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CURT T. OTAGURO
COMPTROLLER
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STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
P.O. BOX 119, HONOLULU, HAWAII 96810-0119

November 20, 2019

The Honorable Ronald D. Kouchi,
President
and Members of the Senate
Thirtieth State Legislature
State Capitol, Room 409
Honolulu, Hawaii 96813

The Honorable Scott K. Saiki, Speaker
and Members of the House of
Representatives
Thirtieth State Legislature
State Capitol, Room 431
Honolulu, Hawaii 96813

Dear President Kouchi, Speaker Saiki, and Members of the Legislature:

For your information and consideration, I am transmitting a copy of the State of Hawaii Department of Accounting and General Services Annual Report on Goals and Objectives for the Period July 1, 2018 through June 30, 2019, pursuant to Act 100, Session Laws of Hawaii 1999, Part II. In accordance with Section 93-16, Hawaii Revised Statutes, a copy of this report has been transmitted to the Legislative Reference Bureau and the report may be viewed electronically at:
<http://ags.hawaii.gov/reports/legislative-reports/>.

Sincerely,

CURT T. OTAGURO
Comptroller

Enclosure

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

January 2020

Program ID/Title: AGS-101/Accounting System Development and Maintenance

Contact Person/Phone: Pat Miyasawa/586-0616

I. Goal

The goal of the program is to satisfy the following requirements:

- A. Making changes and modifications in the accounting system (including the design and implementation of an adequate system of internal controls to encompass the changes or modifications in the accounting system) that appears to be in the best interest of the State and counties, as promulgated by Section 40-2 of the Hawaii Revised Statutes (HRS).
- B. Determining the forms required to adequately supply accounting data for the State government, maintaining the applicability, relevancy and uniformity (i.e., classification, numbering and standardization of such forms in terms of design, dimension, color and grade of paper) of accounting forms in Statewide use, and recording such forms in a catalogue of Statewide accounting forms, as promulgated by Section 40-6 of the HRS.
- C. Providing the only cost efficient and feasible means of developing and implementing changes or modifications in the Statewide Accounting System (which includes the Financial Accounting and Management Information System or FAMIS, Payroll System, Central Warrant Writing System, Warrant Reconciliation System, and Financial Datamart) to enhance or improve the functionality and/or internal controls of the system.

II. Objectives and Policies

- A. Systems Development and Implementation - Develop and implement new Statewide accounting applications and/or major enhancements to existing Statewide accounting applications to correct accounting deficiencies (i.e., non-compliance with Generally Accepted Accounting Principles or GAAP), improve operational efficiency by providing accounting applications with greater functionality or improved capabilities, and comply with changes in applicable State and Federal laws, and management policies.
- B. Systems Maintenance - Maintain existing Statewide accounting applications to improve operational efficiency and/or usability through continued monitoring of the system's performance in providing useful and timely information, and collaboration with users on a Statewide basis to identify, develop and implement system

modifications due to changes in applicable State or Federal laws, or management policies that will benefit all system users.

- C. Statewide Accounting Controls - Establish and maintain proper internal control over Statewide accounting functions through the use of Statewide Accounting Manuals to safeguard assets against loss or waste, and provide reasonable assurance that the financial information generated from the Statewide Accounting System can be relied upon to fairly present the financial position of the State for a given accounting period by prescribing the accounting policies of the State and standardizing the accounting methods and practices of the State.

This function also controls the content, format, flow and timing of accounting information required by applications comprising the Statewide Accounting System using Statewide Accounting Forms (SAFORMs). Use of standardized accounting forms promotes operational efficiency through maintenance of applicable, uniform and consistent information.

III. Action Plan with Timetable

A. Objective/Policy #1 - Systems Development and Implementation

- 1. Required Actions – The following major actions/tasks are usually required to develop and implement new Statewide accounting applications and/or major enhancements to existing Statewide accounting applications to correct accounting deficiencies. Custom software is developed only when the purchased software cannot properly satisfy the requirements of the new system, and interfaces are developed only when the new system is required to share data with other systems.
 - a. Project Management of State Resources
 - b. System Scope and Requirements Definition
 - c. Purchased Software Installation, Configuration, and Testing
 - d. Gap Analysis and System Functional Design Development
 - e. System Process and Document Re-engineering
 - f. Custom Software Requirements Definition, Programming, and Testing
 - g. System Interface Requirements Definition, Programming, and Testing
 - h. User Manual and Training Documentation Development

- i. User Training
- j. Pilot Implementation
- k. Statewide Deployment

2. Implementation Timetable

- a. Statewide Payroll and Time and Attendance Modernization Project – involves replacing the existing Payroll System and implementing a statewide Time and Attendance System.

- (1) Past Year Accomplishment

- Participated in the implementation and post-implementation transition activities of the new Payroll System.

- (2) One Year

- Participate in the requirements analysis, fit/gap analysis, business process re-engineering, and gap resolution activities of the new Time and Attendance System.

- (3) Two Year

- Participate in the requirements analysis, fit/gap analysis, business process re-engineering, gap resolution and implementation activities of the new Time and Attendance System.

- (4) Five Year

- Participate in the implementation and transition activities of the new Time and Attendance System.

- b. New Financial System Project – involves replacing the existing Financial Systems.

- (1) Past Year Accomplishment

- None

- (2) One Year

- CIP request for new Financial System submitted by ETS; Request for Proposal (RFP) to follow if CIP request is approved.

Participate in the identification of requirements for the new Financial System and preparation of the RFP.

(3) Two Year

Participate in the selection of the new system and implementation activities for the new Financial System.

(4) Five Year

Continue participation in implementation activities for the new Financial System.

c. Financial Datamart System

(1) Past Year Accomplishment

Enhancements were made to improve the efficiency of the Financial Datamart system and provide improved functionality for the departments. Changes were also made to accommodate the interface of payroll data from the new Payroll System.

(2) One Year

Continue enhancing the Financial Datamart system by improving system performance and providing more data and functionality for the departments.

(3) Two Year

Continue enhancing the Financial Datamart system by improving system performance and providing more data and functionality for the departments.

(4) Five Year

Continue enhancing the Financial Datamart system by improving system performance and providing more data and functionality for the departments. Enhancements will be evaluated considering the functionality and features of the new Financial System so that data continues to be correctly reflected in Datamart.

B. Objective/Policy #2 - Systems Maintenance

1. Required Actions – The following systems maintenance functions are required to maintain all Statewide accounting applications:

- a. User Support
- b. System Modification and Enhancement
- c. System Analysis and Re-engineering

2. Implementation Timetable

a. Check Image Storage and Retrieval System

(1) Past Year Accomplishment

Enhance the Check Image Storage and Retrieval System needed for the reconciliation process of the 700,000 checks issued by the Comptroller.

(2) One Year

Continue enhancing the Check Image Storage and Retrieval System by improving system performance.

(3) Two Year

Continue enhancing the Check Image Storage and Retrieval System by improving system performance.

(4) Five Year

Continue enhancing the Check Image Storage and Retrieval System by improving system performance.

b. User Support for Statewide Accounting System

Assist and support all users of the Statewide Accounting System (which includes FAMIS, Payroll System, Central Warrant Writing System, Warrant Reconciliation System, and Financial Datamart).

These are ongoing activities and are applicable to all year categories – past year, one year, two year and five years.

c. Systems Maintenance and Enhancement

Provide ongoing systems maintenance, trouble shooting and resolving problems, and making necessary improvements to the Statewide Accounting System.

These are ongoing activities and are applicable to all year categories – past year, one year, two year and five years.

C. Objective/Policy #3 – Statewide Accounting Controls

1. Required Actions

a. Statewide Accounting Controls are required to ensure that the accounting policies and procedures of the State:

- (1) Comply with the Generally Accepted Accounting Principles (GAAP) and pronouncements from GASB
- (2) Include adequate accounting controls for all Statewide accounting applications
- (3) Reflect management’s expressed authorization about the treatment of a given accounting event and processing of accounting transactions related to that event

b. The three areas of Statewide Accounting Controls are:

- (1) Statewide Accounting Manual Revisions
- (2) Other User Manual Revisions
- (3) Forms Control

2. Implementation Timetable

a. Past year Accomplishment

Revised existing PDF SAFORMS into savable format and placed them on the State’s Form Central web site, which can now be used in place of preprinted forms.

b. One Year

Continue creating more single part and multipart SAFORMS in PDF fillable format and place them on the State's Form Central web site for departments to download and use. Revise existing PDF SAFORMS into a savable format.

c. Two Year

Continue creating more single part and multipart SAFORMS in PDF fillable format and place them on the State's Form Central web site for departments to download and use. Revise existing PDF SAFORMS into a savable format.

d. Five Year

Continue creating more single part and multipart SAFORMS in PDF fillable format and place them on the State's Form Central web site for departments to download and use. Revise existing PDF SAFORMS into a savable format

IV. Performance Measures

- A. Customer Satisfaction measure – Key departments are involved with the development of new systems and/or major enhancements to existing systems to provide input into the design and functionality of the systems. Departments are also contacted periodically to inquire on needs and changes that would impact them.
- B. Program Standard measure – Percentage of projects completed for development of new Statewide accounting systems and enhancement/maintenance to existing Statewide accounting systems. Percentage of projects completed for maintenance of accounting manuals and forms.
- C. Cost Effectiveness measure – Greater utilization of the Statewide accounting systems. Expenditures not exceeding budget amounts.

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

January 2020

Program ID/Title: AGS-102/Expenditure Examination

Contact Person/Phone: Joselyn Matsuno-Fowler/586-0650

I. Goal

The primary goal of the program is to ensure that the State's payments conform to established standards of propriety and legality and are made promptly.

II. Objectives and Policies

- A. To ensure that payments conform to existing laws, administrative rules, executive orders, and are proper.
- B. To ensure that payments are made promptly, the program will explore various options that may expedite the payments to contractors, vendors, employees, and third party payees.

III. Action Plan with Timetable

- A. Objective/Policy #1 – The program has determined that knowledge of existing laws, administrative rules, and executive orders is not the standard in all departments due to staffing reductions and retirements.
 - 1. Required Action – The program will update training materials for contract processing.
 - a. Consult with State Procurement Office staff to confirm program's application of the Hawaii Administrative Rules as they pertain to source selection, use of HIePRO, etc.
 - b. Consult with the Department of Attorney General's staff responsible for contracts and contract forms for the purpose of replacing existing Comptroller's Memorandums related to contracts.
 - c. Consult and meet with the Department of Accounting and General Services Administrative staff to determine issues that should be addressed in the updating of the training materials.

2. Required Action – The program will review State and Federal laws for any changes to reporting requirements and will participate in the development and implementation of the new payroll, time and attendance and financial systems.
 - a. Determine if Comptroller’s Memorandums need to be issued to inform departments and agencies of any changes to implement any new requirements.
 - b. Determine if changes in reporting requirements involve form revisions to allow for new reporting requirements which would be met by AGS 101 – Accounting System Development and Maintenance Program.
 - c. Determine how current policies, procedures and processes will be impacted with the new payroll, time and attendance and financial systems.
3. Implementation Timetable
 - a. Past Year Accomplishment – The program has been reviewing problems/issues relating to contract processing. Due to staffing issues, the program has not completed its review. Participated in the go-live and stabilization of the enterprise payroll system Hawaii Information Portal (HIP).
 - b. One Year – Consult with the Department of the Attorney General’s staff and review the revised contract forms to determine if any changes to contract encumbrance, payment and reporting procedures are required. Implement any changes and provide training as required with the implementation of the new payroll system. Participate in the development and implementation of the new time and attendance system and the procurement of the new financial accounting system.
 - c. Two Years –Participate in trainings and meetings with functional and operational process groups for the new financial accounting system.
 - d. Five Years – Perform global review of existing contract and vendor payment processing procedures to confirm existing laws, rules, and orders are being complied with and reporting procedures are met. Develop business processes for the new financial accounting system.
- B. Objective/Policy #2 – Prompt payment of the State’s contractors, vendors, third party payees, and State employees.
 1. Required Actions – The program will continue to maintain five working day turnaround for the State’s contractors and vendors.

- a. Determine whether current pre-audit procedures need to be revised for any changes impacting the program's "Objective/Policy #1" and formulate changes that may be required by the new financial system.
 - b. Implement any changes in pre-audit procedures that do not negatively impact pre-audit's responsibility.
2. Required Actions – The program will develop policies and procedures to accept electronic invoices. The program will also develop policies and procedures relating to acceptance of electronic signatures on contracts.
- a. Determine how current pre-audit procedures will need to be revised for any changes due to the new payroll and probable financial systems.
 - b. Implement any changes in pre-audit procedures that do not negatively impact pre-audit's responsibility and are required by the new payroll, Time and Attendance and accounting financial systems.
3. Implementation Timetable
- a. Past Year Accomplishments – Released Comptroller's Memorandums on updated compliance and revised business processes. Provided continuous training and reinforcements of new payroll processes and compliance through monthly Skype meetings.
 - b. One Year – Review and implement any changes resulting from the implementation of the new Time & Attendance program. Assist in the procurement and requirements for the new financial accounting system.
 - d. Two Years – Monitor and update business processes and provide training resulting from the implementation of the Time & Attendance program. Assist in the implementation of the new financial accounting system.
 - e. Five Years- Establish statewide payroll and payment policies and procedures and provide training for conformity for the payroll, Time & Attendance and the new financial accounting system.

IV. Performance Measures

- A. Customer Satisfaction measure – Departmental personnel responsible for contracting and vouchering will be provided clear and consistent guidelines and hopefully reduce resubmission from rejected contracts and payments.
- B. Program Standard measure – Number of "Audit Correction Slips" issued after issuance of new policies and procedures. The Audit Correction Slip is a notification

to the department to validate why the contract, vendor payment, forms, etc. were returned and could not be processed.

- C. Cost Effectiveness measure – Timely contract encumbrances and reduction in late interest payments. In addition, reduction of salary overpayments.

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

January 2020

Program ID/Title: AGS-103/Recording and Reporting

Contact Person/Phone: Ladea Nash/586-0599

I. Goal

The program goal is the prompt and proper recording of the State's financial transactions. The goal includes the timely processing of documents and issuing of reports, including the publication of the State's Comprehensive Annual Financial Report.

II. Objectives and Policies

- A. #1 - The issuance of the State's Comprehensive Annual Financial Report (CAFR) in conformance with generally accepted accounting principles (GAAP). This also includes the submission of the State's CAFR to the Government Finance Officers Association of the United States and Canada (GFOA) Certificate of Achievement in Excellence in Financial Reporting program.
- B. #2 - Enhancements to the processing and accessing of financial information in the Financial Accounting and Management Information System (FAMIS), the State's official accounting system and the procurement and implementation of a new financial accounting system.

III. Action Plan with Timetable

- A. Objective/Policy #1 - The issuance of the CAFR in conformance with GAAP.
 - 1. Required Action - Implementation of Governmental Accounting Standards Board Statements (GASB Statements) that require accrual basis government-wide financial statements including infrastructure capital assets, and depreciation of all capital assets except for land and land improvements.
 - 2. Past Year Accomplishments
 - a. Prepared FY 2018 CAFR including the government-wide accrual basis financial statements and the discussion and analysis of the financial statements. The FY 2018 CAFR was issued in December 2018.

- b. The State of Hawaii received the Government Finance Officers Association (GFOA) Certificate of Achievement for Excellence in Financial Reporting for the seventh consecutive year.
 - 3. One Year
 - a. Prepare FY 2019 CAFR under GASB Statements.
 - b. Continue accounting policy and procedure changes needed to implement GASB Statements.
 - 4. Two Years
 - a. Evaluate any new GASB statements and their impact on the accounting policies and procedures.
 - b. Continue evaluation of the accounting system and preparation of financial statements under the existing GASB statements and any new GASB statements.
 - 5. Five Years
 - a. Evaluate future GASB statements and the impact on the accounting policies and procedures.
 - b. Continue evaluation of the current accounting system and preparation of financial statements and make changes as needed by GASB statements.
- B. Objective/Policy #2 - Enhancements to the processing and accessing of financial information in FAMIS and the procurement and implementation of a new financial accounting system.
 - 1. Required Action - Enhancements to the processing and accessing of financial information in FAMIS requires the review of the current process and utilizing the State's intranet to improve processing and dissemination of financial information. Participation in a new financial accounting system would include establishing requirements, assist in procurement, evaluation of proposals and selection, and implementation.
 - 2. Past Year Accomplishments
 - a. No new enhancements were implemented in FY 19.

3. One Year
 - a. Continue to review current process and utilizing the State's intranet to improve processing and dissemination of financial information.
 - b. Provide assistance and support in the procurement, vendor selection and requirements for a new financial accounting system.
4. Two Years
 - a. Participate in various training/meetings with functional and operational process group.
 - b. Assist in the implementation of a new financial accounting system.
5. Five Years
 - a. Establish business process for the new financial accounting system.

IV. Performance Measures

- A. Customer Satisfaction measure – GFOA's awarding of its Certificate of Achievement in Excellence in Financial Reporting to the State's CAFR and the number of departments utilizing the new financial system as its primary system of information.
- B. Program Standard measure - The publication within six months after the fiscal year is closed for the CAFR and the prompt processing of the accounting data and reports and the implementation within five years of a new financial accounting system.
- C. Cost Effectiveness Measure - Cost effectiveness is measured by the amount of overtime incurred to complete the CAFR and to process accounting data and reports. The implementation of a new financial accounting system on budget.

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

January 2020

Program ID/Title: AGS-104/Internal Post-Audit

Contact Person/Phone: Keith S. Kogachi/586-0360

I. Goal

To achieve compliance with State laws by the State's Executive departments, agencies and other entities on accounting procedures and internal control systems and other audit requirements of State laws through financial, compliance and verification audits performed by external auditors and the Audit Division.

II. Objectives and Policies

- A. #1 – To ensure that the State's Executive departments and agencies maintain the accounting and internal control systems and that the systems function effectively as designed and; as applicable to certain State departments and other entities based on State laws, to ensure that such State departments and other entities comply with the accounting and internal control policies and procedures and related State laws applicable to such State departments and other entities.
- B. #2 –To schedule an adequate audit cycle to ensure that every department in the executive branch will be audited at least once every six years.
- C. #3 - To establish verification procedures to comply with the certification requirements of HRS §40-81.5 related to the invoices for the capital costs of a locally preferred alternative for a mass transit project. As deemed necessary, based on the nature of the costs of the rapid transportation authority, develop the appropriate verification policies and procedures to determine compliance with the capital cost requirements of HRS §46-16.8 (e).

III. Action Plan and Timetable

- A. Objective/Policy #1 – To ensure that the State's Executive departments and agencies maintain the accounting and internal control systems and that the systems function effectively as designed and; as applicable to certain State departments and other entities based on State laws, to ensure that such State departments and other entities comply with the accounting and internal control policies and procedures and related State laws applicable to such State departments and other entities.

1. Required Actions.
 - a. Define the target group.
 - b. Establish for the fiscal year a plan for the review of audits of financial statements conducted by external auditors and for the financial and compliance audits to be performed by the Audit Division.
 - c. Report the results of the review of the audited financial statements of departments and agencies conducted by external auditors and the audits conducted by the Audit Division.
2. Past Year Accomplishments.
 - a. The target group was defined.
 - b. Reviews of 11 audits conducted by external auditors were completed during the fiscal year. The Audit Division completed reviews of the audited financial statements and related compliance audits. Additional information is provided in c. and d. below.
 - c. 10 of 18 departments covered by the 11 audits identified noncompliance with the accounting system or internal controls including noncompliance with Federal award program compliance requirements. The departments and agencies have responded to these findings and have or are in the process of implementing corrective actions.
 - d. 57 total audit findings were reported for the fiscal year. The average number of findings of 5 for each department was a decrease of 14% from the previous year.
 - e. 29 audits including 5 certification statements related to the certification requirements of HRS §40-81.5 were completed by the Audit Division during the fiscal year. Additional information is provided in f. through h. below.
 - f. 23 of the 24 audits excluding the results from the 5 certification statements completed identified noncompliance with the departments' and other entities' accounting system or internal control policies and procedures.
 - g. 399 audit findings were reported for the fiscal year. The average number of findings of 16 represented no change from the previous

fiscal year. Responses to these findings were received indicating that corrective actions were implemented or were in the process of implementation.

- h. With respect to the certification requirements of HRS §40-81.5, the following results and other matters are noted:
 - i. As of October 18, 2019, the total cumulative amount of invoices submitted to the Comptroller for payment by the Honolulu Authority for Rapid Transportation (HART) totaled \$744,392,504 of which 8 certification statements have been issued for 253 invoices totaling \$569,818,931 that were verified as qualifying capital costs under HRS §46-16.8 (e). The cumulative average amount of invoices verified as capital costs totaled \$2,252,249. The amount of \$569,818,931 which was remitted to the City and County of Honolulu was limited by the amount of available funds in the Mass Transit Special Fund in accordance with the requirements of HRS §248-2.7.
 - ii. For the fiscal year ended June 30, 2019, 5 certifications for 166 invoices totaling \$327,723,873 that were verified in compliance with the capital cost requirements of HRS §46-16.8 (e) were issued. The average amount of invoices verified as capital costs totaled \$1,974,240.
 - iii. As of October 18, 2019, the cumulative number and amount of invoices that the DAGS Audit Division determined were not qualifying as capital costs under HRS 46-16.8 (e) and, accordingly, not reimbursed to the City and County of Honolulu from the Mass Transit Special Fund totaled 39 invoices totaling \$87,949,537, respectively.
 - iv. For the fiscal year ended June 30, 2019, 6 invoices totaling \$11,203,802 were deemed not qualifying as capital costs under HRS §46-16.8 (e) and, accordingly, not reimbursed to the City and County of Honolulu from the Mass Transit Special Fund.
 - v. As disclosed in Note 3 to the Comptroller's Certification dated October 18, 2019 adjustments may be made to reduce the amount of future reimbursements to HART for prior invoices certified by the Comptroller that are found to be in error due to fraud, illegal activities or other violations of laws and regulations. This policy was implemented in response to HART being served by 3 separate subpoenas by the United States Attorney for the District of Hawaii and a resolution passed by the City Council of the City and County of Honolulu

(City) for the Office of the City Auditor to select an independent auditor to ensure that no City or HART employee, consultant, or contractor exploited the City's or HART's internal control weaknesses to misappropriate public assets or commit illegal actions.

As further noted in the Comptroller's Certification the objective of the procedures performed by the Audit Division were limited to verifying that the invoices submitted by HART complied with a specific law. Accordingly, the verification procedures were not designed to detect fraud or other illegal activities.

3. One Year
 - a. Define the target group.
 - b. Monitor the progress of the plan for the review of audited financial statements performed by external auditors and for the audits to be performed by the Audit Division.
 - c. Review the completed audit reports as to noncompliance with established accounting procedures and internal controls and that written policies and procedures are functioning as designed.
 - d. Report the results of the review of the audits of financial statements of departments and agencies conducted by external auditors and the financial and compliance audits conducted by the Audit Division.
 - e. Conduct follow-up inquiries, as necessary, on the results of the audits.
 4. Two Years – Continue the implementation timetable of the first year.
 5. Five Years – Continue the implementation timetable of the prior years.
- B. Objective/Policy #2 –To schedule an adequate audit cycle to ensure that every department in the executive branch will be audited at least once every six years.
1. Required actions.
 - a. Define the target group.
 - b. Monitor and review the audited financial statements of executive departments and agencies performed by external auditors.

- c. Establish a plan for the audits to be performed by the Audit Division.
 - d. Report the results of the monitoring and audits.
 - 2. Past Year Accomplishments.
 - a. The target group to be audited was defined.
 - b. Planned for the review of 11 financial and compliance audits to be performed by external auditors and 18 financial, compliance and verification audits to be performed by the Audit Division were established.
 - c. 11 audit reports of audits of departments conducted by external auditors were reviewed by the Audit Division and 29 audits were completed by the Audit Division during the fiscal year.
 - d. Conducted follow-up inquiries, as necessary, on the audit findings identified by external auditors and the Audit Division.
 - 3. One Year
 - a. Define the target group to be audited.
 - b. Establish a plan for the review of audits conducted by external auditors and audits to be conducted by the Audit Division.
 - c. Review audit reports of planned audits performed by external auditors and perform audits by the Audit Division.
 - d. Determine if the average number of years between audits for the target group is 6 years or less.
 - e. Conduct follow-up inquiries as to scheduled audits not completed on time.
 - 4. Two Years – Continue the implementation timetable of the first year.
 - 5. Five Years – Continue the implementation timetable of the prior years.
- C. Objective/Policy #3 – To establish verification procedures to comply with the certification requirements of HRS §40-81.5 related to the invoices for the capital costs of a locally preferred alternative for a mass transit project. As deemed necessary, based on the nature of the costs of the rapid transportation authority,

develop the appropriate verification policies and procedures to determine compliance with the capital cost requirements of HRS §46-16.8 (e).

1. Required Actions
 - a. Define the target group.
 - b. Develop an understanding of the accounting and expenditure processes and procedures of the rapid transportation authority.
 - c. Develop a general and detailed verification plan and related procedures for complying with the verification section of the Act.
 - d. Develop the certification statement and related supporting documents to comply with the certification requirements of the Act.
 - e. Perform the verification procedures and report the results in the certification statement.
2. Past Year Accomplishments
 - a. The target group has been identified.
3. One Year
 - a. Define the target group.
 - b. Develop an understanding of the accounting and expenditure processes and procedures of the rapid transportation authority.
 - c. Develop a general and detailed verification plan and related procedures for complying with the verification section of the Act.
 - d. Develop the certification statement and related supporting documents to comply with the certification requirements of the Act.
 - e. Perform the verification procedures and report the results in the certification statement.
4. Two Years – Continue the implementation timetable of the first year.
5. Five Years – Continue the implementation timetable of the prior years.

IV. Performance Measures

- A. HRS §40-81.5 - Program has standard measures of performance based on the number of verifications and related certification statements issued for each fiscal year.
- B. Program Standard Measure – Program standard will be the completion of reviews of audited financial statements performed by external auditors of departments and agencies with follow-up, if necessary, by the Audit Division and the completion of planned audits performed by the Audit Divisions.
- C. Cost Effective Measure – Cost to conduct the audits by the program will be monitored to ensure that they are reasonable and fair and do not exceed budgeted costs and comparable audit fees.

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

January 2020

Program ID/Title: AGS 105/Enforcement of Information Practices
Contact Person/Phone No: Cheryl Kakazu Park/586-1400

I. Goals

The primary goal of the Office of Information Practices (OIP) is to fairly and reasonably construe and apply the Uniform Information Practices Act (Modified), chapter 92F, HRS (UIPA), and the Sunshine Law, Part I of chapter 92, HRS, in order to achieve the common purpose of both laws, which is as follows:

In a democracy, the people are vested with the ultimate decision-making power. Government agencies exist to aid the people in the formation and conduct of public policy. Opening up the government processes to public scrutiny and participation is the only viable and reasonable method of protecting the public's interest. Therefore, the legislature declares that it is the policy of this State that the formation and conduct of public policy—the discussions, deliberations, decisions, and action of government[al] agencies—shall be conducted as openly as possible.

With the passage of Act 263, SLH 2013 (see HRS § 27-44), OIP has adopted another goal to assist the Office of Enterprise Technology Services (ETS) properly implement Hawaii's Open Data policy, which seeks to increase public awareness and electronic access to non-confidential and non-proprietary data and information available from state agencies; to enhance government transparency and accountability; to encourage public engagement; and to stimulate innovation with the development of new analyses or applications based on the public data made openly available by the state.

II. Objectives and Policies

A. Legal Guidance and Assistance. Provide training and assistance to members of the public and all state and county agencies to promote compliance with the UIPA and Sunshine Law.

1. Provide accessible training guides, audio/visual presentations, and other materials online at **oip.hawaii.gov** and supplement OIP's online training with customized live training for state and county government entities.
2. Provide prompt informal advice and assistance to members of the public and government agencies through OIP's Attorney of the Day (AOD) service.
3. Adopt and revise administrative rules, as necessary.

B. Investigations and Dispute Resolution. Assist the general public, conduct investigations, and provide a fair, neutral, and informal dispute resolution process as a free alternative to court actions regarding the UIPA and Sunshine Law, and resolve appeals under section 231-19.5(f), HRS, arising from the Department of Taxation's decisions concerning the disclosure of the text of written opinions.

1. Focus on reducing the age and number of OIP's backlog of formal cases in a manner that is fair to all requesters.

C. Open Data. Assist ETS and encourage all state and county entities to increase government transparency and accountability by posting open data online, in accordance with the UIPA, Sunshine Law, and the State's Open Data Policy.

1. Post all of OIP's opinions, training materials, reports, and What's New communications at **oip.hawaii.gov**, which links to the State's open data portal at **data.hawaii.gov**.
2. Encourage state agencies to electronically post appropriate data sets onto **data.hawaii.gov** and to use the UIPA Record Request Log to record and report their record requests.

D. Records Report System. Maintain the Records Report System (RRS) and assist agencies in filing reports for the RRS with OIP.

1. Promote the use of the RRS to identify and distinguish private or confidential records from those that are clearly public and could be posted as open data on government websites.

E. Legislation and Lawsuits. Monitor legislative measures and lawsuits involving the UIPA and Sunshine Law.

1. Provide testimony or legal intervention, as may be necessary, to uphold the requirements and common purpose of the UIPA and Sunshine Law.

III. Action Plan with Timetable

A. Legal Guidance and Assistance

1. Past Year Accomplishments

- a. Received 1,127 total requests for assistance in FY 2019, of which 963 (85%) were informal requests typically resolved the same day through OIP's AOD service.
- b. Responded to Attorney General's comments on drafts of new rules for personal records and revisions to OIP's existing rules, and awaiting approval to continue rulemaking process.
- c. Conducted 11 live, customized training sessions for state and county agencies and boards.
- d. Added or updated 14 training materials on OIP's website regarding changes to the Sunshine Law and OIP's new draft rules.

2. Year 1 Action Plan

- a. Conduct informational briefings and a public hearing to obtain agency and public input on OIP's new administrative rules and revisions to its existing rules, obtain all necessary approvals, prepare training for agencies on the new rules, and revise OIP's forms and training materials, including the UIPA Record Request Log, before the end of FY 2020, conditioned on the completion of the Attorney General's legal review of OIP's draft rules.
- b. Maintain current efforts to promptly provide general legal guidance through OIP's AOD service, so that approximately 80% of requests for OIP's assistance can be resolved within one work day.

- c. Focus OIP's limited resources on preparing and improving online training and communication to cost-effectively provide services to the greatest potential number of people and increase compliance by more government agencies and customize live presentations for advanced or special training.

3. Year 2 Action Plan

- a. Implement OIP's new administrative rules.
- b. Update and improve OIP's online training materials, as may be necessary.

4. Year 5 Action Plan

- a. Evaluate recently implemented rules and determine whether additional rules or revisions are necessary.

B. Investigations and Dispute Resolution

1. Past Year Accomplishments

- a. OIP received a total of 1,127 formal and informal requests for assistance in FY 2019, of which OIP resolved 96% in the same year and 85% the same day.
- b. OIP resolved 963 AOD inquiries in FY 2019, which is over 85% of total requests for assistance (1,127) received by OIP.
- c. Of the 164 formal cases opened in FY 2019, 119 (72%) were resolved in the same fiscal year.
- d. Of the 82 formal cases that remained pending at the end of FY 2019, 45 (55%) were opened in FY 2019, 21 (26%) were opened in FY 2018, 14 (17%) were opened in FY 2017, and 2 cases filed before FY 2017 were still pending in litigation.

2. Year 1 Action Plan

- a. Strive to resolve all formal cases filed before July 1, 2018, if they are not in litigation or filed by requesters who have had two or more cases resolved by OIP in the preceding 12 months.

3. Year 2 Action Plan

- a. Strive to resolve all formal cases filed before July 1, 2019, if they are not in litigation or filed by requesters who have had two or more cases resolved by OIP in the preceding 12 months.

4. Year 5 Action Plan

- a. Strive to resolve all formal cases within 12 months of filing, if they are not in litigation or filed by requesters who have had two or more cases resolved by OIP in the preceding 12 months.

C. Open Data

1. Past Year Accomplishments

- a. Prepared Log reports summarizing results for FY 2018 from 184 state and 86 county agencies, including the Governor's Office, Lt. Governor's Office, Judiciary, Legislature, University of Hawaii, and Office of Hawaiian Affairs.
- b. Distributed 21 What's New articles to keep government personnel and the general public informed of open government issues, including proposed legislation.
- c. Received 27,568 unique visits on OIP's website and 87,928 website page views (excluding OIP's and home page hits).

2. Year 1 Action Plan

- a. Encourage state and county agencies to electronically post open data, including the results of their Logs.
- b. Complete data and prepare reports of the Log results for FY 2019 from all state and county agencies.
- c. Utilize Log data to develop and evaluate proposed OIP rules concerning the UIPA record request process and fees.

- d. Post information on OIP's website at **oip.hawaii.gov** to provide transparency and obtain public input on the rule-making process.

3. Year 2 Action Plan

- a. Continue to assist state and county agencies to electronically post open data and report on the results of state and county agencies' Logs.

4. Year 5 Action Plan

- a. Continue to assist state and county agencies to electronically post open data and report on the results of state and county agencies' Logs.

D. Records Report System

1. Past Year Accomplishments

- a. For FY 2019, state and county agencies reported 29,799 record titles on the RRS.

2. Year 1 Action Plan

- a. Continue to train and advise state and county agencies on how to use the access classification capabilities of the RRS to uniformly identify and protect private or confidential records, while promoting open access to public data that may be disclosed.

3. Year 2 Action Plan

- a. Continue to train and advise state and county agencies on how to use the access classification capabilities of the RRS to uniformly identify and protect private or confidential records, while promoting open access to public data that may be disclosed.

4. Year 5 Action Plan

- a. Continue to train and advise state and county agencies on how to use the access classification capabilities of the RRS to uniformly identify and protect private or

confidential records, while promoting open access to public data that may be disclosed.

E. Legislation and Lawsuits

1. Past Year Accomplishments

- a. Obtained additional appropriations to provide more competitive salaries that will help to retain OIP's experienced employees and institutional memory.
- b. In FY 2019, OIP reviewed 185 bills and resolutions and testified on 44 of them.
- c. In FY 2019, OIP monitored 40 cases in litigation, of which 9 were new cases.

2. Year 1 Action Plan

- a. For the FY 2020, OIP will continue to monitor legislation and lawsuits affecting the UIPA, Sunshine Law, open data, or OIP.

3. Year 2 Action Plan

- a. Continue to monitor legislation and lawsuits and to take appropriate action on matters affecting the UIPA, Sunshine Law, open data, or OIP.

4. Year 5 Action Plan

- a. Continue to monitor legislation and lawsuits and to take appropriate action on matters affecting the UIPA, Sunshine Law, or OIP.
- b. Obtain sufficient funding and position authorizations to recruit, train, and retain legal and administrative personnel to ensure the long-term stability and productivity of OIP.

IV. Performance Measures

- A. Customer Satisfaction Measure – Monitor evaluations submitted by participants after training or informational sessions as well as comments or complaints made to the office in general and take appropriate action.

- B. Program Standard Measure – Measure the number of: formal cases and AOD inquiries received and resolved; opinions issued; lawsuits monitored; legislative proposals monitored; unique visits to OIP’s website; live training sessions and public presentations; training materials added or revised; and public communications.

- C. Cost Effectiveness Measure – Considering the number and experience levels of OIP personnel in comparison to similar agencies, monitor the total numbers of requests for assistance and the numbers of state or county agencies or the general public who are assisted by OIP; the types of services provided by OIP; the number of state and county agencies submitting the UIPA Record Request Log; and the overall Log results.

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

January 2020

Program ID/Title: AGS-111/Archives-Records Management

Contact Person/Phone: Adam Jansen/586-0310

I. Goals

- A. Increase access to the State Archives collections.
- B. Promote efficient and effective management of government records including the preservation of the State's permanent electronic records.

II. Objectives and Policies

- A. Collect and preserve permanent government records of enduring legal, historical or fiscal value from government agencies.
- B. Make records available for access via the internet.
- C. Develop and revise records retention and disposition schedules for the executive branch and continue to operate the State Records Center for the storage of non-current, non-permanent government records.
- D. Implement the building of the Hawaii State Digital Archives through a phased approach including hardware implementation and documentation and software development to ensure the preservation and access to electronic records of long-term value.

III. Action Plan with Timetable

- A. Past Year Accomplishments
 - 1. Archives: Accessioned 209 cubic feet of records and special collections; appraised, arranged and described 20 cubic feet of paper records for public use; retrieved 25,650 records for researchers; translated 142 pages of Hawaiian language records; serviced 8,639 researchers; scanned 1,282,171 images; and received 30,408 unique website visitors to Archives online resources.

2. Records Center: received 3,742 cubic feet of records and 24 reels of microfilm; completed 7,192 records requests; 5,617 reels of microfilm returned; and 4,413 rolls of microfilm scanned.
3. Digital Archives: Finalized implementation of Digital Pipeline services; virtualized all services to run on Metal-as-a-Service infrastructure; installed 500TB storage sub-system.

B. One Year

1. Archives: Accession 100 cubic feet of records; appraise, arrange, and describe 65 cubic feet of records; retrieve 20,000 records for researchers; translate 400 pages of Hawaiian language records; service 8,000 researchers; upload 3,000,000 new images (records) to the Archives' website; 30,000 unique web visitors to the Archives' research portal website.
2. Records Center: schedule/revise 20 records series; receive 3,500 cubic feet of records; service 7,000 records requests; and coordinate destruction of expired records.
3. Digital Archives: Continue development of the system's Information Model by identifying, modeling and implementing new services required by State Agencies; develop and implement approaches for gathering system parameters, performance metrics; perform ongoing maintenance and upgrades of the digital repository hardware, software and storage sub-systems; and in consultation with State Agencies and interested public, develop the public web-based interface into the Digital Archives.

C. Two Years

1. Archives: Accession 200 cubic feet of records; appraise, arrange, and describe 100 cubic feet of records; retrieve 40,000 records for researchers; translate 250 pages of Hawaiian language records; service 15,000 researchers; upload 5,500,000 new images (records) to the Archives' website; 150,000 unique web visitors to the Archives' research portal website.
2. Records Center: schedule 40 records series; receive 7,000 cubic feet of records; service 13,000 record requests; and coordinate destruction of expired records.

3. Digital Archives: Ongoing maintenance and development of the Digital Archives' system including replacement of hardware, and storage sub-systems, along with upgrades to software infrastructure; onboard additional partner agencies beyond Executive Branch agencies; develop additional user functionality (e.g. personalization, saved searching, new record alerts, target searching, etc.) based on feedback; and roll out functionality necessary to preserve additional format types of records (e.g. GIS systems, social media, streaming audio/video, dynamic databases, and web-based systems); and research and develop roadmap for all upcoming state systems, projects or technologies that may impact the Digital Archives;

D. Five Years

1. Archives: Accession 500 cubic feet of records; appraise, arrange, and describe 450 cubic feet of records; retrieve 80,000 records for researchers; translate 600 pages of Hawaiian language records; service 35,000 researchers; upload 8,500,000 new images (records) to the Archives' website; 150,000 unique web visitors to the Archives' research portal website.
2. Records Center: schedule 80 records series; receive 30,000 cubic feet of records; service 25,000 record requests; and coordinate destruction of expired records.
3. Digital Archives: Ongoing maintenance and development of the Digital Archives' system including replacement of hardware, and storage sub-systems; continue developing additional user functionality based on feedback; Develop and implement services and tools utilizing Artificial Intelligence, Data Mining and Machine Learning for Digital Preservation Pipeline and services that support Record Consumers' needs; and roll out functionality necessary to preserve additional format types of records.

IV. Performance Measures

- A. Customer Satisfaction measure: Monitor website use by the general public and their interest in information presented by analyzing statistical data on number of hits to what pages. Use information to improve the "look and feel" and information presented on the website. If there are

suggestions and/or complaints, develop survey to evaluate customer satisfaction with the website.

- B. Program Standard measure: In-house standards regulate service to the public and status-reports measure the output and effectiveness of our public service activities.
- C. Cost Effectiveness measure – Compare records managements costs with private sector, in particular storage costs.

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

January 2020

Program ID/Title: AGS-130/Enterprise Technology Services – Governance and Innovation*

AGS-131/Enterprise Technology Services – Operations and Infrastructure Maintenance*

**Pursuant to HRS 27-43, all functions of the programs formerly associated with AGS-130 (ex-Office of Information Management and Technology) and AGS-131 (ex-Information and Communication Services Division) are consolidated within the new Office of Enterprise Technology Services as led by the Chief Information Officer, effective July 2, 2016.*

Contact Person/Phone: Douglas Murdock, Chief Information Officer
586-6000

I. Goals

Identify, prioritize and advance programs and projects with the greatest potential to increase efficiency, reduce waste, and improve transparency and accountability in State of Hawai'i government.

Provide efficient, effective and available information technology (IT) enterprise services and support in the areas of data center, cybersecurity, computing (mainframe and open systems), telecommunications, application development, and web-based services for the purpose of assisting State government agencies in fulfilling their current and future business mission and objectives.

II. Objectives and Policies

Program objectives are arranged by branch under proposed organizational structure:

Production Services Branch — Schedule, execute and monitor production jobs for State departments and agencies, as well as monitor the State networks and maintain the operation of the State data center.

Systems Services Branch — Provides systems software support and programming, database management and operational support for the Enterprise Mainframe System (z) and all Third-Party Software, Enterprise Unix System (p), Enterprise Spectrum Protect Backup and Restore System, mainframe user access management and disaster recovery. To established accurate charge back system as

well as maintain compliance to audit standards set by IRS, SSA, State Auditor and primary vendor.

Technology Support Services Branch — Provide support, maintenance and development of hardware, software and infrastructure for on-premise and Cloud applications.

Client Services Branch — Provide systems development, enhancement, maintenance, technical support, and consultant services for State departments and agencies to meet their business objectives.

Enterprise Systems Branch — Provide ongoing operational maintenance and management support for enterprise systems (e.g., enterprise payroll and human resources systems). Assist with implementation of statewide Time and Leave applications.

Network Branch — Provide statewide telecommunication services (e.g., data network, radio network, and telephone systems) for daily business operations of the State of Hawaii’s executive, legislative, and judicial branches, including telecommunications interfaces to federal and county governments; provide land mobile radio communications for public safety entities and radio microwave network connection interfaces to other county and federal agencies for first responder and emergency communications; provide technical support on voice and telephone systems to State government entities.

Security Branch — Manage the statewide cybersecurity program to secure and protect electronic assets and data stored on State computer systems or transported through the State’s networks.

Enterprise Architect Branch — Develop and implement statewide technology policies, guidance, and standards; provide Departmental guidance for Business and IT decisions that supports the State’s strategic plan and investments and improves the ability to deliver responsive, cost-effective government functions and services.

Program Management Branch — Provide management, business consulting services, and business applications support to agencies to effectively develop and maintain new technology applications and improve service delivery through effective integration of technology solutions; provide program management development support for enterprise technology programs and projects (e.g., enterprise payroll).

III. Action Plan with Timetable

Past Year Accomplishments

Production Services Branch — Effectively managed production jobs for State departments and agencies, monitored the State networks, and maintained the operation of the State data center. Executed a new three-year lease for the two high speed laser printers.

Systems Services Branch — Continued to provide high availability to the IBM Mainframe (Z System), enterprise UNIX, and enterprise backup and restore environments. Continued to upgrade operating system and middleware to come into compliance with the IRS Publication 1075. For disaster recovery, the mainframe “D” copy services are now operational, we can now commence non-disruptive testing of the production volumes. Provided technical assistance and services to DOE for their FMS system, (online and batch), during their DB2 upgrade. Implementation of a PC based interface into the chargeback system to allow non-technical personnel to be able to retrieve their own reports and create invoices. Installed Software AG’s ADABAS SQL gateway and Entire X to make the mainframe ADABAS regions available via SQL queries and provide a path for legacy system modernization. Installed Software AG’s Natural Development (NDV) environment to provide a path for the upgrading of Natural to the latest supported release. Upgraded the Power series operating system and firmware. Upgraded and streamlined and automated the KOMAND billing system. Upgraded IBM’s zVM and zWave. Renewed maintenance subscriptions and updated all Third-Party Software. Provided hosting services to DLIR Web Services Application for Secure PII transfer to Federal Hub. Maintained Managed File Transfer services to all state departments and external partner agencies. Improved the process of mainframe user access authentication. Attained software compliance audit standards as required by vendor. Established monitoring system to remain compliant. Resolved substantial number of audit findings during and after the compliance review by IRS, SSA and State Auditor.

Technology Support Services Branch — Implemented new ETS-managed local private Cloud service (Hawai’i Government Private Cloud) as well as added new features. Implemented new backup solution for O365. Deployed Microsoft Unified support to departments. Configured virtual desktop environment in the cloud. Configured all O365 users for multifactor authentication. Continued support for rollout and adoption of Microsoft Office 365 for the executive branch departments. Continued support for adoption of Adobe Sign (electronic signature) and Adobe Creative Cloud tools to a larger state audience. Provided support and onboarding of a web accessibility reporting tool and hosted additional trainings. Researched and implemented a language translation feature for websites. Procurement and delivery of an enterprise social media management

platform and social media and news listening platform for state public information officers. Provided support to the Hawaii Payroll project. Provided primary technical support for The Office of the Governor and Lt. Governor.

Client Services Branch — Developed applications which interface the new payroll system, HIPay, with mainframe systems, such as Central Warrant Writer, RECON, FAMIS, and DAGS/Datamart. These systems print payroll checks, maintain information used to reconcile checks, and store payroll expenditures for the departments use. The branch worked with the Campaign Spending Commission to reprogram their candidate and non-candidate filing systems. These systems ensure that campaign spending reports are filed timely, thoroughly and without error. They also ensure that the information is disclosed to the widest possible audience through the use of dashboards and visualization applications. The branch also assisted the Department of Labor and Industrial Relations (DLIR), Unemployment Insurance (UI) Division with their GAP analysis for a replacement of their mainframe systems.

Enterprise Systems Branch — Ongoing maintenance and support of the Enterprise Human Resources Management System (HRMS) and Payroll systems, also known as Hawaii Information Portal (HIP). Built, maintained, and supported interfaces to all agency HR and Payroll data sources. Actively implementing statewide Time and Leave applications.

Network Branch — Added 6 new sites into the State's Institutional Network (INET) providing high-speed connectivity to sites on the Big Island and Oahu. Replaced equipment at key locations with greater capacity while requiring less space and power. Established a public cloud exchange for connectivity between the State network and public clouds i.e. Microsoft Azure. Provided assistance with establishing redundant connectivity between the State and county networks. Established a framework for enterprise WiFi connectivity. Increased the reliability of the State's radio systems by performing network topology changes. Added Hawaii Wireless Interoperability Network (HIWIN) Land Mobile Radio (LMR) coverage/connectivity to Kona Judiciary. Project doubling HIWIN LMR system capacity nearly complete. Executed Memorandum of Agreement (MOA) with DOT Airports to serve their radio communication needs using the HIWIN system. Maintained radio facilities and infrastructure. Upgraded radio microwave backhaul to Ethernet standard format which will facilitate increased connectivity and redundant routes.

Security Branch — Aligned priorities to address mitigations for with most frequent cybersecurity attacks. Performed enterprise-wide compromise assessments and emphasized cyber hygiene concerns. Exercised detection and response capabilities.

Enterprise Architect Branch — Published statewide IT roadmaps to facilitate transparency in the IT planning, budgeting, procurement, and maintenance processes. Initiated enterprise application portfolio management (APM) throughout the Executive Departments. Strengthened governance procedures and implemented technical architecture improvements for the statewide internet portal providing digital services for constituents.

Program Management Branch — As part of DAGS Accounting Division's Enterprise Payroll and Time & Attendance Modernization (HawaiiPay) project, accomplished successful payroll Go-Live implementation for Groups 1 (DAGS and DHRD) and 2 (all other remaining jurisdictions, departments, and agencies – except UH and DOE) to the new Cloud-enabled services environment.

One Year

Production Services Branch — Maintain effective and efficient day-to-day operations of production job execution and monitoring of the State network and data center. Work with the Public Works Division on the replacement of the two Uninterruptible Power Supply (UPS) units and design of electrical upgrades within the data center. This includes new electrical panels and wiring to the equipment.

Systems Services Branch — Continue to provide high availability for the IBM Mainframe (Z System), the enterprise UNIX and backup and restore environments. Upgrade the operating system and middleware to come into compliance with the IRS Publication 1075. Address the risk of upcoming hardware end-of-support and mitigate the deficient business disaster recovery process of the mainframe system. Optimize current hardware infrastructure platforms, i.e., Enterprise Mainframe System z and Enterprise Unix System p by hosting the physical hardware to the cloud using the Infrastructure as a Service (IaaS) as a model of service.

Technology Support Services Branch — Finish migration of Department of Taxation to Office 365 which completes migration for the entire Executive branch. Decommission legacy Lotus Notes & Active Directory environments. Replace backup solution and research hybrid cloud options for ETS-managed local private Cloud service (Hawai'i Government Private Cloud). Increase adoption amongst departments of O365 (particularly Teams and Unified Risk Assessments). Continue hardening the State's Active Directory infrastructure. Research centralized identity manager to integrate between Payroll system and the State's Active Directory infrastructure. Implement a new Open Data platform and provide user training through the migration. Move TSSB hosted websites behind Cloudflare security services and secure external access with cloud identity and

access management services. Implement full HTTPS for all hosted websites. Research and test the possibility of managed web infrastructure for hosted websites. Provide support in securing the elections' infrastructure for the 2020 Elections.

Client Services Branch — Continue to reprogram the Campaign Spending Commission's systems and assist the DLIR-UI in the replacement of their mainframe systems. Create or participate in pilot projects and proof of concepts to gain experience in new technologies and determine potential applicability within the State.

Enterprise Systems Branch — Maintain and support the Enterprise HR and Payroll systems including interfaces, reporting, security, and transaction processing. Improve on current processes while working towards the new implementation of Time and Leave applications.

Network Branch — Increase the number of sites with broadband connectivity, provide network redundancy between agencies and the State's network, assist with the deployment of enterprise WiFi, and expand the use of the public cloud exchange. Expand radio microwave and LMR networks by adding new sites at no additional site development costs through the use of MOAs. Assist DOT Airports and other users with transitioning to HIWIN for interoperable communications. Maintain radio facilities and infrastructure.

Security Branch — Implement solutions to get visibility and measures on State assets to ensure secure configuration and operation. Provide broad and effective security software to prevent information systems from compromise and misuse. Disseminate standards, guidance, and security awareness training to increase department capabilities to be more resilient against cybersecurity attacks.

Enterprise Architect Branch — Publish initial statewide IT enterprise architecture framework. Maintain and manage statewide IT enterprise applications portfolio and roadmaps; demonstrate effectiveness of IT planning, review, approval, procurement, and implementation processes. Provide enterprise architecture assistance to Departmental initiatives such as the DHS technology modernization and AGS KEIKI modernization. Continue planning and strategy refinement for procurement of new contract for the Statewide Internet Portal provider.

Program Management Branch — Execute the second phase of the enterprise modernization efforts to include the implementation of the Time and Leave system extended to all jurisdictions and departments serviced for payroll processing in the Hawaii Information Portal (HIP) system. The Time and Leave initiative is projected to have four deployment cycles beginning March 2020

through August 2021. Continue work streams to stabilize payroll operations and required support for departments and third parties (benefit administrators, unions, etc.) and successfully transition to operations, with support from the contractor through the managed services arrangement provided through the contract. Additionally, the branch will begin to extend program/project management services in support of enterprise projects across State departments following the establishment of a working group to solicit feedback, priorities and interests from departments.

Two Years

Production Services Branch — Maintain effective and efficient day-to-day operations of production job execution and monitoring of the State network. Replace the two UPSs and do electrical upgrades within the data center.

Systems Services Branch — Establish a fully operational business disaster recovery process that will include documentation and periodic departmental testing. Create a roadmap to modernize Mainframe-based applications and improve internal processes of supporting the Enterprise Mainframe System z and Enterprise Unix System p. Research ETS Power Infrastructure Options to a Cloud base services.

Technology Support Services Branch — Implement the next phase including the standing up of a hybrid cloud environment and research replacement hardware for ETS-managed local private Cloud service (Hawai'i Government Private Cloud. Maintain and further enhance the State's Active Directory infrastructure, assist executive branch departments in maximizing and securing O365 and other Microsoft products used across the state, increase adoption of Adobe Sign, and further implement the new web platform for the State.

Client Services Branch — Expedite the development of quality application systems by utilizing new/improved application development platforms and tools.

Enterprise Systems Branch — Ongoing updates for post go-live deployment of HIP Payroll for all departments and agencies and initiate the Time & Attendance Phase of DAGS Accounting Division's HawaiiPay project.

Network Branch — Continue to increase the number of sites with broadband connectivity, increase network redundancy between agencies and the State's network, continue with assisting with the deployment of enterprise WiFi, deployment of software-defined (SD) wide area network (WAN) technologies. For the radio microwave and LMR networks, revise existing partnership agreements or develop new partnerships for mutual benefit with entities such as

the County of Hawaii, County of Maui, University of Hawaii, and the U.S. Marine Corps. Transition DOT Highways onto HIWIN to provide their first responders with improved response times during natural disasters utilizing HIWIN's ubiquitous coverage on Oahu and interoperable communications between various first responder agencies. Establish microwave radio data connectivity to State Office Buildings to utilize during emergency situations when terrestrial connections or other communication links may become inoperable.

Security Branch — Prioritize cybersecurity initiatives based on risk and impact. Increase collaboration with federal and local infrastructure partners to provide whole of community approach to cybersecurity.

Enterprise Architect Branch — Refine statewide IT enterprise architecture framework. Refine statewide IT enterprise applications portfolio and roadmaps; continue to demonstrate effectiveness of IT planning, review, approval, procurement, and implementation processes. Continue to provide enterprise architecture assistance to Departmental initiatives such as the DHS technology modernization and AGS KEIKI modernization. Prepare for release of Request for Proposal for new contract for the Statewide Internet Portal provider.

Program Management Branch — Under the Hawaii Modernization effort we plan to continue the enterprise system to include the financial system modernization and other related modules. Establish and expand transition plans to transfer from project implementation to operational units within the State for Time and Leave as there will be departments transitioning in the four deployment groups. Continue efforts to provide advisory support of other enterprise projects with key project management rigor and best practices and lessons learned to be shared with other departments seeking project support.

Five Years

Production Services Branch — Maintain effective and efficient day-to-day operations of production job execution and monitoring of the State network.

Systems Services Branch — Sustain the operation of the Enterprise Mainframe System z and Enterprise Unix System p in the cloud and improve the services rendered to all departments. Work and collaborate with all the departments and continue with Mainframe Application Modernization either using the “rip and replace” or redirection technique. The goal is to use more open technologies and utilize technologies that are being taught in the community colleges and universities so staffing would not be an issue moving forward.

Technology Support Services Branch — Assist executive branch departments in maximizing Office 365, Adobe Sign, and the new State web platform, and

maintain and further enhance the State’s Active Directory infrastructure. Continue implementing enhancements to the ETS-managed local private Cloud service (Hawai‘i Government Private Cloud).

Client Services Branch — Evaluate and refine technologies, processes, and services.

Enterprise Systems Branch — Ongoing updates for post go-live deployment of HIP Enterprise Human Resources and Payroll applications for all departments and agencies. Implement successful systems in support of phase two deployment of DAGS Accounting Division’s HawaiiPay project.

Network Branch — Improve the State’s telecommunications networks through the addition of high-speed connectivity and network redundancy. Migration to software defined wide area networks. For radio microwave and LMR networks, enact projects to affordably provide the entire State with interoperable radio coverage.

Security Branch — Develop pipeline to onboard workforce earlier in their career and expand expertise of in-house cybersecurity team.

Enterprise Architect Branch — Refine statewide IT enterprise architecture framework. Maintain statewide IT roadmaps and demonstrate effectiveness of IT review and approval process. Provide enterprise architecture assistance to Departmental initiatives such as the DHS technology modernization and AGS KEIKI modernization. Provide oversight and management over the new contract for the Statewide Internet Portal provider.

Program Management Branch — Formalize enterprise support operations for enterprise payroll and time and attendance. Identify other opportunities for enterprise application support for the Departments; initiate program management support for such opportunities. Continue to implement statewide licensing agreements and require procurement and adoption of shared products and services.

IV. Performance Measures

Customer Satisfaction measure (if applicable)

Production jobs executing as scheduled.

Number of new and/or improved application services implemented, adopted and used.

Number of requests completed within timeframe.

Time to respond to help desk and assistance center inquiries.

Average incident response time for system and network outages.

Average time to review and approve IT spending request.

Program Standard measure

Timely reporting of network outages to the appropriate staff, ensuring the State data center is operational.

Ease of use and delivery of modern flexibility.

Number of connections completed and number of sites supported by enterprise Wi-Fi.

Collection of IT roadmaps from all applicable departments and continuous refinement.

Cost Effectiveness measure

Return on value and total cost of ownership.

Alignment to IT roadmap and Operational Expenditure Plan.

Cost-efficiencies achieved through IT governance and roadmapping processes.

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES, AND POLICIES

January 2020

Program ID/Title: AGS-203/State Risk Management and Insurance
Administration

Contact person/phone: Tracy Kitaoka/586-0550

I. Goal

The program will endeavor to protect the State against catastrophic losses and to minimize the total cost of risk.

II. Objectives and Policies

- A. Identify and analyze the State's loss exposures to determine risks that should be self-insured versus commercially insured and purchase applicable Statewide property, liability, cyber and crime insurance policies at cost effective terms.
- B. Coordinate loss control and cost containment activities to minimize accidental and fortuitous losses.
- C. Settle informal tort claims (up to \$25,000), adjust automobile claims (up to \$25,000) and property losses fairly and promptly.
- D. Manage the Risk Management revolving fund to assure the availability of funds for the purchase of insurance policies, payment of self-insured and insured losses, and other administrative costs of the risk management program.
- E. Operate and maintain a risk management information system with current information to identify and analyze loss exposures to determine frequency and severity of losses, to forecast losses, and to determine the most economical method of financing losses.

III. Action Plan with Timetable

- A. Identify and analyze the State's loss exposures to determine risks that should be self-insured versus commercially insured and purchase applicable Statewide property, liability, and crime insurance policies at cost effective terms.

Past Year Accomplishments

1. Purchased property insurance policy with named windstorm, earthquake and flood limits of \$200 million per occurrence. The premium was \$9 million, an increase of \$1.2 million from FY 18. The property all other peril (AOP) deductible remained at \$1 million per occurrence. The deductible for the catastrophic losses (hurricane, earthquake, and flood, including tsunami) remained at 3% of the value of the building and contents. The excess liability policy was purchased with limits of \$9 million per occurrence an increased from \$7.5 million per occurrence in FY 18. The premiums increased from \$2.1 million in FY 18 to \$2.3 million in FY 19, an increase of \$200,000. The liability self-insured retention remained at \$4 million per occurrence. The crime insurance policy was purchased with the same limits as FY 18; \$10 million per occurrence. The premium was \$105,212 in FY 19, a decrease of \$14,000 from FY18.
2. Continued with the fixed fee contract with Marsh USA, Inc. The agreement is a three (3) year term with annual fixed fee with two (2) additional twelve (12) month periods to be negotiated. Currently, the State is in its second year of the contract. In FY 19, the annual flat fee was \$434,555.
3. Updated property data to identify all State buildings and determine replacement cost value for the purpose of insurance coverage with ongoing updates (property additions or deletions). This is a critical component in the marketing of the State's property insurance program and determining the Cost Allocation for all state departments.
4. Conducted loss control inspections of 5 state properties.
5. Worked with the AG to establish a curriculum to train deputy AGs and contract administrators with revised minimum insurance requirements for contracts with the State.
6. Issued 518 Statements of Self-Insurance for various agencies which facilitated the use of non-State facilities or equipment, an increase of 7, from FY 18. This increase was due to more statements being requested.

One Year

1. Maintain or improve prior year's insurance coverage with increased limits and more advantageous terms and conditions if it is cost beneficial and within budget constraints.

2. Continue with the fixed fee contract with Marsh USA Inc.
3. Continue property valuations of the State's physical assets, such as buildings and contents.
4. Continue to conduct more property loss control inspections.
5. Review and update the standard contract minimum insurance limits for certain procurement contracts and evaluate how to track compliance from the vendors.
6. Continue to evaluate Cost Effective measures to include closing ratios for claims handling.
7. Evaluate coordination and if possible, consolidating insurance coverages or policies within State government.

Two Years

Continue the One Year goals and objectives.

Five Years

Continue the One Year goals and objectives.

- B. Coordinate loss control and cost containment activities to minimize accidental and fortuitous losses.

Past Year Accomplishments

1. Conducted training sessions:
 - a) State employees viewed the "on demand" insurance requirements training session offered by the State Procurement Office.
 - b) Provide insurance requirement advice to state department and agencies.
2. Produced quarterly claims reports that assisted the departments in managing their risks by making them aware of the losses and trends of concern.

One Year

1. Assist with risk evaluations when requested of State facilities such as airports, schools, convention center, hospitals and other public facilities.

2. Maintain or increase preventable loss deductible program and evaluate the feasibility of the program.
3. Continue training sessions for SPO and departmental risk management coordinators covering the following subject areas: insurance requirements for contracts, loss control, and claims processing. Place all training information on the Risk Management web site.
4. Continue to establish revised contract insurance requirements and start to train state employees with new information.
5. Update the Risk Management web site.

Two Years

Continue the One Year goals and objectives.

Five Years

Continue the One Year goals and objectives.

- C. Settle informal tort claims (up to \$10,000); automobile claims (up to \$15,000) and property losses fairly and promptly.

Past Year Accomplishment

1. The program received 556 tort claims in FY 19, an increase from FY 18 (516), and received 152 pothole claims (included in the tort total) in FY 19, a decrease from FY 18 (111).
2. The program received 365 claims from auto accidents in FY 19, an increase from FY 18 (295).
3. The program received 138 property claims in FY 19, an increase from FY 18 (92).
4. The Program processed claim payments through automated interfaces between the Program's claims management system, Financial Management System (FMS), and Financial and Management Information System (FAMIS).

One Year

1. Update the Risk Management Manual.

2. Continue to process all tort and auto claims up to \$25k and other claims minimizing the cost of processing claims without compromising quality and productivity.
3. Review and update the program's procedures.
4. Training departmental risk management coordinators in the procedures for handling claims will continue to be conducted with the assistance of the state insurance broker. Annual informal training will continue as changes occur or new coordinators are added. In addition, new information will be placed on the Risk Management Office website.

Two Years

Continue Year One goals and objectives.

Five Years

Continue One and Two Years goals and objectives.

- D. Manage a revolving fund to assure the availability of funds for the purchase of insurance policies, payment of self-insured and insured losses, and administrative costs to the risk management program.

Past Year Accomplishment

1. The Program funded the purchase of the Statewide insurance policies (which covers the large and catastrophic losses) including a Cyber Liability policy, the payment of claims made against or for the State, and covered administrative costs.
2. Agencies were billed for their share of the Program's costs based on the cost allocation process which also included a charge for Cyber Liability insurance.
7. Continued to effectuate the passing of Act 062 which amended HRS 41-D to allow the Comptroller, through the risk manager, to acquire insurance broker services on a fixed fee basis authorized the program to execute an applicable fixed fee insurance broker contract.

One Year

1. Continue the items in the Past Year Accomplishments.

2. Monitor and reevaluate the methodology of the cost allocation process.
3. Reevaluate the amount to be assessed in the risk management cost allocation for the next fiscal biennium.

Two Years

Continue One Year goals.

Five Years

Continue One and Two Years goals

- E. Operate and maintain a risk management information system with current information to identify and analyze loss exposures to determine frequency and severity of losses, to forecast losses, and determine the most economical method of financing losses.

Past Year Accomplishment

1. Completed the web-based fixes of the database system with the assistance of the Department of Accounting and General Services (DAGS) Systems and Procedures Office.

One Year

1. Continue to review the DAGS Systems and Procedures Office's work to make all claim forms fillable and web based and enhance the system to make the Risk Management Office more efficient.

Two Years

Continue One Year goals.

Five Years

Continue One Year goals.

IV. Performance Measures

- A. Customer Satisfaction measure - The program receives feedback from training evaluations to improve performance. The training evaluations consistently are rated as valuable. The sessions involving the insurance requirements for contracts

have assisted agencies in identifying the types of insurance required for their contracts and have provided tools to determine if the vendor has met the contract requirements.

- B. Program Standard measure – Monitor the Measures of Effectiveness for timely resolution of claims and payments, as well as the timely purchase of the State’s property, excess liability, and crime insurance.
- C. Cost Effectiveness measure - Establish acceptable deductibles or self-insured retentions for the property, excess liability, and crime insurance. In addition, consider revising and adding additional deductibles for claims based upon frequency or cause, such as preventable automobile accidents. Investigate ways to contain and/or minimize the frequency and severity of losses that have greatest impact on total cost of risk.

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

January 2020

Program ID/Title: AGS-211/Land Survey

Contact Person/Phone: Reid K. Siarot/586-0390

I. Goal

The Land Survey Division performs field and office land survey work statewide for various government agencies; provides mathematical and field check as mandated in the statutes for the Land Court and File Plan systems; provides map and field check as mandated in the administrative rules for shoreline certification; and serves as an official depository of all government survey and other survey information.

II. Objective and Policies

- A. #1 - Continue to provide survey services to government agencies, provide services to the general public and protect the interest of the State of Hawaii in land matters.
- B. #2 - Provide training for employees to enable them to perform the functions of the Program effectively.
- C. #3 – Continue to maintain the shoreline certification web page regularly.
- D. #4 – Digitize 100% of the State’s official maps and related documents and make the electronic copies accessible on the Program’s website.

III. Action Plan with Timetable

- A. Objective/Policy #1 – Continue to provide survey services to government agencies, provide services to the general public and protect the interest of the State of Hawaii in land matters.

1. Required Action

Continue to provide survey services to government agencies and services at a high rate of completion and evaluate and monitor the Program’s effectiveness.

2. Past Year Accomplishment

Despite limited staff, the Division was able to maintain a high completion rate of shoreline certifications, File Plan review and quiet title reports. A lot of staff time was spent conducting research, analyzing data, preparing reports and exhibits, advising Deputy AGs, and preparing for depositions and oral testimony for trial.

3. Implementation Timetable

- a. One year – Maintain a high completion rate of mandated functions i.e. shoreline certification, Land Court and File Plan map reviews and quiet title actions and evaluate the Program's effectiveness.
- b. Two to Five years – Continually assess the workload and evaluate the Program's effectiveness to develop procedures in carrying out the Program's functions more effectively. Provide training where needed.

B. Objective/Policy #2 – Provide training for employees to enable them to perform the functions of the Program effectively.

1. Required Action

Provide in-house training and offer external training for employees. Recommend and encourage employees to attend appropriate training for their position.

2. Past Year Accomplishment

Division surveyors attended the Hawaii Surveying and Mapping Conference, which is a 2-day conference offering workshops on surveying topics. Supervisors regularly provide one-on-one training for the staff.

3. Implementation Timetable

- a. One year – Provide in-house training, recommend and encourage employees to attend appropriate classes offered by the Department of Human Resources Development (DHRD) as well as appropriate external training.

- b. Two to Five years – Recommend and encourage employees to attend appropriate training for their position.
- C. Objective/Policy #3 – Continue to maintain the shoreline certification web page.
 - 1. Required Action

Continue to maintain the shoreline certification web page regularly. Scan new shoreline maps and photos received from DLNR and make them available online for public review. Regularly update maps and photos, inspection schedule, application and certification notifications, and important shoreline links.
 - 2. Past Year Accomplishment

The Division continues to maintain the shoreline certification webpage regularly.
 - 3. Implementation Timetable
 - a. One year – Continue to maintain current shoreline maps and photos, inspection schedule, application and certification notifications, and important shoreline links on the Program’s website.
 - b. Two to Five years – Continue to maintain shoreline certification web page and explore ways to improve access to shoreline data and streamline the shoreline certification process.
- D. Objective/Policy #4 – Digitize 100% of the State’s official maps and related documents and make the electronic copies accessible on the Program’s website.
 - 1. Required Action

Continue to scan the Program’s official maps and related documents and make the files available online.

2. Past Year Accomplishment

Over 2,000 survey files were scanned.

3. Implementation Timetable

- a. One year – Inventory, assess, and prioritize the State’s official maps. Continue to scan maps and related documents according to priority and add them to the Program’s website as they are completed.
- b. Two to Five years – Continue to scan maps and related documents according to priority and make the files accessible on the Program’s website as they are completed. Explore and take advantage of opportunities and partnerships to help scan survey maps and related documents.

IV. Performance Measures

- A. Customer Satisfaction measure – The Land Survey Division program’s effectiveness is measured by its completion rate and duration of its major functions. An evaluation of the program by Survey’s customers will be conducted annually and areas of concerns will be addressed.
- B. Program Standard measure – In-house status reports measure the output of the various survey functions. Standards comparable to the private sector will be developed to monitor the program’s effectiveness and to address areas of deficiencies.
- C. Cost Effectiveness measure – Annual cost of operation compared to output will be assessed to determine cost effectiveness and comparison will be made with the private sector’s costs. However, mandated functions that cannot be privatized and have no alternative measures will be given serious consideration to assess fees to offset actual costs to government.

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

January 2020

Program ID/Title: AGS 221/Public Works – Planning, Design, and Construction

Contact Person/Phone Christine L. Kinimaka/586-0526

I. Goal

Improve the quality of design, construction and renovation of facilities.

II. Objectives and Policies

A. #1 – Acquire quality design for construction and renovation of facilities.

1. Continue to update requirements for design consultants contained in the Design Consultant Criteria Manual (DCCM). Implement new requirements mandated by policies, laws, codes and regulations, etc.
2. Continue to educate users, consultants, suppliers, contractors, and others on DAGS standards, project specifications, budgetary constraints, policies and procedures to promote clear understanding of requirements and realistic expectations, based on functional and financial analyses, for projects. Meet with professional architectural/engineering and construction industry organizations on a regular basis to obtain technical and administrative feedback.
3. Expand use of database and collaboration software for a document review, storage, retrieval and management system that will facilitate coordination and tracking of DAGS-PWD/user agency design phase work tasks such as design submittal reviews. Target improvement objectives:
 - a. Electronic Plan File Room (Platform)
 - b. Project Files/Documents
 - c. Digitizing paper documents

B. #2 – Improve design and construction performance

1. Continue to consider alternative procurement methods for construction awards with consideration given to bidders' experience and qualifications, past performance, capacity to do the work, and other criteria rather than base awards primarily on low bid.

2. Closely monitor and advise consultants and contractors of desired outcomes to enable satisfactory or better performance.
 3. Initiate more efficient and paperless communication, verification, and archiving per the Governor's eSign initiative and improving on the way government conducts business.
 4. Implement changes to existing processes and procedures with the goal of improving on project delivery based on the triple constraints of scope, schedule and budget.
- C. #3 – Subject to the results of cost analysis of payback, present value and other financial analysis techniques, continue to recommend and undertake energy efficiency/conservation projects for DAGS buildings and for other user agency facilities as mandated or requested and as funding permits.

III. Action Plan with Timetable

- A. Objectives/Policy #1 – Acquire high quality design for construction and renovation of facilities.

1. Past Year Accomplishments

- a. Objective #1.1 – Updated the DCCM in March 2019 and August 2019. The August 2019 revision contained an extensive revision to the hazardous materials and environmental controls sections of the Technical Guides to conform to updated regulations and work practices.
- b. Objective #1.2 – Continued meetings and discussions with the General Contractors Association (GCA), the Building Industry Association (BIA), the Associated Builders and Contractors, Inc. (ABC), the Subcontractors Association of Hawaii (SAH), the American Council of Engineering Companies of Hawaii (ACECH), City and County of Honolulu Department of Planning and Permitting, and other government agencies to share information and update parties on policies and procedures regarding design and construction matters.
- c. Objective #1.3 – Implemented the following:

Completed development of an electronic database of plans and drawings to permit access by authorized consultants to facilitate efficiencies in the design process. Provided training on the electronic system to staff and management.

2. One year – Bi-annual update of DCCM to improve project delivery timeliness, quality, cost and efficiency on design and construction performance. Continue to update the PWD internet website to provide user-friendly access to forms, instructions and information for clients and contractors. Continue staff, consultant, contractor and client training in utilizing the project collaboration platform. Expand use of archiving platform to other types of Public Works documents.
3. Two years – Continue to improve website information tailored to the needs of the design and construction communities. Continue to refine DCCM. Utilize the project collaboration platform for all projects initiated by DAGS Public Works Division.
4. Five years – Upgrade the computerized automated project database and recordkeeping systems. Continue to evolve the website according to industry standards.

B. Objectives/Policy #2 – Improve construction performance

1. Past Year Accomplishments

- a. Objective #2.1 – Continued to explore other construction procurement methods as alternatives to the low bid method. Statewide ESPC encompassing additional Oahu state office buildings and neighbor island State office buildings is ongoing.
 - i. Commenced design and construction activities under a design-build contract for the Hawaii State Hospital New Patient Facility.
 - ii. Assisted in the completion and execution of a service contract to provide chilled seawater as part of a cooling system for eight DAGS-managed buildings in the Capitol District.
 - iii. Continued use of “Indefinite Quantity Contracting” for the installation of Disaster Warning and Communication System Devices (sirens) statewide with geographic contracts. The geographic contracts were procured to allow for the most competitive pricing for each geographic region rather than doing a statewide contract.
 - iv. In response to the voluntary default of a contractor on four concurrent projects, worked with all parties concerned to negotiate and implement Surety take-over and tender agreements to assure completion of the projects without additional cost to the State, including negotiation of a \$2.5 million agreement to reimburse State costs of housing detained

individuals at out-of-state correctional facilities beyond the originally scheduled project completion date.

- v. Public Works Division staff continue to participate in online on-demand workshops on State Procurement procedures to assure compliance with State Procurement Office requirements and departmental requirements.
 - b. Objective #2.2 – Implemented a quality control process to assess overall project performance on selected projects based on review of change orders and other documentation using the triple constraints of scope, schedule and budget to assess performance. Process included identifying lessons learned events and situations to improve future project performance by all involved in the project delivery process including consultants and contractors.
 - c. Objective #2.4 – Implemented the following initiatives:
 - i. To facilitate improvement in the overall project delivery process by initiating projects at an earlier stage implemented a request process via Comptroller’s Memorandum No. 2019-15 to all user agencies to initiate their project requests to the Public Works Division as soon as possible.
 - ii. To strengthen the consultant selection process, implemented changes to facilitate improvements and efficiencies in the overall selection process.
 - iii. To ensure staff remain up to date in planning, design, project management and construction management processes and practices using an on-line, on-demand training program. Specific topics covered have included scheduling and use of schedule software, risk management, project management, construction claims analysis, and proper use of tax-exempt general obligation bond funds. Other topics including quality controls, time impact analysis, alternate project delivery methods, and other subjects relevant to PWD’s functions and services will be covered as part of the overall training program.
 - iv. Implemented a process to review and, as deemed necessary, revise and/or reinforce procedures, based in part on the knowledge gained in training (refer above to c.iii.). Changes to date in the process of implementation include a focus on risk management and a reemphasis on project schedules.
2. One year – Continue to consider alternative procurement methods to low bid awards. Establish instructions for staff, consultants, and contractors on

using a boilerplate specification for use of the Electronic Procurement System (HIePRO) electronic bidding system. Evaluate feasibility of the HIePRO procurement system for construction projects.

3. Two years – Bid out all projects using an electronic procurement system instead of the current hard copy sealed bids. Determine appropriate alternative procurement methods for various situations. Provide customer service training for staff. Obtain outside trainers for in-house staff training if necessary.

Complete transactions for all project business with online archiving and services.

4. Five years – Increase utilization of online collaboration project management and construction management platform to expedite the decision-making process and overall project delivery process from bidding out projects, initiating projects in the planning stage, implementing the design process, improving construction management, and ensuring quality control.

- C. Objective/Policy #3 – Continue to plan, design and implement energy efficiency/conservation projects for DAGS buildings and for other user agency facilities as funding permits.

1. Past Year Accomplishments:

- a. Continued construction of DAGS Facilities, ESPCs for other Oahu facilities and neighbor island State facilities during FY 2019.

- b. The following energy efficiency/conservation related projects were under construction during FY 2019:

- i. Hawaii State Hospital New Patient Facility, LEED Silver goal.

- ii. Kona Judiciary Complex, LEED Silver goal.

- c. The following energy efficiency/conservation related projects completed construction during FY 2019 and are seeking LEED Silver certification:

- i. Kona Judiciary Complex, LEED Silver goal.

- ii. Waimano Ridge, Improvements to Buildings and Site, LEED Silver goal.

- iii. New Nanakuli Public Library, LEED Silver goal.

- iv. Former Lihue Courthouse Renovation, LEED Silver goal that includes energy efficient lights, motion sensors, building insulation to reduce air conditioning requirements, and other features.
 - v. Keelikolani Building, Install PV System and Replace Upper Roof, 100kW system installed.
 - vi. Kamamalu Building, Renovation, LEED Silver certification.
 - d. Continued to utilize a process for financial analysis of proposed projects utilizing both payback and discounted cash flow analysis techniques for the following types of projects:
 - i. Projects for the installation of PV systems.
 - ii. Project for chilled seawater services for a cooling system for eight DAGS-managed buildings in the Capitol District.
- 2. One year:
 - a. Continue to refine energy efficiency projects that incorporate financial analysis techniques such as payback and present value methods and processes during the design and construction phases of selected projects.
 - b. Review/evaluate/assess “lessons learned/results” from ESPC projects and projects that incorporated LEED, building commissioning, during the design and construction phases to determine benefits and costs.
 - c. Continue working on the Statewide ESPC program that includes other Oahu State facilities and neighbor island State facilities.
- 3. Two years – Continue to plan, design and construct energy and cost-efficient buildings. Refine design requirements, methodology, incorporate new technology and material. Subject to funding, implement the recommendations of the retro-commissioning investigations conducted for the public libraries. Develop and implement an Energy Conservation Implementation Plan in conjunction with the Central Services Division. The DAGS Public Buildings, Statewide, Energy Conservation Planning project was started for this purpose.
- 4. Five years – Develop and implement revised Policies and Procedure and/or changes to the DCCM on the use of LEED/energy initiatives and building commissioning and retro-commissioning processes as appropriate during the design and construction phases for other projects. Retro-commission

public buildings every five (5) years as required by HRS §196-30 (Act 155, SLH 2009), subject to funding being made available.

IV. Performance Measures

A. Customer Satisfaction Measure

Acquire high quality construction and renovation of facilities.

1. Review, evaluate and measure user and staff ratings of consultants and for all projects through customer satisfaction surveys and polling.
2. Obtain, analyze and record evaluations from user agencies on the performance of consultants and project results.
3. Follow-up with consultants and contractors with less-than-satisfactory ratings and results.

B. Program Standard Measure

Acquire good quality construction and renovation of facilities.

1. Obtain feedback from users on the quality of workmanship.
2. Obtain feedback from users on the amount of maintenance required post-construction/renovation compared with maintenance prior to construction.
3. Continue to measure and evaluate the number and types of change orders.
4. Measure and evaluate the project schedules.

C. Cost Effectiveness Measure

Acquire high quality construction and renovation of facilities.

1. Continue to evaluate changes in the number, value, and types of change orders during construction.
2. Measure and evaluate the number of projects that are completed on schedule and within budget.

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

January 2020

Program ID/Title: AGS-223/Office Leasing
Contact person/phone: Bridget Sawai/586-0505

I. Goal

Improve the office leasing services provided to user departments.

II. Objectives and Policies

- A. #1 - Reduce the average number of days to complete lease requests to one hundred fifty (150) working days.
- B. #2 - Improve various areas of the Leasing Branch's operations.

III. Action Plan with Timetable

- A. Objective/Policy #1 - Reduce the average number of days to complete lease requests to one hundred fifty (150) working days.

1. Past Year's Accomplishments:

- a. Completed hiring of the permanent Leasing Specialist position, who was previously hired as a TAOL (Temporary Appointment Outside the List) in June 2019. This will help us to catch up on our lease renewal backlog and continue our support of user departments for their office leasing needs.
- b. A new exhibit has been established and incorporated to our lease to secure approval from the Attorney General's office, in advance of any delays to the early occupancy date, which occasionally results from the landlord's delay in providing our access to the leased space. This is because construction of improvements by the landlord may take longer than expected, which delays our access to the space, and pushes back the lease start date and any rent step-up dates. This will also avoid our staff from having to quickly prepare and execute a formal amendment to the lease.
- c. Termination of Kapolei's 20-year municipal lease (COP). By paying off the lease, we will not have to do billings and collecting of

reimbursements from user departments to help pay for the lease, which will afford us more time to work on renewal of leases in our inventory that are on month to month tenancy.

- d. Educational and Networking Opportunities – Our staff attended an annual presentation organized by various real estate and tourism related organizations on forecasting various sectors of the real estate market, including commercial real estate. These presentations provided valuable staff training, as well as opportunities for networking with industry professionals, including property managers and landlords' broker representatives.

2. Required Actions

- a. Continue providing training the new Leasing Specialist on leasing policies and procedures, and bill payment matters.
- b. Initiate improvements to our branch policies and procedures that are consistent with the policies of DAGS Fiscal Office, Pre-Audit Branch, and the Attorney General/Land and Transportation Division, and seek procedural improvements which can help expedite the leasing process.
- c. Work with the Attorney General's office to develop a policy to determine which division of the Attorney General's office will perform lease reviews for office space in DAGS controlled state facilities, leased to private and non-profit tenants.
- d. Continue to coordinate with the PWD, Planning Branch to pursue lease consolidations into any available state buildings to create operational efficiencies for user agencies, and to reduce our lease inventory and related leasing costs.
- e. Restore the Leasing Specialist position which was abolished in 2009 due to the Reduction in Force (RIF) action.
- f. Have Americans with Disabilities Act (ADA) site surveys completed for commercial properties which can be considered for lease.
- g. Seek new and creative ways to encourage landlords to begin the HCE process sooner in order to obtain their tax clearance compliance from the State and Federal tax offices.

3. Implementation Timetable

- a. One Year – Get landlords to apply for and secure HCE tax clearances before leases are executed, to prevent delays in the lease start date.

Pursue any needed revisions/updates to our branch policies and procedures and seek improvements to streamline the leasing process.

Complete the training for the Leasing Specialist.

- b. Two Years – Coordinate with PWD, Planning Branch to pursue office relocations from lease space to available space at the Keoni Ana building, Kaneohe State Office Building and any other DAGS controlled office building that becomes available for occupancy.
- c. Five Years (or less) - Using the ADA site surveys, develop a state-wide list of commercial office properties which meet the State's minimum ADA requirements.

Pursue restoration of the Leasing Specialist position which was abolished through RIF.

Provide input and coordinate with the Office of the Attorney General, Administration Division, in working out a policy to address which division of the Attorney General's office, provides services to review leases to private entities and non-profit organizations, for DAGS controlled state facilities.

B. Objective/Policy #2 - Improve on various areas of the Leasing Branch's operations.

1. Past Year's Accomplishments

- a. Prepared documents to have AG review in order to cancel the Certificates of Participation (COP) lease (No. 1 Capitol Building formerly known as Hemmeter Building) upon expiration on 5/1/2020.
- b. Continued to work with our branch secretary to update branch policies and procedures, and the Leasing Information form PWD 500 to improve our branch's Access data base program.
- c. Pursued delinquent asbestos inspection /surveys reports from landlords that were supposed to be completed and attached to our leases as an Exhibit C.

2. Required Actions

- a. Revise and update the standard form lease, and branch policies and procedures whenever situations arise which impact current conditions, or cause disruption, so that operational improvements are ongoing.

- b. Update the branch's policies and procedures with respect to the leasing process, data collection/input, and the lease encumbrance and payment process. Continue working with DAGS Systems and Procedures Office (S&PO) to assist with any necessary updates to our Access data base program. The updated policies and procedures will also serve as training material for new staff.
 - c. Collaboration with DAGS-PWD, Planning Branch to create a departmental request form letter, which will serve as dual purpose for Planning Branch and Leasing Branch. The form letter will be submitted by the department directors to the Comptroller via the PWD website. This form letter will have a section for the departments to state what the program needs are and the type of action to be taken by Planning Branch/Leasing Branch. This form letter will also expedite the review time of the space comp forms by Planning Branch. If there are no changes to the space comp information, then Planning Branch will reiterate the space comps authorized at any earlier date, and any additional information to the programs by way of the departmental form letter.
 - d. Follow up with any landlords who are delinquent in completing their asbestos inspection/survey reports.
 - e. Continue to minimize office storage requirements by eliminating or reducing unnecessary architectural plans & specifications for our various lease locations.
3. Implementation Timetable
- a. One Year – Continue revising or adding new branch policies and procedures as necessary, to keep branch operations current.

Conduct the second phase for pursuing delinquent asbestos inspection/survey reports for month-to-month leases.

Work with the Attorney General's office to have any needed revisions and updates approved for our standard form lease.

Review all office renovation plans in storage and retain or destroy, as applicable.
 - b. Two Years – In order to update our Access data base program, complete the documentation of all branch policies and procedures with respect to the leasing process, data collection, and the lease encumbrance and payment process.
 - c. Five Years (or less) – Continue to work with PWD, Planning Branch

to expedite the review time of the space comp forms by creating a departmental form letter, which will be added to the PWD space comp website. If there is no change, then Planning Branch will reiterate the space comps authorized at any earlier date, and any additional information to the programs by way of the departmental form letter.

IV. Performance Measures

A. Customer Satisfaction Measure

1. Pursue evaluations from user departments concerning improvements to our leasing forms and instructions, the effectiveness of our website, and how it has helped in preparing and/or submitting leasing forms/requests more easily and efficiently.
2. Obtain evaluations of our branch's leasing services after we are successful at restoring the Leasing Specialist position. Areas identified by user departments which require attention, will be addressed immediately.

B. Program Standard Measure

1. Seek measures of comparison with other States, and applicable branches of State, County or Federal governments who perform office leasing services.
2. Evaluate the program's efficiency in reducing the average amount of time needed to complete new lease requests, relative to program staffing.

C. Cost Effectiveness Measure

1. Compare the actual cost per square foot for our leases in specific locations, with the published asking rates for lease space in similar areas.
2. Determine the extent of lease savings created from any revisions to the DAGS Office Space Standards.

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

January 2020

Program ID/Title: AGS-231/Central Services-Custodial Program

Contact Person/Phone: James Hisano/831-6734

I. Goal

The goal of the Custodial Program is to deliver timely and quality services, while continuously seeking the needed feedback to improve its services to users and occupants of its assigned buildings.

II. Objectives and Policies

As a means of attaining the stated goal, the program will implement the following objectives:

- A. As a short-term objective, the program will maintain an 80% or higher customer satisfaction rating as measured through semi-annual surveys of building occupants. The 80% percentile has been selected to align with the program's annual variance report, Part II "Measures of Effectiveness."
- B. Within a five-year period, policies will be implemented to improve the satisfaction to a level of 85% or better.
- C. In order to realize the stated goal and objectives, the following action plan has been developed.
 - 1. Implement on-going training for each custodian to improve efficiency, productivity and effectiveness in order to attain a satisfaction level of 85% or better.
 - 2. Develop a training program for the Janitor II and Janitor III positions to make them effective in performing minor repairs and groundskeeping.
 - 3. Collect and evaluate semi-annual customer satisfaction surveys for all buildings on Oahu.
 - 4. Investigate ways to streamline support procedures to allow staff to concentrate on customer service and responsiveness, instead of paperwork.
 - 5. Continually develop and refine the program's measures of effectiveness to determine how well the program is delivering services.

6. To implement the inspection checklist for worksites by the Janitor III's and to follow up on deficiencies.
7. Investigate ways to better coordinate repair requests with trades staff from the Building Repair and Alterations Program.
8. Refine in-house training program to include formal classroom training, as available.
9. Improvement of the workforce through the refinement of the employee selection process by focusing on good customer service skills, supervisory potential and strong custodial and building maintenance skills.

III. Action Plan and Timetable

A. Past Years Accomplishments

Highlights of the past year's program activities are as follows:

1. The installation of new air conditioning equipment at the Kalanimoku Building has been completed and work to replace the building's air handlers has begun.
2. The installation of new air conditioning equipment at the Keoni Ana Building has started. As with the Kalanimoku Building, the work will include the replacement of chiller with an air-cooled system.
3. Installation of a new fire alarm system for the Kalanimoku Building has been completed.
4. Design work for the re-keying of DAGS buildings has been initiated.
5. Contract to modernize the two elevators at the Keelikolani Building, Phase II has been awarded and work is scheduled to start during the first half of fiscal year 2020.
6. The program continues to systematically replace aging custodial equipment as funds are available.

B. One Year

In addition to the above, work continues in the following areas:

1. Continue to expand the use of environmentally friendly cleaning products and procedures in facilities serviced by the division.

2. Continue to refine surveys as a method to measure the level of satisfaction of building occupants with the services being provided.
3. Continue to monitor building operations as related to improving energy efficiency, and the utilization of other resources.

C. Two Years

1. Increasing participation and improving the skill level of the custodial staff in accomplishing minor building repairs.

D. Five Years

1. The program will continue to refine objectives that were previously identified, such as training in custodial and building maintenance skills, broadening the involvement of the custodians in the area of building maintenance and the streamlining of procedures to reduce paperwork.
2. The program will follow-up on unfinished objectives and any new initiatives that may be identified. As needed, priority items will be expedited.

IV. Performance Measures

A. Customer Satisfaction Measure

Semi-annual user surveys are utilized to obtain feedback to determine the Program's effectiveness, and to identify areas that require improvement. Follow-up action will be taken to assure satisfaction whenever and wherever possible.

B. Program Standard Measure

Using the private sector as a model, performance standards have been established and used to base worker performance, expectations, and to conduct and verify internal inspections.

C. Cost Effectiveness Measure

Costs will be obtained from private sector sources and used as a guideline to determine the competitiveness of the program. Comparisons will be based on the concept of "prevailing wages".

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

January 2020

Program ID/Title: AGS-232/Central Services-Grounds Maintenance

Contact Person/Phone: James Hisano/831-6734

I. Goal

The program will strive for quality and consistency in the delivery of groundskeeping, tree trimming, and refuse pickup services. Program activities will reflect a continuing commitment towards cost efficiency, productivity, relevancy, and timeliness of services.

II. Objectives and Policies

As a means of attaining the stated goal, the program will implement the following objectives:

- A. Maintain an 80% or higher customer satisfaction rating as measured through surveys of groundskeeping, tree trimming and refuse pickup services.
- B. Within a five-year period, incrementally move from a baseline 80% rating to a 90% or higher rating in meeting established standards.
- C. In order to meet the stated goals and objectives, the program has, or will implement the following action plan which has been developed.
 1. Create and maintain standards for affected program activity. Validate standards against industry comparable or other public sector agencies.
 2. Develop internal inspection standards and processes to confirm that standards are being maintained and conduct periodic user surveys to gauge customer satisfaction.
 3. Conduct training for groundskeeping staff to assure proper knowledge of program standards and effective work technique.
 4. Implement and maintain a planned beautification program to revitalize assigned grounds.
 5. Implement systematic repair/renovations of irrigation systems at assigned facilities.

6. Develop a tangible record keeping system, i.e., use of work orders or work tickets to validate the type and quantity of work performed by staff.
7. Develop a process to periodically evaluate standards and validate the internal inspection process.
8. Identify the types of equipment that will facilitate workflow and increase productivity, e.g., larger mowers, blowers, etc.
9. Develop a cyclical replacement program for equipment and vehicles to assure that the necessary tools are available to support program activity.
10. Through the Internet, develop and maintain a customer satisfaction survey for different program activities.

III. Action Plan and Timetable

A. Past Years Accomplishments

Highlights of the past year's program activities are as follows:

1. The formation of a new grounds maintenance unit using 3 new positions established by the Legislature has been completed. The new unit will service the 6 cemeteries assigned to DAGS on Oahu.
2. The Ground Maintenance Supervisor II position has been filled. The resulting reduction of the workload of the Grounds and General Services Supervisor II will improve operational efficiency.
3. The program continues to retain the services of certified arborists to inspect large trees at various facilities to determine their health and viability.
4. Preparations to purchase a new refuse truck are being made. Specifications and other documents used to solicit bids are being prepared.
5. Completed the trimming of large trees, coconuts and other palms at assigned facilities.
6. Continue efforts to fill vacant Landscape Architect and other groundskeeper position.

B. One Year

In addition to the above, work continues in the following areas:

1. Based on the availability of funds, continue the program of renovating irrigation systems and landscaping at various assigned facilities.
2. Complete justification and request for funds to purchase of a replacement refuse truck.

C. Two Years

1. Continued refinement of the internal inspection process to identify areas that require additional attention and to validate performance levels of the groundskeeping staff.

D. Five Years

1. The program will follow-up on unfinished objectives and any new initiatives that may be identified. As needed, priority items will be expedited.

IV. Performance Measures

A. Customer Satisfaction Measure

A semi-annual written survey/evaluation for the program's target groups will be distributed. Any areas of concern identified through this survey will be immediately addressed.

B. Program Standard Measure

Standards comparable to the private sector will be formulated and monitored through internal staff inspections. Areas of concern will be corrected through established response criteria.

C. Cost Effectiveness Measure

Private sector costs will be solicited and maintained to assure competitiveness. Additionally, annual costs will be monitored and any significant variance in expenditures shall be evaluated and corrective measures implemented as needed.

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

January 2020

Program ID/Title: AGS-233/Central Services-Building Repairs and Alterations

Contact Person/Phone: Corey Shibata/381-0147

I. Goal

The program will strive to provide timely, responsive, quality, cost effective and innovative repair and maintenance services to public buildings, libraries, and health centers statewide and focus on reducing building operating costs for DAGS' facilities.

II. Objectives and Policies

- A. Maintain an 80% or higher customer satisfaction rating as measured through quality assurance checks for scheduled minor repairs and for staff initiated major repairs (in-house work and 3-quote contracts).
- B. Incrementally increase the 80% satisfaction rating to a 90% or higher rating during a five-year period. This more realistic 90% percentile target has been selected in lieu of the previously reported 98%. This reduction is based on the subjective nature of survey responses.
- C. In order to meet the stated goal and objectives, the program has, or will implement the following action plans.
 - 1. Annually, complete \$175,000 of in-house repairs. These projects will be done during normal workday and overtime hours.
 - 2. Generate a minimum total of \$220,000, as funds are available, in vendor contracts annually to conduct timely repairs in assigned facilities statewide.
 - 3. Annually, accomplish \$65,000 or more of emergency repairs by doing it in-house or contracting out.
 - 4. Maintain a program of scheduled maintenance for minor repairs to assure that each assigned facility receives adequate coverage.
 - 5. Develop a comprehensive plan, thru an asset management software, to identify and initiate major repair projects in assigned public buildings, libraries, and health centers statewide.

6. Formalize procedures to work closely with Building Coordinators and with the Custodial Program's Building Managers to provide technical advice to building occupants on office renovation and to sequence minor and emergency repairs in the most efficient manner possible.
7. Work with private sector vendors to identify quality and efficient building materials which will last longer and require less maintenance. Subsequently, develop and maintain appropriate pricelists to procure such products.
8. Identify and provide tools and equipment that will facilitate work flow and increase productivity through review of literature, attendance at trade shows, and field tests.
9. Maintain the on-line customer satisfaction survey with a feedback mechanism, i.e., publication of response statistics.
10. Provide new and refresher training for program staff to maintain a high awareness of work place safety and proper work procedures.
11. Introduce and maintain program automation by training key program staff on the use of appropriate computer software and mini-computer applications.
12. Maintain a standard operating procedures manual to provide continuity in purchasing, paperwork, and to facilitate the retraining of newly hired or promoted staff.

III. Action Plan with Timetable

A. Past Year's Accomplishments

Items Nos. 1-4 and 6-12 have been completed and are being periodically refined. A summary of activities follows:

1. The program has continued to concentrate on improving the quality of its services by using an online quality assurance survey program which is directly connected to the work order system. This allows the program to initiate timely corrective action and provide better services to our customers, the building occupants.
2. The program has initiated a project that will create a process and the procedures to provide the tools to collect and manage its asset information. This should greatly improve and simplify the storage of asset information and the storage, prioritizing and reporting of backlog projects.

3. Due to a lack of funds, the program was not able to complete in-house preventative maintenance projects on DAGS facilities in FY 2019.
4. The program has scheduled, on a five-year cycle, the retro-commissioning of all DAGS facilities, on Oahu, per the requirements of Section 11 of Act 155, as amended in SLH 2009. We continue to request for additional funding for this.
5. Program staff has continued to attend training and have looked at different technologies which may be used to improve maintenance, durability, and energy efficiency.

B. One Year

1. The program will continue to identify energy efficient projects per the requirements of Act 96, SLH 2006, which mandates and focuses the state's efforts on energy efficiency, conservation, and energy alternatives.
2. The program will continue the process to create and implement the procedures to collect, prioritize and manage its asset and backlog information.
3. The program will continue to seek and identify funding, on a five-year cycle, to retro-commission all DAGS facilities, on Oahu, per the requirements of Section 11 of Act 155, as amended in SLH 2009.

C. Two Years

1. The program is also planning to continue to update the major repair backlog by capturing major building operating components and using component lifecycle guidelines to evaluate its existing useful life.
2. The objectives as outlined in the above Items Nos. 1- 12 will continue to be refined.
3. Identify and prioritize CIP projects for FY2020 through on-site visitations.

D. Five Years

1. The program will follow-up on unfinished objectives and any new initiatives that may be identified. As needed, priority items will be expedited.
2. The program hopes to have a functioning and updated work order and asset management database.

IV. Performance Measures

A. Customer Satisfaction Measure

Customer satisfaction surveys are sent to the customer for each major repair project that is completed by program staff. All customer satisfaction surveys for minor repairs will be included in the custodial surveys. Results will be tabulated and any comments warranting concerns will be immediately addressed.

B. Program Standard Measure

Standards and practices comparable to the private sector will be formulated and monitored through internal staff inspections. Areas of concern will be corrected through established response criteria.

C. Cost Effectiveness Measure

Private sector costs will be solicited and maintained to assure competitiveness. Additionally, annual costs will be monitored and any significant variance in expenditures shall be evaluated and corrective measures implemented as needed.

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

January 2020

Program ID/Title: AGS 240/State Procurement

Contact Person/Phone: Sarah Allen/587-4700

I. Goals

To best serve the taxpayers of Hawaii and stakeholders in State and County agencies by providing effective and efficient procurement and inventory management practices, with quality, timeliness, maximizing competition, and maintaining integrity. To achieve the greatest value from procurement resources while creating a procurement environment and framework which nurtures a strong vendor community and peak vendor performance; to uplift the procurement career field across the State with a training and certification program to enhance the services and products provided to the citizens of the State of Hawaii, protect tax-payer's monies and successfully implement programs.

II. Objectives and Policies

A. Procurement Training.

Develop a Hawaii State Procurement Certification process that will guide the career field within the State, to allow for certified levels of trained journeymen and experts. A statewide procurement training and certification learning management system (LMS) is a vital tool to ensuring the State of Hawaii develops a proficient workforce of procurement professionals who expend public funds in a manner that is compliant with applicable statutes, rules, and policies. The LMS will allow state and county procurement personnel to register online, take relevant procurement courses on-demand, and receive certification by passing quizzes. The LMS will further improve SPO's training program by:

- Offering a centralized source of learning,
- Automating data-keeping and reporting procedures,
- Bolstering knowledge retention with evaluation capabilities, and
- Simplifying the learning process.

B. Electronic Procurement Systems.

Integrate electronic purchasing to automate procurement processes, reduce procurement cycle times, and increase the competition for goods, services and construction.

Consolidate procurement notice and award databases with an eProcurement System for the following purposes: 1) create a more user friendly single point of access for state procurement personnel; 2) create a more user friendly single point of access for

vendors and the public searching for opportunities to do business with the state and searching contract awards; 3) create a single source for accessing procurement data for analysis to enable strategic sourcing.

Develop a One-Stop-Shop site (HANDS), which will pull all solicitation and notice information from across the 21 Chief Procurement Officer Jurisdictions to one page that can be accessed by all interested vendors in order to enable business growth and economic development in Hawaii. Not only will this create a more responsive vendor market, but it will also give the State meaningful business analytics on the state of procurement across Hawaii.

C. Purchasing Card (pCard) Program.

Provide training and support for departments to maintain and increase levels of efficiency for small purchase procedures with the use of pCards. Conduct annual meeting of fiscal officers to network, foster open discussion of issues or concerns, share best practices, and provide management reports to assist in the analysis of purchasing activities. Integrate the pCard as the preferred method of payment into price list contracts and eProcurement purchases.

D. Procurement Resources.

Provide a variety of price and vendor list contracts that agencies benefit by receiving discounts on goods and services due to volume purchases. Additional advantages to cooperative contracts are efficiency savings – the administrative, procurement and contract management realized by each agency or jurisdiction, rather than having to solicit individual contracts, resulting in multiple contracts for the same commodity or service. Instead, these processes are managed by the SPO, and all participating jurisdictions and agencies are the beneficiaries of cooperative purchasing.

Provide consultation and advisory services to departments, its user agencies and other jurisdictions as the subject matter experts on the State Procurement Code. Additionally, the SPO provides procurement services to individual stakeholders by conducting procurement that impacts the State that results in systemic value to the State's business activity.

Assist, advise, guide, and train purchasing agencies relating to planning and procuring health and human services. Review and process Executive Branch requests for chief procurement officer approval and protest requests for reconsideration. Conduct reviews and investigations of procurements of health and human services, as necessary. Maintain databases: 1) awards/contracts; 2) request for proposals; 3) requests for chief procurement officer approval; and 4) planned purchases reports. Prepare HRS Chapter 103F legislation and amendments to its administrative rules, as applicable.

E. Procurement Compliance & Legislative Actions.

To provide Policy and Compliance consultation to State agencies and the public on policies and guidance on statewide procurement procedures, standards, and guidelines to ensure compliance with all procurement statutes, rules, directives and policies. As stewards of the Procurement Code, SPO shall continue to actively participate in the legislative process by preparing legislation and advising on revision to the procurement code.

The policy and Compliance section of SPO strives to maximize their efforts in the reviewing of bills during each legislative session, provides guidance to properly implement the provisions of the legislation through drafting of administrative rules. The following is a list of other objectives that the Policy and Compliance Section is engaged in: conducting investigations due to public complaint, reviewing Hawaii Product applications, creating contract log statistics for the Executive Department, development of Protest Statistics, Chief Procurement Officers requests for approvals for Sole Source, Procurement Exemptions, Emergency Procurement, Restrictive Specifications, Contract Extensions, Procurement Violation Investigations, Delegation and Training, Contractors Suspension and Debarment and Hawaii Compliance Express.

F. Inventory.

Continue to ensure accurate inventory reporting and compliance with policies and procedures pertaining to the management and recording of State property. Maintain the acquisition and transfer of property document files to confirm and verify the transferring of property between State agencies is properly documented. Review property disposal applications submitted by the executive departments, excluding Department of Education, Hawaii Health Systems Corporation, Office of Hawaiian Affairs, and University of Hawaii, to ensure conformance to the requirements of the rules and policies and procedures pertaining to proper disposal of State property.

G. Travel.

Provide consistent policies and procedures for coordination and arrangement of travel for authorized business travel. Assist, guide, and train state personnel relating to travel coordination and arrangements. Conduct procurements relating to travel including, car rental and inter-island airfare.

H. Agile Acquisition.

To best serve the State Agencies and Executive Branch Departments by researching and supporting agile acquisition initiatives that streamline processes and create a more efficient and effective procurement system. To actively work on increasing and improving communications across State Agencies, to share and incorporate best practices, and share lessons learned. To actively work on improving the culture of discussion and cooperation between State Agencies to offer consistent practices, cost

savings and enhance timeliness of procurements. To participate in strategic actions to enhance the economic growth of Hawaii and support innovative, sustainable programs that enhance the lives of the people of Hawaii.

III. Action Plan with Timetable

A. Procurement Training
1. Past Year Accomplishments
a. Continued on-demand training
b. Perpetuated training programs for employees and vendors
c. Reviewed and updated training class descriptions/synopsis
d. Reviewed and updated training materials, forms and website
e. Reviewed amended chapters 103D and 103F, Hawaii Revised Statutes (HRS), other related HRS such as chapters 103, 92F, 84, and applicable administrative rules for updates to training materials
f. Researched and procured Training Development, Modification, and Delivery contract
g. Researched and procured training content authoring software
h. Converted existing training into a format compatible with LMS
i. Completed implementation of LMS
j. Developed Cost and Pricing training
k. Uploaded Contract Law Fundamentals and Procurement pricing training to the LMS
2. One Year
a. Obtain reference materials and training for SPO staff in the most current procurement trends and procedures, including IT procurement and intellectual property
b. Begin basic training on procurement life cycle statewide for procurement staff
c. Present at UH Business, Accounting and Law classes; start researching recruitment methods
d. Revise Contract Management training and upload to the LMS
e. Establish and implement training on government procurement and other relevant procedures for nonprofit organizations that offer homeless outreach services or manage homeless housing programs in rural areas of the State, as required by Act 162.
f. Develop grants guidance for service providers and state procurement buyers on complying with the Uniform Guidance (2 CFR § 200).
g. Migrate to a shared LMS with DHRD to allow for a uniformed training experience throughout the state and a streamlined registration for state employees

3. Two Years
a. Scan business, training and other environments for new training platforms, models and processes
b. Complete basic training on procurement life cycle Create Reference Library Structure and begin moving materials
c. Develop course in procurement planning
d. Begin planning for internship program
4. Five Years
a. Create SPO Training Division and Statewide Acquisition Academy & Center of Excellence
b. Create 1 position - Training and Development Director
c. Develop and hire two Training & Development Officers (total staff 3)
d. Create a certification program
e. Develop Intern policy
f. Implement full on-line Resource and Best Practices Library
g. Complete updating older training with a more interactive format
h. Complete implementation of testing for core procurement courses
i. Develop and implement Certification program
j. Develop and implement courses in Negotiations and IT Procurements
k. Develop and implement full-blown blended learning programs, encompassing scheduled courses, webinars, on-demand interactive training and in-person training
l. Develop and begin implementation of metrics reporting on effectiveness of training programs
m. Develop online community to discuss procurement issues and attract talent
n. Revisit departments to assess progress and needs and provide technical assistance
o. Scan business, training and other environments for new training platforms, models and processes
p. Begin development of a "Learning Concierge," a digital librarian that can assist procurement staff in finding relevant information, such as training modules, forms or sample materials they are unsure how to find and assist in determining which information is the most relevant

B. Electronic Procurement Systems	
1. Past Year Accomplishments	
<p>a. Enhanced HiePRO including: Fix HCE endpoint; update DAGS and TAX Divisions; Fix document release date interface; Fix issues found in APP Scan; Fox Deactivation Program in Vendor Profiles in HiePRO Update solicitation types; Solicitation Summary report for missing descriptions; Correct Open Reports issues; Add new Customer Service Role in HiePRO and HANDS; Developed Small Business Database as an additional module in HANDS; develop small business System Administrator and Small Business Administrator Role; Created Small Business announcement module.</p>	
2. One Year	
<p>a. Continue expansion of existing eProcurement for all procurements relating to HRS Chapter 103D, goods, services & construction and expand to HRS Chapter 103F, purchases of health and human services</p>	
<p>b. Continue strategic sourcing and market analysis for online catalogues</p>	
<p>c. Continue HiePRO development and enhancements and testing of reports for analysis of acquisition and contract spend</p>	
<p>d. Continue Small Business Database enhancements and testing of reports for analysis.</p>	
<p>e. Continue to provide training on existing eProcurement to State and county procurement personnel and the vendor community (online workshops).</p>	
3. Two Years	
<p>a. Complete review of additional eProcurement functionality needed and new technologies in eProcurement.</p>	
<p>b. Develop acquisition strategy for new eProcurement System</p>	
<p>c. Develop specifications for a new eProcurement System</p>	
<p>d. Begin implementation on new eProcurement system.</p>	
<p>e. Continue development and implementation of online catalogue shopping.</p>	
<p>f. Begin development of specifications for contract tracking system to provide dashboards for vendors, state personnel and the public.</p>	
<p>b. Create eMarket Place to fund the eProcurement System</p>	
4. Five Years	
<p>a. Continue implementing new eProcurement System for departments statewide</p>	
<p>b. Continue training on new eProcurement system</p>	
<p>c. Begin data analysis and reports from system</p>	

C. Procurement Compliance & Legislative Actions
1. Past Year Accomplishments
a. Reviewed approximately 117 legislative bills and resolutions that affected procurement
b. Responded to Chief Procurement Officer requests which are submitted by the Executive Branch. Request reviewed:48 Procurement Violations; 39 Protest submittals (SPO-043) and 444 Chief Procurement Reviews (CPO) consisting of Sole Source Requests, Procurement Exemptions, Emergency Procurement requests, Restrictive Specifications, Contract Extension Requests, OIP requests, and unblocking of pCard purchases.
c. Provided guidance through Procurement Circulars. Procurement Circulars written -18.
d. Protest Statistics. Processed SPO-043, Report of Procurement Protest Form, in order for Agencies to submit consistent/standardized data and track Executive Departments and CPO Jurisdictions Protests. Responded to questions from government agencies and the public on HCE compliance.
e. Small Business Assistance Initiative, ACT 42, SLH 2017: The SPO contracted with Solutions Pacific, to provide outreach to small business and have them register as a small business in HANDS. Due to the lack of legislative funding support for the initiative, the contract with Solutions Pacific were terminated early for convenience. However, the SPO has chosen to continue the development of the Small Business Data Base, if in the future, the legislature decides to once again fund the Small Business Assistance Initiative.
f. Consulted with numerous departments and agencies on proposed legislative initiatives that would involve procurement on policy, compliance, and implementation concerns.
g. Effective January 4, 2016, SPO has taken the step to move our state government toward a more efficient “paperless” environment, by accepting only Chief Procurement Officer (CPO) review packages as digital submittals via email. Many of the departments have been submitting CPO reviews with department head’s electronic signatures to support government efficiency. In addition, internally set up process for procurement specialist to submit CPO reviews to the SPO administrator for e-signature.
h. Recent audits show that many departments are not maintaining a contract log, therefore on January 11, 2016, the SPO requested from all executive departments a detailed contract log, pursuant to HRS 103D-212, Collection of Data Concerning Public Procurement. The log captures information of each department’s contracts by division, the procurement officer responsible for the contract, contract description, the awarded amount and funds added through modifications. Keeping a contract log will hopefully prevent departments from experiencing lapsing of contracts, contractors working at risk, and potential violations of the procurement code. Procurement Circular 2018-05, Amendment 1, issued on April 29, 2019, informed the departments to consider which contract can be a commodity and/or service that might be used in a declared emergency. This information can assist

<p>HI-EMA in developing a contract library of what contracts are available for use in a disaster.</p>
<p>2. One Year</p>
<p>a. Finalize a SPO Investigation Standard Operating Policy to establish clear and well-defined procedures on recording and investigating possible procurement violations and procurement reviews. This policy will lead to greater efficiency and consistency while conducting investigations and audits. In order to accomplish this goal, standard criteria and charting the procedures need to be developed as well as gathering stakeholder input through emails, meetings, and phone calls.</p>
<p>b. Continue to review legislative bills, and develop testimonies.</p>
<p>c. Continue to respond and make recommendations to Chief Procurement Officers requests which are submitted by the Executive Branch.</p>
<p>d. Continue to provide guidance through Procurement Circulars.</p>
<p>e. Continue to process SPO-043, Report of Procurement Protest Form..</p>
<p>f. Continue to respond to questions from government agencies and the public on HCE compliance.</p>
<p>g. Suspension and Debarment. Successfully issue Procurement Circulars, as needed, to notify Agencies/CPO Jurisdictions, which Vendors have been suspended/debarred and the suspension period of each Vendor. Issue Procurement Circulars, on behalf of DLIR, to notify Agencies/CPO Jurisdictions, which Vendors have been suspended pursuant to 104, Wages and Hours of Employees on Public Works.</p>
<p>h. Continue to consult with other departments and agencies regarding implementation of procurement policy.</p>
<p>3. Two Years</p>
<p>a. Continue to review legislative bills, and develop testimonies.</p>
<p>b. Continue to respond and make recommendations to Chief Procurement Officers requests which are submitted by the Executive Branch.</p>
<p>c. Continue to provide guidance through Procurement Circulars</p>
<p>d. Continue to provide Procurement Circulars on Suspension and Debarment.</p>
<p>4. Five Years.</p>
<p>a. Continue to review legislative bills, and develop testimonies.</p>
<p>b. Continue to respond and make recommendations to Chief Procurement Officers requests which are submitted by the Executive Branch.</p>
<p>c. Continue to provide guidance through Procurement Circulars</p>
<p>d. Continue to provide Procurement Circulars on Suspension and Debarment.</p>
<p>e. Submit to legislature small business advisory group's final report of all the recommendations, observations, and metrics elated to the small business assistance initiative, pursuant to Act 42 SLH 2017</p>

D. Inventory
1. Past Year Accomplishments
a. Processed 1010 state property transfers valued at \$3,376,700
b. Processed 20,407 inventory transactions
c. Processed addition inventory transactions valued at \$888,852,407
2. One Year // Two Years // Five Years
a. Continue to process state property transfers
b. Continue to process inventory transactions
c. Continue to process addition inventory transactions

E. Travel
1. Past Years Accomplishments
a. Assisted travelers and travel coordinators in making travel arrangements and calculations of per diem, travel time off, and miscellaneous reimbursements; Reviewed and extended Intra-State Car Rental Contract.
b. Solicited out of state commercial car rental contract.
2. One Year
a. Update on-demand travel training video and transcripts
b. Continue assisting travelers and coordinators with travel arrangements and calculations of per diem, travel time-off, and reimbursements.
c. Conduct in-person training for departments on an as needed basis.
d. Review NASPO solicitation for Travel Management Contract for Hawaii participation
e. Review NASPO solicitation for Travel-Nationwide Vehicle Rental for Hawaii participation
3. Two Years
a. Update on-demand training.
b. Amend HAR 3-10 to update language.
c. Audit departments for travel procedure compliance.
4. Five Years
a. Conduct market research for the feasibility of a travel management contract.
b. Conduct market research for online travel approvals.
c. Update on-demand training.
d. Continue assisting travelers and travel coordinators.

F. Agile Acquisition	
1. Past Year Accomplishments	
a.	Collaborated with Hawaii Emergency Management Agency (HI-EMA) and other entities by: 1) Strategic planning and advisory, 2) reviewing the City and County of Honolulu debris removal contract, and 3) participating in the HI-EMA training activities and workshops.
b.	Educating SPO Procurement Specialists on Procuring Sustainably. Attended the Sustainable Purchasing Leadership Council (SPLC) Summit 2019.
c.	Presented Sustainability discussion at SPOCON2019
d.	Collaborated with multiple Executive Branch and County departments to develop a procurement strategy for electric vehicles and their respective infrastructure.
e.	Conducted strategic planning on three large public-private partnerships for the State.
f.	Conducted a business process reengineering review of DOT Airports for more efficient alignment to eProcurement System
2. One Year	
a.	Update Procurement Wizard with easy-edit facility
b.	Enhance Disaster Preparedness by: 1) offering continued guidance, and 2) adding to the comprehensive list of interested vendors who have the capabilities the State would need in a disaster situation(s). Develop standard operating procedures for declared emergency procurements that align to FEMA requirements
c.	Provide guidance and assist agencies in cooperative contracts regarding Electric Vehicles.
d.	Conduct a business process reengineering review of Department of Human Services and two more large departments for more efficient alignment to eProcurement System
3. Two Years	
a.	Conduct a business process reengineering review of five medium departments for more efficient alignment to eProcurement System
b.	Continue to support sustainable, economically viable programs across the State.
c.	Incorporate upload able library feature in Procurement Wizard to enable Knowledge Management state-wide.
4. Five Years	
a.	Implement eProcurement system for the Executive Branch
b.	Continue to support sustainable, economically viable programs across the State.
c.	Continue to work with the CIO in regards to the IT Transformation State-wide Initiative.
d.	Create a trained, ready workforce that can manage contingency contracting during a disaster. Integrate a working plan to partner with Alaska procurement specialists in Contingency exercises.

IV. Performance Measures

A. Customer Satisfaction measures

1. Data from customer satisfaction surveys are collected with attendees of procurement training presentations.
2. Other stakeholder surveys are conducted as needed.
3. Program target groups (including purchasing jurisdictions serviced via cooperative purchasing price and vendor list contracts, statewide inventory accounts, number of agencies issuing health and human service solicitations, and number of purchasing card holders) are being measured annually.

B. Program Standard measures

1. Program reviews are being done on SPO's training program and HIePRO as well as on other procurement and inventory functions. For example, other reviews cover compliance of inventory reporting in the State's financial statements and number of purchasing jurisdictions serviced by cooperative purchasing price and vendor list contracts.
2. pCard usage and expenditures are analyzed using reports from the pCard system to review the number of purchasing cards being used by the agencies and the dollar value of pCard purchases annually. Also reviewed is the ratio of pCard transactions over purchase order transactions.

C. Cost Effectiveness measures

1. Reviews are being done on monetary savings resulting from the awarding of contracts using the HIePRO. Similarly, trend analyses are being accomplished for monetary savings stemming from the awarding of price and vendor list contracts.
2. Monetary savings from the transfer of State property between custodians are being measured.
3. Rebates received for purchasing card transactions provides an actual total of funds returned to the State.

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

January 2020

Program ID / Title: AGS 244/Surplus Property Management

Contact Person/Phone: Sarah Allen/587-4700

I. Goals

To effectively and efficiently provide customers (donees) with surplus property items, and continue to be fiscally solvent with revenues equaling or exceeding expenditures.

II. Objectives and Policies

- A. Intensifying training available to eligible and participating donees to enable interaction with the entire spectrum of program features and to improve donee probability of obtaining needed items.
- B. Maintain financial viability through increasing promotion on use of the utilization and donation programs by enhancing promotion and marketing of the surplus property program to enable Donees to benefit from the varied surplus property available to them at significantly reduced prices.
- C. Streamline processes and improve operational efficiencies and compliance with regards to the State Plan of Operation for the Federal Surplus Property Donation Program.

III. Action Plan with Timetable

- A. Intensifying training available to eligible and participating donees to enable interaction with the entire spectrum of program features and to improve donee probability of obtaining needed items.
 - 1. Past Year Accomplishments
 - a. Promoted Surplus Property Program to all local and outer island government agency by sending out marketing emails including property available listings on a weekly basis.
 - 2. Year One
 - a. Stay current with the federal requirements and learn best practices to support Surplus operations.
 - b. Complete on-demand on-line training class for donees.

3. Two Years
 - a. Continue to scan business environments for promoting Surplus to potential donees.
 4. Five Years
 - a. Increase contributions to zero-waste or other sustainability initiatives. Multiple methods redistribution, resale, and disposal help divert waste from landfills and extend the useful life of assets.
- B. Maintain financial viability through increasing promotion on use of the utilization and donation programs by enhancing promotion and marketing of the surplus property program to enable Donees to benefit from the varied surplus property available to them at significantly reduced prices.
1. Past Year Accomplishments
 - a. FY 2019 - Acquisition Cost of Surplus Property Transferred to Donees is \$9.7 Million (\$7,132,099.78 for the Aircraft, Fixed Wing w/upgrades)
 - b. FY 2019 - Service & Handling fee of Surplus Property Transferred to Donees is \$163,000.
 2. One Year
 - a. Continue to maintain and update webpage information.
 - b. Expand the volume of both Federal and State internet public auctions.
 3. Two Years
 - a. Promote new internet auction platforms.
 4. Five Years
 - a. Extend the useful life of assets and generate revenue with multiple methods of disposal including counter sales, online auction, and web surplus.
 - b. Monitor and adjust the program's website to improve customer satisfaction.
- C. Streamline processes and improve operational efficiencies and compliance with regards to the State Plan of Operation for the Federal Surplus Property Donation Program.
1. Past Year Accomplishments
 - a. Surplus Property Office has updated its webpage to the six focus areas below to improve operational efficiencies and increase transparency:
 - Eligibility
 - Property Exclusive for eligible Recipients
 - Compliance
 - Public Access to Property

- Hawaii Administrative Rules & Training
- FAQs and Contact Information

2. One Year
 - a. Continue to update State Plan of Operation
 - b. Continue to work on supplying program information on our website.
3. Two Years
 - a. Continue website updates including any new information relevant to donees.
4. Five Years
 - a. Automating workflow processes for managing surplus property from acquisition through redistribution, sale, or disposal.
 - b. Automating new and renewal “Application for Eligibility” process.

IV. Performance Measures

- A. Customer Satisfaction measure - Perform trend analyses on the customer base of the Surplus Property Management program to include number of participating donees and percentage of participating donees.
- B. Performance Standard measure - Perform trend analysis on distribution of surplus property to donees.
- C. Cost Effectiveness measure - Perform long term and comprehensive trend analyses annually of the financial net gain or loss of the Surplus Property Management program.

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

January 2020

Program ID/Title: AGS-251/Automotive Management - Motor Pool

Contact Person/Phone: Brian Saito/586-0343

I. Goals

Furnish a safe, dependable, and well-maintained motor pool fleet; and provide light duty vehicle repair service to all state agencies on the islands of Maui and Oahu.

Maintain a positive revolving fund balance.

II. Objectives and Policies

Manage the acquisition, operation, maintenance and disposal of state motor vehicles to consolidate and minimize the number and cost of owning and operating state vehicles.

- A. #1 – Work within budget restrictions and provide vehicles that are safe and reliable for state agencies.
- B. #2 - Provide state motor vehicle services at lower cost than comparable private commercial motor vehicle services.

III. Action Plan with Timetable

- A. Objective/Policy #1 - Work within budget restrictions and provide vehicles that are safe and reliable for state agencies.
 - 1. Required Actions
 - a. Continue to identify state agencies whose vehicles were scheduled to be replaced. Continue fleet replacement planning which has been playing catchup due to multi-year curtailment from previous budget cycles.
 - b. Review affected agency vehicles to prolong operating life due to past budget restriction and inability to acquire new vehicles.

2. Implementation Timetable

- a. Past Year Accomplishment – Fleet replacement of aging Fleet is meeting fleet replacement goal of 10-12-year turnaround time.
- b. One Year – Continue to adhere to budget to replace aging vehicles in fleet. Purchase and Test Electric Vehicles to determine range and cost feasibility.
- c. Two Years – Evaluate fleet planning and replacement schedule.
- d. Five Years – Re-evaluate customer satisfaction target of 90% and evaluate feasibility of revising motor pool program services if target objectives have not been achieved.

B. Objective/Policy #2 - Provide state motor vehicle services at lower cost than comparable private commercial motor vehicle services.

1. Required Actions

- a. Identify specific types of motor vehicle services provided by the state motor pool program.
- b. Identify comparable motor vehicle services available from private commercial services.
- c. Establish standards of performance to evaluate services provided by the motor pool for comparison with private commercial services.
- d. Evaluate costs of providing motor pool services against the cost of comparable private commercial services.

- e. Procure private commercial motor vehicle services which are more cost effective (cheaper) than state motor pool services.

2. Implementation Timetable

- a. Past Year Accomplishment – Changed out older fleet due to which was curtailed due to past budget restrictions. Program getting on track for 10-12-year replacement schedule.
- b. One Year – Continue to offer motor pool services to state agencies. Offer our services and expertise in fleet planning and vehicle maintenance.
- c. Two Years – Continue to evaluate costs of services provided by motor pool with cost of private commercial services.
- d. Five Years – Evaluate feasibility of revising motor pool program if costs of motor vehicle services provided is not cost effective.

IV. Performance Measures

- A. Customer Satisfaction measures – Survey developed and distributed to user agencies. Any areas of concern identified through the survey will be addressed immediately.
- B. Program Standard measure – Standards of performance to evaluate services provided by the motor pool established for comparison with private commercial services. Any areas of concern will be corrected through established procedures.
- C. Cost Effectiveness measure – Evaluate the cost of providing motor pool services against the cost of comparable private commercial services. Procure private commercial motor vehicle services, which are lower than the motor pool services.

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

January 2020

Program ID/Title: AGS-252/Automotive Management - Parking Control

Contact Person/Phone: Brian Saito/586-0343

I. Goal

Assess and collect fees to construct, operate, improve, and maintain parking facilities for state employees and the public on State Lands under the jurisdiction of the Comptroller.

II. Objectives and Policies

- A. #1 - Provide safe and convenient parking for employees and the public to access state government buildings.
- B. #2 - Control, operate and maintain state parking facilities with revenues from parking fees. Continue to generate revolving fund revenue necessary to construct, operate, improve, and maintain parking facilities.
- C. #3 - Maintain a 100% utilization of employee parking stalls and a 50% utilization of public metered stalls.

III. Action Plan with Timetable

- A. Objective/Policy #1 - Provide safe and convenient parking for employees and the public to access state government buildings.
 - 1. Required Actions
 - a. Evaluate the parking needs for each state building based on building code and program operational requirements.
 - b. Construct or provide safe and convenient parking facilities to meet the parking demand for each state building under the control of the Comptroller.

2. Implementation Timetable

- a. Past Year Accomplishment – Kalanimoku Security Gate Project started. Completed camera upgrade in parking facilities.
- b. One Year – Plan Lot W Waipahu, Lot L DOH, Lot M pave and restripe job.
- c. Two Years –Complete Lot W Waipahu, Lot L Lot M pave job.
- d. Five Years – Continue to update parking facility inventory and install new safety, security and convenience improvements to parking facilities.

B. Objective/Policy #2 - Control, operate and maintain state parking facilities with revenues from parking fees. Continue to generate revolving fund revenue necessary to construct, operate, improve, and maintain the parking facilities.

1. Required Actions

- a. Establish and enforce rules and regulations for managing and controlling the use of state parking facilities.
- b. Continue to identify all construction, operating and maintenance costs of state parking facilities.
- c. Develop and assess a parking fee schedule for various types of parking stalls which shall be used to generate revenues necessary to sustain the state parking program.

2. Implementation Timetable

- a. Past Year Accomplishments –Staff hired to actively patrol and enforce facilities. Preventive Maintenance program for gate operator and readers extend life of systems.
- b. One Year – Continue to monitor and evaluate the demand and utilization of existing parking spaces.

- c. Two Years – Review budget for the state parking program and initiate changes to parking fees if necessary, to balance revenues with expenditures.
 - d. Five Years – Monitor the parking revolving fund balance and implement measures to maintain a positive fund balance.
- C. Objective/Policy #3 - Maintain a 100% utilization of employee parking stalls and a 50% utilization of public metered stalls.
 - 1. Required Actions
 - a. Monitor the utilization of state parking facilities and implement measures necessary to provide safe, convenient and economical parking to meet parking demand.
 - b. Establish equitable procedures for assignment of parking stalls for employees.
 - c. Evaluate the utilization pattern and demand for public parking and adjust the ratio of public stalls to employee stalls to maximize revenues and utilization.
 - 2. Implementation Timetable
 - a. Past Year Accomplishment – Kalanimoku Security Project planned and started. Smart meters installed.
 - b. One Year – Evaluate additional Pay Station Lots / Smart Meter for feasibility.
 - c. Two Years – Continue to monitor parking utilization rates for all parking facilities.
 - d. Five Years – Re-evaluate procedures and parking facilities if utilization percentages are not achieved.

IV. Performance Measures

- A. Customer Satisfaction measure – Provide employees and public with a form to encourage customer comments. Any areas of concern identified through these comments will be addressed immediately.
- B. Program Standard measure – Enforce rules and regulations for managing and controlling the use of state parking facilities and update policies and procedures as necessary.
- C. Cost Effectiveness measure – Monitor the parking revolving fund balance and implement measures as required to maintain a positive fund balance.

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

January 2020

Program ID/Title: AGS-807/School Repair and Maintenance – Neighbor
Island Districts

Contact Person/Phone: Mari Joy Angsioco/974-6400(Hawaii)
Wade Shimabukuro/873-3504(Maui)
Eric Agena/274-3033(Kauai)

I. Goal

The program will strive to provide timely, responsive, quality, cost effective, and innovative repair and maintenance services to public schools on the islands of Hawaii, Kauai, Maui, Molokai, and Lanai.

II. Objectives and Policies

- A. Objectives and policies have been established in the Service Level Agreement (SLA) between the Department of Education (DOE) and the Department of Accounting and General Services (DAGS) dated August 12, 2015. The indicators are as follows:
1. Percent of outstanding work orders versus three (3) weeks of incoming work orders with a target of less than 100%.
 2. Emergency Work Orders Objective: greater than 90% response within two (2) hours of receipt during work hours.
 3. T-calls: response greater than 90% of T-calls within forty-eight (48) hours (excluding weekends).
 4. Four (4) month old work orders: greater than 90% of regular work orders less than four (4) months old.
 5. The performance objectives outlined above are based on the following assumptions:
 - a. The “roles and responsibilities” outlined in Appendix A of the SLA are adhered to by all parties.
 - b. DAGS is not required to perform in-house major R&M or staff contract projects during this time period.

- c. Number of emergency, t-calls and regular Work Orders received during any time period are similar to average historic number of Work Orders received during same time period.
 - d. Sufficient funds are available to purchase materials and supplies, hire contractors.
- 6. Monitor U fund expenditures and adjust U fund budget amounts as necessary.
- 7. Continue the cycle maintenance program at schools.
- 8. Administer service contracts such as refuse collection, elevator maintenance, air conditioning maintenance, grease trap maintenance, septic system maintenance, tree trimming, fire alarm, and program bell maintenance, etc.
- B. Utilize, maintain, and update the DOE Maximo work order system.
- C. Utilize and update the DOE repair and maintenance project backlog in the DOE FACTRAK and/or Caspio database systems.
- D. Reduce accidents and injuries by providing safety equipment and training to employees.
- E. Promote the use of modern tools and procedures to maximize worker productivity and efficiency.
- F. Replace computer hardware and software as needed to prevent obsolescence as funds permit.
- G. Reduce the number of outstanding minor repair work orders.
- H. Work to maximize limited program funds. Obtain the best values when purchasing services, materials, and supplies. Work overtime at distant locations such as Hana to avoid or minimize consecutive trips.

III. Action Plan and Timetable

A. Past Years Accomplishments

The neighbor island programs have made improvements in consistently meeting and achieving the goals and objectives contained in the SLA.

B. Year One

The program will continue to concentrate on accomplishing and refining objectives A through H, listed above, despite budget restrictions. The primary focus will continue to be to meet the indicators set forth in the SLA. Additionally, efforts will be made to keep the number of backlogged work orders to a minimum. DOE and DAGS representatives will continue to work closely to assure that work performed is prioritized appropriately at the district level to ensure that the available funding is maximized and that essential needs of individual schools are met. Systematic replacement of older R&M vehicles has begun and remains a priority.

C. Year Two through Five

The program will continue with any unfinished objectives and any new initiatives that may be identified. Use of the indicators outlined in the SLA will continue to measure the progress towards achieving the program goals and objectives. Priority items will be expedited as needed. Systematic replacement of older R&M vehicles will continue as funding allows.

IV. Performance Measures

A. Customer Satisfaction Measure

Monthly reports indicating work completed for the month and fiscal year to date compared with performance shall be submitted to DOE. Meetings with DOE and DAGS representatives will be held periodically to discuss compliance with the SLA and amend if necessary. Feedback will be solicited from schools in regard to quality of work, timeliness of repairs, and courtesy of DAGS employees.

B. Program Standard Measure

Program standards will be the performance indicators described in IIA, items 1 through 4. The metrics are computed weekly for continual evaluation and analysis for use in making operational adjustments and improvements to consistently meet each of the indicators.

C. Cost Effectiveness Measure

Private sector costs will be solicited and maintained to assure competitiveness. Additionally, annual costs will be monitored and any significant variance in expenditures shall be evaluated and corrective measures implemented as needed.

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

January 2020

Program ID/Title: AGS-818/King Kamehameha Celebration Commission

Contact Person/Phone No.: Amy Hammond/586-0333

I. Goal

On December 22, 1871 King Kamehameha V established June 11 as a national holiday in memory of his grandfather and founder of the Hawaiian Kingdom, King Kamehameha I. The first celebration was held on June 11, 1872 and the holiday has been observed ever since. In 1939 the legislature of the Territory of Hawaii established the King Kamehameha Celebration Commission, which formalized the events' planning and coordination by the Hawaiian nobility. Upon statehood in 1959, the holiday was the first to be recognized in the Hawai'i state constitution.

The commission's goal is to commemorate the legacy of King Kamehameha I through culturally appropriate and culturally relevant celebrations that are coordinated throughout various venues statewide.

II. Objectives and Policies

- A. Lei-draping – to dress the statues of Kamehameha in Honolulu, Hāwī, and Hilo with lei in a ceremony marked by Hawaiian tradition, language and culture.
- B. Parade – to hold parades in Honolulu, Hāwī, Kailua-Kona, Lahaina, and Kapa'a that celebrate Kamehameha's life and legacy, ensuring participants' and public safety.
- C. Ho'olaulea – to hold festivals in Honolulu, Hāwī, Kailua-Kona, Lahaina, and Kapa'a that promote Hawaiian tradition, food, and culture.

III. Action Plan and Timetable

A. Past Year Accomplishments

- 1. The Kamehameha statue Lei Draping ceremony in Honolulu was held in the late afternoon on Friday, June 7, 2019.
- 2. The 103rd annual King Kamehameha Floral parade in Honolulu once again started at 'Iolani Palace at 9 a.m. on Saturday June 7, 2019, traversed through Waikīkī and ended at Kapi'olani Park.

3. The 2018 Legislature authorized one (1) full-time Executive Director position to assist the program in its various program functions and missions.

B. Year 1

1. Work with already-established neighbor island celebrations to coordinate statewide planning.
2. Seek sponsorship monies from private businesses and organizations to help fund celebration events on all islands.
3. Begin planning for the 104th parade in 2020 in Honolulu.

C. Year 2

1. Continuation of Year 1 activities.

D. Year 5

1. Continuation of Year 1 activities.

IV. Performance Measures

A. Customer Satisfaction Measure

1. Percentage of general public surveyed for satisfaction. (Goal: 25)
2. Percentage of general public surveyed who were satisfied. (Goal: 100)
3. Percentage of vendors surveyed for satisfaction. (Goal: 100)
4. Percentage of vendors surveyed who were satisfied. (Goal: 75)

B. Program Standard Measure

1. Percentage of all events coming in at, or below, budget. (Goal: 100)
2. Percentage of all accidents or injuries arising from celebration events. (Goal: 0)
3. Percentage increase of attendance at Honolulu parade. (Goal: 5)
4. Percentage increase of participation in the Honolulu parade. (Goal: 5)

5. Percentage of program compliance with State of Hawai'i rules, including procurement, contract management, and personnel. (Goal: 100)

C. Cost Effectiveness Measure

1. Percentage of all media write-ups will include Hawaiian language. (Goal: 100)
2. Percentage of all media write-ups that will utilize correct Native Hawaiian grammar, syntax. (Goal: 100)
3. Percentage of all celebration events that will have over 75% of activities grounded in native Hawaiian tradition, culture. (Goal: 100)
4. Percentage (25% for each major island) of at least one event that will be held on each major Hawaiian island. (Goal: 100)

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

January 2020

Program ID/Title: AGS 871/Campaign Spending Commission

Contact Person/Phone: Kristin Izumi-Nitao, Executive Director / 586-0285

I. Goals

- A. Goal - To improve campaign finance laws and rules to increase transparency, compliance, and ensure the integrity of the campaign finance process.
- B. Goal - To provide training, education, and access to committees for purposes of compliance with, and increasing awareness of, campaign finance laws and rules.
- C. Goal – To increase education, awareness, and access for the public.
- D. Goal – To explore, examine, and implement technological advances and capacities to improve access, reduce paperwork, and increase compliance.
- E. Goal – To obtain compliance with campaign finance laws and rules through enforcement actions.
- F. Goal – To ensure organizational and institutional sustainability.

II. Objectives and Policies

- A. Goal - To improve campaign finance laws and rules to increase transparency, compliance, and ensure the integrity of the campaign finance process.
 - Review existing laws as well as propose and submit legislation as needed.
 - Review existing rules and procedures as well as propose administrative rules as needed.
- B. Goal - To provide training, education, and access to committees for purposes of compliance with, and increasing awareness of, campaign finance laws and rules.
 - Offer and provide training on campaign finance laws and rules.
 - Provide educational and informational materials on how to comply with campaign finance laws and rules.
 - Evaluate the effectiveness of and explore (and implement as needed) new methods of training, education, and communication of information.

- Direct the committees to the Commission's website and continue to improve web-based information as well as other social media applications.
 - Encourage the committees to contact the Commission and/or visit the Commission's office to assist in compliance with campaign finance laws and rules.
 - Issue advisory opinions as requested.
- C. Goal – To increase education, awareness, and access for the public.
- Inform and educate the public about campaign finance laws and rules.
 - Explore and implement improvements to the Commission's online presence and other media applications to provide the public with campaign finance committee data and information.
- D. Goal – To explore, examine, and implement technological advances and capacities to improve access, reduce paperwork, and increase compliance.
- Increase the Commission's capability to process and analyze reported data.
 - Maintain awareness of newer technology, including electronic filing systems and hardware/software or applications, for consideration of integration and/or implementation.
 - Maintain awareness of the implications of technological changes on all aspects of campaign finance.
- E. Goal – To obtain compliance with campaign finance laws and rules through enforcement actions.
- Develop escalating penalties for repeat and gross violations and disseminate information about the penalties.
 - Seek enforcement of the campaign finance laws and rules against violators.
- F. Goal – To ensure organizational and institutional sustainability.
- Monitor funding and develop proposals to stabilize funding as needed.
 - Provide Commissioner and staff development.
 - Develop and implement plans for continuity of operations.

- Monitor compliance with the strategic plan and annually report to the Commission, committees, and the public.

III. Action Plan with Timetable

A. **Goal - To improve campaign finance laws and rules to increase transparency, compliance, and ensure the integrity of the campaign finance process.**

- **Past Year Accomplishments**

Reviewed existing laws as well as propose and submit legislation as needed. For the 2019 Legislative Session, the Commission submitted five (5) bills to the President of the Senate and the Speaker of the House for introduction, of which two (2) were signed into law and went in to effect on July 1, 2019. The bills that passed were:

Act 8 (H.B. No. 165) – This bill was introduced on behalf of the Commission. Requires candidate committees to inform the Commission if they intend to spend or receive \$1,000 or less by June 30th of an election year and noncandidate committees to inform the Commission if they intend to spend or receive \$1,000 or less by the fifth calendar day before the due date of the preliminary report.

Act 107 (S.B. No. 197) – Allows donations to charities and full-time scholarship awards prior to the day after the general election if the candidate wins outright or loses in the primary election. Donations to charities and full-time scholarship awards are currently prohibited from the filing of nomination papers through the general election for charitable donations, or from the nomination paper filing deadline through the general election for full-time scholarship awards.

Act 241 (S.B. No. 138) – This bill was introduced on behalf of the Commission. Requires an October 1st report for candidate committees and the House added another report on April 30th for candidate committees whose candidates file nomination papers by April 25th of an election year.

Reviewed existing rules and procedures as well as propose administrative rules as needed. There were no changes to the Commission’s administrative rules and procedures during this fiscal year.

- **One Year** – Draft and submit legislation seeking technical revisions to the campaign finance laws for purposes of clarity, consistency, and style as well as to seek substantive changes as needed.
- **Two Year/Five Year** – Continue to update the law and monitor whether changes to the Commission’s rules and procedures are needed.

B. Goal - To provide training, education, and access to committees for purposes of compliance with, and increasing awareness of, campaign finance laws and rules.

o **Past Year Accomplishments**

Offered and provided training on campaign finance laws and rules. Most of the onsite training was conducted last fiscal year in anticipation of the 2018 election; however, we did participate on a Hawaii Public Radio program in August 2018 and on another radio show in October 2018, sat on a panel regarding the Constitutional Convention at the University of Hawaii, William S. Richardson School of Law in October 2018, and delivered a training on fundraising to the Democratic Party in January 2019.

Provided educational and informational materials on how to comply with campaign finance laws and rules. In preparation for the 2018 election, the Commission reviewed and revised its training modules which are all available on the Commission's website (i.e., guidebooks, manuals, cyber-learning videos, and PowerPoint presentations). This fiscal year was unusual since the Hawaii Supreme Court invalidated the results of the general election regarding the Honolulu City Council, District 4, race which resulted in an unprecedented Special Election that occurred on April 13, 2019. Efforts to communicate with the two candidates and all noncandidate committees as well as coordinate with the Office of Elections and Honolulu County Clerk's Office were critical.

Evaluated the effectiveness and explored (and implement as needed) new methods of training, education, and communication of information. Current efforts to communicate with committees have been successful – especially, our website, e-blasts, and tweets. We have noticed that oftentimes our tweets get retweeted. The Commission will continue to identify other mechanisms to communicate with multi-generational audiences and employ such tools as needed.

The Commission continues to work with the Office of Elections and county clerks in providing informational packets to be given to candidates who file their nomination papers. When candidates file their nomination papers, Office of Elections has included on their Candidate Profile worksheet a section that the candidate initials acknowledging that he/she understood that they need to register with the Commission and file reports. This has been very beneficial. Prior to each election, the Commission meets with Office of Elections and county clerks to address any new concerns/issues as well as to ensure that the process of certifying compliance so that the winning candidates can be sworn into office is operating properly.

Directed the committees to the Commission's website and continued to improve web-based information as well as other social media applications. For purposes of transparency, much of the Commission's operations, business, and finances are posted on the Commission's website including Commissioners' biographies,

meeting agendas and minutes, newsletters, advisory opinions, Hawaii Election Campaign Fund (“HECF”) trust fund information, annual reports, campaign finance statistics, and the Strategic Plan. Information of current interest is constantly identified and posted on the Commission’s website including statute and rule changes, legislation, reporting deadlines, enforcement issues, and new informational and technological tools. There are also links for viewing reports, filing reports, seeking guidance including cyber-learning presentations, forms, guidebooks, and qualifying for public funding. Based on the results of our annual online survey, we understand that our website continues to be our strongest resource in providing stakeholders and interested parties with campaign finance information. As such, we continue to fine-tune our website with a focus on building more efficient and user-friendly navigation tools which includes a searchable database of all the campaign finance data filed by committees. We have also included a section on our home page for our latest tweets and highlighted the candidate and noncandidate committee data visualization apps. These updates are done at zero cost to the Commission. During this period, we had 174,049 “hits” to our website.

The Commission regularly uses e-blasts as well as Facebook and Twitter accounts to inform and educate committees on campaign finance. We have found the e-blasts to be especially effective in sending out time sensitive information such as reporting deadline reminders and changes in the law. It also permits us to notify interested parties about registering for training classes, publication of new educational tools, and other campaign finance information. Efforts to not overuse the email system and reserve it for distribution of important announcements is always a consideration. During this period, the CSC email system was employed 127 times and we have 903 total subscribers. Notably, subscribers are separated into three groups – candidates (359 subscribers), noncandidate committees (243 subscribers), and the public (301 subscribers), thereby permitting us to target relevant audiences with the e-blast.

Since July 2011, we have been employing social media tools such as Facebook and Twitter to leverage our capabilities to increase, enhance, and supplement our communication efforts to inform the public of important and time sensitive campaign finance information. During this fiscal year, we issued 393 tweets with a total tally of over 186,710 impressions or times a tweet has been seen.

Furthermore, the Commission has an ongoing partnership with the State of Hawaii’s Office of Enterprise Technology Services (“ETS”) to improve the Commission’s two statutorily required electronic filing systems for candidate committees and noncandidate committees which provides us with the campaign spending data that we use to provide transparency in elections to the public.

The new candidate dashboard app that was launched at the end of last fiscal year which consolidated campaign spending data filed by candidates and provided for better comparative analyses of the data by office, party, and reporting period, was very helpful and was viewed 13,914 times. Its success helped the Commission to

seek funding to build the noncandidate committee dashboard counterpart in the next fiscal year.

Encouraged the committees to contact the Commission and/or visit the Commission's office to assist in compliance with campaign finance laws and rules. This position has always been emphasized. The Commission handles numerous phone calls, walk-ins, and inquiries daily. A computer is located in our office for committees to file their reports and to seek our assistance.

Issued advisory opinions as requested. There were no advisory opinions requested during this fiscal year.

- **One Year** - Continue to drive the public to our website and utilize social media applications as well as employ our email system to inform and educate. Revise and update guidebooks, manuals, and cyber learning videos. Issue advisory opinions as requested.
- **Two Year/Five Year** – Plan, organize, and host trainings in election years. Continue to identify mechanisms to increase education, awareness and access to the committees.

C. Goal – To increase education, awareness, and access for the public.

○ **Past Year Accomplishments**

Informed and educated the public about campaign finance laws and rules. The Commission disseminates to the public information concerning campaign finance by posting anything new/interesting on our website under “What’s New,” publishing biannual newsletters, and e-blasting, tweeting, and posting on Facebook. New laws, legislation, guidance, updates to the guidebooks and manuals, updates to the electronic filing systems, and new forms are examples of what the Commission e-blasts, tweets, and posts. With the Special Election in April 2019, the Commission composed and sent out a special memo and emailed it to all the committees as well as posted it on the Commission’s website and tweeted it to inform the committees of the laws and rules as it applied to the unanticipated election.

Explored and implemented improvements to the Commission’s online presence and other media applications to provide the public with campaign finance committee data and information. The Commission continues to promote the two data visualization applications available to anyone on the Commission’s website. The candidate committee and noncandidate committee data visualization applications permit viewers to see the data reported by over 600 committees in a more visually attractive, user-friendly, and dynamic way for a particular election period. These applications were conceived to provide greater transparency and accountability in political campaigns to enable the public to follow the money of candidate committees’ and noncandidate committees’ participation in Hawaii elections. As

mentioned above, just before this fiscal year came to a close, the Commission decided to add another data visualization app to help the public (and committees) see contributions and expenditures from candidates in a comparative format arranged by office, party, and reporting period. Further, at the close of each election, election data is compiled, sorted, analyzed, and summarized in charts, top 10 lists, and cost per vote which is then posted on the Commission's website.

- **One Year** - Continue to work and meet with ETS to identify areas and ways to further this goal including developing visualizations and graphics to our data and examining other applications to increase, supplement, and enhance communication with candidates, committees, and the public. Evaluate current systems, hardware, and software to determine whether upgrades are needed. Update all systems to conform with new laws.
- **Two Year/Five Year** - As ETS is able to complete our work orders with respect to our electronic filing systems, we will continue to collaboratively identify analyses capability of contributions and expenditures data. In recognition that technology plays a critical role in communicating, it is important to remain abreast of newer applications and social media which will enable us to more effectively improve access, increase compliance, and meaningfully engage stakeholders and interested parties.

D. Goal – To explore, examine, and implement technological advances and capacities to improve access, reduce paperwork, and increase compliance.

○ **Past Year Accomplishments**

Increased the Commission's capability to process and analyze reported data. During this period, there were no changes to the Commission's electronic filing systems besides house-keeping measures as a result of legislative enactments to improve transparency and disclosure. The Commission continues to rely on its searchable database to run queries on various campaign finance issues.

Maintained awareness of newer technology, including electronic filing systems and hardware/software or applications, for consideration of integration and/or implementation. The Commission works closely with ETS and as a result has benefitted from their expertise and assistance in scaling and maximizing our hardware/software applications.

The Commission continues its employment of eSign forms for committees to use as an additional and alternative way to submit forms. The new tool was made available through ETS' commitment to employ new technology to improve government efficiency, services, and communication. The success of eSign is tremendous and we have received and processed 1,814 eSign documents during this reporting period.

Effective January 2018, the Commission extended an alternative payment method for those committees fined to achieve a higher level of compliance and offer better convenience to the committees. Specifically, committees who were assessed an administrative fine were informed that they would have the option to pay their fine not only by check, money order, or cash, but with a credit card online via PayPal using their PayPal account or a guest account. The committees were informed that there would be no fee to use this alternative option and that the Commission opted to absorb the fee of 2.9% of the total payment plus \$0.30. The Commission however noted that if at any point in time the Commission was unable to afford these fees or the fees were approaching the state procurement threshold, it would notify the committees that it would have to stop accepting online payments. During this fiscal year, the Commission received 121 payments via PayPal totaling \$25,585.

The annual COGEL conference is another source from which we learn about other campaign finance systems and technology. During this period, however, there were no plans nor funding to alter our electronic filing systems.

Maintained awareness of the implications of technological changes on all aspects of campaign finance. The annual COGEL conference has been a great venue for the Commission to learn about technological changes or advances employed by other campaign finance offices. During this fiscal year, there were no technological changes that the Commission deemed viable for employment in Hawaii; however, we remain receptive to all new ideas.

- **One Year** - Update guidebooks, manuals, and cyber learning videos. Continue to work closely with the Office of Elections concerning certification of elected officials. Renew our instructor certification with Board of Accountancy.
- **Two Year/Five Year** – Explore other avenues for training and disseminating information.

E. Goal – To obtain compliance with campaign finance laws and rules through enforcement actions.

- **Past Year Accomplishments**

Developed escalating penalties for repeat and gross violations and disseminate information about the penalties. The Commission continues to find that there are some candidate and noncandidate committees who do not file their reports. To this extent, the Commission has been invoking administrative fines pursuant to HRS §11-410(a) and (h) as a means to take a stronger punitive stance to those committees who completely fail to file reports by the statutory deadline or violate campaign finance laws. The Commission further finds that there are some candidate and noncandidate committees who do not comply with Commission orders when a campaign finance violation has been determined. To this extent, the Attorney General's Office – Civil Recoveries Division has been assisting the

Commission to obtain judicial enforcement of Commission orders. Four (4) matters were referred to this office in this fiscal year for collections and enforcement.

As for complaints in this fiscal year, which was an election year, there were 38 which resulted in a total of \$15,163.51 in assessed administrative fines.

- 25 complaints yielded a preliminary determination of a campaign finance violation resulting in \$14,213.51 in assessed administrative fines;
- 3 complaints were withdrawn or dismissed due to compliance resulting in \$950 in assessed administrative fines;
- 3 complaints resulted in conciliation agreements; and
- 1 complaint is pending and is anticipated to be resolved in the next fiscal year.

The remaining complaints were closed or dismissed because they did not result in a finding of a campaign spending violation.

Pursuant to Hawaii Administrative Rules (“HAR”) §3-160-73(d), this annual report is the means in which the Commission reports the amount of fines paid by persons thereby furthering the dissemination of information concerning the penalties. This rule also requires that the Commission adopt a Schedule of Fines for violations which is posted on the Commission’s website and is referred to in all fine letters to the committees.

Seek enforcement of the campaign finance laws and rules against violators.

During this fiscal year, a total of \$108,384.18 was assessed in administrative fines and \$32,224.73 was escheated to the HECF due to campaign finance violations. There were 164 conciliation agreements resulting in reduced fines totaling \$44,368.47. The majority of the conciliation agreements concerned the failure to file or the late filing of the Statement of Electioneering Communications (89) followed by the late filing of reports (79).

Most of the Commission’s enforcement actions were a result of late or unfiled reports. Specifically, there were 132 late or unfiled reports which did not involve a complaint or a conciliation agreement (i.e., 75 times from candidate committees and 57 times from noncandidate committees) for a total of \$32,316.21 in assessed administrative fines. Other campaign finance violations that occurred during this period that did not include the issuance of an administrative complaint or a conciliation agreement which resulted in a total of \$16,535.99 in assessed fines include:

- 21 late filing of the Statement of Electioneering Communications resulting in \$5,250 in fines;
- 13 prohibited expenditures resulting in \$2,460.99 in fines;
- 12 failures to register and file organizational reports resulting in \$700 in fines;

- 12 insufficient advertisement disclaimers resulting in \$375 in fines;
 - 10 failures to report expenditures resulting in \$2,500 in fines;
 - 6 failures to report contributions resulting in \$1,500 in fines;
 - 6 excess contributors resulting in \$800 in fines;
 - 3 late fundraiser notices resulting in \$75 in fines;
 - 2 exceeding the expenditure limit resulting in \$1,000 in fines;
 - 1 failure to file the Statement of Electioneering Communications resulting in a \$500 fine;
 - 1 failure to timely deposit contributions resulting in a \$375 fine; and
 - 1 government contractor ban resulting in a \$1,000 fine.
- **One Year** – Continue to pursue enforcement actions to encourage compliance as well as offer conciliation agreements (where appropriate) to expedite campaign finance violators.
 - **Two Year/Five Year** – Identifying other strategies to increase and encourage compliance.

F. Goal – To ensure organizational and institutional sustainability.

- **Past Year Accomplishments**

Monitored funding and developed proposals to stabilize funding as needed. The Commission's beginning balance at the close of fiscal year 2018 was \$1,003,228.16. In fiscal year 2019, a total of \$186,619.88 in revenue was realized (i.e., \$145,524 in tax check-offs and \$41,095.88 in other revenue) and a total of \$103,688.08 in expenditures/encumbrances was incurred, thereby closing fiscal year 2019 with a balance of \$1,086,159.96.

Notably, this was the second fiscal year that the Commission's operating expenses including salaries and administrative expenses were absorbed by the Executive Branch and thus general funded. It is expected that this will permit HECF trust funds to replenish and provide a healthier base to pay for public funding for qualified candidates in the upcoming elections. That said, it was a challenging year for the Commission when the Governor restricted spending for all departments and agencies. However, the Commission was able to successfully seek an exemption from the budgetary restrictions thereby permitting it to use most of the funds allocated for this fiscal year.

Provided Commissioner and staff development. Commissioners are regularly updated on any new or developing issues and provided information from annual COGEL conferences. This year's COGEL conference in December 2018 was held in Philadelphia, Pennsylvania, and was attended by Commissioners Stanley Lum and Maryellen Markley as well as Executive Director Kristin Izumi-Nitao and General Counsel Gary Kam.

In May 2019, Associate Director Tony Baldomero attended the annual conference at the PCATT (Pacific Center for Advanced Technology Training) to identify and learn new ways to improve and educate committees and the general public in campaign finance. This year, the symposium was entitled “Data Science and Cybersecurity” which focused on data analytics, cybersecurity, emerging technologies, as well as new projects and concepts defining the human-technology frontier.

Developed and implemented plans for continuity of operations. A new Elections Assistant was hired in May 2019 who transitioned quickly and has been performing well. The transition from trust fund to general funds operations continue to go smoothly.

Monitored compliance with the strategic plan and annually report to the Commission, committees, and the public. Records are organized and kept to satisfy this requirement internally. The annual report is typically prepared and presented in a public Sunshine meeting in the fall to the Commissioners for their consideration and approval. Once approved, the annual report is posted on the Commission’s website.

- **One Year** – Monitor trust fund monies. Continue to add processes and procedures to each position binder to provide smoother transitions in the future.
- **Two Year/Five Year** – Monitor Commission operations to assess whether there are sufficient general funds to cover operating costs as well as trust funds to cover public funding. Implement, oversee, and annually report on the Commission’s strategic plan.

IV. Performance Measures

- A. Customer Satisfaction measure – For the past 7 years, in September/October, the Commission invites candidates, committees, email subscribers, and the public to participate in an online survey to help the Commission evaluate and improve the effectiveness of operations and communications. The survey is divided into five areas: 1) general background information of the survey taker; 2) communication with or access to the Commission; 3) education and training provided by the Commission; 4) compliance and enforcement; 5) public funding; and 6) questions related to the HECF, Super PACs and independent expenditures, as well as a general comment question. The results of the survey are assembled and shared with the Commission at a public meeting. Once presented, the survey is then posted on the Commission’s website.
- B. Program Standard measure – The number of serious campaign spending law violations should decline as compliance increases as a result of the Commission’s widely-publicized investigations, as training sessions increase, as enforcement remains proactive and stable, as public use of the Commission’s website increases

including employment of more user friendly tools such as graphics of the data contained in our electronic filing systems.

- C. Cost Effectiveness measure – We believe we can be cost effective if we can continue to carry out our duties and responsibilities without increasing costs significantly. We continually look for new ways to work more efficiently and implement changes accordingly.

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

January 2020

Program ID/Title: AGS 879/Office of Elections

Contact Person/Phone: Jasmine Ko/453-8683

I. Goal

To provide secure, accessible, and convenient election services to all citizens statewide.

II. Objectives and Policies

To maximize voter participation in the electoral process by developing policies and procedures that encourages registration and turnout.

A. Direct and coordinate election services statewide and assist counties with county elections.

1. Provide election services statewide.
2. Prepare, procure, and control inventory of election ballots for state and concurrently conducted county elections statewide.
3. Provide secure, accessible, and convenient voting services to all eligible voters statewide.
4. Process, tabulate, and distribute election results statewide.
5. Provide computer support services (hardware and software applications) for elections (state and county) and related agencies.
6. Provide logistical and warehousing support for elections (state and county) and related agencies.

B. Provide voter registration services to qualified citizens.

1. Maximize voter registration statewide.
2. Equalize voter registration between districts statewide.

The Office of Elections coordinates its activities to maximize and equalize voter registration in close participation with the Offices of the City/County Clerks.

- C. Provide public education with respect to voter registration and information.

Election information must be made more available to the public. We foresee continued utilization of the Internet and print and electronic media to provide voter education and candidate information.

- D. Maintain data relating to registered voters, elections, apportionment, and districting.

We strive to increase accessibility of information by making statistical data readily available to the general public. We will continue to post election reports, results, and other pertinent information on our office Internet website.

- E. Serve as secretary and furnish all necessary technical services to the Reapportionment Commission.

The Reapportionment Commission convened in 2011. The Office of Elections is responsible for providing administrative and technical support to the Reapportionment Commission. The office has worked with the Department of Census Bureau to ensure records are maintained and updated for the reapportionment.

- F. Provide staff support to the Elections Commission

The Office of Elections shall provide staff support to the Elections Commission as requested. The duties of the Elections Commission are to hold public hearings, investigate and hold hearings for receiving evidence of any violations and complaints, adopt rules pursuant to chapter 91, employ a full-time chief election officer, and advise the chief election officer relating to elections.

- G. Provide staff support to the Board of Registration

We shall continue to provide staff support to the Board of Registration. The purpose of the Board is to hear and decide appeals that arise from a voter challenge or from an appeal of a clerk's decision regarding voter registration.

H. Conduct elections in compliance with all federal and state laws.

This includes, but not limited to, the Help America Vote Act (HAVA), Voting Right's Act (VRA), National Voter Registration Act (NVRA), Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA), Voting Accessibility for the Elderly and Handicapped Act, and American with Disabilities Act (ADA).

III. Action Plan with Timetable

A. Past Year Accomplishments (FY2019)

1. Conducted the 2018 Elections. The 2018 Primary Election was held on Saturday, August 11 and the General Election was held on Tuesday, November 6. Our operations include printing and counting of ballots; recruiting, training, and paying election day officials; providing voter education and a media campaign to promote elections; and providing assistance and support of the statewide voter registration system, for both elections. The 2018 Elections was also the first election that allowed late registration at polling places for voters who missed the voter registration deadline.
2. Reviewed procedures. Following each election, the Office of Elections conducts debriefs with the election day officials, Offices of the City/County Clerks, and vendors to review, evaluate, and update procedures.
3. Provided report regarding County of Kauai elections by mail pilot project. In 2018, Act 182 implemented an election by mail pilot program for the County of Kauai. This Act also required a report to the Legislature regarding plans for implementation and expenditures. Since that time, Act 136 SLH 2019 has been enacted implementing elections by mail statewide beginning with the 2020 Primary Election.

B. One-Year (FY2020)

1. Voter Education. The Office of Elections is implementing a voter education and awareness campaign for the transition to elections by mail and promoting the 2020 Elections. This included a notification card sent in July 2019 as well as a signature capture card to be mailed in early 2020 and a notice of voter registration (yellow card) to be sent in the spring of 2020.

2. Implementing Act 136 2019. We are working with the Offices of the City/County Clerk to plan and prepare for the transitions to elections by mail including rafting Hawaii Administrative rules and coordinate ballot mailing statewide.
3. Procure supplies and equipment. The Office of Elections will be procuring supplies and equipment for the 2020 Election to implement elections by mail.
4. Candidate filing. The candidate filing period for the 2020 Elections begins in February 2020.

C. Two-Year (as of June 30, 2021)

1. To have implemented and conducted the 2020 Elections by mail.
2. To provide support to the Reapportionment Commission.
3. Conduct stand-down activities from the 2020 Primary and General Elections. Review, assess and evaluate 2020 activities.

D. Five Years (as of June 30, 2024)

1. To have provided support to the Reapportionment Commission to conduct the 2021 Reapportionment based on the 2020 Census data.
2. To have conducted re-precincting based on the redistricting conducted by the Reapportionment Commission in 2021.
3. To have conducted and reviewed and evaluated the 2022 Elections.
4. To have assessed and implemented new procedures for the 2024 Primary and General Elections.
5. To maintain and monitor Statewide Voter Registration System.

IV. Performance Measures

A. Customer Satisfaction Measure

The number of complaints and challenges we receive, on or following each

election. This data is important to determine how effectively voters have been informed of their rights and responsibilities and how effectively we have served their communities.

B. Program Standard Measure

The number of people who continue to register to vote and cast their vote on Election Day.

C. Cost Effectiveness Measure

No effective measurement of benefit is available except for feedback from voters and expenditures not exceeding budget amount.

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

January 2020

Program ID/Title: AGS-881/State Foundation on Culture and the Arts

Contact Person/Phone: Jonathan Johnson /586-0301

I. Goals

The State Foundation on Culture and the Arts goals are outlined in our current Strategic Plan which includes strategic priorities, vision, mission and values. The plan is effective July 1, 2018 through June 30, 2023 as required by the agency's federal partnership with the National Endowment for the Arts. The priorities adopted are reflective of broad community input of the SFCA Commissioners and staff. In implementing the plan's priorities and accompanying strategies, SFCA intends to strengthen existing programs and services, pursue new initiatives, embrace a culture of transparency and accountability, and set and meet benchmarks that communicate our intentions clearly to our staff, partners, and the broader community.

Vision

We envision a thriving and vibrant Hawai'i enriched by culture and the arts.

Mission

Promote, perpetuate and preserve culture and the arts in Hawai'i.

Values

1. We celebrate and emphasize the cultural richness and diversity of Hawai'i.
2. We believe in equitable access, transparency, and community-based decision-making.
3. We share in the responsibility to perpetuate the Native Hawaiian culture and the arts.
4. We view art and cultural engagement as critical to the educational, economic, and social well-being of individuals, communities, and the State of Hawai'i.

II. Objectives and Policies (Strategic Priorities-per the 2018-2023 Strategic Plan)

1. CULTURE: Support, foster and celebrate the artistic expressions of Hawaii's diverse cultures and communities.
2. ENGAGEMENT: Enhance public engagement in culture and the arts.
3. EDUCATION: Strengthen arts education for all learners.
4. THE ARTS: Enrich the public sphere through the arts.

III. Action Plan with Timetable

- **Past Year Accomplishments (2019)**

- Began implementation of the SFCA 2019-2023 Strategic Plan
- CULTURE
 - Conservation of the Kamehameha I statue in North Kohala
 - Supported the making, creating stories, songs and performing of hula ki`i, traditional Hawaiian puppetry; including 3 Kohala halau hula, 4 kumu hula ki`i, and 50 cultural practitioners.
- ENGAGEMENT
 - Dedicated monument to the late United States Representative Patsy T. Mink.
 - Facilitated the 50th Anniversary celebration of the Hawai`i State Capitol.
- EDUCATION
 - Awarded 12 individual artist fellowships for outstanding teaching artists, from 4 islands.
 - Expanded Artists in the Schools program statewide to more than 100 schools.
 - Served 108 public and charter schools and 13,317 people statewide through the initiatives for teaching artists and classroom teachers.
- THE ARTS
 - Acquired 76 works of art for the Art in Public Places collection and commissioned two public art works.
 - Opened three new exhibits at the Hawai`i State Art Museum (HiSAM).

A. One Year (2020)

- Implement the SFCA 2019-2023 Strategic Plan.
 - CULTURE
 - Host venue for the Festival of the Pacific Arts 2020 to be held on Oahu in June 2020. Showcase unique Native Hawaiian cultural arts and practices at the Hawai`i State Art Museum. Provide presentations free to the public for 7 days.
 - ENGAGEMENT
 - Reevaluate Biennium Grants Program.
 - Expand Statewide Cultural Extension Program outreach to more than 7000 adults and children with services offered to; homeless, public housing, and corrections.
 - EDUCATION
 - Expand Artists in the Schools program statewide by 8% (111 schools, approximately 75% are rural and/or Title I).
 - Implement 12 individual artist fellowships presentations by outstanding teaching artists.
 - Over 50% increase in new presenters at HiSAM public programming.
-

- THE ARTS
 - Dedicate two commissioned works of art at the Kona Judiciary Complex.
 - Rebrand HiSAM to increase public awareness and engagement in the arts.

B. Two Years (2021)

- CULTURE
 - Build cultural capacity and public awareness for 3 Native Hawaiian practices that are not robust; hula ki`i, `ukeke and ulana `ie.
- ENGAGEMENT
 - Annually increase SFCA's partnership with the Statewide Cultural Extension Program (SCEP) to reach underserved communities, including public housing and homeless shelter children and youth and corrections.
- EDUCATION
 - Expand opportunities for Teaching Artists who conduct arts residencies in the public and charter schools and are on the Artistic Teaching Partners Roster through Artists in the Schools (AITS) grants, Art Bento @ HiSAM museum education residencies and Artists in Residence (AIR).
- THE ARTS
 - Complete site improvements to the No. 1 Capitol District Building. Improvements to provide increased access for public, students and A.D.A., allowing for increased participation in HiSAM Programs.

C. Five Years (2020-2024)

- CULTURE
 - Establish cohorts for cultural practices that are not robust, taught or shared in the living cultures in Hawai`i, such as hula ki`i and ulana `ie.
 - ENGAGEMENT
 - Annually increase SFCA's partnership with the Statewide Cultural Extension Program (SCEP) to reach underserved communities, including public housing and homeless shelter children and youth and corrections.
 - EDUCATION
 - Expand to 120 Artists in the Schools in public and charter schools with targeted numbers and permanent works of art to 26 sites statewide.
 - THE ARTS
 - Promote the Arts in Hawai`i via a strong online presence.
-

IV. Performance Measures

A. Customer Satisfaction measure – Customers are the public (resident and visitor), artists and cultural practitioners, schoolchildren and arts educators, arts organizations and institutions, and state government agencies.

- Public art installations in state facilities
- Grants and projects implemented in communities
- Arts education residencies in schools and out-of-school (includes public and private school students, Poetry Out Loud, student exhibitions)

- Professional development of arts educators and cultural practitioners
- Access to arts and culture information – activities and opportunities

B. Program Standard measure - Assess effectiveness of strategic plan implementation through formal and facilitated benchmarking process. Align agency and grants projects with the strategic priorities, National Endowment for the Arts (NEA) goals for use of federal funds, and the ARTS FIRST Partners strategic plan. Assess competitiveness of federal partnership application based on panelist comments received from the NEA as well as an internal staff review to ensure quality of NEA partnership application. Participation with and research assistance from the National Assembly of State Arts Agencies for best practices for state arts agencies. The SFCA provides the NEA with federal descriptive reports, documenting use of federal funds and interpreting effectiveness.

C. Cost Effectiveness measure - Continue to provide programs and services capable of reaching a broad-based constituency; assess and effect the administrative and coordinating efficiency of staff to provide culture and arts program services; monitor audience and participant group attendance at SFCA supported/sponsored events; target specific underserved populations such as rural, incarcerated, immigrant and low income families, youth/students, older adult communities, and persons with disabilities. Provide NEA with federal descriptive reports, documenting use of grant funds.

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES, AND POLICIES

January 2020

Program ID/Title: AGS-889/Spectator Events and Shows-Aloha Stadium

Contact Person/Phone: Russell Uchida/483-2753

I. Goals

A. Office of the Manager and the Administrative Services Office

Continuing commitment to overall management of the Aloha Stadium with consideration and emphasis on cost efficiency, productivity, and customer service.

B. Engineering and Maintenance Branch

To provide a facility that is safe, clean, and comfortable for conducting sporting and recreational events.

To provide a smooth transition to either a new or refurbished stadium with little or no effect on patrons attending events at the stadium.

To provide a smooth integration of the new HART rail transit station towards ensuring that patrons will be able to optimally utilize this new transit option.

C. Box Office Branch

Continued effort to improve ticket selling services to the general public, as well as, continued review of internal controls and efficiency of box office operations.

D. Security Branch

Ensure the safety of employees, licensees, participants, spectators, and VIP's; ensure the security of the facility against crime; and continue awareness, and education of potential criminal and terrorist-type activity.

E. Events Branch

Continue to coordinate and provide events in a pleasant, safe, and enjoyable environment.

II. Objectives and Policies

A. Office of the Manager and the Administrative Services Office

1. Ensuring proper oversight and management of the operations of the Aloha Stadium, including its branches, and offices.
2. Continue to evaluate all options to address the existing stadium facility, development of a new facility, and development and maximization of its existing property in concert with transit oriented development.
3. Streamlining processes through computerization and automation of program functions to increase productivity and reduce costs.
4. Continuing review of Rules and Regulations of the Stadium Authority and provide recommendations that will benefit both the general public and the Stadium Authority.
5. Continuing review of contracts and bid document process to ensure a balance between revenue maximization and the provision of public service is achieved by the agency.
6. Continuing conversion to a paperless/digital office environment.

B. Engineering and Maintenance Branch

1. Continuing implementation of repair and maintenance programs and projects to minimize and retard facility deterioration caused by normal wear and aging.
2. Continuing implementation of capital improvement projects to ensure facility conformance with current health, safety, and operational requirements.
3. Continue to coordinate and communicate with the Stadium Authority Board committee(s) on work required to provide a smooth transition to either a new or refurbished stadium and to minimize any inconvenience to patrons attending events at the stadium.
4. Continue working closely with HART's design and construction team to ensure that patrons will be able to optimally utilize this new transit option.

5. Serve on the Hawaii Interagency Council for TOD that coordinates TOD work on state owned properties.

C. Box Office Branch

1. Continuing implementation of computerization and automation of various daily tasks to increase productivity and reduce costs.
2. Continuing to update box office policies and procedures.
3. Increase ticket distribution points and methods by which customers may purchase tickets to increase ticket sales.
4. Research and implement a web-based ticketing system for all events to provide convenience, streamline payment, and reduce the cash handling process.

D. Security Branch

1. Improve security and emergency procedures and continue education and training on terrorist-type activities and concerns, as well as emergency preparedness in the event of varying levels of disaster.
2. Increase training involving the Americans with Disabilities Act (ADA) policies to prevent any discriminatory issues from arising.
3. Train and update contract security on the rules and policies associated with the stadium that includes the provision of courteous and professional customer service. Additional training in recognizing suspicious persons, vehicles, and items in relation to terrorism.
4. Emphasize customer service policies while enforcing the Rules and Regulations of the Stadium Authority.
5. Maintain and improve working relationships, communication, and training with other public safety agencies and maintain updated information on Homeland Security and terrorist alerts.
6. Maintain informational relationships with the “street element” to be in position to receive advance notice of potential problems at the stadium that may include gang fights, graffiti, theft, vandalism, auto break-ins, etc.

E. Events Branch

1. Continue training of events personnel in customer service.
2. Continue evaluating events personnel to insure they meet the operational standards of Events Branch.
3. Continue briefing of events personnel before major events to insure information needed to serve our customers is understood by all events personnel.
4. Provide latest safety equipment and training to events personnel.
5. Provide latest communication equipment to events personnel.
6. Improve pre-event planning, operational programs, and critiquing events with licensees to increase attendance and success of events.
7. Continue to improve working relationships with other state, county, and applicable federal agencies.
8. Continue to improve Americans with Disabilities Act (ADA) parking accommodations for applicable patrons.
9. Continue customer service improvements to enhance guest experience and satisfaction.
10. Continue to utilize and refine the web-based Incident Management System.

III. Action Plan with Timetable

A. Office of the Manager and the Administrative Services Office

1. Past Year Accomplishment
 - a. Reviewed and completed assessment of program functions to determine and address feasibility of computerizing program functions. This is an ongoing activity.
 - b. Reviewed contracts and bid documents to ensure maximization of revenues to the agency. This is an ongoing process.
 - c. Addressed procurement for various priority items.

- d. Participated in ongoing discussions and meetings involving Honolulu Authority for Rapid Transportation (HART) and its impact that the rail guideway and transit stop have on Stadium operations. Conducted extensive review, monitoring, and oversight of the right-of-entry for various components of the rail project and its effect on stadium property.
 - e. Participated in ongoing discussions and meetings involving the development and maximization of property surrounding the Aloha Stadium as well as the Aloha Stadium facility.
 - f. Successfully hosted several large-scale concerts involving major, internationally known artists. Also, successfully hosted a multi-date monster truck event.
 - g. The Stadium Authority was provided with an appropriation from the legislature to begin the process of building a stadium development district.
 - h. Updated the Hawaii Administrative Rules to support and provide greater flexibility in various stadium operations.
2. One Year
- a. The above-mentioned objectives and policies are ongoing projects and will be performed on a continual basis. Special emphasis will be on items d., e., and g. as well as multi-year contracts that are in line for re-bid.
 - b. Continue to evaluate options for the future of the stadium and its property based on research, reports, and studies.
 - c. Continue to coordinate, pursue and refine the year around recruitment process to recruit for part-time intermittent positions at the Aloha Stadium.
 - d. Continue to review applicability and effectiveness of the Rules and Regulations of the Stadium Authority for possible areas requiring updated language.
 - e. Continue to keep the Stadium Authority Board and the Comptroller apprised of Stadium operations including the outcome of plans and studies appropriated by the Legislature. This is an ongoing process.
3. Two Years

- a. Continue to assess, monitor, furnish, and implement essential technological tools necessary to improve efficiency and marketability of the Stadium and to equip the administrative offices with the essential business tools that will support and keep it up to date with the business technology environment.
- b. Continue close administrative involvement with items d., e., and g., along with updating the Stadium Authority Board and Comptroller, as applicable.
- c. Continue to evaluate year around recruitment program to determine effectiveness and feasibility of the program.
- d. Continue to review applicability and effectiveness of the Rules and Regulations of the Stadium Authority for consideration to update.
- e. Continue to work with other government agencies, consultants, to evaluate options for the future of the stadium and its property based on the availability of research data, reports, and studies available through consultants, and various other means.
- f. The above-mentioned objectives and policies are ongoing projects that will be performed on a continuing basis.

4. Five Years

Continue close administrative involvement with items d. and e. The above-mentioned objectives and policies are ongoing projects and will be monitored and performed on a continuing basis.

Continue to evaluate options for the future of the stadium and its property based on research, reports, and studies.

Continue to review applicability and effectiveness of the Rules and Regulations of the Stadium Authority for consideration to update.

B. Engineering and Maintenance Branch

1. Past Year Accomplishment

- a. Repaired potholes in the parking lots (ongoing).
- b. Repaired rusted storm drain, sewer and water piping (ongoing).

- c. Replaced broken asphalt curbing with concrete curbs in parking areas (ongoing monitoring and repair).
 - d. Repair deteriorated and/or damaged spectator seats (ongoing with implementation in phases).
 - e. Beautification of grounds project initiated. Landscaped areas surrounding the front sculpture.
 - f. Repaired broken and rusted parking lot lighting (ongoing as needed).
 - g. Repaired spalling in stands and concrete ceiling over North Tunnel and Deadwood Storage areas. (Note this is an ongoing project.)
 - h. Reinforced areas of seat stands as an additional precautionary measure to ensure safety.
2. One Year
- a. Continuing to implement repair and maintenance programs and projects to minimize facility deterioration caused by normal wear and aging.
 - 1) Throughout the year, assess condition of the facility, and based on this assessment, develop list of repair and maintenance projects.
 - 2) Replace broken and obsolete equipment and tools with new more energy efficient equipment and tools.
 - 3) Throughout the year, perform emergency repairs as needed, including maintenance work to rectify health, safety, and/or operational deficiencies.
 - 4) Continuing implementation and monitoring of capital improvement projects needed to ensure safe operation of the facility.
 - 5) Implement additional capital improvement program requirements, initiate steps to obtain authorizations and budgets to implement needed projects.

as development of the Stadium property to optimize and provide best use for the property while closely coordinating work to minimize impact to patrons.

- f. Work with HART on design and construction of station interface with stadium facility. Coordinate implementation of startup and operation of Station as interim terminus.
 - g. Continue participation with various other government agencies, including the Hawaii Interagency Council for Transit-Oriented Development.
4. Five Years
- a. Continue to monitor and preserve the useful life of the Aloha Stadium's field turf.
 - b. Coordinate and liaison with DAGS – PWD to address new and ongoing capital improvement projects.
 - c. Monitor and coordinate the repair and maintenance programs and projects to minimize facility deterioration caused by normal wear and aging.
 - d. Continue to provide support to the RFP Committee, consultants, and other parties involved in the design and construction of a new stadium while focusing on a smooth transition from the existing facility to a new facility.
 - e. Review status of the right-of-entry for the HART station. Evaluate and begin the planning process for an effective interface with stadium facility and report findings to the Stadium Authority Board.

C. Box Office Branch

- 1. Past Year Accomplishment
 - a. Continue to share in the use of the University of Hawaii's computerized ticketing system that has improved ticket selling services to the general public and tightened internal controls and efficiency of box office operations. Scanning of tickets has strengthened security measures to detect counterfeit and duplicate tickets.

- b. Have automated various daily tasks.
 - c. Box office policies and procedures have been updated to reflect changes in procedures with the University of Hawaii's computerized ticketing system.
 - d. Continued use of University of Hawaii's outlets and on-line ticketing services has provided the general public with various options in purchasing tickets. The system has proven to eliminate long lines to purchase tickets by providing the "print-at-home" option. Scanning of tickets at most entry gates has also proven to move people into the stands at a quicker pace.
 - e. Continued printing of all parking passes internally for the 2018 UH football season with real-time barcode scanning capabilities. This process has helped to improve and strengthen internal parking controls and has decreased the possibility of duplicate parking passes. This has also reduced the preparation and printing costs of parking passes for the stadium as well as the Licensee.
 - f. Prints parking passes for most stadium events to save on outside printing costs.
 - g. Worked with event promoters and ticketing agencies to accommodate several large-scale concert events as well as, a monster truck show.
2. One Year
- a. Computerization and automation of various daily tasks to increase productivity and reduce costs.
 - 1) Continuing to review and analyze various daily tasks within the next six months.
 - 2) Continue to recommend to stadium management how various daily tasks can be improved and/or enhanced.
 - b. Continue to update box office policies and procedures. Update policies and procedures within the next year to reflect changes in using UH's computerized ticketing system.
 - c. Continue to evaluate and refine upgraded scanning equipment to allow tickets purchased via smartphones to be scanned at all

turnstiles, thereby eliminating the need for customers to stand in line at the box office. Another positive feature will enable customers to email additional tickets via smartphone to guests who would be arriving later during an event.

- d. Continue to monitor and evaluate the integration of Stadium's computerized parking pass system with the University of Hawaii's computer system allowing UH to print reserved parking passes on site to promote greater efficiency and expedite turnaround time for purchasers to receive their passes.

D. Security Branch

Projects are ongoing and continuous.

1. Past Year Accomplishment

- a. Trained with various agencies to address homeland security, emergency preparedness, and interoperability communications.
- b. Maintained contacts with various military, federal, state, county, and non-governmental agencies to include names and communication access to improve infrastructure security and disaster response.
- c. Evaluated and revised Emergency and Evacuation Procedures.
- d. Installation of additional security surveillance cameras and equipment.
- e. Continue computerization of various tasks and forms to increase productivity and reduce costs.
- f. Implemented automated fan text messaging system.
- g. Increased anti-terrorism and customer service training to vendors operating on stadium property.
- h. Updated and implemented policies incorporating best practices when conducting bag-check screening of patrons.
- i. Updated procedures on service animals that are consistent with ADA. Ensured initial points of contact have been informed of the updated procedures.

- j. Coordinated security and law enforcement resources to ensure proper law enforcement was provided to the multitude of concert events at the Aloha Stadium.

2. One Year

- a. Continue to review, analyze, and improve access control points, operations and procedures, and infrastructure security during event and non-event hours. With available funding, implement installation of access control devices.
- b. Review and refine placement of security cameras and subject to availability of funding, implement expanded camera network and recording system for other critical entry and vantage point areas.

3. Two Years

- a. Continue to develop and refine the surveillance camera system network and installation of access control devices for key entry and vantage points. Evaluate previous year outcomes and adjust goals and objectives as is necessary.
- b. Given adequate budget funding, renovation or construction improvement of the security office area. Evaluate previous year and adjust goals and objectives as is necessary.
- c. Continue to seek grants to upgrade stadium security portable radios to 700 MHz system.

4. Five Years

Installation or construction of a Command Center to monitor all event activities and to provide an area to consolidate emergency response and stadium operations personnel. Evaluate previous year and adjust goals and objectives as necessary.

E. Events Branch

1. Past Year Accomplishment

- a. Reviewed and augmented briefing program for parking attendants, ushers, and scoreboard personnel.

- b. Reviewed and assessed safety programs at venue.
- c. Produced additional Public Service Announcements for PA Announcers and Scoreboard.
- d. Planned and/or operated successful events this past year with the UH, Hawaii Bowl, ILH, OIA, HHSAA, and many other licensees.
- e. Revised Employee & Policy handbook.
- f. Trained events personnel on Emergency and Evacuation Procedures.
- g. Reviewed program functions that were manually accomplished, automated functions where possible, and as budget permitted.
- h. Where applicable, provided training for non-events staff in customer service and assistance.
- i. Assisted Security Branch in installing additional security cameras.
- j. Continue to implement new parking pass procedures for UH football.
- k. Continue to install new and replacement scoreboard equipment.
- l. Assisted UH with a student parking plan for UH football games.
- m. Review facilities accommodations to the Skybox, Press box, and Field Suites to enhance guest experience for VIPs and sponsors, and to assist in generating additional revenue.
- n. Implementation of web-based Incident Management System to record, monitor, and report on various event and facility related incidents.
- o. Coordinated a series of major concert events as well as a monster truck event, majority of which were sell-outs or close to sell-out events.

2. One Year

- a. Continue review of existing and available equipment to improve the efficiency of Events Branch.
- b. Continue to train events personnel in customer service and assistance. Where applicable, extend training to entire stadium staff.
- c. Continue to plan and operate events at Aloha Stadium with licensees and enhance relationships with licensees.
- d. Continue to revise and upgrade Employee & Policy handbook.
- e. To ensure the safety of the public, participants, and staff, continue to review, refine, and upgrade Emergency Response Plan and Evacuation Procedures.
- f. Continue to review existing operational procedures for various types of events to enhance service to our licensees while reducing costs to our private and public sector partners (licensees).
- g. Continue to foster inter-agency cooperation with Department of Transportation, Honolulu Police Department, etc. to enhance service and security for the public and licensees.
- h. Continue to review facilities to enhance guest experience and to assist in generating revenue for the stadium.

3. Two Years

The above-mentioned items are ongoing projects and will be performed on a continual basis.

4. Five Years

The above-mentioned items are ongoing projects and will be performed on a continual basis.

IV. Performance Measures

A. Administrative Services Branch

1. Customer Satisfaction Measure

- a. Review of Rules and Regulations of the Stadium Authority. New amendments are in effect from calendar year 2019.
- b. Review of contracts and bid documents to ensure maximization of revenues while supporting program efficiencies.
- c. Implementation of both guest and licensee surveys to track program and service satisfaction.

2. Program Standard Measure

Program standards comparable to private sector will be developed and monitored. Areas of concern will be corrected through established response procedures.

3. Cost Effectiveness Measure

- a. Computerization and automation of program functions to increase productivity and reduce costs.
- b. Review of Rules and Regulations of the Stadium Authority.
- c. Review of contracts and bid documents to ensure maximizing revenues to the agency.

B. Engineering and Maintenance Branch

1. Customer Satisfaction Measure

Number of complaints from spectators ranging from broken seats, water roof leaks, backed up plumbing and water puddles on the concourses are consistent with the condition of the aged stadium.

2. Program Standard Measure

Staff Standard Operating Procedures (SOP) is to address the issues either real-time and/or within a few days depending on the depth of repairs required. Labor Costs during event mode is a charge back to Licensee. Non-event mode labor costs are part of Legislature allocated Operational Repair and Maintenance fiscal budget.

3. Cost Effectiveness Measure

Annual costs will be co-monitored by Administrative Branch to ensure expenditures are within reason and will be evaluated and corrective measures, where possible, will be implemented.

4. Interface Standards (New Stadium and HART Station)

Ascertain how timely and effectively our interface has worked with the entities responsible for the above facilities, and review patrons' response to above facilities.

C. Box Office Branch

1. Customer Satisfaction Measure

No complaints were received from the public on upgrading of the ticketing system.

2. Program Standard Measure

Service provided is current with industry standards.

3. Cost Effectiveness Measure

Purchase of updates to the computerized ticketing system is relatively costly and no effective measure on benefits is available at this time. However, without this purchase, there would be a considerable decrease in service to the public.

D. Security Branch

1. Customer Satisfaction Measure

Number of complaints received from the general public regarding security measures were considerably fewer than previous year as the public became more familiar with increased security measures taken as a result of 9-11. Program did not receive any complaints from other agencies regarding joint-task operations.

2. Program Standard Measure

Security services provided to the public are consistent with those for other large public-sector facilities. Input received from other agencies has not indicated any areas lacking in procedures or policies.

3. Cost Effectiveness Measure

There has not been any considerable increase in cost associated with security measures. Most of the costs if any have been passed onto the licensees as the cost of doing business in a large spectator venue. This is consistent with other large facilities across the nation.

E. Events Branch

1. Customer Satisfaction Measure

Positive feedback from customers has outweighed the negative feedback. Fewer complaints received via stadium's "Anonymous Guest Hotline" during stadium events.

In-game fan surveys have recorded that 85% of guests reported that the service experience was good to excellent.

2. Program Standard Measure

None available.

3. Cost Effectiveness Measure

Training and purchase of equipment has been costly, no effective measurement of benefit is available except for feedback from customers and their attendance to events.

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

January 2020

Program ID/Title: AGS-891/Enhanced 911 Board

Contact Person/Phone No.: Courtney Tagupa/391-7971

I. Goal

The goal of the State of Hawaii Enhanced 9-1-1 Board (the Board) is to provide adequate cost recovery for the wireless service providers (WSP), Voice Over Internet Protocol (VoIP) and 9-1-1 public safety answering points (PSAPs) in order to provide enhanced 9-1-1 service for public access as stipulated in Act 168, SLH 2011 signed into law by the Governor June 27, 2011.

II. Objectives and Policies

The objective of the Board is to administer the collection of the monthly 9-1-1 surcharge for the purposes of ensuring adequate funding to deploy and sustain enhanced 9-1-1 service and to develop and fund new and emerging enhanced 9-1-1 technologies. The disbursements from the Enhanced 9-1-1 Fund (the Fund) pays for the reasonable costs to lease, purchase, or maintain all necessary equipment. This includes computer hardware, software, and database provisioning, required by the public safety answering point to provide technical functionality for the wireless enhanced 9-1-1 service including any expenses associated with the planning phases and training of personnel in any new and emerging technologies pursuant to the Federal Communications Commission order and the Congressional New and Emerging Technologies Act.

III. Action Plan with Timetable

The Board's action plan is to develop and implement the policies and procedures to meet the goals and objectives of the Board.

A. Past Year Accomplishment (FY 2019)

1. The Board collected revenues totaling \$11,468,694:
Wireless revenue - \$9,410,476
VoIP revenue - \$1,554,259
Interest earned - \$503,959
2. The Board incurred expenditures and encumbrances totaling \$7,766,542:

- a. \$6,739,330 PSAP reimbursements.
 - b. \$723,850 Department of Budget and Finance special fund assessments.
 - c. \$190,534 Payroll.
 - d. \$56,227 Wireless Service Provider (WSP) cost recovery.
 - e. \$26,275 Board and Committee member interisland travel
 - f. \$30,327 Other Board administrative expenses.
3. The Board developed and implemented a FY 2020-24-year Strategic Budget Plan for the Enhanced 9-1-1 Fund.
 4. The Board successfully completed the annual Independent CPA audit of the Enhanced 911 Fund.
 5. The Board successfully completed the State Auditor review for their five-year required review of the Enhanced 911 Special Fund.
 6. The Board was awarded its first 911 (Federal) Grant that will be utilized in the transition to Next Generation 9-1-1(NG911) and to establish a training program for 911 call takers, dispatchers and first responders required for NG911.
 7. The Board authorized the release an RFP for a NG911 Consultant to develop a State Plan for the transition to NG911. It will mainly analyze what the estimated costs for Core Services, GSI, and ESInet technologies required for the transition to NG911.

B. Year 1 (2020)

1. The move to the Joint Traffic Management Center (JTMC) new facility has been scheduled for completion in December 2019. The expenses associated with the move will amount to slightly more than \$1,000,000.
2. The Board will continue to monitor and modify as needed the 5-year Strategic Budget Plan through FY2024.
3. The Board will continue to assist PSAPs in planning and facilitation of current and future emerging technologies advancements to improve 9-1-1 services for the public.
4. The Board will continue to assist in the planning, implementation, and community outreach efforts given the expanded capabilities of the new Next Generation IP network that includes multimedia capabilities such as texting, pictures, and video.
5. The Board will develop and make recommendations to the legislature on amendments to Chapter 138, HRS to assure statewide coordination

for 9-1-1 services and further improve the advancements of the IP network implementation for the Next Generation of 9-1-1.

6. The Board will continue to promote public education of Text-to-911 wireless mobile phone service which allows the public to use this technology to protect lives of victims of an active shooter and domestic violence. It will also provide better 911 emergency access to the hearing impaired.
7. The Board will complete the selection a NG911 consultant to create a Next Generation 911 (NG911) State Plan for the transition of the 911 call centers to NG911 statewide and proceed with the completion of the NG911 State Plan.
8. The Board will plan and prepare for a successful completion of the annual CPA audit.
9. The Board will initiate the training program to establish certification training programs for its county PSAPs statewide.

C. Two Years (2020 & 2021)

1. The Board will continue to provide PSAP and WSP reimbursements from the 9-1-1 Fund in order to provide technical functionality for statewide NG911 9-1-1 services.
2. The Board will evaluate the long-term financial needs and make recommendations to the legislature on necessary adjustments to the fund and the monthly surcharge fee.
3. The Board will monitor and modify as needed the 5-year Strategic Budget Plan through FYs 2024, 2025 and 2026.
4. The Board will assist PSAPs in planning and facilitation of current and future technological advances to modernize and improve 9-1-1 services for the State of Hawaii.
5. The Board will develop and make recommendations to the legislature on modifications to Chapter 138, to assure statewide coordination for 9-1-1 services and move the State towards implementation of the Next Generation 9-1-1 technologies that will enable the public to send texts, photos, videos and other data.

6. The Board will establish and implement policies and procedures for the collection of prepaid wireless mobile phone surcharge fees should the legislature pass related legislation.
7. The Board will continue to work for the successful deployment of FirstNet and its interoperability with the PSAPs statewide.
8. The Board will review and approve the NG911 State Plan and begin the process of procuring the hardware and software as recommended in the approved NG911 State Plan.
9. The Board will complete the development of its curriculum for its Certified Training program for the county PSAPs statewide and begin the Certification training classes for new and existing call takers and dispatchers.

D. Five Years (2020 to 2024)

1. The Board will continue to provide PSAP and WSP reimbursements from the 9-1-1 Fund in order to provide technical functionality for statewide NG 9-1-1 services.
2. The Board will reintroduced prepaid legislation as part of the Governor's administrative budget that allows the Board to collect a surcharge fee of 1.5% at point of sale on prepaid wireless mobile phone service to establish parity with surcharge fees collected among postpaid wireless and Voice over Internet Protocol (VoIP) users to ensure the continuity of modernization of PSAP computer hardware and software with new and emerging technologies. If the bill passes, the Board will consider a plan to adjust the rates, if warranted, on the post-paid and pre-paid surcharge fees that is consistent with the 5-year strategic plan.
3. The Board will continue to evaluate its long-term financial needs and make recommendations to the legislature on necessary adjustments to the fund and the monthly surcharge fee.
4. The Board will continue to monitor and modify as needed the 5-year Strategic Budget Plan from FYs 2021 through 2025.
5. The Board will assist PSAPs in planning and facilitation of current and future technological advances to modernize and improve 9-1-1 services for the State of Hawaii.

6. The Board will develop and make recommendations to the legislature on modifications to Chapter 138, to assure statewide coordination for 9-1-1 services and move the State towards implementation of the Next Generation 9-1-1 technologies that will enable the public to send texts, photos, videos and other data.
7. The Board will establish and implement policies and procedures for the collection of prepaid wireless mobile phone surcharge fees should the legislature pass related legislation.
8. The Board will plan and prepare for a successful completion of the annual CPA audit.
9. The Board will be tracking the progress of the telecommunications service providers in satisfying the FCC mandates for location accuracy in locating cell phone users outdoors or indoors for first responder rescues.
10. The Board will continue to work for the successful deployment of FirstNet and its interoperability with the PSAPs statewide.
11. The Board will complete the transition to NG911 for all four county PSAPs.

IV. Performance Measures

The Board developed the following measures of effectiveness, which were reported under the annual performance measure review:

- A. Number of Wireless/VoIP/Wireline 911 calls to county PSAPs.
- B. Number of Public Educational Outreach Programs during fiscal year.
- C. Percent of E911 Funds Disbursed for New Technology for PSAPs.

Furthermore, by the nature of this Board, the standard performance measures of Customer Satisfaction, Program Standard, and Cost Effectiveness are not applicable.

- A. Customer Satisfaction Measure – NA
- B. Program Standard Measure – NA
- C. Cost Effective Measure – NA

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

January 2020

Program ID/Title: AGS-901/General Administrative Services

Contact Person/Phone No.: Meoh-Leng Silliman/586-0690

I. Goal

The goal of the General Administrative Services program is to provide efficient and effective executive management of the department, internal management and fiscal services, human resources management services, and to streamline and reengineer work processes through computerization, networking and greater utilization of Internet technology.

II. Objectives and Policies

The major objectives of the General Administrative Services program are to enhance program effectiveness and efficiency by formulating policies, allocating resources, administering operations and personnel, and providing DAGS employees with immediate access to information to support their job functions by supplying departmental knowledge database and computer application systems to enhance their work experience and customer service.

III. Action Plan with Timetable

The General Administrative Services program's action plan is to continue to provide executive, administrative, personnel and information technology services as required to meet the goals and objectives of the department.

A. Past Year Accomplishment

1. Administrative Services Office

- a. Continuously processed encumbrances and payments on a timely basis to ensure the employees are paid on time and that vendors are paid promptly.
- b. Maintained the system of accounts in accordance with the State Accounting System.
- c. Coordinated, prepared, and submitted annual reports to the legislature.

- d. Compiled and submitted required departmental biennium budget documents for the fiscal year 2021.
 - e. Administered the purchasing card (pCard) program which includes all eligible divisions, staff offices, district offices, and attached agencies. For FY 19, average monthly pCard purchase transactions represented 59% (or approximately 12,741 purchase transactions) of total purchase transactions.
 - f. As one of the two groups designated to be in the first phase of the statewide payroll system conversion, continued to adapt the new business processes resulting from the implementation of the Hawaii Pay payroll system. Personnel participated in monthly subject-matter-expert (SME) meetings conducted by the Hawaii Pay team.
 - g. Commenced with department readiness payroll-related activities for the Office of Enterprise Technology's Time and Attendance modernization project.
 - h. Replaced and trained key personnel capably and efficiently to ensure a smooth transition for succession planning.
2. Personnel Office
- a. Continuously processed personnel transactions on a timely basis to ensure that employees properly and promptly received compensation, benefits and other employment services; and to ensure that the human resources needs of all of the department's programs were met.
 - b. Completed 114 recruitment actions. Completed 253 position classification actions.
 - c. Advised programs on grievances, contract interpretations, consultations with unions, investigations of employee incidents, disciplinary actions, substandard performance, safety issues, recruitment and selection, compensation, personal services contracts, family leave, leave share, reasonable accommodation, temporary assignment, and light duty.
 - d. Began meeting with the HIP modernization project team to prepare for deployment for phase two of the State payroll modernization project's time and leave. This phase will affect human resources more than the first phase in the areas of leaves,

reporting structure, FLSA classification, and differences in the various collective bargaining unit agreements.

- e. Prioritized the establishment and filling of multiple key positions for the Public Works Division, Accounting Division, and Central Services Division.
 - f. Converted position files from filed by division/program to by position number.
 - g. Collected and compiled Quarterly Staffing Reports to the Department of Budget & Finance; quarterly Grievance Reports to the Department of Human Resources Development (DHRD); Annual Vacation and Sick Leave Accruals to DAGS – Accounting Division, and annual Occupational Safety and Health Administration (OSHA) Report to the Department of Labor and Industrial Relations
3. Systems and Procedures Office
- a. Rewrote all of the department's web hosted computer applications running on the IBM iSeries 9406-800 server to an Intel based PC Server. Retired the IBM iSeries 9406-800.
 - b. Upgraded the departmental application server from an IBM iSeries 520 Model E4A to a current IBM iSeries 9009 Model 041.
 - c. Transferred all files and programs residing on the departmental file server (Winsvr01) to another server and decommissioned Winsvr01.

B. Year 1

- 1. Administrative Services Office - Provide continuous administrative support to the department by:
 - a. The timely processing of encumbrances and payments to ensure the employees are paid on time and that vendors are paid promptly to avoid any late vendor payment interest charges. Maintenance of a system of accounts in accordance with the prescribed State Accounting System.
 - b. The coordination, preparation, and submission of annual reports to the Legislature.

- c. The preparation and coordination of departmental budgets for the Department of Budget and Finance and the Legislature.
 - d. The administration of the pCard program for the department. Transition the department to the new pCard vendor selected by the State Procurement Office for the pCard program.
 - e. In-house staff to perform the internal control and procurement compliance audit on selected DAGS programs instead of engaging the services of a CPA firm.
 - f. The continuation of a comprehensive in-house staff training program to improve its operations and to provide training skills for the supervisors.
 - g. The continuation of efforts to utilize electronic formats for document storage and retrieval; replace paper-intensive processes where appropriate.
2. Personnel Office
- a. Continue to process personnel transactions on a timely basis to meet the needs of employees and programs.
 - b. Ensure that the Department continues to comply with all State and Federal employment laws, rules, and regulations; and collective bargaining agreements in the most efficient and effective manner.
 - c. Continue to participate in the statewide program and policy development efforts to ensure that the department's human resource needs, concerns, and wants are addressed.
 - d. Continue to develop new policies, programs, guidelines and training that meet the needs of departmental managers and employees and help improve relationships and operations both within and outside of the Department.
 - e. Fill remaining vacant position and continue to coach staff in their fairly new capacities; continue to encourage staff to take training courses pertinent to their functional areas and attend professional development and networking opportunities.
 - f. Document and organize paper and electronic files for more efficient searching; archive or destroy paper and electronic files according to the Records Retention Schedule.

- g. Review and consolidate logs to provide an improved snapshot for status updates and statistics.

3. Systems and Procedures Office

- a. Rewrite the Central Services Division's Work Order System from a legacy IBM mini-computer application to a web-based PC server application system.

C. Year 2

- 1. Administrative Services Office - Continuation of items a to d in Year 1.

- 2. Personnel Office – Continuation of items a to d in Year 1.

3. Systems and Procedures Office

- a. Start to redesign the Automotive Management Division's computer application systems currently residing on the IBM iSeries mini-computer.

D. Year 5

- 1. Administrative Services Office – Continuation of items a to d in Year 1.

- 2. Personnel Office – Continuation of items a to d in Year 1.

3. Systems and Procedures Office

- a. Develop and implement a departmental cost control system that will utilize the office staff and open source software for this project. This system is intended for management to better monitor their expenditures.

- b. Design, configure and implement a departmental data warehouse that will hold data from all the various computer application systems pertaining to DAGS. Management will be able to extract data to support future plans or decisions. For example, management could query the data warehouse to find out the payroll costs to maintain the Kalanimoku Building on an ongoing basis.

IV. Performance Measures

- A. Customer Satisfaction Measure – If there are suggestions and/or complaints, an annual written survey/evaluation for agencies affected by each office will be developed and distributed. The results will then be evaluated and any area of concern identified by the users will be addressed.

- B. Program Standard Measure
 - 1. Administrative Services Office – Monitor the number of days to internally process vendor payments to achieve the performance standard of seven working days, number and amount of instances of interest paid for late vendor payments as compared to other state departments, and timeliness and accuracy of budget submissions to the Department of Budget and Finance.

 - 2. Number of Request for Personnel Actions (classification and recruitment) received and processed. within a reasonable time period. Number of complaints, grievances, investigations, and needs improvement performance evaluations assisted with and/or conducted. Number or work-related accidents/injuries, reasonable accommodation, W/C, light duty and RTWPP cases filed.

 - 3. Systems and Procedures Office – Number of user requests completed by the desired completion date. Number of man-hours saved due to implementation or enhancement of computer system. Number of DAGS' users with e-mail and Internet access. Number of hits per month to the departmental intranet site.

- C. Cost Effectiveness Measure
 - 1. Administrative Services Office – Reduction of interest on late vendor payments. Continue to monitor funding requirements of DAGS' programs to ensure compliance with appropriation limits; office expenditures not exceeding budget amount.

 - 2. Personnel Office – Provide programs and services with little or no additional cost. Office expenditures not exceeding budget amount.

 - 3. Systems and Procedures Office – Job assignments completed within projections. Greater utilization of electronic routing and filing of documents. Office expenditures not exceeding budget amount.