

**DEPARTMENT OF CUSTOMER SERVICES
KA 'OIHANA LAWELAWE KUPA
CITY AND COUNTY OF HONOLULU**

ADMINISTRATION
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RICK BLANGIARDI
MAYOR
MEIA

KIMBERLY HASHIRO
DIRECTOR
PO'O

MEGAN JOHNSON
DEPUTY DIRECTOR
HOPE PO'O



January 26, 2026

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

Dear Chair Waters and Councilmembers:

SUBJECT: Report of Gift and Requested Acceptance

We respectfully request the acceptance by the City Council on behalf of the City and County of Honolulu of a gift to the City valued in excess of \$5,874 under the provisions of Resolution No. 05-349, CD1, FD1. A proposed resolution accepting the gift is attached for the City Council's favorable consideration. The Department of Customer Services has not taken custody of the gift. The recommendation by the Managing Director is evidenced by his signature below.

The gift from American Association of Motor Vehicle Administrators (AAMVA), valued at \$5,874, includes travel, transportation, hotel accommodations, meals and related expenses for Director Kimberly Hashiro of the Department of Customer Services; Satellite City Hall Administrator Kristi Kam; Director and Chief Information Officer Brian McKee of the Department of Information Technology (DIT); and Nancy Vo, DIT Applications Administrator to conduct an in-person site visit to the Arizona Department of Motor Vehicles (DMV) in Phoenix, Arizona, from April 20 – April 23, 2026.

Vehicle renewals, address changes, license plate services, and electronic title transfers are primarily managed through Arizona's MAX vehicle registration system, an online portal and secure platform administered by the Arizona Department of Transportation Motor Vehicle Division, which allows residents to handle most DMV tasks from home or mobile devices to avoid in-person visits. Users activate a free account, manage vehicle info, pay fees, and even schedule in-person appointments if needed. Key services available within MAX include:

DEPT. COM. 39(26)

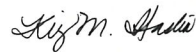
The Honorable Tommy Waters
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and Members
January 26, 2026
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- **Online Renewals:** Fast, convenient way to renew registration.
- **Account Management:** Update insurance, address, order duplicates.
- **Title Services:** Handle electronic title transfers and sold notices.
- **Vehicle Records:** Access tax summaries and check for recalls.
- **Appointments:** Schedule visits to MVD offices.

The purpose of this visit is to evaluate operational procedures, system integration, and customer service workflows of the MAX system for eventual implementation in the State of Hawai'i. This visit will also provide first-hand insight into its infrastructure, technology applications, and best practices that can improve our operations.

Should you have any questions, please contact Kimberly Hashiro, Director at (808) 768-3392 or khashiro@honolulu.gov.

Sincerely,



Digitally signed by
Hashiro, Kimberly
Date: 2026.01.26
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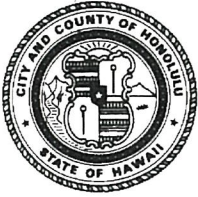
Kimberly M. Hashiro
Director

Attachment

APPROVAL:



Michael D. Formby, Managing Director
Office of the Managing Director



HONOLULU CITY COUNCIL
KE KANIHELA O KE KALANA O HONOLULU
CITY AND COUNTY OF HONOLULU

No. _____

RESOLUTION

ACCEPTING A GIFT OF TRAVEL AND RELATED EXPENSES, VALUED AT \$5,874, TO THE CITY FROM THE AMERICAN ASSOCIATION OF MOTOR VEHICLE ADMINISTRATORS (AAMVA) FOR REPRESENTATIVES FROM THE DEPARTMENTS OF CUSTOMER SERVICES AND INFORMATION TECHNOLOGY TO ATTEND AN IN-PERSON SITE VISIT TO THE ARIZONA DEPARTMENT OF MOTOR VEHICLES (DMV) FROM APRIL 20 – 23, 2026.

WHEREAS, Section 13-113 of the Revised Charter of the City and County of Honolulu 1973 (Amended 2017 Edition), as amended, provides the City Council ("Council") with authority to accept gifts to the City; and

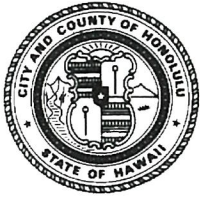
WHEREAS, Resolution 05-349, CD1, FD1, establishes a policy of the Council for the solicitation and acceptance of gifts donated to the City; and

WHEREAS, the policy provides for the acceptance of the gift by affirmative action by the Council; and

WHEREAS, through a letter dated January 26, 2026, approved by the Managing Director, the Director of Customer Services has submitted a request to the Council for acceptance of a gift to the City from AAMVA for travel, hotel accommodations, meals and related expenses, valued at \$5,874, for Director of Customer Services Kimberly Hashiro; Satellite City Hall Administrator Kristi Kam; Director of Information Technology and Chief Information Officer Brian McKee; and Applications Administrator Nancy Vo to attend an in-person site visit to the Arizona Department of Motor Vehicles in Phoenix, Arizona, from April 20-23, 2026; and

WHEREAS, the description and value of the gift are set forth in the Declaration of Gift attached hereto as Exhibit A and incorporated herein; now, therefore,

BE IT RESOLVED by the Council of the City and County of Honolulu that this body gratefully accepts the gift valued at \$5,874 from AAMVA that is more fully described in the above-mentioned letter dated January 26, 2026, and the Declaration of Gift attached as Exhibit A; and



HONOLULU CITY COUNCIL
KE KANIHELA O KE KALANA O HONOLULU
CITY AND COUNTY OF HONOLULU

No. _____

RESOLUTION

BE IT FINALLY RESOLVED that copies of this resolution be transmitted to the Director of Customer Services; the Director of Information Technology; and AAMVA, 4401 Wilson Boulevard, Suite 700, Arlington, Virginia 22203.

INTRODUCED BY:

DATE OF INTRODUCTION:

Honolulu, Hawai'i

Councilmembers



CITY AND COUNTY OF HONOLULU

DECLARATION OF GIFT

NAME OF DONOR	American Association of Motor Vehicle Administrators
DONOR'S ADDRESS	4250 Fairfax Drive, Suite 1000 Arlington, VA 22203
DONOR'S TELEPHONE	1 (703) 522-4200

STATEMENT OF OWNERSHIP AND/OR TERMS OF CONVEYANCE

The donor named above owns the property described below and desires to give the property to the City and County of Honolulu. To carry out this purpose, the donor hereby absolutely and without condition or reservation gives, grants, and conveys the property to the City and County of Honolulu.

DESCRIPTION OF GIFT	VALUE
Estimated expenses, travel, meals and hotel accommodations, for four attendees: Kimberly Hashiro, Director, Dept. of Customer Services; Kristi Kam, Satellite City Hall Administrator; Brian McKee, Director and Chief Information Officer, Dept. of Information Technology (DIT); and Nancy Vo, DIT Applications Administrator to attend an on site visit to Phoenix, Arizona DMV scheduled for April 20 - 23, 2026.	\$ 5,874.00
TOTAL	\$ 5,874.00

SIGNATURE: Chris Anninos Digitally signed by Chris Anninos Date: 2026.01.06 15:58:25 -05'00'	DATE: 1/6/2026
PRINT NAME: Christos Anninos	TITLE: Director of Membership