


DEPARTMENT OF FINANCE

DEPARTMENT OVERVIEW

April 3, 2023

DEPARTMENT OF FINANCE



mission

values

vision

Vision
The Department of Finance is a model for good government by delivering excellence every day.

Mission
To preserve the County of Maui's strong financial position by creating & implementing responsible financial and service delivery strategies.

We effectively manage the county's financial resources & obligations and provide timely analyses, reports & recommendations that ensure optimal economic outcomes.

We also deliver superior customer service in the purchasing, motor vehicle & licensing, and real property assessment & tax collection areas.

Values
As an organization, we practice "aloha" by embracing the following:

Aloha, aieoia, hana'alea - watchful
Lokahi, working with unity
Oia'ia, truthful honesty
Hu'a'aha'a, humility
Ahaolu, patient perseverance


Customer Focus - Offer exemplary customer service and achieve customer satisfaction by soliciting feedback and improving where necessary.

Empowered Employees - Empower staff to make decisions, be accountable, and continuously improve the organization's services in a supportive working environment.

Leadership - Create an atmosphere of innovation and education an inspiring vision for government that works better and costs less.

Integrity - Promote and role model best practices that protect county assets & sustain public trust.

Diversity - Harness the power of diversity by creating an organizational culture which recognizes that great ideas may come from unlikely sources and take time & perseverance to implement.





Division of Real Property Assessment

Vision
The Real Property Assessment Division is recognized as a role model for best practices in real property assessment and administration.

Mission
We are committed to providing the highest quality, efficient, and accurate real property assessment services to the County of Maui.

We strive to maintain the highest quality of our services, ensuring that our customers are satisfied with the results of our work.

Values
Professionalism - Good judgment, good relationships with peers, and with the public.
Reliability - Provide accurate and up-to-date property, data and reports.
Integrity - Maintain the highest standards of honesty and ethics.
Diversity - Respect differences, embrace diversity.
Empowerment - Encourage confidence in the organization as a whole.




Division of Purchasing

Vision
The Purchasing Division is recognized as the premier purchasing organization in the County of Maui.

Mission
To achieve the best value for the County of Maui through the procurement and management of all goods and services.

Values
Excellence - We provide the highest quality products and services to our customers.
Efficiency - We continuously improve our processes through process review and innovation.
Transparency - We ensure that all purchases are made in a fair and equitable manner.
Accountability - We ensure that all purchases are made in a fair and equitable manner.



Division of Motor Vehicles & Licensing

Vision
The Division of Motor Vehicles & Licensing is recognized as the premier DMV organization in the County of Maui.

Mission
We continuously exceed our customers' expectations and provide a safe and secure environment for all motor vehicle and driver licensing services.

Values
Integrity - Social and ethical responsibility in upholding integrity and uncompromising of standards.
Excellence - Our standard is to provide excellent customer service and support.
Transparency - To ensure support and ensure accountability in our organization and community.
Innovation - Encourage and embrace new technology in using leading edge technology to improve efficiency.
Transparency - Increase public transparency and accountability in a better working environment.
Empowerment - Building relationships with our customer through communication and collaboration.



Division of Accounts

Vision
The Accounts Division is recognized as a team of professionals committed to the delivery of a high-quality service.

Mission
To provide timely, accurate, and reliable financial and accounting services to the County of Maui.

Values
Professionalism - We believe that people with positive attitudes are productive. We are committed, dedicated, and active in making our organization a better place to work and live.
Accountability - We are committed to the highest standards of our organization.
Transparency - We are committed to the highest standards of our organization.
Integrity - We are committed to the highest standards of our organization.
Empowerment - We are committed to the highest standards of our organization.



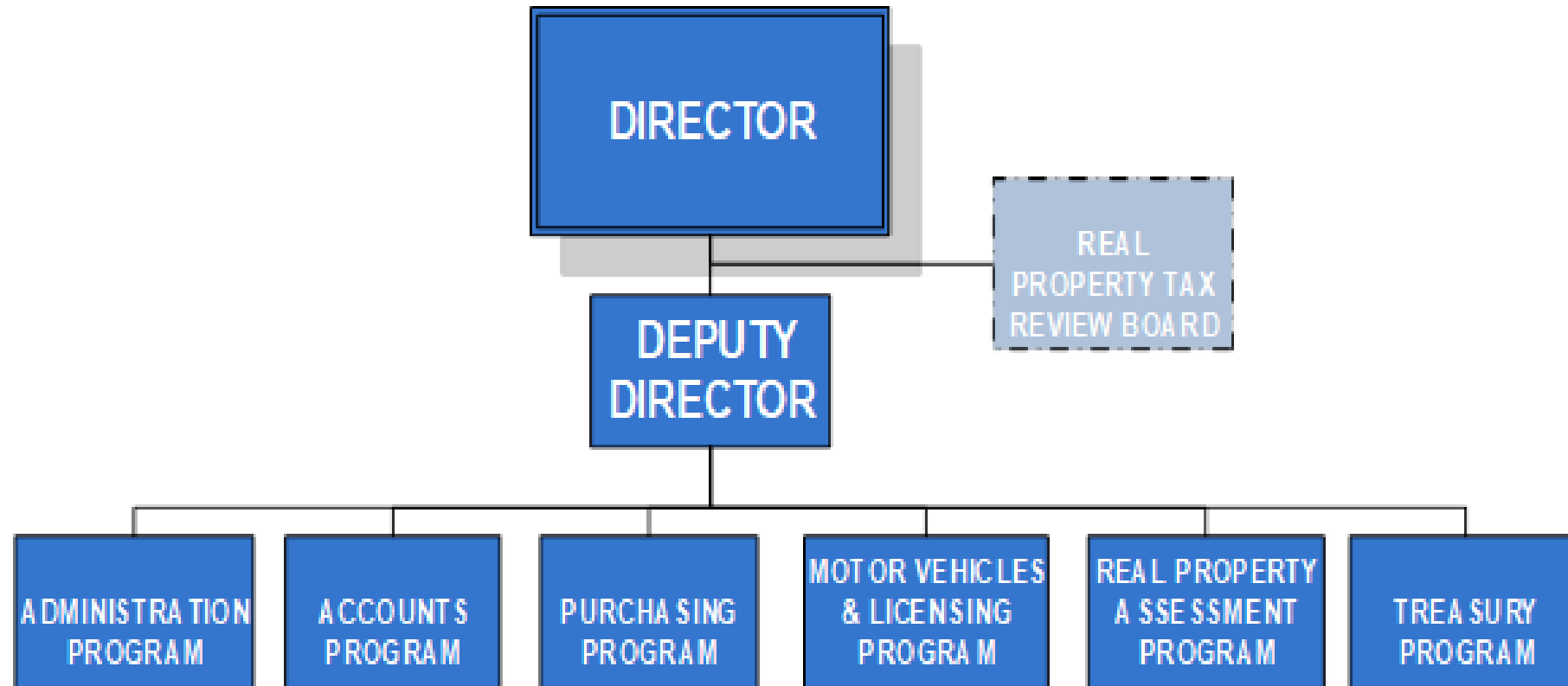
Division of Treasury

Vision
The Treasury Division is recognized as an organization that provides the highest quality of financial management and services to the County of Maui.

Mission
To provide superior and innovative treasury services including banking, investment, debt management, and all aspects of real property tax & fee collection.

Values
Professionalism & Growth - Building a strong team through continued training and development.
Accountability - Taking full responsibility for our actions and decisions.
Integrity - Being honest and transparent.
Diversity - Always striving to be the best we can be.

DEPARTMENT OF FINANCE



MAUI COUNTY SERVICE CENTER



110 Ala'ihī St
Kahului, HI

Corner of
Ho'okele and
Ala'ihī

MAUI COUNTY SERVICE CENTER



ADMINISTRATION UPDATE

- ▶ Administration has 22.8 employees
 - ▶ 11 vacancies - 48%
- ▶ County Transient Accommodations Tax
 - ▶ TAT program has 6 of 8 positions vacant - 75%
 - ▶ Collected approx. \$48M in FY22
 - ▶ Collected approx. \$65M to date in FY23

ACCOUNTS UPDATE

- ▶ Accounts has 22 employees
 - ▶ 2 vacancies - 9%

REAL PROPERTY ASSESSMENT DIVISION

- ▶ To date, RPAD approved over 3,000 long term rental exemptions and 11 Aina Kupuna applications.
- ▶ Invite public for RPA contactless assistance by phone [808-270-7297](tel:808-270-7297) or email rpa@mauicounty.gov.
- ▶ Bluejeans meetings can also be utilized.
- ▶ RPAD has 44 employees
 - ▶ 10 vacancies - 23%

DMVL UPDATE

- ▶ Pukalani Satellite Office - Office expansion construction completed and re-opened in June 2022.
- ▶ DMVL has 80 employees
 - ▶ 16 vacancies - 20%

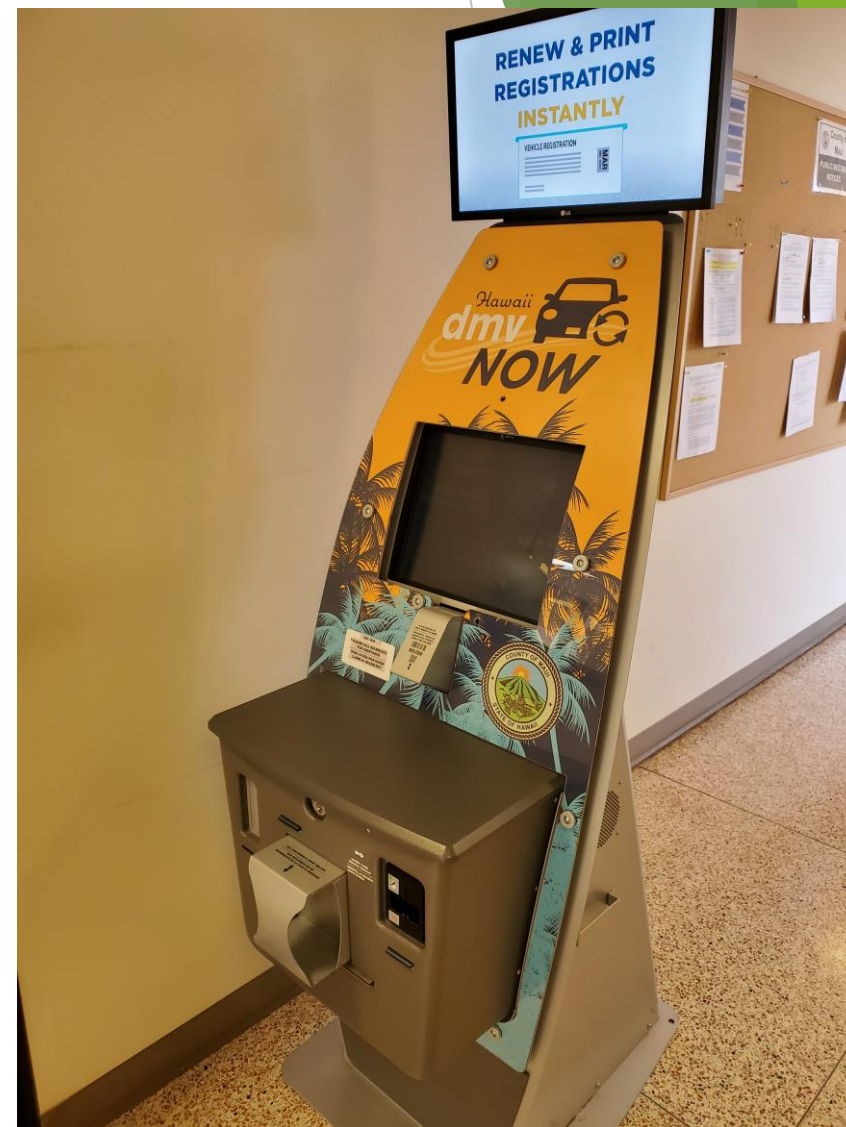
DMVL

- ▶ DMVL has driver's license renewal kiosks located at the following locations:
 - ▶ All Safeway stores on Maui
 - ▶ County Bldg-lobby level
 - ▶ Pukalani Foodland
 - ▶ Central Maui Service Center

DMVL UPDATE

► Self Service Terminal (SST) Transactions

Location	FY 2022	FY 2021	FY 2020
Kahului DMV	9,208	6,269	8,567
Lahaina Safeway	4,992	4,100	1,634
Kihei Safeway	6,726	6,161	3,239
County Building	438	394	54
Kahului Safeway	9,111	8,474	1,970
Wailuku Safeway	11,120	11,700	9,171
Pukalani Foodland	2,032	94	NA
Total	43,627	37,192	24,635



PURCHASING UPDATE

- ▶ Purchasing has 7 employees
 - ▶ 2 vacancies - 29%

TREASURY

- ▶ Maui County Service Center - Treasury accepts Water, Sewer, and Refuse payments in addition to Real Property Tax.
- ▶ This includes acceptance of credit/debit cards for over-the-counter transactions. EMV chip readers is now piloted for Real Property Tax Collection and will be implemented countywide after the pilot program.
- ▶ Treasury has 18 employees
 - ▶ 3 vacancies - 17%

MAHALO~

