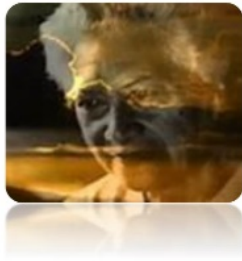


# OFFICE OF THE MAYOR

THURSDAY, 03.14.2019





## **ALOHA**

Written by Hawai'i's treasured kupuna  
Auntie Pilahi Paki

The Aloha Spirit is the coordination of mind and heart within each person. It brings each person to the Self. Each person must think and emote good feelings to others. In the contemplation and presence of the life force, Aloha, the following free translation may be used:

**Akahai** – meaning kindness (grace), to be expressed with tenderness;

**Lokahi** – meaning unity (unbroken), to be expressed with harmony;

**Olu'olu** – meaning agreeable (gentle), to be expressed with pleasantness;

**Ha'aha'a** – meaning humility (empty), to be expressed with modesty;

**Ahonui** – meaning patience (waiting for the moment), to be expressed with perseverance.

These are traits of character that express the charm, warmth and sincerity of Hawai'i's people. It was the working philosophy of native Hawaiians and was presented as a gift to the people of Hawai'i.

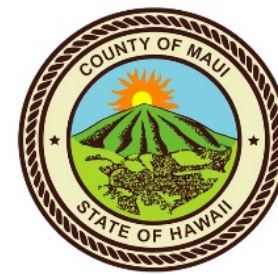
**Aloha** is more than a word of greeting or farewell or salutation.

**Aloha** means mutual regard and affection and extends warmth in caring with no obligation in return.

**Aloha** is the essence of relationships in which each person is important to every other person for collective existence.

**Aloha** means to hear what is not said, see what cannot be seen and to know the unknowable.

"The world will turn to Hawai'i as they search for world peace because Hawai'i has the key...and that key is Aloha!" *Auntie Pilahi Paki*



## **[\$5-7.5] "Aloha Spirit"**

(a) "Aloha Spirit" is the coordination of mind and heart within each person. It brings each person to the self. Each person must think and emote good feelings to others. In the contemplation and presence of the life force, "Aloha", the following unuhi laula loa may be used:

"Akahai", meaning kindness to be expressed with tenderness;

"Lokahi", meaning unity, to be expressed with harmony;

"Oluolu", meaning agreeable, to be expressed with pleasantness;

"Haahaa", meaning humility, to be expressed with modesty;

"Ahonui", meaning patience, to be expressed with perseverance.

These are traits of character that express the charm, warmth and sincerity of Hawaii's people. It was the working philosophy of native Hawaiians and was presented as a gift to the people of Hawaii. "Aloha" is more than a word of greeting or farewell or a salutation. "Aloha" means mutual regard and affection and extends warmth in caring with no obligation in return. "Aloha" is the essence of relationships in which each person is important to every other person for collective existence. "Aloha" means to hear what is not said, to see what cannot be seen and to know the unknowable.

(b) In exercising their power on behalf of the people and in fulfillment of their responsibilities, obligations and service to the people, the legislature, governor, lieutenant governor, executive officers of each department, the chief justice, associate justices, and judges of the appellate, circuit, and district courts may contemplate and reside with the life force and give consideration to the "Aloha Spirit". [L 1986, c 202, §1]

# Strategic Goals

- ☞ **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 criteria in decision-making.
- ☞ **RECRUIT** and attract qualified and dedicated individuals to serve at all levels of County government, including all Boards and Commissions.
- ☞ **FOSTER** relationships with county, state, federal and international governmental agencies.

# Objectives

## ☞ STRATEGIC GOAL 1:

- a. Respond to all texts, phone calls, emails and letters within 24 hours (except weekends and holidays);
- b. Work closely and communicate regularly with our departments to know their needs and find solutions to long standing issues; and
- c. Train, develop, and set high standards for our staff to attain their full potential.

## ☞ STRATEGIC GOAL 2:

- a. Work closely with our communication staff to provide timely, complete, and accurate press releases and social media posts to the public;
- b. Use email, texts, phone calls, and letters to inform the community and all county personnel of our activities; and
- c. Increase outreach between administration and council.

# Objectives [con't]

## ∞ STRATEGIC GOAL 3:

- a. Attend private & community meetings to gather citizen input on matters;
- b. Keep an open door policy to provide public access to decision makers to the maximum extent possible;
- c. Require accountability and responsibility for every program and project we undertake.

## ∞ STRATEGIC GOAL 4:

- a. Actively recruit qualified and dedicated individuals for boards and commissions, internships, and other volunteer committees year-round;
- b. Foster an inclusive, proactive and nurturing environment to encourage participation, new ideas, and fresh perspectives;
- c. Interview each candidate who submits their name for consideration.

## ∞ STRATEGIC GOAL 5:

- a. Enhance working relationships with all government officials including state/federal entities;
- b. Reach out to current sister city and friendship city partners to ensure mutually beneficial programs.

# Front Office & Operations Team

- Answer phone (approximately 150 calls daily)
- Facilitate walk-ins and direct traffic
- Process Transmittals, Resolutions and Ordinances
- Notary Services
- Process Mail
- Scheduling Mayor's meetings and events
- Travel
- Payroll

# Community Liaisons

## ∞ I. AMBASSADORS TO THE PUBLIC

- Listen. Research. Resolve.
- District; Department; Topic
- Handle Issues, Complaints, Phone Calls/Emails

## ∞ II. ACCOUNTABILITY

- Weekly Reports
- Weekly Staff Meetings
- Not Status Quo

# Community Liaisons

- ✧ **Alan Fukuyama** is the West Maui liaison for the Office of the Mayor. He also handles matters relating to the Department of Water Supply, Parks and Recreation and the Fire and Police departments.
- ✧ **Bill Snipes** is the South Maui liaison. Recently, he has worked on the issue of traffic congestion in South Maui, facilitating information and coordinating response to a county repaving project on South Kihei Road and a state project to install utilities underneath Piilani Highway for the new Kihei high school. He handles matters related to transportation, IT, finance and is also leading the Internship Program team.
- ✧ **Darlene Endrina** is the Lanai liaison. She takes the lead in the preparation of Mayor Victorino's proclamations and she serves with the Committee on the Status of Women.
- ✧ **Gladys Baisa** is the Upcountry liaison. She shares with staff of the Office of the Mayor her wealth of experience as a former Maui Economic Opportunity executive director, former council member and council chairwoman. She takes the lead in vetting applicants for boards and commissions, serves as liaison to the Salary & Cost of Government commissions and with nonprofit organizations.



# Community Liaisons

- ✎ **Randy Piltz** is the Kahului and Wailuku liaison. He also works with the departments of Planning, Public Works and Environmental Management and takes the lead in helping constituents with building permit matters.
- ✎ **Saumalu Mataafa** is the legislative analyst. He tracks bills pending before the state Legislature and assists Mayor Victorino with drafting and submitting testimony on measures important to the County of Maui.
- ✎ **Stacy Crivello** is the Molokai liaison. She works with the Department of Housing and Human Concerns with a focus on attainable housing and homelessness. She also handles items relating to Hawaiian affairs.
- ✎ **Terryl VencI** (p/t) is the mayor's tourism liaison. She has been leading a working group of tourism stakeholders on a 10-year Maui Tourism Plan. It is not a "marketing" plan but one to better manage tourism and its impacts.
- ✎ **Bill John Medeiros** (p/t) is the East Maui liaison and handles veterans affairs.













# Communications Team

## ☞ I. Communications for Entire Administration

- Drafts and disseminates press releases and web page content for county departments, agencies and Office of the Mayor
- Assists the mayor with speeches, newspaper columns (Ask the Mayor and Our County), messages, proclamations and statements
- Manages social media for county administration (Facebook, Instagram, etc.)
- Produces visual media (photos and videos)
- Prepares memorandums for the mayor for his public appearances
- Facilitates communications and messaging between Mayor, county departments/agencies and news media
- Staffs and assists with the mayor's radio and television appearances
- Staffs the Emergency Operations Center during emergencies.













# Budget Office

## Budget Guidelines

The development of the FY 2020 Operating and Capital Budgets was guided by five core principles:

- Public Involvement
- Long-Range Planning
- Efficient and Effective Operations
  - Partnerships
- Capital Investments

# Budget Process Calendar

## FY 2020 Budget Process Calendar

1-31 Budget Office Preparation of Budget Instructions

AUGUST '19						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

SEPTEMBER '19						
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22	23	24	25	26	27	28
29	30					

4 Central Maui Community Meeting  
6 East Maui Community Meeting  
17 Part C Capital Budget Instructions distributed  
17 Upcountry Community Meeting  
18 Paia Community Meeting  
31 Part A and Part B Instructions distributed

1 West Maui Community Meeting  
2 South Community Meeting  
11 Lanai Community Meeting  
18 Molokai Community Meeting  
26 Part A - budget Narrative and Part B - Operating Budget due to Budget

OCTOBER '19						
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NOVEMBER '19						
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24	25	26	27	28	29	30

15 Part C Capital Budget due to Budget

1-31 Department Meetings with Budget Director and Managing Director  
1-31 Capital Budget Meetings with Department  
31 County Revolving Funds Due

DECEMBER '19						
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29	30	31				

JANUARY '20						
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15-31 Department Meetings with Budget Director and Managing Director  
30 Preliminary Revenue Projections

1-28 Department Meetings with Budget Director and Managing Director  
5 Capital Budget Review with CIP Coordinator and Departments  
28 Finalize Revenue Projections

FEBRUARY '20						
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MARCH '20						
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22	23	24	25	26	27	28
29	30	31				

25 Mayor Proposed Budget due to County Council  
29 County Council Community District meetings

1-30 County Council Budget Deliberations  
1,4,5,9 County Council Community Meetings  
10,11,15 District meetings  
17 County Council Public Hearing  
19 Real Property Tax Certification  
24 Real Property Tax Initial Hearing

APRIL '20						
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MAY '20						
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24	25	26	27	28	29	30
31						

10 Public Hearings-Fuel Tax, Vehicle Weight Tax, Real Property Tax  
17 3-Member Public Hearing, First Reading of Budget  
28 Final Reading of Budget

10 Last Day for County Council to Pass Budget  
\* 10 Days After Council Passes Budget, Mayor Signs or Veto

JUNE '20						
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JULY '20						
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26	27	28	29	30	31	

1 Fiscal Year 2020 Begins

# How We Work Together



# Customer Service

**CUSTOMER SERVICE** is all about caring

Discernment\*Judgment\*Integrity\*Morals\*Credibility\*  
Honesty\*Accountability\*Loyalty\*Aloha\*Memory

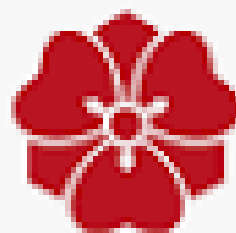
Work to Make Maui County a Better Place

Listen

Act as Ambassadors



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