ANNUAL REPORT
2009-2010

County of Hawai‘i
www.co.hawaii.hi.us
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BUDGET

The Office of Management's operation budget for Fiscal Year 2009-2010, including grants, was $1,710,487, a reduction of 15.4 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, $375.9 million county budget that reduced spending by $11.1 million from the previous year's budget. Also approved a Capital Improvements budget for the next six years, which includes 99 projects requiring a total appropriation of $159,963,000.

- Avoided county worker layoffs by achieving approximately $7 million in savings due to twice-a-month furloughs in Fiscal Year 2010-2011 budget.

- Unfunded 70 vacant positions in the county and partially funded another 43 vacant positions for a savings of $2.8 million.

- Established tax rates equivalent to Fiscal Year 2005-2006 levels, resulting in the collection of slightly less tax revenue than in the previous year.

- Began work on 1,739 acres in Hamakua for the Kapulena Agricultural Park, which will be the largest agricultural park in the state.

- Broke ground for the new Ane Keohokalole Highway in West Hawai‘i.

- Opened Mamalahoa bypass road 12 hours a day, seven days a week to relieve traffic congestion in West Hawai‘i.

- Broke ground for Kaloko Housing project for low-income families.

- Acquired 151 acres of historically and culturally significant oceanfront land at Kaolena North.
- Expanded bus routes and maintained free county-wide bus service.

- 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 4,074 long-term and 571 temporary disabled parking permits in 2009-10.

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, 2009 through June 30, 2010, the Office of Aging's operating budget was $565,892. By obtaining an additional $2.2 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></th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>County Funds</td>
<td>$ 535,903</td>
</tr>
<tr>
<td>Federal Funds</td>
<td>1,472,247</td>
</tr>
<tr>
<td>State Funds</td>
<td>717,456</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$2,755,595</strong></td>
</tr>
</tbody>
</table>

Major services funded were: caregiver support, case management, chore, employment, information & assistance, legal, nutrition, outreach, personal care, home modification, respite, transportation, and volunteering.

ACCOMPLISHMENTS/HIGHLIGHTS

The Office of Aging carried out the following major projects and/or initiatives:

- Increased public awareness of the Aging and Disability Resource Center (ADRC) by holding three open houses; launching the ADRC website in December 2009 (www.hiadrc.org); increasing community partnerships with the addition of the Stroke Club, Hawai'i Disability Rights Center, Disability Rights Hawai'i, Parkinson's Support Group and Hawai'i County Economic Opportunity Council.

- Collaborated with the Hawai'i Community Caregiver Network on the 11th Annual Caregiver Conference, "A Carousel of Care" held at the Keauhou Sheraton Hotel and Spa in Kona. And collaborated with the ADRC on a caregiver conference for County of Hawai'i employees who are active caregivers for family members to provide information about services and available resources to assist caregivers in their demanding and challenging role as caregivers.

- Sponsored ten Elder Abuse Awareness presentations around Hawai'i County covering sexual, emotional, and physical abuse, neglect or self-neglect and financial exploitation.
• Collaborated with a statewide effort to sustain the Chronic Disease Self Management Program. Federal grant funds enabled the training of 6 additional Master Trainers setting the stage for expansion to more rural districts. The Chronic Disease Self Management Program developed by the Stanford University’s School of Medicine is evidence-based with results reflecting improved general health, fewer emergency room visits and fewer hospital stays.

• Sponsored and coordinated the popular Annual Outstanding Older Americans Awards Luncheon. Twenty four senior citizens were recognized for their outstanding achievements and service to their communities. A capacity crowd of over 400 cheered as Dawn Pung of Hilo and Victor Beardsley of Pāhoa were named the 2010 Outstanding Older Americans for Hawai‘i County.

• Administered a comprehensive and coordinated service delivery system designed to meet the needs of frail older adults who cannot live at home with adequate help from family and/or formal services. Major services funded were: caregiver support, case management, chore, employment, information & assistance, legal, nutrition, outreach, personal care, home modification, respite, transportation, and volunteerism.

FUTURE DIRECTIONS

• Looking into the future, the Office of Aging (HCOA) is a partner with the Executive Office on Aging in new federal grants targeting increasing the scope of services of Aging and Disability Resource Centers (ADRC); moving toward national models of service, increasing participant choices, and linkage to hospital discharge planning for smoother transition back into the community. HCOA will continue its partnership with the Hawai‘i County Office of the Prosecuting Attorney to promote Elder Abuse Awareness. Caregiver training and support will remain a major focus. And HCOA will also continue efforts to assist seniors in managing and improving chronic conditions such as diabetes and arthritis and improve overall health through evidence-based self-management programs.
CIVIL DEFENSE AGENCY

QUINCE MENTO, Administrator

Administrative Officer - John Drummond
Administrative Officer - William Hanson

BUDGET

Salaries & Wages: $466,502.51
Operating Expenses: $185,338.02

Total: $651,840.53

ACCOMPLISHMENTS and HIGHLIGHTS

- Replaced 2 out of date siren initiation consoles and 2 sirens.
- Facilitated the purchase and installation AreaRae HAZMAT server for Hawai'i County which can monitor HAZMAT releases Statewide.
- Facilitated the installation of back-up power generation for New West Broadcasting and Mahalo Broadcasting.
- Developed a Hawai'i centric hurricane brochure in partnership with the National Weather Service.
- Developed an all-hazards DVD in partnership with Kamehameha Schools.
- Developed an informational brochure on Hawai'i County Civil Defense notification systems.
- Participated in: 9 tests and exercises, 68 outreach activities, 4 training activities.
- Coordinated with the Dept of Health and State Civil Defense on H1N1 response.
- Assisted State Civil Defense with Hurricane Shelter inspections at the Sheraton Keauhou, Hualalai Resorts, Mauna Kea Beach Hotel, Hapuna Prince, Orchid at Mauna Lani, & Cooper Center.
- Staffed Ironman Emergency Operations Ctr. and assisted with event planning.
- 27 emergency responses (6 Brushfires, 3 Earthquake notifications, 2 Tsunami, 4 Tropical Cyclones, 10 Flooding Events, 2 High Surf notifications).
- Facilitated 18 Community Emergency Response Team Trainings.
- Continuous 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
Counseling and Drafting - Gerald A. Takase

BUDGET

The Office of the Corporation Counsel served the County on a budget of $2,932,050 supporting 15 attorneys and 15 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 settled six major lawsuits during the fiscal year for a total of $570,506 (one of the cases was for $400,000). The potential monetary liability exposure for these cases was $1,226,539. The difference between the potential exposure and actual settlement amount was +$656,033 in favor of the County.

Six major cases were dismissed by court order (one dismissal affirmed by the Ninth Circuit Court of Appeals, three cases by district federal court judges and two by state circuit court judges). Two cases were dismissed voluntarily by the parties.

The jury in a federal district court case found in favor of the County on an alleged excessive police force case.

There were 69 claims for damages against the County investigated. The total amount paid for all valid claims was $41,644.11.

The office was active in providing training to all County departments and agencies in a wide range of legal areas during the fiscal year, in addition to organizing the 7th Annual Statewide Municipal Attorneys Training Conference.

Attorneys were also active in collecting delinquent accounts owed the County. Total collections for the fiscal year totaled $248,298.22 in cash, and $32,151.19 in judgments.
HAWAI'I COUNTY COUNCIL AND COUNTY CLERK'S OFFICE

J YOSHIMOTO, Council Chair
KENNETH GOODENOW, 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 2009-10, 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, Kāwiki)

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 – Emily I. Naeole-Beason
Puna Makai (Hawaiian Paradise Park, Ainaloa, Pāhoa Village, Hawaiian Beaches, Hawaiian Shores, Nānāwale, Leilani, Kapoho, Kalapana, ‘Opihikao, Kehena, Pohoiki)

DISTRICT 6 – Guy Enriques
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 – Kelly Greenwell
North Kona (Kailua-Kona, Kealakehe, Kalaoa, Pu‘uanahulu)

DISTRICT 9 – Pete Hoffmann
North and South Kohala (Waikoloa, Waimea, Hāwī, Halaula)
ACCOMPLISHMENTS and HIGHLIGHTS

During fiscal year 2009-10, the Council's Committees conducted 101 meetings.

The Council held 25 regular meetings over the span of fiscal year 2009-10. The Council also convened four public hearings and one special meeting, and the Council's Committee on Finance held a three-day special session, as follows:

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Purpose</th>
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<tr>
<td>November 2, 2009</td>
<td>Hilo (Council Chambers, Hawai'i County Building)</td>
<td>Council: Council Approval for Certain County Land Transactions (Bill No. 132, Draft 3).</td>
</tr>
<tr>
<td>March 22, 2010</td>
<td>Hilo (Council Chambers, Hawai'i County Building)</td>
<td>Council: Proposed operating and capital budgets (FY10-11; Bill No. 211, Draft 2 – Operating &amp; Bill No. 212, Draft 2 Capital Improvement).</td>
</tr>
<tr>
<td>March 29 through March 31, 2010</td>
<td>Hilo (Council Chambers, Hawai'i County Building)</td>
<td>Committee on Finance: County Department Budget and Program Reviews.</td>
</tr>
<tr>
<td>April 5, 2010</td>
<td>Site of Proposed Zoning Change</td>
<td>Council: Site Visit and Public Hearing for Bill 184, Draft 3 (Changes district zoning classification for TMKs 2-4-25:048, 053, and 080 from RS-7.5 and RM-1 to RM-1.5)</td>
</tr>
<tr>
<td>May 13, 2010</td>
<td>Hilo (Council Chambers, Hawai'i County Building)</td>
<td>Council: Special Meeting of the Council; Operating and Capital Improvement Budgets.</td>
</tr>
<tr>
<td>May 17, 2010</td>
<td>Hilo (Council Chambers, Hawai'i County Building)</td>
<td>Council: Real Property Tax Rates</td>
</tr>
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ORDINANCES ENACTED
The council enacted 153 ordinances between July 1, 2009, and June 30, 2010.

RESOLUTIONS ADOPTED
The council adopted 255 resolutions between July 1, 2009, and June 30, 2010.

THE LEGISLATIVE AUDITOR'S OFFICE conducts performance and/or financial audits of County agencies, programs, services, funds, and operations. In November 2008, voters approved a Hawai'i County Charter amendment that reorganized the Office of the County Clerk-Council by establishing an independent audit function within the Legislative Branch through the Legislative Auditor's Office.
OFFICE OF THE COUNTY CLERK
The Office of the County Clerk serves the interests of the people of Hawai‘i Island by: (1) assisting the County Council, in a professional and non-partisan manner, to carry out its policy-making duties; (2) carrying out voter registration and election-related responsibilities in a professional and non-partisan manner; (3) providing objective legal advice on legislation upon request from Council members; (4) accurately recording and carefully preserving and maintaining the legislative records of the County Council; (5) furnishing information to the public and County departments in a timely and professional manner; and (6) meeting the reprographic needs of the County in a fair and efficient manner.
To achieve this mission, the Office of the County Clerk is organized into the following divisions:

The Council District Staff assist Council Members in the performance of their legislative responsibilities by conducting research, writing reports, drafting legislation, and following through on constituent inquiries and requests.

The Council Committees Section prepares agendas, coordinates and provides clerical and stenographic support at Council Committee meetings, public hearings, workshops, and site visits, prepares minutes, edits and finalizes committee reports, updates the Council's Laserfiche Records system with committee activities and statistics, and keeps all interested parties informed of committee objectives and activities.

The Council Services Section coordinates and provides clerical and stenographic support at Council meetings, executive sessions, and public hearings, and processes and tracks legislation that has been enacted into law.

Administrative Services performs personnel and accounting functions for the Council and County Clerk's Offices.

The Reprographic Division is responsible for reproducing, binding, and mailing documents for all County departments and agencies.

The Legislative Research Branch (LRB) assists the Council with budget matters; updates and publishes the County Code and its supplements; assists with the drafting of ballot questions, legislation and other documents required for proposed amendments to the County Charter; prepares revised editions of the County Charter pursuant to voter-approved amendments; reviews bills and resolutions proposed by council members; provides drafting, analysis, and research assistance to the administration, as requested and as time permits; prepares and updates the Council's annual report; assists the Clerk in the management of the Clerks' Office's archive of legislative materials; maintains a library of research materials; conducts training sessions; and performs other duties as may be assigned by the Clerk.
The Elections Division, in conjunction with the State Office of Elections, conducts voter registration and County, State, Federal, and special elections. It assists the Reapportionment Commission to redefine district boundaries during reapportionment and maintains the Hawaiʻi County voter register and acts as an agent for the State Campaign Spending Division and Ethics Commission.

The Office of the Legislative Auditor

Performance Audits: During FY 2009-2010, the Office of the Legislative Auditor (LAO) completed a limited scope performance audit of the Highway Fund recommending the improvement of internal controls within the Department of Public Works relating to operational activities of its Highway Maintenance and Traffic Divisions for road, bridge, and flood control maintenance and safety, and a limited scope performance audit of the Department of Water Supply recommending the improvement of internal controls within its Finance Division and Information Systems Branch relating to cash handling activities and financial IT systems and reporting capabilities. The LAO also initiated a follow-up review of the Department of Public Works’ implementation of 2008 audit recommendations relating to the improvement of internal controls for project scoping, contract management, and resource planning to reduce CIP contract supplements and change orders, but agreed to delay finalizing its audit review and report after DPW indicated that its development and implementation of a strategic plan and updated departmental policies and procedures would be substantially completed by July 1, 2010. LAO Audit reports are available on-line at http://co.hawaii.hi.us/la/reports.html.

Process Improvement: During the course of audit fieldwork conducted within County agencies, LAO noted common internal control and process improvement issues that need to be addressed to improve County operations and delivery of services. To support these efforts during FY 2009-2010, the Legislative Auditor’s Office (in conjunction with the Department of Public Works) completed the procurement of process improvement facilitation and training related to permitting, plan review, and inspection within the Building Division and other participating agencies (with training to commence in August 2010). The Legislative Auditor’s Office also initiated the facilitation of process mapping of cash handling activities within the Finance Division of the Department of Water Supply (with process mapping to be completed in FY 2010-2011).

Annual Financial Audit: The Legislative Auditor’s Office is also responsible for the procurement of an external auditor to conduct independent audits of the County’s annual financial transactions as required by the Hawai‘i County Charter. During FY 2009-2010, LAO completed the procurement of an external auditor for the four-year period FY 2009-2010 through FY 2012-2013, which procurement process included contract language providing greater control over the cost of the single audit required for all federal assistance programs.
Elections Division
For the fiscal year 09-10, the Elections Division developed procedures to implement the Permanent Absentee Program and, together with the State Campaign Spending Commission, implemented the Comprehensive Public Funding Program.
DEPARTMENT OF DATA SYSTEMS

BURT TSUCHIYA, Director

Manager – James Kiley

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

BUDGET: $1,255,045.00

EXPENDITURES: $1,249,919.18

<table>
<thead>
<tr>
<th></th>
<th>Budget</th>
<th>Expenditures</th>
</tr>
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<tbody>
<tr>
<td>Salaries &amp; Wages</td>
<td>$949,276.00</td>
<td>$867,433.82</td>
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<tr>
<td>Operating Costs &amp;</td>
<td>$224,386.76*</td>
<td>$139,365.18*</td>
</tr>
<tr>
<td>Equipment</td>
<td>$280,229.28*</td>
<td>$192,792.39*</td>
</tr>
<tr>
<td>Wireless E-911</td>
<td>$50,327.79</td>
<td>$50,327.79</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$1,504,219.83</strong></td>
<td><strong>$1,249,919.18</strong></td>
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</table>

* includes carry forward encumbrance items from FY 2008-09

ACCOMPLISHMENTS and HIGHLIGHTS

- Coordinated installation and training for Voice over IP phone system for the County Building, increasing VOIP users to 500+.
- Coordinated implementation, migration, and training for Laserfiche document management system to new server hardware and upgraded software to version 8.0 RIO, increasing Laserfiche users to over 500.
- Upgraded 60+ workstations with new PCs for the implementation of EDEN/FRESH migration to version 5.1.
- Implemented Blackberry (BB) Enterprise server allowing pre-approved BB users to receive/send County email from their mobile phones.
- Implemented HelpSpot trouble ticket tracking software to assist with managing Help Desk requests.
- Implemented OpenNMS to monitor County network connections and help increase network uptime.
- Implemented Mantis software as a change management database for server modifications.
- Started implementation of VMware for proxy server, OpenNMS, Mantis, and HelpSpot. Other candidate systems are under investigation.
- Expanded the fiber network to Laupahoehoe Fire Station, Honokaa Fire Station, and Waimea Fire Station.
- 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 Fire Department, County Council and other agencies’ video conferencing equipment and training.

**Services**

- **Network:** 99.8% available
- **Outlook/Email:** 99.9% available
- **Eden:** 99.9% available
- **Laserfiche:** 99.9% available
- Documents stored in repositories (estimated a/o 6/30/2010): 2,100,000

**Service Desk**

- **Personal computer installations (new and recycled):** 122
- **Number of new users set up:** 245
- **Open/Closed repair tickets:** 782
- **Average Help Desk calls per day:** 35

**Web Site Support**

- **Adds/modifications:** 3,890 pages
- **ADA compliance assistance:** 2,000 pages

**Training**

- **July 2009 – Dec 2009:** 14 classes
- **Jan 2010 – Jun 2010:** no classes held
- **Total Students:** 104

**GIS**

<table>
<thead>
<tr>
<th>Estimated</th>
<th>Actual</th>
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<tbody>
<tr>
<td>GIS Applications Data Systems/Other Dept</td>
<td>28</td>
</tr>
<tr>
<td>GIS Data Layers Public Domain</td>
<td>75</td>
</tr>
<tr>
<td>In-House/County of Hawai‘i</td>
<td>85</td>
</tr>
<tr>
<td>Imagery/Island coverage (Pictometry capture)</td>
<td>25%</td>
</tr>
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</table>
DEPARTMENT OF ENVIRONMENTAL MANAGEMENT (DEM)

LONO A. TYSON, Director
IVAN M. TORIGOE, Deputy Director

Business Services Section: Robin Bauman, Business Manager
Solid Waste Division: Michael Dworsky, P.E., Division Chief
Wastewater Division: Dora Beck, P.E., Division Chief

Budget
Fiscal Year 2009-2010

<table>
<thead>
<tr>
<th>Division</th>
<th>Total Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration</td>
<td>$1,072,178</td>
</tr>
<tr>
<td>Wastewater</td>
<td>9,995,362</td>
</tr>
<tr>
<td>Solid Waste</td>
<td>31,160,790</td>
</tr>
<tr>
<td>Vehicle Disposal</td>
<td>4,004,278</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$ 46,232,608</strong></td>
</tr>
</tbody>
</table>

TOTAL DEM Employees
As of 6/30/10
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>121</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>195</strong></td>
</tr>
</tbody>
</table>

ACCOMPLISHMENTS and HIGHLIGHTS

Business Services
- Added a new Credit and Collection Clerk to aid in the collection of sewer fees and landfill tipping fees that are past due.
- Added approximately 250 new sewer accounts serving Nā'ālehu and Pahala residents.
- 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

- Continued extension of the refuse capacity of the South Hilo Sanitary Landfill through reconstruction of the refuse slopes to utilize additional air space without changing the existing landfill footprint.
- 5-year update to the County’s Integrated Solid Waste Management Plan completed and Adopted by County Council.
- Resolution to Ban organics by 2012 approved by County Council, which moves us further down the path to a Zero Waste Implementation Plan.
- Maintained 2-stream mixed recycling bins. These bins are now located at all County transfer stations except Miloli‘i. HI5 beverage County transfer stations except Miloli‘i. HI5 beverage container redemption centers are available at ten (10) County transfer stations.
- County Landfill diversion increased from 30.4% to 35.7% due primarily to green waste, scrap metal and 2-stream residential recycling. This diversion equates to 86,292 ton/year or 236 ton/day being diverted from County landfills.
- Landfill tonnage for the year, decreased by an additional 9.71% on top of the 17.5% decrease from the previous year, which is primarily due to the economic recession.
- Expanded County Reuse Program by siting reuse centers at five (5) County transfer stations.
- The West Hawai‘i Resource Recovery facilities are now ready for occupancy, upon completion of the procurement process. The facilities include a new scrap metal facility, organics collection and processing area and vehicle impound lot.
- 854 vehicles were removed from the public roadways under the Abandoned Vehicle Disposal Program.

Wastewater Division

- December 2009: Completed the construction of a new sewer collection system connecting the Komohana Heights Subdivision to County sewer and closed two (2) large capacity cesspools under the Komohana Heights Large Capacity Cesspool Replacement Project. The cesspool closure deadline under agreement with the EPA was January 1, 2009.
- July 2010: Completed the construction of a new onsite and offsite sewer collection system connecting the Queen Lili‘uokalani Village Subdivision to County sewer and closed thirty-eight (38) large capacity cesspools under the Queen Lili‘uokalani Village Large Capacity Cesspool Replacement Project. The cesspool closure deadline under agreement with the EPA was June 1, 2010.
- August 2010: Completed the design plans to construct a new sewer collection system connecting portions of Honoka‘a Town to an existing wastewater treatment plant to be taken over by the County and to close five (5) large
capacity cesspools as part of the Honoka'a Large Capacity Cesspool Replacement Project. The cesspool closure deadline under agreement with the EPA was September 1, 2010.

- Fully executed the Memorandum of Understanding between the County of Hawai‘i and Hawai‘i Healthcare Systems Corporation describing terms and conditions under which access and sewer utility easements will be provided to the County in support of the Honoka'a sewer main and treatment/disposal system serving Honoka’a Town local businesses and County/State facilities.
- Operated all wastewater facilities such that compliancy was maintained with State Department of Health effluent permit limitations.
- Developed and implemented an infiltration/inflow (I/I) program to mitigate unnecessary flow into sewers and reduce occurrences of sewer spills.
- Developed and implemented sewer flow modeling to help identify and correct sewer capacity and I/I issues.
- Acquired laboratory equipment to reduce wastewater effluent discharge permit testing costs by 33% by conducting in-house water quality sampling and testing. Laboratory personnel currently undergoing training procedures.
- Ongoing development of an asset management system to assist in making informed policy and financial management decisions within the Wastewater Division.
- Filled employee vacancies in Hilo and Kona.
DEPARTMENT OF FINANCE

NANCY CRAWFORD, Director
DEANNA SAKO, Deputy Director

Accounts – Kay Oshiro
Budget – Gary Takamura
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 2009-2010 Fiscal Year, the department was initially authorized the following budget allotments:

<table>
<thead>
<tr>
<th>Account</th>
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The Department of Finance also oversees the allotment for debt service, pension and retirement contributions and the health fund. Listed as Miscellaneous Accounts, the net budget for these items totaled $126,068,332 for Fiscal Year 2009-2010.

ACCOMPLISHMENTS and HIGHLIGHTS

Property Management conducted the largest Open Space purchase in the history of the County of Hawai‘i by acquiring 151 acres in the district of North Kohala known as Kaiholena for $6,541,680. This acquisition helped preserve over 3000 feet of pristine coastline and numerous archaeological sites and burials. This land will be preserved and enjoyed by the people of Hawai‘i for generations to come.
A $50 million G.O. bond anticipation note facility was closed in October 2009. This short term credit facility allows the County to closely match the expenditures of capital improvement projects with the financing of these projects through a series of short term, tax exempt notes. This facility also allows the County to take advantage currently of the low short term interest rates. The initial note, drawn on October 2009, carried an interest rate of 1.25%. The notes are privately placed in assets managed by the Bank of Hawaii and are not rated.
HAWAII FIRE DEPARTMENT

DARRYL OLIVEIRA, Fire Chief
GLEN HONDA, Deputy Fire Chief

Emergency Operations – Darren Rosario, Assistant Fire Chief
Support Services – Ralph Yawata, Assistant Fire Chief

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 2009/10, the Hawaii Fire Department responded to 20,761 calls for assistance from the public.

BUDGET

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 36% of the department’s annual operating budget.
ACCOMPLISHMENTS and HIGHLIGHTS

• Achieved a ninety (90) percent success rate in meeting the National Fire Protection Association standard for response time in the delivery of Advanced Life Support (ALS) treatment within 8 minutes. Average response time was 7:08 minutes.

• 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.

Training is an integral component of our Rescue Companies.

Hazmat Shipboard drill training

• Completed the development of an “in house” proprietary Aquatics Competency Certification Program and currently initiating the establishment of a cadre of instructors and the delivery of the training.
• Participated with Parker Ranch, Department of Land & Natural Resources, and Department of Hawaiian Home Lands in a prescribed control burn of gorse infested rangeland.

• Established a mandatory Hazardous Materials Specialist and Hazmat Operations level training and competency standard.

• Acquired two (2) heavy rescue response vehicles to support search and rescue operations for the Waiakea and Kailua Fire Stations.

• Initiated new Mobile Intensive Care Technician (MICT) class with five candidates enrolled.

• Received two replacement ambulances for service at Waimea and Keauhou Fire Stations.

• Replacement Pahoa Fire Station began operations in November 2009.

• Ainaloa Volunteer Company 10D brought on line.

• Erected three new lifeguard towers at Spencer, La’aloha and Isaac Hale beach parks.

  New lifeguard tower erected at Isaac Hale (Pohoiki) Beach Park.

• Held the Junior Lifeguarding program in Hilo, Hapuna, and Kahaluu beach parks.

• Sponsored and hosted the Jr. Lifeguard Championships at Hapuna Beach State Park.

• Installation and utilization of upgraded Computer Aided Dispatch (CAD) and Pro Quality Assurance (ProQA) systems. This system is designed to provide emergency dispatchers with computer aided call processing, resource utilization, and pre-arrival care instruction capabilities.
- Through a collaborative partnership, developed and implemented strategies to enhance and expand pre-hospital emergency medical services delivery in high call volume districts. This endeavor included the implementation of dispatch call triaging and the incorporation of American Medical Response into our emergency medical services system.

- Implementation 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.

- Fire Fighter/Mobile Intensive Care Technician (Paramedic) Chris Honda was recognized on national level by the National Association of Emergency Medical Technicians as its Emergency Medical Technician Paramedic of the Year.

Fire Fighter Chris Honda receives his 2009 NAEMT Paramedic of the Year award.

- Secured $10,000 funding for Project Lifesaver supplies from the Hawaii County Office of Aging.

- Received 2010 Community Development Block Grant funding for $250,000 to acquire a tanker for the Pahala district.

- Awarded $4,113,686 grant through the American Recovery and Reinvestment Act Assistance to Firefighters Station Construction Grants, to fund the construction of a new Makalei Fire Station in North Kona.

- Increased the Fire Fighter Safety Guide program’s participation by 20% through the establishment of a local coupon award card for all of our island’s keiki who completed the program.

- Fire Prevention Week was celebrated on October 4-10, 2009. It’s theme “Stay Fire Smart! Don’t Get Burned!” focused on burn awareness and prevention, as well as keeping homes safe from the leading causes of fires. A poster contest was held for West Hawaii 5th graders in conjunction with Fire Prevention Week.

- Hosted the 10th annual Emergency Medical Services (EMS) Week to increase public awareness of safety and health issues. The theme, “Anytime. Anywhere. We’ll Be There.” was highlighted with a public education poster contest, as well as the annual EMS family run/walk event which attracted over 750 participants.
OFFICE OF HOUSING AND COMMUNITY DEVELOPMENT

STEVEN J. ARNETT, Administrator
LEAH H. YANAGI, Assistant Administrator

Administrative Services Division, Leah H. Yanagi,
Community Development Division, Jeremy J. McComber,
Existing Housing Division, Sharon L. Hirota,
Grants Management Division, Susan K. Akiyama

BUDGET

Operating Expenditures: $1,556,579
County, $2,247,195
Federal, $3,803,774

Total Operating Expenditures
Federal Grants Received: $15,264,861
Rental Subsidies Paid: $12,700,523

ACCOMPLISHMENTS and HIGHLIGHTS

Administrative Services Division
• Support Services: Provided accounting and clerical services to divisions, completed program and fiscal monitoring of programs, installed new software for the rental assistance program, upgraded the backup system and servers to utilize virtual technology.

Community Development Division
• West Hawai‘i Emergency Housing Facility: Completed the environmental review, design and site development. Vertical development in progress.

• Kaloko Housing Program: Completed environmental review and substantial design. Award site and vertical development contracts. Site development in progress.

• Waikoloa Workforce Housing Project: Completed first phase site development. Park site development in progress.

• Construction Management: Completed five (5) CDBG-funded projects.

• 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 eligible first-time homebuyer received assistance;

- Home Repair Programs: Nine (9) 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 44 families;

- Section 8 Homeownership Option Program: Continuing to work with eligible program participants.

Grants Management Division

- Grants: Applied and received federal HUD grants totaling $3,425,676 and federal USDOL Workforce Grants $1,312,147, for a total of $4,737,823;

- Workforce Development Programs assisted 181 adults, 140 dislocated workers and 135 youth with workforce development training and summer employment.

- The One Stop Shop hosted various employer workshops

- Completed 10 Self-help houses in Hawi

- Completed architectural barrier removal at Hoolulu Complex

- Pomailkal / Keikiland and Mohouli Park

- Renovated the Boys and Girls Club in Hilo

- Completed site improvements for the Hospice of Hilo inpatient facility.
DEPARTMENT OF HUMAN RESOURCES

RONALD K. TAKAHASHI, Director
SHARON K. TORIANO, Deputy Director

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

BUDGET

During the period July 1, 2009 through June 30, 2010, the department’s operating budget was $2,109,154, 75% 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 25 permanent full-time positions. The department also employed three students from the Hawai‘i Community College under the Cooperative Vocational Educational Program.

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, an appointing authority, or a designee acting on behalf of one of these individuals, relating to recruitment and examination; classification and reclassification of a particular position; initial pricing of classes; and other employment actions under Chapter 76, Hawaiʻi 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, Hawaiʻi 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, Kaʻū, 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**

- Due to the implementation of hiring restrictions as a result of budgetary reductions, the number of open-competitive recruitments decreased to 44 and only 144 persons were hired for the fiscal year. This represents a 57% decrease in recruitments and a 55% decrease in hiring from the previous fiscal year.
- Revised the County of Hawaiʻi’s pre-entry medical examination guidelines and medical examination guide report form in accordance with newly enacted federal laws.
- Developed procedures for the filling of civil service positions and revised the County’s internal recruitment procedures.
- Developed departmental action plan and procedures for the unnecessary collection and use of social security numbers in accordance with Act 10, SLH 2008.
- Prepared for employee furloughs starting in July 2010. Coordinated and held 8 island wide informational sessions for employees regarding stress and time management, budgeting, ABCs of credit, debt consolidation and repayment, foreclosure prevention and bankruptcy.
- Coordinated County’s Leave Sharing Program: 6 requests for shared leave hours were approved; 119 employees donated 3,755.45 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 2009-2010, the County saved
approximately $381,913.85 in FICA taxes. During this period, 1,947 employees participated in the plan.

- Completed a comprehensive review of all professional accountant classes of work and positions in the County to update the class specifications, redefine the various levels of work, and reaffirm the current classification of positions.
- Conducted maintenance reviews of the classes in the following series: traffic electrician, abstracting assistants and clerical services supervisor.
- Collaborated with department executives to review staffing requirements to determine the minimum number of positions necessary to maintain departments' core function(s) and essential programs and services.
- Conducted 15 non-supervisory Anti-Discrimination and Harassment courses attended by 426 employees; conducted five supervisory Anti-Discrimination and Harassment Courses attended by 59 employees; conducted four Americans with Disabilities Act (ADA) and Law Enforcement Title II trainings for Police Department; coordinated delivery of five ADA and one Title VI training by external trainers for employees.
- Funded the purchase of numerous auxiliary aids and assistive devices, e.g., magnifiers, listening devices, swimming aids for various programs in the Department of Parks and Recreation.
- Negotiated temporary furlough and salary reductions with UPW and HGEA.
- Assisted with coordination and implementation of the County-wide furlough plan.
- Delivered seven modules of the Supervisory Skills Training Program to four groups of supervisors from the Police Department.
- Total training for 2009/2010:
  - Number of training programs offered: 21
  - Number of sessions conducted: 91
  - Number of employees trained: 996
- The workers' compensation expenditure for FY ending June 2010 increased over the previous fiscal year by $8,481. However, the total amount expended in FY 2009-10 ($2,589,950) is well below ($984,804 less than) the projected budget ($3,574,754). The workers' compensation expenditures have been reduced for three previous years: FY ending June 2009 was reduced over the previous year by $24,157; FY ending June 2007 was reduced over previous year by $610,528; and FY ending June 2006 was reduced over previous year by $271,172.
- 40 claims were resolved / settled through administrative hearings or stipulated settlement agreements. (This compares to 35 claims resolved in FY 2008-09.)
- Conducted 21 requested and/or HIOSH mandated safety training courses (53 classes) and 6 Defensive Driver Course training sessions.
- Conducted 12 requested departmental safety inspections.
• Coordinated, conducted, provided, and/or oversaw the following: the development of new AED Programs; the development and participation in a Department of Environmental Management, Solid Waste Division Safety Committee; joint implementation with the Purchasing Division of a new safety shoe program for the purchase of safety footwear; registration and setting up of procedures for new federal Medicare mandatory reporting requirements.

• The Merit Appeals Board heard one appeal, which was denied.
DEPARTMENT OF LIQUOR CONTROL

JANICE A. PAKELE, Director

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

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

The Liquor Control Adjudication Board consists of five members and hears and determines complaints regarding 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.

BUDGET

The department's budget for FY 2009-2010 was $1,663,076. 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.

ACCOMPLISHMENTS and HIGHLIGHTS

The department coordinated a legislative review of amendments to Chapter 281, Hawai‘i Revised Statutes with the four county liquor administrators, liquor commissions and adjudication boards. Of major impact is Act 168 which requires the department to enact laws to govern Bring Your Own Beverage establishments and the implementation of mandatory liquor liability insurance to obtain and renew liquor licenses.

In partnership with the BIIF, the department conducted its fifth annual Drug, Alcohol, Tobacco (DAT) seminar with participation by 55 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 2009-2010, teach-ins were conducted to 1,323 5th and 6th graders.
MASS TRANSIT AGENCY

THOMAS BROWN, Director

Tiffany Kai – Transportation Specialist
Betty Alcover – Transit Operations Assistant

BUDGET

The total budget for FY 2009-10 amounted to $4,820,711. Of this amount, $1,500,000 came from Federal grants for capital and operating expenses. The remaining amount 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 1.1 million passenger trips
- Received two 49-passenger buses purchased with ARRA funds
- Received five 49-passenger buses and two 33-passenger buses through Federal earmarks
- Received two 33-passenger buses purchased with Geothermal Relocation funds
- Established park & ride lot at Ocean View
- Began bus stop implementation program
- Equipped buses with video security systems
- Equipped buses with vehicle location systems
DEPARTMENT OF PARKS AND RECREATION

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

Aquatics Division
Hawai‘i County Band
West Hawai‘i Band
Culture and Arts
Elderly Activities Div Adm
Coordinated Services
County Nutrition Program
Elderly Recreation
Retired Senior VP
Senior Community Svc
Hilo Municipal Golf Course
Parks Maintenance Div
Recreation Division
Ho‘olulu Park Complex
Pana‘ewa Zoo & Eq Ctr

Larry Davis
Paul Arceo
Vacant
Roxcie Waltjen
Harold Bugado
Coran Kitaoka
Joan Kawakone
RoAnn Okamura
Charles Ikeda
Clyde Yoshida
Troy Tamiya
Pat Daly
Mason Souza
Frederick Lau
Pamela Mizuno

BUDGET

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<td>Pana‘ewa Zoo &amp; Eq Ctr</td>
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ACCOMPLISHMENTS and HIGHLIGHTS

Aquatics:

- Fiscal year 2009-2010 began with the Aquatic Division Learn to Swim Program. All levels of American Red Cross swim classes were taught at all nine facilities. (945) Keiki participated in the Summer Learn to Swim Program.
- The Novice Program started on August 10 with all pools hosting teams for entry level swim competition. This popular program introduces keiki to competitive swimming and ran until October 31. Six meets were held at Pāhoa, Konawaena, NAS, Laupāhoehoe and KCAC (championships). Attendance for the 2010 Novice Program was (215).
- In September, Aquatics hosted an all day swim clinic for Senior Lifeguards and Swim Instructors with renowned swim coach Dr. Jan Prins. This all day clinic helped staff develop better teaching and coaching skills, improved individual strokes and covered teaching patrons with disabilities.
- All Lifeguards were recertified in American Red Cross Lifeguarding during the month of November. Staff was also retrained in American Red Cross Bloodborne Pathogens in January.
- Aquatics hosted two rough water swim competitions this year. Hapuna Rough Water Swim on July 5 and Richardson's Rough Water Swim on July 26. Both competitions were well attended and ran smoothly.
- Aquatics trained two Police recruit classes in American Red Cross Basic Water Rescue throughout the year. The 77th police recruit class on August 24 and the 78th recruit class on June 21. The course includes individual stroke improvement, victim recognition, lifeguarding skills and emergency water rescue.
- This year’s attendance of (790,855) was an all time record for pool patronage.

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<th>Location</th>
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<tr>
<td><strong>Total</strong></td>
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Hawai‘i County Band:

The Hawai‘i County Band had 43 performance services during fiscal year 2009-10. These services included parades, concerts, patriotic ceremonies and special events in Hilo, Volcano, Kea‘au, Honoka‘a, Waimea, Kona, and Pana‘ewa.

Twelve monthly Mo‘oheau Park concerts were well attended and well received. A brief history of the Band is presented to the audience at each concert to inform the public of the band’s cultural and historical significance. In addition, program notes for selections performed were presented.

To insure the band plays 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 8th at the Afook-Chinen Civic Auditorium. Eight bands from East Hawai‘i participated in this event. This annual event is designed to showcase both Middle and High School Bands from the Big Island and across the state.

The Big Island Intermediate and High School Select Band Concert was held on March 7th at the Hilo High School Auditorium. Students from Hilo, Waiākea, Kamehameha, and Kea‘au, participated in this event.

West Hawai‘i Band:

The West Hawai‘i Band provided 18 performance services including: Fourth of July, Hulihe‘e Palace Concert, International Billfish Tournament, Kona Coffee Parade, Ironman Triathlon and Kailua Christmas Parade. Twenty new pieces have been introduced either for sight reading, rehearsal, or performance purposes.

Culture and Community Arts

Fourth of July Blast 2009 at Mo‘oheau Park

Festivities included a car show, entertainment, BBQ Contest, Canoe Races and Fireworks exhibition by the Lehua Jaycees. This event was coordinated in partnership with Hawaiian Arts, Motorhead Magazine, Paradise Cruise, Classic Car Cruisers, Moku O Hawai‘i Canoe Racing Association, various County and State agencies and the Culture & Community Arts Section of Hawai‘i County.
Pohoiki Surf Contest
Collaborated with Boogie Kalama for July 3-5, 2009, Pohoiki Beach Park event.

Kaʻū Fourth of July Parade and Hoʻolaulea in Nāʻālehu
Residents and visitors enjoyed a parade, entertainment, food, games and fun for all.

Hawaii Canoe Racing Association State Championships
Hosted and held at the Hilo Bayfront Canoe Landing area on August 1, 2009.

Kona Farm Fair
EK Fernandez event at the Old Kona Airport. County of Hawai’I crews set up shuttle schedule, emergency evacuation route and other logistical tasks.

CPEP Grant Applications
Three proposals have been submitted to the Department of Research & Development CPEP. They include: The 2010 Waimea Cherry Blossom Heritage Festival, Naupaka “Unity” Festival and the Fourth of July 2010 event. Two events are new and have been developed to enhance program goals and objectives.

2009 Queen Lili’uokalani Festival
He Haliʻa O Liliʻuokalani Festival, on September 27, 2009 at Liliʻuokalani Gardens from 10am to 4pm. Annual event celebrates the Queen’s birthday through crafts, food, music, Bon Dance, Taiko Drums and mass hula performance by more than 300 hula dancers from throughout the State and Japan.

Moku O Keawe International Festival
November 5–8, 2009, at Waikoloa Resort, featuring International hula competition, cultural exchange and training workshops. Coordinated cultural workshops, Japanese Interpreters for various workshops. County assisted with cost of specific items.

Veteran’s Day Parade
November 7, 2009, assisted with cost of Special Duty police officers throughout downtown Hilo. Approximately 1,500 veterans and military personnel participated in the event.

Christmas Wreath Exhibit
Hawai‘i County Aupuni Center, December 1–31, 2009. Christmas wreaths and trees were displayed throughout the month of December, 2009.
2010 Waimea Cherry Blossom Heritage Festival
February 6, 2010 held at various sites throughout Waimea featuring cultural exhibits, displays, demonstrations, bonsai, entertainment, ethnic foods, bon dance and taiko drums. More than 15,000 participants attended this year's event.

2010 Support Staff Conference
May 27, 2010, Hawai'i Naniloa Volcanoes Resort, conducted Qi Gong and Yoga stress release classes as part of the conference schedule.

Elderly Activities Division:
Elderly Activities Special events and activities that were provided to seniors were very successful in serving 13,033 older adults. Audits/evaluations completed were very positive and reflect the dedication and outstanding performances of staff, senior center officers and RSVP volunteers. 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 1,900 volunteers. EAD staff will continue to strive to provide a wide array of services for the public with excellence, integrity and aloha. Many people consider our programs as "outstanding" and EAD staff will continue to strive to keep this image of being "second to none," and at the same time, be as effective and efficient as possible in the delivery of services to Hawai'i's seniors while achieving the established goals and objectives and in meeting the needs of Hawai'i's seniors.

The major activities completed for fiscal year 2009-2010 were:

- Three RSVP recognition luncheons in Hilo and Kona honoring over 1,975 volunteers, logging 165,295 hours islandwide along with the 219 volunteer stations
- Kamana Senior Karaoke Review with over 300 people and 40 singers attending/participating at the Sangha Hall in Hilo
- Line Dance Social in Hilo with 75 dancers participating
- The Big Island Golf Tournament with 148 golfers participating
- "Casino Days" in Hilo and Kona with over 450 seniors participating
• Islandwide senior citizen’s gateball, pool and ground golf tournaments/
  socials with over 400 seniors participating
• Coordinated Services’ three volunteer recognition luncheons for
  over 85 volunteers, senior companions and Sage Plus volunteers
  in East/West Hawai’i.
• The scheduling of a wide variety of classes (educational,
  recreational, cultural and health) islandwide for over 2,207
  seniors annually
• CSE staff completed 3,386 referrals for seniors needing
  services/benefits such as, supplemental security income,
  Medicare, Medicaid, tax assistance, food stamps, transportation,
  etc.
• CSE staff provided 38 clients with chore service and logged
  3,459 hours.
• Scheduling the Kamana Ballroom Valentine’s Dance at Aunty
  Sally’s (Hilo) for 113 participants
• Arranging (7) EAD Senior Advisory Council meetings in January
  & July for 40 club presidents and representatives along with EAD
  staff to discuss senior activities/services/concerns
• 209 individuals with disabilities were provided transportation
  services islandwide.
• 32 seniors were assisted for the Low Income Housing Energy
  Assistance Program during the month of June 2010.
• Nutrition Program’s state of the art “Hot Shot” truck capable of
  safely delivering hot and frozen meals to 500 homebound
  seniors weekly who live in isolated rural areas is servicing the
  Puna, Waimea and Kohala districts
• Scheduling the 2010 Kupuna Softball League games and County
  tournaments with over 438 players and 22 teams participating.
  Teams also participated in the 34th Annual State Tournament on
  Oahu.
• Kupuna Hula Festival which involved a total of 446 participants,
  25 halaus from throughout the State (16), Japan (7) and
  California (2) and a crowd of over 1,800 during the two-day event
  in Kona
• Nutrition program’s Summerfest, Christmas and King
  Kamehameha Day celebrations for Nutrition participants
• Senior Employment Program’s “Employ the Older Workers
  Week” in September, 2009
• The RSVP School Supplies Project assisting Big Island
  elementary schools with school supplies
• Recreation Program’s 25 district events serving 3,718 seniors
• Fresh Produce Distribution Project serving over 1,600 qualified
  seniors islandwide at 27 sites
• The 2009 Instructor/Volunteer Appreciation Christmas Luncheon with 259 seniors attending at the Nani Mau Gardens to honor the instructors and volunteers
• The issuance of 1,256 senior identification cards
• Providing 1,109 seniors transportation services by the CSE staff and completing 39,205 trips
• Staff provided emergency assistance by calling 911 for 14 clients.
• Puna Circus held at the Kea'au Senior Center with 58 seniors participating and 80 seniors participated in the Ka'ū Pā'ina two-day event at the Nā‘ālehu Community Center
• The Big Island Senior Stars Talent Show on April 2010, in Kona with 240 seniors participating
• West Hawai'i Wellness Fair at the Sheraton Keauhou Bay Resort Convention Center with over 450 seniors attending
• 230 seniors attended the West Hawai'i Christmas Party at the Old Kona Airport Main Pavilion
• 185 seniors performed and over 200 people attended the Kamana Karaoke Recital held at the Hilo Meshoin Hall.
• On February 27, 2010, EAD staff assisted Hawai'i County Civil Defense by informing seniors and evacuating individuals to evacuation centers island-wide due to the state-wide tsunami.
• During the month 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 are fundraising events for various organizations and clubs such as Waiakea 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. The clinic, which was open to the public, took place on the first tee where the two brothers demonstrated their golfing skills while their father talked to the gallery about the importance of education and what it takes to excel at this great sport. Following the clinic, the public was invited to follow the Finau brothers as they played nine holes at the Muni.

This year we experienced a slight decline in the "daily fee" number of rounds played and an increase in the number of monthly card rounds played and purchased. Through speaking with many of our clientele, furloughs and financial setbacks have contributed to the purchase of monthly cards and limited play.

The grounds maintenance staff have done a good job in maintaining the playability of the course while experiencing cut backs and lack of resources. Because of the budgetary constraints there were no new projects initiated this fiscal year. The staff worked diligently to maintain and improve the greens and tees ensuring that the golfers could have a positive recreational experience. The staff will continue to take strides in improving the facility and grounds in order to establish this course as one of the top Municipal Courses in the State.

**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 3,843 work order requests during FY 2009-10. Of these, 3,245 were completed, rendering an overall completion rate of 84.44%.

### Annual – Work Orders Completed

**July 2009 – June 2010**

<table>
<thead>
<tr>
<th>Crew</th>
<th>Total Recv'd</th>
<th>Completed</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building Maintenance</td>
<td>1327</td>
<td>1152</td>
<td>86.81%</td>
</tr>
<tr>
<td>Electrical</td>
<td>394</td>
<td>378</td>
<td>95.94%</td>
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<tr>
<td>Grounds Maintenance</td>
<td>454</td>
<td>342</td>
<td>75.33%</td>
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<tr>
<td>Mechanical</td>
<td>545</td>
<td>401</td>
<td>73.58%</td>
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<tr>
<td>Plumber</td>
<td>513</td>
<td>489</td>
<td>95.32%</td>
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<tr>
<td>Pump Mechanic</td>
<td>48</td>
<td>44</td>
<td>91.67%</td>
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<tr>
<td>Tree Trimmers</td>
<td>210</td>
<td>123</td>
<td>58.57%</td>
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<tr>
<td>Building Utility Workers</td>
<td>137</td>
<td>132</td>
<td>96.35%</td>
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<tr>
<td>Others</td>
<td>125</td>
<td>184</td>
<td>85.58%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>3843</strong></td>
<td><strong>3245</strong></td>
<td><strong>84.44%</strong></td>
</tr>
</tbody>
</table>
Parks Maintenance- Beautification and Improvement Projects

Parks Maintenance Supervisors were required to initiate park improvement projects during the year via the parks maintenance staff and various community organizations and volunteers. Park improvement projects are defined as all types of tasks, other than normal daily maintenance work, that enhance the conditions or aesthetics of parks. Examples include such activities as general clean-ups, tree planting, landscaping, painting, land clearing, major repairs or additions, etc. A total of (93) improvement projects were completed, (63) in-house, (30) by volunteers. The Division will continue to nurture and harbor working relations with various agencies, church organizations, schools, and informal groups as the Division has profited greatly from these various alliances.

Parks Maintenance- Community Involvement and Support

During FY 2009-10, Park Maintenance Division was called upon to assist various divisions and organizations in carrying out special events and projects island-wide via manpower, equipment, supplies, and funding. Special events and projects included Merrie Monarch Festival at Coconut Island and Ho'olulu Complex, Kamehameha Day Celebration at Coconut Island, Hilo Bayfront Fourth of July festivities, Hilo Community Players Annual Shakespeare in the Park Event in the Park Event at Kalākaua Park, Hilo Bayfront Canoe Races, American Heart Association Run at Lili'uokalani Park, Ho'olaulea in Downtown Hilo, Hawai'i County Fair at Ho'olulu Complex, Veterans and Memorial Day Ceremonies at Veterans Cemeteries, Ireito Memorial Service at Alae Cemetery; Kamehameha Day Parade in North Kohala, Various Softball Tournaments - Island-Wide, Cherry Blossom Festival in Waimea, and the Fourth of July Ho'olaulea in Ka'ū.

Park Maintenance - Safety Initiatives

To ensure the safety of park patrons, as well as Park Maintenance personnel, Park Maintenance supervisors collectively conducted a grand total of (458) comprehensive, on-site safety inspections of assigned facilities during FY 2009-10. As well, the Superintendent of Park Maintenance and the District Superintendent of West Hawai'i conducted numerous unannounced safety audits of all 7 districts during the same period. During these inspections, deficiencies in prescribed standard of cleanliness, sanitation, physical facilities maintenance, and safety were noted and corrective action taken.

Emphasis was also placed on employee safety training. Each supervisor was instructed to conduct a minimum of 1 training session per month. In total, the Division collectively conducted 120+ safety training classes, covering a myriad of HIOSH and site-specific safety topics during FY 2009/2010.

Additionally, major reviews and program upgrades to many of the Division's individual safety programs were undertaken: Bloodborne Pathogen, Fall
Protection, Hearing Conservation, Playground Safety, Facility Trip and Fall Hazard Mitigation, Respirator, Asbestos and Lead Abatement, Welding and Hotwork, and Scaffold Safety. Top-notch professional training was rendered to

Vandalism

Vandalism remained an ongoing problem throughout the year. Total incidents of reported vandalism during this fiscal year were --61 at a cost of $18,328. This represents a slight increase of 1.67% in the incident rate, but a decrease of 30.31% in costs from last fiscal.

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 2009-10, the Superintendent of Parks continued to evaluate bona fide service complaints based on critical service performance deficiencies vice patron preferences and opinions. Statistically, the number of complaints received this fiscal year was (58) compared to (43) last fiscal year.

RECREATION DIVISION

KALAE IKI BASEBALL CLINIC:
The 8th Annual Kalae Iki Baseball Clinic was held at Kona’s Old Airport Ballfields on July 17-19, 2009. This 3-day clinic was conducted with the NCAA Division One baseball coaches and a couple of former Major League players sharing their expertise and knowledge of this sport with the participants.

‘OHANA SHORELINE FISHING TOURNAMENT:
The ‘Ohana Shoreline Fishing Tournament was held August 21–23, 2009. This has become an islandwide event with Recreation staff from the Hilo, Hāmākua, and North/South Kohala Districts working together to organize this event to make it what it is today, the “Best Family Fishing Tournament in Hawai‘i”. This annual family fun event attracted over 300 entrants from around the Island.

RE-OPENING OF HISAOKA GYM:
The Hisaoka Gym at Kamehameha Park in North Kohala was reopened on August 29, 2009 with a community celebration. For three years after major earthquake damage to the building, the Recreation Division rented out the Kohala Cultural Center Gym in Hāwī. Due to space limitations, service to the community suffered with dwindling attendance for all programs. The re-opening was a great relief for all. It was a very festive and memorable day.
FACILITATING EXTRAORDINARY ACCOMPLISHMENTS:
Facilitating Extraordinary Accomplishments in Hawai'i’s Youth (FEAHY) Conference was held September 26, 2009, at the UH Hilo Campus Center. Sponsored by the County of Hawai'i Parks and Recreation Department, Big Island Positive Coaching Alliance and UH Hilo. Over 150 athletes, coaches and administrators participated in this event which included workshops for coaches and athletes.

SANTA’S GIFT SHOP:
Santa’s Gift Shop was a fun-filled event held at the Pāpa'aloa Gym on December 12, 2009, sponsored by the Pāpa'aloa Community Association and co-sponsored by the Recreation Division. It provided gifts for youngsters of all ages.

HALLOWEEN BOO IN THE ZOO:
“B'co in the Zoo” event was held in conjunction with Pana'ewa Zoo’s Manager Pamela Mizuno and the Hilo District Recreation Division staff. It provided fun, games and prizes for the 1,500 youngsters that attended this event on October 31, 2009.

FURLOUGH FRIDAY PROGRAM:
The Furlough Friday program was very successful island wide, but especially in the West Hawai'i District. This program provided over a hundred children with a safe place to be and have fun during the Department of Education’s (17) Furlough Fridays. Recreation Division staff pulled their resources together to provide the best learning experience possible.

TRUNK AND TREAT:
The Trunk and Treat program was held at various sites in the Puna District on October 31, 2009. It allowed the children of rural communities such as H.O.V.E. to go to a designated site where they could get treats from the trunks of peoples' vehicles. This program provides a safe meeting place for children of communities where homes are spread far apart and very isolated.

HALLOWEEN FUN NIGHT:
Halloween Fun Night “Candyland” which is co-sponsored by the Recreation Division and Solid Rock Ministries was held on October 31, 2009. This annual event held at the Kailua Park provides a one of a kind experience for youngsters and adults in the Kona District.

TSUNAMI:
On February 27, 2010, a tsunami warning for the County of Hawai'i was issued. Recreation Division staff was available to do their part to help the people of this island at various evacuation sites. Evacuation centers were open no later than 2:30 am. A lot was learned during this frightening ordeal. The staff that was called upon to assist did an outstanding job.
TRACK & FIELD:
The Age group meet was held on February 6, 2010, simultaneously at both the Kea'au High School and Konawaena High School Track Ovals. There were approximately 800 youngsters at the East Hawai'i meet and approximately 500 at the West Hawai'i meet. On February 20, 2010, after a one year hiatus, we brought back to the relief of many, our popular exponent track and field meet. This meet gives a child with a smaller physical stature at a certain age an opportunity to compete against other participants with similar physical stature. This meet was also held at the same venues as the Age Group Meet. The number of participants again was over the 1,300 mark.

FOOTBALL CLINIC:
The Hawai'i Football Clinic featured the University of Hawai'i assistant football coaches who provided a free clinic for West Hawai'i (Old Kona Airport field) on June 23, 2010 and for East Hawai'i (Wong Stadium) on June 24, 2010.

END OF SCHOOL BLAST:
Hāmākua District staff participated in the Kalaniana'ole Elementary School End of School Year Blast providing games and fun for the entire student body.

ISLAND WIDE IN-SERVICE TRAINING:
On April 16, 2010, an islandwide In-Service training was held in Kohala at the newly re-opened Hisaoka Gym at the Kamehameha Park Complex. The agenda included archery, ping pong, yoga, proper techniques on weightlifting and a hike on the trails at the Bond Estates. There was also an informational meeting about the Kohala Community Athletic Association and what they provide for the Kohala Community at the Kamehameha Park Complex.

SUMMER FUN PROGRAM:
The 2010 Summer Fun Program was a 6 week program, a week longer than the 2009 program due to a change by the Department of Education to a longer Summer break schedule. This program saw significant increases in the registration at some sites such as Waiākea Uka Gym with over 120 children signing up and at Kekua'okalani Gym and the Old Kona Airport Events Pavilion with a combined total of over 200 children registering. Probably the most affordably priced summer program on the island and or the state. We expect to see an increase in the number of children registering for the program next year, especially with the economic situation not showing much improvement. More sites this year qualified for the free Summer Lunch program.
Ho'olulu Park Complex

Maintenance Projects for the year:
- All ball fields re-sodded and manicured in September 2009.
- Repainted Edith Kanakaole Stadium interior walls, restroom partitions, restroom floors and locker rooms March 2010.

Event Highlights:
- American Cancer Society – Relay for Life
- Hilo Jaycees – County Fair
- Shanghai Circus
- All Pacific Church Assembly
- Christmas Craft Fairs
- Plant Shows and Sales
- San Jose Taiko Drummers
- Merrie Monarch Festival
- State Pony League Championship
- High School Championships (BIIF)
- Boy Scouts Makahiki

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.

Statistics of Facility Use

<table>
<thead>
<tr>
<th></th>
<th>'08-'09</th>
<th>'09-'10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Persons Served - Aggregate Total</td>
<td>830,180</td>
<td>824,625</td>
</tr>
<tr>
<td>No. of Activities Accommodated:</td>
<td>3,300</td>
<td>3,364</td>
</tr>
<tr>
<td>Afook-Chinen Auditorium &amp; Butler Building:</td>
<td>553</td>
<td>526</td>
</tr>
<tr>
<td>Edith Kanakaole Multi-Purpose Stadium:</td>
<td>865</td>
<td>854</td>
</tr>
<tr>
<td>Wong &amp; Victor Stadiums:</td>
<td>1,225</td>
<td>1,204</td>
</tr>
<tr>
<td>Aunty Sally Kaleohano's Lu'au Hale:</td>
<td>525</td>
<td>498</td>
</tr>
<tr>
<td>Hilo Drag Strip:</td>
<td>218</td>
<td></td>
</tr>
</tbody>
</table>

Pana'ewa Recreation Complex:
- Annual attendance at the Zoo from July 1, 2009 to June 30, 2010 was 172,737. The attendance has decreased by almost 10,000 visitors. This can be attributed to the decrease in number of cruise ships visiting Hilo port and the corresponding decrease in tourists from these cruise ships.
- Friends of the Zoo (FOZ) hosted the July Family Fun Day (1,700 attendance), Namaste Tiger Birthday Party (2,300 attendance), Jean Curtis Day (1,100 attendance).
attendance), and the Annual Plant Exposition (1,000 attendance). An evening program on Birds of Hawai'i Island was also coordinated with assistance from "Friends of Hawai'i Volcanoes National Park."

- On October 31, 2009, the Zoo was host to "BOO IN THE ZOO". With help from the P&R Recreation Division, Boy Scouts, and community support, almost 1,500 children and parents enjoyed a Boofully fun day at the zoo. The festivities included games, face painting, costume contest and a scavenger hunt.

- April Earth Day in the zoo was a huge success and was organized by the County Recycling Branch. With over 4,000 people in attendance that day, gift shop sales exceeded $1,800 and a KTA Super Stores fundraising campaign raised $2,400 in donations for FOZ. We hope to make this an annual event.

- New animals acquired this fiscal year:

  2  Bearded Dragons  
  2  Leopard Geckos  
  1  Cotton-Top Tamarin  
  2  Golden Pheasants  
  3  Red-Footed Tortoises
The Fiscal 2009-10 Budget for Planning was $4,351,963.74 and Actuals were $3,292,481.05 resulting in a 24% savings. The strong showing in reduced expenses was across the board with the largest savings in Contract Services and S&W.

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.

Two EM positions were successfully filled following the retirement of Norman Hayashi and Alice Kawaha. There is one position still vacant with the departure of Dana Okano/Long Range Division – CZM Grant Position.

Staff training continues in areas that work towards the department’s ability to work more efficiently and simultaneously providing better customer service. Training has been ongoing in LaserFiche, Lormann Seminars, and other HR generated courses.

**ACCOMPLISHMENTS and HIGHLIGHTS**

- Long Range Division: Community Development: Action Committees for the Kona, North Kohala and South Kohala are conducting meetings as an ongoing process to implement the CDP’s. Amendments to the Puna CDP are being considered by the County Council.
- The Puna CDP Action Committee has adopted a work plan template for the implementation of prioritized actions in the CDP and community groups are working to develop specific Action Work Plans.
- The Steering Committee for the Ka‘ū CDP has been engaging in public meetings and the draft CDP is in the development stage and will hopefully be ready for Council adoption in 2011.
• The Hāmākua CDP Steering Committee and consultant have been engaged and are starting their community workshops.
• EnVision Downtown Hilo 2025 5-Year Action Plan Update has been completed in draft form and is going through the final review stages.
• The Department has engaged a consultant to develop the Hawaii Livable Communities Code which will be adopted in the Zoning Code as a supplemental Division in Article 6: Optional Development Regulations.

Coastal Zone Management
Continued participation in Ocean Resources Management Plan action and policy groups, process Special Management Area (SMA) permits and assessments, address Public Access issues, and update of the Shoreline Public Access Geodatabase and the online Public Access brochure. The department is presently reviewing all rules and codes related to SMA’s for consistency and preparing appropriate rule/code amendments.

Other
• General Plan – initiating pre-planning for the 10-year update and applying for a grant to hopefully pay for the bulk of the process.
• Prepare the Fairshare annual report.
• Annual compilation of the County’s CIP Budget.
• Ongoing review and comment of Environmental Assessments.
• Participation with various HDOT policy and action committees.
• Participation with various Bike and Pedestrian action committees.
• Annual review and compilation of Professional Services List.

PLANNING COMMISSION 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 at both the State and County levels of government, 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. Consideration still remains appropriate for the processing of land use applications out of the department’s West Hawaii Division to facilitate localized planning efforts where projects occur. This will enhance
efficiencies across the board by reducing staff travel time from Hilo for West Hawaii projects while also enhancing local decision making.

**ADMINISTRATIVE PERMITS DIVISION**

- The Division is currently comprised of 15 employees, who coordinate with various other county departments and agencies on the processing of land use and development applications.
- The Division’s workload spans numerous areas of emphasis including, but not limited to, Subdivisions, Planned Unit Developments, Variances, Plan Approvals, Building Permits, Code Compliance and maintenance of Tax Maps.
- Furthermore, staff provides assistance to the public through efforts such as street naming and addressing, property research relative to legal lot determinations, generation of educational brochures, and responding to general inquiries.
- Overall permit application numbers continue to be low as compared to the highs during this past decade. Despite such, during this past budget year the Division has processed over 250 consolidations or subdivision-related permits, 35 variances, 60 plan approvals, approximately 150 code complaint files, and over 2,200 residential and non-residential building permit applications.
- Additionally, the division continues to manage a large number of pending applications and complaints, as well as reduce the backlog of certain permits associated with the past real estate boom.

**WEST HAWA'I DIVISION**

- The West Hawaii Division (Kona office) strives to provide exceptional service to West Hawaii residents with ten full time staff members, a Planning Program Manager and the addition of the Deputy Director of Planning to the Kona office.
- 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 Hawaii Planning Commission, the Kona Community Development Plan (CDP) Action Committee (AC) the North Kohala CDP AC and the South Kohala CDP AC.
- These committees meet monthly and provide an integral link between the County of Hawaii and the community.
- The recent implementation of County government furloughs has resulted in the reduction of working days and has shortened the time available to process land use applications and inquiries received in the Kona office.
• In response, adjustments such as performing pre-checks to incoming building permits to increase efficiencies and provide "real time" reviews for as many of the incoming permits as possible were implemented to not only maintain, but improve the Kona office permit processing time.
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 $52,534,179

ACCOMPLISHMENTS and HIGHLIGHTS

Administrative Bureau

During the 2009-2010 Fiscal Year, the Dispatch Center received 119,751 emergency 911 calls, with only 16.9 percent of those being transferred to the Fire Department. Including non-emergency calls and requests directly to police officers, dispatchers documented 181,843 requests for police service.

The Accreditation Section revised more than 100 General Orders, wrote more than 30 operations policies and created an intranet portal toward the goal of achieving law enforcement accreditation through the Commission on Accreditation for Law Enforcement Agencies (CALEA).

The Police Department provided 7,924 hours of training to personnel.

Criminal Investigations Division (CID)
In addition to many other crimes, detectives investigated two high-profile murder cases. The first victim was a 5-year-old girl who was sexually assaulted and forcibly drowned. Her mother's 35-year-old live-in boyfriend was arrested and charged with second-degree murder and sex crimes. The victim in the second case was a 38-year-old mother of two who was fatally stabbed on Kamehameha Avenue. The woman's 47-year-old husband was charged with second-degree murder. Both suspects are awaiting trial.

Juvenile Aid Section (JAS)
Juvenile Aid Section detectives investigated 331 reports of sexual assault and 375 reports of domestic violence and related crimes. This is in addition to the investigation of juveniles involved in serious crimes and status offenses (such as runaway, truancy, protective and placement services, and curfew violations).

Vice Section
An assortment of Vice Section investigations led to arrests in the following cases and the recovery of the following items of contraband:
  • 28.9 grams of cocaine and 3.9 grams of crystal methamphetamine
  • 548.3 grams of crystal methamphetamine
• 23.9 grams of crystal meth, 15.5 grams of processed marijuana, paraphernalia
• 137 marijuana plants, several vials of hashish, nearly 20 pounds of processed marijuana
• 7 pounds of powdered cocaine, 12 grams of crack cocaine, 10 ounces of crystal meth, nearly a half-pound of marijuana, four firearms, including one that had been reported stolen
• 7 ounces of crystal meth, four grams of marijuana and two grams of powdered cocaine smuggled on a plane from the mainland
• 23 grams of powdered cocaine, 7.8 grams of crystal meth, 9 grams of hashish, 7 grams of dried marijuana, 24 marijuana plants
• 11 grams of crystal meth and a glass smoking pipe containing marijuana
• 15 grams of crystal meth, 484 grams of marijuana, 12 marijuana plants, 31 prescription pills and a loaded .25 caliber pistol
• 7.6 grams of black tar heroin and 1.1 grams of morphine
• 20 marijuana plants, 2.3 pounds of processed marijuana and 1.1 pound of drying marijuana
• 102 marijuana plants, 340.9 grams of processed marijuana, 7.3 grams of hashish and drug paraphernalia

In addition to the above cases, the Area II Ice Task Force forwarded information to the Hawaii Airport Task Force based at the Honolulu airport, where agents with the Drug Enforcement Administration seized $32,000 in drug smuggling proceeds. Also, vice officers participated in a statewide operation that put undercover officers from neighboring counties onto the street drug scenes in each county for one week. That operation led to 11 individuals charged and to the recovery of 216.9 grams of “ice” and 58.9 grams of dry processed marijuana statewide.

Community Policing
In February 2010, Community Police Officers conducted crime reduction units in reaction to assaults and affrays committed by juveniles and young adults in Downtown Hilo. The effort led to a 65 percent reduction in criminal cases at Mo'oheau Bus Terminal over a six month period.

Cooperation between the Laupahoehoe Community Police Officer and the Department of Parks and Recreation led to the installation of security lights shining into Laupahoehoe Point Park’s pavilions and parking lot to discourage excessive noise, liquor violations and other illegal activity.

On November 2, 2009, police partnered with the Keaukaha area schools, Keaukaha residents, Hilo Airport personnel and other agencies, to conduct a tsunami evacuation drill that coordinated the movement of more than 800 people across the Hilo airport airstrip. On February 27, 2010, a large earthquake off the coast of Chile triggered a real tsunami evacuation, which went off without a hitch.

Community Policing Officer William Derr secured a $23,000 grant from the Office of Hawaiian Affairs for bike patrol equipment and training to benefit the mentally
ill native Hawaiian community in the Keaukaha and Panaewa areas. The funds covered the cost of 10 bikes with equipment and tactical bike training for 21 officers.

Patrol Divisions
As always, officers in the South Hilo, North Hilo, Hāmākua, Puna, Kaʻū, Kona, South Kohala and North Kohala Districts patrolled our streets and responded to calls from the public to keep our citizens safe. These developments were of particular interest for Fiscal Year 2008 – 2009:

- In an effort to make all Hawai‘i Island roadways safer, the Police Department and the Mayor’s Office lobbied for an amendment to the traffic laws governing private roadways. The amendment, which passed, clarified that most traffic laws can be enforced on roads in private subdivisions.

- Construction on the new Pāhoa police substation began and is expected to be completed at the end of 2010. Among other improvements, it will contain four secure holding cells compared with the one-cell facilities now in the district.

- 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 4,407 court documents, including 1,657 outstanding bench warrants.

Traffic Enforcement Unit (TEU)
The Traffic Enforcement Unit investigated 29 fatal crashes. TEU officers conducted 84 DUI sobriety checkpoints, arrested 393 drivers who were under the influence and conducted 95 seat belt checkpoints. The officers also issued 8,109 moving citations of which 4,994 were for speeding. They issued 4,346 regulatory citations and made 315 other arrests.

On May 6, 2010, the Traffic Enforcement Unit received the Mothers Against Drunk Driving Hawaii 2010 Law Enforcement Award.

Internal Affairs/Criminal Intelligence Unit
The Internal Affairs Unit conducted 27 administrative investigations, 82 internal inquiries into actions by police department personnel, and provided 36 in-service training sessions to employees. Internal Affairs also conducted 64 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 84 criminal investigations. The unit also submitted 401 intelligence reports. The unit conducted 276 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 2009-2010, the Office had a total projected operating budget of $9,231,981 of which 34.5% or $3,183,800 was from federal grants, state grants and asset forfeitures. Federal funds were received for the Victims of Crime Act, Violence Against Women, Juvenile Accountability Block Grant, Justice Assistance Grant, Non-Support Prosecution and Highway Safety training projects. State funds were received for the Career Criminal Program, Victim/Witness Program, Domestic Violence Strategic Plan and Mental Health State Incentive Grant training projects.

ACCOMPLISHMENTS and HIGHLIGHTS

Prosecution

- Processed 19,813 in-custody, bailout and referral cases.
- Serviced over 2000 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 Kaʻu.
- Participated in Adult and Juvenile Drug Court in East and West Hawaiʻi.
- Participated in State Asset Forfeiture program as a means of discouraging illegal activity. Received a percentage of proceeds totaling $51,835.

- Implemented an electronic written complaint generation application for the HITS case tracking system to facilitate court filing.
Victim Services

- Provided assistance to 5,888 victims and witnesses of crime and their significant others from July 2009 to June 2010.
- Provided federal funding to Family Programs Hawai‘i, 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.

Criminal Justice System

- Participated in 15 statewide and 14 island wide interagency groups to develop interventions and strategies to improve the criminal justice system.
- Sponsored/co-sponsored 5 workshops and conferences to improve the criminal justice system response.

Juvenile Issues

- Continued coordination of the Juvenile Justice strategic plan implementation.
- Sponsored/co-sponsored 3 workshops and seminars to address juvenile issues
- Compiled Special Projects 2010 Data Collection Report.
- 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.
- Received $80,450 for various community strategies to address Domestic Violence, Sexual Violence and to provide training on Elder Abuse.
- Sponsored/co-sponsored 10 workshops and seminars to address community violence issues.
- Provided over 900 Keiki identification cards to promote child safety at 16 community events.

Administrative

- Coordinated 3991 volunteer hours in the Hilo, Kona and Waimea offices. Volunteers provided support to clerical, administrative, legal and investigative staff.
- Staff participated in 4 community charity events
- Coordinated 3 Mandatory Continuing Legal Education and 12.75 Voluntary Continuing Legal Education credits for our deputies.
- Co-sponsored 2010 Shared Ride Taxi coupon distribution to drinking establishment’s island wide.
DEPARTMENT OF PUBLIC WORKS

WARREN H.W. LEE P.E., Director

Mission Statement
Working together as ONE to improve the quality of service for the health and safety of our Big Island ‘Ohana.

Vision Statement
We will be a premier Public Works department highly respected for the excellent services provided by our highly skilled and responsive employees.

Expenditures

<table>
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<th>DIVISION</th>
<th>GENERAL FUND</th>
<th>HIGHWAY FUND</th>
<th>BEAUTIFICATION FUND</th>
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Primary Functions
The Department of Public Works is composed of six (6) divisions; Highway Maintenance, Administration, Traffic, Building and Engineering divisions administer and enforce 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 public and private building construction permitting and inspection. 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, roads-in-limbo, and more than 900 miles of public streets and highways to ensure the safe passage of all motorists. 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 key functions during Civil Defense emergencies.

### NUMBER OF PERMITS ISSUED

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### Highlights

- The strategic plan identifies sixty-seven (67) goals with objectives to decrease the cost of government. The plan will utilize technologies, intra-communication, and better organizational management between departments and divisions. The improvements will expedite the completion of construction, consultant contracts, and permitting processes.
- Forty-six (46) percent of the employees completed the first of a six-part series on customer service skills.
- On February 27, six divisions within the department of Public Works were deployed during the Tsunami Warning performing key functions for Civil Defense.
- A total of 88 roads were surveyed, and a mile-and-a-half of roads-in-limbo paved. Over twenty-three miles resurfaced, shoulders widened, and 186 miles striped, and faded markings restored.
- Ane Keohokalole, the mid-level road in North Kona is scheduled for completion on January, 2012. The $35 million project funded by the American Reinvestment and Recovery Act will provide for two lanes of highway linking Palani Road and Kealakehe Parkway with sub grade work to Hina Lani.
- West Hawai'i Civic Center scheduled for completion in January 2011, is on its way to becoming a LEED Certified building. Construction must meet criteria in
six performance standards: a sustainable site, water efficiency, energy and atmosphere, materials and resources, indoor environmental quality, and innovation and design for a certification.

• With the move to decrease Hawaii's dependence on fossil fuel with renewable energy sources by 2030, the County of Hawai'i has adopted the 2006 International Energy Conservation Code that will be in effect, October, 2010 for new and renovated commercial buildings.

• The Māmalahoa Highway Hokuli'a Bypass serves as an alternate around Honalo and Kainaliu. Travel was previously restricted to southbound motorists and limited to three hours on weekdays. In June, the Bypass opened daily from 6:30 a.m. to 3:30 p.m. to two-way travel.
DEPARTMENT OF RESEARCH AND DEVELOPMENT

RANDALL M. KUROHARA, Director
LAVERNE OMORI, Deputy

AGRICULTURE – Margarita “DayDay” Hopkins
BUSINESS DEVELOPMENT – Jane Horike
ENERGY – William Rolston
FILM – John Mason
RESOURCE CENTER/INFORMATION RESOURCES – Alex Frost
TOURISM – Colette Rapozo-Yamamoto

BUDGET
The Department’s operating budget for fiscal 2009/2010 was $2,640,927, including $525,920 in state grants to support its six program areas. During the fiscal year a new $737,800 federal grant was received through the American Recovery and Reinvestment Act (ARRA). The Department utilizes general fund appropriations and a State grant to conduct two (2) competitive Solicitations for Proposals, which provided $1,417,175 in supplemental funds for the community.

ACCOMPLISHMENTS and HIGHLIGHTS

• Assisted the Mayor’s office in the development of the Kapulena Agricultural Park.

• Assisted the Ka’u Coffee Growers Cooperative in obtaining federal marketing grants in the amount of $112,000. Ka’u coffee won numerous awards as top specialty coffee at the national and international levels.

• Funded the development and production of the Hawai’i Tropical Flowers and Foliage Catalog—the most comprehensive listing of commercial tropical flowers and foliage grown in Hawai’i, which has been used successfully in promoting and marketing Hawai’i Island’s floriculture and foliage industry.

• Successfully developed the commercial tea production on the Big Island. Currently 12 farms growing tea commercially in Volcano and Hamakua area. Hawaii tea awarded one of the top specialty teas at 2009 World Tea Expo in Las Vegas.

• The Business Development program awarded eight (8) economic development projects. A total of $51,100 in seed money was provided to community organizations, which was used to leverage a total of $98,810 of Federal, State and/or private funding for a leverage ratio of one (1) County dollar to $3.02.
• Administered the "Artists Mean Business" Program that allowed participants to earn income from non-traditional employment. This program received an outstanding commendation from the Commission on Accreditation of Rehabilitation Facilities.

• Contract monitoring to reduce energy consumption at the Hilo Public Safety Building and Kona Police Station. In its seventh year, this project has generated over $1.2 million in savings through retrofitting of lights and air conditioning units.

• Coordinating with the Department of Public Works in all new construction projects and roof replacements to include photovoltaic systems and monitor bid specifications where applicable. A 100 kW photovoltaic system has been purchased and is installed as part of the County Building renovations in Hilo.

• American Recovery and Reinvestment Act (ARRA) funds of $737,800 were received in FY 2010. $217,800 of the $737,800 has been deployed in the Energy Efficiency and Conservation Block Grant. The remaining $520,000 will be used for energy efficient street lights (400 lamps) and Sustainability Programs. The street light retrofit is projected to save 50% of the energy over the existing lights.

• Assistance in the adoption of the 2007 Model Energy Code bill that will be adopted October 2010. This requires new construction and remodels to be more energy efficient through the use of reflective material, insulation and large eaves to conserve energy.

• West Hawai‘i Civic Center – The County’s design/build includes a photovoltaic installation providing a portion of the facility’s anticipated power needs. The power would be supplied by a third party, thus eliminating upfront costs to the County; resulting in overall lower per kilowatt-hour of power used. The seven-acre site is planned to have 66,000 square feet of interior space and will be silver LEED certified. Electric Vehicle feasibility Analysis is ongoing with the help of the National Renewable Energy Lab.

• Total production revenue for the Film Office was $8.8 million, the third highest since the film office opened. The 20th Century-Fox feature film "Predators" topped production which filmed for several weeks on the east side of the island during September and October in a variety of locations. About 90 local film technicians were employed for this project. Documentaries, television episodes, travel and destination programs and production from Japan rounded out the lineup.

• The Film Office participated in and sponsored 5 film festivals and 2 seminars in order to promote and showcase local filmmaking, to raise
awareness and appreciation for film production as an economic and cultural force on the island, and to give a voice to diverse communities.

- The Big Island Visitors Bureau (BIVB) received the largest ($550,000) tourism related award from Research & Development for airlift support, Kama'aina campaigns, public relations and convention outreach. Because of challenges replacing the international airlift to Kona, that contract term has been extended through October 2010.

- Our support of Kama'aina promotional campaigns successfully encouraged locals to take a "Staycation" helping maintain employment in the hotel and attractions sectors. HTA and HVCB do not count Kama'aina as visitors and do not focus any marketing resources in State. However, the County and BIVB see this as an essential market and the importance to our industry partners (hoteliers, attractions, restaurants and retail), continues to grow.
The Department has a staff of 176 employees operating from several locations around the island. In addition to its main office at the Waākea 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, Keauhou, and Waiʻōhinu. Other than its administrative personnel, the Department is organized into three major divisions—finance, operations, and engineering.

**BUDGET**

For the fiscal year ending June 30, 2009, operating revenues totaled $39.2 million, compared to $37.7 million the previous year. Operating expenses, including depreciation, totaled $44.9 million, compared to $43.0 million the previous year. Water consumption during this period decreased from 9.5 billion gallons to 9.1 billion gallons. Total number of services increased from 41,089 to 41,209 island-wide.

**ACCOMPLISHMENTS and HIGHLIGHTS**

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 Water District:**

‘Ōla‘a Reservoir No. 6 Production Well and 1.0MG Reservoir: Construction for this project is underway that will replace an undersized 0.05 million gallon Steel Tank and will provide an additional source to the ‘Ōla‘a-Mt. View Water System. Completion of this project is scheduled for the year 2011.

Construction Contract Cost: $7,300,000
South Hilo, Hilo Water District:

Pi'ihonua No. 2 – 2.0-MG Reservoir: Construction is underway for this project to replace an aging existing 0.8 million gallon reservoir. Completion of this project is scheduled for Fall of 2010 and will increase the storage capacity for the Hilo Water System.

Construction Contract Cost: $7,000,000

Honomū Production Well and Supporting Facilities: This project, now complete, replaced the ‘Akaka Falls spring source in order to be in compliance with the Safe Drinking Water Act. The well is located directly below the existing Honomū Reservoir.

Construction Contract Cost: $3,900,000

Hakalau Iki Spring Remediation: Construction has been completed for this project which allows the use of the spring source while in compliance with the Safe Drinking Water Act.

Construction Contract Cost: $570,000

Hāmākua, Kohala Water District:

Āhualoa Well Development, Phase 2: Construction is underway for this project which includes a 1.0 million gallon reservoir. This project is funded by Federal stimulus ARRA funds. When successfully complete, this well will 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

Kapulena Well Development, Phase 1: Construction is underway for this project which will replace the old Kukuihaele spring source that is no longer producing subsequent to the 2006 earthquake. Upon successful completion of this phase, the design of the permanent outfitting of the well and a new reservoir will commence.

Construction Contract Cost: $944,000

South Kohala, Kohala Water District:

Waikoloa Reservoirs 1 and 2 Earthquake Damage Repair: Reservoir No. 2 was drained completely and Reservoir No. 1 was lowered to approximately half capacity to assure the damages suffered in the October 2006 Earthquake at Kīholo Bay do not compromise the slope stability. Construction to Reservoir No. 2 is nearing completion with repairs to Reservoir No. 1 to follow.

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 more easily disposed of than that of the wet sludge. This will also create greater capacity to the existing sludge basin.

Estimated Cost: $3,333,000

North Kohala, Kohala Water District:

Makapala Production Well and Supporting Facilities: Construction is complete for this project that replaces the surface source in order to be in compliance with the State of Hawai‘i, Safe Drinking Water Act. The well is located on the existing Makapala Reservoir site.

Estimated Cost: $1,130,000

Hala‘ula Well Development – Phase 1: Design of this project is completed and construction is to begin in August 2010. This well is anticipated to provide additional source capacity to the existing Hāwii/Hala‘ula Water System. Upon successful completion of this phase, the design for the permanent outfitting of the well and a new reservoir will commence.

Construction Contract Cost: $882,228

North Kona, Kona Water District:

Pālani Road Transmission Waterline (Māmalahoa Highway to 595’ Reservoir): Construction is underway 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: $12,325,034

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 Kahaluu‘u Shaft, thereby improving the water quality.

Construction Contract Cost: $5,390,000

Ka‘ū Water District:

Pāhala Production Well and Supporting Facilities: Construction has been completed for this project which replaced the ‘Alili Tunnel spring source in order
to be in compliance with the Safe Drinking Water Act. The well is located at the existing Pāhala Reservoir.

Construction Contract Cost: $1,800,000

**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
COUNTY OF HAWAI'I
(Current Listing as of November 1, 2010)

LEGISLATIVE BRANCH

OFFICE OF THE COUNTY CLERK (Terms expire 12/06/10)
25 Aupuni Street, Suite 1402
Hilo, HI 96720

KONA COUNCIL OFFICE
Kailua Trade Center
75-5706 Hanama Place, Suite 109
Kailua-Kona, HI 96740

District 1: Yagong, Dominic
District 2: Ikeda, Donald
District 3: Yoshimoto, J.
District 4: Onishi, Dennis "Fresh"
District 5: Yagong-Beason, Emily
District 6: Enriques, Guy
District 7: Ford, Brenda
District 8: Greenwell, Kelly
District 9: Hoffmann, Pete

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

Council Chair: Yagong, Dominic, 961-8272
Council Vice Chair, Chair, Human Services: Yagong-Beason, Emily, 961-8267
Chair, Planning Committee: Yagong, C., 965-2173
Chair, Public Safety & Parks & Rec. Comm.: Ikeda, D., 961-8264
Chair, Finance Committee: Onishi, D.L., 961-8396
Chair, Public Works & Intergovernmental Relations Committee: Enriques, G., 961-8263
Chair, Food & Energy Sustainability Comm.: Ford, B., 961-8027
Chair, Environmental Mgmt Comm.: Greenwell, K., 961-8265
Chair, Housing Agency: Hoffmann, P., 961-8273
County Clerk: Goodenow, K.G., 961-8271
Deputy County Clerk: Oshiro, R., 961-8588
Elections Program Administrator: Nakamoto, P., 961-8277

Schrandt, Colleen: Office of the Legislative Auditor, 961-8490

EXECUTIVE BRANCH

OFFICE OF THE MAYOR
25 Aupuni Street, Room 2603
Hilo, HI 96720

KENOI, WILLIAM P. (Term expires 12/03/12) Fax 961-6553
Managing Director: Takaba, William T. 961-8211
Deputy Managing Director: Lau, Walter K.M. 327-3602
Executive Assistant III: Command, Bobby 326-5653
Executive Assistant III: Shigemura, Charmaine 961-8503
Executive Assistant III: Dayton, Kevin 961-8508
Executive Assistant IV: Bishop, Hunter 961-8555
Public Relations Specialist: Cruz, Desiree M. 961-8507
Private Secretary to the Mayor: Cainglit, Paulette 961-8211
Private Secretary to the Managing Director: Sumera, Irma 961-8211

Immigration Information Specialist Fax 961-8220
25 Aupuni Street, Room 2601 Bautista, Rose 961-8220

Clerical Services Center Fax 961-8223
Information & Assistance 961-8316 Carter, Kaycie
25 Aupuni Street, Room 2602
Disabled Parking 933-1521 961-8005
# OFFICE OF AGING
1055 Kinoole Street, Suite 101
Hilo, HI 96720

**EXECUTIVE ON AGING**
PARKER, Alan
Phone: 327-3597
Fax: 961-8603

# CIVIL DEFENSE AGENCY
920 Ululani Street
Hilo, HI 96720

**ADMINISTRATOR**
MENTO, Quince
Secretary
Hirayama, Mei Jane
Fax: 935-0031

# OFFICE OF THE CORPORATION COUNSEL
Hilo Lagoon Centre
101 Aupuni Street, Suite 325
Hilo, HI 96720

**CORPORATION COUNSEL**
ASHIDA, Lincoln
Asst. Corporation Counsel
Garson, Kathy
Secretary
Rodillas, Martha
Fax: 961-8251

# DEPARTMENT OF DATA SYSTEMS
2100 Kanoelehua Avenue, C-5
Hilo, HI 96720

**DIRECTOR**
TSUCHIYA, Burt.
Manager
Kiley, James
Secretary
Takashiba, Tania
Fax: 981-8234

# DEPARTMENT OF ENVIRONMENTAL MANAGEMENT
2100 Kanoelehua Avenue, C-5
Hilo, HI 96720

**DIRECTOR**
DEMARCO, Frank
Deputy Director
Torigoe, Ivan
Secretary
Henry, Sharron
Fax: 961-8086

# DEPARTMENT OF FINANCE
25 Aupuni Street, Room 2103
Hilo, HI 96720

**DIRECTOR**
CRAWFORD, Nancy
Deputy Director
Sako, Deanna
Secretary
Reaves, Karen
Accounts Division – Controller
Oshiro, Kay
Budget Division – Administrator
Tom, Gary
Purchasing Div. – Purchasing Agent
Benevides, Gilbert
Real Property Tax Division – Administrator
Sitko, Stan
Treasury Division – Treasurer
Okumoto, Michael
Motor Vehicle Registration & Licensing
Lord, Lee
Risk Management
Knowles, Scott
Property Management
Van Bergen, Kenneth

**REAL PROPERTY & TREASURY DIVISION**
Hanama Place
75-5737 Kuakini Highway, Suite 112
Kailua-Kona, HI 96740
Phone: 327-3541
FIRE DEPARTMENT
25 Aupuni Street, Suite 2501
Hilo, HI 96720

FIRE CHIEF
Deputy Fire Chief
Secretary

OLIVEIRA, Darryl
Honda, Glen
Kaneta, Laurie

932-2900
932-2900
932-2900
Fax 932-2928

OFFICE OF HOUSING AND COMMUNITY DEVELOPMENT
50 Wailuku Drive
Hilo, HI 96720

HOUSING ADMINISTRATOR
Assistant Housing Administrator
Private Secretary

ARNETT, Stephen
Yanagi, Leah
Bailey, Anne

961-8379
327-3604
327-3604
Fax 961-8685

DEPARTMENT OF HUMAN RESOURCES
101 Pauahi Street, Suite 2
Hilo, HI 96720

DIRECTOR
Deputy Director
Secretary/Reporter

Takahashi, Ronald K
Toriano, Sharon
Menezes, Velma

961-8361
" "
Fax 961-8617

Health & Safety Administrator
Worker's Comp Division

Kamaka, Charmaine

961-8215
961-8216
Fax 961-8344
Fax 961-8416

DEPARTMENT OF LIQUOR CONTROL
Hilo Lagoon Centre
101 Aupuni Street, Suite 230
Hilo, HI 96720

DIRECTOR
Secretary

PAKELE, Janice
Chang, Dot

961-8218
" 
Fax 961-8684

MASS TRANSIT AGENCY
25 Aupuni Street 1266 Kam. Ave. A-2
Hilo, HI 96720 Hilo, HI 96720

TRANSIT OPERATIONS ADMINISTRATOR... BROWN, Thomas

961-8343
Fax 961-8745
DEPARTMENT OF PARKS AND RECREATION
101 Pauahi Street, #6
Hilo, HI 96720

DIRECTOR .................................. FITZGERALD, Robert ................................ 961-8311
Deputy Director ................................ Honma, Clayton ........................................ "
Secretary ..................................... Santos, Nathalie .......................................... "

Elderly Activities Division Director
Parks Maintenance Division Superintendent
Recreation Division Administrator

PLANNING DEPARTMENT
101 Pauahi Street, #3
Hilo, HI 96720

DIRECTOR .................................. LEITHEAD-TODD, Bobby Jean .............. 961-8288
Deputy Director ................................ Masunaga, Margaret ................................. "
Private Secretary ............................ Ley, Rachelle .............................................. "
Planning Commission Secretary ........ Nomura, Sharon ........................................... "

POLICE DEPARTMENT
349 Kapiolani Street
Hilo, HI 96720

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