.
- Reviewed, coordinated and processed approximately 42 environmental impact and assessment documents for regulatory compliance.
- Reviewed, coordinated and processed approximately 45 Development Plan revision/amendment requests.
- Participated with the State Department of Transportation in developing travel time surveys for the Congestion Management System.
- Completed 1250 traffic survey reports (traffic volume counts, speed classification counts, pedestrian counts, etc) using the newly created lotus database to prioritize and monitor outstanding traffic survey requests.
- Responded to 1,178 traffic and data inquiries.
- Provided input to yearly update of Highway Performance Monitoring System by transmitting maps and traffic counts to State Department of Transportation.
- Updated 54 computerized island-wide maps for traffic count data by adding traffic counts taken during Fiscal Year 2000.
- Processed 1,434 work requests.



BOARD OF WATER SUPPLY

Eddie Flores, Jr., Chairman; Charles A. Sted, Vice Chairman; Jan M. L. Y. Amii; Herbert S. K. Kaopua, Sr.; Barbara Kim Stanton; Kazu Hayashida, Ex-Officio; Ross S. Sasamura, Ex-Officio; Clifford S. Jamile, Manager and Chief Engineer; Donna F. K. Kiyosaki, Deputy Manager and Chief Engineer

POWERS, DUTIES AND FUNCTIONS

The Board of Water Supply (BWS) is a semi-autonomous City and County of Honolulu agency. Its mission is to provide Oahu residents with safe and dependable drinking water service at reasonable cost. It funds its operations and projects with proceeds from water sales.

A seven-member Board of Directors, five of whom are appointed by the Mayor and approved by City Council, governs the agency and its policies. The remaining two ex-officio members are the Director of the State Department of Transportation and the Chief Engineer of the City Department of Facility Maintenance.

Board members establish and guide the Department's course of action. They also appoint the BWS Manager and Chief Engineer, who supervises the agency's daily operations, the Deputy Manager's office and three staff offices: the Community Relations Office (CRO), the Management and Budget Office (MBO), and the Personnel Office. The Manager also supervises the eight BWS Divisions – Automotive, Computer Services, Customer Service, Field Operations, Finance, Land, Planning and Engineering, and Plant Operations.

HIGHLIGHTS

The Board of Water Supply manages Oahu's municipal water system to ensure that island water users have a reliable, perpetual and safe supply of potable water at fair cost. Mounting federal and state rules for drinking water, together with Oahu's ever-growing water needs, make this undertaking more challenging.

As of June 30, 2000, the water distribution system included 1,924.8 miles of pipelines; there were 26.3 miles of main added and 14.9 miles removed.

In Fiscal Year (FY) 2000, the BWS responded to 411 breaks on mains that are four inches and larger, an increase of four percent over the last fiscal year. The agency's main replacement program continues to curb main break incidence by identifying and initiating replacement of older mains with a high rupture frequency.

More employees participated in on-going efforts to reengineer and restructure BWS operations and processes to pursue increased efficiency through the QUEST (Quality Employees Striving Together) program. By July and August, many work teams com-

pleted their tasks and were disbanded, or "sunsetting." Their work products were presented to management and some ideas were put to use and placed on hold for future use.

QUEST continued to evolve as new teams were chartered to further the work of earlier teams. At the Legislature, the BWS attempted proposed changes to civil service laws to help in reclassifying and compensating multi-skilled workers.

Efforts were made to keep employees informed about QUEST's progress through Department-wide Town Meetings as well as smaller group meetings. By the end of FY 2000, the redesigned corporate structure of the BWS was close to completion.

Also, at the start of FY 2000, the Department finished mailing out the first annual federally mandated Water Quality Report that informed consumers about their water content.

A series of island-wide community meetings with a panel of BWS and State Department of Health (DOH) personnel gave water customers a public forum to discuss their water quality reports and express their concerns.

A meeting that was attended by Village Park residents, concerned about possible chemical contamination of their drinking water sources that had occurred when the land had been used for agriculture, later helped persuade the DOH to conduct soil-testing in the area.

The BWS has also filed a lawsuit against companies thought to be responsible for pesticide seepage into groundwater in Central Oahu to recover costs associated with filtering the water to make it safe to drink.

In January, the BWS unveiled AkamaiRead, automatic meter reading equipment that allows drive-by retrieval of meter consumption data. The new equipment will be installed in meter boxes throughout the island in the next three years.

In the Legislature, adding fluoride to water was a controversial topic of debate for a few weeks, as was the possibility of a new water fee to help cover the cost of protecting forested watersheds.

Mandatory fluoridation legislation failed to pass; the water fee legislation was amended to eliminate the fee but required more collaboration among the major stakeholders.

Several individuals brought honor and recognition to the Department this year.

The BWS pipe tapping team of Gary Fernandez, Daryl Hiromoto, Kawika Ing, and Mark Luberts won the national pipe tapping title for the second year in a row at the annual American Water Works Association (AWWA) conference. In July, the BWS Board of Directors, City Council and the Mayor honored the foursome in three separate ceremonies.

In October, BWS Employees of the Year data processing systems analyst IV Michael Hodges and graphic production artist I Sheryl Suzuki were honored with other City Employees of the Year at Honolulu Hale.

Hodges and Suzuki have a lot in common. They use high-tech equipment and work with projects that often cross divisional lines. Their pursuit of excellence and high self-expectations prompt those working with them to strive for the same, and both are well respected by their peers as well as management.

Throughout his 10-year career, Michael Hodges has developed various computer programs to make other employees' jobs easier and more efficient and created standards to maintain the integrity of the BWS computer system and its programs.

His zeal and enthusiasm for computer information prompts him to pursue the best and smartest solution in any situation. His knowledge about computers helps the BWS to optimize use of its computer system and keeps the Department on the cutting edge.

He was instrumental in establishing the BWS web site on the Internet; ensuring that the BWS was Y2K compliant long before other agencies were; developing various automated systems to assist various divisions in their tasks; creating an entire set of documents and specifications to standardize and explain various computer applications and programs; and working with the State DOH to download their water test results into the BWS database.

Suzuki has enjoyed a prolific BWS career since 1982. Throughout the years, she has produced printed material for the BWS for customers and the Department's outreach programs, the AWWA Hawaii Section, and the Hawaii Water Works Association.

She has also worked on BWS presentations, the Engineering Week Display, the Christmas Lights Display at the Beretania Pumping Station and the BWS vehicles for the Public Workers' Parade. Suzuki also created a color schedule for BWS reservoir repainting projects to ensure

that colors used would blend in with the surroundings.

Her ability to take information that needs to be conveyed and put it into easily understood form is remarkable, as are her perceptions and insights she shares when advising technical staff about creating visual aids and materials for presentations to the community and government and private agencies.

In addition to her work, she volunteers for fundraising events for Water for People, a nonprofit organization to help people world-wide obtain safe drinking water; and Na Koa, the University of Hawaii football booster club. She also participates in BWS sports activities such as volleyball, softball, and bowling and still finds time to serve as team mother for her daughter Demi's basketball team.

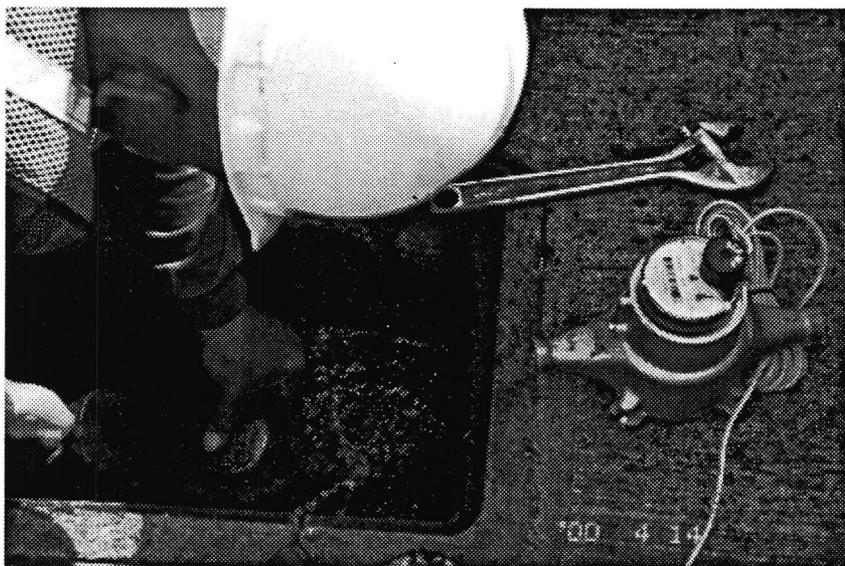
AUTOMATIC METER READING PROGRAM

The Automatic Meter Reading Project (AMR) is a three-year project that coordinates the installation of automatic meter reading devices. The office is staffed by members of the Water Conservation Unit and administered by the Deputy Manager.

The Board is replacing or retrofitting approximately 150,000 meters so that they no longer have to be manually read.

An electronic device installed on the meter allows the data to be transmitted to a computer in a vehicle driving past the meter. The project began in January 2000 and, as of June 30, 2000, a total of 22,740 meters have been installed or retrofitted.

The staff also continued its Water Conservation Unit duties, coordinating and assisting with conservation projects and activities, conducting water conservation and consumption studies and analyses, and



The Department began replacing existing water meters with an automatic meter reading system for more timely and accurate readings.

researching and investigating water conservation appliances and devices for use in single- and multi-family dwellings and in business and industry.

The Department, in conjunction with the City, is offering \$100 rebates for the installation of ultra-low flush toilets. The program was approved June 10, 1998 by the Mayor and applies only to residential retrofits.

As part of the summer conservation effort, the unit sent letters to the Board's 100 largest users of water asking for their help to reduce waste in their operations. Single-family residential consumers who use more than 50,000 gallons per billing were also sent letters that asked for prudent water use.

Water Conservation Unit employees participate in the Board's Speakers' Bureau. They address various groups such as trade associations, business groups, schools, and community associations with presentations on water conservation. They also provide information at booths that the Board sponsors at various functions such as home shows and the farm fair.

COMMUNITY RELATIONS OFFICE

The Community Relations Office (CRO) educates BWS water customers about the municipal water system and resources to foster a sense of personal accountability for Oahu's finite water supply. CRO staff also works with the Department and the Board to ensure effective interactions with community groups and concerned citizens regarding BWS operations.

The Office serves as an information conduit between the BWS and the public. The CRO accepts and follows up on community concerns, complaints, and inquiries. The CRO also distributes information about BWS activities and programs to the public, other government agencies, and the news media.

In FY 2000, the staff received 22,585 phone calls covering subjects from BWS policies and procedures to water quality and conservation issues. Callers also asked about educational tours and programs, reported water waste, and commended or complained about employees or projects.

The CRO staff issued 51 news releases, prepared 18 speeches for BWS personnel to present at various speaking engagements, gave 11 speeches, and composed 533 letters. They gave out 193,099 publications to the community, including materials on conservation and the water supply, annual reports, and resource information.

The Department's year-round tours remained in high demand. The Ohrt Museum hosted 4,000 people despite being closed for renovation in the first one-third of the fiscal year; there were 3,210 persons who

saw water-saving landscape techniques and methods in use at the Halawa Xeriscape Garden's (HXG); and 3,770 visitors took the Halawa Tour (a combined visit through the HXG and the Underground Pumping Station) even though the pump station was closed for maintenance work for the last two months of the fiscal year.

In addition, the Beretania Complex hosted 512 visitors and 288 people got a look at a major island water source through tours to the Waihee facility, which was offered in place of the Halawa Tour for May and June.

CRO staff participated in 47 community events, including special tours and exhibition booths and speakers' requests. There were 239 people who learned about native plant propagation, groundcovers, lei and wreath making with xeriscape plants, and tillandsia plant craft at HXG-based xeriscape classes.

The Eleventh Annual Unthirsty Plant Sale, co-sponsored by the BWS and the Friends of Halawa Xeriscape Garden, promoted water-efficient landscaping and made water-saving plants available for purchase. The BWS once more gave out free rare native Hawaiian plant seeds propagated in a remote area of Kauai.

The plant sale, held the first Saturday in August, also included booths featuring plant crafts, classes on How to Xeriscape and related topics, and tours of the garden and Halawa Shaft. Event proceeds fund the garden's water education program.

In August, 7,000 of the much-awaited annual Teacher's Water Conservation Calendars were printed. Each month highlights the award-winning entry from the 1999 Water Conservation Week Poster Contest and features a photo of the student artist and his or her teacher. Artwork depicted the theme, "Use Water Wisely for Life." Because demand for the calendars was high, more were printed in September.

The CRO continued to lend support to several major Department-wide projects, requiring the addition of two contract staff members. They both left near the end of the fiscal year when their contracts were not renewed and staff assumed their duties as well as continued their own.

More than half of the staff participated in the Department-wide QUEST reengineering program to create a more efficient agency, committing considerable work time to the effort. The CRO helped inform employees about QUEST activities.

Kalihi Pump Station renovations that had begun in mid-January of FY 1999 were completed in September, well ahead of the November Centennial Celebration of the pumping station.

The week-long event was kicked off with a re-

dedication ceremony. School tours, including free bus transportation, were offered throughout the week for schools island-wide. The celebration culminated with a well-attended Saturday open house to call attention to the 100th anniversary of the pump station's operations.

Entertainment was provided by the Royal Hawaiian Band, Kalihi Waena Elementary School Choir and Ukulele Band, Pu'u hale Elementary School Choir, Pearl City Seniors and Paranku Club of Hawaii, Na 'Opio o Ko'olau Hula Halau, and Farrington High School's Hawaiian Club-Kekupukeola.

The staff also took on the public education component of the Department's AkamaiRead, automatic meter reading program. Newsletters and an informational brochure were drafted and distributed to help BWS employees and the public get a better grasp of the program.

The Tenth Annual Detect-A-Leak Week public outreach program prompted water users to check for property leaks during March 5 to 11. The CR-coordinated program generated nearly 200 phone requests for free home leak checks.

Co-sponsors Sheraton Waikiki Hotel, the Oahu Chapter of the Hawaii Sierra Club, and the Chamber of Commerce of Hawaii and Royal Hawaiian Shopping Center continued to support the joint effort. This year, the Queen Emma Summer Palace hosted the media leak detection demonstration.

The Year 2000 Water Conservation Week Poster Contest drew more than 2,700 entries from private and public school students island-wide in grades Kindergarten through Six. Entries creatively expressed this year's theme of "Among the Treasures of our Island is Water. Use it Wisely." City Hall's Lane Gallery featured the winning and honorable mention posters from May 1 to 15.

In March, the staff was tasked to create and oversee the new Neighborhood Board Liaison program to promote a closer relationship with the community. Volunteer employees serve as BWS representatives at their Neighborhood Board meetings, sharing BWS information and bringing back community concerns and inquiries for response.

This program consumes considerable staff time, since there are 30-plus different boards and information and responses to inquiries must be processed and distributed in a timely manner to BWS representatives.

MANAGEMENT AND BUDGET OFFICE

The Management and Budget Office (MBO) performs management, budget, revenue, organizational, and program analyses; generates and administers

management improvement programs; and prepares the BWS annual budget. MBO also exercises budgetary controls; administers water rates and coordinates water rate studies; coordinates extramural funding, special manpower programs, and energy conservation activities; and administers the department's telephone systems. During the year MBO also assumed responsibility for the security and claims functions formerly administered by the office of the Deputy Manager.

MBO prepared the Board's annual operating and capital improvement program (CIP) budgets. Once the Board approved the budgeted programs, MBO monitored its implementation. For FY 2000, expenditure ceilings were set at approximately \$138.0 million for the operating budget and \$57.1 million for the CIP for a total operating and CIP budget of \$195.1 million. This represented a decrease from the \$236.3 million budgeted for operating and CIP expenditures in the previous fiscal year.

During the year, resource allocations were continually reviewed and amended with Board approval through three budget amendments. Special projects undertaken by this office included updating the department's long-range financial plan; coordinating departmental compliance with requirements of the Uniform Information Practices Act; coordinating the hiring of the department's legislative and city council liaison; and coordinating the hiring of legal services for the purchase of the Honouliuli Wastewater Reclamation Facility.

MBO also implemented a "paperless office project," intended to replace conventional paper correspondence with electronic distribution and filing, and coordinated the purchase of a new telephone system for the Wahiawa base yard.

PERSONNEL OFFICE

The Personnel Office formulates policies and procedures on personnel administration and industrial relations; processes personnel actions; maintains records of control and personnel transactions; maintains liaison with the City Department of Human Resources and other agencies dealing with personnel matters; and conducts training, safety, driver improvement and employee-management relations programs.

During the fiscal year, the department had an average of 634 regular, full-time employees. A total of 17 new employees were hired, while 25 retired, and 15 resigned. At the end of the year, there were 618 regular, full-time employees in the department.

Industrial accidents totaled 89; total lost time cases were 52. Total workers' compensation expendi-

tures decreased 10 percent from the previous fiscal year.

The Personnel Office coordinated the department's programs for the Employees of the Year, Service Awards, Aloha United Way Drive, Blood Bank Drives, Foodbank Drive and the March of Dimes Drive.

During the fiscal year, 13 employees received 25-year service awards and two employees received 35-year service awards. By year's end, 126 acquired 25 or more years of government service.

The safety office has written a program to address violence in the workplace, done an in-depth study of workplace injuries, and drafted an overall safety policy for the Department.

In addition, the safety office has arranged for and completed company-wide Violence Training as well as delivered training in Hazard Communication, Trenching and Shoring, and Forklift Certification.

The safety office has prepared and disseminated four-inch binders with Hazard Communication material to all Field Operations, Plant Operations and Automotive personnel as the start of a scheduled safety training program that hopes to build upon this information until each employee's binder contains all safety information pertinent to the BWS.

The safety office will continue to work towards full and cogent training and program maintenance to keep the workplace both safe for BWS workers and compliant with the OSHA mandates.

Training classes, workshops, conferences and seminars continue to be well attended in, among others, areas of job-related skills and supervision; retirement and financial planning; drug, violence, and sexual harassment awareness.

Under the Apprentice Program, no new apprentices were indentured, five apprentices completed the program and one resigned. Eleven apprentices remain in the program at the end of the fiscal year.

AUTOMOTIVE DIVISION

The Automotive Division administers and operates the fleet management functions for the Department. It is responsible for the maintenance, repair, replacement, and disposition of all BWS vehicles and equipment.

During FY 2000, the Division provided maintenance and repair services for a fleet of 293 motor vehicles, 57 field construction equipment, and 28 trailers at its repair facility located at Manana Corporation Yard in Pearl City.

In addition, it prepared plans and specifications for the purchase of 26 new vehicles of various types, two new backhoe/loaders, a new concrete mixer, a new

light unit/generator, a new portable compressor, and a new front loader.

The Department will add to the fleet an additional 10-cubic-yard dump truck to its existing fleet of two. Also, the Department ordered its first three-cubic-yard front loader. This additional equipment will further support in-house capabilities for the Field Operations Division to efficiently transport construction materials and debris to and from construction sites.

The automotive repair shop performed scheduled preventive maintenance services and completed 3,230 major and minor repair jobs and vehicle modifications. The body and fender shop performed 292 body-related repairs, including 13 accident-damaged vehicles.

To further develop the repair staff's skills and knowledge, and to keep abreast with advancements in the automotive industry, Division supervisors coordinated numerous technical training sessions led by various manufacturer's representatives, industry professionals, and government inspectors. These sessions provided BWS repair staff with methods to maximize vehicle and equipment longevity and ensure safe operational application.

In March, the Division received approval from General Motors Corporation to become an authorized Fleet Warranty Service Station. This program provides the opportunity and flexibility to reduce vehicle downtime by allowing warranty situation repairs to be done in-house.

Vehicle and equipment longevity continues to be a priority for the Division. Division personnel are into their third year of testing a module controlled electronic rust inhibitor that uses microprocessor-based technology. Early results look promising for this as a means to battle rust corrosion.

The Division completed its third year of operations from the new repair facility in Manana Corporation Yard. This central location has proven to be ideal for island-wide fleet maintenance and repair operations.

COMPUTER SERVICES DIVISION

The Computer Services Division provides the department with complete data processing services, including the planning and development of computer software/hardware systems; maintaining standards for control of computer operations; training and educating departmental personnel in the use of computers; and providing full machine processing for all software.

As an extension of its services, the Division provides billing and customer information services through the Customer Accounting System (CAS) to

three outside agencies: the Department of Environmental Services, City and County of Honolulu; the Department of Water Supply, Maui County; and the Department of Water, Kauai County.

The success of CAS has led Kauai County to request adding sewer billing to its water bills. If the proper agreements are executed, the Division expects to finish the changes by the end of Calendar Year 2000. Other changes to CAS have been or are being made to support the Toilet Rebate Program, Automatic Meter Reading (AMR), Consumer Confidence Reports (CCR), and the E-Bill project.

The BWS took over the administration of the Toilet Rebate Program from the City on January 1, 2000. Toilet rebate requirements were added to CAS and the accounts payable system. Customers have seen a reduction in the payment time of three months under the City to three weeks under the BWS.

In January 2000, the Department started a three-year Automatic Meter Reading project to change 150,000 meters to radio-read meters to be read with a PC mounted in a car. Most of the rules for purchasing, installing, reading, and maintaining meters were affected. CAS and the general accounting system were changed to reflect the new rules and data requirements. The Division will continue to work closely with the Finance Division and AMR Project Team to support the new processes needed to manage the installation and reading of meters.

A water utility as large as the BWS is required by the Environmental Protection Agency (EPA) to make available on the Internet the Consumer Confidence Report (CCR).

The Department successfully added the CCR to the BWS website at <http://www.hbws.org/wqr/index.html>. In addition to other information, there is a Frequently Asked Questions section about the water quality report.

Also on the Internet, customers will soon be able to view and pay their water/sewer bills when they sign up for E-Bill, our Internet billing service. The changes to CAS have been added, and Computer Services staff are now testing the system with the BWS' third-party provider. E-Bill will add another convenient way for customers to pay their bills.

In June 2000, credit card payments were added to the long list of bill payment services. Unfortunately, this convenience is only available over the counter to walk-in customers. In the future, the Computer Services Division will be looking to expand this service to other customers as a means toward improving services.

The BWS is working with the City to create one-stop centers for the processing of building permits.

This requires the Department to post building permit technicians at remote sites away from BWS business offices where all data is stored. To support this requirement, a geographic data capture project and an electronic document management system project (EDMS) were started.

The geographic data capture project is updating BWS geographic information system databases so that maps and service data can be viewed on-line with personal computers through web-based software.

The EDMS project will convert BWS microfiche and paper project files and as-built construction drawings into electronic images through scanning. Together, these two projects will allow anyone on the BWS network to research files electronically for building permit and project information.

The Department's collection of equipment and software continues to grow. The staff now supports 292 desktop PCs, 43 laptops, and 75 printers. There are 104 Internet users. More disk drives and servers have been added to meet the demand for expanded data storage and services to more and more users.

Lastly, Y2K turned out to be a non-event for the BWS. There were two minor problems that were discovered and fixed, without interruption of services to any customers.

CUSTOMER SERVICE DIVISION

The Customer Service Division is responsible for handling the majority of the contacts with consumers. The Division prepares applications and contracts for water services; reviews and approves building permit applications; reviews construction plans; inputs and maintains water service information in the Geographic Information System (GIS); generates GIS-based maps; maintains all service records; designs service connections; collects bills; investigates consumers' service problems; administers water system facilities charges; and administers the rules and regulations governing water service to consumers.

The Department added 1,521 services during the year for a total of 155,935 active services in the system, which includes 154,124 domestic services and 1,811 fire services.

Water service investigators handled various assignments, including 5,764 abnormal water bills. Also, there were 1,187 leaks and 5,399 general jobs, including requests for locating of water mains. Customer service representatives received an average of 4,038 calls each month from customers requesting various services and information.

Service Engineering Section's personnel reviewed 9,504 building permits, processed 1,012 water service applications, reviewed 405 construction plans, and

inputted 4,500 water services for the GIS project.

The Collection and Credit Section visited 25,875 delinquent customers. The Cashiering Unit collected \$120,552,083.57 in water bill payments and \$102,961,184.80 in sewer payments for the year.

The Customer Service Division, since Aug. 31, 1988, has offered Automatic Bill Payment Plan to all customers. As of June 30, 2000, there were 36,036 customers on Automatic Bill Payment, which represents 23.37 percent of BWS customers.

FIELD OPERATIONS DIVISION

The Field Operations Division is responsible for ensuring continuous water service to the Department's 155,000 customers. The division's personnel are responsible for repairing pipe line and service line leaks; installing, replacing, and enlarging water service lines; scheduled preventive maintenance of large meters, fire hydrants, waterline valves, and facility grounds and buildings; 24-hour response



During FY 1999-2000, BWS crews responded to 411 breaks on mains that were four inches and larger, such as this one that occurred in Palolo Valley.

to trouble calls and service requests including investigation of leaks, water service closure for repairs and turn-ons.

Other support services provided to the Department are masonry, carpentry and welding work.

There were 411 main breaks and 1,301 service lateral leaks island-wide, which were five percent and four percent lower than the ten-year moving average. The significant main breaks this past year were:

- Two pipe failures on the 24-inch concrete cylinder main on Farrington Highway in Nanakuli temporarily closed the only roadway into and out of Waianae and restricted traffic during repairs. The breaks on May 30, 2000 and July 2, 2000 were due to corrosion and within a 200-foot section of pipeline. This pipeline, from

Barbers Point to Makaha, is scheduled for replacement at a cost of \$32.95 million. The first phase from Kalaeloa Boulevard to Aliinui Drive is scheduled for construction in January 2001. Water sources within the district and water stored in area reservoirs, precluded any widespread disruption of water service during repairs.

- A break on the 12-inch cast iron main on Kalaniana'ole Highway in the Kalaniiki area on April 4, 2000 resulted in serious traffic delays for East Honolulu commuters because the east-bound traffic lanes were damaged and blocked during repair work. Twenty-eight feet of corroded pipe were replaced to make repairs. Overall water service was unaffected since this is only a local service line. The main is scheduled to be replaced in conjunction with the state's repavement project commencing in January 2001.
- A 12-inch cast iron main break on Ala Aolani Street, Moanalua, caused the entire valley to lose water service, until a temporary cross-country by-pass line could be installed to provide relief to most of the residents. The higher elevations were without normal water service for 16 hours and were provided water by two roving BWS water wagons.

Personnel from five BWS base yards spent considerable time cleaning and repairing all of the Department's wells, booster stations and reservoirs to ensure compliance with the DOH's and EPA's water safety and quality requirements. All facilities were thoroughly inspected by State DOH personnel to ensure that system hardware was operational, maintained and kept in sanitary condition.

Landscape upgrades, ranging from extensive to moderate, were made at several facilities to demonstrate the use of water conserving plants, beautify the facilities and reduce overall maintenance work. Work was done at the Halawa Xeriscape Garden, Kalihi Museum/Pump Station, Makakilo No. 1 Booster, Waiiau 550' Reservoir, Punanani Wells, and Halawa Booster and 277' Reservoir.

The Department was again well represented in the National AWWA Pipetapping contest held in Denver, Colorado this past year. In spirited and intense competition, our national defending champs placed second with a time of 1 min., 9.57 sec. (1:09.57), losing to the team from Birmingham, Alabama, that posted the winning time of 1:06.77 on its final run. The BWS defending national champions have had a great three-year record winning in 1998 and 1999, and this year's second-place finish.



BWS employees took the national title in the annual American Water Works Association pipe tapping competition for the second year in a row and were honored by Board members for their accomplishment. L-r: Board chair, Eddie Flores, Jr.; Board members, Ross Sasamura, Jan Amii, and Charles Sted; team members, Mark Luberts and Daryl Hiromoto; Board member, Kazu Hayashida; team member, Gary Fernandez; Board member, Forrest Murphy; team member, Kawika Ing; and Board member, Barbara Kim Stanton.

Mahalo Nui Loa and congratulations to the team of pipeman Daryl Hiromoto, tappers Mark Luberts and Gary Fernandez, and coach Cary Shinozawa (2000) and coach Kawika Ing (1998 & 99 and now with the Honolulu Fire Department) for representing the Department so well.

This year's competition was unusual as both the defending National Champions and the Hawaii Section Champions represented Hawaii. The Hawaii Section Champions, who won the local Hawaii AWWA Section competition at the Ilikai Hotel with a winning time of 1:14.43, comprised pipeman Jensen Mimuro, tappers Glenn Ah Yat and William Iaela, and coach Daniel China.

They competed in their first national contest and turned in times of 1:39.17 and 1:20.92. The 1:20.92 time was good for 8th place in the competition – a very respectable showing in their first attempt in the big show.

Maintenance Section crews repaired 19 main breaks on mountain pipelines and fire hydrants laterals. The welder completed 719 general welding projects.

The valve crews inspected and maintained 10,932 valves, exceeding the yearly goal of 10,800 valves, and also maintained 1,348 air valves, repaired or replaced 137 main valves and two air valves, and raised 185 manhole frames and covers to street grade.

In conjunction with work done by contractors, the valve crews conducted 58 valve checks and water closure surveys and made four live taps: three 16-inch taps on 16-inch pipelines, and one 8-inch tap on an 8-inch pipeline. The three 16"x16" taps were done on the outer islands: two 16"x16" taps were made for the Kauai Water Department at the Poipu 1.5 million gallon storage tank and a connecting pipeline for the Koloa-Poipu Water System project and one

16"x16" tap into the Maui Water Departments line at Wailea, Maui.

The hydrant crews inspected and maintained 6,733 hydrants, repainted 7,070 hydrants, repaired 500 hydrants of which 57 were damaged by motorists, plotted 89 new or relocated hydrants and replaced 37 hydrants in the Metropolitan Honolulu area. The Hydrant Unit exceeded their maintenance goal of 5,334 hydrants, which included 414 backlogged from 1999, by 1,399.

The Metropolitan grounds keeping crews continued to provide excellent care to the 102 BWS facilities in the metropolitan area.

In keeping with the department's grounds maintenance program to use water wisely and judiciously, crews spent considerable time upgrading and maintaining landscaped areas by employing xeric concepts at Halawa Xeriscape Garden and Kalihi Pumping Station.

The overall improvements to landscaped areas included work to upgrade the appearance of these sites and to demonstrate the use of water conserving plants and methods to the public. These improvements will also minimize the hours required to maintain the facilities. In addition, crews assisted in supporting three events to promote xeriscape concepts. The three events were the Hawaii State Farm Fair, the 60th Honolulu Orchid and Plant Show and the Eleventh Annual Plant Sale.

Construction Section crews repaired 183 main breaks on pipelines 4-inches and larger in diameter and 547 service leaks. This year's repair activities represent a nine percent decrease in main breaks and nine percent decrease in service leaks from the average over the past 10 years of 198 and 600 respectively. The number of both main breaks and service leaks are expected to decline over time as the BWS continues programs to replace old galvanized services and cast iron mains.

Crews renewed 234 galvanized services with copper, cut 30 services at the main, turned on/off 1,682 services, installed six bypasses and replaced 75 defective meters.

Masonry crews maintained and repaired BWS facilities and provided masonry support to other field units, made 384 road cuts for service renewals and main break road patches, repaired sections of 446 sidewalks, 72 gutters, 117 driveways and completed 71 sidewalk repairs around meter boxes (field service reports).

Carpenters repaired vent screens, booster housing screens, windows, doors and roofs at various sites throughout the island in conjunction with the Department of Health's Sanitary Survey. They also performed other regular duties involving the repair, upgrade and maintenance of BWS facilities and installed shoring in conjunction with main break repairs.

Significant pipe repairs completed by the Construction Section included:

- A horizontal split on a 12-inch cast iron main that serves a major area of Moanalua Valley was repaired by replacing a 16-foot section of pipe.
- A blow out on a 12-inch cast iron main on Kalaniana'ole Highway was repaired by replacing a 28-foot section of pipe.
- A horizontal split on a 12-inch cast iron main on Pakui Street between Mokuna Street and 10th Avenue in Palolo Valley was repaired by replacing a 16-foot section of pipe.

Service and Meters Section crews compose the Service Connections, Meter Maintenance and Building Maintenance Units. Service Connections Unit crews installed 171 new services, repaired 52 service leaks, renewed 32 galvanized services with copper, cut 10 services at the main, relocated 37 and resized 30 services and replaced 767 defective meters.

The Meter Maintenance Unit tested 3,454 meters since December 1999 as part of the island-wide contract to install new automatic meters with electronic reading capability to replace all displacement type meters.

The unit's field crews maintained, repaired and tested 993 large meters, including 187 largest water users. This is a 16 percent increase compared to last year due to a concerted effort by the Meter Shop to improve the competitive level of service.

The unit's Meter Shop personnel repaired and tested 1,165 displacement type meters, repaired 98 register dials and tested and calibrated 4,123 new and old meters. They also evaluated and tested sample meters submitted by manufacturers for approval, acceptance and use in our water system.

The crews of both the Service Connections and Meter Maintenance Units combined their efforts to complete 4,801 field service reports to verify and repair leaks, adjust and replace meter boxes, remove dirt and roots from meter boxes and obtain follow-up meter readings.

The Building Maintenance Unit performed custodial and building maintenance services for the Beretania Complex, Kalihi Corporation Yard, and Fred Ohrt Museum. The unit's building maintenance

repairer fixed various plumbing fixtures island-wide, painted over graffiti in the metropolitan area and made miscellaneous repairs to facilities.

Suburban Field Services (SFS) pipefitting crews, operating from corporation yards at Manana, Waianae and Wahiawa, repaired 145 main breaks, 648 service leaks; one air relief valve; installed 1,049 new services and five meter bypasses; renewed 3,610 feet of service main, and 166 old and leaking galvanized services with copper pipe; and placed 211 additional fire hydrants in service.

They also cut off six abandoned services at the main; relocated 77 services/meters; enlarged 14 services/meters; ordered on/off 1,032 and turned on/off 1,197 services; inspected 7,893 fire hydrants, 6,610 gate valves and 1,243 air relief valves; and raised 75 manhole frames and covers to grade.

Crews responded to 7,547 trouble calls and followed up on 3,945 meter/meter box and service related problems (field service reports) and replaced 678 defective meters.

Main breaks decreased by 2.4 percent and service leaks increased by 2.5 percent. Installation of new services increased by four percent, service renewals increased by 19.4 percent and replacement of defective meters decreased by 20.4 percent.

Significant pipe repairs and other work done by SFS personnel included:

MAIN BREAKS:

- Repaired three concrete cylinder break on the 24-inch main serving the Waianae coast and repaired a 16-inch cast iron main at Farrington and Ala Hema St.

OTHER PIPE WORK:

- Transferred 10 services at Army Street to eliminate 350 feet of corroded 4-inch galvanized main.
- Transferred 16 services at Hakimo Road to eliminate 400 feet of corroded 6-inch cast iron and 300 feet of three-inch galvanized mains.
- Transferred three services at St. Johns Road to eliminate 1,150 feet of corroded three-inch galvanized main.
- Installed 2,010 feet of 2-1/2-inch and 270 feet of two-inch copper main to replace a two-inch galvanized main and transfer consumers from low to high service.
- Repaired two PVC main breaks at the Makalena Golf Course.
- Fire hydrant refits done by SFS crews included replacement of 14 Jones FH valve assemblies and 21 Mueller stem and nozzle assemblies.

DEPARTMENT OF HEALTH SURVEY:

- Both pipe and grounds crews spent considerable time making inspections and correcting deficiencies.

LANDSCAPE UPGRADES AND SITE WORK:

- SFS grounds keeping crews completed landscape upgrade work at Makakilo Booster I (interim beautification) Waiiau 550' Reservoir; Kaonohi Booster and 277' Reservoir; Pearl City Booster and 865' Reservoir; Punanani Wells and Halawa Booster and 277' Reservoir.

RELOCATION OF 16-INCH MAIN AT WAIMEA BAY:

- Wahiawa Yard crews spent considerable time performing closures and valve checks to assist in the relocation of an existing main to the new road alignment.

AUTOMATIC METER READING (AMR):

- Wahiawa and Manana Yard crews spent considerable time assisting with the start-up of this effort and have continued to spend time repairing meter and service lateral leaks related to the AMR work.

Windward Section crews repaired 64 main breaks on pipelines four inches and larger in diameter and 54 service lateral leaks, compared to 46 main breaks and 84 lateral leaks last year. Main breaks were 14 percent higher than the past 10-year moving average while lateral leaks were 56 percent lower. The Windward district normally has about 56 main breaks, and 122 service lateral leaks per year.

The section continued work on its service renewal program and replaced 57 galvanized laterals with corrosion-resistant copper pipe. Pipe crews also enlarged 23 copper services; installed 71 new services; replaced 298 malfunctioning meters and responded to 2,309 trouble calls and 853 meter-related field service reports.

Valve and hydrant maintenance crews met or exceeded their goals servicing 4,147 valves and 3,145 hydrants to ensure the reliability of the system for isolating mains during emergencies and fire fighting capability.

Grounds crews kept pace with the work in the Windward area and maintained all facilities as scheduled.

FINANCE DIVISION

This division is responsible for all financial and accounting activities, including fiscal analysis and accounting systems development, management accounting, revenue and customer accounting, and budgetary accounting and control.

The BWS receives no revenues from taxation and

depends solely upon revenues derived from its activities to pay for its operations and liquidation of indebtedness. The Board may receive funds from the federal, state, or county governments for capital improvement projects.

At the close of the fiscal year, revenue from water sales amounted to \$99,260,105, an increase of \$1,679,483, or 1.7 percent, from the previous year. This increase is attributable in to an increase water consumption of 1.0 percent. There were no rate increases during the fiscal year.

Expenses, including depreciation, totaled \$88,113,458, a net increase of \$8,615,273, or 10.8 percent over last year. The increases resulted primarily from Central Administrative Services Expense (CASE) fees, electric pumping expenses and depreciation, totaling \$10,518,167. This was offset by a decrease in employees' retirement benefit costs of \$1,488,200 due to Act 100, SLH 1999, which reduced employers' contributions.

The Department's interest income totaled \$14,392,767, an increase of \$436,536, or 3.1 percent from the previous year. This is attributable to higher interest rates.

Utility plant in service, stated at cost, totaled \$1,009,314,906. Additions during the year amounted to \$66,246,946 and deductions totaled \$4,652,015, resulting in a net increase of \$61,594,931.

There was a net decrease in bonded indebtedness of \$3,260,000. On June 30, 2000, general obligation water bonds outstanding totaled \$36,050,000 and water system revenue bonds outstanding totaled \$16,820,000. All debt service and other requirements of bond issues were met.

Water system facilities charges are levied against all new developments, or existing services requiring additional water supplies from the Department's water system. Such charges amounted to \$4,106,672 during the fiscal year and a total of \$14,438,448 was expended to construct new water facilities.

LAND DIVISION

The basic functions of the Land Division are to acquire water rights, land, and land interests by purchase, condemnation, lease, easement, executive order, etc. This Division is also responsible for the disposition of surplus real property and the management of 13,165.228 acres of land that are under the control of the Department.

During this fiscal year the Division acquired 1.868 acres from Bank of Hawaii, Caroline J. Robinson Limited Partnership, et al, for the Kunia 665' Reservoir site; 1.169 acres from Gentry-Pacific Inc. for the Waialae-Iki 1300' Reservoir site and access road; 10.564 acres from the University of Hawaii for the

Waahila 180' Reservoir site by land exchange; and purchased 1.417 acres from the State Department of Land and Natural Resources for the Kunia 228' Reservoir No. 2 GAC expansion for \$39,000.00.

The Division also transferred ownership of .033 acre of the Kunia Reservoir No. 2 site to the State of Hawaii Department of Transportation for the expansion of Kunia Road and 69.500 acres of the Manoa Valley Forrest Reserve Watershed to the University of Hawaii by land exchange.

Executive Order No. 3788 withdrew 4.509 acres for Hawaiian Home Lands from Executive Order No. 1529, issued to the BWS for the Papakolea Wells and Pumping Station site, leaving approximately 1.500 acres for the proposed Kalawahine 180' Reservoir in Papakolea. Also, cancellation of Governor's Executive Order No. 1607 for the former Lanikai Line Booster Pump Station site transferred jurisdiction of the property to the City and County of Honolulu Department of Parks and Recreation for Kailua Beach Park.

The Division's other transactions include the acquisition of 39 water pipeline and water meter easements and processing of 113 miscellaneous documents.

PLANNING AND ENGINEERING DIVISION

The Planning and Engineering Division is responsible for the planning, engineering, and construction for all the Department's water system replacement, repair, and improvement projects.

This year, the Division was required to undertake larger Capital Improvement Program (CIP) and Research and Facility Improvement (RFIP) budgets.

PLANNING BRANCH

Water Systems Planning Section

The Water Systems Planning Section is responsible for the following tasks: 1) Developing and maintaining computer hydraulic models of the various water systems; 2) Updating water use zone codes and maps that provide geographical consumption data for use by various divisions; 3) Updating the Water System Schematics that depicts the major water system facilities and transmission mains; 4) Reviewing and evaluating hydraulic feasibility and extent of water system facilities improvements proposed in the Department's Research and Facilities Improvement Program (FRIP) and Capital Improvement Program (CIP); and 6) Collecting real-time water system operational data (flow rate, pressure, etc.) from the field not only for the development and calibration of the water system hydraulic models, but also to assist the work of other divisions.

During the fiscal year, the section provided hy-

draulic evaluations of various RFIP and CIP projects; finalized the Non-potable Water Rate Agreement between the department and Hawaiian Cement; and completed the Kalawahine 180' Reservoir Preliminary Engineering Study that evaluated the feasibility of constructing a 2.0 million gallon reservoir near Punchbowl, the GIS Pipe Updating Project that updated pipeline attribute data in the Department's Geographic Information System database; and the Honolulu 42-inch and 24-inch Transmission Main Route Feasibility Study Peer Review and Study Expansion that re-evaluated the routes for a proposed cross-town transmission main that would improve service throughout metropolitan Honolulu.

Ongoing projects administered by the section include continuing the calibration of the computer hydraulic models and the conversion of the existing Water Use Zone coding and maps to the new Geographical Consumption coding system; the preliminary engineering study and environmental assessment for a proposed 6.0 million gallon reservoir in Honouliuli, Ewa; and Phase I Environmental Site Assessment, in conjunction with the acquisition of lands for Ewa Shaft and the site of the proposed 6.0 million gallon reservoir in Honouliuli from the Estate of James Campbell; a regional site location and feasibility study to identify potential reservoir sites which will help reduce the existing 55 million gallon storage deficit in the Honolulu Low Service Water System; the possible acquisition of State and military water systems; and a feasibility study to determine and evaluate alternatives to a cross-country pipeline that provides water service to the Newtown and Royal Summit areas.

In addition to working on the section's projects mentioned above, staff has participated in the Department's QUEST (Competitive Assessment) Program by volunteering to serve on the program's various design and work teams. During the fiscal year, staff have worked on the Current Services Work Team, Simulated Competition Team, GIS Data Capture Team and the Technology Design Team, and are currently involved in the Hydraulic Modeling Planning and Implementation Team, Business Services Information Modeling Team, Multi-Skilled Workers Team and Communications Team. These teams are helping the QUEST program investigate and evaluate issues and current practices in an effort to help redefine and improve the department's ability to perform the best services possible for its customers.

Long Range Planning Section

The Long-Range Planning Unit is responsible for the preparation of the Department's Six-Year CIP and long range plans for projected water system require-

ments, and the coordination of proposed Development Plan Map Amendments with the City Planning Department.

It continued to update the Oahu Water Plan, the Department's master plan for the development of water resources and facilities needed to meet future water demands.

The unit also worked on the Integrated Resource Plan (IRP) to prepare a comprehensive County water use and development plan. The IRP is based on an extensive public participation program to formulate issues, scenarios, and options. The plan will be adopted into ordinance by the City Council as part of the statewide Hawaii Water Plan to assist the State Commission on Water Resource Management in regulating and managing the State's water resources as mandated by the State Water Code.

Testimony was provided for proposed legislation in the areas of water resource management, State land use planning, and environmental protection. Proposed legislation for revising the State Water Code was evaluated for impacts to the BWS.

A water reservation request of 23 mgd from the State Commission on Water Resource Management is nearing completion. Future demands from developments in Ewa and Central Oahu were tabulated and mapped for justifying the reservation of water from the Waipahu-Waiawa aquifer for municipal use.

Studies worked on during the year included: population and water demand projections; Waialua-Mokuleia-Kawailoa Water Development and Transmission Feasibility Study; Honolulu Desalination Study; Honolulu 42-and 24-Inch Transmission Main Environmental Assessment; various CIP project feasibility and water availability studies; and Ewa Reclaimed Water planning.

Population and water demand projections were analyzed for future CIP facilities development requirements to coincide with the 1990 Federal Census, State DBEDT M-K projections, and the City Planning Department's projected distribution of population up to the year 2020.

The ongoing Waialua-Mokuleia-Kawailoa Water Development and Transmission Feasibility Study will assess water availability and source development in the Waialua-Kahuku water district for possible transmission to either Waianae, Ewa, or Windward districts. Capital and operating costs will be evaluated for development feasibility compared to groundwater development in Pearl Harbor and Windward districts, desalination, and wastewater reuse costs.

The nearly completed Honolulu Desalination Study will provide a conceptual design for a 5 mgd desalination plant at Barbers Point. Other alterna-

tive sites in Honolulu were evaluated for feasibility. Reverse Osmosis was recommended as the best processing technology.

The ongoing Honolulu 42- and 24-Inch Transmission Main Environmental Assessment will evaluate impacts from construction activities for a recommended route corridor from Liliha to Waahila 180' Reservoir.

CIP project feasibility studies assessed costs, water system benefits and integration, and development parameters. The studies are used to identify the need and priority for scheduling projects.

Water availability studies assessed surplus water in existing systems for the entire island. Average day and maximum day demands for each source will be compared with design capacities, permitted use, sustainable yield, and operating capacities.

Ewa reclaimed water planning efforts are assessing potential customers and non-potable water system installation in the Ewa district for using the U.S. Filters' Honouliuli reclaimed water plant that was budgeted for purchase by the BWS. The initial phase will plan the use of 13 mgd of non-potable reclaimed water. Future phasing will plan for additional non-potable use of wastewater from Honouliuli and other brackish sources from Ewa and Pearl Harbor districts.

Environmental Unit

The Environmental Unit advises the Department on all environmental matters, such as the coordination of Environmental Impact Statements (EIS), Conservation District Use Applications (CDUA), Special Management Area Permits, Stream Channel Alteration Permits, Department of Army Permits (which include the Coastal Zone Management Consistency Concurrence and the Water Quality Certification), National Pollutant Discharge Elimination System (NPDES) Permits, Archaeological Services and Hazardous Materials.

In addition, it handles the preparation and submission of environmental documents for BWS projects, reviews environmental documents from applicants and government agencies, manages and implements the BWS's Cross-Connection Control and Backflow Prevention Assembly Testing Program, which includes over 5,400 backflow prevention assemblies island-wide.

During the past fiscal year, the unit processed 990 building permit applications with 147 backflow prevention assemblies required to be installed. In addition, multiple field inspections were conducted to assist with consumer's concerns regarding the BWS's Cross-Connection Control and Backflow Prevention Assembly Testing requirements. Currently,

there remains 382 privately-owned and government-owned backflow prevention assemblies and 278 agricultural backflow prevention assemblies to be inspected for proper installation.

This fiscal year, the private sector and State and City agencies continued to test their backflow prevention assemblies.

Backflow assembly test forms are mailed to private owners and government agencies with a list of local certified testers that can conduct the annual test. Within the past year, the unit has mailed 3,062 first notice test forms, 1,139 second notices and 311 termination of water service notices for backflow prevention assemblies. Approximately 255 test forms have been mailed each month during the 1999-00 fiscal year.

Environmental Unit staff began contract work for the Upper Nuuanu Reservoir environmental assessment, Kalawahine 180' Reservoir EIS, and the Beretania Complex Facility Master Plan. In addition, Environmental Unit staff continued contract work for the Waihee 265' Reservoir Slope and Drainage Improvements project environmental assessment, Nuuanu-Pali Mountain Pipeline environmental assessment, Waipahu Wells IV environmental assessment, Malaekahana Production Facility environmental assessment and conceptual design, and the Waimanalo Well III Production Facility environmental assessment and conceptual design. Contract work was completed for the Nanakuli 272' 2.0 Million Gallon Reservoir EIS and the Kailua 272' Reservoir Supplemental EIS. In addition, the CDUA for the Auloa Road 16-inch waterline was approved during the fiscal year.

The Special Management Area Permit Application and Shoreline Setback Certification were filed for the Kamehameha Highway 36-inch waterline crossings of Punaluu Stream. Approval was obtained for the Army Corps General Permit Application and Flood Hazard Certification for the Punaluu Stream crossings. Approval was also received for the Waianae Corporation Yard Expansion project CDUA and SMA. Work was completed on the CDUA for the Waihee 265' Reservoir Slope and Drainage Improvements project.

Work continued on archaeological surveys and construction monitoring contracts for the Kalakaua Avenue 16-inch waterline project, Kamehameha Highway 36-Inch Transmission Main project from Punaluu to Kahana, and various other waterline projects in sandy, jaucus soils island-wide. An archaeological on-call contract was initiated to handle any unforeseen archaeological remains during BWS construction activities.

The Environmental Unit also coordinates the

Department's NPDES permitting requirements for water main, reservoir, and water treatment facility projects of the Capital Improvement Program. The unit filed the NPDES Individual Permit application with the State Department of Health for the Kamehameha Highway 36-inch transmission project from Punaluu to Kahana. The unit obtained permit coverage for dewatering discharges into State-receiving waters for the Kamehameha Highway 36-inch transmission main project from Punaluu to Kahana.

The unit also is responsible for coordinating the handling of hazardous materials inadvertently discovered in BWS construction projects. An on-call hazardous materials contract was initiated to address hazardous materials inadvertently discovered during BWS construction activities.

Project Review Section

The Project Review Section evaluates requests for water availability, maintains records of water commitments and water system status, and responds to request for hydraulic data (flow and pressure). The Section also coordinates departmental reviews of submittals from other public agencies and monitors water allocations from new and future well projects such as Maakua, Makaha, Honouliuli, Waipahu III, Mililani, Royal Kunia, and HECO-Waiiau.

This year, the Section reviewed water master plans for the Koko Vistas in Hawaii Kai and the reclaimed water project in Ewa.

Hydrology-Geology

The Hydrology-Geology Section provides technical services involving the development, conservation, protection, monitoring, and management of municipal groundwater sources on Oahu.

To provide these services, the Section collects, evaluates, and interprets data on rainfall, water levels, water quality, and pumpage. In addition to BWS sources, data are also collected from private, government, and military sources.

Island-wide collection of water level data and water samples are conducted on a regular schedule from 17 raingages, 29 observation wells and piezometers, 30 artesian wells, and two streamgages. Reports for internal agency use and regulatory requirements are prepared weekly, monthly, and annually.

In addition to accumulating and assessing hydrologic data, the Section also reviews and comments on a variety of water and environment-related correspondence, locates water sources, provides well specifications and inspection of new sources, and furnishes resource information for intradepartmental sections, private individuals, organizations, agencies, and

companies.

The Section inspected the construction of five wells: Manana Deep Monitor Well, Waahila Deep Monitor Well, Palolo Well Addition, Kalihi Shaft Deep Monitor Well, and Waiola Deep Monitor Well. With the exception of the Palolo Well, these wells will be utilized for evaluating changes occurring within the freshwater lens.

Following the completion of the Kalihi Shaft Deep Monitor Well, the National Science Foundation mobilized their drilling rig over the existing well and drilled an additional 1,000 feet. Core samples from that project are being studied to understand the earlier lava series of the Koolau shield volcano. The Section also inspected construction of the Malaekahana Well No. 2, which was funded by the Department of Land and Natural Resources (DLNR) and will eventually be turned over to BWS. Work was completed on the contract documents and siting of three additional deep monitor wells: Waimano Gulch, Kaamilo, and Helemano.

Section personnel assisted the DLNR in monitoring the sealing of 4 Dole Cannery wells in December. The State well numbers were 1952-11, 1952-13, 1952-20, and 1952-21, respectively.

In late November, new portable digital logging equipment manufactured by the Mount Sopris Instrument Company of Colorado was acquired to replace aging analog equipment. Subsequently, geophysical logging of 28 wells included two neutron, two resistivity, and 24 specific conductance/temperature logs. A new 4.5 KW generator was also purchased to replace a worn truck mounted unit used to power the larger truck winch utilized for neutron logging.

The radioactive neutron source used by the Section in geophysical logging was sent to Gammatron, Inc. in Texas for re-encapsulation. In that process, the radioactive components were doubled encapsulated in a source housing meeting all current NRC regulations. The retrofit was required by the Nuclear Regulatory Agency due to age and physical testing documentation requirements.

In February, an in-house pumping test was conducted at the Kaaawa Shaft to determine changes in water quality in preparation for possible reactivation of this source, which has not been in use since 1967.

Water Quality Section

The Water Quality Section consists of the Chemical and Microbiological Laboratories. It monitors the integrity and quality of the Department's water sources and systems in conformance with all applicable Federal and State drinking water laws, rules, and regulations. The Section also monitors regula-

tory changes and provides consultative services to the Department on environmental health issues related to water quality and the design of water treatment facilities.

The Chemical Laboratory analyzed 4,129 samples, requiring more than 10,325 tests during the fiscal year. This includes analyses of 294 water quality complaints and 136 seepage investigation samples.

The Microbiological Laboratory continues to maintain its State Department of Health and EPA certification. The laboratory routinely monitors well stations, reservoirs, and points in the distribution system to ensure that the Department's drinking water meets Federal and State regulations. During the fiscal year, BWS microbiologists examined 8,636 water samples for coliform bacteria. Of this total, 5,406 samples were for regulatory compliance; 1,496 for new main disinfection; 144 samples in response to water quality complaints; and 1,590 special investigation and project samples.

ENGINEERING BRANCH

The **Engineering Branch** ensures that all improvements to Oahu's municipal water system are designed and constructed in compliance with the Department's standards. Branch personnel reviewed the plans and specifications of all water system improvements projects submitted to the Department by consultants, private developers, utility companies, and other government agencies. Construction of these projects was supervised to ensure the improvements conform to water system standards.

One of the major functions of the Engineering Branch is the implementation of the Department's Capital Improvement Program (CIP) and Research and Facility Improvement Program (RFIP). Through the Engineering Branch, the department awarded a total of \$111 million in construction contracts and almost \$7 million in consultant contracts as of June 30, 2000. The following highlights the Department's major projects of the past fiscal year:

- Contracts were awarded to drill monitor wells in Aiea, Hauula and Pearl City. These deep monitor wells are intended to monitor the condition of the fresh water lens. The data from these wells will help BWS in the maintenance of Oahu's groundwater resources.
- Reservoirs are situated at strategic locations to insure a reliable supply of water and maintain adequate pressures within the water distribution system. Construction continued on the Makaha 242' Reservoir No. 2, a new 2.0 million gallon reservoir in the Makaha area. New construction contracts were awarded for

the Kailua 272' Reservoir and Kunia 228' Reservoir No. 2. These new reservoirs will increase the storage capacity of the Leeward and Windward water systems.

- New water mains were added to the municipal water system islandwide to improve system reliability, ensure sufficient pressure during periods of peak demand, and provide adequate fire protection. Water main construction projects were completed in Aiea, Aina Koa, Enchanted Lakes, Ewa Beach, Foster Village, Hahaione Valley, Hauula, Iwilei, Kakaako, Kaneohe, Lanikai, Liliha, Makaha, Makiki, Moiliili, Nuuanu, Pearl City, Pearlridge, St. Louis Heights, Wahiawa, Waialae Nui, Waiau, Waikiki, Wailupe, Waimanalo, Waipahu, and Wilhelmina Rise.
- Construction contracts were awarded for water main installation in Ahuimanu, Aina Haina, Barbers Point, Ewa Beach, Halawa, Haleiwa, Hawaii Kai, Kahaluu, Kailua, Kalihi, Kamehameha Heights, Kaneohe, Kapahulu, Kuliouou, Maili, Makaha, Manoa, Maunawili, McCully, Moanalua Valley, Moiliili, Nanakuli, Niu Valley, Nuuanu Valley, Palolo, Pearlridge, Punaluu, Punchbowl, St. Louis Heights, Waialae Iki, Waialea, Waialua, Waianae, Waiau, Waikiki, Wailupe, Waimanalo, Waipahu, and Wilhelmina Rise. Design contracts were awarded for projects in Haleiwa, Hawaii Kai, Iwilei, Kaaawa, Kahaluu, Kalihi, Kakaako, Manoa, Nanakuli, Newtown, Palolo, Pearl City, Punaluu, Punchbowl, St. Louis Heights, University, Wahiawa, Waialea, Waiau, Waimanalo, Waipahu, and Woodlawn.
- Construction contracts were awarded to renovate the mechanical and/or electrical systems for Honouliuli 288' Reservoir, Kaamilo Wells, Kahuku Wells, Kalihi Uka Booster, Lualualei Line Booster, Makaha Well I, Makaha Well II, Mililani Wells I, Nanakuli Booster, Punanani Wells, and Waipahu Wells I GAC.
- Renovation projects were completed for Honouliuli 228' Reservoir, Kaimuki Pump Station, Kalihi Corporation Yard, Kunia Booster, Kunia Wells I, Kunia Wells II, Kuou Wells I, Makaha Wells V, Nuuanu Lower Aerator, Pearl City Shaft, Pohakupu Line Booster, Pupukea Booster No. 2, Pupukea Line Booster, Sunset Beach Well, Waipahu Wells I, and Wilder Wells. These projects ensured the dependable service and operational efficiency of the Department's facilities.

The Engineering Branch continued its program to identify and improve the appearance of water facilities showing signs of deterioration. Annual inspections of all facilities were conducted and construction contracts to repaint BWS facilities were awarded. Construction contracts were also awarded to repair, re-roof and/or improve landscaping and irrigation systems at Aina Koa 180' Reservoir, Alewa Heights 597' Reservoir, Alewa Heights 850' Reservoir, Beretania Engineering Building, Hawaii Loa 475' Reservoir, Kahuku 228' Reservoir, Makakilo Booster No. 1, Pearl City 385' Reservoir, Waianae Chlorinator Station No. 1, Wailupe Line Booster, and Waimalu Wells II.

PLANT OPERATIONS DIVISION

The Plant Operations Division's mission is to monitor and efficiently operate the Department's diverse water systems and to provide the continuous water service mandated by the expectations of BWS customers. The Division's two sections, Pumps and Telecommunications are tasked with the operation and proper maintenance of the many pumping stations, treatment plants, telemetering and communications systems.

The Division has been very active in the Board's QUEST program, with participation in all teams. In keeping with some of the goals of QUEST, the Division has continued to manage its staffing level, reducing its staff through attrition. The continued implementation of newer equipment and technology allows this staff reduction without any loss of function.

The Pumps Section continues to emphasize its various preventive maintenance and equipment replacement programs. Highlights of these programs include the servicing and inspection of 25 motor control center, rewinding of five (5) motors, reconditioning 30 motors of various types and horsepower and the overhaul of six (6) horizontal centrifugal pumps.

The Telecommunications Section continued their efforts to maintain the telemetry system in support of our SCADA system operations.

While no new facilities were put into service this fiscal year, the new micro-filtration units at Nuuanu are in the initial start-up stages. Personnel has been trained both formally and "on-the-job" at Maui's plants and Nuuanu.

In preparation for the Department of Health's requirement for Water Distribution Operator Certification, personnel have begun attending training classes and taking the certification exam.



CITY BOARDS, COMMISSION & 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.

Honolulu Committee on Aging

Membership size is not fixed by law and terms are co-terminus with the Mayor. (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

Five 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 endangered "exceptional" trees and recommends to the Council appropriate protective ordinances, regulations and procedures. The County Arborist Committee is mandated by Act 105, 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.

Mayor's Beautification Advisory Committee *Eighteen members, number of members not limited.*

The work of the Mayor's Beautification Advisory Committee includes identifying areas within City public rights-of-way that may be enhanced by beautification landscaping, and helping to identify resources for the maintenance of beautification projects once they are completed.

Child Care Advisory Board

Nine members (Four members are appointed by the Mayor, four by the City Council, and the ninth member is appointed by the Mayor and confirmed by the Council).

The Child Care Advisory Board advises on the means to encourage the private sector to become partners with the City in expanding child care services, and to increase the public's awareness of child care issues, it also serves as a forum for the community to address child care needs and consider appropriate actions for public and private implementation.

Building Board of Appeals

Nine members, five-year staggered terms.

The Building Board of Appeals hears and determines appeals regarding decisions of the Building Superintendent 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.

Design Advisory Committee

Eight members whose terms are co-terminus with the Mayor.

The Design Advisory Committee advises the Department of Planning and Permitting on design issues related to project proposals; reviews applications, and assesses appropriateness and conformity to design standards and guidelines for development within the Special Districts.

Mayor's Emergency Medical Services Advisory Council

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

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

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

City ordinances by any officer or employee of the City and County of Honolulu. It recommends disciplinary action through advisory opinions to the appointing authority.

Commission on Housing and Community Development

This Commission was officially abolished along with the Department of Housing and Community Development as of June 30, 1998.

Liquor Commission

Five members, with five-year staggered terms.

The Liquor Commission issues liquor licenses and oversees the activities of licensees.

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.

County Pension Board

Five members, five-year staggered terms.

The County Pension Board administers the pension system for employees and their beneficiaries who are ineligible for benefits under the State Employee's Retirement System and who are not recipients or beneficiaries of pensions from the State or other counties.

Planning Commission

Nine members, five-year staggered terms.

The Planning Commission advises the Mayor, City Council and the Chief Planning Officer 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 also 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.

Policemen, Firemen and Bandsmen Pension Board

Three members, five-year terms.

The Policemen, Firemen and Bandsmen Pension Board administers the County pension system for Policemen, Firemen and Bandsmen and their beneficiaries who are ineligible for benefits under the State Employees' Retirement System and who are not recipients or beneficiaries of pensions from the State or other counties.

Board of Review I (Real Property Tax Assessment). Board of Review II

Five members per board, five-year staggered terms.

Although attached to the Real Property Assessment Division of the Finance Department 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

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

Membership size is not fixed by law, 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 recogni-

tion of women's contributions, assessment of changes in women's status and promotion of equality for both sexes.

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.

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.

Fire Commission

Five members, five-year staggered terms.

The Fire Commission 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, make recommenda-

tions 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.

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

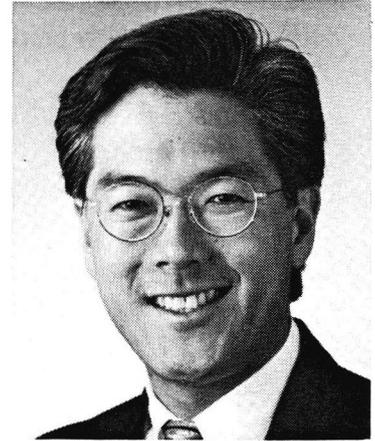
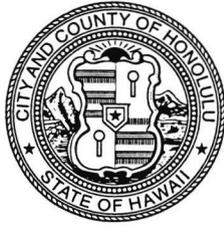
The Board of Public Golf Courses is vested with the responsibility of advising the Mayor, the Council, and the Director of Enterprise Services on matters related to the services provided by public golf courses under the City's jurisdiction.

Historic Preservation Advisory Committee

7 members appointed by the Mayor, whose term to be co-terminus with Mayor's term.

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

**LEGISLATIVE
BRANCH**



MESSAGE FROM THE CHAIR

Fiscal year 1999-2000 was filled with many challenges and opportunities for our city. Continuing to work in a climate of collaboration and open dialog has been the hallmark of this Council. An environment of mutual respect and better communication among Councilmembers and with the public have resulted in significant legislation being passed. Working cooperatively with the City's Administration, great strides continue to be made in making Honolulu a truly great city.

During this fiscal year, the Council has taken major steps to improve public health and safety; encouraging economic development while balancing the need to protect our fragile environment; upgrade our public transportation system; and increase public participation in government. Declines in real property valuations have presented the City with significant fiscal challenges. The Council continues to work with the Administration in making City government more efficient and cost effective.

The purpose of this report is to keep the public informed about their government and encourage more participation in the governmental process. Council meetings continue to be broadcast on Oleo and information about meetings and issues can be obtained from the Office of the City Clerk or on the Council's web site <http://www/co.honolulu.hi.us/Council/>.

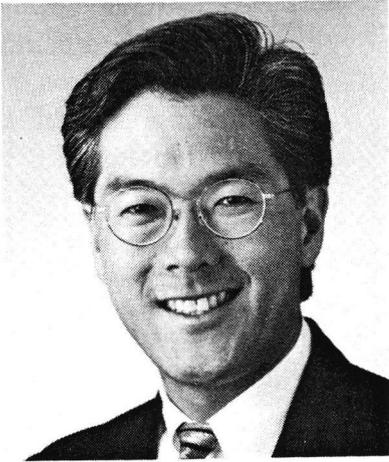
Sincerely,

A handwritten signature in black ink, appearing to read "Jon Yoshimura". The signature is stylized and overlaps the printed name below it.

JON YOSHIMURA
Council Chair

LEGISLATIVE BRANCH

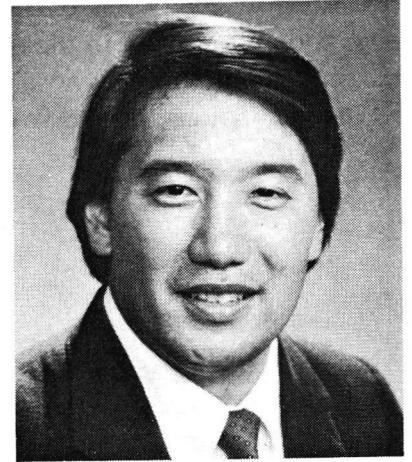
City Council



Jon Yoshimura
Chair



Rene Mansho
Vice-Chair



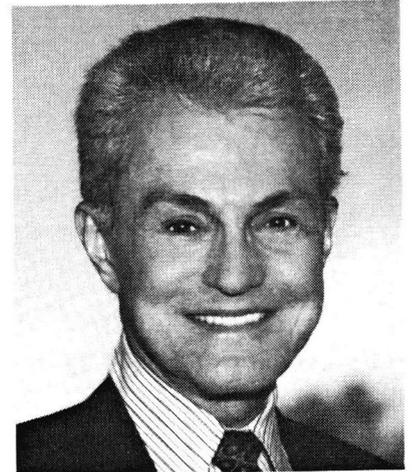
Andy Mirikitani
Majority Leader



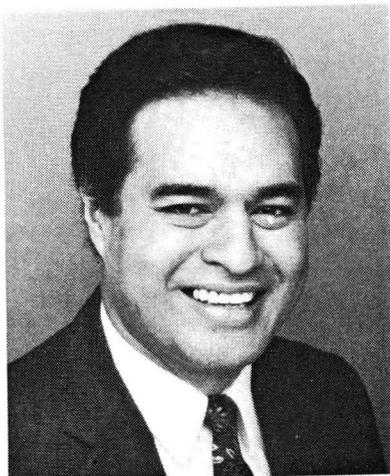
Duke Bainum



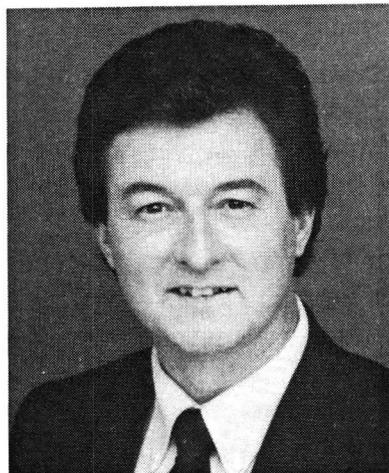
John DeSoto



John Henry Felix



Mufi Hannemann



Steve Holmes



Donna Mercado Kim



CITY COUNCIL

CITY COUNCIL¹

Jon Yoshimura, Chair

Rene Mansho, Vice Chair

Andy Mirikitani, Majority Leader

Duke Bainum, Member

John DeSoto, Member

John Henry Felix, Member

Mufi Hannemann, Member

Steve Holmes, Member

Donna Mercado Kim, Member

POWERS, DUTIES AND FUNCTIONS

The Revised Charter of the City and County of Honolulu expressly establishes the "Legislative Branch" as a coordinate to 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 which the City may pursue or improvements to update and refine 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;
- Adopts measures that will yield sufficient monies to balance the budget including the setting of the annual real property tax rate;
- Adopts a general plan for the City and land use laws affecting the City's development plans and zoning regulations and processes;
- Conducts an annual financial audit of the City and may conduct performance audits of any or all City agencies to determine whether laws, policies, and programs are being carried out in the most effective, efficient and economical manner;
- Determines the necessity of taking property for public purposes and authorizes condemnation proceedings;
- Confirms City department heads and board and commission members nominated and appointed by the mayor;
- Fixes fees and charges for all City services and

the use of City property;

- Settles claims filed against the City, its officers and employees;
- Establishes fines and penalties for violations of City ordinances and laws; and
- Accepts gifts and donations to and on behalf of the City of money, securities or other personal property, or real estate or interests in real estate.

ORGANIZATION

In FY 1999-2000, the Council maintained an organization of eight standing committees which effectively provided broad legislative oversight over City government operations. To accomplish this, the standing committees held regular committee meetings, informational briefings and task force and advisory committee meetings. During these open forums, the standing committee chairs and members invited ideas from neighborhood boards, individual citizens, small businesses, interested organizations and industries on new City programs and solicited suggestions on ways to improve existing municipal programs and services. As primary instruments for gathering information on City issues from all sectors of the general public, analyzing the information received and formulating recommendations to the Council as a whole, the standing committees played a pivotal role in the Council's decision-making process.

The Council's standing committees and their respective officers and members for FY 1999-2000 consisted of the following:²

• **Committee on Budget and Economic Development**

Chair: Rene Mansho

Vice-Chair: Duke Bainum

Members: John DeSoto, Steve Holmes, and Andy Mirikitani

¹These were the officers in place at the end of the 1999-2000 fiscal year.

²These were the committees, officers and memberships in place at the end of FY 1999-2000. There were other committee organizations and memberships during the course of the year.

- **Committee on Community and Customer Services**
Chair: Donna Mercado Kim
Vice-Chair: Mufi Hannemann
Members: Steve Holmes, Rene Mansho,
- **Committee on Cultural Affairs**
Chair: Mufi Hannemann
Vice-Chair: John Henry Felix
Members: Duke Bainum, Steve Holmes, and Andy Mirikitani
- **Committee on Planning and Public Safety**
Chair: Andy Mirikitani
Vice-Chair: John DeSoto
Members: Steve Holmes, Donna Mercado Kim, and Rene Mansho
- **Committee on Policy**
Chair: John Henry Felix
Vice-Chair: Jon Yoshimura
Members: Duke Bainum, John DeSoto, Mufi Hannemann, Steve Holmes, Donna Mercado Kim, Rene Mansho, and Andy Mirikitani
- **Committee on Public Works, Environment, and Parks**
Chair: Steve Holmes
Vice-Chair: Duke Bainum
Members: John DeSoto, John Henry Felix, and Donna Mercado Kim
- **Committee on Transportation**
Chair: Duke Bainum
Vice-Chair: Rene Mansho
Members: John DeSoto, John Henry Felix, and Steve Holmes
- **Committee on Zoning**
Chair: John DeSoto
Vice-Chair: John Henry Felix
Members: Duke Bainum, Rene Mansho, and Andy Mirikitani

ACCOMPLISHMENTS

In FY 1999-2000, the Honolulu City Council responded to a broad array of municipal concerns. The Council's ability to communicate and work together with the City administration on certain City issues led to a productive fiscal year during which the Council legislated in the following areas: 1) public health and safety, 2) economies and efficiencies in local government operations; 3) Oahu's economic development; 4) the City's park and leisure activity programs; 4) the City's public transportation system; 5) the Island's environment and conservation practices; 6) the future of Oahu's physical development; 7) the well-being and special needs of residents; and 8) citizen participation in City government.

Maintaining Public Health and Safety as a Legislative Priority

The Council's commitment to preserving the peace in our neighborhoods and ensuring the safety of residents was especially evident in **Ordinance 00-19**, the Executive Operating Budget and Program. The Council approved an 8% budgetary increase for the Honolulu Police Department (HPD) which, in part, provided for staff for the new Kapolei police station, an expanded police presence in growing West Oahu communities and for additional police overtime. Additionally, the Council provided increases of 3.5% and 4% to the operating budgets of the Honolulu Fire and the Emergency Medical Services Departments respectively.

In **Ordinance 00-20**, the Executive Capital Budget and Program, the Council funded law enforcement efforts with \$331,000 in matching funds to develop and install the National Crime Information Center 2000 computerized information system, \$500,000 for a new SWAT command vehicle, \$120,000 for radar detectors with LED displays visible to motorists as a traffic calming measure and \$85,000 for renovations to the Kahuku Police Substation. Further, the Council boosted the City's fire-fighting capabilities by appropriating \$740,000 for additional fire-fighting apparatus and equipment, \$200,000 for planning and design services for a fire department headquarters and museum and \$75,000 for the initial planning for a training burn structure.

Supporting innovative measures to use police not only to reduce crime but to improve the quality of life on Oahu, the Council adopted: **Resolutions 99-314** and **00-79**, which continued the highly successful Weed and Seed program, a multi-agency approach to building and restoring troubled communities through coordinated law enforcement; **Resolution 99-211**, which enhanced the community policing program; and **Resolution 00-102**, which is directed at crimes against tourists and the preservation of Waikiki as a safe and secure visitor destination. The Council also dealt with the difficult law enforcement issues arising from domestic situations when it passed **Resolution 00-49** to deal with the service of high risk Temporary Restraining Orders, where a party has a history of, or is likely to engage in, violence and **Resolutions 99-210** and **310** to focus primarily on the problems of violence against women. These Council actions were augmented with appropriations in **Ordinance 00-19** for nonprofit organizations such as Students and Advocates for Victims of Domestic Violence, Domestic Violence Clearinghouse and Na Keiki Law Center.

New youth-oriented law enforcement measures implemented by the Council to foster healthy and civic-minded attitudes among Hawaii's at-risk youth,

and perhaps even at showing some the way to successful law enforcement careers, consisted of: **Resolution 99-361**, which provided for a juvenile justice center to help keep juvenile offenders out of trouble in the future and **Resolution 00-87**, which established the promising Keiki O Paniolo pilot project and Explorer program using HPD's new mounted police patrol and a police mentoring program. Meanwhile, the Council continued to support successful, ongoing youth programs by **Resolutions 99-313** and **00-41**, which provided for the Gang Resistance Education and Training (G.R.E.A.T.) program and **Resolution 99-362** for the Drug Abuse Resistance and Education (D.A.R.E.) program. Funding was also provided by the Council to the Adult Friends for Youth, a nonprofit organization, to promote healthy youth development via **Ordinance 00-19**.

Other promising Council initiatives included: **Resolution 00-34**, which approved the use of Cancer Research funds to enable HPD to crack down on businesses that sell alcohol to minors; **Resolution 00-76**, which approved the use of federal funds to provide HPD with the training necessary to recognize and safely deal with clandestine drug laboratories; and **Resolution 00-06**, which urged the State legislature to strengthen the State fireworks control law. The Council also enacted **Ordinance 99-64**, which established a ban on smoking in the Waikiki Shell, except in designated areas.

Legislative focus on the public health of residents and children in particular, was evident this fiscal year, when the Council passed the following land use measures to upgrade medical facilities on Oahu: **Resolution 99-22, CD1, FD1**, which approved a PRU application submitted by Queen's Medical Center for the relocation and renovation of certain buildings; **Resolution 00-40, CD1**, which approved a Plan Review Use (PRU) application to construct various improvements to the St. Francis Medical Center-West; **Resolution 00-46, CD1**, which approved a PRU to allow for the expansion of Kuakini Health System in Honolulu; and **Resolution 00-98, CD1**, which granted an Special Management Area Use Permit (SMP) to the Queen Liliuokalani Trust to build a children's center to serve the Hawaiian communities from Sunset Beach to Kaena Point by assisting needy children and families with housing, clothing, child care and counseling.

Furthering Economies and Efficiencies in City Government Operations

Aware of the potential of information technology to achieve cost-efficiency in City government operations as well as to increase public access to City government programs and services, the Council passed **Ordinance 99-55**, which required the City

Department of Information Technology to make City forms available over the Internet and established an electronic billing and payment program for municipal services. The Council supported this ordinance by appropriating \$2,454,000 in **Ordinance 00-20** to plan, design and acquire network infrastructure and software systems to move the City toward a "paperless" environment. This will enable the public to do business with the City more rapidly and conveniently.

The Council conscientiously pursued improvements to City government operations through the following: **Ordinance 00-11**, which reorganized, clarified and streamlined procedures relating to Special Management Area Use Permits (SMP) by providing for concurrent processing of required environmental disclosure documents and the SMP application; **Ordinance 00-27**, which modified charges for refuse and other solid waste receipt and disposal by delaying the effective dates for increases in charges for two years; **Ordinance 00-06**, which dramatically reduced the number of steps and amount of time involved in creating, financing and completing the improvement district process; and **Ordinance 00-19**, which provided funds to improve driver licensing services to the public. Further, the Council passed **Resolution 99-120** to provide for the condemnation of land for Halawa Corporation Yard to allow for the expansion of the facility to centralize various City operations such as the Road Division, the Honolulu Police Department's Vehicle Maintenance Operations and the Halawa Bus Facility to include the Heavy Vehicle and Automotive Maintenance Facility.

Other Council-supported actions pertinent to improving government operations included: **Resolution 99-311, CD1**, which encouraged the City administration to pay City employees by electronic transfer; **Resolution 00-05**, which approved an intergovernmental agreement with the State Department of Defense to assist the City in the Y2K awareness program; and **Resolution 99-360**, which authorized the City to participate in the National Partnership for Reinventing Government, to redesign and test an outcome-oriented approach to intergovernmental service delivery.

Working Toward a Healthy, Sustainable Island Economy

The Council acted favorably on the following zoning measures aimed at promoting Oahu's economic development and growth: **Ordinance 99-47**, which rezoned Ewa land to permit a 138,000 square foot shopping center development to benefit residents of Ewa Beach, Iroquois Point, Ewa Marina, West Loch Estates and Fairways, Ewa by Gentry and Ewa Villages and Fairways; **Ordinance 99-58**, which rezoned

land in Palolo to permit an office building development; **Ordinance 99-70**, which rezoned land at Barbers Point Harbor to permit continued development of the harbor by expanding the basin and constructing additional piers, storage yards, auxiliary cargo loading/unloading facilities and waterfront industrial uses; **Ordinance 00-17**, which rezoned land in Kalihi Kai to establish a 12,000 square foot retail automobile sales and service facility; **Resolution 99-356, FD1**, which granted an SMP and a shoreline setback variance to construct a submarine fiber optic cable landing facility near Kahe Point in Nanakuli to support a transpacific telecommunication cable system that will connect Australia and New Zealand with Hawaii and the Mainland; and **Resolution 00-21, CD1**, which granted an SMP to permit construction of a new cement import and transshipment terminal at Barbers Point Harbor.

To strengthen the City's Land Use Ordinance, the Council passed the following amendments: **Ordinance 99-63**, which redesignated the "sign master plan" to serve as a "voluntary, optional alternative to strict sign regulations" to encourage some flexibility in achieving good design, consistency and administrative efficiency when using signs at eligible sites, and which also changed the sign-related regulations by permitting certain second-floor establishments in the Waikiki Special District to have one wall identification sign, thereby allowing the same type of signage there as currently allowed in the business, business mixed use, industrial and industrial-commercial mixed use zoning districts outside of Waikiki; and **Ordinance 00-09**, which established real estate offices and travel agencies as permitted uses in the resort zoning district because of the services these businesses provide to visitors. Relatedly, the Council took steps to preserve a "Hawaiian sense of place" in Waikiki, the destination often referred to as the "economic engine" that drives Hawaii's visitor industry, by enacting **Ordinance 00-02** and **Ordinance 00-08**. Both measures established regulations to provide pedestrians with a pleasant ambiance in Waikiki and, just as important, protect pedestrian safety based on the reported proliferation of handbilling in the Waikiki Special District and street performances on Waikiki public sidewalks.

In support of certain industries, the Council passed **Resolution 00-48**, which established a Council policy for the preservation of areas zoned I-3 waterfront industrial districts to ensure that lands remain for critical maritime activity, and **Resolutions 99-188** and **00-109**, which supported the growth of film production by authorizing the City to apply for matching film promotion funds appropriated by the Hawaii State Legislature.

Improving the City's Park System and Expanding Recreational Opportunities

Realizing the value of parks in the daily lives of Oahu's families and the necessity of ensuring safe play equipment and park facilities, the Council appropriated over \$65,000,000 in **Ordinance 00-20** to maintain and upgrade existing City parks and recreational facilities as well as to fund the acquisition of new properties to develop for park use. Some of the projects included were: \$3,300,000 to reconstruct and refurbish play courts and playground equipment at existing parks; \$2,500,000 for ancillary facilities at the new Salt Lake District Park swimming pool; \$1,795,000 to complete the Central Oahu Regional Park between Waikele and Mililani; \$2,500,000 to renovate existing buildings at Maikiki District Park; \$1,300,000 to provide improvements to Haiku Stairs to allow for safe public access; and \$5,000,000 to acquire the Ka Iwi coastline to develop into a nature park. Also, the Council approved the exchange of 37.268 acres of City land on Manager's Drive for 269.454 acres belonging to Castle & Cooke Homes Hawaii to develop the City's Central Oahu Regional Park via **Resolution 99-249, CD1**, and budgeted funds to fill 13 park maintenance positions in the upcoming operating budget.

The Council supplemented City recreational opportunities for youth through **Resolution 99-248**, which authorized the Boys and Girls Club to lease land from the City for 30 years at \$1 per year so that the organization can build a gymnasium and recreational facility. As a private, nonprofit organization, the Boys and Girls Club provides needed social services and recreational activities for youth at no cost to the City.

Seeking ways to improve municipal golf course operations, the Council adopted **Resolution 99-275**, which urged the Mayor to establish a board of public golf courses to serve as a forum for addressing concerns relating to the City golf courses. One of the board's main responsibility is to advise the Mayor, the Council and the Director of Enterprise Services on matters regarding golf course operations.

The Council moved Hanauma Bay Nature Preserve towards complete self-sufficiency in **Ordinance 00-25** by requiring that all fees from the Hanauma Bay Nature Preserve concessions currently being deposited into the Special Events Fund be deposited solely into the Hanauma Bay Nature Preserve Fund.

Moving Toward an Integrated Transportation System and Implementing Traffic Safety Improvements

The Council reaffirmed the City's commitment to supporting a public transportation system that offers residents a viable option to the private automobile

by adopting **Resolution 99-338, CD1**, which endorsed the City administration's transit concept involving, among other things, extended bus zipper lanes in the peak directions and a high capacity, frequent service in-town transit. The Resolution also expressed support for the funding the transit improvement with federal funds, local highway funds and City general obligation bonds. Accordingly, in **Ordinance 00-20**, the Council appropriated \$4,000,000 to continue design work and provide for an environmental impact statement on the selected locally preferred alternative of the Primary Transportation Corridor Study as well as continued funding for "TheBus," the City's public bus system with \$8,950,000 for 16 new articulated buses and related support vehicles and \$2,430,000 for transit center development and construction at various locations including Aloha Stadium and Kapolei. Further, in **Ordinance 00-19**, the Council added funds for TheBus to begin CountryExpress! and expand CityExpress!, enhanced bus services designed to meet the public transportation needs of residents in areas such as the Waianae Coast, the Ewa Plain, Waipahu and Kalihi, and budgeted for a pilot project offering a shuttle service to residents of Launani Valley, who were underserved.

The Council promoted traffic improvements that provide better traffic flow and increase safety in **Ordinance 00-20** via the following: \$3,340,000 for traffic calming and traffic signalization projects, \$12,250,000 for roadway rehabilitation, \$15,000,000 for islandwide roadway resurfacing, \$1,730,000 for the Village Park Connector Road in Waipahu and \$1,000,000 for a study on alternative Waianae Coast emergency route. Other Council-initiated traffic safety measures included: **Resolution 00-28, CD1**, which requested the Department of Transportation Services to review current ordinances, rules and policies governing the issuance of parade and activity permits, which affect traffic flow especially along Kalakaua Avenue in Waikiki, a much used and desirable parade route and **Resolution 99-196**, which urged the State legislature to enhance the penalties for speeding and other serious traffic offense when committed in a school zone. Also, the Council adopted **Resolution 00-68, CD1**, which approved an SMP and Shoreline Setback Variance to install 126 250-watt high pressure sodium lights along 7.06 miles of Farrington Highway in Waianae and Nanakuli to provide improve illumination and improve the safety of pedestrians and drivers.

Nurturing Environmental Sensitivity and Conservation Practices

As conservation advocates of the Island's finite potable water resources, the Council passed: **Resolution 99-203**, which urged the development of a

water recycling facility at the Kahuku Wastewater Treatment Plan in the hopes of using such recycled water for irrigation uses and postponing the need for costly development of new potable water sources, and **Ordinance 00-05**, which allowed the transfer of the rebate program for the installation of ultra-low flush toilets for residential properties from the City's Department of Budget and Fiscal Services to the Board of Water Supply, subject to the Board's concurrence.

The Council authorized numerous loan agreements with the State Department of Health to take advantage of monies available from the State Water Pollution Control Revolving Fund to finance the following projects: **Resolution 99-192, CD1**, for the Ahuimanu Stormwater Dewatering Facility; **Resolution 00-82**, for the Gulick Avenue Relief Sewer; **Resolution 00-83**, for the Kailua Wastewater Treatment Plant Disinfection Facility; and **Resolution 00-84**, for the Kailua Heights Wastewater Pump State Modification Project. Over and above the merits of these projects with respect to modern and safe handling of sewage, the Council's authorization allowed for a dollar-to-dollar corresponding reduction of City General Obligation Bond indebtedness. Further, under **Resolution 99-354**, the Council authorized the Mayor to obtain loans from the State at reasonable interest rates to purchase equipment for the stormwater maintenance program on Oahu. Under **Ordinance 00-20**, the Council appropriated: \$7,000,000 to continue the repair, upgrading and expansion of the City's wastewater system; \$11,700,000 to replace and rehabilitate the aging Ala Moana and Kapiolani trunk sewer lines; \$5,100,000 to plan, design and construct a solid waste handling system at the Honouliuli Wastewater Treatment Plant; \$6,743,000 to replace the force main at the Hart Street Wastewater Pump Station; \$26,250,000 to rehabilitate the sewers for Kainehe Street, Hamakua Drive and Keolu Drive; and \$4,000,000 to design a wastewater treatment plan and effluent pump station on Sand Island.

The Council demonstrated its sensitivity to protecting, enhancing and ensuring access to Oahu's fragile coastline and near-coastal natural resources by the following actions: **Resolution 99-152**, which authorized an intergovernmental agreement with the University of Hawaii to continue to develop the ongoing public education program at Hanauma Bay Nature Preserve; **Resolution 99-256, CD1**, which granted an SMP to demolish structures at the former Hawaii Job Corps Center and construct improvements such as an education center and information kiosk at the Hanauma Bay Nature Preserve; **Resolution 99-208**, which supported the recommendations of the Hawaii Coastal Erosion Management Plan; **Resolu-**

tion 99-263, which authorized condemnation proceeding for Waiahole-Waikane scenic shoreline preservation acquisition; and **Resolution 00-08**, which authorized the execution of a license agreement with the Navy for the 54.2 acre Bellows Beach Park in Waimanalo.

To protect watershed resources, prevent nonpoint source runoff pollution and abate flooding, the Council approved the following resolutions: **Resolution 99-282**, which authorized an intergovernmental agreement with the U.S. Geological Survey for the collection of basic hydrologic data on Oahu; **Resolution 00-35**, which urged the City administration to work with Federal and State agencies to develop and finance flood control measures for the Wailupe Stream Drainage Basin; and **Resolutions 00-72 and 00-81**, which authorized agreements with the Department of Health to implement the Salt Lake Watershed Improvement Program and Waianae Coast Community-based Watershed Management Program, Phase 2 respectively. Another Council-related measure was **Resolution 00-73, CD1**, which granted an SMP to the State Department of Land and Natural Resources to restore Pouhala Marsh on the Waipio Peninsula, a project to be undertaken with the U.S. Fish and Wildlife Service and Ducks Unlimited, a nonprofit wetland conservation organization, to create a managed wetland and provide a habitat for endangered Hawaiian wildlife.

Finally, the Council was actively involved in energy conservation initiatives such as: **Resolution 99-209**, which authorized the City to apply to participate in the U.S., Department of Energy's Rebuild America Program, a program which provides technical and financial assistance to community and regional partnerships for planning and implementing energy efficient retrofits in government, commercial and multifamily buildings; **Resolution 99-225, CD1**, which established a City policy to purchase energy-consuming City office equipment that is "Energy Star" compliant; and **Ordinance 00-01**, which amended the existing ordinance requiring the City to purchase recycled paper to conform with the Federal Environmental Protection Agency's Federal Paper Products Recovered Material Advisory Notice.

Guiding the Quality of Oahu's Physical Development

The Council continued to update the City's development plans to recognize and anticipate the major problems and opportunities concerning the social, economic and environmental needs and future development of the City and to set forth desired direction and patterns of future physical growth and development. During the fiscal year, the Council adopted the Ko'olau Loa *Sustainable Communities*

Plan, Ordinance 99-72, the *Waianae Sustainable Communities Plan, Ordinance 00-14*, and the *North Shore Sustainable Communities Plan, Ordinance 00-15*. These plans, entitled "*Sustainable Communities Plans*," reflected the desire of the residents of the districts to limit substantial population growth in the coming years. Enactment of each of these plans followed unprecedented levels of public input into the planning process and countless hours of community meeting and discussions to produce plans which truly reflect each community's unique vision for its future.

Balancing the Well-Being and Special Needs of Residents

The Council pursued a variety of measures directed at addressing the housing and employment needs of residents during this fiscal year. Working with the City administration to handle the difficult Ewa Villages issue, the Council adopted **Resolution 99-269, CD1**, which approved an agreement for the sale of up to 41 Ewa Villages units to the Pacific Housing Assistance Corporation (PHAC) for the rent-to-own program. In addition, **Resolution 99-270, CD1**, approved an agreement for the sale of up to 88 unrehabilitated units and six model units to the Ewa Villages Non-Profit Development Corporation (EVNDC). Under the agreement, EVNDC is required to rehabilitate the units and sell them to eligible purchasers. Under both transactions, the City was required to loan CDBG/HOME funds to PHAC and EVNDC. Then, PHAC and EVNDC were required to use the loans to pay the City for the purchased units.

Other beneficial Council action taken to address the housing needs for residents with special needs included: **Resolutions 99-296, CD1, FD1 and 99-297, CD1**, which authorized the use of mortgage revenue bonds to make mortgage loans to organizations to finance the acquisition and rehabilitation of multifamily rental housing developments in Pearl City and Waimanalo; **Resolution 99-352, CD1, FD1**, which authorized multifamily housing revenue bonds to make mortgage loans to organizations for the acquisition and rehabilitation of a multifamily rental housing in development in the Downtown Honolulu area; and **Resolution 99-353, CD1, FD1**, which authorized the execution of a lease for residential units at the Kekaulike Courtyards project to a nonprofit organization who will lease the residential units to low and moderate income families. Also, to qualify for funds from various Federal agencies to meet the special needs of low income, homeless, persons afflicted with AIDS, unemployed, disadvantaged and the elderly communities, the Council adopted: **Resolution 00-94**, which authorized the submittal of the City and County's annual application for community development block grant, home investment partner-

ship, emergency shelter grant and housing opportunities for persons with AIDS program funds with the U.S. Department of Housing and Urban Development, and **Resolution 99-213**, which approved the City's four-year plan for elderly programs in order receive federal and State funding under the Federal Older Americans Act.

The Council acted favorably to provide for more needed housing development by the following: **Ordinance 99-56**, which rezoned land near Palama Settlement in Honolulu for the development of a two-story, six-unit apartment building; **Ordinance 99-57**, which rezoned Hawaii Kai land for a residential housing development of approximately 35 to 40 single family units; and **Ordinance 00-21**, which rezoned land in Kaneohe for development of a 32-unit apartment. Relatedly, the Council passed a temporary two-year extension to all affordable housing conditions in existing Unilateral Agreements incorporated into zone change ordinances via **Ordinance 99-51**. This ordinance was in response to the economic downturn which caused real estate prices to decline so that market priced units were at or below affordable housing units. Hence, developers were unable to sell their affordable housing units at affordable prices.

To further implement the condominium lease-to-fee conversion ordinance, the Council adopted the following two leased fee condemnation requests of the City administration: **Resolution 99-200**, which authorized the condemnation of the leased fee interests appurtenant to two units in The Kahala Beach condominium, and **Resolution 99-201**, which authorized the condemnation of the leased fee interest appurtenant to one unit in The Wailana at Waikiki condominium. This action supplemented a previous resolution that authorized the condemnation of the leased fee interest appurtenant to 58 other units.

The Council approved various requests by the City administration to obtain Federal or State funds for job training programs for disadvantaged persons: **Resolution 99-183**, which approved intergovernmental agreements for the receipt and expenditure of State funds for the Ho'ala pre-employment program and welfare first-to-work program; **Resolution 99-300**, which authorized the Mayor to accept Federal funds for the transition of federally-supported employment training programs from the Job Training Partnership Act to the successor Workforce Investment Act; and **Resolution 00-04**, which approved the receipt and expenditure of funds for the federal Youthbuild program.

Facilitating Citizen Accessibility and Generating Public Interest in City Matters

The Council continually endeavored to involve

residents in local government matters and to express their support or concerns on local government issues. The success of the Council's efforts in FY 1999-2000 can be measured by the citizen participation in the standing committee meetings, Council meetings, public hearings and individual contact with councilmembers.

A total of 616 persons presented testimony and contributed to the legislative decision-making process on a wide range of City programs and services at the 109 standing committee meetings and 30 informational briefings, task force, advisory committee meetings and workshops held by the standing committees in FY 1999-2000. The discussion and interaction at these meetings helped to facilitate consensus and a better understanding of the issues.

Meanwhile, the Council conducted 13 regular meetings and 2 special meetings during which the councilmembers received testimony from 297 persons. The Council also held 14 public hearings at which there were a total of 256 testifiers. Moreover, to reach out to the community, one of the Council's regular meetings and public hearings was held in Kapolei, which allowed for wider public attendance at the Council proceedings, particularly from Leeward community residents who are geographically distant from Downtown Honolulu.

Since its inception over eleven years ago, the Municipal Cable Television Project has effectively brought City matters into the homes of residents. During FY 1999-2000, "Inside Honolulu Hale," the title of the telecasting project, originated over 460 hours of live gavel-to-gavel coverage of the Honolulu City Council's proceedings, ran an additional 575 plus hours of re-telecasts and covered the FY 2000-01 budget hearings in its entirety. Further, for the fourth consecutive year, all of the "Inside Honolulu Hale" broadcasts of the regularly scheduled Council and standing committee meetings provided service to the deaf and hearing impaired through closed captioning.

In August of this fiscal year, "Inside Honolulu Hale" initiated the first live audio/video coverage of the regular Council meeting at Kapolei. Due to the unavailability of suitable transmission facilities, the prior year's coverage of the meeting at Kapolei consisted solely of audio. Utilizing the power of the Internet, "Inside Honolulu Hale" conceived of the concept, designed the system, acquired the hardware and software and facilitated the telecast of both audio and video over telephone land lines at minimal costs. The producers of "Inside Honolulu Hale" continue to pride themselves in their record of not having lost a single second of coverage due to technical problems.

The website initiated and administered by "Inside Honolulu Hale" a year ago was redesigned for

easier public access to Council-related information, including Council and standing committee meeting dates, agendas, weekly television schedules, and transcripts of meetings.

The Council continued to commit time and resources to youth education through its successful student page program. Twenty-three high school students from 18 public and private schools participants experienced the day-by-day operations of the Honolulu City Council. The students observed and assisted in standing committee meetings, Council meetings and public hearings. All student participants were encouraged to follow City issues that interested them or were relevant to their community.

Other Activities

As an active member of the Hawaii State Association of Counties (HSAC), an organization consisting of the councils and mayors of the four counties, the Council was involved in lobbying efforts at the State and national levels on issues that impact the counties. HSAC's lobbying efforts assisted in the enactment of Act 111, Session Laws of Hawaii 2000, which allowed the counties to increase fees, from \$2 to a maximum of \$5, for certificates of registration for motor vehicles, other than U-drive motor vehicles, for the purpose of defraying the costs of the disposition of abandoned or derelict vehicles.

Lastly, the Council met as necessary to fulfill its court-appointed role as Trustees of the Kapiolani Park Trust to insure City compliance with the provisions of the Kapiolani Park Trust.



OFFICE OF THE CITY CLERK

Genevieve G. Wong, 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 26 positions, the Office of the City Clerk is organized under the following four operating units: Administration; Council Assistance; Office Services; and Elections.

CLERK ADMINISTRATION

The Clerk, with the assistance of a staff assistant and two secretaries, is responsible for directing all programs and activities of the office.

Oaths of Office.

For FY 00, 54 public officials were administered the oath of office in accordance with Section 13-118 of the Revised City Charter, 48 of which were performed for appointees to boards and commissions and six 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 Clerk's Office within ten working days after the candidate filing deadline. Fifty-one annual statements and 18 candidate statements were filed in FY 00.

Gifts Disclosure Statements.

Revised Ordinances of Honolulu Sections 3-8.7 and 3-8.8 require officers and employees of the City and County of Honolulu to file a gifts disclosure statement with the City Clerk by July 31 of each year if certain conditions are met. For FY 00, 25 statements were received by the City Clerk's Office.

Revenue.

The following sources of revenue collected by the office enabled the City to offset its expenditures.

FY 00 REVENUE DETAIL

Council Information Office		
Subscriptions (Ordinance, Resolution, Agenda)	\$ 5,773.00	
Copies of Records	252.50	
Certificate of Correctness	4.00	\$ 6,029.50
Elections		
Voter Certificates	\$ 160.00	
Voter Tape Rental.	4,754.45	
Street Directory/ Council District Map	320.00	
Candidate Filing Fees	100.00	5,334.45
Other		
Charges for publications	\$ 25.00	25.00
FY 00 Total Receipts		\$ 11,388.95

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 recording and reporting all proceedings, processing all resolutions and bills introduced and acted upon by the council, and providing reference and research services regarding enacted or pending legislation and other council documents. Staffing includes a division head and an assistant division head, ten council/committee aides, and two records and research technicians.

In July 1999, the Council reorganized its standing committees and established the following committees as follows: Budget and Economic Development; Community and Customers Services; Parks; Planning and Public Safety; Policy; Public Works and Environmental Services; Transportation; and Zoning.

In January 2000, the Council again reorganized its standing committees and established the following committees as follows: Budget and Economic Development; Community and Customer Services; Cultural Affairs; Planning and Public Safety; Policy; Public Works, Environment and Parks; Transportation; and Zoning.

FY 00 WORKLOAD STATISTICS

City Council Meetings and Hearings:

Regular Sessions	13
Special Sessions	2
Public Hearings	14

Standing Committee Meetings: 109

July to December 1999

Budget and Economic Development	8
Community and Customer Services	3
Parks	5
Planning and Public Safety	7
Policy	6
Public Works and Environmental Services	6
Transportation	4
Zoning	6

January to June 2000

Budget and Economic Development	11
Community and Customer Services	6
Cultural Affairs	6
Planning and Public Safety	9
Policy	8
Public Works, Environment and Parks	8
Transportation	9
Zoning	7

Other Meetings:

Advisory, task force, informational meetings, workshops, briefings	30
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July to December 1999:

Budget and Economic Development	5
Community and Customer Services	0
Parks	1
Planning and Public Safety	1
Policy	2
Public Works and Environmental Services	0
Transportation	0
Zoning	0
Kapiolani Park Trust	2

January to June 2000:

Budget and Economic Development	11
Community and Customer Services	1
Cultural Affairs	0
Planning and Public Safety	4
Policy	1
Public Works, Environment and Parks	0
Transportation	0
Zoning	0
Kapiolani Park Trust	2

Registered Speakers:

Council Meetings	297
Public Hearings	256
Committee Meetings	616

July to December 1999:

Budget and Economic Development	35
Community and Customer Services	5
Parks	5
Planning and Public Safety	28
Policy	75
Public Works and Environmental Services	25
Transportation	10
Zoning	92
Kapiolani Park Trust	0

January to June 2000:

Budget and Economic Development	75
Community and Customer Services	15
Cultural Affairs	3
Planning and Public Safety	98
Policy	8
Public Works, Environment and Parks	35
Transportation	30
Zoning	77
Kapiolani Park Trust	0

Legal Notices Published:

Ordinances	74
Bills Passed Second Reading	81
Resolutions	14
Resolutions (Second Reading- Charter Amendments)	0
Public Hearing Items	98

Improvement District:

Waikiki Special Improvement District No. 1	1
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Communications Received:

.....	2,908
Council Communications	309
Mayor's Messages	76
Department Communications	982
Petitions	42
Miscellaneous Communications	1,499

Bills:

Introduced	97
Passed	71
Veto Overridden	0
Veto Sustained	0
Returned Unsigned	2
Filed on Floor	4
Filed per ROH Sec. 1-2.4.	51
Pending	72

Resolutions:

Introduced	316
Adopted	283
Filed on Floor	6
Filed per ROH Sec. 1-2.5	28
Pending	70

Committee Reports Adopted:

.....	512
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July to December 1999

Budget and Economic Development	46
Community and Customer Services	6
Parks	36
Planning and Public Safety	57
Policy	52
Public Works and Environmental Services	38
Transportation	5
Zoning	38

January to June 2000

Budget and Economic Development	51
Community and Customer Services	4
Cultural Affairs	1
Planning and Public Safety	53
Policy	52
Public Works, Environment and Parks	17
Transportation	17
Zoning	39

Honorary Certificates Presented:	
Floor and Outside Presentations	212
Retirees	215
Rules and Regulations Filed:	11
Documents:	55
Deeds	22
Easements	24
Extracts Certified:[Bond Sales (6)]	50
Subscription Accounts:	226
Ordinances	73
Council agenda	54
Committee Agenda	53
Public Hearing Notices	46
Lobbyist Registrations:	
Organizations	60
Individuals	49

OFFICE SERVICES

Office management and support services for the Office of the City Clerk is provided by this section. The section performs all functions concerning personnel and fiscal matters and provides printing, mail and messenger services for the legislative branch of the City and County of Honolulu.

A staff of five, headed by the office manager, is organized into six functional units—office management, personnel, fiscal/inventory, sound, printing services, mail and messenger services.

FY 00 WORKLOAD STATISTICS

The Printroom printed and distributed the following:

Council

Requests per meeting:	
Order of the Day	36 sets
Order of the Day Letterhead	400 sets
Public Hearing Notice	56 sets
Communications	10 sets
Bills	26 sets
Resolutions	26 sets
Ordinances	150 sets
Adopted Resolutions	32 sets

Committees

For each standing committee:	
Complete Agendas	430 sets
Letterheads	330 sets
Committee Reports	12 sets

Elections

Envelopes	31,500
Letterheads	10,000
Miscellaneous	58,000

City Clerk

Envelopes	5,000
Honorary Council Page Certificates	75
Resolution form	2,000
Letterheads	1,700
Miscellaneous	2,700

City Council

Business cards	10,500
Envelopes	15,000
Letterheads	25,000
Requests per meeting:	
Hawaii State Association of Counties	16 sets
Miscellaneous	2,000

Office of Council Services

Business Cards	200
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ELECTIONS

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 election laws of the State of Hawaii. Positions assigned to the Elections Division include an assistant administrator, elections specialist, and senior elections clerks(2).

1999-2000 marked the first year implementation of a voter list maintenance program in accordance with the National Voter Registration Act. Division accomplishments also include mailing over 56,000 residency confirmation postcards to Oahu voters that were believe to have moved based on information received from the U.S. Postal Service.

FY 00 WORKLOAD STATISTICS

TRANSACTIONS PROCESSED:

Voter Registration Statistics

New Registrations	12,061
Re-registrations	7,105
Transfers	4,990
Name Changes	2,226
Transfers/Name Changes	1,097
True Duplicates	7,888
TOTAL	35,367

Count of Registered Voters 382,518**

** excludes counts of voters on "fail safe" status that must be maintained for two election cycles pursuant to federal law.



OFFICE OF COUNCIL SERVICES

Diane E. Hosaka, Director

POWERS, DUTIES AND FUNCTIONS

The Revised City Charter, approved by the voters on November 7, 1972, authorized the City 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 Charter Commission cited this as one of the most important changes affecting the legislative branch of City government. In this regard, the office 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."

The Office of Council Services was created on March 19, 1973, by enactment of Ordinance 4116. (Article 3, Chapter 4, ROH 1990.) 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.

The voters in the November 7, 1978, General Election further expanded the Charter functions of the office "to represent it (the Council) in court litigation where the dispute is with the Executive Branch and where the Corporation Counsel may represent the Mayor or officers of the Executive Branch."

SERVICES PERFORMED

With a staff of 21 — a director, a legislative auditor and assistant legislative auditor, five attorneys, eight analysts, one paralegal and four support staff — the Office of Council Services performed the following services:

- Conducted independent research necessary for the enactment of legislation upon the request of the Council.
- Provided assistance to standing committees, subcommittees, and advisory committees by conducting background research, gathering pertinent data, and serving as resource persons to the committees.
- Analyzed executive branch proposals, programs, bills, and reports upon the request of the Council.

- Provided legal information and advice upon request of the Council.
- Represented the Council in court litigation where the dispute was with the executive branch and where Corporation Counsel represented the Mayor or officers of the executive branch.
- Prepared bills and resolutions requested by councilmembers.
- Analyzed, prepared amendments for, and monitored execution of the City's operating and capital budgets.
- Administered financial and performance audit contracts executed by the Council.
- Conducted in-house audits for the Council.
- Provided information to individual councilmembers by letter, memorandum, personal conference or telephone conversation.
- Supervised the revision, codification and printing of the City ordinances.
- Provided liaison service to Council for access to the City's Geographic Information System (GIS).
- Maintained the Revised Ordinances of Honolulu (ROH), Council Bills and Resolutions, and Council Policy Resolutions databases in the City's on-line search databases (ISYS).

MAJOR ACTIVITIES FOR FY 1999-00

Research Activities.

As the research arm of the City Council, OCS prepared 941 written responses to requests for service for FY 1999-00. These responses were divided into three categories: 281 bills, 270 resolutions, and 390 other transmittals which included letters, legal memoranda, and statistical and research reports. OCS also provided research and staff assistance to the Council's eight standing committees and legal staff services for the executive sessions of the Policy Committee. In these closed executive sessions, councilmembers considered sensitive matters related to public safety or security or discussed claims against the City where the premature disclosure of information would adversely affect the interests of the City and the public.

Auditing Activities.

The activities of the OCS audit section for the fiscal year are shown in the following tables.

AUDIT ACTIVITIES

TITLE	OCS ROLE (Conducted audit or administered audit contract)	AUDIT ACCEPTANCE (#Recommendations Accepted or Findings Resolved/Total #/%)	COMPLETION DATE
AUDITS			
Financial Audit of the City, FY 1999	Administered	Findings: Single Audit, Prior Year: 3/5 (60%) Mgmt Letter, Prior Year: 9/13 (69%)	December 1999
Financial Audit of the City, FY 2000	Administered (not completed this FY)	N/A	N/A
Management Review of the Ewa Villages Project	Administered	Recommendations: 7/9 (78%)	August 1999
FOLLOW-UP REPORTS			
Follow-up of Performance Audit of the City's Motor Vehicle, Licensing and Permit Functions	Conducted	Recommendations: 11/17 (65%)	April 2000
Follow-up of Management Review of the Ewa Villages Project	Conducted	Recommendations: 6/9 (67%)	May 2000
REPORTS ISSUED THIS FY: 5	Conducted = 2 Administered = 3		

The financial audit reports were prepared in compliance with the City charter and federal and generally accepted government auditing standards and requirements. OCS reported its audit publications in the newsletter of the National Association of Local Government Auditors.

OTHER ACTIVITIES

INTERNAL PROGRAM DEVELOPMENT	Prepared work plan for FY 2000-2006 Issued memo informing Councilmembers of current work status and next year's work plan
TRAINING	Attended teleconference on GASB 34, a new financial auditing standard. Completed management analysis class.
REPORTS REQUESTED BY OTHER AGENCIES	Performance Audit of the Hawaiian Humane Society Overpayments of Salary to City Employees Performance Audit of the Housing Assistance Fund and Exhibits Review of the Housing and Community Development Rehabilitation Loan Revolving Fund

Revisor of Ordinances Activities.

In 1993, Ordinance No. 93-26 transferred the revisor of ordinances function from the Department of Corporation Counsel to OCS. The transfer took effect on July 13, 1994. OCS assumed complete responsibility for compiling and revising the Revised Ordinances of Honolulu 1990 beginning with ordinances enacted during the first six months of 1994. Since then, OCS has updated the supplements to the ROH on a semi-annual basis.

Other Activities.

OCS continued to assist the Council in fulfilling its Hawaii State Association of Counties (HSAC) membership responsibilities. HSAC is a nonprofit organization composed of the State's four county councils who work cooperatively towards the goals of coordinating county programs and identifying, drafting and advocating county legislation at the state and national levels.

Additionally, OCS staff assisted the members of the Council throughout the year when they functioned in their court-appointed role as Trustees of Kapiolani Park.

OCS maintained the City's computerized databases for the Revised Ordinances of Honolulu, bills and resolutions, and policy resolutions. Information in all three databases are readily available to the Council and City agencies via the City's computer network, and to the public via the City's web page.

OCS maintained on-line communication with other municipalities through "Councilink" as a means of sharing information relevant to cities and counties across the United States.

Finally, OCS continued to volunteer as a budget reviewer for the national 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 document meets GFOA criteria relating to the budget as a policy document, financial plan, operations guide and communications device. Since 1990, OCS has been the only representative from the State of Hawaii participating in the awards program. In FY 1999-00, three OCS analysts served as GFOA budget reviewers. The budgets reviewed in the fiscal year included those of the following jurisdictions and entities, listed by state:

Florida:	South Florida Water Management District
Maryland:	Washington Suburban Sanitary Commission
Massachusetts:	Cambridge
Michigan:	Alma; Wayne County
Minnesota:	Minneapolis/St. Paul Airport Authority
New York:	Red Hook
Oklahoma:	State of
Oregon:	Lane County School District 4J
South Carolina:	Charleston County
Texas:	Harris County
Virginia:	Virginia Beach



