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COUNTY COUNCIL
COUNTY OF MAUI
200 S. HIGH STREET
WAILUKU, MAUI, HAWAII 96793
www.MauiCounty.us

December 20, 2024

Ms. Cynthia Razo-Porter, Director
Department of Personnel Services
County of Maui
Wailuku, Hawaii 96793

Dear Ms. Razo-Porter:

**SUBJECT: EMPLOYEE RETENTION AND RECRUITMENT
CONTRACT (BFED-21(34))**

Thank you for your comments at the Budget, Finance, and Economic Development Committee's meeting of December 17, 2024, relating to employee retention and recruitment.

May I please request your response to the following:

1. Provide the total number of County vacancies, by agency.
2. Provide the Standard Operating Procedures for managing and hiring personnel for all County agencies. If there are none, please explain why.
3. Your Department requested \$150,000 for Professional Services (Index Code 908012B) for the Retention/Recruitment Campaign in the Fiscal Year 2025 Budget. Because Contract C7992 with Brandcrafters LLC for the campaign ended, how does your Department intend to use the \$150,000?
4. Explain how the Retention/Recruitment campaign assisted your Department with employee recruitment and retention. If the campaign was beneficial, explain why the Department did not extend Contract C7992 with the appropriated \$150,000 when the

Ms. Cynthia Razo-Porter
December 20, 2024
Page 2

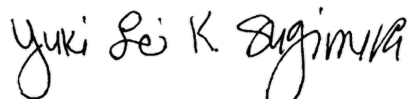
Office of the Mayor and the Department of Management declined to extend it.

5. You shared that applications received for County positions has increased by seven percent. Explain whether the increase was caused by the work conducted under Contract C7992 or by residents seeking employment after the August 2023 Maui wildfires.
6. You said that delays in hiring personnel are caused by other County agencies. However, the agencies have previously noted that hiring delays are caused by your Department. For example, the Department of Finance was unable to quickly establish its Transient Accommodations Tax Office because of delays with creating the needed positions through your Department.
 - a. Provide specific examples on the hiring delays caused by other County agencies.
 - b. Explain the process for creating and filling a position, including the length of time your Department requires to create and approve the position and position description and authorize the agency to begin hiring. Please also include with your response strategies and procedures your Department is implementing to reduce delays in the creation and filling of positions.

May I further request you transmit your response to bfed.committee@mauicounty.us by **December 31, 2024**. To ensure efficient processing, please include the Committee item number in the subject line.

Should you have any questions, please contact me or the Committee staff (James Krueger at ext. 7761, or Yvette Bouthillier at ext. 7758).

Sincerely,



YUKI LEI K. SUGIMURA, Chair
Budget, Finance, and Economic
Development Committee

Ms. Cynthia Razo-Porter
December 20, 2024
Page 3

bfed:ltr:021(34)aps01:jgk

cc: Mayor Richard T. Bissen, Jr.
Managing Director
Deputy Director of Personnel Services

BFED Committee

From: BFED Committee
Sent: Friday, December 20, 2024 7:55 AM
To: Cynthia Razo
Cc: BFED Committee; Andrea.M.Rock-mendes@co.maui.hi.us; Michelle Santos; Zeke Kalua; Josiah Nishita; kainea.aiwohi@co.maui.hi.us
Subject: PLEASE READ attached letter re: (BFED-21(34)); reply by 12/31/2024
Attachments: 021(34)aps01.pdf

Ms. Razo-Porter: Please refer to the attached letter from the Budget, Finance, and Economic Development (BFED) Committee Chair, dated December 20, 2024. Please respond by **December 31, 2024**

Mayor's Office (attention: Michelle Santos and Zeke Kalua): Please forward the attached letter to Mayor Bissen for his information.

Mr. Nishita: FYI

Thank you,
BFED Committee