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**COUNTY COUNCIL**  
COUNTY OF MAUI  
200 S. HIGH STREET  
WAILUKU, MAUI, HAWAII 96793  
[www.MauiCounty.us](http://www.MauiCounty.us)

January 17, 2024

Mr. Bradford Ventura, Fire Chief  
Department of Fire and Public Safety  
County of Maui  
Wailuku, Hawaii 96793

Dear Chief Ventura:

**SUBJECT: COUNTY PERMIT PROCESSING EFFICIENCIES**  
(WAI-1(16))

Thank you for participating in the Water and Infrastructure Committee's discussion of January 11, 2024, on improving the efficiency of the County's permitting process, and for providing a detailed flowchart describing the Department's permit review process.

May I please request a response to each of the following:

1. For Fiscal Years ("FY") 2018 through 2023:
  - a. How many residential permit applications did the Department receive each fiscal year?
  - b. How many residential permit applications did the Department process each fiscal year?
2. Of the Department's overall vacancy rate, what are the staffing levels for positions directly involved in the residential permit review process?
3. If staffing levels were increased to improve the residential permit review process, how many of each type of position would be needed and to what programs would they be added?

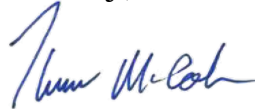
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4. What are the Department's top three challenges to processing residential permit applications? How is the Department resolving these issues?
5. For the FY 2025 Budget, would the goal and objective of increasing the Department's overall permit processing efficiency be a priority the Department could consider in its Key Activity Goals & Measures? If yes, what steps are being taken to effectuate this? If no, please explain why not.

May I further request your written response by **January 30, 2024**. To ensure efficient processing, please transmit your response to [wai.committee@mauicounty.us](mailto:wai.committee@mauicounty.us), and include the relevant Committee item number in the subject line of your response.

Should you have any questions, please contact me or the Committee staff (Jarret Pascual at ext. 7141, or Yvette Bouthillier at ext. 7758).

Sincerely,



TOM COOK, Chair  
Water and Infrastructure Committee

wai:ltr:001(16)afs03:jpp

cc: Mayor Richard T. Bissen, Jr.

## WAI Committee

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**From:** WAI Committee  
**Sent:** Wednesday, January 17, 2024 8:52 AM  
**To:** Bradford Ventura  
**Cc:** WAI Committee; Michelle Santos; Zeke Kalua; Gavin Fujioka; Chasserae Kaawa; Richelle.Wakamatsu@co.maui.hi.us  
**Subject:** please read attached letter from Water and Infrastructure Committee Chair re: (WAI-1(16))  
**Attachments:** 001(16)afs03 signed.pdf

**Mr. Ventura:** Please refer to the attached letter from Water and Infrastructure (WAI) Committee Chair, dated January 17, 2024. Please respond by **January 30, 2024**.

**Mayor's Office (attention: Michelle Santos and Zeke Kalua):** Please forward the attached letter to Mayor Bissen for his information.

Thank you,  
Yvette Bouthillier, Secretary  
WAI Committee