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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)

June 13, 2024

Ms. Lori Tsuhako, Director  
Department of Housing and Human Concerns  
County of Maui  
Wailuku, Hawaii 96793

Dear Ms. Tsuhako:

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

There has been long-standing interest in improving the efficiencies of the County's permit review process.

The following provides some background information on recent Council and Water and Infrastructure Committee meetings related to this issue:

- At its December 15, 2023, meeting, the Council adopted Resolution 23-194, to develop a comprehensive recovery and resiliency plan in response to the August 2023 wildfires. One of the noted challenges to rebuilding was inefficiencies with the County's permitting process.
- At its meeting of January 11, 2024, the WAI Committee received flowcharts and overviews on the permitting process from the Departments of Environmental Management, Fire and Public Safety, and Water Supply.

To understand and address concerns with the current permitting process, may I please request a response to the following, as it relates to permit applications for residential, single-family dwellings:

1. Please provide a flowchart pertaining only to residential permitting. Within your flowchart, please include the following:

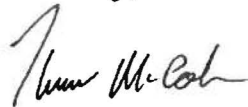
Ms. Lori Tsuhako  
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- a. The flow of the permitting process review starting with the referral of a residential permit from the Department of Public Works' Development Services Administration to your Department.
  - b. The sections within your Department that review the permit, including the process sequence each section or specific personnel conducts for the review or re-review.
  - c. The general subject matter during each phase of the review.
  - d. The sections of the Maui County Code, Hawaii Revised Statutes, or Hawaii Administrative Rules, that apply to each phase of the review, including the timeframe for compliance.
2. Please provide copies of your Department's internal checklists used to review residential building permit applications.

May I further request your written response by **June 27, 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)ahhc01:jpp

cc: Mayor Richard T. Bissen, Jr.

## WAI Committee

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**From:** WAI Committee  
**Sent:** Thursday, June 13, 2024 5:45 PM  
**To:** loriann.tzuhako@co.maui.hi.us  
**Cc:** WAI Committee; Saumalu Mataafa; kimberly.ferguson@co.maui.hi.us; Michelle Santos; Zeke Kalua  
**Subject:** please read attached letter from Water and Infrastructure Committee Chair re: WAI-1(16)  
**Attachments:** 001(16)ahhc01\_signed.pdf

**Ms. Tzuhako:** Please refer to the attached letter from Water and Infrastructure (WAI) Committee Chair, dated June 13, 2024. Please respond by **June 27, 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, Senior Secretary  
WAI Committee