



## DEPARTMENT OF CUSTOMER SERVICES

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### POWERS, DUTIES, AND FUNCTIONS

The Department of Customer Services (CSD) consists of three divisions: Motor Vehicle Licensing and Permits, Satellite City Halls, and Public Communications. In addition to administering all of Oahu's motor vehicle registration and titling programs, the department also issues business licenses, provides printing services, manages and archives city records, helps coordinate various city events, and facilitates public communication through its information and complaints branches.

The department also administers the city's animal care and control contracts, including animal pound services, and the affordable spay and neuter certificate program.

### MISSION

The mission of the Department of Customer Services is to meet the needs of the public by providing quality service, interacting by phone, electronically, or in person.

### MOTOR VEHICLE, LICENSING, AND PERMITS DIVISION

#### POWERS, DUTIES, AND FUNCTIONS

The Division of Motor Vehicle, Licensing, and Permits (MVL) registers motor vehicles, trailers, bicycles, mopeds, and animals; issues driver's and business licenses, and civil identification cards (State ID); administers the abandoned and derelict vehicle programs; administers and enforces the motor vehicle inspection program; administers the reconstructed vehicle program; implements and administers the general newsstand and Waikiki Special District publication dispensing rack programs; administers the disabled parking placard and identification card program for the City and County of Honolulu; and implements the Motor Vehicle Safety Responsibility Act.

The division is divided into three branches: Motor Vehicle, Driver's License, and Special Services. The licensing administrator, assistant licensing administrator, Office Services Section and Accounting Services Section provide administrative and support services to these branches.

#### ACCOMPLISHMENTS

The MVL, at the administrative level, is responsible for issuing publication rack permits for the Waikiki Special District and sidewalk use permits.

- Issued 1,385 dispensing rack permits for publication dispensing racks in the Waikiki Special District
- Issued 933 sidewalk use permits

### ACCOUNTING SERVICES SECTION

#### POWERS, DUTIES, AND FUNCTIONS

The Accounting Services Section is responsible for the recordkeeping of the division's revenue and disbursements, and accounting for revenues collected from the State Vehicle Weight Tax, State Vehicle Registration Fee, Periodic Motor Vehicle Inspection Fee, Commercial Driver's License Fee, and State ID Issuance Programs.

#### ACCOMPLISHMENTS

- Remitted \$74,537,068 (gross receipts of \$78,374,491, less county expenses of \$3,837,423) to the Department of Transportation
- Processed 1,389 refunds totaling \$235,775

### MOTOR VEHICLE BRANCH

#### POWERS, DUTIES, AND FUNCTIONS

The Motor Vehicle Branch (MVB) registers motor vehicles and trailers, and collects motor vehicle fees. Additionally, the branch processes transactions from motor vehicle dealers and financial institutions, electronic transactions from Electronic Lien and Title (ELT) lienholders, Fleet Dealer Registration (FDR) transactions from new car dealers and U-drive companies, online renewals via the internet, facsimile transactions from the Satellite City Halls (SCH), and all mail transactions.

#### ACCOMPLISHMENTS

- Implemented a print-on-demand system at all Satellite City Hall locations for delivery of printed certificates of registration and decals for vehicle registration renewals. The system increases efficiency in processing, reduces administrative costs, and aims to decrease the number of emblem replacements due to theft.
- Registered 859,564 motor vehicles and trailers
- Issued 19,634 duplicate certificates and 5,299 out-of-state vehicle permits
- Processed 23,740 replacement plates
- Processed 28,063 replacement emblems
- Completed 180,440 ownership transfers
- The MVB administrative unit processed 125,044 online renewals via the internet, and registered 9,052 vehicles through the FDR program.

### DRIVER'S LICENSE BRANCH

#### POWERS, DUTIES, AND FUNCTIONS

The Driver's License Branch is comprised of the Driver's License Section, the Financial Responsibility Section, and the Motor Vehicle Control Section. The Driver's License Section

includes the state-funded Commercial Driver's License (CDL) Unit. The Motor Vehicle Control Section includes the state-funded Periodic Motor Vehicle Inspection (PMVI) Unit.

## **DRIVER'S LICENSE SECTION**

This section tests and issues drivers' licenses to operators of motor vehicles, ranging from mopeds to truck tractors with tandem trailers. It also tests and issues certificates for operators of taxicabs and pedicabs.

### **ACCOMPLISHMENTS**

- Processed 27,107 initial driver's licenses
- Processed 58,110 driver's license renewals
- Processed 37,820 learner's permits
- Processed 36,426 duplicate driver's licenses
- Processed 2,038 taxicab and 1 pedicab operators' certificates
- Processed 55,676 written tests and 285 oral tests in English
- Administered 1,337 driver's license written knowledge examinations in 12 foreign languages, including Chinese, Chuukese, Hawaiian, Ilocano, Japanese, Korean, Marshallese, Samoan, Spanish, Tagalog, Tongan, and Vietnamese
- Processed 52,395 applications for State Identification cards

## **COMMERCIAL DRIVER'S LICENSE UNIT**

This unit administers the CDL written tests, vision tests, and skills tests for Class 4 and CDL vehicles. The skills test includes a vehicle inspection test, a basic control test, and a road test.

### **ACCOMPLISHMENTS**

- Issued 2,600 licenses and permits

## **FINANCIAL RESPONSIBILITY SECTION**

This section enforces the statutory provisions of the Motor Vehicle Safety Responsibility Act, working closely with the State Judiciary to train the judiciary staff on the financial responsibility statutory requirements.

### **ACCOMPLISHMENTS**

- Processed 6,092 safety responsibility cases in FY 2014, affecting 9,089 licensed drivers and 5,049 registered owners of vehicles involved in major traffic accidents
- Issued 3,211 security notices to individuals who were at fault for major traffic accidents, and 1,772 notices to defendants convicted in court of certain serious traffic related offenses
- Processed 1,189 SR-26 certificates, which are insurance companies' notifications of insurance policy cancellations, and refunded 41 cash security deposits totaling \$85,250

## **MOTOR VEHICLE CONTROL SECTION**

This section administers the city's abandoned and derelict vehicle programs, monitors the periodic motor vehicle inspection program, enforces window tinting and reconstructed vehicle laws, ensures compliance with the laws relating to the

operation of taxicabs and pedicabs, investigates complaints against the city's tow contractors, and inspects tow contractors' equipment and facilities for compliance with contractual provisions.

### **ACCOMPLISHMENTS**

- Investigated 16,869 abandoned vehicle complaints
- Issued 2,657 abandoned vehicle citations
- Processed 1,038 unclaimed vehicles for sale at public auction
- Inspected 2,779 reconstructed vehicles
- Inspected 2,727 taxicabs
- Investigated 19 complaints regarding taxicabs
- Investigated 34 complaints regarding tow companies
- Conducted 281 safety inspection/reconstruction permit investigations

## **PERIODIC MOTOR VEHICLE INSPECTION (PMVI) UNIT**

Beginning November 1, 2013, a new computerized vehicle safety inspection program was implemented, creating an efficient and secure method of storing inspection results and vehicle information. Utilizing wireless technology, this program eliminates the paper-based inspection process and also the need for monthly inspection reports from the inspection stations.

### **ACCOMPLISHMENTS**

- Conducted 1,002 inspections of safety inspection stations
- Certified 413 safety inspectors' licenses
- Suspended 10 stations and 11 certified safety inspectors' licenses
- Issued 102 notices of violation

## **SPECIAL SERVICES BRANCH**

This branch is responsible for the registration of bicycles, mopeds, and animals; issuance of county business licenses, loading zone, taxi stand, and bus stop parking permits. The branch is also responsible for inputting information into the Honolulu database for the disabled persons placards and identification card program, and maintaining the application form files.

### **ACCOMPLISHMENTS**

- The branch issued 66,494 licenses and permits, including:
- 36,243 bicycle and moped licenses
  - 15,927 dog licenses
  - 10,365 loading zone permits

## **SATELLITE CITY HALL DIVISION POWERS, DUTIES, AND FUNCTIONS**

The division provides essential services and information for various city and state agencies at 10 storefront offices on the island of Oahu. The offices are located at Ala Moana Center, Fort Street Mall, Hawaii Kai, Kalihi, Kapolei, Pearlridge Center, Pearl Harbor, Wahiawa, Waianae, and Windward City.

The Satellite City Hall offices primarily process motor vehicle registration and titling transactions, and offer an array of

other services to the public, including the collection of water bill and real property tax payments; the sale of monthly bus passes and spay/neuter low-cost certificates; and the issuance of dog, bicycle, and moped licenses. Permits issued by SCH include those for disabled parking, picnics, loading zones, bus stop parking, and fireworks. The offices also issue voter registration and certification forms, and provide information about various city and county programs. Driver's license renewal services are provided at four locations: Fort Street Mall, Hawaii Kai, Pearlridge, and Windward City.

### **ACCOMPLISHMENTS**

- Kapolei SCH relocated to a new area at Kapolei Hale
- AlohaQ, a virtual line queuing system, was installed at the Pearlridge SCH
- Satellite Motor Vehicle Registration Office opened at Joint Base Pearl Harbor-Hickam

## **PUBLIC COMMUNICATIONS DIVISION**

### **POWERS, DUTIES, AND FUNCTIONS**

The Public Communications Division is comprised of the Complaints and Information Branches, Design and Print Center, and the Municipal Reference Center. As the central office of communications for the city, the division leads city efforts to communicate and coordinate information about city programs, services, policies, and accomplishments to residents, visitors, internal stakeholders, and the media. The division also supports onsite and in-house print, layout, and graphic design services; manages the city's extensive collection of traditional and electronic publications; and oversees the long-term storage of city records.

### **COMPLAINTS BRANCH**

#### **ACCOMPLISHMENTS**

- Processed and referred 13,301 complaints received via telephone, online problem reports, the Honolulu 311 smartphone app, email, mailed correspondence, fax, or in person
- Closed 12,736 complaints, averaging more than 1,000 complaints closed per month during FY 2014
- Processed and/or referred approximately 22,500 phone calls for assistance with city services

### **DESIGN AND PRINT CENTER**

- Designed over 1,500 flyers, informational pamphlets, catalogs, newsletters, and signs
- Produced almost eight million digital and offset impressions
- Performed more than 1,000 bindery operations, producing over 6.5 million printed pages

### **INFORMATION BRANCH**

- Responded to 747 requests for proclamations, messages, certificates, photographic support, and event coverage
- Received more than 25,600 calls via the city's information phone lines

- Provided more than 30 hours of video content that was aired on OIelo Community Television, including the first live broadcast of a city event
- Provided event planning and executive support for multiple city-sponsored events
- Produced the City and County of Honolulu Department & Agency Reports for FY 2013

## **MUNICIPAL REFERENCE CENTER**

- Assisted city stakeholders with over 1,600 records management requests
- Conducted more than 5,300 reference center transactions, to include
  - Over 680 reference items checked out and 800 items updated in the online Hawaii CARD Catalog Network
  - Addition of almost 500 items in compliance with the Revised Ordinances of Honolulu (ROH), (1990) §2-21
  - Intake of more than 56,500 microfilm images
- Initiated a reference center sample survey to ascertain customer behavior, expectations, and current and future needs in order to efficiently align services with expectations and requirements