

# POLICE DEPARTMENT

## COUNTY OF MAUI



ALAN M. ARAKAWA  
MAYOR

55 MAHALANI STREET  
WAILUKU, HAWAII 96793  
(808) 244-6400  
FAX (808) 244-6411

TIVOLI S. FAAUMU  
CHIEF OF POLICE

DEAN M. RICKARD  
DEPUTY CHIEF OF POLICE

OUR REFERENCE  
YOUR REFERENCE

December 15, 2017

*Saranda K. Barz*

~~Ms. Lynn Araki Regan~~

Budget Director, County of Maui  
200 South High Street  
Wailuku, HI 96793

*SB*

APPROVED FOR TRANSMITTAL

*Alan Arakawa* 12/21/17  
\_\_\_\_\_  
Mayor Date

Honorable Alan. M. Arakawa  
Mayor, County of Maui  
200 South High Street  
Wailuku, HI 96793

For Transmittal to:

Honorable Riki Hokama  
Chair, Budget and Finance Committee  
Maui County Council  
200 South High Street  
Wailuku, Hawaii 96793

2017 DEC 21 AM 9:38  
OFFICE OF THE  
COUNTY COUNCIL

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**RE: FISCAL YEAR QUARTERLY REPORTS (FISCAL YEAR 2018 (JULY 1, 2017 TO JUNE 30, 2018)) (BF-4(1))**

Dear Chair Hokama:

Thank you for the opportunity to respond to your questions. In reference to the questions regarding the added \$60,000 in the FY18 budget for the Technical and Support Services Program, Department of Police, Emergency Services Dispatcher positions, I am providing the following responses:

**Has your Department implemented a retention program for the Emergency Dispatchers? If so, when was it implemented? Please provide a status of the program. Also, provide a copy of the procedures and policies for implementation of the program.**

Yes, the implementation of the retention and incentive pay for Emergency Services Dispatchers (ESD) was effective July 1, 2017. A Supplemental Agreement was made between MPD and HGEA unit 3, for Emergency Services Dispatcher II's, and with HGEA unit 4, Supervising Emergency Services Dispatchers, resulting in the notification of the intergovernmental agreement and the implementation of the retention pay of \$165 per month for all eligible ESD's.

**How many Emergency Services Dispatcher positions are vacant? Explain how your Department is addressing recruitment to fill the positions.**

There are currently 20 vacant ESD positions: one Supervising ESD and 19 ESD's. The Department has addressed recruitment through the following:

- Participated in a job fair that was held at the University of Hawaii, Maui Campus on September 21, 2017, from 0830-1100 hrs, resulting in 16 people signing up as being interested in the position, cost \$150.00.
- A dispatch table was set up exclusively for recruiting at the Maui County Fair from October 6 to 8, 2017, cost of \$500 shared with Community Relations (\$250).
- Community Relations posted the ESD job recruitment notice on the MPD Facebook page with a link directly to the job posting on September 27, 2017, no cost.
- Participated in a job fair at the Queen Kaahumanu Center on October 22, 2017, cost \$350.00. The ESD's extended approximately 30 job descriptions and how to apply for a job in Maui County through NEOGOV, had approximately 11 people seriously interested in the position, and extended 4 invites to tour the dispatch room.
- Participated in the Pacific Media Group's "Employer's Hotline." This service advertises job vacancies to be announced via their six island-wide radio stations, on all streaming online stations, and a posting in the Jobs section of the Maui Now website. The 15-second ads ran from September 10-16, 2017, twice a day in the 10:00 a.m. and 6:00 p.m. hours, on six radio stations, totaling 84 ads for the week. MPD's logo was used on the banner with a link underneath directly to the ESD job application. For the one week, it received over 17-hundred impressions, and 20 click-throughs, cost \$500.00.
- MPD is working in conjunction with the Department of Personnel Services (DPS), on having an ESD fast-track hiring day to be held on Saturday, January 27, 2018, at the Kihei Police Station. The fast track will consist of providing a one-day hiring process to include computer access to apply online, taking the written ESD exam proctored by DPS and scored immediately after, followed with an interview and completed with having conditional employment offered that same day contingent upon the applicant passing each stage of the process

Prior to this event, Community Relations will be putting together a script and video production to post on social media and will post another recruitment notice on MPD's Facebook page. With this event being on a Saturday, employee's schedules will be adjusted as much as possible to minimize the amount of overtime being expended for it.

**How many positions in the Dispatch Section of the Department are filled? To date, how much has your Department expended on the program?**

There are 44 authorized ESDII positions in the Department with 25 of them currently filled (19 vacant), resulting in a 57% staffing rate. Since the beginning of this Fiscal Year, the Department has expended \$1250.00 in recruiting efforts, which allow interested applicants to speak directly to an ESD who is staffing the recruiting table, and also enforces the Department's support of the filling the ESD personnel and positions. Also due to the staffing shortage, the communications section is exceeding its premium pay budget in order to meet the demand of maintaining full coverage for the emergency dispatch operations center.

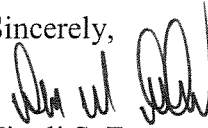
**Explain whether the retention program has helped your Department and provide comments on how the program could be improved.**

The retention program has helped to recognize the value of ESD's who serve our community and who require adequate staffing. The incentive is an additional financial benefit which rewards our ESD's for continuing to serve our community. With its severe staffing shortage, ESD's are needed to work well over they required hours per week to maintain emergency services to the community. This places added stress on the ESD's who are already performing a highly stressful job. The incentive does not reduce the burden placed on them, but displays appreciation of them and their efforts.

The suggestion from the ESD's on improving the program was for the support of additional funds, if feasible. A request was made in the FY19 budget for \$152,000.00, for Service and Retention Incentive pay (\$350 per month for 30 ESD II and 6 ESDs, for 12 months).

If you have any further questions or require further information, please do not hesitate to call me.

Sincerely,

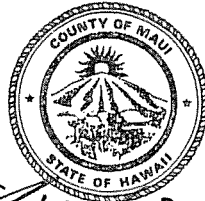


Tivoli S. Faamu  
Chief of Police

Enclosures  
Notification of Intergovernmental Agreements  
Implementation of Retention and Incentive Pay for ESD's  
Supplemental Agreements

ALAN M. ARAKAWA  
MAYOR

*Pat*  
*Handwritten notes*



RECEIVED

KEITH A. REGAN  
MANAGING DIRECTOR

2017 AUG 14 AM 8:15

OFFICE OF THE MAYOR

Ke'ena O Ka Meia

MAUI POLICE DEPARTMENT

COUNTY OF MAUI - Kalana O Maui  
August 11, 2017

cc: Admin

Honorable Alan Arakawa  
Mayor, County of Maui  
200 South High Street  
Wailuku, Hawaii 96793

*AI*  
*Handwritten signature*  
8/14/17

For Transmittal to:

Honorable Michael White, Chair  
and Members of the Maui County Council  
200 South High Street  
Wailuku, Hawaii 96793

*Handwritten signature*  
8/11/17

Dear Chair White:

**SUBJECT: NOTIFICATION OF INTERGOVERNMENTAL AGREEMENTS**

On behalf of the Department of Police, I am transmitting the following intergovernmental agreements:

1. A SUPPLEMENTAL AGREEMENT BETWEEN HAWAII GOVERNMENTAL EMPLOYEES ASSOCIATION (HGEA) BARGAINING UNIT 4 AND THE COUNTY OF MAUI AND MAUI POLICE DEPARTMENT.
2. A SUPPLEMENTAL AGREEMENT BETWEEN HAWAII GOVERNMENTAL EMPLOYEES ASSOCIATION (HGEA) BARGAINING UNIT 3 AND THE COUNTY OF MAUI AND MAUI POLICE DEPARTMENT.

The purpose of the supplemental agreements is to provide a retention and service incentive for Maui Police Department employees. This incentive will be funded by Section 3.B.13.d.(2) of the FY 2018 Budget Ordinance which reads, "Provided, that \$60,000 shall be for a retention program for the Emergency Services Dispatcher positions."

Thank you for your attention in this matter. Should you have any questions, please feel free to contact me at ext. 7212.

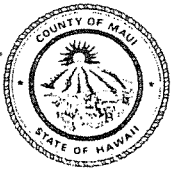
Sincerely,

*Handwritten signature of Lynn Araki-Regan*  
LYNN ARAKI-REGAN  
Budget Director

Honorable Michael White, Chair  
and Members of the Maui County Council  
August 11, 2017  
Page 2

Attachments (3)

cc: Keith Regan, Managing Director  
Danny Agsalog, Finance Director  
Tivoli Fa'aumu, Chief of Police



ALAN M. ARAKAWA  
MAYOR

OUR REFERENCE  
*MM*  
YOUR REFERENCE

# POLICE DEPARTMENT

RECEIVED  
2017 JUL 21 PM 2:33

## COUNTY OF MAUI

55 MAHALANI STREET  
WAILUKU, HAWAII 96793  
(808) 244-6400  
FAX (808) 244-6411

July 20, 2017



TIVOLI S. FAAUMU  
CHIEF OF POLICE

DEAN M. RICKARD  
DEPUTY CHIEF OF POLICE

TO: LYNN ARAKI-REGAN  
BUDGET DIRECTOR

FROM: TIVOLI S. FAAUMU,  
CHIEF OF POLICE

SUBJECT: IMPLEMENTATION OF RETENTION AND INCENTIVE PAY FOR  
EMERGENCY SERVICE DISPATCHERS

Requesting the implementation of funding for the Supplemental Agreements regarding A Retention and Service Incentive for Maui Police Department Employees, Emergency Service Dispatchers, effective July 1, 2017.

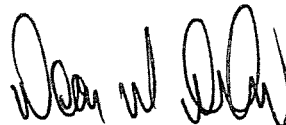
Maui Police Department recognizes the value of its employees and that serving our community requires adequate staffing. The Retention and Service Incentive is an additional financial benefit which rewards our Emergency Services Dispatchers for continuing to serve our community.

The incentive provides \$165 per month for all eligible Emergency Service Dispatchers as outlined in the supplemental agreements:

- HGEA unit 3, Emergency Services Dispatcher II
- HGEA unit 4, Supervising Emergency Services Dispatcher

The supplemental agreements for the Retention and Service Incentive shall be effective July 1, 2017 through June 30, 2018.

If you have any questions or need further information, please let me know.

  
TIVOLI S. FAAUMU  
CHIEF OF POLICE

Attachments:  
HGEA Unit 3, Supplemental Agreement  
HGEA Unit 4, Supplemental Agreement

SUPPLEMENTAL AGREEMENT (SUP) ) HGEA Unit 4 SUP NO. :  
Between )  
HAWAII GOVERNMENTAL EMPLOYEES ) SUP DATED :  
ASSOCIATION (HGEA), ) EFFECTIVE DATE: July 1, 2017 – June 30, 2018  
exclusive representative for ) and may terminate at anytime  
Bargaining Unit 4, Supervising Emergency ) by the Chief of Police  
Services Dispatcher )  
UNION, )  
and ) RE HGEA CBA : Not Applicable  
COUNTY OF MAUI and )  
MAUI POLICE DEPARTMENT, ) PREVIOUS HGEA  
EMPLOYER. ) AGREEMENT : Not Applicable

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**SUPPLEMENTAL AGREEMENT  
REGARDING  
A RETENTION AND SERVICE INCENTIVE FOR MAUI POLICE DEPARTMENT EMPLOYEES**

**SUPPLEMENTAL AGREEMENT  
REGARDING  
A RETENTION AND SERVICE INCENTIVE FOR MAUI POLICE DEPARTMENT EMPLOYEES**

This SUPPLEMENTAL AGREEMENT is entered into this 1<sup>st</sup> day of July, 2017, by and between the HAWAII GOVERNMENT EMPLOYEE ASSOCIATION BARGAINING UNIT 4, hereinafter referred to as the "UNION," and the COUNTY OF MAUI and the MAUI POLICE DEPARTMENT, hereinafter referred to as the "COUNTY" or "EMPLOYER."

The employer recognizes the value of its employees and that serving our community requires adequate staffing. The Retention and Service Incentive is an additional financial benefit which rewards our Supervising Emergency Services Dispatchers for continuing to serve our community.

Retention and Service Incentive

\$165 per month for all eligible Supervising Emergency Services Dispatchers subject to the following provisions:

1. Eligible – Supervising Emergency Service Dispatchers who are not on Leave Without Pay Work Status.
2. The Retention and Service Incentive is in addition to the employee's regular salary and paid in the same manner as the employee's regular salary.
3. The Retention and Service Incentive shall be treated in the manner as salary in computing adjustments involving less than a full month's pay, but shall not be used for purposes of computing all types of premium pay and differential nor shall it be affected by such premiums and differentials.
4. The Retention and Service Incentive will cease during periods of leaves without pay, including suspensions of five (5) or more days on a pro-rata basis.
5. The Retention and Service Incentive shall not be considered part of the employee's base pay or included in any calculation to determine pay resulting from promotion, demotion, transfer, or other personnel movement.

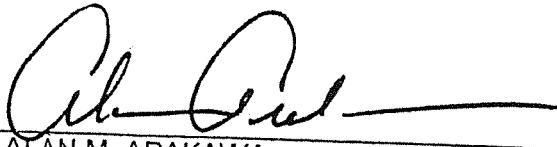
The supplemental Agreement for the Retention and Service Incentive shall be effective July 1, 2017 through June 30, 2018, and may be modified or terminated at any time, with or without notice, by the Chief of Police. This program is also subject to the availability of funds as appropriated for the Maui Police Department.

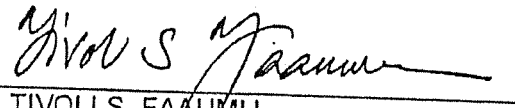


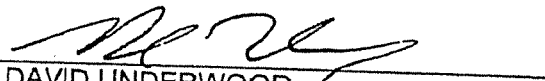
IN WITNESS WHEREOF, the parties hereto, by their authorized representative, have executed this SUPPLEMENTAL AGREEMENT on the day and the year first written above.

**EMPLOYER:**

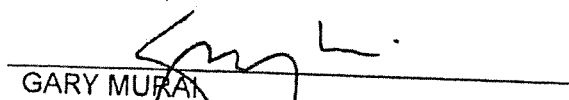
COUNTY OF MAUI

  
ALAN M. ARAKAWA  
Mayor, County of Maui

  
TIVOLI S. FAAKUMU  
Chief of Police, Maui Police Department

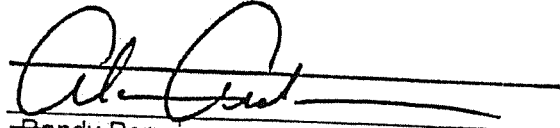
  
DAVID UNDERWOOD  
Director, Department of Personnel Services  
County of Maui


APPROVED AS TO FORM AND LEGALITY:

  
GARY MURAI  
Deputy Corporation Counsel  
County of Maui

**UNION:**

HAWAII GOVERNMENT  
EMPLOYEES ASSOCIATION

  
~~Randy Perreira~~  
~~Executive Director, HGEA~~

  
Randy Perreira  
Executive Director, HGEA

SUPPLEMENTAL AGREEMENT (SUP)  
Between  
HAWAII GOVERNMENTAL EMPLOYEES  
ASSOCIATION (HGEA),  
exclusive representative for  
Bargaining Unit 3, Emergency Services  
Dispatcher II  
UNION,  
and  
COUNTY OF MAUI and  
MAUI POLICE DEPARTMENT,  
EMPLOYER.

) HGEA Unit 3 SUP NO. :  
) SUP DATED :  
) EFFECTIVE DATE: July 1, 2017 – June 30, 2018  
and may terminate at anytime  
by the Chief of Police  
) RE HGEA CBA : Not Applicable  
) PREVIOUS HGEA  
AGREEMENT : Not Applicable

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**SUPPLEMENTAL AGREEMENT  
REGARDING  
A RETENTION AND SERVICE INCENTIVE FOR MAUI POLICE DEPARTMENT EMPLOYEES**

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REGARDING  
A RETENTION AND SERVICE INCENTIVE FOR MAUI POLICE DEPARTMENT EMPLOYEES**

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The employer recognizes the value of its employees and that serving our community requires adequate staffing. The Retention and Service Incentive is an additional financial benefit which rewards our Emergency Services Dispatcher II for continuing to serve our community.

Retention and Service Incentive

\$165 per month for all eligible Emergency Services Dispatcher II subject to the following provisions:

1. Eligible – Emergency Services Dispatcher II who are not on Leave Without Pay Work Status.
2. The Retention and Service Incentive is in addition to the employee's regular salary and paid in the same manner as the employee's regular salary.
3. The Retention and Service Incentive shall be treated in the manner as salary in computing adjustments involving less than a full month's pay, but shall not be used for purposes of computing all types of premium pay and differential nor shall it be affected by such premiums and differentials.
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The supplemental Agreement for the Retention and Service Incentive shall be effective July 1, 2017 through June 30, 2018, and may be modified or terminated at any time, with or without notice, by the Chief of Police. This program is also subject to the availability of funds as appropriated for the Maui Police Department.

IN WITNESS WHEREOF, the parties hereto, by their authorized representative, have executed this SUPPLEMENTAL AGREEMENT on the day and the year first written above.

**EMPLOYER:**

COUNTY OF MAUI



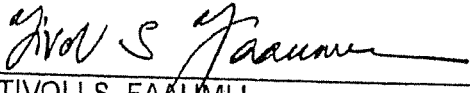
ALAN M. ARAKAWA  
Mayor, County of Maui

**UNION:**

HAWAII GOVERNMENT  
EMPLOYEES ASSOCIATION



Randy Perreira  
Executive Director, HGEA

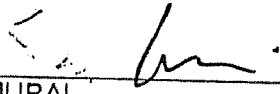


TIVOLI S. FA'UMU  
Chief of Police, Maui Police Department



DAVID UNDERWOOD  
Director, Department of Personnel Services  
County of Maui

APPROVED AS TO FORM AND LEGALITY:



GARY MURAI  
Deputy Corporation Counsel  
County of Maui