



Office of the Mayor

February 20, 2020

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Submitted by Chief of Staff (EDB-75(8))

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Office of the Mayor

- ▶ PROVIDE excellent service to all residents and visitors.
- ▶ ACHIEVE outstanding transparency by providing timely, accurate and complete information internally and externally.
- ▶ KEEP the benefit of the entire community our top priority in decision-making.
- ▶ FOSTER relationships with county, state, federal, and international government agencies.

► Strategic Goals

- Respond to all texts, emails, phone calls, and letters in a timely manner.
- Work closely and communicate regularly with our departments to know their needs and find solutions to any type of issues.
- Set high standards for our staff to attain their full potential.
- Work closely with our communication staff to provide timely, complete, and accurate press releases and social media posts to the public.
- Use email, texts, phone calls, letters to inform the community and all county personnel of our activities and events.

Objectives

- ▶ Attend community meetings to gather input on matters.
- ▶ Keep an open door policy to provide public access.
- ▶ Require accountability and responsibility for every program and project we undertake.
- ▶ Enhance working relationships with all government officials including state and federal entities.

COUNTY OF MAUI STRATEGIC PLAN

2019-2023

CLIMATE CHANGE RESPONSE & MITIGATION

INFRASTRUCTURE IMPROVEMENT

DISASTER MANAGEMENT & MITIGATION

AFFORDABLE / ATTAINABLE HOUSING

Array of rent & own housing options based on % of AMI

Affordable housing projects prioritized for planning & permitting

1,000 new units occupied

1,000 additional units being built

5,000 new units occupied by 2026

ECONOMIC DIVERSITY

21st Century Farming: Sustainable agriculture plan implemented, Farm tech growth

Workforce Development

Enhanced tourism sustainability & management: Balancing residential well-being, resource use & tourism needs

Small manufacturing support & development

Resiliency plan completed & being implemented

County code changes in place to support safety and mitigation

Managed retreat shoreline requirements in place

Renewable energy commitment on track

Climate Resiliency Office established

New Transit Center

Waikapu modular wastewater plant

Transit system expansion: Increased routes, stops, frequency, ridership; New buses are electric

Water source identification & development

Moving toward 100% re-use of recycled water (injection wells for use emergency only)

Emergency Operations Plan updated

County code updated to enhance renovation & "new build" hurricane resistance

Increased public temporary disaster sheltering facilities

New Emergency Operations Center completed

Major port disaster mitigation plan

VISION MISSION

A safe, vibrant, and inclusive community of shared prosperity

To serve Maui County with balanced, responsive, thoughtful action and a focus on customer service

Community Liaisons

- ▶ Listen, Research, Resolve
- ▶ Districts, Departments, Subject Matter
- ▶ Handle Issues, Complaints, Inquiries, Phone Calls, Emails, Letters
- ▶ Legislative Tracking
 - ▶ Submit testimonies and provide oral testimonies
 - ▶ Monitor hearing notices
 - ▶ Track status of bills
- ▶ Accountability
 - ▶ Weekly Reports
 - ▶ Staff Meetings
 - ▶ Team Environment

Communications Team

- ▶ Drafts and distributes press releases.
- ▶ Updates web page content for county departments, agencies, and the Office of the Mayor.
- ▶ Assists the Mayor with speeches, newspaper columns (Ask the Mayor and Our County Column), proclamations and certificates, and statements.
- ▶ Manages social media for county administration (Facebook, Instagram, Twitter, etc.)
- ▶ Produces visual media (photos, videos, flyers, etc.)
- ▶ Prepares memorandums for the Mayor for his public appearances.
- ▶ Facilitates communication and messaging between Mayor and county departments, agencies, and news media.
- ▶ Staffs and assists with Mayor's radio program and television show and appearances.
- ▶ Staffs EOC during emergencies and produces updated press releases.

Budget Team

- ▶ Produce Fiscal Year Budget.
- ▶ Reviews all travel requests and unbudgeted equipment requests.
- ▶ Monitors all Grants.
- ▶ Reviews all Requisitions relating to Equivalent Personnel (EP) on Workday.
- ▶ Quarterly Reports on performance measures and vacant positions.

Budget Software

- ▶ Research relating to budget software implementation.
 - ▶ CIC
 - ▶ OpenGov
 - ▶ Zobrio
 - ▶ Central Square