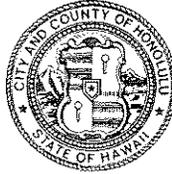


CITY CLERK
HONOLULU, HAWAII

DEPARTMENT OF CUSTOMER SERVICES
CITY AND COUNTY OF HONOLULU
530 SOUTH KING STREET, ROOM 302-A, HONOLULU, HAWAII 96813
TELEPHONE: (808) 768-3392 FAX: (808) 768-3750
<http://www.honolulu.gov>

APR 16 8 34 AM '08

MUFI HANNEMANN
MAYOR



JEFF J. GOELHO
DIRECTOR

HUBERT P. MINN
SENIOR ADVISOR

April 10, 2008

RECEIVED
2008 APR 15 P 1:32
CITY COUNCIL
HONOLULU, HAWAII

The Honorable Todd Apo, Chair
and Members of the Budget Committee
Honolulu City Council
530 South King Street, Room 202
Honolulu, Hawaii 96813

Dear Chair Apo and Councilmembers:

Subject: City Council Budget Committee on the FY2009
Executive Operating and Capital Program and Budget-
Questions and Responses related to Customer
Services Department's Budget Hearing on March 17, 2008

We are submitting written responses to questions left open, after the
Customer Services Department Budget Hearing held on March 17, 2008.

Should you have any questions, please call me at 768-3392.

Sincerely,

Jeff J. Goelho
Director

Attachment

APPROVED:

Wayne M. Hashiro, P.E.
Managing Director

1. What do we get from the Humane Society Contract?

Answer: By ordinance, the Humane Society is mandated to provide specific services for animal care. Please see the attached Contractor's Responsibilities informational sheet.

2. Is Spay Neuter Contract bid out?

Answer: No, it is part of the Animal Care Contract and the veterinarians who perform neuter/spay services are paid by the Humane Society, which offers a reduced rate for the service. Depending upon the redemption rate of the \$68,000 worth of outstanding certificates, resumption of certificate sales may occur. When FY2008-09 funds become available on July 1, 2008, and certificates will be ready for sale.

3. How did Humane Society run out of funds and who estimated the \$250,000 and why?

Answer: We projected a slight increase, but it depends when services are done and when veterinarian's request reimbursement.

Past appropriations for the Spay/Neuter program

FY 2005-06: 162,765

FY 2006-07: 205,000

FY 2007-08: 250,000

Proposed FY 2008-09: \$300,000

Recognizing the importance of the Spay/Neuter program, we have sought, and the Council has agreed to increase funding for the past two years. The proposed increase for FY 09 is 20 percent above the current fiscal year for this program.

100 percent of the allotment is paid to the participating veterinarians. The Hawaiian Humane Society does not charge a fee for administering the program.

4. Please provide a clarification of armored car contract.

Answer: Object Code No. 3049 inaccurately indicates \$806,660 is for Armored Car/Courier service for the Drivers License Branch. The actual Armored Car/Courier Service for the entire division remains unchanged at \$52,360. One of the major expenses included in Object code No. 3049 is the contract for producing our driver licenses with a projected cost of \$731,000.

5. You have some key people retiring. Are you prepared for this?

Answer: We have been meeting with Department of Human Resources discussing and strategizing on appropriate ways to help people qualify for the future job that will be open.

The Honorable Todd Apo, Chair
and Members of the Budget Committee
April 10, 2008
Page 3

6. Can you find a way to continue funding the Spay/Neuter program before this new budget takes effect?

Answer: We will search where monies are available and how much and get information back. (See breakdown)

-	Number of certificates paid July 1, 2007 to February 20, 2008:	
-	Cat Neuter-	520
-	Cat Spay-	561
-	Dog Neuter-	1,165
-	Dog Spay-	1,239
-	Total:	3,485

Amount dispersed: \$212,415.00

Amount remaining: \$37,585.00

Amount of certificates sold and outstanding on February 29, 2008:
\$60,420.00

Estimated amount for certificates to be sold in March: \$13,245.00

Projected number of certificates that will require payment for the period
April 1 through June 30: 587

Amount requested for payment of the projected certificate redemption:
\$37,500.00

7. Department funded vacancy positions proposed in CD-1 will be addressed in a subsequent letter.

INFORMATIONAL SHEET ON THE HUMANE SOCIETY CONTRACT

1. CONTRACTOR'S RESPONSIBILITIES

- a. Possess knowledge and understanding of all applicable laws pertaining to the care and control of animals.
- b. Provide services on the island of Oahu for the purpose of enforcing the following laws relating to animals:
 - Section 711-1109, Hawaii Revised Statute (HRS): Cruelty to animals
 - Section 711-1109.3, HRS: Cruelty to animals; fighting dogs
 - Section 143-2, HRS: License required
 - Section 143-2.6, Animal desertion
 - Chapter 3, Article 5, Revised Ordinance of Honolulu (ROH): Animal control
 - Chapter 7, Article 2, ROH: Animal Nuisances (barking and biting dogs; limitation of the number of dogs per household)
 - Chapter 7, Article 4, ROH: Regulation of dogs
 - Chapter 7, Article 6, ROH: Cat identification program
 - Chapter 7, Article 7, ROH: Regulation of dangerous dogs
- c. Operate a dispatch office 24 hours a day, 7 days a week, to receive requests for services and complaints about animals from the public. Service response time shall be based upon estimated severity and danger to the public and the animal.
- d. Provide adequate personnel, facilities, equipment, supplies, supervision and administrative support to operate and maintain an animal shelter facility on appropriately zoned land of appropriate size and design that will accommodate all stray animals (approximately 5,000 dogs and 12,500 cats during a 12-month period) with adequate trained staff and equipment to respond to service requests island-wide related to animals. This includes:
 - 1) Responding to approximately 20,000 telephone inquiries
 - 2) Responding to approximately 16,000 service requests
 - 3) Providing retrieval, transportation and temporary housing for approximately 18,000 animals during a year
 - 4) Returning approximately 2,500 stray animals to their owners
 - 5) Providing 24-hour dispatch to retrieve, transport and provide temporary housing for stray animals
 - 6) Provide a lost and found recovery operation for stray animals, including birds, rabbits and guinea pigs
 - 7) Provide appropriate vehicles to respond to service requests and to retrieve and transport lost or stray animals
 - 8) Provide temporary care of stray animals
 - 9) Provide veterinary services under the direction of Doctor of Veterinary Medicine for animals in the shelter
 - 10) Provide adoption services for approximately 2,700 stray animals during a year
 - 11) Rescue approximately 2,000 injured animals during a year
 - 12) Provide services for humane euthanasia of stray animals that are not adopted or returned home (approximately 2,000 dogs and 10,500 cats and 1,700 other animals during a year) and provide services for proper disposal of remains. In lieu of euthanasia, Contractor may provide, at no additional cost to the City, long-term care for unclaimed or unadoptable animals.
 - 13) Sterilize all stray animals adopted

- 14) Provide information to the public on the laws regarding animals
- 15) Sell dog licenses

- e. Provide adequate trained and licensed (as appropriate) staff to support animal control and care functions. Training for field staff shall include, but not be limited to, training in animal capture and rescue techniques, general wildlife handling, animal cruelty and neglect investigation techniques, animal first aide, stress management for animals, animal complaint response and investigation procedures, euthanasia certification and yearly recertification, state and city laws regarding animals, search warrants and seizure procedures, illegal animal identification, courtroom testimony, inspection of commercial animal establishments and animal shows and if applicable, euthanasia certification and yearly recertification.
- f. Secure all permits, including without limitation permits, licenses and other approvals or clearances necessary for the operation of the animal shelter. The Contractor shall pay any and all taxes, license fees and permit fees relating to or arising from its operations.
- g. Secure and maintain adequate applicable insurance coverage for management, operation and maintenance of the animal shelter and any other activities associated with the management and operation of the animal shelter.
- h. Provide, at its own expense, any renovation, alternation, change or modification of the animal shelter facilities required to meet all applicable health, safety and size requirements.
- i. Provide, install and maintain, at its own expense, all equipment, furniture, fixtures, improvements, materials and utilities necessary to furnish, manage, operate and maintain the animal shelter.
- j. Pay all utilities, including without limitation, electricity, gas, water and telephone for the animal shelter.
- k. Prepare and submit quarterly and annual reports relating to the services performed under the Agreement with the City.
- l. Contractor shall keep adequate records of all fees collected. Fees for dog licenses shall be accounted for and deposited in accordance with procedures specified by the Officer in Charge.
- m. Meet and observe all Federal, State and County environmental, health and sanitation laws, rules, regulations, ordinances and guidelines, including the Americans with Disabilities Act of 1990.
- n. Procure and maintain adequate insurance, as specified in the Special Provisions.
- o. Participate in disaster preparedness exercises and work with the State, County and American Red Cross on disaster preparedness for pets and emergency pet-shelter management.