ANNUAL REPORT  
2011 - 2011  

County of Hawai‘i  
www.co.hawaii.hi.us
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OFFICE OF MANAGEMENT

WILLIAM P. KENOI, Mayor
WILLIAM T. TAKABA, Managing Director
WALTER K.M. LAU, Deputy Managing Director

Executive Assistant - Charmaine Shigemura
Executive Assistant - Kevin Dayton
Executive Assistant - Bobby Command
Executive Assistant – Karen Teshima
Public Relations Specialist - Desiree Moana Cruz
Immigration Information Specialist – Rose Bautista
Clerical Services Center – Kaycie Carter

BUDGET

The Office of Management’s operation budget for Fiscal Year 2010-2011, including grants, was $1,429,563, a reduction of 9.3 percent from the previous year. This included funding for the Clerical Services Center, Disabled Parking Placard Program, Immigration Services, County Physicians, and Committee on the Status of Women.

ACCOMPLISHMENTS and HIGHLIGHTS

• Prepared and approved a balanced, $367.3 million county budget that reduced spending by $8.6 million from the previous year’s budget. Also approved a Capital Improvements budget for the next six years, which includes 126 projects requiring a total appropriation of $168,922,385.

• Avoided county worker layoffs and achieved approximately $2.1 million per year in savings from once-a-month furloughs in the Fiscal Year 2011-2012 budget.

• Launched a project to streamline the county Building Permit process

• Won approval of the $56 million bond authorization to stimulate the economy, create jobs and invest in public infrastructure, including a new Puna park and playcourt, additional units in the Kaloko Housing Project, the Kapiolani Street Extension in Hilo, the La’aloa Avenue Extension in Kona, the Hawaiian Ocean View Estates solid waste transfer station, and Kalanianaole sewer repairs.

• Led the county-wide recovery effort from the March 11 tsunami

• Hosted Mayor’s Health Care Conference on “Building a Healthier Future Together” to address health policy issues
• Opened the West Hawai‘i Civic Center
• Opened the first Emergency Homeless Shelter in West Hawai‘i
• Opened new playground at Isaac K. Hale Beach Park in East Hawai‘i
• Completed the acquisition of Pao‘o in North Kohala.
• Broke ground for extensive roadwork repairs on Palani Road intersection in West Hawai‘i.
• Welcomed direct flights between Hilo and Los Angeles/Oakland
• Held first-ever State of the County address in Kona and Hilo
• Opened Pahoa Solid Waste Transfer and Recycling Station
• Opened the temporary rubbish disposal site in Hawaiian Ocean View Estates
• Opened Ala Ohi‘a Roadway in Waimea
• Continued expansion of bus routes and maintained free county-wide bus service for seniors, children and students.
• Began work on 1,739 acres in Hamakua for the Kapulena Agricultural Park, which will be the largest agricultural park in the state.
• Honored our commitment to maintaining nutrition and other services for seniors, preserved programs for children and youth, and allocated $1.5 million in support of non-profit organizations that deliver social services.

**CLERICAL SERVICES**

The Clerical Services Center provides secretarial/clerical and administrative staff assistance to the Office of the Mayor and other County agencies, as well as to the Fire Commission, the Committee on the Status of Women, the Committee on People with Disabilities and the Bicycle Pedestrian Advisory Committee. The Clerical Center is responsible for the processing and initial screening of all applicants for Hawai‘i County Boards and Commissions. It keeps the data base of all applicants as well as those who are currently serving. The correspondence between the Mayor and applicants is also handled by the Clerical Center. The Clerical Center assists the public with information about all County, State and Federal government agencies and community agencies and services. The Clerical
Center receives, logs and refers complaints. It administers the issuance of disabled parking placards island wide. The Clerical Center is the agency that is responsible for reservations of the Aupuni Center, Puna and Hamakua Conference Rooms and maintains the calendar of events for those venues.

The Clerical Services staff issued 2,116 permanent and 591 temporary disabled parking permits in 2010-2011.

**County physicians** advise on medical matters, render medical opinions and conduct physical examinations as requested by the Mayor’s office and other agencies of the County.

The **Immigration Information Specialist** serves as liaison on immigration matters of broad community concern, as well as individual problems of immigrants. The Office had approximately 1,950 walk-ins and 3,500 telephone calls and e-mail inquiries during the 12-month period.
OFFICE OF AGING

ALAN R. PARKER, Director

BUDGET

During the period July 1, 2010 through June 30, 2011, the Office of Aging’s operating budget was $514,636. By obtaining an additional $2.7 million in federal and state grants, the Office of Aging was able to administer a variety of services for older persons on the Big Island.

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>County Funds</td>
<td>$497,408</td>
</tr>
<tr>
<td>Federal Funds</td>
<td>1,987,196</td>
</tr>
<tr>
<td>State Funds</td>
<td>702,226</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$3,186,830</strong></td>
</tr>
</tbody>
</table>

Major services funded were: caregiver support, respite, case management, personal care, homemaker/chore, daycare, transportation, information & assistance, outreach, legal, nutrition (congregate meals and home delivered meals), home modification, elder abuse prevention, chronic disease self management program, employment and volunteerism.

Aging and Disability Resource Center

Changes in service providers in the Aging and Disability Resource Center (ADRC) broadened the scope of services by including case management services on site. In May 2011, Services for Seniors filled this important service piece of the service spectrum. Hawai‘i Center for Independent Living took a step up (stairs) and is now in a larger space on the second floor with better facilities to serve their target population. The ADRC facility is now complete with dedication of its resource room with information and materials on aging and disability issues and services. Dedicated in September 2010, the Sally Leilani Wehrsig Resource Library honors the vision of the Hawai‘i County Office of Aging’s past Care Giver Specialist who tirelessly advocated for and educated others on care giving needs.

The ADRC developed video conferencing capacity and is now able to link to different sites on the island for education and interaction with individuals and families. Community partnerships have increased with seven new Memorandum of Agreements with the ADRC: State of Hawai‘i Division of Vocational Rehabilitation and Services to the Blind, Easter Seals Society, Food Basket, Hawai‘i Island Rural Health Association, Ke Anuenue Area Health Education Center, Project Dana and Special Olympics Hawai‘i.
Caregiver Support
The National Family Caregiver Support Program (NFCSP), administered through the Hawai‘i County Office of Aging (HCOA), coordinated various workshops, trainings, and conferences to provide information about services and resources available in our community for caregivers.

Through the Caregiver Support Program, the Office of Aging collaborated with the Alzheimer’s Association, Life Care Center of Kona, and Services for Seniors to provide a ‘Hands-On Training for Caregivers’ for 15 family caregivers at the Life Care Center of Kona. The Office of Aging also held a conference for 43 family caregivers at the Aging and Disability Resource Center.

Throughout FY11, the Office of Aging supported 15 caregiver workshops and 6 in-home counseling sessions for families dealing with care giving for those with Alzheimer’s disease or related dementias.

Elder Abuse Awareness
There were eight (8) Elder Abuse Awareness presentations around Hawai‘i County in fiscal year 2011 with 257 older individuals, caregivers, the general public, and community and aging network providers receiving much needed information on Elder Abuse. All types of abuse were covered during these awareness activities including sexual abuse, emotional abuse, physical abuse, neglect or self-neglect and financial exploitation.

An Elder Abuse Conference was held in Hilo at the Nani Mau Gardens on February 24, 2011. Participants included the general public, seniors and their caregivers, police officers and private investigators, bank and credit union staff, home and community-based service provider staff, Care home operators and county and state government staff working in the aging and disability networks. Care Home operators were awarded up to three (3) in-service education credits through the Department of Health, Office of Health Care Assurance for attending the conference.

Presenters included Legal Aid Society of Hawai‘i, Adult Protective & Community Services, Hawai‘i County Office of the Prosecuting Attorney and the Honolulu) Secret Service.

Elder Abuse Prevention Program
In January 2011 a developmental Elder Abuse Prevention Program (EAPP) began in Hawai‘i County. It is estimated that only one in five new incidents of abuse, neglect and/or self-neglect are reported and substantiated by Adult Protective Services (APS) and a large number of unreported and suspected cases are not addressed through APS at all. This gap in services for families will be addressed by the EAPP program by providing assistance to this “GAP” group of older adults by providing Home and
Community Based Services (HCBS) as a preventive measure. The Legal Aid Society of Hawai‘i (LASH) has provided a variety of legal services for people at risk for abuse since March 2011.

Healthy Aging Project
During the FY 2011, Office of Aging has sustained and expanded the statewide health prevention evidence based program, Chronic Disease Self-Management Program (CDSMP), now known statewide as Better Choices, Better Health – Ke Ola Pono (BCBH).

Silver Bulletin Newsletter
This past contract year marked the eleventh year of publishing the Silver Bulletin, a monthly newsletter on and about eldercare services and aging issues. As in previous contract years, the publication continues to deliver newsworthy articles to over 4,100 older individuals, assisting readers in making informed decisions as they access needed services. More than 40,000 copies of the newsletter were printed and distributed to Big Island residents, key health and social organizations, and other community and business establishments in fiscal year 2011.

Older Americans Month
The Hawai‘i County Office of Aging honored twenty nominees at the May 2011 Outstanding Older Americans Award Luncheon. A capacity crowd of over 300 cheered as Sylvia Abernathy of Holualoa and Wilfred “Kealoha” Sugiyama of Kohala were named the 2011 Outstanding Older Americans for Hawai‘i County.
CIVIL DEFENSE AGENCY

QUINCE MENTO,  Administrator

Administrative Officer - John Drummond
Administrative Officer - William Hanson

BUDGET

Salaries & Wages:  $449,870.00
Operating Expenses: $148,567.00

Total:  $598,437.00

ACCOMPLISHMENTS and HIGHLIGHTS

• Funded and facilitated the replacement of 8 dispatch consoles for Police, 4 for Fire and 4 for Civil Defense
• Updated the Hawai‘i County Emergency Operations Plan
• Updated the Hawai‘i County Hazard Mitigations Plan
• Opened the West Hawai‘i EOC at the Kealakehe Police Station.
• Coordinated the County’s response to the Honshu Tsunami.
• Coordinated interoperable communications training for the Hawai‘i Police and Fire Departments.
• Participated in: 9 tests and exercises, 68 outreach activities, 4 training activities.
• Assisted the Hawai‘i Air Guard and the Hawai‘i Army Guard deployment of communications assets in Hilo and Kona during the 2011 Makani Pahili Hurricane Exercise.
• Staffed the Ironman EOC and assisted with event planning.
• 24 emergency responses (8 Brushfires, 4 Earthquake notifications, 1 Tsunami, 7 Flooding Events, 4 High Surf notifications).
• Facilitated 6 Community Emergency Response Team (CERT) Training sessions, 6 CERT Re-certifications, and 11 specialized CERT training sessions.
• Continued monitoring of volcanic activity
OFFICE OF THE CORPORATION COUNSEL

LINCOLN S.T ASHIDA, Corporation Counsel
KATHERINE A. GARSON, Assistant Corporation Counsel

Litigation - Joseph K. Kamelamela

BUDGET

The Office of the Corporation Counsel served the County on a budget of $2,651,059 supporting 15 attorneys and 14 support staff members for fiscal year 2009-2010. Funds were used to pay salaries and wages, equipment and legal research expenses, litigation expenses, and settlement of claims for all County departments, agencies, boards and commissions, and the Council.

ACCOMPLISHMENTS and HIGHLIGHTS

• The office received 2,550 requests for legal assistance during the fiscal year. In addition, the office reviewed 1,149 documents for legal sufficiency.

• The office settled eight major lawsuits during the fiscal year for a total of $410,068.03. The potential monetary liability exposure for these cases was $5,222,856.99.

• Five major cases were dismissed by court order. In one case, the parties stipulated to a dismissal of the case.

• There were 68 claims for damages against the County investigated. The total amount paid for all valid claims was $45,154.28.

• The office was active in providing training to all County departments and agencies in a wide range of legal areas during the fiscal year, offering 23 different classes and training 964 County officers and employees.

• Attorneys were also active in collecting delinquent accounts owed the County. Total collections for the fiscal year totaled $102,883.13.
HAWAI‘I COUNTY COUNCIL AND OFFICE OF THE COUNTY CLERK

DOMINIC YAGONG, Council Chair
K. ANGEL PILAGO, Council Vice Chair
JAMAE K. K. KAWAUCHI, County Clerk

Hawai‘i County Council
The Hawai‘i County Council is comprised of nine members, each elected from one of Hawai‘i County’s nine council districts and serving two-year terms. During fiscal year 2010-11, the nine Council districts were represented by the following council members:

DISTRICT 1 – Dominic Yagong
Hāmākua, North Hilo, and portions of South Hilo (Hakalau, Honomū, Pepe‘ekeo, Pāpa‘ikou, Kaiwiki)

DISTRICT 2 – Donald Ikeda
South Hilo (Amaulu, Pu‘u‘eo, portions of Downtown Hilo, Lanakila, Waiānuenue, Kaūmana, Ainako, Pi‘ihonua, portions of Waiākea Homesteads)

DISTRICT 3 – J Yoshimoto
South Hilo (Waiākea Homesteads, Waiākea-uka) and Puna (Kea‘au)

DISTRICT 4 – Dennis “Fresh” Onishi
South Hilo (Keaukaha, Pana‘ewa, Waiākea Houselots, portions of Downtown Hilo, University, portions of Waiākea Homesteads)

DISTRICT 5 – Fred Blas
Puna Makai (Hawaiian Paradise Park, Ainaloa, Pāhoa Village, Hawaiian Beaches, Hawaiian Shores, Nānāwale, Leilani, Kapoho, Kalapana, ‘Opihikao, Kehena, Pohoiki)

DISTRICT 6 – Brittany Smart
Puna (Kurtistown, Mt. View, Volcano), Ka‘ū (Pāhala, Nā‘ālehu, Hawaiian Ocean View Estates), and South Kona (Miloli‘i, Ho‘okena, portions of Hōnaunau)

DISTRICT 7 – Brenda J. Ford
South Kona (portions of Hōnaunau, Captain Cook, Kealakekua) and North Kona (Kainaliu, Keauhou, Kahalu‘u, Hōlualoa)

DISTRICT 8 – K. Angel Pilago
North Kona (Kailua-Kona, Kealakehe, Kalaoa, Pu‘uanahulu)

DISTRICT 9 – Pete Hoffmann
North and South Kohala (Waikoloa, Waimea, Hāwī, Halaula)
BUDGET
For the fiscal year beginning July 1, 2010 and ending June 30, 2011, Expenditures / encumbrances totaled $4,300,488 or $742,870 (14.73%) below the projected budget amount of $5,043,358. A total of 65 employees including, council members, were employed by the Legislative Branch.

ACCOMPLISHMENTS and HIGHLIGHTS
OFFICE OF THE COUNTY CLERK

Committees Services
During fiscal year 2010-11, the Council’s Committees conducted 91 regular meetings, two public hearings, one site visit, including a Committee on Finance three-day special session on the annual budget.

Council Services
The Council held 25 regular meetings, eight special meetings and five public hearings during fiscal year 2010-11. The council enacted 107 ordinances and adopted 130 resolutions. The Council Services Section scanned 1,889 documents, copied 478 DVDs of the meetings and researched 130 requests from the public.

Elections Division
During FY 2010-2011, the Elections Division conducted the 2010 Primary and General Elections. The Elections Division implemented the Permanent Absentee Voting Program and was responsible for conducting the Comprehensive Public Funding Program.

Support Services
During fiscal year 2010-2011, the Support Services Division (Division) reproduced 3,453,991 black & white copies and 233,114 color copies of various documents including maps, booklets and posters. The Division posted / mailed 345,790 pieces of various weights, which include mail from the West Hawaii Civic Center.

LEGISLATIVE AUDITOR’S OFFICE (LAO)

Performance Audits
During FY 2010 - 2011, the Legislative Auditor’s Office (LAO) presented a Limited scope performance audit of the Department of Water Supply’s cash-handling activities and financial IT systems and reporting capabilities; completed a limited scope performance audit of the Department of Parks and Recreation’s facilities asset management; and continued its follow-up review of the Department of Public Works’ (DPW) contract administration of CIP change orders and contract supplements. LAO audit reports are available on-line at:
Process Improvement
LAO monitored process improvement training for building permit, plan approval, and inspection processes conducted by Change and Innovation Agency, whose professional services were jointly procured by LAO and DPW, as well as improvements in commercial building permit processes implemented in East Hawai’i in December 2010 and West Hawai’i in March 2011.

Annual Financial Audit
LAO completed the procurement of external auditor Accuity LLP to conduct annual financial audits for the four-year period FY 2009-2010 through FY 2012-2013, which new procurement included contract language providing greater control over the cost of the single audit required for all federal assistance programs.
DEPARTMENT OF ENVIRONMENTAL MANAGEMENT

DORA BECK, P.E., Acting Director
HUNTER BISHOP, Deputy Director

Business Services Section Manager, Robin Bauman
Solid Waste Division Chief, Greg Goodale
Wastewater Division Chief Lyle Hirota

Budget
Fiscal Year 2010-2011

<table>
<thead>
<tr>
<th>Division</th>
<th>Total Budget</th>
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<tbody>
<tr>
<td>Administration</td>
<td>$ 908,012</td>
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<tr>
<td>Wastewater</td>
<td>9,460,837</td>
</tr>
<tr>
<td>Solid Waste</td>
<td>26,742,599</td>
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<tr>
<td>Vehicle Disposal</td>
<td>2,968,163</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$40,079,611</strong></td>
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TOTAL DEM Employees
As of 6/30/11
By Division

<table>
<thead>
<tr>
<th>Division</th>
<th>Total Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration</td>
<td>20</td>
</tr>
<tr>
<td>Wastewater</td>
<td>54</td>
</tr>
<tr>
<td>Solid Waste</td>
<td>110</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>184</strong></td>
</tr>
</tbody>
</table>

Accomplishments and Highlights

Business Services

- Converted approximately 180 sewer accounts from gang cesspool services to standard sewer connections upon completion of the Queen Liliuokalani Village Large Capacity Cesspool Replacement Project which closed 38 large capacity cesspools and connected these customers to the County sewer system.
- Maintained a consistent billing schedule for sewer fees and landfill tipping fees.
- Continued to provide support services for the department and its divisions.
Solid Waste Division

• Completion of the new Pahoa Solid Waste Recycling & Transfer Station. This project will be used as our basic template for future transfer station improvement projects throughout the County. This project has been met with very positive feedback from our local residents.
• Completion of the improvements to the Waimea Transfer Station. This project improved the public’s access to the 2 Bin recycling program and made the overall traffic flow through the site much better. This project won an award from the Waimea Outdoor Circle for commercial landscaping.
• Made paving improvements at both the Kailua and Puakō Transfer Stations that will improve our truck access and public access to these sites.
• The Division has facilitated the towing of 86 abandoned vehicles since July 2011 from the County’s right of way or public lands.
• Over 30 recycling containers were obtained as a result of funding from the State of Hawai’i HI-5 program. These containers are being placed at key locations County-wide.

Wastewater Division

• April 2011 completed construction of Honoka’a sewer collection system and closed five (5) Large Capacity Cesspools in conformance with EPA deadline under the Honoka’a Large Capacity Cesspool Closure project.
• April 2011 started construction for upgrade of the Honoka’a Wastewater Treatment Plant under the Honoka’a Wastewater Treatment Plant Upgrade – Phase 2 project.
• April 2011 completed repair to a leak on the Pua Force Main without a spill to State Waters.
• Initiated the North Kona Sewer and Reuse project to be performed under the State Department of Transportation’s Queen Kaahumanu Highway Widening Project – Phase 2.
DEPARTMENT OF FINANCE

NANCY CRAWFORD, Director
DEANNA SAKO, Deputy Director

Accounts – Kay Oshiro
Budget – Gary Tom
Property Management – Kenneth Van Bergen
Purchasing – Gilbert Benevides
Real Property Tax – Stanley Sitko
Risk Management – Scott Knowles
Treasury – Michael Okumoto
Vehicle Registration & Licensing – Lee Lord

BUDGET

During the 2010-11 Fiscal Year, the department was initially authorized the following budget appropriation:

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Administration and Budget</td>
<td>$492,333</td>
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<tr>
<td>Accounts</td>
<td>710,399</td>
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<tr>
<td>Purchasing</td>
<td>563,285</td>
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<tr>
<td>Treasury</td>
<td>293,373</td>
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<tr>
<td>Real Property Tax</td>
<td>2,854,426</td>
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<tr>
<td>Risk Management</td>
<td>98,919</td>
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<tr>
<td>Property Management</td>
<td>2,763,758</td>
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<tr>
<td>Vehicle Registration &amp; Licensing</td>
<td>2,916,552</td>
</tr>
<tr>
<td>TOTAL</td>
<td>$10,693,045</td>
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</tbody>
</table>

The Department of Finance also oversees the appropriation for debt service, pension and retirement contributions and health fund. Listed as Miscellaneous Accounts, the net budget for these items totaled $109,202,546 for Fiscal Year 2010-11.

ACCOMPLISHMENTS and HIGHLIGHTS

- On-line vehicle registration began in August 2010. This new way to renew your vehicle registration allows people to pay by credit card and renew anywhere they have access to a computer. To renew your vehicle registration on-line go to: https://mvr.ehawaii.gov/. The web address is also included on the renewal notices.

- The new Pahoa Driver License and Vehicle Registration office opened in February 2011. The people of Puna now have convenient access to these services.
• In June 2011 the Vehicle Registration section began printing the vehicle registrations and emblems at their desks. An added benefit is that each emblem has the license plate number printed on the sticker to help prevent theft.

• In early 2011, the Finance Department had several offices move to the newly built West Hawaii Civic Center. Drivers License, Vehicle Registration, and Real Property Tax were among the offices that were relocated into the new building. This centralization of offices provides added convenience for our customers.

• The acquisition of Pao'o in North Kohala was completed this year. The funding for this acquisition was from the Public Access, Open Space, and Natural Resources Preservation Fund with matching funds coming from State Legacy Lands. Along with the Kaiholena purchase last year, the county and state now own several miles of Kohala shoreline. This land will be preserved and enjoyed by the people of Hawai’i for generations to come.

• In July 2010, $60 million in general obligation bonds were issued. These funds have financed a variety of capital improvement projects including the West Hawaii Civic Center in addition to various housing, highway and sewer projects. Twenty-five percent of the bond proceeds were allocated to the Department of Water Supply for their various water projects. Our bond ratings were affirmed by all three rating agencies.

• In spite of declining real property tax values, the budget for Fiscal Year 2012 was reduced and balanced without cutting services. This was made possible through the hard work of the County departments, which have all made many sacrifices.

• The County of Hawai’i was again awarded a Certificate of Achievement for Excellence in Financial Reporting by the Government Finance Officers Association for its Comprehensive Annual Financial Report for the Fiscal Year Ended June 30, 2010.
The Hawaii Fire Department operates with 350 career or paid fire fighters assigned to three shifts at 20 fire stations island-wide, 43 water safety officers, 225 volunteer members (24 volunteer companies), as well as 46 employees who serve within six support bureaus.

The Department is primarily responsible for fire protection and suppression, pre-hospital emergency medical services, land and sea search and rescue, hazardous materials response, ocean safety, and fire prevention and public education for the County of Hawai‘i.

During FY 2010/11, the Hawaii Fire Department responded to 20,761 calls for assistance from the public.

As the State of Hawaii contract provider for Emergency Medical Services for the County of Hawaii, the department receives funding from the State Department of Health Emergency Medical Services Branch to operate 15 Advanced Life Support (ALS) transport units (ambulances) and one Air Medical (ALS) transport helicopter.
Those funds account for approximately 39% of the department’s annual operating budget.

ACCOMPLISHMENTS/HIGHLIGHTS

• Continued to provide for enhanced training in fire fighting and search and rescue by participating in training such as Shipboard Hazmat training with the Hawaii Army National Guard Civil Support Team, urban search and rescue, swift-water training classes, long-line extrication, and high rise building fire suppression drills.

• A new replacement rescue chopper (Chopper 1) was blessed in August 2010.

![Chopper 1 blessing held on August 23, 2010.](image)

• Implementation of HFD Aquatics Competency Certification Program.

• Groundbreaking for Makalei Fire Station in North Kona on May 9, 2011.

![Ground was broken for a future new fire station in North Kona.](image)

• Three replacement ambulances put into service during March 2011 at the Naalehu, South Kohala, and North Kohala Fire Stations.

• Participated in a statewide Pandemic Flu exercise with State Civil Defense.
• Graduated for Mobile Intensive Care Technicians (MICTs) or Paramedics in December 2010.

• Three new lifeguard towers erected at the Spencer, Laaloa, and Isaac Hale beach parks.

• Began lifeguard services at the Punaluu Beach on Mondays through Fridays with one lifeguard.

• Junior Lifeguard program continued with eight total classes conducted annually along with the Island or State championships.

• Secured a Junior Lifeguard grant for $20,000 from the Department of Liquor to curb underage drinking.

• Upgraded and began the utilization of the Positron Map System in our Fire Communications Center. This system will provide a more detailed, live picture map, which is invaluable information for Dispatchers and responding units.

• Completed the sizing, purchase, and distribution of 254 sets of personal protective equipment (turnout gear) acquired through the Assistance to Firefighters Act grant program.

• Continued progress of department’s Health and Wellness program, aimed at improving the health and fitness of fire fighters and reducing the impact of injuries and illnesses on our workforce through prevention programs.

• Secured $600,000 funding for Pahoa apparatus through the 2011 Community Development Block Grant funding.

• Received $100,000 FY 2010 Assistance to Firefighters Grant focused on the recruitment of volunteer firefighters and training incentives.

• Awarded a $24,000 grant from FY 2011 Department of Transportation Highway Safety Grant for vehicle extrication training.

• Seventeen members of the 39th Firefighter Recruit class graduated on February 25, 2011 following a one year training.

• Fire Prevention Week was celebrated on October 3 to 9, 2010. It’s theme “Smoke Alarms: A Sound You Can Live With!,” provided an ideal opportunity to educate the public about smoke alarm recommendations and served as a powerful tool for motivating people to install smoke alarms and to make sure they’re working and tested properly.

• Hosted the 11th annual Emergency Medical Services (EMS) Week to increase public awareness of safety and health issues. The theme, “EMS-Everyday Heroes,” was highlighted with a public education poster contest, as well as the annual EMS family run/walk event which attracted over 800 participants.
OFFICE OF HOUSING AND COMMUNITY DEVELOPMENT

STEPHEN J. ARNETT, Administrator
NINIAU K. SIMMONS, Assistant Administrator

Community Development Division - Jeremy J. McComber
Existing Housing Division - Sharon L. Hirota
Grants Management Division - Susan K. Akiyama

BUDGET
• County, $1,367,621
  Federal, $2,119,517
  TOTAL OPERATING EXPENDITURES: $3,487,138

• Rental Subsidies Paid: $15,126,809 and Federal Grants Received this Fiscal Year: $15,422,760

ACCOMPLISHMENTS and HIGHLIGHTS

Community Development Division

• West Hawai`i Emergency Housing Facility: Construction completed October 2010. Blessing and opening held in November 2010. Currently managed by HOPE Services Hawai`i. 78 persons served since opening.

• Kaloko Housing Program: Site work and unit construction (framing, roofing, rough-in utilities and drywall) partially completed. Began construction of wastewater treatment plant and landscaping.

• Waikoloa Workforce Housing Project: Construction of four (4) model homes (framing, roofing, rough-in utilities, and drywall) and community park (ballfield, soccer field, comfort station, parking lot) substantially completed.

• Construction Management: Accessibility improvements (path, water fountains, parking, bleachers, and landscaping) completed for Nā`ālehu Park/Community Center and Pāhala Ballfield.

• Fair Housing: Conducted two (2) seminars and provided technical assistance for inquiries, grant applications and tax exemptions.
Existing Housing Division

• Down Payment Assistance Program: One (1) eligible first-time homebuyer received assistance.

• Home Repair Programs: Fourteen (14) low and moderate-income home owners received loans and completed their home repairs.

• Rent Assistance Program: Assisted 1,800 low and moderate-income persons/families through the Housing Choice Voucher (Section 8) and Tenant Based Rent Assistance Programs. Maintained 99% utilization rate of funds.

• Family Self Sufficiency Program: Working with 40 families.

• Section 8 Homeownership Option Program: Two (2) low and moderate eligible program participants became homeowners.

Grants Management Division

• Grants: Applied and received federal HUD grants totaling $3,998,495 and federal USDOL Workforce Grants $1,630,754 for a total of $5,629,249.

• Workforce Development Programs: Assisted 277 adults, 233 dislocated workers, and 161 youth with workforce development, training, summer employment. The One Stop Shop hosted various entrepreneurship and green training workshops, job clubs; expanded rural outreach to NHERC.

• Projects: Completed installation of solar water heating system for 32 units at the Kamuela Elderly Housing Project; completed architectural barrier removal at Hawaiian Beaches Park, Kamehameha Park, Lincoln Court, Pāpa`ikou Park, Mt. View Park and Spencer Beach Park; completed site improvements for the Hospice of Hilo Inpatient Facility and completed emergency repairs at West Hawai`i Domestic Shelter.
DEPARTMENT OF HUMAN RESOURCES

RONALD TAKAHASHI, Director
SHARON TORIANO, Deputy Director

Recruitment and Examination, Gabriella M. Cabanas,
Health and Safety, Charmaine Kamaka,
Classification and Pay, Joney Nitahara,
Teri Spinola-Campbell, Equal Employment/ADA
Dee Ann Sadayasu, Administrative Services
Suzanni A.L. Hopp, Personnel and Organizational Development
Ian Takashiba, Labor Relations

BUDGET

During the period July 1, 2010 through June 30, 2011, the department’s operating budget was $1,757,889, 80% of which was budgeted for personnel costs. The department receives no special funds; thus the department is 100% County funded.

The Department of Human Resources serves as the County’s chief human resource management agency. Its functions closely align with nationally recognized HR functions: recruitment, compensation, benefits, personnel development, labor relations, health and safety, and workers’ compensation claims management. As the County’s chief human resource team, the department shares its expertise with departments and employees to enable them to better accomplish their missions. The department also encourages and supports County employees’ efforts to nurture a healthy, safe, and rewarding work environment and community.

Besides the director and deputy director, the department has a staff of 23 permanent full-time positions, or 8% less positions than the previous fiscal year. The department also employed one student from the Hawai‘i Community College under the Cooperative Vocational Educational Program representing a 50% reduction over the previous fiscal year.

In addition, one board and one commission are assigned to the department.
**Merit Appeals Board**
The Merit Appeals Board consists of five members appointed by the mayor and confirmed by the council. Members must be in sympathy with and believe in the principles of the merit system.

The Board appoints the director of human resources who serves at the Board’s pleasure.

As outlined in §76-14, Hawai’i Revised Statutes, the Merit Appeals Board decides appeals from any action under Chapter 76, Hawai’i Revised Statutes, taken by the chief executive, the director, or an appointing authority, or a designee acting on behalf of one of those individuals, relating to recruitment and examination, classification and reclassification of a particular position, initial pricing of classes, and other employment actions under Chapter 76, Hawai’i Revised Statutes, including disciplinary actions and adverse actions for failure to meet performance requirements taken against civil service employees who are excluded from collective bargaining coverage under §89-6, Hawai’i Revised Statutes.

**Salary Commission**
The Salary Commission consists of nine members appointed by the mayor and confirmed by the council. Six members are representatives of the County geographical areas of Puna, Ka‘ū, Kona, Kohala, Hāmākua, and Hilo; and three members are representatives of the County-at-large. By County Charter, the commission is assigned the task of establishing the salaries for the mayor, the prosecuting attorney, county council members, and appointed officials.

**ACCOMPLISHMENTS and HIGHLIGHTS**
- Selected vendor through the RFP process to implement a Countywide electronic recruitment software system. System is designed to streamline open-competitive and internal recruitments, and also provide for postings of other types of jobs including summer fun positions, student internships, and volunteer opportunities. As a result, department eliminated the 24-hour job hotline.
- Overhauled the County’s examination process to conduct written examinations only for entry level classes of work, thereby reducing written examinations to less than 10% of all advertised civil service jobs. The majority of recruitments will instead have the training and experience (T&E) evaluation as the examination, and other recruitments will be registrations where no examination is administered.
- Coordinated the placement of summer youth employment program participants within the County, paid with federal economic stimulus money, as follows:
  - Department of Labor Workforce Development Summer Program – 88
youth placed at 35 County worksites;
• Department of Defense Summer Program – 51 youth placed at 20 County worksites.
• Obtained a $5,000 grant from the Department of Research & Development to develop a “Volunteer Corps” in the County. Developed a “Student Internship and Volunteerism” brochure for all departments to use, and seven County employees from various departments attended “train-the-trainer mentoring” course that was grant funded.
• Participated in an inter-jurisdictional review of pay rates assigned to various classes of work.
• Conducted audits of the Fiscal Section for Department of Environmental Management and for Department of Public Works to review workload, workflow, and duties of positions. Recommended assignment/reassignment of work, reclassification of positions, and proposals for reorganizations to improve efficiency of operations. Assisting in implementation of changes.
• Implemented reorganization for the Office of Management, Clerical Services Center which included: transfer of positions to other departments, renamed center to Information and Assistance Center and transfer of the disabled parking permit function to the Office of Aging.
• Collaborated with the Department of Water Supply to establish a series of classes for Plant Electrician-Electronics Trainee. Classes will provide on-the-job experience for qualified applicants to obtain their journey level industrial electrician license.
• Conducted maintenance reviews for the following classes and series of work:
  • Solid Waste Facility Attendant
  • Solid Waste Working Supervisor
  • Recreation Specialist
  • Recreation Director
  • Recreation Administrator
  • Traffic Electrician
  • Aging Program Planner
• A department reorganization is being implemented as HR positions transition from specialization to generalization.
• Coordinated County’s Leave Sharing Program: 4 requests for shared leave hours were approved; 81 employees donated 18831.08 hours of vacation leave.
• Facilitated Flexible Spending Plan: As a cafeteria plan under section 125 of the Internal Revenue Service Code, the County’s Flexible Spending Plan allows participants to pay for health insurance premiums and medical and dependent care expenses with pretax dollars. As a result, participants realize both state and federal income tax savings as well as FICA tax savings. In Plan Year 2010-2011, the County saved approximately $392,188 in FICA taxes. During this period, 1,990 employees participated in the plan.
• Negotiated and implemented temporary furloughs and salary reductions for both UPW and HGEA employees.
• Developed and delivered new supervisory training, “Preventing Retaliation in the Workplace.” Conducted 12 classes in addition to training sessions on the new ADA Regulations, Service Animals, and Reaching Out to Customers with Disabilities.
• With the Disability and Communication Access Board, coordinated two sessions on the new 2010 ADA Standards for Accessible Design for public and private sector design professionals.
• Conducted 8 mandatory Anti-Discrimination and Harassment training sessions for County employees.
• Provided funding for the purchase of an accessible motorized wheelchair court for the Pana’ewa Zoo, a heavy duty wheelchair and communication equipment for the Police Department, and assistive equipment and devices for Aquatics programs.
• Updated County Safety Shoe Policy; wrote bid specifications for safety shoes; awarded IFB to safety shoe vendors; assigned specific safety shoe to each position requiring safety shoes.
• Coordinated island wide County employee influenza vaccine clinics at employee worksites, vaccinating approximately 500 County employees.
• Assisted West Hawai’i Civic Center in developing emergency evacuation plans and automated external defibrillator (AED) program.
• Conducted safety inspections of 14 County facilities, and 20 Solid Waste Division Transfer Stations.
• Responded to and provided 63 safety training requests, conducted 9 scheduled safety training programs and 8 defensive driver course trainings.
• The workers’ compensation expenditure for FY ending 2011 decreased over the previous fiscal year by $77,700 (from $2,589,950 in FY ending 2010, to $2,215,250 in FY ending 2011).
• Workers’ Compensations performance indicators are attached.
• The Merit Appeals Board heard three appeals, all of which were denied.
DEPARTMENT OF INFORMATION TECHNOLOGY

BURT TSUCHIYA, Director
JAMES KILEY, Manager

- Network & Systems Support
- Applications & Database Support
- Geographic Information Systems
- Property Management
- Technical Support & Help Desk

BUDGET: $1,446,649.12
EXPENDITURES: $1,177,678.19

ACCOMPLISHMENTS and HIGHLIGHTS

- Coordinated the relocation of 200+ County employee workstations from various West Hawai‘i locations and agencies into the West Hawai‘i Civic Center (WHCC).
- Coordination, installation and training for approximately 700 Voice Over IP system users at WHCC.
- Continued training, implementation and expansion for the primary Electronic Document Management System used by the County.
- Continued implementation of VMware. Retired servers are configured as virtual machines, saving equipment purchase costs, maintenance, and energy expenses.
- Expanded the fiber network to West Hawai‘i Civic Center, as well as Keaau & Pahoa public safety facilities.
- Upgraded the Fire Department RMS system to latest version and moved to a new server.
- Coordinated quarterly IT Roundtable meetings for County agencies on separate networks (Police, Prosecuting Attorney, Housing, Aging & Water), in an effort to share ideas, strategies and pool resources.
- Videoconferencing. Supported video conferencing equipment and training for Fire Department, County Building, WHCC, County Council and other agencies.

Services

-----------------------------
Network: 99.8% available
Outlook/Email: 99.9% available
Eden: 99.9% available
Laserfiche 99.9% available

Documents stored in Laserfiche repositories (estimated a/o 6/30/2011):
approximately 3,000,000

Service Desk

-------------------
Personal computer installations (new and recycled): 103
Number of new users set up: 175
Open/Closed repair tickets: 5124
Average Help Desk calls per day: 23

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User Account Setup/Change 440
User Unlock Password Change 95
Video Conference 4
Virus/Spyware 37
VoIP Phones 171
Other 444

**Training**

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July 2010 - Dec 2010: 13 classes
Jan 2011 - Jun 2011: 4 classes held
Total Students: 119

**GIS**

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DEPARTMENT OF LIQUOR CONTROL

GERALD TAKASE, Director

The department is a regulatory agency of the County of Hawai‘i consisting of the Liquor Commission, the Liquor Control Adjudication Board, the Director, administrative staff and investigators. The primary function of the department is to regulate the manufacture, importation, sale and consumption of intoxicating liquors.

The Liquor Commission consists of nine volunteer members representing each council district and is authorized to grant, renew or refuse and set conditions to applications for liquor licenses.

The Liquor Control Adjudication Board consists of five volunteer members that hear and decide complaints on violations of the liquor laws and may impose penalties as provided by law.

The department’s staff provides administrative services to and on behalf of the Liquor Commission and the Liquor Control Adjudication Board and performs duties that regulate the liquor industry. The investigators conduct premise checks on a daily basis and are responsible for investigating and citing licensees for violations of the liquor laws.

BUDGET

The department’s budget for FY 2010-2011 was $1,384,184. The department is not a general fund agency and collects annual license fees, percentage fees on gross sales of liquor as well as fines to subsidize the department’s operational costs. Any funds that are not expended will be refunded to the licensees.

ACCOMPLISHMENTS and HIGHLIGHTS

In partnership with the BIIF, conducted its 6th annual Drug, Alcohol, Tobacco (DAT) seminar with participation by 100 student-athletes. DAT seeks to prevent underage drinking and provides training to the student-athletes on curriculum developed by the federal office of Substance Abuse and Mental Health Services Administration. The DAT student-athletes commit to teaching this curriculum to fifth and sixth graders in their respective feeder schools. In 2010-2011, teach-ins were conducted to approximately 2,500 5th and 6th graders. This year, the department also provided grants to all local high schools for Project Grad, which are typically events held for graduating seniors immediately after their commencement ceremonies.
MASS TRANSIT AGENCY

THOMAS BROWN, Director

Transportation Specialist - Tiffany Kai
Transit Operations Assistant - Betty Alcover

BUDGET

The total budget for FY 2010-11 amounted to $5,753,999. Of this amount, $1,900,000 came from Federal grants. The remaining amount came from County funds. These funds covered operating costs for bus drivers, shared ride taxi service, fuel, insurance, and salaries and wages for the seven County employees that staff the agency.

ACCOMPLISHMENTS and HIGHLIGHTS

- Bus ridership amounted to 1.2 million passenger trips
- Took delivery of a double deck bus. This is the first double deck bus purchased by a public transit system in Hawaii.
- Received approval for a total of $5,000,000 in Federal grants for the construction of a new baseyard/administrative facility and the purchase of buses. These funds were obtained with the assistance of Senator Daniel Inouye, and are the largest amount provided to a neighbor island in Hawaii.
- Completed vehicle specifications to purchase 4 – 49 passenger buses. These buses will be bid out during FY 2011-12
- Established a park & ride lot at Makuu
- Constructed 7 bus stop shelters
- Had site plans prepared for 8 more bus stop shelter locations. These are currently in the approval process.
- Completed site selection and RFP documents for 29 additional bus stop shelter locations. These shelters will be constructed during FY 2011-12
- Identified additional bus stop sites and worked with Traffic Division of Public Works to install 45 bus stop signs around the island
- Added bus service to Leilani Subdivision on the Pahoa/Hilo route
- Added bus service to the West Hawaii Civic Center and Friendly Place of Kona on the intra Kona route
DEPARTMENT OF PARKS AND RECREATION

ROBERT A. FITZGERALD, Director
CLAYTON S. HONMA, Deputy Director

Aquatics Division, Larry Davis
Culture and Arts, Roxcie Waltjen
Hilo Municipal Golf Course, Troy Tamiya
Parks maintenance Division, Pat Daly
Recreation Division, Mason Souza
Ho'olulu Park Complex, Fredrick Lau
Panaewa Zoo and Equestrian Center, Pamela Mizuno
Elderly Activities Division, Harold Bugado
    Coordinated Services, Coran Kitaoka
    County Nutrition Program, Joan Kawakone
    Elderly Recreation, RoAnn Okamura
    Retired Senior VP, Edward Yokoyama
    Senior Community Service, Clyde Yoshida

BUDGET

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<td>Senior Community Svc</td>
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ACCOMPLISHMENTS and HIGHLIGHTS

AQUATICS

- 638 Keiki participated in the Summer Learn to Swim Program.
• The Novice Program program introduces keiki to competitive swimming. Attendance for the Novice Program was (301).
• All Lifeguards were recertified in American Red Cross Lifeguarding and retrained in American Red Cross Bloodborne Pathogens in January.
• Aquatics hosted Hapuna Rough Water Swim on July 4 (221 participants) and Richardson’s Rough Water Swim on July 25 (170 participants).
• Aquatics trained two Police recruit classes in American Red Cross Basic Water Rescue. The course includes individual stroke improvement, victim recognition, lifeguarding skills and emergency water rescue.

HAWAI'I COUNTY BAND

The Hawai‘i County Band had 43 performances during 2010-11, including parades, concerts, patriotic ceremonies and special events in Hilo, Volcano, Ka‘ū, Nā‘ālehu, Pāhoa, Kea‘au, Honoka‘a, Waimea, Kona, and Pana‘ewa.

Twelve monthly Mo‘oheau Park concerts were very well attended and well received. A brief history of the Hawai‘i County Band is presented to showcase the band’s cultural and historical significance. In addition, program notes were also provided for a better understanding of each piece.

For a variety of quality music, pieces are chosen from selected national lists such as the National Band Association, Music Educators National Conference, The Instrumentalist, and the College Band Directors National Association. In addition, a featured solo or popular selection is incorporated.

The Big Island Band Festival was held on May 14th at the Afook-Chinen Civic Auditorium. This annual event is designed to showcase both Middle and High School Bands from the island while also giving bands from across the state an opportunity to travel to our island and to perform in an adjudicated setting. Bands were judged by Michael Nakasone -former Royal Hawaiian Bandmaster, and Mr. Lance Jo is - a former band director from Maui.

WEST HAWAI'I BAND

The West Hawai‘i Band provided 22 performance services including: Fourth of July Parade, Hulihe‘e Palace Concert, International Billfish Tournament, Kona Coffee Parade, Ironman Triathlon and the Kailua Christmas Parade. Twenty new pieces have been introduced either for sight reading, rehearsal, or performance purposes.
CULTURE AND COMMUNITY ARTS

Classes/Workshops: Conducted a total of 93 workshops/classes in various disciplines such as music, arts, dance, crafts and natural sciences.

- Fourth of July Blast 2010 at Mo'oheau Park.
- Summer Arts Fest 2010 at Hawaii County Building.
- 2010 Queen Lili‘uokalani Festival - He Hali‘a O Lili‘uokalani Festival.
- Moku O Keawe International Festival in Waikoloa.
- Veteran’s Day Parade.
- Christmas Wreath Exhibit at the Aupuni Center.
- Stand-Up Paddle Board World Tour.
- Waimea Cherry Blossom Heritage Festival.

ELDERLY ACTIVITIES DIVISION

The EAD Senior Advisory Council remains extremely active with 40 current presidents meeting weekly/monthly with their respective members and collectively in January and July of each year with EAD staff. The Kupuna Hula Festival was again videotaped and shown at senior centers and on Public Access TV.

RSVP (Retired Senior Volunteer Program) of Hawai‘i County continues to be a leading RSVP in the State of Hawai‘i with over 2,024 volunteers. EAD staff will continue to strive to provide a wide array of services for the public with excellence, integrity and aloha, while achieving the established goals and objectives and meeting the needs of Hawai‘i’s seniors.

Major activities completed for fiscal year 2010-2011

- Pa‘auilo Community Center Reopening
- Three RSVP recognition luncheons in Hilo and Kona honoring over 2,027 volunteers, logging 162,022 hours island wide along with the 230 volunteer stations
- Kamana Karaoke Review with over 400 people and 40 singers
- The Big Island Golf Tournament with 144 golfers participating
- “Casino Days” in Hilo and Kona with over 450 participants
• Billiards Social at Yano Hall, February 10, 2011
• Coordinated Service’s volunteer recognition luncheons for 75 volunteers
• educational, recreational, cultural and health classes held island wide for over 2,630 seniors
• CSE staff completed 2,517 referrals for services/benefits such as, supplemental security income, Medicare, Medicaid, tax assistance, food stamps, transportation, etc.
• 192 participated in Ground Golf Socials at the Greenwell Park and Nāʻālehu Field.
• Kupuna Day at Imiloa Astronomy Center with 200 attending
• 87 seniors attended the Hāmākua Field Day Picnic held at the Laupāhoehoe
• CSE staff provided 43 clients with chore service 3,861 hours.
• (7) EAD Senior Advisory Council meetings held to discuss senior activities/services/concerns
• transportation provided for 85 individuals with disabilities ages 60 years and under
• 32 helped by Low Income Housing Energy Assistance Program
• Nutrition Program’s “Hot Shot” truck delivered weekly hot and frozen meals to 500 homebound seniors in rural areas
• 2011 Kupuna Softball League games and tournaments with over 486 players and 23 teams participating; teams also participated in the 35th Annual State Tournament on Maui
• The 28th Annual Kupuna Hula Festival involved a total of 374 participants, 26 halau – (15) from throughout the State, (8) Japan, (1) California, (2) Oregon, and a crowd of over 1,800 during the two-day event held in Kona at the Sheraton Keahou Bay Resort & Spa, Sept. 15 – 16, 2010
• Nutrition Program’s Summerfest, Christmas and King Kamehameha Day celebrations were held for participants
• Senior Employment Program participated in the “Employ the Older Workers Week”
• The RSVP School Supplies Project provided Big Island elementary schools with school supplies
• Recreation Program’s 31 district events served 3,020 seniors
• Fresh Produce Distribution Project served over 1,600 qualified seniors island wide at over 20 sites
• 239 seniors attended the 2010 Instructor/Volunteer Appreciation Christmas Luncheon to honor the instructors and volunteers
• The issuance of 1,391 senior identification cards
• CSE staff provided 1,086 with transportation services and completed 35,165 trips
• 65 seniors attended the “Kaʻū Learn A New Game Event” at the Pāhala Community Center
• 283 seniors participated in The Big Island Senior Stars Talent Show
• Over 700 seniors attended The East Hawai‘i Wellness Fair
• 180 seniors participated in statewide Line Dance Workshop
• 70 seniors attended the Nutrition Program’s Halloween Party
• Puna Ho‘olaulea held at Kea‘au Senior Center with 80 seniors
• Hawai‘i State Senior Revue - 421 seniors attended
• EAD staff assisted Hawai‘i County Civil Defense by informing seniors and evacuating individuals island-wide to safety due to the tsunami on March 11, 2011.
• During the period of February – April, CSE staff assisted AARP with transporting and/or scheduling seniors for free Senior Tax Assistance.

HILO MUNICIPAL GOLF COURSE

The Hilo Municipal Golf Course had a successful year hosting 28 tournaments throughout the year. Most of the larger tournaments were fundraising events for various organizations and clubs such as Waiākea High School and Hilo High School golf teams, University of Hawai‘i -Hilo Golf Foundation, Japanese Chamber of Commerce, Business-Education Partnership, and the Hawai‘i Island Adult Care Group. Some of the competitive tournaments were the National Public Links Sectional Qualifier, numerous Big Island Junior Golf Tournaments, Tony Taniguchi Senior Championships, and the largest event of the year, the Hilo Invitational. This year the Hilo Invitational hosted 100 of the top professionals and amateurs from around the state. Some of the headliners were David Ishii, Kevin Hayashi, JT Hamamoto, Lee Hardy, Lance Taketa, Nainoa Calip, Pono Calip, Doug Oki, and former University of Hawai‘i-Hilo All-American Nick Mason.

The Hilo Municipal Golf Course and County of Hawai‘i also hosted a clinic along with Rodney Acia, Alan Ikawa, and the Big Island Junior Golf Association. This clinic showcased the talent of up and coming PGA Tour Professionals Tony and Gipper Finau. These brothers are noted as two of the longest ball hitters on the PGA Tour and were featured on the Golf Channel.

Newly hired Golf Course Grounds Maintenance Supervisor Brian Oshiro comes from Mauna Kea Beach and Hapuna Golf Course as their Assistant Superintendent. Oshiro’s valuable knowledge and experience is already evident in the improvements at the golf course.

While experiencing budget cut backs, the grounds maintenance staff continue to maintain the playability of the course. Although many of the mowers are reaching maturity, we strive to upkeep and maintain all the equipment in order to keep the course in good shape.
PARKS MAINTENANCE DIVISION

The mission of the Parks Maintenance Division is to provide the general public with safe, clean, and aesthetically pleasing recreational facilities.

The Division received 3,721 work order requests during FY 2010-11. Of these, 3,090 were completed, rendering an overall completion rate of 83.1%.

Beautification and Improvement Projects

Park improvement projects utilizing staff, various community organizations and volunteers are defined as all types of tasks, other than normal daily maintenance work, that enhance the conditions or aesthetics of parks. Examples include general clean-ups, tree planting, landscaping, painting, land clearing, major repairs or additions, etc. A total of 111 improvement projects were completed, 76 in-house and 35 by volunteers. The Division will continue to cultivate beneficial working relations with various agencies, church organizations, schools, and informal groups.

Community Involvement and Support

During FY 2010-2011, Park Maintenance Division was called upon to assist various divisions and organizations with special events and projects island-wide via manpower, equipment, supplies, and funding. Special events and projects included the Merrie Monarch Festival, Ho'olulu Complex, Kamehameha Day Celebrations, Fourth of July festivities, Hilo Community Players Shakespeare in the Park at Kalākaua Park, Hilo Bayfront Canoe Races, American Heart Association's Walk/Run, Ho'olaulea in Downtown Hilo, Hawai‘i County Fair, Veterans and Memorial Day Ceremonies at Veterans Cemeteries, Ireito Memorial Services at Alae Cemetery, World Peace Festival, the Cherry Blossom Festival in Waimea, and various softball tournaments - island-wide

Safety Initiatives

To ensure the safety of park patrons and personnel, District Park Maintenance Supervisors conducted a total of 468 comprehensive, on-site safety inspections during FY 2010-2011. Park Maintenance Superintendents also conducted numerous unannounced audits in all 7 districts during the same period and deficiencies in prescribed standard of cleanliness, sanitation, physical facilities maintenance, and safety were noted and corrective action taken.

Supervisors instructed a minimum of 1 training session per month. Collectively 119 safety training classes, covering a myriad of HIOSH and site-specific safety topics were conducted during FY 2010-2011. Major reviews and safety program upgrades were undertaken in the areas of; blood borne pathogens, fall protection, hearing conservation, playground safety, facility trip and fall hazard
mitigation, respirator, asbestos and lead abatement, welding and hotwork, and scaffold safety.

**Vandalism**

Vandalism remained an ongoing problem throughout the year. Total reported incidents for fiscal year 2010-11 equaled 71 at a cost of $24,362.00. This represents an increase of 16.4% in the incident rate, and an increase of 33% in costs from last fiscal year.

**Complaints**

Parks personnel recorded all complaints received in writing for record keeping and follow-up. All complaints were filed by districts and analyzed for trends and underlying service deficiencies. For FY 2010-2011 the Superintendent of Parks continued to evaluate bona fide service complaints based on critical service performance deficiencies versus patron preferences and opinions. Statistically, the number of complaints received for FY 2010-11 was 67 as compared to 58 for last fiscal year.

**RECREATION DIVISION**

**UH Hilo Vulcans Baseball Clinic**
The UH Hilo Vulcans Baseball Clinic was developed and held on January 29 & 30, 2011 and presented by UH-Hilo Baseball Coach Joey Estrella and his staff. 175 Children participated and with the help of volunteers this clinic will continue to prosper and be very successful for years to come.

**Tsunami**
The Tohoku tsunami was generated by an earthquake on March 10, 2011, which affected many people in different areas. The aftermath of this tsunami was devastating to Japan with many thousands of lives lost and untold damages to entire communities. In Hawai‘i County, West Hawai‘i communities also suffered major damages from the tsunami. Recreation Division staff responded by opening and manning evacuation centers in coordination with Civil Defense.

**18th Annual Biggest Easter Egg Hunt**
The Annual “Biggest Easter Egg Hunt,” held at the Ho‘olulu Complex Wong Stadium on Friday, April 22, 2011 was a success with over 1,000 children and parents in attendance.
Track & Field
For both the Age Group and Exponent meets, there were a combined total of approximately 1,100 youngsters participating in East and West Hawai‘i. Medals were given to the 1st-3rd place winners in all track and field events.

Hershey Track & Field
Due to heavy rain, the Hershey Track and Field Meet (sponsored by Mauna Loa Macadamia Corporation) was rescheduled from March 5, 2011 to April 4, 2011 and was held at the Kea‘au High Track Oval.

Lawakua Nui Program
This new and exciting Parks & Recreation program kicked-off with a free two-day motivational life skills and sports training camp on June 22-23, 2011 in West Hawai‘i and June 29-30, 2011 in Hilo. For students grades 5-8, Lawakua Nui was conceived to fill a gap in Pop Warner football that didn’t allow 4th-6th graders over 125 pounds and everyone over 160 pounds to play. The core component of the program remains the same but the program was expanded to accept all boys or girls with similar weight issues whether interested in playing football, or not.

According to P&R Director Robert Fitzgerald, both tracks of this program are health-related with cultural, community and academic monitoring components. “Ideally, this program will help our children become the best they can be.” The organization will consist of four clubs throughout the island, with clubs in Kona, Waimea, Hilo and Kea‘au. “This is not a league with teams, but an organization with clubs that will have a holistic approach to developing healthy children.”

Summer Fun Program
A total of 1,263 children, island wide participated in the Summer Fun program, an increase from last year. Since we offer one of the most affordable summer programs for the children of this island we anticipate this trend to continue. This year 17 Summer Fun sites qualified for the USDA Summer Food Service free lunch program and a total of 17,353 meals were served to the children. The lunches were provided by vendor HCEOC.

HO‘OLULU PARK COMPLEX

Maintenance Projects for the year:
- All ballfields re-sodded and manicured in September 2010.
- Wong Stadium bleachers and locker rooms were repainted in July 2010.
- Walter Victor’s central building was repainted in June 2011.
- Parking stall lines in the entire Ho‘olulu complex repainted in March 2011.

Event Highlights:
- Relay for Life – American Cancer Society
- Hawaii County Fair – Hilo Jaycees
• MS Walk for Life
• War Concert
• Christmas Craft Fairs
• Plant Shows & Sales
• Merrie Monarch Festival
• State Senior Little League Baseball Championship
• State Pony League Baseball Championship
• High School (BIIF) Championships
• Boy Scouts Makahiki
• Roller Derbies
• Ed Douglas Car Show
• Jehovah’s Witness Conventions
• Big Island Filipino Community Council Scholarship Pageant
• Big Island Boxing Association Smoker
• Haili Invitational Volleyball Tournament
• High School and UHH/HCC Commencements

In addition, many more activities and events were held at the complex and facilities used on a daily basis. On many occasions, all facilities are in use simultaneously.

PANA’EWA ZOO AND EQUESTRIAN CENTER

Annual attendance at the Zoo from July 1, 2010 to June 30, 2011 was 172,677. On April 24, 2011 the Corpse Plant, on loan from a private collector bloomed at the zoo on Easter Sunday and attracted over 2,600 visitors in two days.

PANA’EWA RECREATION COMPLEX

• Annual attendance at the Zoo from July 1, 2010 to June 30, 2011 was 172,677.

• Namaste’s Tiger Birthday Party held October 2, 2010

• Christmas Party for the Animals held December 4, 2010

• On April 24, 2011 the Corpse Plant on loan from a private collector bloomed at the zoo on Easter Sunday and attracted over 2,600 visitors in two days
rare sight- Corpse plant blooming at Pana'ewa Zoo  April 24, 2011.
PLANNING DEPARTMENT

BJ LEITHEAD TODD, Director
MARGARET MASUNAGA, Deputy Director

Administrative Permits - Garrett Smith
Administrative Services - Joaquin Gamiao
Long Range - April Surprenant
Planning Division - Daryn Arai
West Hawai‘i - Bennett Mark

BUDGET
• The Planning Department continues to have an aggressive management approach in meeting or surpassing our budgetary goals, while still providing excellent customer service and accomplishing our core requirements.
• The Department had a strong showing in controlling salaries and wages for the FY 2010-11. The S & W budget was $2,229,626 and actual expenditure was $2,123,036; a savings of more than $100,000. This was accomplished through creative flex scheduling to meet public meeting requirements and leaving vacant position unfilled for as long as possible.

ACCOMPLISHMENTS and HIGHLIGHTS

Administrative Services Division
• Staff training has continued in spite of budgetary constraints by taking advantage of free webinars, on-island seminars and the various seminars provided through Human Resources.

• Launched our external website, which carries links to the various planning reports, agendas and forms. The Department is seeking to provide more and more information on the internet to streamline record and document storage and/or retrieval.
• Recent upgrades to Eden and several LaserFiche training series have been completed.
• We are looking into expanding the functionality of LaserFiche as the primary file management platform within the Department, but noting the budget limitations associated with additional modules. As staff becomes more proficient with the use of LaserFiche, there continues to be improvement in efficiencies of file management and information sharing amongst agencies and the general public.

• The increase in advertising cost and recent determination of what kind of public advertising was needed, was difficult with the economic constraints facing the County. However, we accomplished this requirement under budget through better written advertisements. We are continuing to explore
opportunities to reduce public notice costs, such as using the County’s website for noticing.

**Administrative Permits Division**

- Processing of Subdivision, Planned Unit Developments, Variances, Plan Approvals, Building Permits, Code Compliance, and maintenance of Tax Maps in a timely manner.
- Necessary computer upgrades completed to handle addressing and street naming. Approximately fifty streets named; supporting the multi-hazard mitigation plan and improving the addressing system to support E911 emergency response system.
- Additional collaboration is needed between various County departments and agencies on infrastructure policies and goals. Recent meeting between Fire, DPW Engineering & Building, Planning, and Water Supply confirmed support of working together towards addressing current operational challenges and long-term public needs.

**Long Range Division**

- Continue to implement Smart Growth Principles such as affordable housing initiatives, agricultural land policies, preservation of open space and critical environment areas, etc. Staff training is continuing to hasten the use of Smart Growth Principles in the Department’s planning efforts.
- Staff continues coordination with PlaceMakers (consultants) and is proceeding with the drafting of the Hawai‘i Livable Communities Code – island-wide approach to incorporate Smart Code as a viable land use and development option.
- Staff is drafting the island-wide Smart Code principles to be proposed as a new chapter in the Hawai‘i County Code.
- Budgetary constraints have hampered Community Development Plans’ (CDP) outlook for the fiscal year, but creative actions by the Long Range Division has made this objective viable.
- Hāmākua CDP has commenced with the writing phase and continues with the public outreach stage.
- Ka‘ū CDP is well underway with new consultants moving forward. We anticipate having a first draft of the CDP to the Steering Committee in the 1st quarter of 2012.
- Inspections were pushed to the limit with the March 2011 tsunami hitting the Kona coast. All inspections were completed in a timely manner.

**Planning Division**

- The Planning Division continues to service the Windward and Leeward Planning Commissions with the same number of staff as it did prior to the
division of the Planning Commission into these two separate bodies in May 2009. All applications pending before these bodies continue to be processed in a timely manner.

• The Planning Division also provides for the timely submittal of documents associated with petitions filed with the State Land Use Commission. With the implementation of furloughs the reduction of working days has had a significant effect upon the various activities involved in processing land use applications within the required timeframes specified by State and County laws. Adjustments to hearing schedules and advancing the deadlines for reports and actions regarding Planning Commission and State Land Use Commission activities were required in order for regulatory obligations to be met.

• The Department continues to review the County Code and rules in relation to State laws, subsequently amending its laws and rules to ensure consistency with statutory requirements.

• Amendments to County Codes, Commission Rules and Departmental Rules have been identified for standardization, streamlining, addressing inconsistencies, and overall improvements. Said regulatory changes to be brought forward for consideration are dependent upon workloads and Commission/Council support. Zoning and Subdivision Code amendments are being pursued to ensure compliance with other existing laws and to address procedural deficiencies and inconsistencies.

West Hawai‘i

• A study, “Financing Plan for Public Facilities and Backbone Infrastructure” for the Kona CDP area was completed in January 2011.

• West Hawai‘i Planning continues to work on the implementation of the Kona CDP and operation of the Design Center.

• All land use applications and inquiries received in the Kona office are processed by staff with an emphasis on providing efficient, high quality, and accurate customer service.

• The Kona office also provides staff support for the West Hawai‘i Planning Commission, the Kona Community Development Plan (CDP) Action Committee (AC) the North Kohala and South Kohala CDP AC, and the Kailua Village Design Commission.
HAWAI’I POLICE DEPARTMENT

HARRY S. KUBOJIRI, Chief
PAUL FERREIRA, Deputy Chief

Administrative Bureau - Assistant Chief Marshall Kanehailua
Area I Operations - Assistant Chief Derek Pacheco
Area II Operations - Assistant Chief Henry Tavares

BUDGET $ 53,340,200

ACCOMPLISHMENTS and HIGHLIGHTS

Administrative Bureau

The Dispatch Center received 119,699 emergency 911 calls, with only 17.9 percent of those being transferred to the Fire Department. Including non-emergency calls and requests directly to police officers, dispatchers documented 198,384 requests for police service.

The Accreditation Section continues to lead the department toward accreditation by the Commission on Accreditation for Law Enforcement Agencies. During the self-assessment phase of this process, which began on May 6, 2010, 106 revised General Orders were implemented and more than 60 new policies were created and are being implemented.

The Training Section provided more than 5,784 hours of training to existing personnel and a new recruit class.

Criminal Investigations Division (CID)

In addition to many other crimes, detectives investigated two murders and three attempted murders. The highest-profile of those cases occurred at a South Kohala resort, where a 44-year-old woman was found dead in her hotel room from injuries she received during a domestic altercation with her 46-year-old fiancé. He was arrested at the scene and later charged with second-degree murder, kidnapping and second-degree criminal property damage.

Juvenile Aid Section (JAS)

JAS detectives investigated 1,583 cases, including sexual assaults, domestic violence, other crimes against women, child pornography and juvenile-related crimes, such as burglaries, robberies, thefts, child abuse and neglect and status offenses (runaway, truancy, curfew violations).
Vice Section

An assortment of Vice Section investigations led to numerous arrests and the recovery of the following items of contraband:

- Nearly half a million dollars in street value of crystal methamphetamine.
- more than $14,000 in street value of diverted pharmaceutical prescription drugs.
- more than 86 pounds of dry processed marijuana packaged for distribution and estimated close to a half-million dollars in street value.
- 20,420 marijuana plants (61 percent more than last year) despite being restricted by county ordinance from conducting marijuana eradication missions.
- numerous other illegal drugs and firearms.

Community Policing

Expansion of Bicycle Patrol into Kona brought the number of certified Bicycle Patrol officers to 30 - island wide. With this increase in visible police presence, robberies in Kailua Village dropped 48 percent—from 17 cases in each of the two previous fiscal years to only 9 cases in 2010-2011. The Community Policing Section continued to use the bike patrol presence effectively to address street level crime in Downtown Hilo, Pāhoa Town and at community events. The Bike Patrol Program has helped not only to fight crime but also to offer additional opportunities to build positive relations with the community by making officers more approachable.

Patrol Divisions

As always, officers in the South Hilo, North Hilo, Hāmākua, Puna, Ka‘ū, Kona, South Kohala and North Kohala Districts patrolled our streets and responded to calls from the public to keep our citizens safe. In addition, these developments were particularly noteworthy:

- The number of burglaries decreased from last year in all districts.
- The new Puna police station was completed with central district operations moving to Pāhoa in May 2011. The $5 million structure shares space with the Department of Finance’s Vehicle Registration and Licensing Division. In addition to other police services, citizens may register firearms at the new police station, saving Puna residents a long drive to Hilo.
- The Kona District created a Special Enforcement Unit in June 2010, which played a large role in the significant reduction in that district of burglaries and vehicle break-ins.
- The Police Department continued a partnership with the State Department of Public Safety on a program to reduce the large backlog of outstanding bench warrants and other court documents. They served 4,187 of the 4,407 court documents received, or 95 percent.
• The North Kohala police station underwent renovations to make it more accessible to persons with a disability while providing greater security for Police Department personnel.

Traffic Enforcement Unit (TEU)

The Traffic Enforcement Unit investigated 20 fatal crashes. Of those, 13 involved drugs and/or alcohol, with the following breakdown (5) drugs, (1) alcohol and (7) both. TEU officers conducted 84 DUI sobriety checkpoints and arrested 332 drivers for driving under the influence of intoxicants.

Internal Affairs/Criminal Intelligence Unit (IA / CIU)

The Internal Affairs Unit conducted 26 administrative investigations, 56 internal inquiries into actions by police department personnel, and provided 39 in-service training sessions to employees. Internal Affairs also conducted 53 Quality Control and Compliance Inspections of various elements of the department to prevent the abuse, misuse, fraud and waste of department resources.

The Criminal Intelligence Unit provided intelligence information, which in whole or in part led to the initiation of 352 criminal investigations. The unit also submitted 382 intelligence reports. The unit conducted 499 criminal history investigations for prospective department employees, other designated employees and prospective employees of other county, state, and federal law enforcement agencies.
In fiscal year 2010-2011, the Office had a total projected operating budget of $8,671,022 of which 36% or $3,139,800 was from federal grants, state grants and asset forfeitures. Federal funds through the U.S. Department of Justice provided funding for the Victims of Crime Act, Violence Against Women, Juvenile Accountability Block Grant, Justice Assistance Grant, and Elder Abuse Prosecution programs. Other federal funds were received for the Highway Safety training project. State funding was received for the Career Criminal Program, Victim/Witness Program, Sexual Violence Primary Prevention, Domestic Violence Strategic Plan Implementation projects.

**ACCOMPLISHMENTS and HIGHLIGHTS**

**Traditional prosecution**

- Processed 17,795 in-custody, bailout and referral cases.
- Serviced 2,020 court calendars for circuit court, district court, family court, drug court and mental health court in Hilo, Kona, Puna, S. Kohala, N. Kohala, Hamakua and Ka`u.
- Information charged 134 cases, reducing Grand Jury caseload and time spent by approximately 480 witnesses (police, government employee and civilian).
• Filed 245 Grand Jury cases.
• Issued 704 administrative subpoenas.
• Represented the State in 59 appellate and post conviction proceedings.
• Participated in State Asset Forfeiture program as a means of discouraging illegal activity. Received a percentage of proceeds totaling $59,847.
• Implemented ten modifications to the HITS case tracking system to improve efficiency of input and retrieval of case information.

Victim Services

• From January to July 2011, provided assistance to 3,197 victims, witnesses and others.
• Sent 1,732 disposition and 5,029 notification letters to victims.
• Provided federal funding to Mothers Against Drunk Driving (MADD), Child and Family Services, and YWCA Sexual Assault Support Service for services to victims of domestic violence, child abuse, sexual assault and homicide.
• Provided information/training to 14 organizations and at 4 community events on program services for victims.

Criminal Justice System

• Participated in Adult and Juvenile Drug Court in East and West Hawai`i.
• Participated in 13 statewide and 14 island wide interagency groups to develop interventions and strategies to improve the criminal justice system.
• Sponsored/co-sponsored workshops and conferences to improve the criminal justice system response:
  - Statewide Crash Reconstruction Training, July 2010
  - U-Visa Training, January and May 2011
  - Professional (and Personal) Responses to DV & SA, February 2011
  - Trauma-Informed Care Orientation, May 2011
  - COPS Meth Conference, July 2010

Juvenile Issues

• Facilitated introduction and passage of HR 112 at State Legislature to review confidentiality laws pertaining to information sharing of court-involved, multi-agency youth.
• Committed to implement the Department of Health Hawai`i Teen Outreach Program (HITOP) in FY 12 to develop positive potential of teens.
• Provided federal grant funds to Hale Kipa to enhance intensive monitoring program for juvenile probationers to include a family strengthening component.
• Provided funding for 9 youth mini grants for projects to address health and safety issues
• Sponsored/co-sponsored four workshops and seminars to address juvenile issues.
• Participated in 10 committees and initiatives to collaborate on issues relating to high-risk juveniles.

Community Strategies

• Community Oriented Prosecution project in West and East Hawai`i provided outreach and support to various communities throughout the island.
• Coordinated the County of Hawai`i Environmental Crimes Project to reduce illegal dumping and littering. Funded two community clean-up efforts in Hawaiian Ocean View Estates and Pahoa.
• Sponsored/co-sponsored 6 workshops and seminars to address community issues.
• Provided 586 Keiki identification cards to promote child safety at 11 community events.

Administrative / Other

• Upgraded server platform to Active Directory.
• Coordinated 3146 volunteer hours in the Hilo, Kona and Waimea offices. Volunteers provided support to clerical, administrative, legal and investigative staff.
• Coordinated volunteers to shred confidential documents for the office and various departments with savings exceeding $11,000.
• Staff participated in 5 community charity events.
Primary Functions
The Department of Public Works is composed of six (6) divisions; Highway Maintenance, Administration, Automotive, Traffic, Building, and Engineering divisions administer and implement specific respective regulatory laws. Traffic oversees installation, operation, and maintenance of signs, traffic calming devices, traffic signals, and streetlights to reduce vehicle crashes. Building is responsible for maintenance of public facilities, permitting, and inspection of commercial and residential construction. Engineering is responsible for design, construction, inspection of County infrastructure, regulatory and compliance, flood control projects and bridges. Automotive repairs and maintains a fleet of county vehicles and equipment. The Highway Maintenance Division oversees the operation and maintenance of culverts, drainage, and more than 947 miles of public streets and highways. The Administration division provides key technical support services and community outreach to all other divisions within the department in four major areas: dissemination of information and community outreach, clerical support, fiscal coordination, and human resources. All divisions perform essential functions during Civil Defense emergencies.
Administration
Support divisions with clerical, fiscal management, human resource, public information and contract services.

Automotive
It is responsible for maintenance, equipment repairs and for vehicles and welding services.

PERFORMANCE
Eighty-five additional work orders were completed for county vehicles, equipment and welding services exceeding the 1,705 goal.

1. Employees trained in safety classes for safe working environments exceeded the goal by 85%.

2. Budgets for all divisions were within 100 percent of its goal.

3. In partnership with Community Rating System, Flood Plain Management, Public Outreach through education contributed to exceeding the National flood rate insurance discount for property owners outside Zone "X."
**Building**

It is responsible for building construction, permitting, and administering regulatory laws.

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<th>FY 2010-11 Actual</th>
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**PERFORMANCE**

1. Although not a mandate, but a goal, of new construction or renovation is to incorporate photovoltaic systems and solar tubes to reduce energy costs.

2. General Custodian services were assigned to clean thirty-three percent of the facilities around the island daily. Another sixty-seven percent requested only partial custodian services. Due to a reduction in the workforce, this section did not meet the goal by twenty-five percent.

3. Representatives from the departments of Building, Planning, Engineering, Fire, Wastewater, Solid Waste, and the state department of Health met four times a week to review plans. Through a concurrent plan, the review process for nonresidential and residential permits targets completion in two to four weeks.
**EngineeE Engineering**

Responsible for design, construction, administering regulatory laws, flood control projects, and bridges.

---

**PERFORMANCE**

1. Fifteen new bus shelters and new stops were completed for the Mass Transit Agency’s expansion with 32 or more planned around the island next fiscal year.

2. National Bridge Inventory, administered by the Federal Highway Administration requires bridges 20-feet or longer to comply with National Bridge Standards (NBS) to ensure the safety of motorists. The number of bridges maintained, inspected, replaced, or rehabilitated doubled from seven to fourteen. These bridges, made of steel, concrete or wood serve the communities of Puna, Hilo, Kohala, Kona, Hāmākua and Ka‘ū. The bridges are usually named after a gulch or a stream it services.

3. The County of Hawai‘i participates in the National Flood Insurance Program (NFIP) enabling communities to purchase federally backed flood insurance. The goal is to make available lower flood insurance rates to property owners outside Zone "X." The floodplain section exceeded the NFIP Community Rating System category rating earning a 10 percent national flood insurance discount.

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**PERFORMANCE**

Eighty-five additional work orders were completed for county vehicles, equipment and welding services exceeding the 1,705 goal.
RESEARCH AND DEVELOPMENT

RANDALL KUROHARA, Director
LAVERNE OMORI, Deputy Director

Agriculture, Margarita “DayDay” Hopkins
Business Development, Jane Horike
Energy, William Rolston
Film, John Mason
Information Resources, Colette Rapozo-Yamamoto
Resource Center, Alex Frost/Frecia Basilio
Tourism, Stephanie Donoho

BUDGET

The department’s budget for fiscal 2011 was $2,969,525. $2,473,605 was provided by the general fund and the balance from state grants. The department conducted three (3) solicitations for proposals during the year utilizing County and State funds, which provided more than $1.3 million in supplemental funding to various groups and agencies across the department’s six (6) program areas.

ACCOMPLISHMENTS and HIGHLIGHTS

AGRICULTURE

• The department’s Agriculture Program budget which provided funding to Hawai`i Island non-profit organizations was $470,000, including a special County allocation of $300,000 for FY 2010-11.

• $170,000 was allocated to support agricultural projects in the following areas: 1) innovative agricultural research; 2) research in areas of urgent interest to the agricultural community; 3) agricultural marketing research and promotion of products; and 4) collection and dissemination of agricultural information. Grants are awarded to Hawai`i Island non-profit organizations and the University of Hawai`i. Awards range from $2,000 to $25,000 and require matching funds from the recipients.

• $300,000 was allocated to develop and improve the Kapulena Agricultural Park in order to support viability and sustainability of the livestock industry on this island; introduced Natural Farming techniques from Korea to island farmers; learn a sustainable system of farming using organic fertilizers, reduced water usage and improved crop and livestock yields; and implementation of priority areas recommended in the 2010 Hawai`i County Agriculture Development Plan.
BUSINESS DEVELOPMENT

• The department’s Business Development Program budget which was $43,000 ($3,000 cost share from the Agriculture Program) provided funding to Hawaiʻi Island non-profit organizations. Awards range from $2,000 to $5,000 for economic development projects.

• Administered the Enterprise Zone (EZ) Program through promotion and dissemination of information to prospective Hawaiʻi Island businesses.

• 87 businesses participated in the EZ program; 27 businesses were newly enrolled.

• Partnered with the Department of Business and Economic Development and Tourism’s (DBEDT) Bringing Government To The Community to inform businesses about the EZ program, the Force Majeure program and GET exemption for new EZ businesses using licensed contractors and sub-contractors.

• Identified qualifying projects for the federal New Market Tax Credit (NMTC) Program. NMTC’s is a tool for job-creation and economic revitalization in low-income communities.

• Supported a Think Local initiative to develop a recognizable marketing strategy that communicates to all Hawaiʻi Island consumers how purchasing choices can affect the broader economy.

ENERGY

• The department’s Energy Program budget which provided funding to Hawaiʻi Island non-profit organizations was $75,000, and the State of Hawaiʻi Department of Business, Economic Development and Tourism granted $70,920. This program initiated and facilitated the implementation of renewable energy resources and projects to improve energy efficiency on this island.

• Completed construction on the first Feed-in Tariff Photovoltaic Array on West Hawaiʻi Civic Center (WHCC). WHCC will become a Net-Zero Building, consuming as much power as the array produces. WHCC can be considered 100% renewable not only during sunlight hours but over the entire year. The County of Hawaiʻi will be paid on the excess energy produced during production hours under the Feed-in Tariff Utility program.

• Coordinated US-Japan Hawaiʻi-Okinawa Clean Energy Cooperation discussions throughout the year targeting a 1 MW Ocean Thermal Energy Conversion (OTEC) project. Future workshops will be held to focus efforts with Japan and private developers toward developing an OTEC project on island.
• Partnered with Department of Water Supply (DWS), with help from Department of Energy’s National Renewable Energy Lab, to initiate the re-powering of the Lalamilo Wind Farm in Waikoloa. Project will provide significant energy to DWS wells. Future plans to seek energy storage systems to help integrate with HELCO grid.

• Initiated County fleet analysis with the help of National Renewable Energy Lab to find opportunities to reduce fleet size and develop opportunities for Electric Vehicles.

• Participated with the County’s Green Team on Renewable Energy Analysis. Efforts involve collecting and analyzing data on energy, transportation, buildings and waste; develop policies to help County reduce dependence on imported fossil fuels and protect its environment.

• American Recovery and Reinvestment Act (ARRA) funds of $737,800 were received in FY 2010. $237,800 of the $737,800 has been deployed in the Energy Efficiency and Conservation Block Grant. An energy education program was developed and deployed to educate island residents on energy efficiency. Conducted over one hundred residential energy audits for low-to-mid-income residents. Working with Department of Public Works, the majority of the ARRA funds will retrofit over one thousand street lamps projected to save 50% of the energy over the existing lights.

FILM
• The department’s Film Program budget was $40,000 which supported a number of film festivals, workshops and industry events such as the screening of locally produced and Hawaiian themed films at the Kahilu Theatre in Waimea.

• Coordinated various training workshops for various levels of film and television production occupations including an entry level Production Assistant workshop by a professional Production Manager from Oahu.

• Launched a marketing and production survey of film productions at the major resorts and hotels along the Kohala Coast.

• Marketing analysis of the Big Island Film Office completed by a marketing student in the College of Business and Economics at the University of Hawai‘i – Hilo.
INFORMATION RESOURCES

- The department’s Information Resources Program is a service agency of the County of Hawai‘i. As the library, it meets the information needs of the department and provides a range of information services in support of the promotion and economic development of Hawai‘i Island through continuous data collection and documentation for public use. The program also centralizes the holdings of thirteen (13) County departmental collections and serves as a depository for some U.S. Census Bureau publications and State and County statistical sources.

- Launched a Department Economic Development Newsletter titled *Ha‘ilono (Bringing of News)* designed to keep our island community informed about our local industries. Included are our most current economic indicators to illustrate the overall health of the economy and a calendar of festival and events happening around the island.

RESOURCE CENTER

- The department’s Resource Center budget was $75,000, plus $25,000 support from Tourism, to support family asset building projects, local food economy, green business and government, and livable community projects.

- Published the *Island of Hawai‘i Green Economy Report* - global, national, and local snapshot on policy, practice, and investment related to the development of a diversified renewable island economy.

- Published the *County of Hawai‘i Government Operation Greenhouse Gas Emissions Inventory* - the State’s first municipal-level inventory, which quantifies economic cost of fossil fuel dependence and carbon emissions created by County government to deliver services to the public.

- Published the *Vision 20/15 Green Government Action Plan* – a blueprint for County government operation to reduce energy cost, fossil fuel use, and carbon emissions. The plan identified potential savings of over $34 million in ten (10) years through resource efficiency measures.

- Joined the *Cities for Financial Empowerment Coalition*; a nationwide distinguished group of eleven (11) member cities/county partners to advance quality and accessible financial services and education. County of Hawai‘i was the first County to be included in this coalition.

- Published the first *County of Hawai‘i Assets and Opportunities Scorecard* to provide a data of the financial security and stability of Hawai‘i Island residents.

- Released *Ho`owaiwai Building Genuine Wealth Policy Report* that identifies
strategies for asset building policies and actions to support Hawai‘i Island families strive to generate wealth, health and well-being.

- Launched the Ho‘owaiwai Network Hawai‘i Island. Almost one hundred health and human service providers, financial institutions, schools and other government agencies participate in developing and implementing initiatives that build strong, financially secure youth and families.

- Sponsored and supported the Asset Building Symposium attended by over 200 representatives from across the state and nation. As a result of this symposium, the Family Financial Empowerment and Children’s Savings Campaign was launched to learn new ways to help families achieve self sufficiency. Almost 500 Hawai‘i Island children participated in Children’s Savings project and saved over $37,000.

- Coordinated The Family Financial Empowerment Days held in Kohala, Kona and Hilo. Ho‘owaiwai Network partners and volunteers provided information and resources at no cost to attendees. Services included tax preparation, credit counseling, foreclosure prevention/loan modification, student financial aid and bankruptcy / “getting out of debt” counseling.

- Represented County of Hawai‘i in the State Strategic Energy Sector Partnership Task Force to assist in distribution of $6 million federal grant to train local workforce.

TOURISM

- The department’s Tourism budget for program awards to non-profit organizations was $697,000 plus a special County allocation of $300,000 for FY 2010-11. Hawai‘i Tourism Authority CPEP funding for 2010 was $425,000 and CPEP 2011 was $425,000.

- Awarded the largest allocation of $550,000 to the Big Island Visitors Bureau (BIVB) for airlift support, Kama‘aina campaigns, Conventions, Meetings and Incentives (CMI) and international marketing. An additional $100,000 of the special allocation was awarded to BIVB to support marketing the new direct flight into Hilo from California.

- Continental / United Airlines began direct air service from Los Angeles and San Francisco to Hilo in June 2011 providing an “open jaws” agreement for passengers. This allows passengers to fly into one of our airports and fly out of another, all on a single round-trip ticket. Promotion of this model will be promoted to other airlines to encourage additional flights to Hilo. Additional direct mainland airlift was also secured in Kona through WestJet (seasonally) with an expanded number of flights weekly on Alaska Airlines.

- The special allocation also supported the Stand Up Paddleboard World
Championship, the promotion of Hawai`i to educational tourism groups in Japan, and the advanced work to enhance the County’s presence and messaging during the Asia Pacific Economic Cooperation (APEC) meetings in November 2011 and other upcoming technological, and scientific conferences.

- Forty projects (40) received 2010 HTA CPEP awards and thirty-one (31) projects received 2011 CPEP awards. These community-driven festivals and events overlap the County’s fiscal year, so both are included. The HTA CPEP contract also funds the Tourism Specialist’s salary and overall program administration.

- Readers of Travel + Leisure voted Hawai`i Island the #1 island in the State and the #7 island in the world!

- Hawai`i Tourism Authority and its marketing partners (HVCB, HTJ, etc.) began referring to the island chain as the Hawaiian Islands and began promoting our island as Hawai`i, the Big Island. This helps showcase the wide variety of experiences to enjoy within the State and alleviate confusion between the big city (Honolulu) and our island. This will brand our island by its legitimate Hawaiian name, not a nickname.
DEPARTMENT OF WATER SUPPLY

MILTON PAVAO, P.E., Manager-Chief Engineer
QUIRINO ANTONIO, P.E., Deputy Manager

Operations Division, Daryl Ikeda, P. E.
Engineering Division, Kurt Inaba, P. E.
Finance Division, Rick Sumada

The Department has a staff of 166 employees operating from several locations around the island. In addition to its main office at the Waiākea Office Plaza on Kekūanaō’a Street and the Operations Center on Leilani Street in Hilo, the Department maintains district offices and base yards in Waimea, Kona, and Ka‘ū. Other than its administrative personnel, the Department is organized into three major divisions.

BUDGET

Finance Division
For the fiscal years ending June 30, 2010 and 2009, operating revenues totaled $39.2 million. Operating expenses, including depreciation, totaled $44.5 million in both years as well. Water consumption during this period increased from 9.2 billion gallons to 9.5 billion gallons. Total number of services increased from 41,209 to 41,409 island-wide.

ACCOMPLISHMENTS and HIGHLIGHTS

Engineering Division
For Engineering Division, the following featured capital improvement projects were under construction, in various stages of contract award, or in the planning and design phase during the fiscal year:

Puna, Hilo District
Ola’a Reservoir No. 6 Production Well and 1.0MG Reservoir: Construction continues for this project that will replace an undersized 0.05MG Steel Tank and will provide an additional source to the Ola’a-Mt. View Water System. Completion of this project is scheduled for 2011.
Construction Contract Cost: $7,300,000

South Hilo, Hilo District
Pi‘ihonua No. 2 – 2.0-MG Reservoir: Construction continues for this project to replace an aging existing 0.8-mg reservoir. Completion of this project is expected in 2012 and will increase the storage capacity for the Hilo Water System.
Construction Contract Cost: $7,000,000
Hāmākua, Kohala District

Ahualoa Well Development, Phase 2: Construction is nearly complete for this project which includes a 1.0 mg reservoir. This project is funded by Federal stimulus ARRA funds. This well will then not only service Honoka’a, Upper Pa’auilo and Pōhākea, but more importantly replace the present source that is conveyed from afar at Waimea. Construction Contract Cost: $5,216,420

Ahualoa-Honokaa Transmission Waterline: The design of this project is nearly complete and is expected to bid out in the Fall of 2011. This project will increase the water system capacity of the Ahualoa and Honokaa Water System by increasing the transmission line size to 12”. This project includes approximately 5 miles of new waterline. Estimated Construction Cost: $7,000,000

Kapulena Well Development, Phase 1: Construction is complete for this project which will replace the old Kukuihaele spring source that is no longer producing subsequent to the 2006 earthquake. The design of Phase 2 is begin pending land acquisition. Construction Contract Cost: $944,000

South Kohala, Kohala Water District

Waikoloa Reservoirs 1 and 2 Earthquake Damage Repair: Reservoir No.2 is repaired and in operation and Reservoir No. 1 has been drained completely for inspection and design work. Construction to Reservoir No. 1 is expected to begin in 2012. Estimated Cost: $4,000,000

Waimea Water Treatment Plant Sludge Drying Beds: Construction for this project is nearing completion. This project will dry sludge from the treatment plant allowing the dried material to be disposed of much easier than the wet sludge. This will also create greater capacity to the existing sludge basin. Construction Contract Cost: $3,333,000

North Kohala, Kohala District

Halaula Well Development – Phase 1: Construction of this project is completed and Phase 2 is to begin design work shortly pending land acquisition. This well is Anticipated to provide additional source capacity to the existing Hawi/Halaula Water System. Construction Contract Cost: $882,228

North Kona, Kona District

Pālani Road Transmission Waterline (Māmalahoa Highway to 595’ Reservoir): Construction continues for this project that will serve as a critical water transmission Corridor from the high level Keahuolū, Honokōhau, and Keopū wells to Kailua-Kona. Construction is expected to be completed in the fall of 2011. When completed the project will also improve the water quality for Kailua-Kona. Construction Contract Cost: $15,000,000

61
Keopū-Pu’uhonua Production Well and 1.0-MG Reservoir: Construction is near Completion for outfitting this well and the construction of a new reservoir. When completed these improvements will provide additional water to Kailua-Kona, but more importantly, will relieve the stress on the Kahalu'u Shaft, thereby improving the water quality. Construction Contract Cost: $5,390,000

Miscellaneous Earthquake Damage Repair Projects: Design and construction for 21 damaged Reservoirs from Hāmākua to North Kona are underway and the majority have been completed. FEMA funds are anticipated to cover approximately 75% of the costs. One steel tank in South Kona (Waipuna‘ula) that suffered damages was repaired for $72,000. Estimated Cost: $2,120,000

Operations Division Results
Deep well pump production decreased and power costs increased from the previous fiscal year. FY 2011 well production was the lowest production in the past eight years. Previous year’s well production volumes were (billion gallons): The fiscal-year power costs increased by 7.2 percent while energy use decreased by 5.8 percent. Cost increased by about 1.2 million, from $16,530,420 to $17,725,171, however, Energy use decreased from 55,781,373 kilowatt-hours (kwh) to 52,551,434 kwh. The Power Cost Charges to the water service customers was modified four times in FY 11, and fluctuated between $1.66 to $2.23/1,000 gallons, with an average of $1.84 for the year. Power cost increase is due to the HELCO Energy Cost Adjustment Factor that fluctuates at a similar rate as the price of a barrel of oil.

Completed Repairs/Replacements
North Kona, Kahalu'u Shaft Pump No. 1 repair
North Kona, Kahalu'u Well D repair
Hāmākua, Haina Deep Well Emergency repair
South Hilo, Pana‘ewa Well No. 2 repair
North Hilo, Laupāhoehoe Deep Well No. 2 repair
North Hilo, Install replacement pressure management control valve at Honomū pressure reducing valve
Ka‘ū, install replacement booster pump at Na‘alehu Booster B
Ka‘ū, install replacement booster pump and valving at Wai‘ōhinu Booster No. 2.

Projects
Diverted 13,825 pounds of mixed recycling from landfills
Replaced new service laterals island wide
Continuous upgrading of Supervisory Control and Data Acquisition (SCADA) system
Continued upgrading and development of Unaccounted Water Program (Leak Detection)
Continued water meter change out program for meters 30 years or older
Continued repairs for sanitary surveys island wide
Installed new communications tower at Kona Baseyard
Installed new electrical switchgear at Ke‘ei Well D
Installed new MCC and electrical switchgear at Ke‘ei Well D
Installed new soft start motor controls at Laupāhoehoe Wells No. 1 and 2
Installed new soft start motor controls at Hualālai Deep Well

Participated in projects and studies as part of the Mayor’s Energy Advisory Commission and Mayor’s Green Team

Participated in the US Environmental Protection Agency Region 9 monthly webinar series on Energy Efficiency for Water and Wastewater facilities.

Operations
New Service 92
Change Meters 1,840
Lock/remove Meters 972
Unlock/Reinstall Meters 726
Relocate Service/Meters 26
Service Laterals:
Changes 84
Repairs 539
Main Repairs/Connections: 226
Hydrants: 132
Plant Repair Summary
Tank:
Mechanical Repairs 177
Electrical Repairs 201
Meter Box Repairs: 237
Pumps:
Motor Repairs 317
Control Repairs 631
Building Structure:
Repairs 28
Reservoirs:
Structural Repairs 175
Telephone Answering:
Service Calls 771

The Water Board
The Water Board consists of nine members who are appointed by the Mayor and confirmed by the County Council. Members serve five-year staggered terms and are representative of the nine political districts of the island. The Water Board elects its Chairman and Vice-Chairman at the ending of each calendar year. In accordance with the County Charter, the charge of the Water Board is to manage, control, and operate the waterworks of the county.
The Water Board meets on the fourth Tuesday of each month and also conducts a Public hearing annually on the Department’s operating and capital improvement projects budgets. The Water Board may also conduct public hearings periodically on the Department’s water rates and Rules and Regulations. All minutes and agendas pertaining to the Water Board meetings are available at www.hawaiidws.org.

Currently and since January 2010, Dwayne Mukai and Bob Meierdiercks, respectively, serve as Chairman and Vice-Chairman of the Water Board.
COUNTY OF HAWAI'I
(Current Listing as of October 05, 2011)

EXECUTIVE BRANCH

OFFICE OF THE MAYOR
West Hawai'i Civic Center
25 Aupuni Street, Room 2603
Hilo, HI 96720
74-5044 Ane Keohokalole Hwy., Bldg. C, 2nd Floor
Kailua-Kona, HI 96740

MAYOR.................................................. KENOI, WILLIAM P. (Term expires 12/03/12)........... 961-8211
Managing Director............................... Takaba, William T.......................... 961-8211
Deputy Managing Director....................... Lau, Walter K.M............................... 323-4444
Executive Assistant............................. Command, Bobby............................ 961-8211
Executive Assistant............................. Shigemura, Charmaine.................. 961-8503
Executive Assistant............................. Dayton, Kevin.............................. 961-8508
Executive Assistant............................. Teshima Karen.................................. 961-8565
Private Secretary to the Mayor................. Sumera, Irma................................. 961-8211
Immigration Information Specialist........... Bautista, Rose.......................... 961-8220
Information and Assistance...................... ................................. 961-823
Administrative Specialist...................... Saiki, Kaycie................................. 961-8317

LEGISLATIVE BRANCH

OFFICE OF THE COUNTY CLERK (Terms expire 12/03/12)
25 Aupuni Street, Suite 1402
Hilo, HI 96720

KONA COUNCIL OFFICE
West Hawai'i Civic Center
74-5044 Ane Keohokalole Hwy., Bldg. A
Kailua-Kona, HI 96740

District 1..... Yagong, Dominic................. Council Chair.................. 961-8264
District 9..... Hoffmann, Pete................... Council Vice Chair, 961-8273
.......................... Chair, Housing Agency 887-2043
.......................... Chair, Planning Committee...........
District 2..... Ikeda, Donald.................... Chair, Agriculture, Water and Energy 961-8272
District 3..... Yoshimoto, J.................... Sustainability Committee.................. 961-8396
District 4..... Onishi, Dennis “Fresh”........ Chair, Economic Development and Mass Transit Committee...........
District 5..... Blas, Fred.......................... Chair, Public Works and Parks & Recreation Committee...........
District 6..... Smart, Brittany.................. Chair, Environmental Mgt. Committee...........
District 7..... Ford, Brenda..................... Chair, Finance Committee...........

WAIMEA COUNCIL OFFICE
Holomua Center
64-1067 Mamalahoa Hwy., Suite C-5
Waimea, HI 96743

323-4277
<table>
<thead>
<tr>
<th>Name</th>
<th>Title/Position</th>
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<tbody>
<tr>
<td>Pilago, K. Angel</td>
<td>Chair, Governmental Relations Committee</td>
<td>961-8265</td>
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<td></td>
<td>Chair, Human Services, Social Services and Public Safety Committee</td>
<td>323-4280</td>
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<tr>
<td>Kawauchi, Jamae K. K</td>
<td>County Clerk</td>
<td>961-8271</td>
</tr>
<tr>
<td>Oshiro, Rodney</td>
<td>Deputy County Clerk</td>
<td>961-8388</td>
</tr>
<tr>
<td>Nakamoto, Patricia</td>
<td>Elections Program Administrator</td>
<td>961-8277</td>
</tr>
<tr>
<td>Schrandt, Colleen</td>
<td>Office of the Legislative Auditor</td>
<td>961-8490</td>
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</tbody>
</table>

**OFFICE OF AGING**

1055 Kinoole Street, Suite 101  
Hilo, HI 96720

**EXECUTIVE ON AGING**

PARKER, Alan.............................................. 961-8600

Fax 961-8603

**CIVIL DEFENSE AGENCY**

920 Ululani Street  
Hilo, HI 96720

**ADMINISTRATOR**

MENTO, Quince............................................. 935-0031

Fax 935-6460

**OFFICE OF THE CORPORATION COUNSEL**

Hilo Lagoon Centre  
101 Aupuni Street, Suite 325  
Hilo, HI 96720

**CORPORATION COUNSEL**

ASHIDA, Lincoln........................................... 961-8251

Fax 961-8622

**DEPARTMENT OF ENVIRONMENTAL MANAGEMENT**

2100 Kanoelehua Avenue, C-5  
Hilo, HI 96720

**ACTING DIRECTOR**

BECK, Dora................................................. 961-8083

Fax 961-8086

**DEPARTMENT OF FINANCE DIVISION**

25 Aupuni Street, Room 2103  
Hilo, HI 96720

**REAL PROPERTY & TREASURY**

West Hawaii Civic Center  
74-5044 Ane Keohokalole Hwy.  
Building D, 1st Floor  
Phone: 323-4411

**SECRETARY**

Henry, Sharron............................................ 961-8083

Fax 961-8086

**DEPARTMENT OF ENVIRONMENTAL MANAGEMENT**

West Hawaii Civic Center  
74-5044 Ane Keohokalole Hwy.  
Building D, 1st Floor  
Phone: 323-4411

**SECRETARY**

Henry, Sharron............................................ 961-8083

Fax 961-8086
## DIRECTOR
CRAWFORD, Nancy .......................... 961-8234

## Deputy Director
Sako, Deanna ................................ 961-8092

## Secretary
Reaves, Karen .............................. 961-8234

## Accounts Division – Controller
Oshiro, Kay .................................. 961-8425

## Budget Division – Administrator
Tom, Gary ................................... 961-8259

## Purchasing Div. – Purchasing Agent
Benevides, Gilbert .......................... 961-8440

## Real Property Tax Division – Administrator
Sitko, Stan .................................. 961-8286

## Treasury Division – Treasurer
Okumoto, Michael ........................... 933-6240

## Motor Vehicle Registration & Licensing
Lord, Lee .................................... 961-8021

## Risk Management
Knowles, Scott ................................ 961-8068

## FIRE DEPARTMENT
FIRE CHIEF 
ROSARIO, Darren ............................ 932-2900

## Deputy Fire Chief
Victorino, Renwick ........................... 932-2900

## Secretary
AhChoy, Noel .............................. 932-2900

---

## OFFICE OF HOUSING AND COMMUNITY DEVELOPMENT
Housing Administrator
ARNETT, Stephen ........................... 961-8379

## Assistant Housing Administrator
Simmons, Niniau ............................ 323-4300

## Private Secretary
Bailey, Anne .............................. 323-4300

---

## DEPARTMENT OF HUMAN RESOURCES
Director
TAKAHASHI, Ronald K .......................... 961-8361

## Deputy Director
Toriano, Sharon ............................ 961-8361

## Secretary/Reporter
Menezes, Velma ............................. 961-8361

## Health & Safety Administrator
Kamaka, Charmaine .......................... 961-8215

## Worker’s Comp Division
........................................... 961-8344

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Kailua-Kona, HI  96740
Phone: 323-4880
<table>
<thead>
<tr>
<th><strong>DEPARTMENT OF INFORMATION TECHNOLOGY</strong></th>
<th>West Hawaii Civic Center, Building F.</th>
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<tbody>
<tr>
<td>2100 Kanoelehua Avenue, C-5</td>
<td>Ph: 323-4350</td>
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<tr>
<td>Hilo, HI 96720</td>
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<tr>
<td><strong>DIRECTOR</strong></td>
<td>TSUCHIYA, Burt.</td>
</tr>
<tr>
<td><strong>Manager</strong></td>
<td>Kiley, James.</td>
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<tr>
<td><strong>Secretary</strong></td>
<td>Takashiba, Tania.</td>
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**DEPARTMENT OF LIQUOR CONTROL**
Civic Center Hard
Hilo Lagoon Centre 74-5044 Ane Keohokalole
Hwy
101 Aupuni Street, Suite 230
Bldg. B, 2nd Floor
Kailua-Kona, HI 96740
Ph: 323-4870

**DIRECTOR**
TAKASE, Gerald. 961-8218

**Secretary**
Fukamizu, deEtte. "

Fax 961-8684

**MASS TRANSIT AGENCY**
Bus operations only:
25 Aupuni Street 1266 Kam. Ave. A-2 630 E. Lanikaula Street (No staff)
Hilo, HI 96720 (mailing address) Hilo, HI 96720 Hilo, HI 96720 Ph:
323-4430

**TRANSIT OPERATIONS ADMINISTRATOR**
BROWN, Thomas. 961-8343

Fax 961-8745

**DEPARTMENT OF PARKS AND RECREATION**
West Hawaii Civic Center
101 Pauahi Street, #6 74-5044 Ane Keohokalole Hwy.
Bldg. B, 1st Floor
Kailua-Kona, HI 96740
Ph: 323-4320

**DIRECTOR**
FITZGERALD, Robert. 961-8311

**Deputy Director**
Honma, Clayton. "

**Secretary**
Santos, Nathalie. "

Fax 961-8411

**Elderly Activities Division Director**
Bugado, Harold. 961-8708

**Parks Maintenance Division Superintendent**
Daly, James Pat. 961-8719

**Recreation Division Administrator**
961-8740

**PLANNING DEPARTMENT**
West Hawaii Civic Center
101 Pauahi Street, # 3 74-5044 Ane Keohokalole Hwy.,
Building E, 2nd Floor
Kailua-Kona, HI 96740
Ph: 323-4700

Fax 961-8416
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<tbody>
<tr>
<td>DIRECTOR</td>
<td>LEITHEAD-TODD, Bobby Jean</td>
<td>961-8288</td>
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<tr>
<td>Deputy Director</td>
<td>Masunaga, Margaret</td>
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<td>Private Secretary</td>
<td>Ley, Rachelle</td>
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<td>Planning Commission Secretary</td>
<td>Nomura, Sharon</td>
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<td>Fax</td>
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**POLICE DEPARTMENT**

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<tr>
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<td>Secretary</td>
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<td>961-2243</td>
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**DEPARTMENT OF PUBLIC WORKS DIVISION**

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<td>Private Secretary</td>
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<tr>
<td>Automotive Division – Division Chief</td>
<td>Riley, Randy</td>
<td>961-8548</td>
</tr>
<tr>
<td>Building Division – Division Chief</td>
<td>Cheng, Jai Ho</td>
<td>961-8331</td>
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<tr>
<td>Engineering Division – Division Chief</td>
<td>Ishii, Ben</td>
<td>961-8327</td>
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<td>Highway Maintenance Division – Division Chief</td>
<td>Nakasone, Stanley S</td>
<td>961-8349</td>
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<tr>
<td>Traffic Division – Division Chief</td>
<td>Thiel, Ron</td>
<td>961-8341</td>
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**DEPARTMENT OF RESEARCH AND DEVELOPMENT**

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<tr>
<th>Department</th>
<th>Address</th>
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<tbody>
<tr>
<td>POLICE DEPARTMENT</td>
<td>74-5221 Queen Kaahumanu Hwy, Kailua-Kona, HI 96740-2701</td>
<td>326-4646</td>
</tr>
<tr>
<td>OFFICE OF THE PROSECUTING ATTORNEY</td>
<td>Kealakekua Business Plaza, 1670 Halekii Street, Kealakekua, HI 96750</td>
<td>322-2552</td>
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<tr>
<td>DEPARTMENT OF PUBLIC WORKS DIVISION</td>
<td>West Hawaii Civic Center, 101 Pauahi Street, #7, Hilo, HI 96720</td>
<td>323-4720 – Building, Bldg. E, 1st, 323-4850 – Engineering, Bldg D, 1st</td>
</tr>
<tr>
<td>DEPARTMENT OF RESEARCH AND DEVELOPMENT</td>
<td>West Hawaii Civic Center, 25 Aupuni Street, Suite 1301, Hilo, HI 96720</td>
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**DEPARTMENT OF PUBLIC WORKS BUILDING AND ENGINEERING**

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<td>Deputy Director</td>
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<tr>
<td>Private Secretary</td>
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<td>Fax</td>
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<td>961-8908</td>
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<tr>
<th>Department</th>
<th>Address</th>
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</tr>
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<tr>
<td>POLICE DEPARTMENT</td>
<td>349 Kapiolani Street, Hilo, HI 96720</td>
<td>961-8742</td>
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</table>
DIRECTOR, ...............................................  KUROHARA, Randy  .......................  961-8366
Deputy Director, ......................................  Omori, Laverne  ..........................  
Private Secretary ....................................  Botelho-Kaili, Dorthi ....................  
                     Fax  935-1205

DEPARTMENT OF WATER SUPPLY
345 Kekuanaoa Street, Suite 20
Hilo, HI  96720

MANAGER ..............................................  PAVAO, Milton  ..........................  961-8050
Deputy Manager ......................................  Antonio, Quirino  .......................  
Secretary/Administrative Assistant ............  Degele, Dolores  ..........................  
                     Fax  961-8657

COUNTY PHYSICIANS

COUNTY PHYSICIAN .........................  DESILVA, Dr. Alan C .....................  935-6888
Assistant County Physician ..................  Wang, Dr. Walter  .......................  331-8860