



THE COUNTY OF KAUA'I

DEREK S. K. KAWAKAMI, MAYOR

MICHAEL A. DAHILIG, MANAGING DIRECTOR

News Release

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County returns to a 5-day work week starting Monday, July 27 Changes to departmental operations announced

LĪHU'E – The County of Kaua'i announces that starting Monday, July 27, most county offices will resume its normal operating hours of Monday through Friday, from 7:45 a.m. to 4:30 p.m.

“With the start of the new school year upon us, the County is terminating its Reduced Movement Schedule, also known as “4-10s” at the end of this week,” said Mayor Derek S.K. Kawakami. “We wish to thank the public for your patience and cooperation as we’ve made adjustments to our county operations these past few months, as we continually aim to ensure the safety of our associates and customers throughout this pandemic.”

As the County returns to a 5-day work week, it will continue to maintain protocols for the health, safety, and welfare of the people of Kaua'i from the potential spread of the novel coronavirus (COVID-19). These safety protocols include social distancing guidelines, requiring masks worn at all times, and may include appointment-only service.

To view operational changes to a specific county department, please refer to the information below.

Agency on Elderly Affairs

Business hours will be from 7:45 a.m. to 4:30 p.m. and visits will be by appointment only. For Senior ID picture taking, to make an appointment, or for more information, please call 241-4470.



For questions regarding Retired and Senior Volunteer Program (RSVP), please call 241-4479 or email rsvp@kauai.gov. A representative from RSVP will return any message within 48 hours of the call or email.

Department of Finance

Real Property Assessments

Business hours will be from 8 a.m. to 4 p.m. No appointments are necessary, but the public is encouraged to contact staff via phone 241-4224 or email at rpassessment@kauai.gov.

Real Property Collections

Business hours will be from 8 a.m. to 4 p.m. No appointments are necessary, but the public is encouraged to pay online at www.kauai.gov/paypropertytax. For any other inquiries, please contact staff by phone 241-4272 or via email at rpc@kauai.gov.

Division of Motor Vehicles services (Drivers Licensing and Motor Vehicle Registration)

Kupuna hours will now be from 8 to 9 a.m. Monday through Friday. No appointments are necessary for those ages 65 and older. However, kupuna are advised to be in the building by 7:45 a.m.

All other services will resume by appointment only from 9 a.m. to 4 p.m. Appointments can be made at <https://kauaidmvappt.cxmflow.com/en/WizardAppt/Units>.

The link can also be found on the County of Kaua'i website at www.kauai.gov click on "GetInLineOnline."

For scheduling of road tests, please call the Drivers Licensing Division at 241-4242.

Planning Department

Business hours will be from 8 a.m. to 4 p.m. and visits to the front counter will be by appointment only. Appointments must be made at least 24 hours in advance. To schedule an in-person appointment please visit the Planning Department's appointment system at <https://planningdepartment.setmore.com>.

To continue practicing social distancing protocols, the Planning Department encourages applicants and members of the public to contact the Department at planningdepartment@kauai.gov or at 241-4050 to submit all zoning inquiries, including but not limited to zoning permit submittals, zoning determination requests, and zoning violation complaints.

A representative from the Department will return any phone or email message Monday through Friday within 24 hours of receipt.

All payments to the Planning Department, including but not limited to zoning applications, enforcement actions, and permit fees shall be:

1. Mailed to "Planning Department,, Kapule Building, 4444 Rice Street, Suite A473, Līhu'e, Hawai'i, 96766; or,
2. Submitted through the mail slot located outside of Real Property Tax Assessment Office, on the right-hand side of the Kapule Building; or,
3. Submitted during a scheduled front counter appointment.

Any payments that are submitted to the Planning Department shall be in an envelope clearly marked "Planning Department", and it shall have the respective zoning application number and/or Tax Map Key.

Transportation Agency/The Kaua'i Bus

Business hours will be from 7:45 a.m. to 4:30 p.m. and walk-ins are welcome. For more information please call 241-8110, via email at TheKauaiBus@kauai.gov, or visit <https://www.facebook.com/thekauaibus/>.

Kaua'i Fire Department/ Ocean Safety Bureau

Business hours will be 7:30 a.m. to 4:30 p.m. and visits will be by appointment only. For transactions with the KFD Prevention bureau, please call 241-4985 or via email at kfdpreventionbureau@kauai.gov.

Department of Human Resources

Business hours will be from 7:45 a.m. to 4:30 p.m. and visits will be by appointment only.

Individuals who require assistance with completing an online job application may call 241-4956 for assistance, and there is no longer a desktop computer for use in the lobby. Only one person will be allowed in the lobby at any given time in order to practice social distancing.

Job candidates who are not located on Kaua'i may be eligible for virtual written tests if a subsequent in-person performance test is not required.

Department of Parks and Recreation

Business hours will be from 8 a.m. to 4:15 p.m. DOPR offices will remain closed to the public through Aug. 31 or until further notice; however, staff will be available via telephone at 241-4460 or email at parks@kauai.gov.

A staff member will return calls within 24 hours of a message received or the next business day for messages received after the close of business on Fridays.

Permits are currently not being issued for the use of County facilities, such as neighborhood centers, park pavilions, etc. Park pavilions are open to the public on a first-come, first-served basis.

The Wailua Golf Course has implemented its own SOPs that can be found at www.kauai.gov/golf. Information on the use of County pools can be found at www.kauai.gov/government/departments-agencies/parks-recreation/facilities.

Office of Economic Development

Business hours will be from 7:45 a.m. to 4:30 p.m. and visits will be by appointment only. To make an appointment, please call 241-4946.

Farmers Market and Kaua'i Made Applications can be found on the County website at www.kauai.gov/OED. Completed applications can be mailed to the office at 4444 Rice Street, Suite 200, Līhu'e, HI 96766 or you can make an appointment to come in.

Members needing Kaua'i Made stickers, hangtags, or luggage tags can email orders to Melissa Sugai at msugai@kauai.gov or call the office at 808-241-4946. Arrangements will be made to ensure delivery or members can pick up items by appointment. Any outstanding Kaua'i Made membership renewals can also be mailed or dropped off to our office by appointment. We will notify you via email to advise that it has been received if it is mailed.

Film permit applications for Kaua'i County locations can be found at www.kauaifilm.com and can be emailed in to skaauwai@kauai.gov.

Requests for promotional items applications can be found online at www.kauai.gov/OED. Please print and fill the application out and email in or drop off at our office by appointment. We will notify you via email or telephone when items are ready for pick up.

All Kaua'i Made interviews, site visits, and Sunshine Market farm inspections will restart in August, pending COVID-19 cases. Members and farmers will be contacted for appointments.

Housing Agency

Business hours for the Housing Agency's Rental Assistance Division will be from 8 a.m. to 4 p.m. and walk-ins will be available. A mask is required to enter the building, and to receive service.

Window service includes picking up and returning applications for rental assistance, dropping off documents, and preliminary inquiries.

For more in-depth assistance from the Rental Assistance Division in completing applications an appointment is required. For an appointment, existing clients should call their assigned caseworker directly. New clients who have not yet been assigned to a caseworker may call 241-4440.

For assistance from the Development Division, an advance appointment is required. To make an appointment with the staff of the Development Division, please call 241-4444.

For delivery of mortgage and lease payments at any time, or for delivery of Rental Assistance paperwork outside of regular window hours, the Housing Agency now has a secure

mailbox located at the Rice Street Entrance to the Pi'ikoi Building. Any documents placed in the secure drop box after 4 p.m. will be marked as received the following business day.

Department of Water

Business hours will be 7:45 a.m. to 4:30 p.m. and services will be maintained by phone, email, or by appointment. Online payments and additional resources are also available via our website at kauaiwater.org; 24-hours a day.

For assistance with bill payments or questions regarding payment options, please contact DOW's Billing Services at 245-5442 or email Billing@kauaiwater.org.

The following is a list of important DOW phone numbers that customers should keep on hand for assistance:

-Main Office: 245-5400

-Billing Services: 245-5442

-To report a water service issue during business hours: 245-5444

-Trouble calls after-hours: Police Dispatch 241-1711

Office of the Prosecuting Attorney

Business hours will be from 7:45 a.m. to 4:30 p.m. and visits will be by appointment only. For more information or to make an appointment, please call 241-18888.

Office of the County Clerk

Elections Division

Business hours will be from 7:45 a.m. to 4:30 p.m. and walk-ins are welcome. Please call 241-4800 or e-mail elections@kauai.gov for questions related to the Primary Election or other election-related matters.

Council Services Division

Business hours will be from 7:45 a.m. to 4:30 p.m., and visits will be by appointment only. Please call 241-4188 or e-mail cokcouncil@kauai.gov with any questions or to schedule

an appointment. Notarized Claim Forms and other documents can be dropped off at the Historic County Building. Please ring the buzzer outside of the side entrance for assistance.

Office of Boards and Commissions

Business hours will be from 7:45 a.m. to 4:30 p.m. and visits will be by appointment only.

For more information or to make an appointment, please call 241-4917 or email

boardsandcommissions@kauai.gov.

Additional hours and times for various departments will be listed as they become available.

For a list of county offices, visit our website at www.kauai.gov/directory.

We wish to thank the public for your patience and cooperation as we've made adjustments to our county operations as we continually aim to ensure the safety of our staff and customers throughout this pandemic. We also thank our employees for your willingness to adjust and adapt as we navigate these uncharted waters. We are grateful for your public service and dedication to our community.

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