DEPARTMENTAL AND AGENCY REPORTS

OF THE CITY AND COUNTY OF HONOLULU
FOR FISCAL YEAR JULY 1, 2003 TO JUNE 30, 2004

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MESSAGE FROM THE MAYOR

Aloha.

As Mayor of this great city since 1994, I am grateful to the many dedicated city employees who worked tirelessly through my administration to provide for the daily needs of our community.

This Annual Report outlines the activities of our City departments and agencies during Fiscal Year 2003-04. A complete copy of this report is now available on the City and County of Honolulu website: www.honolulu.gov.

It is my last Annual Report as Honolulu's Mayor, and once again it is a fine testament to the outstanding work of our city family. It reflects not only our very visible accomplishments, but also the day-to-day efforts that continue to make our island home such a special place in which to live.

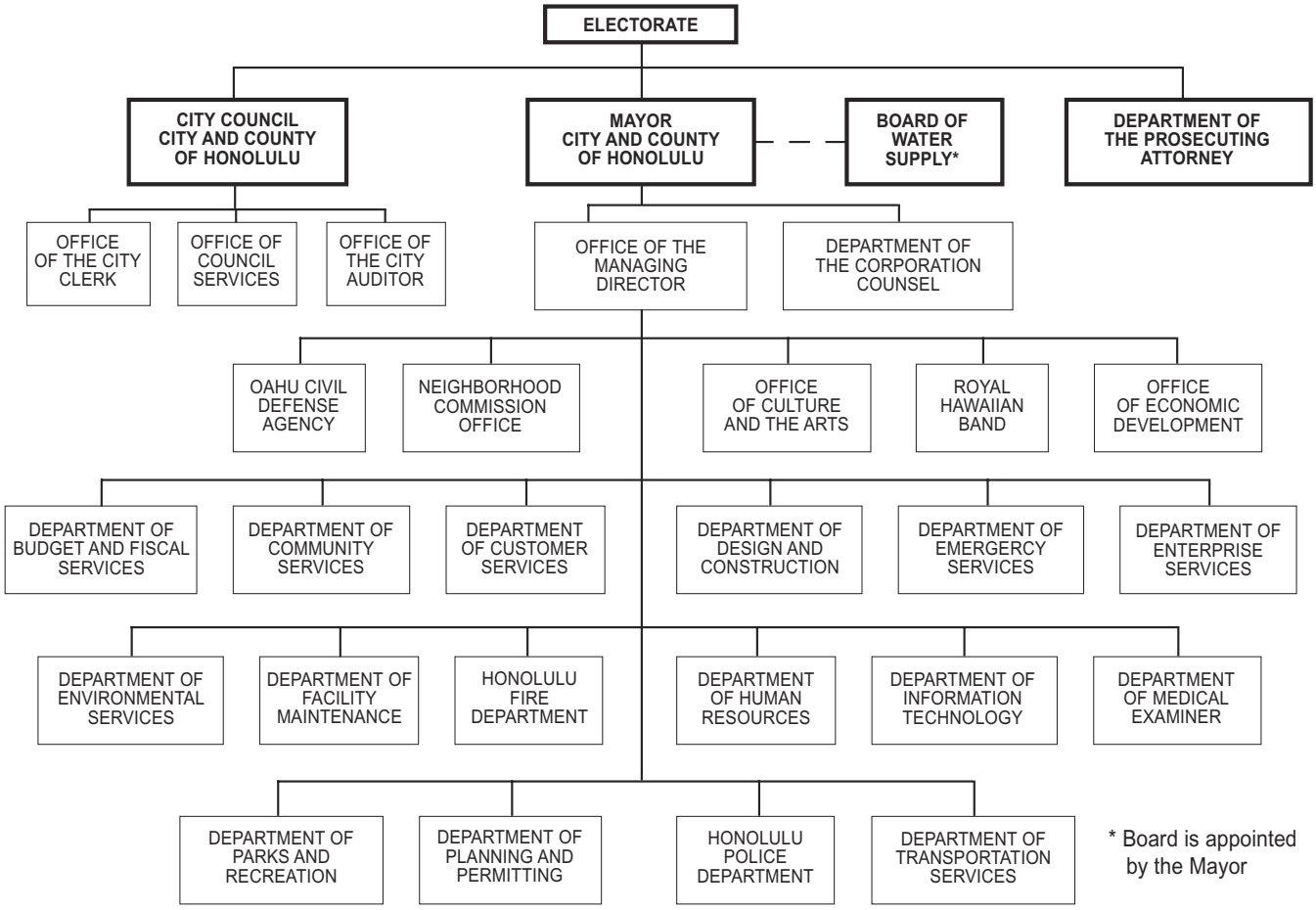
I extend my deep appreciation for the exceptional dedication and extraordinary efforts of so many people, both inside and outside the administration, who toiled to serve the public and enhanced Honolulu as a livable, exciting city. They enabled our lofty goals to become a reality.

Mahalo to all the citizens of Honolulu for allowing me the privilege of serving as your Mayor. I have been humbled, challenged and inspired by this priceless experience, which has only deepened my love for what I truly believe to be the best city in the world.

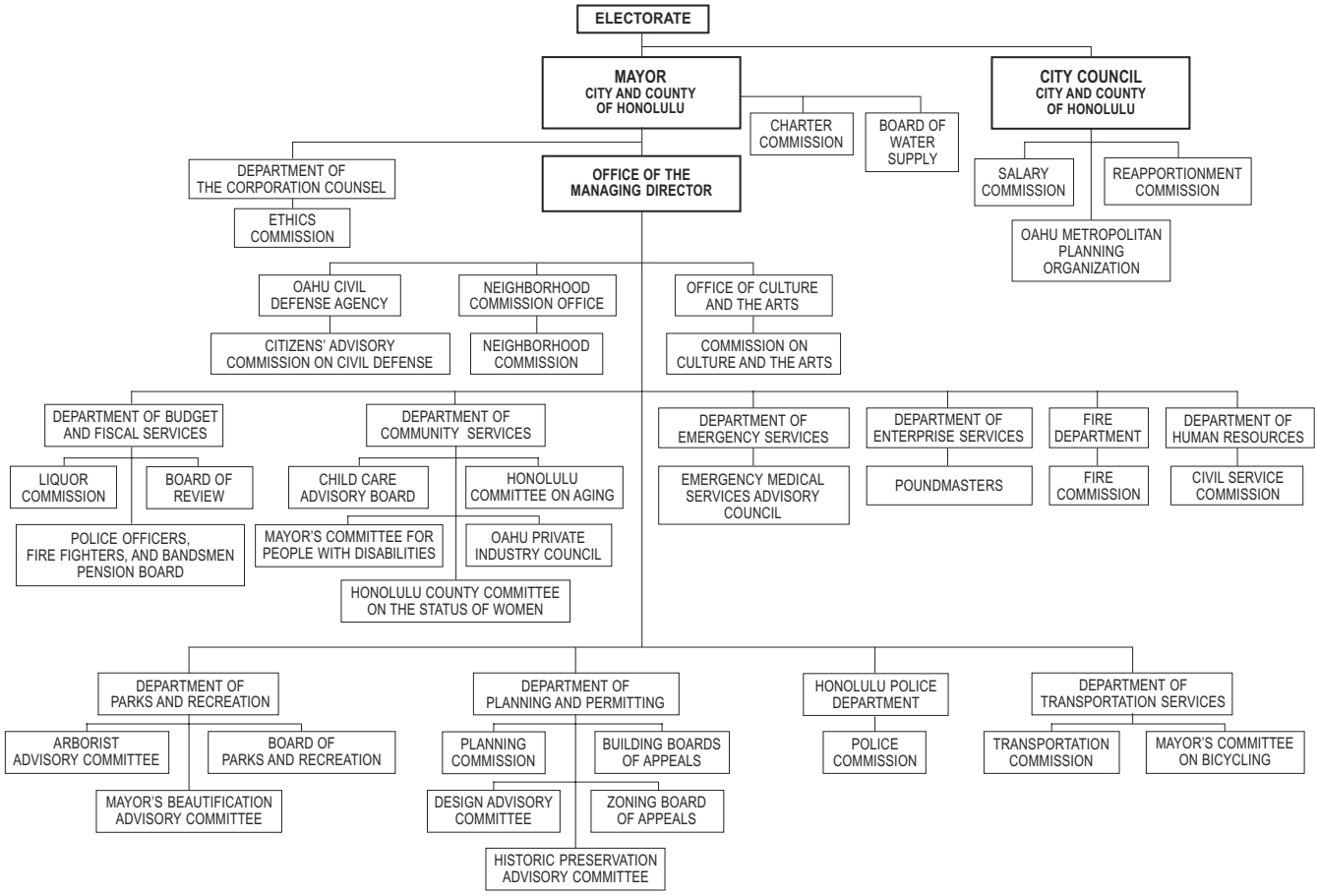
Mahalo and Aloha,

Jeremy Harris, Mayor
City and County of Honolulu

CITY AND COUNTY OF HONOLULU
ORGANIZATION CHART
FISCAL YEAR 2003-04



CITY AND COUNTY OF HONOLULU
CHART OF BOARDS, COMMISSIONS AND ADVISORY BODIES
FISCAL YEAR 2003-04



EXECUTIVE BRANCH

DEPARTMENT OF BUDGET AND FISCAL SERVICES

Ivan M. Lui-Kwan, Director
Chris Diebling, Deputy Director

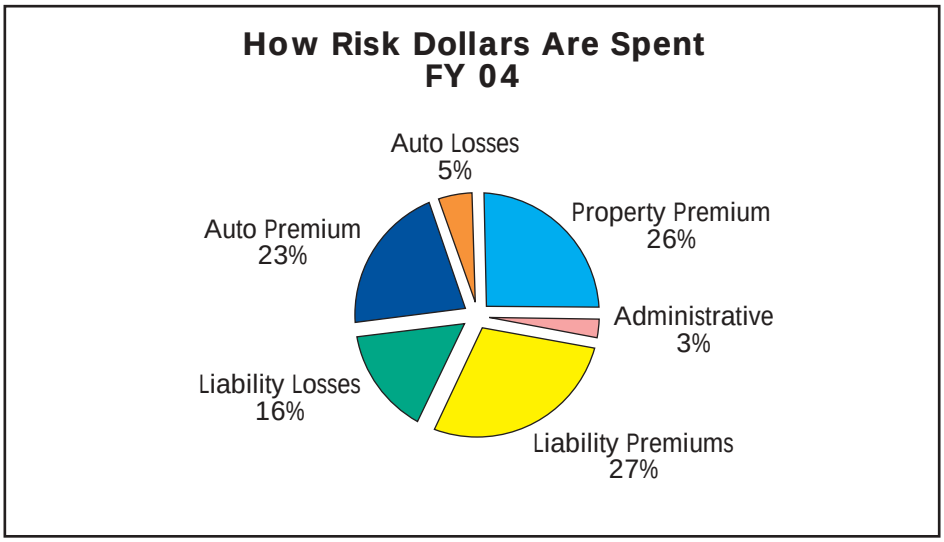
POWERS, DUTIES AND FUNCTIONS. The Department of Budget and Fiscal Services is the central budgeting and accounting agency for the City and County of Honolulu. It is responsible for long-range financial planning and management of the City's operating and capital improvement budgets. It is also responsible for the management and integrity of the City's revenue and disbursement activities and financial records. It 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. Significant efforts were spent on financial analysis and providing background data to the City Council and general public for the Fiscal Year 2005 Operating Budget.

RISK MANAGEMENT. The City's Risk Management program, established under Section 2-5 of the Revised Ordinance, covers all City Departments and agencies except the Board of Water Supply and Oahu Transit Services, and excludes workers compensation and employee benefits. The program focuses on insurance and self-insurance to minimize the adverse financial impact of losses, as well as claims management, loss prevention and other activities.

The City is primarily self-insured for all risks of loss or damage, and relies on commercial insurance to support the self-insurance program to finance all types of loss. Self-insurance costs are generally stable, but commercial insurance costs are subject to conditions of the insurance marketplace. After several years of double-digit premium rate increases, the commercial insurance marketplace has stabilized significantly, although coverage terms and availability in some lines were still limited.

As a consequence, the City's FY04 Risk Management costs remained virtually unchanged from the previous year. The following chart shows the breakdown of risk management costs for FY04.



Analysis of loss data for the past 5 years shows the following most frequent causes of loss, and the most severe types of losses:

MOST FREQUENT	FY04	FY03	MOST SEVERE	FY04	FY03
Auto Related	32%	20%	Employment Practices	24%	10%
Roads	13%		Auto Related	18%	13%
Towing Operations	10%	12%	Law Enforcement	14%	12%
Tree Related	4.7%	4%	Road Design	11%	17%
Sidewalk Conditions	4.5%	6%	Sidewalk Conditions	5%	6%

ACCOUNTING DIVISION

Nelson H. Koyanagi, Jr. Chief Accountant

POWERS, DUTIES AND FUNCTIONS. The Accounting Division plans, develops, directs and coordinates central accounting for the City and County of Honolulu; provides financial services to departments and agencies; reviews the manner in which public funds are received and expended; insures that 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.

Accomplishments: The division worked with the Budgetary Administration Division in assisting departments and agencies with the preparation of the FY 2004-2005 operating budget. The division also prepared expenditure schedules in accordance with the approved FY 2003-2004 budget ordinance, per the Revised Charter of the City and County of Honolulu.

The division 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 Comprehensive Annual Financial Report (CAFR) ending June 30, 2003. This was the second CAFR to be issued under the financial reporting standards required by the Governmental Accounting Standards Board's Statement No. 34, "Basic Financial Statements – and Management's Discussing and Analysis – for State and Local Governments." Some of the major changes included:
  - Government-wide financial statements designed to provide readers with a broad overview of the City in a manner similar to a private sector business.

    Financial reporting of infrastructure assets was updated as of June 30, 2004. These included: roads, bridges, sidewalks, curbs, gutters, storm drains, underground storage tanks, canals and boulder basins, bikeways, streamlined channels, bus shelters, land improvement infrastructure, and equipment infrastructure.

    Depreciation was recorded for capital assets of the governmental activities.

    A Management's discussion and analysis section that provided information and analysis that financial statement users needed to interpret the basic financial statements.
- Budget and Fiscal Services Director's Quarterly Financial Reports for the last quarter of FY 2002-2003 and the first three quarters of FY2003-2004.
- Statement of funded indebtedness outstanding and unpaid as of June 30, 2003, required by Section 47C-2, Hawaii Revised Statutes (HRS), as amended (prepared jointly with Treasury Division).

In conjunction with the Department of Information Technology, developed and implemented a purchasing card program to streamline the City's small purchase and payment process. The purchasing card system can be used in lieu of the laborious and costly purchase order system. It allows authorized employees to charge small purchases from vendors using a credit card without having to prepare a purchase order. The program improves management control, increases purchasing efficiency and provides timely payments to vendors.

Payroll worked with the Department of Information Technology, Department of Human Resources, and the new State of Hawaii, Hawaii Employer-Union Health Benefit Trust Fund to implement a mass conversion of employee health benefits and accounts from the former State Health Trust Fund to the newly formed benefit trust. The new trust fund offers comprehensive health benefit coverage for public employees and their families.

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 and administration of the budgetary management programs of the 23 executive agencies in the City and County of Honolulu.

PREPARATION AND SUBMITTAL OF THE MAYOR'S FY 2004-2005 EXECUTIVE OPERATING PROGRAM AND BUDGET. As required by the Revised Charter of the City and County of Honolulu 1973 (2000 Edition), the Director of Budget and Fiscal Services shall prepare the operating and capital program and budget, and necessary budget ordinances and amendments or supplements thereto under the direction of the Mayor.

To accomplish the above, the division received, reviewed, evaluated and finalized the Mayor's Executive Operating Program and Budget proposal, which reflected fiscal restraint in spending.

The Executive Operating Program and Budget proposal totaled $1,222.7 million, which was $53.6 million more than the previous fiscal year, or an increase of 4.6 percent.

The proposal included increases in fixed costs totaling $14.9 million. This included provisions for retirement system contribution increases of 14.1 million or 43.2%, health fund increases of $5.9 million or 8.5%, workers' compensation increases of $1.5 million or 12.5%, salary adjustment and accrued vacation pay increases of $1.2 million or 64.8%, risk management increases of $1.0 million or 16.7%, and debt service decreases of – $9.0 million or –4.4%. To fund these increases, the budget was balanced by controlling operating expenses. The operating budgets of the executive agencies reflected a modest increase of $38.8 million or 4.7%. Costs were largely controlled by withholding funding for vacant positions. A total of 837 vacant positions were not funded, which resulted in a cut of -$26.8 million to the operating budgets of the executive agencies.

HIGHLIGHTS OF THE MAYOR'S FY 2004-2005 EXECUTIVE OPERATING PROGRAM AND BUDGET. Highlights of the Mayor's FY 2004-2005 Executive Operating Program and Budget proposal included:

- No residential real property tax rate increases.
- 10% cut in agricultural and preservation real property tax rates.
- 7% increase in commercial, industrial, hotel/resort and unimproved residential real property tax rates.
- No sewer fee increase.
- Refinancing of outstanding bonds and conversion of variable rate bonds to fixed rate bonds.

ADOPTION OF THE FY 2004-2005 OPERATING BUDGET. The City Council adopted an Operating Budget for FY 2004-2005 totaling $1,240.2 million. This included $1,229.0 million for the Executive Operating Budget and $11.2 million for the Legislative Budget for the Legislative Branch, which includes the City Council, and Offices of the City Clerk and Council Services.

The FY 2004-2005 Operating Budget appropriations are shown by function below.

FUNCTION	OPERATING BUDGET (IN MILLIONS)	% OF TOTAL
General Government	$ 127.1	10.3
Public Safety	273.6	22.3
Highways and Streets	15.6	1.3
Sanitation	174.2	14.2
Health and Human Resources	64.2	5.2
Culture-Recreation	64.5	5.2
Utilities or Other Enterprises	142.2	11.6
Debt Service	193.4	15.7
Miscellaneous	174.2	14.2
TOTAL	**$1,229.0**	**100.0**

EXECUTION OF THE FY 2003-2004 EXECUTIVE OPERATING PROGRAM AND BUDGET. The Revised Charter of the City and County of Honolulu 1973 (2000 Edition) specifies that the Director of Budget and Fiscal Services shall review the operating and capital budget program schedules of each executive agency and make budgetary allotments for their accomplishments with the approval of the Mayor, and review all executive agency requests for the creation of new positions.

The Budgetary Administration Division provided the above services for the Executive Operating Program and Budget and worked to ensure that the Executive operating expenditures for the fiscal year were made as appropriated and authorized. In its administration of the execution of the FY 2003-2004 Executive Operating Program and Budget, the division reviewed and recommended action on the following:

176	Position Reallocations
431	Position Fills
23	Position Creations
400	Personal Services Contracts
176	Independent Services Contracts
262	Appropriation and Allotment Vouchers
6	Reorganizations
126	Resolutions and Reports to the City Council
670	Other Requests for Review and Analysis

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, Citywide revenue, central accounts, long-range financial planning programs; and the U.S. Department of Housing and Urban Development's Community Development Block Grant, HOME Investment Partnerships, Emergency Shelter Grant and Housing Opportunities for Persons With Aids programs.

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

ACCOMPLISHMENTS FY 2004-2005 Capital Budget. The Mayor submitted a FY 2004-2005 Capital Budget of $286.5 million. The City Council, after close scrutiny and public comment, adopted a Capital Budget of $298.3 million.

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

FUNCTION	AMOUNT (IN MILLIONS)	% OF TOTAL
General Government	$ 27.2	9%
Public Safety	27.4	9%
Highways and Streets	56.9	19%
Sanitation	124.2	42%
Human Services	29.3	10%
Culture-Recreation	20.6	7%
Utilities or Other Enterprises	12.7	4%
TOTAL	**$ 298.3**	**100%**

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

SOURCE	AMOUNT (IN MILLIONS)	% OF TOTAL
Borrowed Funds	$ 258.0	86.0%
Federal Funds	29.3	10.00%
Special Projects Fund	0.1	0.1%
City Funds	10.9	3.9%
TOTAL	**$ 298.3**	**100.0%**

Execution of the Capital Budget. The Fiscal/CIP Branch monitored the implementation of capital projects through review/recommendations of CIP appropriation allotment requests, requests for independent consultants and amendments, requests to increase construction contract contingencies and the CIP Quarterly Status Report. In regard to capital budget spending, this branch is extensively involved in the analysis and monitoring of the expenditure of funds for capital projects now categorized as miscellaneous projects.

COMMUNITY DEVELOPMENT BLOCK GRANT 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 (HUD) Community Development Block Grant (CDBG), HOME Investment Partnerships, Emergency Shelter Grants and Housing Opportunities for Persons With AIDS programs. In close partnership with the Department of Community Services, the Department of Design and Construction and other City Agencies the CDBG program has provided services and facilities to low/moderate-income persons and other eligible participants in our community. These HUD programs are described below:

Community Development Block Grant . The CDBG program is a federal program that provided Honolulu with $12.1 million of entitlement funds in Fiscal Year '04 through the U.S. Department of Housing and Urban Development, in addition to generating $4.2 million in program income. The CDBG program began in 1974 and since then the City has utilized approximately $384 million to undertake various housing, public facility, public service, economic development and public works activities, designed to develop viable urban communities through the provision of decent housing and a suitable living environment, principally for persons of low and moderate income.

HOME Investment Partnerships (HOME). The HOME program is another HUD program that provides entitlement funds to the City. Authorized under Title II of the National Affordable Housing Act of l990, this program seeks to provide affordable housing opportunities for lower income individuals and households. In Fiscal Year '04 $3.87 million was expended to supplement projects addressing the housing needs of Honolulu's lower income households. To date, the City has received approximately $51 million of HOME funds.

Emergency Shelter Grants (ESG). The ESG program, authorized under Subtitle B of Title IV of the Stewart B. McKinney Homeless Assistance Act, provides HUD funds to assist the homeless population. During Fiscal Year '04 the ESG program expended $533,949. To date, approximately $6 million of ESG funds have been used for various rehabilitation activities and programs that serve Honolulu's homeless population.

Housing Opportunities for Persons With AIDS (HOPWA). Authorized by Public Law 101-624, AIDS Housing Opportunity Act, as amended, HOPWA funds are utilized to meet the housing needs for persons with AIDS or related diseases and their families. During Fiscal Year '04, $382,193 was expended. In the five-year period since Honolulu first received entitlement funds from HUD, a total of $2 million has helped provide rental housing and supportive service assistance to Honolulu's at-risk HIV-positive population.

Accomplishments. During the past year, the Federal Grants Branch in conjunction with the planning, development and administration of the CDBG, HOME, ESG and HOPWA programs:

- Completed the Tenth Year Consolidated Plan application, totaling $35M for the CDBG, HOME, ESG and HOPWA programs; while doing so, reviewed over 90 applications.
- Completed the Annual Performance Report (APR) for the CDBG, HOME, ESG and HOPWA programs for the period ending June 30, 2004.
- Provided interpretive and technical program assistance to various city agencies and private nonprofit organizations.
- Monitored compliance with federal, state and local law.
- Assisted in the City's efforts to comply with the federal government's Single Audit requirements.
- Provided HUD with project and expenditure information using HUD's Integrated Disbursement and Information System (IDIS).
- Met the HUD timeliness test for the second consecutive year.

FISCAL/LONG-RANGE PLANNING BRANCH. This branch analyzes and develops the City's revenue estimates, central accounts and long-range financial planning programs. It also analyzes, administers, and monitors the City's general and special revenue funds.

Accomplishments. In collaboration with the Budgetary Administration Division, the branch evaluated and finalized the Mayor's Executive Operating Budget FY 2005 proposal, which totaled $1,227.2 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 function 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	$ 498.5	36.6%
Fuel Tax	48.1	3.5%
Motor Vehicle Weight Tax	39.8	2.9%
Public Utility Franchise Tax	25.0	1.8%
Transient Accommodations Tax	36.8	2.7%
Public Service Company Tax	24.5	1.8%
Federal Grants	98.3	7.2%
State Grants	9.4	0.7%
Licenses and Permits	40.1	2.9%
Charges for Services	22.6	1.7%
Sewer Revenues	119.3	8.7%
Bus Transportation Revenues	41.1	3.0%
Solid Waste Disposal Revenues	107.9	7.9%
Other Revenues	134.6	9.9%
Carry Over (including carry over of H-POWER Equity Funds)	118.5	8.7%
TOTAL	**$ 1,364.5**	**100.0%**

Taxes (real property, fuel, motor vehicle, public utility franchise, transient accommodations and public service company) provided $672.7 million to finance the $1,227.2 million Operating Budget. Sewer and solid waste fees, which fund operations and projects that maintain the City's pristine environment, provided $227.2 million. Other revenues included reimbursements from the State of Hawaii for the performance of their functions and the sale of assets.

FY 2004-2005 Real Property Tax Rates. Real property assessments continued to increase as a result of the real estate market recovery and the affordable low interest rates. The residential tax rate for FY 2004-2005 that included the single family residential, and apartment/condominium classes remained at $3.75 per thousand of assessed value. The non-residential tax rate for commercial, industrial, and hotel/resort land uses was set at $11.37, a 7% increase, while the tax rate for agriculture and conservation declined by 10% to $9.57 per thousand of assessed value.

FY 2004-2005 Debt Service and Central Accounts. Debt service and central accounts are obligations of the City that must be paid, over which it has limited control. For debt service payments, the Fiscal/CIP Branch worked in conjunction with the Budgetary Administration, Treasury and Accounting Divisions to develop the amounts required. The remaining costs were developed in collaboration with other divisions, departments and state personnel.

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

SOURCE	AMOUNT (IN MILLIONS)
Debt Service	$ 193.0
Retirement Contributions	46.6
FICA Tax	18.1
Workers' Compensation	13.4
Unemployment Compensation	0.4
Health Fund	75.6
Provision for Salary Adjustment	3.0
Provision for Judgments and Losses	4.2
Provision for Risk Management	6.7
Provision for Property Tax Refunds and Other	0.2
Provision for Deferred Compensation Plan	0.3
TOTAL	**$ 361.5**

Long-Range Financial Plan from FY 2004-2005. 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 2004-2005 operating and capital budgets. For out years, compilations utilized were (1) long-range plans for most enterprise fund operations, (2) debt service projections, (3) the six-year capital program and (4) estimates based on projections developed and/or provided by the State of Hawaii's Budget and Finance Department. Anticipated new cost projections were developed by City agencies. Other costs and revenues were adjusted in accordance with projections developed by the Council on Revenues. The projected amounts were analyzed and a statement of how to meet future expenditure requirements was developed.

INTERNAL CONTROL DIVISION

Michael R. Hansen, Chief Accountant

POWERS, DUTIES, AND FUNCTIONS. The Internal Control Division performs professional and objective examinations and evaluations of the city's financial activities. Seven staff members audit, review, and monitor the controls and processes for safeguarding city assets and recording financial transactions; and recommend practical changes and cost effective improvements. The division personnel include certified public accountants and a certified fraud examiner. In addition, each analyst is a certified government financial manager.

ACCOMPLISHMENTS. The following are the significant accomplishments of the Internal Control Division for the FY 2003-2004.

Annual Recurring Audits, Reviews and Evaluations

1) Completed follow-up review of the independent auditor's financial and single-audit comments, and coordinated the City's response to the independent auditors.
2) Coordinated the response to the independent auditor's Federal Grants Risk Assessment Questionnaire for FY 2003-2004.
3) Completed quarterly cash counts and prepared statements of amount and kind of funds in the City Treasury as required by the City Charter.
4) Monitored the compliance by all city agencies with the BFS Policies and Procedures pertaining to the annual count of Petty Cash and Change Funds.
5) Performed surprise cash counts at City municipal golf courses.

6) Audited the annual H-Power true-up billing from the plant operator and assisted in negotiation of annual settlement.

7) Developed the city's consolidated local central service cost allocation plan and indirect cost rate for FY 2004-2005.

8) Performed quarterly audits of relocation transactions.

9) Managed the contract for the annual financial audits of five City owned housing projects.

10) Compiled data and filed request for refunds of eligible federal excise tax paid on aviation fuel purchased by the Honolulu Fire and Police Departments.

Special Studies and Investigations

1) Provided fraud awareness training to City employees and maintained the fraud awareness and internal controls intranet information website.

2) Performed financial analysis and support for various ongoing investigations alleging fraud.

3) Completed transaction reviews and provided guidance regarding apparent irregularities reported by various City agencies.

4) Provided internal control review and analysis services to various departments on aproject-by-project basis.

5) Provided accounting expertise to the Department of Human Resources in the Act 90 privatization issues study.

6) Completed review of real property assessment process.

7) Completed confirming purchase order parceling and splitting compliance reviews for the Departments of the Honolulu Police, Honolulu Fire, Parks and Recreation, Facility Maintenance, Community Services, Customer Services, Design and Construction, Enterprise Services, and Transportation Services.

8) Performed the monitoring of low/moderate income housing requirements of the Multi Family Housing Program.

9) Reviewed the purchase card program controls and assisted in the development of the purchase card user manual.

10) Coordinated the analysis of pending litigation for the development of the contingent liabilities disclosure in the Annual Financial Statement Notes.

11) Reviewed and analyzed the June 30, 2003 Department of Environmental Services sewer fund materials and supplies inventory.

12) Participated in a feasibility study for the implementation of an e-check payment system via the City's website.

13) Completed review of proposed overhead rates by independent contractors for various Department of Design and Construction projects.

14) Performed reviews of requests by various Departments to change petty cash and change fund amounts.

15) Performed cash handling reviews at the Hanauma Bay Nature Preserve and Ala Wai Golf Driving Range.

16) Participated in a feasibility study for the implementation of an electronic driver's license road test appointment system via the City's website.

17) Coordinated the renewal of the contract and compiled statistics for the credit card program.

18) Completed a review and provided recommendations for the contract amendment between Hawaiian Electric Company (HECO) and the City and County of Honolulu (H-Power) regarding rounding of invoice calculations for energy purchases by HECO.

19) Provided oversight and analysis for the City's pension bonus calculations in accordance with Senate Bill 2127.

20) Provided the U.S. Department of Housing and Urban Development with periodic status reports of the City's response to the independent auditor's financial and single audit comments.

21) Provided accounting expertise to the Department of Transportation Services for the study of parking meters capable of accepting debit/credit card payments.

LIQUOR COMMISSION

Wallace W. Weatherwax, Administrator

MISSION STATEMENT:

To promote our community's health, safety and welfare by effectively and fairly administering Hawaii's Liquor Laws.

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[1] 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
Dennis Enomoto, Chairman	December 31, 2005
*Clyde J. Eugenio, Vice-Chair	December 31, 2003
*Chu Lan Shubert Kwock, Vice-Chair	December 31, 2004
Danny Kim	December 31, 2007

Licenses and Permits There were 1,385 liquor licenses in effect within the City and County of Honolulu as of June 30, 2004. The Commission's Licensing Section investigates applicants for liquor licenses, and responds to liquor license inquiries. Activities this fiscal year included the following:

Investigations and Reports Completed:

New premises	69
License transfers	69
Temporary licenses	74
Special licenses	34
Special one-day licenses	308
Transient Vessel licenses	36
Change of class	4
Reports on new officers and directors	40
Requests for extensions and alterations to premises	141
Reports on transfers of corporate stock	38
Field inspections	334
Miscellaneous investigations, reports and other activities	130
Field Audits	27

*Pending reappointment

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, 153 warnings and 435 violations were issued and 14,354 inspections were conducted. Also during this fiscal year, 221 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. After court convictions, the Commission for license revocation adjudicates substantiated complaints of drug, prostitution and gambling.

Training The Liquor Commission Server-Training Program produced 3,641 bartenders and managers for licensed premises that were trained in the dangers of driving while intoxicated, interventions with intoxicated patrons, and Hawaii liquor laws. In addition, the Liquor Commission presented Liquor Service Awareness Training to 152 liquor licensee server staff. The training focused on preventing liquor over service and the use of thorough ID checks as the primary means of preventing liquor sales and service to minors.

Adjudications The Liquor Commission is responsible for adjudicating liquor law violations. The liquor investigators, the Honolulu Police Department, and other law enforcement agencies refer these violations. The Commission adjudicated a total of 420 violations, which included 83 violations pertaining to minors.

[1] Chairman John P. Spierling passed away on June 20, 2004.

These adjudications resulted in the following actions:

Licenses revoked	0
Revocations by charge	0
Licenses suspended	0
Suspensions by charge	0
Fines assessed by charge	403
Charges adjudicated guilty (guilty pleas, no-contest pleas, convictions, defaults)	411
Charges dismissed (dismissals, acquittals)	9
Amount of fines assessed	$243,550

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. Bureau of Citizenship and Immigration Services, and other law enforcement agencies to detect, investigate, and prosecute violators of criminal and liquor laws. Underage drinking compliance checks on licensees were conducted through a "sting" operation, "Team PLUS", with the Cancer Research Center of Hawaii, a research unit of the University of Hawaii.

Index to Schedules:

Schedule A License in Effect (FY 1999-2004)

Schedule B License Fees Realized by Classification (FY 2003-2004)

Schedule C Breakdown of Receipts for FY 1995-2004 (in dollars)

Schedule D Comparative Statement of Receipts and Disbursements for FY 1995-2004 (in dollars)

SCHEDULE A — LICENSES IN EFFECT (FY 1999-2004)

CLASSIFICATION	JUNE 30, 1999	JUNE 30, 2000	JUNE 30, 2001	JUNE 30, 2002	JUNE 30 2003	JUNE 30 2004
Brew Pub: General	3	3	3	3	3	3
Cabaret: General	41	42	39	39	40	39
*Caterer: General	n/a	37	365	221	135	75
Beer and Wine	n/a	2	31	2	7	3
Club: General	15	15	15	15	14	14
Dispenser: General	366	354	337	329	320	305
Beer and Wine	22	19	17	14	14	13
Hotel: General	36	36	35	35	33	35
Manufacturer: Other Liquor	0	0	0	1	1	1
Beer and Wine (Sake)	2	3	4	2	1	1
Restaurant: General	286	303	324	326	325	334
Beer and Wine	63	56	57	55	58	56
Beer	1	0	0	0	0	0
Retail: General	491	498	510	495	476	486
Beer & Wine	66	70	57	52	49	47
Tour and Cruise Vessel: General	19	20	20	20	20	21
Transient Vessel (Annual): General	1	1	2	2	0	0
Wholesale: General	19	19	19	21	20	23
Beer & Wine	6	6	7	8	8	7
Grand Total	**1,437**	**1,484**	***1,446**	***1,417**	***1,382**	***1,385**

*Grand Total does not include CATERER licenses, which are issued only to Hotel or Restaurant licensees.

SCHEDULE B – LICENSE FEES REALIZED BY CLASS - 2003-2004

CLASS OF LICENSE	FEES BY CLASS	TOTALS
CATERER	12,250	12,250
BREW PUB		
General	4,500	
Additional Fees	19,029	23,529
MANUFACTURER		
Wine	600	
Other Liquors	1,200	
Additional Fees	0	1,800
WHOLESALE		
General	52,600	
Beer & Wine	5,500	
Additional Fees	12,950	71,050
RETAIL		
General	520,560	
Beer & Wine	34,840	
Additional Fees	136,343	691,743
DISPENSER		
General-Standard	106,740	
General-Category 2,3,4	253,470	
Beer & Wine	10,140	
Additional Fees	107,991	478,341
CABARET		
General	70,650	
Additional Fees	178,803	249,453
CLUB		
General	8,400	
Additional Fees	15,662	24,062
HOTEL		
General	124,500	
Additional Fees	220,647	345,147
RESTAURANT General	352,980	
Beer & Wine	45,240	
Additional Fees	235,323	633,543

TRANSIENT VESSEL		
Per Day	5,550	
Per Year	0	
Additional Fees	0	5,550
TOUR OR CRUISE VESSEL		
General	15,360	
Additional Fees	6,310	21,670
SPECIAL		
General	2,000	
Beer & Wine	105	
Beer	200	2,305
TEMPORARY		
Cabaret General	500	
Dispenser General	4,750	
Dispenser Beer & Wine	250	
Retail General	3,750	
Retail Beer & Wine	1,000	
Restaurant General	3,500	
Restaurant Beer & Wine	1,000	
Hotel General	500	
Tour or Cruise Vessel	500	
Wholesale General	250	
Additional Fees	3,589	19,589
GRAND TOTAL		**2,580,032**

SCHEDULE C — BREAKDOWN OF RECEIPTS FOR FY 1995-2004 (in dollars)

FISCAL YEAR	LICENSE FEES	FILING FEES	FINES	PHOTO I.D.	MISC.	TOTAL
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
2000-01	2,529,116	8,200	200,825	115,720	7,265	2,861,126
2001-02	2,571,142	4,600	204,045	105,940	19,679	2,905,406
2002-03*	2,498,273	3,600	340,970	127,100	30,135	3,000,078
2003-04	2,580,032	5,400	235,250	118,270	7,526	2,946,478

SCHEDULE D — COMPARATIVE STATEMENT OF RECEIPTS AND DISBURSEMENTS FOR FY 1995-2004 (in dollars)

FISCAL YEAR	RECEIPTS	DISBURSEMENTS	TRANSFERS	TOTAL EXPENDITURES
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	2,906,477	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
2000-01	2,861,126	1,984,852	849,630	2,834,491
2001-02	2,905,406	2,313,152	1,163,897	3,477,049
2002-03*	3,000,078	2,224,397	762,500	2,986,897
2003-04	2,946,478	2,252,904	935,450	3,188,354

*Revised

REAL PROPERTY ASSESSMENT DIVISION

Gary T. Kurokawa, Real Property Assessment Administrator

POWER, DUTIES, AND FUNCTIONS. The Real Property Assessment Division administers provisions of Chapter 8, Revised Ordinances of Honolulu, relating to the assessment of real property for tax purposes. It ensures 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 nine general land classes, and generate property tax revenues for the City. To accomplish its mission, the division identifies real property parcels and respective owners; appraises parcels; processes exemption and dedication claims filed; notifies owners of the assessments placed on their respective properties; settles real property assessment and tax appeals; and maintains and updates maps, ownership records, valuation records, and computer and other required files.

The division is located in the Walter Murray Gibson Building at 842 Bethel Street and in Kapolei Hale at 1000 Uluohia Street. It is staffed by 107 permanent employees and is organized into four branches— Administrative/Technical, Mapping, Support Services, and Assessment.

Walter Murray Gibson Building

RPA Public Research Room

RPA Public Counter

ADMINISTRATIVE/TECHNICAL BRANCH. The Administrative/Technical Branch has 11 employees. It is responsible for the development of rules and regulations, administrative policies and procedures, building classifications, cost factors, training of appraisers, and technical support for all counties in the State of Hawaii.

This branch revised sections of the Revised Ordinances including those on agricultural dedications, the reporting of property values, and is reviewing internal standard operating procedures, ordinance changes, and Rules and Regulations.

MAPPING BRANCH. The Mapping Branch is responsible for providing 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 Mapping Branch has made technological changes in processing ownership and mapping changes. They include the use of scanned images of recorded documents, and the updating of parcel data to the GIS base map.

The following are workload statistics for FY 2003-2004:

Land map drafting	12,566
Deeds, etc., processed (ownership)	40,790
Parcels affected	50,186
Reproduction of maps	5,660
Counter service (people)	433
Telephone service (people)	6,027

SUPPORT SERVICES BRANCH. The Support Services Branch has 13 employees, 3 of whom are situated in Kapolei. This branch is responsible for customer service at the counter, on the phone, and in the division's research room.

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

Exemptions processed	26,337
Counter service	18,591
Telephone service	36,176

ASSESSMENT BRANCH. The Assessment Branch has 70 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 FY 2003-2004 follow:

Property appraisals	267,732
Building inspections	9,274
New Condo appraisals	1,594

Assessments and Exemptions. As of October 1, 2003, the branch assessed 269,470 tax parcels for FY 2004-2005, including 106,269 condominium units and 306,069 buildings. A total of 151,354 exemptions were allowed. The following are totals for the last three years:

	FY 04-05	FY 03-04	FY 02-03
Tax parcels	269,470	266,470	264,104
(includes condos)	106,269	104,816	102,792
Building records	306,069	304,349	302,373
Exemptions:			
Basic home*	50,968	64,485	60,856
Multiple of home**	81,694	68,636	71,320
Others***	18,692	18,754	18,675
Appeals taken	3,837	2,590	4,666
Value on appeal (in thousands of dollars)	2,995,975	1,601,796	1,858,060

* 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, govt. parcels, etc.

Boards of Review. There are two Boards of Review 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. Members are appointed by the Mayor and confirmed by the City Council for five-year terms.

First Board

Martha Kersting, Chair (Term expires 6/30/2007)
Wanda L.M. Ching, Member (Term expires 6/30/2004)
Jonathan Y.S. Kwon, Member (Term expires 6/30/2006)
Henry W.H. Lau, Member (Term expires 6/30/2003)
Ruth M.F. Lin, Member (Term expires 6/30/2005)

Second Board

Tony B. Ofril, Chair (Term expires 6/30/2004)
Wendell S.L. Ching, Member (Term expires 6/30/2005)
Dean Y. Senda, Member (Term expires 6/30/2008)
Maria W. Sousie, Member (Term expires 6/30/2006)
Vacant

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):

	FY04-05	FY 03-04	FY 02-03
Gross assessed values	$ 109,784,146	$95,052,358	$89,211,751
Less: Exemptions	15,864,880	15,096,915	14,698,365
Less: 50% Value on appeals	1,497,987	800,898	929,030
Net value for tax rate	$ 92,421,382	$79,154,545	$73,584,356
Taxes to be raised	$ 496,428	$427,171	$383,724

Real Property Tax Rates. City Council adopted the following tax rates for FY 2004-2005:

CLASS	TAX RATE PER $1,000 NET TAXABLE
Improved Residential	$3.75
Unimproved Residential	5.72
Apartment	3.75
Hotel and Resort	11.37
Commercial	11.37
Industrial	11.37
Agricultural	9.57
Preservation	9.57
Public Service	0.00

+ Gross assessed value does not include nontaxable properties.

NUMBER AND AMOUNT OF EXEMPTIONS BY TYPE FOR THE FY 04-05

(Amounts in Thousands)

TYPE OF EXEMPTION		NUMBER		AMOUNT
Federal Government		382		$ 6,729,429
State Government		3,201		8,573,641
County Government		2,119		3,383,768
Hawaiian Homes Commission		524		161,380
Hawaiian Homes Land		2,497		521,086
Homes - Fee		126,076		9,548,833
(Basic)	47,923		$1,803,879	
(Multiple)	78,153		7,744,954	
Homes - Leasehold		6,586		574,462
(Basic)	3,045		$112,750	
(Multiple)	3,541		461,712	
Blind		324		7,980
Deaf		79		1,873
Leprosy		3		75
Totally Disabled		2,723		65,930
Totally Disabled Veterans		533		190,400
Cemeteries		46		39,061
Churches		828		1,004,225
Civil - Condemnation		41		20,084
Consulates		29		21,653
Credit Unions		50		55,028
Crop Shelters		33		3,094
Hawaiian Homes - 7-Year		325		67,745
Historic Residential		129		110,189
Hospitals		89		507,194
Landscaping, Open-Space		15		10,513
Low-Moderate Income Housing		337		949,287
Charitable Organizations		613		834,743
Public Utilities		482		481,385
Roadways and Waterways		3,031		3,089
Schools		116		610,177
Slaughterhouse		2		1,895
Setbacks		5		722
New Construction		77		328,152
Miscellaneous		5		6,375
TOTAL		**151,300**		**$34,813,468**

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

PURCHASING DIVISION

Charles M. Katsuyoshi, Purchasing and Contracts Administrator

POWERS, DUTIES AND FUNCTIONS. The Purchasing Division's 26 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. 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 2003-2004: ambulances ($579,600); police cars ($1,043,4051); refuse trucks ($1,345,478); and paratransit vehicles ($809,702). A comparison of the workload for the past two years is as follows:

	FY 03-04	FY 02-03
Advertised bid solicitations	247	241
Request for proposal solicitations	4	7
Contracts awarded	281	277
Small purchases awarded	792	868
Total dollars awarded	$79,088,369	$65,846,964

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 in cost 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 03-04	FY 02-03
Number of price lists	490	462
Items on price lists	5,930	5,873
Number of price list purchase orders	9,813	10,622
Price list purchases	$22,103,815	$20,890,700
Number of direct purchase orders	28,929	30,696
Direct purchase orders	$28,074,828	$27,627,506

Concessions. Concessions awarded during fiscal year 2003-04 included:

CONCESSIONS	MONTHLY RENTAL
Beach Services Concessions at Kuhio Beach	70,636
Food Concession at Kapiolani Beach Center	1,000
Ted Makalena and West Loch Golf Course Clubhouses	
Food Concessions at Ewa Villages, Pali,	2,344
Ted Makalena and West Loch Golf Courses	

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

Construction Contracts. The City awarded 180 contracts, excluding the Board of Water Supply, for a total of $158,460,913. The section awarded the following significant construction projects during FY 2003-2004.

Bus Rapid Transit – Phase A1 A2 B1 B2 B3	23,048,175
Ala Moana Wastewater Pump Station Modification	17,740,000
Central Oahu Regional Park Aquatics and Tennis Complex	12,401,000
Police Training Academy Indoor Firing Range	5,446,313

The following is a comparison of construction contract statistics during FY 2003-2004 and FY 2002-2003:

	FY 03-04	FY 02-03
Projects advertised	165	160
Contracts awarded	180	150
Total dollar value awarded	$158,460,913	$118,033,803

Consultant and Personal Services Contracts. The branch awarded contracts for studies, planning and engineering services, human services and youth projects, and services to the elderly and disadvantaged youth. These services and projects included: Various improvements to buildings, parks, street lighting, roads, drainage systems,

sewers and treatment plants; training, prevention and intervention services; education and awareness of domestic violence and family crime; crisis counseling; and information and referral services. The following is a comparison of the consultant and personal services contracts for FY 2003-2004 and FY 2002-2003:

	FY 03-04	FY 02-03
Number of contracts awarded	162	164
Total dollar value	$42,122,034	$30,704,032

PROPERTY MANAGEMENT AND DISPOSAL SECTION. This section maintains the city's real and personal property inventories, disposes of the city's real and personal property, manages the city's real property, and administers the city's housing relocation program.

Personal Property Management. The City's personal property inventory is maintained on the Fixed Assets Computer System (FACS). Certain infrastructure assets are also maintained on FACS. At the end of the fiscal year, FACS contained 136,265 records, accounting for 270,575 assets. The dollar value of the assets was:

Office equipment	$ 13,360,795
Motor Vehicles	312,643,174
Aircraft	3,034,351
Computer Equipment	57,908,299
Recreational Equipment	2,487,547
Scientific Equipment	6,217,857
Construction Equipment	19,267,803
Communication Equipment	47,012,299
Other Equipment and Machinery	103,012,166
Materials and Supplies	2,667,546
Total Personal Property Inventory	$567,611,837
Infrastructure Inventory	184,113,577
TOTAL	**$751,725,414**

FACS automatically added new equipment purchases totaling $66,249,854 to the inventory. Major purchases included computer equipment, office equipment, and motor vehicles. Retired assets, valued at $36,556,967, included trucks, handivans, and police vehicles. Transferred assets, valued at $68,400,685 included personal computers, office equipment, and motor vehicles.

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

Property Disposal. The section conducted more than 33 inspections at various City sites including Manana, Wahiawa, Waipahu, and Halawa prior to disposing equipment. It also conducted fourteen public auctions and sold a total of 273 assets for $247,376. Additional auction revenues of an estimated $205,000 will be collected for approximately 216 tons of recyclables such as scrap metal. Notices of these public auctions were available to subscribers of the Auction Notification System (ANTS). There are currently 48 subscribers who receive a year of notices by mail, e-mail, and/or fax. The website received approximately 1212 inquiries a month. The application for ANTS is also available on the Internet as a public service at www.honolulu.gov/pur/auctions.htm. There is also a 24-hour auction line, which is 808-527-6789.

Real Property Management. Real Property transactions completed during FY 2003-2004 included:

	NUMBER	DOLLAR AMOUNT
Sale of Land	5	12,897,160.00
Easements	1	2,175.00
Rental Agreements	1	18,012.00

Concessions. Awarded 360 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 on a timely basis, (2) help displaced persons accept and ease the trauma of relocation by providing advisory services, and (3) provide information about relocation to any interested party.

For Fiscal Year 2004, a total payment of $56,329 was made for the various relocation projects:

Ewa Villages Revitalization - Residential (4 tenants)	$ 11,147
Waiahole Beach Expansion - Residential (1 tenant)	2,772
Kulana Nani Apartments Renovation - Residential (10 tenants)	12,357
DPP Code Enforcement - Residential (8 tenants)	2,855
Manana Infrastructure Improvements - Residential (1 tenant)	1,850
Middle Street Transit Center - Commercial (2 tenants)	25,348
Total	**$56,329**

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, deposits moneys and invests 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 business improvement district assessments, refuse disposal fees, refuse collection fees, real property rentals and concession contracts.

BILLING AND COLLECTION

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

Real Property Tax. Real property taxes account for approximately two-thirds of the city's general fund revenues. In FY 2003- 2004, the Division billed 258,797 accounts for $446.6 million. Total FY 2003-2004 taxes collected were $427.7 million.

Prior year delinquencies at the beginning of the fiscal year amounted to $95.2 million. During the year, the division collected $3.6 million, representing approximately 39% of its delinquencies. On June 30, 2004, total delinquent real property taxes (outstanding fiscal year 2003-2004 taxes plus prior year uncollected delinquencies) totaled $8.3 million or 1.9% of the FY 2003-2004 taxes billed.

Improvement District Assessments. The city assesses a charge to property owners in approved improvement districts for certain public improvements and services that benefit these owners. Improvement district accounts numbered 487, which paid $572,752.

Waikiki Business Improvement District Assessments. The city assesses a charge to property owners in approved business improvement districts for services that benefit these owners. The business improvement district accounts numbered 6,102, which paid $1,864,867 in FY 2003-2004.

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 647 active accounts that were billed and remitted revenues of $55.2 million in FY 2003-2004.

Refuse Collection Fees. Commercial customers incur a monthly refuse collection fee, based on their average refuse volume, for curbside pickup. In FY 2003-2004, commercial customers numbered 808 and remitted fees of $0.59 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 billed and collected during FY 2003-2004 totaled $8.3 million involving approximately 848 accounts.

CASH MANAGEMENT

Interest Earned. During FY 2003-2004, deposits of $2.3 billion and disbursements of $1.2 billion flowed through the city treasury. The Treasury Division managed an average daily cash balance of $650.4 million. Of that balance, Treasury funds represented $465.3 million, while Board of Water Supply funds and Housing Development funds were $166.8 million and $18.3 million, respectively.

The city earned $7.9 million in interest income for the year. Treasury funds generated $4.7 million (average yield of 0.98%) and Housing Development funds received $0.2 million (average yield of 0.97%).

DEBT ADMINISTRATION

General Obligation Bond Tax Exempt Commercial Paper Notes. The City Council approved a $150 million general obligation commercial paper program in June 2001. During fiscal year 2004, the city issued a total of $100.1 million General Obligation Bond Tax Exempt Commercial Paper Notes to refund general obligation bonds of $18.0 million, to fund CIP projects and to purchase equipment. The amount of General Obligation Tax Exempt Commercial Paper Notes outstanding as of June 30, 2004 was $74,800,000.

General Obligation Bonds Series 2003A. On August 8, 2003, the city issued $250,000,000 of general obligation bonds to refund $145,300,000 of General Obligation Tax Exempt Commercial Paper Notes and to fund capital improvement projects. The true interest cost of the bonds was 4.86%.

General Obligation Bonds Series 2004A, Series 2004B, and Series 2004C. The city, on April 14, 2004, issued $321,620,000 of general obligation bonds. Series 2004A and Series 2004C converted the Series 2000A and Series 2000B variable rate bonds to fixed rate bonds. Series 2004B refunded $184,270,000 of previously issued general obligation bonds for a net present value savings of $7.5 million. The overall true interest cost of the bonds was 3.975%, representing the lowest long-term fixed rate funding cost to the city since 1980.

General obligation bonds totaling $86.9 million matured during the year. The outstanding general obligation bonds as of June 30, 2004 totaled $1.86 billion of which $296.73 million were for housing, H-POWER and solid waste disposal, and $68.06 million were for sewer projects.

Under the Constitution of the State of Hawaii and applicable provisions of the HRS, general obligation bonds issued for self-supporting public undertakings, such as the water system and assessable public improvements, are excludable in determining the funded debt of the city to the extent that the reimbursements are made to the General Fund for the principal and interest due on such bonds out of net revenues for water system improvements and assessment collections for assessable public improvements. Of the total general obligation debt of $2.84 billion, $1.51 billion is therefore considered to be direct tax-supported debt for legal debt margin purposes.

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

Net assessed valuation of taxable real property, at 100% of fair market value	$ 79.2 billion
15% of net assessed valuation of taxable real property	$ 11.87 billion
Net funded debt	$1.51 billion
Ratio of debt to assessed valuation	91%

The city's general obligation bonds are rated Aa2 by Moody's Investors Service, AA- by Standard & Poor's and AA by Fitch Ratings. Its wastewater system revenue bonds are rated Aa3 by Moody's Investors Service and AA- by Fitch Ratings.

DEPARTMENT OF COMMUNITY SERVICES

Michael T Amii, Director
John R. Sabas, 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 as defined in Chapter 3, Section 6-302 of the Revised Charter of Honolulu (2000 Edition) are: (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.

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

OFFICE OF SPECIAL PROJECTS

The Office of Special Projects (OSP) represents the Department of Community Services in working with the community to plan and advocate for human service initiatives. These initiatives address the needs of at-risk, alienated and other disadvantaged populations in Honolulu. To help in this effort, OSP encourages individual and community development that results in alternative and cost-effective service delivery by doing the following: conducting needs assessments; helping create and change program services and delivery; researching and developing sources of funding; developing, implementing and monitoring special needs programs; and providing technical assistance to individuals, families, and community-based organizations, as well as to public and private social service agencies.

SIGNIFICANT ACHIEVEMENTS:

The Grants Unit of the Office of Special Projects continued its success in acquiring federal funds to enhance city operations. The resources listed below - a total of $795,584 - represent a significant return on the city's investment in grants research and development:

- $700,000 from HUD for Youthbuild Honolulu, a diploma studies and job training program for at-risk youth, ages 16-24;
- $95,584 from HUD for the Community Assistance Division's two family self-sufficiency coordinators who help Section 8 rental assistance recipients become self-sufficient; and

$1.1 Million for Rural Development The Oahu Rural Development Program received $1.1 million from the U.S. Department of Labor through Senator Daniel K. Inouye to further expand training activities for youth and adults and to facilitate economic development and community revitalization in Oahu's rural communities. These funds will be expended over a 3-year period.

National Ranking The Honolulu Youth Offender Program, located in the Youth Services Center, has ranked **first in the nation** for the two quarters ending December 31, 2003 and March 31, 2004. The rating compared costs overall and costs per youth, numbers and percentages of positive outcomes for youth, and participation rates.

YOUTH SERVICES

The **Youth Services Center** operates as a "one-stop" where it consolidates its seven prevention, intervention and treatment/rehabilitation programs (listed below), which service at-risk and offender youth. The Center maximizes program resources for a greater number of at-risk youth through developing and implementing a cost-effective and coordinated service delivery system. A universal intake system exists for entry into all seven youth programs. Each youth is assigned to the program that is the best "fit" and is assigned a case manager to jointly develop his or her training and education plan based on testing of skills, aptitudes, interests, etc.

YouthBuild Honolulu received $700,000 from the U.S. Department of Housing and Urban Development to assist 60 non-high school graduates in achieving high school diplomas and entering employment or advanced training.

YouthBuild Honolulu is an educational and job training program that prepares young people for employment and responsible citizenship. Participants are non-high school graduates, 16-24 years of age, with dysfunctional families, alcohol and drug abuse, and limited financial resources. For many participants, YouthBuild is the last chance to avoid incarceration, drug addiction, and long-term unemployment.

Significant accomplishments during this past year were:

- 18 participants completed the program and earned their high school diplomas;
- 13 of the 18 secured employment since graduation (August 2004); and
- all participants assisted in building 15 homes in Ewa Villages and rehabilitating a homeless shelter in Waimanalo.

Youthbuild participants on a community service project with the Nature Conservancy.
Lt. to Rt. Christopher Barit, Jessica Gusman, Tyson Baisac & Leticia Faatea.

The **Juvenile Justice Center** with the guidance of the City's Juvenile Crime Enforcement Coalition continues its partnership with the Honolulu Police Department to provide status offenders and first-time law violators with services that prevent further involvement in the juvenile justice system. The Center serves as a centralized intake and assessment facility whereupon staff issue accountability-based sanctions to these offenders. These sanctions include HPD educational and counseling services, substance abuse intervention, and employment services.

Significant accomplishments during this past year were:

- About 1,471 juveniles cases were referred to the Center; and
- 71% of those juveniles completed assessment services and received sanctions.

The **Youth Offender Demonstration Project** funded through the U.S. Department of Labor allows youth offenders and those at-risk for court or gang involvement the opportunity to achieve goals that will lead to self-sufficiency and no further involvement in the judiciary system. Services include intensive case management, vocational training, and employment services.

Significant accomplishments during this past year were:

- exceeded enrollment goal by 12%; and
- established strong cooperative partnerships with Family Court and Hawaii Youth Correctional Facility.

The **Oahu Rural Development Program** focuses on empowering five rural communities Waialua, Ko'o'lauloa, Waimanalo, Waianae, and Wahiawa to Laie. The program works with existing community services and businesses to reinvest their resources in these areas to facilitate economic development and community revitalization. Youth and young adults participate in training activities and services that lead to employment or post-secondary education.

Significant accomplishments during this past year were:

- Emergency medical response course at Kapiolani Community College assisted part-time lifeguards to qualify for full time lifeguard and EMT positions;
- Commercial drivers license training allowed ten Waimanalo residents to secure employment in the building trades industry; and

- Waianae youth learned organic farming and entrepreneurship skills by growing their own produce and selling it at community open markets.

The **Workforce Investment Act Youth Operator Program**, funded by the Oahu Workforce Investment Board, establishes a procurement process that allows agencies and organizations to provide comprehensive employment training services and activities for WIA participants. The program coordinates and monitors service providers to ensure services and activities address the ten required WIA elements and performance measures and program outcomes are met.

The **Building For Stronger Tomorrows**, funded by the State's Housing and Community Development Corporation of Hawaii (HCDCH), provides residents of HCDCH's projects the opportunity to secure employment through training activities and job matching and referral services. Program components include intensive outreach and case management, basic skills and leadership development activities, construction vocational training, job matching and referral services and follow up services.

LEASEHOLD CONVERSION PROGRAM

The city's Leasehold Conversion Program is administered through the Office of Special Projects. The Leasehold Conversion Program ("LCP") is charged with administering Chapter 38, 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, cooperatives and planned development projects through the city's power of eminent domain.

By fiscal year end, the implementation of Ch. 38 ROH continued for lessee applicants. The following are highlights of actions with respect to the LCP:

The Leasehold Conversion Program relocated its offices from Honolulu Hale to 848 South Beretania.

Three public hearings were held.

Pursuant to a Resolution introduced and adopted by the City Council, a task force was convened to study Chapter 38 ROH and make recommendations on amendments and fairer implementation. No consensus between the lessee group and the lessor group was reached.

Two resolutions were submitted to City Council for consideration

Applications from owner occupant lessees of five condominium developments were received.

Settlement occurred prior to the filing of an eminent domain action in one condominium development.

GRANTS RESEARCH & DEVELOPMENT

Through its Grants Unit, the Office of Special Project provides grants research and development services to other city agencies and affiliated non-profits. In addition to those grants listed above (under "Significant Achievements"), the following describes other grant applications submitted in FY04:

$1,488,534 for social and economic development strategies for Native Hawaiians and other Pacific Islanders on Oahu;

$400,000 for assessment and inventory of potential brownfields' sites, those potentially contaminated with hazardous substances and petroleum;

$143,376 requested from HUD to fund two renewal family self-sufficiency coordinator positions and one homeownership coordinator position in the Community Assistance Division, to help Section 8 rental assistance recipients become self-sufficient; and

$700,000 for Youthbuild Honolulu, a diploma studies and job training program for at-risk youth, ages 16-24.

DEPARTMENT NEWSLETTER

The Grants' Unit staff person also writes and designs the department newsletter, Reaching Out. This four-page newsletter is published every quarter and profiles the 200-member department's services to the community. Services include finding jobs, housing and appropriate social services for Honolulu's most in-need children, youth and the elderly.

DIGITAL RIDE

The City and County of Honolulu, through the Office of Special Projects (OSP), has partnered with the Sea of Dreams Foundation, Inc. (SDF) to develop a project that will make computers accessible and provide technology training to low-income persons and families, including senior citizens, persons with disabilities and youth at risk. A van obtained

by OSP and leased to SDF will be outfitted with computer equipment and driven to selected communities to teach others how to use computers.

CHILDREN AND YOUTH DAY

The Office of Special Projects acts as the City's representative to the Children and Youth Day, an annual state event held each year in October. OSP staff coordinated city logistics and resources for the event, including providing free bus rides to and from the event and making free parking available at City municipal parking lots.

COMMUNITY-BASED ECONOMIC DEVELOPMENT

The Community-Based Economic Development (CBED) Section implements economic and business development projects, activities, and programs with nonprofit organizations consistent with community desires. Through the use of funds from the Community Development Block Grant Program and collaborative relationships with other City, State, Federal, and private agencies, the CBED Section administers and coordinates resources and enterprises that provide innovative initiatives to provide benefits to economically distressed communities, families, and individuals throughout O'ahu. The following are examples of CBED Section activities:

Rendering of the WCA festival market and business incubator training center

Waipahu Festival Market and Business Incubation and Training Center

The Waipahu Community Association (WCA) has acquired the former Big Way Supermarket in Waipahu and plans to establish a business center and incubator on the site. Renovations to the building are currently being planned. The CBED Section is also helping WCA to obtain additional funding from the Economic Development Administration in the U.S. Department of Commerce.

Waialua Commercial Kitchen

With the use of CDBG and Rural Economic Transition Act Funds from the Department of Defense, the Friends of Waialua group has completed the Waialua Commercial Kitchen located at the former Waialua Sugar Mill. The Kitchen will house a culinary training program for area residents in collaboration with the Community College. Potential entrepreneurs interested in starting food-related businesses will also use the facility.

Waialua Community Commercial Kitchen.

Samoan Service Providers Association (SSPA)

The City has funded a business service center operated by the Samoan Service

Providers in Kalihi. SSPA provides technical assistance, classroom training, and business services to starting microenterprises.

Pacific Gateway Center

The City has supported the Pacific Gateway Center in several business development programs that assist economically disadvantaged residents. This nonprofit organization has recently completed construction of a fully equipped Kitchen Incubator facility in Kalihi, established microenterprise development and micro-loan programs and currently plans to open a retail incubator in Chinatown.

Community Development Financial Institutions

The City has assisted several community development financial institutions that specialize in providing loans to non-

profit organizations and enterprises in economically distressed communities and for low- and moderate-income individuals. The City supported the Hawaii Community Loan Fund in providing technical assistance to borrowers who meet income criteria, as well as Ke Awawa, a nonprofit organization that is establishing a credit union in Waianae.

Community Investment Program

The City funded the Community Investment Program that provides financial assistance to Empower O'ahu, a community-based organization that implements grassroots developed projects in economically distressed neighborhoods.

COMMUNITY REINVESTMENT PROGRAM

The Office of Special Projects (OSP) continues to help communities build capacity to plan, develop, and implement projects, programs and activities that reflect their goals, values, and visions and address grassroots issues and needs. OSP's Planning Section supports communities and nonprofit organizations by assisting in this effort, primarily through funds provided by the U.S. Department of Housing and Urban Development (HUD), Community Development Block Grant Funds and other public and private sources. During the past fiscal year, OSP added the Community-Based Economic Development (CBED) Section to the division's efforts to assist economically distressed communities. The CBED Section was previously attached to the City's Office of Economic Development.

The following are examples of the programs and projects undertaken:

Empower Oahu: In partnership with the City and County of Honolulu, Empower Oahu (EO), a community-based organization consisting of community members from Oahu's economically distressed communities, assists in the implementation of a Community Investment Program. This program provides management, technical, and financial assistance for viable community-based economic development projects on Oahu. EO, with City support, submitted an application to HUD for designation as an Empowerment Zone. This designation would have provided the nominated areas with tax incentives and special consideration for certain federal grants. Unfortunately, Oahu was not among the seven communities selected nationwide as an Empowerment Zone.

Oahu Enterprise Zone Partnership: The Oahu Enterprise Zone (EZ) is a collaborative program between the City and the State to provide tax and other incentives to selected business sectors to foster economic development in designated economically distressed communities. The current five zones include: North Shore/Koolauloa, Wahiawa/Mililani Technology Park, Central Oahu — Pearl City, Waipahu, Ewa, Kunia and Kapolei, Urban Honolulu, and Waianae. Over 100 companies in manufacturing, wholesaling, high technology, agriculture and other eligible businesses, with more than 2,500 employees, have applied to the program.

Community-Based Economic Development Projects (CBED): The Office implements CBED projects funded by Community Development Block Grant Funds, such as the Waipahu Festival Market, Waialua Commercial Processing Facility, Waimanalo Construction Coalition, Pacific Gateway Center's Kitchen Incubator, job creation projects involving aquaculture development projects in Mokuleia and a prototype for a mobile wastewater treatment system. The Office also works with community development financial institutions, such as the Hawaii Community Development Loan Fund and the Native Hawaiian Advisory Council in implementing the Kuleana Waiwai Like project.

Community Economic Development Planning: CBED staff prepared the Oahu Comprehensive Economic Development Strategy (CEDS), a prerequisite for project funding for the Economic Development Administration of the U.S. Department of Commerce. The office also administers a $250,000 Environmental Protection Agency grant for Sustainable Island Based Development.

VOLUNTEER SERVICES

In March 1995, the City and County of Honolulu established a 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 in government, streamlining operations, cutting costs, communicating effectively, and energizing employees with a renewed commitment to customer service. To this end, the City Council passed Ordinance 95-14, which 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 resources by using volunteers;
3) Improving customer service through volunteers; and
4) Promoting and supporting volunteerism in the community.

The primary function of the FHH is to develop and coordinate volunteer services for City departments by maintaining a pool of available volunteers. FHH has provided the public with opportunities to volunteer at a number of tasks

ranging from clerical and answering phones to public information and research.

The Office of Special Projects (OSP) has also participated in public-private partnerships for the development and implementation of innovative programs such as:

- **CHILDREN AND YOUTH DAY** — OSP staff coordinated logistics and resources for this annual City-sponsored October event.

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

Mayor's Committee for People with Disabilities (MCPD)

Established in 1971, the Mayor's Committee for People with Disabilities (MCPD) serves as a voluntary advisory committee to the Mayor on disabilities issues and city policies relating to the Americans With Disabilities Act (ADA). The committee's purpose is to promote a better understanding of issues affecting people with disabilities and to promote communication and interaction between the public and private sectors. Functions include participating as an active advisor to the Mayor about issues for persons with disabilities, specifically with the City administration's departments and agencies and their programs, services and activities. A committee function is also to promote and facilitate changes in policies and services, which provide greater access to persons with disabilities.

The Honolulu County Committee on the Status of Women (HCCSW)

HCCSW was created under the terms of Act 190 of the 1970 Hawaii State Legislature. Its members serve voluntarily as an advisory body to the Mayor on matters of concern to women. HCCSW interacts with the Mayor, City Council, Hawaii State Commission on the Status of Women, Hawaii State Legislature and the community at large. Some of the accomplishments this past fiscal year include the annual Women's History Month celebration in March, participation with the community in October's Women's Health Month, and efforts to increase voter participation of women in Hawaii.

Child Care Advisory Board (CCAB)

The CCAB was established in 1992 under ROH Chapter 11. Its mission is to improve the quality, availability, and affordability of early childhood education and care services for the City and County of Honolulu. The CCAB encourages the private sector to partner with the City to expand early childhood education and care services to do the following: increase the public's awareness of early childhood education and care issues; serve as a forum for various sectors of the community to address early childhood education and care needs; consider appropriate actions for public and private implementation; and, finally, seek advice and information from the public in furthering its duties.

The OWIB's one-stop operator, Oahu WorkLinks, provides Training and job placement services. Pictured: Job seekers attending a job-training course at Oahu WorkLinks. OWIB, through OWL and its Youth Operator, provides job training and employment training services to adult and youth job seekers.

OAHU WORKFORCE INVESTMENT BOARD

The mission of the Oahu Workforce Investment Board (OWIB) is to bring together partners and resources to create an effective workforce development system that results in greater participation of the residents of our state in meeting Oahu's current and future economic and workforce needs. Since inception in 2000, the OWIB has provided more than 120,000 Oahu residents with employment and job training services. More than 21,100 unemployed Oahu adults received job search and placement services through the board's one-stop centers in Waipahu, Waialua, Kaneohe, Kalihi, and Makalapa.

More than 5,100 Oahu youth received job search and placement services through OWIB-funded organizations such as Alu Like (Nanakuli), Alu Like (Kailua, Kaneohe), Goodwill Industries (Central Oahu), Boys and Girls Club of Hawaii (Waianae), and Honolulu Community Action Program (Central Oahu).

The board expects to provide employment and training services to more than 4,000 Oahu residents in 2004.

To offset a steep decline in funding, the board embarked on a number of new initiatives in 2003 – 2004 intended by

the board to diversify its funding base, to increase the kinds of services provided to Oahu residents, and to increase the number of people served by board-funded employment and training programs. These initiatives include the board's Keeping Hawaii in Business Fairs, strategic collaborations between the board and unions on new project and funding proposals, and strategic collaborations between the board and other service provider organizations, employers, and government entities in the development of project and funding proposals.

Youth from YouthBuild building a home. YouthBuild is operated by the City and County of Honolulu's Office of Special Projects. OWIB and YouthBuild have joined forces to better serve Oahu's youth, leveraging resources and funds to provide more services to more youth beginning in 2004.

In 2004, a key issue the board will continue to work on is crafting an equitable way to distribute federal funds based on factors other than the unemployment rate of a particular county or state. Hawaii has had its funding reduced each year for the past four years because of its relatively low unemployment rate. Despite Hawaii's relatively low unemployment rate, averaging 3 percent, more than 12 percent of Hawaii's residents hold two or more jobs. OWIB believes a more equitable method for distributing federal funds for employment and training program should accord more weight to important factors such as the number of "underemployed" and the number of workers who must work two or more jobs just to survive.

Pictured: Workforce development professionals and stakeholders discussing the economy and the workforce implications of the economy. OWIB is responsible for workforce policy development in Honolulu County and it relies on the expertise of its board members and experts from the community.

Strategic Plans

The OWIB vision is that the OWIB will be recognized by the community as the premier workforce investment board in the Pacific region, respected for its contributions to further the economic vitality of Oahu and sought out by local, regional, and national policy makers and institutions for counsel and advice on the development and formulation of workforce development policy and programs.

In 2004, OWIB updated its strategic plan to focus on goals in four areas that describe what the board must do and achieve in order to be successful in its endeavor. These key goals include:

SYSTEM DEVELOPMENT

Promote the efficient use of available workforce development, education, and training resources.

Advocate strategies, policies and practices that assure the availability of a competitive workforce in terms of quality and quantity.

Identify and prioritize targeted industry clusters that provide a living wage and promote opportunities for career advancement.

Pictured: OWIB partner organizations participating in an OWIB-sponsored job fair. By partnering with local businesses, OWIB is able to fulfill one of its mandates: to leverage resources and dollars.

OWIB officials meeting with workforce and construction industry executives to discuss workforce development implications of military construction boom in Hawaii.

SERVICE DELIVERY

Measure OWIB'S success in placing local workers in high-demand, living-wage occupations.

Assure that ONE-STOP services are easily accessible to the employer and job seeker.

Provide quality level of service to meet the needs of our diverse customer base (adult and youth).

RESOURCE DEVELOPMENT

Develop a diverse and sustainable mix of resources and/or revenue sources that provide at least 30% of funds from non-WIA sources.

MARKETING AND ADVOCACY

Communicating the urgency and importance of developing a diverse and competitive workforce and the value OWIB activities bring to the community.

ELDERLY AFFAIRS DIVISION

The Elderly Affairs Division (EAD) is the designated agency that serves as a focal point in the City and County of Honolulu for adults 60 years of age and older. EAD is part of a national network of 670 area agencies on aging created by the Older Americans Act of 1965. Each of the four counties in Hawaii has a similar agency. These 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 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. Information and Assistance Services are also provided to increase access to services available in the community.

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

Aging Network Service System

In FY 2004, a wide range of services for older persons was funded through 26 contracts or sub-recipient agreements with 12 public and private agencies. In addition, EAD's Information and Assistance branch provided Information, Assistance and Outreach services to seniors 60 and over and their caregivers. Funding came from four sources: federal Older Americans Act and state purchase-of-service funds via the State Executive Office on Aging, federal Community Development Block Grant funds, and County funds supporting the Senior Information and Assistance Service Program. The total budget for FY 2004 was $6.43 million.

Approximately 6,900 seniors benefited from a variety of in-home and community-based services such as adult day care, bathing, case management, chore, group dining and home-delivered meals, nutrition counseling and transportation. Another 64,000 received other services such as information and assistance, legal education, and outreach. Our database shows that once assessed and assigned to a service, most clients use that service 6 months or longer. Of those seniors receiving direct services, more than 81% are minorities. More than 35% live at or below the poverty level for their household size. More than 28% are low-income minorities and approximately 7% live in rural areas as defined by the Administration on Aging. Services provided are listed by the target population they are intended to serve:

Self-sufficient elders

Adult education and training, health promotion and education, recreation and leisure activities, senior center programs, and volunteer opportunities;

Transitional elders

Group dining and nutrition counseling and education, health promotion and education, health screening and maintenance, home safety, housing assistance, advocacy, legal assistance, paraprofessional services and transportation;

Vulnerable elders

Adult day care/health, assisted transportation, attendant care, case management, chore and homemaker/housekeeper services, friendly visits, escort, home-delivered meals and nutrition counseling, personal care, respite/geriatric supervision and respite/linkage and telephone reassurance.

Caregivers

Information, assistance, case management, counseling, support groups, training, respite and supplemental services.

Data from the 2000 Census confirms that the 85-and-older population is the fastest growing cohort on Oahu. Continued trends noted in FY 2004 included: advancing age, frailty and chronic conditions of the average client requiring more time and follow-up; increase in the demand for home-delivered meals; increase in the time needed to perform those services requiring one-on-one assistance such as escort, personal care and specialized transportation services; more requests for caregiver assistance and overnight respite; increased need for affordable housing units as rental rates continue to rise due to increasing property values and limited supply as rental units are converted for sale; need for services in elderly housing projects owned or subsidized by the state or federal government; increased requests for specialized home-delivered meals; increase in the number of clients with mental health issues including dementia and paranoid behavior; continued financial abuse, exploitation and neglect of seniors; staffing shortages, especially of multi-lingual home-health workers due to low pay combined with physically and emotionally taxing work, which has resulted in increasing waitlists and time for services to begin; and staffing shortages that have extended to the area of program staffing for our service provider agencies.

Newer issues reported include: increase in the number of client institutionalizations and deaths; increase frequency of falls; increasing homelessness among the elderly due to the lack of space in shelters as well as the closure of Fernhurst YWCA for more than a year; awareness of the problem of hoarding among the elderly and its financial implications; increased demand for supportive caregiver services to all ages as they try to help their senior family member remain at home while they continue to care for other family members as well as work part or full-time; need for counseling and placement services as families become unable to care for their loved one on a full-time basis; rising insurance costs; increase in need for legal assistance for both clients and their caregivers; increasing waitlists for home-delivered meals; increase in attempts by Adult Residential Care Home operators to use Senior Centers and Group Dining sites as Adult Day Care locations; increasing demand for health maintenance classes and other types of preventative services; and a dramatic reduction in the number of volunteers, especially for home-delivered meals, as those connected with the military (both active duty, reserve, national guard members and their families) are activated and/or deployed.

Among the larger programs contracted to Aging Network service providers are congregate and home delivered meals. The contracted congregate dining program served 198,637 meals to 2,461 seniors at 33 dining sites. In addition, 150 received nutrition counseling. A total of 13,677 hours of nutrition education and 9,076 hours of

recreation activities were provided while clients enjoyed meals and other social activities. Two service providers provided 316,377 home delivered meals to 2,467 homebound seniors. FY2005 is expected to see a reduction in the overall number of meals served as well as a reduction in the number of individual clients due to rising food and delivery costs.

A total of 14,025 case management hours were provided to 863 seniors and their families by two agencies. More than 31,300 hours of personal care services were provided to 493 individuals. Health maintenance activities provided 1,184 hours of health, exercise and resource education to 304 clients and 3,934 hours of counseling to 485 clients. Respite services included 274 respite linkages, respite referrals to 822 individuals or families, and 1,717 hours of respite counseling.

In-home assistance included chore services to 215 and homemaker/ housekeeping assistance to 246. Seniors were provided with more than 1,300 hours of Para-professional services (interpretation/translation, advocacy and letter reading/writing). A total of 5,092 hours of housing assistance were provided to 508 seniors, with 160 placements achieved. Forty-one percent of those provided housing assistance services were either homeless or at risk for homelessness. Direct legal services were provided to 400 persons, and 1,716 attended 53 legal educational outreach sessions. Many thousands more were reached through mass media exposure including radio and television.

A total of 495 seniors were transported more than 19,961 times by van to doctor appointments, meal sites, service agencies, supermarkets, and other destinations. Another 624 seniors received 28,533 one-way trips with more intensive door-to-door assisted transportation, 44 seniors used alternate transportation services 800 times, and 141 seniors received 1,060 hours of escorted trips. Volunteers provided more than 26,167 hours of attendant care (respite, friendly visits, light housekeeping and counseling) to more than 439 seniors.

with Catholic Charities Elderly Services.

Services to family caregivers continued with funding provided under Title IIIE of the Older Americans Act's National Family Caregiver Support Program (NFCSP). Ohana Care, our caregiver case management program, provided 2,466 hours of case management services to 295 caregivers, 64 hours of counseling and education to 35 individuals, and subsidies for supplemental services to 138 clients. Another caregiver respite linkage program used NFCSP funds to provide subsidies to 35 additional families. Four more programs were awarded funds to develop caregiver education and support groups. These programs provided a total of 86 hours of counseling services to 40 families, 4,800 hours of attendant supervision to 29 families, 59 caregiver support group sessions that were attended by 92, and 29 education training session that were attended by 156 unduplicated persons.

Service providers were monitored through monthly, quarterly and annual narrative, statistical, and financial reports submitted to EAD. Written reports and computerized data transfer was augmented by on-site assessments. These assessments are designed to assist providers in improving the quality of their service delivery as well as to monitor contract compliance requirements.

Honolulu Committee on Aging

The Honolulu Committee on Aging is the citizen advisory body to the Mayor and EAD. At least 50% of its members, appointed by the Mayor, are 60 years and older. The committee advises EAD on matters relating to the development, administration and implementation of its Area Plan, secures citizen participation in its efforts to identify and address concerns related to the county's elderly population, and advocates on matters pertaining to the elderly. It also sponsors the Mayor's Annual Senior Recognition Program.

In FY 2004, the committee assisted with the review of proposals to provide services with federal funds to seniors contracted through the division; assisted with the development and review of EAD's Four Year Area Plan on Aging for FY 2003-2007; and hosted the Mayor's 38th Annual Senior Recognition Program.

After selecting transportation as its primary focus in 2002, the committee's Education and Advocacy sub-committee continued its collaboration with the Department of Transportation Services to ascertain the needs and desires of those seniors who regularly ride the City's standard bus and para-transit services. They surveyed seniors at several senior centers and in rural areas. The committee will be summarizing its findings in FY2005.

Members of the Planning sub-committee assisted EAD staff in the development and review of the 2003–2007 Area Plan.

FY2005 will provide many opportunities for HCOA members to assist with collecting information from Oahu's seniors as EAD prepares for the White House Conference on Aging in October 2005 and the Model Legislature in December 2005. In an effort to collaborate, the two HCOA sub-committees will be merged so that efforts can be combined to maximize input and reduce confusion that might occur if several data collection and focus group activities were being conducted at the same time. In addition, the chair and co-chair of the new committee will work to secure the participation of community resource members who can provide more detailed data and information on specific areas of concern such as health, housing, policy and volunteerism.

Senior Information and Assistance Program

The City and County's Information and Assistance Program (I&A) is the unit within EAD that provides outreach, information and referral services to the public. Bilingual staff provides individual assistance, particularly for isolated and disabled older adults and their families who have difficulty accessing needed services. A staff of nine part-time and three full-time workers had direct contact with almost 30,000 people through: door-to-door canvassing in targeted communities; satellite city hall walk-in sites; outreach visits to group dining programs, open markets, senior clubs and housing projects; participation and exhibits in community fairs; home visits to make case assessments of frail elders; group presentations; and calls to the well-publicized Senior Hotline.

EAD's quarterly newsletter, Aloha Pumehana, began its eighteenth year of publication with feature articles on current topics and events, achieving a total distribution of more than 16,000. Featured topics included articles on WE CARE (Working with Employees Caring and Responsible for Elders), the Kalakaua SHARE Program which supports independent living of elderly or disabled residents of three public housing facilities, and various conferences benefiting seniors. In addition, several new features appeared in the newsletter including "HCOA Advises" featuring articles written by members of the Honolulu Committee on Aging and "Caregiver's Corner" featuring responses to daily issues encountered by caregivers written by EAD's Caregiver Specialist.

Additionally, I & A produced numerous publications during the year including, but not limited to, the Caregiver Resource Education Guide, Caring About Growing Older, and the Guide to Better Hearing. The Oahu Housing Guide begun as a joint collaboration with EOA in 2000, continues to be updated on a monthly basis with the support of Catholic Charities Elderly Services' Housing Assistance Program. Planning has begun for a printed version of this very popular resource. The contents of all major publications were placed on the division's website

EAD Initiatives and Activities

National Family Caregiver Support Program

Reauthorization of the Older Americans Act in November 2000 included funding for the new National Family Caregiver Support Program. Using this allocation, EAD developed Requests For Proposals focusing on developing programs to support family caregivers to persons 60 years of age and older.

Continued federal funding in FY 2004 enabled EAD to continue several of the successful programs begun the previous year as well as to fund additional programs providing support to those of all ages who provide care to family members 60 and over. Those contracted services were described in the Aging Network Services section above and continue to be a major source of support for caregivers on Oahu.

Other activities under this caregiver initiative included: providing 20 caregiver education/support sessions to 267 City employees who are caregivers; encouraging major Oahu employers to establish in-house caregiver support groups for their employees

A caregiver participates in self-care activities at the 2003 Caregiver Conference.

through the **WE CARE** program; partnering with doctors to identify caregivers and connect them to area agencies through the national **Making The Link** program; issuing new Requests for Proposals for caregiver support services for FY 2005-2006; and conducting EAD's 2nd Annual Conference for Caregivers – **Caring for Family, Caring for Yourself**, in September 2003, attended by more than 700. The partnership with AARP, HMSA, and Alu Like with the addition of Hospice Hawaii organized and planned for Oahu's 3rd conference for caregivers, to be held in July 2004.

Kupuna Care

Kupuna Care, a State-County collaboration to provide care for approximately 3,300 frail elders on Oahu, saw the completion of its fifth year of a continuing pilot project. Services provided under this program include adult day care, assisted transportation, attendant care, case management, chore, home-delivered meals, homemaker/housekeeper and personal care services. Quality improvement efforts are ongoing with outcome measures and client satisfaction surveys being used to help measure success. The state Executive Office on Aging is conducting a complete review of the program and will be recommending changes as appropriate.

Managing Director Ben Lee with Overall & Akamai Lifetime Achievement Winners for 2004.

The Mayor's 38th Senior Recognition Program

Hilton Hawaiian Village's Tapa Ballroom was the new setting for the 38th Mayor's Senior Recognition Program on April 27, 2004. City officials recognized honorees before more than 1,200 elected officials, family and friends. Hawaii Medical Service Association was a major financial contributor to the program for the 4th consecutive year and sponsored the Akamai Living Lifetime Achievement Awards. The Honolulu Committee on Aging coordinated the event and contributed greatly to its success. Midweek publicized the event and the outstanding seniors were also featured in newspaper articles.

Four Year Area Plan on Aging

Development and approval of the new Four Year Area Plan on Aging was completed. The plan is intended to serve as a guide for activities, funding and programs for Oahu's elderly from October 1, 2003 through September 30, 2007. This plan takes into consideration the fact that the community's needs require continual reassessment. Activities to prepare for two major conferences in 2005, the White House Conference on Aging and Model Legislature, will allow EAD the opportunity to conduct community forums throughout Oahu to ascertain the needs and desires of seniors and their caregivers.

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 FY05 Operating Budget amounts to $42.2 million and has an authorized staffing level of 75 full-time equivalent (FTE) positions. The City's General Fund provides only $351,600 (0.8%) of the budget while the balance ($41.8 million) comes primarily from Federal resources. Funding for rental subsidies ($32.2 million), rehabilitation loans ($4.9 million), and down-payment loans and grants ($1.1 million) account for 90.5% 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 57 tenants per month were assisted at the Westloch Elderly project while 40 more received monthly rental assistance at Kailua Elderly (Lani Huli) and 12 at the Manoa Gardens Elderly project. Three eligible Tenney Village rehabilitation tenants also received assistance during the year. A total of $166,184 in rental assistance funds was expended.

Rental Assistance Branch

This branch, with offices in Honolulu and Kapolei, administers the federally funded Section 8 tenant-based Housing Choice Voucher Program and the Moderate Rehabilitation program by processing applications submitted by individual families for rental subsidies allocated by HUD. The operating budget for this Branch is $35.4 million and is entirely funded by federal funds. Rental subsidies amount to $31.9 million of the total budget.

The Section 8 program's focus is to primarily assist extremely low-income families (established at 30% of the median income). 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.

To assist the hundreds of families seeking affordable rental units throughout the island, the Rental Assistance Branch, in collaboration with the State Section 8 office and the Honolulu HUD office, conducted landlord informational briefings in Honolulu, Kaneohe, Halawa, and Kapolei to inform and encourage landlords to participate in the Section 8 program. Additional assistance was also provided to Section 8 families through housing portfolio preparation and linkages with the Legal Aid Society of Hawaii and State Section 8 offices to share rental information.

During the past year, the branch paid approximately 2,000 landlords a total of $29.5 million in rental subsidies on behalf of 4,291 families. The branch processed 1,970 applications and issued 1,299 Vouchers. A total of 10,570 residential inspections and 7,267 client placements and reexaminations were completed. There were 2,053 canceled applications and 561 families ended their Section 8 participation. Five hundred twenty-five (525) families canceled their Vouchers without leasing a Section 8 unit and 48 families chose to move to Honolulu to use their Section 8 subsidy under the portability feature of the program. Approximately 10,000 applicants are now on the wait list.

Housing Choice Voucher Program

Under the Housing Choice Voucher program, new families to the program or an existing family who moves to a new unit must pay between 30-40% of their adjusted monthly income towards their share of the rent and utilities. After the first year of the lease, the 40% maximum no longer applies. 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 five-year plan of action; establish an escrow savings account; and does not reduce participant benefits for the duration of the plan. The City and County of Honolulu is required by HUD to establish and operate an FSS program with a minimum of 248 participants.

Financial Literacy Workshop conducted by Family Self Sufficiency staff.

Selected families participate in and complete intensive interviews, Needs

Assessments, handbook informational sessions, and Individual and Family Training and Service Plans. Upon completion of their Training and Service Plans, a FSS Contract of Participation is executed with the family. During the past year, 249 families were enrolled under FSS contracts with 79 of these families eligible to set up escrow savings accounts totaling $92,928. Seven FSS families have successfully completed their FSS goals and are free from rental subsidies. Of these seven families, four achieved homeownership.

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 special-funded Section 8 tenant-based assistance being offered to these eligible low income families. During the past fiscal year, the City assisted 30 Housing Conversion families in Makaha and Waipahu with Section 8 vouchers. This fiscal year the City has received approval for 106 additional Opt-Out vouchers for families in Honolulu.

Homeownership Option Program (HOP)

The newly implemented Homeownership Option Program (HOP) allows eligible Section 8 families to apply their Section 8 Housing Choice Voucher Program assistance towards Homeownership Assistance rather than rent. Over 4,500 Section 8 families were invited to attend HOP informational meetings in May 2004. Of the 272 families who applied for the program, 209 have been determined eligible. These families will receive ongoing case management services, credit repair counseling, money management education, and referral to community Homebuyer education classes before they embark on their search for a home to purchase. Per selection by lottery, the HOP is in the process of assisting the first 60 families toward future homeownership.

Rehabilitation and Loan Branch

This branch, with offices in Honolulu and Kapolei, administers the City's Residential Rehabilitation Loan program, the Honolulu Solar Roof Initiative Loan Program, the American Dream Downpayment Initiative grant and Down Payment Loan programs, and the Adult Residential Care Home loan program. The branch also supports State and Federal agencies at Disaster Assistance Centers and provides emergency disaster relief loans to rehabilitate properties affected by declared disasters. Additionally, in agreement with the State Department of Hawaiian Home Lands (DHHL), the branch will administer DHHL's Native American Housing Assistance Self Determination Act (NAHASDA) Home Repair Loan Program.

Typical kitchen rehabilitation before and after photos.

The operating budget for this branch amounts to approximately $6.4 million of which $4.9 million is available for rehabilitation loans and $1.1 million for down payment loans and grants. The primary target groups are lower income homeowners, landlords renting to low-moderate income tenants, non-profit organizations serving low-income clients with special needs, property owners affected by declared disasters and lower income first-time homebuyers. The City's current loan portfolio consists of 660 loans with an outstanding balance of approximately $13.5 million. A private lender under an agreement with the City provides loan servicing for 420 selected loans amounting to approximately $7.5 million. All other loans are serviced in-house and amount to 240 loans with an outstanding balance of approximately $6.0 million.

During the past year, the branch processed 504 requests for applications, reviewed and finalized 98 formal applications, and processed and funded 90 new residential rehabilitation loans amounting to approximately $2.2 million and conducted 1140 site inspections.

Rehabilitation Loan Program

This program 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.

Honolulu Solar Roofs Initiative Loan Program

This program was established through a partnership with Hawaiian Electric Company to provide low interest loans (0% and 2%) for low and moderate-income homeowners to cover the cost of solar water heating system installations. Property owners who rent a majority of their units to low and moderate-income families are also eligible.

Down Payment Assistance Program

This program was established to assist first-time homebuyers with their purchase of a home by providing down payment assistance (grant and zero interest loan) necessary to qualify for a mortgage. Buyers must be in the lower-income category (within 80% of median) and not have owned a property within the last three years. Federal HOME funds have been set aside and are drawn down as needed. This program has provided $1,791,000 in down payment assistance to 70 first-time homebuyers.

In conjunction with the Section 8 HomeOwnership program, down payment loans will also be provided to eligible Section 8 participants seeking homeownership.

Adult Residential Care Home Loan Program

This program was established to target adult residential care home operators participating in the State Department of Health 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). This 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.

COMMUNITY BASED DEVELOPMENT DIVISION

The goals of the division this year were to work in partnership with the private and nonprofit sectors to address the shelter and service needs of persons with special needs and affordable rental housing concerns; to secure competitive homeless grant funds and administer any resulting contracts under the Federal Department of Housing and Urban Development's Continuum of Care for the homeless program; to provide continued emphasis on fair housing awareness; to attract and secure funding and financing for community development and housing from alternative sources in order to maximize the leveraging of city resources; and coordinate the implementation of Community Development Block Grant and HOME funded Community Based Development projects.

Completion of Existing Housing Developments

The division continues its efforts to coordinate with nonprofit organizations the completion of existing housing development projects.

Ewa Villages Revitalization Project

The Ewa Villages Task Force, under the leadership of the Office of the Managing Director, continued to manage the project, set policy, and direct the activities of the Ewa Villages project through representation by the 11 city departments.

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

In conjunction with the Department of Facility Maintenance, coordinated the clean up and maintenance of the project areas still under the jurisdiction of the city, on an ongoing basis. 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 Real Estate Corporation, to manage the properties in Renton, Tenney, and Varona Villages.

The division worked on the Ewa Mill site project that included the remediation of hazardous material and construction of additional park improvements.

Coordinated the sales and conveyance of the remaining housing inventory in Ewa Villages. The City has sold all of the remaining vacant golf course frontage lots in Tenney and Renton Villages.

Provided technical assistance to Self-Help Housing Corporation of Hawaii (SHHCH), developer of Area B, consisting of 126 house lots. SHHCH has sold all 126 lots to qualified families who have built their own homes under the Self Help program. The City processed partial releases for these lots and was repaid a release price for each lot.

The division continues to provide technical assistance to the developers of Area I, Ewa Villages Development Corporation, and Pediahealth Corporation in the development of a multigenerational facility that will provide residential care, respite and daycare to persons with dementia/Alzheimer's Disease, and skilled nursing, respite and daycare for medically fragile children.

The division completed the sale of 5 vacant historic homes in Ewa to Ewa Village Nonprofit Development Corporation, which has completed the renovation and sale to low- and moderate-income families. The division continues to work with St. Francis Healthcare System to develop a residential community for senior citizens on the Area D property. The St. Francis senior residential community will provide approximately 300 rental units and space for a variety of supportive services to seniors. The division also continues to work with Hui Kauhale, a Hawaii-based nonprofit agency, to develop affordable housing at Area H. The first phase of the Area H project will provide approximately 126 much-needed affordable family rental units.

Homeless Programs

The division, working with nonprofit shelter and service providers, prepared the city's annual competitive grant application for the Department of Housing and Urban Development's (HUD) Continuum of Care (COC) homeless program. HUD awarded the Honolulu Continuum of Care $4,812,807 in December 2003. The division oversees administration of 220 Shelter Plus Care rental assistance slots for homeless persons with disabilities, funded in the amount of approximately $1,320,000 per year as well as approximately $400,000 per year in Supportive Housing Program grants.

The division administered grant funds under the Housing Opportunities for Persons with AIDS (HOPWA) program. The city in fiscal year 2004 awarded $327,997 to Gregory House Programs and $103,000 to Life Foundation for rent subsidies and supportive services to persons with HIV/AIDS and their families.

The division administered grant funds under the Emergency Shelter Grant program. For fiscal year 2004 the city awarded $874,024 to12 shelter and service providers to provide emergency and transitional housing and supportive services to homeless individuals and families. Agencies receiving funding include Child and Family Service, which operates domestic abuse shelters; Institute For Human Services, which operates emergency shelters; Kalihi Palama Health Center, which provides health clinic services to homeless persons at the IHS Sumner Shelter; Kahumana, which operates a transitional shelter for families in Waianae; Homeless Solutions, which operates two City-owned family transitional shelters; Catholic Charities, which operates a family transitional shelter in Maili; Hale Kipa, which serves runaway youth; Mental Health Kokua which operates a safe haven shelter for mentally ill homeless in downtown Honolulu; Salvation Army, which provides emergency rent and conducts budget classes; Waianae Community Outreach, which provides case management services to families on the Waianae coast beaches; Angel Network Charities, which provides emergency rental assistance; and Community Assistance Center, which provides emergency rental assistance to ex-offenders.

Special Needs Housing and Community Development

$7,990,114 was appropriated to assist homeless families and other persons, and families with special needs including the elderly, persons with mental illness and substance abuse issues, as well as providing general community services and developing community facilities. Projects include renovation of the Hawaii Foodbank warehouse; acquisition of the Waianae Coast Community Mental Health Center to serve as a clubhouse for persons with mental illness; renovation of the IHS men's and women's shelters for the homeless; renovation of Palolo Chinese Home's food services complex; construction at Seagull Schools' Kapolei campus to provide adult daycare; renovation of Salvation Army's facility providing substance abuse treatment for women and specialized mental health services for children; design of infrastructure for St. Francis Healthcare System's residential care community in Ewa; design of a community center in Papakolea; Waikiki Health Center Services at clinics in Haleiwa, Punaluu, and Kahaluu; and Central Oahu Youth Services Association's services to homeless youth in Haleiwa.

Request for Proposals – Though no longer a responsibility of the division, it assisted the Department of Budget and Fiscal Services in the preparation of Request for Proposals, evaluation, and implementation of those proposals selected by the city.

Lease of City Property for Special Needs Housing

The Division worked for over a year to obtain clear title to two group homes owned by a lessee under threat of foreclosure. The homes will be leased through a Request for Proposals process.

Fair Housing

During the report period the City's Fair Housing Officer received approximately 150 concerns, relating to possible housing discrimination, landlord-tenant regulations, Section 8 policies and regulations, and the availability of affordable housing. The calls generally required more time to address the callers' concerns.

The remaining calls pertained to the reasonable accommodation of disabilities and protected classes, with many coming from a City owned elderly rental project, West Loch Village, in Ewa, Honolulu, where tenants speculated that the City's proposed sale of the project would affect the renewal of their leases:

ETHNICITY	GENDER TENANT	LANDLORD DISABILITY	PHYSICAL DISABILITY	MENTAL	ELDERLY	CHILDREN
Asian American	F	8	2	3	2	1
Asian American	M	6	4	2	2	0
Asian E-S-L	F	4	0	0	0	2
Asian E-S-L	M	3	0	0	0	0
Polynesian Local	F	7	5	2	6	2
Polynesian Local	M	5	5	2	4	1
Pacific E-S-L	F	3	1	0	1	0
Pacific E-S-L	M	2	0	0	0	0
Caucasian	F	12	4	8	3	2
Caucasian	M	11	2	9	1	0
Black	F	4	1	2	0	0
Black	M	3	1	2	0	0
Totals:		**68**	**25**	**30**	**19**	**8**

Of particular note, is that only 16-telephone inquiries came from English-Second-Language callers despite extensive foreign language outreach through a bus placard and brochures containing the phrase *"Housing Discrimination is Illegal! Know Your Rights!"* as well as similar efforts by the State of Hawaii Civil Rights Commission. Of the 16, 7 came from either callers of Samoan or Pacific Islander origin, supporting the theory that future outreach should target such languages.

Facilitated two meetings between "protected class" tenants and their landlords regarding accommodation of their disabilities.

Inspected the physical premises of two City-owned multifamily rental projects for potential improvements in physical "public accommodation" details in common areas such as sidewalk surfaces requiring repair, stairs requiring handrails, and front lobby doors requiring mechanical assistance to operate.

Conducted two fair housing presentations to 200 interested property managers, security staff, tenant advocates, and government housing staff emphasizing the need to accommodate mental disabilities, English as a second language cultural diversity, comfort animals, and physical security in common areas.

Supported the Legal Aid Society of Hawaii (LASH) in its fair housing outreach efforts by funding 2-seminars to train 200 housing providers as well as provide a specialized training of Section 8 staff.

Contracted, in coordination with the State of Hawaii and the other Counties, a survey and analysis, *"Analysis of Fair Housing Impediments"* to identify impediments and recommend mitigative actions. One sub-component of the report was the *"City and County of Honolulu Action Plan 2003-2008*," in part, summarized below:

Impediment 1: Insufficient inventories of affordable housing units on each island, especially rental units. It was recommended that the Fair Housing Office, and all entities involved with providing affordable rental units come together to understand and develop meaningful strategies to address this impediment. The Fair Housing Office could advocate for more units, especially for individuals often challenged to find housing, such as mentally and physically disabled, families with children, and those with service and comfort animals.

Impediment 2: Applicants are unaware of rights and resources and do not follow up with authorities if they are denied their rights. The survey indicated that only 11% of residents who believed they were victimized by discrimination in a rental process took action to report or rectify the situation. It was recommended that the Fair Housing Office provide more outreach, in a manner that enhances comprehension, to both landlords as well as

tenants, encourage complainants to submit pre-complaint applications, and work with HUD to increase awareness of the toll-free complaint telephone number commonly found in the rental classified sections of the newspapers.

Impediment 3: Fair housing policies between the state and various counties lack standardization, which causes substantial difficulty in developing sufficient housing supply, qualifying clients, identifying enforcement issues, and developing education campaigns. It was recommended that he Fair Housing Office begin the process of identifying fair housing policies and procedures that are contradictory or lack standardization.

Continued previous years intake protocol and orientation of potential complainants to reinforce existing intake procedures used by the State of Hawaii Civil Rights Commission in its pursuit of fair housing complaints.

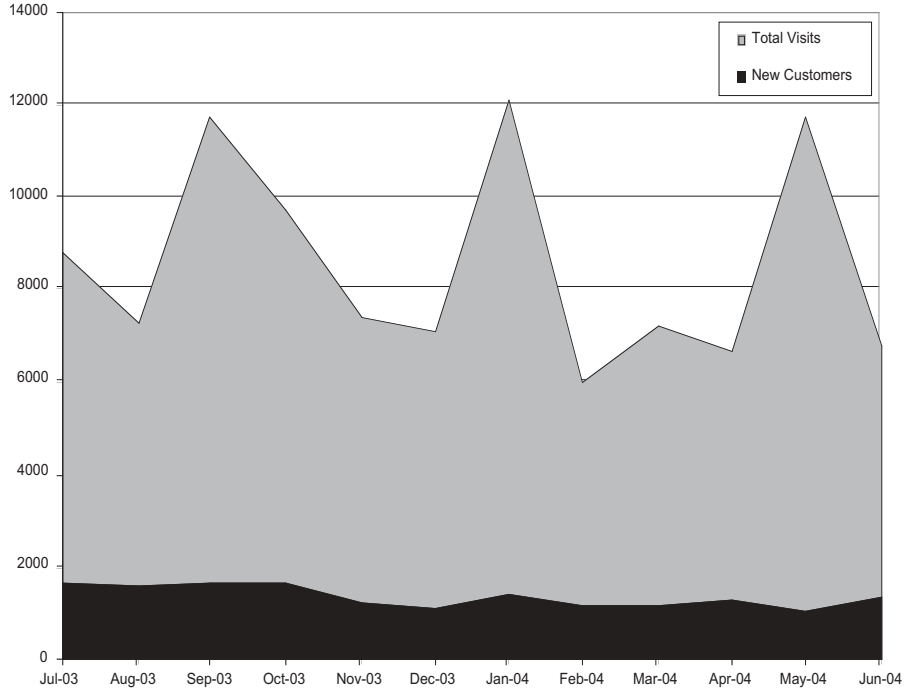
JOB DEVELOPMENT — WORKHAWAII

Oahu WorkLinks One-Stop Centers

WorkHawaii is the lead agency for the Oahu One-Stop Consortium, which was formed in June 1999 to implement the Workforce Investment Act (WIA) in the City and County of Honolulu. WIA provides the framework for a unique national workforce preparation and employment system designed to meet both the needs of businesses and job seekers or workers who want to further their careers. Key components of WIA enable customers to easily access the information and services they need through the "one-stop" system that is comprised of centers located in their neighborhoods.

Through the commitment and collaboration of four workforce development agencies, the Consortium was established to pool and leverage resources, streamline services, respond effectively to diverse community needs, and improve access to job seeking and business customers island wide. The Consortium represents two government agencies and two private non-profit agencies, each of which has a long history of serving under-represented and disadvantaged people. Besides WorkHawaii, the Consortium partners are the State Department of Labor and Industrial Relations Workforce Development Division Oahu Branch; Honolulu Community Action Program, Inc. and ALU LIKE, Inc. Designated by the Oahu Workforce Investment Board as the One-Stop Operator, on July 1, 2001, the Consortium started to implement its business plan to a) serve as the management and primary provider of services at the one-stop centers named Oahu WorkLinks and b) coordinate service delivery by mandatory and other one-stop partners.

Total Customer Numbers by Month for Program Year 2003-2004



Based on the four guiding principles of the one-stop initiative (universal access, customer choice, service integration, and outcome accountability), the Consortium's operations are designed to improve upon the "patchwork" of fragmented categorical programs so as to achieve better outcomes for job seekers, workers and businesses. The service delivery system is community-based with the objective of weaving workforce development and economic development strategies together to create a better quality of life for the residents. Oahu WorkLinks offer services from seven full-service one-stop centers located in downtown Honolulu; Dillingham/Kalihi; Kaneohe; Makalapa/Aiea; Waialua; Waianae; and Waipahu, and a satellite resource center in Kapolei. The centers have their individual characters and have the flexibility to respond to unique community needs while at the same time being held to the same high standard of customer service excellence.

There were a total of 98,811 visits made on site to the Oahu WorkLinks centers as well as off site events such as job fairs, rapid response sessions, outreach events and Transition Assistance Program workshops for military personnel. The months of September, January and May showed a sharp increase in visits as a result of the record number of

attendees at the job fairs held at Neal Blaisdell Center.

During Fiscal Year 2003 – 2004, 107,655 visits were made to the resource rooms at the Oahu WorkLinks centers island wide. A total of 25,006 customers used the job information service and 6,766 customers attended workshops on resume writing, interviewing, career exploration, self-employment, job search and basic computer skills. 16,384 new customers were served on site while 20,678 customers were served off site at job fairs, rapid response sessions and other community events.

One-Stop System Partnerships

Active participation of mandatory and strategic one-stop partners continued to expand the system of services that will minimize duplication and appear seamless from the customers' perspective. Because of reductions in federal funding, mostly as a result of the low unemployment rate in Hawaii, there was an even greater impetus for the partners to implement better models of service integration and utilize technology to deliver services more efficiently. Under the Workforce Improvement grant, a common intake and referral system was being developed using web-based technology to connect the following partner programs and agencies in addition to Workforce Investment Act (WIA) programs:

Wagner-Peyser Act for labor exchange, alien certification and worker reemployment;
Veterans Outreach and Training;
Migrant Seasonal Farm workers;
Trade Adjustment Assistance and NAFTA;
Work Opportunities Tax Credits;
Job Help Store for immigrants;
Senior Community Service Employment Program;
Community Services Block Grant;
Welfare to Work;
Native American Employment & Training;
Employment Training Fund;
Division of Vocational Rehabilitation;
Department of Education Adult Community Schools;
Employment & Support Services Division (BESSD) First to Work;
Housing and Community Development Corporation of Hawaii;
Job Corps;
University of Hawaii Community Colleges; and
Unemployment Insurance.

There was also closer communication with community-based and non-profit organizations such as Pacific Gateway Center, Goodwill Industries, Insights to Success, Parents and Children Together etc. to collaborate on job fairs, special recruitments and other outreach events.

WIA Adult and Dislocated Worker Program Achievements

Under WIA, there were 644 customers enrolled in the Adult program and 769 customers enrolled in the Dislocated Worker program. WIA has mandated performance outcomes that cover entered employment rate, employment retention rate at 6 months, earning change/replacement at 6 months and employment and credential rate. Honolulu was the only county in the state that exceeded all four performance measures for the Adult program. Honolulu exceeded two and met one of the four performance measures for the Dislocated Worker program.

OAHU WORKLINKS

WORKFORCE INVESTMENT ACT (WIA)
YEAR FOUR PERFORMANCE OUTCOMES

PROGRAM	NEGOTIATED LEVEL	ACTUAL LEVEL
Adult		
Entered Employment Rate	74%	79.6%
Retention Rate	87%	88%
Earnings Change	$4,205.00	$4,502.40
Credential Rate	49%	65.3%
Dislocated Worker		
Entered Employment Rate	77%	80.3%
Retention Rate	89%	88.9%
Earnings Replacement	101%	86.8%
Credential Rate	52%	66%

An Oahu WorkLinks success story, Jaime, working with the owner of the UPS Store at Pearl City.

Business as a Primary Customer of the Workforce Investment System

Extensive efforts continued to be made to recognize businesses as a primary customer of the workforce investment system and to support the expansion and retention of local businesses. The Business Services Section conducted outreach to business associations, and employers in the community. Business association partnerships included the Filipino Chamber of Commerce and the Kalihi Business Association as well as the U.S. Small Business Administration, Hawaii Women's Business Center, Hawaii Small Business Development Center, and the Business Action Center. The Business Services section received 272 Letters of Participation from new businesses who needed to expand staff or enhance the skills of existing employees. New business partners included Papa John Pizza of Hawaii, Japan Air Lines, Home Depot, Ace Hardware, World Wide Window Cleaning, and The UPS Store. Fifty new agreements were made with businesses committed to providing on-the-job training. Fifty-four customers were placed in on-the-job training. Businesses found that the partnership with Oahu WorkLinks saved them time and money. For example, Japan Air Lines saved $41,858 in salaries by participating in the on-the-job training program for employed workers. Eight employees were promoted and received pay increases while learning new skills at work. The salaries of the eight employees participating in the program now average $ 15.58 per hour.

Oahu WorkLinks responded to the recruitment needs of the top two industries projected to bring the greatest economic impact—construction and domestic cruise industries —by organizing an Apprenticeship Expo to promote careers in the building trades, and assisting Norwegian Cruise Line in their local recruitment efforts.

The Business Services Section began operation of the first "Business Center" located in the Dillingham Center. Employers are now able to utilize the one-stop center for employment related services, which includes recruitment/job fairs, conference/meeting rooms, computers and office equipment, phones, and employer related workshops. Employers have used the facilities to hold promotional testing, staff meetings, recruitment fairs, and first aid/ CPR certification classes.

Oahu WorkLinks continued to sponsor major job fairs three times a year, with a fall fair to assist employers with seasonal hires for the holidays, another one after the new year, and Workforce 2004 in May, which was the largest fair of the year and drew a crowd of over 5,200. Job hunters at the fairs represented a wide spectrum of Oahu's workforce, ranging from recent high school graduates to workers whose jobs had disappeared and underemployed people looking for promotional opportunities or a second job. The job fairs attracted over 100 employers to each event and were a successful continuation of the public-private partnership between Success Advertising, Altres and Oahu WorkLinks. Feed back from businesses through an on-line survey showed that they were pleased with the location, the turnout of a diverse and qualified applicant pool, and good publicity and organization of the events.

Welfare Programs

Ho'ala Program

WorkHawaii continued to administer the Ho'ala Program through an inter-governmental contract with the State Department of Human Services. The two-week curriculum that was implemented in the last quarter of FY 2001-2002 was updated and revisions were made to reflect the training needs of the participants being served. The inclusion of life skills training has proven to be a successful addition to the curriculum and continues to be an integral part of the training. The majority of the participants who are referred to the training have multiple barriers that need to be addressed before the participant can successfully enter into the workforce and retain the employment. The life skills

Workforce 2004 drew a crowd of over 5,200.

training, which includes problem-solving / decision making, assertive communication, stress and anger management, parenting, trust and teambuilding, understanding one's learning and personality styles, along with the job readiness skills training, helps to better prepare the participants in their job search efforts as well as in their personal lives.

Participants are generally referred to the Job Club upon completion of their two week training, where they are assisted in implementing the skills that they have learned. The administration of career assessment using Career Occupational Preference System (COPS), Career Orientation Placement and Evaluation Survey (COPES) and Career Ability Placement Survey (CAPS) for First-To-Work participants is a service that Ho'ala continues to provide through its Job Club. Some of the Job Clubs have also improved their services by offering a mini-Resource Center set-up, complete with employment resources, Career Kokua, Mavis Beacon Typing Tutor, computers and a phone bank. Participants are assisted with cold calls to employers, resume updates and creation of cover letters and thank you letters. Mini-workshops are conducted to further prepare the participants in learning to complete a variety of employment applications and to confidently and successfully interview for a position. Many of the participants have been able to obtain a job within four to six weeks of their enrollment in Job Club. Those who have more difficulties are generally placed in volunteer work sites where they are able to gain additional experience and skills.

Ho'ala continued to administer the 16-hour assessment workshops in the Employment and Training Units by assessing the participants' ability to: understand and express their interests, skills, experience and work values; correctly and accurately complete an employment application; understand the components of a resume; understand and demonstrate the strategies for a successful interview; understand the different job search techniques and demonstrate an awareness of job retention and work ethics.

The participants in the Ho'ala Program are referred to Oahu WorkLinks as part of their job search requirements. The Ho'ala instructors also conduct job readiness and resume workshops at six of the one-stop centers. The curriculum and participant packets for the four core workshops (Self Discovery for Job Search, Resumes for Success, Job Search Skills and Interviewing for Success) were updated / revised to meet participants' needs. The Ho'ala Administrative staff were trained by McNeil Communications to manage the monthly Oahu WorkLinks calendar of activities and workshops on the Oahu WorkLinks website. This posting enables the public to easily access information by centers on these activities as well as provide a description of the workshops offered.

Ho'ala also provided in-kind resume workshops for 75 teens who participate in activities and training at Queen Liliuokalani Children's Center for orphans / half-orphans of Hawaiian descent.

Total number of customers served during FY 2003-2004 was 339 in the two-week classes, 164 in the Employment and Training Units and 1,920 in the Job Clubs. Total customers served in the Oahu WorkLinks core workshops were 2824.

Family Self Sufficiency Program

Over the past two years the Family Self-Sufficiency Program (FSSP) has achieved several measurable benefits for the Section 8 families that are active with the Housing and Community Development Corporation of Hawaii, Rental Assistance program. The program currently has 140 active cases and out of this:

- 75 families increased their "earned income" status;
- 22 families entered employment after entry into the program;
- 84 families established an escrow saving government account that has accrued total of $123,612.00;
- 2 families successfully completed the program and were able to receive checks in the amount of $1,597.36 and $2,643.81 out of their escrow accounts;
- 3 participants received their General Equivalency Diplomas;
- 36 families enrolled in the HCDCH Homeownership program with 1 family nearly in completion of building their home through the "Self-Help" Housing Corporation program initiative.

The Villa family is building their dream home by participating in the Home Ownership Program of the Self-Help Housing Corporation.

DEPARTMENT OF THE CORPORATION COUNSEL

David Z. Arakawa, 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. Counseling and Drafting
2. Litigation
3. Family Support
4. Real Property Tax

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

COUNSELING AND DRAFTING DIVISION

The Counseling 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 advisor to all the City agencies, the City boards and commissions, and the City Council and its Committees. In this advisory function, the Division is responsible for rendering oral and written opinions to all of the entities it advises, for drafting bills and resolutions for submission to the City Council or the State legislature, for reviewing and approving legal documents to which the City is a signatory, and for attending all the meetings of the City Council, the Council Committees, and the City boards and commissions.

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

Statistics

For the fiscal year July 2003 to June 2004 the Division commenced the year with 2,900[1] outstanding opinion requests, thereafter received 1,103 requests, completed and closed 302 requests, had a workload of 4,003 requests during the year, and closed the year with a total of 3,701 outstanding requests. Separate and apart from the foregoing count of opinion requests, the Division issued 2 Memoranda of Law, which responded to 2 opinion requests received during the year. The Division commenced the year with 33 outstanding drafting requests (i.e. requests to draft bills, resolutions, leases, easements, contracts etc.), thereafter received 39 requests, completed and closed 39 requests, had a workload of 72 requests during the year, and closed the year with a total of 33 outstanding requests. The Division commenced the year with 445[2] outstanding requests for review and approval of legal documents, thereafter received 4,903 requests, completed and closed 4,646 requests, had a workload of 5,348 requests during the year, and closed the year with a total of 702 outstanding requests.

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[1]The Department implemented a new case management system (ProLaw) in this fiscal year. As a result of this new system, records may have been transferred to another division, deleted because of duplication or blank records or altered in some other way; thus changing the ending statistics which were given in last year's report. The statistics for this fiscal year's assignments are lower than expected because of a backlog in opening and closing records due to the difficult transition from the previous recordkeeping system to ProLaw.

The Division commenced the year with 225 outstanding pre-suit cases (i.e. adversarial proceedings pending before administrative bodies), thereafter received 210 requests, completed and closed 192 requests, had a workload of 435 cases during the year, and closed the year with a total of 243 outstanding requests. The Division commenced the year with 467[3] outstanding case assignments (i.e. cases in any of the state or federal courts), thereafter received 127 requests, completed and closed 78 requests, had a workload of 594 cases during the year, and closed the year with a total of 516 outstanding requests.

Highlights and Accomplishments

Memorandum of Law

The Division issued three numbered memoranda of law in the fiscal year. Memorandum of Law No. 03-01 advised the Honolulu Fire Department ("HFD") with respect to its community blood pressure monitoring programs that (a) the federal Health Insurance Portability and Accountability Act of 1996 ("HIPAA") does not affect HFD's ability to collect and store data pertaining to HFD's blood pressuring monitoring system, and HFD may continue to collect and store such data without violating HIPAA, and (b) HFD has no duty to follow up with individuals who participated in the blood pressure monitoring program and whose blood pressure may have been abnormal. (Esther Ervin, Erin Kaichi)

Memorandum of Law No. 03-02 advised the Honolulu Police Department ("HPD") that following described guidelines for notice and public participation, HPD may utilize an online computer service to sell abandoned, lost, stolen or unclaimed property provided that all other statutory requirements attendant to the auction have been satisfied. (Seth R. Harris)

Memorandum of Law No. 03-03 advised the Department of Design and Construction on issues arising from Act 53, Session Laws of Hawaii 2002, amending Hawaii Revised Statutes Section 464-4, which requires that for any public works project for new construction or alteration, the construction plans or specifications must be prepared by or under the supervision of a licensed engineer, architect, or landscape architect, and which also requires that a licensed engineer, architect, or landscape architect must observe the new construction, alteration or maintenance work. The memorandum responded to inquiries regarding the liability of the individual employees who stamp the plans and specifications, whether or not the City will provide legal representations to employees who may be sued for such activities and the manner is which the statutory requirement for observation of construction is to be fulfilled. (Reid M. Yamashiro)

General Matters

State Legislation. The Division provided legal assistance to the Department of Parks and Recreation, with the review of bills before the 2003 Legislative Session involving criminal history record checks. Act 95, Sessions Laws of Hawaii 2003, which was signed into law on May 28, 2003, represents the work of the Criminal History Record Check Working Group, which was established pursuant to Act 263, Session Laws of Hawaii 2001, to address inconsistencies and duplicative statutory language authorizing record checks for employment background checks, certifications, and licensing of individuals. Act 95 amends Chapter 846, Hawaii Revised Statutes, by adding a new section, which authorizes the counties to conduct criminal record history checks of prospective employees who may be placed in close proximity to children in recreation and child care programs and services. (Dawn D.M. Spurlin)

Legal assistance was provided to Senator Suzanne Chun-Oakland in drafting legislation establishing limited liability for the State, counties and volunteers from tort liability arising out of hazardous recreational activities. The draft legislation was subsequently revised to limit tort liability arising out of the use of skateboard parks and was enacted on June 4, 2003 as Act 144, Session Laws of Hawaii 2003. In particular, Act 144 provides limited tort immunity to the counties for any injury or damage sustained by any person using a public skateboard park. (Dawn D.M. Spurlin)

Development Section

Risk Assessment Working Group

We attended meetings and provided comments to the State Department of Land and Natural Resources, Risk Assessment Working Group. The Risk Assessment Working Group was established by Act 82, Session Laws of Hawaii 2003, to provide advice to the State Board of Land and Natural Resources regarding the design and placement of warning signs, devices or systems on improved public lands, as the latter term is defined by state law. The Act identifies members of the Group or their respective designee, which includes the Chair of the State Board of Land and Natural Resources, the Mayor of each county, administrators of the Division of Forestry and Wildlife and the Division

[2]See footnote 1.

[3]See footnote 1.

of State Parks of the State Department of Land and Natural Resources, the Attorney General and persons appointed by the Chair of the Board of Land and Natural Resources knowledgeable in warning sign design. (Dawn D.M. Spurlin)

City Council Authority to Regulate Substances that May be Added to the Water Systems of the Board of Water Supply

We issued a legal memorandum to the City Council on the issues presented in a proposed City Council bill, specifically: (1) whether the City Council has the authority under its police power to pass an ordinance regulating the substances that may be added to the water supply of the City; and (2) whether the City Council has the authority to regulate the substances that may be added to the City water supply in the manner in the proposed bill.

The memorandum concluded that the City Council does have the authority under its police power to enact an ordinance regulating the substances that may be added to the City water supply, because the City's police power allows it to secure and protect an adequate supply of pure water for human consumption as long as the ordinance does not conflict with general laws or the legislative policy of the State, and in this case there is no such conflict. On the second issue of the authority to regulate the substances that may be added to the City water supply in the manner in the proposed bill, the memorandum concluded that the proposed draft bill impermissibly directed the United States Food and Drug Administration to conduct certain types of safety testing. The memorandum suggested revised language that would allow the City to impose the certain types of safety testing on itself and other language that would eliminate language that may be preempted by State or federal law. (Reid M. Yamashiro)

Applicability of the State Sunshine Law to Landfill Selection Committee

We responded to the State Office of Information Practices' December 5, 2003 request to the Department of the Corporation Counsel and the Department of Environmental Services for an opinion on whether the City's Landfill Selection Committee is subject to the Sunshine Law, Hawaii Revised Statutes ("HRS") Chapter 92, and determined that the Landfill Selection Committee was subject to the Sunshine Law.

The Sunshine Law applies to every meeting of all boards, and a "board" is defined in HRS Section 92-2(1) (1993) as (1) an agency, board, commission, authority, or committee of the State or its political subdivisions, (2) created by constitution, statute, rule, or executive order, (3) having supervision, control, jurisdiction, or advisory power over specific matters, (4) required to conduct meetings, and (5) required to take official actions.

The City's Landfill Selection Committee is a board subject to the Sunshine Law because it meets each of the five elements of a board: (1) it is a committee of the City to assist in establishing site criteria and to recommend one or more sites to the City Council for approval of the location of the next municipal solid waste landfill; (2) it was created pursuant to a charter section as an advisory committee for the Department of Environmental Services; (3) it has advisory power over specific matters, in this case, to recommend one or more sites to the City Council for approval of the next municipal solid waste landfill; (4) it is required to conduct meetings; and (5) it is required to take specific action, in this case, to recommend one or more sites to the City Council for approval of the next municipal solid waste landfill. (Reid M. Yamashiro)

Board of Water Supply's Authority to Own and Operate the United States Navy's Potable Water and Wastewater Systems

On July 9, 2002, the Navy issued Solicitation N62742-02-R-1103, Utilities Privatization Initiative, Navy Hawaii Systems ("RFP"), which was a request for a proposal for the ownership and operation of, among other things, the Navy's potable water system at Fort Kamehameha. Specifically, the RFP sought a proposal for CLIN 0003 – PWS Pearl Water System and CLIN 0005 – PWC Pearl Wastewater System. The City's Board of Water Supply ("BWS") submitted a proposal, and on January 30, 2004, the Navy selected the BWS as the "best value offeror for the purpose of conducting exclusive negotiations for CLINs 003 and 005."

In the letter informing the BWS of its selection, the Navy requested satisfactory proof establishing the BWS' legal authority to purchase, own, and operate a potable water system and a wastewater treatment plant and sewage collection system on federal lands located in the state of Hawaii on the island of Oahu. The Navy also requested confirmation regarding the branch of government who would have the authority to make a legal determination on the scope of the BWS' authority to purchase, own, and operate a potable water system and a wastewater treatment plant and sewage collection system on federal lands located in the state of Hawaii on the island of Oahu.

As legal counsel to the BWS, we issued a pair of memoranda on March 11, 2004 concluding that: (1) the Department of the Corporation Counsel for the City is authorized to make a legal determination on the scope of the BWS' authority to purchase, own, and operate a potable water system and a wastewater treatment plant and sewage collection system on federal lands located in the state of Hawaii on the island of Oahu based on the facts that the BWS is a City agency and Revised Charter of the City and County of Honolulu 1973 (2000 Ed.) ("RCH") Section 5-

203, provides that the Corporation Counsel is the City's chief legal adviser and legal representative of all City agencies in matters related to their official power and duties; (2) the BWS is authorized to purchase, own, and operate a potable water system on federal lands located in the state of Hawaii on the island of Oahu based on Hawaii Revised Statutes ("HRS") Section 46-1.5(19)(A) and (23), which delegated the administration of waterworks to the counties, and RCH Sections 7-103(2) and 7-105(e), which gives the BWS full and complete authority to manage, control, and operate the water systems of the City (the island of Oahu) and properties used or useful in connection with such water systems; and (3) the BWS is authorized to purchase, own, and operate a wastewater treatment plant and sewage collection system on federal lands located in the state of Hawaii on the island of Oahu based on HRS Section 46-1.5(19)(A) and (23), which delegated the administration of waterworks to the counties, and RCH Section 7-103, which allows the BWS to devise ways and means for the economic distribution and conservation of water, which allows the BWS to acquire the wastewater treatment plant and sewage collection system because its ultimate function is to produce recycled water to be sold to water customers as an alternative to potable water, conserving potable water for domestic use. (Reid M. Yamashiro)

Sensible Traffic Alternatives and Resources, Ltd. v. Federal Transit Administration of the U.S. Department of Transportation, et al., United States District Court, Civil No. 03-00628 SOM-LEK

This is a pending federal District Court lawsuit filed in November 2003 by Sensible Traffic Alternatives and Resources, Ltd., dba The Alliance for Traffic Improvement that opposes the City's Bus Rapid Transit project due in part by the alleged adverse effect the project will have on existing traffic in the City. We successfully defended against a Motion for Temporary Restraining Order in December 2003 and a Motion for Preliminary Injunction in February 2004, that allowed the City to proceed with the award of and the commencement of work under the construction contract for the initial operating segment of the project from Iwilei to Waikiki. (Gregory J. Swartz)

Comb, et al. v. City and County of Honolulu, United States District Court, Civil No. 03-00581 HG-KSC

This is a lawsuit filed by several individual bus riders that alleged that the City's enactment of Ordinance No. 03-17 in September 2003, increasing bus fare rates, including the rates charged for senior and disabled citizens, violated the constitutional prohibition against the infringement of contract by not honoring existing bus passes. The legislation was enacted in part to address increased costs of the new contract for bus employees negotiated after a month long bus strike that halted City bus service. We negotiated an acceptable settlement of the dispute by the City's agreement to honor existing bus passes until their expiration and to refund monies to riders who had earlier relinquished their unexpired bus passes, after Plaintiffs' obtained a temporary restraining order against the City prohibiting the enforcement of the provisions of Ordinance No. 03-17. (Gregory J. Swartz)

Multi-Space Parking Meter Pilot Project

We assisted the Department of Transportation Services in their pilot project to allow payment of parking meters with currency, credit or debit cards and smart cards, as well as with the continued use of coins. The current technology for such systems provide for a parking meter that services several parking spaces. We recommended ordinance amendments to the Department to authorize it to proceed with the pilot project. The bill for the ordinance amendments was introduced in April 2004, and was enacted as Ordinance No. 04-32 in September 2004. (Gregory J. Swartz)

Sai Kwong Chan and Wai Chin Chan v. City and County of Honolulu, et al., First Circuit Court of the State of Hawaii, Civil No. 02-1-1512-06 (SSM)

We assisted the Department's Litigation Division in defending the City in a motor vehicular/pedestrian accident. Plaintiff Sai Kwong Chan was crossing the intersection of Kalihi Street near Kalani Street on August 27, 2001 at approximately 5:30 a.m. As Plaintiff approached the Ewa sidewalk of Kalihi Street, Plaintiff was struck by an armored vehicle owned by Island Movers, Inc. and driven by Jacob Lactoen. Kalihi Street is within the jurisdiction of the State of Hawaii, while Kalani Street is within the City's jurisdiction. The allegation against both the State and the City was that there was inadequate lighting on Kalihi Street. Plaintiffs and Island Movers further alleged that one or more of the streetlights on Kalani Street may have been out or flickering at the time of the accident. The City filed a Motion for Summary Judgment on the basis that the City had no control or authority over Kalihi Street, and that under Hawaii case law the City could not be held negligent regardless of whether or not its streetlight on Kalani Street was off or flickering at the time of the accident. The Honorable Circuit Court Judge Sabrina McKenna agreed with the City's argument and granted the City's motion dismissing all claims against the City. The Court further ordered that the Plaintiffs pay to the City reimbursement of expenses in excess of $9,000. (Duane W.H. Pang)

Finance Section

Nihi Lewa, Inc. v. Department of Budget and Fiscal Services, Hawaii Supreme Court No. 23047 (December 12, 2003), 103 Hawai'i 163, 80 P.3d 984 (2003)

We successfully defended an appeal of the dismissal of Nihi Lewa, Inc.'s ("Nihi Lewa") request for administrative review. The order of dismissal was entered by the Office of Administrative Hearings, State of Hawaii, Department of Commerce and Consumer Affairs, on the grounds that (1) Nihi Lewa failed to file its request for administrative hearing directly with the State's Office of Administrative Hearings, and (2) Nihi Lewa's appeal was not made within seven calendar days of the issuance of the written determination from which the appeal is taken, both of which are mandates set forth in Hawaii Revised Statutes Chapter 103D. The Hawaii Supreme Court affirmed the order of dismissal.

The record on appeal established that on November 23, 1999, the City issued a written denial of Nihi Lewa's bid protest for the City's public solicitation of bids for the contract for the Waipahu Wastewater Pump Station Modifications. The City's written denial was sent to Nihi Lewa by mail, return receipt requested, and the envelope postmarked November 29, 1999. Nihi Lewa's president signed for and received the City's denial letter on December 2, 1999. On December 3, 1999, Nihi Lewa hand-delivered its request for administrative hearing to the City's Department of Budget and Fiscal Services. The Department transmitted Nihi Lewa's request for administrative hearing to the Office of Administrative Hearings on December 9, 1999.

In affirming the dismissal of Nihi Lewa's request for administrative review, the Supreme Court concurred with the City's position that the state statute's reference to the "issuance" date of the agency's decision refers to the date of the mailing of the decision, as evidenced by the postmark date of the mailing, and not to the date of receipt of the decision, as contended by Nihi Lewa. The Supreme Court found the record on appeal to establish that Nihi Lewa's request for administrative review was untimely because it was not received by the proper office until two days after the December 6, 1999 deadline. (Cynthia M. Nojima, summary prepared by Diane T. Kawauchi)

Sale of Block J

The Finance Section assisted the Department of Budget and Fiscal Services in the sale of the real property commonly known as Block J (approximately 103,139 square feet) to Pflueger Group, LLC for a purchase price of $10.5 million. (Kelly L.M. Hauser)

Beach Services Concessions at Kuhio Beach Park

The Finance Section assisted the Department of Budget and Fiscal Services in the award of the concession contracts for the Beach Services Concession stands at Kuhio Beach Park. Two awards were made for the for-profit stands and one award was made for the non-profit stand. (Amy R. Kondo)

Honolulu Liquor Commission

We provided legal assistance to the Honolulu Liquor Commission in prosecuting 420 violations of various laws relating to liquor licenses. The adjudications included but were not limited to violations for sexual misconduct within the licensed premises, excessive noise, inadequate employee registration and business records, and the sale of liquor to minors. Legal assistance was provided to the Commission in its participation in a joint covert operation with the Cancer Research Center of Hawaii to prevent under-aged liquor sales to minors and prosecuted approximately 60 cases against liquor licensed establishments that were cited for selling liquor to a minor. In June 2004, we assisted the Commission in filing Petitions to Deny Renewal of, Revoke, Suspend, or Place Conditions or Restrictions on the liquor license of two establishments, which were problematic and/or disturbing to its surrounding communities. Following lengthy hearings on the Petitions, which included the presentation of evidence and testimony from numerous individuals from the public, we provided further services to the Commission in its favorable resolutions in each case. (Debi S. Tulang-De Silva)

Land Use Section

Save Sunset Beach Coalition, et al. v. the City and County of Honolulu and Obayashi Corporation et al., (Lihi Lani Project), Hawaii Supreme Court, No. 21332 (October 20, 2003), 102 Hawai'i 465, 78 P.3d 1 (2003)

We successfully defended the City in a lawsuit filed by Plaintiffs Save Sunset Beach Coalition, Life of the Land, Larry McElheny, Benjamin Hopkins and Peter Cole, against the City, Obayashi Corporation and Obayashi Hawaii Corporation, pertaining to the Obayashi Corporations' proposed development of several large parcels located on bluffs overlooking Sunset Beach on Oahu's North Shore. The lawsuit challenged, among other things, the City's rezoning reclassification alleging therein that the City's rezoning of 765 acres of land from AG-2 to country designation for the 315 country lots violated Article IX, Section 3 of the Hawaii Constitution, and state and county land use laws. Following a bench trial before Circuit Court Judge Karen Blondin, which commenced on September 9, 1997, the Circuit Court issued a decision in favor of the City as to all remaining counts in the lawsuit. On February 4, 1998, the Plaintiffs appealed the Circuit Court's decision to the Hawaii Supreme Court. On October 20, 2003, the Hawaii State Supreme Court issued a decision ruling in favor of the City, affirming the Circuit Court's January 30, 1998 decision. The Hawaii Supreme Court concurred with the City's position and legal arguments presented at trial as to

the following propositions:

(1) The rezoning of 765 acres of land located and designated for agricultural use to a "country district" designation, via enactment of Bill 88 by a 5 to 4 vote of the City Council, was a "legislative" act and therefore accorded deference on judicial appeal. Accordingly, the party challenging the City's rezoning must demonstrate that the rezoning was "arbitrary, unreasonable or invalid" in order to have the rezoning vacated or reversed;

(2) Article XI, Section 3 of the Hawaii State Constitution, which pertains to the preservation of agricultural land and requires a two-thirds vote to approve any reclassification or rezoning of such lands, is not self-executing and requires that the legislature establish standards and criteria for the preservation of agricultural lands. Consequently, until such standards are adopted, Section 3 is "legally inoperative," and the subject property may be rezoned without a two-thirds majority vote of the City Council, and the City Council's enactment of Bill 88 rezoning the property by a 5 to 4 vote did not violate Article XI, Section 3 of the Hawaii State Constitution;

(3) The four guidelines in City zoning ordinances, Revised Ordinances of Honolulu 1990, Section 21-5.30(c), concerning the identification of "country district" lands are directory and not mandatory; and

(4) The State Legislature's delegation of authority to the counties to zone, evidences the intent that specific zoning be enacted at the county level, provided that the uses within a City designated "country" zone may be more restrictive but not broader than the permitted uses in a state agriculture district consistent with Hawaii Revised Statutes Section 205-4.5 (2001).

(Jane H. Howell, summary prepared by Lori K.K. Sunakoda)

Kau v. City and County of Honolulu, (3003 Kalakaua condominium), Hawaii Supreme Court No. 23674 (June 22, 2004), 104 Hawai'i 468, 92 P.3d 477 (2004)

We successfully defended an appeal by the property owners of a favorable Circuit Court decision in a lease-to-fee condominium condemnation lawsuit filed by the City against the property owners and the lessees of the condominium units, in which the owners asserted that the provisions of the City's lease-to-fee conversion ordinance, Chapter 38, Revised Ordinances of Honolulu 1990, was inapplicable to the 3003 Kalakaua condominium development. The owners had also filed a declaratory action in the Circuit Court challenging the applicability of the ordinance. The owners' contention was based on the fact that only the leasehold interest in this condominium project was submitted to the condominium property regime and not the fee simple interest and, therefore, the fee simple interest in the underlying land was not subject to the City's ordinance and could not be acquired. Both the condominium unit lessees and the City took the position that the ordinance was applicable to the condominium project since the plain language of the ordinance supported such application and did not distinguish between leased land and fee simple land when referring to the land that was submitted to the condominium property regime. The Circuit Court agreed and on appeal, the Hawaii Supreme Court affirmed. (Winston K.Q. Wong)

City v. The Harry and Jeannette Weinberg Foundation, Inc., (Marco Polo condominium), First Circuit Court of the State of Hawaii, Civil No. 01-1-3439-12

This is a lease-to-fee condemnation lawsuit filed by the City against the property owner and the condominium unit lessees, involving the Marco Polo condominium development. The issue in the case was the value of the leased-fee interests appurtenant to the various lessees' condominium units. After extensive negotiations and a number of settlement conferences, the owners agreed to settle. As a result, 37 condominium units were converted from leasehold to fee simple ownership. (Winston K.Q. Wong)

Center for Bio-Ethical Reform, Inc., et al. v. City and County of Honolulu, et al., United States District Court, Civil No. CV 03-00154 DAE-BMK

We are defending a lawsuit pending before the United States District Court that challenges the City's aerial advertising ordinance, alleging that: (1) the ordinance violates Plaintiffs' constitutionally protected right of Free Speech because the airspace is either a traditional public forum or a designated public forum (designated by the Federal Aviation Administration ["FAA"]), (2) the ordinance is preempted by the FAA; and (3) the ordinance violates the Equal Protection clause of the Constitution by prohibiting aerial advertising but allowing trade marks or trade names on airplanes and in other similar situations.

On July 21, 2003, visiting federal judge, Judge Ann Aiken, held a hearing on Plaintiffs' Motion for Preliminary Injunction and Defendants' Motion to Dismiss. Judge Aiken denied the City's request to present live witnesses and exhibits. Judge Aiken allowed the Outdoor Circle to present oral argument. Judge Aiken took the matter under advisement and indicated that she would render her opinion in two to three weeks. The decision subsequently rendered denied Plaintiffs' Motion for Preliminary Injunction, based in part on findings that the Plaintiffs had other

means to disseminate their message, and that the City's ordinance is a complete ban on all aerial messages and is thus not a content-based ban.

Plaintiffs appealed the denial of their Motion for Preliminary Injunction to the United States Ninth Circuit Court of Appeals, which appeal was denied, as was Plaintiffs' petition for rehearing by the Court en banc. The jurisdiction of the lawsuit was returned to the District Court, which trial is now scheduled for January 2005. (Gregory J. Swartz)

Maunalua Associates, Inc. v. City and County of Honolulu, First Circuit Court of the State of Hawaii, Civil No. 89-3539, Takabuki v. City and County of Honolulu, First Circuit Court of the State of Hawaii, Civil No. 89-3540 (Golf Course 5 & 6)

This matter has been reported in our previous years' annual report and is included here to provide an update on the status of the lawsuits. These cases are two of eight cases that were filed by the property owners against the City for monetary damages for the alleged inverse condemnation of real property located in Hawaii Kai. These two cases involve inverse condemnation claims for approximately 30 acres of real property referred to as "Golf Course 5 & 6." The property was downzoned to preservation as a result of the efforts for an initiative election by the "Save Sandy Beach" community organization, the zoning from which was subsequently invalidated by the courts, but thereafter legislated by the City Council in 1989. At the time of the downzoning to preservation, the property owners had obtained a special management area use permit and a cluster permit for the property in furtherance of its planned residential development. The City risks a substantial damage award in the lawsuits in light of several adverse rulings to date by the Circuit Court on legal issues in the case including summary judgment in favor of the property owners on the issues of liability on the part of the City for an unconstitutional (a) taking of the Plaintiffs' property; and (b) denial of due process.

In February 2002, the City Council authorized settlement of these two cases, that, if successfully effectuated, would result in the transfer of the title to the City of the property designated "Golf Course 5 & 6," and cash payments to the Plaintiffs from proceeds of the sale of certain property of the City at Manana, together with the transfer of the title to the Plaintiffs of other identified City-owned parcels. With the assistance of a special deputy we continue providing legal services to facilitate fulfillment of the provisions to satisfy the settlement agreement. During the period in question our efforts were directed to consummating the first sale of an approximately 18-acre parcel of the Manana property, which sale was to Wal-Mart. Under the terms of the approved settlement agreement, after the City's sale of all of the parcels identified in the settlement agreement, the Plaintiffs will transfer title of the Golf Course 5 & 6 property to the City. (David K. Tanoue)

Personnel Section

City and County of Honolulu, Honolulu Police Department, et al. v. Rhonda Catoe, Appeal to the Civil Service Commission and to the First Circuit Court of the State of Hawaii, Civil No. 03-1-0128-01

This administrative appeal concerned a metropolitan police recruit who filed a petition with the Civil Service Commission appealing her termination for medical reasons. The City moved to dismiss the petition asserting complainant's petition was untimely and that it failed to allege a specific violation of law as required under the Commission's rules. Declining to adopt the City's jurisdictional arguments, the Commission issued a decision finding that the City failed to provide the recruit with written notification of the reasons for her medical disqualification. The Commission ordered the City to place the recruit in the next available recruit class subject to any medical qualification requirements.

The City appealed the decision to the Circuit Court. In a decision dated July 9, 2003, the Court found that the complainant failed to file a timely appeal after being notified of her termination and the Civil Service Commission did not have jurisdiction to hear her appeal. (Paul K.W. Au)

Sheldon C. K. Bishaw v. Department of Environmental Services, Case No. AB 2001-382 (2-99-13481)

Claimant was assaulted at work and died of a heart attack eight days later. The State Department of Labor and Industrial Relations, Disability Compensation Division, found the death to be a compensable consequence of the work incident. The City appealed.

In a decision dated December 24, 2003, the State Labor Appeals Board reversed the lower agency's decision, finding that the death was not due to the work incident but to claimant's preexisting coronary artery disease. Crucial to the Board's determination was the City's ability to discredit claimant's treating physicians, who had testified the heart attack was due to the physical and emotional stress resulting from the attack. As a result of the decision, claimant's survivors voluntarily dismissed a wrongful death lawsuit they instituted against the City. (Paul K.W. Au)

Victor D. Gilfillan v. Honolulu Police Department, Intermediate Court of Appeals Case No. 25368 (Case No. AB 96-347)

The State Labor Appeals Board found claimant sustained twenty-nine percent permanent impairment as a result of his

work injury. Claimant appealed the decision asserting that the Board failed to provide any justification for "residual" impairment and improperly considered factors such as lack of current medical care. The Intermediate Court of Appeals rejected claimant's arguments finding the Board did nothing more than repeat undisputed facts found in the record, and claimant's closing brief and facts of the case failed to support the claim that the employee sustained impairment of thirty-five to forty percent. (Paul K.W. Au)

John S. Silva, Jr. v. Honolulu Fire Department, Hawaii Supreme Court Case No. 25249 (Case No. AB 2002-032)

The State Department of Labor and Industrial Relations, Disability Compensation Division, issued a decision denying claimant's requests for reimbursement for an orthopedic bed, flotation board, wheelchair, cab fare and for disfigurement. Claimant appealed the decision but the State Labor Appeals Board granted City's motion to dismiss as the appeal was untimely filed. Claimant then appealed to the Intermediate Court of Appeals, which issued a memorandum opinion affirming the decision. After the claimant's request for reconsideration was denied, the claimant filed an application for writ of certiorari with the Hawaii Supreme Court, which was also denied. (Paul K.W. Au)

Honolulu Police Commission

We responded to the requests of the Honolulu Police Commission for a recommendation on requests for legal counsel made to the Commission from City police officers who were named defendants in civil or criminal actions brought against them where the claims alleged were employment related. We responded to the Commission's request for a recommendation on the officers' requests on the issue of whether or not the police officers' actions were within the course and scope of the officers' employment, and rendered 41 legal recommendations to the Commission. (Debi S. Tulang-De Silva)

In the Matter of the Request of Robert Fu, Jr., before the Honolulu Police Commission; Robert Fu v. the Honolulu Police Commission, First Circuit Court of the State of Hawaii, Civil No. 03-1-2018-10 (Agency Appeal)

We provided advice and counsel to the Honolulu Police Commission ("HPC") on Honolulu Police Department Officer Robert Fu's request for legal counsel in State of Hawaii v. Robert Fu, First Circuit Court of the State of Hawaii, Criminal No. 03-1-0332, in which Fu was indicted for the criminal offense of theft arising out of the disappearance of $360 during a police search of an apartment subsequent to an arrest. Fu claimed that he recovered the $360 but did not document the recovery and that he flushed the $360 down the toilet when he used the restroom during the search.

Following a contested case hearing, the HPC concluded that Fu's actions were not within the course and scope of his employment so as to entitle him to legal representation funded by the City and County of Honolulu. The HPC found that Fu had participated in numerous prior investigations and his responsibility was to obtain and document evidence for the purpose of preserving evidence. Fu's actions of taking the cash without documenting the recovery and subsequently destroying the cash violated his duties as an HPD officer and furthered no purpose of or benefit to the HPD. The HPC denied Fu's request for representation.

Fu subsequently appealed the HPC's denial of legal counsel to the First Circuit Court, State of Hawaii. Fu argued that (1) his actions were within the course and scope of his employment based on Mitchell v. State of Hawaii Department of Education, 85 Hawai'i 250, 256, 942 P.2d 514, 520 (1997), because he performed a duty of his employment, albeit in an unauthorized manner, and (2) his actions were within the course and scope of his employment based on State of Hawaii, University of Hawaii v. Hoshijo ex rel. White, 102 Hawai'i 307, 320, 76 P.3d 550, 563 (2003), because his actions were actuated, at least in part, with the purpose of benefiting HPD. HPC argued that (1) Fu's actions violated his duties as an HPD officer and Mitchell did not apply to this case, and (2) Fu's actions furthered no purpose of and did not benefit HPD. Circuit Court Judge Eden Elizabeth Hifo rejected Fu's arguments and affirmed the HPC's denial of Fu's request for representation. (Reid M. Yamashiro)

Wing C. Ng v. Craig Miki, et al., United States Court of Appeals for the Ninth Circuit, No. 03-15688

We provided assistance to the Department's Litigation Division and successfully defended the decision of the United States District Court for the District of Hawaii that dismissed Plaintiff Wing C. Ng's four-count complaint against Honolulu Police Department Officer Craig Miki and the City and County of Honolulu.

On November 24, 1998, Defendant Miki issued two traffic tickets to Plaintiff, one for reckless driving and one for failure to yield to pedestrians. Following a state court criminal trial at which Defendant Miki testified against Plaintiff, Plaintiff was convicted of both offenses. The Hawaii Supreme Court affirmed Plaintiff's convictions.

On November 20, 2000, Plaintiff filed a federal civil case in the United States District Court for the District of Hawaii, in which Plaintiff alleged that Defendants Miki and the City had violated Plaintiff's constitutional rights under 28 U.S.C. Section 1983 by issuing the traffic tickets and by falsely imprisoning and maliciously prosecuting Plaintiff. The federal District Court abstained pursuant to the doctrine set forth in Younger v. Harris, 401 U.S. 37 (1971). On July

19, 2002, Plaintiff re-filed his federal civil case.

On November 4, 2002, the federal District Court granted the Defendant City's Motion for Dismissal for Failure to State a Claim and for Lack of Jurisdiction Over Plaintiff's State Law Claims, ruling that under Heck v. Humphrey, 512 U.S. 477 (1994), (1) if Plaintiff was successful on Plaintiff's 28 U.S.C. Section 1983 claims, it would necessarily imply the invalidity of Plaintiff's convictions, which have been affirmed on appeal, (2) if Plaintiff was successful on Plaintiff's 28 U.S.C. Section 1983 claims, it would constitute an improper collateral attack on Plaintiff's convictions, and (3) Plaintiff did not allege an actual, compensable injury that was unrelated to Plaintiff's convictions.

The federal District Court also denied Plaintiff's subsequent motion for reconsideration. Plaintiff appealed the federal District Court's rulings to the United States Ninth Circuit Court of Appeals.

On May 19, 2004, the United States Ninth Circuit Court of Appeals affirmed the District Court decision, stating that (1) if Plaintiff was successful on his 28 U.S.C. Section 1983 claims, it would necessarily imply the invalidity of Plaintiff's convictions, which have been affirmed on appeal, and (2) Plaintiff did not allege any damages which do not encompass the injury of being convicted. (Reid M. Yamashiro)

Arbitration decision-In the Matter of Hawaii Government Employees Association ("HGEA") and the Department of Planning and Permitting ("DPP")

We defended the Department of Planning and Permitting ("DPP") in grievances filed against it by one of its employees who holds the position of electrical inspector. The grievances filed by the DPP electrical inspector alleged in pertinent part (1) an improper and retaliatory transfer of the grievant to another geographical inspection area, and (2) improperly imposing a requirement for the grievant to undergo a fitness for duty examination. All allegations in the grievances were denied by Arbitrator David Woo.

The Arbitrator ruled that the City was not required to "consult" over the transfer of an electrical inspector to another geographic area, pursuant to Hawaii Revised Statutes Section 89-9(c) and Article 4 of the City's collective bargaining agreement with the Hawaii Government Employees Association ("HGEA"). Transfers of DPP electrical inspectors historically occurred on a yearly basis, and did not constitute a "major policy change" which required consultation between the City and HGEA.

In addition, the Arbitrator ruled that the City's decision to place the grievant on paid leave while requiring him to undergo a "fitness for duty" examination was not disciplinary or retaliatory in nature. The circumstances of the case indicated that the grievant had become a disruptive force within the workplace, including possible threats of violence, which warranted an assessment by a professional. (Paul T. Tsukiyama)

UPW, et al. v. City and County of Honolulu, Board of Water Supply, Brooks Yuen, Jonathan Shimada, Lee Donahue, Salvatore Lanzilotti, Roy Amemiya, William Balfour, Kenneth Sprague, Sandra Ebesu, Jeremy Harris, First Circuit Court of the State of Hawaii, Civil No. 98-2176-05 (automotive and equipment maintenance contracts); UPW v. City and County of Honolulu, Jeremy Harris, Jonathan Shimada, Sandra Ebesu, Randall Fujiki, Alvin Au, Kenneth Sprague, Brooks Yuen, First Circuit Court of the State of Hawaii, Civil No. 98-2174-05 (refuse collection and disposal contracts); and UPW v. William Balfour, Jonathan Shimada, Randall Fujiki, Sandra Ebesu, and Jeremy Harris, First Circuit Court of the State of Hawaii, Civil No. 98-2164-05 (grounds and building maintenance contracts)

We successfully defended the City against several privatization lawsuits thus resulting in the dismissal of the lawsuits and the avoidance of millions of dollars in damages, attorney's fees, and costs.

In 1997, the Hawaii Supreme Court in Konno v. County of Hawaii, 85 Hawai'i 61 (1997), considered a challenge by the United Public Workers ("UPW") to the privatization of a landfill on the island of Hawaii. The Supreme Court ruled in that case that any service "historically and customarily" performed by civil servants could not be privatized under the Hawaii State Constitution and Hawaii civil service laws.

In response to the decision in Konno, the State and counties pursued State legislation to address the Hawaii Supreme Court decision and allow the privatization of government services. The State Legislature passed and the Governor signed Act 230, Session Laws of Hawaii 1998, allowing the State and counties to contract for necessary goods and services without delay or disruption by lawsuits, during the development and implementation of a managed competition process relating to the privatization of government services. Act 230 (1998), however, allowed the continued prosecution of lawsuits challenging the privatization of government services if the lawsuit had been filed before the effective date of Act 230 on July 20, 1998.

On May 14, 1998, after the passage of Act 230 by the Legislature but before the Governor's approval, UPW filed four lawsuits in the First Circuit Court challenging the validity of numerous contracts entered into by the City and County of Honolulu covering a wide range of government services including the Waimanalo Gulch landfill, refuse collection and disposal, grounds and building maintenance, and automotive and equipment maintenance. While

UPW declined to identify the specific contracts involved in the lawsuits, we estimated that over 100 contracts were potentially involved as well as thousands of purchase orders for various services. The lawsuits potentially involved almost every department of the City. The individual defendants, according to UPW, were sued in their personal capacity. UPW sought declaratory and injunctive relief as well as special and general damages.

The First Circuit Court earlier dismissed the lawsuit relating to Waimanalo Gulch on the basis of statute of limitations, UPW v. City and County of Honolulu, Jonathan Shimada, Sandra Ebesu, Jeremy Harris, Waste Management, Inc., First Circuit Court of the State of Hawaii, Civil No. 98-2170-05, following the filing of motions by Waste Management, Inc. with a substantive joinder in the motions by the City. The lawsuit relating to solid waste collection and disposal was set for trial on November 13, 2000. The other two lawsuits were set for trial in March and April 2001.

In 2001 with the participation of representatives of the particularly affected City agencies, we commenced negotiations with UPW regarding various issues involving the City and UPW. With respect to privatization, the City took the position that UPW should relinquish its position that the contracted services must be brought back in-house based upon the decision in Konno. Instead, the City contended that UPW and the City should use Act 230 as the basis for negotiations, i.e., determining which contracted services would be brought in-house under a managed competition approach, with relative cost being the primary consideration. The parties reached agreement on most of the issues and memorialized their agreement in a Memorandum of Agreement ("MOA"). However, with respect to privatization, the MOA provided for further negotiations. Also in 2001, the State enacted Act 90, Session Laws of Hawaii 2001, allowing privatization of government services based upon equal or better services at a lower cost.

In response to the failure of settlement discussions on privatization and the motions filed by UPW for summary judgment in the refuse collection and disposal case and for an order to require the individual named defendants in the three lawsuits to have personal counsel, we elected to obtain appointment of a Special Deputy Corporation Counsel to assist us with the defense of the lawsuits. Thereafter, following further unsuccessful negotiations we filed two motions for partial summary judgment based upon the enactment of subsequent legislation, Act 230 and Act 90, that allowed the City to privatize services. We argued that many of UPW's claims were moot and that UPW lacked standing to assert damage claims on behalf of its members and the general public. Based upon the Court's ruling on the substantive motions, UPW's claims seeking immediate termination of the existing privatization contracts were dismissed. As previously stated, these claims could have resulted in the termination of over a hundred contracts for services and thousands of purchase orders for various services. If these contracted services were brought in-house and performed by City employees, the City would have had to hire hundreds of additional civil servants and expanded significant additional funds to provide for these services. The Court additionally dismissed all monetary damage claims that UPW asserted on behalf of its members (i.e., back pay, pain and suffering, and loss of enjoyment of life) and/or the general public (i.e., repayment of the contract amounts to the City treasury). A damage award against the City could potentially have been in the millions of dollars. We estimated UPW's potential damage claim for back pay alone to exceed $6.7 million, based upon an estimate of the value of the privatized contracts existing during the period between the Konno decision and the enactment of Act 230. The Court ruled that UPW only had standing to pursue its own claims for monetary damages (i.e., lost union dues) but the Court restricted those damage claims to the period of time between the Konno decision on February 28, 1997 and the enactment of Act 230 on July 20, 1998. This restriction severely impacted UPW's ability to recover money damages from the City as the estimated lost union dues during the approximate one-year period amounted to only $150,000 to $200,000.

The Court's limitation on UPW's damage claims led to UPW's decision to dismiss the three privatization cases in conjunction with the parties' execution of a Mediation/Binding Arbitration Agreement. In doing so, UPW additionally agreed to waive its claim for lost union dues. An additional benefit of this resolution to the City was that the City avoided the litigation costs for the three separate trials, a savings we estimate to be $200,000 to $250,000. Additionally, UPW did not assert claims for attorney's fees and costs.

Under the terms of the Mediation/Binding Arbitration Agreement, the sole issue in the mediation/arbitration was whether the City had a reasonable basis to believe that the "service of equivalent or better quality than that which could be provided by a government agency can be provided at lower cost [by the private company]" under the standard set forth in Act 90. After spending several months collecting and analyzing agency cost and other data for the privatized contracts with the services of an accounting consultant and using the standards set forth in Act 90, the City was able to establish that the private companies were charging a lower cost than what the City would incur if the services in question were provided by the City employees. In June 2004, UPW advised the City that it had decided to withdraw its claims, thereby making the mediation unnecessary, and no arbitration was thus required. Each of the three lawsuits was subsequently dismissed. (Gregory J. Swartz)

LITIGATION DIVISION

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

The Litigation Division represents the City and County of Honolulu before all of the state and federal courts in the State of Hawaii, including the United States District Court, and the Ninth Circuit Court of Appeals. The Division processes and litigates all claims by or against the City[4], seeks collection of monies owed to the City, and handles Subpoena Duces Tecum directed to the Honolulu Police Department.

In addition to tort claims, the Litigation Division handles claims relating to contracts, construction, natural resources, employment and other non-tort related matters.

Statistics

During the 2003-2004 fiscal year, the Litigation Division handled a great number of cases against and for the City and County of Honolulu, including active lawsuits as well as pre-lawsuit claims, as set forth below:

Pending cases as of July 1, 2003: 2384

Number of cases completed: 593

Number of cases opened: 1165

Pending cases as of June 30, 2004: 2956

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, its departments and its employees. Following is a brief summary of some of the cases successfully completed by the Division in the past year.

The Division was successful at trial in defending a number of lawsuits against the City. In Loman v. Butterfield, First Circuit Court of Hawaii,

Plaintiff alleged that he was injured as a result of a motor vehicle accident that occurred on May 19, 1998, as Plaintiff was making a left turn from Eighth Avenue, heading mauka, to Waialae Avenue, heading Ewa. At that moment, Defendant Butterfield was driving straight on Waialae Avenue, approaching the Eighth Avenue intersection, heading in the Koko Head direction. The impact occurred in the Waialae Avenue/Eighth Avenue intersection. Both Plaintiff and Defendant Butterfield indicated that they each had green lights. After a jury trial on Plaintiff's civil complaint, a jury found in favor of Plaintiff and awarded him damages in excess of $300,000.00 and against Defendant Butterfield. The jury found that the City was not negligent at all in this case and therefore, the City was not liable for any damages to Plaintiff. The City was also awarded $15,000.00 in attorney's fees and $5,952.21 in costs. Defendant Butterfield has appealed the City's award of attorney's fees and costs to the Hawaii Supreme Court where the matter is pending.

In Daguio v. City, United States District Court for the District of Hawaii, Plaintiff alleged that the City and members of the Royal Hawaiian Band discriminated against him on the basis of his race and/or age when he was not hired as a full-time clarinet player with the Royal Hawaiian Band. In September of 2000, the Royal Hawaiian Band held auditions to fill three positions for permanent clarinet players for the Band. Plaintiff and five other clarinet players applied and auditioned for the position before a selection panel made up of the Band Master and Conductor of the Band, the Assistant Conductor of the Band, the Assistant Administrator of the Band, the Woodwind Section Supervisor of the Band, and the Brass Section Supervisor of the Band. Each applicant was interviewed with an identical set of questions and given a numerical score by the selection panel. Each applicant also played the clarinet in a live audition with the band performing an identical set of musical pieces and was given a numerical score by the selection panel. Of the six applicants, Plaintiff ranked first in his interview and sixth in his live performance audition. Plaintiff's overall numerical score did not add up to one of the top three scores of all the applicants, and Plaintiff was, therefore, not selected to be one of the permanent clarinet players with the Royal Hawaiian Band. After a jury trial on Plaintiff's civil complaint, a jury found in favor of all Defendants.

The Division was successful in getting the City dismissed before trial in the case of Chan v. Island Movers, Inc., et al. This lawsuit arose out of a pedestrian accident that occurred on August 27, 2001, at approximately 5:30 a.m.

[4]The cases specified in this subsection are not a comprehensive listing of all cases handled by the litigation division and are merely offered as a representative sample of the types of matters assigned to the division.

Plaintiff was crossing Kalihi Street near Kalani Street from the Diamond Head sidewalk heading toward the Ewa sidewalk when he was struck by a van owned by Defendant Island Movers and driven by their employee. Plaintiff sustained serious injuries including an alleged brain injury. Both Defendant Island Movers, and Plaintiff contended that one or more of the street lights that the City maintains for Kalani Street may have been either "flickering" and/or turned off at the time of the accident thus providing Kalihi Street (which is under State jurisdiction) with less light. Defendant and Plaintiff further contended that the lack of lighting created a hazardous condition. The Division filed a motion for and obtained summary judgment in this case without having to go to trial. In addition, the City was awarded $8,292.86 in costs in this case.

The Division successfully defended a case against the Honolulu Police Department alleging racial discrimination in employment. In Nursall v. Honolulu Police Department, Plaintiff alleged that she was subjected to racial discrimination in her position as a Police Radio Dispatcher trainee. Plaintiff began the training for the position with five other classmates. Plaintiff's performance in the training was below that which was required of the trainees and Plaintiff was terminated from the position for unsatisfactory job performance. The Division filed a motion for and obtained summary judgment in this case without having to go to trial. Plaintiff appealed the judgment in favor of the City and the case is presently pending in the Hawaii Supreme Court.

The Division successfully settled several civil rights cases against police officers. (Hiwauli v. City, Chapman v. City, Schmidt v. City, Arakaki v. City). In these cases, police officers were accused of intentional misconduct, unlawful detention or excessive use of force. The Division also successfully settled a major motor vehicle accident case (Ragasa v. City) and an Americans with Disabilities Act case (Knox v. City).

The Division is currently defending the City in several high profile use-of-force and police practices cases (Edenfield v. City, Long v. City, Mitchell v. City, and Bohannon v. City). Several motor vehicle collision cases involving City vehicles or City roadways are also being handled by the Division (Driscoll v. City, Remotap v. City, and Thomas v. City). The Division also litigates numerous negligence claims filed against the City, (Sullivan v. City, Tracy v. City, and Lum v. City).

The Division has also taken the lead in defending the City in several non-traditional tort cases involving employment practices, sexual harassment, workplace violence and whistleblower claims (Moses/Miyasato v. City, Davis v. City, Harrell v. City, and Mersburgh 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 in their employment (Whang v. City, English v. City).

Additionally, the Division has been litigating claims against the City in actions previously handled by the Counseling and Drafting Division. In the course of the year, the Litigation Division has taken on highly specialized and technical actions such as injunctive relief proceedings (Star Beach Boys v. City), and breach of contract actions (KD Construction 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.

FAMILY SUPPORT DIVISION

The Family Support Division ("FSD") provides legal representation for the State of Hawaii Child Support Enforcement Agency ("CSEA") in several types of Family Court proceedings in the City and County of Honolulu. The FSD establishes paternity, secures child support, medical support, and provides enforcement in complex Family Court cases. The FSD 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 FSD's operating expenses through CSEA. The FSD provides these services pursuant to a cooperative agreement between the Department of the Corporation Counsel, City and County of Honolulu, and the Child Support Enforcement Agency, State of Hawaii, and in compliance with Title IV-D of the Social Security Act.

Statistics

Paternity Case Completion

During the 2003-2004 fiscal year 3,409 new referrals for paternity establishment were made to the FSD. An additional 669 cases were carried over from the previous year. Paternity was determined in 3,280 cases during the 2003-2004 fiscal year. An additional 798 cases are pending and should be completed during the 2004-2005 fiscal year.

Highlights and Accomplishments

Expedited Paternity Project

The Family Court of the First Circuit in conjunction with FSD and 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. This saves the First Circuit Court and FSD the clerical and legal costs related to the drafting, filing, serving, scheduling, and hearing a paternity case.

Paternity Section of the Hawaii Divorce Manual

The FSD legal staff wrote a section on paternity and paternity in divorce for the 2001 *Hawaii Divorce Manual* for use by Hawaii family law practitioners and the general public. The section provides an intensive overview of the substantive law, procedures, case digests, forms, and other relevant materials. The FSD has been updating the section and will begin writing an all new section for a new edition of the Manual next year.

"Kids First" Program for Paternity Cases

The Family Court of the First Circuit implemented a very successful program in divorce cases called "Kids First." Parents and children involved in a divorce are required to participate in an educational program, which focuses on the well being of children during the stressful divorce process. The FSD has been working with the Family Court to develop a similar program for families involved in paternity cases.

Child Support Enforcement Agency Computer Project: KEIKI

The FSD has been working closely for a number of years on the CSEA Computer Project, KEIKI. Although the project has been in place for several years, FSD continues to work with CSEA and the computer project staff to eliminate problems with the system, programs, and forms.

Public Education

The FSD legal staff made an effort to participate in judicial and public education on the issues of paternity and child support and have given educational presentations to many groups and state agencies.

Legislative Changes Initiated by Division

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

Court Paternity Forms and Procedures

In a collaborative effort with the Family Court, FSD has been working to modify existing court paternity forms and procedures.

Child Support Guidelines Committee

2001-2004 – FSD attorneys participated as members of the Family Court's Child Support Guidelines Committee assisting in the revision of the current child support guidelines. The new guidelines became effective October 2004. FSD legal staff has participated in training Family Court judges and members of the Family Court bar on the new guidelines.

Training

The FSD legal staff attended numerous professional development-training sessions provided by the Department of the Corporation Counsel, the Child Support Enforcement Agency, the Department of Human Services, the Hawaii State Bar Association and the Family Court.

2003-2004 CASE STATISTICS

	PENDING CASES FROM 2002	NEW REFERRALS AND REOPENED	TOTAL WORKLOAD	ASSIGNMENTS COMPLETED	PENDING
Paternity Cases (including voluntary establishment of paternity)	605	3,314	3,919	3,159	760
Responding Uniform Interstate Family Support Act Cases	64	93	157	119	38
Initiating Uniform Interstate Family Support Act Cases	0	2	2	2	0
Total	**669**	**3,409**	**4,078**	**3,280**	**798**

An overall comparative summary of this Division's work performance between the 2002-2003 and 2003-2004 period:

		TOTAL FOR YEAR	NUMBER COMPLETED
Paternity Cases	2002-2003	3,158	2,553
	2003-2004	3,919	3,159
Responding Uniform Interstate Family Support Act Cases	2002-2003	193	129
	2003-2004	157	119
Initiating Uniform Interstate Family Support Act Cases	2002-2003	7	7
	2003-2004	2	2

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 the 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 Counseling and Drafting Division's functions. Also, the RPT Division assists the RPA in drafting and implementing procedures and 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, and 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 assist the assessment division and to optimize the assessment process, and utilizing the City's private consultant/appraiser for assessor training and litigation support.

Statistics

During the 2003-04 fiscal year, in resolving appeals before the Tax Appeal Court, the RPT Division recovered about $2 million in total taxes and approximately $250,000 above the tax amounts claimed by the appellant taxpayers.

For the fiscal year, the RPT Division opened 119 appeals of real property parcels, had a workload of approximately 518 appeals and completed and closed 114 appeals. The RPT Division also received and completed assignments of requests for opinions and assistance on other City matters. Additionally, the RPT Division generally received about two to four informal requests per week from the RPA for advice and other assistance.

Highlights and Accomplishments

Appeals and Related Matters

Tax Appeal of Ihilani Hotel, LLC, Case No. 00-0014

After the trial was held previously, the Tax Appeal Court ruled entirely in favor of the City upholding the 2000 assessment of the Ihilani Hotel. The luxury resort hotel property is located in Ko Olina and the assessed value was about $61 million with taxes of about $600,000. At trial, Appellant Ihilani brought in a highly credentialed mainland private appraiser as its expert witness who was pitted against the City's local appraisers. Although Appellant Ihilani attempted to reduce the City's values by almost $20 million by attempting to argue income/business type value deductions, the RPT Division attorneys convinced the court that such deductions were invalid and that the City's assessed values were correct.

This was a very important decision for the City as the court validated the City appraisers' methodology and rejected Appellant's attempts to manipulate value by presenting only the income approach to appraisal at trial. Through the RPT Division attorneys' forceful arguments and presentation of evidence at trial, the court also recognized that valuation of real property based on income does not promote uniform and equitable assessments.

Tax Appeals of Lewis W. Poe

The Tax Appeal Court issued two decisions in favor of the City against this Appellant, covering two separate tax years.

(1) Tax year 1999, Case No. 99-0208. After the trial during a prior year, the Tax Appeal Court issued its decision in favor of the City this fiscal year. In affirming the City's assessed values, the Tax Appeal Court found that the benchmark method of mass appraisal used by the City was a uniform and constitutional method of tax assessment that did not violate the Appellant's constitutional due process or equal protection rights.

(2) Tax year 2001, Case No. 01-0143. This matter went to trial during the fiscal year. In his second appeal, the Appellant attempted to challenge the City's new computer program used in valuing residential properties, which involves market modeling and multiple regression analysis. After presentation of the Appellant's evidence, the RPT Division attorneys moved for dismissal based on the Appellant's failure to meet his burden of proof. The Tax Appeal Court granted the motion, dismissed the appeal, once again affirmed the City's assessed values, also finding no evidence that the City had violated Appellant's constitutional rights.

Tax Appeal of John J. D'Amato and Kristina Inn, Case No. 99-0190

The Tax Appeal Court issued its decision in favor of the City in this matter, upholding the assessment. The issue in dispute was whether the City utilized proper methodology in valuing a luxury leasehold condominium project in Makiki. In its ruling, the Tax Appeal Court importantly affirmed the City's methodology of valuing leasehold condominium properties in their entirety in accordance with City ordinances.

Tax Appeal of the Waikiki Shore, S.C. No. 24275, Kenneth & Sophia Alford, et al v. City and County of Honolulu

Condominium owners in the Waikiki Shore project had previously appealed the Tax Appeal Court's ruling in favor of the City to the Hawaii Supreme Court. The issues before the Supreme Court concerned real property assessment matters. In filing a Supplemental Statement of Related Cases in the Supreme Court tax appeals during the fiscal year, the Waikiki Shore appellants sought to designate and relate an employment discrimination/whistleblower lawsuit brought by a disgruntled former City employee, involved in the assessment of the Waikiki Shore project, to the Supreme Court tax appeals. The RPT Division attorneys moved to strike the whistleblower suit as a related case, arguing *inter alia*, that the employee's suit was not related and the only reason for bringing the case to the Supreme Court's attention was to vilify the City and predispose the Court against the City. The Hawaii Supreme Court agreed with the RPT Division attorneys and struck any reference to the whistleblower suit.

Other Matters

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

Historic Dedication of Bayer Estate/Mirikitani property. The RPT Division assisted RPA in determining whether the property qualified for a historic dedication.

Privatized Military Housing at Hickam Air Force Base. The RPT Division assisted RPA and the Department of Budget and Fiscal Services in determining whether the new military housing project should be subject to real property taxation.

Exemption Issues. The RPT Division advised RPA regarding various real property tax exemptions, including the application of charitable exemptions and homeowners' exemptions.

Board of Review and RPA Matters. The RPT Division assisted the Counseling and Drafting Division in the preparation of various essential notices and forms used by the Boards of Review in conducting their functions. The Division also assisted RPA in the evaluation of the information contained in the 2004 Notice of Assessment in connection with preparation of the upcoming 2005 Notice of Assessment to ensure that adequate information about the assessments and appeal process is disseminated to the taxpayers.

ETHICS COMMISSION

Charles W. Totto, Executive Director and Legal Counsel

The purpose of the Ethics Commission ("Commission") is to ensure that City officers and employees understand and follow the standards of conduct governing their work for the public. The most common areas of inquiry are financial and personal conflicts of interest, gifts, political 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, advisory opinions and enforcement actions.

The ethics laws 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.honolulu.gov/ethics. The web site has information about the Commission's meetings, procedures, the standards of conduct, and useful guidelines for the public and employees and officers.

The seven Commission members are appointed by the Mayor and confirmed by the City Council. Commissioners serve staggered five-year terms. The members during FY04 were:

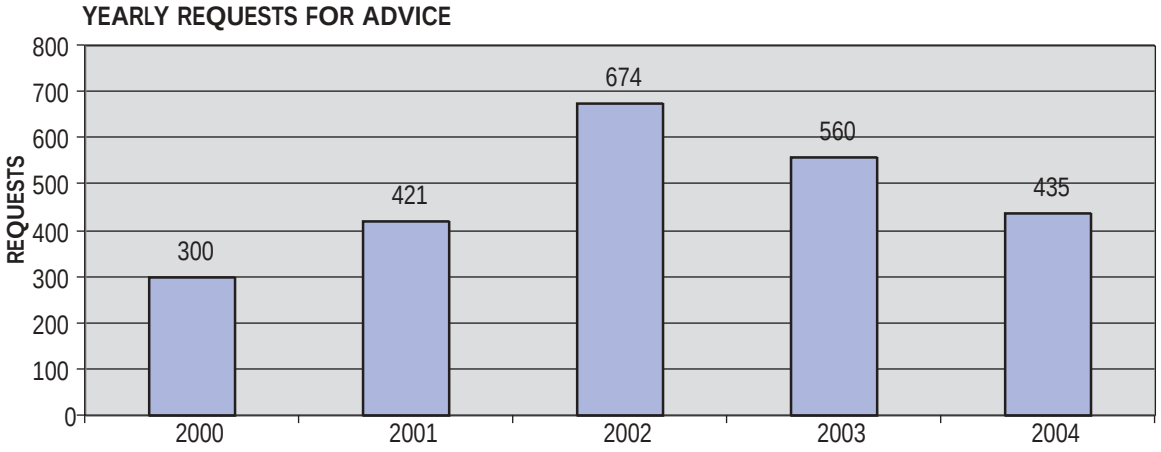
	TERM EXPIRATION
Robin D. Liu, Chair	December 31, 2005
Lex R. Smith, Vice-Chair	December 31, 2006
Lolinda D. Ramos	December 31, 2003
Susan H. Heitzman	December 31, 2005
Raymond H. Fujii	December 31, 2006
Robert J. Fishman	December 31, 2004

The Commission is staffed with an executive director/legal counsel and a legal clerk. The Commission's budget for FY04 was $158,784 and will remain at that amount for FY05.

Education and Training

The Commission staff continued the mandatory ethics training for all elected officials, managers, supervisors and board and commission members. In FY04 we trained 283 officials, bringing the total to nearly 2,700 public servants in all since the law was enacted. In addition, the Commission staff presented our "Ethics Checklist" orientation to 277 new City officers and employees. We strongly believe that these programs will greatly reduce the number of unintentional ethics violations. These programs increase public confidence in our public employees and officers.

Advice and enforcement



In the past fiscal year, the Commission received 322 oral requests for advice and 113 written requests for advice or complaints. By the end of the FY04, the Commission had responded to 317 of the oral and 103 of the written requests or complaints.

The Commission held 10 meetings and issued 10 formal advisory opinions, finding violations of the standards of conduct in three cases.

The Commission also received and reviewed 20 disclosure of conflict of interest forms and 575 financial disclosure statements. To focus on our three core functions, the Commission permitted each City department to review the disclosure of outside interest forms filed by its employees and to seek advice from the Commission on an as-needed basis. As a result, the Commission will receive approximately 1600 fewer forms each year.

The Commission submitted testimony to the City Council regarding two measures. The Commission opposed Bill 33 (2003), which sought to repeal the $200 cap on gifts to City officials. The Commission supported Resolution 03-240.

This measure would have allowed the voters in the November 2004 election to determine if the Commission should be authorized to impose a civil fine on those who violate the City's ethics laws. The resolution failed in a vote by the full Council.

The Commission revised its Guidelines on Campaign Activities and Guidelines on Gifts to explain new law and incorporate answers to common questions on these topics.

The Commission updated its Web page to include the complete set of the Commission's published advisory opinions since 1967 along with an updated index. The Commission received 3,396 hits on its web site in FY04.

Projects planned for the next year include:

1. Offering interactive web-based training to all City officers and employees;
2. Continuing the mandatory training for City managers, supervisors, elected officials and board and commission members;
3. Offering training on the City's ethics laws to public employee unions and contractors, consultants and lobbyists to the City;
4. Working with the new administration and the Council to pass laws that will provide new regulatory tools to prevent and control ethics violations; and
5. Implementing an electronic financial disclosure process.

DEPARTMENT OF CUSTOMER SERVICES

Carol L. Costa, Director
Gerry Silva, Deputy Director

POWER, DUTIES AND FUNCTION

The Department of Customer Services (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 reference library, the 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: Motor Vehicle Licensing and Permits, Public Communications, and Satellite City Halls. At the end of Fiscal Year 2004, CSD was authorized the equivalent of 297 full-time employees.

HIGHLIGHTS

CSD continued to reach the public through a wide variety of services over the fiscal year, especially in the areas of motor vehicle transactions (1,091,150) and abandoned vehicle investigations (33,424).

The department served citizens by investigating complaints, answering tens of thousands of informational inquiries and producing special events such as the Honolulu City Lights celebration and numerous dedications and groundbreakings, plus assisting with the popular *Sunset on the Beach* and *Brunch on the Beach* events and the Easter Seals' *Taste of Honolulu* on the Civic Center grounds.

It also helped to publicize a number of new city initiatives to protect the environment, promote a sustainable City and improve the economic climate for businesses on the island in addition to alerting citizens to services during a disruptive bus strike and winter flooding.

DIVISION OF MOTOR VEHICLES, LICENSING AND PERMITS

Dennis A. Kamimura, Licensing Administrator

POWER, DUTIES, AND FUNCTION

The Division of Motor Vehicle, 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; implements the general newsstand and Waikiki Special District publication rack programs; administers the derelict and abandoned vehicle programs; administers the disabled parking placard and identification card program for the City and County of Honolulu; implements the Motor Vehicle Accident Reparations Act; and investigates business license, 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.

HIGHLIGHTS

The following are the division's major accomplishments:

Provided testimony in support of four bills which affect operations:

- Act 126, which amends the "street rod vehicles" law to include replicas manufactured before 1968, and requires seat belts.
- Act 103, which increases the state vehicle registration fee an additional $5.00 to fund the Emergency Services Special Fund.
- Act 158, which amends the CDL law to include a new endorsement for school bus drivers, requiring written and performance testing; notification requirements and collection of driver history data.

- Ordinance 03-42 which increases the county vehicle weight tax rate.
- Automated the motor vehicle registration "letter of authorization" and "power of attorney" files.
- Conducted two supplemental lotteries for all publication dispensing racks in the Waikiki Special District. Issued 84 dispensing rack permits and 1,931 sidewalk use permits. The two contract employees conducted inspections of the dispensing racks and general newsstands, 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.
- Implemented the replacement program for license plates beginning with the letters "E," "TJ," and "TG."
- Established automated connectivity with the State Judiciary to receive traffic court convictions required for the Financial Responsibility program.
- Expanded the outreach taxicab inspection program to conduct on-site yearly inspections to facilitate renewal of a business license.

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 1,034 refunds totaling $87,971 and remitted $29,877,984 (gross receipts of $31,876,076 less county expenses of $1,998,092) to the 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 paper transactions from motor vehicle dealers and lending institutions, electronic transactions from participating Electronic Lien and Title (ELT) lienholders, Fleet Dealer Registration (FDR) transactions from participating new car dealers and U-drive companies, processes on-line 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 814,423 motor vehicles and trailers; issued 22,997 duplicate certificates and 4,061out-of-state vehicle permits; and processed 24,081 replacement plates, 32,602 replacement emblems, and 188,397 ownership transfers. The MVR core processed 18,474 on-line renewals via the internet and registered 18,715 new vehicles through the FDR program.

Motor vehicle transactions processed by location are as follows:

LOCATION	FY 03-2004	FY 02-2003	INCREASE (DECREASE)
Ala Moana Satellite	84,946	85,751	(805)
Fort Street Mall Satellite	39,831	39,546	285
Hawaii Kai Satellite (opened 01/18/2003)	23,882	7,791	16,091
Kailua Satellite	63,155	46,967	16,188
Kalihi Satellite	94,873	89,478	5,395
Kapolei Satellite	65,947	45,748	20,199
Pearlridge Satellite	91,816	80,816	11,000
Wahiawa Satellite	55,398	55,565	(167)
Waianae Satellite	34,595	33,884	711
Waipahu Satellite (closed 06/30/2003)	N/A	48,666	(48,666)
Windward Mall Satellite	56,761	58,271	(1,510)
Non-Full Service Satellite (closed)	N/A	2,965	(2,965)
MVR Core	479,946	471,912	8,034
TOTAL	**1,091,150**	**1,067,360**	**23,790**

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 City Square (Core) and at full service substations located at Kaneohe, Kapolei, Pearl City, Wahiawa, and Waianae. Driver license renewals and duplicates are offered at the Fort Street Mall and Windward Mall satellite city halls. The following table lists the number of driver licenses and permits issued by location.

STATION	NEW LICENSES	RENEWED LICENSES	LEARNER PERMITS
City Square (Core)	10,438	38,767	16,896
Kaneohe	5,273	6,119	5,181
Kapolei	4,788	6,376	3,963
Pearl City	5,403	15,739	5,865
Wahiawa	5,502	8,475	4,567
Waianae	1,120	1,865	1,058
Fort Street	12	10,343	277
Windward Mall	71	7,300	307
Commercial Driver License	114	170	199

The DL Branch issued 39,514 duplicate licenses, 1,659 taxicab certificates, and no pedicab certificates. There were 3,194 written tests administered in seven foreign languages.

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 471 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 statutory requirements. During this fiscal year, the section processed 8,260 safety responsibility cases affecting 14,486 licensed drivers and 4,882 registered owners of vehicles involved in major traffic accidents. In addition, it issued 3,823 security notices to individuals who were at fault for major traffic accidents and 1,391 notices to defendants convicted in court of certain serious traffic related offenses. In response to these notices, the section processed 2,605 SR-21 certificates, 1,123 SR-22 certificates, and 32 cash security deposits totaling $65,750. The section also processed 549 SR-26 certificates, which are insurance companies' notifications of insurance policy cancellations, and refunded 25 cash security deposits totaling $41,950.

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 33,424 investigations of abandoned vehicle complaints. As the result of the investigations and patrols, 3,542 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	9,758	8,273	2,131	3,285
Abandoned Vehicles Towed	986	532	132	155
Derelict Vehicles Towed	1,837	2,297	642	1,350

Owners claimed 207 of the abandoned vehicles that were towed. 2,542 unclaimed vehicles were sold at public auction.

During the fiscal year, the Section: 1) inspected 5,507 reconstructed vehicles, 2,037 taxicabs; 2) investigated 60 complaints concerning taxicabs and 20 complaints concerning tow companies; and 3) 480 safety inspection/reconstruction investigations.

Periodic Motor Vehicle Inspection Unit

This unit inspected 846 PMVI stations; suspended 27 stations; certified 408 safety inspectors' licenses; and issued 63 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 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; and investigation of businesses that require county licenses. 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:

	FY '03-04	FY '02-03
Bicycle and Moped Licenses	27,558	24,424
Dog Licenses	17,911	18,210
Loading Zone Permits	8,852	8,577
Bus Stop Permits	438	480
Taxi Stand Parking Permits	81	92
Business Licenses		
Auctioneer	4	6
Firearms, Manufacture and Sell	30	34
Garbage and/or Rubbish Collection	18	12
Glass Recycling	2	0
Pawnbroker	12	6
Peddler, Merchandise	92	98
Peddler, Merchandise or Medicine – Exempt	21	28
Purchase/Sell Used Vehicle Parts	76	79
Second Hand Dealer	114	117
Sale of Tear gas and Other Obnoxious Substances	1	1
Sale of Pepper Sprays - Flat Fee	2	0
Vehicle - Carry Passengers, Taxi	1,379	1,319
Pedicab	0	0
Wrecking/Salvaging/Dismantling Motor Vehicles	40	41
Scrap Dealers	3	3
Number of Business Licenses	1,794	1,744

COMPARATIVE STATEMENT OF TOTAL TRANSACTIONS
FISCAL YEAR 2003 - 2004 and 2002 – 2003

	FY '03 - 04	FY '02 – 03	INCREASE (DECREASE)
Motor Vehicle Registrations Recorded	802,338	793,350	8,988
Trailer Registrations Recorded	12,085	11,229	856
Bicycle and Moped Registrations Recorded	27,558	24,424	3,134
Dog Licenses Issued	17,911	18,210	(299)
Business Licenses Issued	571	568	3
Duplicate Certificates Issued	22,997	21,912	1,085
Replacement Plates Issued	24,081	22,944	1,137
Replacement Emblems Issued	32,602	30,919	1,683
Out-Of-State Vehicle Permits Issued	4,061	4,455	(394)
Loading Zone Permits Issued	8,852	8,577	275
Bus Stop Parking Permits Issued	438	480	(42)
Taxi Stand Parking Permits Issued	81	92	(11
Ownership Transfers Recorded	188,397	178,334	10,063
Plate Transfers Completed	4,589	4,217	372
TOTAL	**1,146,561**	**1,119,711**	**26,850**

COMPARISON OF REVENUE SOURCES
FISCAL YEAR 2003 - 2004 AND 2002 – 2003

	FY '03 – 04	FY '02 – 03	INCREASE (DECREASE)
Motor Vehicle Weight Taxes	$33,760,487	$26,476,027	$7,284,460
Trailer and Wagon Weight Taxes	1,459,946	1,109,071	350,875
Motor Vehicle Penalties	785,788	728,256	57,532
Trailer and Wagon Penalties	55,100	32,800	22,300
Motor Vehicle Ownership and Penalties	2,858,920	2,673,495	185,425
Motor Vehicle Duplicate Certificates	228,690	217,700	10,990
City and County Registration Fees	12,987,910	12,549,178	438,732
License Plate Fees	1,347,615	1,250,893	96,722
Emblem Fees	340,927	329,101	11,826
Beautification Fees	2,982,144	2,093,083	889,061
Correction Fees	7,870	5,970	1,900
Vehicle Permits	20,035	22,050	(2,015)
Service Charges	17,224	135,709	(118,485)
Sundry Realizations	7,255	0	7,255
Sale of Other Materials and Supplies	160	1,280	(1,120)
Record Copies	2,028	2,247	(219)
Tax Liens	430	300	130
Reconstructed Vehicles	28,920	24,885	4,035
Bicycle Licenses	390,146	341,906	48,240
Dog Licenses	251,696	255,858	(4,162)
Business Licenses	30,358	32,219	(1,861)
Newsstands/display racks	31,922	95,354	(63,432)
Loading Zone Parking Permits	207,253	200,289	6,964
Bus Stop Parking Permits	10,852	11,840	(988)
Drivers' License Fees	3,036,890	1,722,979	1,313,911
Taxicab Drivers' and Pedicab Operators' Certificates	41,775	41,250	525

	FY '03 – 04	FY '02 – 03	INCREASE (DECREASE)
Taxi Stand Parking Permits	6,911	9,082	(2,171)
Taxi Licenses	76,599	84,730	(8,131)
Auction Sale of Impounded Vehicles	205,841	116,190	89,651
Spay-Neuter Services	325,810	229,668	96,142
Power of Attorney	675	0	675
TOTAL	**$61,508,177**	**$50,793,410**	**$10,714,767**

PUBLIC COMMUNICATIONS DIVISION

(Temporary Vacancy, Division Chief)

FUNCTION

The division 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. The division's Administration 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 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. The staff investigates sensitive complaints while most other complaints are sent to the appropriate agencies for follow-up. Inquiries and complaints came from the following sources: correspondence (includes letter, fax and Tell-It-To-The-Mayor forms) - 575; telephone - 14,567; telephone recordings - 663; web page access – 1,380; and walk-ins - 324.

Complaint Section Statistics by Agencies

DEPARTMENT / AGENCY INVOLVED IN COMPLAINT	HANDLED BY PHONE	SERVICE REQUESTS	FY 2003 TOTAL
Budget & Fiscal Services	104	29	133
City Clerk	74	2	76
City Council	130	0	130
Community Services	73	15	88
Corporation Counsel	58	12	70
Customer Services	1,546	296	1,842
Design & Construction	301	203	504
Emergency Services	45	25	70
Enterprise Services	111	58	169
Environmental Services	2,349	215	2,564
Facility Maintenance	1,346	550	1,896
Fire	71	56	127
Human Resources	49	6	55
Humane Society, Hawaiian*	53	20	73
Information & Technology	11	4	15
Liquor Commission	17	8	25
Managing Director	81	19	100
Mayor	178	7	185
Medical Examiner	3	0	3
Oahu Civil Defense	4	0	4
Parks & Recreation	923	562	1,485
Planning & Permitting	1,015	1,246	2,261

DEPARTMENT / AGENCY INVOLVED IN COMPLAINT	HANDLED BY PHONE	SERVICE REQUESTS	FY 2003 TOTAL
Police	1,553	620	2,173
Prosecuting Attorney	20	0	20
Royal Hawaiian Band	3	0	3
Transportation Services	1,038	493	1,531
Water Supply	145	53	198
Non-City Requests:			
State Agencies	1,239	NA	1,239
Federal Agencies	42	NA	42
Miscellaneous	428	NA	428
TOTAL**	**13,010**	**4,499**	**17,509**

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

Information Branch

The section responds to inquiries received in writing, by telephone, in person, by e-mail and fax about city services, projects, programs and policies. The Information Officer is assisted by six information specialists and a clerk. One specialist served as the chief photographer and another provided multi-media support. The Honolulu Municipal Television (HMTV) executive producer is also on staff in this branch.

During the reporting period, staff answered approximately 60,000 telephone calls and completed more than 1,000 written assignments. These included preparing, editing and distributing news releases, fact sheets, messages, proclamations, official remarks and various correspondence. Staff also responded to, or processed, an average of 25 email inquiries a day and prepared and staffed exhibits in conjunction with various trade shows and other public events, and assisted other agencies with publications and coordinated publicity for activities and projects, such as the popular *Brunch on the Beach* and *Sunset on the Beach* events; the *Taste of Honolulu* in June; *Honolulu City Lights* in December; the new bus transit center, which opened in July in Kapolei; and a new bandstand in the community of Waialua.

The information staff also publicized new City initiatives, such as the Mililani Curbside Recycling Pilot project in October; a campaign against illegal roadside dumping in April; emergency van service to help stranded bus patrons during the 2003 bus strike; a new pass system for bus users; and a cooperative effort with the private sector to assist local building contractors.

The staff alerted the public to wastewater spills, box jellyfish infestations at beaches, flooding hazards during unusually heavy winter rains, routine roadwork on Oahu's streets, and large emergency repairs done on major roads throughout the city.

In addition, staff informed the public of various awards won by city departments and personnel and significant new funding for community programs that address at-risk youths, domestic violence and the homeless.

CSD assisted in informing stranded bus riders of emergency shuttle service made available by the City during the 2003 bus strike.

Honolulu Municipal Television (HMTV)

Under a city contract and through a state grant, HMTV produced more than 100 hours of video programming during the year. Programs included *The Mayor's Report* and *City News Week* that documented city activities, which were shown on Olelo (Oceanic Channel 54). Under the direction of Executive Producer Don Kozono, HMTV has produced the *Mayor's Report*, a one hour live show produced every week with Mayor Jeremy Harris as host.

The end of 2003 featured another successful presentation of Honolulu City Lights shown live on OLELO Community Television, followed two weeks later by a one-hour program on commercial television on the Electric Light Parade portion of the event. HMTV also produced three hours of programming for replay on OLELO TV.

On December 12, 2003, Don Kozono, Executive Producer, received a Recognition Award from OLELO Community Television for producing the Hanauma Bay Nature Preserve video created for Hanauma Bay Nature Park.

In January 29, 2004, HMTV coordinated the Mayor's "State of the City Address" which was shown live on two commercial broadcast stations and OLELO at the same time.

An HMTV video for the Hanauma Bay Nature Preserve won an award of excellence from Olelo Community Television.

HMTV produced additional TV programs such as the Mayor's Executive Budget show which explained the Mayor Harris' proposed budget for Fiscal 04-05 and facilitated the production of a Public Service Announcement (PSA) on Clean Water, featuring former American Idol contestant, Jordan Segundo.

HMTV updated the Hanauma Bay video to include a segment on water safety produced by the Ocean Safety Division. The change meant updating the segment in five languages and producing four new DVD discs for continuous playback at Hanauma Bay.

The end of 2004 concludes a year and a half of live talk shows hosted by Mayor Jeremy Harris, produced by Don Kozono, HMTV Executive Produce and coordinated by Vicki Borges, Assistant to the Mayor. The topics ranged from potholes in the roads to strategies for city planning and details of the Mayor's Executive Budget. The Mayor would also take questions called in from the public.

HMTV acquired some new equipment this year, including a DVCAM camera, capable of shooting in 16:9 widescreen. This was the screen format for the Hanauma Bay video for which a camera was rented to complete that project. HMTV also has a new Final Cut Pro editing system, which means HMTV will no longer be fully dependent on OLELO Community Television to produce TV programs and special video projects.

From left to right: HMTV employee Cheri Mardon, Mayor's Executive Assistant Vicki Borges, Honolulu Fire Chief Attilio Leonardi and Mayor Harris during a break in The Mayor's Report, a live, one-hour show produced by HMTV for Olelo television.

Municipal Reference Center (MRC)

Continuing with only a staff of three, the library, records management and bookstore section tries to provide a complete range of city government related information and research services, records management and archival support, and a centralized place to purchase City publications.

The MRC spent $5,275 to update the library collection, $23,296 to maintain its specialized collection of subscriptions and $42,915 to microfilm city documents for permanent retention.

During fiscal year 2003-2004, the MRC:

- Handled 628 requests for information from City workers and the public.
- Loaned over 1,576 volumes.
- Microfilmed 51,621 images and filled 1,137 requests to retrieve records.
- Sold 3,493 volumes at the Municipal Bookstore for $39,129.

Printing Services Branch

A staff of nine employees handles graphic, printing and bindery services for city agencies. The section produces informational booklets and brochures, forms, posters, and other printed and graphic products for use by agencies or for public distribution.

Print shop report for fiscal year 2004 is as follows:

Graphic art projects completed 1,351
(includes newsletters, brochures, flyers, reports, forms, letterheads, business cards, invitations, programs, posters, signs and certificates).

Printing projects completed 902

Printing impressions ..... 6.3 million

Bindery projects completed 707

SATELLITE CITY HALL DIVISION

Dennis Taga, Chief

FUNCTION

The division provides essential services and information for various City and State agencies. There are 10 storefront offices throughout the island of Oahu. These offices are located at Ala Moana, Kailua, Fort Street Mall, Hawaii Kai, Kalihi, Kapolei, Pearlridge, Wahiawa, Waianae and Windward Mall. 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 our Fort Street Mall and Windward Mall offices. The Ala Moana, Kalihi and Pearlridge offices continue to be the busiest locations.

HIGHLIGHTS

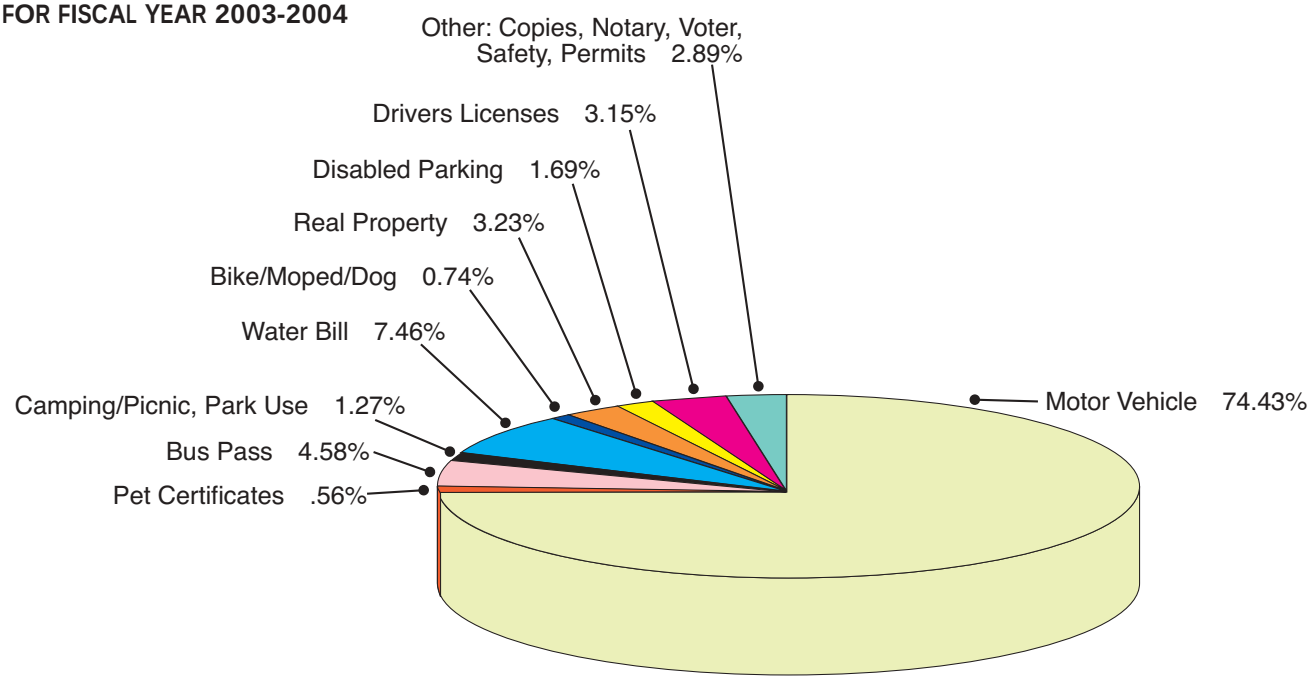
New and improved services implemented at the satellite offices this fiscal year included the following:

- The ongoing conversion of a new one-stop point-of-sale cashiering system to reduce long lines and waiting time for walk-in customers. The system eliminates the need for customers to stand in separate lines for processing and payment.
- The sale of monthly stickers for senior citizens and disabled bus card holders.

Fiscal Year 2004 Totals

LOCATIONS	TRANSACTION COUNT	REVENUE COLLECTED
Ala Moana	109,210	$15,012,508.05
Fort Street Mall	97,239	17,127,330.91
Hawaii Kai	28.943	2,575,920.33
Kailua	74,100	6,309,816.53
Kalihi	114,098	11,156,449.16
Kapolei	81,558	8,661,852.33
Pearlridge	113,637	8,899,952.38
Wahiawa	68,038	5,286,747.56
Waianae	45,879	3,852,694.39
Windward Mall	87,518	6,866,279.12
Total	**821,220**	**$85,749,550.76**

TYPE OF SATELLITE TRANSACTIONS (821,220)
FOR FISCAL YEAR 2003-2004



DEPARTMENT OF DESIGN AND CONSTRUCTION

Timothy E. Steinberger, P.E., Director

DUTIES AND FUNCTIONS

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

DDC is organized to efficiently deliver the services required to support its customers. Each division is structured to include the planning, design, and construction management services necessary to implement client needs. The five Divisions are:

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

The function of the Civil Division 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 Soil/Materials Testing Laboratory.

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

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

The function of the Mechanical/Electrical Division involves the administration, coordination, management, and monitoring of activities relating to the planning, design, and construction of roadway lighting projects; planning, design, and construction of electrical and mechanical upgrades to existing facilities including lighting retrofit and air-conditioning upgrades; planning, design, and management of energy conservation programs; management of underground storage tank inspections and mitigation; planning, design, management, and installation of upgrades and improvements to the City 800 MHz radio system and to the City microwave system; and planning, design, management, and installation of the City-wide telephone system.

The function of the Wastewater Division 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.

Principal clients consist of the City agencies listed below. The Planning Branches of each division work with the client agency to identify and program its long-term needs and create the annual CIP projects. As projects are budgeted, the Design and Construction Branches prepare the construction documentation needed 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

ACTIVITIES

Special Projects

Special Projects is tasked with the implementation of high-profile CIP projects or CIP projects demanding integrated, multi-disciplinary, and creative approaches to address design issues and budget constraints. The Special Projects group consists of one (1) full-time architect and one (1) full-time engineer in addition to one (1) part-time engineer and one (1) part-time landscape architect on loan from another City department. Projects are managed from start to completion, unlike the usual departmental approach of projects proceeding from a Planning Branch to a Design Branch, and finally to a Construction Management Branch.

Special Projects has been involved in the planning, design, and construction of City facilities such as street improvements, police stations, park bandstands, park comfort stations, skateboard facilities, in-line hockey rinks, community signs, canoe halaus, bike trails, as well as land negotiations, community master plans, facility assessments, and urban design studies. Of note is the use of a design/build approach for the Honolulu Fire Department Headquarters Complex to reduce City cost, liability, and the time it would normally take to implement a major project.

This year, Special Projects completed twenty-one (21) projects and has thirty-two (32) projects that are on-going.

Special Projects Completed

- City Beautification Program, Kamehameha Highway (Paleka Street to Haiku Road)
- City Beautification Program, Kamehameha Highway (McCully-Moiliili Area)
- City Beautification Program, Makakilo Beautification
- City Beautification Program, Nuuanu
- Ewa Mahiko Park Comfort Station and Parking Lot, Phase 1
- Ewa Mahiko Park Site Improvements, Phase 2
- Haleiwa Ali'i Beach Park Bathhouse and Site Improvements
- Kahaluu Regional Park Phase 1, Field Improvements
- Kaneohe District Park Youth Facility
- Kapolei Regional Park Parking and Hula Mound
- Keehi Lagoon Canoe Halau
- King Street Improvements, Phase 2
- Kuhio Beach Park Showers
- Kuhio Beach Torch Modifications

- Manana Community Park Comfort Station and Parking Lot, Skate Park, Playcourts
- Miscellaneous Signage Marker Improvements - Chinatown Street Signs
- Miscellaneous Signage Marker Improvements - Pali Highway (Wylie and Waokanaka Streets)
- Waikiki Aquarium Promenade, Phase 2
- Waikiki Comprehensive Landscape Master Plan
- Waikiki Improvements
- Waikiki Mauka-Makai Streets

Special Projects On-Going

- Aala Park Ewa-End Improvements
- Aiea Town Center Beautification
- City Beautification Program, Kamehameha Highway (Pali Golf Course to Likelike Highway)
- Haleiwa Ali'i Beach Park Parking Lot
- Haleiwa Economic Redevelopment Plan
- Honolulu Fire Department Headquarters Complex
- Kahaluu Regional Park Phase 2 - Parking Lot, Comfort Station and Miscellaneous Improvements
- Kahaluu Regional Park Amphitheater
- Kalo Mini Park Site Improvements
- Kamehameha Highway Improvements Phase 1 - Waialua Courthouse to Amara Road
- Kapahulu Community Master Plan Improvements
- Kapalama Canal Channel Improvements
- King Street Improvements, Phase 4
- Kuhio Avenue Landscape Improvements
- Maili Beach Park Site Improvements
- Millilani Mauka Community Park Comfort Station and Miscellaneous Improvements
- Millilani Town Center Community Park Comfort Station and Parking Lot
- Miscellaneous Signage/Marker Improvements - Aiea Gateway
- Miscellaneous Signage/Marker Improvements - Wahiawa and Whitmore Village Signage Master Plan and Design Guide
- Miscellaneous Signage/Marker Improvements - Pearl City Gateway
- Miscellaneous Signage/Marker Improvements - Whitmore Village
- Pearl Harbor Historic Trail - Signage
- Sunset Beach Recreation Center
- Wahiawa Botanical Garden Pavilion and Site Improvements
- Waihole Beach Park Design-Build of Improvements
- Waihole Beach Park Practice Field
- Waimanalo All Parks Master Plan - Upgrade of Beach Parks
- Waimanalo All Parks Master Plan - Kaiona Beach
- Waimanalo Green Belt
- Waipahu Depot Road Extension
- Waipahu Waterfront Passive Park

CIVIL DIVISION

The **Planning and Design Branches** completed fifty (50) design projects. In addition, work continues on one hundred forty-two (142) projects.

Civil Planning/Design Projects Completed

- Ala Wai Boulevard Improvements
- Canal Improvements in Waianae
- Carlos Long Street Drainage Improvements, Palolo

Typical curb ramp construction.

- Curb Ramps at Various Locations, Oahu FY 2002 (5)
- Curb Ramps at Various Locations, Oahu FY 2002 (6)
- Curb Ramps at Various Locations, Oahu, FY 2003 (1)
- Curb Ramps at Various Locations, Oahu, FY 2003 (2)
- Curb Ramps at Various Locations, Oahu FY 2003 (3)
- Curb Ramps at Various Locations, Oahu FY 2003 (5)
- Curb Ramps at Various Locations, Oahu FY 2003 (6a)
- Emergency Repair of Kamiloiki Channel in Vicinity of 950 Kolokolo Place
- Emergency Repairs at Moanalua Valley Drainage Channel
- Emergency Repairs at Waialae Nui Drainage Channel
- Emergency Resurfacing (Kapiolani, Date to Kalakaua)
- Hakimo Road Drainage Improvements
- Halawa Emergency Repair
- Hao Street Drainage Ditch, Aina Haina
- Hawaii Theater Area Improvements
- Inspection and Appraisal of City Bridges I, FY-01
- Kahawainui Stream Flood Control Project / Poohaili Street Improvements
- Kalunawaikaala Watershed Initiative, Pupukea
- Kamehame Ridge / Mokuhano Street Drainage Study
- Kapalama Incinerator Site Clean Up (Phase 2)
- Kapolei Parkway, Phase 8A
- Kawa Stream Improvements, Kaneohe
- Lunalilo Home Road Improvements
- Miscellaneous Guardrail Improvements at Various Locations, FY 02
- Miscellaneous Sidewalk Improvements - FY 02 (Ewa Beach, Pohakapuna Road and Makule Road)
- Miscellaneous Sidewalk Improvements - FY 02 (Kamehameha Highway, from Likelike to Keole Road)
- Moala Place Drainage Improvements, Wahiawa
- Pahemo Street Relief Drain Study, Waimalu
- Pele and Lusitana Streets Resurfacing
- Pooleka Street Drainage Improvements
- Punchbowl Street Improvements, Phase 2 (King to Ala Moana)
- Rehabilitation of Streets, Foster Village
- Rehabilitation of Streets, Palolo Valley
- Rehabilitation of Streets, Unit 5B (Piikoi Street - Ala Moana Boulevard to Matlock Avenue)
- Rehabilitation of Streets, Unit 10 (St. Louis Heights)
- Rehabilitation of Streets, Unit 14B (Kamehameha Highway, Ahuimanu Road, and Mokulele Drive Curb Ramps)
- Rehabilitation of Streets, Unit 15B (Aiea Heights Drive)
- Rehabilitation of Streets, Unit 30 (Kaneohe / Kahaluu)
- Rehabilitation of Streets, Unit 31 (Makakilo Drive)
- Rehabilitation of Streets, Unit 32 (Kakaako / Punchbowl / Alewa / Kalihi)
- Rehabilitation of Streets, Unit 34 (Kailua / Waimanalo)
- Rehabilitation of Streets, Unit 39 (North Shore / Koolauloa)
- Resurfacing of a Portion of Dillingham Boulevard, Waiakamilo Road to Middle Street
- Resurfacing of a Portion of King Street, South Street to McCully Street
- Remove Water Tank, Koko Head District Park, Hawaii Kai

- Village Park Connector Road
- Wheelchair Ramps at Various Locations, FY 2001

Civil Planning/Design Projects On-Going

- Acacia Road Widening
- Aina Haina Slide Zone Remediation
- Ala Wai Watershed Project, Upper Makiki Stream Improvements
- Aliipoe Ditch Reconstruction
- Bayview Street Relief Drain, Waianae
- Bridge Inspection, Inventory and Appraisal, FY 02
- Bridge Inspection, Inventory and Appraisal, FY 2003
- Bridge Inspection, Inventory and Appraisal, FY 2004
- Bridge Rehabilitation at Various Locations, FY 2003 (Kamehameha Highway Bridge over Anahulu Stream)
- Bridge Rehabilitation at Various Locations, FY 2004
- Bridge Repairs at Various Locations, FY 2003 (Salt Lake Boulevard Bridge over Halawa Stream)
- Bridge Replacement at Various Locations, FY02 (La'i Road Bridge No. 378)
- Bridge Replacement at Various Locations, FY 2002 (La'i Road Bridges, No. 379 and 380)
- Curb Ramps at Various Locations, Oahu, FY 2003 (6b)
- Curb Ramps at Various Locations, Oahu, FY 2004 (3)
- Curb Ramps at Various Locations, Oahu, FY 2004 (5)
- Curb Ramps at Various Locations, Oahu, FY 2004 (6)
- Drainage Improvements at Various Locations
- Ewa Villages, Extension of Kapolei Parkway, Phase 8B (Formerly known as North South Road)
- Ewa Villages, Extension of Kapolei Parkway, Phase 8C (Formerly known as North South Road)
- Farrington Highway Improvements
- Halawa Stream Dredging
- Hausten Drainage Ditch
- Highway Structure Improvements
- Inspection, Appraisal of City Bridges II, FY-01
- Kaaawa and Kahaluu Flood Review
- Kahae Road Improvements
- Kahauola Street Relief Drain
- Kailua Road Drainage Improvements
- Kalaiopua Place Improvements, Tantalus
- Kalihi Flood Control Improvements
- Kalihi Street Realignment
- Kamamalu Road Wall Reconstruction
- Kamehameha Highway Improvements - Haleiwa
- Kamiloiki Stream Dredging
- Kaneohe Stream Bank Restoration near Keole Place
- Kapakahi Stream Walkway
- Kapolei Parkway, Phase 8B
- Kapolei Parkway, Phase 8C
- Kapunahala Stream Flood Control Project, Kaneohe, TMK: 4-5-23 & 24
- Ke Iki Watershed Plan
- Ke Iki Road Relief Drain, Pupukea
- King Street Improvements, Phase 3 - Desha to Liliha; Austin to Morris
- Kuahea Street Area Movement, Palolo Valley

- Kuilei Neighborhood Improvements, Moiliili
- Kuliouou Flood Control
- Lanikuhana Avenue Improvements
- Makiki Stream Improvements, FY 2003
- Manana Infrastructure Improvements, Modification at Kuala Street/Moanalua Road/Waimano Home Road
- Manana Infrastructure Improvements, Manana Connector Road
- Manana Infrastructure Improvements, Pearl City Post Office Driveway Access Study (also Evaluate Widening of Acacia Road and Modification (Mod) to Kamehameha/Acacia Intersection)
- Manana Infrastructure Improvements, Pearl City Post Office's Wastewater Pump Station and Force Main
- Manoa Stream Tributary Retaining Wall
- Mapunapuna Drainage Improvements
- Maunalaha Road Embankment Improvement
- Miscellaneous Drain Improvements at Various Locations
- Miscellaneous Flood Control - Reconstructing Hospital Ditch and Replacement of Kii Bridge
- Miscellaneous Flood Control Improvements - Kahuku Area Outlet Water Quality Monitoring
- Miscellaneous Flood Control Improvements - Kahuku Ecosystem Restoration
- Miscellaneous Flood Control Improvements - Laie Drainage Alternates Study
- Miscellaneous Flood Control Improvements - COE Joint Project
- Miscellaneous Flood Control Improvements, FY 02 (Hauula Community Outreach)
- Miscellaneous Guardrail Improvements at Various Locations, FY 02 - Phase 2
- Miscellaneous Sidewalk Improvements - FY 03 (Puohala Road and Pua Inia Street)
- Miscellaneous Sidewalk Improvements - Haleiwa Road
- Miscellaneous Sidewalk Improvements - Kalihi Street Improvements from Monte to Nalanieha Street
- Miscellaneous Sidewalk Improvements - Kekaulike Mall
- Miscellaneous Sidewalk Improvements Keeaumoku Street, Makiki Park to Keeaumoku Overpass, Pauoa Road/Lusitana Street/Kanealii Avenue
- Miscellaneous Sidewalk Improvements - Nuuanu Street
- Miscellaneous Sidewalk Improvements - Pauoa Road
- Miscellaneous Sidewalk Improvements - Smith Street
- Miscellaneous Sidewalk Improvements in Wahiawa - California Avenue/Kilani Avenue
- Miscellaneous Storm Drain Improvements
- Miscellaneous Storm Drain Improvements, FY 2002
- Moanalua Road Widening
- Moanalua Stream Lining Reconstruction
- Moanalua Valley Hillside Restoration
- Moanalua Valley Street Improvements
- Nuhelewai Stream Improvements, Kalihi
- Pahemo Street Relief Drain Study, Waimalu
- Palolo Stream Master Plan
- Park Row Roadway
- Planning Study of Kamehameha Highway in Haleiwa
- Preventative Maintenance of Various Streets, FY04 (1)
- Preventative Maintenance of Various Streets, FY04 (2)
- Protective Chain-Link Fencing at Various Locations
- Puuhulu Place, Puhawai Road, Hakalina Road, Paakea Road, and Hakimo Road and Place Flood Control Project
- Puunui Drainage Improvements

- Reconstruction of Streets, Unit I-95 (Kirkwood Place, Hoonanea, Vancouver Drive, Sea View Avenue, Hunnewell, Skyline Drive, Puna, Iolani Avenue, Kupaua Place, Kealia Drive, Metcalf)
- Reconstruction of Streets, Unit II-95 (13th Avenue, 14th Avenue, Mikahala Way, Iwi Way, Ualakaa, Miller, Frear, Liliuokalani Avenue, Iholena, Kumu, Komaia, Aipuni)
- Rehabilitation of Streets, Unit 5A (Beretania Street - North King Street to Alapai Street)
- Rehabilitation of Streets, Unit 6A (Kamehameha IV Road from North School Street, Kilohi Street, Kini Place)
- Rehabilitation of Streets, Unit 6B (Liliha Street, from Kuakini Street to Wyllie Street, Judd Street, Liliha Place)
- Rehabilitation of Streets, Unit 7A and 7B
- Rehabilitation of Streets, Unit 9A
- Rehabilitation of Streets, Unit 10
- Rehabilitation of Streets, Unit 14B
- Rehabilitation of Streets, Unit 15A (Kaamilo, Akaaka, Iliee, Kalamoho, Kalawina, Kulawai, Alolua)
- Rehabilitation of Streets, Unit 15B
- Rehabilitation of Streets, Unit 15C (Kalihi)
- Rehabilitation of Streets, Unit 35 (Kaimuki/Kapahulu)
- Rehabilitation of Streets, Unit 36 (Pearl City-Waimano Home Road)
- Rehabilitation of Streets, Unit 37 (McCully/Moiliili/Aina Haina/Waialae Nui)
- Rehabilitation of Streets, Unit 38 (Kaimuki-Kilauea Avenue)
- Rehabilitation of Streets, Unit 40 (Waipahu)
- Rehabilitation of Streets, Unit 41 (Ala Wai Boulevard)

Rehabilitation of streets.

- Rehabilitation of Streets (Kaneohe Bay Drive)
- Rehabilitation of Streets (Manoa-Lowrey Avenue)
- Resurfacing of Streets, FY05 (1)
- Resurfacing of Streets, FY05 (2)
- Resurfacing of Streets, FY05(3)
- Rock Slide Potential Inspections
- Rock Slide Potential Inspection & Mitigative Improvements. FY 04-I
- Rock Slide Potential Inspection & Mitigative Improvements. FY 04-II
- Salt Lake Boulevard Widening Phase 3
- Scour Protection of Bridges, FY98 and 99
- Scour Protection of Bridges FY00
- Seismic Retrofit of Bridges, FY 00
- Seismic Retrofit of Bridges, FY 01
- Seismic Retrofit of Bridges, FY 02
- Seismic Retrofit of Bridges, FY 03
- Seismic Retrofit of Bridges, FY 04
- Storm Drainage Improvements
- Street Improvements - Palolo Private Streets
- Stream Restoration and Maintenance
- University Avenue Retaining Wall at Maile Way

- Waikele Road Improvements
- Wailele Stream Flood Control Project
- Wailupe Valley Hillside Restoration
- Wailupe Stream Flood Control
- Waimalu Stream Dredging
- Waimanalo Ahupuaa Watershed
- Waimanalo Flood and Drainage Master Plan
- Waipahu Flood Control
- Waipahu Street Drainage Improvements
- Wawamalu Stream Channel Fence Replacement
- Wheelchair Ramps FY 1998
- Wheelchair Ramps FY 1998 and 1999
- Wheelchair Ramps FY 1999 - Phase 3
- Wheelchair Ramps at Various Locations, Oahu FY 2000(1)
- Wheelchair Ramps at Various Locations, Oahu FY 2000(3)
- Wheelchair Ramps at Various Locations, FY 2001
- Woodlawn Area Earth Stabilization

The **Construction Branch** completed a total of thirty-one (31) construction projects at a cost of $27,882,430. At the end of the fiscal year, there were thirty-nine (39) projects under construction (including pending contract closure) with a total cost of $69,963,769.

Civil Construction Projects Completed

- Ala Moana Boulevard Beautification from Kalia Road to Kalakaua Avenue $1,529,634
- Ala Wai Canal Watershed Project, Manoa Valley District Park Streambank Improvements Phase 1 .. 229,598
- Ala Wai Canal Watershed Project, Manoa Valley District Park Stream Bank Improvements, Phase II . 334,651
- Bridge Replacement at Various Locations, FY02 (La'i Road Bridge No. 378) 201,555
- Curb Ramps at Various Locations, Oahu, FY 2000(1) 336,432
- Curb Ramps at Various Locations, Oahu, FY 2001(2) 1,500,000
- Curb Ramps at Various Locations, Oahu, FY 2000(3) 281,507
- Curb Ramps at Various Locations, Oahu, FY 2001(6) 1,400,000
- Curb Ramps at Various Locations, Oahu, FY 2002(1) 1,416,191
- Emergency Resurfacing (Beretania, Kapiolani, Monsarrat) 1,000,000
- Kahawainui Stream Flood Control Project/Poohaili Street Improvements 412,638
- King Street Improvements - Austin Lane to Desha Lane 1,082,418
- Lunalilo Home Road Improvements 670,392
- Miscellaneous Sidewalk Improvements - FY 01, Oneawa Street 409,341
- Miscellaneous Sidewalk Improvements - FY 02, Mott-Smith Drive 256,384
- Miscellaneous Sidewalk Improvements - Waialua Beach Road, Phase I 254,951
- Old Fort Weaver Road, Mokuola Street and North Road Sidewalk Improvements 470,993
- Punchbowl Street Improvements, Phase 1 (Beretania to King) 229,666
- Reconstruction of Concrete Sidewalks, Ala Moana Area (Sheridan Tract) 259,046
- Reconstruction of Concrete Sidewalks at McCully and University Avenue Areas 191,821
- Reconstruction of Concrete Sidewalks, Lower University Avenue and Kapahulu Areas in Honolulu 145,160
- Rehabilitation of Streets, Unit 4 (King Street from Liliha Street to River Street and Bethel Street to South Street) 4,771,375
- Rehabilitation of Streets, Unit 11B (Komo Mai Drive and Kaonohi Street Curb Ramp) 1,064,125
- Rehabilitation of Streets, Unit 12B, (Kuahelani Avenue and Meheula Parkway Curb Ramps) 1,826,398
- Rehabilitation of Streets, Unit 18 (Various Areas, Kaneohe and Kailua) 1,258,575
- Rehabilitation of Streets, Unit 22 (Waianae) 2,611,516

- Rehabilitation of Streets, Unit 23 (Ewa, Laie, Wahiawa, Waialua) 1,438,621
- Resurfacing of a Portion of Dillingham Boulevard From Waiakamilo Road to Middle Street 896,055
- Roadway Improvements for Managers Drive 1,027,383
- Wheelchair Ramps at Various Locations FY 1996 188,877
- Wheelchair Ramps at Various Locations 187,127

Total $27,882,430

Civil Construction Projects On-Going

- Channel Improvements in Waianae, Phase II 192,564
- Curb Ramps at Various Locations, Oahu, FY 2002(2) 1,287,155
- Curb Ramps at Various Locations, Oahu, FY 2002(3) 796,969
- Curb Ramps at Various Locations, Oahu, FY 2002, Part A 569,966
- Curb Ramps at Various Locations, Oahu, FY 2002, Part B 524,224
- Emergency Repair at Kamiloiki Channel in Vicinity of 950 Kolokolo Place 497,408
- Emergency Repairs at Moanalua Valley Drainage Channel 77,500
- Emergency Repairs at Waialae Nui Drainage Channel 194,800
- Emergency Resurfacing (Kapiolani, Date to Kalakaua) 2,000,000
- Ewa Villages, Extension of Kapolei Parkway, Phase 8A (Formerly known as North South Road) 5,283,653
- Halawa Ditch Slope Repairs 14,781
- Kahauola Street Relief Drain 122,216
- Kapalama Incinerator Site Cleanup 2,410,000
- Maunakea Street Sidewalk Improvements 957,810
- Miscellaneous Bikeway Projects College Route 28 and Bike Friendly Route Projects 1-4a 947,815
- Miscellaneous Bikeway Projects - Kewalo, Asing, Keala, Pupukea Extension 249,480
- Miscellaneous Guardrail Improvements at Various Locations 130,435
- Miscellaneous Sidewalk Improvements - Nehoa Street in Makiki 160,455
- Mokauea Street Improvements 908,900
- Reconstruction of Concrete Sidewalks, Upper Kapahulu Area in Honolulu 334,420
- Reconstruction of Concrete Sidewalks, Waipio Area in Honolulu 258,905
- Rehabilitation of Streets, Unit III-97 (Mooheau Avenue, Monsarrat Avenue, Booth Road, Nuuanu Avenue, Dole Street, and McCully Street) 4,034,529
- Rehabilitation of Streets, Unit 5B - Piikoi Street 1,958,441
- Rehabilitation of Streets, Unit 07a, FY2001 (Kealahou Street, Lewers Street, Lusitana Street, Makiki Heights Drive and Pahoa Avenue) 2,270,331
- Rehabilitation of Streets, Unit 10 (St. Louis Heights) 6,589,000
- Rehabilitation of Streets, Unit 20 (Various Areas, Honolulu) 3,084,219
- Rehabilitation of Streets, Unit 29 2,288,525
- Rehabilitation of Streets, Unit 30 - Kaneohe/Kahaluu 2,242,048
- Rehabilitation of Streets, Unit 32 (Ala Moana/Kakaako/Downtown) 1, 666,610
- Rehabilitation of Streets, Unit 34 - Kailua/Waimanalo 1,602,358
- Rehabilitation of Various Streets - Foster Village 916,102
- Resurfacing of a Portion of King Street, South Street to McCully Street 2,136,572
- Salt Lake Boulevard Widening, Phase 2A, Bougainville Drive to Maluna Street, Federal Aid Project STP-7311(2) 19,097,928
- Seismic Retrofit of City Bridges 164,000
- South Street Improvements 249,110
- Village Park Connector Road, from Kupuna Loop to Loaa Street 2,434,548
- Waihee Stream Bank Protection 184,910
- Wheelchair Ramps at Various Locations, Oahu, FY 2003(3) 281,507

- Wheelchair Ramps at Various Locations FY 1998 and 1999 843,575

Total ..... $ 69,963,769

Emergency repairs at Waialae Nui Channel.

The **Soils/Materials Testing Laboratory** conducted 195 soil analyses (including proctor determinations), 841 field control tests (compaction tests, California Bearing Ratios (CBRs), material samplings, 151 site investigations, piezometer readings, etc.), and 674 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.

FACILITIES DIVISION

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

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

During the fiscal year 2003-2004, the following projects were worked on:

- Archaeological Services for Various City Park Plans and Improvement Projects
- Asing Community Park Master Plan/Walkway Improvements
- Diamond Head Road Recreation Master Plan
- Haiku Stairs Signage Design, Permits, and Licenses
- Heeia Kea Nature Preserve Master Plan
- Islandwide Parks Master Plan
- Islandwide Swimming Pool Master Plan
- Kahaluu Regional Park Master Plan
- Kaiaka Bay Beach Park Ball Field and Irrigation
- Kailua Beach Park Master Plan
- Kalaeloa Regional Park Master Plan
- Kaneohe Civic Center Parking Lot
- Kapena Falls Access Improvements

Waimanalo canoe halau.

- Kapiolani Regional Park Master Plan and Sidewalk Improvements
- Kapolei Regional Park Master Plan and Archaeological Inventory
- Kaupuni Neighborhood Park Master Plan
- Kawai Nui Gateway Park Development
- Koolau Greenbelt Heritage Trail
- Koolauloa Region Park Master Plan
- Makiki Town Center and Wilder Avenue Revitalization Master Plan
- Mauna Lahilahi Beach Park Archaeological Inventory Survey
- Mauna Lahilahi Beach Park Shoreline Protection
- Maunalua Bay Beach Park Expansion
- Maunalua Bay Senior Center Study
- Mililani Multi-Use Building Feasibility Study
- Mokuleia Parcel Master Plan
- Na Pueo Mini Park
- Oneula Beach Park Master Plan
- Palolo Senior Center Site Study
- Pele Street Mini Park
- Punahou Square Park Development
- Reconstruction of Park Wastewater Systems for Various Parks
- Ted Makalena Golf Course
- Waiahole Beach Park Cultural Impact Assessment
- Waiahole Beach Park Master Plan
- Waialee Beach Park Master Plan
- Waianae Regional Park Archaeological Inventory/Master Plan
- Waianae Valley Master Plan
- Waikiki Beach Rest Rooms
- Waikiki Park and Parking
- Waimanalo District Park
- Ambulance and Ocean Safety Island-Wide Master Plan
- Fire Department Headquarters/Museum and Station 9 Replacement
- Fire Training Academy Master Plan
- Hauula Fire Station Relocation
- Kulana Nani Apartment Renovation for Buildings H and D
- Mililani Mauka Civic Center Master Plan
- Mililani Multi-Use Building Feasibility and Planning Study
- Miscellaneous ADA Improvements to City Facilities, Phase III

Project Management and Design

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

Design Branch A implements the Department's CIP for the development of major projects, including major municipal and civic buildings, Police Stations, Fire Stations, City Corporation Yards, and various Enterprise Service Facilities. The architectural section of Design Branch A is involved in the upkeep of all City Facilities requiring various renovations, alterations, relocations, and emergency repair. The in-house design staff completes over fifty (50) repair projects costing approximately $1,500,000 annually. The Branch worked on twenty-one (21) projects with an estimated total construction cost of approximately $8,600,000 during the fiscal year, including:

- ADA Improvements for Blaisdell Center Arena, FY 2004 ..... $300,000
- Blaisdell Exhibition Hall Kitchen Drain 136,000
- East Honolulu District Police Station (4087 Diamond Head Road) 2,500,000

- Ewa Mills Renovation of Buildings 22 & 25 500,000
- Fire Training Center Emergency Roof Repair 26,600
- Halawa Corporation Yard, Phase 2D 700,000
- Honolulu Hale - Emergency 3rd Floor Roof 100,000
- Kalihi and Kalihi Kai Fire Station Repairs 500,000
- Kapaa Quarry - Replace Oil Water Separator Control Valve 25,000
- Kapolei Consolidated Corp Yard Fencing 50,000
- Liquor Commission Office 6th Floor Office Renovation 83,100
- Lifeguard Towers Installation - Maile, Nanakuli & Ala Moana Beach Parks 450,000
- Manana Corporation Yard Demolition of Buildings 9, 10, 13, 14 500,000
- Manoa Fire Station Reroofing 200,000
- Mission Memorial Building Removal of Asbestos and Lead Paint 250,000
- Pawaa Fire Station - Replace Kitchen Cabinets 23,000
- Police Headquarters - Correct Building Leaks 800,000
- Relocation of Field Test Laboratory 800,000
- Wahiawa Municipal Parking Lot Irrigation & Lighting 150,000
- Wahiawa Police Station - Removal of Skylight & Roof Work 48,000
- Waialua Corporation Yard - Service Shop Roof Replacement 39,000

Total ..... $ 8,580,700

Design Branch B implements the City's CIP, emphasizing projects to provide new park facilities for the City, rehabilitate and upgrade existing park facilities, bring more of them in compliance with present code standards such as the American With Disabilities Act requirements, and support the City's Vision process, in addition to Zoo and Golf Course projects. The Branch worked on forty-four (44) projects with an estimated total construction cost of approximately $21,000,000 during the fiscal year, including:

- Aiea District Park ADA Improvements, Phase 2 ..... $468,600
- Ala Wai Golf Course Replace Clubhouse 30 Ton A/C Chiller 90,000
- Ala Wai Neighborhood Park Reconstruct Playcourts 300,000
- Asing Community Park Master Planned Improvements and Pedestrian Access to West Loch Fairways 250,000
- Bellows Field Reconstruct Wastewater Systems 280,300
- Diamond Head Tennis Center - Resurfacing of 4 Tennis Courts 44,000
- Ewa Mahiko District Park Parking Lot Expansion 290,000
- Halawa District Park Reconstruction of Playcourts 750,000
- Hans L'Orange Neighborhood Park Ballfield Improvements & Parking Lot 1,160,000
- Hauula Community Park Improvements - Renovation of Recreation Building 450,000
- Hoa Aloha Neighborhood Park Irrigation Improvements 200,000
- Honolulu Zoo Improvements - Hawaii Occupational Safety and Health (HIOSH) Projects (Animal Exhibit Gates) 200,000
- Kalaeloa Beach Park Camp Sites Reconstruct Wastewater Systems (Sewer Connection) 75,000
- Kapaolono Community Park - Miscellaneous Improvements to Swimming Pool & Building 640,000
- Kapunahala Neighborhood Park - Reconstruct Playcourts 350,000
- Kawai Nui Gateway Park, Master Plan Improvements, Phase 2, FY 2002/2003 350,000
- Kilauea District Park - Replace Tennis Court Lighting 510,000
- Koko Head Neighborhood Park - Reconstruct Playcourts 457,500
- Kuliouou Neighborhood Park ADA Walkway Connection to Tennis Courts 500,000
- Makaunulau Community Park - Repaving of Existing Parking Lot 450,000
- Makiki District Park Library Renovations 700,000
- Manoa Valley District Park - Kaiipo Avenue Access Roads and Parking Improvements 270,000
- McCully District Park Gym & Pool Structure Improvements 1,300,000

- Mililani Mauka District Park - Construction of Ballfields and Comfort Station 1,600,000
- Mililani Waena Neighborhood Park - Reconstruction of Playcourts 600,000
- Moanalua Valley Neighborhood Park - Repairs & Addition to Comfort Station 275,000
- Nanakuli Beach Park Comfort Station - Sewer Connection for Recreation Center 58,000
- North Shore Skate Park Design Build RFP-025 389,371
- Palailai Neighborhood Park - Construction of Comfort Station 430,000
- Pali Golf Course Comfort Station - New Sewer Disposal at Hole 16 70,000
- Palolo District Park Landscaping and Beautification 250,000
- Pele Community Park Play Apparatus (Pele Street Mini Park) 80,000
- Pupukea Beach Park - Reconstruct Wastewater Systems 116,000
- Salt Lake District Park Makai Parking Improvements & New Walkway to Swimming Pool Area 280,000
- Smith-Beretania Park Site Improvements for the Installation of Play Apparatus 100,000
- Various Parks - Renovation of Recreational Facilities at Booth District Park 300,000
- Various Parks - Renovation of Recreational Facilities at Kailua District Park 1,200,000
- Waialae Beach Park Canal Wall Improvements 800,000
- Waianae Neighborhood Community Center - ADA Sidewalk & Ramps 25,000
- Waikiki Park & Parking 1,000,000
- Waimanalo District Park Ballfield "A" Improvements 450,000
- Waimanalo District Park Reconstruction of Playcourts 900,000
- Waimanalo District Park Reroof Gymnasium 1,400,000
- Whitmore Community Park New Perimeter Chain Link Fence 80,000

Total $20,488,771

Central Oahu Regional Park Aquatic Center.

The **Construction Management Branch** manages and inspects both park and building CIP projects. Thirty-five (35) building construction and improvement projects were completed in FY2004 for a total cost of $20,000,000. Sixty-five (65) Parks and Recreation construction and improvement projects were completed for a total cost of $48,000,000.

There are currently twenty-nine (29) building and parks construction and improvement projects still under construction for a total cost of $50,000,000. Examples of major projects include:

- Banzai Support Park Skateboard Facility Phase 2 Design Build $536,300
- Central Oahu Regional Park Aquatics Center & Tennis Complex (2) 12,551,000
- Collection System Maintenance Baseyard (Halawa) 5,131,023
- Crestview Community Park Ball Field Improvements 115,300
- Design Build Execution of Skate Parks, RFP 024 - Kapolei Regional Park 1,295,000
- Foster Botanical Garden New Orchid Conservatory, Community Gardens and Maintenance Building 1,833,227
- Honolulu Zoo - Veterinary Clinic 2,879,000
- Honolulu Zoo Animal Encounter Discovery Center 4,195,000
- Honolulu Zoo Asian Tropical Forest, Phase 1B - Elephant Exhibit & Related Improvements 6,123,639
- Kalama Beach Park Miscellaneous Repairs to Recreation Building 84,000
- Kaluanui Beach Park Demolition and Construction of Miscellaneous Improvements 178,897
- Kaneohe Community Park - Reconstruction Of Softball Field Lights 217,700

- Kewalo Corp Yard Relocation Phase IIIA 1,782,859
- Kewalo Corp Yard Relocation Phase IIIB 199,995
- Kewalo Corp Yard Relocation Phase IIIC 1,087,997
- Maili Community Park - Construction of Ball Field & Fencing Improvements 141,150
- Makaha Beach Park Canoe Halau 705,000
- Makakilo Community Park Softball Backstop Improvements 169,021
- Nanakuli Beach Park - Canoe Halau 628,000
- Pacific Palisades Community Park Repair of Existing Building Roof and Related Structures 198,000
- Pali Golf Course - Repair and Replace Irrigation System 1,370,000
- Pokai Bay Canoe Halau 345,000
- Police Training Academy Indoor Firing Range 5,483,732
- Renovation of Backstops and Dugouts at Various Mililani Parks 150,025
- Salt Lake District Park - Renovate Ball Fields 748,989
- Ted Makalena Golf Course - Construction of Irrigation Improvements, Phase 3B 583,520
- Various Parks Construction of Site Improvements for Play Apparatus (Crestview, Pilililaau Community Park (CP), Kapaolono CP, Kahala CP) 246,400
- Wailupe Valley Neighborhood Park - Construction of Pedestrian Bridge and Walkways 405,658
- Waipahu District Park Skateboard Facility Design Build 620,000

Total ..... $ 298,904,072

LAND DIVISION

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

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

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

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

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

NUMBER OF POSITIONS AT END OF FISCAL YEAR 2003-2004

	AUTHORIZED POSITIONS	FILLED	VACANCIES
Administration	4	3	1
Acquisition	18	11	7
Survey	44	22	22
Appraisal	2	2	0
TOTAL	**68**	**38**	**30**

Listing of Department of Design and Construction Assignments

Acacia Road
Ahui Street Fronting 919 Ala Moana Boulevard - Gutter Profile
Aiea Heights Sidewalk Improvement

Aiea Stream Repair - Topo Request
Ainahou (287) Street - Stakeout
Akaakaawa (1754) Street - Stakeout
Akahi (1759) Street - Survey Stakeout
Akalei (881) Place - Survey Stakeout
Akiki (2318) Place, Pearl City - Stakeout
Ala Moana WWPS Force Main Modification
Alahiki (820) Street, Kailua - Stakeout
Alakoko (7222) Street - Survey Stakeout
Ala Wai Boulevard - Elevations
Aumoae Street Sewer Line Replacement
Banzai Rock Beach Support Park - Relocation
Beckwith Street at 2389 E. Manoa Road - Stakeout
Belser (901) Street - Stakeout Grades
Beretania (1556) Street - Stakeout
California (2645) Avenue - Stakeout Grades
Camp Catlin Road & Arizona Road Navy License Agreement
Chinatown II - Anti-Crime Street Light Improvements
Coolidge (804) Street - Stakeout Grades
Coyne (2128) Street - Stakeout Grades
Curb Ramps at Various Locations FY2002(Part A)
Curb Ramps at Various Locations FY2002(Part B)
Curb Ramps at Various Locations FY2002(2)
Curb Ramps at Various Locations FY2002(3)
Curb Ramps at Various Locations FY2002(4)
Curb Ramps at Various Locations FY2002(5)
Curb Ramps at Various Locations FY2002(6)
Curb Ramps at Various Locations FY2003(3)
Curb Ramps at Various Locations FY2003(5)
Curb Ramps at Various Locations FY2003(6A)
Dole Playground/Cement Rubble Masonry (CRM) Wall Along Iolani Avenue
East Hind Drive at Opihi Street - Stakeout Grades
East Honolulu Police Station
East Honolulu Substation Fort Ruger
Ehukai Beach Park - Property Pins
Elelupe Road
Emergency Low Pressure Sewer Siphon Pumping Plants at Various Locations
Ewa Beach (91-526) Road - Topo
Ewa Villages - Varona and Area E
Ewa Villages - Extension of Kapolei Parkway, Phase 8A
Fire Department Headquarters Property Purchase
Gardenia Street Reconstruction - Topo
Halawa Ditch Slope Repairs at 99-750 Halawa Heights Road
Halawa Land Beneath and Adjacent to H-3
Halemaumau (490) Street - Stakeout Request
Halemaumau (490) Street - Survey
Hanile (95-637) Street - Stakeout
Hans L'Orange Park - Consolidation
Hao (209) Street - Stakeout Grades
Hausten Drainage Ditch Wall
Hauula Fire Station Replacement
Heeia Kea Park
Hinbaea (94-1198) Street - Survey Cross Section

Hobron (343) Lane - Stakeout
Honokahua (1333) Street - Stakeout Grades
Honolulu Corporation Yard & Sand Island Extension Utilities
Honolulu Zoo Enhancement Improvements - Topo
Hoohana (1585) Place - Stakeout
Huihui (94-373) Place - Survey Stakeout
Iliaina (403) Street - Topo
Ka Iwi Scenic Shoreline
Kaaahi Street Drain Repair
Kaamooloa Road/Haleiwa Road Access Easement
Kaeleku (1164) Street - Stakeout
Kaeleku (1341) Street - Stakeout
Kahaloa (3081) Place - Monthly Measurement
Kahili (1044) Place - Survey Stakeout
Kahuawai (94-211) Street - Stakeout
Kailua Heights WWPS Bench Mark
Kailua Road Underground Utility Easements
Kailua Road Sewers ID No. 276
Kainehe Street, Hamakua Drive and Keolu Drive Reconstructed Sewers
Kalaheo Avenue Reconstructed Sewer - Stakeout
Kalakaua (2057) Avenue - Stakeout
Kalakaua Avenue at Kaiulani Avenue - Gutter Profile
Kalapaki (1069) Street, Hawaii Kai - Stakeout
Kalia Road at Hilton Hawaiian Village - Stakeout Grades
Kalihi Street, Kamanaiki Street, Nihi Street - Ownership
Kalihi (2858) Street Bus Pad
Kalihi Street Property Lines - Topo
Kalihi-Uka Sewers, Section 5, ID No. 213
Kalihi Valley District Park - Stakeout
Kalo Place Mini Park Acquisition
Kaloi Gulch Railroad Bridge
Kaluanui Beach Park - Shoreline Certification, Topo
Kamakee/Auahi Streets - Survey
Kamamalu Avenue at Huali Street - Topo
Kamamalu Avenue Above 1619 Lusitana Street - Topo
Kamanaiki Street - Right of Entry & Survey
Kamehameha Highway Bridge over Anahulu Stream Map
Kamehameha Highway Improvements Phase I
Kamiloiki Channel Wall (950 Kolokolo) - Consent to Enter
Kamokila Community Park - Benchmark
Kanaina (3615) Avenue - Survey Stakeout
Kaneohe Stream - Topo
Kaneohe Stream at 45-006 Holowai Street - Topo
Kapiolani (1601) Blvd at Mahukona Street - Stakeout
Kapiolani Boulevard Sewer Siphon - Stakeout
Kapiolani Boulevard Sewer Siphon Reconstruction - Stakeout
Kapiolani Park Trust - Map
Kapolei Community Park - Topo Survey
Kapolei Corporation Yard - Topo
Kapolei Hale Concrete Slab - Topo/Stakeout
Kapolei Parkway Extension - Roadway Centerline/Baseline
Kapuhi (59-785) Place - Stakeout
Karsten Drive Drainage Improvements

Kaukonahua Road Guardrails - Reference Points
Kawa Ditch Improvements
Kawaihae (290) Street - Stakeout
Kawainui Marsh Transfer to State
Kawainui Stream Bank Beautification
Keehi Corporation Yard - Survey Readings
Keehi Lagoon Canoe Halau - Shoreline Certification
Keolu (668) Drive - Stakeout Grades
Kewalo Corporation Yard
Kikoo (91-1736) Street - Stakeout
Kilaha (91-652) Street - Stakeout
King Street Austin Lane to Desha Lane - Consent to Enter
King (818) Street South - Stakeout
King (1116) Street South - Stakeout Grades
King (1234) Street South - Survey
Kolohala (4672) Street - Stakeout
Kuhio (2301) Avenue - Stakeout
Kuhio Beach Park Expansion/Kalakaua Promenade
Kumukahi (807) Place - Gutter Profile
Kumukahi (807) Place - Survey Stakeout
La-I Road Shoulder Damage - Survey
Lahaina (84-650) Street Relief Drain Right of Entry
Laie Sewers, Section 1, ID No. 277
Lala (313) Place Drain Acquisition
Laniakea Beach Support Park - Topo
Laulaunui Street at St. Francis West - Topo
Lihikai Drive/Laenani Drive Intersection - Topo
Lumiaina Street Guardrails
Mahiai (743) Street - Topo
Makaiwa (951) Street - Stakeout
Makakilo Neighborhood Park - Stakeout
Makaloa Street at Keeaumoku Street - Stakeout Grades
Makamae (45-1145) Street - Stakeout
Manana Infrastructure Improvements, Spine Road
Manana Infrastructure Improvements, Phase I
Manana Infrastructure Improvements, Phase IV
Manana Maintenance Baseyard - Topo
Manana Property, Existing Navy Monitoring Wells - Topo
Manoa Stream Tributary Retaining Wall Easement
Manoa Valley District Park - Boundary
Maunalahilahi Beach Park - Survey
Miscellaneous Guardrails at Various Locations FY02
Miscellaneous Signage/Marker Improvements in Aina Haina & Hawaii Kai
Miscellaneous Storm Drain Improvements - Kekau Place
Moala Place Drainage Improvements
Moanalua Road FAUS M-7200(1)
Moanalua Loop Encroachment and Rock Slides
Moanalua Valley Drain Channel Consent to Enter
Mother Waldron Neighborhood Park - Topo
Naakea (743) Place - Stakeout
Nalii Street Relief Sewer - Survey
Nimitz Highway Sewer Reconstruction at OCCC
North Kukui (245) Street - Survey

Ohekani (99-176) Loop - Stakeout Grades
Olomana (630) Street - Survey/Gutter Profile
Oneula Beach Park Emergency Overflow Berm
OR&L Railroad Right of Way
Owawa Street Fronting 1625 Leilani Street - Stakeout
Paakai (92-758) Street - Stakeout
Pacific Heights Road and Kaola Way Right of Entry
Pacific Heights Road (2453) - Topo Survey
Pakano (556) Loop - Stakeout
Pali Golf Course - Topo
Paopua (718) Loop - Stakeout
Paty (3330) Drive, Manoa - Stakeout
Paumakua (476) Place - Stakeout
Paumakua Way @ 476 Paumakua Place - Stakeout
Pearl Harbor Historic Trail Park
Petrie Community Park - Topo Survey
Poipu (8) Drive -Stakeout
Pooleka Street Drainage Improvements
Proposed Sunset Beach Recreation Center
Puaina (91-1108) Street, Ewa - Stakeout
Punchbowl Street Improvements, Phase 4
Puu Papaa Radio Station Site - Survey
Puuhulu Road, Waianae - Topo
Rehabilitation of Streets, Beretania King to Alapai
Rehabilitation of Streets, Houghtailing
Rehabilitation of Streets, Unit 10 St. - Louis Drive
Rehabilitation of Streets, Unit 11B - Kaonohi Street
Rehabilitation of Streets, Unit 12B - Meheula Parkway
Rehabilitation of Streets, Unit 15C - Kalihi Street Topo
Rehabilitation of Streets, Unit III-97 - McCully/Date
Rehabilitation of Streets, Unit III-97 - University Avenue
Renton Road/Roosevelt Avenue - Street Lighting Request
Salt Lake Boulevard Widening
Sand Island WWTP (Adj DLNR land) - Survey
Sidewalk Improvements at Kamehameha Highway
Skyline (1808) Drive - Stakeout
Smith-Beretania Park
Stakeout of Property Baseline Stations
Village Park Connector Road, Kupuna Loop to Loaa Street
Wahiawa WWTP Effluent Reuse - Survey
Waialae Nui Drainage Channel Emergency Repairs - Consent to Enter
Waianae WWTP - Survey
Waihee Stream Bank Protection - Consent to Enter
Waihee Stream Bank Protection - Topo
Waikapoki WWPS Force Main
Waikiki Park and Parking Lot
Wailupe Valley Hillside Restoration - Settlement/Movement Readings
Waipio Neighborhood Park - Topo
Wawamalu Stream Channel Fence - Survey
Wawamalu Stream Channel Fence - Consent to Enter
Wheelchair Ramps at Various Locations Koko Marina

Wilder (1155) Avenue at Piikoi Street - Stakeout
Woodlawn Area Earth Stabilization, Hulu-Woolsey, Part 3

ASSIGNMENTS FOR OTHER AGENCIES

Department of Budget and Fiscal Services

Aalapapa (1459) Drive - Sale
Acacia Park Condominium
Access Easement over Former Goodale Road Remnant Lot
Aina Haina Playground - Title Search
Alakawa Street/Costco - Request for Easement
Alakawa Street Designation of Easement for Communication Lines for Costco
Alaneo Street - Stakeout
Alewa (900) Drive Disposal
Alii Place - Title Search
Auahi Street (por.) Rent/Disposal of City Property
Auhuhu Street Request for Perpetual Grant of Easement
Auld Lane - Disposal
Bannister Place - Disposal
Block J Disposal
Castle High School Storage Yard
Central Oahu Regional Park - Sale to BWS
Century Center Condo - Purchase of Leased Fee Interest
Coral Street - Abandonment and Disposal
Coral Street - Title Search
Coyne and Bingham Streets Utility Alleyway - Consolidation
Daiei Anti-Theft Protection Easement
Elm Street - Abandonment and Disposal
Ewa Villages Common Area - Map
Ewa Villages 91-1859 Park Row - Valuation
Ewa Villages Golf Course Surplus
Ewa Villages Golf Course Proposed Sale
Fort Weaver Road Widening at Laulaunui Street
Goodale Road Remnant
Halona Road - Disposal
Helumoa Road
Kahaluu Flood Control KA-2 - Disposal Map
Kahaluu Flood Control KA-2 - Remnant Parcel Sale
Kahaluu Watershed Project A-1 Channel Improvements Phase 2
Kalakaua Avenue Kuhio Beach Park - HECO Easement
Kalihi Police Station - Rental Valuation
Kamakee Street Land Exchange
Kamehameha (2045) Highway License Easement
Kamehameha (2200) Highway - Disposal
Kamehameha Highway & Laumaka Street Disposal
Kamehameha Highway (Kong) - Disposal
Kehena Place
Kekaulike Courtyards - Map
Kumelewai Gardens - Valuation
Kuuwelu (91-1660) Place - Survey
Laenani Drive Disposal - Map & Valuation
Lurline Drive - Rental
Lurline Drive - Disposal
Madeira Street - Disposal

Makiki Stream Drainage Ditch Disposal
Manager's Drive Infrastructures
Manager's Drive Infrastructures - Waipahu Town Parcel
Manager's Drive Lots 6-A and 6-B
Mau'umae Nature Park
Mililani Street - Sale Price
Moaniani Street Sale - Legal Description
Mokauea and Kaumualii Street Purchase of Setback
Napuanani Road Remnant - Disposal
Nawaakoa Place Disposal
Nenue Street Encroachment Area Disposal
Pahoa (3233) Avenue Disposal - Valuation
Pauoa Elementary School - Subdivision Map
Pauoa Elementary School - Title Search
Pearl City Corporation Yard Exchange
Pepper Row
Pilikino Street Sale of Portion
Poni Street/Daiei - Request for Easement
Pukele (1440) Street Disposal
Puuhale Road Widening - Sales Price
Puuloa Road and Kamehameha Highway Abandonment
Queen Emma Square Park & Queen Emma Street - Determine Need
Queen's Court
Quintal Lane Access Easement - Appraisal
Rental of City Properties
Rental of City Properties for Collection Trailer
Round Top (2757) Drive Disposal of City Property
Sand Island WWTP Grant of Easements for HECO
School Street and Leilehua Lane - Subdivision
Sunset Beach Fire Station Relocation Site
Ukuwai Street Roadway Stub - Sales Price
Vineyard Boulevard and Waipa Lane - Sale Price
Vineyard Boulevard and Waipa Lane - Parcel Map
Wahiawa Police Station
Waiahole Bridge Replacement
Waianae Police Station
Wailua Street Stub Lot - Legal Description
Waipahu Cornet Store Roadway Disposal - Map
Waipahu Cultural Gardens Park - Survey/Map
Waipahu District Park - Sales Price
West Loch Elderly Housing - Rental Rate
West Loch Golf Course Remnant - Survey

City Council

Frog Lane Ownership
Hawaiian Railway Property for Expansion
Hinahina Street - Status of Dedication
Hui Akeo (47-231) Way - Ownership on Tree, Ditch, Easements
Kapolei Hale - Survey
Lohilani Street Ownership
Lowrey (2602) Avenue - Pipe Rail Ownership
Makakilo Drive - City Easement Inquiry
Menehune Lane - Status of Dedication

Department of Community Services

Ala Nui Mauka (91-1176) Street - Staking Request
Ewa Villages Area A (Lokahi Gardens) - Appraisal
Ewa Villages Area H & Area D - Survey Map
Ewa Villages (EVNDC) - Staking Request
Ewa Villages, Hapua (91-1132) Street - Stakeout
Ewa Villages Revitalization - Ewa Community Church
Ewa Villages - Lot 3178-B-2
Ewa Villages - Preliminary Title Search and Legal Description
Hoolana - Appraisal Review
Hoomau Ke Ola - Acquisition
Kaneohe Elderly Housing
Kekaulike Diamond Head Block - Map
Kihei Place - Ownership
Maili 87-223 Ohiohi Place & 87-699 Manuu Street
Maili Court and Maili Sands - Appraisal
Meheula Parkway 200 Feet Before H-2 - Ownership
Ota Camp - Perimeter Survey
Piikoi Vista - Appraisal Review
Tusitala Vista - Appraisal Review

Corporation Counsel

Aina Haina Landslide
Civil 00-1-0905-03 City v. Claire Kehaulani Ayau
Civil 00-1-2438-08 Tara Camp v. State of Hawaii
Civil 02-1-0545-03 City v. James Ing
Civil 02-1-0636-03 Remotap v. City
Civil 02-1-1900-08 Daniel Dick v. City
Civil 02-1-24-61-10 Ragasa, Elisa, et al. v. City
Civil 02-1-2438-10 Manghnani V. Time Warner
Civil 03-1-1177-06 Kodama, Benjamin v. City
Civil 03-1-1565-07 Ruth M. Chang, et al. v. V. H. Rahim, et al.
Civil 03-1-1977-09 Khatcherian v. City
Civil 03-1-2139-10 (GWBC) Hughes, Carolyn v. Zucker, Maria
Civil 03-1-2222-11 (RWP) Heafner, Donald v. City
Civil 03-1-2472-12 City v. Yee Hop Realty
Civil 04-1-0096-01 William T. Sing, Jr. v. Alyce Loo
Civil 04-1-0237-02 (GWBC) Tomas Daligcon v. City
Civil 04-1-0421-03 (DDD) Island Demo v. Dods, et al.
Civil 88-3128-10 State/HI v. Queen Emma Foundation
Civil 99-2561-07 (DDD) City v. James D. K. Ing
Convention Center Gateway - Condemnation
CV03-00176 ACK/LEK Randy Wong v. City
Claim of Akanesi Filimoehala Against City
Farrington Highway & Lualualei Homestead Road - Topo
Geiger Road Boundary Stakeout
Harbor Court
Hulakai Ditch Ownership Topo
Hulumanu (99-903) Street Ownership Topo
Kamehame Ridge Title History
LCA 323 Amended Petition
LCA 616 Amended Petition Lots 5A & 5B Erosion
LCCons No. 212 Correction of Boundary

Leigton (884) Street fka Koike v. City
Lewers Street Area Redevelopment Improvement Project
Pacific Heights (3204) Road - Topo, Title Report, Easements
Portlock Road Beach Access
Waimea Bypass Road
Wilikina Drive - Topo

Enterprise Services

Rusti the Orangutan Habitat- Topo

Department of Environmental Services

Ala Moana Sewage Pump Station and Force Main Modification
Ala Moana Wastewater Pump Station Modification
Gulick Avenue Relief Sewer
Hart Street New WWPS
Hawaiian Humane Society (Waiaka Dog Pound)
Honouliuli WWTP Effluent Reuse, Phases 1, 2 and 3
Honouliuli WWTP Air Dispersion Modeling Project
Hulakai Place Ditch
Huna Street Sewers
Khaaluu Housing WWTP
Kahaluu Sewers, Section 3, ID No. 271
Kahaluu Sewers, Section 1, ID No. 266
Kahaluu Sewers, Section 4, ID No. 272
Kahanahou Place Sewer Easements
Kailua Regional WWTP
Kalihi-Uka Sewers, Section 5 ID No. 213
Kamehameha Highway Force Main Replacement
Kaneohe Bay Sewers ID No. 275
Kaneohe Sewers, Section 9, ID No. 270
Kawaloa Transfer Station - Topo
Laie Sewers, ID No. 277
Lakeview Circle Easement Gate
Landfill Candidate Sites - Consents to Enter
Low Pressure Sewer System Policy
Manoa/Palolo Stream Siphon Crossing
Nimitz Highway Sewer Libby/Hart WWPS - Sewer Easement Acquisition
North Shore Septage Handling Facilities
Nuuanu Valley Sewers, Section 3, ID No. 263
Recycling Technology Park
Salt Lake - Maintenance for Dredging Phase II
Sand Island Treatment Plant Center Lease (Hawaii Alcoholism Foundation)
Sand Island WWTP Disinfection Facility
Sand Island WWTP General Lease No. S-4341
Waianae Landfill Fencing - Stakeout
Wailani Stream Tributary - Survey
Waimano Sewers, ID No. 273
Waipahu Incinerator Ash and Refuse Disposal Site

Department of Facility Maintenance

Ala Aolani (1677) Street - Chain Link Fence Repairs
Barbers Point - Renton Road/Roosevelt Connection
Halawa (99-735A) Drive - Consent to Enter
Kahaluu House and Gardens Lots Unit 3
Kalakaua (1550) Avenue - Encroachment

Kaneohe Dam Inspection - Survey
Kawainui Stream Boundary
Kekaulike Courtyards - Survey
Laenani Drive - Redesignation of Easement
Laenani Drive - Topo
Lanikai Beach Access Between 1326 and 1336 Mokulua Drive
Lewalani Drive - Topo
Manoa Storm Drain Easements
Oili (1495) Loop Drain
Pacific Heights (2250) Place - Drain Acquisition
Round Top (2845) Drive - Acquisition
Tantalus (2117) Drive - Topo
Umalu Place Right of Way - Topo
Waihee Place - Topo

Mayor's Office

Ala Moana Boulevard (Kalia to Kalakaua) & Kalia Road (portion)
Banyan Tree Walkway Improvements
Hui Kelu (45-578) Stream Ownership
Olopana Street Transfer to State - Supplement #17

Department of Parks and Recreation

Aina Haina Slide - Survey
Appraisals for Dwellings on Park Sites (8 sites)
Beach Right-of-Way Return to BWS
Central Oahu Regional Park (fka Waiola Sports Complex)
Hauula (54-025) Homestead Road - Site Survey
Hauula Beach Park Shoreline
Iolani School Guard House Access Easement
Ka Iwi Park (Kealahou/Kokohead Golf Course Subdivision 5 & 6)
Kaimoani Way R-O-W at Kailua Bay Beach Park
Kanewai Community Park & Hokulani Elementary School - Boundary Survey
Kapiolani Park Kiawe Tree - Ownership Topo
Kawailoa Beach Park Addition - Parcels 1, 2, 3, 5 & 6-A
Ke Iki Road - Survey
Pacific Club Monkeypod Tree - Property Line Survey
Park Sites - Appraisals for Dwellings (7 Parks)
Waimea Valley Park
Waipahu (94-531) Street - Survey
Waipio Peninsula Soccer Complex (ponding) - Elevations
West Loch Golf Course Access Roadway

Department of Planning and Permitting

10th Avenue (2197) Remnant Area Ownership
Dole Street Extension FI#87 University Avenue to Kanewai Street
Kapolei Rezoning Project
Keaunui Drive 3-Lot Subdivision - Appraisal
Kipapa Gulch/Old Kamehameha Highway Bikeway
Kukanono WWPS and Force Main
Mailiili (86-168) Road Encroachments
Park Dedication - 1302 Miloiki Street
Park Dedication - 1420 Keeaumoku Street, Makiki
Park Dedication - 1451 Auauki Street, Kailua
Park Dedication - 1501 Thurston Avenue, Makiki
Park Dedication - 19 Kaena Lane, Liliha

Park Dedication - 2066 California Avenue, Wahiawa
Park Dedication - 2113 Lime Street, Makiki
Park Dedication - 2510 Waiomao Road, Palolo
Park Dedication - 2804 Numana Road, Kalihi Valley
Park Dedication - 2633 Maunawai Place
Park Dedication - 3251 Pacific Heights Road
Park Dedication - 413 Kihapai Street, Kailua
Park Dedication - 45-509 Halekou Road, Kaneohe
Park Dedication - 45-539 Paleka Road, Kaneohe
Park Dedication - 47-370 Kapehe Street, Kahaluu
Park Dedication - 536-A 22nd Avenue, Kaimuki
Park Dedication - 55-283 Kamehameha Highway, Laie
Park Dedication - 5592 Poola Street, Kahala Kua
Park Dedication - 55 Kailuana Place, Kailua
Park Dedication - 55-525 Naniloa Loop, Laie
Park Dedication - 59-019 Kahauola Street, Haleiwa
Park Dedication - 6126 Kalanianaole Highway, Kuliouou
Park Dedication - 634 Waipa Lane 2-Lot Subdivision
Park Dedication - 67-369 Haona Street, Waialua
Park Dedication - 670 Hunalewa Street, Kaimuki
Park Dedication - 68-008 Apuhihi Street, Waialua
Park Dedication - 716 Hausten Street, McCully
Park Dedication - 735 Makaleka Avenue, Kapahulu
Park Dedication - 84-818 Hanalei Street, Makaha
Park Dedication - 84-978 Farrington Highway, Makaha
Park Dedication - 84-986 Hana Street, Waianae
Park Dedication - 85-151 Jade Street, Waianae
Park Dedication - 85-166 Maiuu Road, Makaha
Park Dedication - 862 Ocean View Drive, Kaimuki
Park Dedication - 87-109 St. John's Road, Waianae
Park Dedication - 87-1896 Farrington Highway, Waianae
Park Dedication - 90 Kawananakoa Place, Puunui
Park Dedication - 918 12th Avenue, Kaimuki
Park Dedication - 92-1309 Makakilo Drive, Makakilo
Park Dedication - 94-1009 Hohola Street, Ewa
Park Dedication - 94-588 Palai Street/4-Lot Subdivision
Park Dedication - Ewa, Ko Olina (Marriott)
Park Dedication - Halekou Road and Kamehameha Highway
Park Dedication - Hauula, Keala Road
Park Dedication - Lualualei Homestead Road, Waianae
Park Dedication - Mahinui by Gentry 18-Lot Subdivision
Park Dedication - Mahinui by Gentry Kaneohe
Park Dedication - Makaha, 3-Lot Subdivision
Park Dedication - Makakilo Drive & Pueonani Street
Park Dedication - Ocean Pointe Area 3-C, Ewa
Park Dedication - Ocean Pointe Area 3-A, Ewa
Park Dedication - Waikele, 24-Lot Subdivision, Sugar Mill Estates
Prospect Street - Survey City Sewer Manholes
Royal Hawaiian (353C) Avenue - Identify Property Pins
Royal Hawaiian (355) Avenue - Identify Property Pins
Royal Hawaiian (307) Avenue - Identify Property Pins
Status of Lots, TMK: 1-6-3-36 & 35
Status of Lots, TMK: 3-2-57-001

Status of Lots, TMK: 3-3-40-15
Status of Lots, TMK: 3-3-9-21
West Loch Zone Change Application

Department of Transportation Services

Bus Bay for Bus Rapid Transit
Bus Shelters at Various Locations in Kapolei
Ewa Villages - Varona Village
Halawa Bus Facility (Former) Disposition
Haloa Drive-Ala Oli Street Intersection Roundabout
Honolulu Bicycle Master Plan Improvements
Kamehameha (51-468) Highway Encroachment Map
Kamehameha (95 South) Highway Bus Shelter
Kewalo Basin Bikepath Right of Entry
King Street (North) Widening Imp, Mokauea to Kalihi
Leihoku Street Extension
Lualualei Homestead Road Improvement
Middle Street Transit Center
Moanalua (98-736) Loop - Topo/Boundary Survey
Nuuanu (2162) Avenue Bus Shelter
Nuuanu Avenue/Judd Street (Oahu Cemetery) Bus Shelter
Pearl Harbor Bikepath Extension II
Renton Road - Bridge To Kihi Street
Traffic Calming at Various Locations - Newtown Neighborhood Association
Traffic Signals at Various Locations Phase VI
Traffic Signals at Various Locations Phase 5
Traffic Signals at Various Locations Phase 6
Waialua Beach Road Bikeway
Waianae Coast Emergency Access Road
Waianae Community Transit Center

Honolulu Police Department

Coral Street - Topo Request
Kawaiahao Street - Topo
Waimanu Street - Topo

Prosecuting Attorney

Keaunui and Komoaina Street - Ownership

State of Hawaii

Bellows Air Force Station Parcels 6 and 7
Beretania Street Rounding Corner at Thomas Square
Diamond Head Road Widening
Ewa Beach Sewers, Section 2 ID No. 255
Ewa Development Project Offsite Water System Phase II
Ewa Elementary School - Legal Description & Map
Ewa Marina Dredging
Haiku Stairs
Honolulu Drains Section I Parcels 37B and 38
Honowai Elementary School Sewer
Hookiekie Street
Ilalo Street Widening
Interstate Route H-3 Halawa Interchange to Koolau Range
Kaimakani Street Widening
Kakaako - HCDA Roads - Dedication

Keaahala Road Widening
King Street North/Iwilei Road Elderly Housing
Koko Head Road & Pahoa Avenue Widening
Laumaka Street & Bannister Street Widening
Lualualei, Maili, Uluhewa Beach Parks
Mahalani Circle - Encroachments
Mailiilii Channel & Tributaries - License Easement
Makiki Park - General Lease S-4917
Miller (1523) Street - Request Waiver
Nohokai (44-002) Place Drain Easement
Nuuanu Valley Sewers, Section 3, ID #263
Pali Highway, FAP, Beretania to Vineyard - Ps. 1 to 22
Pele Street Mini Park
Puuloa Road and Kamehameha Highway Remnant
Queen Emma Square Park
Waianae Corporation Yard - License Agreement
Waianae Multi-Service Center
Waimanalo Drainage Channel
Ward Avenue Extension

Dedication by Private Sector

A & B Industrial Subdivision Phase IB
Ahuimanu Hills Phase 3 Subdivision
Aiea Industrial Park Subdivision
Alakawa Street Encroachment at Costco
Alakea (1100) Street Rounding Corners at Hotel Street
Amfac Industrial Subdivision Phase IA
Area 6 Phase A (Sun Terra/Park Phase A)
Area 6 Phase B (Sun Terra/Park Phase B)
Area 6 Phase C (Sun Terra/Park Phase C)
Area 6 Phase D (Sun Terra/Park Phase D)
Beretania Street Widening Ordinance 2412 Lot 218
Beretania Street - Ordinance 2412 Lot B
Campbell Industrial Park Increment 4
Cane Haul Road Sewer Easement A
Castle Hills Subdivision
Copra Village Subdivision
Ewa - North-South Road Extension, Kapolei Parkway
Ewa - North-South Road Area 7 Bulk Subdivision
Ewa by Gentry Area 5
Ewa by Gentry Area 7
Ewa by Gentry Area 27B Phase I
Ewa by Gentry Area 27B Phase II
Ewa by Gentry Area 27B Phase III
Ewa by Gentry Area 27B Phase IV
Ewa by Gentry Area 29/30
Farrington Highway Widening at Kapolei Knolls
Fourth Street at Lehua Avenue Ordinance 2412
Gentry Business Park
Hilton Hawaiian Village Sidewalk Easements
Imipono Subdivision
Iwalani Village - Kapolei
Iwilei Road & King Street Intersection, Lot 1-B
Iwilei Road Widening - Ordinance 2412

Kalaeloa Boulevard / Malakole Street Intersection
Kalaimoku Street Rounding Corners at Kalakaua and Kuhio
Kalakaua (2100) Avenue - Cancellation of Sewer Easements
Kalawahine Streamside Subdivision
Kamilo Heights Increment II
Kanekapolei / Kuhio Pedestrian Access Easement
Kapahulu Avenue at Waialae Ordinance 2412
Kapolei Business Park
Kapolei Civic Center
Kapolei Knolls Subdivision
Kapolei Park Commercial Area
Kau Street Extension (Costco)
Kaunala Acres Subdivision Unit 1
Kaunala Beach Lots Subdivision
Kekuilani 4 Subdivision
Keolu Summit
King Street (North) at Richard Lane
King Street (North) - Ordinance 2412 Lot A-2
Kuakini Medical Plaza - Roadway Dedication
Kumu Iki 1
Kumu Iki 2A
Kumu Iki 2B
Lenakona Industrial Subdivision
Maili Kai Subdivision, Unit 2A
Makakilo Drive Extension
Makiki Heights Drive Sewer Easements
Malanai Phases 1, 2, 3A and 3-B
McCully (1100) Street - Ordinance 2412
Mililani Mauka District Park - Lot 13365
Mililani Mauka MF109 Subdivision
Mililani Mauka MF110 (Hoaloha Ike)
Mililani Mauka MF112 / 111 Subdivision
Mililani Mauka MF113 Subdivision
Mililani Mauka Offsite Phase 7A
Mililani Mauka Offsite Phase 10
Mililani Mauka Offsite Phase 11
Mililani Mauka Unit 119 Subdivision
Mililani Mauka Unit 120 Subdivision
Mililani Mauka Unit 121A Subdivision
Mililani Mauka Unit 121B Subdivision
Mililani Mauka Unit 122 Subdivision
Mililani Mauka Unit 128 Subdivision
Mililani Mauka Unit 130A Subdivision
Mililani Technology Park Phase 1-C
Mililani Technology Park Phase 1-D
Mililani Town Unit 29A Subdivision
Mill Town Center Phase 1B
Monsarrat and Kanaina Avenues - Ordinance 2412
Nanakuli Residence Lots 4th / 5th Series
Nuuanu Estates Subdivision
Ocean Pointe Subdivision
Paiwa Street Widening

Palehua Terrace Subdivision
Pali Momi Medical Center - Pedestrian Access
Pearl Highlands Center
Pearl View Estates Cluster
Princess Kahanu Estates
Puuhale Industrial Block B
Royal Kunia Increment D
Royal Kunia Road R Phase II Subdivision
Royal Kunia Site 12
Royal Kunia Sites 13A and 13B
Royal Ridge Subdivision, Unit 1
Sun Terra Phases E to K
Village Park Phase 16
Villages of Kapolei
Waialae Iki V Phases 2B and 2C
Waianae Agricultural Park Subdivision
Waianae Self-Help Housing Subdivision
Waianae Valley Residence Lots, Unit 2-A-2
Waihuna Village II Subdivision
Waihuna Village III & IV Subdivision
Waikele 9C Subdivision
Waikele Area 10-A (Highland View Estates)
Waikele Area 15 Subdivision
Waikele Development, Lumiauau Street Extension
Waikele Phase 20 Cluster
Waikiki - Pedestrian Easements
Waipahu Community Adult Health Center & Youth Day Care
West Beach 2
Westcliff Subdivision
Wikao St/Waikalani Drive
Young Street and Artesian Street - Ordinance 2412

Miscellaneous

Ala Moana Boulevard Sidewalk Improvements - Fort DeRussy
Ala Wai Service Yard - Canal Flushing System
Alakea (1100) Street Easement Area
Aumoe (150) Road Encroachment
Cancellation of Easements - Komo Mai Drive
Cancellation of Gravity Sewer Outfall
Citron (1607) Street - Ownership
Convention Center Redevelopment Plan
Diamond Head Road Drainage Ownership
Gilipake Street Ownership
Hinapu (46-110) Street Easements
Houghtailing Street Cancellation of Sewer Easements
Kaamooloa Road Encroachment
Kailua Park (Windward Regional) Luana Hills Golf Course
Kalama Road Ownership
Kalawahine (2107) Place - Grant of Sewer Easement
Kamehameha Highway Encroachment
Kapahulu Avenue Remnant at Makee Street
Kapakahi Stream Agreement
Kona Iki Street Sidewalk Ownership

Lanikea at Waikiki - Cancellation of Sewer Easements
Mapunapuna Industrial Subdivision Ownership of Roads & Drains
Mililani Mauka Offsite R&U 14A - Request to Cancel Easements
Mililani Mauka Phase 6 - Request to Cancel Easement 5565
Mililani Mauka Phase 6 - Request to Cancel Easement 5567
Mililani Mauka South Gully - Request to Cancel Flowage Easement 4934
Mililani Mauka North Gully - Request to Cancel Easements
Momilani Suburbs Unit 10-A - Request to Cancel Drain Easement
Pacific Palisades 5A, 8 & 9 - Request to Cancel Flowage Easements
Po'okela At Sea Country - Irrigation Easement
Pokiwai Place - Rock Wall Ownership
Renton Road - Request Sidewalk for West Loch to Fort Weaver
Waikiki Sewers - Cancellation of Sewer Easement
Waimalu Stream Flood Control Unit II, Parcel 19
Waimanu Stream Bridge
Wilikina Drive Planter Strip Ownership

Summary of Accomplishments

Parcel and Land Court Maps 156
- Maps Reviewed 30
- Number of Parcels 218

Descriptions 480
- Reviewed / Stamped 240
- Title Searches Checked 250

Topographic Maps 130

Field Surveys 295

Appraisals by Staff 229
- Fee Parcels 77
- Easement and Rentals 65
- Parcels Reviewed 28
- Park Dedications 59

Title Searches 301
- Regular System
  - New 187
  - Update 20
- Land Court
  - New 63
  - Update 31

Research Assignments 4,447
- Abstract Section 225
- Document Section 3,750
- Negotiations Section 16
- Survey Section. 456

Negotiations 115

Parcels Acquired 103
- Condemnation 9
- Negotiations 35
- Dedications 59

Request for Eminent Domain Proceedings 12

Documents 79

Acquisition Documents Processed 53
Dedication Documents Recorded 26

Correspondence and Misc. Reports 4,200

MECHANICAL/ELECTRICAL DIVISION (MED)

The **Communications Branch** will be transferred to the Department of Information Technology (DIT), effective July 1, 2004. MED will serve as consultant to DIT and will continue managing a few projects related to communications.

- Worked with DIT on the transition of the telecommunications function from DDC to DIT;
- Preventative Maintenance Inspection Project - Closing the first year of the preventative maintenance inspection work on the infrastructure of the City 800 MHz radio system;
- Police Headquarters Communication Center - Reviewing the consultant's design with DIT and HPD which includes the rearrangement of the existing consoles, upgrade of the existing furniture, lighting, power, and backup power;
- Installation of Bi-Directional Amplifier System for the Kapolei Police Station and the Honolulu Municipal Building - Negotiated and finalized the contract to provide in-building coverage for radios operating on the City 800 MHz radio system and for private cellular providers; and
- Improvements at the Koko Head Communication Site - Negotiated consultant contract for the relocation of the existing radio and microwave equipment from the existing building/towers to the proposed State constructed building/tower.

The **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.

List of Accomplishments

- Continued participation in the Hawaiian Electric Company Energy Efficiency Program. In FY04, the City received $45,407 in electricity rebates for various projects. The City has received $445,696 in rebates since the inception of this program.
- Continued participation in the U. S. Department of Energy Rebuild America/Rebuild Hawaii Program, including participation at quarterly meetings and workshops. Workshops attended include: the Hawaiian Electric Company's Sustainable Design Tool Series on Daylighting and Lighting Controls, Indoor Air Quality Mitigation, and Building Energy Simulation for Sustainable Design of Buildings. In August 2003, the Branch Chief attended the Energy 2003 Workshop and Exhibition in Orlando, Florida. The highlight of this workshop was the behind-the-scenes tour of Walt Disney World. In September 2003, the Branch Chief and a staff Electrical Engineer attended the Pacific Coast Electrical Association Conference and Exhibition in Wailea, Maui. The highlight of this conference was a tour of the Grand Wailea Resort's Combined Heat and Power Systems that provide on-site electricity for one of its restaurants and domestic hot water for the pools and spa. In March 2004, staff attended the 2004 Lightfair International Trade Show and Conference in Las Vegas, Nevada. This trade show and conference provided the latest information on lighting technologies that could be implemented in the City. In May 2004, staff coordinated and participated in an Energy Efficiency Workshop in City Facilities for City managers and administrative personnel. In this workshop, participants learned how to identify potential energy efficiency projects and how to implement them.

Honolulu Hale Absorber Generator.

Completed Projects

- Honolulu Hale Energy Services Performance Contract - Cogeneration system was brought on-line in March 2004. Staff is currently monitoring the performance of the cogeneration system. After two years in operation, the new electric chillers and lighting retrofit continue to save approximately $100,000 in electricity.

Ongoing Projects

- Replacements of Lamps & Ballasts at Various City Facilities, Phase III - Lighting retrofit of nine (9) fire stations, five (5) police stations, and the Honolulu Municipal Building's stairwells.
- Ewa Villages Golf Course, Off-peak Charging of Golf Carts - Replacement of the existing golf cart charging panels with programmable panels to take advantage of reduced electricity costs during off-peak hours.
- Air Conditioning System Improvements at Kaneohe Police Station - Replacement of the chilled water piping and ductwork to address indoor air quality issues.
- Ventilation System Improvements at Medical Examiner's Office - Replacement of roof top ventilation equipment to address indoor air quality issues.
- Ala Wai Golf Course Clubhouse, Air-Cooled Chiller Replacement - Replacement of a 90-ton air-cooled chiller that provides cooling for community functions.
- NBC Exhibition Hall Lighting Improvements - Evaluation of light fixtures to provide better illumination in the Exhibition Hall at a reduced operating cost.
- Kapolei Hale Energy Projects - Planning and design of energy research and development projects at Kapolei Hale, including the installation of a combined heat and power system that will burn propane and hydrogen, and the installation of a photovoltaic canopy system to provide supplemental electricity.
- Other projects include: Environmental Services at Various City Facilities and Environmental Clean-up & Monitoring of Various Underground Storage Tank sites.

The **Street Lighting and Facilities Electrical Branch** provides for planning and design of roadway and public facilities lighting and for design and review of parks electrical facilities — indoor and outdoor lighting and electrical systems; establishes City standards and manages compliance; and provides management and inspection of City street lighting and parks electrical installations, and joint pole coordination for the City.

- Reviewed 1,204 plans for street lighting and parks electrical work.
- Conducted 506 investigations for street lighting requests.
- Processed 631 excavation permits.
- Processed 858 joint pole applications.
- Processed 763 street light changeover requests.
- Conducted 1,770 inspections of various projects.

Design Projects Completed

- West Loch Estates and West Loch Fairways Street Lights $81,150
- West Loch Estates Replacement of Walkway Lights 25,000

Design Projects On-Going

- Anti-Crime Street Lighting Improvements - Hawaii Kai $80,000
- Anti-Crime Street Lighting Improvements - Lunalilo Home Road 59,000
- Anti-Crime Street Lighting Improvements - Waimanalo 49,847
- Replacement of Street Lights - Mililani 60,000
- Waialua Beach Road Street Lighting Improvements 120,000
- Waikele Community Park - Parking Lot and Swimming Pool Lighting 57,459
- Chinatown Street Lighting Replacement/Improvements Phase 2 810,000
- West Loch Estates and West Loch Fairways Street Lights, Phase II 100,000
- West Loch Estates Replacement of Walkway Lights 250,000
- Utilities Relocation, Undergrounding Overhead Utilities - Kailua and Salt Lake 225,000
- Utilities Relocation, Undergrounding Overhead Utilities - Alewa Nuuanu 625,000
- Utilities Relocation, Undergrounding Overhead Utilities - Kaneohe/Kahaluu 50,000

Construction Projects Completed

- Anti-Crime Street Lighting Improvements - Arizona Road $60,000
- Anti-Crime Security Cameras - Chinatown IV 254,000
- Old Kalanianaole Road Street Lighting Improvements 52,700
- West Loch Estates Street Lighting Improvements 781,700
- Anti-Crime Street Lighting Improvements - Ala Moana II 218,320
- Anti-Crime Street Lighting Improvements - Chinatown/Ala Moana (Sheridan Park Lighting Improvements) 27,000

Construction Projects On-Going

- Koko Head District Park - Softball Field Lighting System $512,000
- West Loch Estates and West Loch Fairways Street Lights 1,053,750
- West Loch Estates Replacement of Walkway Lights 350,000
- Anti-Crime Street Lighting Improvements - Kalakaua Part 2 (Ala Moana -Kapahulu Avenue) 2,631,895
- Ahuimanu Community Park - Reconstruction of Playcourts and Installation of Playcourt Lighting System 372,000
- Anti-Crime Street Lighting Improvements - Waikiki (Part III - Kalakaua Avenue Mauka Side from Ala Wai Boulevard to Pau Street) 461,785
- Anti-Crime Street Lighting - Waipahu 89,976
- Diamond Head Road Master Plan Improvements 1,119,106
- Anti-Crime Street Light Improvements/Utilities Relocation Kailua Road 1,377,103
- Chinatown Lighting Improvements 20,000
- Waikiki Shell - Replacement of Dimmer System 100,000
- Kapolei Hale - Computer Room UPS 150,000

WASTEWATER DIVISION

The **Planning Branch** was involved in activities and projects that included: long-range facilities 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, and new systems development.

The long-range sewer rehabilitation plan completed in 1999 was approved by the United States Environmental Protection Agency in March 2000. This project, which began in 1993, was one of the largest planning projects undertaken by the City. The final plan sets the direction that Honolulu will be taking over the next twenty (20) years to improve the sewer system to meet the City's goals for environmental improvement. Over 175 projects were identified which need to start between 2000 and 2019. Approximately 32% of the projects have been started.

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

The active planning projects for calendar year 2004 are listed below by wastewater treatment plant tributary area:

East Mamala Bay

- Ala Moana Boulevard Sewer Reconstruction
- Ala Moana Wastewater Pump Station Force Main Replacement
- Ala Wai Trunk Relief/Reconstruction
- Aliamanu No. 1 & 2 Wastewater Pump Station Upgrade
- Beachwalk Force Main Replacement
- Beachwalk (New) Wastewater Pump Station
- Halona Street Relief Sewer
- Kahanu Street, School Street and Umi Street Relief Sewers
- Kalanianaole Highway Sewer Relief/Rehabilitation
- Kalihi Valley Reconstructed Sewer

- Kapiolani Area Revised Sewer System
- St. Louis Heights Sewer Rehabilitation
- Sand Island Basin Miscellaneous Sewer Rehabilitation
- Waikiki Sewer Rehabilitation/Reconstruction
- Wilhelmina Rise Area Rehabilitation Project

West Mamala Bay

- Fort Weaver Road Manhole and Pipe Rehabilitation
- Honouliuli WWTP Upgrade
- Mililani Reclamation Facility
- Renton Road Sewer and Manhole Rehabilitation
- Waimalu Sewer Rehabilitation
- Waipahu Sewer Replacement/Relief
- West Mamala Bay Facilities Plan

Kailua/Kaneohe/Kahaluu

- Alii Shores Sewer Rehabilitation
- Enchanted Lake Wastewater Pump Station Upgrade
- Kailua/Kaneohe Sewer Rehabilitation
- Kaneohe Bay Drive Trunk Sewer Reconstruction
- Wanaao Road/Keolu Drive Relief Sewer
- Wanaao Road Reconstructed Sewer

Wahiawa

- Central Oahu Facilities Plan
- Wahiawa Wastewater Treatment Plan Influent Pump Station
- Wahiawa Wastewater Treatment Plant Modification

Waimanalo

- Waimanalo Sewer Rehabilitation

Island-Wide

- Project Creations for FY03/04
- Rain and Flow Monitoring
- Sewer Manhole and Pipe Rehabilitation - Various Locations
- Sewer Relief Projects - Kahanahou Circle and Amelia Street
- Small Mainline Projects
- Small Sewer Pipe Diameter Rehabilitation Program
- Wastewater Information Management System - Sewer Flow Analysis System Development

Other Projects

- Department of Environmental Services Support on EPA Notice of Violations (NOVs)
- Reconstruct Park Wastewater Systems, RD1
- Reconstruct Wastewater Systems, Various Parks

The **Design Branch** completed twenty-three (23) major design projects. Bids totaling $28,819,771 were received. A total of $32,228,499 was encumbered in fiscal year 2004 with $3,408,828 in construction contingency. Thirty (30) major projects are still under design.

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

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

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

Wastewater Design Projects to Bid

PROJECT	BID PRICE	CONTINGENCY	TOTAL
• Ahuimanu WWPTF Headworks Modification	657,962	65,796	723,758
• Ala Moana WWPS Modifications	17,740,000	2,661,000	20,401,000
• Ala Moana WWPS, Emergency Force Main Repair	2,100,000		,100,000
• Beachwalk WWPS, Emergency Force Main Repair	40,000		40,000
• Dillingham Blvd Emergency Sewer Repair	160,000		160,000
• Fort Weaver Road/Hapalua Street	70,312	7,031	77,343
• Halekoa Drive & Palipaa Place (SMPR No. 48)	231,700	23,170	254,870
• Kailua Road WWPS, Emergency Force Main Repair	700,000	70,000	770,000
• Kailua WWTP, Emergency Influent Line Repair	305,000	30,500	335,500
• Kalihi Valley, Emergency Sewer Repair	23,981	1,000	24,981
• Kaneohe Bay South WWPS #5, Emergency UST Testing	12,500		12,500
• Kaneohe WWPTF Demolition	745,650	74,565	820,215
• Kaneohe/Kamehameha Hwy Reconstructed Sewer	1,148,800	114,880	1,263,680
• Kapiolani Trunk Sewer Emergency Rehabilitation	1,751,500	175,150	1,926,650
• Laenani WWPS, Emergency Force Main Repair	290,000	29,000	319,000
• Mamalu Street, Emergency Sewer Repair	38,500	7,700	46,200
• Rehabilitation of Sewer Lines on Oahu, Contract No. 001	1,308,055	0	1,308,055
• Republican Street Emergency Sewer Line Replacement	265,340	26,000	291,340
• Sand Island WWTP, Gravity Thickener Modifications	608,843	60,884	669,727
• Stillman Lane, Emergency Sewer Repair	35,000	3,500	38,500
• Waianae WWTP - Reroute Gravity Sewer	181,014	18,101	199,115
• Waianae WWTP Remove Concrete Platform, Chlorine Contact Tank, Ph I	66,424	6,642	73,066
• Waiomao Stream Sewer Replacement/Rehabilitation (SMPR No. 24)	339,090	33,909	372,999
Total	**$ 28,819,771**	**$ 3,408,828**	**$ 32,228,499**

Wastewater Projects Under Design

- Ala Moana and Kapiolani Trunk Sewer Replacement/Rehabilitation (Phase 1) $12,140,000
- Ala Moana Force Main Repair - Junction Box 100,000
- Ala Wai Trunk Sewer Relief 4,600,000
- Aumoae Street (SMPR No. 19) 245,000
- Enchanted Lake Wastewater Pump Station Upgrade 230,000
- Fort DeRussy WWPS Modification and Force Main Extension 3,000,000
- Fort Weaver Road Reconstructed Sewer 3,500,000
- Hart Street Force Main Repair 1,000,000

- Honouliuli Wastewater Treatment Plant Solids Handling Facilities 40,000,000
- Honouliuli WWTP, Automation 5,000,000
- Honouliuli WWTP, Modify Primary Clarifier Catwalks and Covers 410,000
- Ilimalia Loop/Mokapu Blvd. Reconstructed Sewer 5,520,000
- Kahanahou Wastewater Pump Station Force Main Reconstruction 500,000
- Kahuanani Street Sewer Replacement/Rehabilitation (SMPR 85) 1,387,500
- Kailua RWWTP, Primary Clarifier Dewatering System 500,000
- Kailua RWWTP, Replace Primary Sludge Pumps and Force Main 1,300,000
- Kalaheo Avenue Reconstructed Sewer - Phase 1 (Emergency Repair) 20,400,000
- Kam Highway WWPS Force Main, Replace Concrete Cylinder Pipe 900,000
- Kaneohe Bay WWPS No.1 - Refurbish WWPS 2,000,000
- Kuliouou Sewer Rehab & WWPS Modification 6,552,000
- Nimits Highway Sewer Reconstruction at OCCC 1,600,000
- Pacific Palisades WWPS - Repair Access Road (pre-design) 300,000
- Peterson Lane (SMPR No. 92) and Pua Lane (SMPR No. 93) Sewer Rehab 2,495,000
- Sand Island Miscellaneous Sewer Rehabilitation 2,600,000
- Sand Island WWTP - Replace Air Conditioning System for Control Bldg 1,300,000
- Sand Island WWTP Expansion - Soil Management 7,000,000
- Sand Island, Primary Expansion, Ph I Expansion, Final Design 60,000,000
  System, Final Design 50,000,000
- Waimalu Sewer Rehabilitation - 7D01C 15,340,000
- Waimanalo WWTP, Replace Sludge Holding Tank Covers 200,000

Total $250,119,500

During the fiscal year, the **Construction Management Branch** completed seventeen (17) projects. The total of the final costs for these projects was $9,038640.21. Twenty-seven (27) projects with a total contract value of $320,309,513.79 were still under construction as of June 30, 2004 .

Wastewater Construction Projects Completed

- Beachwalk Pump Station Repair Leak for 20-Inch Sewer Force Main $31,004.41
- Beachwalk Wastewater Pump Station Emergency Repair 150,280.55
- Dillingham Boulevard - Repair 36-Inch Sewer Line 117,233.29
- Kailua Regional Wastewater Treatment Plant Effluent Ultraviolet Disinfection Facility 2,380,351.22
- Kailua Road Wastewater Pump Station - Repair Force Main 769,932.07
- Kailua Wastewater Treatment Plant Emergency Repairs 334,296.31
- Kalawahine Streamside Subdivision Sewer Line Rehabilitation 43,902.01
- Kalihi Valley Sewer Line Spot Repair Work 19,981.00
- Kaneohe Bay South No. 5 Wastewater Pump Station Underground Fuel System Testing Services .. 12,500.00
- Laenani Wastewater Pump Station Emergency Force Main Repair 239,859.18
- Mahoe Street Sewer Rehabilitation (SMPR No. 29) 103,723.35
- Mamalu Street Emergency Sewer Rehabilitation Work 32,698.50
- Rehabilitation of Sewer Lines Near HECO Honolulu Power Plant 269,048.00
- Rehabilitation of Sewer Lines Near Nuuanu Elementary School (SMPR No. 1) 243,119.59
- Sand Island Wastewater Treatment Plant Refurbish Flotator-Clarifier Nos. 1,2,5, & 6 ..... 3,386,773.65
- Stillman Lane - Repair Sewer Line 32,000.00
- Waimano Sewers ID No. 273 ..... 871,937.08

Total: $9,038,640.21

Wastewater Construction Project Contracts On-Going

- Ala Moana Wastewater Pump Station Force Main Emergency Repair $2,100,000.00
- Ala Moana Wastewater Pump Station Modifications 17,740,000.00
- Fuel System Modification at Honouliuli WWTP, Waianae WWTP, Laenan WWPS 145,238.61
- Hamakua Drive Emergency Repair 1,100,000
- Hart Street WWPS Alternative 22,741,873.13
- Hart Street WWPS Force Main Replacement 20,255,500.00
- Honouliuli WWTP Centralized Odor Control Modification 184,429.00
- Honouliuli WWTP Expansion Phase I, Part A 19,223,515
- Honouliuli WWTP Solids Handling Facility Interim Modifications 1,822,240
- Kahaluu Housing WWPS and Force Main 2,800,151
- Kailua WWTP IPS Bar Screen Enclosure Modification 349,331.21
- Kainehe Street, Hamakua Drive and Keolu Drive Reconstruction Sewer 25,725,644.00
- Kalaheo Avenue Reconstructed Sewer 17,158,401.92
- Kamehameha Highway Trunk Sewer Reconstruction, Mililani 938,298.21
- Kaneohe Bay Sewers ID No. 275 ..... 3,796,894.21
- Kapiolani Boulevard Sewer Siphon Reconstruction at Manoa/Palolo Stream 810,000
- Kiwila Street/10th Ave Reconstructed Sewer SMPR (SMPR 11) 217,220.00
- Laie Wastewater Collection System Expansion Phase I 7,067,951.00
- Magazine Street Sewer Line Replacement Rehabilitation (SMPR 3) 924,300
- Public Baths WWPS Modification 1,869,732
- Sand Island Parkway Wastewater Pump Station Modification 971,174
- Sand Island WWTP UV Disinfection Facility and Effluent Pump Station 75,539,209.00
- Sand Island WWTP Modification Unit I, Phase 2A 80,602,175
- Sand Island WWTP Refurbish Gravity Thickner No. 1 ..... 1,076,851.50
- Wahiawa WWTP Effluent Reuse and Reservoir Outfall Adjustment 14,578,595.00
- Waiomao Stream Sewer Replacement Rehabilitation (SMPR No. 24) 339,090.00

Total ..... $ 320,309,513.79

Sand Island Wastewater Treatment Plant.

HONOLULU EMERGENCY SERVICES DEPARTMENT

Salvatore S. Lanzilotti, EdD. Director,
Georgina M. Yuen, Deputy 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 local, state, federal and private organizations.

BUDGET

The budget for the Department for FY 2003-04 was $23,161,379. The budget supports Administration activities as well as the two major divisions: Emergency Medical Services and Ocean Safety and Lifeguard Services.

DEPARTMENTAL ADMINISTRATION

The staffing consisted of the Director, Private Secretary II, Deputy Director, Private Secretary I, 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 operations of the department as well as establishing policy, providing guidance and creating vision for the future development of the department. Staff functions are handled and/or coordinated at this level.

Administration Highlights

1. **Coordinate the Metropolitan Medical Response System (MMRS)**

   Continued to provide leadership for the MMRS Planning and Development Committee established in 1997. This program created and uses elements of the Honolulu Response Plan for Terrorist involving a Nuclear, Biological, Chemical or Conventional Explosives incident to insure the safety of Honolulu citizens and visitors. The Committee continues to revise the Plan based on lessons learned from actual experiences and field exercises. Also, HESD administration represents the City and this program in the Hawaii Emergency Preparedness Executive Committee (HEPEC), which is sponsored by the State and which includes city, state and federal agencies.

2. **Honolulu Biological Weapons Illness Prevention Program (BioWIPP)**

   Preceding the Iraqi War, which started in March 2003, the department fully activated its BioWIPP program. During the war, activities included monitoring the air at public events and in pre-determined areas in Honolulu. Concerning the latter, air samples were collected daily and analyzed for a variety of biological agents. Through this program HESD monitors Honolulu's air daily by DNA testing of air samples.

Spincon Air Testing device.

3. **Longitudinal Study: The Hawaii Medical Personnel Assessment (HMPA)**

   The purpose of the pre-9/11/01 HMPA study, conducted in the summer of 2001, was to assess Honolulu's healthcare professional capacity to staff non-hospital, field medical facilities established to provide medical care to mass casualties caused by a weapons of mass destruction (WMD) incident or natural disaster by determining the level of WMD related knowledge and expertise, and the willingness among these doctors and nurses as related to the treatment of victims of such incidents. A second study was funded by the Centers for Disease Control and Prevention and implemented in 2003. This follow-up study will determine if medical personnel have changed their preparedness and willingness as compared to the 2001 study.

4. **Emergency Medical Services (EMS) related legislation**

   The administration planned, initiated and supported legislation, which obtained three new ambulance units, i.e., Nanakuli, Metropolitan Honolulu, and Kaaawa/Kahaluu (the latter a Rapid Response Unit).

5. **Men's March Against Violence (MMAV)**

   As part of the injury prevention role of the department in the Public Health system, the HESD Director has been serving as a steering committee member for the Men's March Against Violence. This year's 10th anniversary theme was *A Decade of Speaking Out*. After the march from Kekaulike Mall to the Honolulu Hale campus, speakers presented a program describing the gains we have made in dealing with domestic violence over the past ten years and the challenges that we still face in ridding our community of this problem.

   Mayor Harris was given an award by the MMAV Steering Committee, not only for his 10 years of support for the event, but also for providing resources (i.e., human, material, and financial) to organizations that work with DV victims and perpetrators.

EMERGENCY MEDICAL SERVICES (EMS) DIVISION

Duties and Functions The Hawaii Revised Statutes places the statewide responsibility for emergency medical services with the state's Department of Health (SDOH). Annually SDOH contracts with the City and County of Honolulu to provide pre-hospital emergency medical care and emergency medical services on Oahu. The Revised Charter of the City and County of Honolulu tasks the Honolulu Emergency Services Department to develop programs and deliver services related to emergency medical care. The Emergency Medical Services Division was organized to meet this portion of the Department's responsibility.

EMS HISTORICAL HIGHLIGHTS

Domestic Violence Protocol Training The EMS Division developed and implemented expanded and enhanced domestic violence protocols to improve the detection and treatment of domestic violence patients, including advanced training of all EMS personnel and orientation of Oahu acute-care receiving hospitals to the new EMS protocols and procedures.

New Kapolei Ambulance Facility Design work was completed on a new ambulance and District Chief's facility in Kapolei and a contract was awarded to T. Iida Contracting Ltd. for $996,500, with construction planned to begin in the fall of 2004.

New Communications Center A contract was awarded to AM Partners to design a new EMS Communications Center facility. Included in the new facility will be two ambulance units and a District Chief's quarters, to be located in a site to be determined in metropolitan Honolulu.

New Wahiawa Ambulance Facility A contract was awarded to Paul Louie and Associates, Inc. to design a new ambulance facility for Wahiawa. Construction of the facility is planned for 2005.

Urban Search and Rescue (US&R) Team The EMS Division continued to participate in the formation of an 86-member Hawaii State Urban Search and Rescue Team with other responder agencies and affiliated organizations. EMS will specialize in providing immediate medical care in confined spaces resulting from a building collapse. A major 36-hour US&R exercise was held at Bellows Air Force Station from January 5-9, 2004, and the medical team received $30,000 worth of medical supplies and equipment from FEMA to support this new initiative, including specialized training in US&R techniques.

Donation for Counter-Terrorism Program The management and merchants of Pearlridge Center made a $150,000 donation to enhance the medical preparedness of the EMS Division through the shopping center's "Building a Better Community Together" program in support of Honolulu's First Responder agencies. The grant will be used primarily to purchase a mass casualty trailer and other equipment for bio-terrorism and mass casualty preparedness.

Public Access Defibrillation Program Administered by the Division's Injury Prevention Program, EMS encouraged and supported County and State government agencies in the establishment of Public Access Defibrillation

programs by providing the services of a Medical Director, assistance with protocol development, training, and medical review and oversight of Automated External Defibrillator usage.

CDC Grant The Division received a $150,000 grant from the Centers for Disease Control for a mobile vaccination trailer and related counter-terrorism equipment to enhance the City's response and preparedness for bio-terrorism.

Legislative Funding for Three New EMS Units The Department, through the Mayor's 2004 legislative initiatives, wrote and introduced SB2690 at the 2004 Legislature, to provide funding for an additional three new EMS units on Oahu. The initiative was successful, and funds were appropriated to establish new advanced life support ambulance units at Nanakuli and in metropolitan Honolulu, and a new Rapid Response Unit at Ka'aawa, with funding provided through a $5 surcharge on automobile registrations to take effect on October 1, 2004. The new services are projected to start operations in January 2005.

Staff with Governor Lingle.

Drug and Alcohol Testing for EMS Employees The 2003 Legislature passed SB1163 sponsored by the Honolulu Emergency Services Department. The Bill became law in July 2004 and mandates random drug and alcohol testing for all County EMS personnel.

Twenty-Five Year Retirement The Governor signed into law HB 507, passed by the 2003 Legislature, which provides the option to EMS personnel to retire after 25-years of credible service.

Funding Obtained for Electronic Case Reporting Through a grant from the Department of Homeland Security, Office of Domestic Preparedness, a $374,000 grant was obtained to convert EMS from paper medical charts, to a fully electronic records management system that will greatly improve reporting efficiency and accuracy, especially in a mass casualty event. The system will also greatly improve the timely retrieval of system management information.

Funding Obtained for Antidote Replacement $138,000 in federal domestic preparedness funds was obtained to replace biological and chemical antidotes that will ensure the EMS cache of antidotes remains current.

Funding Obtained for Radio Inter-Operability Department of Homeland Security funds were obtained to purchase additional two-way portable radios to enable inter-operability between EMS and other First Responder agencies when the Incident Command System is instituted to manage major incidents.

Budget The Budget of the EMS Division for FY 2003-04 was $16,881,110. 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 with two Assistant Chiefs, one for Operations and one for Quality Assurance.

The Division is divided geographically into two operational Districts with two Emergency Medical Services Field Operations Supervisors overseeing each district.

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

UNIT NO.	DESIGNATION	LOCATION	HOURS OF OPERATION
01	Charlie-I Unit	2230 Liliha Street (Located at St. Francis Medical Center)	24
02	Metro-I Unit	1426 Young Street, Honolulu	24
03	Kailua Unit	211 Kuulei Road, (Co-located adjacent to Kailua Fire Station)	24
04	Kaneohe Unit	45-910 Kamehameha Hwy., (Co-located adjacent to Kaneohe Fire Station)	24
05	Pawa'a-I Unit	381 Kapahulu Avenue, (Co-located adjacent to Waikiki Fire Station)	24
06	Waialua Unit	66-420 Haleiwa Road, (Co-located adjacent to Waialua Fire Station)	24
07	Waianae Unit	85-645 Farrington Hwy., (Co-located adjacent to Waianae Fire Station)	24
08	Wailupe Unit	5046 Kalanianaole Hwy., (Co-located adjacent to Wailupe Fire Station)	24
09	Waimanalo Unit	41-1301 Kalanianaole Hwy., (Co-located adjacent to Waimanalo Fire Station)	24
10	Waipahu Unit	94-121 Leonui Street, (Co-located adjacent to Waipahu Fire Station)	24
11	Baker-I Unit	1301 Punchbowl Street, (Located at The Queen's Medical Center)	24
12	Wahiawa Unit	128 Lehua Avenue, (Located at Wahiawa General Hospital)	24
13	Kahuku Unit	56-464 Kamehameha Hwy., (Co-located adjacent to Kahuku Police and Kahuku Fire Stations)	24
14	Aiea Unit	98-1079 Moanalua Road, (Located at Kapiolani Medical Center at Pali Momi)	24
15	Hawaii Kai Unit	515 Lunalilo Home Road, (Co-located with Hawaii Kai Fire Company)	24
16	*Makakilo Unit	U'u Place, (Co-located adjacent to Kapolei Fire Station)	16*
17	** Airport-One	3375 Koapaka Street, Honolulu	flexible
18.	Kapolei Rapid Response Unit ("Response-One")	91-2141 Fort Weaver Road,(Located at St. Francis Medical Center West)	24
19	*** Metropolitan Rapid Response Unit ("Response-Two")	1426 Young Street, Honolulu	16

* The ambulance unit at Makakilo operates 16 hours a day between 7 a.m. and 11 p.m.

** The Airport-One Unit operates as needed for special events or as extra staff permits.

***The Metropolitan Rapid Response Unit ("Response-Two") operates 16 hours a day between 7 a.m. and 11 p.m.

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

The EMS Communications Center receives 9-1-1 calls for assistance, dispatches ambulances, provides medical pre-arrival instructions to the caller while the ambulance is en-route, coordinates communications between the ambulances and hospitals, activates co-responses by other public safety First Responder agencies, activates and coordinates all MAST helicopter evacuation missions, and maintains personnel schedules to ensure that the ambulance units are properly staffed. The EMS Communications Center is physically located on the tenth floor of the Honolulu International Airport Tower.

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

The EMS Division Administration is physically located at Suite H-450, 3375 Koapaka Street, Honolulu, Hawaii 96819. EMS Support Services (Equipment, Supplies and Fleet Maintenance) are located at Suite D-130 at the same address, and the EMS Communications Center is located at the Tenth Floor of the Airport Tower at Honolulu International Airport.

Staffing The Emergency Medical Services Division was authorized 283.95 positions as of July 1, 2003. The breakdown of the authorized positions is as follows:

POSITION	NO.
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 (AM-07)	7

POSITION	NO.
Facilities and Equipment Manager (=AM-07)	1
Systems Analyst (CAD) (=AM-07)	*
Mobile Emergency Care Specialist II (AM-06)	19
Mobile Emergency Care Specialist I (AM-05)	144
Emergency Medical Technician III (AM-03)-field	19
Emergency Medical Technician III (AM-03)-dispatch	14
Emergency Medical Technician II (AM-02)	55
Safety and Driver Improvement Coordinator (SR-21)	1
Ambulance Communication Ctr. Supervisor (AM-05)	1
Ambulance Support Services Technician (HE-13)	1
Storekeeper I (SR-11)	1
Administrative Assistant III (SR-22)	1
Physician - Medical Director (SR-31)	0.75
Planner V (Injury Prevention Specialist)(SR-24)	1
Secretary III (SR-16)	1
Senior Clerk Typist (SR-10)	1
Senior Clerk (SR-10)	2
Personnel Clerk (SR-13)	1
Utility Worker (BC-03)	2
Vehicle Maintenance Inspector (BC-12)	1
Contract Positions	7.20
	283.95

*The Department of Information Technology assigns the CAD Systems Analyst to the EMS Division

Workload

E-911 Calls Routed to EMS From July 1, 2003 through June 30, 2004, an average of 196 "9-1-1" calls per day were routed to the Emergency Medical Services Communications Center. The total number of 9-1-1 calls to EMS for FY 2003-04 was 71,556, compared to 65,046 for FY 2002-2003, an increase of 6,510 calls (10.01%).

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

	2003-2004	2002-2003
July 2003	5,880	5,345
August	5,795	5,483
September	5,655	4,928
October	5,716	5,083
November	5,697	4,977
December	6,263	5,684
January 2004	6,296	5,958
February	5,941	5,488
March	6,117	5,560
April	5,791	5,264
May	6,287	5,715
June	6,118	5,561
Totals:	**FY 2003-2004: 471,556**	**FY 2002-2003: 65,046**

Not all E-911 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, 2003 through June 30, 2004, EMS responded to an average of 186 cases per day for pre-hospital care and emergency ambulance service. The total number of ambulance responses to medical emergencies for the year was 67,762, compared to 60,976 for FY 2002-2003, an increase of 6,786 responses (+11.13%).

The ambulance responses were distributed throughout the year as follows:

	2003-2004	2002-2003
July 2003	5,530	4,889
August	5,745	4,937
September	5,566	4,687
October	5,780	4,919
November	5,506	4,848
December	6,081	5,265
January 2003	6,267	5,608
February	5,550	4,950
March	5,550	5,252
April	5,317	5,101
May	5,620	5,278
June	5,250	5,242
Totals:	**2003-2004: 67,762**	**2002-2003: 60,976**

Patient Transports From July 1, 2003 through June 30, 2004, 41,467 of the 67,762 ambulance responses resulted in patient transports to area medical facilities on Oahu, compared to 37,795 patient transports in FY 2002-2003, an increase of 3,672 patient transports (+9.72%).

The ambulance transports were distributed throughout the year as follows:

	2003-2004	2002-2003
July 2003	3,267	3,029
August	3,339	3,038
September	3,224	2,964
October	3,484	3,062
November	3,307	3,154
December	3,677	3,349
January 2004	3,918	3,477
February	3,413	3,135
March	3,577	3,197
April	3,438	3,122
May	3,507	3,156
June	3,316	3,112
Totals:	**2003-2004: 41,467**	**2002-2003: 37,795**

Statistical Summary

	FY 2003-2004	FY 2002-2003	DIFFERENCE	% CHANGE
Emergency 911 Requests	71,556	65,046	+6,510	+10.01%
Emergency Responses	67,762	60,976	+6,786	+11.13%
Ambulance Transports	41,467	37,795	+3,672	+9.72%

Back-Up Services The Emergency Medical Services Division 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 2003-2004. 280 Advanced Life Support, and 6 Basic Life Support back-up calls were referred to AMR during the year, for a total of 286.

Co-Responses The Honolulu Emergency Services Department works cooperatively to provide optimal EMS responses to medical emergencies through a first responder co-response agreement with the Honolulu Fire Department and the Ocean Safety and Lifeguard Service Division. In addition, military EMS response agencies and the Honolulu Police Department (AED Program) provide first-tier responses to EMS calls, as indicated.

MAST Evacuations The Emergency Medical Services Division utilized the services of the U.S. Army's 68th Medical Company's Air Ambulances assigned to the Military Assistance to Safety and Traffic (MAST) program to perform rotary wing aero medical evacuations of civilian patients in critical condition from rural areas to tertiary medical centers with facilities to handle the specialized needs of these patients. Advanced Life Support paramedics of the EMS Division accompanied all MAST patients evacuated from the field to provide critical care en-route, assisted by the Army flight medic.

MAST evacuated 157 patients in FY 2003-2004, compared to 183 patients in FY 2002-2003, a decrease of 26 patients.

Training

The EMS Division was involved in the following training programs and activities during the year:

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

Continuing Medical Education (CME) The EMS Division provides support to ensure a high degree of EMS skill and knowledge is maintained by field paramedics, emergency medical technicians and emergency medical dispatchers. The EMS Division supports paid educational leave annually to ensure employee compliance with re-certification standards as required by the Hawaii State Board of Medical Examiners, and the National Academy of Emergency Medical Dispatchers. Most medical CME is provided through Kapiolani Community College. In addition, the division provides emergency vehicle operator and defensive driving courses; annual training updates through Base Station Meetings; and various field and tabletop disaster exercises with other public safety agencies throughout the year, including HazMat, Urban Search and Rescue, Incident Command and technical terrorism response training.

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

Clinical Training for Other EMS Providers The EMS Division provides clinical 'ride-along' ambulance experience to the Navy's Emergency Medical Technician Program at the Marine Corps Base Hawaii (Kaneohe), to the U.S Army's MAST Program medics, and various other medical, nursing and EMS agencies, both civilian and military to assist them to meet their educational requirements.

Public Education & Recruitment During FY 2003-04, personnel of the Emergency Medical Services Division participated in 78 public service events, as follows:

Career Days	19
Ambulance "Stand-Bys" at Community Events	16
EMS Displays	17
"Drug-Free" presentations with HPD	11
Family Fairs	5
Health and Wellness Fairs	10

OCEAN SAFETY AND LIFEGUARD SERVICES DIVISION

The Ocean Safety Division provides a comprehensive ocean safety program for the island of Oahu. This program includes lifeguards for the 198 miles of coastline around Oahu, mobile patrol units and rescue activities, drowning and injury prevention and education events and seminars, and emergency response and treatment to medical cases in and around the beach environment.

PERSONNEL

The Division has a full time staff of 142.45 including:

- 1 Water Safety Administrator
- 1 Injury Prevention Specialist
- 1 Administrative Assistant
- 1 Secretary II
- 45 Payroll Clerk
- 1 Chief of Operations
- 6 Lifeguard Captains
- 9 Lifeguard Lieutenants
- 110 Full-time Ocean Safety Lifeguards
- 55 contract hire lifeguards augment the full-time staff.

OPERATIONS

Operationally the island is divided into four geographic districts: South Shore, East Shore, North Shore, and Leeward. A Captain and two Lieutenants are responsible for scheduling and general supervision and daily operations of beach lifeguards in their respective districts. Each district operation utilizes specialized rescue equipment including personal watercraft (PWC, Jet-Skis) and all-terrain vehicles to respond to cases requiring lifeguard rescue and/or medical assistance in both guarded and unguarded areas.

The Ocean Safety Division of the Honolulu Emergency Services Department continues to function as an essential component of the City and County of Honolulu public safety team and works closely with the Emergency Services Division, Honolulu Fire Department, Honolulu Police Department, Medical Examiners Office, Coast Guard, and other various entities within the public safety structure in providing essential services to the community.

TRAINING

All lifeguard personnel were re-certified in cardio-pulmonary resuscitation (CPR) and in the use of the Automatic External Defibrillator (AED). They received the Professional First Responder refresher as well as cervical-spinal extraction procedures, and were tested on their annual USLA performance requirements during the fiscal year. Annual physical performance testing was completed for all personnel to ensure that the level of physical fitness required for the job of an ocean lifeguard was met. In-service training activities for all full-time personnel include advanced rescue techniques utilizing the rescue craft, risk management lectures, sexual harassment lectures, updates on patient airway management and resuscitation techniques, and personal injury prevention techniques including stretching and exercise regimens.

Junior Lifeguard Program - Ocean Safety.

OCEAN SAFETY HIGHLIGHTS

1. **Emergency Medical Technician – Basic (EMT-B)**

   Since 2001 a total of 35 Ocean Safety Division personnel have been certified as Nationally Registered Emergency Medical Technicians and with a third class of 22 personnel starting in October of 2004 the division

hopes to employ 57 NREMT certified personnel by January 2005. All Paramedic instructors teaching the class through the Kapiolani Community College are paramedics in the City and County Emergency Medical Services Division. All EMT certified personnel are required to ride-a-long with City and County Paramedics each year for a re-evaluation of their skill level. Through the teaching of advanced training and strengthened relationship with EMS personnel, a significant improvement in patient care on the beach has been achieved and recognized.

2. Cross-Training With Other Agencies

All division personnel spent a full day at Bellows Air Force Base cross training with Federal EMS and Ocean Safety personnel as part of the annual three-day refresher course. The division was involved in three MAST exercises in which personnel are oriented and trained on the proper extraction techniques employed by the military's MAST helicopters, as well as the Honolulu Fire Department Helicopter and the Coast Guard Dolphin Helicopter. The Division was also part of an island-wide inter-operability radio test that included all public safety agencies in preparation for mass casualty and natural disasters.

3. Drug Testing for All Personnel

The HGEA Drug and Alcohol Memorandum of Agreement was implemented July 1, 2004. The agreement mandates random drug and alcohol testing for all Ocean Safety Division personnel. The enactment of the drug testing policy is another effort to ensure that the public receives the best care possible from Ocean Safety personnel.

4. Rescue Craft Operator Supplemental Agreement

An agreement between the City and County of Honolulu and Hawaii Government Employees Association was reached in 2004 for a trial period of one year. Rescue craft operators earn additional compensation when assigned to rescue craft operations.

5. Beach Assessment Project

In collaboration with the University of Hawaii Department of Geology and Geophysics School of Ocean and Earth Science and Technology, the Hawaiian Lifeguard Association, and the University of Sydney, Australia, the first phase of the Oahu beach assessment project was completed. The purpose of the project is to accurately identify and assess hazards using a scientific model of data collection and analysis.

6. National Competition

Six Ocean Safety personnel represented Hawaii in the National Lifeguard Championships at Daytona Beach, Florida, and took sixth place overall in the Competition.

7. Junior Lifeguard Program

The Junior Lifeguard Program reached over 500 teenagers this past summer, culminating with the Jr. Lifeguard Championship event at Ala Moana Beach Park. Programs were conducted at Ala Moana, Pokai Bay, Waimanalo, Ehukai, and Kalama Beach Parks, and Ocean Safety Division instructors taught all participants' basic ocean safety, first aid, and CPR skills.

Summary of lifeguard logsheet data, from the City and County of Honolulu: July 1, 2002 - June 30, 2003.

BEACH PARK	# LOGS RECEIVED	# LOGS EXPECTED*	PERCENT REPORTED#	ATTENDANCE@	FIRST AID-MINOR	FIRST AID-REPORTS	RESCUES	DROWNINGS	PREV. ACTIONS	SURFING ACCIDENTS	LOST CHILDREN
ALA MOANA	1,816	1825	99.5%	193,455	4,127	90	63	2	23,399	19	38
ALII/HALEIWA	360	365	98.6%	448,893	1,703	25	28	0	10,769	15	2
BELLOWS	112	104	107.7%	134,682	1,300	3	27	0	2,694	1	0
EHUKAI	361	365	98.9%	505,939	1,182	63	49	1	12,809	52	1
HANAUMA	581	626	92.8%	1,941,175	25,508	89	482	4	44,448	0	7
KAILUA	364	365	99.7%	382,521	1,864	20	16	0	5,263	3	2
KEAUWAULA	350	365	95.9%	111,868	675	37	23	0	10,196	21	0
KEWAENA	357	365	97.8%	274,134	856	15	12	0	10,272	8	0
KUALOA	133	171	77.8%	229,980	770	1	5	0	3,376	0	1
MAILI	675	730	92.5%	312,413	1,404	17	13	0	18,217	6	0
MAKAHA	675	730	92.5%	337,615	2,230	27	55	0	20,161	21	0
MAKAPUU	353	365	96.7%	199,939	2,584	18	113	2	26,501	10	0
NANAKULI	842	930	90.5%	313,883	1,672	25	38	0	17,355	5	0
POKAI BAY	657	730	90.0%	329,307	1,765	21	5	0	12,543	1	1
SANDY	698	730	95.6%	574,575	4,704	108	268	0	54,171	55	0
SUNSET	364	365	99.7%	644,628	1,003	14	32	0	13,430	6	0
WAIKIKI	2,549	2555	99.8%	8,347,384	31,692	598	169	0	66,033	306	273
WAIMANALO	505	521	96.9%	298,959	3,659	22	18	0	10,601	11	0
WAIMEA	261	365	71.5%	687,477	1,424	48	59	0	13,414	19	0
ALL BEACHES	**12,013**	**12, 572**	**95.618,009,922**		**90,122**	**1,241**	**1, 475**	**9**	**375,652**	**559**	**325**

*The number of expected logsheets was computed differently, depending on the beach. For most beaches, this number was 365 times the number of stations (e.g. Ala Moana = 365 days * 5 stations = 1,825). For Hanauma, the expected number was 313 for each station (626 total), since this beach is closed each Tuesday. Bellows was usually only guarded on weekends (expected=104), and Kualoa on weekends and throughout the June-August period (expected=171). The number of logs expected from Nanakuli was estimated from weekends, and school and public holidays.

#The "percent reported" column is the ratio of the number of logsheets received and expected. Use the reciprocal of this percentage to estimate an annual total. Example: the estimated attendance at Waimea = (1/71.5%) * 687,477 = 961,506.

@Attendance is based on headcounts taken 3 times by Water Safety Officers during an 8-hour workday.

DEPARTMENT OF ENTERPRISE SERVICES

Barry A. Fukunaga, Director
Lynette L.N. Char, Deputy Director

POWERS, DUTIES AND FUNCTIONS

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

As structured, DES enhances the City and County of Honolulu's ability to focus on revenue generating opportunities and create operational synergies with a unique "bottom line" business orientation.

HIGHLIGHTS

Global economic conditions and unusually inclement weather provided a variety of challenges to citywide revenue-oriented activities in Fiscal Year 2004. DES met these challenges in ways unique to its operations. The Department's Fiscal Year 2004 accomplishments included initiatives to increase City revenues, revitalize downturns in attendance and facility usage, and incorporate resource conservation and cost efficient improvements at Department-wide facilities.

ADMINISTRATION

The Administration activity directs and coordinates the programs and operations of the Department of Enterprise Services' four Divisions: the Building Services Division, the Customer Services Division, the Golf Course Division, and the Honolulu Zoo Division. This activity provides staff and clerical support services in personnel, budgetary and organizational management and focuses Department-wide energies on the maximization of revenues and the optimization of fiscal and manpower resources.

Responsive to an economic climate filled with challenges, the Administration activity continued to guide changes to increase the effectiveness and efficiency of Department-wide operations and improve customer service. Computerization and other technological improvements continued to streamline Department processes.

Consistent with the Department of Enterprise Services' mission — *to manage and market a diversity of community oriented facilities and services for the use and benefit of the public; supporting cultural, recreational and educational opportunities and events on a self-supporting basis* – the Administration activity continued to establish goals, objectives and initiatives that reflect a balance between the Department's fiscal sustainability focus <u>and</u> public service.

Lynette Char, Deputy Director of DES, again served as the organizer and executive director of the Mayors' Asia-Pacific Environmental Summit (MAPES). The third biennial session held from September 22-24, 2003 at the Hilton Hawaiian village was attended by more than 400 municipal leaders representing 26 Asia-Pacific countries and 66 cities. Representatives from 10 US states were also in attendance. Jack Dangermond, founder and president of Environmental Services Research Institute (ESRI) of Redlands, California, delivered the keynote address. Other speakers at the 2003 MAPES included Severn Cullis-Suzuki, an environmental youth leader from Vancouver, Larisa Dobriansky, Deputy Assistant Secretary of National Energy Policy from the US Department of Energy, and Mayor Jeremy Harris of the City and County of Honolulu.

During Fiscal Year 2004, the Administration activity also planned and organized the MAPES 2004 Executive Seminar. The Seminar was integrated with the August 2004 ESRI International Conference held in San Diego. The conference was attended by 15,000 worldwide delegates. Mayor Harris received the "Making a Difference Award" at the conference in recognition of his leadership role in promoting sustainable communities throughout the Asia-Pacific region. Mayor Harris also served as a key speaker at the pre-conference Executive Seminars.

During the coming fiscal year, the Administration activity will continue its commitment to the efficient and effective provision of public services and the progress of operations under its purview towards self-sustainability. Department-wide fees will be reviewed and revenue enhancement proposals will be developed and introduced during the budgetary cycle. Measures to encourage efficiency and operational cost savings will also be pursued.

BUILDING SERVICES DIVISION

The Building Services Division includes two sections – Trades and Maintenance/Set-Up. The Trades Section provides journey-level trades support to the Blaisdell Center, the Waikiki Shell, the Honolulu Zoo, the municipal golf courses and designated City concessions. The Maintenance/Set-Up Section provides grounds keeping, event set-up, and custodial services for the Blaisdell Center and the Waikiki Shell and supplies general maintenance support for the various facilities managed by DES. During Fiscal Year 2004, the Maintenance/Set-Up Section also participated in the City's Brunch on the Beach and Sunset on the Beach initiatives. Staffing and equipment resources from this section helped to ensure the overwhelming success of these programs.

During Fiscal Year 2004, the Building Services Division improved the appearance of Blaisdell Center and Waikiki Shell facilities and provided exceptional operational and maintenance support to the various Divisions within DES. The maintenance program successfully completed 97% of work orders originated by the Honolulu Zoo, the municipal golf courses and designated City concessions.

The Building Services Division continued to maintain the highest standards for workplace safety. The Division's safety committee served as an effective watchdog for occupational safety and health issues and assisted in problem resolution. The organization passed all fire and safety inspections during the year.

With the objective of reducing costs and minimizing facility support systems downtime, the Division continued to stress the value of firmly established preventive maintenance programs. These programs are also extended to the Honolulu Zoo and the municipal golf courses.

In addition to overseeing the capital improvement program and contracted repair and maintenance projects at the Blaisdell Center/Waikiki Shell, the Division pursued projects with in-house resources, saving the City an estimated $75,000 in outsourcing costs.

During Fiscal Year 2004, the employees of the Building Services Division continued their commitment to professional excellence and made every effort to sustain their fine reputation. For the fourth time in five years, a representative of the Building Services Division was selected as DES' Employee of the Year. John M. Abreu, the Waikiki Shell working supervisor, will represent the Department at the City's 2004 Mayor's Outstanding Employees Program.

Concert Hall

From the maintenance, repair, and construction standpoints, the Concert Hall remained a center of activity in Fiscal Year 2004. Division preventive maintenance programs continued to be stressed for all facility support systems including lighting, electrical, plumbing, air conditioning and elevators. The refinishing of the entire wood stage was also completed as a Division project.

A major contractor initiative, which commenced in April 2004, will replace all air conditioning systems in the facility and will repair all Concert Hall roofs. The completion date for this undertaking is expected to be in late-November 2004.

Exhibition Hall

Since this facility is the most frequently used at the Blaisdell Center, the preventive maintenance needs of the Exhibition Hall are demanding and extensive. The elevators, standard lighting systems, emergency lighting battery bank, lighting dimmer system, air conditioning installations, plumbing systems, and exterior doors are routinely evaluated in accordance with an established schedule. Real time maintenance requirements are pursued in a timely fashion to preclude negative impacts on events and related revenue streams.

The centerpiece of improvement programs for the Exhibition Hall was the refurbishment of the covered east concourse entrance. This project included replacement of the roof, drainage, and lighting systems; construction of a satellite box office, installation of skylights; and other attractive appointments. The new entranceway mirrors the main concourse in appearance.

In conjunction with the Enterprise Facilities Energy Conservation Project, planning is underway for the replacement of 127 lights within the Exhibition Hall with more energy efficient fixtures. A two to five year investment payback is expected for this project.

The installation of a large ventilation system in the Exhibition Hall by Division employees is planned. The project will increase the effectiveness of the facility's current air conditioning system. Also planned is the professional repair of the moveable panel walls in the Hawaii Suites to correct operational discrepancies.

Arena

This multi-purpose facility continues to receive considerable attention throughout the fiscal year. Preventive maintenance programs were followed to help assure uninterrupted service for patrons. Electrical, plumbing, air conditioning, building lighting, and event lighting systems were evaluated before every event to preclude any inconveniences.

Also, many of the high voltage components within the Arena's two electrical vaults were either tested quarterly or maintained on an annual basis through qualified contractor support.

During the year, the Arena roof was repaired and recoated. Extensive repairs were also made to the exterior catwalk, including replacement of the deck and portions of the drain pipes, and remedial work on the parapet walls. Water damage to the interior ceilings was also corrected. Preliminary design work for the replacement of the Arena's air conditioning system was completed, and work will commence on the final design in the near term. Funding has been approved to pursue various upgrades to assure compliance with ADA standards.

Parking Garage, Center Ponds, and Parking Lots

Planning continued on four parking garage projects, including the repair of the garage's first floor columns; replacement of the gaskets in the garage's expansion joints; repair of the structure's leaking flower planters; and refurbishment of the covered walkways adjacent to the parking garage.

Planning is underway to repair the effects of spalling, which are evident at the edges of the Blaisdell Center's ponds. Also, one of two pond pumps was replaced.

Within the parking lots, several sink holes on the perimeter of the Concert Hall and within an adjacent parking area were repaired.

Waikiki Shell

Recently, this beautiful outdoor amphitheatre was honored in the "Best of Honolulu" survey as the finest concert venue on the island of Oahu. The Waikiki Shell's assigned maintenance staff always has the facility in top condition. They are assisted in their endeavors by the trades section and the building and equipment maintenance team who take great pride in their work on behalf of the Waikiki Shell. Preventive maintenance schedules are followed without fail. During the past year, general maintenance initiatives included painting projects, refinishing the stage, and lawn irrigation improvements. As in previous years, landscaping improvements were pursued on a continuing basis. Efforts are well underway to replace the Shell's lighting dimmer system and a number of lighting fixtures with energy-efficient instruments. The goal for all Division efforts at the Waikiki Shell is to continue to provide the citizenry of Honolulu with the "best."

In Fiscal Year 2005, the Building Services Division will endeavor to provide excellence in service and facilities for the tenants at the Blaisdell Center and Waikiki Shell. Concerted efforts in preventive and real-time maintenance programs will continue for organization-wide facilities. Capital Improvement Program projects and contractual maintenance and repair initiatives will be closely monitored to ensure that Department interests are addressed. As always, safety issues will receive constant oversight. Further, Division operating costs will be pared to the extent possible in support of Department efficiency objectives.

CUSTOMER SERVICES DIVISION

The Customer Services Division is the business heart of the Blaisdell Center and the Waikiki Shell operations. The Reservations and Sales Section rents the various facilities; the Productions Section directs the set-up and operations of the events; the Box Office Section sells all admission tickets for the events and the Concessions Section contracts and monitors ancillary services (e.g., food and beverage, parking, novelties) associated with the events. The Concession Section also manages Citywide concessions and related revenue streams.

The goals of the Customer Services Division are to offer a diversity of entertainment options for the community, to provide a public meeting place for community activities, and to manage its operations toward self-sustainability.

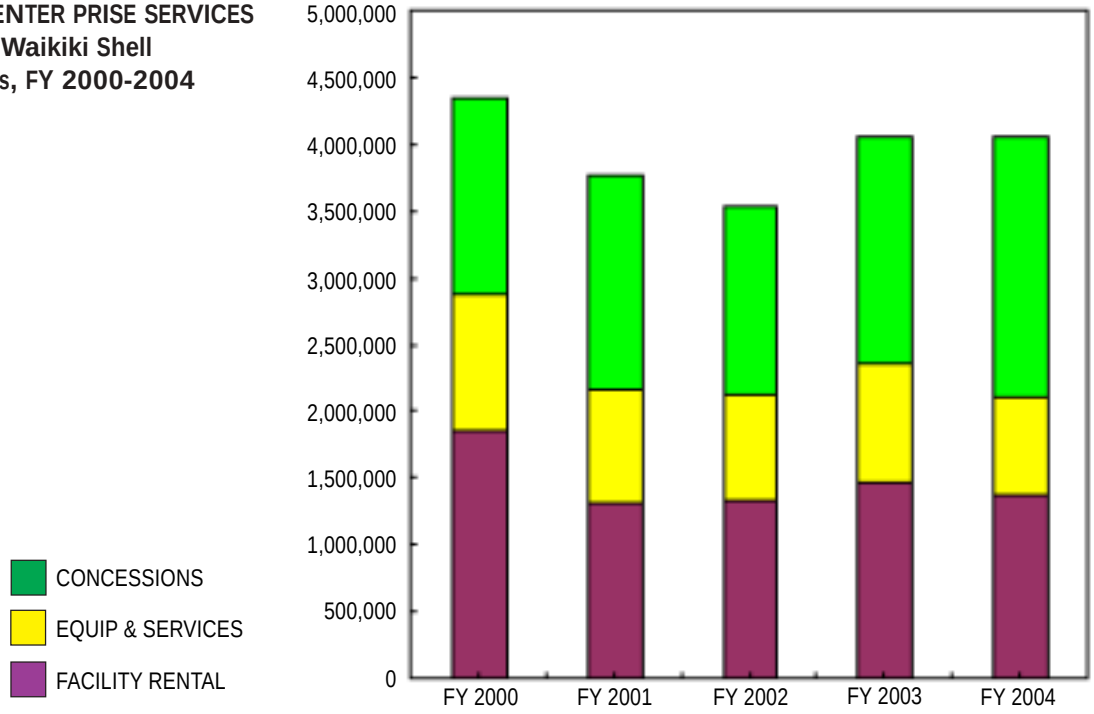
Fiscal Year 2004 continued to bring challenges in the booking of major events at the Blaisdell Center and Waikiki Shell. The war in Iraq and the SARS epidemic in Asia limited global touring schedules making it difficult to book national stage shows in Hawaii.

During Fiscal Year 2004, the Blaisdell Center's multi-functional Arena featured rock and roll revival tours of Yes, Steely Dan, Air Supply, Tower of Power, the Doobie Brothers, Chicago and America. Concerts by Ashanti and Prince were also presented. Sports events included arena football, mixed martial arts, college volleyball and basketball, and high school state championship wrestling and basketball. Family shows included the international lion dance competition and the Moscow State Circus.

The Concert Hall featured the Honolulu Symphony's Masterworks and Pops programs, the Hawaii Opera Theatre, Ballet Hawaii, and special performances by Tony Bennet and George Carlin. A benefit showing of Jackie Chan's "Around the World in 80 Days" was also presented. The family-oriented Sesame Street Live concerts rounded out the Concert Hall events.

The Waikiki Shell featured perennial local favorites, Hoomau, Bomb Bucha, the Jammin Hawaiians, the Brothers Cazimero and the KCCN Birthday Bash. The comedy of Jerry Seinfeld proved to be a major hit during the holiday

DEPARTMENT OF ENTER PRISE SERVICES
Blaisdell Center & Waikiki Shell
Five-Year Revenues, FY 2000-2004



FIVE-YEAR REVENUE TREND
FY 2000-2004

	FY 2000	FY2001	FY 2002	FY 2003	F 2004
FACILITY RENTAL	1,868,053	1,324,836	1,339,877	1,475,859	1,385,170
EQUIP & SERVICES	1,009,603	848,694	800,940	882,097	732,087
CONCESSIONS	1,486,905	1,602,553	1,407,910	1,710,450	1,943,459
TOTAL	4,364,561	3,776,110	3,548,727	4,068,406	4060,716

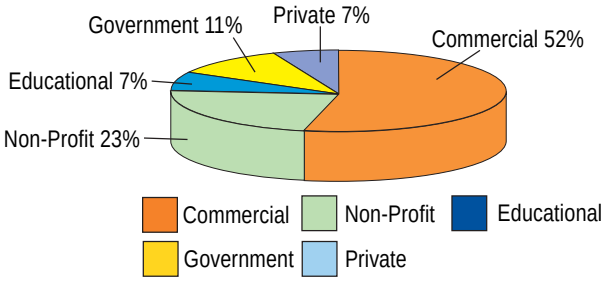
Honolulu Orchid Society Annual Orchid, Plant and Flower Show at the Blaisdell Center Exhibition Hall.

season. A variety of musical artists including Jimmy Buffet, Bonnie Rait, KC and the Sunshine Band and Kenny Loggins were also popular attractions.

The Exhibition Hall and central areas continue to generate revenues and community business, serving as an "on-shore" economic engine with over forty commercial and trade shows held in Fiscal Year 2004. The Exhibition Hall also served as a popular venue for exhibit shows like the hot rod and custom car shows. A wide range of community-oriented events included well-attended college and career fairs, job fairs, senior fairs, and orchid and plant shows.

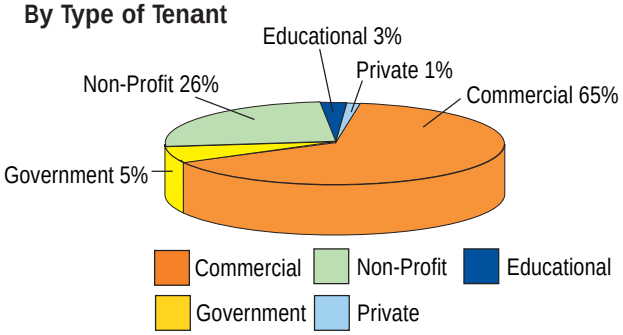
During the upcoming fiscal year, the Customer Services Division is committed to continue its effort to increase facility usage. The Division also hopes to enhance revenue growth by proposing changes to the rental structure, adjusting equipment rental and labor rates to recover actual costs, and increasing concession rates.

BLAISDELL CENTER / WAIKIKI SHELL USAGE
By Type of Tenant



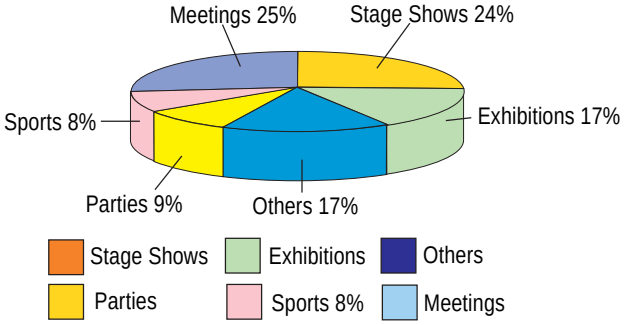
	# EVENTS	%
Commercial	230	53.2
Non-Profit	98	22.7
Educational	30	6.9
Government	46	10.7
Private	28	6.5
TOTALS	432	100.0

BLAISDELL CENTER / WAIKIKI SHELL REVENUES
By Type of Tenant



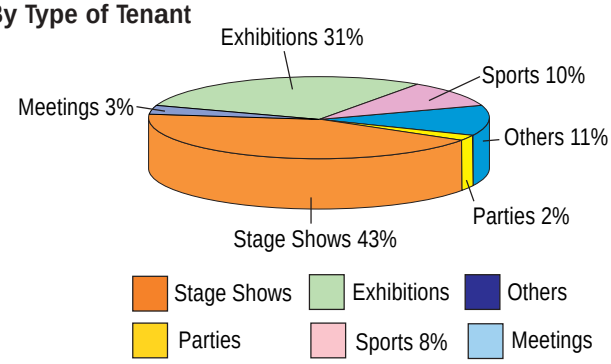
	REVENUE	%
Commercial	1,428,636	64.6
Non-Profit	106,003	4.8
Educational	575,007	26.0
Government	72,864	3.3
Private	29,067	1.3
TOTALS	2,211,577	100.0

BLAISDELL CENTER / WAIKIKI SHELL USAGE
By Type of Tenant



	# EVENTS	%
Stage Shows	103	23.8
Exhibitions	72	16.7
Others	73	16.9
Parties	37	8.6
Sports	33	7.6
Meetings	114	26.4
TOTALS	432	100.0

BLAISDELL CENTER / WAIKIKI SHELL REVENUES
By Type of Tenant

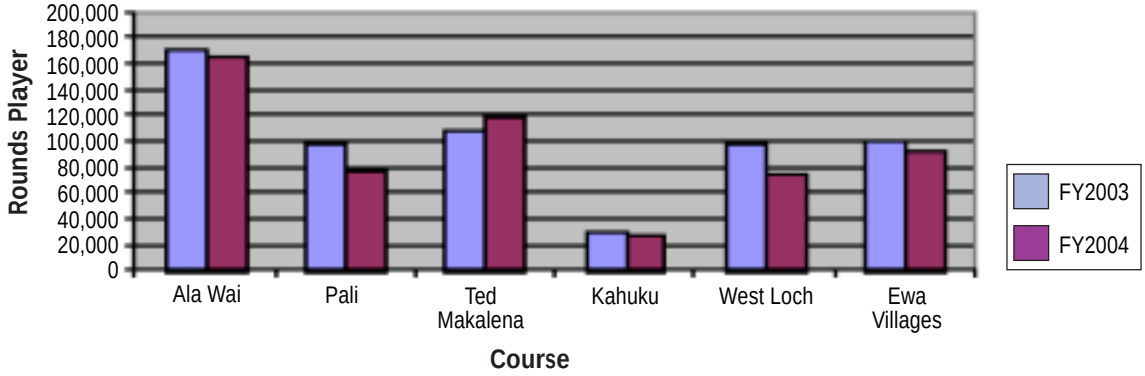


	REVENUE	%
Stage Shows	961,831	43.5
Exhibitions	676,439	30.6
Sports	227,576	10.3
Others	235,560	10.7
Meetings	64,842	2.9
Parties	45,329	2.0
TOTALS	2,211,577	100.0

GOLF COURSE DIVISION

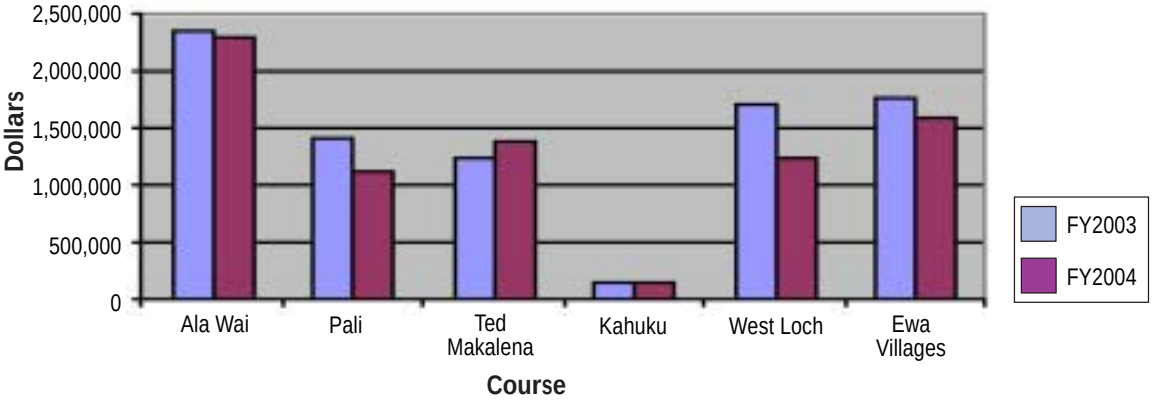
The Golf Course Division operates and maintains six municipal golf courses – five eighteen-hole golf courses (Ala Wai, Pali, Ted Makalena, West Loch, and Ewa Villages) and one nine-hole golf course (Kahuku). The Division schedules golf tournaments and club play; accepts reservations for individual play via an automated reservation system; develops and enforces golf course rules and regulations; and collects and accounts for green fees, tournament fees, and golf cart rental fees. The Division is also responsible for the operation of the power golf carts at the eighteen-hole courses and for the rental of pull carts and golf sets at Kahuku Golf Course. The Golf Course Division is responsible for renovating and maintaining the existing golf courses and for planning new municipal golf facilities. The Division monitors golf course related food and beverage, driving range and pro shop concession contracts, and makes recommendations for concession contract specifications. The Division also serves as a central reference source for the City and outside agencies on matters involving golf course operations and maintenance.

REGISTERED PLAY



	FY 2003	FY 2004	% CHANGE
Ala Wai	172,358	166,817	-3.2%
Pali	98,752	77,288	-21.7%
Ted Makalena	110,227	120,895	9.7%
Kahuku	30,667	26,836	-12.5%
West Loch	97,548	74,328	-23.8%
Ewa Villages	102,427	94,757	-7.5%
	611,979	560,921	-8.3%

REVENUES (Green Fees and Cart Rentals)



	FY 2003	FY 2004	% CHANGE
Ala Wai	2,364,527	2,303,696	-2.6%
Pali	1,441,088	1,140,708	-20.8%
Ted Makalena	1,259,133	1,401,445	11.3%
Kahuku	169,753	144,891	-14.6%
West Loch	1,732,972	1,239,094	-28.5%
Ewa Villages	1,769,358	1,609,621	-9.0%
	8,736,831	7,839,455	-10.3%

In its eighth year of operation, the automated reservation system continued to provide fair and equitable access for all golfers. Over 76,000 resident golfers are registered in the database. During the last fiscal year, the system was improved with new hardware and software under a new six-year contract. Registration and photo identification cards continue to be issued bi-weekly at three municipal courses: Ala Wai Golf Course, Pali Golf Courses and Ted Makalena Golf Course. Over 4,000 new golf identification cards were issued in Fiscal Year 2004.

For the year ended June 30, 2004, system-wide registered play totaled 560,921 rounds and related revenues topped $7.8 million. The continued slump in the local economy and an extended period of inclement weather resulted in a decrease in the number of rounds played (-8%) and the related revenues from green fees and cart rentals (-10%) from the prior fiscal year. However, revenues continued to successfully cover base operating costs excluding debt service.

During Fiscal Year 2004, the Board of Public Golf Courses continued to provide advisory feedback on the improvement of operations and playing conditions.

Ala Wai Golf Course

The Ala Wai Golf Course once again garnered the distinction of being the busiest golf course in the world, with over 166,000 rounds of golf played. Despite the heavy play, golf course maintenance standards remained high. During Fiscal Year 2004, $370,000 in capital improvement projects were implemented to replace deteriorated equipment in the irrigation pump station with energy efficient VFD electric motors; and replace the Clubhouse's small air conditioning chiller unit with energy efficient equipment. Construction was also completed on the clubhouse main restrooms and replacement of the Clubhouse's large air conditioning chiller unit.

Pali Golf Course

During Fiscal Year 2004, the number of rounds and related revenues at the Pali Golf Course were again adversely impacted by inclement weather conditions, curtailment of club play due to cart path construction, and the sluggish local economy. Asphalt cart paths on holes 1 through 9 have been replaced with cement paths, completing the replacement of course-wide pathways, including the area fronting the clubhouse and cart barn. The contract for a new irrigation system was awarded, with construction to commence in the latter part of 2004. The total cost for the irrigation project is $1,228,000.

Ted Makalena Golf Course

Local residents continued to patronize this walker friendly course. The conversion to a non-potable water source continues to save the City over $190,000 a year in water expenses. Course conditions have been significantly improved with the phased replacement of the irrigation system and conversion to the salt tolerant seashore paspalum grass. During Fiscal Year 2004, a seashore paspalum sod farm was established at Ted Makalena Golf Course where the grass will be cultivated for future golf course turf conversion. The third phase of a four-phase irrigation, drainage and landscaping improvements CIP project was awarded. Completion of the project will further enhance playing conditions at the course.

West Loch Golf Course

The number of rounds played at West Loch Golf Course declined to 74,328 in Fiscal Year 2004. Flooding conditions, which caused silt to overflow the stream banks and cover the fairways, forced the extended closure of the golf course. Emergency dredging of the stream was completed as a temporary measure to relieve flooding conditions. The thorough dredging of the silt basins throughout the golf course was identified as a major project to be incorporated in the Fiscal Year 2006 Capital Improvement Program.

Ewa Villages Golf Course

The newest of our municipal courses, Ewa Villages Golf Course continues to be popular with a wide range of golfers. In Fiscal Year 2004, the rounds played at this course declined to 94,757. An extended period of inclement weather caused water and silt to enter the golf course from adjacent water-saturated properties impacting course play. In a collaborative effort between State and City agencies and the adjacent landowners, corrective actions are being taken to identify the source of the silt and prevent future runoff.

The City and County of Honolulu continues to promote the beneficial reuse of wastewater effluent and has expanded its customer base for the wastewater effluent reuse program. The Ewa Water Recycling Project is a unique partnership that combines the resources of the public and private sectors to efficiently produce recycled water for golf course and landscape irrigation, and agriculture and industrial processing.

As part of the Ewa Water Recycling Project, the West Loch and Ewa Villages Golf Courses only utilized R-1 reuse water generated by the Honouliuli Wastewater Treatment plant for golf course irrigation, and supplied reuse water to its adjacent communities for common area irrigation.

A by-product of the reuse water is sludge that is currently being composted with green waste to produce a biosolids compost. With landfill space at a premium, and the City and County of Honolulu's commitment to sustainability, the biosolids compost is being used at all the municipal golf courses to add fertility to newly planted and existing areas.

Much activity is planned for the Golf Course Division in the coming fiscal year. Facility improvements will be ongoing. The replacement of the Ala Wai Golf Course irrigation pump station, landscaping on the slope behind the first tee at

West Loch Golf Course, and the conversion of electrical cart recharging periods to achieve reduced rates and costs at Ewa Villages Golf Course will be completed. Construction for irrigation and landscaping improvements at Ted Makalena Golf Course and a new automated irrigation system to replace the existing quick coupler system at Pali Golf Course has begun. The Golf Course Division is committed to continue the quality of services provided to the public in the operation and maintenance of the municipal golf courses.

All Aboard the Zoo Choo Express!

HONOLULU ZOO DIVISION

The Honolulu Zoo is a 42-acre tropical zoological garden located within Kapiolani Park. The Zoo provides residents and visitors to the islands with opportunities to enjoy and learn about the world's tropical fauna and flora. The Zoo's mission is 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. The Honolulu Zoological Society, a non-profit support organization, has contributed much to the realization of the Zoo's mission by raising funds for construction projects and by expanding the scope of the Zoo's educational program. The Honolulu Zoo is an accredited member of the American Zoo and Aquarium Association (AZA).

Attendance and Revenues

Attendance for Fiscal Year 2004 was 499,767, an increase of 4,583 (+1.0%) from the previous year. Revenue from admissions totaled $1,332,287, or $69,115 (+5.5%) higher than the previous fiscal year.

Concerted efforts were made to revitalize the attendance of local residents and children, including the operation of the "Zoo Choo Express", a narrated trackless train ride traversing the Zoo's central areas; and the installation of jungle themed playground equipment donated by the Zoo's food, beverage and gift shop concessionaire Service Systems & Associates.

Activities and Projects

Recent Capital Improvement Projects have focused on removing the Honolulu Zoo's antiquated structures and replacing them with better exhibits and support facilities. Honolulu Zoo projects completed during Fiscal Year 2004 included the Commissary (animal food preparation and storage facility); the Employee Lounge (employee locker, shower and lunch building); and the gharial (Indian crocodile) exhibit. Renovations on the warthog and nene exhibits, and the waterfowl ponds were also completed. A new stage was constructed to replace the Zoo's old, termite eaten structure.

Construction of the elephant holding quarters commenced in Fiscal Year 2004 with completion projected in the next calendar year. The design of the new Veterinary Clinic was completed and construction began in August 2004. A contractor was selected to participate in the final design of the new Keiki Zoo with construction slated to begin in the fall of 2004. Funds were awarded to design new classrooms and a new entrance/exit complex. Other smaller projects include the renovation of the Aldabra tortoise yard and the in-house construction of a new exhibit for Burmese forest tortoises. In August 2004, the Honolulu City Council approved building a new exhibit at the Honolulu Zoo for the Orangutan Foundation International's (OFI) male orangutan "Rusti". Funding for the construction of the orangutan habitat will be shared between OFI and the Hawaii based non-profit Chelsey Foundation.

Animal Population

AZA guidelines determine which zoo animals are to be reproduced based on how much they are genetically represented throughout the zoo community. Since most of the Honolulu Zoo's animals are well represented in other zoos, their reproduction has been curtailed and no significant births were recorded during Fiscal Year 2004. However, the Zoo's animal population was expanded with the acquisition of various animals, most notably, two raggiana bird-of-paradise, one male gharial, one toco toucan, and one superb bird-of-paradise.

DEPARTMENT OF ENVIRONMENTAL SERVICES

Frank Doyle, Director
Timothy Houghton, Deputy Director

POWER, 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, land fills, refuse pickup and disposal; is responsible for the chemical treatment and pumping of cesspools; and manages the city's storm water permit programs.

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

Administrative Support: In an effort to streamline and improve operating systems and business practices, the Department continued its competitive change process. 130 recommendations were developed to improve operations. Each of these recommendations received a critical evaluation that included a cost/benefit analysis. Implementation is expected to begin in the second half of calendar year 2004.

ENV 2004 IT Enhancements:

Office of Administrative Support (OAS): Upgraded PCs and operating systems for 16 users.

Collection System Maintenance (CSM): Upgraded PCs for 7 users; added 2 laptops; added 2 flow monitor servers.

EQ: Upgraded PCs and operating systems for 4 users.

Refuse: Upgraded PCs and operating systems for 10 users; upgraded hardware and software for weigh station management system; increased bandwidth to several remote sites.

Wastewater Treatment and Disposal (WTD): Upgraded PCs for 25 users, added 3 laptops; upgraded 7 SCADA PCs; increased bandwidth to several remote sites.

Department-wide: Implemented an integrated document management system pilot (Xerox DocuShare) for OAS, Environmental Quality (EQ), and Refuse.

Wastewater Sewer Service Charge revenue remained stable at approximately $112 million, and the Wastewater program continued to meet all revenue bond and financial requirements.

Wastewater Treatment and Disposal: Kailua Regional Wastewater Treatment Plant is working with Guernsey & Co. to develop an Energy Performance Contract, which will help to reduce the plant's dependency on fossil fuel. Cogeneration (Co-Gen) feasibility studies have shown a potential to realize savings after some modifications.

Association of Metropolitan Sewerage Agencies (AMSA's) Peak Performance Awards:

This program recognizes AMSA member agency facilities for excellence in wastewater treatment as measured by their compliance with their National Pollutant Discharge Elimination System (NPDES) permits. There are three types of awards within the *Peak Performance Awards* program. **Platinum Awards** pay special tribute to agency facilities that have received Gold Awards for five consecutive years. **Gold Awards** honor treatment works that have achieved 100 percent compliance with their NPDES permit for an entire calendar year. **Silver Awards** recognize facilities that have received no more than five NPDES permit violations per calendar year.

GOLD AWARDS:

2003 Honouliuli Wastewater Treatment Plant
Kailua Regional Wastewater Treatment Plant
Wahiawa Wastewater Treatment Plant
Waianae Wastewater Treatment Plant

2002 Honouliuli Wastewater Treatment Plant
Wahiawa Wastewater Treatment Plant
Waianae Wastewater Treatment Plant

SILVER AWARDS:

2003 Sand Island Wastewater Treatment Plant

2002 Kailua Regional Wastewater Treatment Plant
Sand Island Wastewater Treatment Plant

Collection System Maintenance: During this fiscal year, the department inspected 1.82 miles of sewer line (.076%), cleaned and flushed 764.37 miles (32%), cleaned 787 laterals (.56%) and inspected 30,881 manholes (39%). Television camera inspections were done on 105,259 feet of sewer line. 10,822 truckloads of cesspool waste were pumped. Repairs were done to 1,146 feet of sewer, and 178 feet of laterals and extensions were installed. Eight manholes were adjusted to grade and twenty treated for rodent/roach control. Approximately 95 new flow monitors were installed to monitor flows for capacity and modeling.

Figure 1: Watershed Symposium

Figure 2: Flood damage in Aliamanu Crater.

Environmental Quality: The Storm Water Quality (SWQ) Branch initiated planning and design for structural best management practices at storm drain outlets along the Waikiki Coast and at selected outlets in the Ala Wai Canal. The SWQ Branch completed its best management practices survey of hotels and condominiums in Waikiki. Tetra Tech, an EPA consultant, evaluated the City's storm water program in August 2003. They were impressed with the City's outreach program, particularly the use of phone surveys and focus groups. The outreach program will be featured on EPA's web site. In May, the City co-sponsored a Watershed Symposium with the Department of Education at the Hawaii Convention Center. Over 400 elementary and middle school students participated and presented student produced public service announcements (PSAs), watershed models, and presented oral reports on science projects.

The branch continued managing the maintenance dredging in Salt Lake; and the Phytoremediation project in Salt Lake, a project to reduce nutrients and other pollutants in Salt Lake, with $97,000 in EPA funding under Section 319(h) grant funding. Additionally, the branch is the lead for the City on the Aliamanu Crater - Salt Lake sediment study, a $200,000 Corps of Engineers project that is 50% federally funded.

The branch has increased enforcement actions. During fiscal year 2004, the branch responded to 300 complaints of illegal discharges, issued 46 informational letters, 144 written warnings, 7 notices of violation, and collected a total of $4,000 in fines.

The Regulatory Control Branch continued with implementation and outreach on Grease Interceptor Program Compliance. During fiscal year 2004, the Branch issued 822 Industrial Wastewater Discharge Permits and performed 107 plan reviews on building permit projects proposing to install grease interceptors. During the fiscal year, Regulatory Control issued 167 Verbal Warnings, 9 Letters of Warning, and 1 Notice of Violation.

The Water Quality Laboratory (WQL) performs diversified analytical procedures to monitor industrial wastewater going into the City's treatment system, the discharges from the City's eight wastewater treatment plants, and the receiving water environment. Laboratory analyses include measurements of physical/chemical properties, including metals and pesticides; microbiological examination; and biological assays. For fiscal year 2004, 360,631 analyses were conducted on 33,294 samples. In addition to providing sampling and analytical capabilities to support the City's environmental monitoring programs, WQL also assisted in the development of methods to assess biological toxicity. Whole Effluent Toxicity (WET) tests assess the potential toxicity of treated wastewater by exposing dilutions of the wastewater to biological organisms and observing for negative effects. Hawaii possesses unique biological species, and this results in state-specific WET tests. In May 2003, the Biology Laboratory of the WQL assisted the Navy with accelerated WET tests.

The Monitoring and Compliance Branch continues with the second phase of the Reduction of Odor and Sound Emissions (ROSE) program. ROSE is a program to address the odor and noise issues from our wastewater treatment plants, collection systems and pump stations. The Branch has also initiated a pilot test program for an emerging wastewater treatment technology called membrane bioreactor (MBR). A fifth system was added to the test program. The pilot test is in its final phases and should be completed by the end of the year. The Branch has also updated the Honouliuli Wastewater 301(h) waiver permit reapplication. This application would allow discharge of primary treated effluent into the marine environment.

REFUSE COLLECTION AND DISPOSAL

The Refuse Division plans, directs and coordinates programs for solid waste management for the City and County of Honolulu. It provides refuse collection services and an integrated management system for waste reduction and disposal of solid waste, including recycling, incinerating at waste-to-energy facilities, and land filling. It operates and maintains refuse transfer stations, refuse convenience centers, and sanitary landfills.

The division completed a curbside mixed recycling collection pilot program in Mililani. H-POWER has processed in excess of 8.7 million tons of municipal solid waste since commencing operations in 1990. Total processed for fiscal year 2004 alone is 616,687 tons.

Total refuse-related expenditures for fiscal year 2004 were $107,703,114 compared to the previous year's total of $107,828,607. Revenues of $81,601,279 did not fully cover expenditures but, as budgeted, H-Power program reserves were used to support the collection program.

Recycling: The City continued its initiatives in recycling refuse, green waste, biosolids and wastewater. On average, 10.3 dry tons of biosolids from the Honouliuli Wastewater Treatment Plant were processed into compost. The Honouliuli Water Reclamation Facility distributed an average of 7.2 million gallons per day of recycled water.

Community Relations/Outreach: The Department's stormwater National Pollutant Discharge Elimination System (NPDES) public education program continued using partnerships between government, businesses, and the communities to leverage resources to reduce pollution of coastal waters. Three examples are our efforts in Waikiki, Chinatown and Earth Day event at the Kapiolani Bandstand. In Waikiki, the City partnered with the Waikiki Improvement Association (WIA) and Waikiki Business Improvement District (WBID). The City made presentations to hotel maintenance staff, developed and distributed brochures, and partnered with volunteer activities by the Waikiki Business Association. In Chinatown, the City and Mayor's Downtown-Chinatown Task Force, Chinese Chamber of Commerce, United Chinese Society, and Association of Chinese from Vietnam, Cambodia, and Laos jointly visited businesses and held educational forums to improve best management practices, such as proper disposal of used cooking oil and food grease. This was done with interpreters in Chinese, Vietnamese, Laotian, and Filipino languages. The Department also distributed multi-lingual brochures to both businesses and property owners. The Chinese, Vietnamese and Laotian language newspapers also helped publicize this partnership.

The Department teamed with the Ala Wai Watershed Association and other agencies and groups for Earth Day event at the Kapiolani Bandstand. Slack key master George Kuo and former American Idol vocalist Jordan Segundo provided music and Hula Halau Olana provided dancers throughout the event. Several agencies set up booths, and the Department of Land and Natural Resources had a fish replenishment release of Mo'I in the Ala Wai Canal as well as leading an armored catfish eradication effort in Manoa Stream.

The Department also continued its general public outreach, including public service announcements and support of education-cleanup events.

TREATMENT PLANT PERFORMANCE
2003-2004

TREATMENT PLANT	MIL GALS TREATED	AVERAGE MILLION GALLONS PER DAY (MGD)
HONOULIULI	9,921.369	27.182
KAHUKU	67.158	.184
KAILUA	5,635.656	15.440
PAALAA KAI	32.702	.090
SAND ISLAND	26,529.450	72.683
WAHIAWA	749.847	2.054
WAIANAE	1,291.918	3.540
WAIMANALO	244.065	.669
TOTALS	44,472.165	121.842

PUMP STATION PERFORMANCE
2003-2004

PUMP STATION	MIL GALS PUMPED	AVG MGD
AALA	22.920	.063
ALA MOANA #1	6,026.014	16.510
ALA MOANA #2	12,926.650	35.415
ALALA	63.393	.174
ALIAMANU #1	106.013	.290
ALIAMANU #2	89.738	.246
ALII BLUFFS	16.200	.044
AWA STREET	1,236.599	3.388
BEACHWALK	4,538.446	12.434
COCONUT GROVE	62.860	.172
ENCHANTED LAKE	117.120	.321
EWA	553.718	1.517
EWA BY GENTRY	87.483	.240
FORT DERUSSY	745.556	2.043
GRANDVIEW*	13.800	0.038
HALAWA	751.515	2.059
HALEKOU	24.350	.067
HART STREET	4,228.140	11.584
HEEIA	92.120	.252
HOMELANI	9.741	.027
KAHALA	1,574.812	4.314
KAHALUU	59.570	.163
KAHALUU HOUSING	53.920	.148
KAHANAHOU	162.960	.446
KAHAWAI STREAM	109.300	.299
KAILUA HEIGHTS	673.100	1.844
KAILUA ROAD	710.110	1.945
KAMEHAMEHA HWY	2,175.990	5.962
KANEOHE BAY #2	67.720	.186
KANEOHE BAY #3	62.630	.172
KANEOHE BAY #4	15.650	.043
KANEOHE BAY #5**	.067	0

PUMP STATION	MIL GALS PUMPED	AVG MGD
KEMOO FARM*	22.800	1.900
KUKANONO	20.070	.055
KULIOUOU	156.868	.430
KUNIA	599.458	1.642
LAENANI	44.200	.121
LAKEVIEW	65.803	.180
LUALUALEI	296.318	.812
MAKAKILO*	13.800	0.038
MAUNAWILI ESTATES	43.970	.120
MAUNAWILI PARK	62.514	.171
MILILANI #19	32.140	.088
MI0MIO	26.670	.073
MOANA PARK	305.075	.836
NAKULA*	.720	.002
NANAKULI	18.447	.051
NIU VALLEY	592.318	1.623
OHAI PLACE*	20.160	.055
PACIFIC PALISADES	207.060	.567
PAIKO DRIVE***	0	0
PEARL CITY	3,879.965	10.630
PUBLIC BATHS	178.417	.489
PUNAWAI	91.510	.251
UWALU*	27.000	.074
WAIAWA	24.257	.066
WAIKALUA	71.870	.197
WAIKAPOKI	455.290	1.247
WAIMALU	2,033.390	5.571
WAIPAHU	3,677.941	10.077
WAIPIO	195.501	.536
WEST BEACH #1	70.903	.194
WEST BEACH #2	62.757	.172
WEST LOCH ESTATES	168.820	.463
WEST LOCH FAIRWAY	124.327	.341
TOTALS	**50,968.544**	**141.478**

* No flow meters. Million Gals Pumped and Average MGD estimated.
** Not on line.
*** No flow meter. Flows to Niu Valley

WASTEWATER REVENUE
2003 - 04 Fiscal Year

Sewer Service Charges	$111,973,339
WW System Facility Charges	$3,076,678
Other revenue	$1,788,204
Total	**$116,838,221**

During the fiscal year, the seventeen (17) wastewater construction projects were completed. The total of the final costs for these projects was $9,038640.21. Twenty -seven (27) projects with a total contract value of $320,309,513.79 were still under construction as of June 30, 2004.

Wastewater Construction Projects Completed:	**Cost**
Beachwalk Pump Station Repair Leak for 20-inch Sewer Force Mains	$31,004.41
Beachwalk Wastewater Pump Station Emergency Repair	150,280.55
Dillingham Boulevard - Repair 36-I&h Sewer Line	117,233.29
Kailua Regional Wastewater Treatment Plant Efflunet Ultraviolet Disinfection Facility	2,380,351.22
Kailua Road Wastewater Pump Station Station - Repair Force Main	769,932.07
Kailua Wastewater Treatment Plant Emergency Repairs	334,296.31
Kalawahine Streamside Subdivision Sewer Line Rehabilitation	43,902.01
Kalihi Valley Sewer Line Spot Repair Work	19,981.00
Kaneohe Bay South No. 5 Wastewater Pump Station Underground Fuel System Testing Services	12,500.00
Laenani Wastewater Pump Station Emergency Force Main Repair	239,859.18
Mahoe Street Sewer Rehabilitation	103,723.35
Mamalu Street Emergency Sewer Rehabilitation Work	32,698.50
Rehabilitation of Sewer Lines Near HECO Honolulu Powerplant	269,048.00
Rehabilitation of Sewer Lines Near Nuuanu Elementary School	243,119.59
Sand Island Wastewater Treatment Plant Refurbish Flotator-Clarifier Nos. 1,2.5, & 6	3,386,773.65
Stillman Lane - Repair Sewer Line	32,000.00
Waimano Sewers Improvement District No.	871,937.08
Total:	**$ 9,038.640.21**

Wastewater Construction Project Contracts On-Going:	**Cost**
Ala Moana Wastewater Pump Station Force Main Emergency Repair	$2,100,000.00
Ala Moana Wastewater Pump Station Modifications	17,740,000.00
Fuel System Modification at Honouliuli Wastewater Treatment Plant (WWTP), Waianae WWTP, Laenan Wastewater Pumping Station (WWPS)	145,238.61
Hamakua Drive Emergency Repair	1,100,000.00
Hart Street WWPS Alternative	22,741,873.13
Hart Street WWPS Force Main Replacement	20,255,500.00
Honouliuli WWTP Centralized Odor Control Modification	184,429.00
Honouliuli WWTP Expansion Phase I, Part A	19,223,515.00
Honouliuli WWTP Solids Handling Facility Interim Modifications	1,822,240.00
Kahaluu Housing WWPS and Force Main	2,800,151.00
Kailua WWTP IPS Bar Screen Enclosure Modification	349,331.21
Kainehe Street, Hamakua Drive and Keolu Drive Reconstruction Sewer	25,725,644.00
Kalaheo Avenue Reconstructed Sewer	17,158,401.92
Kamehameha Highway Trunk Sewer Reconstruction, Mililani	938,298.21
Kaneohe Bay Sewers ID No. 275	3,796,894.21
Kapiolani Boulevard Sewer Siphon Reconstruction at Manoa/Palolo Stream	810,000.00
Kiwila Street/IOth Ave Reconstructed Sewer	217,220.00
Laie Wastewater Collection System Expansion Phase I	7,067,951.00
Magazine Street Sewer Line Replacement Rehabilitation	924,300.00
Public Baths WWPS Modification	1,869,732.00
Sand Island Parkway Wastewater Pump Station Modification	971,174.00

Sand Island WWTP UV Disinfection Facility and Effluent Pump Station 75,539,209.00
Sand Island WWTP Modification Unit I, Phase 2A 80,602,175.00
Sand Island WWTP Refurbish Gravity Thickner No. 1 ..... 1,076,851.50
Wahiawa WWTP Effluent Reuse and Reservoir Outfall Adjustment 14,578,595.00
Waiomao Stream Sewer Replacement Rehabilitation 339,090.00
Total $320,309,513.79

Casing suspended by cranes in Matson Container Yard was used for Hart Street Force Main Project.

REFUSE OPERATING EXPENDITURES
2003 - 2004 Fiscal Year

EXPENSES/REVENUES
EXPENSES

Administration $4,359,193
- Administration $845,205
- Investigation and Inspection ..... $ 262,638
- Recycling $1,887,931
- Glass Recycling $1,363,419

Refuse Collection $12,520,721
- Honolulu $7,201,757
- Rural ..... $ 5,318,964

Refuse Disposal $90,823,200
- Maintenance and Waste Diversion $1,031,743
- Landfill ..... $ 6,143,838
- Transfer $5,690,119
- H-POWER $77,957,500

TOTAL EXPENSES $107,703,114

REVENUES

Refuse Collection	$ 554,739
Refuse Disposal	$11,548,713
H-POWER Disposal Fees	$32,759,416
H-POWER Electricity Sales	$32,257,872
Recycling Surcharge	$4,454,616

OPERATIONAL DATA
July 1, 2003 to June 30, 2004

Collection ..... 350,298 tons

Disposal:	**Tons of Refuse Delivered**
H-POWER	616,687
Waimanalo Gulch Landfill	316,341
Municipal Solid Waste (MSW)	

H-POWER

Residue	93,935
Unacceptable MSW	6,494
Ash (wet weight)	96,238

Transfer:	**Tons Transferred**
Convenience Centers	26,178
Kapaa Transfer Station	80,675
Kawailoa Transfer Station	14,787
Keehi Transfer Station	161,898

Recycling:	**Tons**
Recycled	
Mixed Paper (newspaper, cardboard, color-ledger, white-ledger, computer)	8,834
Mixed Containers (glass, aluminum, plastic)	2,475
Green Waste	44,053
Tires	605
Scrap Metal	3,902
H-POWER	
Ferrous	18,759
Non-ferrous	1,996

DEPARTMENT OF FACILITY MAINTENANCE

Larry J. Leopardi PE, Director and Chief Engineer
Alvin Au, Deputy Director

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 and Fire 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, streetlights, and communication centers. Additionally, the department provides property management, parking garage management, security, and interdepartment mail services.

ORGANIZATION

The department is organized into three divisions, Automotive Equipment Services, Public Building and Electrical Maintenance, and Road Maintenance. The Office of the Director and Chief Engineer provides management and administrative direction and oversight.

Management support is provided in personnel management, budget planning and execution, program coordination, driver and equipment operator training and safety, interdepartmental mail services, and other matters of general administration. The Construction and Maintenance Fiscal Section of the Department of Budget and Fiscal Services provides fiscal management support. The Department of Information Technology provides computer system support.

HIGHLIGHTS

Both Road Maintenance and Automotive Equipment Services administrative personnel, as well as Automotive Equipment Services heavy vehicle repair and other support operations, relocated to the Halawa facility. In response to critical emergency conditions generated by severe storm weather, the Department mobilized personnel, equipment, and other resources to help restore the City's infrastructure. Activities included clearing of debris from streams, drainage outlets, and roads; and repair of streetlights, roads, sidewalks, and buildings. In addition, the Department completed other maintenance and repair contracts for Fire and Police Departments and Kapolei Hale, and Department personnel completed building renovation, lighting, and cable replacement projects for City agencies.

DIVISION OF AUTOMOTIVE EQUIPMENT SERVICES

DUTIES AND FUNCTIONS

The Division of Automotive Equipment Service (AES) 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 Honolulu Fire Department, Honolulu Police Department, and the Board of Water Supply). The division has the following vehicles/equipment under its jurisdiction: 1,667 on-road/highway vehicles, 140 off-road/non-highway equipment, and 697 miscellaneous equipment (e.g., trailers, forklifts, compressors, generators, etc.); for a total of 2,504 pieces.

ORGANIZATION

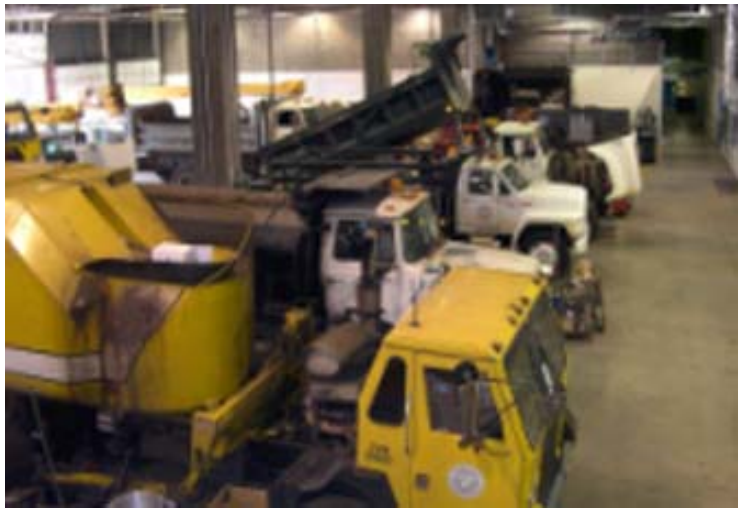
The division is organized into four functional units: Administration, Storekeeping, Service & Lubrication, and Repair & Maintenance. At full strength, AES staffing is at 142 full-time positions; staffing is currently at 105.

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.

Storekeeping is responsible for the acquisition, storage, issuance, and disposal of tools, equipment, replacement parts, accessories, general supplies, and solicitation of private contract equipment and vehicle repair services for the entire division. It is also responsible for processing the division's purchase orders and purchase requisitions (subject to final action by the Budget and Fiscal Services Department).

The Service & Lubrication activity provides fueling, tire repair/replacement and maintenance, lubrication, and clean

Left: Exterior Makai view (partial) of Halawa repair Facility Service station depicted at right.
Below: Interior (partial) facility view.



ing of all equipment supported by this division. Rural fueling stations are also located throughout Oahu at City and County Corporation Yards operated by the Division of Road Maintenance. Board of Water Supply (BWS) and some State and Federal agencies purchase fuel from AES stations when fuel is not available at their own locations.

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

ACTIVITY HIGHLIGHTS

AES completed its move to a newly refurbished and modernized repair and maintenance facility in Halawa Valley. Within this facility are housed the division's administrative office, welding, body & fender, heavy equipment repair and lubrication shops. Also present at this Halawa facility are a fueling station and vehicle wash area.

ACTIVITY SUMMARY

Storekeeping:	
Purchase requisitions prepared	51
Number of stock parts transactions	20,813
Number of non-stock parts transactions	64,219
Number of fuel (received) transactions	819
Number of parts/services charged to commercial transactions	4,686
Service & Lubrication:	
Lubrication (vehicle units)	649
Tire repair and replacement	2,081
Repair & Maintenance (repair orders processed):	
Halawa Yard Automotive Repair & Maintenance	4,420
Construction Equipment Repair & Maintenance	794
Leeward Yard (Pearl City) Repair & Maintenance	3,124
Windward Yard (Kapaa) Repair & Maintenance	2,608
Welding Shop	580
Body Fender & Repair	598

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 Repair. This branch provides skilled trades and support personnel to repair, maintain, and perform renovation work on all public buildings under the jurisdiction of the Department 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 provides 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.

ACCOMPLISHMENTS

The Repair and Maintenance Branch completed 7,123 work orders to accomplish its preventative maintenance program, and repair and maintenance projects.

Our staff completed the following major projects:

1. Halawa Corporation Yard – Phase II-B – Performed complete renovation of area between Gridlines A and D for the Road Division and Automotive Services Division administration offices of the Department of Facility Maintenance.
2. Honolulu Municipal Building (HMB) - Performed lighting re-arrangements on various floors for departments that relocated to HMB.
3. Department of Information Technology – Replaced existing Type 9 data cables with new Cat 5 cables for various departments.

The following repair and maintenance contract projects were completed during the fiscal year:

1. Kapolei Hale – Replacement of compressor under warranty for air conditioning system. $9,669.00
2. Kahuku Police Station – Reinsulated the chilled water piping for air conditioning system. $9,150.00
3. Waianae Police Station – Replacement of rooftop air conditioning unit. $16,780.00
4. Kaimuki Fire Station – Replacement of Hot Water Storage Tank. $6,839.00
5. Fire Training – Emergency reroofing of administration and classroom buildings. $26,600.00

The Traffic Electrical Maintenance Services Branch accomplished the following:

1. Maintained 45,922 street lights by replacing 13,153 defective or burned out lamps and cleaned luminaries, replaced 1,893 damaged luminaries, and replaced 4,363 defective photocells. Also responded to 235 emergency calls, completed 402 joint-pole changeovers, and logged in 37,767 miles in the performance of night duties.

2. Completed 15,139 man-hours of maintenance work for the indoor and outdoor lighting at various 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 2,826 work requests.
3. Tested and maintained 160 civil defense sirens, and maintained Police and Fire Departments' antennas.
4. Installed 816 special event banners on streetlight poles in the Downtown and Waikiki areas for the Aloha Week Festivities, Honolulu Festival, and Matsuuri Festival. Banners were also installed for special Hawaii Convention Center events such as the Cisco Systems, Society of Cardiovascular Anesthesiologists, and the American Red Cross.
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. Provided electrical power for stage sound systems and booths at the Rediscover Oahu Sunsets, Brunch on the Beach, Dragon Boat Races, Palolo Pride Day, and other special events.
8. Maintained a purchasing, receiving, storing, and issuing system for various supplies, tools and equipment.
9. Replaced corroded switchgear for the ball field lighting system at Kamamalu Park.
10. Retrofit play court lighting systems at Pupukea Beach Park and Laenani Beach Park.

The Custodial and Utility Services Branch provided custodial and grounds keeping services for the rural police stations, Fire Training Center, Waianae Neighborhood Community Center, Repair and Maintenance Facility, Hauula Civic Center, Kapahulu Motor Vehicle Inspection, Soil and Material Testing Lab, Waipahu Fire Maintenance and Storeroom Facility, Medical Examiner Facility, Iwilei Health Services Facility, and Police Training Facility. Custodial services were provided for Honolulu Hale and its Annexes, Honolulu Municipal Building, Honolulu Police Headquarters, Airport Industrial Center, Walter Murray Gibson Building, Government Office Building, Chinatown Police Station, Kapolei Police Station, Kapolei Hale, 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 seven parking management contracts for public garages located in Chinatown Gateway Plaza, Marin Tower, Kekaulike Courtyards, Hale Pauahi, Kukui Plaza, Smith Beretania, and Harbor Tower. It also managed two parking meter operated garages located in Harbor Village and Lani Huli Elderly and thirteen municipal surface parking lots located throughout the Island of Oahu. The Branch also administered and managed property management contracts for residential and commercial properties located at Chinatown Gateway Plaza, Chinatown Manor, Ewa Villages, Foster Gardens, Harbor Village, Kanoa Apartments, Kulana Nani Apartments, Manoa Gardens, Marin Tower, Pauahi Hale, Westlake Apartments, Westloch Elderly, and Winston Hale.

DIVISION OF ROAD MAINTENANCE

DUTIES AND FUNCTIONS

The Division of Road Maintenance 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.

The division also performs household bulky item collection, dead animal pickup services, and provides assistance to the Department of Environmental Services Division of Refuse Collection and Disposal in supervision of some of their rural area refuse collection operations.

Emergency work generated by heavy rains, wind, tsunamis, earthquakes and other natural disasters are another responsibility of this division. 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 duties with staff and personnel operating out of nine corporation baseyards. Three baseyards (Halawa, Sand Island and College Walk) service the Honolulu district. Rural baseyards are based in the districts of Kailua, Kaneohe, Pearl City, Laie, Waialua, Wahiawa, and Waianae.

The Halawa baseyard is organized functionally into eight major sections as follows: Roadside, Storm Drain and Stream Cleaning; Street Sweeping (Sand Island); Road Pavement Maintenance and Repairs; Clean Team (College Walk); Masonry and Carpentry; Signs and Markings; and Equipment Pool. Crews from the latter three sections also provide support to the rural areas.

The College Walk, Kailua, Kaneohe, Pearl City, Laie, Waialua, Wahiawa, and Waianae baseyards are organized generally to retain operational flexibility in providing the many types of services required at various demand levels.

ACTIVITY HIGHLIGHTS

(1) Established the Auahi Street baseyard for traffic coning operations.

(2) Provided extensive first aid type repairs to numerous roadways island-wide by placing a thin asphalt overlay on deteriorated pavements areas to minimize further deterioration and provide a better riding surface until contract resurfacing funds become available. As a result of this work, the asphalt concrete tonnage for first aid type repairs in FY 2004 increased to 9,354 tons.

(3) Continued the program to contract cleaning and maintenance services for miscellaneous vacant/remnant City lots and sidewalk areas by awarding five contracts to maintain 137 locations.

(4) In conjunction with the State Department of Transportation, continued the Division's Pothole Hotline Program. This fiscal year, 2,750 calls were received on a 24-hour hotline; 2,065 requests were for pothole patching and pavement repairs and the rest for other work. An additional 68,872 potholes were patched at locations identified through means other than the Pothole Hotline.

(5) As part of the Mayor's Clean Team Program, continued the Adopt-A Stream Program. Volunteer groups have officially adopted and cleaned streams.

(6) Approximate totals of 6,288 catch basins, inlets, and manholes and 325,250 lineal feet of storm drain lines were inspected and cleaned.

(7) Continued program to inspect all 298 streams and drainage ditches in the inventory and clean them as necessary; 135 streams and/or ditches were cleaned, many more than once.

ACCOMPLISHMENTS

Street Maintenance

90 lane miles of roadway were resurfaced by contract in the Honolulu, Pearl City, Wahiawa, Waianae, Waialua, Kailua and Kaneohe Districts.

TONS ASPHALTIC CONCRETE LAID BY IN-HOUSE CREWS

	FY 2000	FY 2001	FY 2002	FY 2003	FY 2004
Street Resurfacing	11,114	0	0	0	0
First Aid	11,295	4,034	2,387	1,829	9,354
Pothole Patching	1,133	905	1,077	1,060	2,058
Trench Patching	0	0	0	0	0
TOTAL	**23,542**	**4,939**	**3,464**	**2,889**	**11,412**

In addition, 1,085 bags/buckets of proprietary roadway patching material 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
Ala Ilima Ditch
Alaeloa Street Ditch
Analii Ditch
Anolike Ditch
Hahaione Stream
Haku Ditch
Hausten Ditch
Holy Trinity Ditch
Kalama Valley Drain Channel
Manauwea Street Debris Catcher
Manoa Stream
Manoa Playground Ditch
Manoa-Palolo Stream
Maunaloa Ditch
Moanalua Stream
Muliwai Stream
Ninini Place Ditch
Niu Stream/Boulder Basin
Oheke Ditch

Kalani Iki Stream ..... Olipuu Ditch
Kalapaki Place Ditch/Debris Catcher ..... Opihi Ditch
Kalihi Stream ..... Pacific Heights Place Ditch
Kamiloiki 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
Kuliouou Stream/Boulder Basin ..... Ruth Place Ditch
Loulu Ditch ..... Varsity Place Ditch
Lunalilo Terrace Ditch ..... Waialae Stream
Lunalilo Interceptor Ditch ..... Waialae Nui Stream
Makiki Stream ..... Wainiha Street Ditch
Malua Ditch ..... Waiomao Stream
Manaiki Stream ..... Waolani Street Ditch

PEARL CITY

Aiea Stream ..... Kauhale Ditch
Auhuhu Ditch ..... Kokole Ditch
Ewa Lined Ditch ..... Kupuna Ditch
Halawa Ditch ..... Noelani Ditch
Halawa Stream ..... Palailai Ditch
Honouliuli Stream ..... Pearl City Stream
Hoolaulea Street Ditch Outlet ..... Pearl Harbor Bike Path Swale
Hoolehua Drainage Ditch ..... Waikele Drainage Ditch
Kaaholo Lined Ditch ..... Wailani Tributary Ditches
Kahilinai Drainage Ditch ..... Waipio Gentry Ditch
Kalauao Stream ..... Waipahu Stream
Kapakahi Stream

KAILUA

Aikahi STP Ditch ..... Kahawai Stream
Alahaki Ditches ..... Kamahele Ditch
Alala Ditch ..... Kawainui Dike
Hele Lined Ditch ..... Kuuna Ditch
Hihimanu Culvert ..... Lanipo Ditch
Kaelepulu Stream Mouth ..... Lapa Swale
Kahanaili Stream ..... Waimanalo Stream

KANEOHE

Bayside Place Ditch ..... Keaahala Stream
Ben Parker Ditch ..... Kionaole Ditch
Fongs Ditch ..... Kuneki Ditches (3)
Halemanu Street Basins ..... Lohiehu Ditch
Kahaluu Flood Control ..... McDougal Ditch
Kam Highway Ditch ..... Puuohalai Place Ditch
Kaneohe Dam ..... Round Top Drive Ditches
Kaneohe Stream ..... Yacht Club Ditches
Kaneohe Industrial Ditch ..... Yacht Club Terrace Ditches

WAIANAE

Maili (Maipalaoa) Channel & M4 ..... Ulehawa Channel Mouth
Nanakuli Lined Channel ..... Ulehawa Channel U1
Pokai Bay Ditches ..... Ulehawa Channel U2
Ulehawa Channel U3

LAIE

Hanaimoa Ditch ..... Kawaipapa Stream
Hauula Homestead Road Ditch ..... Ke Iki Ditch
Hoalua Ditch ..... Waipilopilo Ditch
Kahawainui Stream Flood Control

WAHIAWA

Waipio Lined Ditch ..... Whitmore Open Ditch
Waipio Stream

Masonry and Carpentry

Heavy construction masonry and carpentry crews based in Honolulu do all masonry and carpentry work in Honolulu and assist the rural districts as needed. Two smaller masonry crews operating out of the Pearl City and Kailua baseyards do routine jobs, mainly sidewalk repairs for the Leeward and Windward Districts, respectively. A summary of work done includes the following:

(1) Installed 64 feet of drain lines of various sizes.

(2) Repaired or reconstructed 12,422 square feet of Reinforced Concrete, Concrete Masonry Unit (CMU) and Concrete Rubble Masonry (CRM) walls.

(3) Repaired or installed 624 feet of guardrails (metal/wood) and 2,010 feet of chain link fences.

(4) Reset, reconstructed and/or repaired 1,246 feet of broken, uneven, settled, curbs and/or gutters.

(5 Reconstructed 107 catch basin deckings.

(6) Reconstructed 67,595 square feet of sidewalk by in-house crews and 70,450 square feet of sidewalk by contract island-wide.

(7) Reconstructed 4,345 square feet of concrete roadway pavement.

Street Sweeping

The following table shows the number of curb miles swept mechanically during the fiscal year.

CURB MILES SWEPT MECHANICALLY

FISCAL YEAR	HONOLULU	RURAL	TOTAL
2000	36,030	4,711	40,741
2001	36,500	4,500	41,000
2002	36,743	6,161	42,904
2003	35,324	4,860	40,184
2004	32,138	4,869	37,007

During the year, crews in Honolulu and rural yards serviced 1,172 litter containers at bus stops, malls, and other locations throughout the island, at various frequencies. Containers were distributed throughout the island as follows:

Honolulu	686	Wahiawa	68
Pearl City	173	Waianae	33
Kaneohe	84	Waialua	25
Kailua	63	Laie	40

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 4,611 lineal feet of curbs

(2) Striped 636 miles of traffic lines

(3) Striped 987 crosswalks

(4) Installed 3,154 pavement markers

(5) Manufactured 6,603 traffic signs

(6) Installed/reset/replaced 5,317 traffic signs and 1,762 posts.

AID TO OTHER AGENCIES

Department of Design and Construction

(1) Relocated Materials Testing Lab to Auahi Street.

Department of Enterprise Services

(1) Dredged and cleared debris from portion of Honouliuli Stream within the West Loch Golf Course.

(2) Repaved portion of Neal Blaisdell Center Parking Lot.

Department of Environmental Services

(1) Assisted the Storm Water Quality Branch in investigating illegal discharges into the storm drainage system.

(2) Provided relief personnel for absent Refuse Collectors at Laie, Wahiawa, and Waialua baseyards.

(3) Provided bulky item pickup service in all rural districts with two special crews working out of the Pearl City Yard supplemented as needed by individual baseyard crews.

(4) Provided dead animal pickup service in all rural districts.

Department of Transportation Services

(1) Installed/revised traffic signs and markings to improve traffic control.

(2) Maintained bikeway facilities.

(3) Installed speed humps at various locations.

(4) Swept and serviced litter containers at the Hawaii Kai, Wahiawa, Kunia, Mililani, Kapolei and Waialua Park-and-Ride Facilities.

Board of Water Supply

(1) Assisted in road repairs as requested at various waterline breaks.

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) Swept parking lots in preparation for lot restriping.

(3) 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, Smith-Beretania, and Aala).

(4) Assisted in emergency removal of damaged street tree branches during and following storm events.

Others

(1) Support Honolulu City Lights, Brunch on the Beach, Sunset on the Beach and Rediscover Oahu activities.

(2) Moved and set up equipment for special events at Honolulu Hale, Kapolei Hale, Honolulu Municipal Building, West Oahu Regional Park, Waipio Soccer Complex, Hanauma Bay Visitor Center, and Kapiolani Bandstand; also for various locations as part of the Sustainability Conferences.

(3) Provided cleanup services and/or signing and traffic control services for various events, such as, the Hooleaulea (Downtown/Waikiki), Aloha Week Parade, Tree Lighting Ceremony, and the Kamehameha Day Parade.

(4) Provide litter pickup services for community and stream cleanups.

(5) Distributed supplies for community cleanups and storm drain stenciling projects.

(6) Cleared and maintained vacant lots in Ewa Villages.

(7) Cleared illegal dumpsites at various locations in the community and transported material for disposal/recycling.

(8) Cleared landslides of State owned properties and other properties onto City roads and drainage facilities following storm events.

(9) Cleared sand, coral and rocks from State portions of Kamehameha Highway following high surf events.

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 terrain 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 emergencies 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 1,094 uniformed personnel and 51 civilians totaling 1,145 employees. Personnel are organized into fire suppression and four bureaus that provide administrative and/or technical support for fire suppression. The fire suppression force, or Fire Operations, is under the direction of an Assistant Chief and is divided into three platoons. A platoon is the complement of fire fighters on any given day. The total number of companies in a platoon is 42 engine companies, 13 ladder or quint companies, 2 rescue companies, 2 hazardous materials companies, 2 tower companies, 1 fireboat company, 6 tankers, and 2 helicopters. Each platoon is divided into five battalions, each headed by a Battalion Chief. Each Battalion Chief oversees approximately 12 companies.

THE FIRE COMMISSION

The five Fire Commissioners are: Sandra Au Fong, Chair; Lawrence K. W. Tseu, D.D.S., Vice Chair; Anson "Slim" Ilae; Cynthia M. Bond; and William "Buzzy" Hong. On January 23, 2004, Mr. Hong filled a vacancy created by former Commissioner Patsy K. Young.

The five commissioners, assisted by a part-time secretary and an attorney from the Department of the Corporation Counsel, meet on a monthly basis with the Fire Chief, the Deputy Fire Chief, and/or members of the Fire Chief's executive staff (Assistant Chiefs). The commission has accomplished the following:

- Reviewed the HFD's Executive Report dated November 24, 2003 that consisted of the Fire Chief's vision and a statement of the HFD's goals and objectives.
- Addressed 13 public complaints and requests for information involving the HFD.
- Developed the Fire Commission's budget for fiscal year 2004 and reviewed the HFD's budget for fiscal year 2004-2005.
- Attended several Departmental and promotional ceremonies.

OFFICE OF THE FIRE CHIEF

Executive leadership, management, and strategic planning are the responsibilities of the Fire Chief and Deputy Fire Chief. The Office of the Fire Chief is supported by two secretaries.

DEPARTMENT HIGHLIGHTS

- In July 2003, the HFD assumed public safety services for several off-base military housing areas due to the

On September 5, 2003, a groundbreaking ceremony was held for the new HFD Headquarters at the intersection of South and Queen Streets. Construction is tentatively scheduled to be completed in June 2005.

Federal government's effort to privatize the operations of military housing projects.

- On July 22, 2003, a promotional ceremony was held at the Charles H. Thurston Training Center to recognize a newly promoted Battalion Chief, a Fire Fighter III, and 24 Fire Fighter IIs.
- On August 5, 2003, a graduation ceremony for the 86th Fire Fighter Recruit class was held at the Pacific Beach Hotel. There were 42 Fire Fighter Recruits that graduated from the classroom training portion of the Fire Fighter Recruit Program.
- On August 20, 2004, a Commendation Ceremony was held at the Charles H. Thurston Training Center to recognize 35 community members and 6 fire fighters.
- On September 5, 2003, a groundbreaking ceremony was held for the new HFD Headquarters at the intersection of South and Queen Streets.
- On September 26, 2003, a Medal of Valor ceremony was held at the Mayor's Office in which the late Fire Fighter I Joseph Villiarios and retired Fire Captain Leonard Olsen were recipients.
- On October 1, 2003, a promotional ceremony was held at the Charles H. Thurston Training Center to recognize 11 newly promoted Fire Captains.
- On October 20, 2003, the HFD's 87th Fire Fighter Recruit class commenced. The class consisted of 25 HFD Fire Fighter Recruits and 3 State Fire Crash Recruits.
- On November 20-23, 2003, the HFD hosted the Hawaii Fire Chief Association's 25th Annual Conference at the Sheraton Waikiki Hotel.
- On December 6, 2003, the HFD participated in the Annual Public Workers' Electric Light Parade. Four fire apparatuses participated in the parade: Tower 9, a Special Events Apparatus, Engine 31, and the Keiki Fire Safety House.
- On December 19, 2003, a promotional ceremony was held at the Charles H. Thurston Training Center to recognize a newly promoted Battalion Chief and 14 newly promoted Fire Fighter IIIs.
- On March 3, 2004, a Commendation Ceremony was held at the Charles H. Thurston Training Center to recognize 34 community members and 10 fire fighters.
- On March 5, 2004, the HFD hosted the 5th Annual Retirees' Dinner at the Dole Cannery Ballrooms. The dinner was attended by 22 retirees and over 240 friends and family members.
- On March 11-17, 2004, the International Fire Service Accreditation Congress (IFSAC) Certification Site Team conducted a site visit with the HFD and observed the knowledge and skills testing of the 87th Fire Fighter Recruit Class and reviewed the HFD's Certification Program.
- On March 19, 2004, a promotional ceremony was held at the Charles H. Thurston Training Center to recognize

12 newly promoted Fire Captains and 16 newly promoted Fire Fighter IIs.

- On March 29, 2004, a graduation ceremony for the 87th Fire Fighter Recruit Class was held at the Pacific Beach Hotel. Twenty-one (21) Fire Fighter Recruits graduated from the classroom training portion of the Fire Fighter Recruit Program.
- On April 13, 2004, a Medal of Valor ceremony was held at the Mayor's Office, which honored Fire Captain Marshall E. Giddens and Fire Fighter I Gary K. Yasuda.
- On or around April 24, 2004, the IFSAC approved the HFD to certify to the National Fire Protection Agency (NFPA) Fire Fighter I and Hazmat Awareness levels.
- On May 20, 2004, a promotional ceremony was held at the Charles H. Thurston Training Center to recognize a newly promoted Fire Captain and 13 newly promoted Fire Fighter IIIs.
- On May 25-28, 2004, the HFD conducted Fire Fighter Recruit interviews to commence its 89th Fire Fighter Recruit Class in October 2004.
- The HFD completed its EMT-B bridge training and certification for fire fighters from the 82nd, 83rd, and 84th Fire Fighter Recruit classes and will start voluntary EMT-B medical training for its incumbent fire fighters on July 13, 2004.

ADMINISTRATIVE SERVICES BUREAU

The Administrative Services Bureau (ASB) provides administrative, personnel, logistic, and maintenance support to the fire suppression force. An Assistant Chief is assisted by a staff consisting of two Battalion Chiefs, two Captains, an Administrative Services Officer, a Personnel Management Specialist, a Safety Specialist, a Personnel Assistant, and a pool of clerical support staff. The ASB is responsible for overseeing the HFD's operating budget, property and inventory, personnel administration, and the administration of safety and health-related programs such as the Drug and Alcohol Program and the Infectious Disease Program. The HFD's Capital Improvement Project (CIP) and Community Development Block Grant (CDBG) funds are also under the purview of this bureau. Its expenditures for fiscal year 2003-2004 are as follows:

CIP

Apparatuses

Acquisition of one pumper apparatus $400,000

OTHER

Automatic vehicle locaters (34) $170,000

Replacement servers (8) 116,000

Classroom trailer 45,000

FIRE STATIONS

Fire Station Building Improvements $490,000

Hawaii Kai Fire Station (station renovations) 100,000

Mechanic Shop

The Mechanic Shop is responsible for the repair and maintenance of the HFD's fleet of fire fighting apparatuses that include 55 fire fighting pumpers, 10 aerial ladder trucks, 6 quints, specialty apparatuses, 2 rescue apparatuses, 2 hazardous materials response vehicles, 9 tankers, 2 aerial tower apparatuses, one 110-foot fire boat, watercrafts assigned to various companies, and approximately 93 auxiliary vehicles. In addition, the Mechanic Shop repairs and maintains over 30,000 pieces of fire fighting equipment/tools from rescue powered tools and fire hoses to hand lights. Other types of critical services provided by the Mechanic Shop include specialty design and fabrication of custom accessories for fire fighter equipment, apparatus and annual pump testing, aerial ladder testing, and ground ladder testing for fire fighting apparatuses.

Recently, the Mechanic Shop was tasked with the repair and maintenance of the Honolulu Police Department's (HPD) heavy equipment vehicles (10,000 gross vehicle weight (GVW) consisting of two Special Weapons and Tactical (SWAT) trucks, one Emergency Management Command truck, and bomb trucks.

During fiscal year 2003-2004, the Mechanic Shop completed 2,751 HFD work orders and performed more than 1,703 repairs/service of fire fighting equipment, lawn maintenance equipment, and furniture items.

Radio Shop

The Radio Shop provides planning, acquisition, maintenance, and repair services for the Department's communication system, City Radio Communication System, and the City Paging System. The Radio Shop also provides repair

services for the Oahu Civil Defense Agency (OCDA) and the Emergency Services Department's (ESD) Ocean Safety Division.

The Department operates with one island-wide dispatch channel, supported by five mountain top base stations. Four tactical channels are available to work the various incidents around the island. Nineteen tactical base stations are strategically located around the island.

The Radio Shop also services the Department's other electronic equipment such as light bars, sirens, opticoms, pagers, videocassette recorders, and public address amplifiers.

The Department of Homeland Security awarded a grant to the HFD for domestic preparedness. This grant is being used to convert our conventional radio system to the City's 800 MHz Trunking Radio System. This conversion will provide interoperable communications for all of the City's emergency first responders.

The Department's radio system has been expanded with the addition of five newly acquired radio frequencies. Forty new portable radios have been programmed with these frequencies for training exercises conducted by our Training Bureau.

The Radio Shop managed the installation of the mobile Automatic Vehicle Locator (AVL) equipment. Five vehicles assigned to Battalion Chiefs and 44 fire trucks are now equipped with the AVL equipment. We are currently awaiting the start of the second phase of the program, which will outfit the rest of the fire suppression force.

The ACU1000 was installed in our Mobile Command Center along with the associated radios, which provides interoperable communications between the HFD, the Honolulu Police Department (HPD), the OCDA, the ESD's Emergency Medical Services and Ocean Safety Divisions, and other State of Hawaii agencies. Recently, the United States Army loaned a radio to the HFD, which will be incorporated into this communication network.

The Radio Shop modified the Department's tactical radio system for the purpose of achieving interoperable communications between the City's first responders. We are presently testing distribution amplifiers to be used with the "patch" function on our radio dispatch consoles. This will allow us to connect radio systems together.

The Department of Justice has awarded the HFD a grant to procure communications infrastructure to connect our Department's radio consoles to other City, State, and Federal agency's radio consoles. This will allow the radio dispatchers to communicate with each other as well as the ability to connect radio channels. This will allow each agency to use their own radios to communicate with each other.

Plans are underway to build a new headquarters for the Department. The Radio Shop is planning to install a public address system to monitor the dispatch channel and to install a Maestro radio console for the Emergency Operation Center.

An Auxiliary Communication System is being planned in the event that the HFD's primary communication system is damaged by a catastrophic event. Surplus portable radios were acquired from the HPD and are presently in the process of transferring the Oahu Transit Services' base stations to the HFD. Radio system planning is continuing.

Automatic call sign identifiers have been installed in tactical channels 1 and 2 located around the island. These automatic identifiers have relieved our radio dispatchers from announcing the call signs every one-half hour.

City Radio Communication System

The City Radio Communication System consists of 400 mobile transceivers, 5 mountain top base stations, 2 control base stations, 8 corporation base yard radio stations, and 40 remote control consoles.

Transition onto the 800 MHz trunking radio system for most of the City agencies was delayed due to budgetary constraints.

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 consists of 12 paging transmitters and 1,200 pagers.

The HFD, as well as the ESD, utilize the City Paging System to disseminate information when dispatching emergency responses. Upgrade of the City's Paging System was delayed due to budgetary constraints.

Oahu Civil Defense Agency

The OCDA has already transitioned onto the City's 800 MHz Radio System. They operate 1 Maestro radio console, 5 mobile radios, and 85 portable radios.

Ocean Safety Division

The ESD's Ocean Safety Division has also transitioned onto the City's 800 MHz Radio System. They operate with 5 control stations and 105 portable radios.

Occupational Safety and Health Office

The HFD's Occupational Safety and Health Office (OSHO) is responsible for safety and health programs. It is committed to providing HFD's personnel with a safe working environment by providing the highest standards of safety through education of its personnel, minimizing hazards through engineering, and enforcement of the Hawaii Occupational Safety and Health Division (HIOSH) and the Occupational Safety and Health Administration (OSHA) laws and standards in addition to following established HFD policies and procedures.

The OSHO will periodically review and revise existing policies, procedures, and programs to ensure the safety and health of its personnel. It also establishes new safety and health programs to maintain compliance with applicable Federal, State, and local safety laws to meet the growing needs of the Department.

Regular Safety Committee meetings are conducted with union representatives to ensure the safety and health of its members, to establish new safety and health policies, and to update existing programs to minimize employee exposure to hazardous conditions at emergencies and at various worksites. It also acts as the Department's liaison on safety and health-based issues.

Highlights

- Funding received from the United States Fire Administration's Assistance to Firefighters Grant Program administered by the Federal Emergency Management Agency (FEMA) was used for wellness/fitness. Funds were used to purchase physical fitness equipment for the fire stations, a voluntary baseline blood analysis, and an on-line health risk appraisal for all uniformed personnel. A wellness/fitness exercise regiment with peer fitness trainers has been developed and awaits implementation. The program has been placed under the direction of the HFD's Support Services section and a steering committee is being established to formulate an implementation plan/program.
- The Self-Contained Breathing Apparatus (SCBA) Repair Facility in Waipahu is operational. Construction was completed at the end of 2003 and operational by 2004.

  The ClearCommand voice amplifiers for SCBA masks will be distributed to Battalions 1 and 2 in October 2004. Other battalions will be phased in upon receipt of new units.
- The HFD's Site Safety Assessment Program is a continuing program that was initiated in April 2003 to ensure the adherence of safety procedures. As a result of this program, many improvements were noted in the 2004 inspections.

  The OSHA has identified the management of Material Data Safety Sheets (MSDS) as being the number one violation during safety inspections. As such, the OSHO created an electronically based cache of MSDS that can be found on the Department's Intranet under User Guides, Manuals, and Other Information in the Safety & Health section.
- The Department's safety manuals are being revised and formatted into Standard Operating Guidelines (SOG).
- The stations were surveyed and fire hydrant marker epoxy was removed from the stations.
- Antiquated foam and damaged containers containing Aqueous Film Forming Foam (AFFF) was removed from the stations.
- Action plans are being developed with the Departments of Facility Maintenance and Design and Construction to address the presence of asbestos in the fire stations. Sampling was conducted at the Kakaako and Kalihi Kai Fire Stations with negative results. Pre-construction meetings are a first step to ensure that non-friable asbestos is not disturbed during station renovations. An asbestos survey has been sent to stations identifying areas in stations that are known to contain asbestos.

SUPPORT SERVICES

Under the direction of an Assistant Chief, the Support Services Division is responsible for managing and coordinating the operations of the Community Relations Office, the Fire Communication Center, the Fire Prevention Bureau, and the Training and Research Bureau.

Community Relations Office (CRO)

The CRO is the liaison between the community and the HFD. It is primarily responsible for coordinating ceremonies, funerals, and other events for the HFD. When requested by the public, the CRO coordinates and schedules fire apparatuses and personnel to promote fire safety awareness and education. The CRO also manages two important fire safety programs for the entire State: the Fire Fighter's Safety Guide (FFSG) for elementary school students and FFSG for senior citizens. The CRO is responsible for implementing partnerships with the private sector and nonprofit organizations to support fire safety education and other public or community goals.

Highlights

- The Fire Fighter's Safety and Health Guide (FFSHG) continues to be one of the most progressive approaches for developing an awareness of fire safety and health by elementary students within the State of Hawaii. The FFSHG has recently been revised to closer meet the standards of the Department of Education. By achieving this goal, the overall message of fire safety and health will be better instilled in the children of Hawaii. The FFSHG is available to 150,000 students in every public and private elementary school statewide. Home schooled and pre-kindergarten children are also included in the program.
- The FFSG for senior citizens contains important information about resources and safety tips to protect senior citizens against the tragedy of a home fire. The HFD printed and distributed 64,000 copies of the new edition.
- The CRO also coordinates Fire Prevention Week (FPW) activities, including the proclamation signing by the Governor and Mayor, FPW demonstrations at shopping malls and fire stations, major demonstrations at various schools, and at other community events.
- The CRO is also responsible for coordinating the attendance of the fire representatives and providing fire fighter safety information at neighborhood board and other community-based meetings. The HFD provides a representative at each of the 32 monthly neighborhood board meetings, where they update board members with fire safety information and monthly response statistics.
- The CRO coordinates the scheduling of various HFD entities:
  - The musical group Firehouse is comprised of three Fire Captains who perform at various City events, as well as other public appearances, to promote fire safety awareness to the public.
  - Sparky the fire safety mascot appears at various school presentations and other community events.
  - With the approval of the Fire Chief, the CRO coordinates and schedules rehearsals, uniform maintenance, and logistical needs for the HFD's Honor Guard.
- The CRO works with the Administrative Services Bureau and station personnel in coordinating the dedication and blessing ceremonies for all new apparatuses and new or renovated fire stations.
- The CRO coordinates and administers commendation award ceremonies to recognize individuals and fire fighters who have performed heroic deeds.
- In conjunction with The 200 Club and the Honolulu Police Department, the CRO coordinates the HFD's participation at the Mayor's Annual Manager and Employee of the Year awards ceremony.
- The CRO provides assistance to the families of deceased fire fighters by coordinating the memorial services. Assistance to active members who have had a family member pass away has been added to the services provided.
- The CRO coordinates and participates in City, State, Federal, and private sector events which benefit the community as a whole:
  - Government events include the Mayor's Memorial Day Ceremony, Honolulu City Lights, City Employees' Christmas Party, Keiki Youth Day, and Arizona Memorial Day.
  - Participation in various nonprofit programs such as the Aloha United Way, the American Cancer Society, the American Heart Association, the American Red Cross, the Hawaii Food Bank, the March of Dimes, the Assistance League of Hawaii, and many others.

Fire Communication Center (FCC)

The Fire Communication Center (FCC) is the vital link between the public and the fire suppression force. Through a modern system of communication equipment, including the Computer-Aided Dispatching System (CADS) and Automatic Vehicle Locator (AVL), the FCC receives fire, rescue, and Emergency Medical Service (EMS) calls then efficiently and rapidly dispatches fire, rescue, and/or hazardous materials companies to any location on Oahu. In addition, they maintain direct contact with other emergency organizations/agencies such as the HPD, the ESD, the Federal Fire Department, the U.S. Coast Guard, the OCDA, the BWS, central alarm companies, Hawaiian Electric Company, Honolulu Harbor, and Ramp Control at the Honolulu International Airport.

The FCC also manages the Department's National Fire Incident Reporting System (NFIRS) program and collects, analyzes, and distributes statistical data on all of the Department's responses.

FIRE AND EMERGENCY STATISTICS

	FISCAL YEAR 2004	FISCAL YEAR 2003	FISCAL YEAR 2002
Fire Related	10,766	10,468	10,627
Fires			
Rescues			
Hazardous Materials			
Service Calls			
False Calls			
Other			
Emergency Related	22,178	19,549	18,997
Emergency Medicals			
Returned Enroutes			
Total HFD Responses	32,944	30,017	29,624
Total E911 Calls	40,274**	17,908*	40,556
Total Dollar Loss	$12,724,465	$10,700,944	$9,723,028
Deaths			
Fire Personnel	0	0	0
Civilians	7	1	3
Injuries			
Fire Personnel	17	19	25
Civilians	32	18	40

*Data available up to November 2002

**Data unavailable for July 2003 and April 2004

Dollar Loss

FISCAL YEAR	
1995	$15,682,334
1996	$15,003,360
1997	$13,998,424
1998	$13,252,365
1999	$13,008,823
2000	$11,977,648
2001	$12,515,236
2002	$ 9,723,028
2003	$10,700,944
2004	$12,724,465

Casualties

FISCAL YEAR	FIRE SERVICE INJURY	FIRE SERVICE DEATH	CIVILIAN INJURY	CIVILIAN DEATH
1995	41	0	24	3
1996	43	1	21	3
1997	39	0	27	3
1998	62	0	22	12
1999	36	0	33	2
2000	31	0	32	2
2001	19	0	24	2
2002	25	0	40	3
2003	19	0	18	1
2004	17	0	32	7

Highlights - Fires

DATE	LOCATION	CAUSE	LOSS STRUCTURE / CONTENTS
07/01/03	94-120 Awamoku Street	Electrical	$200,000/$ 20,000
07/10/03	H-1 Freeway	Equipment Failure	$300,000
08/14/03	53-352 Kamehameha Highway	Undetermined	$150,000/$100,000
08/23/03	67-470 Goodale Avenue	Electrical	$230,000/$ 25,000
08/28/03	821 Kinau Street	Unattended Equipment	$200,000/$ 60,000
09/14/03	84-632 Widemann Street	Electrical	$200,000/$ 50,000
09/20/03	92-1042 Kanehoa Loop	Electrical	$225,000/$ 50,000
10/11/03	418 North Kainalu Drive	Under Investigation	$220,000/$ 40,000
11/01/03	1860 Ala Moana Boulevard	Electrical	$500,000/$250,000
11/03/03	98-816 Ainanui Loop	Electrical	$150,000/$ 50,000
11/26/03	3614 McCorriston Street	Electrical	$175,000/$ 25,000
12/13/03	1439 Auwaiku Street	Under Investigation	$250,000/$ 1,000
12/18/03	906 Lehua Avenue	Undetermined	$ 80,000/$ 20,000
12/24/03	2635A Kalihi Street	Under Investigation	$250,000/$ 30,000
12/25/03	91-560 Akua Street	Child w/Matches	$175,000/$ 75,000
01/01/04	2202 Anianiku Street	Fireworks	$125,000/$ 25,000
01/02/04	44-283 Kaneohe Bay Drive	Discarded Materials	$250,000/$ 30,000
01/08/04	1013 Prospect Street	Undetermined	$100,000/$ 30,000
01/18/04	94-1276 Peke Place	Undetermined	$100,000/$ 20,000
02/11/04	99-201 Lalani Street	Unattended Cooking	$300,000/$ 50,000
02/21/04	41-664 Kaaumana Place	Electrical	$180,000/$ 50,000
02/21/04	32 North Hotel Street	Under Investigation	$200,000/$ 75,000
03/06/04	737 Kokomo Place	Under Investigation	$255,000/$ 45,000
03/24/04	2373 Anini Place	Under Investigation	$200,000/ $50,000
03/27/04	1245 Maunakea Street	Under Investigation	$100,000/$ 30,000
03/29/04	1717 Onipaa Street	Under Investigation	$125,000/$ 30,000
04/01/04	85-251 Farrington Highway	Under Investigation	$750,000/$100,000
04/03/04	1681 Hoohulu Street	Under Investigation	$150,000/$ 50,000
04/05/04	1214 Kainui Drive	Incendiary	$250,000/$ 60,000
04/10/04	1707 Alencastre Street	Electrical	$200,000/$ 75,000
05/22/04	1617 Kapiolani Boulevard	Under Investigation	$100,000/$ 40,000
06/25/04	2427 Kula Kolea Drive	Incendiary	$100,000/$ 40,000
06/29/04	47-435 Waihee Road	Under Investigation	$195,000/$ 35,000

On April 30, 2004, the Honolulu Fire Department responded to a fire at 50 Sand Island Access Road at the Island Recycling Incorporation. It took approximately three days and over 23 companies to extinguish this fire.

Highlights - Emergency Incidents

DATE	LOCATION	CAUSE	FATALITY / INJURY
07/17/03	2302 Pali Highway	Drowning	1 Civilian Fatality
07/21/03	4970 Maunalani Circle	Hiking Accident	1 Civilian Fatality
07/23/03	Farrington Highway	Auto Accident	1 HPD Fatality 1 Civilian Fatality 2 HPD Injuries 3 Civilian Injuries
07/27/03	H-1 Freeway	Auto Accident	1 Civilian Fatality
08/09/03	64-1168 Kamehameha Highway	Auto Accident	1 Civilian Fatality
10/04/03	H-2 Freeway	Motorcycle Accident	1 Civilian Fatality
10/05/03	2939 Harding Avenue	Pedestrian Accident	1 Civilian Fatality
10/12/03	Ala Moana Boulevard	Auto Accident	2 Civilian Fatalities 3 Civilian Injuries
10/20/03	247 Kalihi Street	Pedestrian Accident	1 Civilian Fatality
10/30/03	53-633 Kamehameha Highway	Auto Accident	1 Civilian Fatality

DATE	LOCATION	CAUSE	FATALITY / INJURY
12/09/03	Farrington Highway	Auto Accident	4 Civilian Fatality 2 Civilian Injuries
12/23/03	2938 Pali Highway	Auto Accident	1 Civilian Fatality
01/16/04	Ulune Street	Pedestrian Accident	1 Civilian Fatality
02/10/04	98-199 Kamehameha Highway	Pedestrian Accident	1 Civilian Fatality
02/11/04	Kahekili Highway	Motorcycle Accident	1 Civilian Fatality
02/13/01	H-1 Freeway	Auto Accident	4 Civilian Fatalities 2 Civilian Injuries
02/14/04	H-3 Freeway	Motorcycle Accident	1 Civilian Fatality
02/25/04	58-261 Kamehameha Highway	Missing Person	4-Day Search
02/27/04	61-031 Kamehameha Highway	Missing Person	4-Day Search
04/06/04	Farrington Highway	Auto Accident	1 Civilian Fatality
04/16/04	Likelike Highway	Auto Accident	3 Civilian Fatalities
04/17/04	Ala Moana Boulevard	Auto Accident	1 Civilian Fatality 3 Civilian Injuries
05/15/04	H-3 Freeway	Auto Accident	1 Civilian Fatality 4 Civilian Injuries
05/26/04	Kalakaua Avenue	Auto Accident	1 Civilian Fatality 4 Civilian Injuries
05/14/04	Offshore Hanapepe Street	Drowning	1 Civilian Fatality
06/02/04	1027 Kukila Street	Drowning	1 Civilian Fatality
06/14/04	Kamehameha Highway	Auto Accident	1 Civilian Fatality

On May 15, 2004, the Honolulu Fire Department responded to an automobile accident on the H3 Freeway. Five companies responded to this incident in which a passenger was extricated from the vehicle.

TRAINING AND RESEARCH BUREAU (TRB)

The TRB, located at the Charles H. Thurston Training Center, assists with planning, coordinating, and evaluating the HFD's training activities. In order to fulfill the Department's mission statement, quality, dynamic, and essential training is provided for all Department personnel through various training programs. These programs help to ensure that

responses to incidents, emergencies, and public assistance are performed in a safe, efficient, friendly, and professional manner.

The TRB conducts new and continuing research and testing on the latest technology and techniques in the areas of bioterrorism, hazardous materials, fire fighting, water safety, driver training, apparatus operation, emergency medical response, and much more to assist personnel in accomplishing the Department's mission. The TRB also coordinates or offers first responder, cardiopulmonary resuscitation (CPR), and other safety courses for the benefit of City employees and the public.

The TRB is committed to developing highly trained, professional, and motivated personnel to provide the best fire protection, emergency response, and safety education possible to the residents of the City and County of Honolulu.

Administration Section

This section is responsible for maintaining the Training Center, scheduling, and/or coordinating its daily operations and providing effective daily facility operations. The facility has been very active with the programs conducted by various organizations and will continue with this trend.

- The TRB is advancing in technology with the addition of new computers, software, and audiovisual equipment to aid in the Department's training.
- The Records Management System provides the ability to input and extract data in areas such as incident reporting, training documentation, and occupancy information. Our modern computer system allows us to communicate, distribute, and explore new training technologies, such as interactive computer-based training.

Development and Certification Section

This section promotes professional development through ongoing developmental programs and prepares HFD personnel for the challenge of certification. The HFD was accredited by the International Fire Service Accreditation Congress (IFSAC) in April 2004 to certify to the National Fire Protection Agency (NFPA) Fire Fighter I and Hazardous Materials Awareness levels. This section is preparing to submit NFPA Fire Fighter II, Hazardous Materials Operations, and Fire Instructor I levels of certification for IFSAC accreditation in February 2005.

Medical Section

The Medical Section is responsible for conducting initial and recurrent medical training for the Department's fire fighters, reviewing medical emergency responses and documentation, conducting first aid and CPR classes for City employees and the general public, and managing public health awareness programs.

This section provided emergency medical training (i.e., National Registry of Emergency Medical Technicians-Basic [NREMT-B]) to the Department's 86th and 87th Fire Fighter Recruit classes. Incumbent upgrade training is scheduled for late 2004. This section also conducted two initial Pre-Hospital Trauma Life Support classes.

All HFD National Registry First Responder D (defibrillator) personnel completed 16 hours of required biennial classroom refresher training at the Training Center. All NREMT-B personnel completed 24 hours of required biennial classroom refresher training. All HFD Basic Life Support CPR/Automatic External Defibrillator (AED) provider personnel were recertified by their Company Commanders or the Medical Section. The Medical Section also maintains 427 American Heart Association (AHA) certified instructors and 43 instructor/trainers.

This section provides continuous audit, review, query, and reports on operations and documentation concerning all emergency medical responses. An audit of 100% of all National Fire Incident Reporting System 5.0/Advanced Emergency Medical Service medical incident reports and cardiac arrest rescue link data has been conducted.

The HFD has trained approximately 9,000 citizens through the CPR for Family and Friends Program. The agreement to assist the AHA with CPR mass training events continues to be fulfilled. The HFD assists in the AHA's national CPR initiative, Operation Heartbeat, and provides a meeting room for monthly meetings.

The HFD's AED Program continues. In 2003, 336 patients were found in cardiac arrest, 83 were in a treatable rhythm, and 10 patients were saved. This amounts to a 12.04% save rate. Quality Assurance and Utstein databases are being maintained, monitored, and evaluated for trend analysis.

A liaison is provided to the HPD for maintenance of their AED program, and the HFD continues to assist with data management for HPD. Field data transfer procedures remain the same and HPD officers continue to download data cards at all fire stations. The HPD has over 400 AEDs in service in the field.

Management of the Hypertension Awareness Program continues. The Medical Section has kept stations stocked with blood pressure monitoring cards and provided replacement and/or repair of blood pressure cuffs and stethoscopes.

The Medical Section is in the process of working with the Department of Information Technology to create a blood pressure monitoring site. The initial design work has been completed and a working test site is expected to be available for a trial run period by July 31, 2004.

This section has developed an Incident Rehabilitation Program for HFD personnel. The Medical Section staff provides rehabilitation and medical monitoring support during fire fighting and fire fighting training. The Rehab team was activated for response 17 times in 2003, providing support to personnel at large scale incidents. This section also provided rehabilitation and medical monitoring for the 87th Fire Fighter Recruit Class during fire fighting training.

This section provides a designated Medical Section Officer for management of the HFD's Critical Incident Stress Management (CISM) Program. The officer administers the CISM team's activities, such as scheduling course instruction, quarterly meetings, and any organized CISM response during the hours of 0745 to 1630, Monday through Friday, and the assignment of the team leader for each CISM response.

This section served as a liaison to other bureaus and agencies such as the HFD's Medical Director, the HFD's Medical Committee, the Department of Emergency Services, the HPD, the Morbidity and Mortality Committee, the City's and State's Emergency Medical Services Advisory Committees, the State Board of Medical Examiners Advisory Committee, the AHA's Operation Heartbeat and Operation Stroke, the Healthcare Association of Hawaii, the Metropolitan Medical Response System, and the Keiki Death Review Committee.

Fire Operations Section

This section provided the following classes and training to Fire Operations personnel:

Apparatus Operation Training (AOT)

- Updated the AOT curriculum (six-day class which included Waterous Pump familiarization)
- Began revising the AOT Manual
- Initiated the AOT Instructor Intern Program
- Completed AOT for 1st Platoon personnel

Rescue Watercraft (RWC) Program

- Developed the RWC Instructor Training Program
- Developed the RWC Operator Training Program
- Began development of the RWC Manual

Automobile Extrication

- Delivered Automobile Extrication classes to Department personnel
- Developed the Automobile Extrication Manual
- Secured a contract with a vendor to deliver 45 cars per quarter for personnel to perform drills with

87th Fire Fighter Recruit Class

- Provided instruction as an Recruit Training Officer
- Assisted in building Certification training props
- Participated in Certification training for the Fire Fighter I Level

Assisted Fire Operations with the following:

- November Competition
- Rehabilitation operations at larger scaled incidents
- Night exercises conducted at the Training Center
- Researched and tested new equipment and concepts (Metro Bundle and Compressed Air Foam System)

Developed and/or revised the following manuals:

- Brush 40 Manual
- HFD Training Manual

Special Operations Section

The Special Operations Section assists in facilitating, developing, and delivering the training needs of the Hazardous Materials and Rescue companies. Areas of assistance include Hazardous Materials Incident Management, Hazardous Materials Technician, Hazardous Materials Technician Refresher, Hazardous Materials Operations Level Recruit Training, Weapons of Mass Destruction (WMD) Awareness, and logistical needs for Rescue Basic Training, Rescue Basic Training Refresher, and other related duties.

This section also assists in the facilitation and evaluation of simulated and/or live drills, old and new equipment demonstration, testing, evaluation, and purchasing. Other responsibilities include coordinating and procuring on-

and off-island hazardous materials/WMD training courses for Department personnel and developing the HFD WMD Standard Operating Guidelines, HFD WMD Awareness program, and all other matters relating to WMD and/or terrorism.

The following training was conducted in 2003-2004:

- 160-hour Hazardous Materials Technician certification (15 HFD personnel)
- Hazardous Materials First Responder Operations (86th Fire Fighter Recruit Class)
- Hazardous Materials First Responder Operations, which included IFSAC certification to the Hazardous Materials Awareness level (87th Fire Fighter Recruit Class)
- Hazardous Materials Technician Refresher (219 HFD personnel)
- International Association of Fire Fighters (IAFF) Hazardous Materials Train-the-Trainer program (24 HFD personnel)
- IAFF Hazardous Materials Incident Management (70 HFD personnel)

Other Activities

- Attended quarterly Local Emergency Planning Committee meetings
- Attended monthly HFD Hazmat Officers meetings
- Conducted the HFD and Kapiolani Community College's Emergency Medical Services Mass Casualty night exercise
- Hosted and assisted with the Chevron Hawaii Petroleum Fire Protection course
- Attended the Federal Emergency Management Agency Region IX Interagency Steering Committee Conference
- Attended the State Emergency Response Team workshop
- Reviewed the HFD Hazardous Materials Standard Operating Guidelines
- Reviewed the HFD Confined Space Rescue Awareness Program for conformity to the NFPA Standard 1670

Driver Training Section

The Driver Training Section maintains a Commercial Drivers License (CDL) compliance program that meets or exceeds Federal and State requirements under the terms of the 1997 exemption from the CDL. The following programs are administered to address standards and Department requirements:

- National Safety Council's Defensive Driving Course
- All-Terrain Vehicle Rider Course
- Initial City Operator's Certification (Class 3, 4, BP, CP, tower, and towed vehicle) Training Programs
- Accident Review
- Emergency Vehicle Operator's Course (Class 3)
- Forklift training
- Recruit Assessment Program
- Remedial training

Decentralized training and recertification are accomplished by utilizing suppression personnel through the Department's Field Driver Training and Fire Fighter III Driver Training Programs.

Recruit Training Program

The Recruit Training Program involves classroom sessions and simulated and/or practical field training. The duration of the Recruit Training Program is approximately five months. Recruits are taught Departmental procedures, including rules and regulations and organizational structure; fire suppression and rescue techniques, including hose, ladder, and rappelling training; emergency services, including EMT-B, CPR, and AED training; hazardous materials training; fire prevention training; driver training, including driving the fire apparatus; water safety; and public utilities training.

Fire Fighter Recruits who successfully complete and graduate from this program are transferred to the field to obtain live experience responding to the emergencies. Fire Fighter Recruits are expected to demonstrate and apply the fire fighting skills and techniques taught in the Recruit Training Program.

The 87th Fire Fighter Recruit Class commenced training on October 20, 2003.

FIRE PREVENTION BUREAU (FPB)

The FPB's mission is to effectively promote fire and life safety programs that assist the HFD in accomplishing its mission of mitigating loss of life, property, and damage to the environment.

Hawaii State law and the Charter of the City and County of Honolulu assign the following responsibilities to the Fire Chief:

- Review and adoption of fire codes
- Fire code compliance inspections
- Investigation of fires to determine origin and cause
- Building construction fire plans review
- Community fire safety education

The Fire Chief fulfills these responsibilities through the efforts of the FPB, which is staffed with 36 uniformed employees and two civilians. The FPB is organized functionally into the following sections: Administration, Codes Enforcement, Plans Checking, Fire Investigation, and Education.

Highlights

- The FPB revised the Company Inspection Program (CIP) manual to conform to the current adopted Fire Code of the City and County of Honolulu. The secretarial staff is currently editing the manual. A pocket-sized inspection checklist and a DVD training video were created as a guide to assist Fire Operations personnel in conducting inspections under their responsibility. Final implementation of the new CIP is awaiting a review by Corporation Counsel.
- The two code enforcement sections expanded to three due to incorporating the Support Section's functions into its responsibilities. Fire inspections of occupancies were prioritized in accordance with the Department's Risk Assessment Plan. The three code enforcement sections are attempting to meet its statutory responsibility of inspecting all occupancies within its responsibility within two years.
- The FPB continues to monitor compliance with Ordinance 01-53, which was enacted on November 21, 2001, and requires existing commercial high-rise buildings to have automatic fire sprinklers installed within five years. On March 13, 2003, the City Council introduced Bill 25, which proposes to require retrofit of all existing residential high-rise buildings with fire sprinklers. The bill has stalled in committee, and the FPB continues to monitor progress towards its passage. Condominium association owners oppose the bill due to the sprinkler installation cost.
- Two years of fire inspection data of occupancies were inputted into the HFD's Records Management System. Contract hires inputted historical inspection data for all occupancies and completed approximately 50% of the project. Difficulties were encountered with input and retrieval of data. The FPB is currently exploring the use of the Department of Planning and Permitting's data information system.
- The Department implemented a Youth Fire Setter (YFS) Program under the FPB's direction. The program seeks to educate identified youth about the dangers and consequences of playing with fire and establishes an intervention network of related agencies. A YFS team comprised of FPB and Fire Operations personnel held training sessions and informational meetings to finalize procedures, forms, interview questions for parents and youth, and intervention materials. The result of all cases handled was positive, and there was no repeat of fire setting behavior. The program will continue to be improved and refined as Department personnel gain experience and additional training is provided.
- The Codes Enforcement Section drafted new administrative rules for licensing individuals to conduct maintenance testing of fire protection systems and portable fire extinguishers. Input from private maintenance testing companies was received and addressed. The new rules will delineate regulatory responsibilities and establish consistent procedures and forms in compliance with the Fire Code of the City and County of Honolulu. Final editing is in progress, after which submittal for review to the Department of the Corporation Counsel will precede a public hearing and final adoption.
- The State Fire Council (SFC) conducted quarterly meetings at each of the designated counties to develop a comprehensive fire service management network for the protection of life, property, and environment throughout the State of Hawaii. The SFC addressed issues such as the adoption of the next State fire code, application and expenditure of federal grant assistance, standardization of procedures and forms related to inspections, investigations, and reporting of fires, and advising the Governor and Legislature with respect to fire prevention, protection, and life safety.
- The SFC coordinated all National Fire Academy (NFA) direct delivery programs and wildland fire mitigation through Federal and State agencies, including mutual aid agreements, training, and public awareness programs.

A Federal grant in the amount of $28,000 was obtained and expended for the NFA's "Fire Cause Determination for Company Officers" training classes, which benefited Federal, State, and County fire departments and public safety agencies. Four five-day classes were held in each county.

- The SFC submitted seven legislative bill proposals. The Senate Committee on Transportation, Military Affairs, and Government Operations forwarded one bill, which addressed limitations on fire fighter liability. Written and oral testimony was provided for four other fire-related bills, and an additional five fire-related bills were tracked. None of the bills passed the legislative process.
- The SFC provided information to agencies such as the National Association of State Fire Marshals, National Fire Protection Association, NFA, other Federal, State, County, and private agencies, and citizens of the State of Hawaii.

Fire Prevention Bureau Statistics
Fiscal Year 2003-2004
Codes Enforcement Section

OCCUPANCY INSPECTIONS	FY 02-03	FY 03-04	DIFFERENCE	% CHANGE
Assembly "A"	280	312	32	11
Business "B"	716	2,824	2,108	290
Retail and Wholesale "M"	85	392	307	361
Warehouse and Storage	123	227	104	84
Educational Facilities	542	537	-5	-009
Institutions	193	309	116	60
Hazardous Facilities	68	89	21	30
Residential "R1"	495	971	476	96
Factory	62	101	39	62
Total Inspections	**2,564**	**5,762**	**3,198**	**125**

INSPECTIONS FOR PERMITS	FY 02-03	FY 03-04	DIFFERENCE	% CHANGE
Assembly	18	28	10	55
Flammable Finish	54	55	1	1
Fireworks	172	171	-1	-005
Total Inspections	**244**	**254**	**10**	**4**

OTHER ACTIVITIES	FY 02-03	FY 03-04	DIFFERENCE	% CHANGE
Notice of Fire Hazard	22	22	0	0
Night Inspections	110	210	100	90
Referrals to FPB	514	609	95	18
Reinspections	2,127	2,641	514	24
Notice of Violation	474	590	116	24
Order to Comply	94	130	36	38
Final Notice	27	35	8	29
Total Activities	**3,368**	**4,237**	**869**	**25**
Code Enforcement Totals	**7,927**	**5,906**	**-2,021**	**-25**

Plans and Permit Section

ACTIVITIES	FY 02-03	FY 03-04	DIFFERENCE	% CHANGE
Plans Approved	1,355	1,116	-239	-17
Flammable/Combustible Permits	20	23	3	15
Liquid Petroleum Gas (LPG) Permits	26	54	28	107
Temp. Structure Permits	11	10	-1	-9
Fire Alarm System Test	243	232	-11	-4
Rangehood System Test	79	62	-17	-21
Total Activities	**1,734**	**1,497**	**-237**	**-13**

OTHER ACTIVITIES	FY 02-03	FY 03-04	DIFFERENCE	% CHANGE
Correspondence Generated	398	266	-132	-33
Plans and Permit Totals	**2,132**	**1,763**	**-369**	**-17**

Investigation Section

ACTIVITIES	FY 02-03	FY 03-04	DIFFERENCE	% CHANGE
Structure Fire Investigations	127	128	1	.07
Automobile Fire Investigations	3	1	-2	-66
Total Activities	**130**	**129**	**-1**	**-1**

Education Section

ACTIVITIES	FY 02-03	FY 03-04	DIFFERENCE	% CHANGE
Fairs	42	10	-32	-76
Fire Extinguisher Class	41	34	-7	-17
Fire Evacuation Drills	28	44	16	57
Fire Evacuation Planning	37	37	0	0
Fire and Life Safety Presentation	125	68	-57	-45
Keiki House	17	26	9	52
Total Activities	**290**	**219**	**-71**	**-24**
Total Audience	**37,328**	**26,863**	**-10,465**	**-28**

Administrative Section

ACTIVITIES	FY 02-03	FY 03-04	DIFFERENCE	% CHANGE
Fireworks Licenses	115	125	10	8
License Fees Collected	$88,000	$106,000	$18,000	20

FIREWORKS PERMITS	FY 02-03	FY 03-04	DIFFERENCE	% CHANGE
Public Display	65	50	-15	-23
Special	120	91	-29	-24
Satellite City Halls	6,239	8,971	2,732	44
Total Permits	**6,424**	**9,112**	**2,688**	**42**

ACTIVITIES	FY 02-03	FY 3-04	DIFFERENCE	% CHANGE
Correspondence	280	401	121	43
Final Notices Issued	68	33	35	51
Order to Comply Letters Issued	207	143	-64	-31
Referrals	472	392	-80	-17
Total Activities	**1,392**	**1,110**	**-217**	**-16**
Total Activities for the Fire Prevention Bureau	**11,181**	**10,935**	**-246**	**-2**

State Fire Council

MAN DAYS (8 HRS.)	FY 02-03	FY 03-04	DIFFERENCE	% CHANGE
Battalion Chief	47	60	13	28
Fire Captain	180	100	-89	-49
SFC Administrative Assistant	78.4	123.5	45.1	58
In-Kind Contributions ($) to the SFC	$36,320	$20,460	-$15,860	-44

Company Inspection Program

INSPECTIONS	FY 02-03	FY 03-04	DIFFERENCE	% CHANGE
Residential	160,260	195,839	35,579	22
Assembly	274	468	194	70
Business	8,116	11,333	3,217	40
Manufacturing	258	328	70	27
Education	332	318	-14	-04
Storage	423	548	125	30
Transportation	12	10	-2	-17
Miscellaneous	460	372	-88	-19
Total Inspections	**170,135**	**209,216**	**39,081**	**23**
Total Manhours	**16,623**	**22,863**	**6,240**	**38**

PLANNING AND DEVELOPMENT

Under the direction of an Assistant Chief, the Planning and Development (P&D) Division assists the Fire Chief and Deputy Fire Chief by coordinating the Department's overall short- and long-term planning, operational, and quality improvement processes.

The P&D reviews, researches, and monitors emerging national, State, and City and County legislation, regulations, trends and events, as well as past Department performance, to establish goals and objectives necessary to realize the HFD's mission. It conducts semi-annual Chief Officers' workshops to solicit goals and objectives and incorporates those findings into the strategic planning process.

In addition, the P&D is responsible for developing and maintaining other critical Department plans, which include emergency operations/disaster plans, standards of response coverage plans, deployment plans and other risk mitigation, and preparedness strategies.

The Assistant Chief of the P&D is the Department liaison for interagency coordination with the OCDA, the State Civil Defense, and the City's Administration on various island-wide and statewide issues.

Timely, meaningful information is critical for effective and efficient Department management. The P&D monitors and evaluates the functions performed by the records management system and recommends improvements to enhance the Department's data collection and reporting processes. The Management Analyst conducts statistical analyses on all aspects of the Department's operations and establishes benchmarks and performance measures to ensure that goals and objectives are being achieved.

Grant management continues to be an increasingly important function of the P&D. Grant funding allows the Department to improve services to the community by providing for new or additional equipment, training, and resources. The P&D provides the coordination of grant management processes including applications, budgets, procurement, and reporting.

The P&D provides research and development of new programs and evaluates existing programs and services to improve Department efficiency and effectiveness. Over the past year, these included interoperable voice and data communications, improvement of the record management and geographical information systems.

The Assistant Chief chairs and oversees the HFD's Board of Inquiry and Message Committee.

The Board of Inquiry is composed of the HFD's Executive Officers and investigates accidents, complaints, personnel matters, and other occurrences that are of a confidential nature.

The Message Committee is tasked with improving communication processes within the Department. It continues to produce the HFD's newsletter, Hale Ahi News, and manages the Department's program recommendation format: Subject, Objective, Problem, Proposal, Advantages, Disadvantages, Actions (SOPPADA).

The Assistant Chief is also responsible for the management of The 200 Club budget for the HFD. The 200 Club is an organization composed of local business professionals who assist the HFD with resources for training and educational programs for fire fighters.

Grants

The following grants have been awarded to the Department for fiscal year 2003-2004.

ADMINISTERING AGENCY	DESCRIPTION	AMOUNT
Federal Emergency Management Agency (FEMA)	National Fire Academy Training	$ 28,000
Department of Homeland Security (DHS)/FEMA	Assistance To Firefighters	750,000
U.S. Department of Agriculture/USDA U.S. Forestry Service	Wildlife Volunteer Fire Assistance	50,000
DHS/Office of Domestic Preparedness (ODP)	State Domestic Equipment Grant	154,000
	2003 Part I	775,000
	2003 Part II	1,234,000
	2003 Urban Area Security Initiative	4,200,000
State of Hawaii, Department of Labor and Industrial Relations	State Fire Council	35,000

FIRE FISCAL

The financial report of the HFD for the fiscal year ending in June 30, 2004, is presented below.

The total operating expenditures for the Department's Fire Protection Program for fiscal year 2003-04 amounted to $63,433,172 as compared with $60,615,887 of the preceding year, an increase of $2,817.285 or 4.6% as follows:

	FY 2003-04	FY 2002-03	VARIANCE	PERCENT
Salaries	$56,782.412	$54,372,201	$2,410,211	4.4%
Current Expenses	6,286,661	5,736,743	549.918	9.6%
Equipment	364,099	506,943	(142,844)	-28.2%
	$63,433,172	**$60,615,885**	**$2,817.285**	**4.6%**

The composition of expenditures by character of expenditure is as follows:

	FY 2003-04	PERCENT
Salaries	$56,782.412	90%
Current Expenses	6,286,661	10%
Equipment	364,099	1%
	$63,433,172	**100%**

Per Ordinance 03-22, the appropriation for fiscal year 2003-04 total $65,053,404 in the General Fund.

Salaries and Wages

The HFD had 1,145.19 funded positions. There were approximately 82 vacant positions on June 30, 2004. Compared to fiscal year 2002-03, salaries increased by $3,257,688 or 6%, which was primarily due to collective bargaining increases and excluded managerial (EM) pay raises and related retroactive pay.

Current Expenses

Current expenses decreased by $575,000 due to the dry docking of the Fireboat Moku Ahi.

Fireboat

The fireboat is owned by the State Department of Transportation and is funded by Act 171, SLH 1963.

The overall expenditures for the Fireboat Moku Ahi increased by $432,680 or 34% as compared to fiscal year 2002-03.

Revenues and Other Collections

Total revenues and other collections received total $1,661,764. Significant receipts included $1,234,731 reimbursement from the State for fireboat operations, $352,670 from fire code permits and licenses, and $63,900 from rental income for housing ambulances at fire stations.

DEPARTMENT OF HUMAN RESOURCES

Cheryl K. Okuma-Sepe, Director
Noel T. Ono, 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. This Department is charged with building a career service designed to attract, select and retain, on a merit basis, the best qualified civil servants.

The Director of Human Resources represents the Mayor in the collective bargaining process and directs and coordinates an employee-management relations program for the City. In this respect, the Department negotiates and administers eight collective bargaining agreements covering City employees.

In addition, the Department carries 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 73 employees serving 8,099 permanent and 480 temporary and exempt 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

- In partnership with the Department of Information Technology, Department of Community Services and NEOGOV, a mainland based firm, DHR spearheaded a pilot project designed to automate the City's recruitment, examination, certification and selection processes. A training program and materials were developed for departmental personnel officers and staff.
- DHR collaborated with Farrington High School's School to Work Center staff to develop and implement a High School Sustainability Project, which is part of DHR's workforce planning strategy to assist City departments in attracting, hiring, and retaining the right people with the right skills, knowledge and abilities. This project is a summer work experience program where students can gain work experience and project management skills and serve as junior recruiters to introduce high school students to City employment.
- Staff continued to oversee and coordinate an extensive departmental project to completely review, revise and develop new policies, procedures and guidelines for compliance with Act 253 (Public Employment Reform Act of 2000) and other laws. The revised Personnel Manual will replace the existing manual in its entirety and will be issued upon conclusion of review and comments by operating agencies and consultation with affected unions, as applicable.
- Staff established a Position Description (PD) repository that is a central mainframe storage of all the City's active and inactive PDs. The repository provides departments electronic access to their PDs, provides ease in subsequent revision and provides controls in authorization of access to PD repository.
- In partnership with Department of Information Technology, staff have developed "Eforms" to facilitate processing of personnel documents for requests to create, fill and/or reallocate positions.
- Ongoing efforts to address recruitment and retention of heavy vehicle mechanics in the Automotive Equipment Services Division of the Department of Facility Maintenance culminated in a supplemental agreement with the United Public Workers to provide recruitment and retention incentives to selected Fleet Mechanic positions. Evaluation will be made of the impact of the recruitment and retention incentives upon expiration and/or extension of the agreement in August 2004.
- DHR streamlined the hiring process by eliminating pre-employment physical examination requirements for 788 classes of employees in "light" classes.

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*Noel T. Ono was hired on September 22, 2003.

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 7 meetings during the year; and 4 meetings were not scheduled due to lack of quorum.

Ms. Maria Jo Farina served as Chair and Mr. Thomas F. Hinkle served as Vice-Chair for the fiscal year ending June 30, 2004. Ms. Elizabeth Ho served as member.

CIVIL SERVICE COMMISSION APPEALS
July 1, 2003 - June 30, 2004

APPEALS	BACKLOG	RECEIVED	WITHDREW	UNTIMELY	HEARINGS	DISMISSED	UPHELD	DENIED	PENDING
Exams & Selections Non-Selection (includes failure by appointing authority to provide relevant info. & continual violation of rules & denial of due process.)	—	5	—	1	4	—	—	2	2
Classification Action	—	40	—	—	3	—	—	33	7
Discipline & Termination									
Termination	—	1	1	—	—	—	—	—	—
Others									
Demotion	1	—	—	—	—	—	—	—	1
Dismissal, revocation of certification of eligibility, 5 year prohibition from applying for Civil Service employment, Whistleblower count	—	1	—	—	2	—	—	1	—
Declination of Veteran's Preference points	—	1	—	—	—	—	—	—	1
Step 3 Denial	1	—	1	—	1	—	—	—	—
Total	**2**	**8**	**2**	**1**	**10**	**—**	**—**	**36**	**11**

CLASSIFICATION AND PAY DIVISION

Major Functions

Plan, develop, and administer the classification and pay plans; conduct research on classification and pay matters; recommend pricing for new classes established; participate in State-wide meetings on statutory equal pay pricing requirements; participate in collective bargaining wage negotiations 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.

Personnel Policies and Procedures Project

Staff members continued to oversee, coordinate and participate with staff of other divisions in an extensive departmental project to completely review, revise and develop new policies, procedures and guidelines for compliance with Act 253 (Public Employment Reform Act of 2000) and other laws. The revised Personnel Manual will replace the existing manual in its entirety and will be issued upon conclusion of review and comments by operating agencies and consultation with affected unions, as applicable.

Classification Activities

During the past year, staff continued to provide significant personnel management advisory assistance in implementing departmental reorganizations. Notably, assistance was rendered in proposed reorganizations involving many City departments and agencies this year, including:

- Public Building Maintenance Division of Department of Facility Maintenance
- Scientific Investigation Section of the Honolulu Police Department
- Department-wide organizational changes in the Honolulu Police Department
- Permit Counter, Customer Services Office, Department of Planning and Permitting
- Parking and Property Management Branch, Public Building Maintenance Division, Department of Facility Maintenance
- Department-wide organizational changes in Department of Facility Maintenance
- Division of Urban Forestry, Department of Parks and Recreation
- Office of the City Clerk
- Water Quality Laboratory, Department of Environmental Services
- Office of the Director, Department of Customer Services
- Liquor Commission
- Recreation Support Services Branch, Department of Parks and Recreation
- Department of Information Technology
- Refuse Division Recycling Program
- Human Resources Division, Honolulu Police Department
- Continuing reorganization of various programs in the Board of Water Supply (BWS), including Finance, Water Service Investigator Section, Human Resources Office, Laboratory Reorganization, and Office of Information Technology. In addition, staff provided advisory assistance regarding displacement of employees due to the implementation of the Automated Meter Reading Project.

With the passage of Act 40, SLH 2003, the Legislature enabled the BWS to engage in experimental modernization projects (EMP) with or without the approval of the Mayor. As such, our participation in BWS reengineering efforts diminished over the past year. Instead, an expanded classification delegation agreement was implemented with BWS this year and full delegation is targeted upon completion of BWS staffing in Human Resources.

Staff otherwise continued to participate in reengineering change efforts being undertaken by the Department of Environmental Services. Since development of the department's massive "Competitiveness Change Proposal" several years ago, staff has represented the department on the Employee Development/Labor Relations Implementation Planning Team and attended meetings to provide input and recommendations. Their participation is ongoing.

Presentation and implementation of recommendations from a comprehensive staff survey and study of supervisory positions in the Emergency Services Division of the Department of Emergency Services are currently pending with the department. Further, efforts to restore salary ranges to implement new class concepts are also pending negotiation of a supplemental agreement with the affected union.

Staff established a Position Description (PD) repository that is a central mainframe storage of all the City's active and inactive PDs. The repository allows departments electronic access to their PDs and provides ease in their subsequent revision.

Electronic workflow of requests to create, fill and/or reallocate positions has been a great success for the department. In collaboration with the energetic and responsive staff of the Department of Information Technology, the electronic review, routing and tracking procedures have been fine-tuned and undergone many modifications in response to department comments and inquiries. In addition, electronic submittal of requests for personal services contracts commenced on August 1, 2003. Staff review, system modification, and training continue.

In addition to the foregoing, classification activity continued with a total of 965 classification actions completed during FY 2004 in the following categories: 31 initial allocations; 514 reallocations; 349 "no change" actions; and 61 returned without action. These actions resulted in 11 new, 30 amended, two re-established, and ten abolished classes.

Forty classification appeals were filed with the Civil Service Commission during the year. The Commission denied 33 appeals of classification actions; seven appeals were pending at the end of the fiscal year.

Pay Activities

Pay staff reviewed the proposed pricing of 108 new classes established by the State of Hawaii, the Judiciary, the Hawaii Health Systems Corporation, and the counties of Hawaii, Maui and Kauai for equivalency with City classes as required by Section 76-1, HRS. This provision mandates that "equal pay for equal work shall apply between classes in the same bargaining unit among jurisdictions for those classes determined to be equal through systematic classification of positions based on objective criteria and adequate job evaluation, unless it has been agreed in

accordance with chapter 89 to negotiate the repricing of classes."

Ongoing efforts to address recruitment and retention of heavy vehicle mechanics in the Automotive Equipment Services Division of the Department of Facility Maintenance culminated in a supplemental agreement with the United Public Workers to provide recruitment and retention incentives to selected Fleet Mechanic positions. Evaluation will be made of the impact of the recruitment and retention incentives upon expiration and/or extension of the agreement in August 2004.

On April 23, 2004, the Department of Labor (DOL) issued their new FairPay regulations on overtime exemptions from the Fair Labor Standards Act (FLSA) that become effective August 23, 2004. The new regulations, along with case law and DOL interpretations, significantly impact the existing exemptions of City employees. As such, staff reviewed existing guidelines and exemptions and will be issuing new guidelines and procedures to implement the new DOL regulations.

Finally, staff provided support of the Salary Commission in its hearings and deliberations and participated in interest arbitration proceedings involving salary comparisons for Bargaining Units 02 (Blue Collar Supervisors), 03 (White Collar Non-Supervisors), 04 (White Collar Supervisors) and 13 (Professional and Scientific Employees).

EMPLOYMENT AND PERSONNEL SERVICES DIVISION

Major Functions

Plan, develop, and conduct recruitment activities to attract qualified applicants for City employment including outreach to underrepresented groups; coordinate the priority placement program for work-injured employees; review personal services contracts for compliance with legal provisions.

Plan, develop, and administer a personnel examination program in accordance with the merit principle 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 on 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 and exit interviews; develop and coordinate implementation and administration of benefits and awards programs.

Audit, certify, and maintain records of all personnel actions affecting officers and employees of the City government.

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

As part of the on-going efforts to attract and retain Police Recruits and Police Radio Dispatchers, recruiting and testing of applicants was conducted on the mainland. In partnership with the Honolulu Police Department, new policies and procedures for same-day application and testing were developed and implemented by the Examinations Branch.

The Recruitment and Examinations staff continued their professional development by participating in Project Management and Presentation seminars. The knowledge and skills gained from the seminars provided staff with additional tools and techniques to improve workflow and build improved working partnerships with other City departments and the public. Examples of projects the R&E staff developed/participated in are the High School Sustainability Project and the Multi-County Conference – Workforce Investment Act.

In partnership with the Department of Information and Technology and NEOGOV, a mainland based firm, the Recruitment and Examination staff spearheaded a pilot project designed to automate the City's recruitment, examination, certification and selection processes. The public and the City departments will both benefit from this automated human resource system.

A multi-divisional approach was used by recruitment staff to oversee the implementation of the High School Sustainability project. The project involved members from Classification and Pay Division, Benefits and Training Branch, Research and Transactions Branch, Examination Branch and Recruitment Section. This project involved partnering with the Department of Environmental Services, Department of Planning and Permitting and the Department of Information Technology in a variety of job tasks. Further details are explained in the Benefits, Research and Transactions Branch section.

The examination staff assisted the Honolulu Police Commission in its search for a new Chief of Police. Although an outside consultant was used, the examination staff assisted the consultant with the administering of various critical

evaluations of applicants.

Applicant submitting her application on-line at DHR.

Recruitment and Examination staff developed a training program and materials to train all City departments in NEOGOV processing. All departmental personnel officers and staff were trained in on-line requisitions, receipt of on-line applications, and processing of selections. By July 2004, all requisitions were submitted on line. Referral of names to departments was also on-line. This has decreased the amount of paperwork, as applications no longer had to be photocopied. In addition, the processing time for applications has decreased by one month, as all applications are referred to examination specialists for processing on-line.

In addition staff continued to work on automating various forms such as extension of limited term appointments, departmental promotions, transfer and demotions, suitability and requests for eligibles.

As departments sought to fill vacancies during the fiscal year while under a hiring restriction, the number of recruitments decreased 23% from 104 to 80. The number of open-competitive and promotional examinations decreased 27% from 393 to 382. Similarly, the number of internal departmental competitive examinations administered by departments decreased 30% from 380 to 235. There was a 45% decrease in the number of vacancies filled from 564 to 307.

The number of applications we received increased 10% from 8224 to 9047. However, the number of qualified applicants placed on eligible lists decreased 37%, from 4185 to 2624.

Despite recruitment at shortage category pay rates and recruitment incentives for certain job classes, we continued to have difficulty in recruiting for engineers, fleet mechanics, mobile emergency care specialists, electricians and electrical related classes, and plumbers. Staff continued research and development of work-study partnerships with community colleges and various agencies to help fill these critical vacancies.

Outreach activities and presentations continued. The speakers' bureau composed of City employees from departments such as Emergency Services, HFD, and HPD made presentations in the community at elementary, intermediate, high schools and colleges on Oahu, encouraging students to consider the City as an employer.

RECRUITMENT AND EXAMINATION ACTIVITIES

	2002-03	2003-04
Recruitments		
Open-Competitive and Promotional	104	80
Applicants		
Open-Competitive and PromotionalExaminations	8,224	9,047
Labor Registration	2,522	2,003
Summer College Student Program	600	304
Examinations		
Open-Competitive and Promotional	393	382
Internal Departmental Competitive Promotions (Audited)	380	235
Applicants Placed on Eligible Lists	4,185	2,624
Vacancies Filled from Applicants Referred	564	307

Personnel Benefits and Research Activities

Personnel Policies and Procedures Revision – The Research staff continued to participate in weekly meetings to update the personnel policies and procedures manual for the enactment of Act 253, Session Laws of Hawaii 2000 on July 1, 2002.

Service and Incentive Awards Program – Staff planned and coordinated two distinctly separate recognition programs as specified by Mayor Harris. They were the:

2003 Mayor's Service Awards Breakfast

1. 2003 Mayor's Service Awards Breakfast – A private breakfast held on Wednesday, October 8, 2003 at the Hilton Hawaiian Village Hotel honored 132 employees with 25 years of service, 31 employees with 35 years of service and two with 45 years of service.
2. 2003 Mayor's Outstanding Employee Awards Program – On the morning of November 6, 2003, in the City Hall Courtyard, Mayor Harris recognized two winners of Employee Suggestion Program. They were Mildred Kiyono and Danny Quevedo from the Department of Budget and Fiscal Services. A special recognition award was presented to 44 members of the *City's Salvinia Eradication Team*. Mayor Harris recognized 17 Departmental Employee of the Year nominees, four Manager of the Year finalists, and 29 recipients of the Sustained Superior Performance Award. Honolulu Fire Department's Fire Fighter, Charles W. M. Griep, was selected as the City's Employee of the Year, and Assistant Police Chief Boisse P. Correa as the City's Manager of the Year. The musical group *Firehouse* provided the entertainment. *Firehouse* is comprised of employees from the Honolulu Fire Department

New Employee Orientation – To expedite the internal notification of new employees attending employee orientation, staff designed and developed on-line instructions and a WORD-FILL document for departments to complete. We provided accession services to 945 employees.

Pilot Retirement Award – By request of the Administration, staff researched, planned and implemented a pilot retirement award program that gives retiring employees with at least 15 years of service the choice between the existing $100 U.S. Savings Bond or a koa clock. Only one selection can be made. The pilot began on June 1, 2004 and ends on June 30, 2005. Staff also re-engineered the award form to be a WORD-FILL document thereby reducing carbon print costs and making it efficient for users.

High School Sustainability Project – In partnership with Farrington High School's School to Work Center, staff collaborated with a team of DHR members to establish a summer work experience program. The program is unique in that the high school students were selected to embark on a seven week journey exploring different career fields the City has to offer. Areas such as building permits and construction; computer technology; and wastewater, refuse collection and disposal were selected to provide job experiences for these students. They were also given the opportunity to learn the fundamentals of project management and required to develop a plan as "junior recruiters" for the

Participants in the High School Sustainability Project

City that they will present to their peers at their Career Fair. Their presentation will focus on their experience working for the City and job opportunities the City has to offer.

Leave Sharing – Established in 1994, the City's Leave Sharing Program allows employees to voluntarily donate their vacation leave credits to another employee who has a serious illness or injury, or to an employee who has a family member suffering from a serious illness or injury. There were four leave share recipients at the start of the fiscal year. An additional 18 applicants were processed in FY03. Of these 18, three were denied and six made requests for an extension. On June 30, 2004, four recipients carried over to the next fiscal year.

The central leave bank received a total of 2,841 donated hours.

FISCAL YEAR	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04
Leave recipients at the start of the fiscal year	4	9	7	7	8	1	4
Added recipients during the fiscal year	12	16	19	13	7	10	15
Remaining recipients at the end of the fiscal year	9	6	7	8	1	4	4

Employee Assistance Program Activities

The program served 429 individuals, including 141 new and 288 continuing or re-entering clients. The three most common problem categories were marital/relationship, substance abuse, and job stress. Other program activities included 44 group sessions (3 or more employees) for services such as stress management, critical incident debriefing, and teambuilding; 262 management consultation sessions; and 42 training classes, including preventing workplace violence, substance abuse awareness, stress management, emergency services stress, conflict resolution, critical incident response, behavioral emergencies, reasonable suspicion, grief, and supervisory skills.

Transactions Activities

We processed salary adjustments for employees in the following bargaining units:

BU 11: On the July 15, 2003 payroll, eligible employees received a 1.5% Across the Board (ATB) increase to the salary schedule and placed on the appropriate step of the new schedule.

BU 12: On the July 15, 2003 payroll, eligible employees received a 4% ATB increase to the salary schedule.

PERSONNEL TRANSACTION STATISTICS

ENTRANCE TO THE SERVICE:	2002-03	2003-04
Exempt Appointments	3,650	3,609
Limited Term	89	51
Provisional	—	1
Short Term	—	1
Initial Probation	477	458
Subtotal	4,216	4,120
In-Service Changes:		
Changes in Status	1,535	1,426
In-Service Movements	1,409	1,195
Other Transactions	1,110	1,708
Reorganization	—	5
Salary Adjustments	4,708	4,856
Subtotal	8,762	9,190
Separations:		
Resignations	571	487
Service Retirement	293	261
Death	12	24
Disability	9	13
Layoff	—	—
Dismissal	27	19
End of Appointment	137	94
Exempt Employee	84	29
Personal Services	1,899*	1,835*
Subtotal	3,032	2,762
GRAND TOTAL	**16,010**	**16,072**

*Large number reflects processing of intermittent, on-call employees.

NUMBER OF EMPLOYEES AS OF JUNE 30, 2004

	CIVIL SERVICE			
	PERM.	TEMP.	EXEMPT*	TOTAL
Executive Branch				
Board of Water Supply	528	13	4	545
Budget & Fiscal Services	262	—	4	135
Community Services	97	34	4	135
Corporation Counsel	33	3	41	77
Customer Services	226	—	4	230
Design & Construction	195	—	2	197
Emergency Services	298	26	4	328
Enterprise Services	198	21	4	223
Environmental Services	831	8	4	843
Facility Maintenance	540	—	4	544
Fire	1,060	—	4	1,064
Human Resources	71	—	2	73
Information Technology	113	—	4	117
Managing Director	—	—	21	21
Mayor's Office	—	—	5	5
Medical Examiner	14	—	3	17
Neighborhood Commission	—	—	15	15
Oahu Civil Defense	9	—	—	9
Parks & Recreation	679	26	4	709
Planning & Permitting	220	—	4	2,472
Police	2,468	—	4	2,472
Prosecuting Attorney	126	5	110	241
Royal Hawaiian Band	34	—	1	35
Transportation Services	73	1	4	78
SUBTOTAL	8,075	137	256	8,468
Legislative Branch				
City Clerk	23	—	2	25
City Council	1	—	85	86
SUBTOTAL	24	—	87	111
GRAND TOTAL	**8,099**	**137**	**343**	**8,579**

*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.

HEALTH SERVICES DIVISION

Major Functions

Conduct pre-employment and periodic physical evaluations; conduct examinations mandated under the Hawaii Occupational Safety and Health Law to support departmental hearing conservation, respiratory protection, asbestos and bloodborne pathogen programs; and conduct and/or oversee programs that are designed to promote health, reduce risks, and prevent injury. Additionally, administer a drug-screening program for all new hires and random testing for selected employees, and provide blood analysis for suspects arrested for driving under the influence of alcohol (DUI).

City and County of Honolulu
Department of Human Resources
Health Services Division
Summary of Activities
July 1, 2003 – June 30, 2004

MEDICAL EVALUATIONS

Pre-employment physical evaluations	618
Annual physical evaluations	3,403
Other physical evaluations (includes return to work and fitness for duty)	595
Total Medical Evaluations	**4,616**

LABORATORY PROCEDURES

Pre-employment drug screening collections	438
Urinalysis	4,017
Immunizations	249
Vision tests	4,160
Hearing tests	4,402
Pulmonary function tests	1,164
Electrocardiogram (EKG)	2,079
Blood analysis	3,996
Blood alcohol analysis (for DUI arrestees)	326
DNA sample collections (for felony arrestees)	114
Total Laboratory Procedures	**20,945**

The Medical Review Officer provided analysis and follow-up for pre-employment and random drug testing for various city employees. This year he reviewed 3,209 individual drug tests, of which 11 were positive for drug usage. This included new employees, and employees of the Honolulu Police and Fire Departments. Other City employees, including drivers of commercial vehicles, are tested separately.

During the year we reviewed the overall organization of the Health Services Division, and have recommended changes in personnel, which will be implemented during the next fiscal year. This year we were able to fill vacant positions within the division, including the Division Chief and Medical Technologists I and III. We have also eliminated pre-employment physical examinations for 788 classes of employees in "light" classes. We found that few were rejected in the past and time spent on these evaluations could be utilized elsewhere. We continue to provide pre-employment drug testing for all applicants, however.

Because the number of City employees has remained relatively stable for the past few years, the work load of the Health Services Division likewise has remained fairly stable, varying only plus or minus 2% during the past three year period. While we have eliminated pre-employment evaluations for 788 classes, this will be offset during the next fiscal year by performing pulmonary function testing for all police officers, which will add approximately 300 man-hours to our annual physical examinations.

INDUSTRIAL SAFETY AND WORKERS' COMPENSATION DIVISION

Major Functions

Develop, promote, coordinate and maintain a safety program for the City and County of Honolulu to comply with the Hawaii Occupational Safety and Health Law; 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 self-insured workers' compensation program to comply with the Hawaii Workers' Compensation Law (Chapter 386, Hawaii Revised Statutes) and other related rules and laws; administer the City's retention, rehabilitation and placement and limited duty programs; represent the City before the Department of Labor and Industrial Relations on workers' compensation related issues.

Table 1 shows the direct costs associated with administering the City's safety and workers' compensation programs for the last five years.

Table 1
Industrial Safety and Workers' Compensation Division
Direct Annual Operating Expenditures

FISCAL YEAR	1999-00	2000-01	2001-02	2002-03	2003-04
Salaries	817,126	772,236	851,720	851,185	826,565
Current Expenses	16,498	23,958	24,968	26,740	24,805
Equipment	4,327	2,233	0	0	1,561
TOTAL	**837,950**	**798,427**	**876,688**	**877,925**	**852,931**
Funded Positions	19.5	19.5	19	18.5	18

Safety Branch Activities

Staff safety specialists inspected various work sites for compliance with the Hawaii Occupational Safety and Health Law 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. Injury and workers' compensation statistics were compiled, evaluated and summaries distributed to City agencies to help in their efforts to develop, refine and improve their safety, training and return to work programs.

The Vehicle Accident Review Committee met each month to review accidents involving City vehicles (excluding HPD and BWS). The committee held hearings on 334 vehicle accidents this fiscal year. As a result, 206 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 283 employees for sustained superior driving performance. Of these drivers, 64 received awards for 11 or more years of accident-free driving.

Table 2 summarizes lost-time injury rates and vehicle accidents for the past 10 fiscal years. The incidence rate is the number of lost time injuries per 200,000 hours worked. The severity rate is the number of lost workdays per 200,000 hours worked. Avoidable accidents include BWS but not HPD. For fiscal year 1998-99, the incidence and severity rates could not be calculated because of the reorganization of City departments and the movement of employees.

Table 2
Lost-Time Injury Rates and Vehicle Accidents

FISCAL YEAR	INCIDENCE RATE	SEVERITY RATE	AVOIDABLE ACCIDENTS
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
2000-01	6.6	243	267
2001-02	6.3	242	229
2002-03	5.8	249	225
2003-04	5.4	243	217

Workers' Compensation Branch Activities

During the year, the division processed 2,190 new or reopened workers' compensation claims in addition to 1,502 claims carried forward from the previous year, for a total of 3,692 claims. With twelve full-time equivalent claim adjuster positions, this represents an average of 308 claims handled by each adjuster during the fiscal year. Table 3 summarizes annual caseload statistics for the last five fiscal years.

Table 3
Annual Workers' Compensation Caseload Statistics

FISCAL YEAR	99-00	00-01	01-02	02-03	03-04
Beginning Active Claims	1,373	1,486	1,485	1,615	1,502
Claims Opened or Reopened	2,003	2,054	2,139	2,114	2,190
Claims Closed	1,890	2,055	2,009	2,227	2,226
Continuing Active Claims	1,486	1,485	1,615	1,502	1,466
Claims Per Adjuster	375	393	403	310	308

The City recovered $109,617 for workers' compensation cases involving outside parties causing or contributing to injuries sustained by City employees. Most of this recovery came from third party insurance carriers for injuries associated with automobile accidents.

The City's two in-house vocational rehabilitation counselors provided job placement services to 287 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.

Table 4 summarizes the City's workers' compensation expenditures for the last five years. Total workers' compensation expenditures increased $666,788 (4.4%) from the prior fiscal year, the smallest increase in the last five fiscal years. Expenditures for indemnity increased 1% while temporary disability benefits decreased 2%. Medical expenditures increased 18%.

Table 4
Workers' Compensation Direct Expenditures

FISCAL YEAR	1999-00	2000-01	2001-02	2002-03	2003-04
Temporary Disability	2,611,871	3,025,430	3,312,928	3,748,866	3,683,251
Indemnity	3,608,146	4,321,075	3,973,332	4,789,471	4,837,171
Medical	3,446,308	3,671,831	4,624,629	4,432,193	5,227,760
Claim Management	441,479	337,347	449,883	604,200	599,043
Special Fund Assessment	824,936	617,146	777,650	1,109,379	1,040,161
Medical Bill Audits	301,794	342,927	381,678	412,669	376,180
TOTAL	**11,234,534**	**12,315,756**	**13,520,100**	**15,096,778**	**15,763,566**

Table 5 shows City workers' compensation expenditures and injury statistics. There were 25 less claims filed for workers' compensation benefits than the prior fiscal year; 32 fewer lost time injuries and 344 fewer lost workdays. Table 6 summarizes expenditures and new claims filed by a City agency or department.

Table 5
Comparison of Injury and Expenditure Statistics

FISCALYEAR	WORKERS' COMPENSATION EXPENDITURES	PERCENT CHANGE	NUMBER OF NEW CLAIMS	LOST TIME INJURIES	PERCENT CHANGE	LOST WORK DAYS	PERCENT CHANGE
99-00	11,234,534		1,803	684		19,190	
		+09.6			-12.4		+15.3
00-01	12,315,756		1,823	599		22,127	
		+09.8			-03.3		+0.5
01-02	13,520,100		1,693	579		22,256	
		+11.7			-11.1		-0.5
02-03	15,096,778		1,738	515		22,147	
		+04.4			-06.2		-01.6
03-04	15,763,566		1,713	483		21,803	

Table 6
FISCAL YEAR 2003-04

DEPARTMENT / AGENCY	TOTAL COST ($)	NEW CLAIMS
Board of Water Supply	986,968	81
Budget and Fiscal Services	146,338	8
City Clerk	0	0
City Council & Council Services	50,657	2
Civil Defense	0	1
Community Services	19,895	4
Corporation Counsel	24,225	1
Customer Services	195,447	30
Design and Construction	61,581	3
Emergency Services – Administration	47,658	1
Emergency Services – EMS	446,442	61
Emergency Services – Ocean Safety	313,157	40
Enterprise Services – Excluding Golf	279,302	41
Enterprise Services – Golf Courses	69,498	22
Environmental Services – Administration	0	0
Environmental Services – Wastewater	818,059	77
Environmental Services – Refuse	951,652	83
Facility Maintenance – Administration	0	1
Facility Maintenance – Building & Electrical	181,816	15
Facility Maintenance – Road	1,274,633	79
Facility Maintenance – Automotive	240,233	38
Fire	1,396,756	248
Human Resources	8,183	3
Information Technology	33,469	1
Liquor Commission	75,801	0
Managing Director's Office	21,781	0
Mayor's Office	168	0
Medical Examiner	0	0
Parks and Recreation	1,172,458	150
Planning and Permitting	103,774	8
Police	5,345,255	705
Prosecuting Attorney's Office	34,214	2
Royal Hawaiian Band	17,601	7
Transportation Services	30,204	1
Special Fund Assessment	1,040,161	-
Medical Bill Audit and Payment Fees	376,180	-
TOTAL	**15,763,566**	**1,713**

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

Negotiations with Bargaining Unit 1 (blue collar non-supervisory), Bargaining Unit 2 (blue collar supervisory), Bargaining Unit 3 (white collar non-supervisory), Bargaining Unit 4 (white collar supervisory), Bargaining Unit 10 (institutional, health and correction workers), Bargaining Unit 12 (Police), and Bargaining Unit 13 (professional and scientific) occurred during the fiscal year. Bargaining Units 2, 3, 4, 10 and 13 reached two-year agreements through final and binding arbitration. Bargaining Unit 12 reached a four-year agreement through final and binding arbitration, and Bargaining Unit 1 reached tentative agreement and was about to commence ratification at the end of the fiscal year. Bargaining Units 2, 3, 4, 11 and 13 commenced negotiations for the contract period beginning July 2005 during the fiscal year.

Ten (10) arbitration awards were received during the fiscal year: three (3) grievances were in favor of the City, four (4) grievances were split and/or had penalties modified, three (3) grievances were sustained in favor of the Union. Five (5) grievances were pending arbitration decisions at the end of the fiscal year.

Labor Relations began the fiscal year with 244 grievances and an additional 143 grievances were received during the fiscal year. An overall total of 133 grievances or 34% were resolved this fiscal year. Grievances were resolved as follows: 12 through arbitration, 58 by settlement agreement, 36 after rendering of a formal response at the Employer level, and 27 due to other actions.

STEP 2 and STEP 3 GRIEVANCES BY DEPARTMENT AND BARGAINING UNIT
July 1, 2003 to June 30, 2004

	BARGAINING UNITS								
DEPARTMENT	1	2	3	4	10	11	12	13	TOTAL
BOARD OF WATER SUPPLY	3		1						4
BUDGET AND FISCAL SERVICES			1						1
CLASS	1				1				2
CUSTOMER SERVICES			1						1
EMERGENCY SERVICES					1				1
ENVIRONMENTAL SERVICES	11			1					12
FACILITY MAINTENANCE	15	2	1	1					19
HONOLULU FIRE DEPARTMENT						8			8
HONOLULU POLICE DEPARTMENT							79		79
LIQUOR COMMISSION			2						2
PARKS AND RECREATION	7	1	1					3	12
PLANNING AND PERMITTING			1						1
PROSECUTING ATTORNEY								1	1
TOTAL	**37**	**3**	**8**	**2**	**2**	**8**	**79**	**4**	**143**

BU 1 BLUE COLLAR NON-SUPERVISORY (UPW)
BU 2 BLUE COLLAR SUPERVISORY (HGEA)
BU 3 WHITE COLLAR NON-SUPERVIOSRY (HGEA)
BU 4 WHITE COLLAR SUPERVISORY (HGEA)
BU 10 INSTITUTIONAL, HEALTH & CORRECTION WORKERS (UPW)
BU 11 FIRE FIGHTERS (HFFA)
BU 12 POLICE OFFICERS (SHOPO)
BU 13 PROFESSIONAL & SCIENTIFIC (HGEA)

GRIEVANCES BY PRIMARY SUBJECT MATTER
(Grieved to Department of Human Resources Level)
July 1, 2003 to June 30, 2004

	BARGAINING UNIT								
SUBJECT MATTER	1	2	3	4	10	11	12	13	TOTAL
COMPENSATION	1				1		2		4
DEMOTION							2		2
DISCHARGE	8		2			2		1	13
DISCIPLINE	22	2	3			1	52	2	82
DISCRIMINATION							1		1
EXTENTION OF PROBATION			2						2
GRIEVANCE PROCEDURE							1		1
HARASSMENT							1		1
INVESTIGATION							1		1
LEAVES			1				4		5
MEALS							1		1
OVERTIME	1						2		3
PAST PRACTICE		1		1					2
PERSONNEL FILE							1		1
PROMOTION	2								2
PSYCHOLOGICAL EVALUATION							1		1
RELEVANT INFORMATION	1						1		2
RESIGNATION				1					1
RESTRICTION OF POLICE AUTHORITY							1		1
SENIORITY	1								1
SUBSIDIZED AUTOMOBILE							1		1
TERMINATION	1				1			1	3
TRANSFER						5	5		10
TRAVEL							1		1
UNION ACTIVITY							1		1
TOTAL	**37**	**3**	**8**	**2**	**2**	**8**	**79**	**4**	**143**

Training Activities

A total of 3,645 employees participated in training classes sponsored by the Training Branch. Training class subjects included:

- Complaint Investigation
- Ethics Training
- Financial Management
- First Aid/CPR
- Labor Relations
- Office Professionalism
- Performance Evaluation
- Personnel Management
- Project Management

- Retirement Planning
- Sexual Harassment Prevention
- Supervision and Leadership
- Working Drug Free
- Workplace Violence Prevention

In addition to the classes above, Training Branch staff provided customized Customer Service training to the Departments of Budget and Fiscal Services, Community Services, Customer Services, Parks and Recreation, Environmental Services, and members of the City Council's staff. Staff also developed and delivered Respectful Workplace training to the Board of Water Supply's blue-collar employees and their supervisors.

The City's Apprenticeship Training Program, in partnership with the Honolulu Community College, was successful in adding a Fleet Mechanic trade program with three apprentices. The program continued to provide trained employees in trade occupations of Air Conditioning Mechanic, Line Electrician and Pipefitter. As of June 2004, 29 apprentices were participating in various phases of the program.

DEPARTMENT OF INFORMATION TECHNOLOGY (DIT)

Courtney Harrington, Director and Chief Information Officer
Breene Harimoto, Deputy Director

POWER. DUTIES, AND FUNCTION

By City Charter, the Department of Information Technology provides information technology support, guidance, and direction to the Mayor, City agencies and City Council to enable them to serve the public in a cost-effective and efficient manner. The department also provides limited computer services to other governmental and non-governmental agencies that do business with the City and County of Honolulu.

On a day-to-day basis, DIT is responsible for maintaining the City's main computer operations facility and providing City-wide network connectivity 24 hours per day, 7 days a week as well as installing and maintaining more than 4,000 desktop and laptop computers. In addition, the Information Technology (IT) Master plan and Mayor's directive 99-1 entrusts DIT with the following responsibilities:

1. Implement the mayor's initiative of a "virtual" or electronic city to apply Internet and electronic commerce 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 and assist the departments in meeting those standards and policies to best meet the city's business needs.
4. Secure city computer and network resources from unauthorized access; provide for the security of the City and Honolulu Police Department networking systems by protecting these systems from security breeches.
5. Coordinate departmental technology efforts and assist city agencies in the procurement, design, development and implementation of computer systems.
6. Ensure the IT strategy is in concert with the overall city strategy and to lower the total cost of ownership of desktop computers and technology implementation through standards and centralized management.
7. Provide centralized data processing and IT services to support daily operation of all city agencies and perform contingency planning to ensure the availability of computer services in case of major disaster.
8. Provide specialized IT equipment and assistance to the Honolulu Police Department in support of Homeland Security.

PLANNING AND ADMINISTRATION DIVISION

PC Replacement and Mobile Computing Program. DIT continues its citywide computer replacement program. During FY04, computers were replaced for Department of Design and Construction (DDC), Department of Facility Maintenance (DFM), Office of the Mayor (MAY), Office of the Managing Director (MD), Department of Planning and Permitting (DPP), Honolulu Police Department (HPD) and Department of the Prosecuting Attorney (PAT). Since PCs are initially purchased with three-year warranties, DIT has also implemented a PC maintenance program for PCs with expired warranties. Furthermore, a limited mobile computing project was continued in FY04. Ten additional users were provided with a laptop, a docking station, and a standard monitor in place of a standard desktop computer. These users were primarily high-level staff, for example, directors, deputy directors and some excluded managers. The laptop can be used off-line anytime, anywhere when it is not connected to the docking station. Outlook e-mail and networked folders can be synchronized and stored on the laptop when needed. Mobile computing can be a great productivity tool for city staff who need to perform work outside of the office.

Windows 2000 Server Migration. DIT has completed the migration from the Novell to Windows 2000 file and print servers. In FY04, the following agencies were migrated to Windows 2000 file servers: Budget and Fiscal Services (BFS) Administration, Purchasing, Treasury, Fiscal, Real Property, Corporation Counsel, Design and Construction, Enterprise Services, Environmental Services, Transportation Services, City Council, City Clerk, and Council Services. This migration will result in better support as well as coincide with the direction of using Windows 2000 for servers such as Internet, email, and database servers.

Multi-function Office Devices. Digital multi-function devices (MFD) with printer, copier, scanner, and fax capabilities comprise a new generation of office equipment. Several departments already purchased multi-function devices and have experienced increased efficiency and benefits from such equipment. DIT is working to maximize the benefits of these multi-function devices. Since the connectivity for printing and scanning is through the City's network, DIT is involved in the selection and set up processes of these devices.

Neighborhood Online. Neighborhood Online initiative was Mayor's initiative to place PCs in selected parks across Oahu to allow community access via the Internet to on-line city services. Thirteen parks have 4 PCs, a printer and Internet access. Local word processing and spreadsheet capability was provided on these PCs for public access. DIT continues to provide IT service to maintain this community-based program.

Emergency Operating Center. The Emergency Operating Center (EOC) of the Oahu Civil Defense Agency (OCDA) was designed by DIT and this department oversaw the construction of this facility. It is equipped with the state-of-the-art computer facilities powered by computer software to deliver an effective solution for emergency operations. The computer software integrates with the City's Geographic Information System, Computer Aided Dispatching systems at Police, Fire, and Emergency Services and other critical links in the state emergency operation. DIT continues to provide technical support to OCDA to maintain the EOC facilities with the highest technical standards.

Parks Registration On-line Project. DIT work in partnership with the Department of Parks and Recreation to provide dedicated technical support services to all city parks located island-wide. The IT support will become more critical when the Parks Registration on-line System (PROS) is fully implemented. The PROS project involves 80+ parks that have been connected to the city's network and provides on-line registration for all City park programs and activities. Implementation included the installation of digital subscriber lines (DSL), PCs, and PROS software. This is a milestone project for the Department of Parks and Recreation.

TPR Document. DIT has completed the departmental Technology Planning and Review Document to be used as the base document for maintaining well managed IT services to individual departments. The purpose of this document is to present the technology standards, Desktop support services, network infrastructure, departmental IT projects and specific concerns/issues, execution priority and service level agreement between DIT and the department. This document will assist the departments to plan and budget for IT initiatives and will be reviewed and updated at least once a year, led by a Computer Service Representative (CSR) and the Department IT coordinator.

RESCU-Mini-Help Desk. The Remote End-user Support Central Unit (RESCU) mini-Help Desk was formed to provide calà in support for remote users (outside of the downtown area). Technicians staff this RESCU support function and attempt to resolve problems using remote control software. On-site visits are scheduled, if necessary. This program has been highly successful and has saved countless man-hours for both the users and DIT staff.

Resource Center. DIT has increased shareable IT resources in the Data Center. These shared IT resources provide more cost-effective solutions for all City agencies to take advantage of IT resources without the need for each agency to purchase their own equipment, which may be needed only occasionally. This equipment currently includes:

- New Dell Laptops
- Computer Projectors
- Networked Color Printing
- Smart Board (with restrictions)
- Volume printing from PC applications

Telecommunications Branch. In calendar year 2004, DIT absorbed the staff and functions of the DDC Telecommunications Branch. DIT is now responsible for operations and management of the City phone system, 800 MHz radio, microwave, wireless data and other communications.

TECHNICAL SERVICES DIVISION

Wireless Technology. DIT has successfully piloted a wireless project with selected employees to test the viability of mobile laptops and wireless. In order to increase the security of the wireless system, DIT has installed a public key infrastructure. Research and development is ongoing as the industry moves forward with new technology and standards.

Internet Filter. DIT continues to implement the City's Internet filtering program for Internet access. Each department can decide how to implement the filtering program. This program filters sites that do not belong in a working environment.

Novell to Windows 2000 Server Migration. DIT continues to migrate user files, print queues and network applications from our old Novell servers to the new Windows 2000 server platform. This provides server perfor-

mance, more storage space, availability, and robustness to users. DIT is consolidating small department servers into a single server, which will reduce the operating expense for the City.

Network Connectivity. DIT installed network connectivity to the Moanalua Fire station Mokuele Fire Station, Kalihi Uka Fire Station, Sunset Beach Fire Station, Waimanalo Fire Station, HPower, and Waialua Corporation Yard.

Mainframe System Upgrade. The replaced mainframe has been moved and installed at the Kapolei Civic Center. DIT has tested recovering files located at the Honolulu Municipal Building computer to the computers at Kapolei. DIT initiated plans to utilize the backup mainframe as part of a homegrown disaster recovery solution.

Security Policy. The City and County of Honolulu Security Policy was published and distributed by DIT.

Email Upgrade. DIT has completed upgrading all of the City email users to Exchange 2000.

Removal of older tape technology. DIT has completed migrating tapes from older IBM reel tape technology to a higher capacity tape system. This will reduce our maintenance costs for IBM equipment.

Upgrade mainframe database system. The mainframe database system was upgraded to a more current version.

Upgrade client server databases. Client server databases were upgraded from SQL 7.0 to SQL 2000. This upgrade allows DIT developers to take advantage of advanced features of the database manager.

OPERATIONS DIVISION

Data Center Operations. The Data Center continues to serve as the nerve center for the City's Information Technology infrastructure. Equipment housed in the Data Center is monitored by Operations staff to insure that IT services are available to City users twenty-four hours a day, seven days a week.

The mainframe computer and its peripheral equipment continue to be the heart of a number of legacy systems. Scores of servers and storage devices provide a variety of services to City workers in all departments. As a major hub in the City's network infrastructure, the Data Center provides the electronic links that allow City workers to communicate with fellow workers throughout Oahu, as well as their Federal, State, and Neighbor Island counterparts. Several high-speed links make it possible for City workers to utilize the Internet. These same links allow the rest of the world access to the City's main Internet portal, where much of the City's public information is available.

Among the services that were made possible in FY2004 via the facilities, equipment, and staff at the Data Center are the following:

- The Statewide Motor Vehicle Registration system, including all new registrations, renewals, and inspections.
- The Statewide Driver Licensing system.
- The Statewide Voter Registration system.
- The City Human Resources Management System (CHRMS).
- The City's Business Licensing system.
- The City's Animal Registration system.
- The City's Bicycle Registration system.
- The City's Financial Accounting system.
- The City's Integrated Revenue and Information System (IRIS) for Real Property.
- The City's eCommerce initiatives, allowing various transactions via the Internet.
- The Citywide electronic mail (eMail) system.
- A variety of Police applications.

Consolidation of Computer Room and Control. The final phase of the consolidation of the Computer Room and Control sections was completed in FY2004. Now all computer operators, including former control clerks, are able to perform all the duties required by the consolidation of the two sections. Additionally, operators have begun cross training in Help Desk operations. Although full Help Desk services are currently available only during normal business hours, in order to provide better customer service and to improve productivity of the City's work force; the goal is to eventually provide Help Desk services that extend beyond normal business hours.

Electronic Reports. DIT continues to look for opportunities to convert paper reports to electronic reports (eReports) in an effort to reduce cost and improve productivity throughout the City. In FY2004 DIT was again able to reduce paper usage by placing reports on compact disk (CD) media or transmitting them electronically. Total paper output of the operations center for the fiscal year was reduced from over 5 million to approximately 4.3 million pages. This is down from 10 million sheets in 1999.

Centralized Help Desk. The DIT Help Desk project was initiated in late 2002. The basic requirement was to provide an inbound telephone-based help desk system to complement the support provided departments through the CSR's and other DIT staff.

The first phase of the implementation was conducted with the goal of ensuring the continued satisfaction of user departments with DIT support. It was rolled out on a measured basis to develop help desk staff expertise, as well as understand the support requirements of in-bound support.

With new agencies being added approximately every two weeks, the current numbers of computers supported by the Help Desk is approximately 3,200. The DIT Help Desk project continues to add user departments in coordination with the assigned CSR's in direct support of user agencies.

Disaster Recovery. Significant events in FY2002 forced DIT to rethink its disaster recovery strategy. In the days following September 11, 2001, all airline flights were grounded for four days. That would have had a significant impact on the department's ability to recover from a disaster quickly since the recovery process required tape back ups to be transported to the recovery site from a mainland location. As a result, disaster recovery is now targeted for the City's IT facilities at Kapolei rather than a mainland hotsite. In FY2004 DIT was able to conduct its first test of its modified disaster recovery plans using its new strategy of self-recovery at Kapolei.

DIT plans to conduct annual tests at Kapolei to insure that the recovery plans continue to be sound. The disaster recovery plans are continuously updated to reflect the current recovery scenario. Focus is now on improving the strategic recovery plans for the client server environment at the Kapolei facilities.

Resource Center. DIT continues to expand its sharable IT resources that are available to all City agencies. These shared IT resources provide more cost-effective solutions for all City agencies to take advantage of IT resources without the need for each agency to purchase their own equipment that may be needed only occasionally. During FY2004, DIT added a number of resources and upgraded some of the older equipment. Among the resources available are:

- Laptop Computers
- Computer Projectors
- Smart Boards (with some restrictions)
- Networked Color Printing and Copying Services
- Volume B&W Laser Printing from PC applications
- Color Scanner
- PC Workstation with the following software:
  - Adobe Photoshop
  - Adobe Illustrator
  - Adobe PageMaker
  - Corel CorelDraw
  - Microsoft Publisher

APPLICATIONS DIVISON

On-line Interactive Forms. The City Hall On Line page of the City's popular Internet website was completely rewritten and no longer requires the use of third party software. The online forms are much more esthetically pleasing, easier to use, and easier for the Department of Human Resources and the Department of Customer Services to process. This change also resulted in reduced recurring software maintenance costs.

Integrated Revenue Information System (IRIS). DIT has supported the Department of Budget and Fiscal Services and the Department of Environmental Services in their project to fully implement the new Integrated Revenue Information System (IRIS) for Real Property records and taxes and other accounts receivables. Two major milestones were the inclusion of the Refuse Accounts Receivable system into the IRIS billing and collection module and the availability of an Internet site for the public to check on property assessments. A bigger and more powerful production server was implemented for IRIS. All of the deliverables in the original contract have now been satisfied.

Electronic Forms. The web-based intranet eForms system developed by DIT and first implemented in May 2001 reached a major milestone with the conversion of several citywide forms from paper to eForms. The following eForms are now available to all city departments to be submitted, reviewed, approved, and tracked online:

DIT Security forms

DFM Request for Building Repair and Maintenance (DFM07)

BFS Request to Fill and Reallocate (BF129)

BFS Request to Create New Position (BF130)

BFS Request for Independent Services Contract (M-4)

Department of Human Resources (DHR) Request for Personal Services Contract (CS-C1)

Implementation of other forms will continue in the next fiscal year.

Integrated Document Management System (IDMS). The electronic conversion of 110,000 as-built drawings for the Department of Design and Construction is about 30% completed. This is the pilot project for the Integrated Document Management System (IDMS). Any City user can now retrieve these scanned documents online. As part of the IDMS project, DIT also created a central repository for all approved position descriptions and class specifications for the Department of Human Resources as part of the IDMS project. All departments are now able to access the official position descriptions from this repository.

Web-based Payroll Time and Attendance (PTA) System. The Payroll Time and Attendance (PTA) system was completely rewritten and converted from a DOS system to a web-based system. The new system provides much more functionality than the old system, is much more user friendly, requires no installation of any software to any PC, provides 3 years on history online, and eliminates the uploading and downloading of weekly files from Payroll to all the timekeepers. Employees can even check their own payroll time entries by using this new system.

Web-based Fleet Management System. DIT successfully implemented the City's current Fleet Management software with a state-of-the-art web based system (M5), using funding from DIT and the three user departments, Department of Facility Maintenance, the Fire Department, and the Police Department.

Enhancement to CityDart System. A major enhancement was made to the City's generic issue tracking system, CityDART, to make it more flexible and customizable. These changes made it possible to replace the Department of Customer Services (CSD) DOS complaint tracking system PubMan with a new web-based system. CSD can now electronically route the complaints to the department responsible for following up on the complaint, instead of printing out and routing the hardcopy.

Electronic File Transfer. DIT has moved toward instant exchange of electronic files between DIT and outside agencies using email or FTP (File Transfer Protocol) technologies. DIT must get or send electronic files to many agencies, such as the Employees Retirement System, the Employer Union Trust Fund, HGEA, UPW, Royal State Insurance, the Board of Water Supply, the State Department of Labor, the IRS, etc. Files that were written on large reels of tape and sent or received by mail or courier are now being instantly transferred through newer technology, saving on cost and time.

Web-based Access to Health Fund Information. DIT has provided a web-based online inquiry to the Health Fund enrollment and deduction information using data passed to DIT from the Employer Union Trust Fund (EUTF).

Enterprise Resource Planning (ERP) Project. DIT participated in the feasibility study and requirements analysis led by Dye Management Consulting to replace the City's 20-year old financial accounting system (CIFIS), fixed assets system (FACS) and Human Resource Management and Payroll system with an integrated software solution. The business case study has been completed with recommendations for the city to pursue an ERP vendor solution through the Request for Proposals (RFP) process. However, the project is on hold pending funding approval by the Council.

Software Upgrade for the City's Human Resource Management System (CHRMS). DIT started the planning process to replace the City's payroll and human resource software (CHRMS) with the vendor's latest version. The current software, although running on the mainframe, is supported using a client/server development tool. The vendor has done away with this development platform and now uses native mainframe COBOL code. All custom modifications made by the City on the current platform will have to be re-done in the new COBOL code. This upgrade was completed in August 2004.

On-line Job Classification Specifications. DIT developed the City's Job Classification Specifications web-based application that makes City job description and salary information available to all City agencies, other interested human resources offices and individuals via the Internet. DHR has saved a considerable amount of hours that in the past were spent responding to requests by City and non-City agencies for this information.

Voter Registration Polling Place Update. The Voter Registration Polling Place web application was revamped to accommodate the latest information and district reapportionment that preceded the elections held in 2002. This site was also linked to non-profit web developments that used our site to assist in the "Kids Vote" promotion.

OS/390 Mainframe Migration. There has been an ongoing migration of our mainframe programs and job control language that was completed on schedule to meet our planned migration to the OS/390 mainframe operating system. Failure to convert the programs would have resulted in program failures and unavailability of critical mainframe applications.

Web-based Special License Plate Application. DIT developed an intranet application for CSD, Motor Vehicle License Plates (MVLP), to replace their obsolete stand-alone system that kept track of the Special (Vanity) License Plates issued to Motor Vehicles. The new web-based application allows all Satellite City Hall offices to inquire over the intranet to find out which license plates are available for ordering, thereby eliminating the need to telephone the core MVLP office to obtain this information. This efficiency frees up core office staff and allows Satellite City Hall staff to process the customer in a shorter amount of time. There are also added features that allow MVLP to easily place the license plate order with the license plate manufacturer.

Voter Registration System Maintenance. DIT continues to support the City Clerk's Office as it prepares for upcoming elections. The 2002 election season required extensive modifications and testing of the existing programs to meet the latest State and Federal voter registration requirements and district reapportionment changes statewide.

On-line Book Order Tracking System. The CSD Municipal Bookstore can now track and process book orders efficiently with the intranet application developed by DIT.

HFD Web-based Personal Tracking System. Honolulu Fire Department (HFD) required a means to manage and track HFD personnel efficiently for firefighters recalled on overtime to supplement staff shortages. DIT developed a web-based intranet application that allowed HFD to better manage their budget and personnel assignments.

Treasury Bond Reconciliation System. DIT developed a Bond Reconciliation System for BFS Treasury Division to track bonds and generate debit memos. Bond tracking includes inputting of new bonds, monitoring principal and interest balances and fund allocations. Debit memo generation includes debit memos for bond principal and interest payments and debit memos for non-bond payments.

State-Funded Driver License System Rewrite. The State Department of Transportation (DOT) has continued its funding of DIT staff and contractor staff to rewrite the statewide Drivers License system from a fourth generation language called Transform into its native COBOL programming language. The State DOT understands the urgency and commitment necessary to respond to the loss of the Transform product support from the vendor, dwindling of staff proficient in the specialized and complex Transform program language, and likelihood that the staff who are the most knowledgeable about the Driver License system could file for retirement at any time.

DIT has started its second year of a three year project to rewrite the current Driver License (DL) System from a fourth generation language, TRANSFORM to a common programming language, COBOL/CICS. The State of Hawaii Department of Transportation has obtained a Federal Grant of $208,000 for this fiscal year to cover the expenditures of the DL rewrite project. The expenditures include the cost of the contractor's salary, the staff overtime and the project manager's regular hours.

Parks Registration On-line System (PROS). Software was procured for the Department of Parks and Recreation to implement online class registration and facility reservations. In addition, the system will provide the department with valuable statistics about the popularity of classes so they can improve the offerings to the public. This project resulted in computers and network connectivity for the first time for many of the department's park sites and employees, providing access to email and file servers. All sites converted from Dial-in to ADSL connectivity for faster response times with the exception of two sites. Surplus PC's, which are faster and have a larger capacity, were installed at the busiest park sites, which also contribute to faster response times.

HPD Automated Field Reporting (AFR) System. The Honolulu Police Department and DIT completed development of the Automated Field Reporting (AFR) system in 2004. This system supports the goal of increasing the field productivity of the police officer, through the Cops More Grant. The Department of Information Technology is assisting HPD in accomplishing its objective of developing and deploying the AFR system, through project management assistance, and IT assistance. The first phase of this project was completed. Its purpose was to develop an AFR software to enable patrol officers to prepare their case reports on the mobile data computers (MDC) in their police vehicles, copy the reports to diskette, and print the reports from the diskette at the station. It saves the officers from having to go into the station, use the pre-printed report forms and type their reports. The software created by DIT in collaboration with HPD is called Scratware 1. Rollout of this software to the field was completed in December 2004.

Driver License System Interface with the Selective Service Administration. An automated interface between the Drivers License system and the Selective Service Administration (SSA) was implemented on Jan 1, 2002. Hawaii was the first state in the nation to implement this interface whereby all males 18 years of age or over who register for a driver's permit or license are automatically registered with the Selective Service. Three of DIT's employees received an award from the SSA for implementing this program. Since then, DIT has added a new feature to increase the number of Selective Service registrations by developing a batch program to resend registration information for drivers not confirmed by the SSA.

Driver License System Interface with the Social Security Administration. DIT has completed working with the Social Security Administration (SSA) to verify the Social Security Number (SSN), name and date of birth of all active Hawaii Drivers against their master database file. DIT submitted to SSA, 874,456 driver license records of which 857,915 (98%) were verified successfully. DIT will generate and distribute the SSA Error Reports to each county Drivers License Administrator for their review.

Enhancements to the Driver License System

- DIT implemented the new Commercial Driver License Information System (CDLIS)/Problem Drivers Pointer System (PDPS) railroad-highway grade crossing codes before the October 2, 2002 deadline as mandated by the Federal Highway Administration.
- DIT implemented Hawaii Act 105, which allows judges to authorize restricted permits/licenses.
- DIT has successfully completed transaction testing for the CDLIS/Mexican Access project.

Prosecuting Attorney's HOKU Project Interface with the State Juvenile Justice Information System (JJIS). The Honolulu Office of the Prosecuting Attorney and the State of Hawaii Juvenile Justice Information System (JJIS) will have an automated interface in place by the end of this year. Family Court case information will be transmitted to the JJIS mainframe database.

OFFICE OF THE MANAGING DIRECTOR

Benjamin B. Lee, FAIA, Managing Director
Malcolm J. Tom, Deputy Managing Director

POWERS, DUTIES, AND FUNCTIONS

The Managing Director (MD) is the principal management aide to the Mayor. As directed by the City Charter, the MD 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 MD 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.

In addition, the MD 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 as requested by the City Council.

The Managing Director's Office (MDO) includes:

- Mayor's Office of Economic Development
  - Office of Waikiki Development
  - Honolulu Film Office
- Office of Culture and the Arts
- Neighborhood Commission

The responsibilities of the MDO are as follows:

- provides planning, coordination research, and staff support for the implementation of the Mayor's programs and initiatives,
- plans and coordinates activities and issues that have citywide impact or involve City agencies or other governmental jurisdictions,
- evaluates and makes recommendations on City programs and projects,
- responds to residents and the general public, and
- coordinates the activities relating to and involving the City's Community Vision programs and other special projects.

Staff members serve as liaisons to a wide range of community groups including military organizations and provide assistance to the Office of the Mayor to implement numerous programs, projects, and special events.

During fiscal year 2003-2004, the MDO coordinated a total of 1,568 *"Request for Investigation and Service Report (RISR)"* inquiries from Council members, an average of 130 requests per month. The table below details the number of requests received per month from each Council member.

CITY COUNCIL RESPONSE REPORT
Period: July 2003 through June 2004
(Note: The figures do not show multiple referrals.)

DISTRICT	1	2	3	4	5	6	7	8	9	TOTAL
July	2	21	1	4	1	1	14	5	2	51
August	12	21	7	16	9	5	7	10	5	92
September	9	50	10	17	21	8	18	4	7	144
October	11	48	10	15	20	27	4	4	5	144
November	4	42	10	12	28	25	9	5	6	141
December	3	19	4	15	26	18	9	7	5	106
January	9	51	7	9	28	3	21	8	5	141
February	6	60	3	32	21	6	9	10	9	156
March	8	33	7	25	76	5	8	7	13	182
April	4	49	5	19	24	8	11	8	8	136
May	9	52	2	15	29	5	10	7	1	130
June	2	61	6	9	33	5	10	3	16	145
TOTAL	**79**	**507**	**72**	**188**	**316**	**116**	**130**	**78**	**82**	**1,568**

The monthly averages for Fiscal Year 1992-93 through Fiscal Year 2003-04 are as follows:

FISCAL YEAR	TOTAL NO. OF RISRS	MONTHLY AVERAGE
2003-04	1,568	130.66
2002-03	1,389	115.75
2001-02	1,124	93.66
2000-01	1,541	128.40
1999-00	1,320	110.00
1998-99	1,555	129.50
1997-98	1,433	119.40
1996-97	1,123	124.90
1995-96	1,123	93.50
1994-95	1,164	97.00
1993-94	1,001	83.40
1992-93	768	64.00

OPERATING BUDGET AND STAFFING

The Office of the Managing Director's budget for fiscal year 2004 totaled $2,362,476. Of this amount, City Management Program totaled $843,604. The budget for the Office of Economic Development, which is charged with the responsibility for citywide economic development and business promotion, tourism promotion including sports tourism, and Waikiki development was $895,632, which included $400,000 in grant funds from the Hawaii Tourism Authority County Product Enrichment Program (HTA-CPEP) which is administered by the Executive Director of the OED and given to organizations in the community, via a grant program, for promoting "niche" tourism.

The budget for the Office of Culture and the Arts totaled $623,240, which included the administration of $230,000 in grant funds to nonprofit organizations.

		STAFF			
	BUDGET	PERMANENT	TEMPORARY	CONTRACT	TOTAL
City Management Program	$ 843,604	18		1	19
Office of Economic Development	895,632	3	1	1	5
Office of Culture and the Arts	623,240	5		2	7
Total	**2,362,476**	**32**	**1**	**5**	**38**

OFFICE OF ECONOMIC DEVELOPMENT (OED)

Manuel C. Menendez III, Executive Director

The mission of the OED is to:

"Retain, expand, attract, and diversify the economy of Oahu by creating a nurturing, business friendly environment so our businesses can grow, thrive, and be successful."

The OED office funds, operates, and is responsible for the following areas:

1. Office of Waikiki Development
2. Small Business Advocate Office/Resource Center
3. Honolulu Film Office
4. International Protocol Office/Sister City-Friendship City Program
5. HTA-CPEP Grants Program
6. Sports Tourism Office

The OED Executive Director is responsible for the planning, coordination and implementation of economic and business development activities that help our business community and expand our economy. The Office of Waikiki Development, Honolulu Film Office and the Small Business Advocate report to the OED Executive Director. Over the past 5 years the OED and its small but capable team has delivered measurable results that has contributed to improving our economy, retaining jobs, creating employment and expanding our tax base. (Refer to Organizational Chart.) The OED has over the past 2 fiscal years brought in both directly and indirectly over $200 million U.S. dollars (USD) into our island economy on a nominal operating budget of less than $2 million USD.

The OED of the City & County of Honolulu compliments the State's Department of Business, Economic Development & Tourism's (DBEDT's) broader efforts. The focus of the State's initiatives, in an effort to expand and diversify Hawaii's economy, has been to focus on national and international trade by offering financial and technical assistance to developing and diversifying our business base, sponsoring trade missions throughout the Asia-Pacific region, and promoting policies in support of industries in which Hawaii enjoys a strategic advantage. The OED, on the other hand, focuses on small businesses by providing individualized marketing assistance, offering advice on how to deal with government regulations, and connecting business people with state and federal resources to bring their products and services to market. Together with the State's DBEDT, the OED has a critical and essential role to play in stimulating economic growth on the Island of Oahu.

Office of Economic Development's OFFICE OF WAIKIKI DEVELOPMENT (OWD)

Manuel C. Menendez III, Executive Director

The OWD provides leadership to improve, reinvigorate, and re-enchant Waikiki, with special attention to preserving and perpetuating the area's Hawaiian "sense of place." It is the coordinating agency for the Oahu visitor industry for all events and infrastructure improvements in the Honolulu primary urban resort area.

Waikiki is Oahu's principal tourism center and a major economic engine for Hawaii generating nearly 50 percent of the state's $11 billion visitor industry revenues, over 11 percent of the Gross State Product, and more than 77,000 jobs on Oahu. As such, the success of Waikiki is vital to the overall economic well being of Oahu and the State of Hawaii.

The objectives of the OWD are to:

- Develop a comprehensive vision of Waikiki that is attractive to visitors, residents, and businesses,
- Coordinate and promote pedestrian-friendly capital improvements, and
- Create and promote unique and attractive Waikiki events and venues.

The OWD works closely with the Waikiki stakeholders, including the Native Hawaiian Hospitality Association; Hawaii Tourism Authority; Hawaii Visitors and Convention Bureau; Hawaii Hotel Association; Hawaii Transportation Association; Waikiki Improvement Association; Waikiki Business Improvement District; Visitor Aloha Society of Hawaii; Hawaii Restaurant Association; Waikiki Neighborhood Board; Waikiki-Kapahulu-Diamond Head Vision Team; Waikiki Residents' Association; Waikiki Community Center; State Department of Land and Natural Resources; State Department of Business, Economic Development, and Tourism; retail businesses; and entertainers among others, and has initiated and supported numerous programs and projects, including:

- Waikiki Revitalization Strategic Planning - The OWD promotes the City's pedestrian-friendly focus and desired Waikiki Special Design District guidelines by participating on planning committees for various organizations such

as the Hawaii Tourism Authority, the Waikiki Improvement Association, the Waikiki-Kapahulu-Diamond Head Vision Team, the Waikiki Neighborhood Board, and private sector developments. Treating Waikiki as one resort area with a seamless look is emphasized.

- Waikiki Transportation Planning - The OWD facilitates community participation for two transportation-related plans under the City's Department of Transportation Services:
  - Waikiki Livable Community Project - To achieve greater mobility and livability.
  - Bus Rapid Transit-Waikiki Alignment - Part of an island-wide transportation initiative, to provide cleaner, quieter mass transit vehicles along Kalia Road and Saratoga, Kalakaua, and Kuhio Avenues.
- Waikiki Business Improvement District (WBID) - The City celebrated the first year of the WBID's launch. The business and property owners of the WBID manage the common areas in the district. Services include the Aloha Patrol to enhance safety and visitor information, and to clean and maintain public areas and landscaping.
  - Hale Aloha Visitor Information Services - Provides information to over 110,000 visitors annually or 300 visitors each day by guides trained in aloha and ho'okipa (Hawaiian hospitality). Three information kiosks are placed along Kalakaua Avenue at Beachwalk, the Royal Hawaiian Shopping Center, and fronting the Sheraton Princess Kaiulani Hotel. Information was provided on bus directions, the Waikiki Historic Trail Walk, maps, events, and sites.
  - Iwi Kupuna (ancestral bones) Memorial - The burial mound memorial for the internment of the remains of kupunas inadvertently disturbed during underground repairs was dedicated after the completion of construction.
  - Waikiki Beach Community Cleanups - The Waikiki Ohana Workforce conducted quarterly beach cleanups as part of the national and state "Make a Difference Day" with the City.
- Waikiki Signature Events - To revitalize Waikiki after the tragedy of September 11, the OWD developed and accelerated innovative events to provide for a quicker economic recovery. These events have been funded by the OED, other City Departments, the HTA and the private sector. The events included:
  - "Brunch on the Beach" on Kalakaua Avenue, which debuted on July 15, 2001 to resounding success. Two blocks of Kalakaua Avenue between Kaiulani and Liliuokalani Avenues were closed and carpeted with artificial turf to provide a park-like setting. Three hundred dining tables under bright blue umbrellas are set up for visitors and locals to enjoy the entertainment provided by top local performers. Top restaurants from major Waikiki hotels prepare and sell dishes from their menus in a fair-like setting. The City co-sponsored 11 of these events with the Waikiki Improvement Association. The average attendance is 12,000 per event.

A large crowd enjoys a movie at Sunset on the Beach.

  - "Sunset on the Beach" is the evening counterpart to "Brunch on the Beach" and was launched on the Veteran's Day weekend in 2001 as a way to support the small business community by attracting residents and their families to the Waikiki area. On Saturdays and Sundays, attendees enjoy a popular movie on Waikiki Beach with Diamond Head and the sunset as backdrops. The movies are viewed on a 30' screen and are preceded by live entertainment. The City partners with restaurants that are members of the Hawaii Restaurant Association to have food available for sale. The City held 100 "Sunset on the Beach" weekends with an average attendance of

7,500 per night. The program is credited with keeping countless restaurants and other small businesses viable during the difficult months ending 2001 and for addressing a need that tourism officials had identified long ago: activities and events that would bring visitors in close contact with local residents. To supplement City funding, non-City funded weekends have been sponsored by corporations including Hawaiian Tourism Authority, Outrigger Hotels and Resorts, Royal Hawaiian Shopping Center, First Hawaiian Bank, Central Pacific Bank, I-Safe, Gentry Homes and Queen Emma Foundation.

- Nightly torch lighting ceremonies and hula performances at the Hula Mound on Kuhio Beach embrace Hawaii's heritage. Two to three hundred people enjoy live hula performances nightly by Oahu's finest hula halaus.
- Kapiolani Park Bandstand concerts occur several times a week. Live entertainment ranges from Honolulu Youth Symphony concerts to Aston's Full Moon Concerts. Concerts on Friday feature a different performer every week, and the Royal Hawaiian Band holds concerts every Sunday. "Jan Ken Po," a local game show, is televised from the bandstand.
- Hosts from the Native Hawaiian Hospitality Association conduct free Waikiki Historic Trail Tours daily. The twenty-three trail stops include sculptures, seascapes, landscapes, and architectural buildings. The history of Waikiki is depicted on nineteen bronze surfboard markers. Eleven markers were funded by the City (Waikiki-Kapahulu-Diamond Head Vision Team and the OWD) and eight markers by the private sector (Japan Travel Bureau and Shinahama Town, ABC Stores and King's Village Merchant Association, Queen Emma Foundation, Duke's Restaurant, Shorebird Restaurant, Outrigger Hotels and Resorts, Hawaii Convention Center Authority, and the Hilton Hawaiian Village).
- Ala Wai beautification and landscaping project.
- Aquire the Aloha Street parking lot for additional parking for residents. This will be a "Free" City parking lot.

Office of Economic Development's SMALL BUSINESS ADVOCATE OFFICE (SBAO)

Vergel Adonis, Small Business Advocate
Manuel C. Menendez III, Business Advocacy

It is important for government to create an environment where entrepreneurship can thrive. Small businesses are engines of growth and new jobs. They create 2 out of every 3 jobs, produce 39% of the GNP and invent more than half the Nation's technological innovations. About 87 percent of businesses in Hawaii employ fewer than 10 people and 95 percent of businesses employ less than 50 employees (2001).

Studies from the Office of Advocacy of the U.S. Small Business Association find many disadvantages faced by many entrepreneurs when it comes to government rules and regulations. Small firms with fewer than 20 employees pay nearly 60 percent more to comply with federal regulations than their larger counterparts with more than 500 employees. Small business owners often lack the time and ability to monitor the mountain of new city, state and federal regulations that may affect them, and compliance often means hiring a professional to act on their behalf. Also, home-based businesses are a sizable portion of the U.S. economy, yet regulations hamper them.

In 2001, as one of the OED initiatives to help small businesses on Oahu, the OED created the Small Business Advocate position. The job of the **Small Business Advocate Office (SBAO)** is to cut the red tape that negatively impacts small businesses. The problems and concerns of these businesses include for profit and not for profit business registration; assistance with applications for grants and loans; new business startup; inquiries for veteran benefits; parade permits; workforce training; reservations for City facilities, assistance in writing letters and completing grant applications; applications and approvals for building permits; Fire Department permits; existing use permits; the homeless dilemma; illegal dumpings; food stand permits; peddler licenses; government contracting with the City and State; complaints from businesses; traffic and parking problems caused by movie and television production companies; license transfers from mainland to Hawaii; and other areas that negatively impact our businesses.

As one of the OED initiatives in 2002, we created the Business Visitation Program (BIZ-VIZ) with the purpose of proactively visiting business people at their place of work. By visiting directly with our small business owners we are able to hear first-hand the issues that concern them. From July 2003 to June 2004, the SBAO visited over 1,496 businesses and provided assistance to over 300 enterprises.

In addition to fulfilling its responsibilities on Oahu, the SBAO also works closely with the Small Business Advocate Office of the State of Hawaii. The City & County of Honolulu's SBAO coordinated a Trade Mission to the Philippines that took place from November 15 to November 27, 2004. During that time, many trade issues were discussed and opportunities explored in addition to establishing new Friendship City Agreements with 14 Philippine cities. Furthermore, the SBAO of Oahu consulted and assisted Maui in creating its own Small Business Advocate Office.

Office of Economic Development's
HONOLULU FILM OFFICE (HFO)

Walea L. Constantinau, Film Commissioner

The HFO is the central coordinating agency for film-related activities on the island of Oahu and is responsible for developing and implementing initiatives that foster the development and support the growth of the film industry on Oahu and for facilitating and streamlining the permitting process for the industry. Its objectives and goals are to:

- provide leadership in the planning and development of Hawaii's film industry
- develop and implement marketing and promotional plans, which promote Oahu as a premiere on-location filming destination and create a vibrant economic element in the new economy of Hawaii
- to provide guidance, facilitation and processing of permits and filming permissions for all levels of local, national, and international production including feature films, television series and special episodes, national commercial spot production, print media and campaigns, cable access production, and student/amateur photography (film, video, stills, new media)

To this end, the HFO works with federal, state and county agencies and boards, film unions and associations, community groups, and strategic partners in the private sector to strengthen and expand the television/film industry in Honolulu, and markets, attracts, and facilitates all levels of productions.

The HFO supports production as a means to:

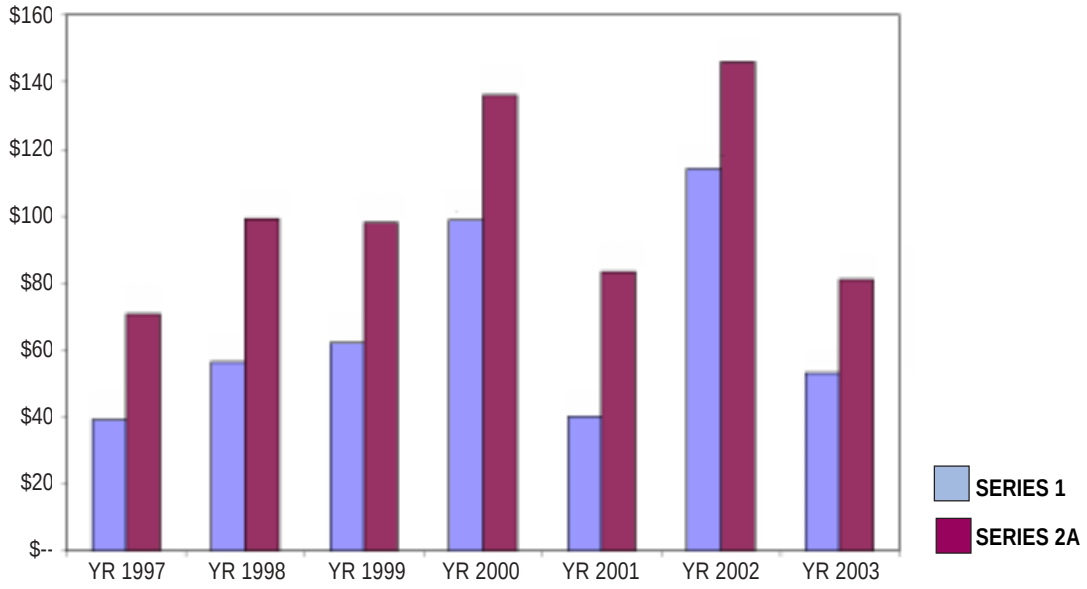
- attract millions of dollars of 'new money' to Oahu
- create high-paying and skilled industry jobs
- create business opportunities for local businesses
- provide invaluable exposure opportunities
- support a clean, environmentally-sound industry
- support an industry which utilizes existing visitor industry infrastructure

Oahu is the hub of production for the State and typically generates between 50% and 75% of all statewide production expenditures, generally equaling or outpacing the combined totals of the Neighbor Islands.

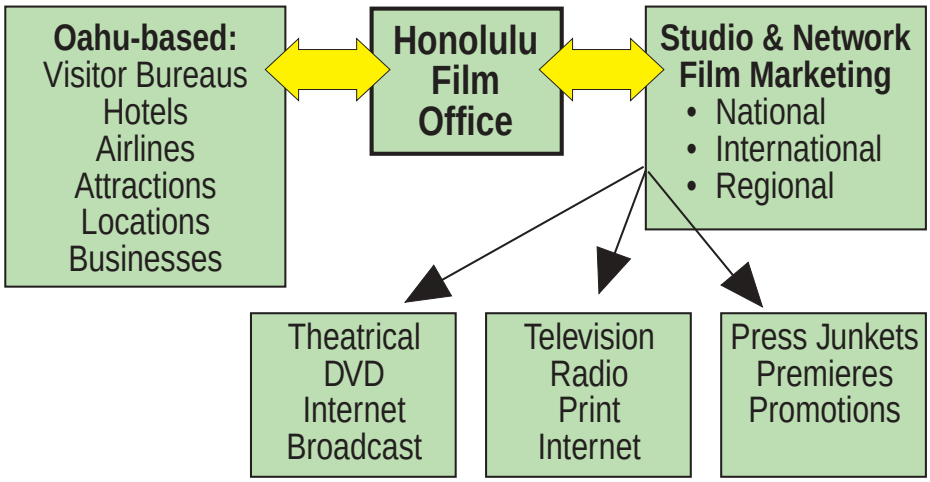
The 2002 calendar year was a record year for production expenditures on Oahu and the State and represents a significant influx of major feature film and special television episodic production on Oahu. For the first time production expenditures on Oahu exceeded $100 million. Honolulu-Oahu production expenditures totaled $114 million or 78% of statewide totals. This success helped to boost statewide figures to a record-breaking $146 million.

The 2003 calendar year represents a down-cycle due to the volume of production the previous year. Oahu production expenditures for 2003 totaled $53 million or 65.27% of statewide totals. 2003 down-cycle figures top 2001 down-cycle figures by an increase of 24%.

OAHU PRODUCTION EXPENDITURES 1997-2003
APPROXIMATELY 50% OF STATEWIDE TOTALS



As part of its strategic partnerships with the visitor industry, the HFO has played a key role in promoting Oahu's tourism with worldwide exposure as seen in movies, print advertising, and television shows and commercials that are produced on the island. The office serves as a link to the production and marketing arms of the film industry and works hand in glove with entities such as the Oahu Visitors Bureau to maximize Oahu's exposure and branding through film. In FY03-04 the HFO helped the OVB and the studios connect to capitalize on the exposure and marketing opportunities around the motion pictures "50 First Dates" and "The Big Bounce." The combined total of value the OVB received through the joint promotions conducted exceed $2.5 million.



Facilitating physical production

The Honolulu Film Office serves as a core resource to incoming production seeking information and guidance to plan and implement production work on Oahu and serves as the central coordinating agency for all city and county permits relating to filming. The film office works closely with numerous public and private agencies and entities to streamline the process for production and create a 'film-friendly' environment for the industry.

Major projects and highlights for 2003-2004 include three network television pilots for ABC, NBC and the FOX broadcast stations whose combined direct production expenditures totaled approximately $20-25 million dollars in the FY03-04. Calendar-year 2004 production expenditures are expected to top $100 million in direct expenditures.

National Marketing Campaigns

The HFO serves as the advertising coordinator and is responsible for every aspect of the process from design to delivery for the individual marketing efforts of the HFO and the joint marketing efforts of the State and county film offices, known collectively as the Film Offices of the Hawaiian Islands. Campaigns were conducted in key trade publications including the two industry bibles, *The Hollywood Reporter* and *Variety*.

Awards

Honolulu Film Office - First Place, Color or Black & White

Series/Campaign - First Place, Specialty Item
Film Office of the

Hawaiian Islands - Third Place, Color or Black & White
Series/Campaign

The Association of Film Commissioners International (AFCI) annual advertising awards is open to the global film commission community, which is comprised of more than 300 regional, national and federal film offices.

Business Development

Jointly and individually the HFO markets Oahu and Hawaii at key industry events including the American Film Market, the American Film Institute Film Festival, the Sundance Film Festival, the Hawaii International Film Festival, the Association of Independent Commercial Producers (AICP) Show, AFCI's Locations Trade Show and the American Advertising Federation. In addition, individual business development meetings are conducted with key industry executives. These efforts put Hawaii and Oahu in front of thousands of key industry decision makers and serve to educate and influence production to film on Oahu and in Hawaii.

Film Office Website

Since 1996 the HFO has taken a leading role in using emerging technology to better serve the film industry. One of the first film offices to develop a website, the HFO maintains a site that provides information 24/7/365 to industry professionals.

Elements of the site include:

- Searchable database of location images in multiple formats
- Virtual reality views of panoramic images of up to 360 degrees
- Printable presentation-ready copies of each image
- Electronic folders for culled images that can be emailed to anyone, anywhere
- On-line resource directory of statewide film industry resources
- Island and regional maps
- Weather and climactic data

Boards, Associations, and Strategic Partnerships

The HFO participates in leading the development of the industry through participation on boards, associations, and strategic partnerships, which include the Hawaii Television and Film Board, The Hawaii Film and Entertainment Board, Film and Video Association of Hawaii, Hawaii International Film Association, the AFCI, and the AICP.

In October 2003 the director of the Honolulu Film Office was elected to serve as a member of the board of directors for the Association of Film Commissioners International, the official worldwide professional organization for film commissioners who assist film, television and video professionals globally.

In addition, the HFO Commissioner serves on the Incentive, Legislative, and Permitting Committees of the Hawaii Television and Film Board and represents Oahu and the county's interests on a local and national level through the various associations.

Partnerships include Oahu and Hawaii Visitor Bureaus and economic development boards; entertainment companies (studios and production houses); and hotels, airlines, rental car companies, and attractions. These partnerships have helped Oahu compete on a global level to attract a broad range of production to Oahu and significant expenditures of new money into the island economy.

Office of Economic Development's INTERNATIONAL PROTOCOL OFFICE Sister City-Friendship City Program

Manuel C. Menendez III

The **International Protocol Office (IPO)** manages and oversees the **Sister City-Friendship City (SC-FC) Program**. The purpose of the Sister City Program is to establish relationships with various cities from around the world that share a historic, cultural, and/or ethnic relationship with the people of Honolulu. Through the Sister City Program, we can share between cities technical assistance, know-how, and expertise that are mutually beneficial. Such relationships contribute to the development of Honolulu's businesses, industries, and labor force.

Since January 2003, we have added three new Sister Cities: Vigan City, Ilocos Sur, Philippines, the city of Incheon, South Korea and Uwajima City In Japan.

To further expand international relationships that foster exchanges in the areas of business, culture, education, sports, economic development, and government, the International Protocol Office of the OED created the Friendship City Program. As part of the program, the IPO meets with visiting delegations and dignitaries who travel to Honolulu and want to start a meaningful relationship on an earlier timeline. The Friendship City Program provides that opportunity.

Since its initiation in June 2003, 40 Friendship City agreements have been created and several are pending. The program has already proved successful. The June 22, 2003 agreement with Saiki City in Japan produced a trade and friendship mission of over 100 delegates to Honolulu in December 2003 and Shirahama City in Japan brought a significant delegation in the spring of 2004. We have also received 8 smaller delegations from our Friendship City program in 2004.

The Friendship City Program has also provided opportunities for historical initiatives such as a pending agreement between the City & County of Honolulu and Pyongyang of the Democratic People's Republic of Korea (DPRK). The agreement is pending on normalization of relationship between the United States and North Korea. We feel establishing a peaceful relationship with DPRK is very important as they have nuclear capability and Inter-Continental Ballistic Missile technology. Such capabilities would bring Hawaii and its strategic military bases and Pacific Command Center into range of attack.

To further increase economic opportunities, the OED plans to set in motion a Domestic Friendship City Program with the top cities of the United States. Visitor expenditure from the U.S. mainland constitutes about 64 percent of all visitor spending (2002). Establishing relationships with U.S. cities would create greater opportunities for "new money" to enter into the Hawaii economy. Official inter-city visits, business, government and nonprofit conferences and other cultural, educational or sports-related gatherings will diversify our dependence on destination travel. The domestic tourism market has yet to be fully utilized and has an inherent advantage especially during times of heightened homeland security where visa criteria have become particularly strict.

City & County of Honolulu Sister Cities

	SISTER CITY	DATE OF COUNCIL RESOLUTION	MAYOR
1	Hiroshima, Japan	May 19, 1959	The Honorable Mayor Tadatoshi Akiba
2	Naha, Okinawa	March 18, 1960	The Honorable Mayor Takeshi Onaga
3	Bruyeres, France	November 1, 1960	The Honorable Mayor Alain Thirion
4	Tokyo, Japan	December 8, 1960	The Honorable Governor Shintaro Ishihara
5	Kaoshiung, Taiwan	September 4, 1962	The Honorable Mayor Frank Chang-ting Hsieh
6	Laoag City, Philippines	July 15, 1969	The Honorable Mayor Michael V. Fariñas
7	Bombay, India	January 20, 1970	The Honorable Mayor Devle Mahadev Bhagoji
8	Seoul, South Korea	May 20, 1973	The Honorable Mayor Lee Myung-bak
9	Funchal, *Madeira*, Portugal	September 19, 1979	The Honorable Mayor Miguel Filipe, Machado
10	Manila, Philippines	March 19, 1980	The Honorable Mayor Manila Mayor Lito Atienza
11	Hainan Island, PRC	February 27, 1985	The Honorable Mayor Zhang Guangning (Mayor of Capital City Guangzhau)
12	San Juan, Puerto Rico	November 20, 1985	The Honorable Mayor Joe Soto
13	Cebu, Philippines	December 6, 1990	The Honorable Mayor Tomas Osmeña
14	Baguio, Philippines	November 3, 1995	The Honorable Mayor Braulio G. Yaranon
15	Hue, Vietnam	November 3, 1995	The Honorable Mayor Mr. Nguyen Van Me, Chairman of People's Committee
16	Zhongshan, PRC	June 18, 1997	The Honorable Mayor Mr. Chen Genkai
17	Sintra, Portugal	August 5, 1998	The Honorable Mayor Fernando Jorge Loureiro de Roboredo Seara
18	Baku, Azerbaijan	August 5, 1998	The Honorable Mayor Hajibala Abutalibov
19	Caracas, Venezuela	January 27, 1999	The Honorable Mayor Freddy Bernal
20	Mombasa, Kenya	August 9, 2000	The Honorable Mayor Mwalimu Mwahima
21	Vigan, Philippines	March 19, 2003	The Honorable Mayor Ferdinand C. Medina
22	Incheon, South Korea	October 15, 2003	The Honorable Mayor Ahn Sang-Soo

City & County of Honolulu FRIENDSHIP Cities

	FRIENDSHIP CITY	CONFIRMATION DATE	MAYOR
1	Sorsogon, Philippines	June 1, 2003	The Honorable Mayor Sally A. Lee
2	Huangshan, *Anhui Province*, China	September 1	The Honorable Mayor Wang Qi Min
3	Matsuyama, *Ehime Prefecture*, Japan	September 1	The Honorable Mayor Tokihiro Nakamura
4	Houjou Tateyama, *Chiba Prefecture* Japan	September 1	The Honorable Mayor Minoru Tsujita
5	Tianjin, China	September 26	The Honorable Mayor Dai Xianlong
6	Vladivostok, Russia	October 1	The Honorable Mayor Jury Kapilov
7	San Fernando, *La Union Province*, Philippines	October 1	The Honorable Mayor Mary Jane C. Ortega
8	Muntinlupa, Philippines	October 1	The Honorable Mayor Jaime R. Fresnedi
9	Mandaluyong, Philippines	October 1	The Honorable Mayor Ben Hur Abalos
10	Valenzuela, *Metropolitan Manila*, Philippines	October 1	The Honorable Mayor Bobbit Carlos

FRIENDSHIP CITY	CONFIRMATION DATE	MAYOR
11 Iloilo, Philippines	October 1	The Honorable Mayor Jerry P. Trenas
12 Dumaguete, Philippines	October 1	The Honorable Mayor Agustin Perdices
13 Gampha, Sri Lanka	October 1	The Honorable Mayor Ajith Mannpperuma
14 Dagupan City, *Pangasinan*, Philippines	October 1	The Honorable Mayor Ben Lim
15 Yogyakarta, Indonesia	October 1	The Honorable Mayor Herry Zudianto
16 Gifu City, Japan	November 1	The Honorable Mayor Shigemitsu Hosoe
17 Shanghai, China	November 5	The Honorable Mayor Han Zheng
18 Caloocan City, Philippines	December 1	The Honorable Mayor Jose Malonzo
19 San Carlos, Philippines	December 1	The Honorable Mayor Euginio V. Lacson
20 Marikina, Philippines	December 1	The Honorable Mayor Marides Fernando
21 Saiki City, *Oita Prefecture*, Japan	December 8	The Honorable Mayor Yuichi Sato
22 Miura City, *Kanagawa*, Japan	December 12	The Honorable Mayor Kazuya Kobayashi
23 Shirahama Town, *Wakayama*, Japan	February 13, 2004	The Honorable Mayor Seichi Tachitani
24 Kyzyl, *Tuva*, South Siberia	March 1	The Honorable Mayor Dongak Dmitriy Kalchanovich
25 Misato, *Saitama*, Japan	March 1	The Honorable Mayor Osahiko Mita
26 Bago, *Negro Occidental*, Philippines	March 1	The Honorable Mayor Janet E. Torres
27 Makati, Philippines	March 1	The Honorable Mayor Jejomar C. Binay
28 Quezon, Philippines	March 1	The Honorable Mayor Feliciano Belmonte Jr.
29 Cagayan de Oro, Philippines	March 1	The Honorable Mayor Vicente Emano
30 Kawaguchi, *Saitama*, Japan	March 5	The Honorable Mayor Koshiro Okamura
31 Darwin, Australia	March 12	The Honorable Mayor Peter Adamson
32 Arai, *Niigata*, Japan	April 1	The Honorable Mayor Akira Nyumura
33 Prelouc, Czech Republic	April 6	The Honorable Mayor Irena Buresova
34 Pardubice, Czech Republic	April 6	The Honorable Mayor Ing. Jioi Stoitesky
35 Chlumec nad Cidlinou, Czech Republic	April 6	The Honorable Mayor Ing. Miroslav Uchytil
36 Vienna, Austria	July 1	The Honorable Mayor Dr. Michael Haeupl
37 Gwacheon, South Korea	August 1	The Honorable Mayor Yeo In Kook
38 Jeonju, South Korea	August 9	The Honorable Mayor Wan-Joo Kim
39 Wuyishan, China	August 15	The Honorable Mayor Shu Ren Hu
40 Matale, Sri Lanka	September 2	The Honorable Mayor Mohamed Hilmy
41 Candon City, *Illocos Sur*, Philippines	September 3	The Honorable Mayor Grace Gacula Singson
42 Kapfenberg, Austria	November 29	The Honorable Mayor Ing. Manfred Wegscheider
43 Denang, Vietnam	December 8	The Honorable Secretary Nguyen Ba Thanh
44 Changge, China	December 10	The Honorable Mayor Zhao Zheng Feng
45 Xinyang, China	December 10	The Honorable Mayor Wang Tie
46 Puyang, China	December 10	The Honorable Mayor Liang Tie Hu
47 Mengzhou, China	December 10	The Honorable Mayor Wei Chaojie
San Francisco, USA	Pending	The Honorable Mayor Gavin Newsom
*Pyongyang, North Korea	Pending	The Honorable Mayor Ryang Man Kil

** Pending normalization of relationship between the United States and North Korea.*

Office of Economic Development's
HAWAII TOURISM AUTHORITY-COUNTY PRODUCT ENRICHMENT PROGRAM (HTA CPEP)

Mr. Manuel C. Menendez III, Administrator
Fred Kim, Administrative Assistant

The **Hawaii Tourism Authority-County Product Enrichment Program (HTA-CPEP)**, which is administered by the OED Executive Director, diversifies and enriches Hawaii's tourism product by developing new and enhancing existing community-based tourism events, experiences, attractions, and projects related to the niches of agriculture, culture, education, health and wellness, and nature and/or technology to complement Hawaii's traditional resort product and assist in overall economic diversification. The HTA allocated $400,000 for the 2004 calendar year to the City for the CPEP program.

Initiated in July 2002, nearly 100 proposals were received from over 60 organizations on Oahu requesting nearly $6,000,000 in grants. This demonstrates the significant demand for grant monies from the program. The demand in 2003 and 2004 has been as significant.

The following 47 events were provided funding from January 2004 to December 2004.

HTA CPEP 2004 List of Events

NO.		ORGANIZATION	PROJECT/PROGRAM/EVENT NAME	START	END
1		Japanese Cultural Center of Hawaii	Multicultural Matsuri (Festivals)	Jan-04	Dec-04
2		TEMARI, Center for Asian & Pacific Arts	Tie/Dye	1/1/2004	9/30/2004
3	E	Hawai'i Maoli	Prince Jonah Kuhio Kalaniana'Ole Commemorative Celebration	3/1/2004	3/31/2004
4		Ohi'a Productions , Inc.	'Ohi'a Productions Children's Theater at the Honolulu Zoo	3/1/2004	5/31/2004
5	V	Gushikawa Shijin Kai	"Pigs from the Sea" - an Okinawan Musical	4/1/2004	4/30/2004
6		Hawaii Chinese Tourism Association	Asia Pacific Tourism Conference	4/4/2004	4/7/2004
7	E	Waikiki Improvement Association	Waikiki Spring/Summer Program	04/22/04	07/06/04
8		National Audubon Society, dba Waimea Valley Audubon	Ho'olaule'a & Makahiki at Waimea Valley	5/15/2004	10/23/2004
9	N	The Filipino Community Center, Inc.	12th Filipino Fiesta & Parade	5/22/2004	5/22/2004
10		Pacific Technology Foundation	Asia-Pacific Cyber Games	6/17/2004	6/20/2004
11	T	Family Day Outreach International	Family Day	7/3/2004	7/4/2004
12		Moanalua Gardens Foundations, Inc.	MGF's 27th Annual Prince Lot Hula Festival	7/14/2004	7/17/2004
13	S	Hale'iwa Arts Festival	Hale'iwa Arts Festival	7/24/2004	7/25/2004
14		Pearl City Foundation	Aiea, Pearl City & Waipahu Sunset in the Park	07/24/04	07/25/04
15		Making Dreams Come True, Valley of Rainbows	Wai'anae Coast Sunset on the Beach 2004	8/7/2004	8/8/2004
16		Council for Native Hawaiian Advancement	Third Annual Native Hawaiian Conference	9/1/2004	9/4/2004
17		Waikiki Improvement Association	Waikiki Fall/Winter Program	Sep-04	Dec-04
18		Hawaii United Okinawa Association	22nd Okinawan Festival	9/4/2004	9/5/2005
19		Kaneohe Business Group	Windward Hoolaulea 2004	9/4/2004	9/4/2004
20		Waimanalo Construction Coalition	Waimanalo Sunset on the Beach	9/11/2004	9/12/2004
21		Cinema Paradise	Cinema Paradise Film Festival 2004	9/17/2004	9/25/2004
22		Hawaii Forest Industry Association	Hawaii Woodshow 2004	10/1/2004	10/31/2004
23		Lyon Arboretum Association	Hawaii Pacific Island Kava Festival	Oct-04	Oct-04
24		Haleiwa Main Street dba North Shore Community Chamber of Commerce	North Shore Sunset at the Beach	10/9/2004	10/10/2004
25		Hawaii Maritime Center	5th Annual Honolulu Harbor Festival	11/1/2004	11/30/2004
26		Seagull Schools, Inc.	West Oahu Sunset on the Plains 2004	12/11/04	12/12/04
27		Aloha Wellness Travel	Development of a Wellness Tourism Marketing Database for Oahu	Jan-04	Jan-04

NO.		ORGANIZATION	PROJECT / PROGRAM / EVENT NAME	START	END
28		Fort Street Mall Business Improvement District Association	Fort Street Open Market & Rainbow Shave Ice Festival	Jan-04	Dec-04
29		Handcrafters & Artisan Alliance	Waikiki Sunset on the Beach Craft Vendors	Jan-04	Dec-04
30		Hawaii Alliance for Arts Education	Downtown Honolulu First Friday Gallery Walk	Jan-04	Dec-04
31		Hawaii Alliance for Arts Education	Public Service Announcement and Distribution	Jan-04	Dec-04
32	P	Hawaii Ecotourism Association	Ho‘ohui I Ko‘olau	1/1/2004	
33	R	Hawaii Health Guide	OahuHealthGuide.com	Jan-04	Dec-04
34	O	Hawaii Plantation Village	Marketing the ‘Living Village’ - Phase II Implementation	Jan-04	Dec-04
35	G	Hawaii Theatre Center	Hawaii Theatre Center Docent Tour Program	Jan-04	Dec-04
36	R	International Art Society of Hawaii	International Art & Cultural Exchange Program	Jan-04	Dec-04
37	A	Japanese Cultural Center of Hawaii	Japan-Hawaii School Excursion Program	Jan-04	Dec-04
38	M	Matrix Media of Hawaii, Inc.	Keiki Hula TV	Jan-04	Dec-04
39	S	National Audubon Society, dba Waimea Valley Audubon	Waimea Valley Discovery Program-Up Close and Personal	Jan-04	Dec-04
40		Native Hawaiian Tourism & Hospitality	Historic O‘ahu Tours of Waikiki & Honolulu Historic Trails	Jan-04	Dec-04
41		The Hawaii Nature Center	Green Honolulu - Edu Tour Experience	Jan-04	Dec-04
42		The Wildlife Society - Hawaii Chapter	Conservation Through the Lens	Jan-04	May-04
43		Windward Ahupua’a Alliance	Ko‘olau Greenbelt & Heritage Trails System: Kane‘ohe - Kahlu‘u Segment	Jan-04	Dec-04
44		Kapiolani Community College, Culinary Department	Farm to Table - Culinary Tourism	1/5/2004	12/31/2004
45		Windward Ahupua’a Alliance	Hana Lima O Ahupua‘a	1/15/2004	3/1/04
46		Hawaii Marketing Alliance	Wahiawa Pineapple Festival 2004	4/17/2004	4/17/2004
47		United Cerebal Palsy Association	Camp Cool	Jan-04	Dec-04

The following 50 events are prospective awardees for 2005.

HTA CPEP 2005 PROSPECTIVE AWARDEES

NO.	APPLICANT	PROGRAM
1	The Safe Zone Foundation Inc.	GirlFest Hawaii
2	John A. Burns School of Medicine	Hawaii Bioscience Conference
3	Moiliili Community Center	10th Anniversary
4	Hawaii Women’s Rodeo Assn.	13th Annual All Girls Rodeo & Na Wahine Holo Lio Festival
5	Hawaii Pacific University	HPU Intercultural Day
6	New York City Triathlon L.L.C., dba Honolulu Triathlon Festival	Honolulu Triathlon Festival
7	West Oahu Sunset on the Plains	West Oahu Sunset on the Plains
8	23rd Okinawan Festival	Hawaii United Okinawa Assoc.
9	Waimanalo Construction Coalition	Rediscover Oahu - Waimanalo Sunset on the Beach 2005
10	Hawaii Soccer Federation	Aloha Cup “Soccer Pros in Paradise”
11	Moanalua Gardens Foundation	Cultural Tourism - MGF’s 28th Prince Lot Hula Festival
12	The Valley of Rainbows	Wai’anae Coast Sunset on the Beach 2005
13	Gourmet Cooking Hawaii, LCC	Classic Gourmet
14	National Audubon Society, Inc.	Waimea Valley Enrichment and Promotion Project
15	Hawaii Center for Attitudinal Healing	3rd Annual 2005 Hawaii International Forgiveness Day
16	CET 1 + 9 Inc.	BioLife Health and Wellness Tour
17	Hawaii State Rally, Inc.	Harley Owners Group Hawaii State Rally

NO.	APPLICANT	PROGRAM
18	Hawaii Korean Chamber of Commerce	Korean Festival
19	Aloha Wellness Travel	Hawaii Cancer Wellness Resource Website and Director
20	Bishop Museum	6th Annual Honolulu Harbor Festival
21	Bishop Museum	Moonlight Mele on the Lawn
22	Hawaii Marketing Alliance	Wahiawa Pineapple Festival 2005
23	Temari Center for Asian Pacific Arts	Na Keiki Aloha-The beloved children
24	Haleiwa Main Street	North Shore Sunset on the Beach
25	Waipahu Cultural Garden Park, dba Hawaii's Plantation Village	Marketing the 'Living Village' - Continuation of Phase II
26	Hawaii Youth Opera Chorus	Pacific Rim Children's Choral Festival 2005
27	Haleiwa Arts Festival	Hale'iwa Arts Festival Eighth Annual Summer Event
28	Honukai Sports Marketing, LCC	2005 Na Wahine Oke Ka & Molokai Hoe Outrigger/Polynesian Festival
29	Hawaii Ecotourism Association	Ho'ohui I Ko'olau
30	World Invitational Hula Festival, The	E Ho'i Mai I Ka Piko Hula
31	Native Hawaiian Tourism & Hospitality Assoc.	The Queens Tour of the Waikiki Historic Trail
32	Native Hawaiian Tourism & Hospitality Assoc.	Destination Oahu - A Hawaiian Sense of Place
33	Hawaii Maoli	Prince Jonah Kuhio Kalanianiole Ole Commemorative Celebration
34	Turtle Bay Resort	Honu Festival
35	Milton Lau, dba Ka-hoku Productions	Hawaiian Slack Key Guitar Festivals
36	Hawaii Health Guide	HawaiiHealthGuide.com - All Island Guide
37	Hawaii Health Guide	Signature Events
38	Nova Arts Foundation	Iona Salon Series
39	Nova Arts Foundation	Iona 15th Anniversary Season
40	The Contemporary Museum	Enhancing and Supporting Visitor Experience w/ Multi-Lingual Informational & Educational Materials
41	Ala Wai Watershed Association	Earth Day 2005
42	Hawaii Alliance for Arts Education/ The Arts at Marks Garage	Downtown Honolulu Gallery Walk & First Friday, Phase 2
43	Nuuanu Merchants Association	New Markets and Expanded Events Schedule for NMA
44	Lion's Club International/ Wahiawa Lions Club, Inc.	Sunset in the Park at Schofield
45	Calica Hawaii, LCC	Tow In World Cup
46	Hawaii Wellness Institute	2005 Health & Wellness Celeb Expo
47	Integrated Sustainable Solutions	Festival of Cultures
48	Hawaiian Sailing Canoe Association	Aston Race Series
49	The Filipino Community Center	13th Annual Filipino Fiesta & Parade
50	Cinema Paradise	Cinema Paradise Film Festival 2005

Office of Economic Development

SPORTS TOURISM OFFICE

Manuel C. Menendez III, Coordinator

The **Sports Tourism Office (STO)** works in close collaboration with our local sports associations and their national offices. With 52.7 million American adults attending an organized sports event, competition or tournament as either a spectator or as a participant in the year 2003 (Travel Industry of America), the sports travel market means big business to any destination's meetings and conventions market.

As Hawaii continues to emerge as one of the most sought-after meetings destinations in the US and the World, the Island is also becoming a major player as host to a variety of group sporting events including team and participant

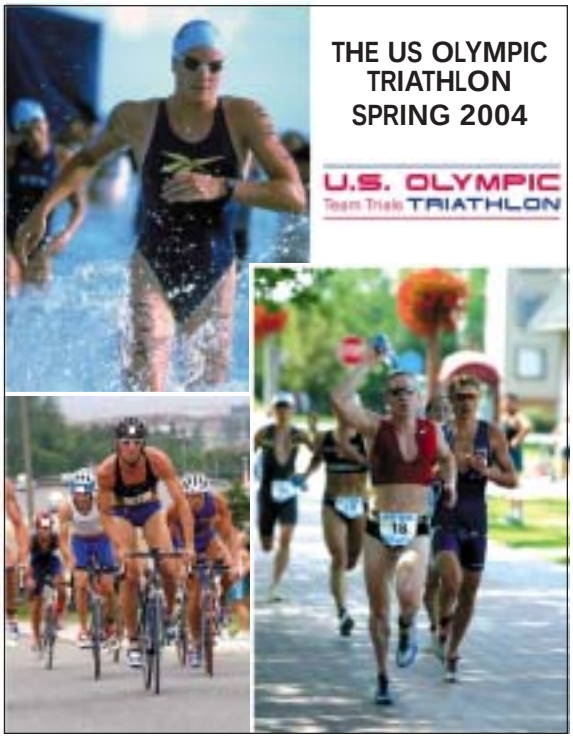
sports travel, spectator sporting events and sports programs with a corporate incentive angle.

Honolulu is well positioned to become a top destination for group sporting events and competitions. Besides boasting a moderate tropical climate with gentle northeasterly trade winds and warm Pacific waters almost year-round, the island of Oahu offers competitors and spectators world-class accommodations and the infrastructure to hold events with over 40,000 participants.

The 288.3-acre Waipio Soccer Complex equipped with 23 fields is one of our City's jewels. It is an important economic engine and has proven itself as the key to our strategy to diversify our Oahu tourism product from mass tourism to sports tourism. Since opening in 2000, the Waipio Soccer Complex has attracted 30 major soccer events and has brought in revenues in excess of $25,000,000 into our Honolulu economy:

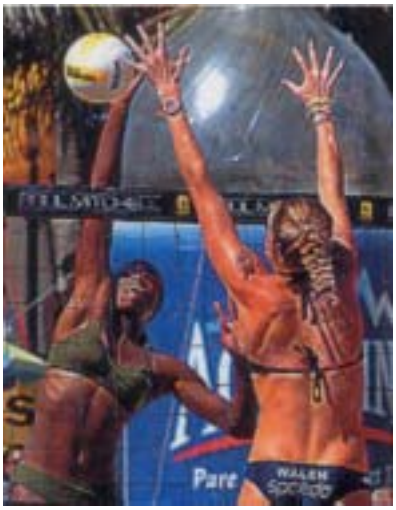
- The United States Youth Soccer Association (USYSA) Region IV Far West Championships was held June 21-28, 2003. This was the largest soccer tournament in Hawaii's history, which included 256 teams and over 14,000 participants, family, and friends. Over $10,000,000 was generated into Oahu's economy. Working with the United States Soccer Federation and the organizers of the National Veteran's Cup, the OED in collaboration with the Hawaii Soccer Association has signed a multi-year agreement for this prestigious national tournament to be held in August 2003 and again in June 2004. It is anticipated that over 3,000 adult soccer players will participate in each event to be held at the Waipio Soccer Complex.
- The American Youth Soccer Association (AYSO) National Tournament was held July 8-14, 2002, with over 8,000 participants, family, and friends. Over $7,800,000 was generated into Oahu's economy.
- The World Frisbee Ultimate Club Championships was held August 4-10, 2002, with over 3,500 participants, family, and friends from 70 different countries. Over $3,000,000 was generated into Oahu's economy.
- Below are other various soccer tournaments that took place at the Waipio Soccer Complex.

DATE(S) OF EVENT	EVENTS TITLE - 2004
January 29-31, 2004	Mayor's Cup
February 14-16, 2004	HYSA Tide Cup
February 28-29, 2004	MISO Honolulu Sports Festival MHSF
March 12-14, 2004	Sullivan Shamrock
March 18-21, 2003	Canadian Hawaii Friendship
March 25-28, 2004	AYSO Kirk Banks Tournament
May 22-24, 2004	HYSA State Championships
June 11-13, 2004	Pacific Cup
June 24 - 27, 2004	Veteran's Cup
July 7-11, 2004	Rainbow Tournament
July 14-18, 2004	Hawaii International Cup
July 28-August 1, 2004	Aloha International Tournament
August 12-15, 2004	Bulls' Hawaii Challenge Cup
August 19-22, 2004	MISO Honolulu Cup
August 26-29, 2004	Warrior Cup
November 26-28, 2004	Moanalua High School Soccer Program



- At the Central Oahu Regional Park (CORP), the 21-court Tennis 2003 and 2004 Under 19 National Junior Championships.
- We held the 2004 US Olympic Triathlon Trials here in Honolulu, Million USD into our economy and significant prestige. We also ternational Magazine articles and TV media estimated at $4.7
- In September, we hosted the 2004 Association of Volleyball Pro- the Beach Professional Beach Volleyball Tournament. This event chance to watch their favorite AVP pros compete as individuals. different partner every match to decide which player is truly **Best** first time an AVP event has enjoyed the sands of Waikiki since its

2004 AVP Best of the Beach Professional Beach Volleyball Tournament



where a total of eight AVP tournaments have occurred on these beaches. We received primetime TV Coverage on NBC Sports and ESPN. The combined economic impact of tourists visiting this event and media coverage was in excess of $7.9 Million USD.

- We have also bid in collaboration with the State of Hawaii to host the USYSA Region IV and AYSO 2006 Soccer Tournaments at the Waipio Soccer Complex.
- We are also in final discussions with a private sector group to support their activities to bring Major League Soccer to Honolulu in February-March of 2005. The LA Galaxy and DC United as well as Chicago Fire and teams from Asia will be here in 2005.

MAYOR'S OFFICE OF CULTURE AND THE ARTS (MOCA)

Peter Radulovic, Executive Director

The MOCA serves as the liaison between the Mayor and the Commission on Culture and the Arts with the objective of assisting the City in attaining preeminence in this area. In this capacity, MOCA administers the Art in City Buildings program, manages and maintains the City's art collection, and assists community organizations in staging art exhibits and cultural events.

- The Visual Arts

  The MOCA provided ongoing staffing and clerical support for the operation of the City's Commission on Culture and the 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 and procures works of art for municipal buildings.

- Public Exhibits and Cultural Events

  The MOCA staged over 29 public exhibits of important works of art by local and internationally acclaimed artists at the three major exhibit locations in Honolulu Hale during the past year; including, Crossing 2003: Korea/Hawaii, Korean Artists Association of Hawaii, Aloha from Taiwan, and Pen Women of Hawaii. In addition, the office assisted in the staging of over 60 special events; including, Military Ohana Day, Aloha Festivals Investiture, two Hoolaulea (Downtown and Waikiki), Martin Luther King, Jr. Coalition Celebration, Capital Day Down Capitol Way and the King Kalakaua Birthday Celebration.

"Kapo"
Bronze Statue located at the Kapolei Police Station.
Artist Lynn Liverton and Karen Lucas.

The office continued its program of rotating art exhibits in the Honolulu Hale courtyard by private, nonprofit community art organizations.

- Registrar Operations

  The office conducted an inventory and inspection of the City's art collection, provided care and maintenance of over 800 works of art from the City's collection; including, 63 maintenance services to outdoor sculptures, and continued to upgrade the City's catalogue of art and visual artist registry, which includes approximately 600 artists.

- Performances and Events

  Fulfilling one of the goals to make Honolulu one of the most culturally enriched cities in the world, the MOCA assisted with the planning and staging of various festivals; including, the Hawaiian International Jazz Festival, Hawaii International Film Festival, Unuaki 'O Tongan Festival, Hispanic Heritage Festival, Filipino Independence Day Celebration, Samoan Choral Festival, the Korean Centennial Celebration and the Aloha Royal Court Investiture.

The following events and organizations were supported with City grants administered through the MOCA: Honolulu Symphony, Hawaii Theatre Center, Hawaii Alliance for Arts Education, the Honolulu Theatre for Youth and various cultural activities in Waikiki.

The MOCA's office was involved in the final phases of the restoration of the historic Mission Memorial Auditorium located on the Civic Center grounds. The latest renovation completed in July of 2004, brings the facility back to its former elegance and use circa 1915. The auditorium will be used to accommodate performing arts and related events and serves as a significant addition to the downtown cultural scene.

The Mission Memorial Auditorium.

In addition, the following activities were conducted:

- Planned and staged the weekly Aloha Music Break at Tamarind Park, stages for the Downtown Hoolaulea and the Waikiki Hoolaulea as part of the 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. Included was the staging of 24 choral presentations at Honolulu Hale during the holiday season.

- Provided desktop publishing services to various City agencies and community organizations for flyers, posters, programs, invitations, newsletters, and various other projects involved with cultural and economic development, Brunch on the Beach and Sunset on the Beach.
- Produced and distributed the monthly "Calendar of Events" to a public mailing list of approximately 1,800 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/).

DEPARTMENT OF THE MEDICAL EXAMINER

Kanthi von Guenthner, M.D., Chief Medical Examiner
William W. Goodhue, Jr., M.D., First Deputy Medical Examiner

Dr. Kanthi von Guenthner (c), flanked by forensic pathology colleagues Dr. William W. Goodhue, Jr. (r) and Dr. Gayle Suzuki (l).

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, to identify the time of death and injury, to prove or disprove an individual's guilt or innocence, to confirm or deny the account of how death occurred, to determine or exclude other contributory or causative factors to the death and to provide expert testimony in criminal and civil litigation.

Section 6-1305 of the 1973 Revised Charter of the City and County of Honolulu (2000 Edition) states, "When any person dies in the city as a result of violence or by a casualty or by apparent suicide or suddenly when in apparent health or when not under the care of a physician or when in jail or in prison or within twenty-four hours after admission to a hospital or in any suspicious or unusual manner, it shall be the duty of the person having knowledge of such death immediately to notify the department of the medical examiner and the police department."

The Department of the Medical Examiner is staffed by physicians specialized in the area of forensic pathology, medical examiner's investigators, laboratory technologists, autopsy assistants and clerical personnel. The physicians are board certified in the specialty of anatomic pathology as required and stated in Section 841-14.5 of the Hawaii Revised Statutes. The chief medical examiner is board certified by the American Board of Pathology in anatomic, clinical and forensic pathology.

The staff is aware of the tragedy that accompanies sudden and unexpected deaths and realizes that each case represents an individual who is deeply missed by his or her loved ones. Our investigators are trained to deliver the news of the death with the utmost compassion, courtesy and professionalism. A thorough investigation into the circumstances of death, complete postmortem examination and necessary laboratory studies are conducted to determine the cause and manner of death. In addition to providing pertinent answers for significant issues such as insurance claims, estate settlements, information and evidence necessary for civil and criminal legal proceedings, we also provide factual data for relatives which helps them through their grieving process with better understanding of the cause and manner of death. The physicians are available for the relatives, attorneys and estate representatives to provide necessary information.

HIGHLIGHTS

One of the main objectives of the department is to increase and expand the knowledge of the trends affecting the lives of the citizens of Oahu. This is accomplished by having news media programs with special reference to drug-related deaths or factors associated with sudden infant deaths. Educational seminars with emphasis on child abuse, identification of risk factors of sudden unexplained infant deaths are conducted for law enforcement personnel, social workers of the Child Protective Services, and physicians. Educational seminars have been conducted with emphasis on prevention of elderly neglect/abuse to increase the public awareness in identification, intervention, and treatment for elders and their caregivers. Morgue tours for high school students are conducted with an informative presentation on drug-related deaths, speeding accidents, teen suicides, and other trends affecting the lives of our citizens, to provide a better perspective of how their actions and decisions can affect them as well as everyone else around them. The department participates in the multi-disciplinary Child Death Review System. Recommendations for decreasing

the number of child deaths following an adequate interval study will be provided. Renewed emphasis has been and will continue to be placed on assisting local donor agencies to obtain consent for organ and tissue procurement. The department continues to participate in the Honolulu Heart Program that has been expanded to include aging studies of the brain in pre-registered participants. Scientific death investigation provides factual material and evidence for agencies involved in worker's compensation, public health hazards and community health and disease.

Current Medical Examiner Facility was built in 1987.

In October 2003, the Department implemented a new Medical Examiner Tracking System replacing the old DOS-based program. In addition to improving the efficiency of generation of daily reports, this allows us to share information with other national death investigation systems in a timely manner.

The department maintains a high level of competence in the field of scientific death investigation and continues to contribute to the improvement of the quality of life of the people of Oahu.

The work of the department is tabulated in statistical form as follows:

SUMMARY OF STATISTICAL REPORT OF CASES HANDLED BY DEPARTMENT, 2003-2004

The office investigated 1653 deaths this past year as compared to 1701 in 2002-2003. Jurisdiction was assumed in 746 cases and autopsies were performed in 532 cases. In non-autopsied cases, complete external examinations and toxicological testing of body fluids were performed.

Authorization for organ harvesting was permitted on 21 cases. Of the 746 cases investigated, 396 death scenes were visited. These scenes are where the incident occurred and, therefore, are an integral part of a thorough death investigation. For example, if a death of a young child occurs in a medical institution, in addition to visiting the medical institution, our medical examiner's investigator goes to the original scene of the incident.

Number of deaths investigated			1653
Jurisdiction assumed in			746
Violent deaths		393	
Autopsied	351		
Not autopsied	42		
Violent deaths (undetermined manner)		31	
Autopsied		27	
Not autopsied		4	
Non-violent deaths		317	
Autopsied		154	
Not autopsied		163	
Historical remains		3	
Non-human artifacts		2	
Jurisdiction released to private physician (death within 24 hours)			672
Attended/other deaths reported			235

Total autopsies performed by Medical Examiner 532
Total number of bodies transported to Morgue 781
Total organ/tissue harvesting 21
Total original scene of incident visited 396
Total unidentified skeletal remains... 0

LABORATORY PROCEDURES CONDUCTED DURING FISCAL YEAR 2003-2004

Laboratory Chemical Tests 926
Toxicology Screen 680
Toxicology Snent Out 213
Hematoxylin and Eosin Slides Prepared 2,735
Special Slides Prepared 350

Laboratory procedures that include toxicological analysis, blood alcohol determinations, preparation of microscopic slides for histological examinations and various other chemical analyses of different types of body fluids, continue to be a very important aspect of investigation of deaths occurring under our jurisdiction.

There have been an increased number of drug-related deaths. There is concern with regard to the rise in the number of deaths associated with the prescription narcotic painkiller, Oxycontin. Cocaine, heroin and methamphetamine continue to be detected in toxicological screens of deaths investigated by the Department. Methamphetamine continues to be associated with violent deaths.

REQUEST FOR REPORTS
FISCAL YEAR 2003-2004

Investigation and Autopsy Reports 734
Fees Collected $2,479.50

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 2003-2004

Budget Expenditures $1,043,479.40
Salaries $878,057.93
Current Expenses 160,279.26
Equipment 5,142.21
Positions 17

CLASSIFICATION OF VIOLENT DEATHS

FISCAL YEAR 2003-2004

The number of violent deaths increased primarily due to an increase in other accidental deaths. There were 154 other accidental deaths this past year compared to 156 in 2002-2003. Falls (66) and poisoning (70) comprised the majority of the 154 victims.

- Violent Deaths 427
  - Homicide 22
    - Asphyxia 0
    - Blunt trauma 3
    - Child abuse 1
    - Fire 2
    - Gunshot 9
    - Knife wounds/stabbing 5
    - Poisoning 1
    - Other 1
  - Suicide 87
    - Asphyxia 2
    - Drowning 1
    - Fall 18
    - Fire 2
    - Gunshot 17
    - Hanging 34
    - Knife wounds/stabbing 1
    - Poisoning 11
    - Traffic 1
  - Traffic 80
  - Water-Related 48
  - Industrial 5
  - Other Accident 154
  - Undetermined 31
    - Asphyxia 1
    - Drowning 1
    - Fall 1
    - Poisoning 13
    - Traffic 0
    - Unknown 11
    - Other 4

NOTE: Some deaths are reported in 2 different categories.

BREAKDOWN OF HOMICIDE VICTIMS BY RACE
FISCAL YEAR 2003-2004

RACE	2003JULY-DECEMBER	2004JANUARY-JUNE	TOTAL
Caucasian	1	1	2
Filipino	0	1	1
Hawn/Part-Hawn	3	2	5
Japanese	1	2	3
Korean	0	1	1
Samoan	0	1	1
All Other	4	5	9
TOTAL	**9**	**13**	**22**

BREAKDOWN OF HOMICIDE METHODS USED
FISCAL YEAR 2003-2004

METHODS USED	2003JULY-DECEMBER	2004JANUARY-JUNE	TOTAL
Blunt trauma	1	2	3
Child Abuse	1	0	1
Drowning	0	1	1
Fire	0	2	2
Gunshot	5	4	9
Knife wounds/Stabbing	2	3	5
Other	0	1	1
TOTAL	**9**	**13**	**22**

SUICIDE STATISTICS
FISCAL YEAR 2003-2004

METHOD	CAU M	CAU F	CHI M	CHI F	FIL M	FIL F	HAWNP-HAWN M	HAWNP-HAWN F	JPS M	JPS F	KOR M	KOR F	PAC ISL M	PAC ISL F	OTHER M	OTHER F	TOTAL
Asphyxia		2															2
Drowning		1															1
Fall	3	2	1		1	1		1	1	4		1	1		2		18
Fire							1									1	2
Gunshot	8	1			2		1		1		1				3		17
Hanging	6	1			5	2	4		4	2			2		8		34
Knife Wound/Stabbing			1														1
Poisoning	3	2							1	1					2	2	11
Traffic	1																1
TOTAL	**21**	**9**	**2**		**8**	**3**	**6**	**1**	**7**	**7**	**1**	**1**	**3**		**15**	**3**	**87**

SUICIDE VICTIMS
FISCAL YEAR 2003-2004

AGE	MALE	FEMALE	TOTAL
10 thru 19	7	0	7
20 thru 29	9	4	13
30 thru 39	8	3	11
40 thru 49	15	3	18
50 thru 59	10	10	20
Over 60	14	4	18
TOTAL	**63**	**24**	**87**

SUMMARY OF SUICIDES
FISCAL YEAR 2003-2004

2003	MALE	FEMALE	TOTAL
July	6	1	7
August	9	2	11
September	1	2	3
October	4	5	9
November	7	1	8
December	5	1	6
Sub-Total	32	12	44
2004			
January	1	4	5
February	5	0	5
March	8	2	10
April	5	3	8
May	4	2	6
June	8	1	9
Sub-Total	31	12	43
TOTAL	**63**	**24**	**87**

TRAFFIC FATALITIES
FISCAL YEAR 2003-2004

	MALE			FEMALE			
TYPE OFOCCUPANT	2003 JULY-DEC	2004 JAN-JUN	WITH ALCOHOL	2003 JULY-DEC	2004 JAN-JUN	WITH ALCOHOL	TOTAL
Operator	9	6	11	5	2	1	22
Passenger	5	3	5	5	3	0	16
Pedestrian	7	10	4	2	4	2	23
Motorcyclist	5	6	5	0	0	0	11
Moped Rider	3	1	0	0	0	0	4
Bicyclist	3	1	1	0	0	0	4
TOTAL	**32**	**27**	**26**	**12**	**9**	**3**	**80**

WATER-RELATED DEATHS
FISCAL YEAR 2003-2004

There were 48 water-related deaths compared to 34 last year. Twenty-eight victims died while engaged in ocean-related activities, in comparison to 23 last year.

	MALE		FEMALE		
LOCATION AND ACTIVITY	2003 JULY-DEC	2004 JAN-JUN	2003 JULY-DEC	2004 JAN-JUN	TOTAL
Ocean					
Boogie boarding	1	0	0	0	1
Diving	0	1	0	0	1
Fishing	0	1	0	0	1
Scuba	0	1	1	1	3
Snorkeling	1	3	0	0	4
Surfing	0	1	0	0	1
Swimming	7	7	3	0	17
Bathtub / Shower	0	0	0	2	2
Bay / Harbor / Lagoon / Pier	2	2	0	0	4
Pond / Canal / Stream	2	0	2	1	5
Swimming Pool	4	1	0	0	5
Homicide	0	1	0	0	1
Suicide	0	0	1	0	1
Undetermined	0	1	0	0	1
Other	1	0	0	0	1
TOTAL	**18**	**19**	**7**	**4**	**48**

INDUSTRIAL DEATHS
FISCAL YEAR 2003-2004

There were 5 job-related deaths this year compared to nine the previous year.

Age	Synopsis
35	HPD solo bike officer sustained multiple blunt force injuries when he was involved in a multi-car and motorcycle accident.
70	Truck driver sustained craniocerebral injuries when steel rolls he was transporting on a trailer fell onto him.
49	Laborer sustained thermal injuries due to fire, which ignited from a motor vehicle collision where he was a passenger in a truck that was hit by two other vehicles.
45	Fisherman aboard a Japanese fishing vessel who drowned after falling overboard while dumping trash.
39	Janitor sustained multiple internal injuries when the van he was driving collided with an oncoming van, which crossed the median after that driver lost control.

OTHER ACCIDENTAL DEATHS
FISCAL YEAR 2003-2004

METHOD	MALE 2003 JULY-DEC	MALE 2004 JAN-JUN	FEMALE 2003 JULY-DEC	FEMALE 2004 JAN-JUN	TOTAL
Asphyxia	3	3	2	1	9
Blunt Trauma	2	0	0	0	2
Fall	17	17	16	16	66
Fire	0	1	0	1	2
Poisoning	23	38	5	4	70
Other	0	2	3	0	5
TOTAL	**45**	**61**	**26**	**22**	**154**

UNDETERMINED DEATHS (MANNER)
FISCAL YEAR 2003-2004

When investigative information and autopsy findings cannot determine the fashion in which a cause of death came about, the manner of death is listed as "Undetermined." Thirty-one deaths fell within this category. The majority of cases were drug-related where accidental or intentional overdose could not be determined.

METHOD / CAUSE	MALE 2003 JULY-DEC	MALE 2004 JAN-JUNE	FEMALE 2003 JULY-DEC	FEMALE 2004 JAN-JUNE	TOTAL
Asphyxia	0	1	0	0	1
Drowning	0	1	0	0	1
Fall	0	1	0	0	1
Poisoning	4	6	1	2	13
Traffic	0	0	0	0	0
Unknown	2	4	4	1	11
Other	3	0	0	1	4
TOTAL	**9**	**13**	**5**	**4**	**31**

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 provided through the Neighborhood Commission Office supports the mandated functions of the Neighborhood Commission and the neighborhood boards.

HIGHLIGHTS

Neighborhood Commission Office

Field Support Services to Neighborhood Boards - Basic field services provided by neighborhood assistants facilitate board operations and 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.

Training and Educational Programs for Neighborhood Boards – To further enhance the role of Neighborhood Board members, a workshop on "Recurring Legal Issues" was held on August 25, 2003. In February 2004, information on the Neighborhood Commission's budget for Fiscal Year 2005 was presented to Board chairs and vice-chairs. A workshop for Neighborhood Board Chairs on "How To Make Your Meeting Work" is planned for July 31, 2004.

Neighborhood Commission

Neighborhood Plan – The Neighborhood Commission's Neighborhood Plan Committee continued its comprehensive review process of the Neighborhood Plan (1986) 1998 Edition.

Neighborhood Board Initiative Petition – The Commission reviewed an amendment proposal for the purpose of considering changes to the organizational structure of the McCully/Moiliili Neighborhood Board No. 8. A public hearing will be held on July 8, 2004.

Procedural Hearings – Several hearings were conducted in response to 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 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: 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 encompass administrative services to the Commission and the boards, and 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 was provided to the Commission in complaint hearings, and in the conduct of public hearings relating to the neighborhood boards' amendments to their Initiative Petitions to receive testimony and public input.

Public Awareness - As part of its function as a City agency, administrative staff worked closely with Olelo in the development of listing neighborhood board meetings on public cablevision to broaden public awareness about the board system.

Web Site - Staff continued to update the Neighborhood Commission's web site that includes information on the Neighborhood Commission, neighborhood boards, monthly meeting calendar, board member directory, chairpersons' mailing list, office staff information and board boundaries. Staff also continued to maintain each neighborhood board's web site.

Educational Programs - Training and educational programs serve a vital function in providing basic skills and essential technical information to assist board members to effectively perform their tasks.

- A workshop on "Recurring Legal Issues", conducted by the City Corporation Counsel, was held on Monday, August 25, 2003 at Neal Blaisdell Center. The workshop focused on the Role of the City Corporation Counsel, "Sunshine Law" (open meetings, Executive meetings, notice requirements), and official duties of board members.
- The Neighborhood Commissioners, with the support of the Neighborhood Commission Office, held a presentation for board chairs and vice-chairs on the Commission's budget for Fiscal Year 2005. The presentation included information on how the Commission's budget is formulated and its distribution among the boards.

Communication_ - 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, certificates 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 2003 – 2004 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 the 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 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. Instead of 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 4,500 people, including government officials and organizations.

Total Communication materials processed:

Newsletters/Surveys	5
Community-Based Publications	11
Videotaped Board meetings	81
Monthly Calendar of Events	12
Meeting Notices to Dailies	52
Legal Ads	1
Certificates, invitations, Programs, graphic displays	109

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, publicity and refreshment appropriations. In addition to assisting with the preparation of the Commission's annual operating budget, this section services the nine-member Commission and handles all fiscal, personnel and property inventory matters.

Community and Election Services Section

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 347 neighborhood board meetings, coordinated 138 special and committee meetings and processed the monthly mail-out of approximately 4,500 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, and the 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 Election Services – Section staff began filming public service announcements to promote awareness of Neighborhood Boards and encourage participation in the 2005 Neighborhood Board Election. Staff also reviewed amendment proposals from several Neighborhood Boards for the purpose of considering changes to boundaries and seat configuration.

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 444 board members are volunteers and serve as advisory groups to the City Council, the City Administration and 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 Annual Review Process and on the Land Use Ordinance,
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 municipal transportation needs, and communicating traffic and highway concerns,
5. Reviewing and making recommendations to the Hawaii State Senate and House of Representatives and continued lobbying efforts on various legislative proposals at the 28th Legislative Session,
6. Participating in various workshops conducted by government agencies.

In their role as neighborhood-based communication channels, the boards 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: Bus Rapid Transit (BRT), East Honolulu Police Station Renovations, Office of Hawaiian Affairs "Native Hawaiian Recognition Bill," Night Closure At Beach Parks, Public Education Reform Proposals, Fair Housing Project, HECO's Kamoku-Pukele 138kv Transmission Line Project, State of Hawaii Drug Nuisance Abatement Program, Improvements To Neighborhood Parks, Nimitz Highway Contra-Flow, Sewage Treatment Plant at Sand Island, Traffic Calming Solutions, "Bark Parks" Proposals, Curbside Recycling Pilot Project, U.S. Army Stryker Brigade, Haiku Stairs, Landfill Selection Process, West Nile Virus.

The Downtown Neighborhood Board No. 13 hosted a blessing and opening celebration for Smith/Beretania Park on January 31, 2004.

Neighborhood boards participated in the City's 2004 Sustainability Workshop on January 18, 2004. The workshop provided residents with an overview of the City's approach to a host of land use issues of importance to the future of the island.

Boards also participated in community activities to improve the quality of their neighborhoods. Some of these activities were spearheaded by the board or coordinated in partnership with city programs, private sector or community groups. These activities included Palolo Pride, Kailua Town Party and sign waving with HPD for Community Traffic Awareness Program (CTAP), Weed and Seed and Community Policing.

Videotaping board meetings through arrangements with Olelo (cable television) continued to be a popular avenue to stimulate public interest. Residents on a delayed basis view several neighborhood board meetings on television island-wide.

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 councilmembers, 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 areas of the city, upon request, in the formation and operation of their neighborhoods and neighborhood boards. The Commission is required to meet six 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 2003-2004 were as follows:

+Gawain Rohita (Roy) Wickramaratna, Chair

Kalene Sakamoto, Vice-chair

*Clara Y. Ching

Edward E. Gall

Angelo (Ray) Galas

Benjamin T. Gudoy

**Jeanette Nekota

Benjamin P. Sanchez

Pohai Ryan

* Ching – Appointed March 19, 2004 by Mayor to term ending 6/29/08. Filled vacancy created by Karen Iwamoto whose term expired 6/29/03 but served until March 2004

**Nekota – Appointed November 7, 2003 by City Council to term ending 6/29/08. Replaced Margaret Murchie whose term expired June 29, 2003.

+Wickramaratna – Appointed Chair September 9, 2003.

Accomplishments

The Neighborhood Commission's Neighborhood Plan Committee continued its comprehensive review process of the Revised Neighborhood Plan (1986) 1998 Edition and draft Neighborhood Plan 2004. It is the goal of the Commission to finalize and have available a new Neighborhood Plan by December 2004.

This fiscal year the Commission held ten regular meetings and one special meeting.

At its regularly scheduled meeting on February 10, 2004, the Commission adopted a motion to support Resolution No. 04-18 to amend the Revised City Charter to require at least five of the nine appointees to the Neighborhood Commission to have served at least one full term on a neighborhood board.

The Commission conducted several complaint hearings on neighborhood board operational inconsistencies, improper board meeting procedures and publication notices.

Commission members renewed their goals and objectives to maximize their attendance at monthly neighborhood board meetings to have a better understanding of board needs.

OAHU CIVIL DEFENSE AGENCY

R. Douglas Aton, Acting Administrator

POWERS, DUTIES AND FUNCTION. The Oahu Civil Defense Agency (OCDA) is established by Section 128-13, Hawaii Revised Statutes, and Section 6-104, 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 Emergency Management plans and programs to protect and promote the public health, safety, and welfare of the City. In addition, the Agency coordinates the Emergency Management activities and functions of the City with those of the State and Federal governments and other public or private organizations for Emergency Management within the County.

In performing these functions, we conform to the standards for local preparedness set forth by the Federal Emergency Management Agency by performing awareness, prevention, preparedness, coordinated response, and recovery activities and planning.

Threats/hazards against which we direct our efforts include enemy attack; natural disasters such as hurricanes, earthquakes, tsunamis, flooding, high surf, and high winds; man-caused disasters such as aircraft crashes, radiological incidents, marine and inland oil spills, and hazardous material releases; and acts or threats of terrorism to include terrorist use of weapons of mass destruction.

HIGHLIGHTS.

- Homeland Security Program
- Community Emergency Response Team
- APWA Award
- Operation Holiday Security
- Public Access to Defibrillation (PAD) Program

Guam Civil Defense delegation visits Oahu Emergency Operations Center

ORGANIZATION. Our authorized 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 positions are civil service.

A trained and dedicated Civil Defense Volunteer force of approximately 250 individuals operates in support of OCDA and other City departments and agencies during response actions. To facilitate volunteer support, Oahu is divided into six Volunteer Civil Defense Districts. Each District functions under the direction and supervision of a Volunteer District Coordinator. Coordinators further subdivide their Districts into smaller working areas led by Team Leaders. Team Leaders have the responsibility to know their areas and to anticipate the problems that may arise in the event of a disaster. The volunteers assist in accomplishing various preparedness and response actions. We have a positive program to support the volunteers, including funding for radios, safety equipment, meals while on duty, mileage reimbursement for personal vehicles, an awards program, and monthly training classes to ensure volunteers are qualified to accomplish required activities.

The OCDA staff is augmented by Staff Volunteers who provide technical/professional advice and operational/administrative assistance. These volunteers include a Tsunami Advisor, Health Care Advisor, Shelter and Communications Specialists, an Administrative Assistant, and a Radio Amateur Civil Emergency Services (RACES) group.

GOALS. Our primary goal is to develop a high level of proficiency within our staff and among volunteers, government, and private sector organizations. This results in a well-coordinated and timely response to any disaster that may threaten or strike the City. A continuing goal of near equal importance is the expansion of public information and education programs so that awareness and preparedness are heightened. This ensures that emergency actions by residents and visitors alike are predictable and in consonance with emergency plans.

OCDA's primary goal of Emergency Management proficiency in the City's Emergency Operating Center (EOC) is ongoing. Weekly training sessions on EOC technology and software ensure a well-coordinated and timely response to any disaster, natural or otherwise, that may threaten or strike the City.

The Honolulu Urban Area Working Group (HUAWG) formed in 2003 to assess and strategize the City's response to an act of Terrorism, is facilitated by OCDA and has as its goal the universal Homeland Security issues of Interoperability and Standardization. The HUAWG shall be the standardization governance structure to ensure that equipment and technology are interoperable between the City's First Responders during the next emergency or catastrophic event.

Another critical goal is the establishment of the Community Emergency Response Teams (CERT) in the various communities around the City. Adequate Federal funding has now become available to ensure that the recruitment of CERT volunteers is ongoing and spearheaded by a contracted CERT coordinator.

Another OCDA goal is to ensure a balance between the focus and funding of the campaign against Terrorism and an All-Hazards strategy that understandably has been less of a concern since the tragedies of 9-11-01. The phenomena of a multitude of storms and hurricanes that have impacted the State of Florida in 2004, could easily be replicated in the Pacific Basin. Our Islands lie just north of what is considered the "Hurricane Corridor" of the Pacific, and we have been fortuitous in dodging many close calls since Hurricane Iniki in 1992. The City of Honolulu has experienced many types of natural disasters i.e., wildfires on the North Shore that claimed 800 acres and threatened many homes and subdivisions; there have also been three large earthquakes in the Pacific Basin that fortunately did not generate Tsunamis, despite the magnitude of the quakes.

PLANS AND PROGRAMS.

Homeland Security Program. OCDA continues to manage and facilitate grants received from the U.S. Department of Homeland Security (DHS). These funds have been allocated to the City's first responders and support agencies to purchase personal and support equipment and specialized vehicles to prevent or respond to acts of terrorism against the people of Honolulu. These acts may involve chemical or biological agents, or radiological, nuclear, and explosive devices (CBRNE). Funds were also provided to departments to attend conferences, workshops and meetings to expand their knowledge and training to combat terrorism.

OCDA also facilitated the development of goals and objectives for the City to serve as the means of achieving desired, measurable results. A committee comprised of city agencies called the Honolulu Urban Area working Group (HUAWG) adopted these goals and objectives. The HUAWG's plan to address terrorism through equipment acquisition, training, exercises and plan updates was approved by DHS and the Hawaii State Civil Defense Division. This plan covers the four major functional areas for combating terrorism: Prevention, Preparation, Response, and Recovery. The City has received about $24 million since FY 2001 to implement this plan, which was adopted by the HUAWG in FY 2003. Allocated by department, the Honolulu Police department (HPD) received $8.6 million, the Honolulu Fire Department (HFD) received about $8.0 million and the remaining funds, $7.4 million, went to OCDA, Department of the Medical Examiner, Honolulu Land Information Service, Emergency Medical Services, Facilities Maintenance Security, Board of Water Supply, Environmental Services and the Department of Information Technology.

We accomplished significant achievements this past year. The HUAWG completed the *Interoperable Communication Technical Assistance Program Plan*, which addressed communication amongst first responders. DHS approval of the Plan allowed HPD to move their data transmission off the 800 MHz band City system to a private provider, which freed up the band for voice transmissions by all City Responders. By having secured access to the private provider's mobile data lines, other City responders and emergency managers will have access to the system. This plan and its implementation are entirely funded by the Office of Domestic Preparedness (ODP).

OCDA is updating the City Emergency Operating Plan (EOP) based on guidance in the new National Incident Management System (NIMS) and the National Response Plan (NRP). A planning grant allows us to completely redo the EOP based on these new Federal guidelines.

The City, through OCDA, will continue to participate with State and Federal entities to maintain communication and cooperation at all levels. Lastly, partnering with private organizations and corporations to inform the public of non-governmental services will continue, since it brings all sectors of the community together.

Community Emergency Response Team (CERT). The CERT program has been an unfunded OCDA program since 1996. This program trains groups of individuals who would self-activate in the event of a catastrophe to provide

assistance in their neighborhoods before responders can arrive. They are trained in emergency management awareness, first aid/CPR, light fire suppression, light search and rescue, and damage assessment. For the second year, DHS funded an expansion of this program, allowing OCDA to purchase equipment (helmets, vests and backpacks) for the Teams. Additional CERT funding will allow us to expand our instructor corps, train more Teams, and produce a recruiting video for the CERT program.

American Public Works Association (APWA) Award. The APWA presented OCDA and the City with an award for outstanding emergency construction (under $1 million). The April-May 2002 modernization and renovation of the Emergency Operating Center (EOC) cost the City $100,000 and took three weeks; the EOC remained functional for two of those three weeks.

Public Access to Defibrillation (PAD) Program. OCDA implemented a PAD program in conjunction with the Emergency Medical Services Division. The City's Medical Director approved the Program, which consists of an Automated External Defibrillator (AED), associated training, and a means to update both the trained personnel and the AED. During a full-scale activation of the Emergency Operating Center (EOC) up to fifty persons could be working in an extremely high stress environment. This program mitigates against someone suffering a heart attack in the EOC.

Mitigation—Project Impact completion. Project Impact – Building a Disaster Resistant Community culminated in a project to install wind-resistive screens on a local public school cafeteria to make the structure more wind resistant. The local media provided excellent coverage on all news stations, showing the benefits of the hurricane protective screen. The project ended in July 2003.

Mitigation—County Wind Mapping into Building Code Design. OCDA worked closely with the Department of Planning and Permitting and Martin & Chock Structural Engineers to coordinate a Federal Emergency Management Agency (FEMA) grant to incorporate wind speed up mapping into the next County Building Code.

Mitigation—County Hazard Mitigation Plan. To ensure hazard mitigation planning, we submitted the first County Multi-Hazard Pre-Disaster Mitigation Plan. The plan is risk and vulnerability based, and identifies major mitigation projects that the City can initiate. The plan is pending approval by FEMA. Approval of this plan is mandated by the Disaster Mitigation Act of 2000 and will ensure continued mitigation funding of City projects.

Hurricane Shelter Resurvey Program. OCDA surveyed seven Macy's Stores, three schools, three medical facilities, and eight military facilities on Oahu to determine hurricane safe sheltering capabilities within each facility. Facilities who agree to be designated as a private shelter can protect their own staff and guests, thus saving public shelter space. This designation protects facilities from civil liability during exercises and operations.

Bioterrorism Response. During this past year, OCDA improved working relations with two major entities that would assist the City during either a bioterrorism attack or a zoonotic outbreak: the State Department of Health (DOH) and the Healthcare Association of Hawaii (HAH). The DOH represents the Public Health response and the HAH represents private hospital and clinic responses. Close liaison and planning resulted in regular meetings with both entities together with the entire response community. As a result, there are improved plans and protocols established for a possible outbreak, whether from a terrorist attack or from a release.

Campbell Local Emergency Action Network. The Oahu Civil Defense Agency continued its close association with the Campbell Local Emergency Action Network (C.L.E.A.N.). OCDA assisted in the development of a project to install indoor siren simulators at 3 schools neighboring Campbell Industrial Park and worked with C.L.E.A.N. to develop an Evacuation Plan for Campbell Industrial Park. OCDA also participated in the review of the 2004 CLEAN Emergency Resources Guide for Businesses at Campbell Industrial Park, and the guide was posted on the LEPC website.

Honolulu Local Emergency Planning Committee (LEPC). The agency, in agreement with the Honolulu LEPC, prepared a project to update the City's Hazardous Materials Plan and hired a consultant for the project. This Airport Area Project will assess businesses in the vicinity of the Honolulu International Airport and Mapunapuna industrial area that store or utilize hazardous materials, and prepare a vulnerability assessment for those chemicals. This project is funded by a grant from the Department of Transportation Hazardous Materials Emergency Response Program (HMEP), and is the third installment to update the City's Hazardous Materials Plan.

The Honolulu LEPC also worked with the Hawaii State Emergency Response Commission to refine the electronic submission program for Tier II reports. Tier II Cameo facility data was established, facilities were plotted on Marplot maps and the data was provided to HFD HAZMAT units.

The LEPC funded the travel of 5 HFD personnel to the Continuing Challenge HAZMAT Workshop in Sacramento, California. LEPC members also attended the Hazmat Explo Conference in Las Vegas, Nevada and the 2004 National Association of Superfund Amendment and Reauthorization Act (SARA) Title III Program Officials (NASTTPO) and Hazardous Materials Emergency Response Programs (HMEP) Grants Conference in Portland, Maine.

LEPC HAZMAT Exercises
CONOCO Phillips Oil Spill Drill
LEPC Hazmat Training
WMD Terrorism Incident Operations for Emergency Responders
Hazmat 1st Responder Operations
Biological Warfare Operations
EPA Risk Management Program
Hazardous Waste Operations (HAZWOPER) Refresher

LEPC Exercises
Healthcare Association of Hawaii Hazmat Exercise
93rd Civil Support Team (CST) Exercise

LEPC Tours – Coordinated/Participated
HECO
Pearl Harbor Environmental Programs

LEPC Meetings
USCG Area Committee
CLEAN
Hawaii State Emergency Response Commission (HSERC)

LEPC
Environmental Crimes Task Force
Navy and Air Force Restoration Advisory Boards
Oceania Regional Response Team

Communications and Warning

Conversion of OCDA communications systems to 800 MHZ is 97% completed. 80% of volunteers are equipped. Radios are being programmed and issued to users on a need basis. New upgraded radios are being added for Federal Interoperable compliance as funds permit. Thirteen Association of Public Safety Communications Officials (APCO) Project 25 Compliant radios were added during this period, with more being acquired next year.

The Siren Warning System coverage continues to improve. OCDA and State Civil Defense personnel are in the planning phase of adding additional sirens to the network. The Laie Siren Project, a unique public-private partnership, ensured that the Laie community is adequately warned during a disaster. This siren was completed and validated during intensive testing. Solar panel upgrades on sirens continued, cutting OCDA electricity costs by $164.00 every year.

The Radio Amateur Civil Emergency Service (RACES) organization continued to expand its emergency services to the community and the City. RACES deployed amateur radios in 50% of Fire Stations and several repeaters in planning for possible deployment of amateur radio operators. Another repeater has been approved for the west side of the island to improve coverage, and we plan to add another on the east side for alternate EOC communications.

Hawaii Emergency Preparedness Executive Committee (HEPEC). OCDA continued to participate in this coordination and information group organized to facilitate interaction between the armed services and the emergency response community and to share matters of common interest. Topics and issues discussed in these meetings included:

- Statewide hurricane exercise
- Interaction with the Joint Rear Area Command-Hawaii (JRAC-HI)
- Coordinated exercise schedules
- Weapons of Mass Destruction training
- Chemical support team

Emergency Food. OCDA maintained 132 cases (12 meals per case) of Meals-Ready-to-Eat (MRE) to be used as emergency food for City EOC staff. An agreement with the U.S. Army allows rotation of unused meals before their expiration date at no additional cost.

Radiological Defense Monitoring Equipment. The Honolulu Fire Department (HFD) has custody of 100 low range (0-50mR) CDV-700 radiological survey meters, which are at the Fire Training Bureau (50 each) and fire stations. State Civil Defense previously owned these meters.

TRAINING.

Civil Defense Staff. Civil defense staff received training in the following subject areas:

Community Emergency Response Team (CERT) Training
CERT Instructor Training
Department of Justice—Terrorism Emergency Response Training
Department of Justice—Terrorism Incident Command Course
Emergency Preparedness Liaison Officer
GASCO Emergency Procedures
Incident Response to Terrorist Bombing
Integrated Emergency Management Course
Mass Fatalities Incident Response Course
Response to a Biological Attack: Integrating Public Health and Law Enforcement
Perimeter Security When Victims are Present
Developing and Implementing Interoperability Communications
Emergency Planning
Introduction to the Incident Command System
Exercise Design Course
Principles of Emergency Management
Public Relations Society of America
Developing and Managing Volunteers
Household Hazardous Materials
Tabletop Exercise Design and Development
Mitigation for Homeowners
Mail/Bomb Threat Awareness Course
Prevention of Sexual Harassment
Principles of Emergency Management
Public Assistance Operations
Terrorism Awareness Workshop
USCG Incident Command Course
Video Production Training
State Dept of Health/Strategic National Stockpile Public Information Officer (PIO)/
Joint Information Officer (JIC) Training
US Coast Guard Mental Health Training

WMD Training: OCDA sent responders from key departments of the City to train at the US Department of Homeland Security facility in Socorro, New Mexico. They were sent for 1-week sessions to train on honing their skills in responding to WMD Terrorism Bombings incidents, and to become trainers in bomb awareness programs.

Civil Defense Volunteers. Civil defense volunteers received the following training:

Domestic Preparedness Program
Review of Hurricane and Tsunami Standard Operating Procedures (SOPs)
Shelter Selection Criteria
Hazard Material Familiarization
Volunteer Activation Policy
Shelter Operations
HPD Traffic Control Procedures
NWS Hurricane Season Review
New Volunteer Orientation
Volunteer Manual Review
CERT Training
800 MHz Radio Operations
High Surf SOP Review
Flash Flood/Flood SOP Review
Incident Command System Orientation

Courses Presented by Oahu Civil Defense Agency

The following courses were presented by OCDA to sustain the emergency response capabilities of the City:

Community Emergency Response Team (CERT)
Local Government Role in Emergency Management
Civil Defense Plans and Procedures to Police Recruits
RACES - Ham Radio Operators Course
E-Team Program Familiarization Course
Executive Seminar on Hurricanes
Executive Seminar on Hazard Mitigation Planning
High Surf SOP
Explosives Identification
Community Emergency Response Team
Terrorism Awareness
Hurricane Season Forecast
Disaster Mental Health

EXERCISES.

The Oahu Civil Defense Agency conducted or participated in the following exercises and drills.

Hurricane. OCDA participated in the annual statewide hurricane exercise conducted during the period May 10 - 21, 2004. Makani Pahili 2004 involved federal, state, county and private agencies. The purpose was to validate disaster plans and response capabilities.

We conducted this year's exercise in three phases:

- Phase I consisted of an Executive Hurricane Seminar for Department Directors and Deputies.
- Phase II consisted of an Emergency Operations Center command post exercise (CPX) to test internal notifications, warnings and preparedness actions.
- Phase III consisted of two EOC/E-team workshops. These workshops ensure a high level of efficiency of Civil Defense Coordinators and key staff during a catastrophic event.

Tsunami. OCDA participated in the statewide Tsunami communications exercise conducted during the period April 1, 2004. This test involved federal, state, county and private agencies and verified the communications portion of the Tsunami SOP.

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
-Nanaikapono Elementary School
-Waialua Elementary School
-Waianae High School

School Evacuation Exercises. Participated and consulted in emergency evacuation exercises at:

-Kawananakoa Middle School
-Waipahu High School
-Lehua Elementary School
-Aliamanu Elementary School
-Kaimuki High 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

Strategic National Stockpile (SNS) Exercise. Although not slated until August 2004, the SNS Exercise has been in the planning and preparation since June 2003. OCDA participated in the initial planning stages, providing feedback as one of the "trusted agents" that was privy to all information. Monthly planning meetings and a table top exercise in June 2004 will culminate in a major field exercise in August 2004 for responders, the State Department of Health, Healthcare Association of Hawaii and the State Civil Defense Division.

EMERGENCY MANAGEMENT OPERATIONS.

Hurricane Jimena. From August to September of 2003, Hurricane Jimena passed within 120 miles of the State of Hawaii, prompting OCDA to activate the EOC to monitor the storm.

December 2003 Floods. On December 7, 2003 continuing storm systems caused significant flooding and ensuing damages to the Moanalua Valley and Mapunapuna Industrial areas. As a result of the floods, a few homes and a dozen businesses suffered damages. Enough damage was sustained to warrant the Governor of the State to issue an emergency declaration, releasing State resources to assist in recovery operations.

Winter, 2003-2004 Floods. During December, January and February a La Nina induced rainy season created significant periods of rains. Coupled with ground saturation, this caused many agricultural losses in the City. Working together with the U.S. Department of Agriculture's Farm Service Agency (FSA) and the National Conservation Resources System (NCRS), OCDA coordinated assistance to farmers to recoup losses and to replace vegetation to prevent further topsoil erosion.

Operation Holiday Security Response. On December 20-24, 2003, OCDA activated and staffed the County Emergency Operations Center (EOC) in response to an increased threat assessment by the U.S. Department of Homeland Security. The EOC commenced 24-hour operations to ensure coordination with law enforcement. OCDA remained at minimal staffing levels throughout the holiday season into January 2004.

District Emergency Operations Center, Waialua

Pride of Aloha preparations. In preparing for the christening and maiden voyage of the Norwegian Cruise Liner Pride of Aloha, which will be permanently home-ported in Honolulu, OCDA participated in four meetings, two training sessions, and a table top exercise to ensure close coordination with Norwegian Cruise Lines (NCL), public service and response agencies. The preparations are to ensure a better response posture should terrorists attempt to use the publicity surrounding the christening ceremony to attack.

2003 Hurricane Season. Of the 16 named storms that originated in the Eastern North Pacific, two systems entered Hawaiian Waters.

OCDA activated the Honolulu Emergency Operating Center for coordinated response to, or was alerted and monitored the following emergency situations during the period:

EVENT	# OF DAYS / INCIDENTS
WATER SPOUT	1
BIO AGENT HOAX/THREAT	2
BRUSH/WILD FIRE	4
TORNADO	1
FLASH FLOODING/URBAN AND SMALL STREAM FLOOD ADVISORY (USSFA)	15
HAZARDOUS MATERIALS	4
FUNNEL CLOUD	1
HIGH WIND	18
HIGH SURF (DAYS)	130
POWER OUTAGE	1
INLAND OIL POLLUTION	11
MARINE OIL POLLUTION	24
OIL/FUEL SPILL	10
GAS LEAK	19
SHARK SIGHTING	1
OIL SPILL EXERCISE	2
TROPICAL CYCLONE	15
TSUNAMI INFO/WATCH/WARNING	33
LEAKY GRAIN ELEVATOR	1
TRANSFORMER (NON PCP)	10
BOX JELLYFISH	28
TOTAL	**331**

One of many public education displays to increase Community Disaster Preparedness

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."

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 87 public speaking appearances were conducted, reaching an audience of more than 105,475, people on Oahu during the period.

Civil Defense public relations displays and information centers were established at various locations: Pet Expo, 17th Annual Seniors' Fair; Waialua Community Association Fair; Hawaii Hotel Security Association State Conference;

U.S. Coast Guard Red Hill Housing Fair; City and County Family Day; Hospitality Expo; Queen Liliuokalani Children's Center; Costco Safety Week; Sheraton Hotels Employee Fair; ADA/Communications Accessibility Information Technology (CAIT) Conference; Bishop Museum Malama I Ke Kai; Pacific Tsunami Museum; Macy's Stores Preparedness; New Food & Product Fair; Home and Garden Show; Pet Walk.

We participated in the 3rd Annual Pearl City Home Depot Hurricane Preparedness Fair. The event attracted more than 5,000 shoppers and brought the message of disaster awareness and preparedness to the forefront.

OCDA worked with the State Department of Land and Natural Resources on developing drought PSA's for the State Drought Council; we also produced 4,000 copies of the OCDA production "Storm Alert! Hurricanes in Hawaii" for distribution free to community organizations and all public schools on Oahu.

OCDA worked in conjunction with the Hawaii State Library for the Deaf and Blind to develop large-print and audio tape materials for the disabled. Topics include hurricane/tsunami awareness, 72-hour disaster kits, pet preparedness, and preparedness for persons with disabilities. These materials are available at the Library in Waikiki.

Pearlridge Building a Better Community Together Program. Pearlridge Shopping Center donated eight (8) new, state-of-the-art 800 MHz radios to improve communications interoperability with other City responders in December 2003. The funding program was to assist emergency responders with equipment by using half of all monorail receipts. Pearlridge anticipates another donation through this program in FY 2004.

FISCAL SUMMARY.

The following expenditures were made during the fiscal year as compared to the budgeted amounts:

Fiscal Summary

OCDA OPERATING EXPENDITURES:	ACTUAL	BUDGETED
Salaries	$419,462.00	$444,877.00
Current Expenses	$104,105.00	$134,825.00
Equipment	$0.00	$0.00
Total	**$523,567.00**	**$579,702.00**

FEMA Grant:

Under the provisions of the Federal Emergency Management Agency (FEMA) State/Local Assistance Program (SLA), part of the annual civil defense budget is reimbursed to the City in the form of a Federal matching Grant.

	FY 04 (ACTUAL)
SLA Federal Program (PL-85-606)	$165,995.00
State Grants:	
Civil Defense Coordinator (Police Department)	$36,500.00
Local Emergency Planning Committee (LEPC)	$54,792.00

DEPARTMENT OF PARKS AND RECREATION

William D. Balfour, Jr., Director
Edward T. *Skippa* Diaz, Deputy Director

POWERS, DUTIES, AND FUNCTIONS

The Department of Parks and Recreation manages, maintains, and operates all parks and recreation facilities of the city; develops and implements programs for cultural and recreational activities; and beautifies the public streets of the city. Its mission is to enhance the leisure lifestyle and quality of life for the people of Oahu through active and passive recreational opportunities.

BOARD OF PARKS AND RECREATION

There is an advisory Board of Parks and Recreation that consists of nine members who are appointed by the mayor and confirmed by the City Council. The board advises the Mayor, the City Council, and the Director on matters relating to recreation and cultural activities and associated facilities. The current members are: Dorothy Hoe, Vice Chair; Mary Jane Lee; Nestor Muyot, Secretary; James Pacopac, Chair, and Caroline Paderas.

EXECUTIVE SERVICES DIVISION

This division provides administrative, management support, and personnel services to the department encompassing overall park operations and systems relating to: (1) budget, (2) planning, (3) park use permits, (4) storeroom and property inventory control, (5) management analyses, (6) personnel transactions, (7) labor relations, (8) collective bargaining issues, (9) training, (10) safety programming, and (11) payroll preparation.

Duties and Functions

Develops, monitors and reviews the department's operating budget and related management activities including expenditure plans and revenue projections; and prepares recommendations relating to park capital improvement projects (CIP).

Processes the department's requests for operating expenses, supplies and equipment; reviews projects, programs and services in terms of operating requirements; and prepares recommendations to resolve capital and operating budgetary issues.

Administers the department's vehicle preventive maintenance program; processes environmental impact statements and Federal annual grant applications for park land acquisition and improvements.

Develops personnel policies and procedures, reviews and advises on personnel actions, advises divisions on labor relations and collective bargaining matters, administers employee training, and safety programs to include civil defense activities, and provides payroll preparation function.

Parks Planning

Among other grants, was successful in securing a $750,000 Land and Water Conservation Grant from the United States Department of the Interior, National Park Service, to assist in the development of the Central Oahu Regional Park's aquatics center.

Park Permits Section

Coordinates, monitors and reviews issuance of public park use permits; collects applicable fees and charges; develops, amends, repeals and reviews park rules and regulations; and addresses park enforcement issues in cooperation with the

Park Permits staff assisting customers in obtaining a park use permit at the Parks Permits Office, 650 South King Street, Honolulu Municipal Building.

Honolulu Police Department and regulatory agencies.

During the year 24,114 permits were issued for the use of park facilities. Types of permit activities issued for the year are as follows:

PICNIC	CAMPING	ATHLETIC	GENERAL	TOTAL
5,250	11,128	1,820	5,916	24,114

Property Management

Coordinates, monitors and reviews the department's property inventory control practices; maintains records in accordance with the city's policies and procedures; places emphasis on staff responsibility and accountability for equipment items; and continues to implement an efficient system for delivery of park supplies and materials.

The property inventory unit processed more than $2,855,567 of equipment acquisitions and over $1,861,898 of equipment disposals. The storeroom operations procured, stocked and issued over $405,399 worth of supplies to the various line divisions.

Parks Storeroom staff transports supplies with the aide of a forklift.

Management Analyses

Continued coordinating with other City agencies for collecting and up-dating parks facility inventory data for the City's Parks Information and Mapping System and Geographic Information System. Reviewed and processed various requests for access to government records; developed, reviewed, and processed through various phases rules and regulations relating to carnivals, dogs in public parks, and declaratory rulings; up-dated various internal policies and procedures; reviewed and processed through various stages miscellaneous administrative contacts to include the educational program contract at Hanauma Bay Nature Preserve, Waipahu Cultural Garden Park Concession, and the department employee uniform price schedule contract. The Information Technology department purchased and installed 134 new computers for the Parks department in addition to numerous Pentium III based surplus computers from other City agencies.

Budget Management

The Purchasing Unit issued and processed 5,418 confirming purchase orders and 127 purchase requisitions.

SUMMARY OF THE DEPARTMENT'S FINANCIAL STATISTICS FOR FISCAL YEAR 2003-2004

OPERATING BUDGET

PROGRAM	ADJUSTED OPERATING APPROPRIATION	EXPENDITURES AND ENCUMBRANCES	UNENCUMBERED BALANCE
Administration	$ 1,551,885	$ 1,498,688	$ 53,197
Urban Forestry Program	5,620,431	5,380,579	239,852
Federal Grant	428,505	224,281	204,224
Maintenance Support Services	4,277,320	3,925,870	351,450
Parks Maintenance	18,304,896	17,246,576	1,058,320
Recreation Services	17,033,297	15,964,470	1,068,827
Total	**$47,216,334**	**$44,240,464**	**$2,975,870**

OPERATING EXPENDITURES AND ENCUMBRANCES BY CLASSIFICATION

CLASSIFICATION	AMOUNT	EXPENDITURE	BALANCE
Salaries and Wages	$30,672,228	$28,858,305	$ 1,813,923
Current Expenses	16,443,396	5,258,976	1,184,420
Equipment	100,710	123,184	(22,474)
Total	**$47,216,334**	**$44,240,465**	**$2,975,869**

SPECIAL PROGRAMS FUNDED BY FEDERAL AND STATE OPERATING FUNDS FOR FISCAL YEAR 2003-2004

PROGRAMS	FUND SOURCE	GRANT AWARD	EXPENDITURES AND ENCUMBRANCES	BALANCE
Summer Food Service	Federal	$350,000	$224,281	$ 125,719
Waipahu Learning Ctr	Federal	78,505	5,413	73,092
Kalihi Learning Ctr	State	2,170	2,170	0
Office of Youth Svc	Federal	64,000	13,467	50,533
Healthy Hawaii Initiative	State	110,557	17	110,540
Total		**$605,232**	**$245,348**	**$ 359,884**

GENERAL TRUST FUND FOR FISCAL YEAR 2003-2004

ACCOUNT	APPROPRIATION	EXPENDITURES AND ENCUMBRANCES	BALANCE
Other Donations	$ 111,973	$ 41,674	$ 70,299
Clearance Account	944,177	802,927	141,250
Permit Deposits	241,051	190,426	50,625
Fall Session Paani	221,247	112,796	108,451
Lester Mccoy Pavilion	1,198,686	8,882	1,189,804
Summer Fun Clearance	319,938	313,203	6,735
Spring Session Paani	69,710	47,425	22,285
Kaimuki Reservoir	1	0	1
Research Projects	408	0	408
City Beautify	26,106	0	26,106
Surf Sites	280,327	0	280,327
Waikiki Beautify	36,230	0	36,230
Botanical Gardens	47,922	3,562	44,360
Executive Center Park	100,000	0	100,000
Ehukai/Pupukea Improvements	$ 182,792	$ 0	$ 182,792
Total	**$3,780,568**	**$ 1,520,895**	**$2,259,673**

REVENUE AND OTHER COLLECTIONS FOR FISCAL YEAR 2003-2004

REVENUE

FEDERAL AND STATE GRANTS	REVENUE
Waipahu Learning Center	$ 0
Summer Food Service Program	252,572
Healthy Hawaii Initiative	0
Office of Youth Service	0
CHARGES FOR SERVICES AND FEES	
Service Fee - Dishonored Checks	1,180
Witness Fee	5
Hanauma Bay Admission	3,128,463
Hanauma Bay Parking	192,717
Community Gardens	33,275
Duplicated Copy of Any Record	52
CULTURE RECREATION	
Summer Fun Program	12,225
Fall and Spring Programs	0
Foster Botanical Garden	118,851
Perquisite Housing	1,456
TOTAL REVENUES	**$3,740,796**

Executive Services staff finger printing a new employee for background check.

Personnel Services

The Personnel Services Section 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 department's authorized position count as of June 30, 2004:

Regular Employees	839.00
Temporary Employees	23.63
Personal Services Contract Employees	244.04
Total	**1,108.29**
Summer College Student Employment Program	368
Summer Program Hires	509
Total Summer Hires	**877**

Personnel Transactions 2002-2004 (Regular and Temporary Employee)

	FY 02	FY 03	FY04
New Hires	176	37	27
Separations	43	60	55
Promotions/Reallocation Requests	16	47	24
Disciplinary Actions Reviewed	08	97	114
Grievances - Step 1, 2, 3 & 4	31	32	30

Training Section

The Department continues to effectively utilize enhanced multi-media for all of its training requirements. Computer training remains a high priority. As technology continues to advance, so does our training requirement. We continue to add computers to the field staff as may be allowed by the budget. When City training is not available, and when special requirements may dictate, outside resources, such as the State, and different seminars are utilized.

The biennial training on the Prevention of Sexual Harassment (POSH) was conducted pursuant to applicable policies, collective bargaining agreements, and ordinances. Over seven hundred permanent personnel and over 1000 Personal Services Contract employees received this training. Minor problems still remain with the conversion of the training database to Windows operating system, but are being rectified as they occur with coordinated efforts from the Department of Information Technology. Once identified as feasible, they have been implemented in a timely manner.

There was a significant increase in the number of courses in the technical/specialized, and safety categories. There was also a significant increase in the number of training hours (4203). The quality of training continues to improve.

CATEGORY OF TRAINING	NO. OF COURSES FY03	NO. OF COURSES FY04	NO. OF EMPLOYEES FY03	NO. OF EMPLOYEES FY04	TRAINING HOURS FY03	TRAINING HOURS FY04
Management/Supervisory	39	47	3402	630	3297	2078
Technical/Specialized	186	322	2085	3481	1711	7933
Safety	196	222	4350	3036	5776	4975

New Composite Play Equipment to include resilient surface at Ewa Beach Park

Safety

One-hundred and twenty-one scheduled, unscheduled, and requested safety inspections were conducted on Park Maintenance and Recreation Services facilities throughout Districts I, II, III, IV and V; Horticulture Services, Botanical Garden, Maintenance Support Services, and Recreation Support Services facilities. Final inspections were conducted for the installation of new buildings, pool complexes, play courts, ball fields, skate parks, and composite play structures.

Digital pictures are now incorporated into the results of safety inspections. Semi-annual Department Safety Committee meetings were conducted. Safety training sessions were conducted to instruct employees on safety inspection techniques.

Hawaii Occupational Safety and Health (HIOSH) Survey/Information from OSHA 300 logs, as required by State of Hawaii were completed.

Coordination was continued to develop a new Emergency/Crisis Management Plan for the department. Training was conducted for the Division and District Secretaries on the new OSHA record keeping regulation.

SAFETY/ACCIDENT AND INJURY STATISTICS	FY 02	FY 03	FY 04
HIOSH Violations	0	0	14
Safety Inspections	119	182	121
Lost-Time Employee Injuries/Illnesses	92	98	102
No Lost-Time Employees Injures/Illnesses	73	85	96
Park Users/Participant Injuries	124	114	137

Civil Defense

The department is a member of the Local Emergency Planning Committee and the Project Impact Committee. Quarterly meetings for these two committees were attended.

Department staff attended a Statewide Hurricane Exercise. Division and District Disaster and Emergency Response Plans were updated. Tropical Storms and Hurricanes were tracked on the internet and information disseminated. Information on high winds, high surf, and flash flood warnings was also disseminated. The American Red Cross conducted initial and refresher Shelter Operations training for DPR Staff. Initial refresher Damage Assessment training was conducted by the Oahu Civil Defense Agency for DPR Staff.

Drug Testing

The department had an average of 72 employees with Commercial Driver Licenses (CDL). These employees are subject to a federally mandated Random Alcohol and Drug Testing Program. Administering the program involves coordinating appointments for random testing, coordinating with a Substance Abuse Professional for individuals testing positive, scheduled return to work drug testing, and conducting follow-up testing. New CDL drivers are scheduled for pre-employment drug testing and then placed in a separate pool for random drug and /or alcohol testing.

Driver Training

Due to the rollover of 15-passenger vans as identified in national studies and statistics, a new annual Van Driver Training program was developed and implemented. The program is a requirement for any non-CDL license driver that drives a 15-passenger van. The program consists of four hours of classroom instruction, one hour of driving evaluation and instruction. It also reduces the number of passengers from 15 to 7. The new program replaces our old Van Certification program, and is an addition to our current annual Driver Improvement Program and Defensive Driver Program.

Urban Forestry division staff trains on a Kubota tractor at the division's Wahiawa Tree Nursery

Training

	NO. OF COURSES	NO. OF EMPLOYEES	TRAINING HOURS
Driver improvement	5	146	584
15-Passanger Van Training	8	140	490
Driver License Upgrade	1	3	224
Employees Trained on Equipment6	131	655	

DRIVER EVALUATION	NO. OF EMPLOYEES	HOURS
CDL/Type 4	37	37
15-Passenger Van Driver	43	43

EQUIPMENT INSPECTIONS: 197

2003 MOTOR VEHICLE ACCIDENTS	NO. OF ACCIDENTS	AVOID	UNAVOID
CDL Drivers	11	7	4
Non CDL Drivers	27	19	8
Total	**38**	**26**	**12**

2004 MOTOR VEHICLE ACCIDENTS	NO. OF ACCIDENTS	AVOID	UNAVOID
CDL Drivers	10	6	4
Non CDL Drivers	24	21	3
Total	**34**	**27**	**7**

DIVISION OF URBAN FORESTRY

The division consists of an administrative function and two branches: Horticulture Services and Honolulu Botanical Gardens. There are two International Society of Arboriculture (ISA) Certified Arborists in administration.

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

Honolulu Municipal Building flagpole landscaped display.

hazardous branches; provides 24-hour response for tree emergencies that block streets and damage property; supervises contractual tree work; grows and maintains plants for beautification projects, public gardens, and for use in municipal buildings, at city functions and city-sponsored events; develops field-grown specimen trees for city projects; conducts an evaluation, selection, and testing program to develop plant materials useful for these purposes; protects and preserves valuable existing trees from displacement or destruction in city and other governmental agency construction projects; and tree-banks large specimen trees displaced by private developments or donated by homeowners as a community preservation measure.

The branch is responsible for grounds maintenance at the Honolulu Civic Center and Honolulu Police Department Headquarters grounds and parking lot. Major landscaping projects and improvements were made around the Civic Center flagpole area and the Hawaiian Netmender Fountain at the King Street/Kapiolani Boulevard split. The branch also provides support and grounds restoration for major events held at the Civic Center.

There are eight members of the Horticulture Services staff who are ISA Certified Arborists and ten staff members who are ISA Certified Tree Workers. One staff member is also an Associated Landscape Contractors of America (ALCA) Certified Landscape Technician.

Statistical highlights of major activities include:

1. Trees Pruned 24,176
2. Trees Planted 120
3. Trees Removed 283
4. Stump Removal 459
5. Trees Root-Pruned 274
6. Young Trees Pruned/Restaked 400
7. Large Trees Relocated 33
8. Potted Plants Loaned Out 4,880
9. Plant Change 760
10. Shrubs Planted 1,613
11. Sod and Groundcovers Planted (ft^2) 24,009

Planting area fronting Kuhio Beach.

Our backlog of unattended trees totaled 106,464. This backlog continues to be significant and may have an adverse impact if not reduced. The focus of our tree maintenance program is to handle health problems of trees, with branch or tree failure being our number one priority.

The branch operates five nurseries and tree farms at Kapiolani, Nuuanu, Waipahu Depot Road, Kualoa and Wahiawa. We have a total inventory of approximately 8,083 large trees.

Following the Mayor's program of protecting and enhancing our urban environment, we implemented beautification projects with volunteers and community groups; continued with the landscaping of Waikiki streets and sidewalks, including continuing maintenance of Waikiki hanging baskets. Significant Mayor's Beautification Projects completed include: Kuhio Beach, Hanauma Bay, Pali Highway Medial, Fort Street Mall, Waipio Peninsula Soccer Park, Kaiulani Triangle, Queen Kapiolani Garden, and Aina Moana (Magic Island).

Flora plants along Kalakaua Avenue.

Twenty-three new developments accounted for 1,317 street trees being planted by private developers, including trees that are required by the city for new developments. This number is slightly higher than the previous year's total of 1,195 trees planted. These street trees have been or will be dedicated to the city and this branch will then assume responsibility for their maintenance.

Almost 5,000 potted plants were provided for various city offices and city-sponsored events which include: Sunset on the Beach, Brunch on the Beach, Na Hula Festival, Made in Hawaii Festival, State of the City address, Military Ohana Day, Triathalon, Waialua Bandstand dedication, Memorial Day poster contest, and Shinnyo-En Hawaii Annual Lantern Floating ceremony.

HONOLULU BOTANICAL GARDENS

The Honolulu Botanical Gardens (HBG) is comprised of five botanical gardens: Foster, Lili'uokalani, Koko Crater, Ho'omaluhia and Wahiawa. The gardens cover about 650 acres. The documented plants in the HBG represent a living collection of considerable scientific and educational value. The collection is focused on a diversity of plants from tropical and subtropical areas of the world. There are currently 17,358 plant accessions documented in the botanical gardens' database, BG-Base, including a selection of appropriate plants for planting at the various garden sites, corrective pruning, integrated pest management, and removal of poor as well as hazardous specimens.

Foster Botanical Garden

Foster Botanical Garden (FBG), located in the heart of downtown Honolulu, is the flagship of the HBG. As part of the Master Plan, Foster Botanical Garden began moving the Community Garden site to another location within this urban garden, and will soon begin construction of the conservatory.

FBG is the only Botanical Garden with admission fees.

1. Total revenues were $119,020, a six percent increase from last year.
2. Total visitors were 41,463, a decrease of 4 percent from last year. Although there was a decrease in attendance from the previous year, the overall increase in revenue can be attributed to a greater number of non-residents that visited the garden during the year. The Friends of Honolulu Botanical Gardens plant sale in May at Foster Botanical Garden attracted a total of 1,918 visitors.
3. Of the total visitors, 2,895 were students on educational field trips, representing 102 school visitations.
4. Revenues for annual passes were $3,425.
5. A total of 17 wedding ceremonies with 283 attendees and another 7 wedding photographic sessions involving 65 participants took place in the garden this year.

The volunteer docents at Foster Botanical Garden provided 270 visitor tours with 2,626 participants. In total, volunteers at Foster Botanical Garden alone gave 9,023 hours of their time to maintain and enhance this garden (13,182 volunteer hours were contributed throughout the HBG in the year).

Lili'uokalani Botanical Garden

There were 44 weddings and wedding photography sessions, often with the famed Waikahalulu waterfall as a backdrop. Volunteers from Lanakila Rehabilitation Center helped with raking and other maintenance on a weekly basis and Nu'uanu Stream was cleaned twice. In November, Arbor Day was celebrated in the garden, with a planting of the native species, A'ali'i (*Dodonaea viscosa*). Students from Kauluwela Elementary School performed to celebrate this event.

Wahiawa Botanical Garden

The Vision Team project of building an educational center in the upper part of the garden began, and is slated for completion at the end of 2004. Wahiawa volunteers donated 3,301 hours to the garden in the year.

Koko Crater Botanical Garden

HBG staff led 35 special group tours for 1,260 elementary and community college students and visitors from botanical gardens and other affiliated institutions.

Ho'omaluhia Botanical Garden

Ho'omaluhia Botanical Garden, located in Windward Oahu, experienced a very busy year with 93,168 visitors, a 5% increase over last year.

A wide variety of activities were enjoyed in this 400-acre expanse of greenery beneath the majestic Ko'olau Mountains. Weekend camping participants totaled 8,996 camper-days; 4,748 people were logged in at the catch-and-release fishing programs; and 8,179 walkers and joggers were recorded.

Throughout the year, despite the 132 inches of rain – possibly the wettest year on record since the development of the garden – 6,314 students of all ages (pre-school to college) participated in a variety of guided and self-guided learning programs. About 910 people visited the garden for wedding events.

Featured annual group art exhibits included the Windward Artists' Guild, Daunna's Art Studio and a special celebration of Aloha Ho'omaluhia's 20th exhibit at the garden. The garden sponsored the annual Frog and Critter 3-D Art Show as well as a beautiful month-long botanical drawings exhibit created by the weekly Ho'omaluhia art class.

A diversity of other community events included the ILH cross-country track meet with several hundred runners and supporters; a very successful Bamboo Plant Society, and a day in the garden with about 200 members of the International Palm Society. Earth Day was celebrated with a lakeshore weeding project. Several Eagle Scout work projects resulted in grounds improvements for botanical plantings as well as for visitor comfort. Fishing continued to be a popular shoreline event for people of all ages. The Hickam Air Force Base (AFB) end-of-school year keiki derby involved over 300 anglers, parents and volunteers.

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 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. Composted mulch was available to the public this year at the following community gardens: Ala Wai, Makiki, Manoa and Wahiawa.

Education Program

The education program held 42 classes and workshops on orchid and basic gardening techniques, seasonal crafts, botanical drawing, lei making and storytelling. Eight hundred twenty-nine participants enjoyed these programs this year.

Twilight Summer Concerts

For the fifth summer, twilight summer concerts were held at Foster Botanical Garden. The concerts have increased in popularity as evidenced by increasing attendance each summer. This year's total attendance rose from 802 to 869 concertgoers, or by 8%.

Midsummer Night's Gleam at Foster Garden.

Midsummer Night's Gleam

On the third Saturday in July, 3000 luminaries lighted Foster Botanical Garden's pathways. This family event drew over 2,820 people, who were able to enjoy a very special evening in the garden. Gleam attendees were treated to entertainment by a variety of entertainers; also featured were cultural dancers, food, children's activities and games and a variety of informative displays. Three hundred volunteers and entertainers worked together to make this event successful.

Orchid Collection

The HBG has an internationally renowned collection of hybrid and species orchids with over 10,000 plants. This makes the HBG collection the largest public collection in the State of Hawaii. The main orchid display has 100 plants that are rotated five times per week and is one of the main flowering attractions to the gardens. As in the past, some of the best orchids in the HBG collection were showcased at orchid shows around the island: Kunia, Windward, Manoa, Ewa and Honolulu.

Collections Management

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 HBG and the associated non-living collections following the goals set forth in the mission statement. The mission of the HBG 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.

The HBG is a member of the Center for Plant Conservation, the North American Palm Curatorial group, Botanical Gardens Conservation International (BGCI) and the American Association of Botanical Gardens and Arboreta (AABGA). The exchange of plant collection information between these groups continues on an ongoing basis and strengthens the HBG's mission. It also provides valuable opportunities for professional interaction.

During the year, a systematic program to add photo documentation to each of the HBG's plant accessions was initiated

Community Garden Program

This popular program continues to attract garden enthusiasts, who tend a total of 1,239 plots at 10 garden sites. This activity provides people, often apartment dwellers with little or no space for gardening, an opportunity to grow their own vegetables and herbs as well as socialize with one another. At Foster Botanical Garden, gardeners began preparations to move out of their present location to a new one at the boundary of the parking lot. This move makes way for the construction of a conservatory on the grounds of Foster Botanical Garden, which is part of the Master Plan.

Volunteer Program

This year, volunteers at all the garden sites provided the invaluable contribution of their time and expertise, for a total of 13,182 hours. They served as nursery aides, docents, receptionists, stream cleaners, fishing coordinators, park attendants, and special events assistants to our professional staff.

The Arborist Advisory Committee

The Arborist Advisory Committee now consists of seven (7) members whose term is concurrent with the Mayor's term of office.

This committee facilitates the nominations and pruning requests for the trees on the register of Exceptional Trees, which come from the community and members of the committee. The Committee is also involved in the monitoring and maintenance of these unique trees. Committee members worked hard to establish a tax deduction for the maintenance of exceptional trees as an incentive to those considering having an exceptional tree on their property. This measure was passed by the Legislature and is now law.

PARK MAINTENANCE AND RECREATION SERVICES DIVISION

The Park Maintenance and Recreation Services Division (PMRS) is responsible for the development and implementation of community recreation and leisure programs, and for maintaining recreational facilities, parks, medial strips, beach rights-of-way, traffic islands, malls, promenades and slide areas throughout the island of Oahu.

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 47,159 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.

	FALL 2003	SPRING 2004	SUMMER 2004	TOTAL
Tiny Tots	636	241	569	1446
Children	7477	4369	9737	21583
Teens	1238	1851	3271	6360
Adults	3711	2486	3718	9915
Seniors	2922	1503	3430	7855
TOTAL	**15984**	**10450**	**20725**	**47159**

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 areas totaling 620 acres of parkland.

Total Full-time Grounds Maintenance Positions: 123 positions, 33 are vacant

Total Full-time Recreation Positions: 48 positions, 5 are vacant
18 positions with Hanauma Bay cashiering staff, 5 vacant

Major Accomplishments

Scenes at Hanauma Bay

Discovery Center

Lifeguard Stand at Bay

1. Hanauma Bay Nature Preserve's new Visitor Center and other site improvements continue to win praise. These improvements and the increase in marine education have helped to protect the marine environment and provide for a delightful leisure experience. Hanauma Bay Nature preserve continues to be the number one Oahu destination for tourists. This fiscal year almost 1 million (871,563) tourists visited the bay. In addition, 123,140 residents also visited the bay. Locals make up 13.35% of the total visitor count. Additionally, nighttime programs have been added at the bay. The bay is open until 10 p.m. Saturday nights. During the warmer summer months, the participation averages 100-300 people. During the colder winter months, the attendance drops to 50 people or less. Twice a month educational programs are also conducted, usually with a guest lecturer or educational video in the theater. These have attracted comfortable crowds of 75 or so.

Attendance and Revenues for 2003-2004:

MONTH	REVENUE MONTHLY ($)	REVENUE DAILY AVERAGE ($)	VISITORS MONTHLY	VISITORS DAILY AVERAGE
JULY	362,974	13,961	97,865	3,764
AUG	382,579	14,170	100,582	3,725
SEPT	265,889	10,636	60,720	2,429
OCT	291,595	10,800	68,034	2,520
NOV	233,988	8,666	55,470	2,054
DEC	261,054	10,442	62,726	2,509
JAN	245,406	9,816	59,750	2,390
FEB	239,316	10,405	56,145	2,441
MARCH	302,841	12,114	72,433	2,897
APRIL	301,938	11,613	75,464	2,902
MAY	301,221	11,156	72,807	2,697
JUNE	357,730	14,309	89,567	3,583
TOTAL	**3,546,531**		**871,563**	

2. The district's community recreation programs provided a wide range of activities for tiny tots, children, teens, adults, senior citizens and persons with disabilities at 20 recreational sites. East Honolulu District 1 serviced 15,984 registered participants during the three major program periods: summer, fall and spring. Activities included special community events and classes in aquatics, arts and crafts, sports and games, music, dance, drama, outdoor recreation, ocean recreation, physical fitness and ethnic culture.

Registered Participants in Programs

	FALL 2003	SPRING 2004	SUMMER 2004	TOTAL
Tiny Tots	147	240	249	636
Children	3,427	2,113	1,937	7,477
Teens	750	268	220	1,238
Adults	1,050	1,392	1,269	3,711
Seniors	924	1,050	948	2,922
TOTAL	**6,298**	**5,063**	**4,623**	**15,984**

District special activities included holiday events (such as Halloween haunted houses/costume contests and Easter Egg hunts/decorating contests), teen excursions/dances, swimming meets, basketball/volleyball leagues.

Scenes of Kapiolani Park

Picnic Lawn

BandStand

Tennis Courts

3. Kapiolani Regional Park/Kuhio Beach continues to be one of the most heavily used parks on the island with some 7 million people visiting the park areas last year to utilize the complex of soccer/softball/rugby/cricket fields, tennis courts, beaches, bandstand, Paki Hale, archery ranges, dog allowed areas, adult exercise course, and biking/jogging/walking path. In addition, the park is the site for some of the largest events on the island, such as the Honolulu Marathon, Lei Day Festival, International Ukulele Festival, Mayor's Fourth of July, Na Hula Festival, soccer tournaments, beach volleyball tournaments, canoe races, ocean swimming events, archery events, and an array of ethnic/cultural festivals celebrating the richness and diversity of our community with Okinawans, Portuguese, Filipino, Hispanic and Scottish, to name a few.

4. The park maintenance program for East Honolulu continues to service all the parks Monday – Friday, 6 a.m. to 3 p.m. and Saturday/Sunday, 6:30-10:30 a.m. At Kapiolani Park/Kuhio Beach, the park maintenance program is operated 16 hours a day, seven days a week, from 6 a.m. to 11 p.m. The District aggressively trains front-line maintenance staff by providing several workshops through out the year.

WEST OAHU-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 medians in the geographical boundary, which extends from Punahou Street/Ala Moana Regional Park in the east to Aiea District Park in the west.

Total Grounds Maintenance Positions: 92

92 positions include 1 District Manager, 1 Park Grounds Maintenance Superintendent, 4 Park Grounds Maintenance Supervisors, and 1 Mowing Crew Supervisor.

Part-Time Maintenance Positions: 8

Total Recreation Positions: 34

34 positions include 1 District Recreation Supervisor and 6 Recreation Complex Supervisors.

Part-Time Recreation Positions: 1

Major Accomplishments

The major accomplishment by District II was to improve our resources and modify operational systems to continue to provide better recreation and maintenance services to the community.

1. Child care facilities operate at six City parks; Dole Community Park, Kamehameha Community Park, Lanakila District Park, Kauluwela Community Park, and Halawa District Park. District recreation and maintenance personnel worked cooperatively with child care providers to support these programs in conjunction with regular recreational programs.
2. The partnership with Unity House, Inc., a nonprofit organization, was continued at Pauahi Recreation Center. The joint operation of the facility has improved services to the community, particularly for senior citizens.
3. Youth programs from the Kalihi Valley community such as 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, Men of W.A.R., Kickstart Karate, Inc., Susannah Wesley Foundation, Kalihi Valley Athletic Club, and department staff held 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. Making optimum use of the Kalihi Valley District Park and other department facilities in the Kalihi community is a priority.
4. The district accepted referrals of participants from the Community Service Sentencing Branch (CSSB) to work at Ala Moana Regional Park, Keehi Lagoon Beach Park, Beretania Community Park, Kalihi Valley District Park, and Makiki District Park, under the supervision of maintenance staff. Additional recreation-staffed sites may be added in the future.
5. A Downtown Clean Team maintained 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 provided maintenance equipment, made repairs, cut the grass, picked up trash, and did daily inspections.
6. Thirty one park sites that were adopted by citizens or organizations were provided with services such as graffiti removal, policing litter and removal of trash.
7. Recreation staff collaborated with the Department of Education staff and University of Hawaii grant writers to continue a 21st Century Community Learning Center grant. The goal of the three-year grant is to increase literacy, make use of park and school facilities during school and non-school hours, and decrease violence and illegal activities in the at-risk Kalihi community.
8. A Before-and After-Summer Fun child-care program was provided by Kamaaina Kids at Booth District Park, and by the Kalihi YMCA at Moanalua Community Park and Halawa District 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.
10. DPR staff assisted the Moanalua Community Gardens Association in forming their Adopt-A-Park group for the City's first off-leash dog park. The district worked with the group to train volunteer rangers and provided maintenance support for the park.

Number of Registered Participants in Directed Programs

	FALL 2003	SPRING 2004	SUMMER 2004	TOTAL
Tiny Tots	93	59	89	241
Children	1.053	521	2,795	4,369
Teens	740	411	700	1,851
Adults	1,231	612	502	2,345
Adults (Therapeutic)	45	40	56	141
Seniors	1,391	1,003	505	2,899
Seniors (Therapeutic)	112	110	124	346
TOTAL	**4,665**	**2,756**	**4,771**	**12,192**

Special District activities included holiday events such as Easter Egg Hunts, family activities, Halloween Costume Contests, and Christmas Programs. There were teen excursions, 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. Before- and After-Summer Fun care was provided at Booth District Park, Halawa

District Park and Moanalua Community Park from 6 a.m. to 8:30 a.m. and 2 p.m. to 5:30 p.m., serving a total of 139 children.

11. Ala Moana Regional Park attracts about two million visitors each year. Many special events, e.g., the Greek Festival, Labor Day Picnic, Dragon Boat Festival, charity walks, parades, marathons, triathlons, and the Fourth of July fireworks display, make this park a popular attraction for local residents. The Fourth of July fireworks display alone attracts approximately 50,000 people. Every three-day weekend during the year adds to the number of family picnics and other large group activities using this park.

12. New Facilities

Moanalua Dog Park.

Entry

Drinking Fountain

Dogs Resting

LEEWARD OAHU—DISTRICT III

The Parks Maintenance and Recreation Services Division's District III is responsible for the development and implementation of community recreation and leisure programs, and for maintaining recreational facilities, parks, medial strips, beach right-of-ways, 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 107 parks, right-of-ways, and traffic-related areas totaling 1,101 acres of parkland.

Total Full-time Grounds Maintenance Positions: 92 positions, 25 are vacant

Total Full-time Recreation Positions: 39 positions, 2 are vacant

Major Accomplishments

1. The Summer Fun Program was offered at 19 sites with 3,510 children enrolled. The Summer Plus Program was offered at three areas this summer (Pearl City District Park, Mililani District Park and Makakilo Community Park). Two of the areas offered both morning and afternoon care. Ten areas offered the Summer Food Service Program, which served 22,768 lunches.

2. 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 20,725 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 and 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 TNT (Tomorrows New Teens) Brain Bash, Teen Cosmic Bowling, TNT Survivor Challenge, Teen Dances, and TNT Camp.

	SUMMER 2003	FALL 2003	SPRING 2004	TOTAL
Tiny Tots	163	184	222	569
Children	4,910	2,261	2,566	9,737
Teens	846	1,345	1,080	3,271
Adults	925	1,425	1,368	3,718
Seniors	1,007	1,293	1,130	3,430
Totals	**7,851**	**6,508**	**6,366**	**20,725**

3. 21st Century Community Learning Centers: Hoaeae Community park, Waipahu District Park and Project Hoomana continue their collaboration with the DOE in providing after-school recreation enrichment activities to the four school sites. Sites include Kalei'opu'u Elementary School, Waipahu Elementary School, August Ahrens Elementary School, and Waipahu Intermediate School. Recreation Directors are involved in the Advisory Council which meets monthly to discuss project progress, plans for sustainability, partnerships and program development.
4. *Project Ho'omana*, Waipahu Complex's program that addresses the Youth At-Risk issues on the campuses of Waipahu Intermediate and High School, began the year with the following program challenges: 1) Proceeding through the RFP process for funding from the Office of Youth Services to address the problem of youth at-risk for gang involvement. 2) Developing a classroom curriculum that would be used for an after-school program entitled, *V.E.G.A. (Violence Education and Gang Awareness).* 3) Maintaining its existing programming of after-school and mid-day activities on the school campuses and its partnership through the 21st Century Community Learning Center Grant.
5. Waianae Complex continues to work with all DOE schools and the Police Activities League coordinated basketball, volleyball and flag football leagues for various age groups along the Leeward Coast.
6. Mililani Complex continued responding to the need for intersession programs in the Mililani area by offering a week- long program in March and January. The program ran from 8:30 a.m. to 3:30 p.m. One hundred fifteen children were registered at a fee of $35 per child.
7. The Mayor's Neighborhoods On-line Program continues to operate at four sites, Pearl City District Park, Wahiawa District Park, Mililani District Park and Waianae District Park.
8. Makakilo Neighborhood Park Pool implemented a free life guarding program for disadvantaged high school students within the Ewa and Kapolei School Districts. A grant from the Office of Youth Services provided funding for this program. This will allow these disadvantaged high school students to seek higher paying employment once they complete their training.
9. Ewa Beach Community Association is providing funding for bustransportation for the Ewa Hui Aloha Senior Citizen Club. This funding allowed the Ewa Hui Aloha Senior Citizens Club to take monthly (sometimes twice a month) excursions to remote locations otherwise inaccessible to them by public transportation. This has increased the quality of life for the Ewa Hui Aloha Seniors.
10. Ewa Beach Community Fund of the Hawaii Community Foundation provided financial assistance (t-shirts, excursion and activity fees) for the Ewa Summer Fun Junior Leader volunteers. With this funding there was an increase in the number of volunteers who helped with additional supervision of our Summer Fun participants.
11. DPR has received a joint use agreement with the Navy to utilize two field complexes (Pride and Pointer) within the Kalaeloa Naval Base.
12. Numerous park improvement projects were completed during the year:

    Ewa Beach Park pavilion re-roofing.

    - Ewa Mahiko District Park comfort station and parking lot.
    - Reconstruction of the outdoor courts at Waipahu District Park.
    - Kunia Neighborhood Park comfort station, basketball and volleyball courts and park beautification.
    - Lehua Community Park outdoor basketball, volleyball, and tennis courts
13. Numerous park improvement projects were started and are still in progress:
    - Re-grading and installation of new irrigation lines continue on the ball fields and construction of new backstops, dugouts and lighting continue on the softball field at Waipahu District Park
    - New playground apparatus is being installed at Waikele Community Park, Waipio Neighborhood Park, Kaala Neighborhood Park
    - Kapolei Regional Park Hula Mound, Comfort Station and Parking Lot
    - Palailai Neighborhood Park Comfort Station and Parking Lot
    - Kamokila Community Park parking lot addition
    - Kapolei Community Park South backstop and dugouts
    - Pearl City District Park repairs to Gymnasium
    - Manana Community Park outdoor basketball and volleyball courts
    - Manana Community Park comfort station and "Skateboard" facility

- Waiau District Park outdoor basketball and volleyball courts
- Pacific Palisades Community Park recreation building re-roofing, reconstruction of volleyball court.

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 right-of-ways and several medial strips, traffic islands, and slide areas. District IV employs 73 full-time maintenance personnel, 27 recreation directors, 4 recreation specialists, 2 recreation assistants, 1 secretary, 1 clerk typist and 1 district manager.

Major Accomplishments

The major accomplishment of District IV was to provide the necessary recreation programs and maintenance services at 22 recreation centers and 76 parks, while concurrently supporting approximately $12 million of Capital Improvement Projects (CIP). Other accomplishments include:

1. The Summer Fun Program was offered at 14 sites with 2,152 children enrolled. The Summer Plus Program was offered at four areas this summer (Ahuimanu Community Park, Keolu Hills Neighborhood Park, Kapunahala Neighborhood Park and Heeia Neighborhood Park). All four sites also offered a Before Summer Fun Program. Ten areas offered the Summer Food Service Program, which served approximately 30,000 lunches. 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. Both programs provided children in need of financial aid with fee waivers or discounts.
2. New Facilities:
   a. Waimanalo District Park, Multipurpose building and Pavilion completed in the Fall of 2003.
   b. Haleiwa Alii Beach Park Comfort Station
   c. Aweoweo Beach Park Comfort Station
   d. Sunset Beach Neighborhood Park Pavilion
   e. Waialua Bandstand
   f. Swanzy Beach Park Play Apparatus
   g. Kaneohe Beach Park Play Apparatus
   h. Puhakupu Mini Park Improvements
   i. Makapuu Beach Park Comfort Station – reproofing
   j. Kaneohe District Park Swimming Pool renovations

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 13,550 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 2003	SPRING 2004	SUMMER 2004	TOTAL
Tiny Tots	68	77	122	267
Children	1.230	1,271	3,007	5,508
Teens	200	372	586	1,158
Adults	1,244	1,020	1,012	3,276
Senior Citizens	1,153	1,073	1,115	3,341
TOTAL	3,895	3,813	5,842	13,550

Kaneohe Community & Senior Center partnered with the Windward School for Adults to provide a variety of recreational programs for senior citizens. This partnership restored programs formerly conducted by volunteers and was no longer available.

Hauula Community Park completed its sixth year of partnership with the Queen Liliuokalani Children Center (QLCC). OLCC provided free cultural classes for registered participants at Hauula Community Park and expanded its services to Kahuku District Park.

Waimanalo Complex, along with our Ocean Recreation Specialist, assisted Hui Malama O Ke Kai (community program for 6th & 7th graders) in providing a variety of ocean recreation activities that focus on building self-esteem learning and caring for the environment, health and well being.

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, half of which are national surf contests.

Park Maintenance

The District Park Maintenance Program provides daily maintenance at 96 parks encompassing 2,405 acres. This includes 43 beach parks, 35 comfort stations, 37 recreation centers, 4 gyms, 3 swimming pools, 3 pavilions, 18 bathhouses, 46 ball fields, 95 outdoor courts, 23 play apparatus areas, 39 beach rights-of-way, 172 campsites and numerous medial strips, malls, and special facilities.

The district continued to coordinate volunteer projects with community groups involving beach cleaning, graffiti paint-outs, trail clearing, and the seasonal improvement of sports fields. Quarterly more than 100 volunteers have been cleaning and maintaining the Ke Ala Pupukea Bike Path. Volunteers coordinated by the North Shore Outdoor Circle have landscaped almost all of the two miles of bike path.

The district increased the number of work sites for Judiciary clients who must perform community service as part or all of their sentencing. The district also began assigning staff to cover large events and to monitor permittees to insure that they provide rest room cleaning, trash removal, and restoration of grounds to reduce the number of complaints from the general public. The program has resulted in fewer after event problems requiring remedial work by the permittees and complaints from the general public.

The implementation of an inspection system, increased supervision of staff, improved irrigation of lawns, weekend trash removal, and afternoon cleaning of restrooms has resulted in a significant decease in complaints of park maintenance and play fields for the third year in a row.

There has been a significant increase in the number of individuals residing on park property without authorization. Enforcement of park rules has been extremely challenging and efforts by park staff and HPD have had only limited impact.

Public complaints about homeless likewise have increased. Complaints include concerns about safety, sanitation and the infringement of the public's use of park facilities.

District IV has conducted joint operations with the Honolulu Police Department at Waimanalo Beach Park, Makapuu Beach Park, Waiahole Beach Park, Kailua Beach Park and Mokuleia Beach Park to evict unauthorized campers, residing on park property.

The Kaneohe District Park (DP) Pool was reopened in June 2003 after renovations to the pool and its filtration system. The new Waimanalo District Park multi-purpose building and the Sunset Beach Neighborhood Park Pavilion were opened to public use. The Waimanalo DP facility houses the new area for boxing, teens and tiny tots. The Pavilion at Sunset Beach is popular with tennis players seeking a break from the hot sun during summer days. In addition new play apparatus has been installed at Kaneohe Beach Park and Swanzy Beach Park.

CENTRAL OAHU REGIONAL PARK, WAIPIO PENINSULA SOCCER COMPLEX, HANS L'ORANGE BASEBALL FIELD - DISTRICT V

The Parks Maintenance and Recreation Services Division's District V is responsible for the coordination of local, national and international sports tournaments, community recreation and leisure programs, and for maintaining sports facilities. District V has the Waipio Peninsula Soccer Complex (WPSC), Central Oahu Regional Park (CORP) and Hans L'Orange Baseball Field (HLBF). WPSC is 175 acres with 20 soccer fields, 1 lighted stadium field with locker room and restroom facilities. CORP is 269 acres with 3 regulation and 1 warm-up adult baseball fields; 4 softball fields, 4 youth baseball fields, 5 multi-purpose fields, 20 court tennis facility, archery range and the aquatic center which is under construction

Total Full-time Grounds Maintenance Positions: 26

Total Full-time Management Positions: 3

Major Accomplishments

1. The University of Hawaii Wahine Soccer Team played their fourth season of home games at the stadium. A total of 15 intercollegiate matches were held.

   The Hawaii Youth Soccer Association hosted the Snickers Far West Regional Championship at the complex for over 200 mainland teams in June.

   The Hawaii High School Athletic Association (HHSAA) staged the Boys State Championships in February with teams from all the islands participating.

   Both youth leagues, American Youth Soccer Organization (AYSO) and Hawaii Youth Soccer Association (HYSA), as well as adult leagues, made full use of the complex on weekends throughout the year. HYSA sponsored the Olympic Development Program. The adult soccer leagues: Women's Island Soccer Association (WISA), Men's Island Soccer Organization (MISO) and Hawaii Rangers Soccer League staged tournaments throughout the year, including the Pacific Cup, the Tide Cup, Kirk Banks, and the Veteran's Cup, drawing both mainland and international teams.

2. Central Oahu Regional Park: There are six adult baseball leagues, four youth baseball leagues, 12 softball leagues, and 1 adult soccer league that use the park throughout the year. In addition there is a youth football league, and a mixed Lacrosse league that practice at the park. Tournaments throughout the year include: Kids World Series Baseball, ASA Softball Regional, Little League, PONY, Cal Ripken and Babe Ruth Regional, Family Stone High School Alumni Softball tournament which involved 80 games over five days. A Korean professional baseball team also trained at the park in January and February.

3. Staff from CORP manages Hans L'Orange field. Phase I of the master development plan has been completed, which included upgrading of field lights. Phase 2 of the master plan includes completion of the field lights, new scoreboard and additional parking. Hawaii Pacific University played some home games at the park during the year. Both Little League and adult leagues use the park's lighted baseball field. A Korean professional baseball team conducted spring training at the park in February.

4. The Hawaii Pacific Tennis Foundation (HPTF) was selected to manage the Tennis facility. The HPTF offers programs for youth and adults and organizes tournaments and leagues throughout the year. The HHSAA will be using the tennis facility for the Boys and Girls State High School Championships in 2004. Mark Beede, Executive Director of HPTF, selected Chris James as Head Tennis Professional and Alex Smith as the Facilities Director. The CORP Tennis Complex had its grand opening ceremony on February 17, 2003.

MAINTENANCE SUPPORT SERVICES DIVISION

The Maintenance Support Services Division (MSS), is now under the direction of the Park Maintenance and Recreation Services Division. MSS is responsible for providing major repair and/or replacement services to recreation buildings, ground facilities and equipment island-wide. It executes maintenance operations to construct, repair, renovate and service park buildings, grounds, equipment and other recreational facilities. MSS provides heavy construction equipment assistance and fertilizer, herbicide, vector control and utility crew support. It evaluates existing programs by compiling and analyzing statistical data, researching and evaluating new methods, techniques, equipment and materials to improve overall efficiency and service to the divisions maintenance and repair program.

A major undertaking by the MSS branch was the construction of Mililani Mauka dog park. The project involved crews from heavy equipment, welding, plumbing, masons, chemical and carpenters to complete the project.

The following is a summary of work orders and project requests completed by the trades, heavy equipment, utility, chemical and labor crews and work program coordinator in Fiscal Year 2003-2004.

COMPLETED REQUESTS FROM TRADES AND SECTIONS

TRADES	WORK ORDERS REPAIRS & VANDALISM	PROJECT REQUESTS NEW WORK
Carpentry	667	13
Electrical	177	0
Masonry	229	116
Painting/Signs	349	345
Plumbing/Sprinkler	916	3
Welding	251	37

GROUNDS IMPROVEMENT		
Chemical Section	160	0
Fertilizer Section	101	0
Heavy Equipment Section	273	2
Utility Section		
MECHANICAL REPAIR		
Lubrication, tire repair, vandalism, wear and tear		
TOTAL	**4,200**	**516**

WORK PROGRAM PROJECTS FOR FY 2004

PROJECT	DESCRIPTION	AMOUNT
Various parks	Repairs/services to basketball courts, bleachers, termite repairs and resilient play surface	$84,541
Various parks	Miscellaneous projects	334,676
TOTAL		**$419,217**

RECREATION SUPPORT SERVICES

The function of Recreation Support Services (RSS) is to provide program support and in-service training for district recreation staff in specialized areas such as Aquatics and Sports, Culture and Arts, Children and Youth, Special Services and Senior Citizens. Staff coordinated various special events throughout the year, in addition to regularly scheduled tournaments, contests and clinics. This section is made up of twenty one full time staff, the majority are recreation specialists, and thirty nine part time staff who provide department resources on matters relating to their specific disciplines.

A. ADOPT-A-PARK:

The Adopt-A-Park Program enlists public and private organizations and individuals to volunteer their services to partially maintain park facilities. Twenty new adoptions were added this year for a total of 249 active park adoptions.

The Community Service volunteer program assists and coordinates cleanups and beautification projects during the year. Major projects include "Keep America Beautiful Day," "Day of Caring," "Get the Drift and Bag It," Fourth of July volunteer projects and other island wide projects. These community-wide projects have generated more than 7,800 volunteers who contributed over 24,000 hours of community service projects in beach and litter cleanups during 2003-2004.

B. CHILDREN AND YOUTH UNIT:

The Children and Youth (CY) Unit of the Department of Parks and Recreation (DPR) continues to seek out grant opportunities, research new programming and provide support and training to DPR staff. Listed are some to the highlights:

- Grants – DPR was awarded $53,000 by the State of Hawaii, Office of Youth Services (OYS) to conduct community-based services that target "at-risk youthÓ for gang involvement within two of Oahu's communities (Ewa Beach and Waipahu).

  The Ewa Complex Lifeguard Program, developed by the Ewa

  Complex is a vocational life guarding program conducted at the Makakilo Swimming Pool reaching out to the youth within the Ewa Beach community.

  Project Ho'omana, a program developed by the Waipahu Complex has been included in this grant funding period. The program has an excellent range of collaboration within the Waipahu School Complex (including Waipahu High School, Waipahu Middle School and all four feeder elementary schools) and has established itself as an important resource for the youth of Waipahu.

- Programming – Sports Play Active Recreation for Kids (SPARK) program is a "best practice" comprehensive health-related physical recreation program that was developed by a team of researchers from San Diego State University. SPARK program activities were introduced at five Summer Sites this year (Ahuimanu Community Park, Kahala Community Park, Moanalua Community Park, Nanakuli Beach Park and Waialua District Park).

  Programming – "The Keiki Tree, the City and County program that plants a tree in honor of every new

baby was taken over by the Children and Youth Unit in October of 2003. From October, 2003 to July, 2004, the Children and Youth Unit has processed over 550 applications.

Training – The Children and Youth Unit, in conjunction with John Rosiak of the National Crime Prevention Council, developed a workshop on bullying for DPR Summer Aide staff. The intent of the workshop was to provide: 1) An understanding of bullying; 2) Why it is an important issue; 3) Who bullies; and 4) What skills can be taught to children to avoid being bullied. The workshop was offered at the Summer Aide Training.

Grants

In April, 2003, DPR launched the State of Hawaii, Department of Health, Healthy Hawaii Initiative Grant. This grant, funded by tobacco settlement monies, has given the department the opportunity to explore alternatives to increase physical activity in the urban core by utilizing existing Department of Education Facilities to administer DPR programs. This grant will also provide the department with funding for staffing as well as supplies and equipment for the project.

The project has experienced a few setbacks since its onset, which consist of: 1) delays in the Island-Wide Parks Master Plan to include a survey and assessment of the seven identified high schools, 2) a replacement Project Manager who began on September 29, 2003, and 3) the retirement of the department's assistant administrator who was instrumental in the guidance of this project.

Our accomplishments to date, consistent with the purpose of conducting this project, have been to:

1. Establish and strengthen the working relationship among our department, the Department of Education and the Department of Health;
2. Survey and assess the existing programs and facilities of seven urban Honolulu high schools; and
3. Identify the potential and feasibility for joint use.

We continue to make progress in the following areas:

1. Identify at least one high school to implement a model joint use agreement to fulfill the requirements of the grant.
2. Lay the groundwork for future joint use agreements between DPR and DOE.

C. PEOPLE'S OPEN MARKET PROGRAM:

The People's Open Market (POM) program was established in November 1973. The overall purposes of the program are:

1. To provide the public, 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 fisherman or their representatives are encouraged to sell their surplus and/or off-grade products, and
3. To provide opportunities for residents to socialize. Vendors must be registered in the Electronic Benefit Transfer (EBT) program and are required to accept food stamps. The Department of Parks and Recreation provides the staff and sites. The staff monitors the program in accordance with a set of rules and regulations adopted at public hearings.

AVERAGE WEEKLY CUSTOMER COUNT

	NO. OF SITES/WEEK	AVERAGE NO. OF CUSTOMERS/WEEK
Sunday	3	1,877
Monday	4	784
Tuesday	4	4,430
Wednesday	3	2,276
Thursday	3	1,961
Friday	3	1,652
Saturday	5	5,313
TOTAL	**25**	**18,293**

Highlights In The Year

A total of 936,227 people were attracted to the 25 market sites during the fiscal year 2003 - 2004, a slight decrease from last year's count of 957,203. An additional market at Asing Community Park in Ewa Beach was the newest site

to get an open market. Unfortunately, the market was canceled after eleven months due to poor attendance. The POM attendance numbers indicate that the program is alive and well and is fulfilling its primary purpose of aiding and promoting the diversified agriculture, providing low cost produce to Oahu's citizens and tourists and having a focal point where people of a community can gather and talk story.

The Kalihi Kai site had the highest average number of patrons (2,776 each week) and the Mother Waldron site the lowest (79 each week).

There has been a consistent decline in EBT transactions each fiscal year. A total of $7,284 was collected in the markets, a decrease from last year's total of $10,664.

D. SENIOR CITIZENS PROGRAM:

The Senior Citizen Section of the Department of Parks and Recreation has maintained a year round schedule of activities and special events for over 5,000 senior citizens (55 years and older) in the City and County of Honolulu. The Department's District recreation staff advised 42 senior clubs (island wide) and assists the Senior Citizen Section with City wide events like the annual Mayor's Cultural Festival and Crafts Fair and the Seniors Valentine Dance at the NBC Exhibition Hall.

E. SPORTS AND AQUATICS SECTION:

This section initiated canoe halau for various locations on Oahu. Each of our 20 swimming pools received one Automated External Defibrillator (AED) for cardiac emergencies.

F. THERAPEUTIC RECREATION UNIT:

Vision Statement

The Therapeutic Recreation Unit (TRU) and 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 community.

It is our vision to play a vital role in making parks and recreation an integral part of our community life. We celebrate the differences in individuals as we learn from the past, participate in the present and prepare for the future. Our dream is to have inclusive parks where people can choose from a well balanced variety of accessible activities with people who are accepting of the diversity of one another. We advocate with people with disabilities to participate and have fun in recreation as we all pursue healthy and active life styles.

Through this vision, we will create an inclusive agency.

Mission Statement

The mission of the Therapeutic Recreation Unit is to provide support to the Department of Parks and Recreation and to assist persons with disabilities to access parks activities. "Welcoming and Benefits" theme will continue to be interwoven into our goals and objectives.

Priorities

1. Access Manual – The manual is being reviewed by the director and then will be forwarded to Corp Counsel for review.
2. Inclusion Process – Some minor changes were made to the Modification Request Form and the Inclusion Assessment Form. In addition, the TR Specialist will develop an Inclusion Plan and Behavior Plan for each participant assessed.
3. Access Advisory Council – The Council adopted By-laws at the May 25, 2004 meeting. They are also assisting the department by reviewing the registration process and adapted aquatics.
4. Training is provided for full time, part time and summer staff in LIFE (Leisure Is For Everyone), Positive Discipline, etc.
5. Accessible Campsites and Permits – took pictures of accessible features
6. ADA Poster – Received approval from Corporation Counsel on the contents of the poster.
7. Outreach
   - Two presentations were given to Care Home Operator Classes
   - Display table at the Buddy Walk (National Down Syndrome Society)
   - Display table at the SPIN conference (Special Parents Information Network)

G. Citywide special events:

July 16, 2003 Annual City-wide Hot Shot Contest (basketball shooting contest) was held at Kalihi Valley District Park. Participants: 41

July 19, 2003 City-wide Summer Teen Mixed Volleyball Tournament was held at Manoa District Park with 12 teams and 120 participants.

Aug.10 & 24, 2003 63rd Annual Na Hula Festival. Five halau with approximately 300 performers and 500 people participated in the festival on two Sundays at the Queen Kapiolani Park Bandstand. The goal for this event is to celebrate the hula and to offer new halau an opportunity to participate and share their ho'ike. The Alama Hula Studios (sisters, Puanani and Leilani Alama) have participated in this program since its inception 63 years ago. The Royal Hawaiian Band and the Gleemen Plus of Honolulu were also a part of this program.

Aug. 11-14, 2003 28th Annual State Softball Tournament was hosted by the County of Hawaii with a total of 13 teams from Oahu sending 205 participants.

Sep.26–28, 2003 Good Life Fair held at the Neal Blaisdell Center Exhibition Hall. DPR seniors participated by doing arts & craft demonstrations, acting as docents and providing entertainment. This three day event attracts over 5,000.

Nov. 1–3, 2003 City-wide Novice Swim Meet was held at the Kailua Recreation Center pool. Attendance: 150

Nov. 15, 2003 Mayor's Cultural Festival and Craft Fair was held at the Neal S. Blaisdell Center Exhibition Hall. A total of 42 DPR Senior Clubs and other senior agencies participated in this event. Attendance: approximately 3,000.

Nov. 27, 2003 29th Annual Turkey Trot was held at Kapiolani Park Bandstand with 418 participants.

Dec. 6, 2003 Annual DPR-Elks Hoop Shoot (basketball free throw shooting contest) was held at the Salt Lake District Park. There were 39 DPR and school district finalists.

Dec. 14, 2003 32nd Annual Honolulu Marathon. Kapiolani Park/Ala Moana Beach Park. Participants: 29,000.

Feb. 11, 2004 Senior Valentine Dance was held at the Neal S. Blaisdell Center with over 2,500 participants. There were 50 representatives from senior organizations. The theme of the event was "Me Ke Aloha Pumehana." The 25th Infantry Division supported this event.

Mar. 6, 2004 Lei Queen Selection: Na Wahine Na Makua. This was the year of the Mature Woman, ages 31 – 54. There were nine candidates who were judged on Personality, Poise, Hula and Lei Making (their knowledge of lei methods and materials as well as to haku a lei). The three judges selected Macy Hoakalei Hlna Kanau'u as our 2004 Lei Queen. Her attendants were Mamo Wassman and Shirley Amundson.

Mar. 10, 2004 Try Fest was held at the Manoa District Park. Over 500 participants enjoyed the 10 activities scheduled at this year's event. Successful off-site hiking activity was conducted at this year's event.

Mar. 16, 2004 The Annual Senior Classic Games (organized games created for seniors) was held at Salt Lake District Park. There were 347 participants on 116 teams representing two age divisions.

Apr. 17, 2004 City-wide Children's Novice Swim meet was held at the Palolo pool with 150 swimmers.

Apr. 8, 2004 The Japanese Chamber of Commerce sponsored a Health Fair at the Japanese Cultural Center. DPR clubs participated in this event.

Apr. 15, 2004 The Wellness Fair was held at the Neal S. Blaisdell Center Exhibition Hall. DPR partnered with First Hawaiian Bank, Kuakini Hospital and HMSA to provide health related activities and information for senior participants. Staff assisted in coordinating activities throughout the day.

Apr. 27, 2004 The Senior Recognition Program was held at the Hilton Hawaiian Village Ballroom. DPR staff assisted with the program and monitoring the seniors during and after the program.

May 1, 2004 77th Annual Lei Day Celebration. Included in this year's festivities themed, NA MELE NO NA LEI, were our annual Adult Hawaiian Lei Contest and our Youth Lei Contest. Attendance has been dropping and this year there were 48 lei entries by 19 contestants. The Youth Lei Contest was expected to draw more since the contest was held on a Saturday, but that too saw a drop in participants. The main stage Lei Queen Investiture program and afternoon entertainment saw an increase in attendance. Approximately 2,500 attended this day-long celebration.

May 2, 2004 The Lei Day celebration again ended at Mauna Ala where all the leis from the previous day's lei exhibit were brought to be draped on the tombs and crypts of our Alii. Approximately 50 people attended this program. For the first time, we also took leis to Kawaiahao Church where we placed them on the tomb of our first elected king, King Lunalilo. This was done at the request of Wray Taylor, an employee of the Department of Parks and Recreation and a descendant of King Lunalilo. It is recommended that this be included in our annual May 2nd program of recognizing and honoring our Alii.

May 28, 2004 Memorial Day lei sewing project at the Makua Alii Senior Center. Sixty-five seniors sewed over 2,000 leis.

Jun. 16-18, 2004 The 2004 State Senior Citizens Bowling Tournament was hosted by the Department of Parks and Recreation's Senior Citizens Section. Over 275 bowlers from the Oahu, Kauai, Maui and Hawaii County sponsored leagues participated.

Throughout the year, there were eight City-wide tennis tournaments at Diamond Head Tennis Center and Ala Moana courts with 1,039 participants; six golf tournaments, five at Makalena Golf Course and one at Ewa Villages Golf Course for senior citizens with 600 senior golfers participating.

DEPARTMENT OF PLANNING AND PERMITTING

Eric G. Crispin, AIA, Director
Barbara Kim Stanton, Deputy Director

POWER, DUTIES AND FUNCTIONS

The Department of Planning and Permitting (DPP) 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 of 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 to 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.

PLANNING DIVISION

DUTIES AND FUNCTIONS

The Planning Division is responsible for the following functions:

I. Prepare and revise the Oahu General Plan;

II. Prepare and regularly evaluate and update the long range regional development plans;

III. Represent the city in state land use boundary amendments for parcels greater than 15 acres;

IV. Process applications for

A. State land use boundary amendments for parcels equal to or less than 15 acres,

B. Development Plan Land Use Map and Public Facility Map amendments,

C. Public Infrastructure Map amendments,

D. Zone changes, and

E. State Special Use Permit requests;

V. Monitor conditions of approvals associated with the above actions, including affordable housing requirements;

VI. Develop community-based special area plans for particular neighborhoods;

VII. Provide support to the Mayor's Community Vision program;

VIII. Review the Executive Capital Improvement Program and Budget and Board of Water Supply Capital Improvement Program for conformance to the General Plan and development plans;

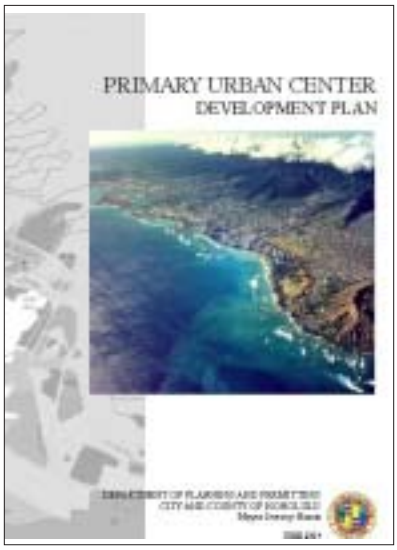
IX. Prepare an annual report of the current status of land use and other data pertinent to the implementation of development plans;

X. Prepare a biennial report on the condition of the city, based on the policies and priorities of the General Plan and development plans;

XI. Develop land use forecasting models to prepare forecasts of population, housing and employment based on land use policies expressed in the Oahu General Plan and the development plans. These forecasts are used as the land-use basis for the Oahu Regional Transportation Plan and other long-range infrastructure master plans;

XII. Provide assistance to the Oahu Metropolitan Planning Organization (OMPO), with respect to land use and population planning issues, and participate on various standing and ad hoc OMPO Committees.

ACCOMPLISHMENTS



Land Use Planning and Development Plans

The Primary Urban Center Development Plan was adopted on June 21, 2004. This completes the revision process for the eight regional Development Plans on Oahu, which have been revised and adopted. Initial work continues on Five-Year Review of the Ewa Development Plan (the first of the eight regional plans to be adopted), and work has begun on the Five Year Review of the East Honolulu Sustainable Community Plan.

The department continued to support the Mayor's Sustainable Island Initiative. The initiative is categorized into 5 topics: economy, land use, transportation, energy, and natural resources. A draft report, "*Honolulu: Strategies for Achieving Sustainability*" was distributed at the Mayor's Sustainability Workshop on January 18, 2004.

From May 2nd to May 4th, the Department sponsored four events to introduce the concept of Smart Growth, an emerging set of land development principles. With several private sector and University of Hawaii (UH) co-sponsors, as well as the Federal Environmental Protection Agency and University of Hawaii's Sea Grant Program, a team of national experts presented the benefits of Smart Growth, with emphasis on applicability to the Ewa plain. The focus was on how certain transportation, land use and economic policies can create more livable communities. One of the resulting policies adopted by the department is the concept of "connectivity," paying more attention to how subdivisions are internally connected via pedestrian and vehicular routes, as well as how they are connected to adjoining developments.

In addition, the City also assisted the University of Hawaii Sea Grant Program and the United States Environmental Protection Agency (US EPA) with a similar event for Kailua Town on May 5, 2004. This community-based planning for this local neighborhood center continues.

State Land Use Boundary Amendments

- The department held continued discussions with Castle & Cooke regarding the resubmittal of a petition for their Koa Ridge project in Central Oahu.
- The department participated in proceedings before the Land Use Commission for a boundary amendment greater than 15 acres for the Ewa Gentry Makai project, which was approved in January 2004.
- In May 2004, the department began processing a petition for a boundary amendment for a parcel of 15 acres or less in size.
- The department remained a party to a motion before the Land Use Commission to rescind the urban designation of Royal Kunia Phase II, in proceedings following the developer's declaration of bankruptcy.

Development Plan Land Use Map (DPLUM) and Public Facilities Map Amendments, Public Infrastructure Map Revisions, and Vision Project Reviews

- There were no DPLUM amendments, and the DPLUM process itself has been superceded by the adoption of the last of eight new Development Plans. From now on, revisions to such plans' text and maps will be made either through the Five-Year Review process or by special request.
- Eight Public Infrastructure Map (PIM) revisions were processed. These map changes are required prior to the budgeting of construction or land acquisition funds for major public facilities.
- Two Development Plan (DP) Public Facilities Map amendments were processed, with one recast as a PIM revision, and the other failing to pass the City Council.
- 26 vision projects and 120 Neighborhood Board Capital Improvement Projects (CIP) projects proposed for inclusion in the City's CIP were reviewed to determine the need to revise the DP Public Facilities or Public Infrastructure Maps.

- In anticipation of the adoption of the new Primary Urban Center (PUC) Development Plan, 294 public facility projects were reviewed for possible inclusion on the PUC PIM. The draft PUC PIM with 139 proposed projects was transmitted to the City Council in August 2004.

Zone Changes, Zoning District Boundary Adjustments, Special Use Permits, and Project Reviews

- Division planners processed 13 zone change (ZC) applications, 3 Special Use Permit (SUP) applications, and 7 Zoning District Boundary Adjustments (ZDBA).
- 8 ZC applications were received, of which 1 was not accepted for processing
- 8 ZC applications were approved
- 4 of the zone change and SUP applications required review and acceptance of an Environmental Assessment before the application could be processed. Two Findings of No Significant Impact (FONSI) were issued, and no Environmental Assessment/ Environmental Impact Statement (EA/EIS) processes were still underway at the end of FY 04.
- The Planning Commission approved 2 SUPs, although one was remanded back by the State Land Use Commission.
- 2 new SUP applications were received, of which 1 was not accepted.
- 6 ZDBA were approved by the Director, and none were pending at the end of FY 04.

Planning Commission Support

The Planning Commission held 11 meetings and took action on 15 items. Two workshops were held.

Mayor's Vision Program and Community-Based Initiatives

Mayor's Vision Program and Community-Based Initiatives

- The following plans were completed:
- Aiea-Pearl City Livable Communities Plan
- Kalihi-Palama Community Action Plan
- Contract administration for the following Vision Group planning projects continued:
- Kaneohe Town Plan
- Chinatown Substandard Properties Improvements Plan
- Makiki-McCully/Moiliili-Manoa Planning Factors Inventory
- Waialua Town Master Plan
- Chinatown District Revitalization Master Plan
- Makiki Neighborhood Plan
- Waimanalo Business Training Center Definition and Development Plan
- Korean Cultural and Community Center Planning and Concept Development Study
- Contract processing was begun for the Ala Moana/Sheridan/Kaheka Neighborhood Plan, and the Kamanele Master Plan
- The Kahaluu Community Master Plan was approved for consultant screening and scope definition

Review of Environmental Documentation

- 39 environmental documents were reviewed, including:
  - 26 Draft or Final Environmental Assessments
  - 8 EISs and EIS Preparation Notices
  - 5 Pre-Consultation presentations for Environmental Assessments

Budget Reviews

- 369 executive-branch and 39 Board of Water Supply projects were individually reviewed for conformance with adopted city plans and policies.

Functional Plans and Planning

- Two members of the Interim Planning Division represented the department on the OMPO Technical Advisory Committee (TAC). The TAC advises the OMPO Policy Committee on technical matters of transportation and land use planning and programs. Additional staff was provided to the following OMPO committees and studies: Oahu

Regional Transportation Plan, Intermodal Planning Group, Technical Assistance Group, Environmental Justice Committee, and Congestion Management Committee.

- The Board of Water Supply is preparing to initiate work on Watershed Management Plans to address the need for county water use and development plans by the State Water Code. DPP is participating in this effort to assure coordination between water resource planning and implementation of long range land use plans.

Policy Research and Support

- Completed Year 2030 land use forecast for the Oahu Regional Transportation Plan (ORTP). The forecast provides estimates of the future level of population, housing and employment by small area based on policies in the department's Development Plans/*Sustainable* Communities Plans, to ensure that the land use basis of the ORTP is consistent with the city's development policies.
- Conducted research to evaluate UrbanSim prototype implemented for Honolulu. The model is being developed in anticipation of future policy analysis needs.
- Continued land use monitoring function. Building permits were examined and analyzed to identify changes in land use. Also completed the updating of data on committed and proposed projects, as well as data on visitor units.
- Obtained funding from the Oahu Metropolitan Planning Organization to enhance the capabilities of UrbanSim for land use and transportation planning. The enhancements include representing land use with greater detail and increasing the geographic specificity of development events.
- Continued development of mailing list in support of Development Planning and Vision programs.

Census 2000 Support

- As the city's liaison to Census 2000, continued to develop products to make the Census data more relevant to planning applications and more useful to the public. Products completed include employment estimates by place of work in terms a variety of geographic areas such as traffic zones and neighborhood boards.

HONOLULU LAND INFORMATION SYSTEM (HoLIS)

DUTIES AND FUNCTIONS

This organization provides direct support for maintaining and updating Geographic Information System (GIS) data required for all city departments. HoLIS is responsible for the following functions:

- Oversee and direct citywide policies regarding the development and implementation of the GIS.
- Provide standards for entering and maintaining the geographic/spatial database of thematic maps.
- Implement user interfaces to provide easy access for data queries, report generation, and map production.
- Integrate data and information from external databases of the city and from other agencies.
- Provide assistance and consultation to develop and define specifications for GIS applications and projects.
- Coordinate with all departments to develop management plans that ensure the maintenance of the individual spatial data layers, and ensure that the GIS is responsive to the individual users.
- Implement policies for the distribution of GIS data to the public and private industry.
- Pursue the development of inter-organization agreements to promote the use of GIS technology, and to develop cooperative arrangements for future database development.

ACCOMPLISHMENTS

AutoPermits (POSSE)

As part of the effort to establish a comprehensive and integrated Land Information System (LIS), the HoLIS program continues to provide key management and technical support in the development and use of the Automated Permit Tracking and Management System (AutoPermits). The AutoPermits program, commonly referred to as POSSE, enhances methods for processing development permits, and effectively identifies the status of permit applications in the review process. The system is being used by all operations relating to the review, approval, inspection, and enforcement of departmental permits. Reports are being generated to assist department managers to assess the status of City construction projects, permit review times, inspector's mileage, and personnel workloads.

AutoPermits (Honolulu Internet Permit System)

The AutoPermits program continues to expand to allow other governmental agencies, private businesses, and the general public access to permit records and information using Internet technology. The Department expanded the capability of the Honolulu Internet Permit System (HIPS) web site to allow other City and State agencies to electronically update and comment on permits that require their review. The site also provides public Internet access to parcel

and permit data stored in the POSSE system. Customers can research permits and land records, and can check on the status of application reviews remotely with an Internet connection.

AutoPermits (Historical Document Scanning)

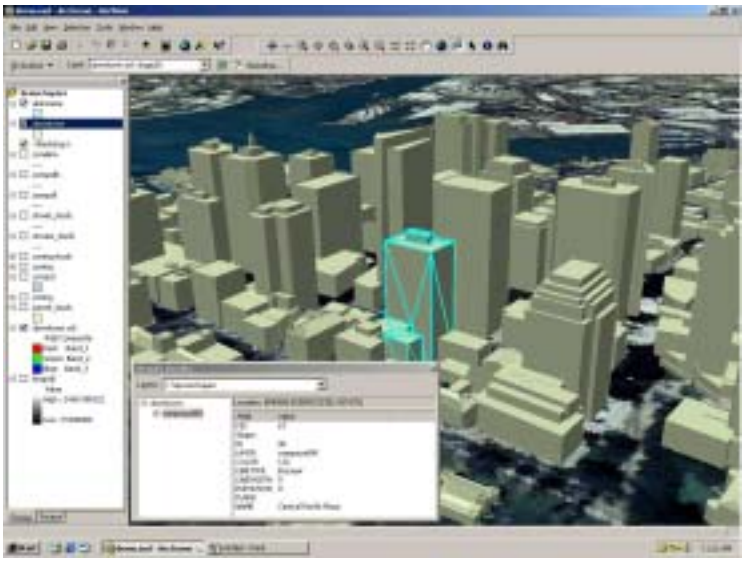
In conjunction with the overall AutoPermits project, the department continued its conversion of historical hard copy documents into digital image formats to be accessible from the city's computing systems. HoLIS is providing lead contract and technical support to this project. Approximately 1,000,000 documents have been scanned and are accessible through the AutoPermits program. An effort to scan an additional 2,000,000 documents has begun.

Department of Planning and Permitting Web Page

Customer services are continually enhanced through the departmental web page, www.honoluludpp.org. The HoLIS program coordinates the design, development, and management of the web page. This site provides information on how the public can obtain various types of permits and allows for the download of all of the departmental forms needed for permit applications.

GIS Internet Web Page and Data Downloads

The City's GIS web site http://gis.hicentral.com provides realtors, developers, retail businesses, engineering companies, and even the movie industry geographic information needed to assess site characteristics. The GIS data is also providing opportunities for the public to use the data for community and educational programs. A new communication connection was established that greatly increased the performance of the web site. The website was also enhanced by adding new data sets to the site for display and download.



Building Outlines, and 3D Shape Virtual Modeling

HoLIS oversaw the development and delivery of three dimensional (3D) building shapes for downtown Honolulu to Diamond Head. The 3D visualizations were also created to allow analysis of urban development patterns and for security planning programs. A geo-database of building characteristics was delivered that will provide detailed information and links to scanned building plans for critical building structures and facilities.

Homeland Security Project Support

The HoLIS program assists the City Emergency Operations Center (EOC) with its use and access to GIS data. The EOC had its Intranet website updated with additional data, and additional personnel were trained on using GIS for emergency response purposes. The HoLIS program assists in supporting the emergency response and tracking software system, and provides data and technical support for the development of Emergency Response Plans.

Digital Aerial Photography

The HoLIS program acquired more digital aerial images for Oahu through a variety of different sources. HoLIS coordinated the City participation in consortiums to acquire IKONOS imagery for Ewa, Central Oahu, North Shore, Hawaii Kai, and other areas of Oahu. This imagery from remote sensing satellites and low altitude aerial photographs was added to the GIS imagery database. These photographs provide detailed information on buildings, roads, parks, natural features, and other characteristics of the land needed for city projects and security programs.

GIS Day

For the fifth consecutive year, the HoLIS program coordinated the activities for GIS Day in Honolulu. GIS Day is a worldwide event to promote geography literacy in schools, communities, and organizations, with a focus on the education of children. Over 300 students ranging from 5th, 6th, and 7th grades participated in various hands-on activities that demonstrated the importance of geography and how GIS works.

Other On-Going Major Projects:

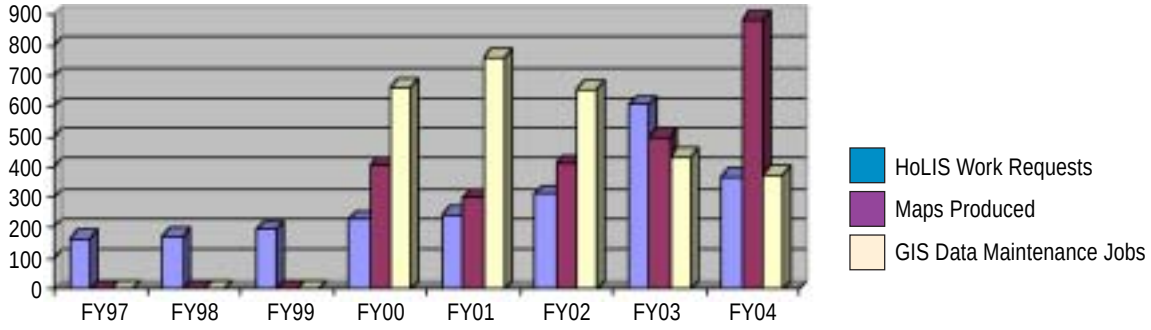
- Real Property Tax Assessor System

- Capital Improvement Program (CIP) Intranet Website
- Parks Information and Mapping System (PIMS).
- GIS Storm Drain System and Application Program
- Environmental Services Geo-Database Support
- Honolulu Police Department GIS deployment.
- Honolulu Fire Department Response Time Analysis
- Emergency Medical Services (EMS) 911 Dispatch System

HOLIS Work Loads and Map Production

HoLIS provides data maintenance and map production services to all City departments to assist with their mapping and data requirements. The data indicates that HoLIS work orders decreased but were still above 2002 levels. Production of map products increased over 75% from the previous year. Data updates continue to decrease, due to reduction in backlogs. It should be noted that with the GIS being available to City personnel via the Internet or other desktop programs, the users are producing map products without assistance from HoLIS that are not accounted for here.

	FY97	FY98	FY99	FY00	FY01	FY02	FY03	FY04
HoLIS Work Requests	165	173	194	229	244	311	606	369
Maps Produced				403	298	411	499	885
GIS Data Maintenance Jobs				663	761	657	433	374



CUSTOMER SERVICE OFFICE

DUTIES AND FUNCTIONS

The Customer Service Office (CSO) is a section within the administration of the Department of Planning and Permitting. CSO enforces, through civil fine procedures, the Building, Electrical, Housing, Plumbing, Energy, Sidewalk and Zoning Codes and other pertinent ordinances; checks and approves all residential building plans submitted for compliance with code requirements; issues permits, and inspects existing buildings for compliance with various codes. It also manages a consolidated permit center in Honolulu and Kapolei to process residential building permits, provides a central intake point for other permit applicants, answers inquiries about land use permit requirements and collects all building permit payments. CSO also serves as the department's property information center, where historical and current property and permit records are available for the public's use.

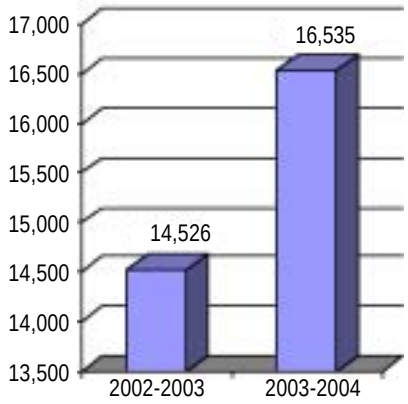
ACCOMPLISHMENTS

Permit Center

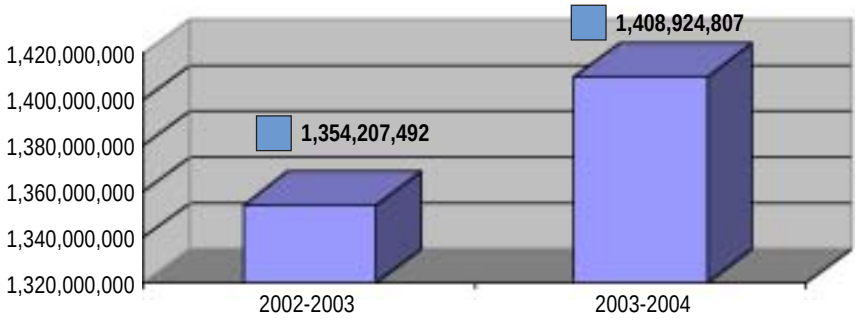
The number and valuation of building permits issued during fiscal year 2003 - 2004 were 16,535 and $1,354,207,492, respectively, as compared to 14,826 and $1,408,924,807 for the previous fiscal year. This represents an increase of 1,709 permits or 11.5% and a decrease in valuation of $54,717,315 or 4%. The slight decrease is valuation for this fiscal year is due to the lack of major building permit applications such as the Wal-Mart and Advertiser Building that "spiked" the valuation number in the previous fiscal year.

The increase in building permit numbers is the fourth increase in as many years and is attributed to sustained growth of the building industry in Hawaii. The increased numbers are represented in permits issued for nearly all occupancy groups and are particularly evident in numbers for new construction of single-family homes and apartments. Other occupancy groups such as, churches, office buildings and industrial structures made modest gains in the number of building permits issued.

No. of Building Permits Issued



Valuation of Building Permits Issued



Permit Streamlining

Despite a significant increase in both the number and dollar value of permits processed, and a continuing high vacancy rate (28%) of the CSO, the office achieved a high degree of customer service by implementing the following streamlining measures:

- Passing out numbers to applicants waiting at the guard's desk just prior to 7:30 a.m.
- Creating a one-number system to alleviate the confusion of alternating colors that are not called in sequence.
- Sign-in sheet and separate assistance for the first-time applicants (those who need more assistance than the professionals who use the Permit Center on a regular basis).
- Personal services contract worker (19 hours) manning our information desk. This helps people to be at the right location, thus alleviating overcrowding in the permit center. Desk service assists between 25 to 50 customers a day.
- Personal services contract worker (19 hours) manning our phone system. This staff member services an average of 250 calls per day. This allows the regular full-time employees to be on the front counter to service permit applicants.
- Walk through screening of the customers (as staffing permits) to see if they are willing to leave payments and all necessary paper work for permits to be issued. Staff will call them, usually within a day, to pick up their permits in a convenient pick-up box near the front door. No number or wait needed.
- A pilot project to reduce the long lines at the One Stop Permit Center. This project consists of training external users to provide "self-service" by inputting building permit application information into the department's computer system in lieu of having department staff doing the work. Should the pilot project be successful, the department will expand the program to users from the Internet.

Code Enforcement

Residential Code Enforcement Branch

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 2003 - 2004 fiscal year:

No. of Initial Inspections (Housing Units)	1,608
No. of Units with Housing Code Deficiencies	313
No. of Units with Housing Code Deficiencies Corrected	271
No. of Units Demolished	28
No. of Zoning Violations Issued	152
No. of Zoning Violations Corrected	130
No. of Inspections of Vacant Lots	189
No. of Vacant Lots for Which Notices of Violation Were Issued	141
No. of Vacant Lot Violations Corrected	110
No. of Inspections of Sidewalk Areas	2,563

Relocation assistance in the form of aid in locating and moving to replacement housing and/or granting monetary payment is provided for families displaced as a result of code enforcement activities of the Office. This service was provided in accordance with the Hawaii Relocation Assistance Act. The monetary expenditures by the Customer Service Office for this service amounted to $2,855 in the 2003 - 2004 fiscal year.

Commercial & Multi-family Code Enforcement Branch

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 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 Branch has also been responsible for enforcing the sign requirements of the City's "No Smoking" Ordinance that includes restaurants and drinking establishments. The Branch performed the following major activities:

Number of Complaints Investigated	
Sign Complaint	568
Other	327
Notices of Violation (NOV)	
No. of NOVs Issued	218
No. of NOVs Corrected	175
No. of NOVs Referred	39
Number of Other Investigations	
Inspections on Care Homes, Adult Residential Care Homes, Day Care Centers, Elderly Care Centers, Private Schools, etc., for Licensing	110
Condominiums	227
Special Assignments	15

Code Compliance Branch

Customer Services Office Code Compliance Branch is responsible for the issuance of Notices of Order (NOOs) for all violations of the following Ordinances: Building, Housing, Plumbing, Electrical, grading/Grubbing/Stockpiling/Trenching, Land Use, Special Management Area and Shoreline. The Branch is also responsible for site inspections for all shoreline and Special Management Area matters. When appropriate, a Notice of Violation is issued for infractions of the Shoreline and Special Management Area Ordinances.

The NOOs are issued when Notices of Violation (NOVs) are not corrected within a required period of time. These NOVs are referred the Code Compliance Branch and civil fines are assessed.

The primary objective of the code enforcement program is to obtain compliance. Enforcement measures can be either administrative or judicial (Prosecuting Attorney's Office). Except for rare occasions, administrative measures are preferred to judicial means.

The NOO with the civil fines is the first phase of code enforcement initiatives used to achieve compliance with City codes. Other enforcement tools utilized to ensure compliance and the referral of cases to the City's Corporation Counsel for legal action are attachment of assessed civil fines to taxes, fees, and charges administered by the City, and the referral of cases to the City's contracted collection agency.

For the 2003 - 2004 fiscal year, the Department issued 2,664 NOVs. Of those NOVs, 286 were referred for issuance of NOOs. Of the 286 NOO jobs created, 37 cases were cancelled as erroneous referrals. Of the remaining 249 NOOs issued, 135 cases were closed. During this period, $135,282 was collected as civil fines as compared to $56,899 for the previous fiscal year. This total does not reflect the amount of civil fines collected by the Real Property Tax Division as the result of DPP referral of the fines and attachment to the violator's real property tax. For this period, the Real Property Tax Division collected a total amount of $122,700 in attached fines as compared to $80,200 for the previous fiscal year.

The branch is also responsible for processing Nonconforming Use Certificates (NUCs). The NUCs are issued to allow the continuance of legal short-term rental units. The NUC renewal mail out was completed on April 23, 2004.

Currently, there are 1,062 active NUCs on Oahu (1,002 transient vacation rentals and 60 bed and breakfast units). The processing fee was increased from $100 to $200 per year (i.e. $400 for a 2-year renewal).

Property Information

The Data Access and Imaging Branch (DAIB) provides the public with historical records and documents that are retrieved and viewed at the Customer Service Counter. In addition, the Branch provides centralized mail processing for the entire department, as well as maintaining all existing records. The Branch is continuing its assistance in the pilot electronic scanning program of incoming correspondence and the major department effort to electronically scan all department historical documents. Other major activities include:

DESCRIPTION OF TASKS	TOTALS
Walk-in Customers Served	22,664
Incoming Mail Received	49,057
Number of Files Retrieved for Customers	36,021
Copies of Maps Made	6,933
Copies of Document Pages Made	47,819
Construction Drawings Accessed	54,062
Research Requests	8,446
Subpoenas Received/Civil Suits	197
Phone Calls Received	22,691

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 regulated 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.

ACCOMPLISHMENTS

In addition to its regular permit workload:

- Historically, the Division has processed approximately 600 permits per year, but total fiscal year permit volume has risen to levels of approximately 750 to 800 permits during the last three years. This is a reflection of an improving local economy and interest in building activity, both for small renovation projects and major redevelopment proposals.
- There are several direct indications of this trend, for example, in the rise in our review of building permits, an increase of 29% over last year, and in the zoning research and correspondence services offered by the Division, which have increased 32%.
- Commensurate with the increase of activity at all levels of permit processing performed by the Division, has been the number of public hearings held by our staff (55) during the same reporting period.
- In addition to an increase in permit volume, the Division completed several LUO amendments of significance, including an amendment to permit "loft type" residential units in the Chinatown Special District, numerous amendments to the Waikiki Special District to encourage the renovation and redevelopment of nonconforming properties, and a major housekeeping amendment to clarify and facilitate processing of all types of LUO-related permits.

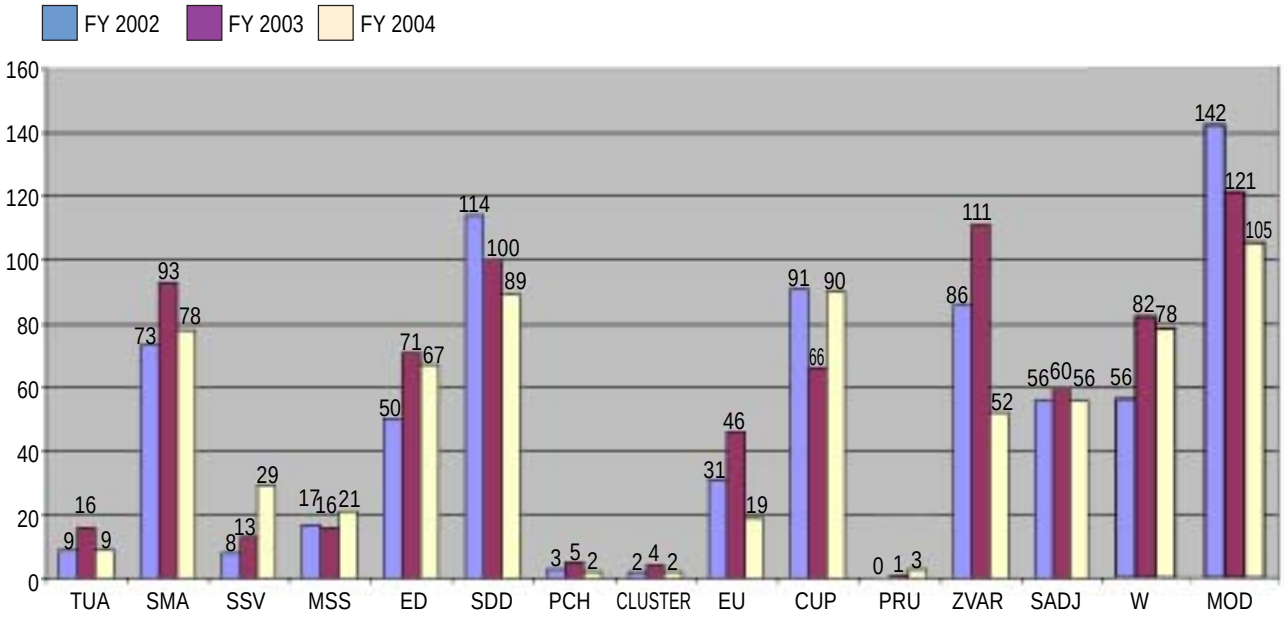
The following table of annual statistics illustrates permit volume and the diversity of the Land Use Permits Division total workload.

	FISCAL YEAR 2003	FISCAL YEAR 2004
TEMPORARY USE PERMITS		
Applications Received	15	9
Applications Completed	14	9

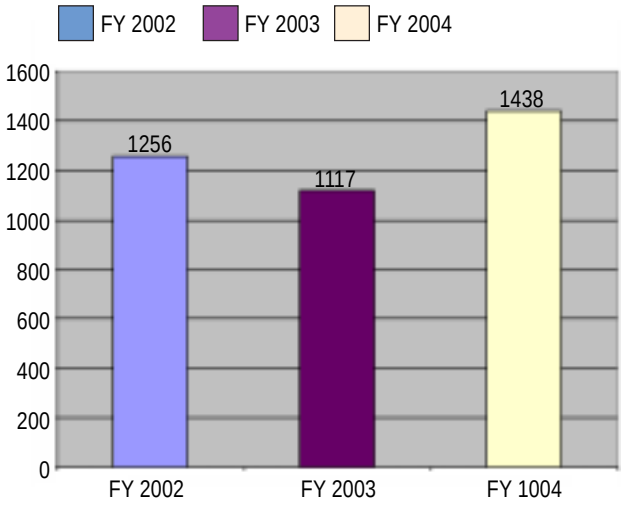
	FISCAL YEAR 2003	FISCAL YEAR 2004
SPECIAL MANAGEMENT AREA PERMITS		
• Major / Minor		
Applications Received	83	78
Applications Completed	79	67
SHORELINE SETBACK VARIANCES		
Applications Received	12	29
Applications Completed	13	24
MINOR SHORELINE STRUCTURES		
Applications Received	13	21
Applications Completed	15	16
ENVIRONMENTAL DOCUMENTS	65	67
SPECIAL DISTRICTS		
• Major / Minor		
Applications Received	96	89
Applications Completed	91	79
PLANNED DEVELOPMENT-HOUSING		
Applications Received	5	2
Applications Completed	4	2
CLUSTER HOUSING		
Applications Received	3	2
Applications Completed	0	2
EXISTING USE (HOUSING – NON-RESIDENTIAL)		
Applications Received	43	19
Applications Completed	40	22
CONDITIONAL USE PERMITS		
• Major / Minor		
Applications Received	55	90
Applications Completed	58	86
PLAN REVIEW USES		
Applications Received	1	3
Applications Completed	0	1
ZONING VARIANCES		
Applications Received	101	52
Applications Completed	92	61
ZONING ADJUSTMENTS		
Applications Received	52	56
Applications Completed	48	57
WAIVERS		
Applications Received	74	78
Applications Completed	73	74
MODIFICATIONS PROCESSED	111	105

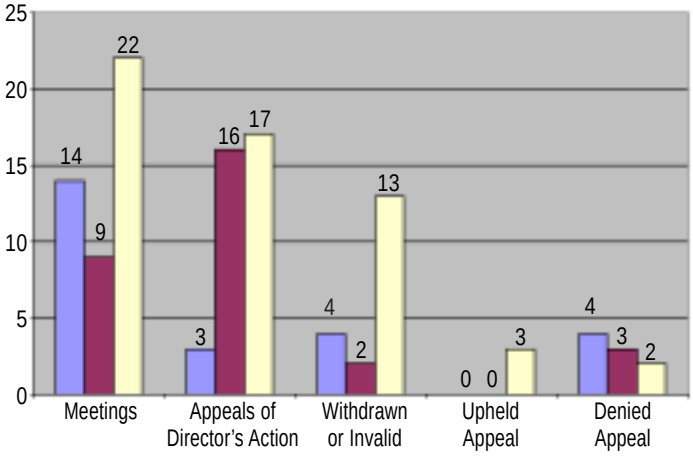
	FISCAL YEAR 2003	FISCAL YEAR 2004
DESIGN ADVISORY COMMITTEE		
Meetings	6	2
Number of projects reviewed	5	2
ZONING BOARD OF APPEALS		
Meetings	9	22
Appeals of Director's actions	16	17
• Withdrawn or invalid	2	13
• Upheld appeal	0	3
• Denied appeal	3	2
HEARINGS		
Zoning Variance	24	22
Special Management Area Permit/ Shoreline Setback Variance	16	22
Conditional Use Permit – Type 2	3	6
Planned Development-Housing	3	0
Special Districts	3	1
Other	0	4

LAND USE PERMITS DIVISION TOTAL APPLICATIONS RECEIVED



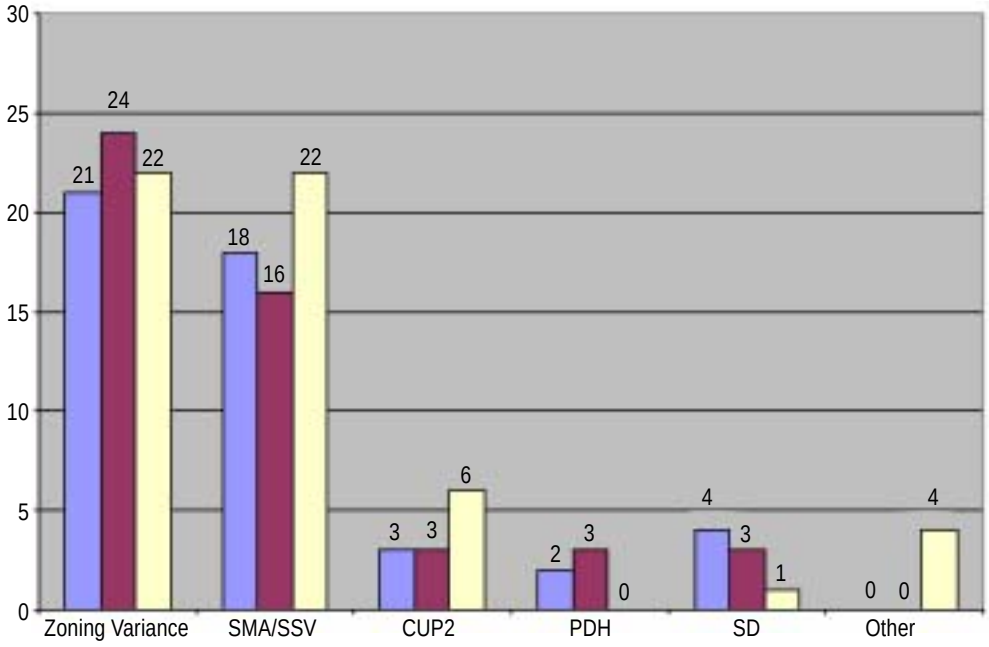
LAND USE PERMITS DIVISION: "OTHER" WORKLOAD



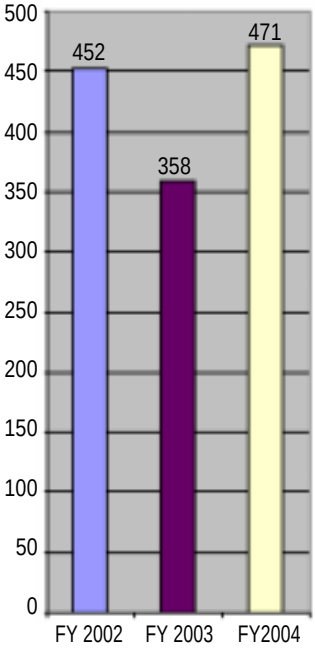


LAND USE PERMITS DIVISION: "OTHER" WORK

HEARINGS



ZONING RESEARCH / CORRESPONDENCE



BUILDING DIVISION

DUTIES AND FUNCTIONS

The Building Division enforces the Building, Electrical, Housing, Plumbing, Energy, and Zoning Codes and other pertinent ordinances; reviews and approves applications submitted for compliance with code requirements; inspects approved applications for compliance with various codes; reviews, updates and recommends changes to the various codes; processes variance and appeal requests to use alternated materials and methods of construction; and conducts examinations for individuals to become qualified special inspectors.

ACCOMPLISHMENTS

Code Review

The department is presently reviewing the building codes published by the International Code Council (ICC) and the National Fire Protection Association (NFPA), the 2003 International Building Code and the NFPA 5000 (Building Code).

The department is also currently evaluating the 2003 Uniform Plumbing Code for adoption.

The City and County of Honolulu ("City") is currently using the 1997 edition of the Uniform Building and Plumbing Codes, and the 2003 edition of the National Electrical code, which are updated and published every 3 years for various jurisdictions to review for adoption. Each code cycle embraces the latest technology in building safety (including fire, construction, electrical installation, structural seismic and wind, and other life safety requirements) for jurisdictions to enforce.

Streamlining Measures

The Department has completed the administrative rules to have a "third party" review process, which would require revision of the Building Code Rules, once they are adopted tentatively October 2004. This would allow "third party" reviewers to certify plans for compliance with Building, Electrical, Plumbing, Energy Conservation, and Zoning codes and regulations.

ACTIVITIES FOR FISCAL YEAR 2003 - 2004

The Department has completed rules to have "third party" review for Building, Electrical, Plumbing, Energy Conservation, and Zoning review and anticipates a start date sometime in October of 2004.

The Department is continuing in its program to train and certify its building inspectors through the International Building Official's Certified Building Inspector's exam.

The Department is also working to update the Building and Plumbing Codes through the process of review and adoption of the 2003 International Building and Residential Codes and the 2000 Uniform Plumbing Code.

The **Plans Examining Section** reviewed 2,612 plans for the fiscal year 2003 - 2004 as compared to 2,718 plans for the previous fiscal year, which represents a decrease of 106 or

3.9 %. The number of major plans reviewed increased by 48 or 5.1 % from 935 to 983, while the number of minor plans reviewed decreased by 53 or 8.6% from 1,783 to 1,629. Although the number of plans reviewed has decreased, the number of permits, complexity, and the project valuation has increased for every plan reviewed.

The **Building Inspection Section** performed 66,311 inspections relating to codes under its jurisdiction as compared to 70,946 inspections during the previous fiscal year, which represents a decrease of 4,635 or 6.5%. The total includes 4,862 miscellaneous inspections (grading permits, sign, subdivision and relocation requests for inspections), 1,781 requests for information, an increase from the previous fiscal year's total of 1,177, and an increase of 604 referrals or 51.3%. There were 833 notices of violation issued during the fiscal year as compared to 734 for the previous fiscal year, which represents an increase of 99 or 13.5%. There were also 196 certificates of occupancy issued during the fiscal year as compared to 251 during the previous fiscal year, which represents a decrease of 55 or 21.9%.

The **Electrical Code Branch** is responsible for the review of electrical plans and the subsequent inspection of these installations, including such work authorized by building permits issued without electrical plans. This branch checked 2,059 plans, a decrease of 2.3% from the previous fiscal year of 2,108 plans. This branch also performed 26,000 inspections for the fiscal year 2003 - 2004, an increase of 11.4% from the previous fiscal year of 23,337. The total number of inspections includes 11 fire investigations, 48 requests for inspection, 4 paid inspections, 297 re-inspections, and 12 occupational inspections.

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 2,202 plans and performed 21,121 inspections during fiscal year 2003 – 2004, in comparison to 2,327 and 19,087 respectively, for the previous fiscal year.

Although the number of plans reviewed by the Building, Electrical, and Mechanical Code Branches has dropped for the fiscal year versus the previous fiscal year, the complexity and size of the projects reviewed increased as evident by the accepted valuations for building permits for commercial (i.e. office, hotel/apartments) projects.

The **Zoning Plan Review Branch** reviewed 9,389 building/sign permit applications, an increase of 21.1% over the previous fiscal of 7,750. Additionally, this branch reviewed 414 other permit applications for the fiscal year 2003 – 2004, in comparison to 418 the previous fiscal year for a 1% decrease.

The Research Branch evaluated 15 requests for approval of materials and/or method of construction for use in structures governed by the City's codes, compared to 7 during the previous fiscal year; processed 44 applications to the Building Board of Appeals compared to 28 applications during the previous fiscal year; and processed 6 special inspector applications, compared to 11 the previous fiscal year.

Additional information for fiscal year 2003 - 2004 showing summary of performance compared with that for fiscal year 2002 - 2003 and information pertaining to the activities of the Building Board of Appeals are attached.

BUILDING BOARD OF APPEALS

The Building Board of Appeals was created by an ordinance established in October 1966. The nine members are appointed by the Mayor, with the approval of the City Council, for a term of five years. The terms are staggered to provide continuity in carrying out the business of the Board. Members must be qualified by 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, 2004 is as follows:

Beverly Ishii-Nakayama, Chairperson

William D. Alcon, Vice Chairperson

Carolyn R. Allerdice

Glen S. Arakaki

Samuel T. Fujikawa

Kevin K. Katayama

Karen T. Nakamura

James C. M. Young

The powers and duties of the Board are to hear and determine appeals from the decisions of the Building Official or the Fire Official in the administration of the Building, Electrical, Plumbing, and Fire Codes; hear and determine appeals for varying the application of the Building, Electrical, Plumbing and Fire Codes; hear and determine appeals from the decision of the Building Official in the administrative enforcement of the Revised Ordinances of Honolulu (ROH) Chapter 29, Article 4; and to hear and determine appeals from the action of the Building Official under Section 27-10.2 of the Housing Code.

Activities of Building Board of Appeals
Statistical Report for Fiscal Years
2001-2002 to 2003-2004

	2001-2002	2002-2003	2003-2004
No. of Appeals Processed	28	28	44
No. of Appeals Heard	13	18	3
No. of Appeals Settled	13	18	3
No. of Appeals Pending	0	0	1

BUILDING DIVISION
PERFORMANCE REPORT FOR FISCAL YEARS 2002-2003 and 2003-2004

I. Plans Examining
Major Plans ($50,000 and More) Under Review

	2002-2003	2003-2004
No. Carried Over	287	336
No. Received	945	1,115
Review Completed	793	986
Projects Dropped	103	19
Projects Relogged	0	0
Carry Over	336	446

II. Zoning Plan Review Branch
Plan Review Function

	2002-2003	2003-2004
Building Permit and Sign Permit Applications Reviewed	7,750	9,389
Other Permits/Applications Reviewed	418	414

III. Inspection

BUILDING PERMITS	NO. OF PERMITS AND/OR REQUESTS CARRIED OVER	NO. OF PERMITS AND/OR REQUESTS RECEIVED	NO. COMPLETED	NO. VOIDED AND/OR DENIED	NO. CARRIED OVER	TOTAL NO. OF INSPECTIONS	MILEAGE
Building							
2002-2003	9,433	13,501	13,200	62	9,736	70,946	183,945
2003-2004	9,736	14,693	13,912	34	10,483	66,311	164,716
Electrical							
2002-2003	14,628	7,252	7,270	40	14,570	23,337	128,159
2003-2004	14,570	9,240	7,440	20	16,350	26,000	156,000
Plumbing							
2002-2003	5,724	7,253	6,562	6	6,439	19,087	76,261
2003-2004	6,439	7,438	7,278	2	6,597	21,121	86,775

The continued demand for new housing kept the workload heavy throughout the year.

SITE DEVELOPMENT DIVISION

DUTIES AND FUNCTIONS

The Site Development Division is responsible for the review, approval and inspection of new subdivisions and their associated improvements; proposed infrastructure improvements necessary to support new development such as streets, utilities, bridges, drainage, flood control, street lights, traffic signs and markings, etc.; work within city rights-of-way; improvements to existing city infrastructure; and grading work. The division is comprised of four branches: Subdivision, Civil Engineering, Traffic Review and Wastewater.

SUBDIVISION BRANCH
Duties and Functions

The Subdivision Branch is responsible for the processing of applications for subdivisions, consolidations, easements, street names, site development plans, park dedication appli-

cations, flood determinations and flood hazard variances.

This Branch also serves as the city's coordinator with the State Department of Land and Natural Resources and the Federal Emergency Management Agency regarding the city's responsibilities under the National Flood Insurance Program. Proper administration of this important function allows the city and its residents to obtain flood insurance under the national program.

The Subdivision Branch also coordinates the review of plans for site development work, including infrastructure construction, i.e. new roads and utilities or work in existing rights-of-way, and grading. The Branch is also specifically responsible for the review of these plans for compliance with subdivision and land use regulations.

Accomplishments

In fiscal year 2004, the principles of Smart Growth Design started to be implemented in the administration of the subdivision application process. The Subdivision Branch has started applying these principles in new developments and in looking at how the neighborhoods are connected for improved traffic and pedestrian circulation.

The Branch also prepared and obtained passage of a bill to amend portions of Chapter 21, Revised Ordinances of Honolulu 1990, as amended, (The Land Use Ordinance) relating to Flood Hazard Districts. These regulations needed to be updated and brought into conformity with current language in the National Flood Insurance Program (NFIP). The amendments, adopted as Ordinance 04-09, will ensure that flood insurance at a reasonable cost continues to be available to the homeowners in our community.

	FISCAL YEAR 2003	FISCAL YEAR 2004
SUBDIVISIONS/CONSOLIDATIONS/ EASEMENTS/SITE DEVELOPMENT PLANS		
Applications received	329	310
Withdrawn or closed	0	4
Rejected (Incomplete)	26	10
Approved by Director	259	190
Denied by Director	12	2
PARK DEDICATION APPLICATIONS		
Applications received	72	58
Withdrawn or closed	3	2
Rejected (incomplete)	20	0
Approved by Director	32	30
Denied by Director	0	0
FLOOD VARIANCES		
Applications received	6	7
Withdrawn or closed	0	1
Rejected (incomplete)	0	5
Approved by Director	2	1
Denied by Director	0	0
OTHER APPLICATIONS PROCESSED		
Street name applications	22	12
Flood determinations	17	14
Flood miscellaneous correspondence	7	8
PLANS REVIEWED		
Construction plans (includes grading plans)	308	349

CIVIL ENGINEERING BRANCH

Duties and Functions

The Civil Engineering Branch administers ordinances, rules, and standards for road grades, pavement and sidewalk design, 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 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, and slope easements; reviews work within drainage and flowage easements; reviews submittals related to construction materials which will be dedicated to the city; and coordinates matters related to Ordinance No. 2412 (Chapter 14, Article 21 of the Revised Ordinances of Honolulu), including deferral agreements.

The Branch is also responsible for inspecting projects under permit and those that will be dedicated to the city. It is responsible for the maintenance and coordination of the city's road and drainage standards and responds to inquiries and complaints related to grading and work in the city's rights-of-way.

The Branch consists of the Project Review Section and the Permitting and Inspection Section.

Accomplishments

There were significant increases in the numbers of construction plan submittals received, complaints investigated, subdivision and Ordinance 2412 construction projects inspected, and building permits reviewed by the Permitting and Inspection Section. Compared with the prior fiscal year, staff received and investigated 165 more construction plan submittals, 146 more complaints, inspected 18 more construction projects, and reviewed 1,780 more building permit applications. These increases were likely indicative of the continued demand for housing, along with the related construction activity, including its impacts to the public.

There was also a $200,451 increase in the amount of fees collected for grading and trenching permits. This change was basically attributed to Ordinance No. 03-12, which was approved on June 19, 2003. Ordinance 03-12 allowed the department to recover a greater portion of the costs to process and administer permits and actions by increasing the department's permit fees. Ordinance 03-12 also provided for the collection of $12,300 in new fees for authorizations of encroachments in rights-of-way.

During the past year, the Project Review Section was involved with the review of a large number of development projects. Some of the more significant projects included: Ewa Gentry Area 20 Phases 2 and 3; Ewa Gentry Area 33; Makakilo Phase 5; Mililani Mauka Unit 132 and Unit 134B; Mililani Mauka Offsite Roadway and Utilities Phase 14B and Phase 15; Mililani Mauka North Gully Improvements; Mililani Mauka Unit 134B; Mililani Mauka MF 107C, MF 117, MF 118, and MF 119; Ocean Pointe IIIA, IIIB, IIIC and IIID; Palehua and East A and East B; Sea Country Areas 3 and 4; and Koko Villa Subdivision.

	FISCAL YEAR 2003	FISCAL YEAR 2004
Construction Plan submittals received	1,078	1,243
Preliminary Subdivision Applications reviewed	343	332
Driveway Variance Applications reviewed	39	35
Other reviews	242	214
Dewatering Permits issued	2	3
Drain Connection Permits issued	69	64
Driveway Variance Applications	---	28
Driveway Applications Fees Collected	---	2,800
Drain Connection and Dewatering Permits	Not reported	$7,750
Grading Permits Issued (includes Grubbing and Stockpiling)	814	868
Trenching Permits issued	1,075	834
Permit fees collected	$89,092	$289,543
Major complaints investigated/reports prepared (non-permit-related)	769	915
Notices of Violation and Order for grading (includes grubbing and stockpiling) violations issued	62	41
Permit inspections	10,200	8,900
Subdivisions and Ordinance 2,412 projects inspected	85	103
Building Permits reviewed	6,992	8,772
Encroachment Variance Applications reviewed	223	123
Encroachment Authorization Fees Collected	0	$12,300
As-Built Plans filed	383	328

TRAFFIC REVIEW BRANCH

Duties and Functions

The Traffic Review Branch (TRB) reviews, analyzes and assesses proposals for new developments to determine the associated traffic impacts from proposed developments and to establish the relative traffic requirements needed to mitigate the anticipated impacts to the existing and/or proposed street network; properly controls the overall development of streets and highways within the City and County of Honolulu; coordinates the review and approval of streetlights and traffic signal plans with other City departments; reviews and approves traffic control plans which will direct traffic around construction work sites; processes building permit applications for intersection corner-wall variances and for road-widening setback requirements; and reviews subdivision applications to establish horizontal roadway geometric alignments and street layout, including coordination of bonding estimates for traffic signs and pavement striping and for streetlights and traffic signals.

Accomplishments

The TRB has been involved with several major developments including the review and approval of construction plans for the continuing developments in Mililani Mauka, Royal Kunia, Ewa by Gentry and Ocean Pointe, new developments in the Kakaako districts, Hawaii Kai Peninsula, Kaunala Beach Lots, Hawaii Theater Improvements, Koko Villa Subdivision, Nawilima at Makakilo, Ace Hardware in Kapolei, Kinau Vista, Lanikea in Waikiki, Kaiser Permanente – Waipio Clinic, Kunia Shopping Center, Sea Country, Punahou Vista, Koolani, Island Pacific Academy, Hokua, WalMart Manana, Waikele Industrial Center I, Kalihi YMCA, Fernhurst YWCA, Waipahu Auto Center, and Hunalewa Cluster Development.

	FISCAL YEAR 2003	FISCAL YEAR 2004
Construction Plans reviewed/approved*	886	856
Land Use Permits/projects reviewed**	283	317
Building Permits approved	217	298
Subdivision Applications reviewed	338	363
Road-Widening Setback inquiries	594	814
Construction/Bond Estimate certifications	23	29

* Includes the review of traffic control plans for construction on city streets

** Includes the review of land use permits and the formal review of projects and proposals received by the Branch in conjunction with a proposed development, with the exception of building permits (i.e. Traffic Impact Analysis Reports, Site Plans, etc.)

WASTEWATER BRANCH

Duties and Functions

The Wastewater Branch is responsible for the review of various land use applications and the proposed developments' impacts and needs regarding the city's sewer system; review and approval of sewer master plans; issuance of sewer connection permits; review and approval of construction plans as they relate to the city's sewer system; review and approval of requests to connect to the sewer system; collection of applicable fees; coordination with other agencies in resolving conflicts regarding sewer matters and submitting suggestions to the Standards Committee, which is responsible for the revision of sewer standards; and consult with developers and their engineers to determine the most suitable route for their off-site sewer work. The Branch also provides assistance to other divisions within the Department with streamlining processes for building permits and providing information to the Department of Environmental Services for processing of the appropriate sewer service charges.

Accomplishments

The number of sewer connection permits issued increased significantly this past year due in large part to the demand for more housing units and the low interest rates for mortgages. Developments in Mililani, Makakilo, Kapolei, Ko Olina and Ocean Pointe have dramatically increased their construction of housing units. The number of connection applications remains the same because most of the submittals were for these large development areas. Also, the monies collected for the Wastewater System Facility Charges dropped significantly. This was due mainly to most of the developers paying their fees before the new rates went into effect on July 1, 2003. Also, many of the developments were credited for the construction of their backup sewer system. The number of subdivision requests remained approximately the same as in previous years. However, a significant amount of these requests were for large subdivisions in the areas mentioned previously. The number of construction plans submitted for approval remained about the same but were more complex due to the size of these subdivisions. This branch continues to work with the

Departments of Environmental Services, and Design and Construction in revising the Design Standards to update policy and procedures and to better utilize the current technology in determining sewerage flow and construction methods. The number of projects requiring a land use approval from our department was lower than in previous years. Although there were many projects requesting sewer approval, most of these did not require a corresponding land use approval. The number of master plans submitted for approval remained the same because most of the major developments were in the Ewa area and these had their sewer master plans approved previously.

	FISCAL YEAR 2003	FISCAL YEAR 2004
Sewer Connection Permits issued	950	1,506
Preliminary Subdivision Plans reviewed	330	309
Subdivision/Development Construction Plans reviewed	471	550
Sewer Adequacy Studies conducted	706	671
Agency and Private Developments evaluated	131	84
Master Plans evaluated/Engineering reports	10	11
Wastewater System Facility Charges collected	$4,909,693	$2,007,563

HONOLULU POLICE DEPARTMENT

Lee D. Donohue, Chief of Police
Glen R. Kajiyama, Deputy Chief of Police
Paul D. Putzulu, Deputy Chief of Police

POWERS, DUTIES, AND FUNCTIONS

The Honolulu Police Department (HPD) serves as the primary law enforcement agency for the entire island of Oahu. 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 department's jurisdiction is the City and County of Honolulu. It includes the entire island of Oahu, which has a circumference of about 137 miles and an area of some 596 square miles. The estimated resident population is about 900,700, which includes military personnel but not tourists.

For police operations, the island is divided into eight patrol districts; each district is subdivided into sectors and beats. The department's headquarters is at 801 South Beretania Street in downtown Honolulu. District stations are located in Kalihi, Pearl City, Kapolei, Wahiawa, and Kaneohe.

HONOLULU POLICE COMMISSION

The Honolulu Police Commission is made up of seven members who are appointed by the Mayor and confirmed by the Honolulu City Council. All members serve staggered terms of five years. They volunteer their services and do not receive any compensation.

The commission elects its own chair and vice chair each year from among its members. The commission chair for the 2003-2004 fiscal year was Ronald Taketa, and the vice chair was Cha Thompson.

The commission has the following mandated responsibilities:

- Appoints and may remove the Chief of Police;
- Evaluates the performance of the Chief of Police at least annually;
- Reviews rules and regulations for the administration of the HPD;
- Reviews the annual budget prepared by the Chief of Police and may make recommendations thereon to the Mayor;
- Compares at least annually the actual achievements of the police department with the goals and objectives in the five-year plan; 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

A major accomplishment for the Honolulu Police Department (HPD) during the past fiscal year was achieving national accreditation. Through the tireless efforts of all its personnel, the dream of national accreditation became a reality. With the advent of accreditation, the HPD became one of the few law enforcement agencies to reach this level of police professionalism.

A new and exciting technological tool has recently been implemented within the department. Mobile Data Computers (MDC) are now installed in patrol vehicles. These MDCs are notebook computers that keep field officers linked with

the department's computer system. Using cellular technology, the MDCs give field officers nearly every bit of information that his or her desk-bound colleagues have access to.

Homeland security remains a high priority within the police department. World and national events continue to influence the department's commitment to crisis preparedness. With the recent acquisition of new equipment and enhanced training, the police department is well prepared to respond to any emergency.

Officer on speed curtailment assignment

FIELD OPERATIONS

For patrol purposes, the island of Oahu is divided into eight districts, each of which is subdivided into sectors and beats.

DISTRICT 1

District 1 primarily covers the downtown Honolulu area, stretching from Liliha Street to Punahou Street. The resident population of the district is about 70,000 people. As the retail, financial, and political center of the state of Hawaii, the actual number of people in the district at any given time is much greater.

The district's administrative offices are located at the police department's headquarters at

801 South Beretania Street. The Chinatown substation, located at 79 North Hotel Street, houses the district's downtown officers, Chinatown Bicycle Detail officers, Burglary-Theft Detail detectives, and a Project Outreach worker.

Partnerships, such as the Business Improvement District (BID) that includes establishments in the Fort Street Mall area, allow participating businesses to communicate their concerns and report ongoing problems directly to district officers.

The downtown area street video monitoring systems consist of 26 cameras that cover an area from Fort Street Mall to River Street. The monitors, which are located in the Chinatown substation, allow officers and qualified volunteers to scan the surrounding areas for situations that require police response.

The revitalization of the downtown area is an example of how the district's Weed and Seed program teams law enforcement, private businesses, and citizens to remove criminal elements and introduce positive changes in a community. Because of the program's success, it has expanded into the Kapiolani and McCully areas.

The District 1 Law Enforcement Explorers Program, which is also administered by the Weed and Seed Detail, is the largest program of its kind on the island. Through this program, high school students gain discipline and responsibility while engaging in community activities, such as Police Week, Special Olympics, and Keiki Identification.

District 1 also administers the department's Field Training and Evaluation Program (FTEP). Partnered with veteran officers, newly graduated recruits apply knowledge and skills acquired at the academy to hands-on field training experiences. In fiscal year 2003-2004, 131 recruits participated in the FTEP.

DISTRICT 2

District 2 is located in central Oahu and is bounded by Kipapa Gulch and the Waiahole Ditch on the south, the Waianae mountain range on the west, the Koolau mountain range on the east, and the area from Kaena Point to Sunset Beach on the north. This area includes the communities of Wahiawa, Mililani Town, Mililani Mauka, Whitmore Village, Waialua, Mokuleia, and Haleiwa. Notable military bases include Wheeler

Army Airfield and Schofield Barracks.

The district continues to aggressively patrol the North Shore coastline in an effort to curtail automobile break-ins. The "beach task force" continues to discourage theft from vehicles and other crimes to make the beaches and parks safe and pleasurable for tourists and residents.

The Ohai Street / Ohai Place Neighborhood Revitalization Project was initiated this year. The HPD, in partnership with other city agencies and community members, banded together to tackle problems in the Ohai Street area. One of the goals was to reduce the calls for police service, such as fights between neighbors. An Ohai Street neighborhood cleanup was conducted this summer that brought residents and city agencies together. This cleanup effort resulted in trash being hauled away for a much cleaner neighborhood.

Traffic management was again a priority in fiscal year 2003-2004 as the district continued to run its Line Patrol program 24 hours a day along the H-2 Freeway. In this program, officers spend two-hour shifts (during which time they also respond to calls) monitoring the freeway for violations, collisions, and general traffic congestion.

Also, "Drive to Arrive Alive" projects were conducted in December 2003 and May 2004. In cooperation with the Wahiawa Lions Club, Matson Navigation Company, and Abe's Recyclers, Inc., both projects displayed wrecked vehicles at conspicuous locations to dramatically warn graduating students of the dangers of speeding and driving while under the influence of alcohol.

DISTRICT 3

District 3 covers the areas from Red Hill to Village Park and Waipahu. They are divided into three Community Areas of Responsibility (CAR). The main station is located at 1100 Waimano Home Road in Pearl City. Storefront stations are located in the Waipahu Shopping Center and in the Gentry Waipio Shopping Center. The district also maintains a trailer office in the Waimalu Shopping Center.

The district is divided into 15 patrol beats with an authorized staff of 138 police officers. District officers handled approximately 97,600 calls for service during the past fiscal year. Also, over 11,000 traffic citations were issued and nearly 4,900 arrests were made.

The district's Crime Reduction Unit (CRU) augmented the efforts of uniformed officers by making 747 arrests (218 felonies, 158 misdemeanors, 223 warrants, and 148 traffic offenses) in fiscal year 2003-2004. In partnership with state and federal law enforcement agencies, CRU participated in a variety of joint undercover operations.

The district's Burglary-Theft Detail partnered with the U.S. Secret Service to initiate "Keep Your ID" program. This program is designed to educate the various community groups about identity theft.

In cooperation with the Department of the Prosecuting Attorney, District 3 started the "PIT STOP" (Prevention, Intervention, Treatment to Stop Thieves Operating Permissively) program. This program allows auto thieves arrested in the district to be charged immediately for their crimes.

The Neighborhood Security Watch (NSW) program in the district is comprised of 21 active programs that include 357 members. In addition to the NSW program, the district has six citizen patrol programs with 66 volunteers.

In partnership with the Boy Scouts of America Aloha Council, District 3 hosts a law enforcement explorers post consisting of 13 members between the ages of 14 and 20. These explorers receive training relating to law enforcement, first aid, and other related topics. Another component of the program is community service, such as traffic control and Keiki Identification functions.

DISTRICT 4

District 4 encompasses all of Windward Oahu. The district spans the northeast side of the Koolau mountain range extending from Makapuu Point to the mouth of the Waialee Stream. District 4 covers an area of 136 square miles, has an estimated population of 170,000, and includes the principal communities of Waimanalo, Lanikai, Kailua, Kaneohe, Kahaluu, Kaaawa, Punaluu, Hauula, Laie, and Kahuku.

The main station and administrative center is located at 45-270 Waikalua Road in Kaneohe. There are also two full-service substationslocated at 219 Kuulei Road in Kailua and 56-470 Kamehameha Highway in Kahuku.

District 4 is committed to traffic safety and the reduction of traffic deaths and traffic injuries. The use of speed monitors placed strategically throughout the district combined with laser gun speed enforcement has helped drivers become aware of their excessive speed. District 4 officers issued 8,537 speeding citations during the year. Another 16,741 moving citations were also issued.

The district's Driving Under the Influence (DUI) enforcement effort has paid big dividends in keeping the community safer. In the past year, 422 drivers were arrested for DUI.

Partnerships between the police department and the community continue to be a valuable resource. The district has 172 NSW programs with over 7,000 members. District 4 also has 39 citizens patrols with 776 members that also patrol schools and beaches.

The Marine Corps Base Hawaii (MCBH) on the Mokapu Peninsula is a vital military base. Persons assigned or living on the MCBH share many of the same interests and concerns as their off-base neighbors. District 4 enjoys an excellent relationship with command and personnel of the MCBH. As part of the ongoing relationship, the district participates in the Windward Civilian Military Council, an organization created to maintain open communication and cooperation between the police, the military, and the community.

Public support of district officers has been reflected in the numerous letters of appreciation received by the department. In the first six months of the year, the public wrote 200 letters of appreciation thanking district officers for their efforts.

DISTRICT 5

District 5 occupies 36 square miles of Honolulu and has a resident population of 159,000. The district's boundary spans central Honolulu from Aliamanu in the west to the Pali Highway in the east. The command headquarters is located at the Kalihi Police Station at 1865 Kamehameha IV Road.

Every weekday, more than 395,000 vehicles traverse the six major highways that pass through District 5. District 5 has the largest number of public housing complexes (13) and public and private schools (47). It also has 3 industrial zones, a prominent homeless service center, 6 active military installations, 5 hospitals, 7 foreign consulates, 77 nightclubs and liquor establishments, the Honolulu International Airport, the Sand Island and Honolulu Harbor commercial shipping facilities, the Oahu Community Correctional Center, and the Laumaka Work Furlough Center.

The department's initiation into the Community Area of Responsibility (CAR) concept began with District 5 in 1999. From July 1,2003, to June 2004, District 5 completed 77 CAR projects that targeted specific crime-related and quality-of-life problems/issues in various CAR neighborhoods. The projects ranged from burglary, theft, and narcotics surveillances to painting out graffiti and selective traffic management.

Detectives in the Burglary-Theft Detail closed 335 cases, 61 of which were conferred with the Department of the Prosecuting Attorney for further action. These detectives work closely with patrol officers by exchanging information, briefing patrol units during lineups, conducting training, and posting crime information bulletins.

The CRU made 1,084 felony arrests and 584 non-felony arrests in the 2003-2004 fiscal year. By executing over nine narcotics and gambling search warrants, the CRU seized six firearms as well as $18,589 in cash and $229,511 in property.

The department's investment into national and local security meant more training of a different kind for the CRU officers. During the fiscal year, the unit's officers were trained as a Rapid Deployment Force which included responding to terrorism. These CRU officers were also certified as firearms instructors.

The Drug Education For Youth program (DEFY) was a successful project last year and is expected to be successful again this year. DEFY allows handpicked students from the Weed and Seed area schools to be mentored for approximately nine months by police officers, national guard personnel, prosecutors, and civilians. At the end of this period, these students get to go on a weeklong camp at the National Guard facility at Bellows Air Force Station in Waimanalo. The funding for this program comes from the Department of Justice.

DISTRICT 6

District 6 encompasses the Waikiki peninsula and extends eastward to the slopes of Diamond Head. The administrative offices are located at the Alapai headquarters. Patrol personnel also utilize the Waikiki substation located at 2405 Kalakaua Avenue. The Burglary-Theft Detail and Crime Reduction Unit (CRU) offices are located in the Royal Hawaiian Shopping Center.

The district's Burglary-Theft Detail is comprised of one lieutenant and six detectives. During the fiscal year 2003-2004, the detail was assigned 3,620 cases and closed 499 cases.

The CRU, consisting of 2 sergeants and 13 officers, effected 387 arrests during the past fiscal year, which included 83 felony arrests.

Waikiki's shoreline park areas are targets for criminal activity because of the high concentration of beachgoers, but the areas are often difficult to access or monitor with patrol sedans. The district's Bicycle/All Terrain Vehicle Detail, with its extremely maneuverable, off-road vehicles, provided police presence throughout these areas and safeguarded the public without being intrusive.

Several projects and programs instituted by the Community Area of Responsibility (CAR) concept continued throughout the fiscal year and validated the concept's potential to positively impact a community. In addition to maintaining a list of business and condominium managers for emergency notification, a CAR project by CRU officers offered classes to hotel personnel (i.e., management, security, and housekeeping) on crime trends that affect their clientele.

Cooperation and communication with the various organizations that make up the Waikiki community remained a mainstay of police work in the district. Throughout the year, officers worked closely with special associations and citizen groups, including the Visitor Aloha Society of Hawaii, Hawaii Hotel Security Association, Hawaii Visitor Industry Security Association, Condominium Watch, and Waikiki Citizens Walk.

Prostitution is an ongoing problem in Waikiki. The enforcement of geographic restrictions placed on prostitutes arrested in the Waikiki boundaries continued to be an effective tool for officers to apply toward this challenging problem. Persons arrested for prostitution can be prohibited from entering or walking the streets of Waikiki from 6 p.m. to 6 a.m. Officers track persons under these restrictions and continue to make numerous arrests for violations.

DISTRICT 7

District 7 encompasses East Honolulu from Punahou Street to Makapuu Point, excluding Waikiki. The command's administrative offices are located in the Alapai headquarters. District 7 is predominately residential with supporting infrastructure, such as schools, parks, shopping centers, and the University of Hawaii east campuses.

On June 15, 2004, the department opened an east Honolulu storefront office located in the Hawaii Kai Corporate Plaza, 6600 Kalanianaole Highway.

The overall policing effort in District 7 continues to be a joint endeavor that integrates the high visibility of uniformed officers with plainclothes officers of the Crime Reduction Unit (CRU) to apprehend offenders and investigate their cases. District 7 officers dressed in plain clothes and in uniform varied their tactics with a combination of covert and high visibility patrols to deter property crimes. These strategies have been implemented in Manoa and some scenic lookout areas.

The storefront office in the Palolo Valley housing continues to provide the community with a centralized facility for police contact.

Teamwork extends beyond cooperation within the district as officers also develop close working relationships with other city agencies. District 7 continues to reduce the community's traffic concerns with the assistance of the Department of Transportation Services.

The Community Traffic Awareness Partnership (C-TAP) and the Strategic Traffic Enforcement Program (STEP) were developed to address specific areas that impact motorist and pedestrian safety such as speeding, red light, and seat belt violations. C-TAP focused on speeding and hazardous driving in residential areas by partnering with community members to educate drivers about safety and making them more aware of the speed limits of various roadways. A mobile speed monitor that detects and displays vehicles' speeds in large, bright digits enhanced the district's speed enforcement efforts. The STEP focused on reducing motor vehicle collisions at specific locations by stepping up the enforcement of traffic laws in those areas.

By the end of April 2004, the district had 646 Neighborhood Security Watch (NSW) programs that involved 8,042 homes. There were also 16 Condominium Neighborhood Watches, 1 mobile patrol, and 3 citizen patrols in operation by end of the fiscal year.

DISTRICT 8

District 8 encompasses the Waianae Coast, Makakilo, Ewa Plain, and Kapolei. The Kapolei Police Station is located at 1100 Kamokila Boulevard. The Waianae Substation, located at 85-939 Farrington Highway, provides a base of operations for personnel patrolling the Waianae Coast.

The Kapolei station serves as a multidivisional police station. In addition to uniformed patrol operations, the station also houses offices for the Juvenile Services, Criminal Investigation, and Narcotics/Vice Divisions.

The end of 2003 marked 18 years of the "Live and Let Live" campaign, which had its humble beginnings in Waianae and has since flourished into an islandwide event. Throughout those years, the project helped to reduce the number of traffic fatalities that were attributable to drunk driving along the Waianae Coast. In addition to static displays along Farrington Highway, community members held signs and waved to encourage motorists to slow down, obey the speed limit, and not drive after consuming alcohol. Four such campaigns throughout the year drew the help of more than 300 volunteer community members.

Other ongoing Community Area of Responsibility (CAR) projects continue to improve the district's traffic situation. With the help of the Department of Transportation Services and the Department of Transportation, afternoon peak-hour traffic conditions were improved by better synchronization of traffic lights in the Nanakuli area during those periods.

The district teamed up with a coalition of nonprofit agencies for another CAR project that assisted the homeless population along the coast. District 8 officers are partnering with the homeless, community members, nonprofit organizations, and others to develop alternatives to reduce homelessness. The partnership is in the process of locating a designated site for the homeless to transition back into the community.

As with other patrol districts, the Neighborhood Security Watch (NSW) program owed much of its success to citizens who took active roles in safeguarding their communities. By the end of the fiscal year, the district had 85 active NSW programs with 5,240 households participating. In addition, there are 38 citizen patrols with approximately 669 trained members and 2 mobile patrols with 76 trained members.

CENTRAL RECEIVING DIVISION

The Central Receiving Division (CRD) is responsible for the department's booking and detention facility at the Alapai headquarters. All adults and juveniles arrested in Districts 1, 6, and 7 are processed by the CRD. Persons arrested in

other districts who are unable to post bail are also kept at the CRD until they are transferred to court. During the fiscal year, the CRD processed over 34,000 bookings and provided over 44,000 meals to persons held in the facility.

The CRD is also responsible for the physical security of the Alapai headquarters, which requires officers from the division to be stationed at the building's main entrance 24 hours a day, 7 days a week. Along with security responsibilities, officers are assigned to maintain and operate the central arsenal for patrol units and prepare daily court calendars. A court liaison officer prepares and organizes the documents for court arraignments as well as collected bail monies.

TRAFFIC DIVISION

The Traffic Division investigates certain motor vehicle collisions and promotes the safe and efficient movement of traffic on public roadways through educational programs, traffic management, and the enforcement of traffic laws. The division was tasked to spearhead the department's 2003 Traffic Safety Strategies program to make Oahu's roadways safer.

The Vehicular Homicide Section (VHS) investigates motor vehicle collisions involving deaths, critical injuries, and felony traffic crimes. It also oversees investigations of other traffic collision cases. As of June 21, 2004, the VHS investigated 34 traffic fatalities, compared to the 37 fatalities that occurred during the same period in 2003. Officers use the latest technology and training to investigate traffic collisions as efficiently and expeditiously as possible. Also, the data collected from these investigations is used to determine where traffic safety efforts should be focused.

The Traffic Division continues the Occupant Protection Checkpoint Program by participating in the nationwide "Click It or Ticket" campaign. Officers were posted at intersections to issue citations for seat belt and child safety seat violations. During the campaign, the department issued 3,856 citations for seat belt violations, of which the Traffic Division issued 1,057. A follow-up survey indicated that seat belt usage on Oahu had climbed to just over 94.3 percent.

During fiscal year 2003-2004, emphasis was placed on speeding, Operating a Vehicle Under the Influence of an Intoxicant (OVUII), and pedestrian right-of-way violations. Thanks to the Selective Traffic Enforcement and Drug Recognition Expert details, the division alone made 653 OVUII arrests as compared to the 502 that were made in the last fiscal year.

The goal of the Solo Motorcycle Detail is to facilitate normal traffic flow, especially during peak morning and afternoon periods when the roadways are filled to capacity. The motorcycle officers also perform escort duty for parades and visiting dignitaries, undertake speaking assignments, and participate in community events such as the "Say Hi!" school program. Thanks to decisions made by the city and the Honolulu Police Department administration, Solo Motorcycle Detail officers were able to participate in this year's Kamehameha Day Parade, saving this event from possible cancellation.

The Parking Enforcement/Collection Section enforces parking laws and is responsible for the collection from and the maintenance of city parking meters. Parking Enforcement officers issued an average of 4,307 citations per month during fiscal year 2004.

The Junior Police Officer (JPO) Section coordinates the work of approximately 5,000 JPOs and 116 adult traffic monitors at 125 public and private schools throughout Oahu. The JPOs and traffic monitors provide traffic safety assistance for students traveling to and from our elementary schools. Officers in this section are certified in child passenger safety seat installation and assist the Keiki Injury Prevention Coalition in teaching parents about proper car seat installation. For fiscal year 2003-2004, the details participated in seven organized seat inspections and corrected the installation of 377 car seats.

INVESTIGATIVE BUREAU
CRIMINAL INVESTIGATION DIVISION

The Criminal Investigation Division (CID) is responsible for all felony investigations relating to murder, robbery, assault, forgery, auto theft, sexual assault, and white-collar crimes. CID personnel continue to collaborate with other law enforcement and government agencies, victim advocates, citizen groups, and private businesses to combat crime.

The Robbery Detail continues to work with the Federal Bureau of Investigation and the Bureau of Alcohol, Tobacco, Firearms and Explosives under a Memorandum of Understanding forming the Honolulu Violent Incident Crime Task Force.

The Honolulu Violent Incident Crime Task Force has continued its efforts to prosecute cases in the federal court system. This joint effort by the United States Attorney's Office has resulted in the federal prosecution of 24 bank robbers

charged during this fiscal period. Also, this robbery task force continues to ensure that criminals who engage in gun violence face tough sentences under the "Project Safe Neighborhoods" program.

In September 2003, the Honolulu Police Department obtained its first scent-discriminating tracking bloodhound to assist in locating missing people. The bloodhound and training were funded entirely by the Missing Child Center of Hawaii.

The Auto Theft Detail implemented a "Bait Car" program to stem the ever-increasing rate of vehicle thefts and illegal entry into vehicles. The vehicle is parked in a high-risk area and is equipped with a Global Positioning System (GPS) device; the vehicle's movement is monitored by a computer. In the future, more vehicles will be equipped with the GPS and parked all over the island. This is a worthwhile effort and an effective weapon against auto thefts.

The first Business Police Academy started on September 10, 2003. Seventeen members of our community were presented with eight weeks of more than 24 hours of instruction. The attendees were afforded a firsthand look into the policies and directives that guide the police department.

The CrimeStoppers Program continues to solicit assistance from the community to help police solve crimes. These include crimes with unknown suspects, the location of known suspects, and the identities of unknown victims. During this fiscal period, CrimeStoppers received 1,241 tips and solved 403 cases. The value of property recovered was $259,974, and the narcotics seized were valued at $506,075.

JUVENILE SERVICES DIVISION

The Juvenile Services Division (JSD) provides innovative, effective programs of crime prevention, intervention, and education to improve the quality of life for island children and the community.

The Drug Abuse Resistance Education (DARE) program provides third, fifth, eighth, and tenth graders with a curriculum that helps them to recognize and resist the temptation to experiment with alcohol and drugs. Culminating the school year, DARE Day was held in the Stan Sheriff Center at the University of Hawaii. More than 10,000 DARE students attended. At the end of 2003, over 13,000 students had participated in the DARE curriculum.

Gang Resistance Education and Training (GREAT) is a program designed to educate middle school students about the law, delinquent behavior, and the dangers of gang membership. During fiscal year 2003-2004, nearly 8,700 seventh graders were enrolled in the GREAT program.

The Evening Counseling program is an intervention program designed to counsel first-time misdemeanor offenders and second-time status offense offenders. For 2003-2004, 1,370 juveniles along with their parents attended the Evening Counseling program.

The Runaway Detail is tasked to investigate juvenile runaway cases that are generated from patrol, other divisions, and outside jurisdictions and agencies. The detail is also responsible for the Acquiring Knowledge Awareness Motivation and Inspiration (AKAMAI) program. The AKAMAI program, which is geared to first-time status offenders, is a diversionary program that counsels juveniles about the dangers of status offenses. During the year, nearly 1,500 families were referred to the AKAMAI program.

The Police Activities League (PAL) coordinated athletic programs and other activities with the objective of providing recreation for youths and to cultivate friendly relationships with police officers. During the fiscal year, PAL programs reached approximately 9,600 youths.

NARCOTICS/VICE DIVISION

The Narcotics/Vice Division is responsible for the enforcement of laws, ordinances, and regulations relating to gambling, morals, and narcotics offenses in the City and County of Honolulu.

Personnel of the Hawaii Airport Task Force (HATF), in cooperation with other law enforcement agencies, interrupted drug smuggling activities throughout the state. During the fiscal year, HATF personnel seized over 208 pounds of narcotics valued at over $21 million. The task force also seized over $2.3 million in cash and 11 weapons. The HATF initiated over 166 investigations during the year, resulting in the arrests of 105 individuals.

During the fiscal year, the Central and Regional Complaints Details managed to close 1,593 complaints through investigations and search warrants. A total of 46 search warrants were executed by the combined details. The Central Complaints Detail recovered 696 grams of methamphetamine, 152 grams of rock cocaine, 188 grams of powdered cocaine, 768 tablets of ecstasy, 974 illegal steroid tablets, and over 6 pounds of marijuana.

Investigating over 400 cases during the fiscal year, the Asset Forfeiture Detail used the state's forfeiture law to seize more than $250 million in cash and nearly $80,000 in property and jewelry. Vehicles valued at over $600,000 were also seized.

A total of six clandestine laboratories were found and processed. The Clandestine Laboratory Response Team inves-

tigated 60 complaints. Ten persons were arrested for manufacturing crystal methamphetamine. A total of 530 grams of crystal methamphetamine and various types of clandestine laboratory equipment and chemical precursors (e.g., acetone and muriatic acid) were seized from these labs.

The Morals Detail arrested 297 adults and 7 juveniles for 356 different offenses. These investigations of prostitution and related offenses involved 28 massage parlors, 18 nude dancing establishments, and 24 hostess bars. In addition, 108 complaints from the public were investigated and closed.

The Gambling Detail investigated more than 96 complaints that resulted in the execution of numerous raids and three search warrants. These investigations produced 95 arrests and seized over $24,000 in cash and more than $14,000 worth of property. Enforcement action was taken at more than 15 cockfights throughout the island. These investigative and enforcement efforts played a major role in curtailing gambling in casino-type game rooms, video game rooms, and cockfighting operations during fiscal year 2003-2004.

The ten-member Covert Detail focused on major drug trafficking and organized crime operations. Members of the detail are also a part of the multiagency Hawaii Interagency Mobile Police Apprehension Crime Task Force. In the past fiscal year, the detail conducted 203 investigations, executed 36 search warrants, and made 134 arrests. The detail's efforts throughout the fiscal year resulted in the recovery of 45 pounds of crystal methamphetamine with an approximate value of $3.5 million. The Covert Detail also seized over $1 million in cash and assets.

Marijuana eradication efforts during the fiscal year resulted in the seizure of 8,919 marijuana plants valued at $9 million. The Marijuana Eradication Detail also seized 321 pounds of processed marijuana valued at $1 million and made 16 arrests. Targeting marijuana cultivation and distribution operations, the detail ran four eradication missions on Oahu.

SCIENTIFIC INVESTIGATION SECTION

The Scientific Investigation Section (SIS) moved forward with its plans to increase personnel strength to better serve investigative needs for evidence analysis. The section is in the process of filling three criminalist positions. In 2002, approval was received to fill eight new positions. In addition, two new forensic laboratory supervisor positions were designated to run the Biological and Chemical and the Comparative and Crime Scene Units.

The SIS recently received $24,098 through the No Suspect Casework DNA Reduction Backlog Program. This funding will be used to conduct DNA analysis on evidence recovered in these cases in hopes of identifying suspects through the National DNA Index System.

This fiscal year, the SIS purchased four gas chromatograph/mass spectrometers and one gas chromatograph. These replacement analytical instruments will enhance the ability of the SIS to identify drugs that have been seized as evidence.

Federal funding of $989,477 will allow the SIS to expand operations by obtaining new equipment and vehicles. In the works are plans to purchase a High Thru-Put Genetic Analyzer and another gas chromatograph.

Forensic education continues to play a critical role in keeping the SIS personnel abreast of the latest technological developments in the field of forensic science. Most recently, the section's firearms examiner took the certification examination while attending the Association of Firearms and Tool Mark Examiners Conference.

This year, the SIS hosted the Forensics for Teachers Program which was offered in June 2003. This program is designed for science teachers across the state. The SIS received over 40 applications for 12 slots. The selected science teachers were exposed to a week of hands-on forensic lessons and experiments. These science teachers are able to return to their classrooms and share their newly gained knowledge.

Graphic artists doing reconstruction modeling.

The section's public speaking engagements for schools, libraries, community clubs, and other government organizations continued to be in great demand. Graphic artists in the section also participated by educating the public on how to be effective eyewitnesses by giving accurate descriptions of suspects.

SPECIALIZED SERVICES DIVISION

The Specialized Services Division (SSD) consists of the Canine Unit, Bomb Detail, Mounted Unit, Helicopter Section, Parks Detail, and Task Group. The Task Group includes the special weapons and tactics (SWAT) teams. The division

Annie, the newest addition to the Canine Unit.

also serves temporary restraining orders where weapons are involved, provides dignitary protection, and enters and secures sites where search warrants are being executed.

SWAT teams responded to eight high-risk incidents involving suspects in hostage or barricade situations throughout the fiscal year. All of the incidents were resolved without serious injury to either the hostages or the officers.

The Bomb Detail responded to 37 calls for service for military ordnance, improvised explosive devices, commercial explosives, and hoax devices. When they are not responding to calls, officers give presentations on responding to bomb threats to various organizations.

During the fiscal year, the Helicopter Section completed 249 assignments. Working with the Narcotics/Vice Division, the section helped to recover roughly 1,876 marijuana plants valued atover $118,000. The section was also responsible for the recovery of 79 stolen cars valued at $555,000.

The Canine Unit, consisting of nine canine/handler teams, responded to 100 requests for assistance throughout the year. These calls included searches for fleeing suspects, explosives, and narcotics. During the fiscal year, three narcotics canine/handler teams were called upon to conduct searches at all locations where narcotics search warrants were served. The six explosives teams were called out 24 times to conduct bomb sweeps throughout the year.

The Canine Unit recently obtained a female scent-discriminating bloodhound named Annie. Annie was immediately put into action, participating in eight searches for missing persons.

The division worked with the Career Criminal Unit and CrimeStoppers of the Criminal Investigation Division to compile a list of the most criminally active wanted persons. Through this joint effort, officers of the SSD made 69 arrests for outstanding warrants.

The division's Mounted Unit, in partnership with the patrol districts as well as other outside law enforcement agencies, conducted sweeps to recover stolen automobiles and curtail illegal camping. These sweeps resulted in 53 citations being issued along with eight warrant arrests.

ADMINISTRATIVE BUREAU
FINANCE DIVISION

The Finance Division oversees the department's annual operating budget, which amounted to $162 million for the fiscal year. The budget covered all salaries, current expenses, and equipment purchases.

The division also coordinated or managed 20 federal and state grants totaling more than $19.4 million.These grants funded programs and projects including the purchase of Mobile Data Computers and computers for the Training Division. The grants also provided funding for the Hawaii High Intensity Drug Trafficking Area program, Weed and Seed programs, seat belt enforcement program, and other programs.

The Finance Division also oversees the operation of the Property and Supply Section, which has 49,230 items of equipment and inventory worth an estimated $103.3 million.

HUMAN RESOURCES DIVISION

The Human Resources Division (HRD) is responsible for the administration of all personnel matters within the Honolulu Police Department (HPD), including recruitment and hiring, labor relations, and the Drug Urinalysis Screening program.

Since the retirement incentive offered in 1994, the HPD has had a larger than normal number of vacancies and has worked diligently to fill them. Due to public safety concerns, filling HPD's vacancies is critical to the HRD's mission. To address the vacancies, the division hired approximately 180 metropolitan police recruits during the 2003-2004 fiscal year. Additionally, the HRD Career Center personnel worked with the Department of Human Resources to increase the frequency of testing for metropolitan police recruits from three times a year to every other month.

For the first time in the HPD's history, a mainland recruitment trip to Portland, Oregon, was planned and executed. The first of the applicants recruited during this trip began working in August 2004, making up approximately 10 percent of the recruit class. Recruitment strategies are constantly evaluated and improved to attract suitable, applicants.

The HRD, along with many other divisions, participated in several community events in line with the "Partnering with the Community" philosophy. This serves to provide an avenue for recruitment as well as an opportunity to present information about other subjects of interest to the Community such as identity theft, domestic violence, and traffic safety.

Also during the 2003-2004 fiscal year, 31 police radio dispatchers (PRD) and 3 retired HPD dispatchers were hired as call takers on a contract basis to further reduce the PRD vacancies.

Almost 2,200 drug tests of sworn personnel were conducted, consisting of mandatory and random screenings as specified by the bargaining unit agreement.

TRAINING DIVISION

The HPD Training Academy, Ke Kula Maka'i, is located in Waipahu, Hawaii.

The division focuses on three main areas: recruit training, annual recall training, and specialized training for officers in units requiring specific skills.

The current recruit-training curriculum consists of 1,048 hours of instructions over a 28-week period. In addition to basic courses on police duties and the law, recruits are taught the concept and application of the Community Area of Responsibility. In the 2003-2004 fiscal year, the Training Division graduated 108 new officers from three recruit training classes.

To promote superior public training academy standards and to recognize professional excellence, the Training Division has executed an accreditation agreement with the Commission on Accreditation for Law Enforcement Agencies,

Inc., to seek accreditation in the Public Safety Training Academy Accreditation Program. This accreditation symbolizes professionalism, excellence, and competence.

The Annual Recall Training (ART) I program consists of mandatory training in areas such as firearms, sexual harassment, bloodborne pathogens, hazardous materials, automated external defibrillator, and Cardiopulmonary Resuscitation. Patrol officers attend a three-day ART I session and non-patrol officers attend a two-day ART II session. During the fiscal year, the Training Division held 32 ART I sessions for 1,123 patrol officers and 20 ART II sessions for 640 non-patrol officers.

Throughout the fiscal year 2003-2004, the division conducted 26 ART III sessions for 545 civilian employees.

The division continues to hold specialized training courses to enhance career development as well as patrol skills. For example, 49 potential sergeants received a two-week training called Supervisory Training Regimen in Preparation and Education of Sergeants (STRIPES) that prepares them for their roles as supervisors. To improve teaching methods and set training standards, 24 officers attended a 32-hour Instructor Development Course.

The Training Division is also responsible for organizing certain intradepartmental competitions. In November, the fifth annual individual and group competitions were held in control and arrest tactics, Fit-For-Life, and firearm events. The competitions promote physical fitness and work-related skills while boosting morale.

The division received a Local Law Enforcement Block Grant to purchase the M-26 Advanced Taser and initiate a pilot program to evaluate another less-lethal option for our officers.

Police recruit classes participated in several community service activities throughout the year. These projects and programs included the Great Aloha Run, Special Olympics, Police Activities League, Hawaii Nature Center, Police Week Community Fair, and Hawaii Blood Bank Drive.

HUMAN SERVICES UNIT

The Human Services Unit (HSU) continues to provide free, anonymous counseling to departmental employees and their families on a variety of issues. Work stress, parenting stress, divorce, illness, anger management, loss, and aging parents are just a few of the concerns covered.

In addition to counseling, the HSU provides consultation to the administration. For critical incident debriefings, they provide teaching and training on a variety of subjects and post-shooting counseling.

In fiscal year 2003-2004, a research survey was conducted concerning the effects of work-related stress on police department personnel, both sworn and civilian. The goal of this survey is to develop in-service training on how to avoid and/or minimize the damaging effects of pressure.

SUPPORT SERVICES BUREAU
COMMUNICATIONS DIVISION

The essential functions of the Communications Division are to serve as the primary public safety answering point for the enhanced 9-1-1 emergency telephone system. Police call takers receive requests for police services, and radio operators dispatch police officers to the appropriate locations throughout the island. Along with handling calls for service, the division serves as a 24-hour state warning point for civil defense emergencies.

Of the more than one million calls for services received by the division each year, approximately 75 percent were for police services and about 10 percent were for emergency situations. Work began to establish a 3-1-1 nonemergency telephone system that should improve the efficiency of handling both emergency and nonemergency calls from the public.

Recruiting and retaining quality police dispatchers continue to be priorities for the division. The division, in conjunction with state lawmakers, attempted to pass legislation that would enable dispatchers to retire after 25 years of service and to designate these employees as essential personnel.

The division's Computer Aided Dispatch System (CADS) continues to be improved as software upgrades are developed. Plans moved ahead to integrate enhancements such as the Mobile Data Computers, the Records Management System, and the Automated Field Reporting with CADS.

INFORMATION TECHNOLOGY DIVISION

The Information Technology Division (ITD) provides technical and research support to all departmental elements. The ITD maintains the department's computer systems, conducts general research and staff studies, gathers and analyzes all pertinent crime data, and maintains a centralized statistical reporting system.

By the end of 2003, the Research Section posted departmental policies and procedures on the department's Intranet.

The Data Section engaged in a wide range of projects as part of the strategic technology reengineering of the department. Patrol officers and investigators were provided with the tools to accomplish more at a faster pace. For example, work progressed toward an electronic workflow with integration of the Computer Aided Dispatch System, Automated Field Reporting, a new Records Management System, new generation digital mug shots, and on-line booking.

The development of computer forensics continued as the ITD became increasingly involved in the execution of search warrants and recovery of electronic information that may have evidentiary value.

Supportive infrastructure such as fiber optic cables and 802.11 equipment were initiated during the fiscal year.

By the end of 2002, a computer forensics laboratory was established to provide a valuable support resource for increasing investigations of computer-related crimes.

RECORDS AND IDENTIFICATION DIVISION

The Alarm Tracking and Billing Section was created and assigned to the Records and Identification Division on July 1, 2002. By the end of 2002, the new section registered nearly 18,000 private and commercial alarm systems, tracked over 6,400 false alarms, and notified owners of these false alarms. The section also conducted free classes for alarm system owners, educating them about system maintenance and the legal requirements of alarm system ownership. Ultimately, the section hopes to significantly reduce the time officers waste responding to false alarms, thereby contributing to a more efficient use of field units.

The division took the lead in implementing a new Records Management System (RMS). The new RMS has a client-server structure, and the system software has the look and feel of a modern Windows-based system.

More versatile and with greater capabilities than the previous system, the new RMS software includes 19 separate modules, including personnel, training records, and evidence/bar coding modules. Not simply bigger and better, the new system will impact operational efficiency. Duplicate data entries will be dramatically reduced, as the new RMS will automatically transfer data to the state's Criminal Justice Information System and the Juvenile Justice Information System.

The division continued its march toward attaining a paperless work environment by improving its document imaging technology. During the fiscal year, over 450,000 police report documents were imaged. The document imaging system was greatly enhanced when the division acquired leading-edge technology that provides greater storage capacity, increases operating speed, and allows report images to be viewed while using the new RMS screens. Another benefit of the new technology is its capability to electronically transmit reports and images to elements within the department (e.g., assigned investigators) and the appropriate outside agencies (e.g., automobile insurance companies).

TELECOMMUNICATIONS SYSTEMS SECTION

During 2003, the Telecommunications Systems Section (TSS) initiated a host of technical upgrades to the 800 MHz voice radio system.

The 800 MHz radio system director was upgraded to Windows software. This Windows upgrade has radio management features not found in the older Disk Operating System.

Another radio improvement carried out by the TSS was the installation of the ACU 100 Interoperable Communication transformer in the Emergency Management Command vehicle. This piece of equipment enables radios in the command vehicle to communicate with radios belonging to the state, federal, and military agencies.

VEHICLE MAINTENANCE SECTION

The Vehicle Maintenance Section (VMS) converted all of its motorcycles to BMWs. As officers transitioned from Harley-Davidsons to the BMWs, they participated in a one-week training course to familiarize themselves with the new motorcycle.

In 2003, the VMS was able to purchase and place into service 50 new patrol vehicles.

EXECUTIVE BUREAU

The Executive Bureau houses several elements and individual positions that are vital to the function of the Office of the Chief: the Media Liaison Office (MLO), Labor Relations Specialists, Legislative Liaison Office (LLO), Informational Resources Section (IRS), and Management Analyst.

MEDIA LIAISON OFFICE

The Media Liaison Office (MLO) is staffed with two civilian employees who handle much of the department's internal and external communications.

Along with publishing The Blue Light newsletter and mailing it to all employees and retirees, the MLO helps to produce the Chief's videotaped messages and the department's calendar of events. The MLO personnel also edit departmental publications, instruct recruits and new sergeants in media relations, and assist in the development of the department's Intranet.

The MLO responds to daily inquiries from the news media and initiates departmental news releases.

LABOR RELATIONS

The Labor Relations Specialists coordinate and handle grievances for all collective bargaining unit agreements, represent the department in quasi-judicial and appellate bodies relating to collective bargaining issues, participate in collective bargaining negotiations, and advise the administration in the proper application of contract provisions.

LEGISLATIVE LIAISON OFFICE

The Legislative Liaison Office (LLO) is responsible for coordinating all legislative matters that concern or affect departmental operations.

The LLO personnel tracked 709 of the more than 3,800 bills and resolutions that were introduced during the fiscal year. The office is also responsible for tracking bills and resolutions that go before the City Council.

The LLO also provides classes for the department and other county police departments on newly enacted and modified state laws.

OFFICE OF ACCREDITATION

The Honolulu Police Department achieved national accreditation through the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA), on July 12, 2003.

Of approximately 17,000 law enforcement agencies in the United States, only about 600 have achieved CALEA accreditation. The HPD is the fourth largest of the 14 accredited U.S. agencies in the Major Cities Chiefs Association.

The Office of Accreditation is responsible for the department's compliance with accreditation standards and issues involving departmental policies. Two keys to a successful accreditation program are (1) assimilating accreditation practices and philosophy into all aspects of departmental operations and (2) establishing a permanent accreditation unit as a part of the process.

The Office of Accreditation was established to ensure that operational policies and procedures comply with accreditation standards and meet departmental objectives and goals.

The office also serves as the department's liaison with CALEA. A major, lieutenant, two sergeants, and an officer make up the office.

INFORMATIONAL RESOURCES SECTION

The Informational Resources Section (IRS) operates and coordinates a number of the department's special projects and events.

HPD Museum

The Honolulu Police Department (HPD) museum houses exhibits that tell the history of the department from its inception through the present day. The museum is a popular stop for visitors touring the Alapai headquarters and had over 7,000 visitors in fiscal year 2003-2004.

Speakers Bureau

The IRS coordinates the departmental Speakers Bureau that provides experts on subjects such as home and personal security, robbery and theft prevention, child security, traffic safety, drug awareness, domestic abuse, and workplace violence. More than 950 requests for speakers were handled throughout the fiscal year.

Ho'ike Information Line

The Ho'ike Information Line continues to provide the public with a central contact point from which they can obtain answers or referrals for police-related questions. Anyone with a question can call 529-3352 on weekdays during normal business hours. During the fiscal year, over 1,950 calls were handled via the information line.

Citizens Police Academy

Held twice a year, the Citizens Police Academy is designed to open lines of communication between the public and the police department. By enrolling in this academy, members of the public can gain a firsthand understanding of what it takes to become an officer. Among other things, participants come to realize the educational, physical, and emotional demands endured by those who serve in law enforcement. It is hoped that this heightened understanding will correct some of the misconceptions about police work and foster respect between the public and the department.

Youth Citizens Police Academy

The Youth Citizens Police Academy is open to high school sophomores, juniors, and seniors. Like the Adult Citizens Police Academy program, the goals of the youth program are to promote the understanding of police work to the participants and enhance the relationship between students and the department.

Other Activities

The IRS continues to coordinate the department's awards program and activities that are part of the national observance of Police Week. The IRS also maintains the department's Internet web site, www.honolulupd.org.

The section helped to plan and coordinate events such as the Law Enforcement Coalition of Hawaii breakfast and visits from the Philippine National Police Academy.

DEPARTMENT OF THE PROSECUTING ATTORNEY

Peter B. Carlisle, Prosecuting Attorney
Iwalani D. White, First Deputy

POWER, DUTIES AND FUNCTIONS

The voters of Oahu elect the prosecuting attorney every four years. 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 that may properly come before the prosecuting attorney. Nothing herein contained shall prevent the conduct of proceedings by private counsel before courts of record under the direction of the prosecuting attorney.

ORGANIZATION OF THE DEPARTMENT

The Department is organized into Administration and six 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. Teams of support staff, each of which is headed by a supervisor, assist the attorneys.

The six divisions are: (1) Screening and Intake Division; (2) Traffic and Misdemeanor Division; (3) Trials Division; (4) Career Criminal/Sexual Assault Unit; (5) Domestic Violence/Juvenile Offenders Division; and (6) Appellate Division.

A. SCREENING AND INTAKE DIVISION

The Screening and Intake Division (SID) consists of one division chief, 14 screening deputies, seven support staff, and two paralegal assistants.

SID screens most felony cases (except for domestic violence and white collar cases which are handled by a different division) brought to this department 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 reject, and which ones need follow-up work. SID also handles preliminary hearings in District Court and presents cases to the Grand Jury. For the period beginning July 1, 2003 and ending June 30, 2004, SID handled 754 Grand Jury proceedings and 606 preliminary hearings.

B. TRIALS DIVISION

The Trials Division (Trials) consists of one division chief, five team captains and 20 trial attorneys. Three paralegal assistants and 11 clerical staff support the division.

This is the largest division and it handles all felony cases, including career criminals, (except juveniles, sex assaults and domestic violence cases) and misdemeanors if a jury trial is demanded. These types of cases include murder, assault, negligent homicide, robbery, burglary, theft, unauthorized control of propelled vehicle (stolen car), drugs, white collar, and campaign fraud.

For the time period of July 1, 2003 to June 30, 2004, the division cleared 1,698 cases.

C. CAREER CRIMINAL/SEXUAL ASSAULT UNIT

The career criminal/sexual assault unit (CC/SAU) consists of one chief and thirteen attorneys. Three paralegals, seven clerical staff and five victim advocates assist them.

CC/SAU is a highly skilled prosecutorial litigation unit that vertically prosecutes those offenders who are identified as recidivists, or career criminals by Hawaii Revised Statutes (HRS) Section 845-3, as well as all cases involving con-

victed felons in possession of or using firearms and all felony-level sexual offenders.

From the time the case is accepted into the office until the time it is disposed of by sentencing, one prosecutor is responsible for that and any other case the individual defendant may have pending. The prosecutor follows the case from preliminary hearing or grand jury, through pre-trial motions, trial and finally sentencing. Through this vertical prosecution, a special working relationship between the police, witnesses, victims and the prosecutor can be fostered. This approach permits continuity in prosecution and enables the prosecutor to better handle the many challenges presented by these cases.

Section 845 cases consist primarily of property crimes, such as burglary, theft, vehicle thefts and auto break-ins. These cases are almost exclusively motivated by a desire to obtain property to trade for money to buy drugs. The most common drug bought is crystal methamphetamine, or "ice". Ice is also a factor in the majority of the remaining crimes handled by this unit, the violent crimes such as murder, robbery, assaults and firearms offenses.

The vast majority of Sexual Assault cases involve children who are repeatedly victimized by acquaintances or family members. These cases all present unique prosecution problems, including late reporting, poor memory for dates in long-term abuse cases, and an absence of witnesses other than the child and the perpetrator. Other sexual assault cases include child-stranger and adult-stranger and adult-acquaintance cases.

This unit is also responsible for having the names of convicted sex offenders placed on the Internet pursuant to Megan's Law. Each convicted sex offender is entitled to a hearing to determine the length of the publication on the Internet. A full-time deputy and a part-time paralegal work on these cases, with another full-time deputy coming on board soon. There are 1900 pending cases and current cases added daily.

D. DOMESTIC VIOLENCE/ JUVENILE OFFENDER DIVISION

The Sexual Assault / Domestic Violence / Juvenile Offender Division (SA/DV/JO) consists of 20 attorneys, three paralegal assistants, six victim/witness counselors and 9 support staff organized into three teams. Each of these teams is highly specialized in the prosecution of domestic violence or juvenile crimes and is supervised by an experienced attorney.

The **Domestic Violence Felony Team** consists of six 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 and same sex couples) and parent-child relationships.

The Domestic Violence Felony Team employs vertical prosecution to better deal with the dynamics of theses 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 due to fear of and/or affection for the perpetrator.

The **Domestic Violence Misdemeanor Team** consists of eight attorneys who are supervised by an experienced 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 unit that focuses on violence stemming from intimate relationships (husband-wife, boyfriend-girlfriend and same sex couples) and parent-child relationships.

This team also employs vertical prosecution to the extent that as a unit, 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 at 3:00 a.m., Monday through Friday, to review/charge cases involving misdemeanor defendants in custody. This helps ensure more consistency and better handing of these cases that are made difficult because the majority of victims are reluctant and/or uncooperative. In addition, as many of these offenders and victims are the same people 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 five 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 at the time of the offense). 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 as a unit, 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 and Intake Division and from the Domestic Violence Felony Team.

E. APPELLATE DIVISION

Currently, the Appellate Division consists of one chief and seven attorneys. They are assisted by a paralegal assistant and two support staff.

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 the Appellate Division 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.

Appellate 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, the attorneys in the Appellate Division are also called upon to do research for the administration or other divisions in the department.

In fiscal year 2003-04, the Appellate attorneys filed 138 briefs in the State appellate courts, and eighteen (18) other substantive documents. Attorneys in the division won 78% of their cases in the state appellate courts during this period.

F. MISDEMEANOR AND TRAFFIC DIVISION

This division is a high-volume unit handling thousands of cases each month. The caseload 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 chief, one captain and 15 trial lawyers and approximately 15 support staff. Prosecutors from this division are assigned to courtrooms at district courts in Honolulu, Ewa (Pearl City), Wahiawa/Waialua, 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. An attorney assigned to this division does specialized prosecution in Weed and Seed cases [see section on Community Prosecution].

G. 2004 LEGISLATIVE ACTIVITY AND 2005 LEGISLATIVE PACKAGE

2004 Legislative Activity

The department sponsored the following legislative bills, which passed in 2004. These bills:

a) provide that acts of oral sex committed against a sexual assault victim are class A felonies. Act 61, which became effective on May 10. 2004, reversed a state supreme court ruling, which held that acts of oral sex committed against a sexual assault victim were class C felonies unless the state could prove that there was actual penetration of the victim's body. As a class C felony, acts of oral sex committed against a sexual assault victim would be punishable with the same possible sentence as touching the clothed victim on the buttocks. In addition, this bill amended Hawaii's sexual assault statutes to clarify that it shall be a class C felony for state correctional employees or law enforcement officers to subject a person detained or in custody to sexual contact;

b) make the state's drug demand reduction (DDRA) law permanent. The drug demand reduction law provides that persons convicted of certain offenses that by their nature involve drugs or alcohol can be ordered to pay a monetary assessment. The assessment is placed in a special fund used to pay for substance abuse programs. Since taxpayers shoulder the bulk of substance abuse treatment costs for these offenders, the intent of the DDRA is to require these offenders to contribute to substance abuse programs, which they and others will benefit from. In addition, Act 152 expanded the list of offenses for which an assessment can be levied, to include drug and alcohol impaired driving offenses and additional drug offenses. Lastly, this bill also added language clarifying that payment of the assessment was mandatory except where the person lacks the financial ability to pay or the person was undergoing substance abuse treatment at the person's expense; in these instances the court could waive or reduce the assessment. Act 152 took effect on June 29. 2004;

c) made necessary amendments to the impaired driving statutes to ensure that sanctions for repeat intoxicated drivers, drivers education assessments and impaired driving procedural provisions applied to the offense of habitually operating a vehicle under the influence of an intoxicant. This bill was enacted as Act 90 and became effective on September 1, 2004; and

d) clarified that prior convictions under the now repealed offense of "driving after license suspended or revoked for driving under the influence of intoxicating liquor" also qualify as prior convictions for the current offense of

"driving after license suspended or revoked for driving under the influence of an intoxicant." Act 6 took effect April 16, 2004.

The department also supported the following bills and amendments, which passed in 2004 that:

a) proposed an amendment to the state constitution permitting felony prosecutions to be initiated by "information charging." This amendment revives an identical amendment overwhelmingly approved by voters in 2002 but was struck down by the state supreme court on technical grounds. Passage of this amendment placed it on the ballot for the November 2004 general election. "Information charging" is expected to eliminate the current requirement that many crime victims, police officers, doctors and other witnesses have to appear to testify before a grand jury or judge in order to establish probable cause. These witnesses must take off of work, find transportation and/or childcare so they can appear in person to testify. Instead under "information charging" probable cause will be determined by a judge reviewing the written statements of witnesses and other documentary evidence; if the defendant wants to challenge the probable cause or question the witnesses, he or she is entitled to have a hearing before a judge with the right to call these witnesses.

b) proposed an amendment to provide the public a constitutional right of access to sex offender registration information. Under this amendment, the state legislature is authorized to determine which offenses the public will be notified of, what information shall be released and the manner of the release of information. In addition, the state legislature is authorized to determine when and under what conditions a convicted sex offender may be released from public notification. This amendment was passed by the legislature. It reverses a state supreme court ruling, which prohibited public access to registration information of convicted sex offenders until the convicted sex offender has a separate hearing to determine whether or not the offender is a threat. Given that there are over 1,900 registered sex offenders, some of whom have been convicted of violent or repetitive sex crimes, this amendment permits the state legislature to decide if some sex crimes are so serious that additional hearings are not necessary before the public can learn whether the convicted sex offender lives nearby;

c) proposed a constitutional amendment that would provide that the confidential communications between a crime victim and the crime victim's physician, psychologist, counselor or licensed mental health professional is protected by a privilege except where disclosure of the communication is required under the federal constitution. This amendment was passed by the legislature.

d) proposed an amendment that authorizes the legislature to enact laws to permit conviction for repeatedly sexually abusing a minor when the jurors agree that the minor was sexually abused by the same person on three or more different occasions, although the jurors do not have to unanimously agree on which of the multiple acts count toward the three or more acts. In 1997, the state legislature made it a crime to continuously sexually assault a minor. This law, patterned after a law in California, was enacted because children, especially younger children, often have difficulty remembering dates and times. When these children have been repeatedly abused by the same person over a long period of time, the children did remember being assaulted but would have difficulty remembering other specific details like the date and time of the assault. The continuous sexual assault of a minor statute permitted the charging and prosecution of a person for sexually abusing a minor on three or more different occasions and specifically provided that jurors need only to unanimously decide that three or more sexual assaults had occurred; the jurors did not have to unanimously agree on the same three or more acts. The law, which had been upheld as constitutional in California, was struck down by the Hawaii Supreme Court in 2003, which held that under the state constitution, the jury must unanimously agree on the same three or more acts. This constitutional amendment was passed by the legislature. It allows the legislature to reenact the continuous sexual assault of a minor offense, with jurors only required to unanimously agree that the person committed three or more sexual assaults against the minor;

e) made it a felony to illegally dispose of ten cubic yards or more of solid waste or to illegally dispose of more than one cubic yard of solid waste after two previous convictions for illegal disposal or to illegally dispose of solid waste where the clean-up expense exceeds $1,500. Act 143 became effective on June 23, 2004; and

f) created the class C felony offense of habitual property crime which is committed when a person commits what would otherwise be a misdemeanor property crime and has, within the past five years, been convicted of three felony property crimes, three misdemeanor property crimes or any combination of three felony and misdemeanor property crimes. Act 49 took effect on May 4, 2004.

2005 Legislative Package

The department will be introducing a constitutional amendment to provide that for the purposes of ratifying the state constitution or determining whether to convene a constitutional convention, blank votes on the matter shall not be counted as "no" or negative votes as they are currently. Under the proposed amendment blank votes shall not be counted in the ratification of a constitutional amendment or the convening of a constitutional convention; only yes and no votes would be counted. Ratification of a constitutional amendment or the convening of a constitutional amend-

ment would only occur if the yes votes exceeded the no votes. In addition, the department will also be supporting legislation that brings Hawaii's electronic surveillance laws in conformity with the federal electronic surveillance law prior to the USA Patriot Act.

H. COMMUNITY PROSECUTION (CP) PROGRAM

The CP Team consists of two attorneys.

STATE CRIMINAL PROSECUTION COORDINATION AWARD

The United States Department of Justice Executive Office of Weed and Seed awarded a group award to the lead criminal justice agencies, including the Department of the Prosecuting Attorney, for the coordination of state criminal prosecutions in Weed and Seed Site I. Community Prosecutor Cecelia Chang, the Honorable Marcia Waldorf, and Assistant U.S. Attorney Ronald Johnson accepted awards on behalf of their respective agencies at the award ceremony held in May 2004 at the Weed and Seed convention in Buffalo, New York. The award recognized the collaborative efforts in establishing a dedicated Weed and Seed Court (a first in nation!) at the Honolulu District Court.

Property Crime AND YOUTH CRIME Prevention

"It's NOT Just a Property Crime" Campaign: In 2003, Community Prosecutors launched a public awareness campaign aimed at reducing auto thefts and break-ins in Hawaii through (1) a series of TV and radio public service announcements that began airing in June 2003; (2) KITV/HPD websites with crime prevention tips, and (3) complimentary "VIN-Etching" on vehicle windows at special events hosted by the Honolulu Police Department (HPD) and private partners. Campaign partners include the HPD, KITV, KSSK Radio, Dollar Rent a Car (DTG Operations) and Thrifty Car Rental. The public service announcements may be viewed on our department website.

Truancy Sweeps: In FY 2002-2003, Community Prosecutor Tana Kekina-Cabaniero coordinated truancy sweeps to reduce truancy and related juvenile crime. The truancy sweeps were "a first" in this State. A marked decline in juvenile property crime in the targeted areas prompted requests for more sweeps in 2004. Partners include the HPD Weed and Seed officers, Department of Education, Department of the Attorney General, and Juvenile Services Division. The number of students detained as a result of these sweeps is as follows: Waipahu Intermediate 28, Campbell High School 78, Farrington High School 45, Waipahu High School 27 and Campbell High School 52.

Violence Prevention EDUCATION AND Outreach

Television Public Service Announcements: Two "Prosecutors and Advocates for Violence Education" (P.A.V.E.) ® anti-violence public service announcements aired from March - December 2002. Videotape copies of "The Bully" and "Peer Pressure" are available to educators upon request.

P.A.V.E. ®: Community Prosecutors designed a violence prevention program for sixth graders called P.A.V.E. Adapted from the Makaha Elementary Curriculum Project created by educators of Makaha Elementary and Kamehameha Schools Bishop Estate, P.A.V.E. focuses on violence prevention skills including anger management, conflict resolution, decision-making, and self-control. Since May 2001, Community Prosecutors have taught P.A.V.E. in the classroom, reaching *over 600 students* to date. Yet, the demand for P.A.V.E. far exceeds CP Team resources. In FY2002-2003, Community Prosecutors devised a "school adoption" strategy to maximize CP resources and foster program growth and longevity; Teachers would provide the in-class instruction and the CP Team would provide the textbooks, lesson plans, hand-outs, supplies and technical support. In 2003, through the efforts of Legal Clerk Melva Frazier, P.A.V.E. was revamped to enhance student participation, tighten the curriculum, and attract "adoptive" schools. In Fall 2003, our first "adoptive" school, **Kapalama Elementary School** (located near Weed and Seed Site I), integrated P.A.V.E. into the standard school curriculum so that *over one hundred Kapalama Elementary School students would benefit from P.A.V.E. every year*. In fiscal year 2004, Community Prosecutors introduced P.A.V.E. to another adoptive school, with Community Prosecutor Cecelia Chang and Volunteer Jessica Iwamura teaching at **Ali'iolani Elementary** in Spring 2004.

Domestic Violence Awareness Flyer: In 2001, assisted by a volunteer graphics artist of Ogilvy and Mathers, community prosecutors designed tear-away flyers that list domestic violence hotline and resource numbers. Community prosecutors and victim witness advocates recruit other agencies to assist with dissemination, posting the flyers in restroom stalls at schools, hospital emergency rooms, physician's offices, and anywhere the potential abuse victim can read the information in safety and privacy. These partners include: Family Services Division, Waikiki Health Center, Brigham Young University, Community Coalition For Neighborhood Safety, Windward Neighborhood Security Watch Coordinators Group, United States Navy Fleet and Family Services, and University of Hawaii.

Community-Based Strategies

Waikiki Visitor Victims Program: In July 2001, the Honolulu Police Department approached prosecutors for a

program targeting offenders who commit crimes against Waikiki visitors. Since February 2001, the Department of the Prosecuting Attorney has systematically charged all adults committing certain crimes against Waikiki visitors and advocated for court orders banning them from Waikiki as a condition of pretrial release or probation.

Weed and Seed (Chinatown, Kalihi, Palama, Waipahu, Ewa): Honolulu Prosecutors joined forces with the United States Attorney's Office, the Honolulu Police Department and other agencies to "weed out" violent crime, gang activity, drug use and drug trafficking in high crime neighborhoods, then "seed" the target areas with social programs, neighborhood restoration projects and economic revitalization. Hawaii has grown to three Weed and Seed sites.

The first site was established in Chinatown-Kalihi-Palama, once a hub of drug dealing, prostitution, public drunkenness and thefts. The United States Attorney's Office spearheaded a crackdown on crime in Site I. Drug sweeps and gambling raids lead to property forfeitures and federal imprisonment. The Department of the Prosecuting Attorney instituted novel legal procedures so that anyone committing a crime in Site I was immediately arrested and charged then banned from the area, incarcerated, or both. Prosecutors aggressively prosecuted all offenders, including those who committed "quality of life" crimes such as drinking in public, disorderly conduct, criminal littering and other offenses that collectively undermined community safety, livability and economic vitality. The results are phenomenal. Since the program's inception in May 1999, over a thousand offenders were incarcerated or geographically restricted from Site I, and crime there has dropped fifty percent. The impact can best be seen in the heart of Chinatown, where Weed and Seed converges with the crime prevention Video Monitoring Program, and beautification and restoration projects.

The successes of Weed and Seed in Site I prompted the opening of a second site in Waipahu in September 2001. Given Waipahu's high juvenile crime rate, "weeding" efforts focus on truancy and juvenile crime prevention, intervention and outreach. Site III, which encompasses EWA and EWA BEACH, opened in September 2002.

In February 2004, we expanded Site I westward into Kalihi Valley and eastward to the Convention Center. Community Prosecutors are working daily on a variety of Weed and Seed strategies.

Warrant Sweeps: In 2004, Community Prosecutors encouraged Weed and Seed warrant sweeps to reduce the backlog of outstanding criminal cases and to prevent recidivism in all of the Weed and Seed sites as well as the surrounding communities. Police conducted warrant sweeps in February 2004. The Weed and Seed Judge, the Honorable Fa'auuga To'oto'o recently praised the Department of the Prosecuting Attorney and the Honolulu Police Department for this strategy which concentrates law enforcement efforts on existing cases without taxing limited court personnel resources (i.e., preliminary hearings, grand jury hearings).

Video Monitoring (Chinatown, Waikiki): In 1998, Community Prosecutors worked to secure the passage of video monitoring legislation, and since then, the Department of the Prosecuting Attorney has successfully defended the new law and the use of video evidence against legal challenges raised by criminal defense counsel. In FY 01-02, more video cameras were installed in the neighborhoods surrounding Chinatown and the Honolulu waterfront. Honolulu Prosecutors continue to use video camera evidence in court.

I. 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. In addition to the regular scheduled court sessions, this deputy attends all other Drug Court proceedings such as termination hearings, prepares memoranda of law and argues constitutional motions, conducts jury-waived trials, and argues sentencing. This attorney also reviews all applicants for Drug Court and plays an integral part in selecting appropriate candidates for this program. This attorney also assists in developing and improving the program, attends Drug Court Advisory Committee Meetings, 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, 2003 and June 30, 2004, approximately 35 new defendants were petitioned into the Hawaii Drug Court Program. During that time, 50 defendants graduated, spending an average of 21 months in the program. The Drug Court Program terminated 19 defendants for non-compliance of program rules. About half of those terminated received prison terms. The other half received probation with up to one year in jail. The Drug Court Program currently has 87 clients.

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 cultural heritage, the band endeavors to maintain its observance of and its participation in all events that were established during the Hawaiian monarchy era.

The Royal Hawaiian Band, 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 clerk-typist. With the exceptions of the bandmaster and the senior clerk–typist, the other positions listed are dual positions, they are musicians in the band in addition to their administrative and staff responsibilities.

PERFORMANCE HIGHLIGHTS

During Fiscal Year 2004 the band performed a total of 280 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 Windward Mall, Ala Moana Shopping Center, Mililani Town Center, and the Royal Hawaiian Shopping Center.

The band took the lead in the colorful and festive Aloha Festivals Parade and the King Kamehameha Floral Parade that are televised nationally. Other parades the band participated in included the patriotic Kailua Fourth of July Parade, and the Honolulu City Lights Christmas Parade.

The band performed for the Lei Day program at the Queen Kapi'olani Park bandstand. The annual program is sponsored by the City and County of Honolulu and showcases the "May Day is Lei Day" theme.

After performing for the "May Day" program at the Queen Kapi'olani Park bandstand, the band traveled to Waialua to dedicate a new bandstand on the site where plantation workers and residents alike enjoyed social events and entertainment in a similar structure decades ago.

The band performed for the popular Brunch on the Beach throughout the year. This popular program attracted visitors and residents alike to the outdoor brunch and entertainment venues.

King Kalakaua's birthday was celebrated with performances at the Iolani Palace and the King Kalakaua Gateway Park at the entrance to Waikiki. The Iolani Palace was regally draped in commemoration of the King's birthday celebration.

King Kalakaua Birthday Celebration at Iolani Palace November 2003

DEPARTMENT OF TRANSPORTATION SERVICES

Cheryl D. Soon, Director
George "Keoki" Miyamoto, 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 and 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.
- Recommend changes to the public transit fare structure when deemed necessary and appropriate; and review and make recommendations on the performance of public transit and other transportation system contractors under the jurisdiction of the Department of Transportation Services.

TRANSPORTATION PLANNING DIVISION

The Transportation Planning Division performs the overall citywide transportation planning and programming work required under federal, state, and local laws. The division administers and manages transportation planning and capital improvement projects. 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 with regard to activities involved with performing, developing and managing data collection, and identification and evaluation of operational mitigation strategies.

Accomplishments:

- Continued work on the Primary Corridor Transportation Project, including completion of a Final Environmental Impact Statement pursuant to the National Environmental Policy Act of 1969, as amended.
- Managed and administered design contract work for the Bus Rapid Transit Project that included construction design and preparation of construction bid documents.
- Administering the Waikiki Livable Community Project that is funded by a special federal grant program, Transportation and Community and System Preservation Pilot Program. Issued and distributed draft and final report for project. Completed community and stakeholders meetings. Undertaking project evaluation phase of the project.

- Prepared and submitted one application for federal transit assistance for $20.95 million.
- Administered and managed fourteen active federal transit grants, which included the preparation of federal quarterly reports for each grant.
- Administered the City's projects identified in the Oahu Metropolitan Planning Organization's (OMPO's) Transportation Improvement Program (TIP) for Fiscal Years 2004-06 as required under U.S. Department of Transportation's statutes and regulations to be eligible for approximately $45.4 million in federal highway funds and $138.7 million in federal transit funds.
- Continued to monitor the Ewa Regional Transportation Master Plan Agreement.
- Administered the contract for professional services to support the State Department of Transportation in its preparation of environmental documents for the North-South Road Project.
- Initiated planning work on the Waipio Point Access Road Study. Completed traffic study, alternatives analysis and meetings with the Navy, FHWA and various stakeholders and property owners. Reviewed various alternatives and tentatively identified preferred alternative. On-going preparation of the draft environmental assessment study.
- Initiated planning work on the Kamehameha Highway Transit Improvement Study. Project being reviewed in light of State's proposal to develop a light rail system.
- Proceeding with engineering design work on Dillingham Boulevard Bus Pullouts and related improvements.
- Initiated planning work on the Kaimuki Business District Parking Master Plan.
- Continued to provide technical and administrative assistance to the Oahu Metropolitan Planning Organization for the Model Development work element.
- Served as a member of the Technical Advisory Committee of the Oahu Metropolitan Planning Organization.
- 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 Department of Design and Construction (DDC)-delegated CIP projects, fiscal years 1999-2004.
- Prepared the departmental fiscal year 2004 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 2004 CIP budget.
- Coordinated the preparation of amendments to the fiscal years 2002-2004 Oahu Transportation Improvement Program.
- Coordinated the programming and obligation of approximately $7.9 million in FHWA funding for various city projects.
- Coordinated the development of the Fiscal year 2004 Overall DBE goal for the City's FTA-assisted projects; submitted quarterly reports to FTA; and submitted periodic reports to the Department of Transportation's DBE Coordinator.
- Reviewed, coordinated and processed approximately 31 environmental impact and assessment documents for regulatory compliance.
- Reviewed, coordinated and processed approximately 35 Development Plan revision/amendment requests.
- Completed 594 traffic survey reports (traffic volume counts, speed classification counts, pedestrian counts, etc) using the Traffic Request Log to prioritize and monitor outstanding traffic survey requests.
- Continued to manage a consultant project "Manana Sub-Area Traffic StudyÓ which is a work element in OMPO's Overall Work Program.
- Served as departmental liaison for the Manana Wal-Mart purchase agreement.
- Coordinated traffic and mass transit comments for the Department of Planning and Permitting's "Kaneohe Traffic Circulation Study.Ó
- Responded to 1,112 traffic data inquiries.
- Provided input to yearly update of Highway Performance Monitoring System by transmitting 54 maps.
- Updated 54 computerized island-wide maps for traffic count data by adding traffic counts taken during fiscal year 2004.
- Processed 1,585 work requests.

Assisted the Corporation Counsel:

- E Noa Corporation v. City et al, Civil No. 03-1-0283-02
- Sensible Traffic Alternatives and Resources, Ltd., dba The Alliance for Traffic Improvement, a Hawaii non-profit corporation v. FTA, DTS et al, Civil No. 03-00628 SOM-LEK

TRAFFIC ENGINEERING DIVISION

This division conducts studies and analysis to: determine and ensure the safe, efficient, 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; prepare and process legal schedules in accordance with the Traffic Code; and administer the School Traffic Safety Committee.

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 Liliha Street, 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; and establishes and administers the Traffic Code Ordinance requirements to maintain efficient and safe vehicle and bicycle facilities. In addition, the branch analyzes and determines warrants for traffic signals and reviews and coordinates the maintenance of traffic plans for construction.

Accomplishments:

- Completed 572 work orders, including requests and complaints from individuals, public, and private organizations, businesses, and government agencies.
- Conducted 96 maintenance investigations to insure high quality of traffic control devices.

Completed work orders – Highlights:

- Performed evaluations for left-turn phases at various locations, such as, Piikoi Street / Ala Moana Center driveway and Keahole Street / Hawaii Kai Shopping Center driveway.
- Conducted warrant evaluations for all-way stops at various intersections, such as, Makiki / Dominis Streets, Kuilei Street / Kahoaloa Lane, Kuilei Street / Kahuna Lane, Kealaolu Avenue / Farmers Road, Makaiwa / Moho Streets, Kanaina Avenue / Makini Street, Kanaina Avenue / Kaunaoa Street, Paki Avenue / Noela Street, Kaluanui Road / Kaluanui Place.
- Conducted warrant evaluations for traffic signals at various locations, such as, St. Louis Drive / Dole Street, Monsarrat Avenue / Trousseau Street, Makaiwa / Moho Streets, Kapahulu Avenue / Olu Street, South King / Hauoli Streets, Makiki / Dominis Streets, South King Street near McCully / Moiliili Library.
- Assisted the Transportation Planning Division by providing review comments on Environmental Impact Statements, Environmental Assessments, etc., on various projects, such as, 2284 Kalakaua Avenue Commercial Building, Kapiolani Akahi CCRS, Waikiki Kalakaua Retail Project, Loft @ Waikiki Condominium, Anuenue Radio Facilities & Towers, Aloha Surf Hotel, Saint Louis Heights Sewer System Improvements, Honolulu Fire Department Headquarters Complex, Liliha Street Rehabilitation Project, 800 Nuuanu Condominium, Honolulu BWS District Cooling Facility, Maunalaha Homesites Water System Improvements, Queen's Medical Center.
- Assisted the Department of Design and Construction in providing file signs and markings drawings for various resurfacing / rehabilitation of streets projects.
- Assisted the Department of Planning and Permitting in providing review comments on construction traffic controls for various projects.
- Assisted the Department of Environmental Services in restricting parking on Robert Place to facilitate refuse pick up.
- Provided comments to the Department of Budget and Fiscal Services regarding the need for roadway purposes of various City-owned properties considered for disposition.
- Removed peak hours parking restriction on the mauka side of Ala Wai Boulevard between Ainakea Way and Keoniana Street.
- Installed parking restrictions on Kahawalu Drive for emergency vehicle access purposes.
- Installed signage prohibiting large passenger vehicles over 15,000 pounds on Ala Wai Boulevard between Kalakaua Avenue and Lipeepee Street.
- Installed / upgraded "Yield" signs and markings at the Dole Street and Wilder Avenue intersection.
- Modified signage at the intersection of Citron and Kuahaki Streets to guide and deter motorists from inadvertently entering the dead end street.
- Relocated the stop bar on Queen Street at Bishop Street at the request of the Public Transit Division to accommodate buses negotiating the left turn movement.
- Installed a centerline on the Koko Head side of the intersection at Paty and Seaview Drives to guide motorists through the intersection.

- Installed a marked crosswalk at the intersection of 20th Avenue at Kilauea Avenue.
- Installed a No Left Turn restriction into the driveway at 535 Dillingham Boulevard (Jack-in-the-Box) during morning and afternoon peak hours.
- Implemented school traffic control improvements at various locations, such as, Maemae Elementary School, Saint Patrick School, Kaimuki Middle School, Palolo Elementary School, Liliuokalani Elementary School, Star of the Sea School, Sacred Hearts Academy, Washington Middle School, Lincoln Elementary School, Noelani Elementary School, and Waialae Elementary School.

Assisted the Department of the Corporation Counsel:

- Morioka v. Roberts Hawaii, #03-0258-02
- Onohara v. Ocampo/Widjaja, #02-273-11
- Hughes v. Zucker & City, #03-1-2139-10
- Ikei v. City
- Khatcherian v. City, #03-1-1977-09

Reviewed Project/Traffic Control Plans:

- Rehabilitation of Streets, Unit 9, Phase 1
- Fernhurst YWCA Renovations
- Bus Bay Improvements at Various Locations
- Kaimuki Master Plan Improvements, Phase IIA
- Waialae Water System Improvements, Part II
- Rehabilitation of Streets, Unit 41
- Rehabilitation of Streets, Unit 5A
- McCully Shopping Center Diversion Sewer
- South Street Improvements
- Rehabilitation of Streets, Unit 6
- Rehabilitation of Streets, Unit 32
- Lusitana Street On-Ramp Improvements
- Kakaako I.D. 11
- Rehabilitation of Streets, Unit 5B
- Rehabilitation of Streets, Unit 9, Phase 1

Outlying Oahu Regional Branch

This branch provides traffic engineering and design support for the safe and efficient operation of streets and intersections and recommends and implements standards for signs, pavement markings, and warning devices for the Outlying Oahu Region, the area generally extending from west of Liliha Street, Ewa to Kaena, north to Kahuku and along the entire windward side to Waimanalo. The branch also receives, reviews, and resolves queries from the public regarding the operation of vehicle and bicycle traffic on streets and facilities; conducts data collection studies for input into management systems; establishes and administers the Traffic Code Ordinance requirements to maintain efficient and safe vehicle and bicycle facilities. In addition, the branch analyzes and recommends adjustments to traffic signal timing utilizing the Traffic Control Center to optimize vehicular movement; analyzes and determines warrants for traffic signals and necessary left turn phasing. It also reviews and coordinates the maintenance of traffic plans for construction.

Accomplishments:

- Investigated 464 requests and complaints from individuals, public, and private organizations, businesses, and government agencies.
- Conducted 30 maintenance investigations to ensure high quality of traffic control devices.

Completed Work Orders - Highlights:

- Installed and upgraded school and pedestrian warning signs at various locations.
- Assisted the Department of Design and Construction in various guardrail installation projects.
- Installed speed limit and "No Parking" signs on various streets island-wide to assist the Honolulu Police Department in their enforcement efforts.

- Assisted the Transportation Planning Division by reviewing and providing comments to submitted Environmental Impact Statements, Draft Environmental Assessments, etc.
- Legalized various traffic controls on various streets island-wide.
- Provided comments to the Department of Budget and Fiscal Services regarding the need for roadway purposes of various City owned properties considered for disposition.
- Assisted the Department of Environmental Services in restricting parking at various locations including Iole Place and Ualani Place, to facilitate refuse pick up.
- Assisted the Department of Design and Construction, MEDE Division to relocate signs to newly installed utility poles at various locations.
- Conducted warrant evaluations for all-way stops at various locations including Old Kalanianaole Hwy and Aleka and Kooku Places, Aumakua and Amokemoke and Ahaiki Streets, etc.
- Conducted warrant evaluations for traffic signals at various locations including Meheula Parkway and Kaapeha Streets, California and Uuku Streets, Meheula Parkway and Lehiwa Streets, etc.
- Installed directional signs to various City facilities including Kapolei Hale and the Honolulu Police Department's training academy.
- Completed the Kaukonahua Road Traffic Improvements Project.
- Installed traffic improvements at various locations including Kaahele Street, Hoolaulea Street, Kupuna Loop, Hulumanu Street, etc.

Assisted the Department of the Corporation Counsel:

- Seabury v. Akiona, Civil #03-1-22383-12(RWP)
- 348 Kailua Road @ Wanaao Road
- Kamehameha Schools against City dated 10/15/2003
- Driscoll v. City, Civil #01-11240-04 (SSM)
- Remotap v. Alapai, Civil #02-1-0636-03 (DDD)
- Tara Camp v. State et al. #00-1-2438-08(DDD)

Reviewed Project/Traffic Control Plans:

- Ocean Pointe Offsite Sewer
- Bus Bay Improvements at Various Locations (Oneawa)
- Kalihi Water System Improvements
- Traffic Calming Improvements at Moanalua Valley
- Wanaao Road Traffic Calming Improvements
- Newtown Neighborhood Traffic Calming Improvements
- Salt Lake Neighborhood Traffic Calming Improvements
- Kapolei Parkway Traffic Signals, Parking, Curb Ramp Improvements
- Olomana Neighborhood Traffic Calming Improvements
- Salt Lake Boulevard Widening
- Rehabilitation of Streets Unit 31, FY 2004, Makakilo
- Foster Village Traffic Calming Improvements
- Interstate Route H-3 & H-1 Seismic Retrofit
- Rehabilitation of Streets, Unit 6 - Liliha Street & Kamehameha IV Road

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 calming projects, traffic improvement projects, bikeway projects, and vision projects. It also administers the city's bikeway, pedestrian, and traffic safety and education programs. It coordinates with the Convention Center Authority on traffic mitigation measures required for special functions at the Honolulu Convention Center.

Accomplishments:

- Constructed:
- Kiwila Street / 10th Avenue Traffic Calming
- Paalea Street / 10th Avenue Traffic Calming
- Palolo Avenue / Kalua Street Traffic Calming
- 8th Avenue Traffic Calming
- Hunakai Street Median
- Kipapa Street Traffic Calming
- Under construction:
- Ala Oli / Haloa Streets Traffic Calming
- Ala Napuanani / Likini Streets Roundabout and Median
- Ke Ala Pupukea Bikeway Extension
- Asing Park Bikeway Extension
- Kewalo Basin Bikeway Extension
- Waialua Beach Road Bikeway
- Kapiolani Community College Bike Staging Station
- Leeward Community College Bikeway
- Lualualei Homestead Road / Leihoku Street Improvements
- Young Street Park Boulevard
- Newtown Traffic Calming
- Keolu Drive Bikeway
- Wanaao Road Traffic Calming
- Waianae Coast Emergency Access Route (Nanakuli, Pakeke Road, Paakea Road, Helelua Place Extension)
- Under design:
- Halawa Traffic Calming
- Kapunahala Traffic Calming
- Village Park Traffic Calming
- Ewa by Gentry Traffic Calming
- Waimanalo Traffic Calming
- McCully Street Bikeway
- Waialae Avenue Bikeway
- Kamehameha Highway Bikeway
- Waianae Coast Emergency Access Route (Kaulawaha Road)
- Sunset Beach Fire Station Bikeway
- Lanikai Triangle Park
- Kaimuki Master Plan, Phase IIB
- Kaonohi / Moanalua Intersection Improvements
- Awarded design contracts to:
- Engineering Concepts
- Engineers Surveyors Hawaii
- R. M. Towill Corp.
- Limtiaco & Associates
- Parsons Brinckerhoff
- Stanley Yim & Associates
- Fukunaga & Associates
- Served as secretariat for the Mayor's Advisory Committee on Bicycling; monthly meetings serve to advise DTS and the Mayor on bicycling matters. The committee also serves as a clearinghouse between the City, the State bicycle coordinator, the State Department of Health physical activity advocate and the Hawaii Bicycling League.

- Purchased and distributed various bicycle safety education materials to the public, including bicycle rental agencies in Waikiki.
- Conducted four bicycle traffic safety-training sessions with new "THEBUS" drivers joining Oahu Transit Services
- Served as secretariat to the Oahu Fleet Safety Organization, which promoted traffic safety with the vehicle fleets on Oahu.
- Distributed "hot dots" and safety brochures for the "Spot the Dot" pedestrian safety program for Halloween in conjunction with the Honolulu Police Department and the Department of Education via Oahu schools and the City and County Satellite City Hall Division.
- Joined MADD Red Ribbon campaign to promote sober driving during the holiday season.
- Purchased and installed 25 "street art" functional "bike" shaped bike racks.
- Served as Grant Manager for the Hawaii Bicycling League's Bike Ed Program for 4th graders.
- Co-sponsored the Car Free Day.
- Working with 10-15 public elementary schools on a "red sneaker (walk to school)" program and a "pace car" program.
- Continued support in child restraint car seat inspection sites, public fairs, senior pedestrian safety, new driver DUI education, the MADD Red Ribbon campaign, commercial driver's training and education (the Oahu Fleet Safety Organization).
- Public education media campaign called "Walk Wise Kupuna," geared to senior pedestrians; TV PSA, bus posters, free presentations. Partnered with HPD, SDOT and The Limtiaco Company.

TRAFFIC SIGNALS & TECHNOLOGY (TST) DIVISION

The Traffic Signal and Technology Division (TST) develops, implements, operates, and maintains the safe and efficient operations of over 760 state and city traffic signals on Oahu. In addition, the division administers, inspects, and establishes roadway traffic controls for construction activities, parades, block parties, and 1st amendment events that occur on city streets. The division is responsible for the Honolulu's high tech Traffic Control Center and implementation of Intelligent Transportation Systems (ITS), a program that improves traffic mobility by employing technology to improve the efficiency of the existing highways.

The division participates in the many elements of ITS, which include traffic signal control, freeway management, incident management, traveler information, and transit management systems. For traffic signal control, the center analyzes and optimizes the traffic signal operations and coordinates traffic signals to improve progression for commuters and transit services. Another important function is determining and programming the safe and reasonable crossing times for pedestrians.

For emergency services, the division installs, operates, and maintains the emergency 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 requested right of way limits conflicts with other vehicles and pedestrians, and clears downstream congestion, which may impede its response times. For freeway and incident management, the division installs, operates and maintains the 140 traffic-monitoring cameras located at critical traffic intersections and freeway locations to improve traffic signal progression and monitor highway conditions on alternative streets. For traveler information, another ITS element, in partnership with local television stations, local radio stations and a website, the division promotes and provides traffic information informing commuters about the latest traffic conditions.

For transit management, the division is reviewing transit priority technology that favors transit buses at signalized intersections. Oahu's first transit priority technology will be installed along the Bus Rapid Transit (BRT) route.

Administrative Services

Division Administration is responsible for effective and efficient management and administration of the division. It establishes the division's policies, goals and objectives, and measures, and promotes customer service. Administration also develops cost effective methods and results oriented programs, and reviews streamlining of tasks. At the same time, it establishes a professional level of services, responses and actions to be accomplished in a timely and satisfactory manner. Administration meets semi-monthly with the staff to consult, develop, and formulate accurate, accountable and responsible policies and procedures to improve the division's initiatives, quality, professionalism, and responses in order to offer the very best in customer services.

Traffic Technology Branch

This branch is responsible for the engineering and design functions of the division. Professional and appropriate planning and designing tasks are its primary responsibilities ensuring the safest and most efficient traffic signal

systems for commuters, pedestrians, and bicyclists. Another important function of the branch is providing and meeting the Americans with Disabilities Act (ADA) requirements at traffic signal locations. These include special ADA buttons and audible pedestrian signals. The branch researches, investigates and implements ITS applications, which employ advanced technology to produce higher traffic flow efficiency. The branch administers advanced traveler information through the Internet, providing commuter access to real time traffic conditions.

Traffic Camera

It is responsible for the expansion of the traffic video camera program that will phase-in complete coverage on the major highways on Oahu. In order to implement projects, the branch develops, designs, and promotes traffic signal programs that usually are funded at 80 percent with federal funds. All new traffic signals on City and State intersections are designed or reviewed by this branch, which has the final responsibility for the safety and efficiency of the operations. The cost to modernize and upgrade many of the existing traffic signal systems has been paid by federal funds pursued by this branch reducing the 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 and pedestrian signals, which save more than 75 percent on energy costs than conventional incandescent bulb traffic signals, have become the standard for new traffic signal systems.

Accomplishments:

- Traffic Signals at Various Locations Project - installing three new traffic signals and 3 left turn signal modifications.
- Completed design for fiber optic cable expansion to increase bandwidth to add additional traffic cameras.
- Traffic Signal Timing Optimization Project – reviewing and implementing optimized traffic signal timing at more than 150 intersections using federal funds.
- Reviewed and re-engineered about 1,200 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.

City's Traffic Management Center

Traffic Control Center Branch

The Traffic Management Center is responsible for the efficient, effective, and safe operation of the 760 traffic signals on Oahu. The division concentrates on reducing unnecessary delays by optimizing traffic signal timings, and reviews the safety measures and concerns from commuters and pedestrians. Efficient traffic signal operations are established through field inspections and analysis, travel time studies, and traffic video monitoring. The operational timing plans are frequently reviewed especially during the morning and afternoon peak hours when congestion levels are at the highest. The center utilizes its 140 traffic cameras to provide real time traffic information. The system is an invaluable tool to analyze, select, and mitigate traffic congestion. The center will intervene and compensate by implementing special timing plans to ease the related congestion.

Related to traffic control, the branch issues street usage permits required for any construction or special events that restrict or block any city roadways. The street usage section is responsible for enforcing the Traffic Code, motorcades, parades, house moving, and other nonconforming uses of streets. When travel lanes are reduced, the roadway capacity follows. For special events such as parades or block parties, the branch works with HPD to determine the best and safest traffic controls and favorable alternative routes.

The center partners with the Department of Information Technology (DIT) to develop the traffic camera web page, which displays real-time pictures to keep commuters informed about local traffic conditions. The web site has become

one of Hawaii's most popular addresses. Currently, 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, and traffic reporters from various radio stations transmit traffic reports from the Traffic Center to assist Oahu commuters

to better plan their schedules. To provide the city with an extensive communication network, the branch designs, integrates, and expands its fiber optic system from Hawaii Kai to Waipahu. The communication channels and bandwidth of the fiber optic system not only serve the Traffic Center but also can support the future digital data needs of other city departments, such as Department of Information and Technology.

UTS /traveker Information web page

Accomplishments:

- Broadcasting radio traffic reports from the Traffic Center
- Investigated and responded to 600 traffic concerns
- Adjusted 180 traffic signal operations
- Traffic control for various first amendment marches
- Traffic control for Kamehameha Day Floral Parade, Aloha Festival Floral Parade, Honolulu Marathon
- Reviewed and issued 4,574 street usage permits
- Reviewed and issued 117 parade/block party permits
- Reviewed and issued 222 oversize/overweight permits
- Reviewed and issued 92 bike/run permits
- Assisted the Traffic Signal Branch in malfunction diagnostics
- Assisted the Traffic Technology Branch in the improved design and operational functionality of applicable technology and the testing of new systems

Traffic signal electrician repairing a signal light.

Traffic Signals Branch

The branch is responsible for maintaining the 760 state and city traffic signals. When malfunctions occur, the branch responds immediately to repair operations and minimize congestion so that traffic safety can be restored quickly. Traffic signal maintenance, adjustment, and modification capabilities of the branch are available 24 hours a day. The branch usually responds to any critical malfunctions within an hour. Most malfunctions are corrected within a two-hour span. The branch does interim traffic timing adjustments at trouble spots to quickly resolve traffic issues. For new traffic signal infrastructure needs, the branch does construction improvements. The in-house ability saves considerable and substantial outside contractual costs and delays. This branch maintains the extensive fiber optic and communication cable system, which spreads from the Traffic Center throughout the city. For State and City construction projects involving traffic signals, the branch inspects the projects to insure operations are safe and equipment is installed in accordance with local codes and standards. The branch does the inspection management for the construction activities designed by the Traffic Technology Branch. This branch continues to improve the technology of the traffic signal systems and maintain efficient and safe traffic signal operations.

The traffic signal branch also assists the outer islands in training personnel in the maintenance and repair of the signal system. During emergencies, the branch supplies signal equipment and repairs malfunctioning signal equipment for the outer islands.

Accomplishments:

- Responded and repaired 5,700 traffic signal malfunctions and operational reports
- Field inspected and interim adjustments of signal operations for 140 intersections

- Assisted the Traffic Control Branch with operational functions and safety requirements at 90 intersections
- Assisted the design technology branch in the revised design and plans of 55 intersections
- Assisted the Traffic Control Center with the operations of the traffic cameras and the maintenance of the fiber optic systems
- Inspected and supervised installation of related traffic signal work for 180 construction projects
- Assisted in evaluating new signal products
- New traffic signals at Ward Avenue and Green Street
- New traffic signals at Pahoa Avenue and 6th Avenue
- New traffic signals at Bishop Street and Adams lane
- Left turn signal at Waialae Avenue and Pahoa Street
- Upgrade traffic signal at Dole Street and Punahou Street
- Upgrade traffic signal at University Avenue and Kaala Street

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; identifying service problems; resolving customer complaints; instituting corrective actions; monitoring budget execution; financial and internal control audits, and contracts for the annual performance audit. In FY 2004, PTD was the lead division in daily customer contact during the 34-day bus strike and during the senior citizen bus pass renewal efforts.

Administration

Administers the day-to-day operations of the division, including workload assignments and personnel management. Responsibilities include ensuring timely completion of all division projects and promotion of community relations relative to the community's public transit needs.

Activities for Fiscal Year 2003-2004:

- National Transit Database: In order to continue receiving Federal Transit Administration (FTA) funds, the city must annually submit reports to the National Transit Database. These reports include financial and operational activities. PTD filed the report by the deadline and has received the acceptance letter by the FTA.
- Enterprise Fund Financial Statements: PTD completed the financial statements for the fiscal year.
- FTA Triennial Review: PTD participated in the FTA-mandated triennial review. All issues were successfully addressed and resolved.
- Bus Route Survey: Weslin Consulting Services selected for TheBus System-Wide Survey Project. The project will create a database of current TheBus riders and provide a ridership profile for each of TheBus routes. Work is on schedule.
- Bus Stop ADA Access Improvement Project: Completed Phases II and III of the project for preliminary design of bus stops.
- Hub and Spoke Project: Weslin Consulting Services selected for TheBus Route Study, Phase III. The study area, divided into three segments, extends from Pearl City to Hawaii Kai. Segments A and B are in progress and work is on schedule.
- Smart Card Project. PTD awarded the contract to install the smart card system on the City's buses. Project management oversight being provided by City Department of Information Technology (DIT). Installation of the component system is ongoing.
- Transit Centers:
  - Mililani and Waianae Transit Community Centers design and construction bids received. Construction to commence in upcoming year.
  - The Waipahu (Hikimoe Street) Transit Center was constructed.
  - Middle Street Intermodal Center – City Council adopted Resolution 03-175 on August 6, 2003, for condemnation of the Middle Street property. City filed for condemnation on December 16, 2003, and petitioned court for an order for possession. Opened bids for Phase Ia, Handi-Van Parking, and made conditional award on December 31, 2003, to low bidder, J. Glover, Ltd. One business tenant relocated in January 2004. One other relocation in progress. Commenced design of Phase Ib, Handi-Van Maintenance and Administration Building. Bids will be sought for construction of Phase Ib in November 2004.

- Neighborhood Circulator/Shuttle Service - Kaimuki-Kapahulu-Waikiki Trolley:
  - In FY 2004, the KKW Trolley carried 239,934 riders for an average daily ridership of 657.
  - The KKW Trolley service will be assumed by Oahu Transit Services, Inc., the City's bus service management operator, on October 1, 2004.
  - PTD held a public hearing for the rules and regulations for implementing the low-income bus pass subsidy program.

Fixed Route Operations Branch

Provides and promotes the most efficient, responsive, and cost-effective transit services to the public through contract monitoring, operations administration, and public education and information programs:

- 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 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, and 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 2003-2004:

- The following TheBus fares became effective July 1, 2003:

Adult cash fare	$1.75
Senior Citizen cash fare	$0.75
Persons with Disabilities cash fare	$0.75
Youth cash fare	$0.75
Adult monthly bus pass	$30.00
Adult annual bus pass	$360.00
Youth monthly bus pass	$13.50
Youth annual bus pass	$150.00
Senior Citizen bus pass (65 years+)	$25.00/2 years
Persons with Disabilities bus pass	$25.00/2 years
4-day visitor pass	$20.00
Aloha Stadium FootballExpress!	$3.00 each way

- The fares were increased again effective October 1, 2003 to:

Adult cash fare	$2.00
Senior Citizen cash fare	$1.00
Persons with Disabilities cash fare	$1.00
Youth cash fare	$1.00
Adult monthly bus pass	$40.00
Adult annual bus pass	$440.00
Youth monthly bus pass	$20.00
Youth annual bus pass	$220.00
Senior Citizen bus pass	$30.00/year
Persons with Disabilities bus pass	$30.00/year
4-day visitor pass	$20.00
Aloha Stadium FootballExpress!	$3.00 each way

- TheBus service modifications/improvements for FY 2004 included:

  August 26 – September 29, 2003

  - TheBus Strike (34 days)

  October 13, 2003

  - Express trips cut in June 2003, are added back on the following routes:
    - 80 Hawaii Kai Park & Ride
    - 80A Hawaii Kai Park & Ride – UH
    - 81 Waipahu
    - 82 Hawaii Kai Park & Ride – Kalama Valley
    - 83 Wahiawa
    - 84 Mililani Express – South
    - 84A Mililani Express – North
    - 85 Windward Express – Kailua
    - 85A Windward Express – Haiku
    - 87 Aloha Stadium
    - 91 Ewa Beach
    - 92 Makakilo
    - 93 Waianae Coast
    - 97 Village Park
    - 98 Wahiawa-Mililani Park & Ride
    - 101 Ewa Gentry
    - 102 Villages of Kapolei

  December 2003

  - Route 3 Kaimuki – Salt Lake: The east end of Route 3 (Kaimuki) was interlined with Route 12 (Salt Lake). The designation "Route12Ó was eliminated.
  - Route 9 Palolo Valley – Pearl Harbor: The west end of Route 3 (Pearl Harbor) was interlined with Route 9 (Palolo Valley).
  - Route 83 Wahiawa Town Express: A.M. trips modified to provide local service in Wahiawa Heights and Wahiawa Town.
  - Route 83A Wahiawa-Mililani/PH Express and Route 93A Waianae Coast Express-Pearl Harbor: A.M. route modified to provide a more direct service.
  - Route 201 Waipahu via Farrington Express, Route 202 Waipahu via Paiwa Express, and Route 203 Kalihi via School Express: P.M. route modified to avoid traffic congestion from Kapahulu to Old Waialae Road.
  - Piikoi Street mauka of Ala Moana Boulevard: bus stop split with new stop created just makai of Waimanu Street.

  June 2004

  - Route 18 University – Ala Moana: Route modified to provide service to the Market City Shopping Center area and two-way service along Dole Street.
  - Route 19 Waikiki-Airport-Hickam and Route 20 Waikiki-Pearlridge: Eastbound service shifted from Hotel Street to King Street through the Central Business District (CBD).
  - Route 20 Waikiki-Pearlridge and Route 42 Ewa Beach-Waikiki: Westbound route modified to provide direct service into the U.S.S. Arizona Memorial Visitors Center.
  - Route 415 Kapolei Transit Center – Kalaeloa: New route implemented to provide service between the Kapolei Transit Center and the Kalaeloa area.
- Patronage of TheBus totaled 61,297,980 passenger trips in FY 2004 compared to 69,100,627 in FY 2003. TheBus operated a total of 1,332,148 bus hours in FY 2004 compared to 1,474,365 in FY 2003. The reduction of passenger trips and bus hours is attributed to the bus strike.
- A total of 111,106 wheelchair passengers were carried in FY 2004 compared to 119,975 last year. The strike may be the cause for the reduction.
- The entire TheBus fleet is now equipped with bike racks. A total of 307,180 bicycles were carried in FY 2004 compared to 366,036 last year. Again, the strike may be the cause for the reduction.

- As part of the City's New Year's Eve 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 an alternative to driving under the influence.
- In conjunction with TheBus service contractor, the following programs were 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 all Satellite City Halls and on TheBus Website
  - Transit Employee Appreciation Day
  - City Christmas Lights parade
  - 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 Pro Bowl football game, and the Sony Open golf tournament.
- The interior bus-advertising program sold ads totaling $79,450 in revenues for the City. In addition, over 54 other "free cards were processed and posted as a public service to non-profit organizations or to provide information from the City/TheBus.

Facilities and Equipment Branch

This branch has three major functions: 1) the procurement of equipment to support bus and paratransit operations, 2) the provision of contract administration for the planning, design, and construction of an assortment of transit facility improvements, and 3) the provision of other related services. The types of equipment purchased in support of bus and paratransit operations run the gamut from tires (leased) and rebuilt engines to paratransit vehicles and buses. Contract administration services are provided for an assortment of projects, which include the bus radio system, bus bays and pads, bus shelters, bus stop benches, maintenance contracts, repair of existing transit facilities, bus inspection services, and construction management contracts. Some of the services performed on a continuing basis involve the handling of complaints regarding graffiti of bus shelters, requests for new shelters and benches, administration of a program which facilitates volunteers (individuals and groups) who assist in painting out graffiti at "adopted" bus shelters, work required to keep permits for the bus facilities active, and the provision of information for short and long range capital projects.

Top: Gillig 40-Foot High-Floor Diesel Bus.

Bottom: New Flyer 60-Foot Low-Floor Articulated Diesel Bus.

Activities for Fiscal Year 2003-2004:

- Procurement of equipment
  - Bus Acquisition

    During this fiscal year, we have taken delivery of or contracted for the delivery of ninety-six (96) heavy duty transit vehicles:
  - 16 – 60' New Flyer Low Floor Articulated Diesel Buses (Delivered)
  - 15 – 40' Gillig High Floor Diesel Buses (Delivered)
  - 55 – 40' Gillig Low Floor Diesel Buses (Delivered)
  - 10 – 60' Hybrid-Electric Low Floor Articulated Buses (Nov. 2004 delivery)

    Eighty-one of the new vehicles have been outfitted with automatic passenger counters to provide valuable information that can be used in making adjustments to routes and scheduling. The passenger counters and next stop annunciations on these buses are modules of the Siemens bus radio system. This reduces the number of different proprietary systems on our buses that require troubleshooting and resulted in a cost savings.

- Paratransit Vehicle Acquisition

  During this fiscal year, we have taken delivery of eleven (11) new paratransit vehicles from El Dorado National.
- Rebuilt Engines

  We procured twenty-five (25) rebuilt Detroit Diesel Series 50 Engines with turbochargers for installation by Oahu Transit Services in buses requiring engine replacement.

- Construction and Other Contracts Administered
  - Bus Radio Replacement Project
  - Completed and accepted the Siemens replacement radio system. New features include Computer-Aided Dispatching (CAD) and Automatic Vehicle Location (AVL) and real-time schedule adherence information.
  - Completed installation of mobile radios in 525 heavy duty transit buses and 133 paratransit vehicles.
- Bus Bay Improvements
  - Bus Bay Improvements Phase I

    Completed construction of bus bays at four (4) locations [two locations on Paki Avenue, near the intersection of Koko Head Avenue and Mahina Street, and near the intersection of Oneawa Street and Kaha Street (Kaneohe Bound)]. Construction was done by Site Engineering.
  - Bus Bay Improvements Phase II

    Completed bid documents for the construction of bus bays at two (2) locations [Diamond Head Road across from Kapiolani Community College and near the intersections of Oneawa Street and Kaha Street (Kailua Bound). The Consulting work was done by Lyon's Associates and the Contractor is Hawaii Waters Technology. NTP for this project will be issued in FY2005I.
  - Bus Bay Improvements Phase III

    Lyon's Associates is the consultant on this contract to design a bus bay on Ala Moana Boulevard fronting Restaurant Row. Work began in FY 2004 and will continue into FY 2005. The work includes the resolution of some land easements/acquisition issues.
  - Hikimoe Street Transit Center

Hikimoe Street Transit Center

This project consisted of the construction of a transit center at Hikimoe Street in Waipahu. The transit center work included repaving of Hikimoe Street with concrete pavement to strengthen it for bus traffic loads, the construction of a small building housing restroom and janitorial facilities, the construction of bus shelters, which were larger than those previously at the site, landscaping (street tree installation/replacement), improved street lighting, bench installation, sidewalk reconstruction, signage, drainage improvements, relocation of the existing bus shelters to other locations, and the coordination work required to obtain easements and a Memorandum of Agreement. The facility is scheduled to open for use on October 1, 2004.

- Bus Stop Site Improvements
  - Design-Build Bus Shelters and Site Improvements, Increment V

    Forty new bus stop shelters were installed under this contract.
  - Bus Stop Site Improvements FY2003

Under this project a feasibility study for the construction of shelters near the intersection of Kalanianaole Highway and Auloa Road was completed. Under this project the consultant, Engineering Concepts, is currently completing bid documents for the construction of ten (10) shelters at various locations.

- Bus Inspection Services

  Under this contract, inspection services during production of the City's buses at Gillig and New Flyer were performed on behalf of the City by a third party (First Transit).

- Waialua Park and Ride

  This design-build contract is for the expansion of the parking lot of the park and ride facility. Bid documents were completed in FY 2004.

- Other Related Services
  - Shelter Relocation and Replacement

    A total of ten (10) shelters were either replaced (due to vehicular damage) or relocated.

  - Shelter Repair

    Seven (7) bus shelter roofs were repaired due to accidents, vandalism, termite damage, and old age.

  - Bench Installation

    A new price schedule for bus stop benches was put in place during FY2004. AS&D is the new contractor. Twenty (20) new benches were placed using this price schedule in accordance with requests received from the public.

  - Volunteer Group Program

    We coordinated and obtained supplies for a total of seventeen (17) shelter painting projects with volunteer groups.

  - Support Role in Purchasing Contracts
  - Vehicle Tire Leasing – the branch assisted BFS Purchasing in developing the requirements for this contract.
  - ULSD Fuel

    The branch performed extensive research on this type of fuel and assisted BFS purchasing in developing the specifications for this contract.

  - Maintenance Contracts

    The branch provides portable toilets by price schedule with Pacific Jet-o-Matic for the Alapai and Hikimoe Street Bus Terminals.

    It also provides janitorial services for the Waipahu Transit Center by price schedule with Jani-King, which includes picking up rubbish and graffiti removal.

  - Assistance During Bus Strike and Senior Pass Program

    The branch provided personnel to help answer telephones and to help run the operations for the issuance of Senior Passes at Blaisdell Center and PearlRidge Shopping Center.

  - Bus Facility Permits

    We maintain a current file of permits required for operation of the bus facilities and provide assistance and information regarding the permits. During FY 2004 we answered questions from the State Department of Health's Clean Water Branch and obtained recertification for the Pearl City Bus Facility. Recertification for the Middle Street Bus Facility is pending.

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 monitoring contractor performance, establishing policies for paratransit services operation, and monitoring budget execution. This Branch is also responsible for establishing a program to conduct a continuous transport needs assessment, to train persons with disabilities to use the fixed route system, and to conduct the paratransit eligibility determination process, under the criteria established by the ADA. Also included in the responsibilities is a community outreach program to maintain contact with various agencies supporting the disabled community. The Branch monitors all complaints received regarding the paratransit system and takes corrective action where appropriate. The branch maintains daily contact with the contractor operating the paratransit system and monitors operating statistics and fleet availability.

Activities for Fiscal Year 2003-2004:

- Processed ADA paratransit eligibility applications and Person with a Disability bus pass applications:

	FY04	FY03
• ADA Paratransit Eligibility Applications	3,881	3,722
Conditional eligibility granted:	2,827	2,671
Unconditional eligibility granted:	925	934
Denied:	129	117

	FY04	FY03
• New In-Person Assessment Applicants	549	518
Conditional eligibility granted:	321	317
Unconditional eligibility granted:	84	83
Denied:	81	54
Applicant cancelled:	63	64

Three-year contract awarded to Rehabilitation Hospital of the Pacific for mobility assessments.

- Number of TheHandi-Van service incidents, letters of warning and suspension, and appeal hearings conducted:

	FY04	FY03
Incidents	153	170
Warnings issued	92	105
Suspension of service issued	19	34
Appeal hearings conducted	16	21

- The Committee on Accessible Transportation (CAT). CAT provides counsel and advice to the director of the Department of Transportation Services concerning the transportation goals and objectives for the elderly and persons with disabilities. In addition to reviewing monthly service reports, the CAT reviews policies and procedures regarding TheHandi-Van and TheBus services. The CAT usually meets on the second Friday of every other month. The Paratransit Operations Branch provides staff support to the CAT.
- Instructor Bus Passes. Issued instructor bus passes to schools and agencies that train disabled students and clients to use the fixed route service.

	FY04	FY03
Trips Taken:	15,600+	3,500+

Dramatic increase in trips taken is due to required trip log submitted by agencies requesting future annual instructor passes.

- Rules and Regulations: A Public Hearing on new DTS rules and regulations regarding Special Transit Service (aka TheHandi-Van) was held. The rules and regulations were reviewed and approved by Corporation Counsel and will be final after approval by the Managing Director and Mayor.
- Member of the Evaluation and Selection Committee for the State's Federal Transit Administration (FTA) Section 5310 program. Review and ranking of annual FTA apportionment to purchase vehicles or other equipment in support of transporting elderly and/or disabled persons in Hawaii. Twenty-two (22) FY04 applications evaluated and ranked.

BOARD OF WATER SUPPLY

Eddie Flores, Jr., Chairman
Charles A. Sted, Vice Chairman
Herbert S. K. Kaopua, Sr.
Darolyn H. Lendio
Rodney K. Haraga, Ex-Officio
Larry J. Leopardi, 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) manages Oahu's municipal water resources and distribution system. This City and County Department provides residents with a reliable system for safe drinking water. Water sales revenue finances the Department's operations and projects.

A seven-member Board of Directors presides over the semi-autonomous agency and determines its policies. Five members are nominated by the Mayor and approved by City Council. The remaining two serve in their capacities as the Director of the State Department of Transportation and the Chief Engineer of the City Department of Facility Maintenance.

The Board appoints the BWS Manager and Chief Engineer to oversee the agency's overall operations and the Deputy Manager's office. The Board-appointed Deputy Manager, with the assistance of a Chief of Staff officer, supervises the day-to-day functions and the Department's support offices – Community Relations, Compliance, Human Resources, and Security; and its Divisions – Business Development, Customer Care, Engineering, Field, Finance, Information Technology, Operations, and Water Resources.

HIGHLIGHTS

The BWS manages Oahu's groundwater sources and distribution system to ensure a sustainable resource that meets current and future customers' needs.

During Fiscal Year (FY) 2004, the BWS responded to 400 main breaks, 1.25 percent less than the average number (405 per year) recorded for the preceding ten-year period.

In May 2003, Governor Linda Lingle signed into law Senate Bill 363, creating Act 40, which allowed the BWS to start some of its Experimental Modernization Project (EMP) pilot programs.

Emergency repair. This past fiscal year, the BWS responded to 400 main breaks such as this one on Liliha Street.

EMP's goal is to create a more effective and efficient government organization. One of its provisions allows the BWS to consult directly with public worker unions.

When Act 40 was enacted, work resumed on the previously stalled Multi-Skilled Worker pilot program, which was launched in March 2004. Act 40 also allowed the BWS to contract executive-level personnel with specialized expertise and knowledge to assist existing staff with achieving reorganization goals and objectives.

Drought announcement. Five years of low rainfall coupled with record water use prompts Manager and Chief Engineer Clifford Jamile (right) to ask BWS customers to help reduce consumption through a voluntary irrigation schedule, for lawns and gardens. It lasted from August through November 2003.

In July 2003, Oahu water production hit an all-time high of 180 million gallons per day (mgd) while key monitor station head levels fell almost two feet since May 2002. In August 2003, the BWS called for a 10 percent reduction from all water users through voluntary conservation to allow wells to recover and rebuild reserves.

Under a voluntary irrigation schedule, customers were asked to water their lawns on Sundays, Tuesdays, and Thursdays, between 12:01 a.m. and 10 a.m. and 6 p.m. to midnight. Government agencies were given a Monday-Wednesday-Friday schedule to avoid personnel overtime costs. The Department asked for deferment of lawn installations and fundraising car washes until the water situation improved. Voluntary measures were lifted during the last week of November.

At an annual meeting in January 2004, the administration showcased notable departmental accomplishments, introduced the team of senior staff officers hired under the EMP, and discussed a renewed focus on sustainability as the basis of BWS's water management efforts.

Forming partnerships with community groups to promote conservation education and watershed protection continued:

The Department coordinated a Waihee watershed cleanup for "Make a Difference Day" on October 25, 2003, as well as the signing of the Waihee watershed partnership memorandum of understanding (MOU). The MOU created an alliance between the BWS and the Kualoa Heeia Ecumenical Youth (KEY) Project to preserve, protect and develop stewardship of the Waihee ahupuaa.

In April, the Kuleana Project — a joint effort between the BWS, the community association Malama O Manoa, and 12 public and private schools in the district to educate area residents how to be better stewards of Oahu's water — received Federal recognition as a model program by the Environmental Protection Agency.

This past fiscal year, work began on revamping the existing BWS external and internal websites. The renewed www.hbws.org website has easy-to-navigate features and is designed to be more user-friendly.

The BWS water bill was redesigned to clearly separate water and sewer charges, and provide more meaningful billing information. BWS customers will start receiving their re-designed bills early next fiscal year.

The Department recognized the accomplishments of several employees this year:

In January, the Hawaii Society of Professional Engineers named civil engineer Lorna Heller as its 2004 Young Engineer of the Year.

Heller works in the Long Range Planning Section of the Water Resources Division. Her tasks include projecting population and water use rates to help schedule and coordinate projects necessary to meet future water demand, assisting with the Kakaako District Chilled Water project, and the Deep Ocean Water Application Project.

Heller has worked in various BWS engineering Sections, and is active within the Board and the community as a BWS representative at several Neighborhood Boards, a director on the BWS Federal Credit Union Board of Directors, and a judge at the State Science Fair.

In November, BWS employees of the year, civil engineer IV Carolyn "Cat" Sawai and civil engineer VI Jason Takaki were nominated to the 2003 City Department Employee of the Year competition.

Sawai, who started at the BWS as a civil engineer I in 1991, works in the Water Systems Planning Section of the Water Resources Division. She helps to create and maintain the computerized hydraulic model that evaluates existing water systems and is used to determine the effect of adding or removing waterlines, production facilities, and water related equipment, on the overall water system.

Thanks to her solid grasp of "the big picture" Cat is involved with projects that support and enhance the Department's optimization efforts, some of which she does on her own time.

These activities include heading up the Windward Leak Detection program, increasing communication between, co-editing the COMXtra newsletter, and improving the training and preparation of future engineers.

In addition, Sawai is on the Women's Pipe Tapping team that took second place at the national competition for two years in a row in 2003 and 2004.

She's a generous Aloha United Way supporter, participates in charity runs, is an active member of the American Water Works Association (AWWA) where she organizes the annual food booth fundraiser for Water for People, and has helped coordinate some Big Brother/Big Sister events.

Jason Takaki, who started with the BWS in 1992 as a civil engineer III, heads the Support Section of the Engineering Division where he supervises nine engineers and support technicians.

He oversees preparation of the annual Research and Facility Improvement Program (RFIP) budget and prioritizing of pipeline replacement and facilities repair projects that impact the overall condition of the water system in the future.

Takaki coordinates construction projects with other utilities and government agencies, arranges and gathers the plans and specifications for projects for competitive bidding, and maintains the water system technical and materials standards. He also maintains the water system's as-built records and oversees the aesthetic appearance of all BWS facilities.

In addition, Takaki earned his Master's degree in Business Administration while working full-time at the BWS. Active in the AWWA–Hawaii Section, he served one term as Secretary.

Both Cat and Jason attended the AWWA national conference in Orlando, Florida, in June.

Community Relations Office (CRO). The CRO educates BWS customers about Oahu's water supply through programs that promote personal stewardship of this finite natural resource. CRO also facilitates positive interaction between the Department, the community and the news media.

The office maintained its regular schedule of outreach activities, with some minor changes:

"Laau lapaau" (the art of healing through plants) was a new topic offered at the 15th Annual Unthirsty Plant Sale, sponsored by the BWS and the Friends of Halawa Xeriscape Garden, which was held in August.

In September, the BWS printed and distributed 8,000 Teacher's Water Conservation Calendars and stickers. Artwork illustrated the theme, "No Effort is Too Small to Use Water Wisely."

The 14th Annual Detect-A-Leak Week program, observed from March 7 to 13, urged water users to check for property leaks. Sheraton Waikiki Hotel, the Chamber of Commerce of Hawaii, and the Sierra Club supported the program.

The 2004 Water Conservation Week Poster Contest drew more than 2,700 entries from 79 public and private school students island-wide in grades kindergarten through six with its theme of "Conserving Water for Life." Winning and honorable mention entries were displayed at City Hall's Lane Gallery from May 1 to 16.

In April, the BWS coordinated a workshop for Neighborhood Board members to educate them about water and enable them to become better advocates for their constituents. About 50 residents, representing most of Oahu's Neighborhood Boards, attended the workshop.

In July, BWS launched a public information water conservation campaign that incorporated the use of television, radio, print, and other media. The campaign's goal is to reduce consumption by all water users by 10 percent.

Compliance Office. The Compliance Office was created this past fiscal year to provide legal counsel and advice to the BWS, its officers and employees. It also ensures compliance with federal, state and local laws, the recognition of best practices, and the limitation of exposures and liabilities of the BWS. The Office of Risk Management, under the Compliance Office, assesses the BWS's risk exposure, determines the appropriate risk-financing program, and manages claims filed against the Department.

Human Resources Office (HR). The HR, with its staff of eight permanent employees, is responsible for administering and managing the human resources program for 538 regular, full-time employees.

During FY 2004, the BWS averaged 538 regular, full-time employees; 39 new employees were hired, and 14 retired. At the end of the fiscal year, June 30, 2004, there were a total of 538 regular, full-time employees in the BWS.

Total workers' compensation cases decreased by 39 percent from the same time last year with $750,774 in expenditures.

During FY 2004, the HR staff assisted the Maintenance Division in implementing its Multi-Skilled Worker (MSW) Experimental Modernization Project by negotiating supplemental union agreements that modified working conditions and salaries paid. The experimental program was implemented in March 2004 and is well underway.

In addition to regular human resources program administration, the BWS HR coordinated the Blood Bank and Heart Walk Drives as part of our overall support of the community.

Training classes, workshops, conferences, seminars, and career development events continue to be well attended in areas such as job-related skills and supervisory management; retirement and financial planning; and drug abuse, workplace violence, and sexual harassment awareness prevention classes.

HR also coordinated the Department's programs for the Employees of the Year Recognition and Service Awards. During the fiscal year, 11 employees received 25-year service awards and seven received 35-year service awards. By year's end, 122 employees had acquired 25 or more years of government service.

The Driver Improvement Coordinator continued training in the safe operation of vehicles and equipment, with emphasis placed on the specialized training of the MSW team. Twelve members of the MSW Team have been trained and licensed in Type "A" Commercial Driver's License (CDL). As part of the Drug and Alcohol Program, random tests continue to be performed in conformance with federal CDL requirements.

The Safety Officer reports enhanced safety procedures to address the dangers faced by workers when working in and around electrically energized water pipes. These new safety procedures have been developed through the efforts of the employees working in pipefitting, the Safety Office, and line supervisors, with technical assistance from Hawaiian Electric Company.

Security Office. During the past fiscal year, the Security Office focused on the Department's high-priority initiative to protect the water supply from potential terrorist acts and respond to other emergencies.

The Department formed a security council that, in partnership with the Security Office, has developed comprehensive strategies to protect the water system and limit negative effects that could stem from a serious incident.

The Security Office has been working with various BWS Divisions to review, rewrite, and rehearse the Department's plans for emergency response, evacuation, and infrastructure protection. The office has joined forces with the Honolulu Police and Fire Departments and the City and State Civil Defense in framing prompt and effective responses to various crises.

BUSINESS DEVELOPMENT

The Business Development Division researches and pursues opportunities to expand and market the Department's water utility business.

In FY 2004, the Department performed a technical assessment of the water chlorination equipment and procedures for the Commonwealth Utilities Corporation Water Division in Saipan. It also helped American Samoa Power Authority set up a test bench for calibrating water meters. These efforts are part of the Department's continuing work to market technical assistance in the Asia Pacific region, and increase BWS's presence and build lasting business relationships in the region.

The Department also continued its work on strategic initiatives to expand its service area by submitting proposals to own and operate military water systems on Oahu. These actions are a direct response to Department of Defense initiatives to privatize military water and wastewater systems nationwide. In the past year, the Department began discussions with the Army, Air Force, and Navy representatives.

CUSTOMER CARE

The Customer Care Division is responsible for handling the majority of the Department's contacts with consumers.

The Department added 2,182 services during the year. There are 164,310 active services in the system, which includes 162,310 domestic services and 2,000 fire services.

The **Investigations Section** handled various assignments including 11,561 of abnormally high water bills. The staff also handled 1,228 leaks and 12,413 general jobs, including requests for locating of water mains.

The **Customer Service and Records Section** personnel received an average of 4,514 calls each month from customers requesting various services and information.

Service Engineering Section's personnel reviewed 11,238 building permits, processed 2,345 water service applications, and reviewed 212 construction plans.

The **Collection and Credit Section** visited 20,925 delinquent customers. The Cashiering Unit collected $112,826,235.58 in water bill payments and $101,903,879.69 in sewer payments for the year. As of June 30, 2004, there were 39,187 customers on Automatic Bill Payment, representing 24.7 percent of BWS customers.

During the past fiscal year, **Plans Review Section** reviewed and approved various water system improvements for large subdivisions such as Ewa by Gentry, Mililani Mauka, Ocean Pointe, and Makakilo subdivisions; large meter installations for commercial and industrial developments throughout the island; and various road improvements from City, State, and private utility companies.

The **Project Review Section** reviewed projects and water master plans for Mililani Mauka, Ocean Pointe, Kakaako, and Ko Olina.

The **Cross-Connection Control Unit** processed 1,203 building permit applications, requiring 110 backflow prevention assemblies to be installed.

In addition, multiple field inspections addressed consumers' concerns regarding the BWS's Cross Connection Control and Backflow Prevention Annual Testing requirements

The Unit's Annual Testing Program mailed 3,574 first-notice test forms and 1,503 second notices. An average of 298 test forms were mailed per month for the past fiscal year.

The **Revenue and Customer Account Section** continued to conduct the Department's water billing operations and its related functions, which include meter reading, pre-auditing water billing data, and maintaining accounts receivable records. The Section also reviews financial and statistical reports, is responsible for mailing department correspondence, and maintains the City Department of Environmental Services' sewer accounts-receivable records.

As of June 2003, when installation of electronic meter reading devices was completed, residential meters are being read automatically.

The **Meter Shop** personnel completed 976 service reports to verify and repair the automatic reading meters, and also obtained follow-up meter readings. The field crews assigned to the Meter Shop provided maintenance services to 1,135 large meters (meters larger than two inches), and repaired 79 large meters.

ENGINEERING

The Engineering Division ensures that all improvements to Oahu's municipal water system are designed and constructed in compliance with the Department's Water System Standards.

Engineering personnel reviewed plans and specifications and managed water system improvement projects performed for the Department by consultants. Engineers also performed the in-house design of plans and specifications for water main replacements and facility repair and renovation projects. BWS inspectors supervised the construction of these projects to ensure the improvements conform to water system standards.

One of the major functions of Engineering Division is the implementation of the Department's Capital Improvement Program (CIP) and Research and Facility Improvement Program (RFIP). The CIP includes the design and construction of new production, storage, and treatment facilities and new water mains. The RFIP includes the repair, maintenance, and upgrade of aging water mains and facilities. Through Engineering, the Department awarded a total of nearly $49 million in construction contracts and over $20 million in consultant contracts as of June 30, 2004. The following summarizes projects awarded and construction completed by the Department in FY 2004:

Construction was recently completed on monitor wells in Laie, Kaluanui, and Kahuku. A new construction contract was awarded to drill a monitor well in the Haleiwa area. These deep wells help the BWS monitor the condition of the fresh water lens. The data from these wells will help BWS in the management of Oahu's groundwater resources.

To meet the increasing demands on the potable water system, BWS continues to explore and promote the use of recycled water as an alternative water source. Recycled water transmission mains were recently installed in Kapolei. New construction contracts were awarded to install recycled water mains in Kapolei and upgrade the recycled water system in the Honouliuli area.

A construction contract was awarded for the Nanakuli 242' Reservoir, a new 2.0 million gallon (MG) reservoir, to increase the storage capacity in the Leeward Oahu water system. Construction was completed on the Makaha 242' Reservoir No. 2, a new 2.0 MG reservoir, and the Kailua 272' Reservoir, a new 4.0 MG reservoir. Situated at strategic locations, these reservoirs will ensure a reliable supply of water and maintain adequate pressures within the water distribution system.

Aging and corroding water mains are systematically replaced throughout the municipal water system to reduce main breaks, improve system reliability, and ensure sufficient pressure during periods of peak demand. Fire hydrants are also installed to provide adequate fire protection. A transmission main project was completed along Kamehameha Highway in Sunset Beach and distribution mains were installed in Kalihi, Kaneohe, Manoa, Newtown, Sunset Beach, Waianae, Waiau, and Waimanalo. New water main construction contracts were awarded for transmission main installations in Aiea, Kalihi, Kapahulu, Keaahala Road in Kaneohe, and Farrington Highway in Nanakuli; and for distribution mains in Aiea, Aina Haina, Haleiwa, Kalihi, Kaneohe, Kapahulu, Manoa, Waianae, Waimalu, Waimanalo, and Waipahu.

Construction contracts were awarded for the renovation of the mechanical and/or electrical systems for Kaimuki Pump Station, Kaonohi Booster No. 1, Koko Head Booster Station, Manoa Reservoir and Booster Station, Punaluu Wells II, Waialae Iki Booster No. 2, Waihee Line Booster, and Waimanalo Well III. Renovation projects were completed for Luluku Wells, Kaluanui Well, Kalauao Springs Non-Potable Water Pump Station, and Kamaile Wells. These projects ensured the dependable service and operational efficiency of the Department's facilities.

Engineering continued its program to identify and improve the integrity and appearance of water facilities showing signs of deterioration. Construction contracts were awarded to repair, re-roof, renovate, and/or improve landscaping and irrigation systems at the Kunia 665' Reservoir, Waihee 265' Reservoir, and the Waimalu Wells I. Construction projects were recently completed at Kaahumanu Wells, Kaamilo 497' Reservoir, Mariner's Ridge 815' Reservoir, and Pearl City 285' Reservoir.

FIELD

The Field Division works to ensure continuous water flow to the Department's 164,000 services. Responsibilities include repairing line leaks; installing, replacing, and enlarging water service lines; performing scheduled preventive maintenance of fire hydrants, waterline valves, and facility grounds and buildings; and 24-hour response to trouble calls and service requests including investigation of leaks, water service closure for repairs, and turn-ons. Other support services include masonry, carpentry, and welding work.

A major Division initiative undertaken this fiscal year was the Multi-Skilled Worker (MSW) Pilot. The Pilot program to change work methods and improve productivity was launched on March 16, 2004 under the EMP.

It is an effort to streamline operations to cut costs and improve customer service. The multi-skilled worker concept combines the pipefitting trade with other support trades: carpentry, masonry, welding, and heavy equipment operating.

The Pilot area extends from Nuuanu Stream to Kamehameha Highway near Waipio, with its baseyard located at the "old" Manana Yard site. There are 28 team members in the Pilot: one Pilot Manager, two Planner Schedulers, and 25 Multi-Skilled Workers.

It is scheduled to operate for a year and, with favorable results, will be rolled out to other geographical areas of the Field Division. Along with the Pilot, a CMMS is also being piloted. CMMS will convert the existing manual work order system to an electronic one to facilitate job tracking and provide real time cost data.

There were 400 main breaks the past year, which is slightly lower (1.25 percent) than the average number (405 per year) recorded for the preceding ten-year period. The Metropolitan (5.9 percent) and

Men at work. Field crews in the Multi-Skilled Worker pilot program undergo extensive training to learn each other's job skills – such as pipefitting, carpentry, masonry, and operating construction equipment – to become proficient in each trade. The goal of the program is to streamline operations, improve productivity and improve customer service.

Central (10 percent) areas recorded less breaks, while the Windward (6.6 percent) and the Waianae (7.8 percent) areas recorded slightly more breaks.

The Department was once again well represented in the National AWWA Pipe Tapping Contest held in Orlando, Florida, with a men's and women's team. The 2001 National Championship women's team made up of employees — pipe person Anna Tanaka, tappers Carolyn Sawai and Danielle Ornellas, and coach Gary Fernandez — placed second in the competition with a time of 1:55.37. The Louisville Water Company team from Louisville, Kentucky, had the winning time of 1:53.00.

The men's team made up of employees — pipe person Andrew Freitas, tappers Aaron Asato and Everett Arquero, and coach Glenn Ah Yat — also did well with a time of 1:30.41. The men's title went to the team from Birmingham, Alabama with a time of 1:15.96.

The **Distribution Branch**, which consists of three Sections — Maintenance, Construction, and Service and Meters — covers metropolitan Honolulu from Makapuu Point to Halawa Valley.

Maintenance Section crews repaired 13 main breaks on mountain pipelines and fire hydrant laterals. The welder completed 358 general welding projects. Valve crews inspected and maintained 7,907 valves and 661 air valves, repaired or replaced 416 main valves and 9 air valves, and raised 51 manhole frames and covers to street grade.

In conjunction with work done by contractors, the valve crews conducted 82 valve checks and water closure surveys and made four live taps: one 12-inch tap and three 6-inch taps.

Hydrant crews inspected and maintained 6,016 hydrants; repainted 6,016 hydrants; repaired 340 hydrants of which 80 were damaged by motorists; plotted 43 new or relocated hydrants; and replaced four hydrants in the Metropolitan Honolulu area.

Metropolitan grounds keeping crews continue to provide excellent care to the 102 BWS facilities in the metropolitan area.

Construction Section crews repaired 185 main breaks on pipelines 4-inches and larger in diameter and 1,565 service leaks. 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.

Masonry crews maintained and repaired BWS facilities and provided masonry support to other field Units; made 154 road cuts for service renewals and main break road patches; and repaired sections of 212 sidewalks, 56 gutters, and 61 driveways.

Carpenters repaired vent screens, booster housing screens, windows, doors, and roofs at various sites throughout the island. They also performed other regular duties involving the repair, upgrade, and maintenance of BWS facilities and installed shoring in conjunction with main breaks repairs.

Significant pipe repairs completed by the Construction Section included:

July 22, 2003. Work started at 1:47 p.m. near Kamehameha Highway under the H-1 on-ramp heading west to the airport viaduct to repair a 42-inch main break. BWS crews were able to restore water service by welding a steel plate on the concrete cylinder main on July 23, 2003, by 1:00 a.m. the following morning.

September 8, 2003. Work started at 1:46 p.m. to repair a 12-inch main on Liliha Street. Crews spliced nearly 50 feet of pipe to repair a horizontal split and punctures on the main. Due to extensive damage to the road, Liliha Street was closed between Bates Street and Judd Street for nearly 24 hours. Grace Pacific Corporation repaired the road.

January 18, 2004. Work started at 2:50 a.m. and was completed by 7:00 a.m. to clamp a 12-inch circular main break on Ala Moana Boulevard between Ena Road and Hobron Lane.

March 3, 2004. Work started at 7:25 a.m. and was completed by 1:10 p.m. to repair a puncture on a 12-inch main break on Kapiolani Boulevard (west-bound) near Date Street. The crew replaced an 8-foot section of the pipe and Grace Pacific Corporation repaired the road.

June 26, 2004. Work started at 8:30 a.m. to fix a blowout on a 12-inch main on Kapiolani Boulevard between Keeaumoku Street and Kaheka Street. The crew clamped a puncture on the main and Grace Pacific Corporation repaired the road. Repair forced closure of the eastbound lanes due to extensive pavement damage.

Service and Meters Section comprises the Service Connections and Building Maintenance Units. Service Connections Unit crews installed 120 new services, repaired 25 service leaks, relocated 26 services, resized 52 services, and replaced 269 defective meters.

The Service Connections Unit also completed 4,473 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 144 main breaks, 646 service leaks, one air relief valve, installed 1,090 new services and one meter bypass, renewed 235 feet of service mains and 58 old and leaking galvanized services with copper pipe, and placed 175 additional fire hydrants in service.

They also cut off three abandoned services at the main; relocated 32 services/meters; enlarged 38 services/meters; ordered on/off 157 and turned on/off 1,361 services; inspected and maintained 5,045 fire hydrants, 6,058 gate valves, and 726 air relief valves; and raised 62 manhole frames and covers to grade.

Crews responded to 6,326 trouble calls, followed up on 3,161 meter/meter box and service-related problems (field service reports), and replaced 93 defective meters.

Main breaks increased by 7.6 percent and service leaks decreased by 17.2 percent. Installation of new services decreased by 34.2 percent, service renewals decreased by 60.8 percent, and replacement of defective meters decreased by 77.5 percent.

Significant pipe repairs completed by SFS personnel included:

Patches welded on a 24-inch concrete cylinder main break in June 2004 at Farrington Highway and Piliokahi Street.

Patches welded on a 24-inch concrete cylinder main break on Old Farrington Highway. This section of main is scheduled for replacement soon. Traffic was not disrupted, since this portion of Farrington Highway is no longer in use.

Other significant work done by SFS personnel included:

Grading and paving of a large, unimproved area adjoining the existing Navy warehouse to relocate the waste storage away from residential areas and provide for a large sump to wash down dump truck beds and dump spoil from a vacuum excavator budgeted for purchase in FY 2005.

Clearing of overgrowth and trimming of trees in preparation for Department of Health Sanitary Surveys.

Corrective work for Automatic Meter Reading (AMR) deficiencies from 1,732 jobs in FY 2003 to 3,161 jobs in FY 2004.

Continued maintenance of 127 SFS facilities during the regular workday and on planned overtime.

Clearing overgrowth from facility access roads with the hedge/verge brush clearing equipment and reducing expenditure of funds to contract this type of work.

Painting over graffiti expeditiously to minimize its effect.

Repairing damage and replacing landscaping caused by main breaks.

Windward Section crews repaired 58 main breaks on pipelines 4 inches and larger in diameter and 34 service lateral leaks as compared to 63 main breaks and 34 lateral leaks last year. Main breaks were 6.6 percent higher than the past 10-year moving average while lateral leaks were 72 percent lower. The Windward district normally has about 54 main breaks and 122 service lateral leaks per year.

The Section continued work on its service renewal program and replaced one galvanized lateral with corrosion-resistant copper pipe. Pipe crews also enlarged 23 copper services, installed 98 new services, replaced 92 malfunctioning meters, and responded to 864 trouble calls and 508 meter-related field service reports.

Valve and hydrant maintenance crews met or exceeded their goals, servicing 2,655 valves and 3,400 hydrants to ensure the reliability of the system for isolating mains during emergencies and for fire fighting capability.

Grounds crews kept pace with the work in the Windward area and maintained all facilities as scheduled.

FINANCE

The Finance Division provides financial support for the Board of Water Supply. In FY 2004, the Division underwent major restructuring. Functions now include: General Accounting, Payroll, Accounts Payable, Planning and Analysis, Inventory, Fixed Assets, Treasury, and Purchasing. As a result of the restructuring, Finance staff took over some functions that were previously handled by the City and County of Honolulu.

In FY 2004, the Division concentrated on implementing the Networked Automated Ledger for Utilities (NALU) system.

The existing manual and computerized accounting systems were converted to a completely integrated computerized system using the JD Edwards accounting software. NALU went live in November 2003.

One of the major benefits of the new system is that financial statements are produced within weeks of the close of the month, rather than three months after the close of the month under the previous system.

The Finance Division took the lead role in the Board's $100.0 million water revenue bond issue in January 2004.

INFORMATION TECHNOLOGY (IT)

The IT Division provides complete computer, phone, and network related services to the Department. Last year, this Division:

Redesigned the water bill to provide more information to BWS consumers. The Division continues to provide billing and customer information services to the Department of Environmental Services (wastewater); Board of Water Supply, County of Maui; and the Department of Water, County of Kauai.

Implemented the Networked Automated Ledger for Utilities (NALU) system, the new J.D. Edwards financial package. This suite of software now handles all of the Department's Purchasing, Payroll, Job Costing, Inventory, HR, Cash Management, General Ledger, Accounts Payable, Fixed Assets, and Budget record keeping. The Applications staff was instrumental in converting data, configuring the software, writing reports, optimizing the database tables, administering the system, writing work rules, etc.

Completed Phase II of the Honolulu ONline Utilities (HONU) system, a web site that links BWS's asset and customer information, and makes it available to clients on a map. This web site won a Special Achievement in GIS Award (SAG) from ESRI in the previous fiscal year.

Procured, configured, and implemented the new Maximo Computerized Maintenance Management System (CMMS). The GISMO system (its name is a derivative of the software name and IT's integrated GIS system) will handle all the corrective and preventive maintenance work orders from dispatch to completion. It will facilitate better resource usage, capture total job cost, track parts and materials, and provide management and front line supervisors with more information on which to base their operational decisions. GISMO is currently being rolled out to the Multi Skilled Worker Pilot force, with rollout to all other yards and maintenance personnel in future phases.

Completed numerous projects and implementations in support of other Divisions that included upgrading IT network and servers, preparing for disaster recovery, rolling out new applications, working on bar coding and handheld GPS technology in the field, outsourcing printing and mailing services, etc.

The IT group continues to support client units, assisting them in all projects with technical components, procuring and installing new PCs and hardware, Help Desk services, IP Phone support, and providing consulting services wherever needed.

OPERATIONS

The Operations Division continues to monitor and efficiently operate the Department's diverse water system, pumping 146.5 million gallons of water daily.

The Operations Division is composed of the Plant Operations Division, Water Quality, Automotive Division, and the Mechanical/Electrical Engineering Section.

The **Plant Operations Division** consists of the Pumps and Telecommunications Section.

The **Pumps Section** placed new granular activated carbon (GAC) treatment plants at Waialua Wells and Waipio Heights Wells III in service this fiscal year. This brings the total number of GAC contactors to 68. These GAC treatment plants are in Districts 1 (covering Leeward Oahu from Waipahu to Makaha) and 2 (covering from Mililani to the North Shore and through Windward Oahu), where approximately 30 percent of their manpower is spent on water treatment activities

Pumps Section continued to replace existing equipment with more technologically advanced equipment to streamline operations. Staff implemented a programmable logic controller (PLC) and solid state starters in this year's RFIP projects.

The **Telecommunications Section** continued to maintain the telemetry system in support of the BWS's SCADA system, as well as the mobile radio system. This Section is continuing to install security cameras at more BWS facilities.

The **Water Quality Section** consists of the Chemical and Microbiological Laboratories.

The **Chemical Laboratory** analyzed 3,315 samples, requiring 9,337 tests during the fiscal year. This included responding to 469 water quality complaints and analyzing 124 seepage investigation samples. Special projects during the past fiscal year included completing radionuclides, asbestos, and Phase II/V sampling for all sources, and completing another cycle of the lead/copper survey.

During the fiscal year, the **Microbiological Laboratory** examined 9,507 water samples for coliform bacteria. Of

this total, 6,532 were for regulatory compliance, 1,593 were for new main disinfection, 269 were in response to water quality complaints, and 1,113 were special investigation and project samples.

Watchful eye. The round-the-clock Control Center staff monitors the Department's water system through the Supervisory Control and Data Acquisition (SCADA) system.

During FY 2004, personnel in the **Automotive Division** provided maintenance and repair services for a fleet of 313 motor vehicles, 67 field construction equipment, and 33 trailers at its repair facility in Pearl City. In addition, plans and specifications were prepared for the procurement of 21 new vehicles of various types, two new compact excavators, two new skid-steers, two new solar-powered traffic message boards, a new forklift, a new light tower, a new 300-gallon water wagon, a new wood chipper, a new vacuum excavation trailer unit, and two new flatbed trailers.

In October of FY 2004, the Division implemented an automated fuel card program through Tesoro Petroleum. This fueling program provides 24-hours-a-day, seven-days-a-week fueling availability at all Tesoro locations on Oahu. Fueling data is downloaded via a website and interfaced with the Department's fleet management system to track fueling history, performance, and costs.

The Automotive staff completed its third year working with the computerized fleet management system. Increased usage of the system has assisted staff in researching fleet repair histories, warranties, and inventories on-line. Complemented with the recent integration of the Tesoro fuel card and Gasboy fuel key automated fueling systems, much of the office operations for fuel management have been streamlined.

The **Mechanical/Electrical Engineering Section** staff completed the Luluku Wells Replacement and Kamaile Wells Replacement construction projects in FY 2004. Construction contracts were awarded for renovation work at Kaimuki Pump Station, Waialae Iki Booster No.2, Koko Head Booster, Waihee Line Booster, Kaonohi Wells and Booster No. 1, and Manoa Booster.

During the year, Operations worked with the Finance Division to implement NALU, the Board's new financial accounting system, and participated in the development of the Operations Division's CMMS.

WATER RESOURCES

The Water Resources Division conducts the planning and outreach needed to provide current and future customers with high-quality service at reasonable costs, while protecting the long-term viability of Oahu's water resources and enhancing the environment.

The **Water Systems Planning Section** evaluated and analyzed options to serve the Hickam Air Force Base, as part of the Air Force's utilities privatization initiative; developed an extended period simulation (dynamic) hydraulic model for the metropolitan 180' system and provided hydraulic evaluations of various RFIP and CIP projects.

Section staff also developed dynamic hydraulic models for other water systems; converted the existing Water Use Zone coding and maps to the new Geographical Consumption coding system; performed preliminary engineering/site selection/environmental assessment studies for reservoirs in the Diamond Head, Kaneohe, Kalama Valley, Waiawa,

Kalauao, and Halawa areas; and worked on the acquisition of the Waimano Training School and Hospital water system from the State, the Kalaeloa water system (portions of the water system that served the former Barbers Point Naval Air Station) from the Navy, and the City of Kapolei nonpotable water system from the Estate of James Campbell.

They also assessed unaccounted-for-water in the Windward area, and performed hydraulic analysis for the Beretania Line Booster suction and discharge transmission mains.

In addition to the above projects, Section staff played a major role in the "Water For Life Summit." Staff from the Water Resources and Operations Divisions worked together to help the Department achieve resource sustainability by determining the availability of the groundwater supply; the sustainable level of groundwater withdrawal (i.e. the maximum amount of groundwater withdrawal that would not have a detrimental impact on supplies) from the Department's perspective; and how groundwater availability and sustainable water withdrawal relates to pumpage and demand.

To assess how the department would plan for the future, scenario planning was used to develop several possible future situations, such as low demand and high groundwater availability, and high demand and low groundwater availability. Using these scenarios, the summit team could then develop plans that addressed each situation. Work continues on the summit, as staff now looks into the financial implications of the scenarios.

The **Long-Range Planning Unit** prepares the Department's Six-Year and Annual CIP and long-range plans for projected water system requirements, and coordinates proposed Development Plan Map Amendments with the City Planning Department. During FY 2004, its staff worked on these projects:

Creating Watershed Management Partnerships with public, private, and government entities, to restore and preserve water resources and the environmental quality of BWS watershed areas through cooperative alliances.

Kakaako Seawater District Cooling to facilitate the design and construction of BWS seawater wells in providing cooling system water for the John A. Burns School of Medicine and other future potential water customers in the Kakaako area.

Obtaining funding for various BWS CIP and RFIP projects by applying for grants from the United States Environmental Protection Agency and Bureau of Reclamation, and low interest loans from the State Safe Drinking Water Revolving Fund.

Guiding the design for Kalawahine 180' Reservoir.

Coordinating the re-interment of archaeological human remains for BWS construction projects with the Iwi Kupuna Council.

Developing contract scopes of work for: Waianae and Koolauloa Watershed Management Plans, Waianae Recycled Water Facility Feasibility Study, Central Oahu Watershed Study, and Central Oahu Regional Park Recycled Water System Design.

Studies worked on during the year included: population and water demand projections, Deep Ocean Water Application Facility, Waianae 242' Reservoir No. 2 Preliminary Engineering Study and EIS, Barbers Point 215' Nonpotable Reservoir No. 2 Preliminary Engineering Study and EA, various CIP project feasibility and water availability studies, and Ewa district nonpotable water planning.

Analyzing population and water demand projections for future CIP facilities development requirements to coincide with the 2000 Federal Census, State DBEDT M-K projections, and the City Planning Department's projected distribution of population up to the year 2025.

Performing a feasibility study for a proposed Deep Ocean Water Facility (DOWAF) to assess a preferred site location and mix of products. The DOWAF will use cold deep ocean water for high technology processes such as electricity production with a potable water by-product, chilled water for air conditioning, irrigation and enhanced crop growth for diversified agriculture, and ocean water for aquaculture farming. Locations in Kalaeloa, Waianae, and Metropolitan Honolulu are being assessed.

The ongoing Waianae 242' Reservoir No. 2 Preliminary Engineering Study and Environmental Impact Study (EIS) will select a preferred site for a new 4.0 MG reservoir to provide storage capacity to meet BWS system standards for the Waianae district, which has been gradually upgraded since the BWS acquisition of the old Waianae Suburban Water and Plantation systems.

The ongoing Barbers Point 214' Nonpotable Reservoir No. 2 Preliminary Engineering Study and EIS will select a preferred site for a new 6.0 MG reservoir to provide storage capacity for the Honouliuli Recycled Water System.

Assessing costs, water system benefits and integration, and development parameters using CIP feasibility studies to identify the need and priority for scheduling projects.

Assessing surplus water in existing systems for the entire island with water availability studies. Average day and maximum day demands for each source will be compared with design capacities, permitted use, sustainable yield, and operating capacities.

For conserving groundwater aquifer supply, the unit worked on the Ewa Nonpotable Water Master Plan to develop additional recycled R-1 and RO quality water in Ewa. The master plan will improve current Honouliuli Recycled Water Facility system operations, identify future users and required infrastructure, and provide integration with the Ko Olina-West Beach nonpotable system.

Assessing other future recycled water development for Waianae, Wahiawa, and Windward districts, to develop treated wastewater for nonpotable uses.

The **Land Section** acquires water rights, land, and land interests by purchase, condemnation, lease, easement, executive order, etc. This Section also disposes surplus real property and manages approximately 13,221.284 acres of land under the control of the Department.

The Section's FY 2004 transactions include the acquisition of 13 water pipeline and water meter easements and the processing of 87 miscellaneous documents.

The **Hydrology-Geology Section** provides technical support to develop and monitor municipal groundwater sources on Oahu. The Section collects, evaluates, and interprets data on rainfall, water levels, water quality, geophysical logs, and pumpage trends.

The staff conducted regular, scheduled island-wide collection of water level data, meter readings, and water samples from 17 rain gages, 30 observation wells and piezometers, 28 artesian wells, 10 springs, one stream gauge, and three weirs/flumes. They prepared reports for internal agency use and regulatory requirements under varying schedules. They conducted 72 geophysical logs for specific conductance and temperature profiling, and conducted one neutron log to determine formation yield characteristics.

Section staff carried out the project management of BWS research, desalination, and district cooling well construction. One deep monitor well was completed in Laie, with work continuing on the Kakaako district cooling and Kalaeloa desalination wells. The preparation of contract documents and construction for upcoming projects is ongoing. Construction for an additional deep monitor well in Halawa and a caprock injection well in Kalaeloa will begin in the current fiscal year.

Transfer of responsibility among the Section staff for management of the BWS radiation safety program under Nuclear Regulatory Agency (NRC) auspices is being carried out smoothly. One staff member received training as a radiation safety officer, to prepare for the transfer and maintain continuity in the safety program. Section staff oversees the radiation protection program of its well logging operations in compliance with those NRC regulations.

Other Section activities were as follows:

Participated in watershed partnership programs, such as the Koolau Mountains Watershed Partnership and the Mohala I Ka Wai group (Waianae and Makaha watersheds).

Presentation of BWS updates at neighborhood board meetings.

Completed upgrading of all BWS rain gages to digital tipping bucket types with event loggers. Remote data acquisition systems were purchased for upgrading of the monitor well network and will be installed in FY 2005. Two additional remote data acquisition systems were budgeted and will also be installed in the current fiscal year to obtain additional meteorological data.

A contract for a three-dimensional model based on the Feflow code is currently underway and Todd Engineering is testing the numeric model. The applicability of a three-dimension model in simulating Honolulu groundwater conditions is being addressed by this contract. A cooperative study with the United States Geological Survey on a numerical model describing the effects of alluvial valley deposits on groundwater movement is ongoing.

Section staff also conducted internal studies on the chloride trends at the Honouliuli Wells and at Kalauao Springs.

The **Water Conservation Unit** coordinates and assists with conservation projects and activities, conducts water conservation and consumption studies and analyses, and researches and investigates water conservation appliances and devices for use in single- and multi-family dwellings and in business and industry.

The BWS, 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. The program has been extended to June 30, 2008.

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. Members do not receive salaries or pay.

Honolulu Committee on Aging

Law does not fix membership size and terms are co-terminus with the Mayor. (It includes one elected official; one ex-officio liaison member from the State Policy and Advisory Board on Elderly Affairs).

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

Honolulu County Arborist Advisory Committee

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

The County Arborist Advisory committee researches, prepares and recommends to the City Council trees of exceptional character to be protected by ordinance; the committee also advises property owners relative to the preservation and enhancement of "exceptional" trees, reviews all actions deemed by the council to endanger "exceptional" trees and recommends to the council appropriate protective ordinances, regulations and procedures. Act 105 mandates the County Arborist Committee, Session Laws of Hawaii 1975.

Mayor's Advisory Committee on Bicycling

Presently eight members; the number of members is not limited; terms are co-terminus with the Mayor.

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

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

Citizens Advisory Commission on Civil Defense

Five members, five-year staggered terms.

The Citizens Advisory Commission on Civil Defense advises the Mayor, the City Council, and the Oahu Civil Defense administrator on matters pertaining to disaster emergency planning and operations, and promotes community participation, understanding and interest in civil defense preparation.

Civil Service Commission

Five members, five-year staggered terms.

The Civil Service Commission advises the Mayor and the director of the Department of Human Resources on matters concerning personnel administration, advises and assists the director in fostering the interest of institutions of learning and/or civic, professional and employee organizations in the improvement of personnel standards, makes any investigation which it may consider desirable concerning personnel administration, hears appeals, and prescribes rules and regulations.

Commission on Culture and the Arts

Eleven members, five-year staggered term.

The Commission on Culture and the Arts assists the city in the preservation of the artistic and cultural heritages of all people residing in Honolulu. The commission also makes recommendations concerning the "Art in City Buildings Ordinance" in connection with the acquisition of art works and the acceptance of works of art offered as gifts.

Recommendations are made to the Executive and Legislative branches of the city, in the area of community aesthetics, 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, and the state's Department of Health and 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 ordinances by any officer or employee of the City and County of Honolulu. It recommends disciplinary action through advisory opinions to the appointing authority.

Neighborhood Commission

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

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

Board of Parks and Recreation

Nine members, five-year staggered terms.

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

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, Board of Review II (Real Property Tax Assessment).

Five members per board, five-year staggered terms.

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

Salary Commission

Three members are appointed by the Mayor, three by the City Council; the seventh is appointed by the Mayor and confirmed by the Council.

The commission shall consist of seven members, who shall serve for staggered terms of five years and until their successors have been appointed and qualified.

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

Honolulu County Committee on the Status of Women

Law does not fix membership size, four-year staggered terms.

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

Zoning Board of Appeals

Five members, five-year staggered terms.

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

Transportation Commission

Seven members, five-year staggered terms.

The Transportation Commission annually evaluates the performance of the director of the Department of Transportation Services, reviews and makes recommendations on rules concerning the administration and operation of the department, the department's annual budget, changes to the public transit fare structure when deemed necessary, and on the performance of public transit and other transportation system contractors under the jurisdiction of the department; does not interfere in anyway with the administrative affairs of the department.

Oahu Workforce Investment Board (WIB)

51 members appointed by the Mayor

The Oahu Workforce Investment Board (WIB) replaced the Oahu Private Industry Council and was created in response to the passage of the federal 1998 Workforce Investment Act. The act mandated the local governments to establish training and employment programs designed to meet the needs of local businesses and the needs of job seekers including those who want to further their careers. WIB is responsible for the development of a local strategic workforce investment plan for the City and County of Honolulu.

Board of Public Golf Courses

Seven members appointed by the Mayor, terms are co-terminus with the Mayor.

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

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, buildings and all other properties of historic significance to the people of the City and County of Honolulu.

MAJOR BOARDS AND COMMISSIONS

Board of Water Supply

Seven members, five-year staggered terms. (Includes two ex-officio members: The Chief Engineer of the City Department of Public Works and the Director of the State Department of Transportation).

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

Fire Commission

Five members, five-year staggered terms.

The Fire Commission appoints the fire chief and reviews and makes recommendations on the following: the annual budget of the Fire Department prepared by the chief, as necessary, the department's operations for the purpose of recommending improvements to the fire chief, evaluates at least annually the performance of the fire chief and submits a report to the Mayor and the City Council, reviews personnel actions within the department for conformance with the policies of recruitment, promotion and training, hears complaints of citizens concerning the department or its personnel, and, if deemed necessary , makes recommendations to the fire chief on appropriate corrective actions, submits an annual report to the Mayor and the Council on its activities, does not interfere in any way with the administrative affairs of the department.

Liquor Commission

Five members, five-year staggered terms.

The Liquor Commission issues liquor licenses and oversees the activities of licensees according to state law and its own regulations.

Planning Commission

Nine members, five-year staggered terms.

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

Police Commission

Seven members, five-year staggered terms.

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

LEGISLATIVE BRANCH

MESSAGE FROM THE COUNCIL CHAIR

Aloha!

Guided by our objective to ensure a bright future for our city to benefit our children and generations to come, your City Councilmembers worked diligently on a range of municipal concerns impacting our quality of life on Oahu.

Improving and enhancing basic city services and public safety; ensuring a cleaner environment through recycling and new technologies; and supporting economic development have been at the forefront of our agenda.

Presented on the following pages of this annual report are highlights of the legislative actions and accomplishments of the City Council during the past fiscal year including:

- Sustaining city programs relating to health, safety, and security of residents as priority programs;
- Strengthening Hawaii's economy and promoting diversity of business opportunities;
- Maintaining and enhancing recreational resources for residents and visitors;
- Providing city services in an efficient manner;
- Conserving natural resources and fostering a sustainable environmental ethic;
- Promoting proactive land use policies to enhance quality of life and ensure protection of open space;
- Recognizing the special needs and securing the general welfare of residents;
- Developing an integrated mass transit system and addressing traffic related concerns;
- Reinforcing citizen interest and involvement in City Government.

The fiscal year 2003-2004 also welcomed a new City Clerk and newly created Office of the City Auditor. The position is the first city auditor established under a Charter amendment approved by voters in November 2002.

The Council embarked on the first phase of an unprecedented effort called Priorities Long-Term and Now (PLAN) to set priorities for the budget fiscal year '05, as well as for the years to come. The mission of PLAN is to create a 10-year plan to deliver essential city services in the most efficient and economical manner, while working to ensure that Honolulu is ranked among the greatest cities of the 21st century. This effort will be continued and completed in the next fiscal year.

We invite you to call or write your council member if you identify a need or have a concern. We welcome new ideas and new approaches to old problems. We encourage innovative ways of working together to achieve a better community, a better county, and a better island home.

Mahalo nui loa,

Donovan M. Dela Cruz
Council Chair
District II

CITY COUNCIL

Donovan M. Dela Cruz, Chair
Ann H. Kobayashi, Vice Chair
Romy M. Cachola, Floor Leader
Charles K. Djou, Member
Mike Gabbard, Member
Nestor R. Garcia, Member
Barbara Marshall, Member
Gary H. Okino, Member
Rod Tam, 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 that 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 moneys to balance the budget including the setting of the annual real property tax rate and authorizing the issuance of general obligation bonds;
- Adopts a general plan for the city and land use laws affecting the city's development plans and zoning regulations and processes;
- Establishes policies for development in or near the shoreline by reviewing and granting applications for Special Management Area Permits and Shoreline Setback Variances upon recommendation of the Planning Commission and city administration;
- Makes requests to the City Auditor to conduct performance audits of any or all city agencies and programs to determine whether laws, policies, and programs are being carried out in the most effective, efficient and economical manner;
- Determines the necessity of taking property for public purposes and authorizes proceedings in eminent domain;
- 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;
- Approves the compromise of real property tax claims in excess of $500.00 upon recommendation of the director of budget and fiscal services;
- Approves the abandonment or closing of city streets and roads upon recommendation of the city administration;
- Establishes fines and penalties for violations of city ordinances and laws;
- 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;
- Authorizes agreements between the city and other governmental and quasi-governmental agencies, which place obligations on the city; and
- Approves the appointment of special counsel for the city upon the recommendation of the corporation counsel.

ORGANIZATION

In FY 2003-2004, the Council systematically provided legislative oversight through the work of eight standing committees, which served as open forums of discussion, debate, and consensus. The standing committees actively sought citizen participation in the legislative process by conducting meetings during which individuals as well as representatives of neighborhood boards, small businesses, interested organizations and affected industries were encouraged to share their opinions and ideas on city government programs and activities. The number and diversity of public testimony received by the standing committees often formed the basis of recommendations for council action. In addition to the regularly scheduled committee meetings, the standing committees also held informational briefings and task force and special and advisory committee meetings to focus on complex issues and study new initiatives for city programs and services.

The Council's eight standing committees and their respective officers and members for FY 2003-2004 consisted of the following:[1]

- **Committee on Budget**
  Chair: Ann H. Kobayashi
  Vice-Chair: Barbara Marshall
  Members: Romy M. Cachola, Charles K. Djou, and Rod Tam
- **Committee on Executive Matters**
  Chair: Romy M. Cachola
  Vice-Chair: Ann H. Kobayashi
  Members: Donovan M. Dela Cruz, Charles K. Djou, Mike Gabbard, Nestor R. Garcia, Barbara Marshall, Gary H. Okino and Rod Tam
- **Committee on Parks**
  Chair: Mike Gabbard
  Vice-Chair: Nestor R. Garcia
  Members: Barbara Marshall, Gary H. Okino and Rod Tam
- **Committee on Planning**
  Chair: Barbara Marshall
  Vice-Chair: Gary H. Okino
  Members: Romy M. Cachola, Mike Gabbard and Rod Tam
- **Committee on Public Safety**
  Chair: Gary H. Okino
  Vice-Chair: Mike Gabbard
  Members: Nestor R. Garcia, Ann H. Kobayashi, and Barbara Marshall
- **Committee on Public Works and Economic Development**
  Chair: Rod Tam
  Vice-Chair: Ann H. Kobayashi
  Members: Charles K. Djou, Mike Gabbard and Ann H. Kobayashi
- **Committee on Transportation**
  Chair: Nestor R. Garcia
  Vice-Chair: Charles K. Djou
  Members: Romy M. Cachola, Ann H. Kobayashi and Gary H. Okino
- **Committee on Zoning**
  Chair: Charles K. Djou
  Vice-Chair: Rod Tam
  Members: Romy M. Cachola, Ann H. Kobayashi and Barbara Marshall

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[1]These were the committees, officers and memberships at the end of FY 2003-2004. The committee organizations and memberships changed on October 30, 2003.

ACCOMPLISHMENTS

In FY 2003-04, the Council responded to a broad array of municipal concerns, and anticipated future needs of the city. The Council's ability to address issues, consider alternatives, and communicate with the City administration and community groups resulted in a productive year during which the Council legislated in the following areas: 1) public health and safety, 2) enhancing the economic climate in Honolulu, 3) maintaining and augmenting Honolulu's recreational resources, 4) efficiency and effectiveness in city government, 5) environmental protection and resource conservation, 6) sustainable land use, 7) meeting special needs of the community, 8) transit concerns, and 9) encouraging public participation in government.

Sustaining city programs relating to health, safety, and security of residents as priority programs

Council showed its support for police officers by approving a four-year arbitrated pay increase for the State of Hawaii Organization of Police Officers (SHOPO) through **Resolution 03-273**.

In accordance with the Council's belief that public safety has the highest priority in government fiscal policy, the Council added over $13 million to **Ordinance 04-25**, the executive capital budget. This included over $3 million for flood control projects, $5.8 million for fire station replacement and upgrades, $2.6 million for additional Honolulu Police Department (HPD) equipment and $150,000 for equipment for the Department of the Prosecuting Attorney.

Council further demonstrated its commitment to public safety by adding funding in **Ordinance 04-18**, the executive operating budget, for the following purposes:

- $350,000 for merit raises and additional positions for the Department of the Prosecuting Attorney.
- $150,000 in funding for the Kapiolani Sex Abuse Treatment Center.
- over $600,000 in funding for police services in communities, including additional funding for 3 months for recruits.
- over $300,000 in funding for additional police officers and operational expenses for the volunteer policing program.
- an additional $1,000,000 each for the Police and Fire Departments.
- $150,000 for the Domestic Violence Clearinghouse and Legal Hotline.

The Council supported HPD efforts to augment their crime fighting and solving capabilities by accessing additional funds. **Resolutions 03-154** and **04-84** authorized the chief of police to accept funds from the Crime Prevention and Justice Assistance division of the Department of the Attorney General for the HPD's law enforcement program to investigate computer related crimes. **Resolutions 03-279** and **04-179** authorized the chief of police to accept funds from the National Institute of Justice for the HPD's program to analyze deoxyribonucleic acid (DNA) samples.

The Council also passed **Resolution 03-220** which authorized the chief of police to enter into an agreement with the Bureau of Justice Assistance, U.S. Department of Justice, for local enforcement block grant program funds, and **Resolution 03-332** authorized the chief of police to enter into an intergovernmental agreement with the state attorney general's office to supplement the city's law enforcement program to place a domestic violence victim advocate at the Waianae, Kalihi, and Wahiawa police stations.

Council further supported crime prevention and investigation programs by passing **Resolutions 03-351** and **03–352** authorizing the chief of police to accept funds from the U.S. congress to support improvements to the scientific investigation section's crime laboratory, and from the Crime Prevention and Justice Assistance Division of the Department of Attorney General to purchase a laboratory information management system (LIMS) for the scientific investigation section. Council also passed **Resolutions 04-129** and **04-130** which authorized the Department of the Prosecuting Attorney to accept grant funds to address prosecutorial issues related to sex offenders and to accept funding under the S.T.O.P. Violence Against Women Act to support a statewide medical-legal collaborative project sponsored by the sex abuse treatment center.

The Council supported the HPD in their ongoing efforts to recognize, intervene and eliminate trends that threaten public safety by passing **Resolution 04-131**, accepting grant funds for methamphetamine education and prevention programs, and **Resolution 04-137** urging the city administration to establish a highway patrol within the HPD.

In a continuing effort to improve safety and protect the youth of Honolulu, the Council passed **Resolution 03-222** urging the state legislature to increase penalties for selling intoxicating liquor to a minor, **Resolution 03-261**, authorizing the chief of police to enter into an agreement with the Office of Youth Services for the HPD's gang intelligence, enforcement, and prevention programs on Oahu, and **Resolution 03-256, CD1**, urging the state legislature to propose an amendment to the Hawaii state constitution to allow the use of the "walk and talk" program to stop the smuggling of illicit drugs into the state of Hawaii.

Council recognized the need to combat drug abuse within the community and passed **Resolutions 03-224** and **03-225** authorizing the chief of police to renew an agreement with the U.S. Department of Justice, Drug Enforcement Administration, and **Resolutions 03-295** and **04-111** authorizing the chief of police to enter into an intergovernmental agreement with the Office of National Drug Control Policy to accept $1 million for drug initiatives in the Hawaii high intensity drug trafficking areas.

Council supported city efforts to ensure that city agencies are appropriately trained and prepared to respond to new threats and circumstances by passing **Resolution 03-151**, authorizing an intergovernmental agreement between the City and County (C&C) Department of the Medical Examiner, and State Department of Health (DOH) Bioterrorism Preparedness and Response Branch to purchase protective equipment and supplies for bioterrorism preparedness. Council also passed **Resolution 03-184**, authorizing the mayor to receive domestic preparedness equipment support funds from the DOH. **Resolutions 03-191**, **03-214** and **04-147, CD1**, authorized receipt of domestic preparedness equipment support funds from the U.S. Department of Homeland Security, Office for Domestic Preparedness. To fund efforts to mitigate developing threats to the public, Council passed **Resolutions 03-255** and **03-284** authorizing the chair of the Honolulu Local Emergency Planning Committee (LEPC) of the city to accept from the Hawaii State Emergency Response Commission, annual funding and federal grants specified for LEPC emergency planning and preparedness purposes. **Resolution 03-298** authorized the approval of the multi-hazard pre-disaster mitigation plan for the city under the provisions of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended by the Disaster Mitigation Act of 2000. Council passed **Resolution 03-299** authorizing an intergovernmental agreement for the city to receive community emergency response team grant funds from the federal Emergency Management Agency, and **Resolution 03-342**, between the city and the State DOH to receive computer equipment to enhance the state's ability to respond to bioterrorism, outbreaks, and other public emergencies.

Strengthening Hawaii's economy and promoting diversity of business opportunities

Council supported continued investment in Hawaii's tourist industry through **Resolution 03-116, CD1**, which granted a special management area use permit (SMP) and shoreline setback variance for renovations, modifications and additions to the Turtle Bay Resort. Similarly, **Resolution 03-333, CD1,** granted a SMP for improvements to the Waialae country club golf course and approved a shoreline setback variance for a new cart path. Through **Resolution 04-4,** Council granted a SMP to the Hawaii Yacht Club to allow various improvements to its facility in Honolulu.

Council encouraged construction activity and investment through **Resolution 03-218** which granted a SMP to Leo J. Noecker for the construction of new single-family dwellings, the Waialua Ocean Villas, and **Resolution 03-238** which granted a SMP to Jas. W. Glover Holding Company Ltd. for a 5-lot subdivision and the construction of a hot-mix asphalt plant and base yard for a trucking and construction operation in Kalihi Kai. Council further supported new home development and construction by rezoning approximately 314 acres of land in Ewa through **Ordinance 04-8** to allow implementation of the Gentry Ewa Makai Master Plan. The project includes 810 single-family housing units, 1,275 multi-family and cluster housing units, two neighborhood parks, one middle school, two church sites, one community recreation center, an industrial-commercial complex, 14 acres of passive open space, and 14.5 acres of roadways, sidewalk and bike paths.

Other Council actions that facilitated growth of Oahu businesses and job creation include **Ordinance 03-39,** which rezoned 0.706 acres of land in Maili to permit development of a neighborhood commercial center, **Ordinance 04-4** which rezoned 3.278 acres of land and **Resolution 04-64, CD1,** which granted an SMP for Best Buy Purchasing, LLC. to construct a retail establishment and parking structure in Waimalu. Finally, through **Ordinance 03-38**, Council amended provisions of the land use ordinance relating to the Waikiki Special District to encourage the revitalization, redevelopment and renovation of nonconforming properties in Waikiki.

Council also supported several efforts to reinvigorate economic activity in several areas of Honolulu. Recognizing economic potential in Chinatown, the Council adopted **Resolution 03-257**, which requested the preparation of a Chinatown economic development master plan to identify unique economic barriers and promote long-term economic viability. In another recognition of the importance of Chinatown, the adoption of **Resolution 03-158** reflected the Council's support of the Hawaiian Chinese Multicultural Museum and Archives, and its desire to locate a facility in Chinatown to serve the visitors to and residents of Chinatown. Envisioned as a gathering place for the community and a cultural resource for visitors, this facility would be known as the Honolulu Chinatown Multicultural Center, and serve to draw tourists and residents to spend time and money in the area. Council further advanced economic development efforts in the Chinatown area by funding a Downtown/Chinatown/Honolulu Harbor Historic Walking Tour, and the Chinatown Open House in **Ordinance 04-18**, the executive operating budget. In the same measure, Council increased the amount budgeted for Rediscover Oahu events, which provide entertainment and economic development to neighborhoods throughout the island.

In response to the needs of small business owners in Chinatown, the Council passed **Ordinance 03-26,** which prohibits a person other than a merchant of a store from peddling in Chinatown or on the College Walk Mall or Sun

Yat Sen Mall. This ordinance prohibited illegitimate competition and removed an activity that could otherwise discourage shoppers from patronizing shops in the area.

Council also sought to enhance the viability of agriculture through **Resolution 04-45**, which urged the Hawaii state legislature to enact legislation during the 2004 regular session that would implement a mandate of the Hawaii state constitution to identify, conserve, and protect important agricultural lands. Council also showed its support for farmers through **Resolution 03-319**, which urged the administration to negotiate compromises between the city and farmers who had difficulty complying with requirements to dedicate land for agricultural use.

Maintaining and enhancing recreational resources for residents and visitors

The Council added more than $8.4 million, including $2 million for the Honolulu Zoo, to **Ordinance 04-25**, the executive capital budget, to upgrade the city's parks. The additional funding will allow for improvements at Aiea District Park, Kahaluu Community and Regional Parks, Kailua District Park, Mililani Mauka District Park, Makiki Library (city-owned) and Waimanalo District Park, among others.

The Council, through **Resolution 03-234**, authorized the city's Department of Parks and Recreation to enter into an intergovernmental agreement with the state Department of Education to provide fitness, cultural and recreational programs to children during the after-school hours, school inter-sessions, and summer programs through Community Learning Centers.

Recognizing the recreational and economic importance of the big waves of Oahu's North Shore to Hawaii, the Council, via **Resolution 03-251, CD1,** requested the establishment of a blue ribbon panel to review and discuss amendments to rules concerning north shore water events to address recent conflicts among event organizers and promoters, while continuing to recognize the needs of residents and visitors.

Several Council actions enabled the city to invest in parks and public recreational facilities. **Resolution 03-241, CD1**, adopted revisions to the public infrastructure map for the Central Oahu Sustainable Communities plan area, to pave the way for creation of a much needed community resource, Mililani Mauka Community Park. **Resolution 03-237** and **Resolution 04-13** granted SMPs for new canoe halaus at Pokai Bay Beach Park, Waianae, and Waimanalo Beach Park, respectively. **Resolution 03-274** granted a SMP and shoreline setback variance to allow Nanakuli Beach park improvements and a canoe halau. **Resolution 03-297** granted a SMP for the Hauula skate park facility. **Resolution 04-11** granted a SMP for a new 1,156-square-foot bathhouse and other improvements at the Kaiona Beach Park in Waimanalo. Finally, **Resolution 04-57** granted a SMP and shoreline variance for replacement of the Kaaawa Beach Park comfort station.

Maintaining city services in an efficient manner

In an effort to better allocate taxpayer dollars and improve performance of city services, the Council adopted **Resolution 04-51** to urge the city administration to proceed with the privatization of the Honolulu Zoo, Neal S. Blaisdell Center, and Waikiki Shell.

To further ensure fiscal accountability, Council passed **Ordinance 04-11** which required the administration to submit detailed information and a marketing plan to the Council prior to proposing the sale of surplus city property. In **Resolution 04-42** Council also requested the city auditor to conduct a study of city-owned residential and commercial properties in an effort to determine the condition and market value of these properties, as well as make recommendations as to whether or not the properties should be sold.

In an effort to save taxpayer dollars from being used on a project that does not have state support, Council passed **Resolution 04-50** requesting the administration not to proceed with the construction of the Bus Rapid Transit System.

To encourage more accountability in administration budgeting practices, Council passed **Resolution 04-158** urging the administration to discontinue the practice of utilizing conditional award letters to encumber capital improvement project monies.

In **Ordinance 04-25**, the executive capital budget, Council included an appropriation of $1,100,000 for an "Integrated Workforce Management System" that will make the administration of federally funded workforce and employment programs more efficient and effective.

Finally, in **Ordinance 04-13** Council established administrative fines for traffic code violations in order to assist the city to pay for traffic enforcement services provided by the HPD.

Conserving natural resources and fostering a sustainable environmental ethic

Council encouraged the use of biodiesel fuels, a renewable, nontoxic and biodegradable fuel source, through **Resolution 02-55** which lowered the city's fuel tax for biodiesel fuel and biodiesel fuel blends.

Through **Resolution 03-193** Council granted a special management area use permit to construct and operate a new in-vessel bioconversion facility at the existing Sand Island Wastewater Treatment Facility. **Resolution 04-125** authorized the University of Hawaii Water Resources Research Center (UH-WRRC) to conduct a scientific assessment of the technology used to treat wastewater sludge to produce Class A biosolids using the Synagro system and to examine its compliance with existing EPA regulations and health implications in the use of treated biosolids in Honolulu.

Additional Council efforts to protect Hawaii's water resources include **Resolution 03-159 ,CD1,** and **Resolution 04-139, CD1**, which authorized agreements between the city and the UH-WRRC to conduct assessments of the impact of ocean sewer outfalls on the marine environment off Oahu. Council also passed **Ordinance 04-1** which prohibited the introduction of unnecessary chemical additives into Oahu's drinking water supply. Through **Resolution 03-239**, Council requested a study by the state DOH to identify any soil contamination and air pollution problems associated with closed landfills on Oahu.

Council added $2 million to **Ordinance 04-25**, the executive capital budget, to match federal and state funds for upgrades at the Waimanalo Wastewater Treatment Plant.

Council reaffirmed its commitment to effective waste management practices in **Resolution 03-207,** which urged the city administration to embark on a pilot curbside recycling program. To ensure that city resources are used most effectively to achieve environmental goals, Council later passed **Resolution 04-48, CD1** requesting a financial and performance audit of the Mililani curbside recycling pilot project. In **Resolution 04-02**, Council approved an agreement with the state DOH to receive funds for county glass recovery programs for the fiscal year 2004. Also, through **Ordinance 04-10**, Council established a requirement that city agencies recycle.

Council also addressed solid waste disposal needs through several measures encouraging comprehensive solid waste planning. **Resolution 04-40** called on the city administration to prepare a 25-year plan to address Oahu's municipal solid waste disposal needs. **Resolution 04-114, CD1**, urged the city administration to issue a request for proposals for the shipping and disposal of the city's municipal solid waste off-island. Resolution **04-97**, **CD1**, urged the city administration to continue to consider and investigate alternative or high technology methods of disposing of the city's solid waste. **Resolution 04-75, CD1**, requested that the Department of Environmental Services to appear before the state Land Use Commission on behalf of the Council to request that the commission extend the deadline by which the Council is to select a landfill site for the city and to request that the commission rule on whether Waimanalo Gulch may be considered as a landfill site. Finally, **Resolution 04-12** urged the administration to implement citywide monthly pickup of bulky items.

Council also addressed water quality and conservation efforts through a variety of preventative actions. **Resolution 03-268** authorized an interagency agreement between the city, the Department of the Army and the state Department of Land and Natural Resources for the Wailupe stream flood control study. **Resolution 03-325** authorized an agreement with the United States Geologic Survey (USGS) for the collection of basic hydrologic data on Oahu. **Resolution 03-331** authorized a joint funding agreement with the USGS to continue storm water monitoring for surface-water and suspended sediment data for the Manoa Valley watershed.

Fostering proactive land use policies to enhance quality of life and ensure protection of open space

Council endorsed community planning efforts and preservation of community assets through **Resolution 03-188, CD1**, expressing support for the Pearl Harbor Historic Trail Master Plan. Council also formally expressed support for the community efforts to increase the public awareness of the importance and uniqueness of the resources of the Pupukea-Paumalu area by adopting **Resolution 04-141, CD1**.

To preserve Honolulu's culture and history, Council passed **Ordinance 04-17** to provide real property tax exemptions for owners of historic commercial properties who agree to preserve their buildings rather than redevelop the site.

Recognizing the special needs and securing the general welfare of residents

The Council showed its concern for low-income, elderly residents through **Ordinance 03-28,** which provided a real property tax credit for low-income elderly, and ensured that the surviving spouse of a deceased homeowner would continue to receive the tax credit. Council also passed **Ordinance 04-12,** which decreased the wastewater system facility charges for low-income housing projects. Two other measures that supported the development of affordable housing alternatives were **Resolution 03-235,** which granted a SMP and **Resolution 04-127, FD1,** that authorized exemptions from certain requirements for Nanaikeola Senior Apartments, a four-story, 70-unit senior apartments affordable housing project in Nanakuli.

Through **Resolution 03-311, CD1**, Council authorized the receipt and expenditure of over $3.8 million dollars on federal grant funds for homelessness assistance programs.

To make distribution of federal Community Development Block Grant funds more equitable, Council adopted **Resolution 03-343** establishing a city policy that would formalize priorities for selecting non-profit recipients.

Developing an integrated mass transit system and addressing traffic related concerns

Council added a $2 million appropriation to **Ordinance 04-25,** the executive capital budget, to develop a transit center in Wahiawa.

At the outset of the fiscal year, the Council responded quickly to the first bus strike in Honolulu since 1971 by passing **Ordinance 03-27**, which increased bus fares to fund the city's bus system and prevented cuts in service or employees. At the same time, the Council was keenly aware that some residents who depend on the bus system as their sole source of transportation may have difficulty paying the new bus fares and, accordingly, established a bus pass program in **Ordinance 03-27**, which authorized the issuance of adult and monthly bus passes at reduced rates for those with extremely low incomes. Further, the Council adopted **Resolution 03-267**, which urged the Department of Transportation Services to allow residents to ride on the city buses free of charge for a limited period of time after the bus strike to restore public confidence in the city bus transit system.

As part of the city's executive capital budget for FY2003, the Council appropriated $31 million for the construction of the in-town bus rapid transit project with the proviso that no funds be expended or encumbered for construction prior to the receipt of certain federal documents. This fiscal year, the Council reminded the city administration about this proviso in **Resolution 04-50**, which urged the mayor not to proceed with bus rapid transit project construction pending receipt of federal documents. Subsequently, however, the Council adopted **Resolution 04-100**, which programmed the initial operating segment of the in-town bus rapid transit project in the city's transportation improvement program in the FYs 2005-2006, as a step toward the release of federal funds for the Iwilei to Waikiki bus rapid transit route from the federal transit administration.

Other Council transportation legislation revealed the emphasis given to transportation safety for this fiscal year. The Council passed: **Ordinance 03-25**, which allowed the operating divisions of the United States Department of Defense to transport munitions and explosives through the interstate H-3; **Ordinance 03-41,** which required that horse and cattle to be transported within closed vehicles on public highways; and **Resolution 03-150, CD1**, which expressed Council support for the establishment of an intergovernmental-community task force to plan an alternative access road to Kailua high school to alleviate the traffic safety and public nuisance problems posed by the sole, existing, narrow roadway.

Reinforcing Citizen Interest and Involvement in City Government

In FY 2003-2004, the Council continued to invite citizen participation in city government. The Council work calendar included 12 regular meetings and 3 special meetings during which citizens had the opportunity to provide testimony. In addition, the Council held 15 public hearings expressly for the purpose of soliciting citizen input on various matters before the Council. As a result, a total of 883 individuals provided oral testimony during the Council regular and special meetings and the public hearings for this fiscal year, representing an increase of approximately 26 percent over the prior fiscal year.

Further, the Council's standing committees conducted a total of 106 meetings and 33 informational briefings, task force and advisory committee meetings and workshops during which individuals were also allowed to present testimony.

The Council remains committed to televising meetings and public hearings to ensure free and open public access to information through the municipal cable television project known as "Inside Honolulu Hale." In FY 2003-2004, live Council and committee meetings were broadcast, and more than 330 hours of live coverage, and more than 1,000 hours of repeat coverage of Council action was aired. "Inside Honolulu Hale" continues to provide simultaneous distribution of its programming on the Internet so that anyone, anywhere, with access to the Internet may monitor Council proceedings in real time.

The Council continued its support for broadcast coverage of Council and committee meetings through **Resolution 03-180, CD1**, which authorized an intergovernmental agreement between the Council and 'Olelo, the Corporation for Public Television, relating to the television broadcast of council meetings, hearings, and other activities. The Council finds that televising Council meetings is an effective means of enhancing the democratic process as it helps to ensure free and open public access to information about our system of government.

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.

The City Council has been tasked with coordinating efforts for the National Association of Counties (NACo) Annual Conference, which will be held in Honolulu in July 2005. The conference is anticipated to attract between 3,000 – 4,000 visitors to the state. During FY 2004, members of City Council and staff participated in NACo conferences in Washington, D.C. and Ogden, Utah, attended steering committee meetings and promoted the Honolulu conference. The City Council has hired a Special Events Conference Coordinator and a consultant to coordinate the transportation needs and several events during the conference, and selected a fundraiser for the event.

The Council approved various proposals for inclusion in the 2004 HSAC Legislative Package. **Resolution 03-282** approved a proposal providing for the sharing of unadjudicated traffic fine revenues with the counties. Resolution **03-287, CD1**, approved a proposal authorizing the counties to establish a general excise tax. **Resolution 03-304** approved a proposal requiring motor vehicle insurers to notify county police departments when no-fault insurance policies are cancelled or not renewed. **Resolution 03-305** approved a proposal authorizing the counties to increase from $5 to $10 the maximum fee chargeable for highway beautification and abandoned vehicle disposal. **Resolution 03-307** approved a proposal authorizing the counties to charge an additional fee for the issuance of a driver's license after a conviction for driving under the influence of intoxicants. **Resolution 03-308** approved a proposal increasing from 45 to 75 days the time within which a county council may approve or disapprove 201G exemptions for affordable housing projects. **Resolution 03-312** approved a proposal repealing the sunset date for the counties' immunity from tort liability for ocean activities. **Resolution 03-313, CD1**, approved a proposal essentially requiring the state, not counties, to pay for financial audits of the counties that are conducted by the state auditor.

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 25 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 04, 18 public officials were administered the oath of office in accordance with Section 13-118 of the Revised City Charter, 17 of which were performed for appointees to boards and commissions and 1 for appointee 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-four annual statements and 24 candidate statements were filed in FY 04.

Gifts Disclosure Statements. Revised Ordinances of Honolulu Sections 3-8.7 and 3-8.8, which required 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, has been repealed.

Revenue. The following sources of revenue collected by the office enabled the City to offset its expenditures.

FY 04 REVENUE DETAIL

Council Information Office

Subscriptions (Ordinance, Resolution, Agenda)	$1,340.75	
Copies of Records	1,438.00	$ 2,778.75
Elections		
Voter Certificates	$ 242.50	
Voter Tape Rental	2,750.00	
Candidate Filing Fees	1,450.00	4,442.50
FY 04 Total Receipts		$ 7,221.25

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 October 2003, the Council reorganized its standing committees and established the following committees as follows: Budget; Executive Matters; Parks; Planning; Public Safety; and Public Works and Economic Development; Transportation; and Zoning.

FY 2004 WORKLOAD STATISTICS

City Council Meetings and Hearings

Regular Sessions 12
Special Sessions 3
Public Hearings 15
Informational Briefing 3
Standing Committee Meetings 106

July 1, 2003 to January 1, 2004

Budget 6
Executive Matters 6
Parks (eff. 10/24/03) 1
Parks and Economic Development 5
Planning 3
Public Safety (eff. 10/24/03) 1
Public Safety and Intergovernmental Affairs 5
Public Works 4
Public Works and Economic Development 1
Transportation 7
Zoning 5

January 2, 2004 to June 30, 2004

Budget 16
Executive Matters 7
Parks 5
Planning 6
Public Safety (eff. 10/24/03) 7
Public Works and Economic Development 8
Transportation 6
Zoning 7

Other Meetings

(Advisory, task force, informational meetings, workshops, briefings)

July 1, 2003 to January 1, 2004

Executive Matters 4
Transportation 1

January 2, 2004 to June 30, 2004

Budget 13
Executive Matters 5
Public Works and Economic Development 5

Kapiolani Park Trust 1

Speakers

Council Meetings 556
Public Hearings 327
Committee Meetings 878

July 1, 2003 to January 1, 2004

Budget 127
Executive Matters 33
Parks (eff. 10/24/03) 3
Parks and Economic Development 45
Planning 7
Public Safety (eff. 10/24/03) 8
Public Safety and Intergovernmental Affairs 24
Public Works 46
Transportation 88
Zoning 35

January 2, 2004 to June 30, 2004

Budget 163
Executive Matters 19
Parks 36
Planning 48
Public Safety (eff. 10/24/03) 8
Public Works and Economic Development 129
Transportation 27
Zoning 32

Legal Notices Published

Ordinances 42
Bills Passed Second Reading 54
Resolutions 7
Resolutions (Second Reading-Charter Amendments) 8
Public Hearing Items 123

Improvement Districts 0

Property Owners Notified by Certified Mail 0

Communications Received 3294

Council Communications 404
Department Communications 54
Mayor's Messages 1143
Miscellaneous Communications 25
Petitions 1668

Bills Introduced 72

Passed 42
Veto Overridden 3
Veto Sustained 2
Returned Unsigned 3
Filed on Floor 0
Filed per ROH Sec. 1-2.4 29
Pending 82

Resolutions Introduced 363
Adopted 307
Filed on Floor 1
Filed per ROH Sec. 1-2.5 38
Pending 109

Committee Reports Adopted 519

July 1, 2003 to January 1, 2004
Budget 25
Executive Matters 48
Parks (eff. 10/24/03)6
Parks and Economic Development 42
Planning 6
Public Safety (eff. 10/24/03) 12
Public Safety and Intergovernmental Affairs 37
Public Works 24
Transportation 12
Zoning 24

January 2, 2004 to June 30, 2004
Budget 82
Executive Matters 61
Parks 16
Planning 8
Public Safety (eff. 10/24/03) 41
Public Works and Economic Development 32
Transportation 5
Zoning 38

Honorary Certificates Presented 401
Floor Presentation 97
Outside Presentation 185
Retirees Certificate 119

Rules and Regulations Filed 3

Documents Processed
Deeds 10
Easements 17

Extracts Certified [Bond Sales (3)] 13

Subscription Accounts 163
Ordinances* 51
Council Agenda** **39
Committee Agenda** **37
Public Hearing Notices** **36

*Mail Subscription will end as of December 21, 2004. However, subscribers will be able to subscribe to the e-mail subscription for newly enacted ordinances.

**Mail subscription ended as of December 31, 2003 because of the implementation of e-mail subscription for agendas and notices.

Lobbyist Registrations

Organizations 96

Individuals 82

OFFICE SERVICES

This section provides office management and support services for the Office of the City Clerk. The section performs all functions concerning personnel and fiscal matters for the Clerk's Office, and provides 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 04 WORKLOAD STATISTICS

The Print room printed and distributed the following:

Council

Requests per meeting:

Order of the Day ..... 37 sets

Order of the Day Letterhead ..... 325 sets

Communications ..... 10 sets

Bills 20 sets

Ordinances ..... 104 sets

Committees

For each standing committee:

Complete Agendas ..... 418 sets

Letterheads ..... 330 sets

Committee Reports ..... 12 sets

Elections

Envelopes 10,000

Miscellaneous forms 5,700

City Clerk

Letterheads 1,000

Retiree Certificates 400

Envelopes 2,500

Business cards 400

City Council

Business cards 11,900

Envelopes 12,500

Letterheads 25,000

Requests per meeting:

Hawaii State Association of Counties ..... 16 sets

Miscellaneous forms 450

Office of the Auditor

Business Cards 800

Envelopes 500

Letterheads 1,000

ELECTIONS DIVISION

The Elections Division is responsible for conducting all elections held in the City and County of Honolulu and performs voter registration functions pursuant to the Revised Charter of the City and County of Honolulu and the laws of the State of Hawaii. Positions assigned to the Elections Division include an administrator, assistant administrator, elections specialist, and senior elections clerks (2), and a senior clerk typist.

Activities undertaken within the fiscal year included federally required voter list maintenance mailings to all registered voters and subsequent follow up mailings as required by federal law.

The 2003-04 fiscal year also included anticipating and planning for changes resulting from passage of the Help America Vote Act of 2002.

VOTER REGISTRATION TRANSACTIONS in FY03-04 – 52,634

VOTER REGISTRATION (end of fiscal year)

Registered Voters - 360,927

Fail Safe Voters - 61,519

** AFail safe@ status voters are voters that are believed to be no longer at the address on the voter register but must be maintained for two election cycles pursuant to federal law.

Total Registered Voters – 422,446

Note: Voter registration exhibits an overall decrease this fiscal year due to voter list maintenance and mailings performed after the 2002 elections.

OFFICE OF THE CITY AUDITOR

Leslie I. Tanaka, City Auditor

POWERS, DUTIES AND FUNCTIONS

The Revised City Charter amendments, approved by the voters in the November 2002 General Election, authorized the City Council to establish the Office of the City Auditor (OCA) as a separate and independent agency to strengthen the auditing function in City government and ensure that the agencies and programs of the City are held to the highest standard of accountability to the public (Sec. 3-501.1, RCH). The Charter affords the auditor the independence to initiate work under the auditor's authority and to consider requests for work from the Council. In addition and for the purpose of carrying out an audit, the Charter empowers the auditor to have full, free, and unrestricted access to any City officer or employee and grants authorization to examine and inspect any record of any agency or operation of the City.

CIity Auditor, Leslie Tanaka, at his swearing in ceremony along with his wife, Karen, son, Scott and his daughter-in-law, Malia.

The Charter further provides that the City Auditor conduct or cause to be conducted: 1) the annual financial audit of the City, 2) performance audits of the funds, programs, and operations of any agency or operation of the City, and 3) follow-up audits and monitoring of compliance with audit recommendations by audited entities. All audits are conducted in accordance with government auditing standards and audit findings and recommendations are set forth in written reports of the City Auditor.

The Office of the City Auditor was created on July 1, 2003, with the appointment of Mr. Leslie Tanaka, CPA, as the City and County of Honolulu's first independent City Auditor.

OCA'S MISSION

The Office of the City Auditor's mission is to promote accountability, fiscal integrity and openness in City government. The Office of the City Auditor will examine the use of public funds, evaluate programs and activities, and provide timely, accurate and objective analyses, options and recommendations to decision makers in order to ensure that the City's resources are being used to effectively and efficiently meet the needs of the public.

YEAR IN REVIEW

The first year for the Office of the City Auditor can be characterized as one of **significant challenges**. Beginning the fiscal year with only one staff auditor, an empty office in Kapolei Hale, and limited office equipment and supplies required dealing with multiple demands. However, we were able to maintain our focus and work quickly to establish an office and fill two new positions by the second quarter of the fiscal year. Even with a late start and limited staff resources, the office set some ambitious first year work goals—complete two performance audits and the City's annual financial audit.

With a staff of only two performance auditors and one office manager, we successfully met our first year work product goals with the release of the City's financial audit in March of 2004, followed by two performance audits, *Review of the Department of Enterprise Services' Efforts Toward Fiscal Self-Sustainability* and the *Review of the Department of*

Planning and Permitting's One-Stop Permit Centers released in April 2004 and June 2004 respectively.

While working on audits consumed much of our resources and priority, we also worked hard to develop an office infrastructure. As an office independent from both the mayor and Council, we assumed all of the administrative functions and responsibilities for personnel, payroll, procurement, equipment inventory, contracting, and budgeting. At the same time, we trained staff to design, format, produce, print, and bind all of our audit reports in-house—saving taxpayers thousands of dollars from costly contract services. We completed an office personnel manual during the year and began work on a comprehensive audit manual. In addition, we assumed responsibility over the management of our office's Internet web site and enhanced the web site to include our audit reports in a downloadable format for easy access by the public.

OCA's office in Kapolei Hale.

Finally, we were successful in re-bidding the City's financial audit contract for the next four fiscal years (FY2004-05 to FY2007-08). The firm of Nishihama & Kishida CPAs, Inc. won the low bid after a formal procurement process following State and City procurement rules and regulations.

SUMMARY OF REPORTS TO COUNCIL AND MAYOR

In FY2003-04, the responsibility for overseeing the contract for the Financial Audit of the City and County of Honolulu was transferred over to the Office of the City Auditor from the Office of Council Services. The management letter, providing the findings and recommendations made by contract auditor, PricewaterhouseCoopers, LLP for the fiscal year ended June 30, 2003, was submitted to the City Council and the Office of the City Auditor in March 2004. This report was made available to the public on the Office of the City Auditor's web page (www.honolulu.gov/council/auditor). In addition, the Office of the City Auditor issued two performance audit reports during the fiscal year: *Review of the Department of Enterprise Services' Efforts Toward Fiscal Self-Sustainability* and *Review and Assessment of the Department of Planning and Permitting's One-Stop Permit Centers.* Both reports were also made available to the public on the Office of the City Auditor's web page.

Financial Audit of the City and County of Honolulu for FY2002-03

Contract auditor, PricewaterhouseCoopers, LLP, submitted their findings and recommendations of the financial audit of the City and County of Honolulu for FY2002-03 to the City Council in March 2004. Although the firm's disclosure stated that the audit was not designed to provide assurance on the City's internal control, their findings involved matters pertinent to the system of internal control and its operations. Their findings included: a lack of monitoring of subrecipient loans; the inability to obtain detailed equipment listings for the $4.5 million in purchases by contractor, Oahu Transit Services, Inc.; an overstated amortization debt discount; an inaccurate estimate of Workers Compensation reserves; inappropriate execution and encumbrance of funds for contracts which made allowances for extra work; non-compliance with the State procurement code; and delinquent collections on subsidy agreements. In addition, the U.S. Department of Housing and Urban Development (HUD) performed an on-site monitoring review of the City's Community Planning and Development Programs and issued a report with their findings in March 2003. The City had not provided a response to HUD nor proper resolution of those findings prior to the completion of the FY2002-03 financial audit.

The auditors also reported that 8 of the 15 findings from the previous year's audit have been resolved. The other 7 findings were still applicable in the FY2002-03 audit.

Review of the Department of Enterprise Services' Efforts Toward Fiscal Self-Sustainability

This audit was conducted pursuant to Council Resolution 03-198, which requested the City Auditor to review economy and efficiency activities of eight executive departments primarily funded by general and highway fund appropria-

tions. The audit assessed the Department of Enterprise Services' plans to operate on a self-sustaining basis and the management of its concession and revenue-generating contracts. We concluded that although the department generates revenues to help offset the cost of the department's operations, the department continues to require significant subsidies, making total self-sustainability an unrealistic goal. We recommended that the department establish a long-term fiscal sustainability plan that unifies its various efforts in order to make purposeful progress toward accomplishing its mission; develop an effective plan to enforce and terminate contracts of non-compliant concessionaires; continue and expand efforts to reduce the accounts receivables backlog; comply with City finance policy regarding billing and collections, and require open competitive bidding for awarding City concession contracts; cease the practice of awarding City concession revenues to non-City organizations; and establish procedures for the management of its concession contracts.

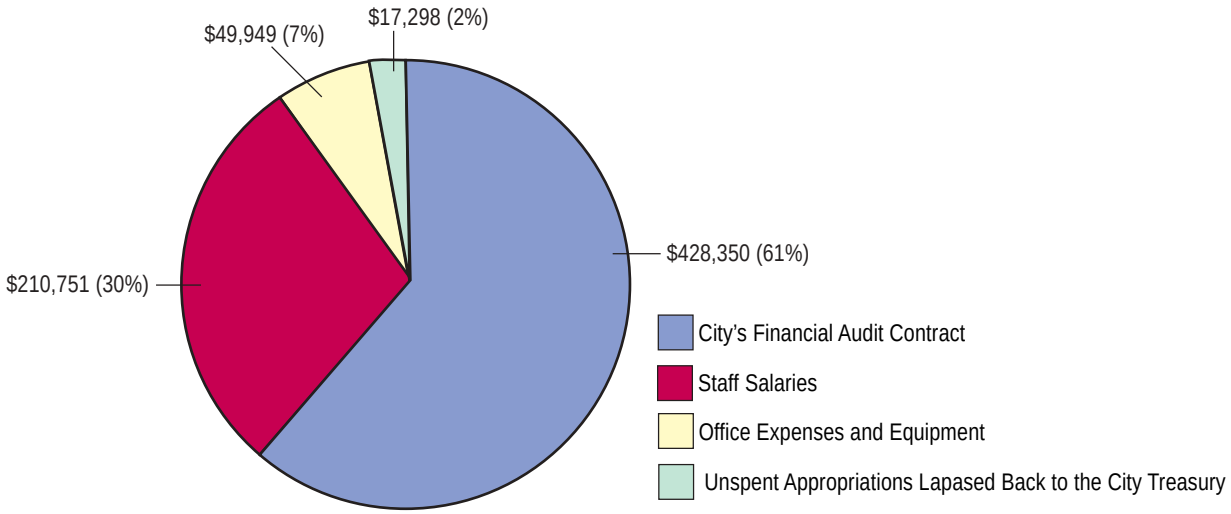
Review and Assessment of the Department of Planning and Permitting's One-Stop Permit Centers

This was the second audit conducted by the Office of the City Auditor pursuant to Council Resolution 03-198. This audit assessed the effect of the One-Stop Permit Centers' implementation on the building permit process. We found that although the department implemented new technological system improvements, their efforts to re-engineer its building permit process into a more efficient and streamlined operation was hampered by their failure to address necessary personnel requirements. We also found that the department's fiscal sustainability goal conflicts with its goal of operational efficiency, and can lead to the questionable application of building permit fees. Our report includes recommendations regarding the addressing of personnel issues, developing plans to implement operational improvements, and developing, implementing and enforcing clear guidelines, checklists and instructions for both staff and applicants to follow. We also recommended that the department clearly identify and justify actual departmental expenses that can be linked to building permit fees in order to support its efforts to secure the necessary resources to fully implement its re-engineering efforts.

FY2003-04 APPROPRIATIONS AND EXPENDITURES

The Office of the City Auditor was appropriated a total of $706,348 in FY2003-04. Of this total, $428,350 or 61% was expended for the City's annual financial audit contract, which OCA is responsible to oversee for the Council in accordance with the City Charter. OCA's operating budget of $277,998 covers the costs of its four positions ($210,751) and office operations and equipment ($49,949). Since the recruitment process to fill two new positions took several months to complete, the office was able to save approximately $17,298, which was returned back to the City Treasury at the end of the fiscal year.

OCA FY2003-04 APPLICATION OF RESOURCES



OUTLOOK

With the challenges of year one behind us, OCA will continue to refine its work to help the City achieve honest, efficient management, and accountability throughout City government. However, we could not have achieved all of this in our first year without the tremendous support from Council and the cooperation of the executive department personnel. We have also received some complimentary comments from the public and media for our work and will continue to the serve the Council, mayor, City managers and the public with timely and accurate information, unbiased analysis, and objective recommendations on how best to use public resources.

MAJOR ACTIVITIES FOR FY 2003-04

Research Activities. As the research arm of the City Council, OCS prepared approximately 907 written responses to requests for service for FY 2003-04. These responses included: 228 bills, 417 resolutions, and 262 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 Executive Matters committee. In these closed executive sessions, councilmembers considered matters permitted by Chapter 92, HRS, to be discussed in a closed session and discussed claims against the city where the premature disclosure of information would adversely affect the interests of the city and the public.

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 2004, one OCS analyst served as GFOA budget reviewer. The budgets reviewed in the fiscal year included those of the following jurisdictions and entities, listed by state:

California:	City of Rolling Hills
	City of San Jose
Illinois:	Village of Glencoe
Ohio:	Hamilton County