



DEPARTMENT OF CUSTOMER SERVICES

Gail Haraguchi, Director
Sandra Sagisi, Deputy Director

POWER, DUTIES AND FUNCTION

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

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

HIGHLIGHTS

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

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



CSD staff 2009 Christmas photo at Honolulu Hale.

DIVISION OF MOTOR VEHICLE, LICENSING AND PERMITS

Dennis A. Kamimura, Licensing Administrator

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

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

ACCOMPLISHMENTS

The following are the division's major accomplishments:

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



CSD's Dragon Boat racing crew, Team VeloCITY.

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

Accounting Services Section

The Accounting Services Section's seven employees are responsible for the record keeping of the division's revenue and disbursements. They account for state revenues collected from the State Vehicle Weight Tax, State Vehicle Registration Fee, Periodic Motor Vehicle Inspection Fee, and Commercial Driver License Fee. They also remit revenues exceeding approved county expenses to the State of Hawaii, Department of Transportation. During this fiscal year, the section processed 1,647 refunds totaling \$186,513 and remitted \$35,011,643 (gross receipts of \$37,733,051 less county expenses of \$2,721,408) to the Department of Transportation.

Motor Vehicle Branch

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

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

Motor vehicle transactions processed by location are as follows:

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

Driver License Branch

The Driver License Branch, staffed by 110 full time employees and six seasonal driver license examiners, is comprised of the Driver License Section, the Financial Responsibility Section, and the Motor Vehicle Control Section. The Driver License Section includes the State-funded Commercial Driver License (CDL) Unit. The Motor Vehicle Control Section includes the State-funded Periodic Motor Vehicle Inspection (PMVI) Unit.

Driver License Section. This section tests and issues driver licenses to operators of motor vehicles ranging from mopeds through truck tractors with tandem trailers. It also tests and issues certificates for operators of taxicabs and pedicabs.

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

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

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

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

Commercial Driver License Unit. This unit administers the CDL written tests, vision tests, and skills tests for class 4 and CDL vehicles. The skills test includes a vehicle inspection test, a basic control test, and a road test. Other requirements include passing a physical examination and receiving certification of specialized endorsements. A total of 2,075 licenses and permits were issued by the unit this fiscal year.

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

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

There were 16,490 investigations of abandoned vehicle complaints. As shown below, most of the investigations resulted in the removal of the vehicle by the owner.

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

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

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

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

Special Services Branch

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

The Special Services Branch issued the following licenses and permits:

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

COMPARATIVE STATEMENT OF TOTAL TRANSACTIONS FISCAL YEARS 2010 and 2009

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

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

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

PUBLIC COMMUNICATION DIVISION

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

Complaint Branch

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

COMPLAINT SECTION STATISTICS BY AGENCIES

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

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

**Not a City agency

Information Branch

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

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

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

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

Honolulu Municipal Television

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

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

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

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

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

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

Municipal Reference Center (MRC)

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

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

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

Printing Services Branch

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

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

SATELLITE CITY HALL DIVISION

Eric Kimura, Chief

The division provides essential services and information for various City and State agencies through 10 storefront offices on the island of Oahu. These offices are located at Ala Moana, Kailua, Fort Street Mall, Hawaii Kai, Kalihi, Kapolei, Pearlridge, Wahiawa, Waianae and Windward City. Services provided at the Satellite City Halls include: motor vehicle licensing and registration; collection of water bill and real property tax payments; sale of monthly bus passes; dog, bicycle and moped licensing; disabled parking permits; picnic and camping permits; loading zone and bus stop parking permits; fireworks permits; animal spay/neuter certificates; registration and certification of voters; and information about various government programs. Driver license renewals and duplicates services are also provided at the Fort Street Mall, Hawaii Kai, Pearlridge and Windward City offices. The Ala Moana, Kalihi and Pearlridge offices continue to be the busiest locations.



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



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

HIGHLIGHTS

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

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

FISCAL YEAR TOTALS

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

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

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

