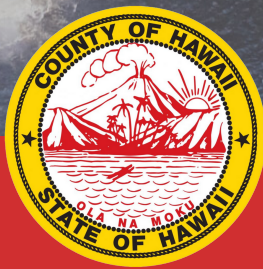


FY 20-21

ANNUAL REPORT

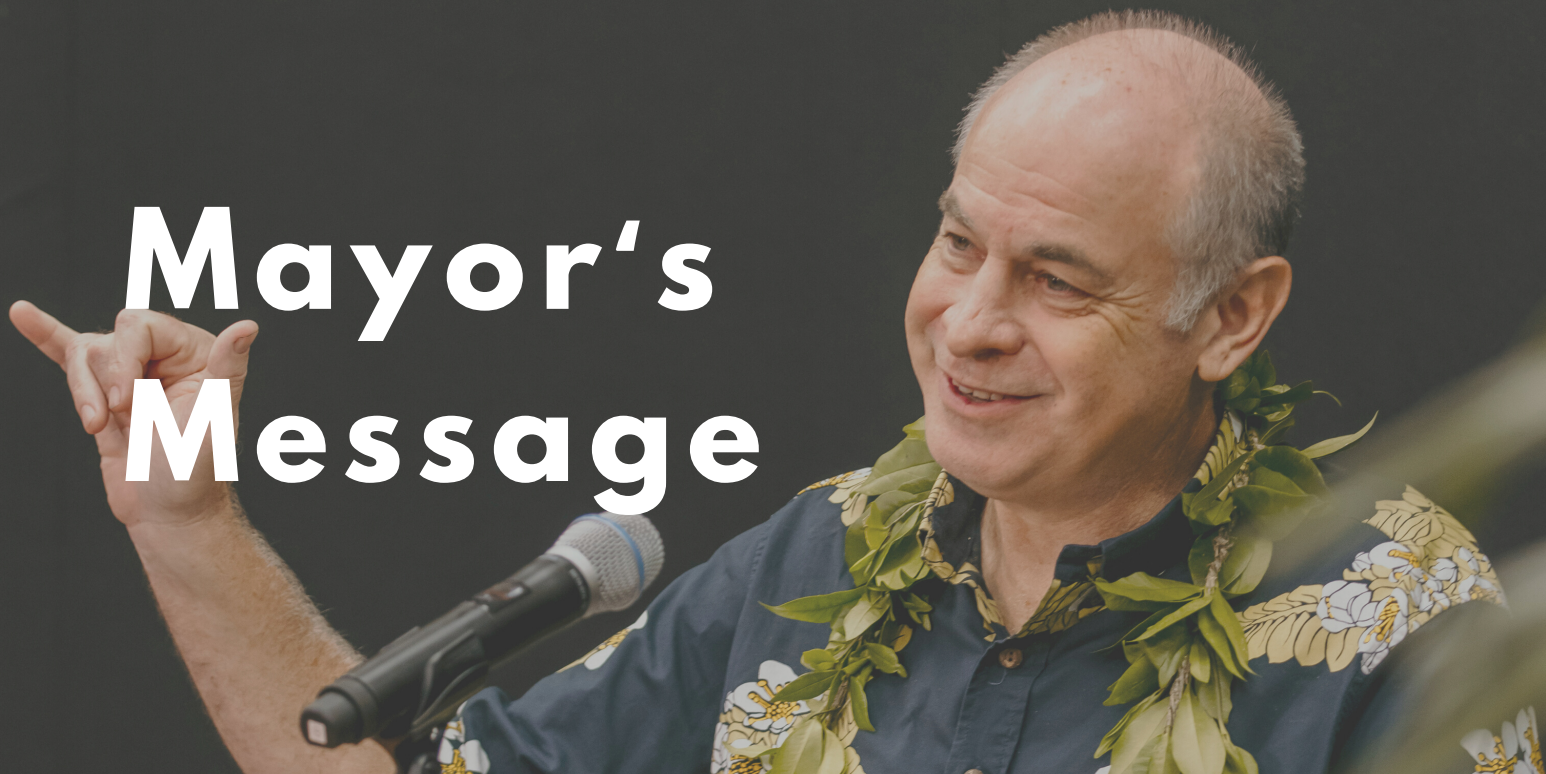


PREPARED BY

COUNTY OF HAWAI'I

www.hawaiicounty.gov





Mayor's Message

Aloha!

It is with great honor that we share our successes of FY 20-21, as they were accomplished in the midst of one of the most challenging year's in our County's history.

Fervently responding to the COVID-19 Pandemic, each Department stepped up to go above and beyond to address the public health crisis while striving to find creative solutions to continue providing the vital services necessary to the function of our County. Because of the efforts of each and every hardworking member of our County, we were able to keep our doors open to serve you -- and we're extremely proud of that.

Through the many successes, there are also many opportunities for growth. In that, we are committed to improving our services through a combination of system-wide culture change and an intense reenvisioning of the status quo.

Business as usual will no longer be acceptable, and we would like to thank you for your continued patience and support as we make this transition.

With aloha,

A handwritten signature in black ink that reads "Mitchell D. Roth".

Mitchell D. Roth
Mayor
County of Hawai'i





Office of Aging

William H. Farr; Executive on Aging

MISSION

As a designated Area Agency on Aging, the Hawai'i County Office of Aging (HCOA) is part of a national network with a common mission – a mission with the goal of ensuring the dignity, independence, and the ability of older individuals to remain in their homes as long as possible. The Hawai'i County Office of Aging serves as the principal advocate for older individuals, caregivers, and service providers to ensure the fulfillment of the mission entrusted to us by the Older Americans Act of 1965.

PHILOSOPHY

To ensure that all individuals, caregivers, service providers, and communities in Hawai'i County have access and linkage to information resources, counseling services, short and long-term care support options, and to be the advocate for aging and disability issues. The Hawai'i County Office of Aging is the “one-stop” access point in Hawai'i County for all aging and disability-related issues.

To achieve the Mission and Philosophy of the Area Agency, the Hawai'i County Office of Aging received an operating budget of \$685,471. By obtaining an additional \$4.8 million in Federal and State grant funding, the Hawai'i County Office of Aging was able to administer a variety of services for older individuals, people with disabilities, and caregivers on Hawai'i Island.

AGING & DISABILITY RESOURCE CENTER (ADRC)

During Fiscal Year 2020/2021 ADRC continued to provide assistance with, information and referrals, and options counseling. As the “one-stop” access point the ADRC collaborates with local non-profit agencies to strengthen and broaden the aging network. These collaborative efforts have proven increasingly important during the COVID-19 pandemic.

Throughout the pandemic, the ADRC has continued to provide services to all consumers regardless of age. Besides home and community-based services, the ADRC was instrumental in developing emergency and disaster preparation kits which were distributed to over 300 Kupuna.

To enhance the experience of creating your own emergency disaster preparation kit the ADRC staff put together an online training video and a downloadable workbook on the essentials items to include in your kit.

During the 2020/2021 fiscal year, the East and West Hawai'i ADRC units provided information, assistance, and referral to 6019 calls and 1382 unduplicated callers. The ADRC provided in-depth options counseling to 520 consumers and their families also.

DISABILITY PARKING APPLICATIONS

The Office of Aging also processes the Disability Parking applications for Hawai'i County. During the past year, HCOA processed 1,364 applications at the East Hawai'i ADRC, and 867 at the West Hawai'i ADRC, for a total of 2,231 disability parking placards issued.

PUBLIC EDUCATION AND TRAINING

Throughout the pandemic, HCOA continued to find ways to disseminate information and resources to our consumers, as in-person meetings were not feasible at certain times of the pandemic. Mailing, telephone, and virtual meetings became essential venues. HCOA continues to provide a monthly caregiver newsletter sent to caregivers who have signed up with HCOA. Approximately 520 caregivers receive the newsletter each month. The newsletter covers various subjects that address caregiver and care recipient needs. The newsletter provides suggestions on self-care, inspirational quotes, safety tips, and a monthly quiz. An additional 100 copies are distributed to various providers and constituents. During the COVID-19 pandemic, the Caregiver newsletter became a highly used vehicle for disseminating prevention and mitigation information. Along with the caregiver newsletter, HCOA also used the quarterly Silver Bulletin newsletter as another vehicle to disseminate information to our consumers. The Silver Bulletin has a subscriber distribution of 2,500.

OUTSTANDING OLDER AMERICANS

For the second year, HCOA could not host our annual Older Americans Month. Recognition Luncheon due to the COVID-19 pandemic. The luncheon is an opportunity for HCOA to recognize Kupuna, whom their communities have nominated for their work and contributions made to their communities after they have reached their golden years. Working with the State Policy Advisory Board for Elderly Affairs (PABEA), HCOA produced a virtual segment recognizing and awarding our outstanding male and female honorees for Hawai'i County. This segment was incorporated into the Statewide virtual recognition program featuring all male and female honorees from the four counties—the program aired throughout June on Na Leo O Hawai'i public television channel 53.

SERVICES TO SENIORS and CAREGIVERS

Through state and federal grant funds, HCOA procured several core services as outlined in the Older Americans Act. Following are some of the services procured. It is important to note that the impact of COVID-19 in the last year resulted in a reduction of individuals and units served but at a higher cost.

CAREGIVER RESPITE

In FY2021, HCOA served 50 caregivers, and 4,536 hours of respite services. These service hours included in-home respite, out-of-home respite, and respite in an adult daycare setting.

LEGAL SERVICES

During the course of the fiscal year, HCOA's Legal provider provided 382 individuals with 1,389 hours of legal services.

CONGREGATE MEALS

In FY 2021, the Hawai'i County Nutrition Program (HCNP) served 64,910 USDA meals to 897 participants. Due to the COVID-19 pandemic, the congregate meal sites remain closed, and participants continue to receive frozen meals on a weekly basis following the home-delivered meal format. The decision to use the frozen meal option is as follows: 1) to meet USDA requirements on food safety, and 2) the logistical challenges of delivering 4,000 meals each week.

HOME DELIVERED MEALS

In FY 2021, the Hawai'i County Nutrition Program (HCNP) served 35,004 USDA meals to 501 participants. Again, due to the COVID-19 pandemic, the home-delivered meal program participants continue to receive frozen meals on a weekly basis. The decision to use the frozen meal option is as follows: 1) to meet USDA requirements on food safety; and 2) the logistical challenges of delivering 4,000 meals each week.

TRANSPORTATION

In FY2021, HCOA service providers provided 922 seniors with 35,132 one-way trips of transportation services. The trips included to-and-from congregate meal sites, medical and health-related visits, shopping and banking, and other community resource needs.

KUPUNA CARE PROGRAM

Kupuna Care program provided services to 494 unduplicated consumers. Again, due to the COVID-19 pandemic's impact on the program, fewer consumers received services at a higher cost. The consumers receiving services under this program were required to meet the Kupuna Care guidelines for cognitive impairment, Activities of Daily Living (ADLs), and Intermediate Activities of Daily Living (IADLs). Following are some of the services provided under the Kupuna Care program.

CASE MANAGEMENT SERVICES

For the service of Case Management, 428 consumers, and their caregivers received 5,607 hours of case management.

PERSONAL CARE

Consumers receiving personal care services: 92 consumers and 5,468 hours.

HOMEMAKER

Consumers receiving homemaker services: 145 consumers and 6,958 hours.

CHORE SERVICES

Consumers receiving chore services: 18 consumers and 158 hours.

ADULT DAYCARE

Consumers receiving adult day care services: 36 consumers and 2,779 hours.

ASSISTED TRANSPORTATION

Consumers receiving assisted transportation services: 36 consumers and 1,424 one-way trips.

HOME DELIVERED MEALS

Consumers receiving home delivered meals: 215 consumers and 25,985 meals.



Civil Defense

Talmadge Magno; Administrator

STAFF

- Administrative Officers (2): William Hanson and Barry Periatt
- County Radio System Manager: Ron Solemsaas\Staff Officers (3): Joshua Black, Duane Hosaka, and Thomas Olson
- Administrative Services Assistant I: Joyce Unoki
- Secretary: Mei Hirayama
- Accountant Clerk: Sari Lei Cantor-Kogasaka

BUDGET

- Wages and Salaries\$795,879
- Other Current Expenses\$916,474
- Equipment\$ 61,644
- Federal Grants\$925,000
- Total \$2,698,997

MISSION

To protect the community from and lessen the impact of natural and man-made hazards by improving core capabilities in five mission areas: Prevention, Protection, Mitigation, Response, and Recovery. To strengthen and promote whole community resiliency through community collaboration, engagement, and empowerment.

SUMMATION

Your Hawaii County Civil Defense Agency is the first governmental level of support in the National Incident Management System (NIMS). Civil Defense is tasked with preventing loss of life, public safety, and protecting property during natural and man-caused disasters and emergencies. The ultimate goal is to develop resilient communities capable of quickly recovering from any disaster scenario. The basis for community resilience is individual preparedness.

What has Civil Defense done this year to develop community resilience? Unfortunately, we have spent the whole year heavily engaged with Coronavirus response which has limited our ability to conduct the community engagement necessary to build resilience.

Even though the Coronavirus response consumed an inordinate amount of time, the Hilo Emergency Operations Center was activated eighteen times for other incidents such as flood warnings, a tropical cyclone, tsunami watches, a volcanic eruption, and wildland fires.

We also began renovation on the Hilo Emergency Operations Center which began operations circa 1992. The renovation will replace end-of-life systems and create additional office space to accommodate our growing staff.

Civil Defense manages the County of Hawaii's Land Mobile Radio (LMR) network which provides island-wide communications between first responders and their respective dispatch offices. The LMR system upgrades to meet Federal Communications Commission (FCC) narrow banding licensing requirements was initiated in December 2014 and continued this year with an upgrade to the Multiprotocol Label Switching (MPLS) equipment and the initiation of the construction of two new radio towers that will provide increased LMR network coverage in the Kau and South Kona Districts.

PROJECTS

Public Notification Systems HCCDA provides public information and warning via multiple platforms. The primary method is to address the public through commercial radio messaging. The secondary method is via a hosted mass notification system. This method is used in conjunction with the primary method. The third method of public information and warning is through the Integrated Public Alert Warning System (IPAWS) which is a combination of the Emergency Alert System (EAS) which is delivered via commercial radio and the Wireless Emergency Alert System (WEA) which is delivered via cellular telephone. IPAWS is only used for "warning" level alerts. The primary and secondary systems are used for "watch" and "advisory" level alerts. The category and number of emergency messages for the past year are listed in the table below:

Emergency Incident	Messages Generated
Brush Fire	100
Coronavirus	365
Tropical Cyclone	4
Flash Flood Warning	27
High Surf Advisory/ Warning	30
Earthquake/ Tsunami	52
Special/ Severe Weather	3
Road Closures	57
Miscellaneous	64
Total	702

PUBLIC SAFETY RADIO SYSTEM MODERNIZATION PROJECT

Phase B, expanded coverage, of the Radio System Modernization Project, continues. Construction on the Ocean View Tower began, and the materials were ordered for the construction of the replacement South Point tower. The multiprotocol label switching (MPLS) the system along with the microwave system end-of-life and end-of-service replacement began and will be completed in the next year.

CORONAVIRUS

FY 2020-2021 was all about Coronavirus response:

- Civil Defense supported 393 Coronavirus vaccination clinics with personnel, resources, and site coordination. Providers administered 79,317 vaccinations
- Civil Defense supported 538 Coronavirus test clinics with personnel, resources, and site coordination. Providers administered 60,949 *polymerase*
- Civil Defense provided personal protective equipment (PPE) to County of Hawaii departments in coordination with the Purchasing Division of Finance. Seventy unique items costing \$700,000.00 in total were procured, warehoused, and distributed to County employees. This allowed the County to continue to provide services to our residents.
- Civil Defense conducted airport screening through June 15, 2021, screening approximately 300,000 inter-island travelers arriving at the Hilo and Kona airports.
- Civil Defense issued approximately 41,000 inter-island travel exemptions during the fiscal year.
- Civil Defense employed as many as forty temporary hires to facilitate airport screening, logistics, Coronavirus tests, and vaccination support, travel exemption requests, and call centers during the fiscal year.

EMERGENCY OPERATIONS CENTER (EOC) RENOVATION

Construction was initiated on the Emergency Operations Center this year.

COMMUNITY EMERGENCY RESPONSE TEAM (CERT) PROGRAM DEVELOPMENT

Community Emergency Response Team (CERT) Program Development

As of Jun 30, 2021, Hawai`i County had just over 700 active CERT members. HCCDA did not activate CERT teams for disaster response this year and CERT training was suspended due to continued Coronavirus response. CERT members were activated to provide airport screening operations until the County of Hawaii could hire temporary hires to provide this service.



The following are established active CERTeams in this performance period:

- Hawai'i Electric Light Co. S. Hilo
- Hilo Bayfront S. Hilo
- Pāpa'ikou/Pepe'ekeo/Honomū, S. Hilo
- Waiākea, S. Hilo
- Laupāhoehoe, N. Hilo
- Pa'auilo, Hāmākua
- Hawaiian Paradise Park, Puna
- Kalani Honua, Puna
- Leilani Estates, Puna
- Orchidland, Puna
- Volcano, Puna
- Hawaiian Ocean View Estates, Ka'ū
- Kailapa, S. Kohala
- Waikoloa, S. Kohala
- Waimea, S. Kohala
- N. Kohala
- Kailua-Kona, N. Kona
- Palisades, N. Kona
- University of the Nations, N. Kona
- Miloli'i, S. Kona
- S. Kona, S. Kona

HURRICANE SEASON 2020-2021

Hawai'i County activated the Emergency Operations Center in response to one tropical cyclone, Douglas. This storm passed within 200 miles of Hawaii Island but did not impact the island with wind, rain, nor surf.

DEPARTMENT OF HEALTH

HCCDA worked closely with the Department of Health (DoH) during the Coronavirus response. DoH is the primary source of information for the Coronavirus Civil Defense messages. HCCDA supported quarantine and isolation requirements by providing isolation sites, quarantine monitoring calls, personnel and equipment for testing and vaccination sites, and wrap-around services to isolation facilities.



HOMELAND SECURITY (HLS) GRANTS PROGRAM

The 2018 Homeland Security Grant Program (HSGP) award period was extended into the next fiscal year; no grants were closed this year.

- The Hawai'i Police Department was able to replace legacy and end-of-life Layer II Network switches and power supplies for all police stations with \$103,000.00 in HSGP grant funds.
- The Hawaii Police Department also developed Explosive Ordinance Disposal (EOD) capability with \$480,000.00 of HSGP funds.
- The Department of Information Technology increased network security through \$208,000.00 in grant funds this fiscal year.
- The Hawai'i Fire Department acquired additional HAZMAT response equipment (gas detection) with \$219,000.00 of HSGP funds.
- The Community Emergency Response Teams (CERT) replaced expendable supplies with \$23,500.00 of HSGP funds.

BOARDS AND COMMISSIONS

While HCCDA does not have a commission, it is a member of the following committees and groups:

Local Emergency Planning Committee (LEPC) – The County of Hawai'i LEPC involves police, fire, public health officials, and private industry organizations. Under the Emergency Planning and Community Right-to-Know Act (EPCRA), LEPCs must develop an emergency response plan, review the plan at least annually, and provide information about hazardous chemicals in the community. The LEPC is also responsible for collecting the annual Hazardous Material TIER II reports that are required from all organizations that have reportable amounts of hazardous materials on their property. These reports are provided to the Hawai'i Fire Department to support fire response safety. LEPC meetings are usually held on a quarterly basis in the Hilo Emergency Operations Center (EOC).

Radio Modernization Project Committee – HCCDA is the lead agency for the County of Hawai'i Land Mobile Radio (LMR) system and is designated as the contract officer representative for the LMR upgrade. The Radio Modernization Project Committee meets monthly.

Hawai'i Emergency Preparedness Executive Consortium (HEPEC) – HCCDA participates in HEPEC meetings that address security and emergency response initiatives. HEPEC is hosted by the State Department of Defense and invites agency heads from government and the private sector to meet on a quarterly basis. HEPEC meetings are held in Honolulu.

Citizens Corps Council – The County of Hawai'i maintains a Citizen Corps Council, whose members are appointed by the Mayor. Council membership includes representatives from affiliate organizations such as the Volunteer Organizations Active in Disasters (VOAD) and Red Cross; HCCDA, Fire Department, Prosecutor's Office, and the Department of Health. The Council meets monthly. The Citizen Corps is comprised of community volunteers primarily representing Community Emergency Response Teams (CERT); Fire Corps, Volunteers in Police Service (VIPS), Medical Reserve Corps (MRC); and Neighborhood Watch. The Citizen's Corp's mission is to harness the power of local volunteers through education, training, and service to make communities safer, stronger, and better prepared to respond to crime, public health issues, and disasters. The County of Hawai'i Planning Department adopted the Council's Project 360 as their community outreach too in the Kīlauea Recovery Plan.

Big Island Wildfire Coordinating Group (BIWCG) – HCCDA participates in and supports their mission to improve communications and coordination among wildfire response agencies. BIWCG meets quarterly.

Hawai'i Island Safety and Security Professionals Association (HISSPA) – HCCDA provides a representative to participate in the Association, which addresses emergency preparedness initiatives and issues among safety and security professionals in the visitor industry and other related industries. HISSPA meets monthly.

Hawai'i Island Red Cross Advisory Committee – HCCDA participates in the East Hawai'i Red Cross Advisory Committee. The purpose of the advisory Committee is to support Red Cross efforts in disaster programs. The Advisory Committee meets on a quarterly basis.

Hawai'i Disaster and Recovery Team – HCCDA participates in and supports HIDART efforts in response and recovery support for victims of disasters. HIDART's role is to be the County interface with VOAD during disaster response and recovery. HIDART meets monthly.

CERT Leadership Forum – HCCDA participates in and supports the CERT Administrative Team meetings, which are held on a quarterly basis. CERT Leadership Forum members review practices, training programs, equipment, and team membership.





Corporation Counsel

Elizabeth A. Strance; Corporation Counsel

J S. Yoshimoto; Assistant Corporation Counsel

LITIGATION DIVISION

- Litigation Supervisor: Laureen L. Martin
 - Supervises five deputies, corporation counsel

COUNSELING & DRAFTING DIVISION

- Counseling & Drafting Supervisor: Diana Mellon-Lacey
 - Supervises six deputies, corporation counsel

DUTIES AND RESPONSIBILITIES

The duties and responsibilities of the Office of the Corporation Counsel are outlined in Section 6-5.3 of the Hawai'i County Charter. That section states:

The corporation counsel shall be the chief legal advisor and legal representative of all county agencies, the council, and all officers and employees in matters related to their official powers and duties. The corporation counsel shall represent the county in all civil legal proceedings and shall perform all other services incident to the office as may be required by law. The corporation counsel shall, however, be prohibited from representing any elected officer in impeachment proceedings.

As the county's chief legal advisor and legal representative, this office serves as the County's law firm, providing legal representation and support for 22 departments and agencies, over 2500 officers and employees, and over 35 boards, commissions, and committees. We have 15 deputies, with seven deputies in our counseling and drafting division and six in our litigation division. Our support staff of 11 consists of one private secretary, one administrative services assistant I, one investigator/claims adjuster, one legal assistant, two legal technicians, two legal clerks, one clerk, one legal technician II, and one supervising legal technician.

Our vision statement is "We are the answer," embracing our responsibility to and service in County government. Our mission statement is "The Office of the Corporation Counsel provides answers to the County's challenges with professionalism and integrity by ordinary people achieving extraordinary results." This mission recognizes our goals to provide excellent legal advice and representation to the County through teamwork, accountability, professionalism, progress, and service.

Our legal support staff are essential to the legal work this office does. They are efficient and knowledgeable in all aspects of legal terminology, legal process and legal procedure.

During the last fiscal year, our goals were:

- Serve the County, its employees, and officials with Aloha ;
- Improve our legal services together;
- Malama (take care of) each other.

Our office remains committed to excellence by keeping up to date with developments in the law and working collaboratively with County employees and officials. Deputies and support staff maintain a high level of efficiency and effectiveness through collaborative work teams and commitment to training.

Changes in leadership at all levels of government in the midst of the COVID-19 pandemic presented unique challenges. Throughout our deputies provided continuity. They advised and reviewed all County actions, programs, and activities in response to the COVID-19 pandemic. We continue to expend a considerable amount of time conferring and collaborating with various State departments and agencies, and other local governmental entities.

In order to foster collegiality and encourage a safe workplace environment, our office rigorously observed safe practices held weekly deputies meetings and initiated workgroups. In addition, bi-monthly administrative and division supervisor meetings were held.

BUDGET

The Office of the Corporation Counsel's budget for FY 2020-21 was \$3,053,880.00.

Our main office is housed at the Hilo Lagoon Centre in Hilo. We also have an office unit at the West Hawai'i Civic Center which has grown from one deputy to an office that houses 3 deputies and can accommodate Hilo deputies and staff working in Kona for various board, commission, court or other matters.



ACCOMPLISHMENTS/HIGHLIGHTS FY 2020-21

LITIGATION DIVISION

The litigation deputies (“litigators”) assist employees, officials, agents, and departments of our County in resolving disputes and avoiding anticipated disputes. These legal disputes involve grievances, court hearings, trial proceedings, and appeals. They also involve informal resolution through negotiation and utilization of alternative methods of dispute resolution such as mediation and arbitration. All litigators practice in state and federal courts, at both the trial and appellate levels.

The litigators appeared at 425 hearings/meetings, including depositions, on behalf of the County. We note, that this is a decrease from the prior year due to COVID-19 causing many court hearings and trials to be stayed, delayed, or continued.

The litigators resolved 23 cases by settlement or final judgment. They also obtained dismissals in multiple lawsuits filed against the County that ranged from wrongful death actions, alleging civil rights violations to challenges to the County’s emergency COVID- 19 restrictions.

In addition, the County prevailed at the Intermediate Court of Appeals in a high-profile case that involved the TMT and the use of police officers from other Counties. The case was appealed again and the Hawai’i Supreme Court recently heard arguments. The County is awaiting a decision.

Sixty (60) new claims against the County for damage or injury were investigated by our office. Twenty-three (23) of these claims were denied. Payments on claims totaled \$53,982.35. This amount includes payments on new claims filed, as well as claims continuing from previous fiscal years.

The litigators were also responsible for collecting \$75,762.91 in outstanding solid waste, water service fees, and property damages owed to the County.

COUNSELING & DRAFTING DIVISION

Responding to COVID-19-related concerns comprised the greatest need for legal guidance and assistance in FY 2020-21. These requests consistently required rapid response and policy realignment resulting from the unpredictable shift of the pandemic landscape. Due to the magnitude of the public health emergency created by COVID-19, the State and Federal legal precedents were few, and guidance on the national level was in a constant state of flux. Counseling and Drafting deputies were required to vigilantly monitor the changing environment while remaining poised to respond to an unpredictable set of challenges.

In the fiscal year 2020-21, Counseling and Drafting deputies reviewed 2,076 contracts, drafted 120 general and legislative documents, analyzed and commented on 906 documents, and issued 554 legal opinions. There were 176 long-term projects of a varied nature and 118 miscellaneous projects for which C&D deputies provided research and recommendations during this time period.

Deputies actively engaged with their assigned County departments, attending 1,393 meetings and providing legal guidance and advice.

Continuing its philosophy of “preventive lawyering” Counseling and Drafting deputies conducted 41 training sessions on various topics ranging from new hires and contracting to employee termination and procurement protests. In the fiscal year 2020-21, 358 County employees, board, and commission members attended these trainings.

BOARD OF ETHICS

The Board of Ethics (Board) consists of five members who are residents of the County, appointed by the Mayor and approved by the Hawai'i County Council. The Board interprets the code of ethics for both County officials and the public, renders and publishes advisory opinions, receives and initiates complaints of violations of the code of ethics and transmits such complaints to the Council or the appropriate appointing authority, holds hearings or conducts investigations concerning alleged code of ethics violations and proposes revisions to the code of ethics.

The Board reviews all petitions and requests for opinions in a prompt manner.

During the Fiscal Year 2020 to 2021, the Board received six new petitions and five informal

advisory opinion requests. In this time period, the following occurred:

- Three petitions are pending final order dismissing the petition
- One petition was withdrawn
- Decisions were rendered on two requested informal advisory opinions but the final orders were issued during FY 2021-22.
- Two petitions were dismissed
- Decisions were rendered on three requested informal advisory opinions.
- Decisions were rendered on three petitions that were received during the FY 2019-20



County Auditor

TYLER J. BENNER; County Auditor

The Office of the County Auditor (OCA) conducts impartial financial and performance audits of County agencies, programs, and operations; is responsible for procuring an independent certified public accountant to conduct a post-audit of the County's financial transactions. As part of this contract, N&K CPA's, Inc. commenced, the following audit activities and reports related to FY 2019 – 2020:

- Audit of the County's Comprehensive Annual Financial Report;
- Audit of the Department of Water Supply's Financial Statement;
- Single Audit of Federal Financial Assistance Programs;
- Landfill Financial Assurance Report;
- Office of Housing Section 8 Report.

Additionally, OCA initiates its own audit evaluations or special studies commensurate with its annual audit plan.

BUDGET

For FY 2020-2021, Expenditures for the Office of the County Auditor totaled \$604,833, or \$278,033 (31.5%) below the Adjusted Budgeted amount of \$882,865.85.

Category	Adj Budget*	Actual	%
Wages	\$481,136.00	\$359,725.03	74.8%
OCE	\$80,929.00	\$50,775.58	62.7%
Equipment	\$5,800.84	\$5,091.54	87.8%
Contractual Svcs	\$315,000.01	\$189,241.16	60.1%
Grand Total	\$882,865.85	\$604,833.31	68.5%

ACCOMPLISHMENTS & HIGHLIGHTS

Performance Audits

The office completed a follow-up audit of the "Department of information Technology (DIT) asset management" to determine if DIT implemented the 2015 information technology asset management recommendations.



The office is currently working on the following audits:

- Performance and operations audit of the Hawai'i Fire Department. Our audit will determine general program success through evaluations of various functional areas of its operations and conduct a critical needs assessment.
- Performance audit of the Department of Public Works contracts, change orders and supplements. Our audit will examine primary cost drivers, contributing departments, and evaluate opportunities to reduce costs related to project overruns.
- Countywide limited scope audit of inventory and controls. Our audit will look across various county departments to conduct an analysis of operations, internal controls, and program efficiency and efficacy.
- Performance audit of the Department of Finance Real Property Tax Division's Tax Revenue Cycle Management. Our audit will explore program efficiency and effectiveness while exploring opportunities to increase revenues.
- Follow-up audit of 2017 performance audit of hiring practices as the Department of Human Resources.
- Follow-up audit of 2017 performance audit of cash handling at the Department of Water Supply.
- Follow-up audit of 2018 performance audit of cash handling at the Mass Transit Agency.
- Follow-up audit of 2020 performance audit of contingency plans at the Department of Water Supply.

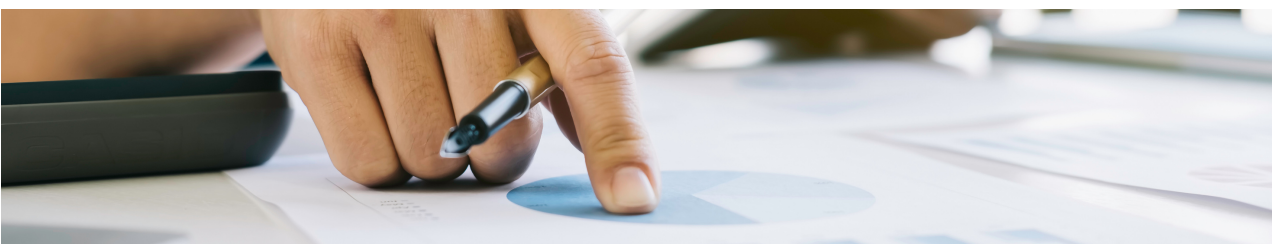
The office plans to issue these audits in the fiscal year 2022.

ANNUAL FINANCIAL AUDITS

Pursuant to Hawai'i County Charter §10-13, external auditor, N&K CPAs, Inc., completed their third year of a five-year contract to perform an audit of the annual financial statements for Fiscal Year Ending June 30, 2020.

On March 16, 2021, N&K CPAs, Inc., presented the County's Comprehensive Annual Financial Report for the Fiscal Year July 1, 2019, to June 30, 2020, which included an Independent Auditor's Report to the Committee on Finance.

On September 21, 2021, N&K CPAs, Inc., presented their Single Audit of Federal Financial Assistance Programs for Fiscal Year Ended June 30, 2020, to the Committee on Finance.



In addition, N&K CPAs, Inc., audited five required federal financial assistance programs:

1. Emergency Watershed Protection Program (CFDA 10.923)
2. Community Development Block Grants/State's program and Non-Entitlement Grants in Hawai'i (CFDA 14.228)
3. Crime Victim Assistance (CFDA 16.575)
4. Highway Planning and Construction (CFDA 20.205)
5. Coronavirus Relief Fund (CFDA 21.019)

On February 23, 2021, N&K CPAs, Inc. presented the Department of Water Supply (A component unit of the County of Hawai'i, State of Hawai'i) Financial Statements and Supplementary Information with Independent Auditor's Reports for Fiscal Years Ended June 30, 2020, and 2019 to the Water Board.

OTHER PROJECTS

An annual audit plan for FY 2020-2021 was filed with the County Council on June 30, 2020. This was based on a County-wide risk assessment of funds, programs, services, operations, and public input of any County agency, executive agency, or program, which is supported in whole or in part, by County funds (Hawai'i County Charter §3-18).

On October 7, 2020, the office conducted a surprise cash count at the Mass Transit Agency and found no exceptions.



COUNTY CLERK & COUNCIL

HAWAII 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 December 5, 2022). At the end of fiscal year 2020-2021, the nine Council districts were represented by the following Council Members:

 Heather L. Kimball Council District 1 Portions of S. Hilo, N. Hilo, Hāmākua, and portion of Waimea	 Aaron S. Y. Chung COUNCIL VICE CHAIR Council District 2 Portions of S. Hilo	 Susan L. K. Lee Loy Council District 3 Portions of S. Hilo, Kea'au
 Ashley L. Kierkiewicz Council District 4 Portions of Eastern Puna	 Matt Kāneali'i-Kleinfelder Council District 5 Portions of Western Puna	 Maile Medeiros David COUNCIL CHAIRPERSON Council District 6 Portions of N. & S. Kona, Ka'ū, and the greater Volcano area
 Rebecca Villegas Council District 7 Portions of North and South Kona	 Holeka Goro Inaba Council District 8 Portions of North Kona	 Herbert M. "Tim" Richards, III Council District 9 North and South Kohala



OFFICE OF THE COUNTY CLERK

The total Operating Budget appropriated for fiscal year 2020-2021 was \$5,466,387 with an additional \$315,000 for Contingency Relief that was distributed equally among the nine Council Members to fund County-related programs or to provide grants to qualifying nonprofit organizations pursuant to Section 2-139 of the Hawai'i County Code.



Jon Henricks
County Clerk



Aaron Brown
Deputy County Clerk

COUNCIL SERVICES

- The County Council held 26 regular meetings, three special meetings, one emergency meeting, and one public hearing. The County Council also enacted 87 ordinances and adopted 250 resolutions.
- The Council's Committees conducted 101 regular meetings and one special meeting that was a three-day meeting of the Committee on Finance to conduct the annual departmental program and budget review. The Council's Committees also completed 180 Committee reports.
- Council Services scanned approximately 4,600 documents into the public record. These include legislative documents and documents held by the Office of the County Clerk, such as Administrative Rules, Lobbyist Registration Forms, Financial Disclosure Forms, and Claim Forms.
- The ability to participate in Council and Committee meetings remotely is firmly established, saving on travel time and expenses as well as providing a safe and secure method for meeting participants to engage in meaningful collaboration with elected officials.
- Council Services, in conjunction with the Council Chairperson's office, now provides the opportunity for electronically submitted written testimony to be available to the public and elected officials immediately, up to and through Council's deliberation during its meetings.



SUPPORT SERVICES

- Reproduced 2,267,186 black and white copies and 118,577 color copies of various documents including maps, booklets, and posters.
- Mailed 328,150 pieces of various weights.
- Responsible for driving to various County departments and agencies located in the Hilo area to pick up and distribute all inter-departmental envelopes and mail.

ELECTIONS

- Processed 9,987 voter registration affidavits.
- Mailed out 17,096 signature (yellow) cards for 2020 Primary and General Elections.
- Processed 10,561 returned signature cards for the 2020 Elections by Mail.
- Mailed 238,358 ballot packets to all registered voters and received back 158,964 ballot envelopes.
- Established and operated two Voter Service Centers, which processed 7,178 voters.
- Established and serviced eight ballot-drop boxes.

LEGISLATIVE RESEARCH BRANCH

- Reviewed and provided drafting assistance for 136 resolutions, 38 bills, 73 proposed amendments to legislation before the Council, 15 administration bills, and seven miscellaneous reviews. Staff also completed seven research assignments and conducted 20 training classes on legislative drafting.
- Assisted the Department of Public Works with drafting legislation to repeal the existing building, electrical, and plumbing codes and replace them with the following new chapters: 5 - construction administrative code; 5A - building code; 5B - residential building code; 5C - existing building code; 5D - electrical code; 5E - energy conservation code; and 5F - plumbing code.
- Assisted the Department of Environmental Management with drafting legislation that repealed chapter 20 and replaced it with a new integrated solid waste management code and to update chapter 21 - sewers.
- Monitored the 31st State Legislative Session by compiling an extensive list of 184 bills of significant interest to the County and provided daily reports to the Council on legislative activity for those bills throughout the Legislative Session.
- Assisted the Council with the budget review process; provided review and transmittal of 21 budget amendments and all subsequent drafts of the Operating Budget and Capital Budget; and prepared an Operating Budget amendment to distribute funds to 184 nonprofit programs. Staff also conducted five training.
- Updated the online version of the County Code eight times to include 76 ordinances that passed and took effect during the fiscal year. Published, distributed, and placed online Supplement 8 of the County Code in July 2020 and Supplement 9 in January 2021.

Environmental Management

RAMZI MANSOUR, Director

BRENDA D. IOKEPA-MOSES, Deputy Director

MISSION

Maintain a clean, healthy, and safe island environment by managing the island's wastewater and solid waste in a comprehensive, responsive, environmentally safe, efficient, cost-effective manner, and to provide excellent customer service through innovative and sustainable programs that promote managing waste as a resource and lead our island society toward the goal of zero waste.

VISION

To have the Island of Hawai'i become the leader in environmental sustainability by capturing all-natural generated resources from solid waste and wastewater for reuse and recycling, which ultimately leads to major reductions in our waste streams.

OVERVIEW

The Department of Environmental Management promotes a clean, healthy, and sustainable island environment by providing wastewater treatment and solid waste disposal services, promoting landfill diversion options such as recycling, waste reduction, and green waste, and the removal of abandoned vehicles. The work that the employees of the Department perform is as critical as it is hazardous. They have worked throughout the pandemic to minimize exposure and spread of the virus for the convenience and the safety of the public.

During FY 20-21 the Department continued services to the public. Through the Wastewater Division, DEM manages seven wastewater treatment plants, more than 100 miles of gravity sewers, force mains, and outfalls, and 4.63 million gallons of wastewater per day, every day.

Through the Solid Waste Division, DEM manages 22 solid waste transfer stations and daily waste hauling operations to the West Hawai'i Sanitary Landfill in Pu'uana'hulu. In FY 20-21, WHSL accepted 196,367.67 tons of solid waste, or more than a million pounds per day, every day.



The change in administration has provided the Department an opportunity to re-evaluate its past practices of waste management. To this end DEM developed a new mission statement that better reflects where the Department needs to be. Our mission is now “To maintain a clean, healthy island environment and promote stewardship and sustainability by managing wastewater and solid waste services, waste reduction and resource recovery in a comprehensive, responsive, safe and efficient manner.”

The highlights and accomplishments this year reflect a renewed emphasis on meeting legal mandates, upgrading and replacing failed components, and reorganizing the department to be more proactive with preventative maintenance, despite pandemic-related challenges common across the County.

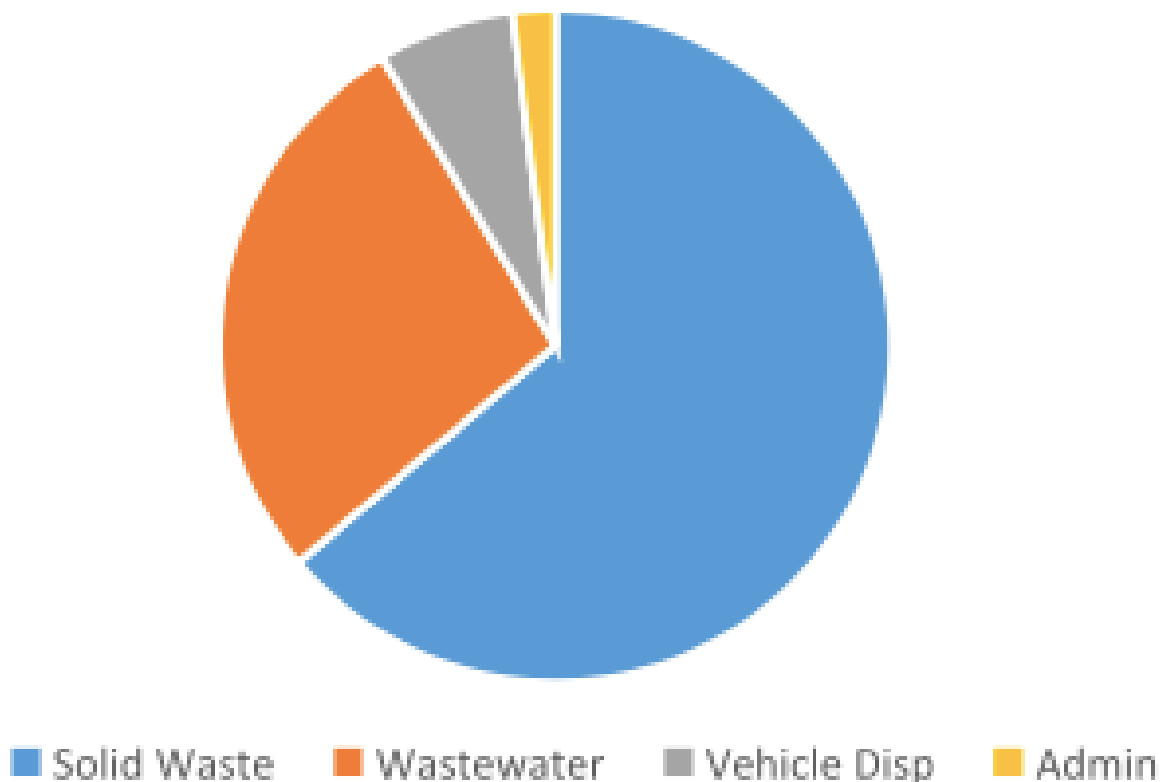
FY 20-21 Budget:

<u>Division</u>	<u>Total Budget</u>
Administration	\$ 1,193,080
Wastewater	\$15,953,042
Solid Waste	\$37,015,522
Vehicle Disposal	\$3,805,810
Total:	\$57,967,454

Total DEM employees (as of June 30, 2021):

<u>Division</u>	<u>Total Employee</u>
Admin/BSS	19
Wastewater Division	65
Solid Waste Division	115
Total:	199

Operating Budget



GOALS

1. To improve infrastructure, operations, and procedures at the 22 transfer stations and seven wastewater treatment facilities, 150 miles of sewer collection system, and multiple sewer pump stations.
2. To increase recycling rates, facility efficiency, and reduce costs.
3. To educate the public regarding the department's facilities and approach to solid waste and wastewater management via public outreach methods.
4. To continue to educate the public on current recycling programs and the importance of reducing, reusing, and recycling. Make recycling easy, which helps with landfill diversion on the path to zero waste.
5. Continue to encourage and support solid waste diversion from existing landfills and maximize the reuse, reclamation, or re-purposing of our solid waste stream.
6. To repair, replace or rehabilitate existing sewer infrastructure.
7. To continue the Wastewater Division's Asset Management Program to ensure efficient and effective operations through accountability and work orders.
8. To provide reuse water to the community to put treated wastewater effluent to beneficial use.
9. Maintain a continuous improvement environment within the department to encourage increased productivity and efficiency.
10. Investigate and implement, where economically feasible, alternative wastewater treatment technologies.
11. Participate in the State and local effort on the cesspools conversion to ensure compliance by 2050.
12. Work on establishing more robust self-sufficient funding programs for both solid waste and wastewater services.

ADMINISTRATION OFFICE

The Director of Environmental Management serves as technical advisor to the Mayor, Managing Director, Environmental Management Commission, and County Council on matters pertaining to wastewater treatment and disposal, solid waste processing and disposal, resource recovery, the recycling and disposal of all vehicles, and the removal of the derelict and abandoned vehicles.

The Environmental Management Administration Office provides personnel management, accounting and billing support services as well as providing general supervision and control of the administration and operation of the Wastewater and Solid Waste Divisions and the Business Services Section.

The Environmental Management Administration Office also provides personnel, clerical, technical and financial support for the Environmental Management Commission.

ACCOMPLISHMENTS AND HIGHLIGHTS

Business Services

Business Services supports the Department by providing human resources, accounting, and customer service. Our human resources staff handle recruitments, onboarding of new hires, personnel movements, coordination of training, disciplinary actions, grievances, and all other human resources functions for the Department. Our accounting staff handle payroll, accounts payable, requisitions, contract routing, billing and collections for all sewer fees and tipping fees, customer service, budgeting, and all other accounting functions for the Department.

Business Services Section highlights have included the following:

- Provided billing and collection services for approximately 5,873 wastewater customers and roughly 600 solid waste customers, collecting \$11,050,175 in revenue for wastewater and \$11,033,584 in revenue for solid waste in FY20-21.
- Continued efforts to reduce the amount of past-due accounts receivables through in-house collection efforts and collaboration with the Office of the Corporation Counsel to pursue judgments on seriously delinquent landfill and wastewater customers.
- Amended the administrative rules to establish procedures for water shut-off in efforts to address sewer delinquencies. The Hawai'i County Code was amended by Ordinance No. 14-136, which authorizes the termination of water service for non-payment of sewer service charges. Due to the pandemic, the actual implementation of water shut-off for non-payment of sewer service charges has been deferred.
- Implemented new wastewater rates set by Ordinance No. 19-21, which established new wastewater rates with annual increases over a five-year period.

Wastewater Division

The Wastewater Division (WWD) provides engineering, operations, and maintenance-related services for the seven (7) wastewater facilities that handle 4.7 million gallons per day, maintain 16 sewage pump stations (SPS), and 150 miles of sewers. The \$16 million annual budget for this FY supports these activities. In addition to the operating budget, WWD is forecasting a \$500 million capital improvements program (CIP) over the next five FYs with an additional \$500 million over the next five years (year 6 to year 10).

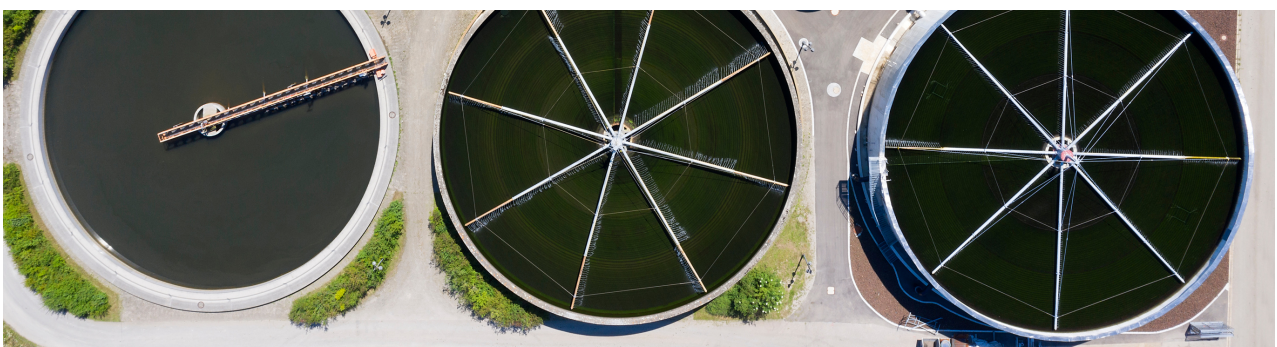
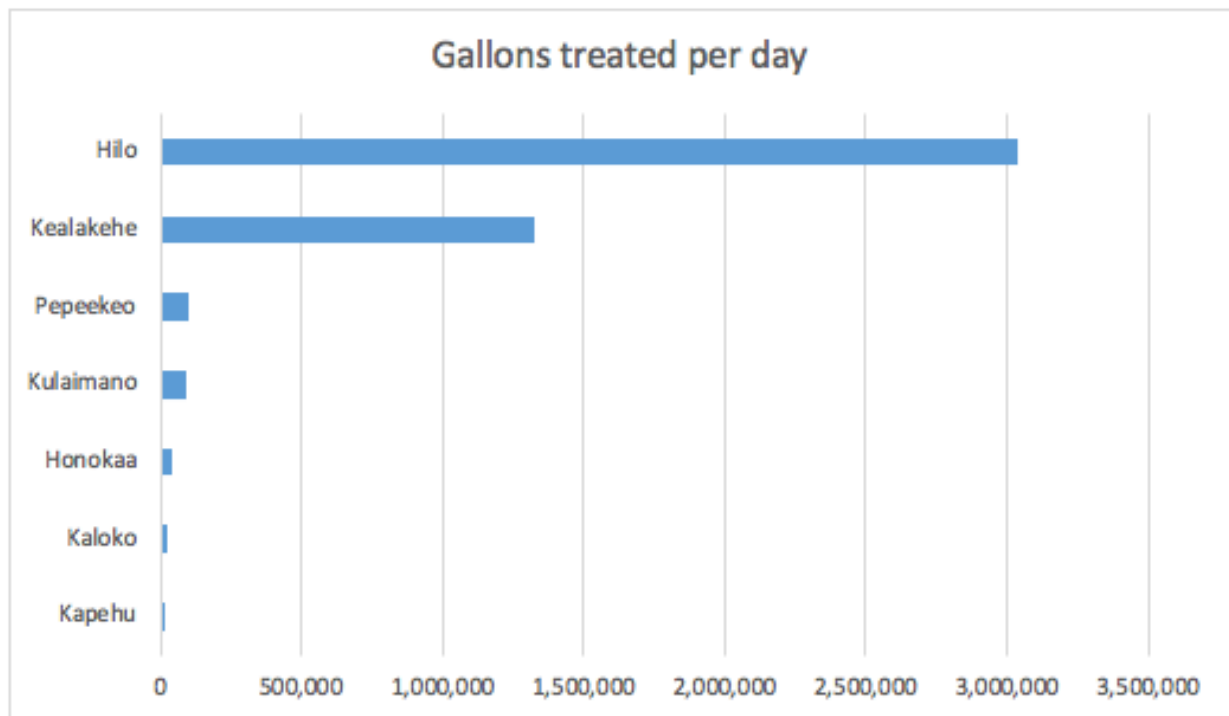


Besides continuing to support the EPA's Administrative Order of Consent (AOC) for the closure of large capacity cesspools (LCC) in Pāhala and Nā'ālehu, other program deficiencies have been identified by the Hawai'i Department of Health (HDOH) and EPA for old cast iron force mains needing upgrades and the lack of a pretreatment program. Spills that have occurred during this reporting period have included two spills at Keōpū (Queen Emma) SPS with one spilling 40,000 gallons into Kailua Bay and the March spill that occurred at Kapu'e Bridge in Pāpa'ikou that spilled 60,000 gallons into Kapu'e Stream. WWD is anticipating AOCs for these two HDOH concerns. WWD highlights have included the following:

- Collection system cleaning and video inspected to develop a program for maintaining the 150 miles of collection sewers. WWD Line crew accomplished the following:
 - 12.6 miles of sewer lines cleaned
 - 10.6 miles of sewer lines video inspected
 - 10 point repairs completed resulting in 400 lineal feet of sewers restored
- Renewed NPDES (National Pollutant Discharge Elimination System) permits with the Department of Health for the Hilo and Pāpa'ikou wastewater treatment facilities.
- Completed the Lanihau Sewage Pump Station Force Main Replacement Project (one of the cast iron force mains that needed an upgrade).
- Seeking financial assistance from USDA for various wastewater projects. Started off with submitting a grant/loan application to USDA for an upgrade of the Pua Sewage Pump Station and force main redundancy.
- Began a planning and design contract for the upgrade of the Pua SPS force main which will include providing a second pipe for redundancy.
- Performed a condition assessment of the Hilo WWTP to begin planning and design work to replace the deteriorated headworks and solids handling, treatment, and dewatering processes.
- Started and completed the set-up of the Computerized Maintenance Management System program for tracking the condition of wastewater assets and inventorying of equipment and parts as part of the newly formed Asset Management System program. Filled in the GIS Analyst I and Database Analyst positions to maintain the AMS program and to provide training on the use of the CMMS program.
- To establish work efficiency, began efforts to reorganize the WWD operations to include a maintenance branch that will perform maintenance and repair within treatment/pump station facilities on an island-wide basis.
- Received notice that an application for \$19 million in grant funding from the U.S. Economic Development Administration was selected for further consideration for the North Kona SPS and force main.



Hawai'i County Sewer Network



Solid Waste Division

Recycling Program, Derelict/Abandoned Vehicle Program

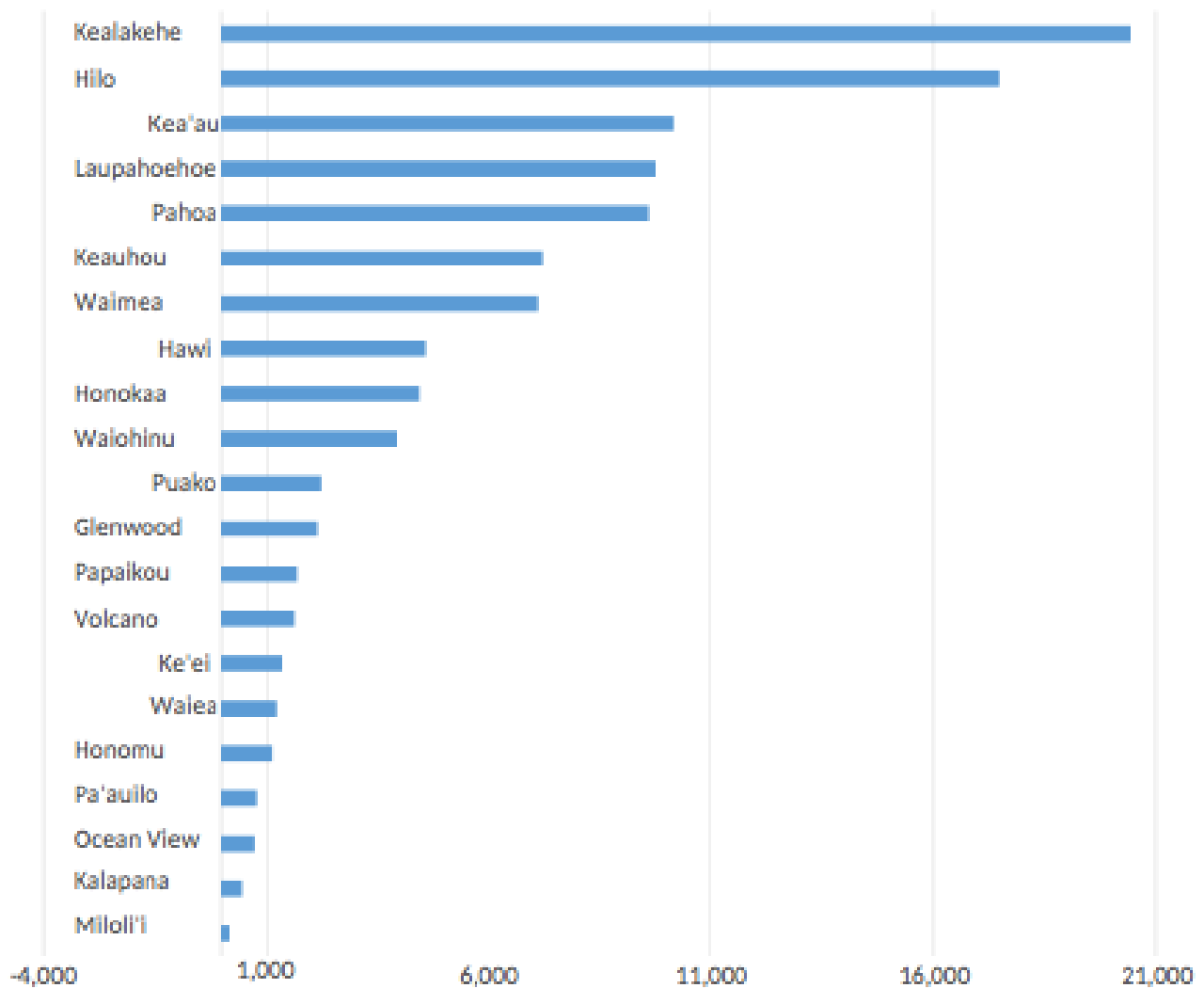
The Solid Waste Division manages 22 solid waste transfer stations and daily waste hauling operations to the West Hawai'i Sanitary Landfill in Pu'uana'hulu. These operations serve the public by providing for the safe and sanitary disposal of solid waste, which is critical for a clean and healthy environment. SWD also manages the Recycling Program and the Derelict/Abandoned Vehicle Program.

- The Kealahou Scrap Metal Facility Remediation Project is nearing completion. The Division estimates the closure of this project by December 31, 2021.
- The South Hilo Sanitary Landfill is currently in its Post Closure/Maintenance Phase. The Division is in discussions with DPW-Highways on post-closure maintenance options.
- Overcame COVID-19-related delays to complete the 2019 Integrated Solid Waste Management Plan. Adopted by Council via Resolution No. 73-21.
- Completed an overhaul of Chapter 20 of the Hawai'i County Code, Integrated Solid Waste Management, and of the administrative rules relating to Chapter 20.
- The Derelict and Abandoned Vehicle Section successfully continued the Vehicle Disposal Assistance Program and has updated forms to expand its two-car limit for residents attempting to manage the property with vehicles illegally abandoned on it.
- DAV removed 1,111 vehicles from West Hawai'i and 602 from East Hawai'i.



In South Hilo and Puna, household trash is taken from eight solid waste transfer stations (blue lines) and consolidated with commercial trash in a Reload Facility in Hilo, where it is then taken (orange line) to the West Hawai'i Sanitary Landfill. Five "long haul" trucks make the trip between the Reload Facility and WHSL twice a day, every day. In North Hilo, Hāmākua, Kohala, Kona, and Ka'ū, trash is taken directly from the 14 transfer stations (green lines) to WHSL.

Annual tonnage per transfer station



Fire

KAZUO TODD, Cheif
ERIC MOLLER, Deputy Cheif

MESSAGE FROM THE CHEIF

The Hawai'i Fire Department exists to serve the public. It is through the dedication to this worthy cause that we find purpose, and endeavor to improve the quality of life for the residents and visitors of Hawaii County. I am proud to represent the amazing women and men of the Hawai'i Fire Department. Thank you for your service.

VISION

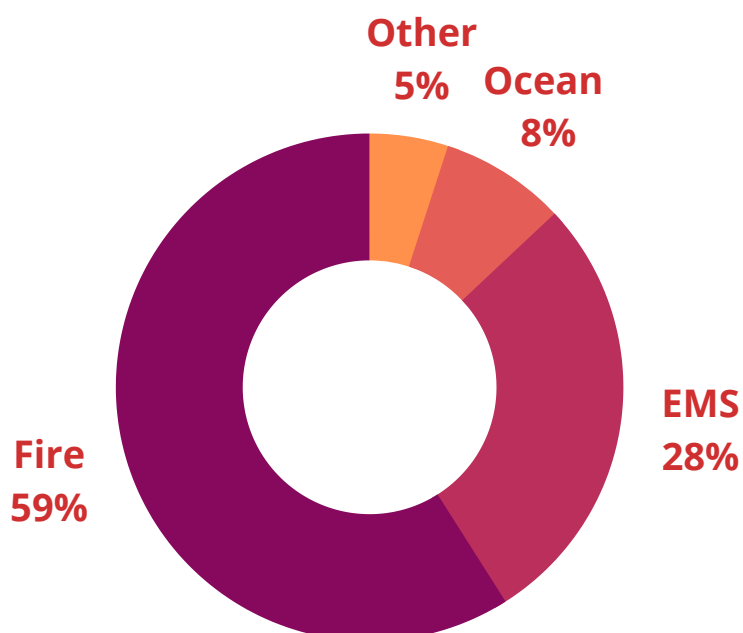
The Hawai'i Fire Department is the leader in the field of emergency services. We are a team of highly skilled and motivated men and women committed to providing the highest quality of protection to life and property. Through dedicated teamwork, we have achieved unequalled excellence.

MISSION

First in Fire Protection and emergency services with trained professionals—dedicated to serving with pride, honor, and compassion.

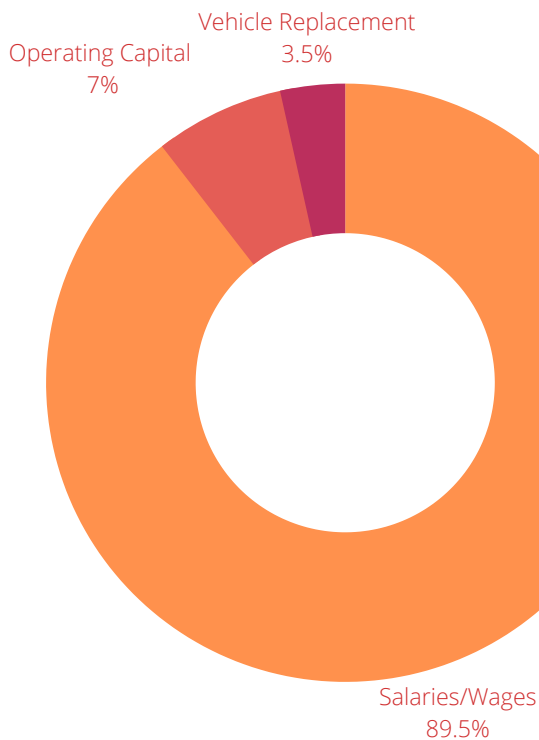
BUDGET

Breakdown



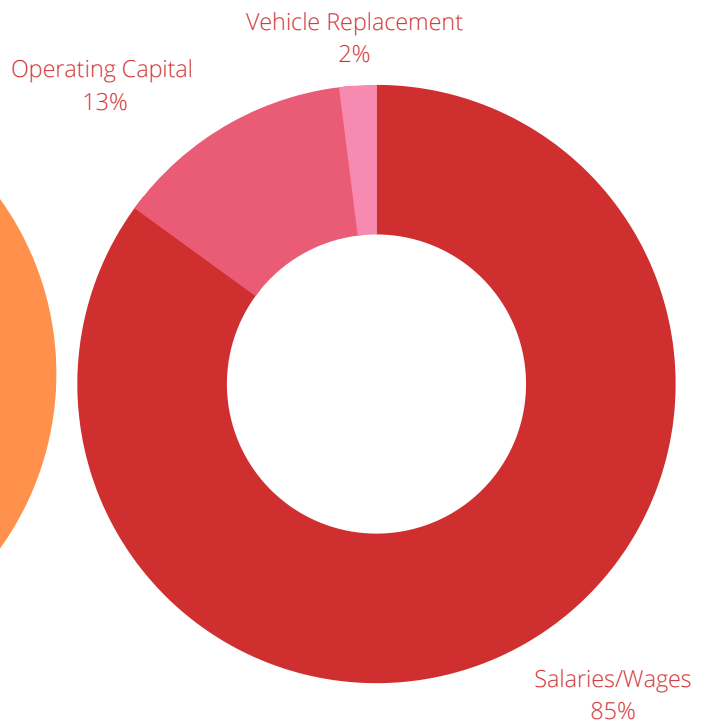
Fire Operations

- Total: \$30,744,860.00
- 100% County Funded



Emergency Medical Services

- Total: \$14,712,836.00
- 100% State Funded



Ocean Safety

Total: \$3,973,547.00

- 34% State Funded
- 66% County Funded

Other

Total: \$3,069,659.00

- \$809,536; Helicopter Services
- \$887,695; Fire Prevention
- \$536,772; Equipment Maintenance
- \$599,656; Training & Volunteer
- \$236,000; Grants & Misc.

By the Numbers:

- 28 Stations
- 2 Ladder Trucks
- 2 Helicopters
- 4 Boats
- 2 Hazmat Trucks
- 2 Light Rescue Vehicles
- 2 Heavy Rescue Vehicles
- 5 Rescue Watercrafts
- 120 Volunteers



EMERGENCY OPERATIONS

Response Information

- 1010 - Fire Incidents
- 18,080 - EMS/Rescue Calls
- 13 - Severe Weather Calls
- 227 - Hazmat Calls
- 2,011 - Service Calls
- 317 - False Calls
- 2,813 - Good Intent Calls

Additional Information

- Three new fire pumpers were placed into service for Ocean View, Kailua, and Laupahoehoe Fire Stations.
- A donated wildland tanker from the Daniel R. Sayre Foundation was put into service for South Kohala Fire Station.
- FLIR Thermal Imagers were issued to Fire Prevention and remaining stations that lacked one for emergency response.
- New HazMat Chemical Identifiers and Gas Detectors were acquired for both Hazmat companies through DHS grant funds.

FIRE PREVENTION

- 1,119 - Plans Reviewed
- 832 - Commercial Inspections
- 20 - Fires Investigated
- 61 - Public Education Events

The Fire Prevention Bureau, overseen by the Fire Prevention Battalion Chief, adopts and enforces the fire code; reviews plans and conducts inspections of new and existing construction; coordinates public education events, and investigates fires in Hawai'i County. This fiscal year, the staff of the prevention bureau was critical in helping to set up and operate the Hawaii County COVID19 Task Force.

OCEAN SAFETY

- 536,686 - Preventative Actions
- 2,156,933 - Beach Visitors
- 332 - Ocean Rescues
- 6,557 - First Aid Assistance
- 126 - Surfing Accidents
- 6 - Rescutions

Ocean Safety has been hard at work deploying IPads and starting the process of digital tracking of daily beach and incident logs. Despite COVID19, beaches seemed to be as busy as ever with millions of visitors this year. Many thanks to the Sayre Foundation for their donation of a replacement UTV, PA system, Rescue Boards, and purchasing the Street LG software to help track stats!



ADDITIONAL HIGHLIGHTS

- 49th Recruit Class graduated; Pro-board Certified
- Hosted first ARFF/HFD Class; first-ever training with Airport Fire and HDF
- New HFD-HPD Dispatch Center; approved and project awarded



Additional Information

- This year saw extensive co-training events held between Pohakuloa Training Area Fire Department, Hawaii Fire Department, and the State Airport Rescue and Firefighting Department.
- Over \$400,000 in CARES funding was secured to help deploy Mobile Data Terminals for the Fire Department to more safely respond to COVID-19.
- An Officer Development 40-hour training course was held in March.
- Battalion Chief Keoki Brown was selected as Firefighter of the Year by the Aloha Exchange Club.
- Training developed and conducted an extensive High Rise Operations Training for Central Fire Station at Bay Shore Towers.



Housing & Community Development

SUSAN K. KUNZ, Housing Administrator

HARRY M. YADA, Assistant Housing Administrator

BUDGET NARRATIVE

Estimated Program Expenditures	Total 2020-21	% Federally Funded
OHCD and Existing Housing Programs	\$27,260,707	92%
Grants Management Programs	\$ 5,822,194	100%
Kula'imano Elderly Housing Project	\$ 440,135	100%
'Ōuli 'Ekahi Housing Project	\$ 413,800	100%

ACCOMPLISHMENTS/HIGHLIGHTS FY 2020-21

Administrative Division-Homeless Branch

Homeless Programs

- Worked with the Department of Public Works to complete renovation projects at the Keolahou Assessment Center and Emergency Shelter located at 34 Rainbow Drive in East Hawai'i.
- In partnership with a community-based organization, secured funding to support the continued operation of the temporary emergency shelters at Ka Lamakū in West Hawai'i and Hale Hanakahi in East Hawai'i.
- Coordinated Entry System – continue to work with homeless services providers, as required by federal and state homeless program funders, to ensure connectivity of those experiencing homelessness or are at risk of homelessness to appropriate housing opportunities.

Community Engagement Program

- Secured technical assistance and funding from the Cities for Financial Empowerment Fund to support the implementation of the Financial Empowerment Centers.
- Implemented the Emergency Rent Assistance Program that provides rental and utility financial assistance to households who were impacted by COVID-19.
- Participated in over 20 virtual community events to provide information on resources available to the community.



Existing Housing Division

Rental Assistance/Voucher Program

- Expended \$21,000,000 assisting over 2,000 extremely low to low-income persons/families per month through the Housing Choice Voucher (Section 8), Project Based Voucher and HOME Tenant-Based Voucher programs.
- Awarded Foster Youth Initiative funding of \$143,076 to provide Housing Choice Voucher (HCV) assistance available to youth at least 18 years of age and not more than 24 years of age who left foster care, or will leave foster care within 90 days, and are homeless or are at risk of becoming homeless at age 16 or older.
- Awarded additional Mainstream voucher funding of \$746,100 to assist 75 non-elderly persons with disabilities.
- Awarded Emergency Housing Choice Voucher funding of \$1,135,932 through the American Rescue Plan Act (ARPA). Funding will provide assistance for 110 individuals and families who are homeless, at risk of homelessness, fleeing or attempting to flee, domestic violence, sexual assault, stalking, or human trafficking, or were recently homeless or have a high risk of housing instability.
- Pending notification of award from HUD for additional HUD-VASH vouchers.
- CARES Act Funding: Received \$2.8 M in additional HCV Housing Assistance Payments (HAP) and Administrative funds to prevent, respond to, and prepare for COVID-19. Initiatives included providing 900 participants with electronic devices to enable distance learning, and distributing 2,000 COVID-19 Prevention Kits, providing PPE for staff and participants, upgrading equipment to enhance operations and communications, and hiring temporary staff to carry out initiatives and manage HUD financial reporting requirements. EHD utilized \$250,000 to implement a Landlord Incentive Program to increase owner participation, encourage housing stability and minimize evictions.
- Utilized \$368,483.00 of HCV funding to provide individuals and families through portability the opportunity to relocate in order to pursue increased or new employment opportunities, gain access to preferred schools for their children, ensure that victims of domestic violence have access to relocate, and to move to areas with relatively low concentrations of neighborhood poverty.
- Executed a Project-Based Agreement to Enter into Housing Assistance Payments Contract for New Construction with A0674 Waikoloa L.P. for 15 project-based voucher assistance units at Kaiaulu O Waikoloa, a multi-family complex.
- Executed a Project-Based Agreement to Enter into Housing Assistance Payments Contract for New Construction with Papa'aloa Housing Inc. for the redevelopment of 10 units at Papa'aloa Elderly Housing.
- Selected West View Developments, LLC, for set aside funding for 44 project-based units at the multifamily complex of Honua'ula Living Community in North Kona.
- Maintained 99% utilization rate of funds.

Family Self Sufficiency

- FY 2020-21 FSS Escrow deposits totaled \$118,713.00.
- 62 active participants.
- Signed 16 new Contracts.
- Graduated five (5) participants from the program, with disbursed escrow of totaling \$20,138.

Grants Management Division

Grants

Applied and awarded \$2,710,365 of 2020 Community Development Block Grant funds from the U.S. Department of Housing and Urban Development (HUD). In addition, the OHCD was awarded \$2,056,142 of the Community Development Block Grant Coronavirus (CDBG-CV) funds, also from HUD.

Community Development Block Grant (CDBG) Projects

Ongoing Projects:

- Design and Roof and Accessibility Improvements for the Hale Maluhia Shelter;
- Design and Roof and Certified Kitchen Construction to the Kiheipua Family Shelter;
- Sprinkler system and other improvements to the West Hawai`i Homeless Emergency Shelter;
- Master Plan/Design to the Kula`imano Elderly Housing;
- Residential Emergency Repair Program;
- Various Improvements to the Kula`imano Elderly Housing; and
- Mental Health Kokua Sewerline Hookup.

Completed:

- Accessibility Improvements to the Boys and Girls Club of the Big Island;
- Design of the West Hawai`i Homeless Emergency Shelter Improvements;
- Fencing Installation at the West Hawai`i Homeless Emergency Shelter;
- Gym and Paving Improvements to the Boys and Girls Club of the Big Island;
- Purchase of the Pāhala Fire Station Wildland Fire Pumper Apparatus;
- Renovations to the Hale Ohana Domestic Abuse Shelter; and
- Renovation to the West Hawai`i Domestic Abuse Shelter.



CDBG-CV Projects

Ongoing Projects:

- HOPE Services Emergency Rent and Mortgage Assistance Program
- Project Vision – Mobile Health and Hygiene Services;
- Boys and Girls Club of the Big Island – Mobile Youth Outreach Service
- Ulu Wini Community Center Design and Improvements; and
- Ulu Wini Housing - Sludge Pump Truck Purchase.

Completed Projects:

- The Food Basket Pandemic Emergency Food Program;
- The Food Basket Pandemic Emergency Food – Equipment Purchase
- Boys and Girls Club of the Big Island – Meal Preparation and Delivery Program
- Hawai'i County Economic Opportunity Council – Meal Preparation and Delivery Program.

HOME Investment Partnerships Program (HOME) Projects

- Continue the historic preservation process, Kaloko Heights Affordable Housing Project, LLLP, to develop the Kaloko Heights Affordable Housing Project (100 units);
- Continue to construct three (3) Self-Help homes in the Puna District with the Habitat for Humanity Hawai'i Island; and
- Continue to expand the Tenant-Based Rental Assistance Program, assisting 86 families with their rent.

National Housing Trust Fund (HTF) Projects

- Continue the historic preservation process, Kaloko Heights Affordable Housing Project, LLLP, to develop the Kaloko Heights Affordable Housing Project (100 units).

Workforce Development Programs

- Applied and awarded \$1,647,154 for 2020 Workforce Innovation and Opportunity Act funds from the U.S. Department of Labor.
- Assisted 196 adults and 69 dislocated workers with employment and training activities under the Adult and Dislocated Workers Program;
- Assisted 87 youths with employment and training activities under the Youth Program;
- Continue to provide services at the American Job Center Hawai'i (AJCH) where clients can access various training services and seek job opportunities at one location; and
- The AJCH has served 3,749 job seekers, employers, and various partner programs.

Community Development Division:

FAIR HOUSING

- Conducted seven (7) Fair Housing seminars/training for property managers, staff, and the general public.
- Provided technical assistance and Fair Housing information for 94 requests.
- Received over 2,464 visits to the Fair Housing website on the County of Hawai'i's main website to further increase Fair Housing awareness and exposure (www.Hawaiicounty.gov/fair-housing).

PROJECT DEVELOPMENT

- 34 Rainbow Drive Affordable Housing Project:
 - Completed some minor repairs of the existing building.
 - Initiated discussions regarding the need to complete a physical needs assessment with costs projections before proceeding further.
- Aina Lea – Luana Gardens
 - Completed negotiation of an Affordable Housing Agreement in May 2021 for the production of 385 affordable housing units.
- Ainakea Elderly Housing:
 - Completed renegotiation of a multi-year lease for property renovations.
 - Developer applied for HHFDC funding to complete renovations in February 2021.
- Hale Ola O Mohouli:
 - Planning and design for this 92-unit project is underway.
 - Financing package was submitted for HHFDC funding in February 2021.
- Hawaiian Paradise Park Self Help Project:
 - The process to qualify 20 families has been completed, and building self-help homes is expected to begin in late 2021.
- Huahana O Olaa Self Help Project:
 - 50 homes are planned for this self-help housing project located in Kurtistown.
 - Pre-development planning activities continue including change of zone, land use planning, and a traffic study.
- Kaiaulu O Kapi'olani:
 - Planned development of 64 multi-family units in Hilo.
 - The project was awarded funding from HHFDC and is expected to break ground in 2022.
- Kaiaulu O Waikoloa:
 - Funding package secured in April 2021 for the construction of 60 multi-family rental units in Waikoloa.
 - Affordable Housing Agreement was executed in April 2021 and construction expected to begin in August 2021.

- Kalawa 40, Tante and Arcelli Urban Foundation:
 - Construction of six affordable housing units in Kailua-Kona began in late 2020 with occupancy expected in December 2021.
- Kaiaulu O Waikoloa:
 - Funding package secured in April 2021 for the construction of 60 multi-family rental units in Waikoloa.
 - Affordable Housing Agreement was executed in April 2021 and construction is expected to begin in August 2021.
- Kalawa 40, Tante and Arcelli Urban Foundation:
 - Construction of six affordable housing units in Kailua-Kona began in late 2020 with occupancy expected in December 2021.
- Kaloko Heights Affordable Housing Project:
 - Developer addressed final pre-construction activities.
 - Developer continues to work with Environmental Management to install sewer line along Hina Lani Street.
 - Developer expects to proceed with the construction of 100 affordable housing units by the first quarter of 2022.
- Kamakoa Nui – Waikoloa Workforce Housing Project:
 - Developed a refinancing procedure for homeowners in partnership with the Finance Department.
 - Completed one resale transaction for one first-time home buyers and initiated nine refinance transactions by June 30, 2021.
 - Completed the selection process for an affordable housing developer based on a Request for Proposal for a Developer to build about 120 workforce housing units at the multi-family site and nearly completed negotiations for a 65-year lease.
 - U.S. Army Corps of Engineers (USACE) continues clearance work for 70 acres of the Kamakoa Nui housing site.
 - USACE will prepare the Remedial Action Report for the clearance of unexploded ordinances for these parcels by Fall 2022.
- Kuakini Senior Living:
 - This 101-bed assisted living/memory care facility with 155 bed skilled nursing facility and employee housing project is located in Kailua-Kona.
 - County Council approved Resolution for certain County exemptions due to 201H-38 HRS.
- Kukuinui Subdivision (RS10 Kalaoa):
 - Developer preparing to market three (3) affordable housing lots in Kailua-Kona.
- Kula'imano Elderly Housing Project:
 - Began installation of new group breakers for all units with completion expected by Fall 2021.
 - Completed renovations of the parking lots and the community center to meet ADA requirements.

- Kupulau Gardens:
 - Two affordable housing lots sold to eligible buyers not exceeding 80% AMI in late 2020.
- Mohouli Senior Housing III:
 - Completed lease-up for 92 households for project-based Housing Vouchers provided from the Housing Choice Voucher Program.
- Na Kahuā Hale O Ulu Wini (aka Kaloko Housing):
 - Received funding to expand the laundry facility and create a commercial kitchen in the community center.
 - Nearly completed negotiation of a contract for a design consultant to create plans and specifications for these improvements.
 - Nearly completed the technical review to solve wastewater treatment plant (WWTP) processing issues.
- ‘Ōuli ‘Ekahi Housing Project:
 - Began work on physical needs assessment study for this property.
- Pāhala Elderly Housing:
 - Completed negotiation of a multi-year lease for property renovations and management.
 - Unit renovations completed in May 2021.
- Papa‘aloe Elderly Housing – Renovation Project:
 - Completed negotiation of a multi-year lease. Construction of 20 new housing units is scheduled to begin in July 2021, with the first two new buildings with two (2) units each expected to be occupied in December 2021.
- Pu‘u‘alalā Village Self-Help Housing Project
 - Phase 1 & 2 of the three-phase homeownership project, Pu‘u‘alalā Village in Pepe‘ekea resulted in 20 families moving into their new homes in June.
 - Ten (10) families in Phase 3 have begun construction on their new homes, with Phase 3 expected to begin in early 2021.
- RCFC – Kaloko Heights:
 - Developer working with DEM and Finance on the installation of a waste water line down Hina Lani Street and across Ane Keohokalole to hook up to the existing line at the Kealakehe Parkway.
- Villages of La‘i‘Ōpua:
 - Construction began on 60 units of single-family rental homes on DHHL property in Kona for Native Hawaiians.
 - Planning is underway to seek funding from HICDC for an additional 24 units.
- Waikoloa Gardens Apartments:
 - Renegotiated multi-year lease but execution is pending funding award.
 - Project applied for HHFDC project funds in February 2021.

- West Hawai'i Homeless Emergency Shelter – Certified Kitchen Project:
 - Monitored the use of the Certified Kitchen which served about 400 meals daily to our homeless and low-income populations due to COVID-19.
 - Negotiated for warranty services on the kitchen appliances and replacement of worn flooring surface.
- West Hawai'i Homeless Emergency Shelter – Health and Safety Improvements Project:
 - Advertised construction project and applied for additional funds from CDBG in June 2021.
- West Kāwili Senior and Veterans Housing:
 - Commenced drafting easements for the parcel.
 - Construction of 92 units expected to begin in 2021.
 - Prepared 201H-38 packet for certain County exemptions to submit to County Council for approval.
- West View Development Housing Project:
 - Negotiated Development Agreement between County, and Landowner. Developer, Honua'ula, LLC, to build 112 affordable housing units; and
 - Developer applied for certain County exemptions using the 201H-38 process.





Human Resources

WAYLEN L.K. LEOPOLDINO, Acting Director

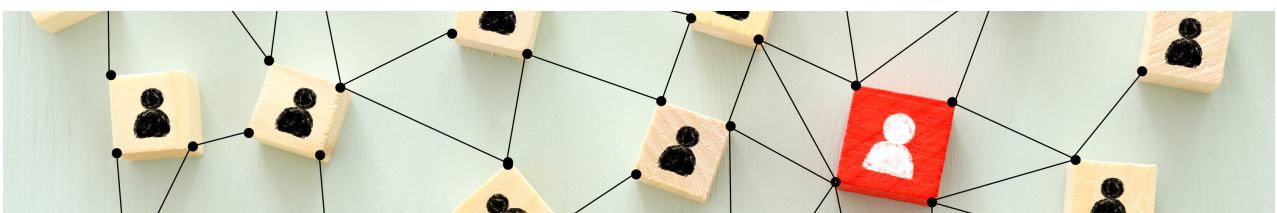
BUDGET

During FY 2020-2021, the Department of Human Resources' operating budget was \$2,052,729.00. In addition to the Director and Deputy Director, the department has 27 permanent full-time positions and one student position from the Hawai'i Community College under the Cooperative Vocational Educational Program.

HIGHLIGHTS

- Conducted a major departmental audit to assist them with identifying organizational needs and restructuring.
- Provided ongoing technical guidance regarding classification issues to address various concerns from the operating departments.
- Participated in negotiations for eight of the eight bargaining units representing Hawai'i County employees.
- At the end of 2020, a total of 24 employees completed the Supervisory Training Program, despite interruptions due to COVID-19 restrictions. In January 2021 one section of the Supervisory Training Program started; however, due to high demand, a second class was added in June, which is still in progress. A total of 13 participants completed the program in July 2021.
- A new Unit 2 Supervisory Training Program was added in 2020 that was specifically geared for Unit 2 Supervisors. Although there were interruptions due to COVID-19 restrictions, a total of 22 Unit 2 supervisors completed the program. Another Unit 2 Supervisory Training class started in January 2021, with 11 participants completing the program in June 2021.
- A new Customer Service Training program was developed specifically geared toward County employees and was initiated in Fall 2020. The program contains two classes that cover customer service basics and tips for handling irate customers.
- Human Resources Boot Camp was conducted for all departmental Human Resources Representatives in February 2021. This three-day event provided in-depth training on human resources basics for County departmental Human Resources Representatives.
- A total of 17 New Hire Orientations were conducted in the fiscal year 2020-2021 with a total of 176 participants.
- Coordinated County's Leave Sharing Program: Three requests for shared leave hours were approved; 82 employees donated 3,056 hours of vacation leave.

- Facilitated Flexible Spending Plan: As a cafeteria plan under section 125 of the Internal Revenue Service Code, the County's Flexible Spending Plan allows participants to pay for health insurance premiums and medical and dependent care expenses with pretax dollars. As a result, participants realize both state and federal income tax savings as well as FICA tax savings. In Plan Year 2020-21, the County saved approximately \$386,471 in FICA taxes. During this period, 1,896 employees participated in the plan.
- Conducted 122 open-competitive recruitments and 171 internal recruitments with 475 hires reported.
- Assisted the Fire Commission with open-competitive recruitment for Fire Chief.
- Conducted 16 recruitment trainings, including 10 sessions on "Conducting an Effective Job Interview."
- Implemented COVID-19 protocols to ensure safety at all written examination sessions, which includes sanitization, standardized questions related to travel and quarantine restrictions, a greater physical distancing between each applicant and between applicants and staff, and no-contact registration, and no-contact submittal of completed tests.
- Provided and/or coordinated over 144 island-wide safety training sessions.
- Certified 98 County employees in First Aid/CPR/AED.
- Along with KTA pharmacy, coordinated influenza vaccination clinics island-wide for 315 employees.
- There were 127 new workers' compensation claims during FY20-21. During the same period, we were able to close 204 claims. The total number of open workers' compensation claims at the end of FY20-21 was 285.
- Workers' compensation training provided during the period included Work Comp 101 and Return to Work Program training offered to members of the Mayor's Cabinet in December 2020, Human Resources Representatives at the HR Bootcamp in February 2021, participants in the Supervisory Training Program in September 2020 and March 2021, participants in the BU02 Supervisory Training Program in February 2021, and Police Department Administrators in September 2020.
- Conducted 35 mandatory anti-discrimination/harassment and ADA Reasonable Accommodation training island-wide for 363 County employees.
- Worked with the Department of Information Technology to address ADA Title I County of Hawai'i website accessibility issues.





Mass Transit

JOHN C. ANDOH, III CCTM, CPM,
Interim Mass Transit Administrator
(June 24, 2021-Present)

BRENDA CARREIRA,
Mass Transit Administrator (July 1,
2020-Present)

MISSION

Create a high-quality, multi-modal transportation system that provides safe, reliable, convenient, environmentally responsible, and cost-effective mobility choices that meet the needs of our residents and visitors.

VISION

Create a high-quality multi-modal transportation system that provides safe, reliable, convenient mobility choices that meet the commuting, social service, and other needs of our residents and visitors. The multi-modal system should be environmentally responsible and cost-effective.

GOALS

1. Make riding transit easier, reliable, and more desirable than other options.
2. Create a transit system to serve the employment and social needs of all people
3. Implement technology to provide real-time transportation information
4. Create transportation hubs and bus stops with amenities that provide rider comfort and safety and that help support community and village gathering places
5. Phase system implementation in a fiscally sustainable manner

OBJECTIVES

1. Improve transportation mobility for the public, including services for the mobility impaired. Make riding public transportation easier, reliable, and compatible with other multi-modal options.
2. Assist the public in obtaining transportation alternatives to the private automobile through the use of buses, ride-sharing, and bicycling, in a fiscally sustainable manner. Create a transit system responsive to the needs of all populations and those for whom transit is a necessity.
3. To allow users of the transportation system to travel to work, health services, educational institutions, business, and commerce centers, after-school activities, and recreational sites. Connect modes to enable a seamless integration of transit networks, bicycles, and pedestrians by the use of transportation hubs and bus stops. Implement technology to provide real-time transportation information.

OVERVIEW

The Mass Transit Agency provides island-wide public transportation for Hawai'i County, known as the Hele-On. In Fiscal Year 2020-2021, transit services operated daily from approximately 3:15 a.m. – 1:15 a.m., with limited service on Sundays and holidays on the following routes:

Route Number	Route Name
1	Hilo/Kona
10	Ka'u/Volcano/Hilo
40	Hilo/Pahoa/Kalapana-Seaview
60	Honoka'a/Hilo
70	N. Kohala/S. Kohala Resorts
75	N. Kohala/Waimea/Waikoloa Village/Kailua-Kona
80	Hilo/S. Kohala Resorts
90	Pahala/Kona/S. Kohala Resorts
101	Intra Hilo-Keaukaha
102	Intra Hilo-Kaumana
103	Intra Hilo-Waiakea Uka
201	Intra Kona
301	Waimea Shuttle (Flex Route)

Hele-On Bus riders consist of the general public, including seniors, students, and persons with disabilities and commuters. Many of Hele-On riders are low income and have no other means of transportation. Individuals with a disability who are unable to use the regular fixed Hele-On route services within the Hilo and Kailua-Kona service areas are afforded the opportunity to use Paratransit services known as Hele-On Kako'o.

The Mass Transit Agency also provides specialized transportation services, including the Hele-On Shared Ride Taxi Program available in the Hilo area for up to nine miles of travel. In the Fiscal Year 2020-2021, there were four taxi cab providers, each providing an ADA accessible vehicle, funding for HIBIKE, which allows for Hele-On monthly pass holders to have free access on HIBIKE bike-share bicycles in Hilo and Kailua-Kona and funding for two specialized transportation providers – Brantley Center and Hawai'i County Economic Opportunities Council. These providers will transport persons with disabilities, seniors, and low-income residents for door-to-door transportation needs in areas where Hele-On bus and shared-ride taxi services are limited on weekdays.

The County contracts with Roberts Hawaii to operate the Hele-On fixed-route transit system, Ace 1 Taxi to operate the Hele-On Kako'o paratransit system, PATH to operate the HIBIKE bike-share system, and HCEOC to provide lifeline specialized demand response services. The County also has many other contracts to support Mass Transit Agency operations including the Mo'oheau Bus Terminal, bus washing, security, bus shelter cleaning, four taxi cab companies for the Shared Ride Program, and specialized demand response services in Honoka'a with the Brantley Center. Maintenance of Hele-On vehicles is provided by County employees. Some of the contractors also provide vehicles to supplement County-owned transit vehicles.

The County owns 49 fixed-route vehicles of which 18 are operable and 31 are under repair to bring back to an operable condition. Additionally, the County owns 4 paratransit vehicles.

The Mass Transit Agency also provides administrative support for the Hawai'i County Transportation Commission and oversees taxicab operators for Hawai'i Island. During Fiscal Year 2020-2021, a total of 92 (36 in Hilo; 56 in Kona) taxicabs companies were registered in the County of Hawai'i.

ORGANIZATIONAL STRUCTURE

The Mass Transit Agency is guided by the Mass Transit Administrator, who is the chief administrative officer for public transportation and taxicab regulatory oversight for the County of Hawai'i as defined in the Hawai'i County Code. The Mass Transit Administrator is a civil service position appointed by the Mayor. The Mass Transit Administrator reports to the Mayor by way of the Managing Director. There is a total of 17 employees (of which one position is vacant) in two divisions and three branches.

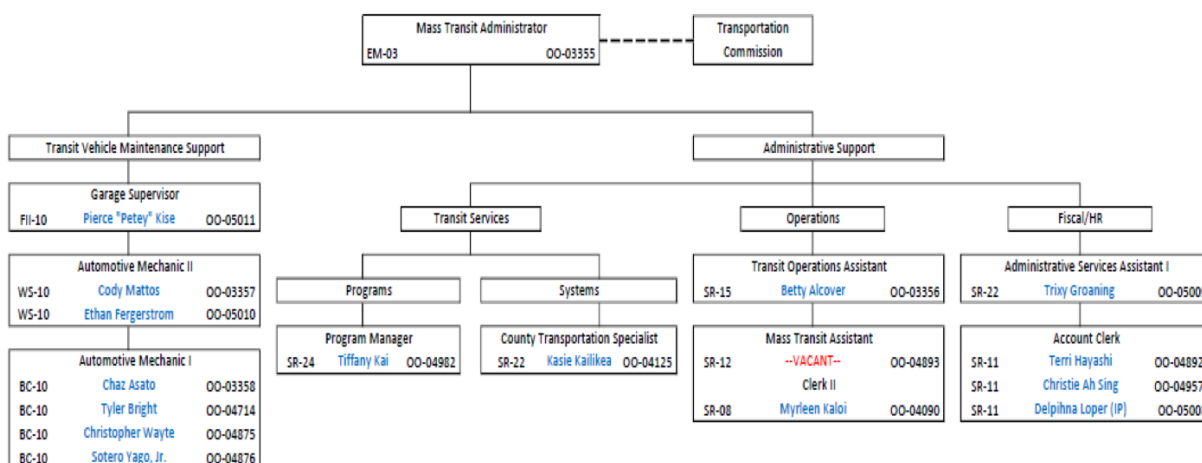


Divisions

- Transit Maintenance Support (7 employees)
- Administrative Support (10 employees)

Branches

- Transit Services (2 employees)
- Fiscal and Human Resources (4 employees)
- Operations (2 employees)



The Transportation Commission has nine members who are nominated by the Mayor and confirmed by the County Council. Of the nine members, four are vacant. The Transportation Commission met for the first time in two years in June of 2021. This Commission is charged with providing oversight of taxicab services in Hawai'i County as well as providing advisory support to the Mass Transit Administrator regarding transit operations.

BUDGET

The total budget for FY2020-2021 amounted to \$16,652,932. Of this amount, \$10,389,805 was appropriated through General Excise Tax, \$586,198.64 through Highway funds, \$5,087,131.24 through Federal Transit Administration (FTA) funds allocated through the Hawai'i Department of Transportation, and \$589,796.71 in revenue related bus, paratransit and taxicab fares, and taxicab license fees. The General Excise Taxes, the Highway Fund, and the General Fund (which uses only Federal funds and program revenue generated) covered all of the associated activities for the Mass Transit Agency. Additionally, another \$298,367 was allocated to capital expenses.



HIGHLIGHTS

- Overall, the Novel Coronavirus (COVID-19) pandemic along with unreliable operations resulted in further declines in passenger trips made on the Hele-On transit system. Total passenger trips carried was 324,934.
- Fixed Route Bus = 254,890 (decrease of 161,836)
- Shared-Ride Taxi = 67,445 (decrease of 23,502)
- Paratransit = 2,599 (decrease of 404)
- To comply with CDC requirements and public transit best practices, social distancing continued on Hele-On transit services through March 2021, and assist buses were added to routes to ensure passengers were not left behind. Hand sanitizers and wipes are available for the operators and riders. Sanitization procedures for high contact areas were continued.
- Additional FTA grants through HDOT were obtained to support the replacement of the transit fleet. As a result, four additional paratransit vans were ordered, as well as two IFBs were released to procure up to eight transit buses ranging between 30- and 40-foot buses.
- City and County of Honolulu donated 10 30-foot 1998 Gillig Phantom buses to support the implementation of a hub and spoke transit system.
- Continued work on the three-hydrogen bus project by US Hybrid and Hawaii Natural Energy Institute, School of Ocean and Earth Science and Technology.
- 50 complaints were received this fiscal year which were responded within two weeks.
- Full transit services were restored by April 2021 as the island re-opened and passengers started to return back to the transit system. In June 2021, additional routes were expanded to serve the Kona International Airport on Routes 75 and 90.
- SSFM assisted with facilitating public meetings with the public regarding the Kailua-Kona and Pahoa transit hubs, including identifying potential sites for consideration by the Mass Transit Agency.
- Mock designs for the bus fleet as well as bus stop signs were developed by SSFM.
- No new bus shelters and bus stops were installed in FY 2020-2021; however, two shelters were removed due to accidents.
- An interim Mass Transit Administrator was hired in mid-June to implement activities of the Transit and Multi-Modal Transportation Master Plan and provide leadership activities while the Mass Transit Administrator was on leave.



Mayor

MITCH D. ROTH, Mayor

LEE E. LORD, Managing Director

BOBBY H. COMMAND, Deputy Managing Director

MISSION

Foster a Sustainable Hawai'i Island where everyone is able to thrive and succeed.

GOALS

To accomplish the following strategic priorities by working collaboratively and constantly striving to be better:

- Public Safety; Support hiring, equipment purchases, and capital improvements for Police, Fire, Civil Defense, and Environmental Management to equally service each district, to harden critical facilities as needed for resilient response to emergencies and disasters, to reduce crime, and to quicken response times.
- Infrastructure; Prioritize key capital infrastructure projects that promote affordable housing and economic development consistent with the General Plan.
- Waste Management; Minimize waste disposal through innovative conversion of waste streams to assets, such as composting and reclaimed effluent.
- Culture & Recreation; Celebrate our intercultural community with programs and facilities that promote an active lifestyle, lifelong learning, inter-generational interaction, and mutually-respectful conflict resolution.
- Health & Welfare; Address complex issues that are not considered core County responsibilities, but fall between the cracks of jurisdiction and have major impacts on our community such as healthcare, affordable housing, homelessness, transportation alternatives, and workforce development.
- Governance; Balance the budget with optimized revenue source management and expenditure controls. Develop a strategic communication system to facilitate public information and feedback. Encourage public involvement through community planning and commission appointments.



PROGRAM DESCRIPTION

The Office of Management provides leadership, direction, and supervision for departments and agencies of the County of Hawai'i, ensures that the duties and responsibilities of the executive branch are faithfully discharged in accordance with the provisions of the County Charter, and addresses the needs, concerns and interests of the people of the Island of Hawai'i.

OBJECTIVES

- Prudent Finances; Budget stringently to deliver services efficiently, plan for long-term liabilities and contingencies, and optimize revenue generation. Starting a year after the beginning of the term of the Mayor, mobilize a Cost of Government Commission to develop recommendations.
- Productive Workplace; Foster a work environment where County employees are trained, managed and appreciated to fulfill their duties to the best of their abilities.
- Strategic Objectives; Collaborate and promote innovation among departments to accomplish identified priorities.
- Economic Initiatives; Partner with the nonprofit and private sectors to diversify economic and employment opportunities.
- Resilient Community; Be knowledgeable, trained, and prepared for all types of emergencies and disasters.
- Inclusive Governance; Encourage civic participation with appointments to boards and commissions, and an active community planning system that exemplifies democracy at its best.
- Open Communication; Communicate with the public with a two-way system that informs and is responsive to suggestions, requests, and complaints.
- Sustainable Environment; Respect and sustain the natural and cultural heritage of this County.



HIGHLIGHTS

- Presented a balanced budget by the end of FY 2020-21.
- The FY 2022-23 budget process has begun. All Departments have submitted to Finance status quo budgets.
- The County has been under an Emergency Proclamation since February 28, 2020, due to the COVID-19 pandemic. The County has evolved a strategy of testing, contact tracing, quarantine/isolation, education and prevention, staying healthy, and protecting the vulnerable.
- Convened the first annual County of Hawaii Sustainability Summit which highlighted how our County can become more self-sustainable, and provided opportunities for residents to think globally and act locally.
- Supported the Vision Zero initiative with a proclamation to reduce traffic fatalities and increase pedestrian safety.
- Pledged to Trillion Trees Organization on behalf of County of Hawaii to facilitate the planting of 1,000,000 trees from 2021-2030 in Hawai'i.
- Initiated start-up of the EnerGov permit tracking system that plays a major role to manage the building permit process.
- Filled 59 vacancies in Boards and Commissions.
- Continued to participate in Sister City activities to foster international perspectives and relationships.
- Initiated the next Cost of Government Commission to complete an assessment and report of recommendations to improve efficiency, reduce duplication, and seek opportunities to consolidate.
- Conducted meetings for the Game Management Commission.



Parks and Recreation

MAURICE MESSINA, Director

MICHELLE HIRAISHI, Deputy Director

MISSION

The Department of Parks & Recreation strives to provide an array of services for the public with excellence, integrity, and Aloha. Service is our game and satisfaction is our aim. The department provides recreational and cultural programs while operating and maintaining over 250 facilities, 4,000 acres, and 500 employees throughout the island. These facilities include beach parks, neighborhood parks, senior centers, community centers, pools, gyms, ball fields, rodeo arenas, cemeteries, etc.

BUDGET

The department operated with a budget of \$29,453,811 for the 2020-21 fiscal year.

Administration	\$ 2,315,808
Culture and Education Division	\$ 281,413
Hawaii County Band	\$ 271,644
Elderly Activities Division	\$ 600,422
Coordinated Services	\$ 2,068,614
Retired Senior Volunteer Program	\$ 419,873
County Nutrition Program	\$ 1,974,545
Senior Training and Employment	\$ 420,174
Hilo Municipal Golf Course	\$ 1,588,281
Park Maintenance	\$ 11,352,182
Recreation	\$ 3,470,503
Ho'olulu Complex	\$ 977,559
Aquatics	\$ 2,431,329
Pana'ewa Zoo	\$ 830,834
Beautification Fund	\$ 133,630
Bikeway Fund	\$ 199,000
Cemetery Fund	\$ 118,000

HIGHLIGHTS

- Completed the electrical service improvements project at Kamehameha Park.
- Completed the Ho'olulu outdoor tennis court resurfacing project.
- Completed repairs to the Laupāhoehoe swimming pool and filtration system.
- Continued to develop policy and rules to safely implement modified programs, facility use and daily operations while adhering to COVID-19 government proclamations and CDC guidelines.
- Executed employee contracts throughout the year to help reduce the risk and spread of COVID-19.

- Executed 22 Recreation Educator contracts for our Elderly Activities programs and 42 employee contracts for Summer/Intersession programs.
- Assisted the State of Hawai'i, Department of Health by providing food delivery services to COVID-19 quarantined families throughout the island.
- Assisted the Hawai'i County Civil Defense Agency by providing facilities and personnel island wide for COVID-19 testing and vaccination clinics.

CULTURE AND EDUCATION DIVISION

The Culture and Education Division provides educational and leisure time activities to share, preserve, perpetuate, and foster the appreciation of our rich multi-cultural heritage in the arts, history, and the humanities.

Similar to other programs typically provided by the Department of Parks and Recreation, many of the large-scale events were canceled due to COVID-19. However, the Culture and Education division used this time to reorganize, revamp, and revise work areas and classroom instruction areas.

Operational highlights from FY 2020-21 include:

- Modified Fourth of July celebration partnering with the Department of Public Works to install a "Tribute to Our Heroes" exhibition at the Hawai'i County Building.
- He Hali'a Aloha No Liliuokalani festival was held via two modified blessings held on September 2, 2020, with Kumu Hula Pua Brown as a tribute to the Queen's birthday, and on September 12, 2020, with Kumu Kaho'okele Crabbe blessing the festival for future generations.
- Assisted Hilo Palace Theater with décor for a virtual musical presentation in December 2020
- Magic of the Season 2020 was held at the Hawai'i County Building in December with an exhibition of decorated themed Christmas trees.
- Assisted Gary Napoleon with the "Tis the Season" holiday drive-thru event at the Afook Chinen Civic grounds
- Annual Waimea Cherry Blossom Heritage Festival was held via Na Leo TV in the first-ever virtual program.
- Boy's Day Display at the County Building (Koi Fish).

Hawaii County Band

The Hawai'i County Band provided a total of 8 performances during the 2020-21 fiscal year. Many of the annual events in which the Hawai'i County Band participates were canceled due to COVID-19. The band was still able to conduct monthly open rehearsals during the last quarter of the fiscal year with social distancing procedures in place.

The Hawai'i County Band featured Dalilah Martin from Keaau High School, who performed Leroy Anderson's "A Trumpeters Lullaby" during the May concert. Dalilah has been volunteering with the Hawai'i County Band since January 2021.

In addition, we featured Logan Tsuji during the April concert. Logan is a former volunteer with the County Band who is now completing his Masters in trumpet performance in Chicago. He is also the son of two of the County band's long-time employees, Reid and Jenifer Tsuji.

West Hawai'i County Band

For various reasons relating to COVID-19, the West Hawai'i County band was only able to perform once throughout the year. However, they were able to introduce ten new musical pieces during this time.

Elderly Activities Division

The mission at Elderly Activities Division (EAD) is to promote maximum independence, optimum health, personal dignity, and self-enrichment by providing a variety of opportunities and a comprehensive and coordinated services program for individuals 55 years and over to enhance their quality of life. EAD Administration oversees six programs: Retired and Senior Volunteer Program (RSVP), Coordinated Services (CSE), Senior Training and Employment Program (STEP), Hawaii County Nutrition Program, Elderly Recreation, and Special Programs.

- EAD was awarded a 750k Social Senior Transportation to start island-wide following the end of COVID-19 restrictions.
- Successful implementation of the EAD Emergency Meal Plan, distributing multiple donations around the island from generous donors.
- Conducted a drive-thru event of the Akamai Living Fair at the Afook-Chinen Auditorium
- The County's Hawai'i Kupuna Softball League hosted games with 420 players and 21 participating teams with strict COVID-19 protocols in place.
- In lieu of the Start the New Year Right event, Councilmember Valerie Poindexter donated over 125 Bicycle Peddlers for the seniors' clubs of the Hāmākua district and a portion of the Hilo district.
- CSE staff completed 4,067 referrals for seniors requiring services/benefits such as supplemental security income, Medicare, Medicaid, tax assistance, food stamps, and transportation.
- CSE staff provided 4,359 chore service hours to qualified seniors.
- CSE provided 59 individuals with disabilities under 60 years old with 1,611 transportation services island-wide.
- CSE provided 722 seniors with 25,169 transportation services.
- During the period of February – April, CSE Hilo staff assisted over 1000 seniors with transportation and/or scheduling seniors for free Senior Tax Assistance. AARP discontinued this service due to COVID-19. However, Hilo continues to lead the state for the 8th year in a row with the number of seniors provided tax assistance.

This year ended with an everlasting effect on the staff, seniors, programs, and the community due to the effects of the COVID-19 pandemic. EAD is committed to keeping the seniors of our communities socially engaged and help them live their best life.

Hilo Municipal Golf Course

As the only public golf course on the island, the Hilo Municipal Golf Course strives to provide a quality recreational experience for the golfing community with excellence, integrity, and Aloha. Our maintenance staff provides daily caretaking of the greens, tee-tops and facilities to deliver a challenging, safe, and well-maintained facility for the golf community. In the latter part of fiscal year 2019-20, the Golf Course reopened with COVID-19 restrictions in place. Some of which were allowing groups of only four instead of six and no shotgun tournaments. Although no tournaments were schedule at that time, play started to pick up and has been steadily increasing. This past year we also welcomed the return of golf clubs to the Golf Course. Our staff continues to be very diligent in ensuring the golf course is as safe as possible for all of our patrons.

Total Rounds	67,831		(100%)
<u>Daily Fee</u>			
*Total Daily Fee Rounds	7,349		(11%)
-Residents	6,907	(94%)	
-Non-Big Island Resident	445	(6%)	
<u>Monthly Card</u>			
*Total Monthly Card Rounds	60,482		(89%)
-Regular	13,279	(22%)	
-Senior	42,811	(71%)	
-Disabled/ Veteran	800	(1%)	
-K-HS	2,574	(4%)	
-UH Student	1,018	(2%)	

Pana'ewa Recreation Complex

The Pana'ewa Recreation Complex is comprised of two facilities: the Pana'ewa Rainforest Zoo & Gardens and the Pana'ewa Equestrian Center. The Pana'ewa Rainforest Zoo & Gardens is the only zoo in the United States that is situated in a natural rainforest that promotes recreational and educational activities in a botanical park setting, specializing in the rainforest and native plant and animal species. The Equestrian Center maintains, manages, and rents 57 horse stalls and offers equine facilities for the public to utilize. The restrooms and some stalls were modified to conform to ADA standards.

Attendance at the zoo and gardens has been minimal for this fiscal year. The facility has been undergoing ADA compliance renovations and construction from March 2020. The zoo has been closed to the public for safety concerns, ongoing construction, and COVID-19 restrictions. We plan to reopen the zoo to the public in July 2020, pending any construction setbacks.

Friends of the Zoo (FOZ) continues to support the zoo through fundraising events (Annual Plant Sale), donations, and gift shop revenues. FOZ provides financial support for projects (the Alala exhibit) and supplemental animal care (enrichment, walks, grooming). On Sunday, December 13, 2020, FOZ sponsored another animal Christmas. All animals received special treats and “gifts”. Santa’s helpers were delighted to be giving, and the animals were excited to be receiving presents.

While the facility was closed to the public for most of the year, the staff was able to accomplish some notable improvements:

- Began use of an audio box in Alala enclosure (by researcher Ann Tanimoto-Johnson) to record the vocalization of Alalas.
- In February 2021, a Troop 19 Eagle Scout project (by Harrison Marote) planted palms by the Primate exhibit and trees in the zoo parking lot and the equestrian center.
- In March 2021, our parks maintenance in house fence crew re-fenced the tiger enclosure, saving the County over \$1,000,000.

The staff at the equestrian center and zoo will continue to work with community groups to improve the experience at the Pana’ewa Rainforest Zoo and Gardens for island residents and visitors.

Parks Maintenance

Parks Maintenance Division maintains neighborhood parks, beach parks, playgrounds, gyms, ball fields, cemeteries in many districts, the East and West Hawai’i Veterans Cemeteries, and recreational facilities dedicated to specific recreation activities. The Maintenance Division strives to provide regular maintenance of facilities, repair and renovation projects for buildings, equipment, grounds, and support landscaping and beautification projects islandwide.

Parks Maintenance has been repairing and upgrading our existing and aging facility inventory. There are many jobs by our maintenance staff that go unseen by the community. In addition to daily maintenance and repair of our facilities, we also accomplished:

- Fencing Crews repaired and replaced fencing of the tiger enclosure at the Pana’ewa Zoo, Hilo Muni Golf Course base yard, Pana’ewa Park, Honoka’a Rodeo Arena, Hawaiian Beaches Park and Kamakoa Nui Park in Waikoloa.

- Mechanics fabricated two six-foot by ten-foot trailers for the power mower operators and fabricated and replaced two flatbeds for departmental vehicles.
- The carpenters fabricated new desks for multiple staff members and new cabinets and countertops at the Honoka'a Pool. Sealed and fixed roofing at Hakalau base yard and Pana'ewa Gym.
- The construction crew assisted carpenters with concrete work at Onekahakaha Beach Park, Alae Cemetery, and Honokaa Pool. Repaired the sports fields at Hilo Bayfront Soccer Fields, Shipman Park lower field, Pāhala ballfields, Malama ballfield, Kurtistown Park, and Hualani field. Installed signposts for park signs at Kēōkea beach park, Kamehameha Beach Park, Māhukona Beach Park, and Kapa'a Park.
- Assisted the Pacific Tsunami Museum with the installation of 11 historical information signs at various parks.

Parks Maintenance continues to maintain seven County cemeteries and three veterans' cemeteries on Hawai'i Island. Over the last fiscal year, the staff has prepared for and facilitated 90 burials within the seven County cemeteries and performed 194 burials throughout the three veterans' cemeteries.

Recreation Division

The Recreation Division plans, conducts, arranges, and promotes organized recreation, athletics, crafts, and other leisure time activities for all age groups at facilities throughout Hawai'i County. They strive to provide a diversified program to address the needs and interests of their respective communities in a safe environment.

With the closure of gymnasiums and community centers, our Recreation division staff took on the responsibility of purchasing groceries as part of a wrap-around service provided for COVID positive cases and COVID quarantine precaution cases.

Through public-private partnerships, we hosted the first Resilience Learning Hub at the Kawanakoa Gym in Keaukaha. The department partnered with Councilmember Ashley Kierkiewicz, Vibrant Hawaii, and the Hawaii Rise Foundation to provide a learning hub for students ages 5 -14 to assist with virtual school curriculum during the COVID-19 pandemic. In the spirit of supporting local businesses and restaurants, this program was also able to provide meals for the attending students and the surrounding community. The learning hub was expanded in the spring to include Waiākea 'Uka Gym, Honomū Gym, and Waimea Regional Park locations.



The Pilikulaiwi spring program was held March 16 – 18, 2021, where we were able to provide 21 youth with unique opportunities to experience our island. They visited Māhukona Beach Park, hiked the Kaulana Manu Trail, and worked to breathe new life to the garden behind the Gilbert Kahele Recreation Area.

‘Ike Kai spring enrichment program was held March 16 – 19, 2021 at the Richardson Ocean Center in Keaukaha and at Reeds Bay. The mission of the program is to bring learning to life by using both Western and traditional Hawaiian cultural knowledge. Its purpose is to focus on the health of the coastal ecosystem through education and outreach. The program also promotes ocean safety and awareness.

Aquatics Section

The Aquatics Section develops and initiates pool safety operations and programs utilizing training and education of all staff. They are responsible for the operation of nine public swimming pools, six 25-yard and three 50-meter pools, which are dispersed throughout the island.

The COVID-19 pandemic affected every aspect of our pool operations. Through this fiscal year, we were able to open public lap swimming, eventually bringing back swim teams and offering swim lessons in the summer of 2021.

While we were still partially closed, the aquatics division was also able to make some water safety videos for a local show; “Living in Paradise”. The team planned and coordinated the video segments and worked together to plan safety demonstrations.

Additionally, we hosted the USA Women’s Water Polo Team at the Kona Community Aquatics Center before the 2021 Olympic Games. They were able to travel as a team for the first time since the pandemic began and were extremely grateful to be able to bond and train on the Big Island, as they prepare for the Olympic games, this summer.

Ho’olulu Complex

The Ho’olulu Complex maintains, operates and supervises all activities at the complex to provide the public and sponsors of events with clean and safe facilities. Ho’olulu Complex includes Dr. Francis F. C. Wong Stadium, Afook-Chinen Civic Auditorium, Edith Kanaka’ole Multi-Purpose Stadium, Walter Victor Baseball Complex, Auntie Sally Kaleohano Lū’au Hale, Butler Buildings and the Hilo Drag Strip.

Francis Wong Stadium was closed for majority of the year for ADA improvements. The remainder of the complex was closed due to COVID-19.

However, Edith Kanaka’ole Multi-Purpose Stadium and Afook Chinen Civic Auditorium hosted 69 COVID-19 testing clinics, 24 vaccination clinics and 15 community food distributions.

Planning Department

ZENDO KERN, Planning Director

JEFFREY DARROW, Deputy Planning Director

DIRECTOR'S MESSAGE

The fiscal Year 2020-2021 was a transitional year with the Department bouncing back from COVID-19 related challenges, change in the County's mayoral administration and new leadership in Planning. A people-first approach was implemented as well as new priorities issued which included creating efficiencies in workflows, tracking productivity, shifting towards a paperless environment, and launching the EPIC system.

BUDGET

The Planning Department concluded FY20-2021 within budget. Specific demands on spending that were unique were the purchase of BlueBeam licenses and computers to support the EPIC System launch and integration into our daily work.

ACCOMPLISHMENTS AND HIGHLIGHTS

Administrative Services Division

Personnel:

- In this fiscal year, the Planning Department filled nine contract positions to support Disaster Recovery's Voluntary Housing Buyout Program.

Geothermal Relocation and Community Benefits Program:

- No applications were received for the Geothermal Relocation program.
- No applications were received for the Geothermal Community Benefits Fund.

Tax Mapping and Geographic Information Systems:

- Continued collaboration with Real Property Tax to update County tax maps and property data, and to assign street names and addresses for properties when requested by the public.
- Launched a new public GIS portal for public use and accessible via web browser: <https://gis.hawaiicounty.gov/arcgisportal/apps/webappviewer/index.html?id=5ed073b5e41f4e0fa90f88e36b97a690>



ADMINISTRATIVE PERMITS DIVISION

Permit Processing:

- Announced the July 26, 2021 launch of the new online permitting system called the Electronic Permitting and Information Center (EPIC). Many man-hours and resources have been invested in testing, updating processes, data conversion, system configurations, upgrading equipment, coordinating training, etc. to ensure a successful launch.
- The Administrative Permits Division, in conjunction with the West Hawai'i Division, processed applications that require discretionary decisions by the Planning Director. This includes, but is not limited to, applications for: Subdivisions and Consolidations, Plan Approvals, Variances, 'Ohana Dwelling Units, Additional Farm Dwellings, and de Minimis encroachments, Agriculture Based Commercial Operations.
- The Administrative Permits Division continued to review and approve land use requirements with building permit applications, following initial intake by the Department of Public Works, which includes applications for locations in West and East Hawai'i.
- The Administrative Permits Division, in conjunction with the West Hawai'i Division, handled complaints and subsequent enforcement actions related to the zoning and subdivision codes. In addition to the regular enforcement responsibilities of zoning inspectors, they coordinated with other agencies to verify and assist in the enforcement of State and County COVID-19 emergency proclamations and rules.
- The Administrative Permits Division, in conjunction with the West Hawai'i Division, continues to process applications for STVR and NUCR renewals. These applications have been integrated into the new EPIC system which will allow the public to apply online, make payments, and track the status of their applications. Implemented the pacing out STVR NUC Renewals so that submissions are spread out evenly throughout the year for better efficiency in processing.

Coordination of Regulatory Processes and Procedures:

- Continued to coordinate activities with the West Hawai'i Division, to ensure consistent interpretation and application of land use requirements and associated processes.
- Provided necessary guidance through the myriad of regulatory frameworks that govern the use of lands within Hawai'i County, which includes advocacy of broader implications of Federal, State, and local laws and their effect on how lands are used or developed.
- Elevated issues on potential amendments to zoning code and Department rules that would provide greater clarity to staff and the public in areas that are confusing.

LONG-RANGE PLANNING DIVISION

Environmental Planning:

- Coastal Zone Management (CZM): Participated regularly in the Ocean Resources Management Plan (ORMP) monthly working group and quarterly policy group meetings. In addition, the staff managed the County's CZM contract and prepared the semi-annual progress reports.
- Hawai'i Climate Change Mitigation and Adaptation Commission: On behalf of the County, staff attended and participated with the Commission and its subcommittees as required.
- UHH, Pacific Islands Climate Science Center (PICSC) Collaborations: Hawai'i County continues to collaborate with UHH Pacific Islands Climate Science Center efforts.
- Participated regularly in the South Kohala Coastal Partnership.

Regional and Community Planning: Community meetings in 2020 were interrupted by the Covid pandemic.

- Puna Community Development Plan - Puna Roads Connectivity Committee continued to work on implementing subdivision connectivity. Puna CDP continued to be an integral part of the 2018 Kīlauea recovery planning efforts and the Recovery Community Action teams.
- Ka'ū Community Development Plan - The Planning Department and Mayor's Office continued to identify members to launch its first Action Committee.
- Hāmākua Community Development Plan - The Action Committee continues to work on implementation and form new subcommittees.
- North Kohala Community Development Plan - The Planning Department and Mayor's Office continued to recruit and appoint new members to the Action Committee. The Public Access Group continues to improve and increase the mileage of trails in the region.
- South Kohala Community Development Plan - The Action Committee continued to work on implementation. A subcommittee was formed to help address the improvements needed for the Waikoloa Intersection.
- Kona Community Development Plan - The Action Committee continued to work on implementation. The Kona Open Space Network project secured funding which will aid its implementation.

Administrative Programs:

- Capital Improvement Program (CIP) - Completed the preparation of the annual CIP and submitted it to Council.
- Fair Share Annual Report- Completed and submitted the Fair Share Annual Report to Council.
- Professional Services - Division staff processed and managed the list of providers for the Department.

Transportation Planning:

- Staff participated in various meetings and workshops held by the Hawai'i Department of Transportation regarding the Statewide Transportation Plan, the State Transportation Action Committee, Climate Change Effects on Infrastructure, and Virtual Public Involvement.
- County of Hawai'i Roadway Design Manual was adopted by County Council and staff continued to collaborate with DPW in adopting Updated Roadway Standards that incorporates Complete Streets Design Concepts.
- The County's Vision Zero Action Plan was adopted by County Council. Staff continue to work with the Taskforce to implement the Plan.
- Staff managed ongoing training and capacity building utilizing funds from Hawai'i Department of Health Chronic Disease Prevention and Health Promotion Division.
- Staffed and participated in monthly meetings and ongoing projects for the Mayor's Active Living Council and the Hilo Bayfront Trail Committee, Waimea Trails and Greenway Committee and Puna Roads Connectivity Group.

Other Planning Programs:

- Staffed five public hearings for the Board of Appeals and processed 35 appeals petitions.
- Regarding recovery efforts from the 2018 Kīlauea lava eruption, staff continues to participate in the long-range planning efforts relative to the 2018 Kīlauea Eruption recovery and resilience.

PLANNING DIVISION

Windward and Leeward Planning Commissions:

- Staff continued to manage resources to ensure efficiency and effectiveness in processing applications and code amendments before the Windward and Leeward Planning Commissions in a timely manner. 23 Planning Commission virtual meetings were held this year.

Special Management Area/Shoreline Permitting:

- Processed all Special Management Area (SMA) and shoreline permits and exemptions for Hawai'i Island. This responsibility involves the review of all SMA Assessments which result in either an exemption or an SMA Minor Permit, which are approved administratively, as well as the continued function of processing SMA Major Permits before the Windward and Leeward Planning Commissions.
- Assisted zoning enforcement on potential SMA violations.
- Began update to Planning Commission and Department rules related to changes in State law.

Cultural Resources Commission:

- The Cultural Resources Commission continued to provide valuable comments and recommendations relating to cultural, historical and archaeological resources for projects on Hawai'i Island.
- Commissioners attended various workshops relevant to preservation processes, to enhance their effectiveness in their roles.

Banyan Drive Hawai'i Redevelopment Agency (BDHRA):

- The BDHRA met infrequently because the State Legislature has not allocated funds for the redevelopment of the Banyan Drive area.

Land Use Commission:

- Assisted with State Land Use Boundary Amendments, Special Permits, and/or Order to Show Cause issuances that go before the State Land Use Commission.

WEST HAWAI'I DIVISION

Permit Processing:

- The West Hawai'i Division, in conjunction with the Administrative Permits Division, processed applications that originate in West Hawai'i which require discretionary decisions by the Planning Director. This includes applications for: Plan Approvals, Variances, 'Ohana Dwelling Units, Additional Farm Dwellings, and de Minimis encroachments.
- The West Hawai'i Division continued to review and approve land use requirements with building permit applications, following initial intake by the Department of Public Works, which includes applications for locations in West and East Hawai'i.
- The West Hawai'i Division, in conjunction with the Administrative Permits Division, handled complaints and subsequent enforcement actions related to the zoning and subdivision codes. In addition to the regular enforcement responsibilities of zoning inspectors, they coordinated with other agencies to verify and assist in the enforcement of State and County COVID-19 emergency proclamations and rules.
- The West Hawai'i Division, in conjunction with the Administrative Permits Division, continues to process applications for STVR and NUCR renewals. These applications have been integrated into the new EPIC system which will allow the public to apply online, make payments, and track the status of their applications. Implemented the pacing out STVR NUC Renewals so that submissions are spread out evenly throughout the year for better efficiency in processing.



Kailua Village Design Commission (KVDC):

- The Commission met semi-monthly and reviewed proposals for new buildings, expansions, and sign permits and variances within the Kailua Village Special District. With the COVID-19 pandemic, the KVDC meetings changed from live in-person meetings to virtual meetings using Zoom, with the public being able to view the meeting live on YouTube.
- Some designs fell short of the mandated Kailua Village Master Plan Design guidelines. However, most of those non-compliant applicants substantially revised their building or signage designs to comport with most or all of the KVDC Commissioner's recommendations.
- The Commission continued to work with the Department on future initiatives for the Commission, including continued discussion on how sign-enforcement can be more active in the Village and clarifying how sign-variance recommendations are conveyed to the Public Works Director and County Council. The Planning Department was successful in carrying out most or all of the Commissioner's design recommendations for buildings, through the Plan Approval process and for signs through its recommendations to the Public Works Director.

DISASTER RECOVERY DIVISION

Recovery Program:

- The Department's Disaster Recovery Division achieved several milestones in supporting Puna's communities recovering from the 2018 Kīlauea eruption in terms of planning, housing assistance, infrastructure restoration, and building community resilience. In December 2020, the County released the Kīlauea Recovery and Resilience Plan as a strategy to guide recovery from the eruption, disaster resilience, and building community resilience. In the summer and fall of 2020, the Division opened the Kīlauea Recovery Grant Program which awarded \$3.6 million in funds to community organizations to reestablish farms, restore road access, build homes, support community well-being and help stabilize the local economy. In spring 2021, the Division launched the Puna Strong grant program in collaboration with Hawai'i Community Foundation to invest \$350,000 in community-based resilience projects across Puna. In April 2021, the Division began accepting applications for the first phase of the Voluntary Housing Buyout Program for primary homes impacted by the 2018 Kīlauea eruption. This program is made possible by a \$107 million grant in Community Development Block Grant – Disaster Recovery (CDBG-DR) funds from the U.S. Department of Housing and Urban Development and saw nearly 100% participation among eligible properties by the end of this first phase.





Police Department

PAUL FERREIRA, Chief

KENNETH BUGADO, Deputy Chief

CHIEF'S MESSAGE

Like the rest of the nation, Fiscal Year 2020-2021 centered on having to deal with the COVID-19 pandemic, which presented a myriad of challenges, especially for law enforcement as first responders. These challenges required our staff to continuously adapt to the ever-changing restrictions implemented to prevent the spread of the virus and to accomplish the mission of ensuring public safety in the community. Once again, through this adversity, the men and women of this department demonstrated their resilience and commitment to their chosen profession, exemplifying to the community their professionalism.

One notable accomplishment during the Fiscal Year 2020-2021 was the department's implementation of a Body-Worn Camera program for uniform officers, joining the rest of the police departments throughout the state in deploying this technology. In July 2020, the department acquired all of the Body-Worn Camera (BWC) equipment purchased from AXON with funding from the prior fiscal year and began the process of deploying the BWCs. From July to December 2020, the department focused on the benchmarks identified in the FY 2020-2021 Program of Work and was able to fully deploy the BWCs to all uniform operational units, including the officers assigned to the Traffic Enforcement Units on December 24, 2020. This success was primarily due to the dedication and commitment of Sergeant Travis Ing, who oversees the program. This is more noteworthy in that during the implementation process, our department had significant personnel changes in our Information Technology Section who were assisting in the process.

The BWC program has proven to be a valuable resource with regards to ensuring professionalism within our department as video footage has been utilized during administrative investigations to discredit or support allegations of misconduct.

In June 2021, the department, unfortunately, had two officer-involved shootings that resulted in the suspects sustaining fatal wounds. In the first incident, South Hilo Patrol Officers responded to a call of a physical domestic at a residence in Hilo. Upon arrival, officers while in contact with the occupants of the residence, a male party then came out of the rear of the residence with a semi-automatic rifle and opened fire on the officers at the scene. One officer returned fire and struck the suspect several times, resulting in the fatality.

In the second incident, South Hilo Patrol Officers responded to a residential break-in at a residence in Hilo. While checking the interior of the home, officers encountered an unidentified male suspect hiding in one of the bedrooms armed with two knives. Immediately upon contact, the unidentified male suspect cut an officer on the arm with one of the knives. The injured officer and another officer then discharged their duty weapons fatally wounding the suspect.

In both instances, the BWC footage was reviewed and released to the media within days of the incident. The video footage captured in these unfortunate incidents clearly depicted the unexpected dangers officers encounter during routine encounters and supported the justified actions of the officers involved.

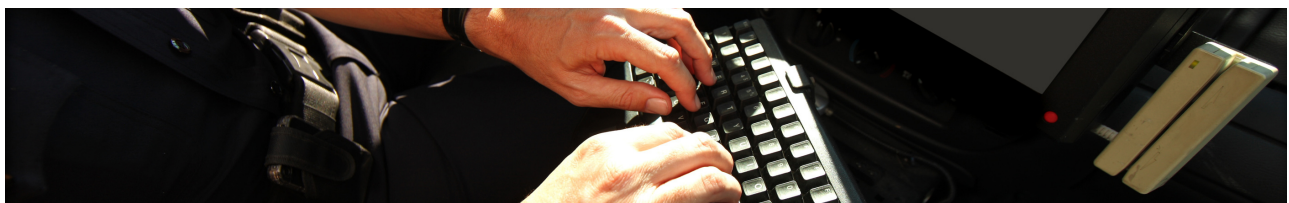
In closing, I sincerely thank all of the men and women of the Hawai'i Police Department for all their hard work and the sacrifices they make daily in the performance of their duties. As I've stated in the past and will continue to state in the future, it is only through their dedication and commitment to the citizens of Hawai'i Island that makes the Hawai'i Police Department second to none in the state.

ADMINISTRATIVE SERVICES BUREAU

The Human Resources Section, in conjunction with the Hawai'i County Department of Human Resources, conducted various open and internal recruitments for sworn and civilian vacancies. This resulted in the hiring of 58 Police Officer Recruits, 14 Police Radio Dispatchers, three Clerk III's, two Custodian/Groundkeeper I, and one Criminalist I. Internally, there were 23 promotions to Police Sergeant/Detective, four promotions to Police Captain, two promotions to Assistant Police Chief, two promotions to Police Major, one promotion to Information Systems Analyst V, one promotion to Information Systems Analyst IV, and one promotion to Police Records Analyst. In addition, there were 22 temporary promotions to Police Officer III and one temporary promotion to Senior Account Clerk.

On March 16, 2021, two female captains were promoted to the position of Major, based solely on their exceptional merit and abilities. These were historic promotions in that it's the first time the Hawai'i Police Department has had two female law enforcement officers holding the upper management rank of Major at the same time, and 26 years since a woman held the rank of Major within the department.

The Word Processing Center transcribed nearly 17,900 reports, totaling more than 197,700 minutes and 1,417,601 completed lines of dictation.



The Training Section provided 80,399.50 hours of training to existing personnel and there were a total of three recruit classes in session during this time period:

- 92nd Recruit Class, February 18, 2020, to August 15, 2020; Field Training from August 16, 2020, to December 15, 2020.
- 93rd Recruit Class, August 17, 2021, to February 15, 2021; Field Training from February 16, 2021, to June 15, 2021.
- 94th Recruit Class, June 01, 2021, to December 15, 2021; Field Training from December 16, 2021, to April 15, 2022.

In November 2020, as required as part of the annual web-based assessment, our department's Accreditation Team submitted our annual CALEA Information Management & Reporting System (CIMRS) report to the CALEA Compliance Service Manager. From November 27, 2020, to December 5, 2020, the department's Accreditation Team successfully completed our first-year web-based assessment that is required to retain our accredited status, which was renewed on November 16, 2019.

BUDGET

The Police Department operated on a budget of \$69,415,374.50 in Fiscal Year 20-21.

TECHNICAL SERVICES

The Records and Identification Section issued 5,878 firearm permits, registered 12,268 firearms, processed requests for 9,966 copies of criminal and accident reports, fingerprinted 1,299 individuals, and processed 19,225 court documents.

The Body-Worn Camera Section, launched in September 2020, conducted 82 internal requests for BWC, 55 media/public requests, and 1,035 Prosecutor requests for BWC footage.

The Computer Center received 2,551 requests via the Helpdesk system and closed 2,493 of these requests.

The Communications/Dispatch Center received 196,123 9-1-1 calls, a 2.43 percent decrease over the previous fiscal year (201,011), with 20.18 percent of them transferred to the Hawai'i Fire Department. All requests for police service are recorded, logged and assigned by Dispatch personnel using a computer-aided dispatch system, with six to seven dispatchers on shift at any given time. The Dispatch Center documented 167,832 calls for service during this fiscal year, a 4.34 percent increase over the previous fiscal year (160,843).

Radio Shop personnel completed 104 radio installations for Police Department vehicles and eight radio installations for the Fire Department, in addition to other assignments. One of the more visible projects the Radio Shop crew has been involved with is upgrading the emergency warning lights on police vehicles. The new upgraded blue LED lights to afford higher visibility for the public and better officer safety.

The Traffic Services Section requested reimbursement of \$335,900.86 in federal grant funds, which the Traffic Services Section oversees for traffic enforcement, equipment purchases, and training to improve traffic safety.

Other Traffic Services Section highlights include: 44 road closure permits issued, 149 violation letters sent out to motorists, 190 school crossing guard checks conducted, and 2,862 abandoned vehicle cases were routed to the Department of Environmental Management. During Fiscal Year 20-21 the Hawaii Police Department conducted 19 Distracted Driving projects, 223 Saturation Patrol projects, 235 Occupant Protection projects, and 583 Speed Enforcement projects.

FIELD OPERATIONS (PATROL DISTRICTS)

The Field Operations consist of seven Patrol districts: South Hilo, Puna, Hāmākua, Kona, South Kohala, North Kohala, and Kaʻū. Island-wide, patrol officers investigated a total of 31,913 incidents, responded to 3,606 traffic accidents, and received 73,924 miscellaneous public complaints.



CRIMINAL INVESTIGATIONS DIVISIONS (INVESTIGATIVE OPERATIONS)

The Criminal Investigation Sections investigated 1,686 major crimes, of which 10 were murder cases, two were attempted murder cases, 361 were burglary cases, 223 were theft cases, and 194 were financial crimes.

The Vice Sections conducted 1,061 drug investigations, resulting in 780 arrests and 430 charges. In addition, Vice officers recovered the following illegal drugs:

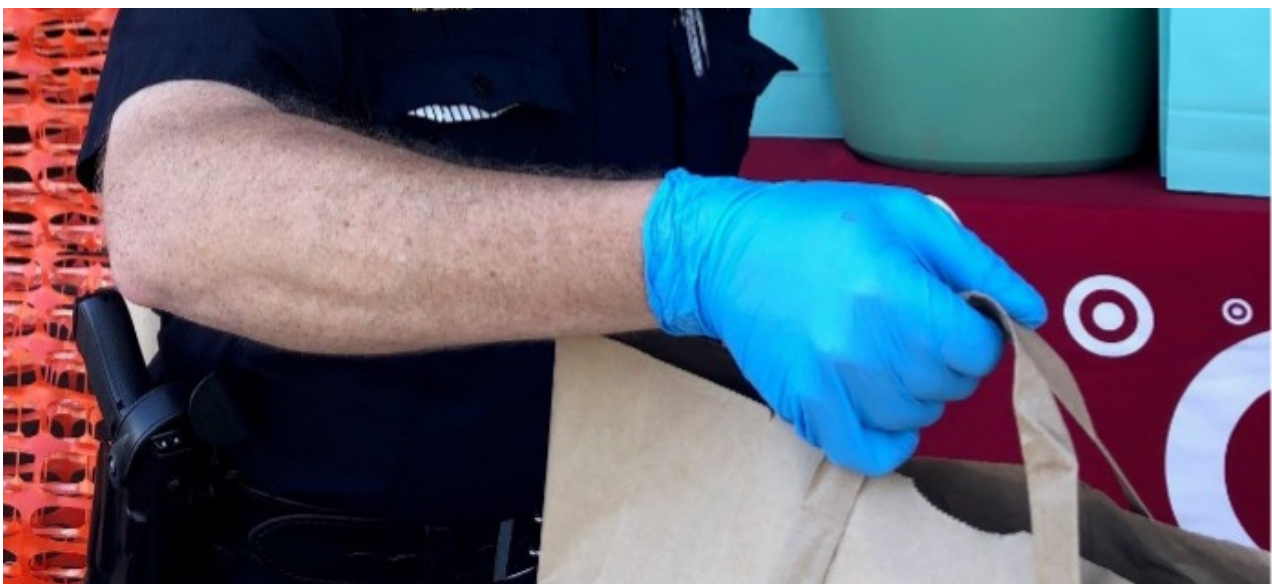
- 20.95 pounds of crystal methamphetamine
- 1,193 marijuana plants
- 145.71 pounds of dried marijuana
- 3.78 pounds of heroin
- 7.37 pounds of cocaine

The Juvenile Aid Sections investigated 465 cases, including sexual assaults, domestic violence, other crimes against women, child pornography, and juvenile-related crimes.

Crime Lab personnel completed 1,131 laboratory requests this past fiscal year, compared with 795 in Fiscal Year 19-20, assisted in 145 call-outs, and conducted 51 in-service training sessions.

COMMUNITY POLICING UNITS

The Police Department continues to expand and improve its Community Policing partnerships with community, neighborhood, and business organizations. These partnerships help the Police Department with preventing crime, reducing the fear of crime, arresting those who commit crimes, and providing a safe environment through the use of proactive problem-solving techniques, enhanced community awareness, and increased community and neighborhood involvement.



The Community Policing Units have 40 authorized positions island-wide, including a supervising sergeant in Area II, a lieutenant in Area I, 29 community police officers, 8 school resource officers, and a civilian clerk.

TRAFFIC ENFORCEMENT UNITS (EAST/WEST HAWAII)

The Traffic Enforcement Units (TEU) investigated 17 fatal crashes that resulted in the death of 17 people. Impairment was a factor in 15 crashes; two fatalities were related to alcohol alone, nine fatalities were related to drugs alone, and four fatalities were related to both drugs and alcohol.

TEU officers also conducted 160 saturation patrols and arrested 248 drivers who were under the influence of intoxicants, conducted 224 seatbelt/distracted driver checkpoints, and issued 7,486 moving citations of which 3,824 were for speeding, issued 4,336 regulatory citations, and made 202 other arrests.

SPECIAL RESPONSE TEAM

The Special Response Team provided support for two high-risk warrants and responded to three armed barricaded situations.

OFFICE OF PROFESSIONAL STANDARDS

The Office of Professional Standards conducted 47 Administrative investigations, and 64 internal inquiries into actions by police department personnel, provided 39 in-service training sessions to employees, and conducted 5 inspections.

CRIMINAL INTELLIGENCE UNIT

The Criminal Intelligence Unit completed 336 intelligence reports, conducted 335 criminal history checks, provided 144 in-service training sessions, and provided intelligence information which, in whole or in part, led to the initiation of 146 criminal investigations.





Prosecuting Attorney

KELDEN B.A. WALTJEN, Prosecuting Attorney
STEPHEN L. FRYE, 1st Deputy Prosecuting Attorney

MISSION

The Office of the Prosecuting Attorney pursues justice with integrity and commitment.

GOALS

1. To strive for just disposition of criminal cases and promote public safety and order through timely, efficient, and effective prosecution.
2. To ensure that victims and witnesses of crimes are treated with respect, courtesy, and sensitivity in their cooperation with criminal prosecution.
3. To improve and restore trust in the criminal justice system by identifying areas of need and working collaboratively with other criminal justice agencies and the community.
4. To encourage and promote crime prevention and early intervention initiatives, encourage treatment and services, and support reintegration programs to improve the quality of life on Hawai'i Island.
5. Identify, promote and implement new and innovative approaches to solving crime problems.

DESCRIPTION

The Office of the Prosecuting Attorney is charged with the duty to see that the laws are faithfully executed and enforced within the County of Hawai'i. Violations of State and County laws, ordinances, rules, and/or regulations are prosecuted on behalf of the community.

The deputy prosecuting attorneys prosecute cases in the Family Courts, seven District Courts, and four divisions of Circuit Courts in Hawai'i County. This involves all criminal matters including preliminary hearings, grand jury sessions, arraignment calendars, motions, hearings, pretrial conferences, and trials. In addition, they handle all appeals before the Hawai'i Appellate Courts as well as the Federal Appellate Courts. Deputy prosecutors screen all criminal referrals made by police and other law enforcement agencies and are available 24 hours per day, seven days a week for juvenile detention and felony referrals.

The Office of the Prosecuting Attorney continues its efforts to attend to the needs of victims and witnesses as they go through the criminal justice process. The Office of the Prosecuting Attorney seeks victim's input and notifies victims of case disposition.

The Office of the Prosecuting Attorney provides training for staff to maintain and improve their specialized skills. In addition, the Prosecuting Attorney deputies and staff provide training for police recruits and refresher training for police officers as well as to other law enforcement agencies and community organizations.

The staff participate in career fairs and job shadowing and prepare appropriate educational presentations to students and faculty on the justice system, careers as a prosecutor, and the risks and consequences of involvement in illegal activity. Our volunteer program provides opportunities for career exploration and work experience.

In an effort to reduce crime and promote public safety the Office of the Prosecuting Attorney is actively involved in several initiatives that address juvenile delinquency and promote community involvement in identifying and addressing public safety issues. The Office of the Prosecuting Attorney is actively supporting the Big Island Juvenile and Adult Drug Court, Veteran's Court, Environmental Court, and Adult Mental Health Jail Diversion Program. In addition, we are collaboratively working to address elder issues, domestic violence, sexual assault, homelessness, efforts to reduce recidivism, and continue to support the Big Island Juvenile Intake and Assessment Center. These programs strive to balance the individual service needs of the individual, the legal requirements of the courts, and the safety needs of the community. Whenever possible, the Office of the Prosecuting Attorney seeks funding for specialized units and demonstration projects.

BUDGET

In FY2020-2021, the Office of the Prosecuting Attorney had a total projected operating budget of \$10,869,706, of which 29% (\$3,027,971) was comprised of Federal grants, State grants, and asset forfeitures. The United States Department of Justice provided funding for the Victims of Crime Act and Violence Against Women Act projects, Title II Formula Grant funding for the Big Island Juvenile Intake and Assessment Center, and funds from the Edward Byrne Memorial Justice Assistance Grant Program. Other federal funding was also provided by the United States Department of Transportation – National Highway Traffic Safety Administration and the United States Department of Health and Human Services – Substance Abuse and Mental Health Services Administration. State of Hawai'i grant funding was provided for Career Criminal Prosecution, Aid to Victims, Agricultural Crimes, and the Big Island Juvenile Intake and Assessment Center in West Hawai'i.



TRADITIONAL PROSECUTION

1. The Office of the Prosecuting Attorney successfully prosecuted cold cases and continues to evaluate and review these cases, including homicides, child abuse, and sexual assault cases.
2. The Office of the Prosecuting Attorney successfully prosecuted numerous cases including homicides, sexual assault, drug and firearm possession, domestic violence both felonies and misdemeanors, and traffic offenses including operating a vehicle while impaired trials.
3. The Office of the Prosecuting Attorney created training opportunities for all deputies. This included basic and advanced trial skills, and specialized training to handle sexual assault, domestic violence, and other types of cases requiring specialized knowledge.

VICTIM SERVICES

1. The Victim Assistance Unit provided assistance to 7,109 persons, which included service to 4,954 victims of crime. 3,420 victims were victims of crimes against a person, i.e. homicide, assault, abuse of family household member, robbery, etc. 1,372 were victims of property crimes, and 162 were victims of other types of crimes, i.e., harassment, dog bites, trespass. The unit also served 143 secondary victims, which are parents or guardians of minor victims of sexual assault. We served 1,492 witnesses of crimes as well.
2. In our Restorative Justice Program, 102 juvenile cases were screened for victim-offender conferencing. 38 were approved for possible conferences; 24 conferences were successfully completed. 89 District Court cases were screened for victim-offender conferencing, 66 were approved for conferences; 28 were completed.
3. Three (3) new cases were referred this year for post-conviction victim-offender dialogues. Two (2) cases were completed, and six (6) are in process.
4. Two (2) Victim Impact Classes were completed at the Hawai'i Community Correctional Center. New protocols were developed due to COVID-19 restrictions, and classes were conducted via Zoom. Twenty-one (21) inmates took part in these classes. Eleven (11) victims participated as speakers (via Zoom) at the Prosecutor's Office with staff support.
5. Our Restorative Justice Unit's work with Kūlani Correctional Facility is on hold due to COVID-19 restrictions.
6. Through our Victim of Crime Act (VOCA) grant, select Victim Assistance Unit staff attended comprehensive online training to ensure that victims are provided services from those trained on the needs of victims.

CRIMINAL JUSTICE SYSTEM

1. Our Restorative Justice Unit continued to work with the Hawai'i Community Correctional Center to provide two victim impact classes. Spring and summer classes were put on hold because of COVID, however, new protocols were developed and classes are now held via Zoom.
2. The Office of the Prosecuting Attorney participated in the formation of the Hawai'i Sexual Assault Response and Training Program to address the manner in which sexual assault evidence collection kits are processed and tracked, and to ensure that victims of sexual assault are informed of their rights under that law.
3. Office of the Prosecuting Attorney staff participated in one Domestic Violence Fatality Review.
4. The Office of the Prosecuting Attorney was awarded two federal grants with the overarching goal to improve the system response to combat violent crime and to further investigate and prosecute sexual assault cases.
5. The Office of the Prosecuting Attorney continuously uses the browser-based Discovery billing program that was developed in-house by our MIS team. Through user feedback, improvements and enhancements are continuously being developed and implemented. The system assisted staff in handling 11,785 invoices with a total billing value of \$74,364 to be deposited into the County General Fund.
6. The Office of the Prosecuting Attorney has implemented a new Drug Diversion Program in the South Hilo District, developed with the goal of prioritizing law enforcement resources on more serious offenders and cases, reducing the number of cases entering our court's system, decreasing recidivism, and encouraging individual community members to address their addiction.
7. The Office of the Prosecuting Attorney worked collaboratively with Hawai'i Police Department and Hawai'i Community Correctional Center to address the ongoing challenges relating to the COVID-19 pandemic, by assisting with testing and remote courts appearances through the procurement of telecommunication devices.
8. The Office of the Prosecuting Attorney collaborated with state and county lawmakers, community stakeholders, and members of the criminal justice system to develop and support legislative initiatives focused on assisting crime victims, deterring criminal activity, and making Hawai'i Island a safer place.



COMMUNITY STRATEGIES

1. In collaboration with the Family Violence Interagency Committee, the Office of the Prosecuting Attorney participated in Island-wide online Domestic Violence Vigils in Hilo, Kona, and Waimea in remembrance of victims of domestic violence, and to promote non-violence and healthy relationships. On social media there were 1,117 unduplicated views.
2. The Restorative Justice Program helped facilitate Brown Bag Lunch Hour presentations via Zoom for the community with the Ku'ikahi Mediation Center.
3. The Prosecuting Attorney and select Deputy Prosecuting Attorneys attended neighborhood watch and community organization meetings, and supported community policing efforts such as Coffee with a Cop, to improve the quality of life on Hawai'i Island.
4. The Office of the Prosecuting Attorney participated in monthly meetings to address and coordinate responses to issues related to mental health, homelessness, domestic violence, and juvenile justice.
5. The Crime Prevention and Justice Assistance Unit facilitated monthly Family Violence Interagency Committee meetings via Zoom for both East and West Hawai'i stakeholders.
6. The Office of the Prosecuting Attorney, in conjunction with Child and Family Service, provided community programs in Waimea, Kona, and Hilo for National Victim's Rights Week.
7. Online training opportunities (webinars) were shared with community advocates, prevention providers, and agency partners.
8. The Office of the Prosecuting Attorney coordinated a Statewide training on Witness Intimidation via Zoom for law enforcement and community stakeholders.
9. The Crime Prevention and Justice Assistance Unit facilitated quarterly Substance Abuse Prevention Interagency meetings via Zoom for both East and West Hawai'i stakeholders.
10. The Office of the Prosecuting Attorney processed Contingency Relief funding via 26 County Resolutions totaling \$88,597 for the benefit of crime prevention and community strengthening projects on Hawai'i Island. Of these, 22 were FY20 resolutions totaling \$80,347 which had been extended to 06/20/2021 due to effects of COVID-19 or for COVID-related projects, as allowed by Resolution 644
11. The Office of the Prosecuting Attorney facilitated monthly Big Island Juvenile Intake and Assessment Center interagency meetings via Zoom for both East and West Hawai'i stakeholders.
12. The Office of the Prosecuting Attorney provided ADAD grant funding for substance abuse prevention community stakeholders to attend National online capacity building training on substance abuse prevention and positive youth development.
13. The Office of the Prosecuting Attorney provides organizational and fiscal support to the Committee on the Status of Women.

JUVENILE JUSTICE

- Grant funding was received from the Department of Health, Alcohol and Drug Abuse Division to build the County's capacity to enhance the substance abuse prevention system with a focus on underage drinking and other drug use by youth.
- Title II funding was received from the Department of Human Services, Office of Youth Services to continue into the fifth year of the Big Island Juvenile Intake and Assessment Center, providing immediate intervention for youth and also allowing police officers to return to public safety duties.
- State General Funds received from the Department of Human Services – Office of Youth Services provided for the Big Island Juvenile Intake and Assessment Center location in West Hawai'i.
- The Restorative Justice Victim Offender Conferencing program screened 102 juvenile cases. Thirty-eight (38) cases were accepted into the Program. Twenty-four (24) cases were successfully resolved.

COMMITTEE ON THE STATUS OF WOMEN

1. The Hawai'i Island Services Directory for Families was updated and 1,500 copies of the "2020 Hawai'i Island Services Directory for Families" were distributed
2. The Committee developed cell phone safety cards after it became aware of how cell phones are being used in abusive relationships. Cards were sent to all seventy-one (71) schools on Hawai'i Island to include a letter to each Principal requesting that these cards be distributed to students.
3. Coordinated campaign "Gratitude, Grace & Grit" to showcase Hawai'i County women and how the pandemic has affected them. Recordings will be shown on Na Leo Television.
4. Prepared the Hawai'i County Status of Women Report which includes wage and employment data in Hawai'i County, highlighting the gender pay gap which was also presented to the County Council.
5. Members have attended meetings on domestic violence prevention, legislative development, and others, and have presented to Hawai'i County Council.
6. Monthly Committee meetings are held virtually to fulfill the mission of the Committee on the Status of Women.



Public Works

STEVEN IKAIKA RODENHURST, P.E., Director

STEPHEN M. PAUSE, P.E., Deputy Director

MISSION

The Department of Public Works will serve the public by building, operating, and maintaining the County's infrastructure in order to create a safe, resilient, and sustainable Hawai'i Island community.

VISION

The Department of Public Works endeavors to enhance the quality of life while providing services to the residents and visitors of our island in a transparent, accountable, and efficient manner to ensure the success and growth of our County.

ORGANIZATION

The Department of Public Works is composed of six (6) divisions:

1. Administration - Supports the entire Department by overseeing budgeting, fiscal management, procurement and contracting human resources, and all public communication and outreach.
2. Automotive - Repairs and maintains a fleet of approximately 1,100 County vehicles and equipment.
3. Building - Issues permits and inspects commercial and residential construction, and constructs, repairs, and maintains over 90 County operated buildings/facilities.
4. Engineering - Provides civil engineering, bridge inspections, land surveys, and regulatory services in accordance with Chapters 10, 22, and 27 of the Hawai'i County Code (HCC), and design engineering and construction services for County drainage and roadway projects.
5. Highway Maintenance - Maintains drainage systems and more than 954 miles of public streets and highways.
6. Traffic - Oversees installation, operation, and maintenance of signs and road markings, traffic calming devices, street lights, and traffic signals.



HIGHLIGHTS

Administration

- Recovered \$2M from Federal Emergency Management Agency (FEMA) funded projects for the 2006 Kiholo Earthquake, 2014 Tropical Storm Iselle, and the 2018 Kilauea Volcanic Eruption disasters.
- Performed department-wide inventory of all assets, materials, and supplies.
- Provided HR, personnel, policy, and procedure guidance and support to all divisions during the ever-evolving COVID-19 pandemic.
- Procured 36 departmental consultant contracts and 49 county-wide construction contracts.
- Created and began implementation of a digital filing system to reduce the need for additional storage space, and the use of paper and printer ink.

Automotive

- Completed 3,736 (97%) of work orders in-house; only 103 needed to be serviced by contracted vendors.
- Maintained the fuel supply to the County's vehicle and equipment fleet.

Building

- Performed 24,088 inspections.
- Design and Engineering Section Projects:
 - Tenant improvement project for the Keolahou Emergency Shelter and Assessment Center
 - Hawai'i County Civil Defense EOC Expansion
- Of the 1,162 work order requests received by the Repair and Maintenance section, 97.5% were completed within 30 calendar days.
- General Services staff conducted "Bug Buster" disinfection services of frequently visited and highly touched areas and surfaces (bus stops, crosswalk buttons, benches, etc.) throughout the island.

BUILDING PERMITS ISSUED

FY 20-21 BUILDING PERMITS COMPARED TO PREVIOUS FY 19-20

	FY 19-20	ESTIMATED VALUE	TOTAL FEES FY 19-20		FY 20-21	ESTIMATED VALUE	TOTAL FEES FY 20-21	% INCREASE DECREASE IN VALUE
BUILDING	3,246	\$713,075,299	\$1,991,432		3,555	\$784,364,113	\$2,486,445	10%
ELECTRICAL	3,919	\$233,915,987	\$349,451		4,420	\$133,141,187	\$438,425	-43%
PLUMBING	1,998	\$46,081,075	\$152,140		2,298	\$59,791,372	\$179,152	30%
SIGN	35	\$458,300	\$1,975		36	\$152,356	\$2,025	-67%

Engineering

Completed construction of the following projects:

- \$2.4M Henry Street Rehabilitation Project (STIP)
- \$19.6M Māmalahoa Highway (Waimea) Widening Project (STIP)
- 12M Ali'i Drive Culvert Replacement Project (STIP)

Projects under construction:

- \$12M Kīlauea Avenue Rehabilitation Project (STIP)
- \$18M Kalaniana'ole Ave Reconstruction Project
- \$1.7M Temporary Makea Bridge Project
- \$12.2M Waiānuenue Avenue Rehabilitation Project (STIP)

Processed 256 regulatory complaints.

ENGINEERING REVIEW

	FY 19-20	FY 20-21	% Increase/Decrease
Right -of -Way, Grading, Grubbing, and Stockpiling Permits Issued	298	328	10%
Subdivision Application Reviews	81	73	-9.9%
Construction Plan Reviews	49	45	-8.2%
TOTALS:	428	487	



Highway Maintenance

- Resurfaced 25.27 miles of various County roads
 - South Hilo; 5.44 miles
 - North Hilo/Hāmākua; 2.32 miles
 - North/South Kohala; 3.67 miles
 - North/South Kona; 3.59 miles
 - Puna; 10.25 miles
- Various shoulder maintenance projects
- Assist various COH Department's with COVID-19 related projects and conducted island-wide "Bug Buster" disinfection services of frequently visited and highly touched areas and surfaces (bus stops, crosswalk buttons, benches, etc.) throughout the island.
- Island-wide roadside maintenance and litter pick-up
- Install speed humps

Traffic

- Investigated 110 complaints related to traffic lights, signs, speed hump requests, markings, or street lights
- Traffic Signals & Streetlights
- Performed preventative maintenance of 62 County signalized intersections.
- Traffic Signs & Markings Section
- Performed the inspection and maintenance of over 250 miles of road to address retro-reflectivity.
- Maintained and/or replaced 5,258 traffic signs.





Research and Development

DOUGLASS ADAMS, Director

ROBERT AGRES, Deputy Director

The Department of Research and Development works to imagine, invest in and collaboratively create a sustainable, equitable, and thriving Hawai'i Island. It focuses on economic development that reflects community values and enables a diverse and stable economy that offers a high quality of life for our residents through innovations that balance Hawai'i Island's economic, social, and environmental well-being. Through its work, the Department informs planning, policy, and programmatic decision-making with data-driven research and collaborates in the development and funding of initiatives seeking environmental, community, and economic sustainability.

In order to create and nurture a County that not only survives but thrives, R&D will integrate quality of life and community well-being focus into its range of program areas. This new area of work will target a holistic approach to leading indicators of community well-being such as community vitality, economy, education, environment and infrastructure, equity, food and agriculture, health, housing, public safety, transportation, cost of living, affordability, the well-being of individuals/families, and demographics. Models for community well-being will be identified and developed to provide opportunities for the County to partner with the community to implement and integrate this framework into all sectors.

The Department continues to play a lead role in strategically investing federal support funds to address the disruptions and impacts emerging from the COVID- 19 pandemic. Funds are being invested in community assistance and Hawai'i Island recovery initiatives that include food assistance, childcare, community and family resilience, connectivity enhancement, business, and nonprofit grants for economic assistance, individual grants to prevent housing displacement, and nongovernment utility assistance.

Through its Innovation Grants Program, R&D invested a total of \$468,521 in research, programs, and projects that advance community well-being and economic development on Hawai'i Island. These investments in innovative community partnerships will help "move the needle" around objectives in the program areas of agriculture – 9 awards totaling \$151,176, creative industries – 3 awards totaling \$51,100, economic development – 4 awards totaling \$43,600, energy – 1 award at \$18,645, sustainable development – 4 awards totaling \$85,000, and tourism – 8 awards totaling \$119,000.

AGRICULTURE

R&D's Agriculture and Food Systems Program promotes a diversified sector with a range of businesses that support local food self-sufficiency and competitive export markets. It seeks to develop a robust, diversified agricultural sector, including a range of agriculturally related businesses and agricultural tourism. It also catalyzes cooperative and innovative approaches to strengthening the local food system from farm and ranch to the consumer's plate, which affords living wages for producers and distributors and broad community access to local foods.

Through the Department's involvement in the USDA Micro-Grant for Food Security Program (MGFSP), support was provided to increase the amount of food produced by individuals. The Program considered 306 grant proposals for Hawai'i County and 95 of those proposals received awards of up to \$5,000.

To support the promotion of local agricultural and value-added products at the local, national, and international levels, the Program supports organizations such as the Hawai'i Tropical Flower Council and Hawai'i Floriculture & Nursery Association that target floral and ornamental foliage markets and the Hawai'i Coffee Association that markets coffee through social media. Webinars have been actively used to minimize exposure to COVID-19.

In addition to promoting agricultural products, the Department also works to improve the quality, productivity, and safety of agricultural producers, systems, and products through effective and timely research and education. Examples of this include support for Hawai'i Island Meat Cooperative's research project, Innovation in Small-Scale Wastewater Disposal. This has been a critical project which allows the mobile harvest unit to increase its throughput. The department has also supported research and other initiatives that utilize the Korean Natural Farming methodology, including application in a commercial floral enterprise to reduce costs and increase plant health and vigor.

R&D also supports the University of Hawai'i's Extension Service of the College of Tropical Agriculture and Human Resources (CTAHR) to gather input and feedback from producers and provide special analytical services. This includes support for mileage and vehicle repair and maintenance costs to allow CTAHR agents to regularly reach out to producers at their farms to get a first-hand understanding of their situation and concerns. The service also allowed the lease of a fluorometer from the Hawai'i Farm Bureau to assist farmers in determining the presence of Banana Bunchy Top Virus, facilitate the removal of infected banana mats, and, thereby, minimizing the spread of the disease.

Another area of support to agriculture was helping to address invasive species in partnership with University of Hawai'i. Examples of this include:

- Accidental Introductions – Increasing Production of Novel Floriculture Products for Import and Replacement is a research project to minimize accidental introductions. This research led to the ban on importing Myrtaceae family products such as eucalyptus to avoid future introductions of pathogens that may increase the risk of infecting the 'Ōhi'a. Cultivation research also paved the way for commercial production of Eucalyptus, Pansy, and cymbidium cultivars which are important to the ornamental industry.
- Little Fire Ants – Little Fire Ants have continued to be a concern for agricultural producers. R&D has been supporting the Hawai'i Ant Lab's work with individual farms to develop farm-specific control plans and educational programs to inform producers about control measures.
- Gorse – The County's Agriculture Specialist is a member of the legislatively mandated Gorse Task Force that is charged with preparing a report on control measures, short and long-term, to reduce/eradicate Gorse on Department of Hawaiian Home Lands on Mauna Kea.
- Coqui & Coffee Berry Borer – The department has been working with the Hawai'i Department of Agriculture to fund a Coqui control program in North Kohala and extend the existing Coffee Berry Borer Reimbursement program.

The Program also works to affect the integration of food system networks into local agricultural networks, production systems, and value chains. This effort, led by the County's Food Access Coordinator, includes continuing facilitation and coordination support for the Hawai'i Island Food Alliance and the Hawai'i Island Agriculture Partnership that has overseen the completion of the Hawai'i Island Food System Study. The findings of the study will support a feasibility study for an agriculture innovation center, a comprehensive Food System Action Plan, and an Emergency Food Plan. Hawai'i Island Food Alliance partners also conducted planning for the 4th Annual Community Food Summit which took place July 28th – August 1st.

R&D partnered with the Institutional Purchasing Hui on a statewide effort aimed at increasing local food purchasing. It also sat on the statewide advisory committee for the Transforming Hawai'i's Food Systems Together project that developed a Statewide Food System Map and is conducting food and agricultural policy research and a network and vulnerability assessment.

R&D support was provided to the Center for Getting Things Started and the Hawai'i Island School Garden Network to put on a series of local food promotion and consumption virtual workshops for teachers and community members. All five workshops were completed and additional funding was secured to continue the series. Continued support to facilitate collaboration between network partners was provided resulting in the development of materials and online events and cross-promotion of work to increase the quality of offerings and community participation.

TOURISM

The Tourism Program encourages initiatives that are compatible with historic and natural resources and are not intrusive to our island communities. It is guided by the Hawai'i Island Tourism Strategic Plan 2020-2025 (TSP) which carries forward the idea that successful tourism starts with a high quality of life for residents defined by Ola ka 'Āina, Ola ke Kānaka (Healthy Land, Healthy People) and sets it as the vision for the future of Hawai'i Island. The TSP's data and community-driven goals include:

- Responsible Tourism to promote the preservation of natural and cultural resources and high quality of life for residents.
- Pono Based Visitor Communication that reinforces Hawaiian culture as the foundation of our unique sense of place and informs communication to visitors about how to care for our 'āina and culture.
- Place Based Education for Residents that supports community-driven and institutional initiatives that are grounded in place-based efforts to train and educate our local workforce.
- Infrastructure that provides social benefits to both residents and visitors and improves the quality of life for our island communities.

In 2020, over 90 community, visitor industry, and government stakeholders participated in a total of 27 cohort meetings to develop action plans, build multi-sector partnerships, and identify implementation roles for each of the four TSP goals.

This effort was followed by a partnership with the Hawai'i Tourism Authority to develop the Hawai'i Island Destination Management Action Plan (DMAP) Initiative. The DMAP built upon the TSP development and implementation process with the goal of rebuilding, redefining, and resetting the direction of tourism over a three-year period. More than 300 people from the community-at-large, visitor and various other industries, and government officials participated in the outreach and engagement phase. The DMAP promotes the concept of regenerative tourism – going beyond the concept of sustainable tourism by having the hospitality industry aim to not just do less harm but to heal the harm already done.

R&D works with community partners to support the visitor industry by sustaining consistent visitor arrivals and expenditures through a range of strategies. One of these strategies is a partnership with the Island of Hawai'i Visitors Bureau (IHVB) to support and maintain direct air service to the island, coordinate a Conventions, Meetings, and Incentives marketing initiatives, and conduct Kama'aina Visitor Campaigns and Targeted International and Niche Marketing.



Another strategy is the support provided through the annual Hawai'i Tourism Authority (HTA) Community Enrichment (CEP), Aloha 'Āina (conservation), and Kūkulu Ola (cultural) Programs and the R&D's Innovation Grant Program to festivals, events, and projects that build community, conserve natural resources, strengthen cultural identity and practices, promote economic development, and improve the visitor arrival and departure experiences. Funding support was provided to 23 programs through the HTA's grant programs and to 7 programs through R&D's Innovation Grant.

The Program also provides capacity building services which included:

- an AgTourism webinar conducted in partnership with HTA and the Hawai'i AgTourism Association that was attended by more than 100 participants;
- 5 sessions of one-on-one technical assistance for contractors on how to re-define and re-organize their programs and build relationships with the government in the COVID-19 situation;
- 5 sessions of one-on-one technical assistance on grant opportunities for contractors whose funds were cut by HTA;
- 10 sessions of facilitated meetings with community groups to develop action plans for interpretive programs at culturally and historically significant sites; and
- 7 sessions of facilitated meetings with community groups, visitor industry stakeholders, and government officials to develop cross-sector partnerships to support the implementation of wahi pana stewardship programs in Kahalu'u, Keaukaha, and Waipi'o Valley, including the incorporation of the KIPA Indigenous Alignment Certification program.

The Program supported the design and facilitation of a virtual tour and discussion of community-based projects at Kahalu'u Bay and Maku'u Farmers' Market for the National Coalition for Asian Pacific American Community Development's annual conference. The session engaged 130 representatives from nonprofit organizations nationwide in the exploration of responsible and regenerative tourism principles and how Hawai'i Island communities use pono practices to bring those principles to life.



BUSINESS DEVELOPMENT

The Business Resources and Industry Development Program promotes island-grown businesses of all sectors by supporting industry and entrepreneurial capacity-building efforts. It provides information, support, and connection to services for both existing and startup businesses.

The Program supported the development of small businesses in key economic sectors through capacity building, workforce training initiatives, and the engagement of youth in the fields of science technology, engineering, and math. Collaborations included the HiPlan Entrepreneurial Development Program and the Hawai'i Science and Technology Museum's CubeSat Program.

R&D also assisted businesses through outreach and technical assistance regarding the State's Enterprise Zone (EZ) and Opportunity Zones (OZ) Programs. Six new companies were accepted into the Enterprise Zone Program for a total of 66 businesses qualifying for state and county tax incentives. Re-designation of the North Kohala EZ was also secured for an additional 20 years.

An Opportunity Zone collaborative was developed to employ public, private, and philanthropic partnerships to attract and steward equitable community-aligned private investments to local businesses and advance economic and business development efforts. This new federal program provides incentives for investors to re-invest unrealized capital gains into Opportunity Funds in exchange for temporary income tax deferral and other benefits. The Opportunity Funds will then be used to provide investment capital in low-income communities designated as Opportunity Zones. A (Re)development Feasibility Assessment was completed which identified potential development opportunities, investment interests and funding, and financing mechanisms for Opportunity Zone areas in Hilo, Kailua-Kona, and four villages.

Household economic self-sufficiency and mobility was advanced through a range of activities including support for Hawai'i County Economic Development Council's programs to assist disadvantaged and underserved persons. Funding assistance was provided to Hawaiian Community Assets to stand up the Hawai'i County Zero Interest Emergency Loan Program as an early first step to address economic impacts on families and small businesses due to COVID-19. A Keiki-Backpack Program was also funded to offer backpacks, food, and masks to children from vulnerable families.



ENERGY

R&D's Energy Program champions dependable, resilient, efficient, lower cost, and renewable energy systems. It advances and supports renewable energy projects/generation, energy efficiency improvements, and transformation of mobility to be delivered with zero emissions innovations. The Program's four main areas of focus include regulatory and legislative programs, renewable energy initiatives, economic development projects, and energy emergency preparedness.

In the area of regulatory and legislative initiatives, work continues in partnership with Arizona State University (ASU) to address energy-related dockets before the Hawai'i Public Utilities Commission (PUC) relating to:

- HECO's General Rate Increase and Revised Rate Schedules & Rules. The County of Hawai'i's testimony was cited in the PUC's decision to reject HECO's \$1.7 million dollar requested increase in operation and maintenance funding. This action is estimated to result in cost savings of \$8.74 savings per resident and \$20.19 per HECO customer per year on a permanent basis.
- Performance-Based Regulation. This effort focuses on stabilizing customer bills, incentivizing long-term utility cost containment, accelerating deployment of utility-scale renewable generation, and lowering market barriers to distributed energy resource adoption.
- Integrated Grid Planning. Over the past year, the County and ASU have participated in a series of Integrated Grid Planning (IGP) related workshops and update calls to monitor this docket to ensure the County and rate payers' interests are represented.

To identify and implement energy efficiency projects to reduce County expenses, the Energy Program supported the utilization of energy efficiency rebates and third-party providers to gain savings on energy costs through renewable energy implementation. As the analysis of the savings advances, Hawai'i Energy's contributions will be elevated to finalize the Strategic Energy Management Roadmap for the County. Additionally, efforts included ensuring the County's procurement processes take into consideration the lifetime energy costs in future purchases, with the next steps pending review with the State Attorney General.

The development of a self-sustainable renewable energy base emergency fuel source included the ongoing evaluation of wind, photovoltaic, in-line hydro, anaerobic digestion, pyrolysis, and conventional gasification. The most promising fuels for production being considered are hydrogen and methane. The expected outcome would be a blend of the various technologies in which production facilities are located across the island.

Finally, in terms of emergency energy preparedness, collaborative discussions with the Planning Department's Recovery Division have included renewable energy, load management, energy efficiency, and on-site PV+ Stored Energy (PVSE). An optimal PVSE system would account for the additional load generated by the vehicle fueling and charging infrastructure utilized by both public and government agency vehicles. The PVSE electricity could also be dispatched by HECO for grid stability and power outages. This would provide grid support that results in a more resilient electrical network.

RESOURCE CENTER

The Resource Center maintains and disseminates data, information, and knowledge to County departments, other agencies, businesses, and the general public in support and promotion of balanced development on Hawai'i Island. Technical support and funding are offered to advance and enhance businesses, communities, and the environment.

A component of the Center's knowledge management system is continued support for the Hawai'i County Data Portal, developed by the University of Hawai'i Economic Research Organization. The portal contains 206 indicators related to economic development, agriculture, construction, energy, tourism, and population. Data has been viewable in table and trendline graphs, and downloadable in PNG and JPEG images, SVG Vector images, CSV and PDF. Immediate data analysis has been available through the portal's "analyzer" feature.

The Resource Center is also responsible for the design, content creation, and maintenance of R&D's web pages. In response to the COVID-19 pandemic and the federal CARES Act and other stimulus programs, R&D launched five web pages containing up-to-date information on COVID-19 related subjects relevant to the business community. Subjects included: grant and loan opportunities, reopening guidance, data and economic impacts, industry best practices, Gold Star Businesses, tourism reopening, and information related to the County's CARES Act funding programs. During the period January 1, 2021, to June 30, 2021 R&D's web pages received 49,184 unique views. A significant amount of the views were devoted to COVID-19 travel rules, reopening guidance, and CARES Act funding.

In regards to generating strategic funding and financing opportunities for the County of Hawai'i, the Resource Center submitted two grant proposals to the U.S. Department of Commerce Economic Development Administration's (EDA) Disaster Supplemental Funding on behalf of the Department of Environmental Management (DEM) and the Planning Department. EDA approved a \$2.5 million award to implement the Puna Wastewater Programmatic Environmental Impact Statement project.

The EDA is also finalizing its environmental and legal review for an approved \$19 million award to support the North Kona Sewage Pump Station and Forcemain project. Both projects would improve Hawai'i County's infrastructure and protect coastal and groundwater. It has the potential of attracting \$61.6 million in private investment and adding 1,172 jobs to the economy.

To support interagency initiatives to promote sustainable development and achieve climate change mitigation and adaptation goals, the first draft of the Hawai'i County Climate Action Plan was released for public review in May 2020. Based on comments received on the first draft of the Climate Action Plan, R&D has been revisiting the outreach process to ensure the plan is centered on inequity with a more robust community engagement strategy. The Department has partnered with the Planning Department to integrate information, resources, and technical support from the International Council for Local Environmental Initiatives (ICLEI) Integrated Climate Action Planning Cohort on re-envisioning the process to produce a plan that is reflective of and driven by communities of Hawai'i Island.

In addition, R&D has collaborated with Hawai'i Green Growth to launch a Hawai'i County Aloha+ Challenge that encourages households to engage in actions that reduce greenhouse gas emissions contributing to climate change. It also partnered with the University of Hawai'i at Hilo Data Visualization class to initiate an interactive dashboard to visualize data from multiple program areas to 1) engage the public with County-level information and identify larger effects and opportunities of efforts we were advancing, and 2) provide an entry point for deeper discussion, education, and innovation within and across program areas.

CREATIVE INDUSTRIES & FILM

The Hawai'i Island Film Office seeks to sustainably grow media production and creative industries on Hawai'i Island by promoting the island locally, nationally, and internationally as a premier location, supporting incoming and locally generated productions, and engaging the local creative community to advance the industry. It acts as a liaison between government agencies, production companies, and the Hawai'i Island community while providing assistance to productions free of charge. The Program supports local and incoming film and other creative economy projects by advising on licensing, locations, crew identification, and other project-specific factors and by publishing related guides and directories, in collaboration with permitting agencies and the DBEDT Creative Industries Office.



In FY 2020-2021, 89 inquiries were handled that required either permit, permitting information, or support for industry professionals and productions. A total of 120 permits were issued for filming in County parks. In addition, discussions were held with four filmmakers to support and secure their interest in filming on the island. Information and resources were also provided to 2 studio developers to assist with the completion of due diligence for the build-out of a new full-service film studio in Kona. Connections were facilitated with various industry stakeholders/industry experts on the island to efficiently get this project up and running.

The program supports the development of local creative industries by advocating for tax incentives; workforce development, incubators, and accelerators; and by supporting local events. 53 programs and events were promoted and supported including the Hawai'i Film and Entertainment Board, Film Offices of the Hawaiian Islands, Creative Labs Hawai'i, the Aloha Theater, the Palace Theater, and the Kahilu Theater, Aerial Arts Hawai'i, and Hawai'i Doc Club. Support included extensive social media and online advertising, grant funding, and virtual attendance/participation at events and meetings. Workforce development for the film sector included production assistants, acting, and film and television production workshops. Outreach as to careers in the film sector was shared with business organizations, university students, and with participants in the annual HawaiiCon.

IMMIGRATION

R&D's Immigration Information Office provides information and assistance on immigration-related issues and concerns to the constituents of Hawai'i County, disseminates immigration forms, acts as a resource office, and serves as a liaison to the United States Citizenship and Immigration Services (USCIS formerly INS). It provides direct and coordinated supportive services to address individual and family immigration matters. The Office provides mini-info sessions to assist constituents with completing various immigration forms and reviews naturalization and green card applications on a daily basis.

The Office also assists citizens of the Philippines, Mexico, Marshall Islands, Federated States of Micronesia, and the Republic of Palau by serving as liaison with Consulates on O'ahu and the U.S Mainland regarding issues related to passport renewal, I-9 issues, birth certificates, obtaining documents, travel documents, and other matters. Discussions were also initiated with the consulate offices of Honduras, El Salvador, Thailand, and Vietnam to explore collaborative efforts to conduct outreach events for citizens of these countries.



The Office works to expand partnerships to provide effective support for immigrants. Examples of this include providing information on immigration and related issues to Department of Motor Vehicles and Social Security Office to better serve immigrant clients. Provided public benefit information available to immigrants to health service providers and government agencies on Hawai'i Island. It also collaborated with the Ka'u Rural Health Community Association, Big Island Kokua Service Program, and West Hawai'i Community Health Center to organize Affordable Care Act Enrollment for Pacific Islander events.

In response to challenges resulting from the impacts of the COVID-19 pandemic, the Office mobilized the following efforts to address challenges faced by immigrants:

- Provided assistance with online applications for the Federal Paycheck Protection Program to help immigrant farmers secure economic relief for adverse impacts to their businesses from the pandemic.
- Helped organize a 2020 County of Hawai'i COFA (Compact of Free Association) COVID-19 Task Force to serve as a bridge between members of COFA communities, government agencies, and non-profit organizations by effectively communicating pertinent information on COVID-19 regulations, services, and resources in a culturally appropriate and sensitive manner.
- Partnered with the Ali'i Health Center in Kona to provide COVID-19 educational materials to Pacific Islanders and translated COVID-19 information into Kosraean.
- Assisted the Mayor's Office, Civil Defense, and Hawai'i Department of Health by providing resources, outreach, and engagement of immigrant communities in accessing COVID-19 testing.
- Partnered with the Ka'u Rural Health Community Association, Bay Clinic, and Senator Kanuha's Office to organize a COVID-19 vaccination event where more than 150 individuals age 75 and older received COVID -19 shots.
- Translated Emergency Broadband Benefit (EBB) Program information to Kosraean for Hawai'i Department of Health to help struggling households secure funds to pay for internet service during the pandemic.

COMMUNITY WELL BEING

The newly established Community Well-Being Program is responsible for leading and ensuring the design, strategy, and implementation support of innovative programs to improve the health and well-being of Hawai'i Island residents and communities. It identifies innovative models of holistic and integrated systems to create opportunities to advance a well-being economy that nurtures our relationship with 'āina; addresses economic inequality; and supports individual and community health resilience.

In response to COVID-19, R&D sought and secured a \$3 million award from the U.S. Department of Health and Human Services under its Community Program to improve Minority Health. The award will provide funding support for the County's partnership with Community First and the University of Hawai'i at Hilo to address COVID-19 health disparities among Pacific Islander, Native Hawaiian, Filipino, and Hispanic populations, ensuring geographically-inclusive distribution of services.

The 2-year project will develop a Disparity Impact Statement, including COVID-19 public health recommendations for testing, contact tracing, vaccination, and other mitigation efforts. It will develop and implement a Health Literacy Plan that guides new and/or revised policies for improving and sustaining adherence to COVID-19 and other public health recommendations using evidence-based and culturally appropriate health literacy strategies. The project will inform efforts to address the broader issue of chronic disease disparities and increase telehealth literacy among underserved ethnic and rural communities.



Water Supply

KEITH OKAMOTO, Chief Engineer

KAWIKA UYEHARA, Deputy

With a customer base of approximately 45,000 water service accounts island-wide, the DWS has a staff of 161 employees (as of June 30, 2021) operating from several locations around the island. In addition to the main office at the Waiākea Office Plaza on Kekūanaō‘a Street and the Operations Center on Leilani Street in Hilo, the Department maintains district offices and base yards in Waimea, Kona, and Ka‘ū. The Department is organized into four major divisions: Administration, Finance, Engineering, and Operations.

Number of Employees by Division and Bargaining Units

Division	Bargaining Unit	Employees
Administration	Appointed	3
	Exempt	2
	Unit 03	7
	Excluded - 13	1
	Unit 13	7
	Subtotal	20
Finance	Exempt	1
	Unit 03	14
	Unit 04	2
	Unit 13	2
	Subtotal	19
Engineering	Exempt	1
	Unit 03	9
	Unit 04	2
	Unit 13	12
	Subtotal	24
Operations	Exempt	
	Unit 01	71
	Unit 02	7
	Unit 03	14
	Unit 04	1
	Unit 13	5
	Subtotal	98
Department Total:		161

BUDGET

Operating budgets for the fiscal years ending June 30, 2021, and 2020 totaled \$55.3 million and \$55.6 million, respectively. Water consumption during this period increased from 8.8 billion gallons to 8.9 billion gallons, while the number of services over this period decreased from 45,000 to 44,784 island-wide.

ENGINEERING DIVISION

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

North Kona

- **Wai'aha Water System Improvements – Transmission:** The construction of this project was completed and improves the transmission capacity in the Wai'aha area, allowing DWS to increase the use of the Wai'aha water sources and have additional transmission capacity for future wells including one which is currently in the planning and design stage. This project will help improve the level of service in the North Kona water system. Cost: \$3,500,000.
- **Wai'aha Well 2 Development – Phase 1:** This project, currently entering the construction phase, is expected to add another high-level, low chloride source to the Wai'aha area. This project will increase source reliability in the North Kona water system. Estimated construction cost: \$3,000,000.
- **North Kona Mid Level Deepwell Development – Phase 1:** This project is the exploratory phase for a potential mid-level (roughly 800' elevation) well. If successful, the well is anticipated to provide numerous benefits including lower pumping costs, smaller and more reliable equipment to pump the same amount of water as the high-level wells, and easier maintenance and repairs to the pump and motor. This exploratory well project is currently in the final design stage. Estimated construction cost: \$1,500,000.
- **Source Water Assessment – North Kona:** The Department continued monitoring the high-level sources' water levels to evaluate any noticeable connection between the high-level aquifer and the basal aquifer. The drilling of a monitoring well within an existing tank site will begin upon approval of a Conservation District Use Permit.
- **Kahalu'u Shaft Inclined Lift Replacement:** Construction of this project is completed and maintenance and repairs to the existing pumps and motors at the bottom of the shaft are ongoing. Cost: \$1,600,000.

North Kohala

- **Hala'ula Well Development – Phase 2:** The construction of this project is ongoing and includes the outfitting of a production well, construction of a new reservoir, control building, and existing water line replacement. Construction is anticipated to be completed in the Spring of 2022. Cost: \$13,000,000.



South Kohala

- **Waikoloa Reservoir No. 1 Repairs:** The project has been redesigned due to unforeseen circumstances. The project is currently being considered for a Hazard Mitigation Grant which includes the repair and improvement of Waikoloa Reservoir No. 1 to the State's current Dam Safety standards. The estimated construction cost is \$10,000,000.
- **Puakō Waterline Replacement:** This project includes the replacement of 13,000 linear feet of the waterline that is subject to a corrosive environment near sea level. The project is in the final design phase and is anticipated to be advertised for bids in late 2021. The estimated construction cost is \$3,000,000.
- **Lālāmilo 10 MG Reservoir:** This project proposes to add a 10-million gallon (MG) storage reservoir to a system that pumps approximately 5.5 million gallons per day. It will increase storage capacity from 2.3 MG to 12.3 MG, allowing the Department to take better advantage of alternate energy when available. The project is currently in the design stage, and the estimated construction cost is \$15,000,000.

South Hilo

- **Pāpa'ikou Transite and G.I. Pipeline Replacement - Phases 1 and 2:** This project is currently under construction which will replace approximately 15,000 linear feet of undersized, asbestos cement (transite) and galvanized waterlines and services approximately 240 customers. Estimated construction cost: \$7,500,000.
- **Kalaniana'ole Avenue Reconstruction** – This project is under construction and is a partnership between the State Department of Transportation and the Department of Water Supply as well as the County of Hawaii. Approximately one (1) mile of 12-inch diameter water line has been installed and provides increased fire protection to the surrounding area. Cost (HDWS/HDOT): \$3,400,000.

Ka'ū

- **Hawaiian Ocean View Well No. 2** – Planning and Design: Planning for this project is ongoing. Fieldwork for a groundwater study in State land was conducted which includes additional information for options to provide additional water to the area. The feasibility of these options is currently being evaluated. Estimated cost: \$725,000.



OPERATIONS DIVISION

Water System Operations Results:

- Deepwell pump production was close to the previous fiscal year's production, while the power costs decreased by 5.8%. Well production volumes by fiscal year were (in billion gallons):
 - FY 2021 = 10.3
 - FY 2020 = 10.7
 - FY 2019 = 10.8
 - FY 2018 = 11.1
- Energy use decreased by .05 %
 - FY 2021 = 53,572,511 kwh
 - FY 2020 = 53,857,733 kilowatt-hours (kwh)
 - FY 2019 = 53,614,225 kwh
 - FY 2018 = 52,160,059 kwh
- The Power Cost Charges to the water service customers were increased from \$1.96/1,000 gallons of water to \$2.00/1,000 gallons on October 1, 2019, and were decreased to \$1.90/1000 gallons on February 1, 2020, and decreased to \$1.85 on June 1, 2021.
- The overall fiscal year power costs decreased by 5.8%
 - FY 2021 = \$15,970,638
 - FY 2020 = \$16,964,796
 - FY 2019 = \$17,860,819
 - FY 2018 = \$16,281,479

Featured Operations Division Projects:

1. Continuous upgrading and development of Unaccounted Water Program (Leak Detection) as well as Supervisory Control and Data Acquisition (SCADA) system.
2. Continued water meter change-out program for meters 30 years and older.
3. Continued repairs as recommended from Department of Health sanitary surveys.
4. Continuous research and implementation of energy-efficient projects.
5. SCADA Conversion: Pi'ihonua #3 Wells; Hokulia Reservoirs #1, #2 & #3; Wai'aha Deepwell.
6. Repaired the following Deepwells and Booster Pumps: Keahuolu #1 Deepwell A; Kahalu'u C Deepwell Emergency; Honoka'a Boosters A & B; Aloha Kona Booster A; Parker #1 Deepwell; Ke'ei C Deepwell and Boosters A & B; Waimea Deepwell; Parker #3 Deepwell Emergency; Pana'ewa Wells B & C; Hāwī #2 Booster B; Lālāmilo A Deepwell; Kula'imano Well A; Keahuolu #1 Deepwell A Emergency; Hāwī #1 Well Emergency; Honalo Booster A; Kahalu'u B Deepwell.
7. Install telemetering system: Nā'ālehu Well and Ka'auhuhu #2 Reservoir.
8. Continued review, evaluation, and implementation of contingency plans.
9. Continued performance evaluations and modifications of the surface water membrane treatment plant in Waimea.

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 Chairperson and Vice-Chairperson at the end 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.hawaiiidws.org.

William Boswell, Jr. and Eric Scicchitano serve as Chairperson and Vice-Chairperson, respectively. The following is a list of the current members and term expiration:

- **District 1 – Judy Howard**, 12/31/24; Pu'u'eo, Wainaku, Kaiwiki, Pauka'a, Pāpa'ikou, Onomea, Pepe'ekeo, Honomū, Wailea, Hakalau, Nīnole, Papa'aloa, Laupāhoehoe, Waipunalei, O'ōkala, Pa'auilo, Pa'auhau, Honoka'a, Kukuihaele, Waipi'o, Āhualoa, Portion of Kamuela, Pleasant Acres, Nani Waimea, Kamuela Highlands, Kamuela Lakeland, Kamuela Meadows, Kamuela Havens
- **District 2 – Julie Hugo**, 12/31/23; Downtown Hilo, Bayfront, Wailoa, Portion of Waiākea Houselots, University Heights, Komohana Gardens, Portion of Waiākea-Uka, Lanakila, Mohouli, Āinako, Kaūmana, Pi'ihonua, Wailuku, Waiānuenue
- **District 3 – David De Luz, Jr.**, 12/31/22; Banyan Drive, Keaukaha, Hilo Industrial Area, the University of Hawai'i at Hilo, Puainako Houselots, Kawaihānui Houselots, Haihai Subdivision, Portion of Waiākea Homesteads, Waiākea-Uka, Pana'ewa, Macadamia Nut Farms, 8-1/2 mile Camp, Kūlani, Kea'au Shopping Area, Kea'au High School
- **District 4 – Eric Scicchitano**, 12/31/2; Hawaiian Paradise Park, Hawaiian Beaches, Makai of Pāhoa Town, Nānāwale Estates, Leilani Estates, Pohoiki, Kapoho
- **District 5 – Steven A. Hirakami**, 12/31/23; W.H. Shipman Industrial Park, 9-1/2 mile Camp, Kea'au Ag Lots, Kurtistown, Mt. View, Glenwood, Orchidland Estates, Ainaloa, Hawaiian Acres, Fern Acres, Eden Roc, Fern Forest Estates, Mauka of Pāhoa Town, Kaohe Homesteads, Kamali'i Homesteads, Kalapana, Opihikau, Kehena, Kaimū
- **District 6 – Kenneth Sugai**, 12/31/22; Volcano Village, Hawaiian Orchid Island Estates, Pāhala, Punalu'u, Nā'ālehu, South Point, Ocean View, Miloli'i, Ho'okena, Hōnaunau, Ke'ei, Nāpō'opo'o, Captain Cook, Portion of Kealahou, Keōpuka Heights, Kona Hospital, Keōpuka Kai.

- **District 7 – Michael Bell**, 12/31/2025; Portion of Kealakekua, Kona Scenic Subdivision, Kainaliu, Honalo, Keauhou, Kahalu'u, Hōlualoa, Kona Hillcrest, Pualani Estates, Sunset View, Kuakini Heights, Kona Vistas, Ali'i Heights, Kona Industrial, Lono Kona
- **District 8 – William Boswell, Jr.**, 12/31/21; Kailua View Estates, Malulani Gardens, Hualālai Farms, Keōpū Mauka, Kailua Heights, Kealakehe, Honokōhau, Kaloko, Kohanaiki, Kalaoa, Keāhole, Mākālei, Makalawena, Pu'uanahulu, Waikōloa Beach Resort
- **District 9 – Benjamin Ney**, 12/31/24; Mauna Lani Resort, Waikōloa Village, Puakō, Waiki'i, Portion of Kamuela, Pu'ukapu Farms, Pu'ukapu Homesteads, Pu'ukapu Village House Lots, Lualia, Pu'u'ōpelu, Lālānilo, Wai'aka, Kawaihae, Kohala Ranch, Māhukona, Hāwī, Kapa'au, Hala'ula

