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

April 2, 2024

Ms. Kate Blystone, Director  
Department of Planning  
County of Maui  
Wailuku, Hawaii 96793

Dear Ms. Blystone:

SUBJECT: **FISCAL YEAR ("FY") 2025 BUDGET** (BFED-1) (PL-2)

May I please request you be prepared to answer the following questions at the BFED Committee meeting on **April 8, 2024**.<sup>\*</sup> This will enable the Committee to comprehensively review the FY 2025 Budget. May I further request that, after approval by the Office of the Mayor, you transmit your answers to [bfed.committee@mauicounty.us](mailto:bfed.committee@mauicounty.us) by the end of the day on **April 8, 2024**.

*\*Date subject to change without notice.*

**Overall**

1. The following relates to the Administration and Planning Program's Goal #1 to improve customer service and streamline permit application procedures: (Page 669, Program Budget)
  - a. What is the average number of days it takes to review a building permit, from submittal to approval? How much of a percentage change is this between FYs 2023 and 2024, and the FY 2025 Estimate? (TC)
  - b. Please explain why the Department's FY 2025 Estimates for reviewing building permits, investigating zoning complaints, issuing sign and banner permits, and answering formal, written Requests for Comments are lower than the FY 2023 Actual. (TP)

- c. How many residential and commercial building permit applications did the Department receive in FYs 2022 and 2023, and FY 2024, to date? Please aggregate the data, separating residential building permit applications from commercial building permit applications. (TC)
  - d. The FY 2024 Quarter 2 Budget Implementation Report notes that 295 building permits were reviewed through December 31, 2023. Please explain why this number is so low when the FY 2025 Estimate is 1,500. (NUH)
  - e. Please describe how the Department has streamlined the permit application process. What changes have been made or will be made to increase the percentage of building permits reviewed within 30 days from 24% (FY 2023 Actual) to an estimated 90% (FY 2025 Estimate)? (TP) (NUH)
  - f. In response to a zoning complaint, what is the protocol for enforcement action taken by the Department? (TC)
  - g. Please list the Special Management Area and Shoreline permits approved in FY 2023 and FY 2024, to date, to address shoreline emergencies. (TC)
  - h. How many formal, written Requests for Comments did the Department receive in FYs 2022 and 2023, and FY 2024, to date? (TC)
2. For the Administration and Planning Program's Goal #2, why is the FY 2025 Estimate for the number of visits to the website less than the FY 2023 Actual? (Pages 669 and 670, Program Budget) (TP)
  3. The following relates to the Administration and Planning Program's Goal #3: (Page 670, Program Budget) (TC)
    - a. Please provide the ordinance numbers related to land use amendments and a list of administrative rules that were amended in FYs 2022 and 2023, and FY 2024, to date.
    - b. Please list the implementing actions initiated by the Department in FYs 2022 and 2023, and FY 2024, to date.

- c. Please list the implementing actions the Department has assisted government and private entities with in FYs 2022 and 2023, and FY 2024, to date.
4. In the past, Front Street in Lahaina was plagued by predatory cosmetic salespeople using aggressive sales tactics against pedestrians. Due to the historic nature of the town, some storefront properties extended into the sidewalk. For the repopulation of Lahaina, will this issue be addressed? (TP)
5. Please provide a copy of the Department's FY 2023 annual report to include the number of approvals or reviews granted for FYs 2019 through 2023 by the Zoning Administration and Enforcement Division. (TP)
6. Now that the Maui's Automated Planning and Permitting System, or MAPPS, has been in effect for over a year, how has it improved the Department's efficiency? (TP)
7. Please provide a status update on the Title 19 Zoning Code Rewrite. (TP)
8. Relating to Professional Services under index code 909018B, please provide a status update on the development and implementation of County incentive and protection programs for important agricultural lands ("IAL"). Further, please provide a status update on the IAL Map Project. (Page 19-10, Budget Details) (TP) (NUH)
9. Is the Department following the Fee study schedule regarding fee increases? If yes, what is the percentage increase the Department has implemented for FY 2025? (Appendix B) (TP)
10. Climate change has put our coastal infrastructure and physical structures across the County at risk. Is the Department initiating any Climate Action Resiliency Plan-related projects, such as developing a threshold-based system built on climate change vulnerability and risk exposure for managed retreat that would create minimum disruption to residents and the economy? (GJ)
11. Please provide a status update on the Wetland Overlay project. Is additional funding needed in FY 2025? (GJ)
12. Please explain what areas of the Department's budget were cut as a result of the Mayor's post-wildfire mandated 5% reduction? (SS)

13. If the Department had to decrease its budget by \$100,000, please describe what the Department would cut and the justification for cutting it. (SS)
14. Under the Administration and Planning Program's Goal #2, item 3, the "We Are Maui" and "Community Corridor" master plan website respondent count is expected to rise while the visit count is expected to lower. Please explain this trend. (Page 670, Program Budget) (TK)
15. Under the Administration and Planning Program's Goal #3, please explain how the Department arrived at an estimate of 5 land use ordinances and amended rules in FY 2025 to clarify and modernize land use and departmental rules. What is likely to be delayed if the Department is constrained to 5 amendments each fiscal year? (Page 670, Program Budget) (TK)
16. The Administration and Planning Program's revolving fund expenses totaled \$100,000. Please explain why the FY 2023 Actual was \$0. (Page 676, Program Budget) (TK)

### **Salaries and Wages (Category "A")**

1. The Department currently experiences a 23% vacancy rate due to economic and housing challenges in the County. Please explain in detail the Department's efforts to fill vacancies. (Page 665, Program Budget) (TC)
2. The Council has been informed that the Pa'ia-Haiku and South Maui Advisory Committees have yet to meet. Relating to P-26438, P-26474, P-26513, P-26536, P-31948, are these Secretaries to Boards and Commissions positions constrained to the work of other Department's boards and commissions? (Pages 19-3, 19-4, and 19-7, Budget Details) (TP)
3. With 5 Planner V vacancies and 2 Planner VI vacancies, has the Department considered promoting from within or filling the positions at a lower level if they cannot be filled in a timely manner? (TP)
4. By correspondence dated April 3, 2023, the Department informed the Committee that the Administrative Planning Officer ("APO") was an expansion position for FY 2022 to FY 2023. The Department was

informed by the Department of Personnel Services that the APO position is classified as a section head and needs numerous subordinates. Which division will the APO assist and who will the APO supervise? (Page 19-3, Budget Details) (TP)

5. In your response dated March 28, 2024, to the Committee's correspondence dated March 19, 2024, you noted that the Department does not manage any grants under Subobject code 6317, County grant subsidy. Please confirm that the following grants fall under your Department: University of Hawaii Sea Grant Coastal Hazards Specialist (909367B-6317) and University of Hawaii Sea Grant Dune Management and Public Shoreline Access Coordinator (909183B-6317). (Page 19-11, Budget Details; Page 673, Program Budget) (TP)
6. With 22 Department vacancies, some of these positions appear to be difficult to fill. Could any of these positions be redescribed to other positions that may be better suited to catch-up on permit backlogs and help improve permit processing review times? (ALL)
7. Index code P-XX077 Business Administrator I has been reallocated to a Planner V in FY 2025. Please explain why. Is there no longer a need for the Business Administrator I position? (Page 19-7, Budget Details) (YLS)
8. In your response dated March 28, 2024, to the Committee's correspondence dated March 19, 2024, you listed 2 vacant Secretary to Boards and Commissions positions. Which Boards and Commissions do these positions staff and how does this affect future meetings? (NUH)
9. Relating to the Administration and Planning Program's Goal #1, one of the success measures is the number of zoning complaints investigated. (Page 669, Program Budget) (NUH)
  - a. The FY 2023 Actual of zoning complaints investigated was 857. Why did the estimates in FYs 2024 and 2025 dramatically decrease?
  - b. The FY 2024 Quarter 2 Budget Implementation Report states that 51 zoning complaints have been investigated. How many complaints have been received in FY 2024, to date?

- c. What was the average length of time from when an initial complaint was reported to when the complaint was closed?
  - d. How many complaints are outstanding from prior years? What actions will be taken to address them?
10. In your response dated March 28, 2024, to the Committee's correspondence dated March 19, 2024, you provided a list of Department vacancies. Please provide a breakdown of the vacancies for each Department division or program. In your breakdown, please note the vacancy rate for each division or program, the number of vacant positions, the number of filled positions, the total number of equivalent personnel for each division or program, and position titles. (Page 667, Program Budget) (TK)

**Operations and Equipment (Categories "B" and "C")**

1. Please provide a status update on the \$100,000 for a coastal erosion study at Maalaea, including a feasibility study and design for Kanaio Stream restoration under the Special Management Area Revolving Fund. Will the Department initiate or complete this project in FY 2025? (Appendix A, Part II) (GJ) (TP)
2. Please confirm that the Department manages the Special Management Area Revolving Fund with an estimated balance of \$1,484,191, as of June 30, 2024. (TP)
3. In addition to the Department receiving grant funding for the University of Hawaii Sea Grant Coastal Hazards Specialist and University of Hawaii Sea Grant Dune Management and Public Shoreline Access Coordinator in FY 2024, did the Department also receive grant awards for the Certified Local Government Program and the Coastal Zone Management Program, totaling \$500,653? Is the Department also anticipating funding from these grants in FY 2025? (Page 675, Program Budget) (TP)
4. Relating to Airfare, Transportation, index code 909010B: (Pages 19-9 and 19-10, Budget Details)
  - a. What are the actual FY 2024 expenses, to date, to demonstrate that the proposed additional \$10,500 is necessary? (ALL)

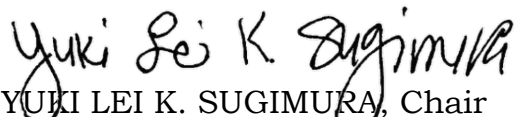
- b. How many off-island conferences are anticipated and what topics would these conferences cover? Which conferences do Planning Commissioners attend? How is it determined that a Planning Commissioner attend a conference? (SS)
    - c. In total, the Department is requesting \$102,192 for travel, including per diem and registration fees. Please provide a breakdown of how much is allocated per Planning Commission member and how much is used for staff to attend conferences and training. (NUH)
5. Relating to Computer Software, index code 909010B, what is the actual FY 2024 expenses, to date, since the FY 2023 Actual was \$79? (Page 19-10, Budget Details) (ALL)
6. Relating to Professional Services, index code 909010B: (Page 19-9, Budget Details; Page 673, Program Budget)
  - a. Please explain the need for the \$200,000 expansion request to support County-initiated entitlements and land use actions on County-owned properties. What does this process involve? Which properties would this funding be used for? Please provide a list of County-initiated entitlements and the professional services used to support them. (NUH) (GJ) (SS)
  - b. For the renovation of office space at One Main Plaza:
    1. Will the funding be used for planning and design only or will it also be used for construction? If both, please break down the costs for planning and design and construction. (TP)
    2. Does the Department anticipate needing permits for the renovation? (TP)
  - c. Under Transient Vacation Rental Enforcement:
    1. How many TVR violators were found and how many enforcement actions were taken? (SS)
    2. Is the Department currently contracting out this work? If yes, who is contracted to do the work and what progress has been made to identify illegal rentals? (NUH)

Ms. Kate Blystone  
April 2, 2024  
Page 8

3. How many illegal TVRs still exist in the County? (NUH)
4. How has GovOS performed in finding illegal transient vacation rental activity? How many fines have been assessed to date? (TP)
7. Under Ordinance 5603 (2024), the National Flood Insurance Program was transferred from your Department to the Department of Public Works. On Page 22-11 of Public Works' Budget Details, the Department notes an expansion appropriation of \$100,000 for Flood Program Permit Review and Support. Does this transfer and reduction also need to be reflected in the Department of Planning? If so, where is this transfer and reduction reflected in Planning's budget? (YLS)

Thank you for your attention to this request. Should you have any questions, please contact me or the Committee staff (James Krueger at ext. 7761, Kasie Apo Takayama at ext. 7665, or Yvette Bouthillier at ext. 7758).

Sincerely,

  
YUKI LEI K. SUGIMURA, Chair  
Budget, Finance, and Economic  
Development Committee

bfed:2025bgt:240401apl01:jpp

cc: Mayor Richard T. Bissen, Jr.  
Acting Budget Director



## BFED Committee

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**From:** BFED Committee  
**Sent:** Tuesday, April 2, 2024 9:21 PM  
**To:** Kate Blystone  
**Cc:** BFED Committee; Michelle Santos; Zeke Kalua; Lesley Milner; Kristina Cabbat  
**Subject:** PLEASE READ attached letter re: FISCAL YEAR ("FY") 2025 BUDGET (BFED 1) (PL-2); reply by 04/08/2024  
**Attachments:** 240401apl01 (PL-2).pdf

**Ms. Blystone:** Please refer to the attached letter from the Budget, Finance, and Economic Development (BFED) Committee Chair, dated April 2, 2024. Please respond by **April 8, 2024**.

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

**Ms. Milner:** FYI

Thank you,  
Yvette Bouthillier, Senior Secretary  
BFED Committee

**RICHARD T. BISSEN, JR.**  
Mayor


**KATE L. K. BLYSTONE**  
Director

**ANA LILLIS**  
Deputy Director



**DEPARTMENT OF PLANNING**  
COUNTY OF MAUI  
ONE MAIN PLAZA  
2200 MAIN STREET, SUITE 315  
WAILUKU, MAUI, HAWAII 96793

April 12, 2024

Lesley Milner   
Acting Budget Director, County of Maui  
200 South High Street  
Wailuku, Hawaii 96793

Honorable Richard T. Bissen Jr.  
Mayor, County of Maui  
200 South High Street  
Wailuku, Hawaii 96793

**APPROVED FOR TRANSMITTAL**

  
**Mayor** **4-12-24**  
**Date**

For Transmittal to:

Honorable Yuki Lei Sugimura, Chair  
Budget, Finance, and Economic Development Committee  
Maui County Council  
200 South High Street  
Wailuku, Hawaii 96793

Dear Chair Sugimura:

**SUBJECT: FISCAL YEAR ("FY") 2025 BUDGET (BFED-1) (PL-2)**

Thank for your April 2, 2024 letter. We offer the following responses to your questions.

**Overall**

1. *The following relates to the Administration and Planning Program's Goal #1 to improve customer service and streamline permit application procedures:*
  - a. *What is the average number of days it takes to review a building permit, from submittal to approval? How much of a percentage change is this between FYs 2023 and 2024, and the FY 2025 Estimate?*

Honorable Richard T. Bissen Jr  
For Transmittal to:  
Honorable Yuki Lei Sugimura  
April 12, 2024  
Page 2

As Council is aware, the Department is only one of many departments involved in the permitting process and it is difficult to answer this question with any level of specificity or reach conclusions on the Department's performance based on this number. In 2021, however, the Council requested an audit of the Department's Zoning Administration and Enforcement Division (ZAED). The resulting report (<https://tinyurl.com/2wj22sn5>) determined that depending on the complexity of the building permit application, processing times for permit applications can be very lengthy. However, delays are often caused by the involvement of multiple county and State agencies in the review process. Since the reviewing agencies are diverse and have their own priorities, it is not unusual that substantial delays are caused when these other agencies do not timely process applications. Applicants may also delay the process by not responding to requests by the reviewing agencies to supplement or correct applications, sometimes for weeks or months.

Also within that report, data provided by the Department of Public Works (DPW) shows that ZAED effectively complied with the statutory requirement in Maui County Code (MCC) section 16.26B.105.3.1., which requires, for building permits, that reviewing agencies such as ZAED provide their concurrence or provide substantive written comments on the construction documents no later than 30 calendar days from the date the building official sends the required documents to the departments. In FY 23, the Department was able to achieve this goal in 24% of cases. In that same year, however, we reviewed approximately 50% more building permits than we anticipated. Staffing levels were not sufficient to keep up with the load and our review rate decreased as a result.

The report also analyzed available data in KIVA related to when ZAED completed its review of applications. The data shows that for building permits, from FY 2017 to FY 2021, ZAED completed its initial review on average 31.4 days after the application was received. However, on average, another 80.8 days passed between ZAED's initial review and its final review, indicating that additional delays occurred for reasons such as information had to be requested from the applicant prior to the ZAED's final approval being given. Further, it took an average of 105.4 days between ZAED's approval and the date the permit was issued, indicating other delays, such as other departments or agencies needing to complete their reviews after ZAED signed off on the application, or applicants failing to pay permit fees on time.

In FY 23 our success rate for completing reviews within 30 days was 24%. Our goal for FY 24 is 90% (a 66% improvement). Our goal for FY 25 will be the same as our goal for FY 24.

- b. ***Please explain why the Department's FY 2025 Estimates for reviewing building permits, investigating zoning complaints, issuing sign and banner permits, and answering formal, written Requests for Comments are lower than the FY 2023 Actual. (TP)***

The Department cannot control the number of permits, zoning complaints, and requests for comment that are submitted to us each year. Estimates provided are based on the Department's best expectation given recent and previous years' activity, but these numbers could be much higher or lower depending on economic circumstances.

- c. ***How many residential and commercial building permit applications did the Department receive in FYs 2022 and 2023, and FY 2024, to date? Please aggregate the data, separating residential building permit applications from commercial building permit applications.***

As the Department is only a reviewing agency for building permits, we do not track building permit data with this level of specificity. DPW may be able to provide this information to the Council. In FY 23, the Department reviewed 2,404 building permits. In FY 22, we reviewed 1,440.

- d. ***The FY 2024 Quarter 2 Budget Implementation Report notes that 295 building permits were reviewed through December 31, 2023. Please explain why this number is so low when the FY 2025 Estimate is 1,500.***

The Department is working on revised quarterly budget implementation measures to propose that will more accurately reflect the work completed by the Plans Review Section. For example, the existing measure tracks only completed reviews but does not track the total number of reviews before completion. Each permit is typically reviewed up to three times, but there can be as many as four resubmittals. Our current measure also does not track Building Permit Exemption (BX), Landscape Planting Plans, Commercial Ag Structure Registration, and Plumbing permits.

We are also working with DPW's Development Services Administration (DSA) on the building permit routing matrix to reduce the total number of applications referred to the Department. At this time all applications are referred to the Plans Review Section of ZAED, more than any other reviewers.

Actual submittals for the period were 658 applications (roughly 44 percent of projected). We will continue to refine projections to be as accurate as possible and provide a more complete picture of what the Department is accomplishing.

- e. ***Please describe how the Department has streamlined the permit application process. What changes have been made or will be made to increase the percentage of building permits reviewed within 30 days from 24% (FY 2023 Actual) to an estimated 90% (FY 2025 Estimate)?***

DPW is responsible for the structure of the building permit process. As a reviewing department, however, we are working with DPW-DSA on the building permit routing matrix to reduce the total number of applications referred to Planning. At this time all applications are referred to the Plans Review Section, more than any other reviewers and many applications that are routed to this section do not need scrutiny from the Department.

The Department conducts monthly meetings with DPW-DSA and internally with the plans review section to go over ongoing challenges in process and refine for correction.

We have also established a list of the most frequent comments issued that are being converted to a Frequently Asked Questions document for public awareness in preparation for building permit applications.

- f. ***In response to a zoning complaint, what is the protocol for enforcement action taken by the Department?***

When a complaint is verified to be a violation, a Notice of Warning (NOW) is issued to the property owners. Ongoing observation of the status of the violation is conducted. If instructions for compliance outlined in the NOW are not adhered to, a Notice of Violation (NOV) is issued. If the violation remains unabated beyond the timeframes established in the NOV, the Department files a Request For Legal Service (RFLS) with Corporation Counsel to outline the issues and history of the case in order to determine the most effective resolution for the County in the context of existing regulations.

- g. ***Please list the Special Management Area and Shoreline permits approved in FY 2023 and FY 2024, to date, to address shoreline emergencies.***

During this time period there have been three permits issued to address shoreline emergencies: SM3 2022-00003, SM3 2023-00006, and SM3 2024-00001.

**h. *How many formal, written Requests for Comments did the Department receive in FYs 2022 and 2023, and FY 2024, to date?***

We have received Requests for Comments as follows:

FY 22 - 209

FY 23 - 165

FY 24 - 55 as of 12/31/2023

**2. *For the Administration and Planning Program's Goal #2, why is the FY 2025 Estimate for the number of visits to the website less than the FY 2023 Actual?***

In FY 23 the Department reported 7,112 website visits. In FY 24 and FY 25 we estimated 3,000 visits in each of those years. This projected decrease is due to a number of processes that rely on web presence wrapping up public engagement. The West Maui Community Plan was approved in 2022, the major part of community engagement for South Maui Community Plan is complete, and the West Maui Community Corridor project is complete.

**3. *The following relates to the Administration and Planning Program's Goal #3:***

**a. *Please provide the ordinance numbers related to land use amendments and a list of administrative rules that were amended in FYs 2022 and 2023, and FY 2024, to date.***

The ordinances that resulted in a change in zoning, district boundary amendments and changes to Title 19 are listed below by FY. This list does not include conditional permits. Approved ordinances may be found here: <https://tinyurl.com/5n75uujk>.

**FY 22:** 5316, 5337, 5338, 5363, 5372, 5401, 5421, 5473, 5474

**FY 23:** 5499, 5502, 5518, 5556, 5557, 5586

**FY 24, to date:** 5597, 5603

There were no administrative rule updates during the requested time period.

**b. *Please list the implementing actions initiated by the Department in FYs 2022 and 2023, and FY 2024, to date.***

Due to a gap in record keeping, the Department does not have access to the implementing actions initiated by the Department in FY 22.



Honorable Richard T. Bissen Jr  
For Transmittal to:  
Honorable Yuki Lei Sugimura  
April 12, 2024  
Page 6

In FY 23, the Department initiated the Quality of Life survey. This was put on hold due to the fires in August. It is being initiated and will be complete within FY 24.

In addition to the implementing actions that are the Department's responsibility, the Department is tracking 1,261 General Plan implementing actions. All County departments report on various assigned actions, many of which require coordination between multiple departments. Each year the Department produces a report, provided to Council, that identifies the phase of implementation for each action. These reports, referred to as Annual Implementation Status Reports, provide a more comprehensive understanding of General Plan implementation, whereas the performance measures tracked on page 670 of the budget, Goal #3 (2) and (3) do not provide an accurate picture of all actions that are in-progress and continually ongoing. Please refer to the Annual Implementation Status Reports for more information here: <https://tinyurl.com/3m97xta2>.

The 2023 annual report is being finalized now and upon completion will be provided to Council.

c. ***Please list the implementing actions the Department has assisted government and private entities with in FYs 2022 and 2023, and FY 2024, to date.***

Due to a gap in record keeping, this information is not available for FY 22. For FY 23, the Plan Implementation Division (PID) assisted the Fire Department with implementing actions related to the Pā'ia and Olowalu fire stations. Staff that was assisting with these activities are no longer with the Department so a greater degree of specificity on these activities is not possible. In FY 24, the Department has been coordinating with all Departments to report on their progress with General Plan implementing actions through preparing the Annual Report.

4. ***In the past, Front Street in Lahaina was plagued by predatory cosmetic salespeople using aggressive sales tactics against pedestrians. Due to the historic nature of the town, some storefront properties extended into the sidewalk. For the repopulation of Lahaina, will this issue be addressed?***

Under existing conditions, settlement agreements do exist with property owners relating to this specific issue.

Special Management Area (SMA) "Major" Permits are anticipated to be required for the reconstruction of this area. The social impacts existing pre-fire could be addressed as conditions of approval on a project by project basis.

Honorable Richard T. Bissen Jr  
 For Transmittal to:  
 Honorable Yuki Lei Sugimura  
 April 12, 2024  
 Page 7

Additionally, legislation could be introduced by Council to address outdoor solicitation, engagement or enticement for commercial purposes in specific zoning districts.

Consultation with Corporation Counsel may be appropriate for guidance on the history of this matter in preparation for future decisions. As these activities occur on sidewalks, DPW could also be consulted for a legislative solution.

**5. Please provide a copy of the Department's FY 2023 annual report to include the number of approvals or reviews granted for FYs 2019 through 2023 by the Zoning Administration and Enforcement Division.**

The FY 23 annual report is available here: <https://tinyurl.com/bdhakbxt>. The table below is from that report, addressing FYs 20-23

Zoning Administration and Enforcement Division

Application or Review Type	Number of Applications			
	FY2020	FY2021	FY2022	FY2023
Building Permits	1,764	1,491	2,105	2,183
Certificates of Occupancy	118	131	208	178
Comprehensive Signage Plans	8	5	3	6
Farm Plans*	0	0	0	0
Ag Declarations*	210	179	158	106
Flood Development Permit	139	103	95	90
Notices of Violation	114	83	69	31*
Parking Waivers/Off-site Approvals	16	12	8	21
Sign Permits	Sign-62 Banner-173	Sign-66 Banner-107	Sign-46 Banner-116	Sign-93 Banner-62
SMA Exemptions (SM5)***	130	159	112	31
Subdivisions	468	431	495	528
Variances and Appeals	18	27	24	33
Zoning Investigations	701	776	553	635
Zoning Verification Forms	2,894	3,197	2,494	3,528

\* Farm Plans have been replaced by Ag Declarations.

\*\* 31 NOVs have been issued during FY23.

\*\*\* SMA Exemptions (SM5) are reviewed by both Current and ZAED, and are recorded separately. The 31 SM5 identified above were processed by ZAED.



The table below is from FY 22’s report and includes statistics from FY 19:

**Zoning Administration and Enforcement Division**

Application or Review Type	Number of Applications			
	FY2019	FY2020	FY2021	FY2022
Building Permits	1,845	1,764	1,491	2,105
Certificates of Occupancy	106	118	131	208
Comprehensive Signage Plans	16	8	5	3
Farm Plans**	20	0	0	0
Ag Declarations**	172	210	179	158
Flood Development Permit	80	139	103	95
Notices of Violation	149	114	83	69
Parking Waivers/ Off-site Approvals	2	16	12	8
Sign Permits	Sign-101 Banner-265	Sign-62 Banner-173	Sign-66 Banner-107	Sign-46 Banner-116
SMA Exemptions (SM5)*	271	130	159	112
Subdivisions	394	468	431	495
Variances and Appeals	29	18	27	24
Zoning Investigations	591	701	776	553
Zoning Verification Forms	4,933	2,894	3,197	2,494

\* SMA Exemptions (SM5) are reviewed by both Current and ZAED, and are recorded separately.

\*\* Farm Plans have been replaced by Ag Declarations

6. *Now that the Maui’s Automated Planning and Permitting System, or MAPPS, has been in effect for over a year, how has it improved the Department’s efficiency?*

MAPPS has reduced the Department’s reliance on paper with automated submittals. The Department is also receiving fewer calls from the public to track status of projects because they can see how a permit is progressing in real time.

7. *Please provide a status update on the Title 19 Zoning Code Rewrite.*

A preliminary draft of the revised Title 19 is being prepared. This draft will go through an intensive review by Department staff during Summer 2024. Feedback from this review will assist with preparing a preliminary public review draft that will be presented to the public and planning commissions at the first of two “field tests” anticipated in Fall/Winter 2024. A second field test in 2025 will also include an update to County Council by the Orion consultant team.

Honorable Richard T. Bissen Jr  
For Transmittal to:  
Honorable Yuki Lei Sugimura  
April 12, 2024  
Page 9

The majority of 2025 will focused on finalizing a Title 19 code document to present to the County Council near the end of 2025 or early 2026, with the expectation of code adoption that same year. Adhering to this schedule is contingent upon full funding for and the ability to promptly fill empty planner vacancies in the Plan Implementation Division. For more information, visit the website that has been established for this effort here: <https://tinyurl.com/2jrzk9m>.

8. ***Relating to Professional Services under index code 909018B, please provide a status update on the development and implementation of County incentive and protection programs for important agricultural lands (“IAL”). Further, please provide a status update on the IAL Map Project.***

The Department elected not to proceed with Phase II of the project after the Mayor asked the Departments to identify possible 5% cuts.

9. ***Is the Department following the Fee study schedule regarding fee increases? If yes, what is the percentage increase the Department has implemented for FY 2025?***

Yes. The Department’s rates and fees are in line with Year 3 of the recommended fees (column labeled 50%). The column for Year 4 is labeled 60% (see page C-1 of the March 2020 Matrix Consulting Group Report on the Planning Department Cost of Services (User Fee) Study), available here: <https://tinyurl.com/2wy33m6c>).

10. ***Climate change has put our coastal infrastructure and physical structures across the County at risk. Is the Department initiating any Climate Action Resiliency Plan-related projects, such as developing a threshold-based system built on climate change vulnerability and risk exposure for managed retreat that would create minimum disruption to residents and the economy?***

There are many ongoing activities across the County to address climate resilience through plans, policies, and capital improvement priorities. The Department and UH Sea Grant either lead or contribute to many of these activities.

Examples of initiatives led by the Department include:

1. Shoreline Setback Policy – The Department led a more than six-year community engagement rule-making process to amend the SMA and Shoreline Rules to incorporate future sea level rise into the required shoreline development setback to ensure the safe siting of new development and protection of environmental and coastal resources.
2. Regional Resilience Plans – As an implementer of our state’s Coastal Zone Management Program, the Department is compelled to facilitate regional resilience projects to shift from a reactive, parcel-by-parcel based response to proactive regional-based solutions.
3. Managed Retreat Plans – As part of permit review, in some cases, the Department is requiring Applicants to develop site-specific managed retreat plans.
4. Emergency Response and Managed Retreat Plans – Within the new Maui Island Shoreline Rules (adoption pending), properties that are threatened by coastal erosion and are issued an emergency permit for temporary protection are required to develop a plan to solve the emergency, including evaluating managed retreat.
5. Community Plans – All community plan updates now include information about sea level rise exposure and climate impacts along with policies and actions supporting adaptation and mitigation activities.

**11. *Please provide a status update on the Wetland Overlay project. Is additional funding needed in FY 2025?***

The draft map will be posted for a 30-day public comment period starting the second week of April. When this comment period is complete, the consultant will continue to research and make revisions before transmitting by June 30, 2024.

Chapter 19.47 requires completion of the map by June 30, 2024, so additional funding will not be necessary to complete this task.

12. ***Please explain what areas of the Department's budget were cut as a result of the Mayor's post-wildfire mandated 5% reduction?***

When requested by the Mayor, the Department identified three programs to make up the 5% reduction: the IAL program (\$250,000), Strategic Plan implementation (\$100,000) and the Central Maui Community Plan Update (approximately \$66,000)

13. ***If the Department had to decrease its budget by \$100,000, please describe what the Department would cut and the justification for cutting***

The Department has proposed a reasonable, lean budget, preserving the 5% cuts that were made as a result of the fires. Further cutting the budget would lead to an even greater reduction in services and performance.

If compelled to cut the budget by this amount, the Department would decrease funding slated for entitling lands for affordable housing. This item is planned to be \$200,000. The budget for this item would be cut in half, greatly decreasing the speed at which we could accomplish this task. Given the frugality with which we have approached this budget, this is the only task that we can cut further without impacting basic functions of the Department and overburdening existing staff.

14. ***Under the Administration and Planning Program's Goal #2, item 3, the "We Are Maui" and "Community Corridor" master plan website respondent count is expected to rise while the visit count is expected to lower. Please explain this trend.***

This discrepancy is largely due to targeted/direct outreach conducted by both the MPO and the Department. Rather than respondents navigating to a website, and then a questionnaire, they are directed via email or other form of outreach directly to the item they are responding to, often a third-party questionnaire. Skipping the main website lowers the website's visitor count.

15. ***Under the Administration and Planning Program's Goal #3, please explain how the Department arrived at an estimate of 5 land use ordinances and amended rules in FY 2025 to clarify and modernize land use and departmental rules. What is likely to be delayed if the Department is constrained to 5 amendments each fiscal year?***

We estimate that five land use ordinances and amended rules is a reasonable number given Departmental responsibilities outside of this activity.

Honorable Richard T. Bissen Jr  
For Transmittal to:  
Honorable Yuki Lei Sugimura  
April 12, 2024  
Page 12

These amendments take time to accomplish, depending on their complexity. Five ordinances is also not an upper limit. If the Department identifies changes that need to be accomplished, we will pursue them even if that means we overshoot our goal.

16. ***The Administration and Planning Program’s revolving fund expenses totaled \$100,000. Please explain why the FY 2023 Actual was \$0.***

The FY 23 actual was \$0 because the Department did not begin that item in FY 23. We contracted for the Kanaio Stream project in the fourth quarter of FY 23 and work is underway on this item. A greater discussion of the progress on this item is under Operations and Equipment, question 1.

**Salaries and Wages (Category “A”)**

1. ***Provide a list of equipment, locations, and structures used or managed by your Department that was destroyed in the wildfires. Explain for each whether your Department plans to repair or replace it. If it will be repaired or replaced, provide the estimated cost and timeline for the repair or replacement.***

Not applicable.

2. ***The Council has been informed that the Pa’ia-Haiku and South Maui Advisory Committees have yet to meet. Relating to P-26438, P-26474, P-26513, P-26536, P-31948, are these Secretaries to Boards and Commissions positions constrained to the work of other Department’s boards and commissions?***

The Department has four Secretary to Boards & Commissions II and one Secretary to Boards and Commissions I. P-26438 was vacated in October of 2023 by a long-time employee and was recently filled on 4/1/24. This position is in the process of being re-described to handle all boards and commissions that the Department is assigned. Previously this position was only assigned to the Maui Planning Commission. As vacancies occur, the department will move towards re-describing all boards and commissions positions to be non-specific so that employees are trained for all and cross coverage can be successfully achieved.

P-26474 is assigned to the Lāna’i Planning Commission, Urban Design Review Board, and continues to assist with the Maui Redevelopment Agency. P-26513 is assigned to the Moloka’i Planning Commission and the Cultural Resources Commission. P-26536 is assigned to the Boards of Variances and Appeals.

P-31948 is assigned to the Hāna Advisory Committee, Pā’ia-Ha’ikū Advisory Committee and the South Maui Advisory Committee. This position also



assists with all other commissions handled by the department when there are no advisory committee meetings scheduled.

3. ***With 5 Planner V vacancies and 2 Planner VI vacancies, has the Department considered promoting from within or filling the positions at a lower level if they cannot be filled in a timely manner?***

The Department has recently filled the two Planner VI vacancies from within the department. Effective start dates for these employees will be 4/16/2024. The Department continues to actively recruit for Planner Vs via open DPS recruitment and through active seeking of candidates. We have also started a process to re-allocate these positions to lower entry level planners so we have a greater diversity of planners at all position levels.

4. ***By correspondence dated April 3, 2023, the Department informed the Committee that the Administrative Planning Officer (“APO”) was an expansion position for FY 2022 to FY 2023. The Department was informed by the Department of Personnel Services that the APO position is classified as a section head and needs numerous subordinates. Which division will the APO assist and who will the APO supervise?***

The Department is no longer seeking P-XX077 to be a second APO. We will propose to reallocate this position to a Planner V position under the existing APO. P-26476 is currently the APO for the Department. The position is currently head of the Plans Review section ZAED, but the Department will be proposing the position to be the head of a legislative and special projects section sometime in FY25. This will allow a promotional opportunity from within the plans review section by reallocation of the Senior Land Use and Building Plans Examiner up to a Supervising Land Use and Building Plans Examiner.

5. ***In your response dated March 28, 2024, to the Committee’s correspondence dated March 19, 2024, you noted that the Department does not manage any grants under Subobject code 6317, County grant subsidy. Please confirm that the following grants fall under your Department: University of Hawaii Sea Grant Coastal Hazards Specialist (909367B-6317) and University of Hawaii Sea Grant Dune Management and Public Shoreline Access Coordinator (909183B-6317).***

The Department has a long standing partnership with the University of Hawaii Sea Grant Program (Hawaii Sea Grant) to provide specialized and on-site technical assistance. Therefore, to this end, the Department is the Grantor for two annually recurring grants to Hawaii Sea Grant, one for the Coastal Hazards Extension Program (#G5788 in FY24) and one for the Coastal Dune Restoration and Management Coordinator (#G6084 in FY24). The Department has requested

funds in FY25 for the continuation of these grants. The Department does receive grant funds to operate these two programs and our responses in the same letter does indicate our relationship to these grants (pg. 7, question 15). We do not grant funds and understood the question to be regarding grant management from a grantor perspective. We receive these funds.

6. *With 22 Department vacancies, some of these positions appear to be difficult to fill. Could any of these positions be redescribed to other positions that may be better suited to catch-up on permit backlogs and help improve permit processing review times?*

We have evaluated the need for each position and are proceeding with filling vacancies as quickly as possible. Some of that evaluation included identifying positions that would benefit from reclassification from higher level planner positions to lower level planner positions. These lower level positions have a stronger applicant pool and will help us build a more technically diverse department. We are in the process of reclassifying these positions and recruiting from better sources for higher level positions that remain.

7. *Index code P-XX077 Business Administrator I has been reallocated to a Planner V in FY 2025. Please explain why. Is there no longer a need for the Business Administrator I position?*

P-XX077 was originally requested to be a second APO. Due to class specification requirements, the APO needs to be a section head. The Department had initially pivoted and attempted to classify the position as a Business Administrator I instead. The Department of Personnel Services (DPS) informed Planning that this position could not exist in the Department at the same time as an Administrative Officer (AO) because the duties of the positions were too similarly classified.

Not wanting to disrupt the AO position held in the Administration Office of the Department, we have concluded with DPS that the best initial allocation should be a Planner V. P-XX077 was funded for only a six-month period in FY24. The department is in the process of creating a description for this position and then will begin active recruitment.

8. *In your response dated March 28, 2024, to the Committee's correspondence dated March 19, 2024, you listed 2 vacant Secretary to Boards and Commissions positions. Which Boards and Commissions do these positions staff and how does this affect future meetings?*

The Department has since filled P-26438 the Secretary to Boards and Commissions II position on 4/1/2024 which will be assisting with the Maui Planning Commission along with all other Boards and Commissions. Secretary to Boards & Commissions I Position P-31948 is currently being recruited via open posting online through DPS and handles the various advisory committees. The Department anticipates receiving a list of candidates within the next month and will then begin the interview process. The Department is confident that current staff can adequately handle all meetings scheduled. We have also temporarily assigned other secretarial staff as backup when current staff are out on leave and until the Secretary to Boards and Commissions I position is permanently filled. We have also contracted for transcription services as needed to assist secretaries with completing minutes in a timely fashion. No major effect will be seen to the management of the various boards and commissions staffed by the Department.

9. ***Relating to the Administration and Planning Program's Goal #1, one of the success measures is the number of zoning complaints investigated. (Page 669, Program Budget) (NUH)***

a. ***The FY 2023 Actual of zoning complaints investigated was 857. Why did the estimates in FYs 2024 and 2025 dramatically decrease?***

The dramatic decrease is the result of the transition from KIVA to the COMConnect system and the initiation of MAPPS. We have no specific way, however, to determine or verify why less complaints are being entered. No changes in policy or process besides the transition of systems has occurred.

b. ***The FY 2024 Quarter 2 Budget Implementation Report states that 51 zoning complaints have been investigated. How many complaints have been received in FY 2024, to date?***

To date, 122 complaints have been investigated in FY 24 and entered into MAPPS and 131 complaints have been submitted through See, Click, Fix (SCF) to date in this FY.

c. ***What was the average length of time from when an initial complaint was reported to when the complaint was closed?***

We do not have an existing method of tracking this timeframe due to the frequency of outliers. Generally, complaints that constitute violations with a property owner who will cooperate to establish compliance can be resolved within a few weeks or months. Complaints where cooperation for compliance is not offered, or when legal challenge is initiated can have multi-year schedules.



Typically, information is collected in the COMConnect system and if verified to be a violation is converted to a PZ-E code case in MAPPS. In that way the “complaint” is technically closed. However, the violation technically exists until final resolution. As noted above, that process can take time depending on the level of cooperation extended.

**d. *How many complaints are outstanding from prior years? What actions will be taken to address them?***

With staff turnover and the closure of KIVA as a reference resource we are unable to provide a complete accounting of all incomplete enforcement actions at this time.

**10. *In your response dated March 28, 2024, to the Committee’s correspondence dated March 19, 2024, you provided a list of Department vacancies. Please provide a breakdown of the vacancies for each Department division or program. In your breakdown, please note the vacancy rate for each division or program, the number of vacant positions, the number of filled positions, the total number of equivalent personnel for each division or program, and position titles.***

<b>Division</b>	<b>Section</b>	<b>Position ID</b>	<b>Description</b>
Current	Land Use	P-26515	Planner V
Current	Land Use	P-31549	Planner V
Current	Land Use	P-26422	Planner V
Current	Coastal	P-32533	Planner V
Current	Coastal	P-28537	Planner V
Current	Coastal	P-26492	Office Operations Assistant II
Current	Boards/Commissions	P-31948	Secretary to Boards/Commissions I
Long Range	Planning	P-28627	Planner V
Long Range	Planning	P-32560	Planner III
Long Range	Planning	P-28727	Planner I
PID	PID	P-28548	Planner V
PID	PID	P-30959	Planner V
PID	PID	P-29224	GIS Analyst V (reallocate to Planner V)
ZAED	Plans Review	P-29727	LU&BP Technician
ZAED	Planning	P-30946	Planner IV
ZAED	Planning	P-26541	Planner I
ZAED	Planning	P-26491	Planner I
ZAED	Enforcement	P-29284	Zoning Inspector II
ZAED	Enforcement	P-29897	Office Operations Assistant II
ADMIN	ADMIN	P-26555	Account Clerk III

Honorable Richard T. Bissen Jr  
For Transmittal to:  
Honorable Yuki Lei Sugimura  
April 12, 2024  
Page 17

Current: Total Positions - 29, Vacant Positions - 7 , Vacancy Rate: 24%  
Long Range: Total Positions - 13.5 , Vacant Positions - 3 , Vacancy Rate: 22%  
PID: Total Positions - 4 , Vacant Positions - 3 , Vacancy Rate: 75%  
ZAED: Total Positions - 30 , Vacant Positions - 6, Vacancy Rate: 20%

\*For a complete list of positions titles please refer to pages 19-3 through 19-7 and 19-19

**Operations and Equipment (Categories “B” and “C”)**

1. ***Please provide a status update on the \$100,000 for a coastal erosion study at Maalaea, including a feasibility study and design for Kanaio Stream restoration under the Special Management Area Revolving Fund. Will the Department initiate or complete this project in FY 2025?***

The Department developed a Request for Proposal (RFP) for the scope of work in April 2023, and contracted with H.T. Harvey (Project Manager and Ecologists), Inter-Fluve (Hydrologists), and Coastal Planners (Planner) in June 2023 for an amount of \$99,968. The purpose of this project is to produce a near-final design to restore Kanaio Stream from its current engineered-culvert diversion configuration to a pre-diversion state that is nature-based and to reduce sediment pollution into Mā‘alaea Bay. The design portion of the project is well underway, and work completed to date includes: project kickoff, review and annotated bibliography of relevant plans and documents, detailed field assessment and collection of data, stakeholder engagement, and a concept stream restoration alignment. The project’s next steps include: additional technical and cultural stakeholder consultation, full hydrologic modeling of the concept stream alignment, production of detailed stream alignment plans, and an implementation plan that outlines final steps for implementation. The Department also partnered with UH Sea Grant to submit a grant proposal to the NOAA Climate Resilience Regional Challenge that, if awarded, would provide funding for the implementation of the Kanaio Stream Restoration and other restoration and planning activities in the region.

The design portion of the project will be completed in FY 2025.

2. ***Please confirm that the Department manages the Special Management Area Revolving Fund with an estimated balance of \$1,484,191, as of June 30, 2024.***

The Department does not “manage” the funds within the Special Management Area Revolving fund in the traditional sense. They are included in our budget, but we do not draw upon them. Per Maui County Code (MCC):

*3.49.010 - Fund Established*

Honorable Richard T. Bissen Jr  
For Transmittal to:  
Honorable Yuki Lei Sugimura  
April 12, 2024  
Page 18

*There is established and created a fund to be known as the "special management area revolving fund." Any civil fine collected pursuant to chapter 205A, Hawaii Revised Statutes, shall be deposited in the fund. Application fees for special management area assessments and permits, and shoreline setback variances, collected by the department of planning shall also be deposited into the fund. The fund may also receive revenue from grants, donations, and other sources, as set forth in the annual budget.*

MCC 3.49.020 goes on to describe how these funds may be used. It has not been the practice of the Department to access these funds in creating our budgets.

*3.49.020 - Purpose.*

- A. The special management area revolving fund shall provide funds to be used for the following purposes:
    - 1. Augment enforcement of chapter 205A, Hawaii Revised Statutes, and special management area and shoreline rules of the Lanai, Maui, and Molokai planning commissions.*
    - 2. Land and easement acquisition for beach access.*
    - 3. Master planning, studies, permitting, and implementation pertaining to coastal realignment, beach and shoreline management, beach or dune restoration, or managed retreat.**
  
  - B. In adopting each fiscal year's budget and capital program, the council may make appropriations to the fund. Any balance remaining in this fund at the end of the fiscal year shall not lapse, but shall remain in the fund accumulating from year to year.*
  
  - C. The revenues in this fund shall not be used for any purpose except those listed in subsection A.*
- 3. In addition to the Department receiving grant funding for the University of Hawaii Sea Grant Coastal Hazards Specialist and University of Hawaii Sea Grant Dune Management and Public Shoreline Access Coordinator in FY 2024, did the Department also receive grant awards for the Certified Local Government Program and the Coastal Zone Management Program, totaling \$500,653? Is the Department also anticipating funding from these grants in FY 2025?**

Yes, the Department did receive \$500,653. The Department is also anticipating

funding from these grants in FY 2025. The Department has received these funds from the State of Hawai'i for approximately 40 years. In February of this year, the Office of Planning and Sustainable Development (OPSD) contacted the Department requesting information on anticipated staff salaries and expenses funded by the Certified Local Government and Coastal Zone Management programs; therefore, the Department anticipates continued funding from these grants in FY 2025.

**4. Relating to Airfare, Transportation, index code 909010B:**

**a. *What are the actual FY 2024 expenses, to date, to demonstrate that the proposed additional \$10,500 is necessary?***

Actual expenses in applicable subobject codes to date are listed below. Reviewing these expenses, however, will not alone justify the need for an additional \$10,500 in this line item. As the Department testified during the DRIP committee on March 20, one of the retention strategies the Department will be engaging in during FY 25 is an expansion of opportunities to attend conferences on the continent. These conferences are more expensive, but they provide a much needed infusion of new ideas and approaches that we can bring back, adjust, and implement in Maui County.

Expenses in these categories to date are as follows:

Air Fare, Ground Transport (subobject 6201): \$19,334 budgeted in FY 24, \$4,450 spent through 3/31/24.

Registration & Training (subobject 6230): \$20,000 budgeted in FY 24, \$20,308 spent through 3/31/24. *Note: The Department acknowledges that we are over budget in this code. We are utilizing excess funds in related categories to accommodate this overage and to pay for additional training expenses planned in the remainder of the FY.*

Mileage (subobject 6204): \$3,163 in FY 24, \$1,886 spent through 3/31/24

Per Diem Non-Reportable (subobject 6222): \$21,900 in FY 24, \$13,052 spent through 3/31/24

**b. *How many off-island conferences are anticipated and what topics would these conferences cover? Which conferences do Planning Commissioners attend? How is it determined that a Planning Commissioner attend a conference?***

Honorable Richard T. Bissen Jr  
For Transmittal to:  
Honorable Yuki Lei Sugimura  
April 12, 2024  
Page 20

In FY 25, we anticipate two off-island conferences. One conference is within the State of Hawai'i, the Hawai'i Congress of Planning Officials on Hawai'i Island in September. This conference covers planning issues that are relevant to planners working within the state. Some staff may participate on panels, including the Director. Planning commissioners are encouraged to attend this conference and budget is available for one or two members to attend in addition to staff from the Department.

We are also intending to take a small group of planners, leadership and planning commissioners to the 2025 Congress for New Urbanism. This conference takes place in May and the location has not been announced. The Congress brings together all the best planning ideas from across the nation and offers an opportunity for planners to learn new ways to solve problems, and improve processes and outcomes for Maui County.

There is not a clear process for determining when planning commissioners attend conferences. We hope to have the chair and one other commissioner attend both of the above-mentioned conferences in FY 25.

**c. *In total, the Department is requesting \$102,192 for travel, including per diem and registration fees. Please provide a breakdown of how much is allocated per Planning Commission member and how much is used for staff to attend conferences and training.***

As mentioned in the previous question, we anticipate one to two planning commissioners will be able to attend each of the conferences we have identified in the FY 25 budget. We will also provide robust training to the planning commission members as a whole group to help them better execute their role in the planning and permitting processes for Maui County.

The remaining budget will be directed towards staff in an effort to increase retention within the Department and grow our capacity to handle the projects we will see in the future.

**5. *Relating to Computer Software, index code 909010B, what is the actual FY 2024 expenses, to date, since the FY 2023 Actual was \$79?***

To date, the Department has spent \$0 of the funding appropriated to this item. We anticipate using these funds for various public engagement software needs (e.g. Social Pinpoint, Constant Contact, etc.) and utilizing Artificial Intelligence (AI) assistance for notetaking and meeting minutes. We have not yet used these funds for community engagement because Central Maui Community Plan just launched in February, but we will need these funds this year and additional funds as proposed next year for public engagement.

**6. Relating to Professional Services, index code 909010B:**

- a. *Please explain the need for the \$200,000 expansion request to support County-initiated entitlements and land use actions on County-owned properties. What does this process involve? Which properties would this funding be used for? Please provide a list of County-initiated entitlements and the professional services used to support them.***

This expansion request is to start the process of aligning the various land use entitlements for a County-owned property so that housing may be built for local residents. Kaua'i County has engaged in this process with significant success and we are attempting to replicate their process on Maui Island.

The entitlements needed will depend upon the property the County decides to entitle. There are a few larger properties that the County already owns that could be considered but very little research has been done to determine the most logical property to target. We will work with the other departments and the Mayor to select a property and begin the process during FY 25.

The funding proposed in the budget will be used to hire a consultant or consultant team to assist the Department with the process of entitling the selected property. This item will likely not be completed within FY 25 due to myriad factors that speed or slow an entitlement process.

**b. For the renovation of office space at One Main Plaza:**

- i. *Will the funding be used for planning and design only or will it also be used for construction? If both, please break down the costs for planning and design and construction.***

The funding in this item will be used primarily for planning and design. Several factors will determine if we need to allocate funding for construction: the number of new hires that need space, the speed with which the County switches from current systems to Office 365, and the speed with which we can plan and design the space needed. We anticipate Office 365 will enable more of our employees to work from home and diminish the need for additional cubicles. This, however, is uncertain at this time.

- ii. *Does the Department anticipate needing permits for the***

*renovation?*

The need for permits depends on the outcome of the planning and design process. We do not currently anticipate it.

**c. Under Transient Vacation Rental Enforcement:**

- i. *How many TVR violators were found and how many enforcement actions were taken?*

Year to date 57 COMConnect complaints involving transient violations were received. Each complaint is in varying phases of the verification and enforcement process.

- ii. *Is the Department currently contracting out this work? If yes, who is contracted to do the work and what progress has been made to identify illegal rentals?*

GovOS is contracted to assist the County with this work. The tracking system is up and running, but there are several issues we are working through with the contractor and the system not yet operating as intended.

- iii. *How many illegal TVRs still exist in the County?*

It is not possible to determine the number of illegal units at any single time. The closest measure may be suspected illegal operations. For the period of October, November and December of 2023, 150 leads for illegal operations were received. We continue to monitor unverified leads and have taken action on verified leads; however significant refinement is still needed. We are actively engaging with the contractor to refine the system to meet our needs.

- iv. *How has GovOS performed in finding illegal transient vacation rental activity? How many fines have been assessed to date?*

The Department has provided written correspondence to our vendor expressing the need to address issues of concern. We continue to work with the vendor on these matters.

Substantive initiation of service of the vendor began during the fourth quarter of calendar year (CY) 2023. We continue to work with them to refine the quality of leads. To date for calendar year 2024, 24 NOWs



Honorable Richard T. Bissen Jr  
For Transmittal to:  
Honorable Yuki Lei Sugimura  
April 12, 2024  
Page 23

have been issued and eight NOVs assessing fines have been issued for alleged Transient Vacation Rental Violations.

7. ***Under Ordinance 5603 (2024), the National Flood Insurance Program was transferred from your Department to the Department of Public Works. On Page 22-11 of Public Works' Budget Details, the Department notes an expansion appropriation of \$100,000 for Flood Program Permit Review and Support. Does this transfer and reduction also need to be reflected in the Department of Planning? If so, where is this transfer and reduction reflected in Planning's budget?***

This amount should not be reduced in the Department's budget. In FY23, two full time positions were transferred from the Department into the DPW budget in anticipation of the flood program moving to DPW. These positions were transferred to administer the flood program. Of the two positions transferred, the Planner V position was vacant and the other Planner IV position had an incumbent. Planning continued to pay the Planner IV salary until DPW transferred the position back to Planning in FY 24. The position was transferred back because DPW does not have planner positions in their Department. This unduly complicated the reorganization plan. DPW opted to use engineers to administer the flood program.

Mahalo for allowing us to respond to your requests.

Sincerely,



KATE L. K. BLYSTONE  
Director of Planning



**Cynthia Lallo**

---

**From:** Cynthia lallo <lallocynthia@gmail.com>  
**To:** Cynthia Lallo <Cynthia.D.Lallo@co.maui.hi.us>  
**Date:** 4/12/2024 2:19 PM

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Certainly! Here's a template for an employee self-assessment:

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**\*\*Employee Self-Assessment Template\*\***

**\*\*Employee Name:\*\*** [Employee Name]

**\*\*Evaluation Period:\*\*** [Date Range]

**\*\*Instructions:\*\*** Please complete the following self-assessment by reflecting on your performance and contributions during the evaluation period. Be honest, specific, and provide examples where possible. Your input will be valuable for the performance review process.

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**\*\*1. Goals and Objectives:\*\***

- Review the goals and objectives established for the evaluation period.
- Reflect on your progress towards achieving these goals.
- Provide examples of achievements and outcomes related to each goal.

**\*\*Goal 1:\*\***

- Progress Made:
- Achievements:
- Challenges Faced:
- Plans for Improvement:

**\*\*Goal 2:\*\***

- Progress Made:
- Achievements:
- Challenges Faced:
- Plans for Improvement:

**\*\*Goal 3:\*\***

- Progress Made:
- Achievements:
- Challenges Faced:
- Plans for Improvement:

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**\*\*2. Strengths and Contributions:\*\***

- Identify your key strengths and areas of expertise.
- Reflect on specific accomplishments and contributions to the team or organization.
- Provide examples or anecdotes that demonstrate these strengths in action.

**\*\*Strength 1:\*\***

- Description:
- Example:

**\*\*Strength 2:\*\***

- Description:
- Example:

**\*\*Strength 3:\*\***

- Description:
- Example:

---

**\*\*3. Areas for Improvement:\*\***

- Identify areas where improvement is needed or challenges were encountered.
- Reflect on obstacles faced and lessons learned.
- Describe your plans for addressing these areas and improving performance.

**\*\*Area for Improvement 1:\*\***

- Description:
- Challenges Faced:
- Lessons Learned:
- Plans for Improvement:

**\*\*Area for Improvement 2:\*\***

- Description:
- Challenges Faced:
- Lessons Learned:
- Plans for Improvement:

**\*\*Area for Improvement 3:\*\***

- Description:
- Challenges Faced:
- Lessons Learned:
- Plans for Improvement:

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**\*\*4. Skill Development:\*\***

- Evaluate your progress in acquiring new skills or enhancing existing ones.
- Reflect on professional development activities and training programs pursued.
- Describe how skill development has contributed to your job performance.

**\*\*Skill 1:\*\***

- Progress Made:
- Training/Development Activities:
- Contribution to Job Performance:

**\*\*Skill 2:\*\***

- Progress Made:
- Training/Development Activities:
- Contribution to Job Performance:

**\*\*Skill 3:\*\***

- Progress Made:
- Training/Development Activities:
- Contribution to Job Performance:

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**\*\*5. Additional Comments:\*\***

- Provide any additional comments or reflections on your performance during the evaluation period.
- Share any feedback, suggestions, or concerns for improvement.

---

**\*\*Employee Signature:\*\*** [Employee Signature]

**\*\*Date:\*\*** [Date]

---

This template can be customized based on the specific goals, objectives, and performance criteria relevant to your organization. It provides a structured framework for employees to assess their performance, strengths, areas for improvement, and professional development goals.

**Cynthia Lallo**

**Transition Lead**

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## **BFED Committee**

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**From:** Shirley Blackburn <Shirley.Blackburn@co.maui.hi.us>  
**Sent:** Friday, April 12, 2024 4:52 PM  
**To:** BFED Committee  
**Cc:** Ana Lillis; joy.paredes@co.maui.hi.us; Kate Blystone  
**Subject:** (BFED-1) (PL-2)  
**Attachments:** Shirley Blackburn.vcf; (BFED-1) (PL-2).pdf

Aloha,

Please see attached correspondence from Department of Planning.

Mahalo,

**Shirley L. Blackburn**

Budget Specialist

County of Maui

Office of the Mayor

[shirley.blackburn@co.maui.hi.us](mailto:shirley.blackburn@co.maui.hi.us)

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