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**DEPARTMENT OF PARKS AND RECREATION**

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January 31, 2018

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

For Transmittal to:

Honorable Riki Hokama, Chair  
Budget and Finance Committee  
Maui County Council  
200 South High Street  
Wailuku, Hawaii 96793

APPROVED FOR TRANSMITTAL  
  
Mayor Date 2/6/18

Dear Chair Hokama:

**SUBJECT: AMENDING FISCAL YEAR 2018 BUDGET: DEPARTMENT OF PARKS AND RECREATION (OCEAN RECREATIONAL ACTIVITY FUND) (BF-119)**

Pursuant to your letter dated January 25, 2018 requesting information regarding the amendment of the fiscal year 2018 budget to allow for the purchase of four additional vehicles from the Ocean Recreational Activity Fund for parks maintenance use, the Department of Parks and Recreation (Department) would like to provide the following information:

**1. Provide a list of CORA-related complaints received by the Department and actions taken to resolve those complaints for the past two calendar years.**

Over the course of the last two years, the Department has worked to balance the different priorities and demands as required by the community, Council, and the Administration. Of the various demands, homelessness quickly became an area of focus across our many facilities. With the limited staffing, the growing homelessness problem, and the goal of the County to move towards concessions, the enforcement against illegal activities related to CORA was somewhat limited. This is an area we will be working to address as we fill the newly created positions. Currently most of our park security officers were reassigned to the night shift to handle gate closures and park checks as manpower allows.

A list of complaints covering the last two years is something the Department will be able to provide if allowed more time to extract the data, however please know that we do not have a proper database system in place (one that would be comparable to police report tracking) and as such, data extraction would need to be done manually, sorting through emails, voicemail logs, daily reports, and various systems. We have been informed that an enterprise system designed to handle complaints and code violations will be deployed

in FY 2019 by the IT Services within the Department of Management. It is our hope to utilize the system as a solution to our need for code enforcement tracking software.

**2. Explain the Department's practice in identifying illegal uses of CORA permits. Has the Department considered sting operations to reduce the illegal activities?**

Past practice for the Department has been to monitor the beach parks to determine the type of use occurring at the park. The consideration of conducting sting operations was deferred as there was no one in place to properly implement and direct such a program. As part of a recent internal review of the Permits and Enforcement Section (Section), to determine what improvements could be made, it was determined that creating an Investigator series position would be beneficial. It has become evident through the Section review that there is no escalation process for evidence gathered, including the names of witnesses, victims, or the accused. The position would be able to play a key role in the development of code violation cases for review, and if warranted, prosecution. This would include not only cases involving illegal uses of CORA permits, but also illegal CORA operators, various other illegal commercial vendors, special event permit violations, and other wrong-doing in parks. This position would also be able to oversee any approved sting operations or similar type actions. In order to proceed in a timely manner, consideration is being given to reallocating an existing position. While we are in need of additional manpower to cover the acreage and broad spectrum of incidents within our parks and facilities, we also need to structure a business process that manages incidents from start to finish.

Should you have any questions please contact me or Parks Permits Officer Lisa Almeida at x4049, for additional information.

Sincerely,



KA'ALA BUENCONSEJO  
Director of Parks and Recreation

c: Brianne Savage, Deputy Director, Parks and Recreation  
Lisa Almeida, Park Permits Officer  
Ashley DeCastro, Special Events Specialist  
Karen Lollis, Special Events Specialist  
Stephen Cramer, Parks Security and Enforcement Supervisor  
General File

KB:BS:la