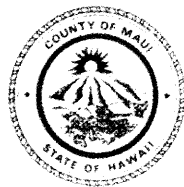


**MICHAEL P. VICTORINO**  
Mayor

**SCOTT K. TERUYA**  
Director

**MAY-ANNE A. ALIBIN**  
Deputy Director



**DEPARTMENT OF FINANCE**  
COUNTY OF MAUI  
200 S. HIGH STREET  
WAILUKU, MAUI, HAWAII 96793  
[www.mauicounty.gov](http://www.mauicounty.gov)

April 11, 2019

Ms. Michele Yoshimura *MJY*  
Budget Director, County of Maui  
200 South High Street  
Wailuku, Hawaii 96793

Honorable Michael P. Victorino  
Mayor, County of Maui  
200 South High Street  
Wailuku, Hawaii 96793

For Transmittal to:

Honorable Keani Rawlins-Fernandez  
Chair, Budget and Finance Committee  
Maui County Council  
200 South High Street  
Wailuku, Hawaii 96793

Dear Chair Rawlins-Fernandez:

**SUBJECT: REQUESTS/QUESTIONS FROM THE APRIL 1, 2019 MEETING  
(FN-14) (EDB-1)**

Pursuant to your letter dated April 1, 2019, regarding the fiscal Year 2020 Budget, below are the responses to the following questions:

1. Relating to page 54 of the Program Budget, has the County ever issued emergency notes? If so, what were the circumstances of their issuance?

*Response: Page no. 54 of the Program Budget refers to the issuance of emergency notes if the County has no available revenues to be appropriated. To-date, the County has not issued any emergency notes but have utilized the Emergency Fund several times since its establishment in FY 2005.*

2. Relating to the Emergency Fund (page 55 of the Program Budget), the balance of the Fund is expected to be \$35.3 million as of June 30, 2019.

OFFICE OF THE  
COUNTY COUNCIL

2019 APR 12 PM 12:58

RECEIVED

APPROVED FOR TRANSMITTAL

*Michael P Victorino* 4/12/19  
\_\_\_\_\_  
Mayor Date

- a. What percentage of the \$35.3 million is funded by the General Fund?

*Response: The \$35.3 million is funded 100% by the General Fund.*

- b. Explain why the policy governing this Fund differs on pages 17 and 55 of the Program.

*Response: The policy referred on page nos. 17 and 55 is an internal budgetary policy established by the former administration. The following are excerpts from the Program Budget (bolded and underlined to provide emphasis on the difference). Page no. 17 states:*

*“In 2012, a policy was established to increase the Emergency Fund to **20% of General Fund operating expenditures** as a part of a prudent reserve strategy. This is based on the Government Finance Officers Association’s best practice recommendation to have at least 2 months’ worth of funds available in reserves. This will be accomplished by prudent management of our fiscal resources and appropriation of approximately \$4.0 million or more per year until that goal is reached.”*

*Page no. 55 of the Program Budget states the following:*

*“The Emergency Fund was initially established in Fiscal Year 2005 with a \$4 million appropriation from the General Fund for the purpose of funding a public emergency threatening life, health, or property. The Emergency Fund Balance does not lapse and can be appropriated by County Council through an ordinance pursuant to Section 9-9 of the County of Maui Charter. In 2012, a policy to increase the Emergency Fund to **20% of General Fund revenue** was implemented as a part of a prudent reserve strategy. This is based on GFOA’s best practice recommendation to have at least two months’ worth of funds available in reserves.”*

*Based on our review of the policy, the difference relates to the words, “operating expenditures” vs. “revenue.” The County Charter requires a balanced budget and therefore, in this case, the General Fund revenues must be equal to the General Fund operating expenditures. The Finance Department recommends for the administration to update this policy to clarify if the percentage is based on the actual or budgeted amounts.*

3. Relating to the goals and objectives of the Financial Services Program (page 214 of the Program Budget):
- a. Provide statistics on the motor vehicle registration renewal self-service terminal/kiosk located at the Maui Lani Safeway.

*Response: From February through March 2019, there were 961 customers who renewed their vehicle registrations at the self-service terminal (SST) in Safeway, Maui Lani Branch. Please refer to the following statistical summary:*

<u>Month</u>	<u>Number Renewals</u>	<u>Total Payment Amount</u>
February	413	\$131,971.70
March	548	\$176,107.50
<b>TOTAL</b>	<b>961</b>	<b>\$308,079.20</b>

- b. Have there been any issues with using this service and how have those issues been resolved?

*Response: The overwhelming feedback received from customers using SST service have been very positive. The vendor provides 24/7 toll-free customer service telephone support and has remote access to the self-service terminal to render assistance and resolve issues as they arise. Customers are advised to contact the DMVL Call Center for those vehicles with expired safety inspections certificates.*

- c. How has this service impacted the wait times at the Department’s motor vehicle offices?

*Response: The average wait times in February/March 2019 decreased by 2 minutes compared to the same period in 2018.*

<b>Kahului Service Center</b>	<b>Feb - Mar 2018</b>	<b>Feb - Mar 2019</b>	<b>Increase (Decrease)</b>
<b>Total No. of Customer Served</b>	15,412	14,763	(649)
<b>Average Wait Time</b>	35 minutes	33 minutes	(2 minutes)
<b>Maximum Wait Time</b>	2 hrs 22 min	2 hrs 28 min	6 min

- d. What is the Department’s plan for installing additional terminals/kiosks at other locations?

*Response: Additional SST’s are in placed at Safeway stores in Lahaina and Kihei and at the Kahului Service Center. A request to the Vendor has been submitted to look into the possibility of securing a location to serve the Upcountry area and to install a SST in the Kahului Safeway, which is currently under construction.*

4. Relating to page 6-10 of the Budget Details (index code 907022B, sub-object code 6132, Professional Services) and the proposed request of \$213,000:

- a. What are the reasons for delaying the launch of Workday? Why is an extension needed?

*Response: The HR and Payroll processing components of the Workday product went live on April 1, 2019. However, the time-tracking phase was delayed mainly due to lack of resources and the need for additional testing, pay-rule validations and analyses to ensure that the Department delivers a quality product.*

- b. What is the new anticipated launch date for Workday?

*Response: The time-tracking component is anticipated be launched in various phases beginning July 1, 2019 and will continue through September 2019.*

- c. What will be the annual cost to maintain the Workday program?

*Response: The annual cost to maintain the Workday program is budgeted under the Information Technology Services (ITS) Division in the Department of Management and estimated to be \$500,000 annually.*

5. Relating to proposed and reinstated positions:

- a. Explain how the new positions will impact your Department, taking into consideration the reinstatement of the Internal Control Officer (page 6-3 of the Budget Details, position number DF-0175) and the Assistant Accounting System Administrator (page 6-8 of the Budget Details, position number DF-0174).

*Response: The proposed expansion position for the Revenue Manager and re-instatement of the Internal Control Office and Assistant Accounting System Administrator positions were based on the recommendations by the external auditor engaged by the County Council in prior year to conduct a performance audit for certain divisions within the Department of Finance.*

*The Department anticipates that the proposed expansion positions in FY 2020 along with re-instating of the Internal Control Office and Assistant Accounting System Administrator positions will have significant impacts toward the achievement of our departmental strategic goals and objectives, particularly in the following: 1) Providing timely, accurate and comprehensive financial reporting; 2) Protecting county assets and maintain effective internal controls, and; 3) Improving efficiency throughout the department.*

- b. Provide a description of the roles and duties for the Real Property Manager (page 6-3 of the Budget Details, position number DF-0149); the four DMVL Service Representative II- LTA positions, one each for Lahaina, Pukalani, Kihei, and Kahului districts (pages 6-13 & 6-14 of the Budget Details, position numbers DFL-XXXX); and the Revenue Manager (page 6-30 of the Budget Details, position number DF-XXXX). (MM)

*Response: Please refer to the following attachments for description of roles and duties for the expansion position requests:*

1. *Attachment A – Real Property Manager I: The attachment is based on the existing job description for the Real Property Manager. The proposed expansion position’s class differs from the Real Property Manager IV in that it performs under immediate supervision as an entry-level trainee and receives initial orientation and training in the principles, theories, methods, and techniques of management of real properties and facilities, including technical and analytical work involving the procurement, management, control, and disposition of County-owned real property.*
  2. *Attachment B - Revenue Manager*
  3. *Attachment C - DMVL Service Representative II*
6. Relating to page 6-51 of the Budget Details (index code 9078168, sub-object code 6558, Settlements and judgments), describe how the proposed \$6 million in funding will be utilized. (MM)

*Response: Below is the response provided by the Department of Corporation Counsel:*

*The \$6,000,000 appropriation proposed under 907816B-6558 will be utilized for payment of settlements and judgments in excess of \$7,500 for litigated, general liability, automobile, and other claims.*

7. Relating to real property tax rates:
- a. What is the percentage increase in rates, by classification, for the last 10 years?

*Response: Please refer to the chart titled “% Change from 2009-2018” below:*

% CHANGE FROM 2009 - 2018			
CLASS	% CHANGE IN COUNT	% CHANGE IN TOT NET TAXABLE VALUE	% CHANGE IN RATES
Timeshare	7%	29%	10%
Residential	13%	13%	14%
Apartment	12%	10%	39%
Commercial	16%	37%	16%
Industrial	-22%	31%	15%
Agricultural	7%	12%	33%
Conservation	1%	28%	34%
Hotel/Resort	-90%	-77%	14%
Homeowner	-4%	15%	43%
Commercial Residential	-	-	-
Short Term Rental	-	-	-
<b>Total Increase</b>	<b>7%</b>	<b>15%</b>	

- b. What is the percentage increase in property valuations for the same period? (AL)

*Response: Please refer to the chart titled “% Change from 2009-2018” in prior page. The class counts have been provided; the adjustment in the valuations include value changes and new land and building inventory. The reason for the dramatic drop in the count and value of Hotel Resort parcels is due to the creation of the Short-Term Rental Class, where a large number of condominium units were reclassified from Hotel Resort to Short Term Rental in 2018. Please see chart below.*

CLASS	2009			2018		
	COUNT	TOT NET TAXABLE VALUE	FY 10 RATES	COUNT	TOT NET TAXABLE VALUE	FY 19 RATES
Timeshare	2,312	1,749,811,200	14.00	2,480	2,256,818,100	15.41
Residential	9,715	6,977,710,500	4.85	11,006	7,896,259,400	5.52
Apartment	8,473	6,052,899,500	4.55	9,507	6,647,237,200	6.31
Commercial	1,965	2,154,388,000	6.25	2,282	2,941,921,200	7.25
Industrial	1,048	1,622,725,400	6.50	819	2,125,832,900	7.45
Agricultural	8,536	3,951,647,300	4.50	9,108	4,428,165,000	6.00
Conservation	1,139	403,599,900	4.75	1,153	515,258,800	6.35
Hotel/Resort	9,331	10,048,228,600	8.20	906	2,309,340,800	9.37
Homeowner	26,332	9,792,718,300	2.00	25,309	11,241,187,100	2.85
Commercial Residential	-	-	-	141	195,950,400	4.55
Short Term Rental	-	-	-	11,295	8,480,518,300	9.28
<b>Totals</b>	<b>68,851</b>	<b>42,753,728,700</b>		<b>74,006</b>	<b>49,038,489,200</b>	

8. Relating to page 6-21 of the Budget Details (index code 907039B, sub-object code 6124, Janitorial Services), is there a contract with Ka Lima O Maui for janitorial services? (KK)

*Response: In February 2018, the procurement for the janitorial service contract was through a competitive bid process. Ka Lima O Maui did not submit a proposal.*

9. Relating to page 6-21 of the Budget Details (index code 907039B, sub-object code 6110, Computer Services), clarify the \$286,518 for plastic driver-license production. (KK)

*Response: The \$286,518 increase in plastic driver-license production is based on projected increase in average monthly demand for driver license renewals and duplicates from 3,200 in FY2019 to 8,035 in FY2020. The vendor’s contracted price per license will also increase as indicated in the following chart:*

		FY 2019			
		Amt.	Qty.	# Mo	Total
Marquis Charges (2018 Jul - Dec)		\$4.28	3,200	6	\$82,176
Marquis Charges (2019 Jan - Jun)		\$4.40	3,200	6	\$84,480
<b>Total</b>					\$166,656
		FY 2020			
		Amt.	Qty.	# Mo	Total
Marquis Charges (2019 Jul - Dec)		\$4.40	8,035	6	\$212,124
Marquis Charges (2020 Jan - Jun)		\$5.00	8,035	6	\$241,050
<b>Total</b>					\$453,174
<b>Variance FY 2020 - FY 2019</b>					<b>\$286,518</b>



Honorable Keani Rawlins-Fernandez  
Chair, Budget and Finance Committee  
April 11, 2019  
Page 7

10. Relating to page 204 of the Program Budget, clarify the need for two Real Property Managers. (KK)

*Response: The proposed expansion position, Real Property Manager I will be primarily responsible for supporting the Real Property Manager IV with the maintenance of all County's real properties, leases, acquisitions, invoicing, correspondence, billing and maintaining the public land trust system. The need to have an additional position is to avoid delays and possible disruption in service as there is currently only one employee throughout the County who is responsible for the entire management of the County's Real Property Management system. This expansion position is a proactive measure to assure continuing of services for a critical function area of the County and such highly technical and specialized duties and responsibilities.*

Thank you for your attention to this matter. Should you have any questions, please feel free to contact me at Ext. 7474.

Sincerely,

  
 SCOTT K. TERUYA  
Finance Director

Attachments

Form CSC-PD 1-63 Submit in Triplicate. Personnel Services Copy - white. Copies - yellow.

10

DEPARTMENT OF PERSONNEL SERVICES COUNTY OF MAUI POSITION DESCRIPTION	Dept.: <u>FINANCE</u>
	Div.: <u>DIRECTOR'S OFFICE</u>
	Section: <u>ADMINISTRATION</u> Physical Location: <u>KALANA O MAUI</u>

1. Pos. No. <u>DF-0149</u>	2. PRESENT CLASS <u>REAL PROPERTY MANAGER</u> SR: <u>22</u>
Perm <input checked="" type="checkbox"/> Temp _____ Full-time <input checked="" type="checkbox"/> Pt-time _____	
3. Incumbent's Name: <u>VACANT</u>	

4. Action Requested: Initial Allocation ( ) Reallocation ( ) Description Only ( ) Redescription-Review (  )

Recommended Allocation: CLASS: \_\_\_\_\_ SR: \_\_\_\_\_

5. Authorized by: (Indicate Committee Rpt. No. or Meeting and Date Action adopted or approved):

DM No. 177

6. Duties of the Position: List each duty assigned or performed by the position in logical order; beginning with those performed most frequently and followed by those performed occasionally. Give an estimate of the average amount of time spent in performing the duties listed. If more space is needed, use a blank sheet (8 1/2 x 11) and list the duties thereon and attach to this Form.

	% of Time
SEE ATTACHED	

FOR CIVIL SERVICE USE ONLY

ACTION TAKEN: Initial Alloc ( ) Realloc ( ) No Change (  ) Other: \_\_\_\_\_

CLASS: 2B.110 Real Property Manager SR: 22

See Audit Rpt No. 2010-057 Study By IS Alloc Notice No. \_\_\_\_\_

Non-Comp Exam Req: Date Admn: \_\_\_\_\_ Pass ( ) Fail ( ) Score: \_\_\_\_\_

EFFECTIVE DATE: 10/29/09 APPROVED: Dance T. Amoneta Date: 10/29/09



7. **Supervision Received** (Give name and title of immediate supervisor):

Name: **KALBERT YOUNG** Title: **DIRECTOR OF FINANCE**

8. **Responsibilities of the Position:**a. **Supervisory Responsibilities** (List names, titles and nature of supervision given):

<u>Name</u>	<u>Title</u>	<u>Nature of Supervision</u>
NONE		

b. **Other Responsibilities** (Describe responsibilities not shown in 6 or 8a):c. **Tools and Equipment** (List tools and equipment used or operated):**COMPUTER, SCANNER, COPIER, FAX, TYPEWRITER, CALCULATOR**d. **Hazards, Hardship, etc.** (List and describe any unusual working conditions):e. **List Licenses or Certificates Held:**9. **CERTIFICATE OF EMPLOYEE:** I certify that the statements above are accurate and complete.

Signature of Employee:

Date:

10. **Statement of Immediate Supervisor:**a. **Comment on the statements made by employee** (Indicate exceptions or additions):b. **Describe the nature and extent of supervision you exercise over this position:**c. **Indicate the qualifications absolutely necessary to perform the duties of this POSITION:** (The educational level, kind and length of work experience, physical requirements):d. **License and/or Certificates Required:**11. **CERTIFICATE OF IMMEDIATE SUPERVISOR:** I certify that the statements above are accurate and complete.

Signature of Immediate Supervisor:

Date:

12. **CERTIFICATE OF DIVISION HEAD:** I certify that I have reviewed the statements above and that they are accurate and complete.

Signature of Division Head:

Date:

13. **Statement of Department Head:**a. **Indicate and comment on any inaccuracies or disagreements:**b. **Comment on qualifications indicated by Immediate Supervisor in 10-c above:**14. **CERTIFICATE OF DEPARTMENT HEAD:** I certify that the statements above are accurate and complete.

Signature of Department Head:

Date:

10/14/09

DF-0149

This position is situated in the Director's Office of the Department of Finance and reports directly to the Director and Deputy Director. This position performs technical and analytical work on the full range of assignments involved to coordinate all activities related to the acquisition, disposition, and leasing of County real property, and the management and control of existing real property assets.

**Duties and Responsibilities:**

1. Participates in the full range of activities associated with the County's real property management program by coordinating the acquisition and disposition of county's real property. Assures adherence to all county, state and federal regulations regarding the acquisition or sale of such property. (a)(b)
2. Develops policies, processes and procedures to be used county-wide which address the acquisition, management, control, and disposition of real property. Reviews existing practices and recommends changes or revisions. (a)(b)
3. Coordinates with applicable departments in the management of county granted leases and concessions. Conducts complex studies and collects and analyzes data related to property leases, contracts, rental or sales options, and transactions in order to develop reports and recommend approval or denial of same. Oversees and participates in the creation or development of all necessary documents and other materials required for each transaction. Reviews and monitors county leases to ensure timely compliance and adherence to stipulated contractual terms. (a)(b) 30%
4. Facilitates a systematic and periodic review and inspection of leased county properties to ensure facilities and assets are well maintained and free from lease violations. Coordinates the re-negotiation, drafting, signing, and approval of county lease documents and contracts between applicable departments and stakeholders. (a)(b) 20%
5. Maintains detailed records and logs to ensure that timely review of property contracts and leases are conducted as may be necessary or required. Prepares a quarterly report to the Director of all activities related to property management, contracts, leases. Establishes a detailed inventory of County real property. (a)(b) 15%
6. Assists the Director in the oversight and development of new county facilities and properties in the areas of financial and risk management and works with responsible departments to coordinate the contractual and lease arrangements for any real asset placed in service. (a)(b) 15%
7. May be assigned to do independent research or to projects in a variety of related areas by the Director or the Deputy Director. May assist in the management, control and reporting of other county assets as assigned. (a)(b) 15%
8. May perform other related duties as required 5%

### Proposed Revenue Manager

Under the general direction of the Treasurer, responsible for the day-to-day operations of the countywide cashiering system and electronic payment system, negotiates satisfactory settlement terms, and manages all the major receivable programs for the County. Other receivables include wastewater management user fees, countywide uncollectible accounts, and other types of revenues collected by the County. Each receivable is governed by its own laws, rules and regulations adding to the complexity and variety involved in managing this area.

#	Description of Duties and Responsibilities	% of Time	ADA Indicator (s)
1	Serves as the principal responsible for the day-to-day operations of the countywide cashiering system and electronic payment system, including execution of changes to the system, maintaining the internal control over the use of the cashiering system, and planning and development of training programs for countywide cashiers. Assists the Treasurer with planning, coordinating, and supervising special projects relating to the countywide cashiering system. Provides technical assistance and expertise to various County agencies concerning the development, implementation, management and review of receivable billing, collection, and accounting.	35%	(a) (b)(c)
2	Negotiates satisfactory settlement terms with an individual delinquent accounts collections for all major County revenue sources. Coordinates terminations and resumption of services, lien filings, foreclosures, and other collection actions with appropriate County personnel. Coordinate and maintain records of uncollectible accounts sent to collection service and to Corporation Counsel regarding collections for all major County revenues. Monitor delinquent accounts records for interest charges and subsequent payments. Reconcile collection agency account status reports to the County records of delinquencies. Provides recommendation of write-offs of bad debts.	25%	(a)(b)(c)
3	Serves as the principal responsible for managing all major County revenue sources including Real Property Taxes, Fuel Taxes, Transit Accommodations Taxes, Public Utility Franchise Taxes, Motor Vehicle Weight Taxes, Landfill Fees, Commercial Sewer Charges, Miscellaneous Receivables and other revenues as assigned. Develops and recommends administrative policies and procedures relating to collection of receivables and internal accounting control procedural systems. Monitors collection of all major County revenue sources and related receivables. Provide appropriate or directs the preparation for review and approval by the Treasurer consolidated financial statements and reports, as well as other managerial reports, relating to the receivable programs.	20%	(a)(b)

#	Description of Duties and Responsibilities	% of Time	ADA Indicator (s)
4	Prepares and controls the replenishment of uncollectible checks, collection of redeemed checks and billing other County agencies for their uncollectible checks. Maintain all pertinent records thereto, including monthly bank reconciliation of uncollectible checks.	10%	(a)(b)(c)
5	Plans and coordinates all outside vendor collection related activities	5%	(a)(b)
6	Perform other related duties as required.	5%	

**Essential Functions:**

- (a) The performance of this function is the reason that this job exists.
- (b) There are no other employees available to perform this function.
- (c) This function is highly specialized and the employee is hired for this special expertise or ability to perform this function.

**DMVL SERVICE REPRESENTATIVE II  
DESCRIPTION OF DUTIES**

The incumbent, under the supervision of the Division of Motor Vehicles & Licensing (DMVL) Service Representative III, independently performs the full range of motor vehicle registration and licensing work; independently processes applications for and issues licenses for business, bicycles, and dogs; independently processes applications and issues initial, renewal and duplicate driver's and related licenses, permits, and identification cards; reviews, examines and authenticates various identity and supporting documents; may process vehicle accident and traffic conviction cases to assure compliance with provisions of law requiring financial responsibility; and performs other duties as may be required.

The following duties account for 80% of the incumbent's time:

Interfaces with the public in the following manner to perform Motor Vehicle, Driver's License and Civil Identification transactions (**see Attachment for details**). Will also perform PVMI clerical and issue handicap parking placards.  
[a] [b]

1. Face-to-face over the counter;
2. Person-to-Person over the telephone;
3. By Mail or other methods of correspondence.

These duties account for 15% of incumbent's time.

Serves as the initiator of problematic customer transactions and complaints. [a]  
[b]

1. Prevent problematic transaction or complaint;
2. If unable to prevent:
  - a. Document problematic customer transactions and complaints
  - b. Refer to DMVL Service Representative III for resolution.
3. If necessary, this position may initiate the request for investigation without prompting.

These duties account for 5% of incumbent's time.

Performs other DMVL related duties as assigned. [a] [b]

Other Conditions:

1. Will be assigned to various DMVL locations (on a temporary or prolonged basis as operational needs may dictate and/or require);
2. Will be subject to shift work (including weekend, late evening, and/or early morning hours); and

3. Will assume the duties of other positions with equivalent class in the Front or Back Office as operational needs require and as directed by the supervisor.

Identifiers of essential tasks:

- [a] The performance of this function is the reason the job exists.
- [b] The number of other employees available to perform this function is limited.
- [c] This function is highly specialized and employee is hired for special expertise or ability to perform this function.

**Attachment****Motor Vehicle Transactions** (but not limited to the following)

1. Explains to applicants the procedural and legal requirements regarding registration and licensing of motor vehicles in the State of Hawaii;
2. Reviews and examine all documents for validity and authenticity prior to acceptance and compliance with applicable provisions of statutes and ordinances;
3. Processes the initial registration and licensing of motor vehicles, including those from out-of-state, in the State of Hawaii;
4. Refers to source materials and manuals to ascertain the title, registration and driver's license practices of other states and jurisdictions, and determine which documents and instruments are necessary for establishing or verifying ownership, title and identification;
5. Processes transfers of ownership and the issuance of duplicate certificates of ownership and registration;
6. Examines registration and ownership certificates and/or other substantiating evidence of ownership such as notarized bills of sale, chattel mortgages, conditional sales, contracts, letters of testamentary, letters of administration, orders of bankruptcy and executor sales documents, powers of attorney, affidavits, bills of lading, ownership releases, etc. for acceptability and validity;
7. Independently advises applicants to procure and subsequently reviews necessary documents such as divorce decrees, proof of financial responsibility, affidavits of collection, death certificates and others so as to comply with applicable portions of Hawaii Revised Statutes chapters 249, 286, and 291;
8. Receives and processes orders for special plates, notifies applicants of receipt or rejection and instructs on further processes;
9. Processes applications for dog licenses;
10. Receives and examines Notices of Transfer for completeness and updates computer records;
11. Gathers required forms and prepares POA forms and paper plates for pick up by dealers;
12. Receives Refund of Cash Bond and Special Plate Fees and reviews for completeness and refund;
13. Reviews documents and processes applications for new bicycle licenses, bicycle title transfers, duplicate bicycle certificates and bicycle replacement tags;
14. Receive address change information and updates data base;
15. Receive, review and process auto buy-back program documents;

16. Defers issuance of ownership certificates where receipt of required proof is pending; issues temporary permits for use of motor vehicles registered in other jurisdictions; checks for no fault insurance coverage, safety check, odometer registration etc.;
17. Computes and/or prorates and collects necessary weight taxes and fees, types receipt therefore, and issues certificates of registration and ownership;
18. Processes applications, computes and collects taxes and fees for annual renewal of motor vehicle registration certificates;
19. Assumes responsibility for all revenue received, tallies and balances cash and all receipts; records pertinent data on application forms and files same; determines qualification for and issues tax exempt motor vehicle permits and license plates;
20. Examines certificates prepared by new car dealers and issues corrected certificates where discrepancies are noted; types and sends delinquent notices to licensees; maintains various office records and files;
21. Answers telephone and written inquiries concerning motor vehicle registration procedures;
22. When asked, greets incoming citizens to DMVL, assists them with answers to questions, checks for completeness of required forms, instructs citizen about required additional forms to complete transaction; and
23. Keeps abreast of motor vehicle requirements of other states and the statutory requirements and administrative rules of the State of Hawaii.

**Driver's License and Civil Identification Transactions** (but not limited to the following)

1. Explain to applicants the procedural and legal requirements regarding obtaining a new or renewing a driver's license in the State of Hawaii including moped, motor scooters, motorcycle, three wheel vehicles, automobiles, buses, trucks, semi-trailers, and truck trailers, renewal new and duplicate licenses;
2. Explain to applicants the procedural and legal requirements regarding obtaining a new or renewing a civil identifications in the State of Hawaii;
3. Reviews and examine all documents for validity and authenticity prior to acceptance and compliance with applicable provisions of statutes and ordinances;
4. Keep abreast of and successfully complete Fraudulent Document Recognition Training Program.
5. Keep abreast of Hawaii Administrative Rules governing driver licenses, civil identifications,



6. Prepares licenses, permits and civil identifications and issues same to applicants;
7. Processes issuance of duplicate driver's licenses and civil identifications;
8. Independently advises applicants to procure and subsequently reviews necessary documents such as certified birth certificates, marriage certificates, divorce decrees, proof of financial responsibility, doctors' reports relating to the State Medical Advisory Board and others so as to comply with applicable portions of Hawaii Revised Statutes chapters 286, 287, and 291;
9. Prepares daily driver's license statistical report on all driver's license transactions;
10. Performs test room duties such as administering and correcting written tests, administers vision acuity screening test;
11. Determines qualification and requirements for the various classes of driver's license;
12. Answers telephone and written inquiries concerning driver's licensing and civil identification procedures;
13. Inputs a variety of information into the computer system relating to updating of or deleting the driver's license records;
14. When asked, greets incoming citizens to DMVL, assists them with answers to questions, checks for completeness of required forms, instructs citizen about required additional forms to complete transaction; and
15. Keeps abreast of civil identification and driver's license requirements of other states and the statutory requirements and administrative rules of the State of Hawaii.