

DAVID C. GOODE
Director



GLEN A. UENO, P.E., P.L.S.
Development Services Administration

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OFFICE OF THE MAYOR


COUNTY OF MAUI
DEPARTMENT OF PUBLIC WORKS
DEVELOPMENT SERVICES ADMINISTRATION
250 SOUTH HIGH STREET
WAILUKU, MAUI, HAWAII 96793

September 28, 2017

Honorable Alan M. Arakawa
Mayor, County of Maui
200 South High Street
Wailuku, Hawaii 96793

For Transmittal to:

Honorable Stacy Crivello, Chair
Housing, Human Services, and Transportation Committee
Maui County Council
200 South High Street
Wailuku, Hawaii 96793

APPROVED FOR TRANSMITTAL

Mayor Date 9/27/17

Dear Chair Crivello:

**SUBJECT: "ONE STOP SHOP" FOR PROCESSING PERMITS
(HHT-4)**

In response to your letter dated September 14, 2017, in which you request information on the March 2017 building plans application report, we offer the following:

Question: Explain the lag between the report's latest data point of November 2016 and the report's published date of March 2017.

Response: The Building Permit Section has recently experienced staff shortages due to transfers, resignations and illnesses. This has compelled staff to focus on their primary duty of processing building permit applications, while putting aside other duties such as compiling data for the building report. The most updated report of July 2017 is provided as Exhibit "A".

Question: How often is the report updated? How often are copies transmitted to applicable departments?

Response: Reports are typically prepared and transmitted via email to reviewing agencies on a monthly basis.

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Question: What is the process by which permits are sent to the applicable departments for further review once the Department of Public Works has completed their initial review?

Response: Once the initial intake review has been completed by staff, hard copies of the permit application and building plans are transmitted simultaneously to all review agencies. Most review agencies pick up the hard copies in Development Services Administration (DSA). The permit application is emailed to the review agencies that do not need to review the building plans (e.g., Department of Education, Department of Human Concerns, etc.). Occasionally, hard copies are hand delivered by DSA.

Question: How is MAPPS anticipated to improve the overall permitting process?

Response: MAPPS will provide a more modern platform for processing permit applications. Features include:

- An online customer self-service portal where members of the public can electronically submit applications, track permit reviews, and request inspections.
- An electronic plan review module to allow for submittal and review of electronic plans. It will also allow applicants to receive and respond to agency reviews electronically.
- Advanced search and reporting features.
- Built-in workflows to guide application processes from start to finish.
- The ability to electronically track, monitor and reassign staff workloads.

As requested, attached is a current building plans application report. If you have any questions, please feel free to contact me at Ext. 7845.

Sincerely,



DAVID C. GOODE
Director of Public Works

Month: **July 2017**

BUILDING PERMITS TOTAL

Total Applications Processed **224**
 Number Withdrawn/Voided **0**
 Plan Review Waiver **0**
 Number Routed for Review **224**

Activity:	30 Day Review	# Exceeded 30 Day Review	# Not Yet Reviewed	Total	Percent in Compliance with 30 Day Review
Building	222	2		224	99%
DLNR		8	7	15	0%
DOE	102	5	10	117	87%
DSA Engr	194			194	100%
Env Mgt	38	1	2	41	93%
Fire	35	61	2	98	36%
Health	67	13	5	85	79%
Housing	104	13	1	118	88%
MIS/ITS				0	#DIV/0!
Parks	79			79	100%
Planning	203	1	3	207	98%
Water	141	17	2	160	88%

EXHIBIT " A "