RES25-009
Testimony

MISC. COMM. 32

COUNCIL

COUNCIL Meeting

Meeting Date: Jan 29, 2025 @ 10:00 AM

Support: 8

Oppose: 2

I wish to comment: 0

Name:	Email:	Zip:
Renee Oda	rtheresaoda@hotmail.com	96782
Representing:	Position:	Submitted:
Self	Oppose	Jan 24, 2025 @ 02:35 PM

Testimony:

I feel that K. Hashiro should not be reappointed due to the fact that she does not care about the workers. Complaints have been made to her, and nothing gets done all have fallen on deaf ears. I believe that she is only being self serving and keep those on board who will do any of her bidding. They always say they are there to help employees. Never has she help rid those who are abusive to employees.

Name:	Email:	Zip:
Arnolette Kahele	kahele.a.96795@gmail.com	96795
Representing:	Position:	Submitted:
Self	Oppose	Jan 24, 2025 @ 03:54 PM

Testimony:

I oppose the nomination of Kimberly Hashiro as director for the department of Customer Services.

During her nomination and tenure from 2021-2024, she had the opportunity to better the lives of her employees. Instead she chose a vicious and BULLYING behavior towards employees at the department. Some who have done nothing to deserve that kind of treatment from her. BULLYING, doesn't the city have policies, rules, and regulations regarding this? Does it not apply to Kim? Many employees within her department have come forward regarding incidences occurring to them at her hands, and many of the issues got swept under the rug. BULLYING, and she gets a slap on the wrist and she returns to the department where she continues this behavior, but now she starts to retaliate against the wistle blowers. Breaking of a federal law.

There are so many wrong things happening in the department. Am I am hoping there is a better department head than Kimberly Hashiro.

Name:	Email:	Zip:
Johnnie-Mae Perry	waianaenb569@gmail.com	96792
Representing:	Position:	Submitted:
Self	Support	Jan 24, 2025 @ 07:37 PM

Testimony:

I, Johnnie-Mae L Perry, SUPPORT

Selected Agenda Item: RES25-009

RELATING TO THE NOMINATION OF KIMBERLY M. HASHIRO TO SERVE AS THE DIRECTOR OF CUSTOMER SERVICES OF THE CITY AND COUNTY OF HONOLULU.

Name:	Email:	Zip:

Megan Johnson	megan.saito.johnson@gmail.com	96822
Representing: Self	Position: Support	Submitted: Jan 26, 2025 @ 10:40 PM

Testimony:

Dear Chair Waters and Members of the Honolulu City Council:

I write in STRONG SUPPORT of the confirmation of the nomination of Kimberly M. Hashiro to serve as the Director of the Department of Customer Services. I have the privilege of currently serving as the Deputy Director of the Department of Customer Services, but I am submitting this testimony in my personal capacity.

At the Department of Customer Services, Ms. Hashiro has proved herself to be a competent and decisive leader who is committed to providing the City and County of Honolulu with service with Aloha that exceeds expectations. She has the highest integrity, upholds the highest ethical standards and expects the same from the entire Department of Customer Services.

During Ms. Hashiro's tenure as the Director of the Department of Customer Services, she has made significant contributions such as improving services to the public by continuing to reduce the public's wait time for driver license and road test appointments; reducing turnaround time to complete motor vehicle registration services; increasing responsiveness to public inquiries and issues; and streamlining operations through process improvement, innovation and technology.

Ms. Hashiro has extensive relevant professional experience, including her most recent positions as Interim Director and Associate Director of the Office of Human Resources at the University of Hawaii at Manoa; as Administrative Services Officer for the Department of Budget and Fiscal Services, City and County of Honolulu; and as Administrative Services Officer for the Department of Enterprise Services, City and County of Honolulu.

Ms. Hashiro is exceptionally well-qualified to serve as the Director of the Department of Customer Services, and I strongly encourage the Honolulu City Council to confirm her nomination. She will continue to serve the City and County of Honolulu well with her strong work ethic, vast knowledge and reputation that she has earned as a servant leader.

Thank you for your consideration of my strong endorsement of Ms. Hashiro for this nomination.

Sincerely,

Megan Johnson

Name: Gerald Saito	Email: gerald.saito@gmail.com	Zip: 96822
Representing:	Position:	Submitted:

Self	Support	Jan 26, 2025 @ 10:48 PM

Name: Ronald Wada	Email: rwada@hbws.org	Zip: 96816
Representing: Self	Position: Support	Submitted: Jan 27, 2025 @ 07:52 AM

Testimony:
I support Kimberly Hashiro's nomination to Director of the Department of Customer Services. My name is Ronald Wada and I'm the Assistant Program Administrator (Deputy CIO) for the Information Technology (IT) Division of the Board of Water Supply, City and County of Honolulu (BWS). Kim worked with us for approximately 7 years. While at the BWS, Kim worked hard to improve both internal and external customer service. She can implement positive change because of her intelligence, ability to learn quickly, strong communication and people skills and her desire to improve processes and systems. She is a strong advocate for using technology to improve efficiencies and customer experience. Example Projects include: • The BWS paperless office initiative which changed the BWS from a primarily paper-based organization to one that makes heavy use of computer systems for creating, storing, and transmitting documents. She worked with both division heads, secretaries and IT to champion and implement the change. • Changing the BWS water bill to provide more information for our customers in way that is simple to understand. As part of this process, a customer focus group was asked to review our bill designs. • Organize and setup the BWS IT Help Desk and the Help Desk Automated Voice Response system. Her voice is still on the Help Desk main menu. I am confident that Kim will do an excellent job as Director of Customer Services.

Name: steven takara	Email: email4stak@gmail.com	Zip: 96782
Representing: Self	Position: Support	Submitted: Jan 27, 2025 @ 01:39 PM

Testimony:
I support the adoption of Resolution 25-009 and the consent of the City Council to continue Kimberly M. Hashiro as the Director of Customer Services. During her current/previous appointment she has made difficult decisions to improve the department operations. Such decisions are proving to be positive and beneficial to our City. She has made herself available and offered transparency when faced with adversity. All with courtesy, empathy, and professionalism.

Name: Clark Hirota	Email: chirotalaw808@gmail.com	Zip: 96789
Representing: Self	Position: Support	Submitted: Jan 27, 2025 @ 09:11 PM

Name: Brenda Shin	Email: brenshin@yahoo.com	Zip: 96816
Representing:	Position:	Submitted:

Self	Support	Jan 27, 2025 @ 09:31 PM

Testimony:

Dear Chair, Vice Chair, and members of the committee:

My name is Brenda Shin, I live in Kaimuki, and am providing testimony in support of the re-appointment of Kimberly Hashiro to continue to serve as the Director of Customer Services at the City and County of Honolulu. From June 2017 until February 2021, Kim served at Associate Director and Interim Director of Human Resources at the University of Hawaii (UH). I have worked in UH's Office of Human Resources (OHR) since July 2012, currently serving as a Human Resources (HR) Manager and can attest to the positive changes Kim implemented during her tenure at the University.

One of Kim's first tasks was to rebuild the office by filling multiple vacant positions and to reorganize the organizational structure to improve productivity and customer service. She was wise and perceptive in her selection of employees who were willing to learn and work hard to eliminate a tremendous backlog of HR position actions requests and transactions in the HR system. Kim reorganized the office to ensure that HR Representatives from the various departments and campuses would have dedicated HR support and resources from OHR. She was very skilled in matching strengths and interests of the staff when assigning duties and responsibilities, and was an advocate of cross-training, to ensure one could truly enjoy their vacation and there would be no single point of failure. Other noteworthy accomplishments during her tenure would be the successful relocation of the office and continuation of service during a major office building renovation, overseeing the digitizing and archiving of thousands of official personnel files, and helping to navigate the best for UH’s workforce safety and productivity during COVID. These are just a few examples of Kim’s exemplary leadership skills.

Since Kim have been employed at the City, I have checked in with her on matters dealing with vehicle and bicycle registration, and questions regarding illegally parked vehicles and feral chickens. She has been most helpful in providing information and welcoming of my feedback regarding the City’s website and my personal interaction with staff. It is apparent that Kim truly cares about providing Oahu residents with the ultimate customer service experience.

What I admire most about Kim is her remarkable work ethics and character. I have found her to be committed to her job with no hidden agenda, a strong desire and dedication to complete projects and make improvements, and at the same time, being caring and nurturing to the staff.

For all these reasons, I fully support Kim’s re-appointment as the Director of Customer Service at the City and County of Honolulu.

Thank you for this opportunity to testify.

Brenda Shin

96816

Name:	Email:	Zip:
Jeffery long	jeffery.long@gmail.com	96814
Representing:	Position:	Submitted:
Self	Support	Jan 29, 2025 @ 08:49 AM

Testimony:

This written testimony is in support of Kimberly Hashiro. Ms. Hashiro served as my supervisor from 2018 to 2021. During that period, I came to very much value her high expectations and constructive feedback, which provided me the opportunity to grow in my knowledge and skills. She was supportive with all of her staff. During the pandemic, Ms. Hashiro showed great leadership and direction in helping to address changing priorities and protocols in a completely unprecedented situation. I feel that Ms. Hashiro possessed the leadership and vision to excel in her role.

January 27, 2025

The Honorable Tommy Waters, Council Chair
Honolulu, City Council
530 South King Street
Honolulu, HI. 96813

Subject: Kimberly M. Hashiro appointment as Director of Customer Services

Mr. Chairman and Members of the Honolulu City Council:

It is a privilege to write this letter of testimony for Kimberly M. Hashiro. I have known Kimberly since February 2013 when I was the director designate of DES (Dept. of Enterprises Services). I was later confirmed as Director. I stepped down from this position in November 2014.

Kimberly was the Administrative Services Officer II during my tenure as the Director of Enterprise Services. She was responsible for department-wide human resource programs and heavily involved with developing, monitoring and tracking our budget. The budget included revenues, expenses, operating budget and capital improvements. Her work ethic and attention to detail was invaluable to our success as a department. She was a trusted advisor to me, my Deputy and division level managers in making sure department rules, policies and procedures were followed.

I trust Kimberly, and value her sense of honesty, integrity, and transparency. She was instrumental in the success that was achieved during my tenure as the Director of Enterprise Services. I know she will give her best to serve our city, and will be a true public servant.

Sincerely,

Gerald Saito
Sr. V.P./Longs Hawaii Regional Manager (Retired) 1969 to 2006
Director (former) of Enterprise Services (Feb. 2012 to Nov. 2014)

January 27, 2025

The Honorable Tommy Waters
Chair and Presiding Officer
and Members
Honolulu City Council
530 South King Street, Room 202
Honolulu, Hawai'i 96813

Re: Resolution 25-009, Nomination of Kimberly M. Hashiro to Serve as the Director of the Department of Customer Services, City and County of Honolulu.

Dear Council Chair Waters and Council Members:

In 2022 I submitted testimony in strong support of Kimberly M. Hashiro's initial appointment to the position of Director of the Department of Customer Services, City and County of Honolulu (CSD). As indicated previously, I have gained a unique perspective from my professional relationship with Ms. Hashiro as I previously worked for the City and County of Honolulu from 2004 until 2024. During my tenure with the City, I had the opportunity to work with her for approximately fifteen (15) years. During those years I have seen Ms. Hashiro grow and develop from working as an administrative service officer, deputy director, and director, into someone who is resilient, able and competent and who has made great choices and decisions as a City department director. She is dedicated to her work and works tirelessly to achieve her work goals as evident in the time spent as the current Director of CSD.

In her first term as CSD Director, she has implemented, facilitated and worked on to improve the following:

- Reduced and maintained wait times for Division of Motor Vehicles and Satellite City Hall appointments from several months to several weeks. Utilizing standby service and Saturday appointments to make it more convenient for the public to access services.

- Implemented passport intake processing to enable residents to travel abroad more easily.

- Implemented online drivers' license permit testing to provide convenient options for the public.

- Created new position classifications to attract and recruit customer service type applicants which also helped to retain knowledgeable employees.

- Reorganized multiple areas within CSD in an effort to maximize existing resources and operate more efficiently.

- Diversified recruitment strategies to create additional promotional opportunities for employees.

- Solicited customer feedback to evaluation customer satisfaction and developed strategies to improve service in specific areas.

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- Constantly striving to create work culture based on collaboration, accountability and performance.

If she is reappointed as the Director of the Department of Customer Services, I am confident as evident in her past performance that she will continue to work diligently for the betterment of the City. I would like to thank the Honolulu City Council for the opportunity in allowing me to voice my strong support of Ms. Hashiro's nomination.

Very truly yours,

Clark Hirota