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BUDGET
The Office of Management’s operation budget for FY 2011-12, including grants, was $1,320,792, a reduction of 7.6 percent from the previous year. This included funding for the Clerical Services Center, Disabled Parking Placard Program, Immigration Services and County Physicians.

HIGHLIGHTS
• Prepared and approved a balanced $365 million budget for the County, which is 9.4 percent smaller than the budget in effect when this administration took office in 2008. This budget retained funding levels for all essential services as well as those for children and the elderly.
• Continued to bring government to West Hawai‘i by spending at least one day a week and many times multiple days in West Hawai‘i.
• Opened the Ane Keohokālole Highway, the first major road built in West Hawai‘i by the County since statehood.
• Blessed and opened the Kapulena Agricultural Park in Hāmākua, the largest public agricultural park in the state.
• Signed a memorandum of understanding with Parker Ranch for property to build a district park in Waimea.
• Worked with police and community to inform public about a burglary ring which cracked a few days after the public meeting.
• Purchased five new Chevy Volt electric vehicles, the first step in an initiative to replace the county’s automobile fleet with electric cars.
• Worked with the community, Hawai‘i Carpenters Union apprentices and County personnel to transform the old Pāhoa Fire Station into the Pāhoa Senior Center.
• Through the SPF-SIG Program served over 1,600 youth across Hawai‘i Island through awards to 12 organizations that served 19 communities across the island. Also launched SPF-SIG’s island-wide media campaign “Kids Want Role Models Not Bottles” with a mission to provide adults/youth with knowledge about Hawai‘i Island as it relates to underage drinking prevention.

INFORMATION AND ASSISTANCE CENTER
The Information and Assistance Center provides secretarial/clerical and administrative staff assistance to the Office of the Mayor in East and West Hawai‘i. They are responsible for all Human Resources personnel matters. They assist in the preparation of all Mayoral messages, proclamations and certificates.

The Information and Assistance Center is responsible for the processing of all applicants for Hawai‘i County Boards and Commissions, correspondence and the maintenance of the data
base. They assist the public with information about County, State and Federal government agencies and community agencies and services. They receive, document, refer and follow up with complaints.

The Information and Assistance Center is the agency that is responsible for reservations of the Aupuni Center, Puna and Hāmākua Conference Rooms and maintains the calendar of events for those venues.

The Information and Assistance Center is also responsible for the issuance of disabled parking permits for the State of Hawai‘i’s Disabilities and Communications Access Board in two locations in Hawai‘i County - at the Aging and Disability Resource Center in Hilo and the Mayor’s Office in the West Hawai‘i Civic Center. The disabled parking program issued 1,732 permanent and 557 temporary disabled parking permits in FY 2011-12.

COUNTY PHYSICIANS
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 County physicians are Dr. Alan De Silva and Dr. Walter Wang.

IMMIGRATION
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 1,600 walk-ins and 3,000 telephone calls and e-mail inquiries during the 12-month period.

• Immigration office provided extended community outreach to Pāhoa, Waimea, Kona, and Nā‘ālehu.
• Immigration office sponsored and organized 1st Domestic Violence Conference – “Building a Filipino Response to Domestic Violence in the Immigrant Communities.”
• Celebrated Citizenship Day (Recognized newly sworn naturalized citizens.
• Coordinated and hosted multiple I-9 Workshops with USCIS & Dept. of Justice in both Hilo and Kona.
• Coordinated and hosted Philippine Consul General, the Honorable Julius Torres and its Consular Outreach Team to perform consular services in Hawai‘i County.
Seniors lit up the dance floor at the Outstanding Older Americans awards luncheon.

OFFICE OF AGING

Hilo: Aging & Disability Resource Ctr., 1055 Kino'ole St.
Phone (808) 961-8600, Fax (808) 961-8603

Kona: West Hawai'i Civic Ctr. Bldg. B
Phone (808) 323-4398, Fax (808) 327-3599

ALAN R. PARKER
Executive On Aging

Making a difference in the lives of kupuna and family caregivers is the driving force for all of us here at the Office of Aging. Our goal is to keep kupuna healthy, active and engaged in community life and provide guidance and support when needed to maintain independence and dignity. We will accomplish this goal through supporting family caregivers and developing the Aging and Disability Resource Center as a place where everyone can access supports and services for the elderly and people with disabilities. We are indeed grateful for the continued support and commitment of our administration and the County Council to our kupuna. It is because of this commitment that Hawai‘i County has received national recognition as a community that is supportive, not only of its older population, but of its people with disabilities and family caregivers as well.

hcoa@hawaiiantel.net | hcoahawaii.org
BUDGET
During FY 2011-12, the Office of Aging’s operating budget was $525,976. By obtaining an additional $2.9 million in federal and state grants, the Office of Aging was able to administer a variety of services for older persons on Hawai‘i Island.

<table>
<thead>
<tr>
<th></th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>County Funds</td>
<td>525,976</td>
</tr>
<tr>
<td>Federal Funds</td>
<td>1,669,340</td>
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<td>State Funds</td>
<td>1,247,725</td>
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</table>

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

AGING AND DISABILITY RESOURCE CENTER
A celebration of the 21st anniversary of the American with Disabilities Act (ADA) was held at the Aging and Disability Resource Center (ADRC) in July 2011. The Mayor’s Committee on People with Disabilities collaborated with the ADRC with an Open House and birthday celebration to promote information on the ADA and its positive impact on all citizens.

The ADRC facility received upgrades with completed renovation of the basement area. This area now provides critical storage for ADRC agencies’ records and supplies. The Assistive Technology Resource Center (ATRC) collaborated with the ADRC on a display and future potential lending library. ATRC’s adaptive equipment for daily activities as well as recreation is now displayed for visitors. Staff received training on use of the Automated External Defibrillator (AED) now available in the ADRC. We join other County agencies having increased emergency preparedness with this lifesaving technology.

The Alliance of Information and Referral Systems (AIRS) awarded certification for five additional staff in the ADRC. Presently seven staff in the ADRC have the CIRS-A designation (Certified Information and Referral Specialist- Aging). National certification is a part of standardizing service capacity in the ADRC. New ADRC community partners include: Aloha Independent Living Hawai‘i, Department of Veterans Affairs Community Based Outpatient Clinic, Full Life, Inc., and a local chapter of the National Alliance on Mental Illness (NAMI). A sampling of regular users of ADRC facilities now include support groups (Stroke, Alzheimer’s Disease, Parkinson’s Disease, Traumatic Brain Injury), AARP Driver Safety classes, Civil Defense Community Emergency Response Team (CERT) certification, Alzheimer’s Association classes on dealing with dementia issues of care, Interdisciplinary Team (for Seniors), Sage PLUS, Senior Medicare Patrol, Long Term Care Ombudsman, Department of Human Services Foster Grandparents program, Special Olympics, Hawai‘i Disability Rights Center and Disability Rights Hawai‘i.
CAREGIVER SUPPORT
Throughout FY 2011-12, the National Family Caregiver Support Program (NFCSP), administered through the Hawai‘i County Office of Aging (HCOA), coordinated workshops, trainings, conferences, outreach events, and provided home and community-based services for caregivers and the community. Outreach events offer opportunities to provide information about resources and services available in our community.

Through the Caregiver Support Program, the Office of Aging collaborated with the Alzheimer’s Association, Life Care Center of Kona, and Services for Seniors to provide a Hands-On Training for Caregivers for 15 families at the Life Care Center of Kona. The Office of Aging also held 4 conferences in partnership with AARP, Alzheimer’s Association, Project Dana, Hospice of Hilo, and the Honpa Hongwanji Hilo Betsuin for 650 family caregivers and community members. Keynote speakers included Stuart Ho, Hawai‘i Long Term Care Commission Chair and Hawai‘i AARP President, James Pietsch, J.D. and Lenora Lee, Ph.D., both of the University of Hawai‘i Elder Law Program, Curt Curiu, and Lloyd Narimatsu. Topics ranged from fall prevention, emotional aspects of caregiving, family dynamics of caregiving, planning for aging in place, home safety and adaptation for aging in place, available resources and services, planning and preparation for discharge from the hospital, legal issues, long term care issues, and caring for persons with dementia and memory loss.

The Office of Aging provided in-home counseling sessions for 7 families coping with caregiving for those with Alzheimer’s disease or related dementias. The Office of Aging, through National Family Caregiver Support Program grant funding, provided 817 units of Respite services for 53 family caregivers in the form of Adult Day Care, Homemaker, Assisted Transportation, and Personal Care services, and 866 units of Access Assistance for 142 caregivers.

ELDER ABUSE AWARENESS
In fiscal year 2012, the focus for Elder Abuse Awareness was on partnering with other agencies in order to reach more communities across the Big Island in our awareness efforts. Collaboration between the Office of Aging, the Office of the Prosecuting Attorney, Adult Protective Services and numerous other Aging Network providers resulted in a booklet produced by the Office of the Prosecuting Attorney called Elder Abuse in Our Community: Keep Our Seniors Safe. This booklet was and continues to be distributed at presentations on Elder Abuse, Health and Information Fairs and has been placed in Senior Centers and community and business establishments around the island.

ELDER ABUSE PREVENTION PROGRAM
In January 2011 a developmental Elder Abuse Prevention Program (EAPP) began in Hawai‘i County and continued until November 2011. It is estimated that only one in five new incidents of abuse, neglect and/or self-neglect are reported and substantiated by Adult Protective Services (APS) and there are a large number of unreported and suspected cases that are not addressed through APS at all. This has created a gap in services for many families and this program was designed to provide assistance to this “GAP” group of older adults by providing home and community based services (HCBS) to prevent abuse before it begins. There were a total of 17 older adults served in the HCBS...
portion of the voluntary demonstration program. The EAPP utilized case management services to assess and order the appropriate home and community based services with most referrals to the program coming from APS. The Legal Aid Society of Hawai‘i (LASH) was also contracted under the EAPP demonstration to provide a variety of legal services for people at risk for abuse. LASH served 27 individuals under this program between March 2011 and November 2011. A total of 34 individuals were served by this demonstration.

HEALTHY AGING PROJECT
During the FY 2012, Office of Aging was very busy sustaining and expanding the statewide health prevention evidence based program, Better Choices, Better Health – Ke Ola Pono (BCBH); formerly the Chronic Disease Self-Management Program (CDSMP). Seven island-wide workshops were conducted and served 57 elderly. The Office of Aging also addressed capacity building by training 13 new Lay Leaders for the Chronic Disease Self-Management curriculum. In addition, with a grant obtained from the State Department of Health, Diabetes Prevention and Control Program, the Office of Aging also trained 8 new Lay Leaders for the Diabetes Self-Management curriculum.

Better Choices, Better Health was also promoted at Health and Information Fairs around the island. New partners for FY 2012 are the ARC of Hilo and the Unitarian Church of Puna.

SILVER BULLETIN NEWSLETTER
This year marked the twelfth year of publishing the Silver Bulletin, a monthly newsletter on and about eldercare services and aging issues. More than 40,000 copies of the newsletter were printed and distributed to Big Island residents, key health and social organizations, and other community and business establishments in FY 2011-12.

OLDER AMERICANS MONTH
The Hawai‘i County Office of Aging honored sixteen nominees at the May 2012 Outstanding Older Americans Award Luncheon. A capacity crowd of 300 cheered as Marjorie C. Mrasek of Waikoloa and Joseph R. Ah Choy Sr. of ʻŌʻōkala were named the 2012 Outstanding Older Americans for Hawai‘i County. The two honorees were also Hawaii County’s representatives at the Governor’s reception held at the State Capitol in Honolulu.

In addition to the Outstanding Male and Female Older American awards, the following special awards were presented: the Community Service Award was presented to Cecilia K. Torres-Kaiewe of Kea‘au and Gerald M. Otomo of Hilo. The Senior Activities Award was presented to Margaret Torigoe of Hilo and Rodrigo “Rudy” M. Peralta of Pāpa‘aloa. The Personal Achievement Award was presented to Sally Yamaguchi of Pāhala, John C. Creelman of Waimea and Thomas M. Wright of Pāhala. The Golden Years Award was presented to Clyde J. Jackson of Waikoloa and Joseph R. Ah Choy Sr. of ʻŌʻōkala.

The Partners in Eldercare Partnership Awardees were AARP and the Hawai‘i Alliance for Retired Americans (HARA) for their advocacy and promotion of legislative action to create policies to address our common need for economic security, health care, and quality of life.
HAWAIʻI COUNTY CIVIL DEFENSE AGENCY

Hilo: Public Safety Building, 920 Ululani St.
Phone (808) 935-0031, After Hours (808) 935-3311, Fax (808) 935-6460

BENEDICT FUATA
Administrator (since March 1, 2012)

JOHN DRUMMOND & WILLIAM HANSON Administrative Officers

civil_defense@hawaiicounty.gov | hawaiicounty.gov/civil-defense
The role of the Hawai‘i County Civil Defense Agency is to direct and coordinate the development and administration of the County’s total emergency preparedness and response program to ensure prompt and effective action when disaster threatens or occurs anywhere in the County.

**BUDGET**

<table>
<thead>
<tr>
<th>Item</th>
<th>Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries &amp; Wages</td>
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<td>69%</td>
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<tr>
<td>Operating Expenses</td>
<td>$197,650</td>
<td>31%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$635,088.00</strong></td>
<td></td>
</tr>
</tbody>
</table>

**HIGHLIGHTS**

- Conducted Emergency Support Function (ESF) Seminar/Workshops for personnel from County departments.
- Updated the Hurricane Annex to the Hawai‘i County Emergency Operations Plan.
- Updated the Tsunami Annex to the Hawai‘i County Emergency Operations Plan.
- Successfully completed the Finance Departments Single-Audit of our Grant Programs.
- Participated in State Civil Defense Makani Pāhili exercise in June 2012.
- Completed the RFP and contract award for the Narrow-Banding initiative and received a FCC extension for compliance until September 2014.
- Staffed the Ironman Emergency Operations Center and assisted with event planning.
- 24 emergency responses (3 Brushfires, 2 Earthquake notifications, 1 Tsunami, 7 Flooding Events, 4 High Surf notifications).
- Facilitated 6 Community Emergency Response Team (CERT) Training sessions, 6 CERT Recertifications, and 8 specialized CERT training sessions.
- Conducted EOC management and Web EOC training and Tsunami (Kulike) TTX in Sep 2012.
- Participated with the 93rd CST Annual exercise and HFD HAZMAT exercise.
- Conducted Waiākeaawaena Elementary School tsunami evacuation exercise.
- Conducted Chiefess Kapi‘olani Elementary School tsunami evacuation exercise.
- Participated in Keaukaha community tsunami evacuation exercise.
- Tsunami Regional and Amateur Radio Annual Comm Exercises.
- Hilo and Kona Airport Active Shooter Exercise.
- Closed out the 2008 & 2009 HSGP and 2009 PSIC Grant.
- Developed a public education piece on safety in the event of an incident at the geothermal power plant.
It is an honor for us to serve the people of the County of Hawai‘i. We are very proud of our dedicated attorneys and staff who have given so much to protect our community and taxpayer money. We have aggressively defended our County against lawsuits, and have initiated lawsuits against those who have harmed our County and threatened our resources. We are proud to be the pioneers in document imaging and management. We have dedicated our resources to train our County employees, investing in proactive, preventive lawyering - helping County employees understand how we can save our County money by preventing them from getting into legal difficulties. We thank our community for having the faith and trust in us to serve and be the very best office we can be.

KATHERINE A. GARSON
Assistant Corporation Counsel

JOSEPH K. KAMELAMELA, Senior Deputy Corporation Counsel
LAUREEN K. MARTIN, Litigation Supervisor
CRAIG T. MASUDA, Counseling & Drafting Supervisor

corpcounsel@hawaiicounty.gov | hawaiicounty.gov/corporation-counsel
BUDGET
The Office of the Corporation Counsel served the County on a budget of $2,755,676.00 supporting 14 attorneys and 12 support staff members for FY 2011-12. 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 County Council.

HIGHLIGHTS
The office received 1,892 requests for legal assistance during the fiscal year. In addition, the office reviewed 1,255 documents for legal sufficiency.

The office settled three major lawsuits and dismissed seven cases during the fiscal for a total of $390,000.00. The potential monetary liability exposure for these cases was $2,602,717.18.

There were 56 claims for damages against the County investigated. The total amount paid for all valid claims was $38,570.75.

The office was active in providing training to all County departments and agencies in a wide range of legal areas during the fiscal year, offering 20 different classes and training 831 County officers and employees.

Attorneys were also active in collecting delinquent accounts owed the County. Total collections for the fiscal year totaled $92,767.58.
DISTRICT 1 – COUNCIL CHAIR DOMINIC YAGONG
Hāmākua, North Hilo, and portions of South Hilo (Hakalau, Honomū, Pepe’ekoe, Pāpa‘ikou, Kāwīki)

DISTRICT 2 – DONALD IKEDA
South Hilo (Aamaulu, Pu‘u‘eo, portions of Downtown Hilo, Lanakila, Waiānuenue, Kaūmanu, ‘Āinakō, 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 House lots, portions of Downtown Hilo, University, portions of Waiākea Homesteads)

DISTRICT 5 – FRED BLAS

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

DISTRICT 7 – BRENDA J. FORD
South Kona (portions of Hōnaunau, Captain Cook, Kealakekua) and North Kona (Kainalii, Keauhou, Kahalu‘u, Hōualoa)

DISTRICT 8 – COUNCIL VICE CHAIR K. ANGEL PILAGO
North Kona (Kailua-Kona, Kealakehe, Kalaoa, Pu‘u’anahulu)

DISTRICT 9 – PETE HOFFMANN
North and South Kohala (Waikoloa, Waimea, Hāwī, Hala‘ula)

JAMAE K.K. KAWAUCHI, County Clerk
COLLEEN SCHRANDT, Legislative Auditor

STEVE LOPEZ, Deputy County Clerk

hawaiicounty.gov/lb-home
**BUDGET**

For the fiscal year beginning July 1, 2011 and ending June 30, 2012, expenditures totaled $4,293,143 or $477,307 (10.01%) below the projected budget amount of $4,770,450.

**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 (term expires 12/3/12). It hosted the annual convention of the Hawai‘i State Association of Counties (HSAC) in June, 2012.

**OFFICE OF THE COUNTY CLERK**

**COMMITTEES SERVICES**

During fiscal year 2011-12, the Council’s Committees conducted 114 regular meetings, one special meeting (Committee on Finance three-day special session on the annual budget) and completed 307 committee reports. Also, assisted in providing technical support to the Redistricting Commission.

**COUNCIL SERVICES**

The Council held 24 regular meetings, three special meetings, seven public hearings, and enacted 166 ordinances and adopted 202 resolutions during fiscal year 2011-12. Council Services copied 788 DVDs of the meetings, scanned 3,127 documents and researched 392 requests from the public.

**SUPPORT SERVICES**

During fiscal year 2011-12, the Support Services Division reproduced 3,369,798 black & white copies and 337,410 color copies of various documents including maps, booklets and posters. The Division posted/mailed 333,322 pieces of various weights, which include mail from the West Hawai‘i Civic Center.

**LEGISLATIVE AUDITOR’S OFFICE**

**ANNUAL FINANCIAL AUDIT**

PERFORMANCE AUDITS

Department of Parks & Recreation, Facilities Asset Management: LAO completed a limited scope performance audit of the Department of Parks and Recreation’s facilities asset management, including recommendations for implementation of industry best practices for comprehensive asset management such as updated facility inventories and condition assessments; integrated plans to address preventative and deferred maintenance, ADA rehabilitation, and hazardous materials abatement; and prioritized operations and budgeting to meet critical repair needs, periodic maintenance activities, and manpower and equipment requirements.

Department of Environmental Management (DEM), Billing/Collection of Sewer Fees: LAO conducted an entrance conference with the DEM to discuss a limited scope performance audit of internal controls related to the Wastewater Division’s billing and collection of sewer fees, and agreed to postpone audit activities to allow DEM to implement comprehensive revised policies and procedures for its billing and collection of wastewater and solid waste fees (current and delinquent).

Real Property Tax Review: - Pursuant to Council Resolution No. 76-11, LAO procured the International Association of Assessing Officers (IAAO) to conduct a broad level review of the County’s real property tax policy and administration. IAAO consultants conducted site visits and departmental interviews, and completed a “A Technical Assistance Report Evaluating Property Tax Policies and Administrative Practices in Hawai‘i County”, which it presented to the Council’s Finance Committee and filed with the Clerk as a public record.

Updated County-wide Risk Assessment Survey: - LAO distributed an updated risk assessment survey to key County management personnel to examine agencies and programs in greater detail and at different organizational levels than examined in its FY2007-2008 survey by expanding its survey population and refining survey questionnaires. Updated survey results will serve as an objective basis for future annual audit plans, including performance and/or financial audits to be conducted or procured by LAO.

Audit Database: - LAO completed development of a database to permit tracking, updating, and reporting to the Council of the status of implementation by County agencies and programs of audit recommendations contained in reports prepared by LAO and its third-party experts.
The Department of Environmental Management has the responsibility of continuous performance of all matters relating to sewer operation and maintenance of five sewer systems; solid waste disposal and landfill programs; vehicle disposal; and all other environmental projects, including recycling programs of the County.

**BUDGET**

![Pie chart showing budget allocations]

<table>
<thead>
<tr>
<th>Service</th>
<th>Amount</th>
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</thead>
<tbody>
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<td>Administration</td>
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<tr>
<td>Wastewater</td>
<td>$9,085,418</td>
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<tr>
<td>Solid Waste</td>
<td>$28,255,192</td>
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<td>Vehicle Disposal</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>$40,989,210</strong></td>
</tr>
</tbody>
</table>

**EMPLOYEES**

At the end of FY 2011-12, the Department of Environmental Management had a total of 173 employees - 103 in Solid Waste, 51 in Wastewater, and 19 in Administration.

**BUSINESS SERVICES**

- Successfully collaborated with the Office of the Corporation Counsel to pursue judgments on seriously delinquent landfill customers.
- Established and implemented new procedures for denying landfill access to customers who are delinquent on their tipping fees.
- Initiated negotiations with the Department of Water Supply on water shut-off procedures in efforts to address existing sewer delinquent customers.
- Established a regulatory permit tracking system to ensure on-time renewals.
- Initiated cross-training among accounting staff in efforts to provide better support services for the department and its divisions as well as service to the public.
- Established a contracts tracking system to keep staff informed of contracts progress.
Completed the Pāhoa Recycling and Transfer Station. The facility was recognized by the Solid Waste Association of North America for advancing environmentally and economically sound solid waste management.

WASTEWATER DIVISION

• Executed a $7.5 million contract for Kalanianaʻole Avenue Interceptor Sewer Rehabilitation - Phase 2 (KISR Phase 2) to rehabilitate 4800 feet of 27-inch, 42-inch and 48-inch of reinforced concrete piping which conveys approximately 2.7 million gallons per day of raw sewage for treatment at the Hilo Wastewater Treatment Plant.

• Upgraded the processing capacity of the Honokaʻa Wastewater Treatment Plant from 56,400 gallons per day to 200,000 gallons per day to service the schools and business community within the Honokaʻa Town area.

• Initiated a feasibility study for establishment of an Improvement District for the Lono Kona Subdivision in Kailua-Kona to provide a sewer collection system for properties within the subdivision as properties close their large capacity cesspools (LCC’s) as required by a mandate from the US Environmental Protection Agency (EPA).

• Made ready for connection to a new sewer collection system that serves the Honokaʻa Town business community, allowing them to close their (LCC’s) as required by a mandate from the US
Began operations of the East Hawai‘i Sort Station to help increase the diversion rate for Hawai‘i County and will continue to implement strategies that will bring these diversion rates even higher through the use of this facility.

EPA which required that all LCC’s be closed by April 5, 2005.

- Successfully completed the pipe repair of a county-owned force main within the Hilo Airport grounds, avoiding a sewer spill into Hilo Bay of potentially 2.8 million gallons a day.
- Reduced inflow and infiltration (I/I) to the Hilo Sewer system by approximately 500,000 gallons per day utilizing primarily in-house personnel to reduce wastewater pumping station and treatment plant costs.

SOLID WASTE DIVISION

- Completed improvements to the Kea‘au Recycling and Transfer Station. These improvements include additions to the reuse area, additional recycling drop off areas, improved flow pattern to the site, repaving, replacement of refuse chutes and improved green waste drop off area.
- Full implementation of the zero waste program into the West Hawai‘i Civic Center. All Departments located within the center are in participation with the goals (reuse, reduce, recycle) of this Zero Waste program.
In March 2012, The West Hawai‘i Civic Center was awarded LEED Silver status by the U.S. Green Building Council for its environmentally efficient structures and grounds. LEED, or Leadership in Energy and Environmental Design, verifies environmental performance, occupant health, and financial return of buildings. It was established by the U.S. Green Building Council as an incentive to economically design and construct buildings that protect and save precious resources.

For a building to achieve LEED certification, its 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.

WHCC buildings are designed to control thermal comfort and lighting, with systems to reduce heat gain and energy consumption throughout the complex. Other features considered in earning the LEED certification include water efficient landscaping, a zero-waste policy, use of recycled and certified wood products, bicycle
parking, and electric car charge stations. A construction waste management plan to divert waste away from landfills was also implemented during construction of the center.

A highlight of the LEED certification is the 250-kilowatt photovoltaic system atop the center’s parking structure. This system, first of its kind for government facilities in the State of Hawai‘i, provides 100 percent solar energy during the majority of the day. The system saves taxpayers $50,000 a year in electricity cost and generates 400,000 kW hours of electricity, displacing 770 barrels of oil a year. It is the first “Feed-in-Tariff” project on Island of Hawai‘i, sending excess energy through the day to the utility grid for compensation. It is also the first county government power purchase agreement, which means that no public funds were used to install the $1.8 million developer-owned structure.

The Center’s Zero Waste Program diverts nearly all solid waste from the landfill. Recycling bins divert paper, plastics and metals, and employees use on-site composting bins to divert food scraps and green waste.
As a member of the Finance team, I take great pride in our commitment to quality service and professionalism. As a member of the current administration, I have been privileged to work with other departments and see the tangible results that come from aligning our skills and efforts. Though the last few years have been very challenging financially, the rewards have come in knowing how much we achieved despite those obstacles, and in the relationships that developed in the course of working together for our community.

Outreach and education are important goals of the Finance Department, and we’ve placed a renewed emphasis on them this year. Outreach and education go hand in hand with another goal which is excellent customer service – we always want to help whenever we can. Helping others in our community is what makes the job so rewarding. We are fortunate to have so many great employees that share these goals and work hard every day. We accomplished a lot this year and look forward to another great year ahead.
The Department of Finance’s significant functions are financial planning and administration. Its primary responsibilities are in eight areas - Accounts, Budget, Property Management, Purchasing, Real Property Tax, Risk Management, Treasury, and Vehicle Registration and Licensing.

**BUDGET**

During Fiscal Year 2011-12, the department was initially authorized the following budget appropriation totalling $10,569,674.

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The Department of Finance also oversees the appropriations for debt service, pension and retirement contributions and health fund. Listed as Miscellaneous Accounts, the net budget for these items totaled $93,739,147 for FY 2011-12.

**HIGHLIGHTS**

In spite of declining real property tax values, the budget for FY 2012-13 was reduced and balanced without cutting services or threatening essential services. This was made possible through the hard work of the County departments, which have all made many sacrifices.

The Vehicle Registration & Licensing Division implemented the new State legal presence changes for driver licensing this year. Part of the implementation included public outreach to help the community better understand these significant changes and their impact. Drivers can also expect to receive a postcard in the mail about six months before their driver’s license expires to ensure that they are aware of the new requirements. Additional information can be found at hawaiicounty.gov/finance-dl-hi-legal-presence.
An aerial view of Kāwā, one of the County’s open space acquisitions in FY 2011-12. With this addition, the land under County stewardship at Kāwā totals 784 acres.
The County of Hawai‘i was again awarded a Certificate of Achievement for Excellence in Financial Reporting by the Government Finance Officers Association for its Comprehensive Annual Financial Report for FY 2010-11.

The Treasury Division implemented the County’s sewer connection loan program for the first time. Changes were made to the Hawai‘i County Code, then the local financial institutions in Honoka‘a were invited to participate in this guaranteed loan program to assist property owners with sewer connection costs. The Treasurer was also successful in obtaining a grant for $250,000 which will provide further financial assistance to the lot owners in Honoka‘a who are affected by the sewer hookup requirements.

The Purchasing Division worked on several requests for proposals this year. These included such projects as the Kaloko Housing Management Services, new building permit software, the Human Resources web-based recruitment software, and multiple bus shelters. In addition, the County’s first electric vehicles were acquired.

The acquisition of 550 acres of coastal land known as Kāwā in Ka‘ū was completed this year. Funding for this $3.9 million purchase came from the Public Access, Open Space, and Natural Resources Preservation Fund, leveraged with federal grant funds and funds from the State Legacy Land Conservation Program. The acquisition of the Kingman estate property to establish Kīpapa Park across the street from Magic Sands Beach Park was also completed this year. This land will be preserved and enjoyed by the people of Hawai‘i for generations to come.

In June 2012, Fitch Ratings affirmed the County’s bond rating of AA- as part of a periodic review of our bond ratings. This excellent rating represents Fitch’s confidence in the financial management and fiscal strength of the County.
Integrity, Pride, Commitment to Service, Safety, and Teamwork are the core values of the Hawai‘i Fire Department. The members of the Fire Department provide our community with service above and beyond what is expected, even in the most trying economic times. With the dedication to service our members provide, I can honestly say I am proud to be a leader of such a great organization and humbled by their support of our Office. Through continuing partnership with our County Departments, the Hawai‘i Fire Department will foster its core values and continue to provide our community with exceptional service.

It takes a skilled, motivated team to accomplish the many goals set forth by us as administrators. As technology changes, techniques and equipment also change. We will continue to explore training opportunities for our personnel to provide them the ability to increase skills and accomplish tasks in a safe and efficient manner. In the words of Henry Ford, "coming together is a beginning, keeping together is progress, working together is success." I am humbled to be a part of a motivated, dedicated, successful team.

AARON ARBLES, Assistant Chief - Emergency Operations
GLEN HONDA, Assistant Chief - Support Services

fire@hawaiicounty.gov | hawaiicounty.gov/fire
The Hawai‘i Fire Department is the leader in the field of emergency services. We are a team of highly skilled and motivated men and women committed to providing the highest quality of protection to life and property. Through dedicated teamwork, we have achieved unequaled excellence.

OVERVIEW
The Hawai‘i Fire Department operates with 311 career Fire Fighters assigned to three shifts at 20 fire stations island-wide, 44 Water Safety Officers, 225 Volunteer Members (24 volunteer companies), as well as 51 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 2011-12, the Hawai‘i Fire Department responded to a total of 22,378 calls for assistance from the public: 684 fire related, 16,205 EMS related, 156 water/land rescue, 196 hazardous conditions, 1,721 public service, 3,399 good intent/false reports, seven severe weather, and 10 public complaint incidents.

BUDGET
The Fire Department’s total budget for FY 2011-12 was $33,817,790.

- Fire Protection: $28,644,465
- Fireworks Enforcement: $57,670
- Ocean Safety: $1,493,663
- Fire Prevention: $448,399
- Equipment Maintenance: $448,399
- Training & Volunteer: $377,008
- Helicopter, EMS, Training: $2,316,738
- Grants: $41,362
Provided advanced training on confined space rescue, hazardous materials, and new extrication techniques for electric vehicles.

As the State of Hawai‘i contract provider for Emergency Medical Services for the County of Hawai‘i, 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 38% of the department’s annual operating budget.

HIGHLIGHTS

• Continued to provide optimum service to the residents and visitors of Hawai‘i County by coordinating effective training with partnering agencies and providing proper staffing.
• Filling of critical vacant positions in the Fire Department through internal promotional examinations and new hiring.
• Continued support of the Junior Lifeguard program Hawai‘i Island Championships and sponsorship of local participation at the State of Hawai‘i Championships on Oahu.
• Received a new 2,000 gallon Fire Apparatus Tanker for Ka‘ū.
• Production started on three new Class A Fire Pumpers to replace aging apparatus in Pāhoa, Kawaihō, and Kaumāna Fire Stations.
• Continued providing mandatory Incident Command System training to personnel.
• Received two new lifeguard towers for Hāpuna Beach Park and Punalu‘u Beach Park.
• Continued supporting local community events with EMS or Fire Standby as well as providing CPR, First Aid, and fire extinguisher training.
• Holding the largest Mobile Intensive Care Technician (MICT) course in the history of the Hawai‘i Fire Department. This course will graduate 10 paramedics in January of 2013, thereby assisting the community with increased paramedic services.

• First County to assist the State of Hawai‘i Department of Health with a Fall Prevention Pilot Program to identify areas in seniors’ homes that could lead to preventable accidents.

• HFD Personnel sent to Child Passenger Safety Seat Technician course to further assist the State of Hawai‘i Department of Health with injury prevention.

• Conducted first ever in-house training of Emergency Medical Technicians.

• Participated in film production of the TV show “I neva do DAT” which discourages underage drinking and drug use.

• Graduation of the 39th Firefighter Recruit class.

• Five additional personnel attended the Train the Trainer instructor course for the Community Emergency Response Team (CERT) program, further assisting the Civil Defense Agency with providing CERT Teams within our communities.

• Initiated a smoke detector program which provided 560 smoke detectors to kupuna.

• Assisted in the adoption of the National Fire Protection Associations (NFPA) new fire code, NFPA 1, as the Hawai‘i State Fire Code, replacing the existing 1998 version of the Uniform Fire Code.

• Prevention Battalion Chief Gantry Andrade selected as the State of Hawai‘i representative to the Western Region Fire Code Development Committee which is responsible for the development and adoption of Fire Codes for the Western United States, including Alaska and Hawai‘i.

• There were no reported fire related injuries.
I personally am very proud of the fact that by working together - cooperation between our County departments and partnerships with community organizations - we have gotten important projects done on time and on budget. Families have been able to move from their cars, or their parents home, or off the beach or where ever they lived into nice, clean, dignified living quarters.

Our office is about building community and empowering people. It’s about providing affordable housing, homebuyer education, rehabilitating and repairing homes, teaching and enforcing fair housing laws, offering employment and training opportunities, and administering federal grant programs that benefit low-moderate income individuals. I am very proud to be part of a team that prides itself with working together to get things done for betterment of our community.
BUDGET

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<td>‘Ōuli ‘Ekahi Housing Fund</td>
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The total operating expenditures for the Housing Fund includes $13,226,311 expended for Section 8 rental assistance and Family Self Sufficiency programs. Additional federal funds of $7,492,714 expended on the Ulu Wini housing program, various removal of architectural barrier projects, and other loan, rental assistance and workforce development programs.

HIGHLIGHTS

COMMUNITY DEVELOPMENT DIVISION

- The Homes of Ulu Wini, Kaloko: Completed construction of Phase I and wastewater treatment plant. Currently have 40 occupied units. Vertical construction of an additional 36 units will be completed in March.
- Kamakoa Nui Workforce Housing Project, Waikoloa: Phase I of lot/home sales is scheduled to occur this Fall/Winter.
- Fair Housing: Conducted two seminars and provided technical assistance for inquiries, grant applications and tax exemptions.
- Home Repair Programs: Fifteen low and moderate-income home owners received loans and completed their home repairs.

EXISTING HOUSING DIVISION

- 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.

GRANTS MANAGEMENT DIVISION

- Applied and was awarded federal HUD and USDOL Workforce grants totaling $7,066,468.
- Workforce Development Programs: Assisted 288 adults, 253 dislocated workers, and 128 youth with employment and training activities. The One Stop Partners hosted various entrepreneurship and green training workshops, job clubs, and continues to expand rural outreach to NHERC.
- Projects: Completed 8 self-help homes on Pacific Paradise Gardens, Phase 8 in Mountain View, Hawai‘i; completed architectural barrier removal at Nā‘ālehu Park, Pāhala Park and A.J. Watt Park; completed facility expansion for Easter Seals Hawai‘i and completed acquisition of a fire tanker for the Pāhala Fire Station.
The Kamakoa Nui Park, built and in place for the first families of Kamakoa Nui to enjoy.

The untying of the maile to open Nā Kahua Hale O Ulu Wini.

Nā Kahua Hale O Ulu Wini.

A model home at Kamakoa Nui.
A HOUSING SPECTRUM IN WEST HAWAI‘I

Two new housing projects were completed in 2011, completing a spectrum of housing options in West Hawai‘i for those who need it the most.

For families ready to make the transition from homelessness into a home, the County dedicated the $12.4 million first phase of Nā Kahua Hale O Ulu Wini in November. In Honokōhau Mauka, above the Kaloko Industrial Area, Ulu Wini is a unique complex that combines low-income rental units with units for homeless families who can stay as long as two years in return for a fee or in-kind services. HOPE Services, which is operating the complex under contract with the County, will also provide case management, mail and computer access along with an array of on-site social services such as employment and life skills training, mental health services, counseling, and childcare.

In addition to the living units, the complex features a community center with laundry facilities, a common kitchen, meeting area, and a dividable multi-purpose room for classes and meetings. The complex is powered with solar energy, and an on-site wastewater treatment plant will produce 80 percent of the water needed for irrigation of the grounds.

In Waikoloa, four model homes and a park were dedicated in November 2011 in a new workforce housing community called Kamakoa Nui. Targeting first-time home buyers who make a little less or slightly more than the area median income, Kamakoa Nui will eventually consist of about 1,200 fee-simple homes and rentals on 268 acres just north of Waikoloa Elementary School.

These two projects join the $1.8 million, 31 bed West Hawai‘i Emergency Shelter opened in October 2010 to complete the County’s housing offerings in Kona.
What has been most meaningful to me in my job was being an integral part of the County of Hawai‘i strategic planning process which defined the direction and strategy upon which decisions were made to allocate manpower resources during the worse economic times the County has faced. Also, representing the County in collective bargaining and amicably negotiating agreements with the public sector unions for unprecedented employee salary reductions.

Hawai‘i Island is truly blessed. From shoreline cliffs and sandy beaches of white, black, and green, to the tops of our majestic mountains, and all the valleys and plains between, the natural beauty of our island is matched only by the beautiful spirit of our people. I’m honored to be able to support the men and women of the County of Hawai‘i as they work hard every day to serve the public.

GABRIELLA M. CABANAS, Recruitment and Examination
NICK HERMES, Employee Relations
CHARMAINE KAMAKA, Health and Safety
JONEY NITAHARA, Classification and Pay
DEE ANN SADAYASU, Administrative Services

hrdir@hawaiicounty.gov (Main Office) | jobs@hawaiicounty.gov (Employment) | jobs.hawaiicounty.gov
The Department of Human Resources is the central human resource agency for the County of Hawai‘i, whose functions include administering the civil service laws as they apply to the County. As the central human resource agency for the County, the department has responsibility for strategic planning, workforce planning and employment, equal opportunity, personnel development, compensation and benefits, employee and labor relations, and occupational health and safety.

**BUDGET**
During FY 2011-12, the department’s operating budget was $1,850,542, 81% of which was budgeted for personnel expense. The department receives no special funds - the department is 100% County funded. In addition to the Director and Deputy Director, the department had twenty four permanent full-time positions and one student position from the Hawai‘i Community College under the Cooperative Vocational Educational Program. The department has reduced its number of funded positions by 4% over the previous fiscal year.

**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 (HRS), the Merit Appeals Board decides appeals from any action under Chapter 76, taken by the chief executive, the director, or an appointing authority, or a designee acting on behalf of one of those individuals, relating to recruitment and examination, classification and reclassification of a particular position, initial pricing of classes, and other employment actions under Chapter 76, 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, HRS.

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

**HIGHLIGHTS**
- On July 18, 2011, the web based electronic recruitment system was implemented. The system has automated the County’s open-competitive and internal recruitments and attracted 8,500 applicants during this period.
- Developed a customer satisfaction survey which was installed on the jobs website.
- Conducted 96 open-competitive recruitments resulting in a 58% increase compared to the previous fiscal year. A total of 82 hires occurred resulting in a 66% increase from the previous fiscal year and filled all 15 Cooperative Vocational Education (CVE) positions with placement of Hawai‘i Community College business students.
- Attended three job fairs and conducted five recruitment talks within the community as part of staff’s ongoing recruitment outreach efforts.

- Coordinated County’s Leave Sharing Program: 8 requests for shared leave hours were approved; 86 employees donated 2,486.20 hours of vacation leave.

- Facilitated Flexible Spending Plan: 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 2011-12, the County saved approximately $427,703 in FICA taxes. During this period, 1,958 employees participated in the plan.

- Conducted audit of the fiscal section of Hawai‘i Fire Department to review workload, workflow, and duties of positions. Recommended assignment and reassignments of work, reclassification of positions, and reorganization of section to improve efficiency of operations. Assisted supervisors in the implementation of changes.

- Collaborated with affected departments and conducted maintenance reviews for the following classes and series of work. Verified duties and minimum qualification requirements, and amended classes as appropriate.

  - Clerk-Stenographer
  - Legal Clerk
  - Economic Development Specialist
  - Laborer
  - Legislative Analyst
  - Information and Education Specialist
  - Public Relations Specialist
  - Planning Inspector
  - Traffic Electrician Supervisor
  - Traffic Signs & Markings Supervisor
  - Radio Technician
  - Sanitary Chemist
  - Victim/Witness Counselor
  - Classes of work in the Fire and Fire/EMS series
  - Polygraph Examiner

- Conducted blue collar supervisory classification training with departmental representatives that have employees in Bargaining Unit 01 and 02; reviewed all supervisory positions to determine proper classification; amended and updated classes of work; established new class, and reallocated four positions as validated by audits.

- Conducted the following trainings:
  - Americans with Disabilities Act (ADA), Title I, 3 sessions
  - Preventing Retaliation in the Workplace, 4 sessions.
  - Reaching Out to Customers with Disabilities, 6 sessions
  - Mandatory Anti-Discrimination and Harassment, nonsupervisory, 4 sessions
  - The ADA and Law Enforcement, 1 session
  - Service Animals, 3 sessions
  - New Hire Orientation, 9 sessions
  - Violence in the Workplace for Supervisors, 4 sessions
  - Violence in the Workplace for Employees, 4 sessions
  - Strategies for Building Trust & Cooperation with Your Employees (Audio Conf), 1 session
  - How to Manage Time & Priorities (Audio Conf), 1 session
  - Difficult Conversations for Manager (Audio Conf), 1 session
  - The Dos & Don’ts of Customer Service (Audio Conf), 1 session
  - Managing the Emerging Workforce – Gen X & Gen Y (Audio Conf), 1 session
  - How to be a Motivating Manager (Audio Conf), 1 session
Conducted Employee Recognition Program in November 2011. All departmental nominees are shown here. The winners: Manager of the Year Michael Okumoto (Finance), Supervisor of the Year Lieutenant Randal Ishii (Police), and Employee of the Year Thomas Clark (Fire).

- Provided 98 requested safety training sessions and conducted 19 Hawai‘i Occupational Safety and Health required safety training programs and 7 Defensive Driver Course Training sessions. Trained over 1000 employees, including summer fun hires, in some form of safety training.
- Amended Anti-Discrimination and Harassment Policy to include victim of sexual or domestic violence status as a protected class, and clarified that marital status includes civil unions.
- Purchased software to improve website accessibility for people with disabilities and hired a contract employee to assist departments and conduct hands-on website accessibility training.
- Funded the construction of a bench at Ahalanui Beach Park, platforms for swimming pools in Laupāhoehoe and Kohala, and other adaptive aquatics equipment based upon users’ requests.
- Negotiated and executed Furlough Plans for BU 01, 02, 03, 04, and 13 employees that amount to approximately 4.62% labor savings for the County of Hawai‘i in FYs 11-12 and 12-13.
- Conducted safety inspections of 9 County facilities.
- Coordinated island wide influenza vaccines with KTA for 447 County employees
- Coordinated mini health fairs with KTA in Hilo and Kona for County employees with 72 employees participating.
- Secured and distributed to departments for use during emergency events 130 FEMA/VOAD emergency operations tents
- Secured funding from Civil Defense to purchase and distribute 30 automated external defibrillators at County facilities island-wide.
- Reduced open workers’ compensation claims from 327 open claims in FY 2010-11 to 292 open claims in FY 2011-12.
- Reduced new claims from 151 claims filed in FY 2010-11 to 131 claims filed in FY 2011-12.
- Reduced vehicle and equipment damage reports from 191 in FY 2010-11 to 86 in FY 2011-12.
- Reduced cost for claims management by $271,986 in FY 2011-12 over FY 2010-11.
MARK OW  
Director (since June 4, 2012)

Being honored with leading the Information Technology initiatives for the County of Hawai‘i is incredibly rewarding. The caliber and spirit of the people I have the privilege to work with to serve our community is exceptional. To improve the way people work, learn, and communicate, is a never ending journey that is both challenging and fulfilling. The leadership within the County is united to serve our neighbors and family with aloha as stewards of this island. I will tirelessly work to better serve the people of this island through the leverage of technology as cost effectively as possible.

BURT TSUCHIYA,  Manager

webadministrator@hawaiicounty.gov | hawaiicounty.gov/information-technology
BUDGET
The Department of Information Technology operated on a budget of $1,557,801 in FY 2011-12.

HIGHLIGHTS
• Redesign of County of Hawai‘i website at hawaiicounty.gov, implementing a consistent look and feel, enhanced accessibility, and provides individual County agencies the ability to manage their own content.
• Coordinated installation and training and expansion of the Voice over IP phone system. VoIP saves the County of Hawaii over $200,000 every year in phone charges.
• Continued training, implementation and expansion for the Laserfiche Electronic Document Management System used by the County. The Laserfiche repositories store approximately 4 million documents with 11 million total pages, an increase of 31% from last year.
• Continued implementation of VMware. Older servers are configured as virtual machines, saving equipment purchase costs, maintenance, and energy expenses.
• Expanded the fiber network to Kealakehe Police, Captain Cook Police, Ka‘ū Police enabling higher speed connections for over 150 public safety officers and staff.
• Coordinated quarterly IT Roundtable meetings for County agencies on separate networks (Police, Prosecuting Attorney, Housing, Public Works Traffic, Aging & Water), in an effort to share ideas, strategies and pool resources.
• Videoconferencing. Supported Fire Department, County Building, West Hawai‘i Civic Center, County Council and other agencies’ video conferencing equipment and training.
• Partnered with the USDA to pilot 4G LTE 700Mhz public safety wireless network.
• 18 positions support 1000+ PC’s (up 17% from FY 2010-11), 80+ software applications, 700+ VoIP phones, and 50+ servers. In 2001, IT had 18 positions, supported less than 200 PC’s, 1 mainframe, 8 servers, and no VoIP phones.
• Resolved over 6,000 support calls, up 19% from FY 2010-11.
• Maintained network and Laserfiche availability of 99.8%, as well as email availability of 99.9%.
• Conducted 26 training sessions on accessible websites and 12 sessions on Laserfiche.
• Assisted with coordination/implementation of the Pictometry International Corp. project.
• Assisted the Traffic Division with deploying updates to the Mandli Communications, Inc. photolog project.
• Provided support on the implementation of the Real Property Tax Division project, incorporating Pictometry imagery.
• Assisted with updates of the Countywide TMK Parcel layer.
• Continued to aid with data exchange between Federal, State, County & private agencies.
For collecting the most food for the Food Basket, Waiākea High School’s class of 2012 was awarded $2,000 toward their Grad Night celebration. The celebrations provide a safe, alcohol-free environment for students to celebrate their graduation.

DEPARTMENT OF LIQUOR CONTROL

Hilo: Hilo Lagoon Center, 101 Aupuni St. Suite 230
Phone (808) 961-8218, Fax (808) 961-8684

Kona: West Hawai‘i Civic Center Building B
Phone (808) 323-4370, Fax (808) 327-3550

GERALD TAKASE
Director

On behalf of our dedicated Liquor Commission, Liquor Adjudication Board, and the entire Liquor Control staff, we are striving to provide a balance in improving enforcement while providing a user-friendly environment to our licensees. We are improving our on-line services to allow the licensees more time at your business and less time spent traveling to our offices. We look forward to working with all of our licensees and help you in increasing your business while operating within the liquor enforcement laws of this County.

cohdlc@hawaiicounty.gov | hawaiicounty.gov/liquor-control
OVERVIEW
The department is a regulatory agency of the County of Hawai‘i consisting of the Liquor Commission, the Liquor Control Adjudication Board, the Director, administrative staff and investigators. The primary function of the department is to regulate the manufacture, importation, sale and consumption of intoxicating liquors.

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

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

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

BUDGET
The department’s budget for FY 2011-12 was $1,469,143. The department is not a general fund agency and collects annual license fees, percentage fees on gross sales of liquor as well as fines to subsidize the department’s operational costs. Any funds that are not expended will be refunded to the licensees.

HIGHLIGHTS
The department was able to place all of its forms on-line and can now accept e-mailed forms at cohdlc@co.hawaii.hi.us enabling our licensees to file instantly. The department was also able to start offering server training to all servers in an effort to help reduce over-service and service to underage customers. We also conducted compliance checks against retail and dispenser licensees during the year.

In partnership with the BIIF, the department conducted its 7th annual Drug, Alcohol, Tobacco (DAT) seminar with participation by 75 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. These DAT student-athletes then conducted teach-ins to 80% of the fifth graders in their respective feeder schools.

This year the department held two Project Grad programs: 1) in conjunction with the Mayor’s Office and Native FM Radio/KBig, 10 high schools participated in a food fight for hunger wherein they collected 37,668 lbs. of food for The Food Basket, collectively earning them $9,800; and 2) with the help of New West Broadcasting (KWXX FM B97/B93,KPUA), 7 high schools collected over 400 lbs. of school supplies for their feeder schools, thereby earning them $10,000 for grad night.
TIFFANY KAI
Acting Transit Operations Administrator

I have seen the County’s Mass Transit Agency grow so much since I was hired as a clerk-typist 18 years ago. I enjoy working with other departments, agencies, and the public to provide safe and efficient transportation that alleviates traffic congestion and fossil fuel emissions. It’s rewarding to help people get to work, shopping, and appointments for a minimal cost that allows them to keep extra money in their pockets.

BETTY ALCOVER, Transit Operations Assistant

info@heleonbus.org | heleonbus.org
BUDGET
The total general fund budget for FY 2011-12 amounted to $3,955,499. Of this amount, $2,420,000 was appropriated through Federal grants. The remaining amount came from County funds. These funds covered operating costs for bus drivers, shared ride taxi service, fuel, insurance, salaries and wages for the seven County Transit employees and various programs.

HIGHLIGHTS
• Bus ridership amounted to 1.2 million passenger trips.
• Received approval for a total of $1,200,000 in Federal grants for the purchase of three new buses. Funds were obtained through the State of Good Repair program with the assistance of Senator Daniel K. Inouye.
• Completed vehicle specifications and awarded bid to purchase two 49-passenger motor coach buses. These buses will be received during FY 2012-13.
• Constructed 24 bus stop shelters, and received approval for 8 more bus stop shelter locations on State Right-of-Way. These shelters will be constructed in FY 2012-13.
• Identified additional bus shelter and bus stop sites island-wide. These shelters and bus stops will be completed in FY 2012-13.
• Completed initial site plans and Federal Transit Administration categorical exclusion preparation for baseyard/administrative facility.
• Expanded the intra-Hilo route by adding services and additional bus runs to Kaʻūmana City.
ROBERT FITZGERALD
Director

My experiences as a lifelong athlete and high school football coach have convinced me of the benefits of teamwork. Implementing the laulima philosophy – working together in the spirit of cooperation – in the Department has helped invigorate its employees. Laulima has also fostered partnerships with new and diverse community organizations and Friend of the Park groups. These public-private partnerships have proved vital in helping the department deliver varied recreational programs and cultural events to a growing population.

CLAYTON HONMA
Deputy Director

Seeing all the users of County of Hawai‘i recreational facilities enjoy the services the Department of Parks and Recreation provides makes me realize there is no calculated value that can be applied to this rewarding experience. There is a sense of pride and accomplishment I feel seeing the lives that are touched in positive ways. These memorable experiences make me feel honored to have had the opportunity to be involved with such accomplishments.

PAUL ARCEO, Hawai‘i County Band Director
LISA ARCHULETTA, Hawai‘i County Band Assistant Director
ROXIE WALJTJEN, Culture and Education
ROANN OKAMURA, Elderly Activities Administrator
CORAN KITAOKA, Elderly Activities Assistant Administrator
TROY TAMAYA, Hilo Municipal Golf Course
PAT DALY, Parks Maintenance
MASON SOUZA, Recreation
FREDERICK LAU, Ho’olulu Park Complex
PAMELA MIZUNO, Pana’ewa Recreation Complex
TIMOTHY HANSEN, Coordinated Services - East Hawai‘i
FRAN TAKAMISHIRO, Coordinated Services - West Hawai‘i
JOAN KAWAKONE, County Nutrition Program
EDWARD YOKOYAMA, Retired & Senior Volunteer Program
CLYDE YOSHIDA, Senior Employment

parks_recreation@hawaiicounty.gov | hawaiicounty.gov/parks-and-recreation
The Department of Parks & Recreation’s total budget for FY 2011-12 was $22,652,282.

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<td>Cemetery Fund</td>
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**HAWAI‘I COUNTY BAND**

Delivered 43 performances during FY 2011-12, which included monthly concerts at Mo‘oheau Park, parades, concerts, patriotic ceremonies and events held throughout East Hawai‘i.

**WEST HAWAI‘I BAND**

Delivered 22 performances, which included holiday and special-event parades, holiday concerts and playing at the dedication of the Ane Keohokālole Highway.

**CULTURE AND EDUCATION DIVISION**

- Conducted 112 workshops/classes in various disciplines such as music, arts, dance, crafts and natural sciences.
- Held the “Biggest Ever” Fourth of July Blast 2011 at Mo‘oheau Park and the Hilo Bayfront, and included a car show, entertainment, dancing performances, statewide BBQ contest, canoe races, children’s games and fireworks.
- Mayor’s Health Fests held in East Hawai‘i August 6, 2011 at Bayfront and West Hawai‘i August 13, 2011 at Maka‘eo Park. Events included a 5K Run/Walk Mayor-a-thon, healthy food, entertainment, water sports, water slide, Zumba, informational booths, roller derby demonstration, line dancing, Qi gong, health screening and fun for the entire family.
- World Champion Little League Recognition Parade and Awards Ceremony September 18, 2011, paying tribute to the World Championship Little League team from Hawai‘i Island.
Magic of Christmas held Dec. 15-23, 2011 at the Hawai‘i County Building. Trees of various themes were featured, along with entertainment, keiki activities, and refreshments.

Five traditional Japanese cherry trees were planted at a Tree Planting Ceremony held during the festival.

Paradise Cruise 2012 was held June 30, 2012, at Waikoloa Queen’s Marketplace. Car show and concert featured 400-plus classic vehicles from throughout the State and Mainland.

ELDERLY ACTIVITIES DIVISION
In FY 2011-12, the Elderly Activities Division served 12,523 older adults. 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 Retired & Senior Volunteer Program of Hawai‘i County remains a leading RSVP participant in the State of Hawai‘i with over 1,842 volunteers. EAD staff will remain focused on being as effective and efficient as possible in the delivery of services to Hawaii’s seniors.

Three RSVP recognition luncheons were held in Hilo and Kona, honoring over 1,842 volunteers, logging 156,433 hours island-wide at 178 volunteer stations.

Hawai‘i State Senior Karaoke Revue with 302 people and 45 singers attending/participating at the Sangha Hall in Hilo.

Big Island Senior Golf Tournament, sponsored by Big Island Candies, with 144 golfers.

Casino Days in Hilo with 235 seniors participating.

Coordinated Services’ three volunteer recognition luncheons for over 75 volunteers, senior companions and Sage Plus volunteers in East and West Hawai‘i.
Opened the Pāhoa Senior Center on June 16, 2012 in the former Pāhoa Fire Station. The center was renovated by volunteer carpentry apprentices.

- Scheduled educational, recreational, cultural and health classes for over 2,744 seniors.
- CSE staff completed 3,041 referrals for seniors needing services/benefits such as supplemental security income, Medicare, Medicaid, tax assistance, food stamps and transportation.
- CSE staff provided 43 clients with chore service and logged 2,647 service hours.
- Arranged seven EAD Senior Advisory Council meetings in January & July for 40 club presidents and representatives along with EAD staff to discuss senior activities/services/concerns.
- CSE helped provide standby assistance at the Kailua gym due to a brush fire mauka of Queen Kaʻahumanu Highway on February 7, 2012.
- 92 disabled individuals under 60 years old were provided transportation services island-wide for a total of 1,049 trips.
- Nutrition program received a 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 and Kohala districts.
- Scheduled the 2012 Kupuna Softball League games and County tournaments with over 486 players and 23 teams participating. Teams also participated in the 36th Annual State Tournament held in Kailua-Kona.
- The 29th Annual Kupuna Hula Festival attracted 377 participants, including 23 hālau from
throughout Hawai‘i (14) and Japan (9). Nearly 1,300 people attended the two-day event held September 14 and 15, 2011, at the Sheraton Keauhou Bay Resort & Spa.

- The RSVP program supported two successful Blood Bank Community Drives.
- Recreation Program’s 26 district events served 3,045 seniors.
- Fresh Produce Distribution Project served over 1,600 qualified seniors at over 20 sites.
- 286 seniors attended the 2011 Instructor/Volunteer Appreciation Christmas Luncheon held at Aunty Sally’s Lu‘au Hale in Hilo to honor the instructors and volunteers.
- 1,027 senior identification cards were issued.
- Provided transportation services to 1,075 seniors on 37,721 trips.
- Held the Big Island Senior Stars Talent Show on March 23, 2012, in Kona, with 233 seniors.
- West Hawai‘i Wellness Fair was conducted at the Sheraton Keauhou Resort and Spa Convention Center with over 480 seniors attending.
- The statewide line dance workshop & dance round-up was held at Hilo’s Afook-Chinen Civic Auditorium on July 28 & 29, 2012, with 187 seniors participating.
- During the period of February – April, CSE staff assisted AARP with transporting and/or scheduling seniors for free Senior Tax Assistance.

HILO MUNICIPAL GOLF COURSE
- 72,162 rounds were played in FY 2011-12.
- Hosted 22 tournaments. Many of the larger tournaments served as fundraising events for various organizations and clubs.
- FY 2011-12 was particularly wet, with more than 140 inches of rainfall. This posed a tremendous challenge to keep the greens, fairways and tees in playable condition. A turf specialist was brought in to assess and remedy the situation.
- A new rate schedule went into effect in March with little opposition from the golfing community.

PARKS MAINTENANCE DIVISION
The Parks Maintenance Division island-wide services by supplying manpower and equipment to maintain, repair, and beautify facilities operated by the Department of Parks and Recreation.

- The division received 3,254 work order requests during FY 2011-12. Of these, 2,449 were completed - an overall completion rate of 75.27%.
- 93 Beautification and Improvement projects – such as general cleanups, tree planting, landscaping, painting, land clearing – completed in parks island-wide. Of these, 46 were completed by Parks personnel and 47 by community volunteers.
- Staff provided logistical support in staging grand openings, the Merrie Monarch Festival, Kamehameha Day Celebration, canoe races and Fourth of July festivities at Bayfront, various
Held Pro Bowl Youth Clinics in East and West Hawai‘i in January 2012, bringing NFL players and cheerleaders together with local student athletes.

events, the Hawai‘i County Fair at Ho‘olulu Complex, Veterans and Memorial Day ceremonies at County cemeteries, and more.

• District Park Maintenance supervisors collectively conducted 468 comprehensive, on-site safety inspections of assigned facilities during FY 2011-12.

• The division conducted 177 safety training classes, covering a myriad of Hawai‘i Occupational Safety and Health Division (HIOSH) and site-specific safety topics during FY 2011-12.

• 36 total reported incidents of vandalism at a cost of $22,144, down from 71 incidents at a cost of $24,362.00 in FY 2010-11.

• Complaints received based on service performance deficiencies (as opposed to preferences and opinions) were 18 in FY 2011-12, down from 30 in FY 2010-11 and 58 in FY 2009-10.

RECREATION DIVISION
The Recreation Division’s mission is to provide a diversified recreation program that addresses the needs and interests of the respective communities in a safe environment with zero tolerance for illegal drugs and violence.

• The Global Legends Youth Foundation, in partnership with the department, held a five-day basketball camp for children ages 7-17 years old July 25-29, 2011, at the Afook-Chinen Civic Auditorium in Hilo. The Global Legends are former Harlem Globetrotters, NBA, NFL, past USA Olympians and other professionals. Led by Elbert “Tree” Gordon, his assistants, P&R recreation
Over 2,000 youth participated in Age Group and Exponent Track Meets at Kamehameha and Konawaena High School tracks in February 2012.

staff, and community volunteers, the basketball camp was a huge success with over 100 participants in attendance. The Global Legends also played a pair of benefit games. The Hilo game was played July 29, 2011, against the Hilo All-Stars, a team which included Mayor Billy Kenoi. The second game occurred July 30, 2011, at the Kekuaokalani Gym against the Kona All-Stars, a team led by P&R Director Bob Fitzgerald.

• The ‘Ohana Shoreline Fishing Tournament continues to be an outstanding program bringing families of all age groups together. The 2011 tournament started August 19 and culminated with the weigh-in and awarding of prizes at the Honoka’a Gymnasium on August 21.

• After two years of work, Mountain View Gym was reopened to the public with a grand ceremony and celebration held October 14, 2011. With help from the Waters of Life Charter School, the gym is once again the pride of the community.

• On October 31, 2011, a Halloween event called Candyland was held at Kailua Park. Approximately 6,000 youngsters, parents and other family members attended. This event was co-sponsored with Solid Rock Ministries along with the department’s West Hawai‘i staff.

• In partnership with the Prince Kūhiō Plaza management and merchants, Hilo and Waiākea High Key Clubs, a safe and fun Halloween program was provided to over 800 youth, 12 years old and under at the Plaza on October 31, 2011.

• The Inaugural Poi Pounder Baseball Tournament was held at Hilo’s Ho‘olulu Complex Walter Victor Stadium November 11-13, 2011.
In partnership with the Hawai‘i Isle Police Activities League (HI-PAL), the 31st Annual Winter Basketball Classic was held December 26-29, 2011, at various East Hawai‘i gyms. Participating teams came from around Hawai‘i Island and throughout the state.

The Hershey Track and Field Meet was held March 10, 2012, at the Konawaena High School Track Oval. Nearly 200 kids participated. Local teen Taylor Sullivan was selected to join the regional team and was able to compete in Hershey, Penn., in the National Meet.

The 19th Annual Biggest Easter Egg Hunt was held April 6, 2012, at the Ho‘olulu Complex Wong Stadium. More than 1,000 people of all ages attended. Keiki special events included picture taking with the Easter Bunny, milk drinking and ice cream eating contests, keiki I.D. and crafts.

Family Fun days were a common occurrence during the sugar-plantation era. Recreation staff assigned to Hāmākua, where sugar was once king, worked together with their community associations in returning Family Fun Day events to their communities. The first was held January 21, 2012, at the Pāpa‘ikou Gym. Following that was Honomū held April 21, 2012. The third was held at the Kula‘imanono Community Center. Some of the activities at these Family Fun days included 3-on-3 basketball, music, Zumba fitness, food, rummage sale, and an inflatable bouncer and water slide for the keiki.

AQUATICS

The Novice Swim Program started on August 8, 2011, and ended October 29, 2011, with the championship meet held at Charles “Sparky” Kawamoto Swim Stadium in Hilo. Swim teams from throughout Hawai‘i Island participated in this program. Over 300 keiki participated.

The Hāpuna Rough Water Swim was held July 3, 2011, with 270 swimmers. The 25th annual Richardson Ocean Park Rough Water Swim attracted 189 swimmers on July 31, 2011.

Two large age group swim meets were held at the Kona Community Aquatics Center in December 2011. The first meet was the Big Island Championship on December 3-4, 2011, with a patron count of 6,401. The second was the State Age Group Swim Meet held December 16-19, 2011. The patron count for this event was 21,142.

The Dartmouth College Swim Team utilized the Pāhoa Aquatic Center December 16-22, 2011.

Kawamoto Pool hosted the three-day Sparky Kawamoto Swim meet that started on March 2, 2012, and ended March 4, 2012.

The Learn To Swim program provides instruction to help swimmers of all ages and abilities develop swimming and water-safety skills. It is designed to give students a positive learning experience by teaching aquatic and safety skills in a logical progression. The objective is to teach people to swim and be safe in, on and around the water.

HO‘OLULU COMPLEX

755,400 persons served in FY 2011-12 at 4,801 activities complex-wide.

- Afook-Chinen Auditorium & Butler Building: 279
- Edith Kanaka‘ole Multi-Purpose Stadium: 2,209
- Wong & Victor Stadiums: 1,669
- Aunty Sally Kaleohano’s Lū‘au Hale: 502
2012 Merrie Monarch Festival hosted April 9 – 14, 2012, in Hilo.

- Hilo Drag Strip: 142

- Maintenance Projects:
  - Privacy screen installed on Wong Stadium’s perimeter fence in October 2011.
  - Walter Victor Complex’s fields were re-sodded and manicured in January 2012.
  - Wong Stadium’s infield berm was reduced and leveled in January 2012.
  - Parking stalls, including those reserved for the disabled, Aunty Sally Kaleohano’s Lū’au Hale and the Edith Kanaka’ole Multi-Purpose Stadium were repainted.
  - Ho’olulu Complex parking areas and driveways were filled and leveled in August 2011 and in March 2012.
  - A weed control/fence maintenance project was completed at the Hilo Drag Strip in March 2012.
  - The outer fence line at Wong Stadium was replaced in June 2012.

- Event Highlights:
  - American Cancer Society – Relay for Life
  - Hilo Jaycees – County Fair
  - Christmas Craft Fairs
  - Plant Shows and Sales
  - 49th Annual Merrie Monarch Festival
  - State Pony League Baseball Tournament
  - BIIF Pre-season Tournaments and Playoffs
  - Harlem Globetrotters
Zoo attendance was 213,537 visits during FY 2011-12. The attendance total represents an increase of more than 40,000 visitors, or a 24 percent boost, from FY 2010-11. A huge increase in the visitor count occurred once the new playground was completed in September 2011. Many residents now make regular visits to the zoo with their children for birthday parties and play dates. Many tour groups are now coming to the zoo instead of Nani Mau Gardens, which has closed. The tour groups have reported their visitors prefer the zoo.

- Friends of the Zoo hosted Namaste's Tiger Birthday Party on September 24, 2011, with almost 3,400 people in attendance. The event included the grand opening of the new playground along with entertainment, games and keiki IDs.
- The following new animals were acquired during FY 2011-12:
  - 3 Alpacas
  - 5 Chinchillas
  - 8 Radjah Shelducks
  - 1 Tiger Salamander
  - 1 Northern Blue-tongued Skink
  - 1 Ornate Wood Turtle
  - 1 Indian Ring-necked Parakeet
  - 1 Black & White Colobus Monkey

VETERANS ADVISORY COMMITTEE
This committee advises the County on matters pertaining to the operation, management and maintenance of veteran’s cemeteries and other veteran’s issues. Members during FY 2011-12:
- Don Bennett
- David Carlson
- Caleb Churchill
- Penny Fox
- Antonio Gaspar
- Minoru Hanato
- George Mukai
- Joseph Nimori
- Delbert Nishimoto
- Emile Wery
- George Yamamoto
Our staff works hard to serve our community. Over the past three and a half years, the Planning Department has provided staff support for over 800 public meetings, responded to more than 50,000 requests for information and continues to service more than 250 individual meetings every month with members of the public regarding their questions about land use issues. In addition to the work during office hours, employees have continued their service to the public through participation in multiple charitable events.

The most meaningful aspect of my job is to incorporate Native Hawaiian principles and culturally sensitive practices in land use planning. From the outset, it is important to talk story with the kupuna to understand the history of the each ahupua’a. Only in Hawai’i, when you walk the Ane Keohokālole Highway, do you see on the sidewalk a beautiful landmark where the Kealakehe ahupua’a ends and the Keahuolū ahupua’a begins. Each land area, from the mountain to the sea, has a unique history and culture. You have to respect what has happened on one ahupa’a that may be different from the neighboring ahupua’a. We honor and respect our values, give deference to our cultural practices, and love our ‘āina.
BUDGET
In order to deliver services to the public while operating under budgetary limits, the Planning Department has employed multiple strategies and aggressive management of the department to meet our budgetary goals. We continue to provide excellent customer service and complete our core requirements on a timely basis. Major projects such as two new Community Development Plans for Ka‘ū and Hāmākua are progressing with in-house efforts. The department has significantly more boards, commissions and committees to service than any other department. In order to continue monthly meetings of the department’s twelve commissions, committees and boards and the new, soon to be added, Cultural Resource Commission the department has utilized innovative scheduling by Planning’s managerial staff.

The Department faced many unexpected payroll challenges in fiscal year 2011-12 such as cash in lieu of vacation payouts for retirements. However, with reorganization efforts, delayed filling of positions and creative flex scheduling to meet public requirements, we ended FY 2011-12 approximately 11% under salary and wage budget.

HIGHLIGHTS
The Department processed and/or responded to more than 21,201 applications and public request for information, all on a timely basis.

ADMINISTRATIVE SERVICES DIVISION
• Staff training has continued by taking advantage of free webinars, on-island seminars and the various seminars provided through Human Resources.
• In our endeavor to better service the public and other agencies, we undertook reorganizing our staff. Our intent was to strengthen our support staff, redistribute the work load and still remain within our budget. The reorganization resulted in a stronger supporting staff and a more rounded Planner staff which provides better service and communication with the public.
• Our Geographic Information System (GIS) continues to undergo constant upgrades and expansion of the number of layers providing information. Planning’s GIS program is one of the most complete and user friendly GIS programs in Hawai‘i County government. Surveyors, Planning Consultants, the Office of Hawaiian Affairs and other State agencies as well as most of the other County agencies have come to rely on our GIS program. The program has 84 different layers, nearly doubling what was available at the start of FY 2011-12.

ADMINISTRATIVE PERMITS DIVISION
• Reorganization of the office allowed us to convert an existing position so that a new Zoning Clerk could be hired to help handle the workload of counter, phone and email inquiries, building permits, and multiple requests that are submitted to the Planning Department
• We created an online website to guide implementation of the EnVision Downtown Hilo 2025 Plan called http://ourdowntownhilo.com, which has helped to identify the community’s priority projects in Downtown Hilo.

• We facilitate a Mobility and Accessibility Solutions Working Group for Downtown Hilo that meets monthly, to discuss parking, traffic safety, bicycles, pedestrians, and multi-modal transportation. Meetings involve Department of Public Works, Hilo Downtown Improvement Association, Planning Department, landowners, interested community members, and other agencies.

LONG RANGE DIVISION
• The Department completed a General Plan amendment of urban expansion in Pāhoa to be more consistent with the Puna Community Development Plan (CDP) which will allow for growth where most appropriate and in response to community.

• With UH SeaGrant Funds, we are finalizing a study in partnership with Maui County called “Adaptive Planning for Sea Level Rise.”

• We continue to work on acquiring public access easements, resulting in additional public access in North Kohala.

PLANNING DIVISION
• Being able to maintain our level of services to the general public even in light of a static budget is something Planning is proud of. The nationwide economic environment has not compromised our ability to communicate with and integrate our planning processes with the general public. Our efforts continue to enhance such communication and dialogue.

• Throughout all of the various infrastructural projects done in recent years, every single park improvement and roadway improvement is a result of a coordinated effort by the respective agencies to move projects forward. We continually look for avenues of communication and cohesive interaction with other departments and agencies; working for the betterment of the County.
• We have initiated an effort to update our application forms to make them much more user friendly. Still a work in progress, we hope the simplified forms can then be expanded across other processes outside of Planning Commission.

• Additional amendments to conform with changes to State laws currently underway, namely amendments to the Special Management Area (SMA) Rules to conform to recently adopted State legislation and procedural enhancements.

WEST HAWAI‘I DIVISION

• Alahou Road Extension is a project that Planning in West Hawai‘i is quite proud of having a part in. On the initiative of our Planners, arrangements were made to coordinate the Mayor’s office, ahupua’a lineal descendents, land owners, and the DLNR Burial Council staff, to facilitate the completion of the Alahou Road Extension, connecting the Lono Kona Subdivision, sometimes called “Hamburger Hill” to Henry Street. This augmented the Lono Kona Subdivision’s one access road connecting to Kuakini Highway. A corner of burial enclosure walls overlaps the proposed Alahou roadway, and relocation off the proposed roadway is needed before the roadway could be constructed and turned over to the County. With the cooperation of all, it is very likely that in the near future the Burial Council will agree to the relocation of the burial buffer walls, which will allow the land owner to construct the proposed Alahou Road Extension to Henry Street, and to dedicate this roadway to the County.

• In cooperation with the Department of Public Works and other agencies a large portion of Ane Keohokālole Highway between Palani Road and Hina Lani Street was completed, which implements the Kona Community Development Plan (CDP) and has provided a huge travel convenience for many residents in Kona.

• Kona CDP Design Guidelines (Smart Code) and Hawai‘i Livable Communities Code is under funding consideration for the next fiscal year.
MESSAGE FROM CHIEF KUBOJIRI
I am honored to oversee the men and women of the Hawai‘i Police Department.

We continue to develop partnerships so we can work together to keep you safe, like collaborating with citizens and reaching a solution for providing officers with immediate access into gated communities during times of emergency. We continue to bolster our presence in the field - we implemented a Mobile Data Terminal (MDT) project in which officers have computers in their patrol vehicles and can file reports from the areas they are patrolling, and we obtained a Federal grant that will add 6 positions to bolster our first line supervision in rural districts.

One of my goals has been to achieve accreditation from the Commission on Accreditation for Law Enforcement Agencies so you will be confident that we meet the professional standards you deserve. During this past fiscal year, we completed the self-assessment phase of that process. I hope to be able to report next year that we have met the 421 standards required to become a part of the elite group of law enforcement agencies accredited by CALEA.

BUDGET
The budget for the Hawai‘i Police Department in FY 2011-12 was $47,664,033.

HIGHLIGHTS

ADMINISTRATIVE BUREAU
• The Dispatch Center received 122,753 emergency 911 calls. In all, dispatchers documented 203,168 requests for police service.
• The Accreditation Section completed the self-assessment phase of the accreditation process and prepared for the next phase, the on-site assessment, during which a team of certified accreditation assessors arrived on the island to examine the department’s policies and procedures, management, operations and support services.
• The Training Section provided more than 4,494 hours of training to existing personnel and a new recruit class.
• The Public Relations Section used grant money to upgrade the department’s website, making it more user friendly and ADA accessible.

CRIMINAL INVESTIGATIONS SECTION
• CIS detectives investigated 2,660 major crimes, including 2 murders, 11 attempted murders, 957 burglaries, 607 thefts and 449 financial crimes.
VICE SECTION
An assortment of Vice Section search warrants led to numerous arrests and the recovery of the following illegal drugs:
• More than 8 pounds of crystal methamphetamine
• 1.2 pounds of heroin
• 380.5 grams of hashish
• 1,492 marijuana plants
• More than 26 pounds of dried processed marijuana

JUVENILE AID SECTION
JAS detectives investigated 1,204 cases, including sexual assaults, domestic violence, other crimes against women, child pornography and juvenile-related crimes, such as burglaries, robberies, thefts, child abuse and neglect and status offenses (runaway, truancy, curfew violations). The most noteworthy case was an investigation involving a 3-year-old girl who was found partially submerged in a bathtub and had multiple injuries consistent with abuse. After the child died, the case was reclassified from abuse to manslaughter and transferred to the Criminal Investigations Section.

COMMUNITY POLICING
The Community Policing Unit worked with community groups to address substance abuse, homelessness, mental health issues, crime, homeland security, lack of youth activities and numerous other citizen concerns. Among the unit’s many partners are the Hawai‘i County Office of the Prosecuting Attorney for Pāhoa Weed & Seed activities and the Hawai‘i County Parks and Recreation Department for youth basketball tournaments and “Envision Downtown Hilo 2025.” Officers on Bicycle Patrol addressed liquor enforcement, drug enforcement, traffic enforcement, parking problems, public nuisances, pedestrian safety and safety of our visitors — especially on days when cruise ships arrive. Their duties included beach sweeps at county beach parks.

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. In addition, these developments were noteworthy:
• Kona Patrol welcomed 19 new police officers who graduated from the police recruit program in December 2011.
• Puna Patrol officers arrested a man responsible for 21 burglaries and 6 thefts. Thanks to the Police Department’s partnership with the Office of the Prosecuting Attorney, that man was sentenced to 10 years in prison and ordered to pay $163,000 in restitution.
• Puna officers began a targeted burglary interdiction program during the holiday season in Hawaiian Paradise Park and reduced burglaries in that subdivision by nearly 70 percent.
• The Kaʻū District formed a burglary detail, which made more than 60 arrests. In partnership with the burglary detail, the Office of the Prosecuting Attorney obtained a nuisance abatement
order against individuals on a Hawaiian Ocean View Estates property that essentially evicted them. As the detail concluded, burglaries in Ka‘ū dropped from a high of 12 in January to only one in June.

- In addition to their regular police duties, South Hilo Patrol officers served 3,986 court documents and Kona Patrol officers served 2,477.
- The North Kohala police station completed renovations to make it more accessible to persons with disabilities while providing greater security for Police Department personnel.
- To save on electrical costs, the South Kohala police station installed photovoltaic panels, which were put into operation in late May 2012.

TRAFFIC ENFORCEMENT UNIT
The Traffic Enforcement Unit investigated 20 fatal crashes. Of those, all but 6 involved drugs (4), alcohol (2) or both (8). TEU officers conducted 86 DUI sobriety checkpoints and arrested 338 drivers for driving under the influence of intoxicants.

OFFICE OF PROFESSIONAL STANDARDS/CRIMINAL INTELLIGENCE UNIT
The Office of Professional Standards conducted 22 administrative investigations, 53 internal inquiries into actions by police department personnel, and provided 37 in-service training sessions to employees.

The Criminal Intelligence Unit provided intelligence information, which in whole or in part led to the initiation of 214 criminal investigations. The unit also submitted 369 intelligence reports, conducted 334 criminal history checks, and provided 144 in-service training sessions.
CHARLENE IBOSHI
Prosecuting Attorney

Prosecuting Attorney Charlene Iboshi has been a prosecutor for 31 years in Hawai'i County. She was product of the Hawai'i public school and college systems. After completing law school on the mainland and practicing in Washington, she returned to Hawai'i County. Her trial skills and interagency work heightened her desire not only to pursue justice with integrity and commitment, but to work with the community to prevent crimes and have earlier and effective intervention with offenders.

DALE ROSS
First Deputy Prosecuting Attorney

First Deputy Dale Ross has been career prosecutor over 25 years in Hawai'i County. She is a product of the Hawaii public school and college systems, including the UH Mānoa’s William S. Richardson School of Law. Her trial skills and leadership of the Kona Office has been recognized by the courts and the many agencies working with interagency collaboration.

hilopros@hawaiicounty.gov | hawaiicounty.gov/prosecuting-attorney
Over the years, the two Prosecuting Attorneys before Iboshi recognized that in addition to traditional prosecution, interagency collaboration were needed for successful investigations and prosecutions and responses for crimes. These interagency collaborations included federal, state, and county agencies working together. During the past 15 years, the Prosecuting Attorney recognized that the crime issues could be solved only with the help of the community through prevention and early intervention strategies to have a safe and healthy community.

For a healthy and safe community, the Office of the Prosecuting Attorney uses the analogy of the three legged stool represented by three equally strong legs of 1) traditional court prosecution and victim services; 2) Improving the Criminal Justice System through collaborative interagency strategies including training, enhanced communication through technology, and strategic interagency planning and implementation of problem-solving approaches that are cost effective; and 3) most recently, as permitted by a Charter amendment, engaging Community Initiatives for early intervention and crime prevention, including community education, research and applying evidence-based approaches, strategies empowering the community to build it’s capacity to prevent crime, to build communication networks, and to support healthy attitudes and behaviors.

**BUDGET**

In fiscal year 2011-12, the Office had a total projected operating budget of $7,758,281 of which 23% or $1,832,000 was from federal grants, state grants and asset forfeitures.
TRADITIONAL PROSECUTION

- Processed 19,852 in-custody, bailout and referral cases.
- Serviced 1,316 court calendars for circuit court, district court, family court, drug court and mental health court in Hilo, Kona, Puna, S. Kohala, N. Kohala, Hamakua and Ka`u.
- Information charged 159 cases, reducing Grand Jury caseload and time spent by approximately 695 witnesses (police, government employee and civilian).
- Filed 183 Grand Jury cases.
- Issued 780 administrative subpoenas.
- Participated in State Asset Forfeiture program as a means of discouraging illegal activity. Received a percentage of proceeds totaling $9,436.
- Completed Courthouse Booking Project to provide same-day penal summons booking in Hilo and Kona. The project, completed in June 2012, was an interagency collaboration that helps the defendants, courts, Hawai`i Police Department, Prosecuting Attorney’s Office and the Hawai`i Criminal Justice Data Center. Equipment was purchased to process defendants at the courthouse by the Sheriffs instead of having them report to the Police Station for processing. The use of technology and interagency cooperation allowed for increased efficiency and effective use of all the agencies’ resources to book and process defendants at the courthouse immediately after defendants are sentenced. The result – information in the statewide criminal justice information system is accurate and current to establish the defendant’s prior criminal record, reduction of judiciary, prosecutor and police time to process warrants when defendant failed to show up for booking at the police station, and eliminated the contempt court charges for defendants for failing to follow the court orders.

VICTIM SERVICES

- Opened 2,368 cases for victim assistance.
- Sent 5,034 notification letters to victims.
- Provided federal funding to Mothers Against Drunk Driving (MADD), Child and Family Services, and YWCA Sexual Assault Support Service for services to victims of homicide, child abuse, sexual assault and domestic violence.
- Provided information/training to 12 organizations and participated in 6 community events on program services for victims.

CRIMINAL JUSTICE SYSTEM

- Participated in Adult and Juvenile Drug Court in East and West Hawai`i. During the fiscal year there were 24 new clients in Adult Drug Court and 7 new clients in Juvenile Drug Court. A total of 13 graduated from the Drug Court program. The average Drug Court caseload for our staff is 168.
- Participated in 11 statewide and 13 island wide interagency groups to develop interventions and strategies to improve the criminal justice system.
- Sponsored workshops and conferences to improve the criminal justice system response:
  - Identifying and Interviewing Juvenile Victims of Domestic Sex Trafficking, July 2011
  - FLETC Training Symposium, Strengthening Response to Crimes of Violence, January 2012
  - Motivational Interviewing and Trauma Informed Care, May 2012
  - DV 101, June 2012

**JUVENILE ISSUES**

- Received Department of Health Hawai‘i Teen Outreach Program (HITOP) for implementation of positive youth development project.
- Provided federal grant funds to Hale Kipa to enhance intensive monitoring program for juvenile probationers to include a family strengthening component.
- Provided funding for 8 youth mini grants for projects to address health and safety issues
- Sponsored/co-sponsored 5 workshops and seminars to address juvenile issues.
- Participated in 6 committees and initiatives to collaborate on high-risk juveniles.

**COMMUNITY STRATEGIES**

- Community Oriented Prosecution project in West and East Hawai‘i provided outreach and support into the community.
- Sponsored/co-sponsored 6 workshops and seminars to address community issues
- Participated in three community collaboration efforts.
- Provided over 500 Keiki identification cards to promote child safety at 13 community events.

**ADMINISTRATIVE/OTHER**

- Received federal funding totaling $833,389 for Victims of Crime Act programs, a Violence Against Women deputy, Traffic Safety training, Justice Assistance Grant, Elder Abuse, Juvenile Accountability Block Grant, and Technology Improvement projects.
- Received state funding totaling $209,391 for the Career Criminal and Victim/Witness programs.
- Upgraded Laserfiche licenses for all staff to Rio.
- Coordinated over 2,500 volunteer hours in the Hilo, Kona and Waimea offices. Volunteers provided support to clerical, administrative, legal and investigative staff.
- Coordinated volunteers to shred confidential documents for the office and various departments with savings exceeding $25,000.
- Staff participated in 8 community charity events.
- Embarked on an initiative to establish a pilot site for the Big Island Juvenile Intake and Assessment Center.
- Began the initial stages of implementing the Hawai‘i Island Teen Outreach Program.
VISION
We will be a premier Public Works department, highly respected for the excellent services provided by our highly skilled and responsive employees, working together as ONE, to improve the quality of service for the health and safety of our Hawaiʻi Island ‘ohana.

The Department of Public Works is composed of six divisions; Administration, Automotive, Building, Engineering, Highway, and Traffic. The Administration division provides technical support services in four main areas: dissemination of information, clerical support, fiscal coordination, and human resources. Automotive repairs and maintains a fleet of county vehicles and equipment. Building is responsible for maintenance and construction of public facilities, permitting, and inspection of commercial and residential construction. Engineering is responsible for design, construction, inspection of County infrastructure, regulatory and compliance, flood control projects and bridges. The Highway Division oversees the operation and maintenance of culverts, drainage, and more than 950 miles of public streets and highways. Traffic oversees installation, operation, and maintenance of signs, and markings, traffic calming devices, 109 traffic signals, and 9,883 streetlights to reduce vehicle crashes. All divisions perform essential functions during Civil Defense emergencies.

EXPENDITURES

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HIGHLIGHTS

• Building and electrical permits issued increased from the previous fiscal year. Building permits increased 7.9 percent. Electrical permits increased by 6.8 percent. Plumbing permits decreased 15.5 percent and sign permits increased from 55 from 58. The estimated construction value of is $465,334,554.00. A total of $1,355,581.00 in fees were collected.

• Three new Hawaiʻi County Codes were adopted: The International Building Code 2006 Edition and State Building Code with County amendments were adopted as Chapter 5, Building. The National Electrical Code (2008 Edition) with County amendments was adopted as Chapter 9, Electricity and Uniform Plumbing Code (2006 Edition) with County amendments replaced Chapter 17, Plumbing.

• Twenty miles (20) of roads resurfaced shoulders widened, 87.9 miles striped, and faded markings restored and a mile of roads in limbo paved. Twenty-five (25) storm drainage systems were inspected.
• The 2011 tsunami damage repairs were completed to include restoration of the Kailua Village Seawall and reconstruction of a 450-foot walkway along Ali‘i Drive.
• Repairs caused by the 2006 earthquakes were completed in North Kona along Māmalahoa Highway at mile markers 8.9 and 4.4, to the pedestrian overpass at Palani Rd and Kimura culvert in Āhualoa. FEMA funds reimbursed seventy-five to eighty (75-80) percent of the cost.
• Video equipment have been installed at five intersections allows staff at the Hilo baseyard to remotely control traffic movements and alleviate congestion.
• 112 of the 128 bridges were inspected in compliance with the National Bridge Standards (NBS) for motorist safety. The bridges are part of the National Bridge Inventory, administered by the Federal Highway Administration. The bridges, made of steel, concrete or wood serve the communities of Puna, Hilo, Kohala, Kona, Hāmākua and Ka‘ū.
• Wood deck planks were replaced at Waikaumalo Stream Bridge in Nīnole, North Hilo, Kaiwiki Bridge in South Hilo and Mānienie Gulch Bridge on Pōhākea Mauka Road in the Pa‘auilo-Kalōpā in Hāmākua The Federal Highway Administration paid eighty (80) percent of the cost to reinforce concrete beams to Lindsey Road Bridge in Waimea.
• Relocating utility corridors at West Kawaiulani Street commenced in preparation of future work from Kanoelani to Kuhilani Street and portions of ‘Āinaola. The Federal Highway Administration is funding eighty (80) percent of the cost.
• The community was introduced to Papa Aukahi, a web-based permitting system. Permit applications created in Papa Aukahi may be tracked online by the applicant through a web portal.
• Traffic Division is going green and in the process is saving approximately fifty percent in energy cost for taxpayers with the LED streetlight conversion. Funds from the American Recovery and Reinvestment Act paid for 1,000 LED streetlights. Waimea, South Kohala saw the first conversion of ninety streetlights.
In June 2012, the families of the Kona area, the Keohokālole family, government officials, and members of the public joined in opening the 2.9 mile, $30.5 million Ane Keohokālole Highway in Kona. The new road alleviates and mitigates the congestion that West Hawai‘i has experienced for many years.

The $30.5 million highway represents the largest expenditure of American Recovery & Reinvestment Act money for transportation infrastructure in Hawai‘i. It is also the first major road in Kona to be built by Hawai‘i County since statehood. Ane Keohokālole Highway runs parallel to and about a mile mauka of the Queen Ka‘ahumanu Highway from Palani Road to Hina Lani Street in Kaloko. It is named after the mother of Lili‘uokalani, the last monarch of the Hawaiian Kingdom.

The first phase was originally planned as 1.8 miles of finished highway from Palani Road to Kealakehe Parkway. The first phase also included widening and repaving about a third of a mile of Palani Road between Queen Kaʻahumanu and the intersection with the new highway, as well as the ground work for a future 1.1 mile phase from Kealakehe Parkway to Hina Lani St. Deft management of the project by the County’s Department of Public Works saved almost $3 million, and that was applied to the cost of finishing the additional 1.1 mile to Hina Lani Street.
**BUDGET**

The department’s budget for fiscal 2012 was $3,289,423. $2,793,503 was provided by the general fund and $495,920 from state grants. The department conducted two solicitations for proposals during the year that provided more than $1.1 million in funding to various organizations and educational institutions across the department’s six program areas.

**AGRICULTURE**

- The department’s Agriculture Program budget provided funding to Hawai‘i Island’s non-profit organizations in the amount of $228,200, including a special County allocation of $150,000. Included in the R&D budget is the Soil and Water Conservation District funding in the amount of $300,000 to provide conservation plans to preserve essential land and water resources and insure compliance with the Grubbing and Grading ordinance.

- $78,200 was allocated to support agricultural projects in the following areas: 1) innovative agricultural research; 2) research in areas of urgent interest to the agricultural community; 3) agricultural marketing research and promotion of products; and 4) collection and dissemination of agricultural information. Grants ranging from $2,000 to $7,000 were awarded to Hawai‘i Island non-profit organizations and the University of Hawai‘i.

- $150,000 special funding was allocated to various non-profit organizations to further support the industry such as: 1) $75,000 for The Philadelphia Flower Show, the world’s largest indoor fresh flower and product show in North America with an attendance of more than 275,000 people. This year’s theme was “Hawai‘i, Island of Aloha” and featured a “Hawai‘i’s Market Place” designed to showcase Hawai‘i made products and cultural crafts. Funding promoted many of our island’s small businesses. 2) $24,500 to Big Island Resource & Conservation Development to expand Natural Farming techniques (i.e. sustainable system of farming using no chemical fertilizers, reduced water usage and improve crop and livestock yields) to commercial farmers. 3) $24,000 to Hawaiian Homesteaders Association to provide a certificate level hands-on farming skills training, classroom based business training, business start-up support, and health monitoring and assessments for the veterans and homesteaders.

- The Hawai‘i County Food Self Sufficiency Baseline 2012 study was completed, printed and distributed to key stakeholders. This study provides a benchmark to establish where Hawai‘i Island is and what resources we must apply to produce more food locally; reshaping conversations and practices that can make a difference in the local food production and consumption on the island.

- The development of the Hawai‘i County Agriculture Website was completed. Website will serve as a repository of current information and links about production, marketing events, research and resources legislation, etc. for the agriculture industry and the general public.

**BUSINESS DEVELOPMENT**

- The department’s Business Development Program provided funding to Hawai‘i Island non-profit organizations budget in the amount of $81,353.00 ($3,000 cost share from the Agriculture Program. Awards range from $2,000 to $5,000 for economic development projects.
Also included in this program was a one-time special funding for the Asia-Pacific Economic Cooperation (APEC) of $150,000 to showcase Hawai‘i Islands’ products and unique resources to an international audience.

- **Enterprise Zone (EZ) Program:** Promotion and dissemination of information to prospective Hawai‘i Island businesses. Ten (10) agricultural businesses were granted Force Majeure benefits due to a natural disaster or disease and will have their participation extended for another year.

- **Astronomy Workforce Development Pipeline:** Prepared career and educational path for students in K-12, post-secondary (Hawai‘i Community College and UH Hilo), and workplace experiences (e.g., internships) for 21st century technology-based opportunities on Hawai‘i Island.

- **Addressed the County’s high unemployment and fledging economy through the following workshops and events:** Hawai‘i Island Economic Summit 2012 – Expanding Our Horizons coordinated by the Kona-Kohala Chamber of Commerce; Starting a Business in Hawai‘i workshops in five rural communities; Entrepreneurial and Food Manufacturing workshops; and Agritourism Business Training.

- **“Think Local First” Consumer Education Campaign Pilot:** Public outreach campaign to raise awareness to Hawai‘i Island consumers on how purchasing choices affect families, the local community, and the broader economy; support locally owned businesses.

**ENERGY**

- The department’s Energy Program budget provided funding in the amount of $299,524 of which major projects were: 1) $150,000 to The Kohala Center for drafting the COH Energy Sustainability Program – Five Year Roadmap that will suggest the highest priority actions the County can take to lead the island to energy sustainability. 2) $50,000 for a Fleet Association consultant to network best practices of fleet owners and 3) $40,000 for an LED consultant to assist with County codes and dark-skies Astronomy community. The State Department of Business, Economic Development and Tourism (DBEDT) granted $70,920. This program initiated, developed and facilitated the implementation of renewable energy resources, transportation and energy efficiency projects on this island.

- **100 kilowatt (kW) Lithium-Ion Battery at West Hawai‘i Civic Center (WHCC)** was installed and stores excess energy from the 250 kW photovoltaic (PV) Array. The new battery, valued at $500,000, was obtained through a grant with DBEDT and Hawai‘i Electric Light Company, Inc. (HELCO). The facility will use the stored excess energy from the battery during night-time hours.

- Partnered with National Renewable Energy Laboratory (NREL) to facilitate the procurement of the first Plug-in Hybrid Electric Vehicles (PHEV) for County’s fleet. Five (5) PHEVs are currently in service and averages 30 miles per trip on electricity alone provided by the PV Array through charging stations (equivalent to $2/gallon gasoline prices). The PHEVs are well suited for long-distances on the Big Island and average 50+ mpg. Received about $41,000 from Hawai‘i Energy rebate for high efficiency measures at the WHCC then collaborated with the Mass Transit Agency for the procurement of the five PHEVs. Electric Vehicle Charging Stations were obtained through a grant from Better Place LLC. Coordinated with Department of Public Works for procurement specification of vehicles and installation of the chargers.
Added the first five Plug-in Hybrid Electric Vehicles to the County’s fleet, powered by the sun through the West Hawai’i Civic Center’s 250 kilowatt photovoltaic system.

- Lālāmilo Wind Farm: Co-authored Request for Proposal (RFP) and Power Purchase Agreement for re-powering the wind farm in North Hawai’i with Department of Water Supply. RFP will be released next fiscal and all energy savings from this project will be passed to our island’s water rate-payers. The expected savings are in the range of $1-1.5 million a year.
- American Recovery and Reinvestment Act (ARRA): Funds of $737,800 were received in FY 2010, $500,000 of which were used in fiscal 2012 for the purchase of high-efficiency street lamps. Installation of the lamps continues, and once replaced, each street lamp fixture is expected to save over 50% of the energy usage. Because installation of street lamps is being done by the Department of Public Works personnel, labor cost savings enabled an overall purchase of one thousand lamps in instead of the projected four hundred.

FILM
- The department’s Film Program provided $37,620 which supported a number of film festivals, industry workforce development workshops and events and marketing and promotion to Los Angeles producers.
- Mentored a business and marketing intern from the UH-Hilo who helped launch the Big Island Film Office Facebook and You Tube account.
- Launched marketing initiative with two (2) industry professionals from Los Angeles to assist with marketing and promoting filming on the Big Island; one focused on independent producers, and the second on studio feature film and television production executives.
• Collaborated with Big Island Visitors Bureau to attract more reality television production to the island. With the growing interest in reality shows, featuring various and interesting activities and sceneries, could entice business opportunities and visitors to our island.

• Provided an array of services to approximately 50 productions with an overall revenue spend of approximately $2 million on island.

INFORMATION RESOURCES
• The department’s Information Resources Program is a service agency of the County of Hawai’i. As the library, it provides a range of information services in support of the promotion and economic development of Hawai’i Island through continuous data collection and documentation for public use. The program collects, maintains, and provides statistical data and information to County departments, other agencies, businesses, policy makers and the general public. The program also is an affiliate of the State Data Center (SDC) which participates in joint federal-state cooperative programs with the U.S. Census Bureau.

• A-Glimpse-At Hawai’i Island: Statistical summary of local physical, social, cultural, government and economic conditions in Hawai’i County. Also used to market and stimulate interest in Hawai’i Island. http://www.hawaiicounty.gov/factsandfigures


• County of Hawai’i Data Book: Provides a broad range of statistical information in areas such as population, education, labor, energy, business enterprises, government, tourism and transportation. http://www.hawaiicounty.gov/databook

• Ha’ilono: Department newsletter featuring current topics in our local industries; includes calendar of events occurring around the island.

RESOURCE CENTER
• The department’s Resource Center budget was $144,500 which supported projects and initiatives related to family asset building and financial empowerment projects, local food economy, green business and government, and sustainable and livable community.

• Green and Capacity Building initiatives were funded: 1) to develop energy efficient food processing and distribution methods for small farms and businesses 2) featuring sustainable homes and associated landscape and decorating ideas 4) to develop a zero waste initiative to put into practice at large community events.

• Children’s Savings Initiative: Nearly 1,000 children participated, saving over $62,000.

• Earned Income Tax Credits Program: Partnered with credit unions and service providers to offer free tax assistance to low income individuals and families. Over $145,000 was claimed in addition to federal and state returns, and an estimated $45,000 was saved by tax payers through the free Volunteer Income Tax Assistance (VITA) sites/clinics.

• Cities for Financial Empowerment Coalition forum was held in Kona and 2012 Family Financial Empowerment Symposium on O‘ahu. Hawai’i Island financial empowerment initiatives were
Welcomed the Disney Wonder on the inaugural Disney Cruise Lines visit to Hawai’i Island in May 2012. The pier greetings programs for cruise ship passengers in both Hilo and Kona (Destination Hilo and Destination Kona Coast) are supported by the Department.

presented, particularly the Children’s Savings and Rural Outreach Services Initiatives. The Ho’owaiwai Network Hawai’i Island grew to include over one hundred resource organizations to build strong, financially secure youth and families.

• Activities and Events: Supported, organized and implemented: Green Workforce Development Summit and the Climate Mitigation and Adaptation Planning Workshop in November 2011. Piloted two (2) financial empowerment tools using technology: 1) Spend Safely: a text message-based platform that empowers working families to effectively manage discretionary income; and 2) Resources Match: A web based platform that allows organizations to effectively screen clients and provide accurate referrals to various resources in their communities.

TOURISM
• Tourism is THE bright spot in our economy and residents are returning to work with the increase of visitors to our island. The department’s budget provided support to non-profit organizations in the amount of $778,696, including County’s special funding for $151,676. Hawai’i Tourism Authority CPEP funding for 2011 was $425,000 and CPEP 2012 was $397,000. Awarded the largest allocation of $622,020 to the Hawai’i Island Visitors Bureau for airlift support, Kama‘āina campaigns, Conventions, Meetings and Incentives and international marketing.

• Special funding allocated to such projects as the development of a departmental marketing brochure, new awning for the Kailua-Kona pier, and a Stand-up Paddleboard Competition.

• 5th Annual China US Tourism Leadership Summit was held on our island in September 2011. China is the largest of our emerging visitor markets and shows significant growth for our island.

• Thirty-one projects received 2011 HTA CPEP awards and twenty-one projects received 2012 CPEP awards. These community-driven festivals and events, including the Moku O Keawe International Hula Festival, Big Island Film Festival, and Queen Lili‘uokalani Long Distance Canoe Races overlap the County’s fiscal year, so both years are included.
QUIRINIO ANTONIO
Chief Engineer (since December 31, 2011)

The Department’s first motto, “Water brings progress” was changed to “Water, Our Most Precious Resource… Ka Wai A Kāne” in 2008. It was important that the Water Board and the Department formally recognize and adopt the new motto in this era of sustainability. All of mankind, all animals, and all plants need water; without a continuous supply of water, every living thing will perish.

KEITH OKAMOTO
Deputy Manager (since March 1, 2012)

The Department of Water Supply’s mission to provide customers with an adequate and continuous supply of safe drinking water in a financially responsible manner is my main focus. This supposedly simple statement can only be optimized through the combined good work of numerous individuals. We need to empower our individuals with guidance, direction and proper resources to accomplish our main objective together as a team. In this day, with increased external challenges, inputs, and distractions we need to strengthen the focus on our mission and utilize creative, yet consolidated thoughts and approaches from our talented people to accomplish what we need to.

DARYL IKEDA, P.E., Operations
KURT INABA, P.E., Engineering
RICK SUMADA, Finance

dws@hawaiidws.org | hawaiidws.org
The Department of Water Supply of the County of Hawai’i has been in existence as a semi-autonomous agency of the County since 1949. The Department’s operations are funded solely from revenues generated from water customers and not from real property taxes. The Department has oversight from the Office of the Mayor and a nine-member Water Board, who are nominated by the Mayor and confirmed by the County Council.

The Department has a staff of 161 employees operating from several locations around the island. In addition to its main office at the Waiākea Office Plaza on Kekūanao‘a Street and the Operations Center on Leilani Street in Hilo, the Department maintains district offices and base yards in Waimea, Kona, and Ka‘ū. Other than its administrative personnel, the Department is organized into three major divisions: Operations, Engineering, and Finance.

**BUDGET**

For the fiscal years ending June 30, 2011 and 2010, operating revenues totaled $37.4 million and $39.2 million, respectively. Operating expenses for this period, including depreciation, totaled $47.2 million and $44.5 million, respectively. Water consumption during this period declined from 9.5 billion gallons to 8.8 billion gallons while total number of services increased from 41,409 to 41,528 island-wide.

**HIGHLIGHTS**

**ENGINEERING DIVISION**

The following featured capital improvement projects were under construction, in various stages of contract award, or in the planning and design phase during FY 2011-12:

**North Kona, Kona District:**

Pālani Road Transmission Waterline (Māmalahoa Highway to 595’ Reservoir): Construction is near completion 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 2012. When completed the project will also improve the water quality for Kailua-Kona. Construction Contract Cost: $15,000,000

Keopū-Pu‘u honua Production Well and 1.0-MG Reservoir: Construction completed for outfitting this well and the construction of a new reservoir. These improvements will provide additional water to Kailua-Kona, but more importantly, will relieve the stress on the Kahalu‘u Shaft, thereby improving the water quality. Construction Contract Cost: $5,390,000
North Kohala, Kohala Water District:
Kynnersley No. 1 Reservoir 0.3 MG Replacement: Design completed and construction contract awarded for this reservoir that replaces a steel tank that was removed from service due to corrosion issues. The new reservoir will provide the necessary storage for residential use and fire flow for residences along Kynnersley Road. Construction Contract Cost: $2,270,000

Hala‘ula Well Development – Phase 2: Phase 1 completed however phase 2 which includes the outfitting of the well and a reservoir is pending land acquisition. Estimated Construction Cost: $3,500,000

South Kohala, Kohala Water District:
Waikōloa Reservoir No. 1 Reservoir No. 1 is under design. The contract for Reservoir No. 1 is expected to be awarded by the end of 2012. Estimated Cost: $4,000,000

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

Hāmākua, Kohala District:
Āhualoa Well Development, Phase 2: Construction is complete for this project which includes a 1.0 mg reservoir. This project was funded by Federal stimulus ARRA funds. This well will then not only service Honoka‘a, Upper Pa‘auilo and Pōhākea, but more importantly replace the present source that is conveyed from afar at Waimea. This project also required a $660,000 contract to extend power lines including an access road to the well site that has also been completed. Construction Contract Cost: $5,216,420

Āhualoa-Honoka‘a Transmission Waterline, Phase 1: The construction of this project is nearly complete and is expected to be completed in late 2012. This project will increase the water system capacity of the Āhualoa and Honoka‘a Water System by increasing the transmission line size to 12”. This project includes approximately 5 miles of new waterline. Construction Contract Cost: $4,200,000

South Hilo, Hilo District:
Pi‘ihonua No. 2 – 2.0-MG Reservoir: Construction completed for this project that replaced an aging 0.8-mg reservoir. Completion of this project increases the storage capacity for the Hilo Water System. It is located above the Hilo Hospital on Waiānuenue Avenue. Construction Contract Cost: $6,500,000

Puna, Hilo District:
‘Ōla‘a Reservoir No. 6 Production Well and 1.0MG Reservoir: Construction of the reservoir is complete that replaced an undersized 0.05MG Steel Tank while the completion of the well is on going and near complete. Construction Contract Cost: $7,300,000
Miscellaneous:
Earthquake Damage Repair Projects: Design and construction for 21 damaged reservoirs from Hāmākua to North Kona 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. Construction Contract Costs: $6,550,000

OPERATIONS DIVISION
Deep well pump production decreased and power costs increased from the previous fiscal year. FY 2011-12 well production was the lowest production in the past nine years. Previous Year’s well production volumes were (billion gallons):

- FY 2011-12=10.1
- FY 2010-11=10.2
- FY 2009-10=10.8
- FY 2008-09=10.3
- FY 2007-08=10.6
- FY 2006-07=10.8
- FY 2005-06=10.9
- FY 2004-05=10.7
- FY 2003-04=10.6

For FY 2011-12, power costs increased by 15.3 percent while energy use decreased by 1.7 percent. Cost increased by about 2.7 million, from $17,725,171 to $20,431,448, however, energy use decreased from 52,551,434 kilowatt-hours (kwh) to 51,767,883 kwh. The Power Cost Charges to the water service customers was modified twice, and fluctuated between $2.23 to $2.35/1,000 gallons, with an average of $2.31 for the year. Power cost increase is due to the HELCO Energy Cost Adjustment Factor that fluctuates at a similar rate as the price of a barrel of oil.

Completed Repairs/Replacements:
1. Ka‘ū, Pāhala #1 Deepwell Repair
2. North Kohala, Hāwi #2 Deepwell repair
3. North Kona, QLT Deepwell emergency repair
4. North Kona, Hualālai Deepwell emergency repair
5. Puna, installed replacement Deepwell #2 motor at ‘Ōla‘a #1
6. Puna, Pāhoa Deepwell #2 repair
7. South Hilo, installed replacement booster #1 motor at Waiākea Uka #7
8. South Hilo, Pana‘ewa Booster #1 repair
9. South Hilo, Pana‘ewa Well #2 repair
10. South Kona, Ke‘ei B Deepwell emergency repair
11. South Kona, Ke‘ei D Deepwell emergency repair

Projects:
1. Diverted 11,502 pounds of mixed recycling from landfills
2. Installed new service laterals island wide
3. Continuous upgrading of Supervisory Control and Data Acquisition (SCADA) system
4. Continued upgrading and development of Unaccounted Water Program (Leak Detection)
5. Continued water meter change out program for meters 30 years or older
6. Continued repairs for sanitary surveys island wide
7. Installed new communications tower at Hilo Baseyard
8. Installed new soft starters at Pahoa Deepwell #2, Pana‘ewa Booster #1, Booster pump A at ‘Ōla‘a #4, and Booster #1 at Pana‘ewa Deepwell
9. Installed new tank controls at Komohana Tank
10. Installed 16” Mag meter at Puapua’a Tank
11. Installed new tank controls and SCADA system at Medeiros Tank
12. Installed 6.5 miles of 3” Drisco pipe from Country Club to Kukuihaele Tank
13. Participated in projects and studies as part of the Mayor’s Energy Advisory Commission

Operations Work Summary:

Water Service Summary
• New Service: 140
• Change Meters: 1,780
• Lock/remove Meters: 874
• Unlock/Reinstall Meters: 544
• Relocate Service/Meters: 29
• Service Lateral Changes: 72
• Service Lateral Repairs: 474
• Main Repairs/Connections: 283
• Hydrants: 124

Plant Repair Summary
• Tank Mechanical Repairs: 134
• Tank Electrical Repairs: 154
• Tank Meter Box Repairs: 179
• Pumps Motor Repairs: 237
• Pumps Control Repairs: 473
• Building Structure Repairs: 128
• Reservoir Structural Repairs: 143

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

Currently and since January 2012, Bob Meierdiercks and Arthur Taniguchi, respectively, serve as Chairman and Vice-Chairman of the Water Board.

The following is a list of the current members and term expiration:

District 1 - Kenneth Kaneshiro, 12/31/14
Hāmākua, North Hilo, and portions of South Hilo (Hakalau, Honomū, Pepe‘ekeo, and Kaiwiki).

District 2 - Arthur K. Taniguchi, Vice-Chairperson, 12/31/13
South Hilo (‘Amau‘ulu, Pu‘u‘eo, portions of Downtown Hilo, Lanakila, Waiānuenue, Kaūmana, Āinako, Pi‘ihōnua, and portions of Waiākea Homesteads).

District 3 - Bryan H. Lindsey, 12/31/12
South Hilo (Waiākea Homesteads, Waiākea-Uka), and Puna (Kea‘au).

District 4 – Susan L. Lee Loy, 12/31/16
South Hilo (Keaukaha, Pana‘ewa, Waiākea Houselots, portions of Downtown Hilo, University and portions of Waiākea Homesteads.

District 5 - Delan Perry, 12/31/2013
Lower Puna (Hawaiian Paradise Park, Orchidland, ‘Āinaloa, Pāhoa Village, Hawaiian Beaches & Shores, Nānāwale, Leilani, Kapoho, Kalapana and ‘Opihikao).

District 6 - Robert Meierdiercks, Chairperson, 12/31/12
Puna (Kurtistown, Mt. View, Volcano), Ka‘ū (Pāhala Nā‘ālehu, HOVE), and South Kona (Miloli‘i, Ho‘okena, and portions of Hōnaunau).

District 7 – G. Rick Robinson, 12/31/15
South Kona (portions of Hōnaunau, Captain Cook, Kealakekua), and North Kona (Kainaliu, Keauhou, Kahalu‘u, and Hōlualoa).

District 8 – Jay M. Uyeda, 12/31/16
North Kona (Kailua-Kona, Kealakehe, Kalaoa, and Pu‘uanahulu).

District 9 -David Greenwell, 12/31/14
North and South Kohala (Waikōloa, Waimea, Hāwī, and Halaʻula).