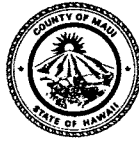


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Keani N.W. Rawlins-Fernandez

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Director of Council Services
Traci N. T. Fujita, Esq.

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

April 2, 2020

Mr. Sananda K. Baz, Managing Director
Department of Management
County of Maui
Wailuku, Hawaii 96793

Dear Mr. Baz:

SUBJECT: FISCAL YEAR ("FY") 2021 BUDGET (MD-1) (EDB-1)

May I please request that you be prepared to answer the following questions at the EDB Committee meeting held via BlueJeans on **April 9, 2020**. * This will enable the Committee to comprehensively review the FY 2021 Budget. **Date subject to change without notice.*

Overall

1. Given the current worldwide pandemic and its effect on the local economy, please suggest cuts that can be made to the Mayor's proposal for the Department of Management. (TP) Provide recommendations for a 5% reduction of the entire Departmental budget. (RH) If Council finds that, due to the current COVID-19 crisis, a budget reduction is required, how would the Department propose to implement the needed cuts? Are there specific programs that the Department would discontinue? Would the department delay or cancel planned "external" costs (e.g., professional services)? (TK)

Category "A" – Salaries & Wages

2. Provide vacancy and overtime reports for the entire Department. (RH)

3. Justify the need to add new expansion positions in light of the COVID-19 pandemic. Could these expansions wait to FY 2022 once we see the impact of the pandemic to our people?
 - a. 10-13 of details, 904015A, PXXX Geographic Information system IV, \$32,238 (YS)
 - b. 10-13 of details, 904015A, PXXXX Information System Analyst V, \$39,210 (Project Manager/Portfolio & Project Management Section) (YS)
 - c. 10-13 of details, 904015A, PXXXX Information System Analyst V, \$39,210 (Cyber Security Senior Analyst) (YS)
 - d. 10-14 of details, 904015A, PXXXX Information System Analyst IV, \$32,238 (YS)
 - e. 10-14 of details, 904015A, PXXXX Information System Analyst V, \$39,210 (YS)
4. Please provide the SR/step and dollar amount allotted for all position titles within the Department of Management and indicate which position titles are vacant, if any. This information is missing in the Budget Details. (TP)
5. Please provide a position description and minimum qualifications for Secretary to the Managing Director. (Page 10-3 of Budget Details 904011A: Management Program) (TP)
6. For the Management Department as a whole there is an over 50% increase in premium pay expected. Why? What measures are being pursued to address this increase? What is the current trend in premium pay for FY 2020? (Page 340 of the Program Budget) (TK)
7. In the IT Services Division budget, the premium pay budget is proposed for a 57% increase. Why? What is the current trend in premium pay for FY 2020? (Page 353 of the Program Budget) (TK)
8. What amount from the General Fund was used to offset Federal grants program personnel and benefits? Please provide details of position type, amounts, and grant name. (RH)

Category “B” – Operations

9. What amount from the General Fund was used to offset Federal grants program personnel and benefits? Please provide details of position type, amounts, and grant name. (RH)
10. Given the current pandemic, please provide an explanation of the need for Other Services expansion request. (Page10-7, Budget Details 904016B-6129: Management Program) (TP)
11. 11. Please provide an update of the percentage of employees with completed performance evaluations for FY 2020, to date. (TP)
12. Given the current pandemic and the shutdown of out-of- state travel, please explain the budgeted increase for travel. (Page 340 of Program Budget: Management Department Summary) (TP)
13. Despite the Department of Management including travel as a focus point for cost reduction and the Mayor's current ban on out-of-state travel, explain how travel budgets for many departments exceed FY 2020 estimates. (Page 338, Program Budget: Management Department Summary) (TP)
14. Please provide a breakdown of the funds for Professional Services expansion request by contract. (Page 10-7, Budget Details 904016B-6132: Management Program) (TP)
15. Please provide a breakdown of events that the Maui County Veteran's Council grant will be funding given the ongoing social distancing. (Page 348, Program Budget: Management Program) (TP)
16. Please provide a breakdown of what the AHMN community outreach expansion request will fund and the meaning of AHMN. (Page10-6, Budget Details 904011B-6221: Management Program) (TP)
17. Regarding MAPPS: (RH)
 - a. What is the current status of the HR Payroll/Workday Program implementation, including as it relates to payroll, leaves, and vacation?

- b. What is the current status of the IFAS upgrade for projects?
 - c. What is the current state of the County's cybersecurity programs?
- 18. Please describe training and how many new staffers will receive the training.)Page 10-5 of the Budget details, Index Code 904011B-6201) (KRF)
 - 19. Please explain the expansion request and the breakdown of funding for all programs listed. Please provide details for the Business Interruption Fund program. (Page 10-7 of the Budget Details, Index Code 904016B-6112) (KRF)
 - 20. Please provide the breakdown and explanation of the details for the items to be funded with this expansion request. (Page 10-7 of the Budget Details, Index Code 904016B-6132) (KRF)
 - 21. Why is the Maui Redevelopment Program budget being combined with the Management Program? What are the advantages and disadvantages of that approach? (Pages 340, 346, & 347 of the Program Budget) (TK)
 - 22. In the Management Program budget, there is a revolving fund with a small budget (\$50,000). What is the purpose and use of this fund? (Page 349 of the Program Budget) (TK)
 - 23. Please detail the computer software to be purchased or maintained with this request, "based on actual expenditures." (Page 10-8 of the Budget Details, Index Code 6244) (KRF)
 - 24. Please explain the details of the Kalana Pakui Renovations Project and breakdown of cost for each item listed under this index code. (Page 10-16 of the Budget Details, Index Code 904015B-6132) (KRF)
 - 25. Please explain the details of the Kalana Pakui Renovations Project and breakdown of cost for each item listed under this index code. (Page 10-17 of the Budget Details, Index Code 904015B-6182) (KRF)

26. Please explain how the proposed request will be utilized. (Page 10-27 of the Budget Details, Index Code 101413-6139) (KRF)

Category "C" – Equipment

27. Please explain the necessity of the \$480,000 computer equipment and its exact age. (Page 17-19 of the Budget Details, Index Code 904015C IT SERVICES, Computer Equipment (7031)). (KK)
28. Please explain the necessity of the \$950,000 computer equipment and its exact age. (Page 17-19 of the Budget Details, Index Code 904015C IT SERVICES, Computer Equipment (7031)). (KK)

Capital Improvement Program

29. As it relates to CBS-2324, New County Service Center, pages 702 and 703 of the Program Budget:
 - a. What is the estimated date of completion for the New County Service Center? (TP)
 - b. When the underground fuel storage tank is removed, what type of material will be used to fill the void and what location is this CBS-6071? (TP)
 - c. Where will the new service center be located? (MM)
 - d. Will it completely replace the existing service center? (MM)
 - e. Will we own the building and property at this new facility? (MM)
 - f. Do we currently own the land this facility will be located on? (MM)

Programs Goals & Objectives

30. Please provide an update of the percentage of departments evaluated to date during FY 2020. (Page 342, Program Budget: Management Program, Goal #1.1) (TP)
31. Please explain how agencies/departments are graded. (Page 342, Program Budget: Management Program, Goal #1.2) (TP)

32. Please explain why facility and job site assessments will decrease in FY 2021. (Page 342, Program Budget: Management Program, Goal #2.2) (TP)
33. For the Management Program, under the Key Activity Goals and Measures, Goal #4, Objective #3, to improve workplace safety has as a measure the ratio of recordable injuries per 100 employees. The value is unchanged from FY 2019 actual through FY 2020 estimate and FY 2021 estimate. Shouldn't the value be dropping if goal is being met? (Page 343 of the Program Budget) (TK)
34. For the Management Program, under the Key Activity Goals and Measures, Goal #5, Objective #4 is to "monitor reinvestment." The measures remain constant except for the increase in assessed values. Shouldn't the objective be to increase the number of building permits and reduce the number of vacancies rather than just monitoring the situation?. (Page 344 of the Program Budget) (TK)
35. Are Goals #5, #6, & #7 solely regarding Wailuku? Explain. (Page 344-345, Program Budget: Management Program, Goal#5, #6, #7) (TP)
36. Given the current worldwide pandemic and its effect on the local economy is the Administration still planning on moving forward with the Wailuku parking garage project? Explain. (Page 344, Program Budget: Management Program, Goals #5.1 & #5.3) (TP)
37. For the Management Program, under Key Activity Goals and Measures, Goal #7, Objective #1 is to expand the Clean and Safe Program. The measure given is lineal feet of service provided. The value is projected to increase, which is good, but the absolute number would benefit from having the relative measure. Is the estimated 6300 lineal feet 1 percent, ten percent, or 100 percent of the total lineal feet in the service area? (Page 345 of the Program Budget) (TK)
38. If the FY 2020 estimate for Goal #2.2 (B1 and B2) is 100 percent, why is the completion of the migration date June 30, 2021? (Page 351-352, Program Budget: ITSD) (TP)

Mr. Sananda K. Baz

April 2, 2020

Page 7

39. If the FY 2020 estimate for Goal #3.1(3A) is 100 percent, why is the "Percentage of Completion of annual update of Staff Training Plan" listed as March 31, 2021? (Page 352, Program Budget: ITSD) (TP)

Sincerely,



KEANI RAWLINS-FERNANDEZ, Chair
Economic Development and Budget
Committee

edb:2021budget:200401amd01:ske

cc: Mayor Michael P. Victorino
Budget Director

Council Chair
Alice L. Lee

Vice-Chair
Keani N.W. Rawlins-Fernandez

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

April 9, 2020

Ms. Michele Yoshimura, Budget Director
Office of the Mayor
County of Maui
Wailuku, Hawaii 96793

Dear Ms. Yoshimura:

SUBJECT: FISCAL YEAR ("FY") 2021 BUDGET (BD-2) (EDB-1)

May I please request copies of all notes used by department directors and other Administration officials to respond to Councilmembers' questions during Economic Development and Budget Committee meetings on EDB-1. This will enable the Committee to comprehensively review the FY 2021 Budget.

May I further request that you transmit your responses no later than five calendar days after the Department's review before the Committee.

To ensure efficient processing, please duplicate the coding in the subject line above for easy reference. Should you have any questions, please contact me or the Committee staff (Shelly Espeleta at ext. 7134, Chester Carson at ext. 7659, Richard Mitchell at ext. 7662, or Yvette Bouthillier at ext. 7758).

Sincerely,

A handwritten signature in black ink that reads "Keani Rawlins-Fernandez". The signature is written in a cursive, flowing style.

KEANI RAWLINS-FERNANDEZ, Chair
Economic Development and Budget
Committee

edb:2021budget:200409abd01:ske

cc: Mayor Michael P. Victorino

Michael P. Victorino
Mayor

Sananda K. Baz
Managing Director



OFFICE OF THE MAYOR
COUNTY OF MAUI
200 S. HIGH STREET
WAILUKU, MAUI, HAWAII 96793
www.mauicounty.gov

April 17, 2020

Honorable Michael P. Victorino
Mayor, County of Maui
200 South High Street
Wailuku, Hawaii 96793

APPROVED FOR TRANSMITTAL

Michael P. Victorino 4/17/20

Mayor Date

For Transmittal to:

Honorable Keani N.W. Rawlins-Fernandez, Chair
Economic Development and Budget Committee
200 South High Street
Wailuku, Hawaii 96793

Dear Chair Rawlins-Fernandez:

SUBJECT: **FISCAL YEAR ("FY") 2021 BUDGET** (BD-2) (EDB-1)

Please see attached response from Managing Director Sandy Baz,
Department of Management.

Should you have any questions, please contact me at ext. 7212.

Sincerely,

A handwritten signature in black ink, appearing to read "Michele M. Yoshimura".

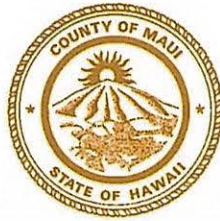
MICHELE M. YOSHIMURA
Budget Director

Attachment

MICHAEL P. VICTORINO
Mayor

SANDY K. BAZ
Managing Director

JOSIAH K. NISHITA
Deputy Managing Director



DEPARTMENT OF MANAGEMENT
COUNTY OF MAUI
200 SOUTH HIGH STREET
WAILUKU, MAUI, HAWAII 96793

April 17, 2020

Honorable Michael P. Victorino
Mayor, County of Maui
200 South High Street
Wailuku, Hawaii 96793

For Transmittal to:

Keani N.W. Rawlins-Fernandez, Chair
Economic Development and Budget Committee
Maui County Council
200 South High Street
Wailuku, HI 96793

Dear Ms. Keani N.W. Rawlins-Fernandez:

SUBJECT: **FISCAL YEAR ("FY") 2021 BUDGET** (MD-1) (EDB-1)

Thank you for letter dated April 2, 2020, requesting information to the following questions:

Overall

- 1. Given the current worldwide pandemic and its effect on the local economy, please suggest cuts that can be made to the Mayor's proposal for the Department of Management. (TP) Provide recommendations for a 5% reduction of the entire Departmental budget. (RH) If Council finds that, due to the current COVID-19 crisis, a budget reduction is required, how would the Department propose to implement the needed cuts? Are there specific programs that the Department would discontinue? Would the department delay or cancel planned "external" costs (e.g., professional services)? (TK)**

A 5% reduction to the Department of Management would amount to \$842,616. Of which \$664,184 is from the Information Technology Services division.

In the Management Program, a 5% reduction or \$178,432 could be accomplished by:

Elimination of B category expenses:

Network Fleet Management System
Wailuku Redevelopment Plan and Design Guidelines Update

Reductions in B category expenses:

Public Outreach and Lahaina Parking Solicitation
Lahaina Clean and Safe Program
Travel and training
Other Professional Services
Maui Veterans Council (extending FY20 grant appropriation)

In the Information Technology Services Program, a 5% reduction or \$664,184 could be accomplished by:

Reductions in B category expenses:

UPS Replacements
Server/Data Storage replacement and expansion
Professional Services

Category “A” – Salaries & Wages

2. Provide vacancy and overtime reports for the entire Department. (RH)

Please refer to transmittal correspondence dated April 6, 2020 from the Budget Director to the EDB Committee Chair with the attached itemized report of “actual premium pay for FY2019 and FY2020, through March 31, 2020 for all County departments”.

3. Justify the need to add new expansion positions in light of the COVID-19 pandemic. Could these expansions wait to FY 2022 once we see the impact of the pandemic to our people?

a. 10-13 of details, 904015A, PXXX Geographic Information system IV, \$32,238 (YS)

This position's primary responsibility will be to provide GIS support to MEMA in efforts to prepare the Agency for emergency response activities with a comprehensive set of geospatial tools and map products. These tools and products will be available to all agencies participating in MEMA emergency response whenever needed. A team of GIS analysts from multiple departments has already been formed to provide 24x7 support during EOC activations; this new position will provide the full time core support that the team will be able to leverage as needed.

b. 10-13 of details, 904015A, PXXXX Information System Analyst V, \$39,210 (Project Manager/Portfolio & Project Management Section) (YS)

This position will function as a Project Manager in the Portfolio & Project Management section. There are always many projects queued up for ITSD to upgrade, replace, or move to the cloud any number of the approximately 400 applications and information systems supported by ITSD. Experienced project managers are necessary to complete those projects on time, on budget, and with recognition of the limited staff resources available to support such projects.

c. 10-13 of details, 904015A, PXXXX Information System Analyst V, \$39,210 (Cyber Security Senior Analyst) (YS)

This position will function as a Cyber Security Senior Analyst in the Information Security Services Section. Without this expansion position, ITSD will continue to lack the expert resources to provide forensic analysis on cyber-attacks on the County of Maui. Such forensic analysis is critical to providing the appropriate defensive measures to protect the County from data loss or corruption, or from service disruption caused by cyber threats.

d. 10-14 of details, 904015A, PXXXX Information System Analyst IV, \$32,238 (YS)

This position's primary responsibility will be to provide support for the expanded functionality of the County's suite of financial information systems. The switch to Workday for HR and Payroll has introduced a lot of new functionality long desired by the County for its workforce and payroll management. The departments responsible for managing that new functionality (pretty much all County departments) will rely on IT resources to be able to leverage the new capabilities of the Workday system and its integrations with other financial systems. This position is required for ITSD to be able to provide such support to the departments.

e. 10-14 of details, 904015A, PXXXX Information System Analyst V, \$39,210 (YS)

This position's primary responsibility will be to provide support for the expanded functionality of the Maui Police Department's updated Dispatch (CAD) and Records Management Systems (RMS). The new systems include a development tool for integrations with other criminal justice information systems within the County (such as at Prosecuting Attorney) as well as Statewide. This tool shifts the responsibility for such integrations to the IT staff, which will save development cost and time, but adds to the already considerable workload for IT staff to provide support for CAD and RMS. This expansion position will make it possible to take full advantage of this new opportunity.

- 4. Please provide the SR/step and dollar amount allotted for all position titles within the Department of Management and indicate which position titles are vacant, if any. This information is missing in the Budget Details. (TP)**

Please refer to transmittal correspondence dated April 6, 2020 from the Budget Director to the EDB Committee Chair with the attached spreadsheet listing “the exact salaries for employees exempt or excluded from civil service, and the salary ranges (but not the actual dollar amount) for employees who are civil servants. Chapter 92F-12(a)(14), Hawaii Revised Statutes, provides that employee compensation may be disclosed, ‘but only the salary range for employees covered by or included in chapter 76.’”

- 5. Please provide a position description and minimum qualifications for Secretary to the Managing Director. (Page 10-3 of Budget Details 904011A: Management Program) (TP)**

Please see the attached “Class Specification for the Class: Private Secretary to the Managing Director” approved April 12, 1994 (EXHIBIT A).

- 6. For the Management Department as a whole there is an over 50% increase in premium pay expected. Why? What measures are being pursued to address this increase? What is the current trend in premium pay for FY 2020? (Page 340 of the Program Budget) (TK)**

The new HGEA contract recognizes a new interpretation of the Standby Pay rules effective July 1, 2020, which results in each weekday of standby assignment earning 2 times the daily standby pay.

The trend since FY2016 to FY2019 is an increase from \$67k to \$169k, due to increased complexity of the IT infrastructure, requiring more off-hours for maintenance and incident resolution, and the increased reliance by the organization on the information systems during extending working hours, requiring even more off hour support. ITSD has consistently been allowed fewer expansion positions than were requested, requiring existing staff to put in more overtime to try to keep up with increased workload related to major replacement projects.

- 7. In the IT Services Division budget, the premium pay budget is proposed for a 57% increase. Why? What is the current trend in premium pay for FY 2020? (Page 353 of the Program Budget) (TK)**

The new HGEA contract recognizes a new interpretation of the Standby Pay rules effective July 1, 2020, which results in each weekday of standby assignment earning 2 times the daily standby pay.

The trend since FY2016 to FY2019 is an increase from \$67k to \$169k, due to increased complexity of the IT infrastructure, requiring more off-hours for

maintenance and incident resolution, and the increased reliance by the organization on the information systems during extending working hours, requiring even more off hour support. ITSD has consistently been allowed fewer expansion positions than were requested, requiring existing staff to put in more overtime to try to keep up with increased workload related to major replacement projects.

- 8. What amount from the General Fund was used to offset Federal grants program personnel and benefits? Please provide details of position type, amounts, and grant name. (RH)**

None.

Category "B" – Operations

- 9. What amount from the General Fund was used to offset Federal grants program personnel and benefits? Please provide details of position type, amounts, and grant name. (RH)**

None.

- 10. Given the current pandemic, please provide an explanation of the need for Other Services expansion request. (Page 10-7, Budget Details 904016B-6129: Management Program) (TP)**

All of these are costs were previously in the Professional Services category. Upon submitting the invoices for these costs, the Finance Department commented they would prefer to see these under sub-object code 6129. While it reads as an expansion, these are not new or additional services.

- 11. Please provide an update of the percentage of employees with completed performance evaluations for FY 2020, to date. (TP)**

48% of employee performance evaluations have been completed between July 1, 2019 and March 31, 2020.

- 12. Given the current pandemic and the shutdown of out-of- state travel, please explain the budgeted increase for travel. (Page 340 of Program Budget: Management Department Summary) (TP)**

Increases in the travel budget reflect anticipated travel for department staff for training opportunities. For example, we are anticipating EEO training to Molokai/Lanai and to Oahu for miscellaneous/special projects. In terms of ITSD, technology is changing at an increasing rate, requiring constant training for ITSD staff to maintain and improve critical skill, as well as to stay informed of viable new technologies shaping the future of IT. Very little of such training is available in Hawaii, and only a small portion lends itself

to online training sessions. Hands-on is still the best way of learning how to manage new technologies.

The increase also reflects anticipated travel for additional staff to the International City/County Management Association (ICMA) Annual Conference. The purpose of ICMA is to advance good governance by supporting and advocating for communities that understand the value of professional local government management. ICMA training is included in the FY2020 Budget as well as in previous years' budgets for approximately two attendees. It should be noted, however, that although budgeted in FY2020, no staff attended this year.

13. Despite the Department of Management including travel as a focus point for cost reduction and the Mayor's current ban on out-of-state travel, explain how travel budgets for many departments exceed FY 2020 estimates. (Page 338, Program Budget: Management Department Summary) (TP)

As of March 31, 2020 only one program, General Prosecution, of one department, Prosecuting Attorney, has exceeded its budgeted amounts in the travel related subobject codes. You may refer to the Prosecuting Attorney's response to PA-1 dated April 13, 2020.

14. Please provide a breakdown of the funds for Professional Services expansion request by contract. (Page 10-7, Budget Details 904016B-6132: Management Program) (TP)

904016B-6132	
Public Information Contract Extension	\$ 81,000
Wailuku Redevelopment Plan Update	\$ 95,000
Phase II Lot Consolidation	\$ 43,500
Farmer's/Public Market Plan	\$ 53,500
Public Outreach and Lahaina Parking Solicitation	\$290,500

15. Please provide a breakdown of events that the Maui County Veteran's Council grant will be funding given the ongoing social distancing. (Page 348, Program Budget: Management Program) (TP)

The County will be funding the following events for the Maui County Veterans Council: Maui County Fair; Veteran's Day Ceremony; Vietnam War Candlelight Vigil; Memorial Day Ceremony; Korean War Candlelight Vigil; 100th & 442nd Memorial; and the Wahine Kekoa Annual Tribute.

16. Please provide a breakdown of what the AHMN community outreach expansion request will fund and the meaning of AHMN. (Page 10-6, Budget Details 904011B-6221: Management Program) (TP)

AHMN is an acronym that stands for the Attainable Housing for Maui Nui working group. AHMN was established by the Victorino Administration and facilitated by the Department of Management. AHMN meetings are held monthly and membership includes department heads from the following departments: Management, Housing and Human Concerns, Water Supply, Environmental Management, Corporation Counsel, Parks & Recreation, and Fire & Public Safety.

There are two major functions of AHMN: (1) provide feedback to housing developers seeking to develop affordable housing projects in the County; and (2) discuss issues and develop solutions relating to increasing housing for residents.

To date, AHMN has met over 15 times and has met with more than 10 developers to discuss projects that are at the conceptual stage of development.

AHMN has also met to discuss and troubleshoot internal roadblocks that delay the development of attainable housing. Funding is being requested in the FY21 budget for meeting materials to conduct potential meetings in the community to discuss proposed solutions to attainable housing.

17. Regarding MAPPS: (RH)

a. What is the current status of the HR Payroll/Workday Program implementation, including as it relates to payroll, leaves, and vacation?

Implementation of the Workday HR/Payroll solution, as it relates to payroll, leaves, and vacation, was completed for all of the departments of the County of Maui in November 2019.

b. What is the current status of the IFAS upgrade for projects?

The results of the Business Process Review phase were received on March 15, 2020. The project team met to review the recommendations and decide on how to proceed. The final scope of the implementation is being developed.

c. What is the current state of the County's cybersecurity programs?

The ITSD Cybersecurity Team (2 staff) has deployed a number of counter measures, and has forged relationships with Federal and State organizations, such as the Hawaii Fusion Center. Attacks are increasing in volume and sophistication, with presently a strong focus on leveraging the confusion around COVID-19 information and response. The ITSD Team is looking to engage managed services to assist with monitoring and prevention, but additional staff is needed to

try and keep up with the changing threats and the resulting changes necessary in the County's cyber security policies and practices.

18. Please describe training and how many new staffers will receive the training. (Page 10-5 of the Budget details, Index Code 904011B-6201) (KRF)

We are anticipating EEO training to Molokai/Lanai and to Oahu for miscellaneous/special projects for one staff member. In terms of ITSD, technology is changing at an increasing rate, requiring constant training for ITSD staff to maintain and improve critical skill, as well as to stay informed of viable new technologies shaping the future of IT. Very little of such training is available in Hawaii, and only a small portion lends itself to online training sessions. Hands-on is still the best way of learning how to manage new technologies. The number of ITSD staffers receiving training will vary depending on changes in the field.

We are also anticipating an additional staff member to attend the International City/County Management Association (ICMA) Annual Conference. The purpose of ICMA is to advance good governance by supporting and advocating for communities that understand the value of professional local government management. ICMA training is included in the FY2020 Budget as well as in previous years' budgets for approximately two attendees. It should be noted, however, that although budgeted in FY2020, no staff attended this year.

19. Please explain the expansion request and the breakdown of funding for all programs listed. Please provide details for the Business Interruption Fund program. (Page 10-7 of the Budget Details, Index Code 904016B-6112) (KRF)

The Business Interruption Fund was originally intended to supply grants to businesses directly impacted by the County construction projects in the immediate neighborhood. However, applying for these grants proved problematic for many of the business owners and likely not enough help to keep them solvent. The Office of Economic Development has been working directly with the businesses and has determined that a media/advertising campaign would be more beneficial and keep more people working and in business. Therefore, the goal is to secure ad space in papers, local radio spots, and social media boost to promote Wailuku businesses during the County's construction. This was also felt to be more equitable and replicable approach for future projects throughout that County that cause direct and prolonged impact to businesses.

20. Please provide the breakdown and explanation of the details for the items to be funded with this expansion request. (Page 10-7 of the Budget Details, Index Code 904016B-6132) (KRF)

904016B-6132	
Public Information Contract Extension	\$ 81,000
Wailuku Redevelopment Plan Update	\$ 95,000
Phase II Lot Consolidation	\$ 43,500
Farmer's/Public Market Plan	\$ 53,500
Public Outreach and Lahaina Parking Solicitation	\$290,500

21. Why is the Maui Redevelopment Program budget being combined with the Management Program? What are the advantages and disadvantages of that approach? (Pages 340, 346, & 347 of the Program Budget) (TK)

The Maui Redevelopment Program has piloted approaches to several problems that are unique to Wailuku and that communities outside of Wailuku Town would like to see addressed in their neighborhoods (i.e. Clean & Safe, comprehensive infrastructure improvements, parking management, etc). Because these programs require coordination between multiple departments, it is advantageous to retain these programs in Management, while enabling them to be expanded beyond designated Redevelopment Areas. The advantage to this approach would be that many more communities can benefit from the asset management and program approach that has been taken in Wailuku. The drawback will be that Wailuku Town will get less individualized attention as the staff's attention is directed more broadly.

22. In the Management Program budget, there is a revolving fund with a small budget (\$50,000). What is the purpose and use of this fund? (Page 349 of the Program Budget) (TK)

This revolving fund is the Employee Parking Fund that was established in FY2019 and is managed by the Capital Improvement Program (CIP) section of the Department of Management. The fund's purpose is primarily for the maintenance, repair, and safety improvements of the employee parking facilities. This includes security surveillance cameras, lighting, and general maintenance items not covered in the Department of Public Works' building maintenance budget. The estimated annual revenue is approximately \$75,000 and is generated from monthly employee parking fees.

23. Please detail the computer software to be purchased or maintained with this request, "based on actual expenditures." (Page 10-8 of the Budget Details, Index Code 6244) (KRF)

Computer software to be purchased is computer aided design (architectural) licensing and other specific software that is not available through the Information Technology Services division.

24. Please explain the details of the Kalana Pakui Renovations Project and breakdown of cost for each item listed under this index code. (Page 10-16 of the Budget Details, Index Code 904015B-6132) (KRF)

These are anticipated costs to prepare for the Renovation of Kalana Pakui to ready it for future occupancy by ITSD, as follows (these are all estimates):

6132 -Prof. Svcs (planning and design, permitting): \$20,000
6138 – R&M (preliminary repairs, vector control): \$55,000

25. Please explain the details of the Kalana Pakui Renovations Project and breakdown of cost for each item listed under this index code. (Page 10-17 of the Budget Details, Index Code 904015B-6182) (KRF)

These are anticipated costs to prepare for the Renovation of Kalana Pakui to ready it for future occupancy by ITSD, as follows (these are all estimates):

6132 -Prof. Svcs (planning and design, permitting): \$20,000
6138 – R&M (preliminary repairs, vector control): \$55,000

26. Please explain how the proposed request will be utilized. (Page 10-27 of the Budget Details, Index Code 101413-6139) (KRF)

The proposed use of the \$50,000 are for security surveillance cameras to be installed in and around the Kaohu and Kalana O Maui employee parking facilities. The installment of these cameras will help to deter and/or monitor crimes of property break-ins and vandalism occurring in these areas.

Category “C” – Equipment

27. Please explain the necessity of the \$480,000 computer equipment and its exact age. (Page 17-19 of the Budget Details, Index Code 904015C IT SERVICES, Computer Equipment (7031)). (KK)

Replace Servers (5-7 yrs old):	\$265,000
Replace, Expand Data Storage (5-7 yrs old)	\$150,000
Replace, Expand Lrg Printers/Scanners (6-8 yrs)	<u>\$ 65,000</u>
Total	\$480,000

28. Please explain the necessity of the \$950,000 computer equipment and its exact age. (Page 17-19 of the Budget Details, Index Code 904015C IT SERVICES, Computer Equipment (7031)). (KK)

Critical battery powered UPS systems at the data centers in the Wailuku Police Station and the Kihei Police Station, and at the Molokai Dispatch Center, are beyond the manufacturer's maintenance and support lifespan. Upgrades necessary to make them eligible for extended warranties are equivalent or beyond the cost of replacing these 3 UPS installations with modern, efficient uninterruptible power supply systems. Without new,

reliable systems, we run the risk of more fire incidents, due to battery combustion as experienced in 2019.

Capital Improvement Program

29. As it relates to CBS-2324, New County Service Center, pages 702 and 703 of the Program Budget:

a. What is the estimated date of completion for the New County Service Center? (TP)

The construction of the facility and all first floor tenant improvements are estimated to be completed by Summer/Fall 2020. The second floor tenant improvements are scheduled to be completed toward the end of 2020 or early 2021 if the requested FY2021 funding is approved. Construction completion dates may be affected by the current COVID-19 crisis.

b. When the underground fuel storage tank is removed, what type of material will be used to fill the void and what location is this CBS-6071? (TP)

The underground fuel storage tank is located in the parking lot behind the Prosecuting Attorney's office. The material to be used to fill will be determined in coordination with the State Department of Health, and the contractor to be hired for the job. At this time it is not known yet.

c. Where will the new service center be located? (MM)

In the Maui Business Park in Central Kahului, directly across from the BMW dealership.

d. Will it completely replace the existing service center? (MM)

Yes. The existing Service Center houses the Treasury Division, Real Property Tax Division, and the Division of Motor Vehicles & Licensing. These three operations will occupy the entire first floor of the new Service Center.

e. Will we own the building and property at this new facility? (MM)

Yes.

f. Do we currently own the land this facility will be located on? (MM)

Yes.

Programs Goals & Objectives

- 30. Please provide an update of the percentage of departments evaluated to date during FY 2020. (Page 342, Program Budget: Management Program, Goal #1.1) (TP)**

All of the executive departments have been evaluated to date.

- 31. Please explain how agencies/departments are graded. (Page 342, Program Budget: Management Program, Goal #1.2) (TP)**

Departments are evaluated or "graded" based on quarterly performance measures, financial reports, biweekly operational reports, input from external and internal sources, and other inputs.

- 32. Please explain why facility and job site assessments will decrease in FY 2021. (Page 342, Program Budget: Management Program, Goal #2.2) (TP)**

There are numerous county facilities and job sites throughout the three islands of the County of Maui. Executive management performing random on-site visits is very important, but in evaluating management priorities and availability of executive personnel I felt it more prudent to reduce the time allotted to site visits. With a goal of 75% of sites visited, 50% will be visited at least once a year and 50% will be visited at least once every two years.

- 33. For the Management Program, under the Key Activity Goals and Measures, Goal #4, Objective #3, to improve workplace safety has as a measure the ratio of recordable injuries per 100 employees. The value is unchanged from FY 2019 actual through FY 2020 estimate and FY 2021 estimate. Shouldn't the value be dropping if goal is being met? (Page 343 of the Program Budget) (TK)**

We have been working closely with the Risk Management Division of Corporation Counsel to reduce recordable injuries. We jointly created a Safety Steering Committee of the Department of Management, Risk Management Division and representatives from each department with greater than 100 employees. We believe that we can reduce recordable working together to share learnings, most effective methods and by setting priorities to continuously improve our safety culture. While we would desire zero injuries, some are not preventable and we are still below the national average for local governments with police, fire, water, sanitations systems of 5 injuries per hundred.

- 34. For the Management Program, under the Key Activity Goals and Measures, Goal #5, Objective #4 is to "monitor reinvestment." The measures remain constant except for the increase in assessed values. Shouldn't the objective be to increase the number of building permits and reduce the number of vacancies rather than just monitoring the situation?. (Page 344 of the Program Budget) (TK)**

Building permits and vacancy rates are indicators being monitored. When MAPPS is implemented we will be able to easily monitor building permits by geographic area. Monitoring vacancy rates will need to continue to be done manually on a quarterly basis.

35. Are Goals #5, #6, & #7 solely regarding Wailuku? Explain. (Page 344-345, Program Budget: Management Program, Goal#5, #6, #7) (TP)

Goals 5 and 6 are specifically related to Wailuku and the revitalization projects. Goal 7 certainly applies to Wailuku but also could be expanded to other areas. We are requesting funds to expand the Clean and Safe program to Lahaina and there are other communities that have expressed a desire for similar support.

36. Given the current worldwide pandemic and its effect on the local economy is the Administration still planning on moving forward with the Wailuku parking garage project? Explain. (Page 344, Program Budget: Management Program, Goals #5.1 & #5.3) (TP)

Yes. Positioning our local businesses to succeed is going to be more important than ever following the pandemic. In Wailuku, the top priority for business is the availability of parking. Preparation for the parking structure is already underway. We are taking advantage of the decreased foot-traffic in the neighborhood to complete ADA accessible access points to the property, which will help to lessen the impact on the neighborhood when the vertical construction begins.

The Department will continue to monitor federal grant programs and stimulus money opportunities for the potential availability of funds to offset the County's contribution to the construction contract.

37. For the Management Program, under Key Activity Goals and Measures, Goal #7, Objective #1 is to expand the Clean and Safe Program. The measure given is lineal feet of service provided. The value is projected to increase, which is good, but the absolute number would benefit from having the relative measure. Is the estimated 6300 lineal feet 1 percent, ten percent, or 100 percent of the total lineal feet in the service area? (Page 345 of the Program Budget) (TK)

The area applies to cleaning, sweeping, trash removal, and landscaping functions. When the program was initiated, Market Street was the only street being cleaned in this way. Last year, Main Street was included, due to several incidents. This year, the completion of the Vineyard and Church Street improvements will require the expansion of the cleaning services, as well as portions of the municipal lot walkways. Altogether, these areas make up the 6300 lineal feet.

38. If the FY 2020 estimate for Goal #2.2 (B1 and B2) is 100 percent, why is the completion of the migration date June 30, 2021? (Page 351-352, Program Budget: ITSD) (TP)

ITSD has chosen to set ambitious goals and objectives that will challenge the Division to extend itself outside its comfort zone. Large implementation projects are subject to many internal and external factors that impact project schedule. These projects are interdependent and were faced with resource and product quality challenges. The project team has consistently opted to deliver a high quality end result, even if it may mean that the target delivery date needs to be adjusted.

39. If the FY 2020 estimate for Goal #3.1(3A) is 100 percent, why is the "Percentage of Completion of annual update of Staff Training Plan" listed as March 31, 2021? (Page 352, Program Budget: ITSD) (TP)

This goal and objective aims to increase the skills and competencies of the Division staff. Training is an ongoing effort, especially in the rapidly changing world of information technology. Staff training plans need to be updated annually to ensure that we possess the capabilities necessary to manage present day technology.

Sincerely,

A handwritten signature in black ink, appearing to read "Sandy Baz", written over the printed name.

Sandy Baz
Managing Director

DEPARTMENT OF PERSONNEL SERVICES
COUNTY OF MAUI

PART I Class Specification for the Class:

PRIVATE SECRETARY TO THE MANAGING DIRECTOR

Duties Summary:

Serves as personal and confidential secretary to the Managing Director; organizes and coordinates clerical and routine administrative matters for the Managing Director; and performs other related duties as required.

Distinguishing Characteristics:

This class is distinguished from other secretarial classes by its responsibility for acting as private secretary to the Managing Director.

Illustrative Examples of Work:

Receives personal calls using tact, diplomacy and applying an extensive knowledge of the department's functions and operations; reviews correspondence, reports and other communications directed to the Managing Director, screens out those which can be disposed of personally or routed to other personnel for action, and routes those which require executive attention or are of special interest to the Managing Director for consideration; receives telephone calls and routes them according to the nature of the call and discretionary judgment as to its disposition; organizes matters being presented for executive attention by locating and attaching all pertinent and available material and data necessary for consideration of the matter; explains decisions and relays instructions to affected parties and prepares inter-departmental memoranda for such purposes; exercises discretion in arranging appointments and itinerary for the Managing Director; makes all necessary arrangements for meetings, including time and space requirements and the notification of persons to attend, and provides background of matters to be considered before meetings; composes and answers correspondence for Managing Director's signature; takes and transcribes dictation from the Managing Director; maintains files for the convenience of the Managing Director.

#

This is the first specification approved for the new class
PRIVATE SECRETARY TO THE MANAGING DIRECTOR, effective
October 1, 1993.

APPROVED: April 12, 1994

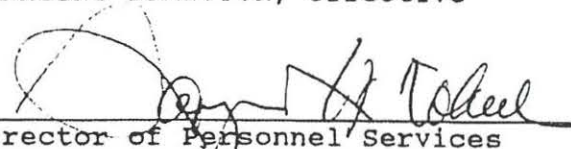

Director of Personnel Services

EXHIBIT A

DEPARTMENT OF PERSONNEL SERVICES
COUNTY OF MAUI

PART II Minimum Qualification Specification
for the Class:

PRIVATE SECRETARY TO THE MANAGING DIRECTOR

Minimum Qualification Requirements:

Training and Experience: A combination of education and experience substantially equivalent to graduation from high school and five years of progressively responsible typing, clerical and stenographic experience.

Knowledge of: general administrative principles and practices; secretarial principles and practices; office practices and procedures; grammar, punctuation, spelling and word usage; filing methods and systems; uses of standard office machines.

Ability to: plan, organize and carry out a very broad and complex range of secretarial functions; type, take dictation and transcribe notes rapidly and accurately; learn and interpret laws, policies, rules and regulations; compose correspondence; summarize and brief materials; screen files and correspondence to determine priority on matters for attention; understand and carry out oral and written instructions; keep matters confidential; deal tactfully and effectively with employees and the public; work harmoniously with others; work under pressure; understand government structure and organization with respect to interagency, executive, legislative, and community relationships.

Health and Physical Condition:

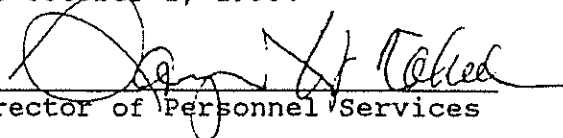
Persons seeking appointment to positions in this class must meet the health and physical condition standards deemed necessary and proper for performance of the duties.

Physical Effort Grouping: Light

#

This is the first minimum qualification specification approved for the new class, PRIVATE SECRETARY TO THE MANAGING DIRECTOR, effective October 1, 1993.

APPROVED: April 12, 1994


Director of Personnel Services

PRIVATE SECRETARY TO THE MANAGING DIRECTOR

1. Serves as personal secretary to the Managing Director; receives all telephone calls for the Managing Director and all requests for appointments, reviews its appropriateness for consideration by the Managing Director, determines which department/agency should be contacted for review or action, makes referrals based upon the awareness of the Managing Director's personal policies and procedures; 15%
2. Maintains the Managing Director's calendar. Makes all necessary arrangements for meetings, including time and space requirements and the notification of persons to attend; accepts and adjusts appointments for the Managing Director according to knowledge of the Director's commitments and schedules and briefs the Managing Director of matters to be considered before meetings; 25%
3. Receives, reads, segregates and routes incoming and outgoing correspondence, reports and other materials; screens out those which can be disposed of personally or routed to other personnel for action; organizes and routes those which require the Managing Director's attention or are of special interest to the Managing Director for consideration; reviews official documents requiring the Managing Director's action for completeness and obtains additional data when required; formats projects into timelines and affected Departments assigned to the Department of Management by the Mayor; 25%
4. Independently prepares routine correspondence, memoranda, press releases, transmittals, acknowledgment letters, and notifications. Types letters, reports and other materials as directed. Takes and transcribes dictation for general correspondence, minutes of meetings, and miscellaneous reports. 30%
5. Performs other duties as assigned by the Managing Director. 5%

EDB Committee

From: Wendy Nathan <Wendy.Nathan@co.maui.hi.us>
Sent: Friday, April 17, 2020 6:45 PM
To: EDB Committee
Cc: Shirley Blackburn
Subject: FY 2021 Budget (BD-2) (MD-1) (EDB-1)
Attachments: (BD-2) (MD-1) (EDB-1).pdf

Aloha Committee Chair Rawlins-Fernandez,

Attached please find response from Budget Director relating to the Department of Management (BD-2) (MD-1) (EDB-1).

Thank you,
Wendy Nathan

WENDY K. NATHAN | BUDGET SPECIALIST | BUDGET DEPARTMENT, OFFICE OF THE MAYOR | COUNTY OF MAUI
TEL: (808) 270-8239 | EMAIL: WENDY.NATHAN@CO.MAUI.HI.US