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

September 14, 2017

Mr. William Spence, Director  
Department of Planning  
County of Maui  
Wailuku, Hawaii 96793

Dear Mr. Spence:

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

May I please request your assistance with the following as it relates to the attached building plans application report dated March 2017:

1. Identify the overall issue(s) facing your Department's review of permits. Explain how that impacts the number of permits reviewed by your Department within the allotted 30 days.
2. Explain the low percentage of permits meeting the 30-day compliance review in the following months: December 2015, February 2016, March 2016, April 2016, May 2016, June 2016, and July 2016. Why was there a 40 percent decrease in permits meeting the 30-day compliance review from November to December 2015?
3. Explain the 17 percent increase in permits meeting the 30-day compliance review from September to October 2016.
4. What is the compliance percentage the Department deems is acceptable to meet its demands? What are the Department's consequences for not reviewing a permit within the allotted 30 days?

May I further request a response **no later than Monday, September 25, 2017**. To ensure efficient processing, please include the relevant Committee item number in the subject line of your response.

Mr. William Spence  
September 14, 2017  
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Should you have any questions, please contact me or the Committee staff (Shelly Espeleta at ext. 7134, or Tammy Frias at ext. 8005).

Sincerely,

A handwritten signature in black ink, appearing to read "Crivello". The signature is fluid and cursive, with a large loop at the beginning.

STACY CRIVELLO, Chair  
Housing, Human Services, and  
Transportation Committee

hht:ltr:004apl02:ssm

Attachment

cc: Mayor Alan M. Arakawa

March 2017 report

\*Does not include Plan Review Waiver and Withdrawn Applications

	Months Endir	# Not Exceeding 30 Day Review	# Exceeded 30 Day Review	# Still Pending Review	Total	Percent in Compliance with 30 Day Review
<b>Building</b>	Nov-15	149	1	0	150	99%
	Dec-15	127	0	0	127	100%
	Jan-16	137	5	0	142	96%
	Feb-16	160	1	0	161	99%
	Mar-16	191	0	0	191	100%
	Apr-16	121	0	0	121	100%
	May-16	148	5	0	153	97%
	Jun-16	162	5	0	167	97%
	Jul-16	134	4	0	138	97%
	Aug-16	137	0	0	137	100%
	Sep-16	105	0	2	107	98%
	Oct-16	158	3	0	161	98%
Nov-16	160	5	0	165	97%	
<b>DLNR</b>	Nov-15	2	1	3	6	33%
	Dec-15	0	0	3	3	0%
	Jan-16	3	1	4	8	38%
	Feb-16	10	5	1	16	63%
	Mar-16	16	5	0	21	76%
	Apr-16	0	0	0	0	#DIV/0!
	May-16	2	0	1	0	#DIV/0!
	Jun-16	0	1	7	8	0%
	Jul-16	4	2	8	14	NA
	Aug-16	2	1	0	3	67%
	Sep-16	0	0	2	2	0%
	Oct-16	0	1	2	3	0%
Nov-16	2	3	6	11	18%	
<b>DOE</b>	Nov-15	40	1	0	41	98%
	Dec-15	32	1	0	33	97%
	Jan-16	33	0	0	33	100%
	Feb-16	27	0	0	27	100%
	Mar-16	51	0	0	51	100%
	Apr-16	28	2	0	30	93%
	May-16	34	0	0	34	100%
	Jun-16	53	0	0	53	100%
	Jul-16	20	2	0	22	91%
	Aug-16	14	8	0	22	64%
	Sep-16	25	1	0	26	96%
	Oct-16	23	0	0	23	100%
Nov-16	59	5	3	67	88%	
				0	#DIV/0!	

RECEIVED AT HHT MEETING ON 03/23/17

Rowena Dagdag - Andaya

DSA Engr	Nov-15	116	0	0	116	100%
	Dec-15	106	0	0	106	100%
	Jan-16	118	0	0	118	100%
	Feb-16	138	0	0	138	100%
	Mar-16	132	0	0	132	100%
	Apr-16	86	0	0	86	100%
	May-16	114	1	0	115	99%
	Jun-16	142	0	0	142	100%
	Jul-16	112	2	0	114	98%
	Aug-16	96	1	0	97	99%
	Sep-16	75	0	0	97	77%
Oct-16	105	2	0	107	98%	
Nov-16	127	2	0	129	98%	
Env Mgt	Nov-15	40	0	0	40	100%
	Dec-15	26	1	0	27	96%
	Jan-16	44	1	0	45	98%
	Feb-16	55	0	0	55	100%
	Mar-16	50	0	0	50	100%
	Apr-16	28	0	0	28	100%
	May-16	25	0	0	25	100%
	Jun-16	54	0	0	54	100%
	Jul-16	37	0	0	37	100%
	Aug-16	35	0	0	35	100%
	Sep-16	16	0	0	16	100%
Oct-16	18	0	0	18	100%	
Nov-16	30	0	0	30	100%	
Fire	Nov-15	107	0	0	107	100%
	Dec-15	85	0	0	85	100%
	Jan-16	79	28	0	107	74%
	Feb-16	88	31	0	119	74%
	Mar-16	138	1	0	139	99%
	Apr-16	78	0	0	78	100%
	May-16	94	1	0	95	99%
	Jun-16	121	8	0	129	94%
	Jul-16	95	6	0	101	94%
	Aug-16	84	13	0	97	87%
	Sep-16	61	5	0	66	92%
Oct-16	109	4	0	113	96%	
Nov-16	120	1	0	121	99%	
Health	Nov-15	77	4	2	83	93%
	Dec-15	54	5	1	60	90%
	Jan-16	75	4	1	80	94%
	Feb-16	85	12	6	103	83%
	Mar-16	55	5	3	63	87%
	Apr-16	58	6	1	65	89%
	May-16	55	12	0	67	82%
	Jun-16	89	6	7	102	87%
Jul-16	69	5	4	78	88%	
Aug-16	66	10	0	76	87%	

	Sep-16	32	15	0	47	68%
	Oct-16	43	13	0	56	77%
	Nov-16	52	45	0	97	54%
<b>Housing</b>	Nov-15	51	0	0	51	100%
	Dec-15	29	1	0	30	97%
	Jan-16	39	0	1	40	98%
	Feb-16	27	1	0	28	96%
	Mar-16	75	0	1	76	99%
	Apr-16	37	1	0	38	97%
	May-16	38	0	0	38	100%
	Jun-16	59	0	0	59	100%
	Jul-16	28	0	0	28	100%
	Aug-16	26	0	0	26	100%
	Sep-16	25	1	0	26	96%
	Oct-16	23	0	0	23	100%
	Nov-16	67	0	0	67	100%
<b>MIS/ITSD</b>	Nov-15	0	0	0	0	#DIV/0!
	Dec-15	0	0	0	0	NA
	Jan-16	0	0	0	0	NA
	Feb-16	5	0	0	5	NA
	Mar-16	1	0	0	1	NA
	Apr-16	1	0	0	1	NA
	May-16	0	0	0	0	#DIV/0!
	Jun-16	0	0	0	0	#DIV/0!
	Jul-16	0	0	0	0	#DIV/0!
	Aug-16	1	0	0	1	NA
	Sep-16	0	0	0	0	NA
	Oct-16	0	0	0	0	NA
	Nov-16	0	8	0	8	NA
<b>Parks</b>	Nov-15	14	0	0	14	100%
	Dec-15	7	0	0	7	100%
	Jan-16	6	0	2	8	NA
	Feb-16	0	0	0	0	#DIV/0!
	Mar-16	25	0	0	25	100%
	Apr-16	1	0	0	1	100%
	May-16	1	1	0	2	NA
	Jun-16	13	1	0	14	93%
	Jul-16	0	0	0	0	#DIV/0!
	Aug-16	1	0	0	1	100%
	Sep-16	0	1	0	1	0%
	Oct-17	1	0	0	1	NA
	Nov-16	6	0	0	6	100%
<b>Planning</b>	Nov-15	110	20	6	136	81%
	Dec-15	47	59	8	114	41%
	Jan-16	79	28	23	130	61%
	Feb-16	57	39	46	142	40%
	Mar-16	51	62	60	173	29%

	Apr-16	44	36	23	103	43%
	May-16	49	59	28	136	36%
	Jun-16	28	72	47	147	19%
	Jul-16	58	58	2	118	49%
	Aug-16	87	27	0	114	76%
	Sep-16	66	21	0	87	76%
	Oct-16	138	10	0	148	93%
	Nov-16	133	15	0	148	90%
					0	
Water	Nov-15	86	1	0	87	99%
	Dec-15	76	0	0	76	100%
	Jan-16	88	0	0	88	100%
	Feb-16	104	0	0	104	100%
	Mar-16	120	0	0	120	100%
	Apr-16	70	0	0	70	100%
	May-16	90	0	0	90	100%
	Jun-16	97	0	0	97	100%
	Jul-16	78	1	0	79	99%
	Aug-16	69	3	0	72	96%
	Sep-16	52	0	0	52	100%
	Oct-16	64	3	0	67	96%
	Nov-16	104	6	1	111	94%