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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 3, 2023

Director of Council Services  
Traci N. T. Fujita, Esq.

Deputy Director of Council Services  
David M. Raatz, Jr., Esq.

Ms. Kathleen Aoki, Director  
Department of Planning  
County of Maui  
Wailuku, Hawaii 96793

Dear Ms. Aoki:

SUBJECT: **FISCAL YEAR ("FY") 2024 BUDGET** (BFED-1) (PL-2)

May I please request you be prepared to answer the following questions at the BFED Committee meeting on **April 14, 2023**.<sup>\*</sup> This will enable the Committee to comprehensively review the FY 2024 Budget. May I further request that, after approval by the Office of the Mayor, you transmit a written response to [bfed.committee@mauicounty.us](mailto:bfed.committee@mauicounty.us) by the end of the day on **April 14, 2023**.

*<sup>\*</sup>Date subject to change without notice.*

**Overall**

1. For Administration and Planning Program, Goal #1, item 1: (Program Budget, page 492)
  - a. What is the average number of days it takes to review a building permit, from submittal to approval? (TC) (TP)
  - b. What are the top three zoning complaints received by the Department? (TC)
  - c. How many sign and banner permits were received in FY 2022 versus how many were approved? What is the average time it takes to make a decision on a permit after it is submitted? (TC)
  - d. How many formal, written Requests for Comments did the Department receive in FY 2022? (TC)

- e. How many Zoning Inspector positions are currently vacant and how do these vacancies impact the Department's ability to carry out Goal #1? (NUH)
  - f. Please describe the steps being taken to address the backlog of permits and heavy workloads. Are vacancies adding to the backlog or are more positions needed? (NUH)
- 2. For Administration and Planning Program, Goal #2, item 4: (Program Budget, page 494)
  - a. Please provide a copy the website survey.
  - b. What metrics are used to qualify the data tabulated from these surveys?
- 3. For Administration and Planning Program Key Activity Goals and Measures, only one success measurement is time-based – “% of building permits reviewed within 30 days.” Can the Department develop measures for the timeliness of its delivery of services to evaluate performance? Measuring service volumes, which is already being done, and the timely delivery of those services may better illustrate where the Department needs to increase staffing or invest in process improvements. (Pages 492-494, Program Budget) (TK)

**Salaries and Wages (Category “A”)**

- 1. The Department is removing an Administrative Planning Officer. Which Division will no longer have this position? (Page 495, Program Budget) (TP)
- 2. Please describe the role of the Business Administrator I position and whether this position has been filled. (Page 15-7, Budget Details) (NUH)
- 3. Why is there no longer a need for five Land Use Permit Clerks in FY 2024? (Page 496, Program Budget) (TP)
- 4. What are the duties of the Planner IV that was transferred from the Department of Public Works? (Page 496, Program Budget) (TP)

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

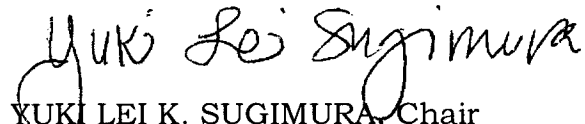
1. Will the \$120,365 increase in equipment from FY 2023 to FY 2024 be used to replace (3) SUVs for the Zoning Administration and Enforcement Division and (1) new SUV for a Zoning Inspector? If not, please describe what the Department anticipates purchasing with this increase. (Page 495 Program Budget) (Page 15-12, Budget Details) (TP)
2. What was the cost of Professional Services for the South Maui Community Plan update? The proposed FY 2024 appropriation for the Central Maui Community Plan is \$125,000. Please explain the professional services and contracts needed for the Central Maui Community Plan. Are there any new professional services being procured in FY 2024? (Page 497, Program Budget) (Page 15-9, Budget Details) (TP) (NUH)
3. Please explain the professional services and contracts needed for the following initiatives:
  - \$200,000 for a view plane analysis to review Special Management Area use permits and to update the 1990 Maui Coastal Scenic Resources Study; and
  - \$200,000 for transient vacation rental enforcement to continue to find and track transient vacation rental ads and identify illegal ads to initiate enforcement. (Page 15-9, Budget Details) (NUH)
4. The Department is requesting \$620,000 for rent for eight offices in One Main Plaza. What is the Administration’s plan to relocate the workers from these offices instead of paying this rent? (Page 15-9, Budget Details) (TP)
5. The Department has an expansion request of \$150,000 for Professional Services related to the designation of Important Agricultural Lands. (Page 497, Program Budget) (Page 15-10, Budget Details)
  - a. What is the current status of this project? (SS)
  - b. What is the scope of the next phase and the anticipated completion date of the project? (SS)

Ms. Kathleen Aoki  
April 3, 2023  
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- c. What incentives will you look to develop in the next phase of designating Important Agricultural Lands? (GJ)
  - d. Will the requested amount for FY 2024 be enough to cover all of the costs of the next phase of this project? (SS)
  - e. Are any matching grants available or being applied towards the designation process for important Agricultural Lands? (GJ)
6. Was any funding expended from the \$25,000 appropriated in FY 2023 for Historic American Building Surveys or Historic American Engineering Records? (Page 15-10, Budget Details) (TP)
7. How much of the \$100,000 appropriated from the Revolving Fund in FY 2023 was expended? What are the anticipated expenses for FY 2024? (Page 500, Program Budget) (Page 15-19, Budget Details) (TP)

Thank you for your attention to this request. Should you have any questions, please contact me or the Committee staff (Lesley Milner at ext. 7886, 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:2024bgt:230403apl02:jgk

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

## BFED Committee

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**From:** BFED Committee  
**Sent:** Monday, April 3, 2023 4:30 PM  
**To:** kathleen.aoki@co.maui.hi.us  
**Cc:** BFED Committee; garrett.e.smith@co.maui.hi.us; joy.paredes@co.maui.hi.us; Michelle Santos; Zeke Kalua; Maria Zielinski; Desiree Echallas; Janina Agapay  
**Subject:** PLEASE READ attached letter re: FISCAL YEAR ("FY") 2024 BUDGET (BFED 1) (PL 2). . .  
**Attachments:** (PL-2) Correspondence to Planning 04-03-2023.pdf

**Ms. Aoki:** Please refer to the attached letter from the Budget, Finance, and Economic Development (BFED) Committee Chair, dated 04/03/2023.

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

**Ms. Zielinski:** FYI

Thank you,  
Yvette Bouthillier, Secretary  
BFED Committee

**RICHARD T. BISSEN JR.**  
Mayor

**KATHLEEN ROSS AOKI**  
Planning Director

**GARRETT E. SMITH**  
Deputy Director



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

April 14, 2023

Maria Zielinski  
Budget Director  
200 South High Street  
Wailuku, Hawai'i 96793

A handwritten signature in black ink, appearing to be "mz", written over the name Maria Zielinski.

Honorable Richard T. Bissen Jr.  
Mayor, County of Maui  
200 South High Street  
Wailuku, Hawai'i 96793

APPROVED FOR TRANSMITTAL

A handwritten signature in black ink, appearing to be "Richard T. Bissen Jr.", written over the word "Mayor".  
4-18-23  
Date

For Transmittal to:

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

Dear Chair Sugimura:

**SUBJECT: FISCAL YEAR ("FY") 2024 BUDGET (BFED-1) (PL-2)**

Thank for your April 3, 2023 letter. We offer the following responses to your questions.

Overall

1. *For Administration and Planning Programs, Goal #1, item 1: (Program Budget, page 492)*
  - a. *What is the average number of days it takes to review a building permit, from submittal to approval (TC)(TP).*

MAPPS is a new system and a system's generated report for this purpose has yet to be created. The Department did its best to manually determine this number and

initial data indicated, on average, the review is 189 days. However, this was based on criteria of the permit application date and not the permit assignment date to the Zoning Administration and Enforcement Division (ZAED). The Department is still evaluating the accuracy of the MAPPS reporting.

*b. What are the top three zoning complaints received by the Department (TC)*

The top three zoning complaints received are allegations of transient vacation rental (TVR) violations, violations of setbacks, and unpermitted uses occurring within an identified zoning district.

While not a *zoning* violation, the Department's receives a significant number of complaints involving alleged violations in the Shoreline Area of the Special Management Area (SMA).

*c. How many sign and banner permits were received in FY 2022 versus how many were approved? What is the average time it takes to make a decision on a permit after it is submitted? (TC)*

Sign permits that were applied for in FY 2022 = 55

Sign permits that were approved in FY 2022 = 45

Average time for decision after submittal of a sign permit using only approved permits = 33 days

Banner permits that were applied for in FY 2022 = 118

Banner permits that were approved in FY 2022 = 116

Average time for decision of a banner permit using only approved permits = 2 days

*d. How many formal, written Requests for Comments did the Department receive in FY 2022? (TC)*

Those that were logged: 156. Requests that were submitted by email to specific staff may not necessarily be assigned a RFC number, so this figure of 156 is likely lower than the actual number of requests received and responded to.

*e. How many Zoning Inspector positions are currently vacant and how do these vacancies impact the Department's ability to carry out Goal #1? (NUH)*

There is currently one zoning inspector vacancy as of March 15, 2023. However, throughout this fiscal year, there has been on average of two vacancies. We recently had a zoning inspector I resign to accept employment with the State of Hawaii, while at the same time filled an inspector trainee position. This zoning inspector



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vacancy is having limited impact on the Department's ability to carry out Goal #1, however we are diligently pursuing filling this position.

- f. *Please describe the steps being taken to address the backlog of permits and heavy workloads. Are vacancies adding to the backlog or are more positions needed? (NUH)*

Staff has been relieved of most duties associated with the testing and updates to the MAPPS project which was the primary cause of the backlog over the past 18-24 months. The project is still in its infancy, however, and addressing gaps, oversights, and questions from both staff and the public still impacts staff's time which is spent focused on those needs rather than permit processing. ZAED's Plans Review Section is closed to walk ins on Wednesdays and defers phone call and email responses received on Wednesdays to the following day in order to focus on application processing. The Current Division and ZAED have been offered some overtime to increase the rate of processing. Lastly, the recent adoption of updated SMA and Shoreline Rules for Maui, which now includes categorical exemptions, will help to reduce the submission of SMA assessments and permit applications. The volume of permits has remained high and vacancies certainly added to the backlog of processing permits. For example, in October and November 2022, the Current Division had six vacant planner positions, equating to a 31% vacancy rate of their planner positions.

2. *For Administration and Planning Program, Goal #2, item 4: (Program Budget, page 494)*

- a. *Please provide a copy the website survey.*

For FY 2022, the Long Range Division conducted a total of two website surveys during the South Maui Community Plan Update's community engagement phase (Phase II). The first survey was for an online Community Design Workshop, which ran from September 13 – October 27, 2021 and can be found at the following link: <https://wearemaui.mysocialpinpoint.com/cdmap#/> The second survey was for a Growth Alternatives Workshop, which ran from April 11 – 29, 2022, and can be found at the following link: <https://southmaui.wearemaui.org/growth-alternatives-workshop/>

There have been no website surveys conducted for community plan purposes in FY 2023, as the We Are South Maui team wrapped up community engagement in Q1



and are currently in the next phase of the update process (Phase III: Community Plan Advisory Committee Review) which began in October 2022.

A Community Survey continues to be conducted for the West Maui Corridor Study. The survey can be found at: <https://westmaui.mysocialpinpoint.com/west-maui-community-corridor/2wk2>

*b. What metrics are used to qualify the data tabulated from these surveys?*

In FY 2022, surveys for the South Maui Community Plan Update measured POSITIVE, NEGATIVE and NEUTRAL comments from the public regarding specific areas within South Maui. This community feedback was used to create the Department Recommended Community Plan map found in the Draft South Maui Community Plan (visit <https://southmaui.wearemaui.org/draft-plan-review/#draft-plan>).

For the Community Design Workshop survey, participants were asked to place pins on specific locations of their choosing within South Maui, then provide comments on those locations. Participants could utilize three different types of pins: STAY THE SAME (positive), NEEDS CHANGE (negative), and OTHER (neutral).

For the Growth Alternative Workshop survey, participants were asked what they LIKED (positive) or DISLIKED (negative) most about the presented growth alternative options for eight areas in South Maui (Mā'alaea/ Keālia, Pulehunui, North Kīhei, Central Kīhei, South Kīhei, Wailea, Mākena, 'Āhihi-Kīna'u/Kanaio). Participants also had the option to provide general (neutral) comments about each area.

In both these surveys, the IP address of each participant was logged, which allowed planners to more accurately measure the number of unique participants. Multiple survey responses from the same IP address may indicate: 1) the same person taking the survey multiple times, OR 2) different people within a household using the same computer, tablet or mobile device to participate. For the Community Design Workshop, the utilization of a map meant that survey responses also included coordinates. Although this feature was useful in gathering feedback for acutely specific areas, it should be noted that not all pins were accurately placed based on their corresponding comments.

As for the Community Survey for the West Maui Corridor Study, the survey is currently active and we are not able to provide a response to this question. This information will be available from the consultant responsible for overseeing the survey once the survey is closed and the data has been reviewed and reported.

3. *For Administration and Planning Program Key Activity Goals and Measures, only one success measurement is time-based – “%of building permits reviewed within 30 days.” Can the Department develop measures for the timeliness of its delivery of services to evaluate performance? Measuring service volumes, which is already being done, and the timely delivery of those services may better illustrate where the Department needs to increase staffing or invest in process improvements. (Pages 492-494, Program Budget) (TK)*

Building permit and discretionary permit application, submittal, review, revision and approval is a complex and interactive process with many variables and reasons for delays. Complicating factors include designs that do not meet code requirements, delay in drafting and submitting revisions, financing issues for applicants, delays in processing peripheral but necessary permits, obtaining comments from noncounty agencies, and contested case filings and lawsuits. While increasing staffing could certainly help to address the processing of the Department’s permits, many factors beyond the control of the Department staff impact “timeliness of delivery”.

*Salaries and Wages (Category “A”)*

1. *The Department is removing an Administrative Planning Officer. Which Division will no longer have this position? (Page 495, Program Budget) (TP)*

The Administrative Planning Officer (APO) is an expansion position from FY22/23 that is yet to be allocated a position. Due to Department of Personnel Services (DPS) organizational and classification guidelines, the Department was advised that the APO cannot exist in the Director’s Office as desired because the position is now classified as a section head and needs numerous subordinates.

2. *Please describe the role of the Business Administrator I position and whether this position has been filled. (Page 15-7, Budget Details) (NUH)*

In trying to re-describe the APO position as described in #1 above, the Department attempted to classify the position as a Business Administrator I to assume the responsibilities to that of the APO in the Director’s Office. This classification was also denied by DPS. While the position has not been filled due to these obstacles, the



Honorable Richard T. Bissen Jr  
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Department will now pivot and more likely allocate the position as a Planner V which can exist within the current structure of the Director's Office.

3. *Why is there no longer a need for five Land Use Permit Clerks in FY 2024? (Page 496, Program Budget) (TP)*

The FY24 budget has been updated to correctly reflect the actual and proposed operations structure of the Department. Two of these positions are noted as Office Operations Assistant II, one is noted as a Personnel Assistant I, and two are noted as Land Use and Bldg Plans Exam.

4. *What are the duties of the Planner IV that was transferred from the Department of Public Works? (Page 496, Program Budget) (TP)*

The Planner IV position was prematurely transferred out of the Department's FY23 budget as part of a pending reorganization of the Flood Plain Program to the Department of Public Works (DPW). DPW has determined that this planner EP and funding can remain in the Department. This position will perform duties such as, but not limited to, reviewing/approving development, subdivisions, and flood hazard plans and permits, processing BVA applications, and answering zoning questions.

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

1. *Will the \$120,365 increase in equipment from FY 2023 to FY 2024 be used to replace (3) SUVs for the Zoning Administration and Enforcement Division and (1) SUV for a Zoning Inspector? If not, please describe what the Department anticipates purchasing with this increase. (Page 495 Program Budget) (Page 15-12, Budget Details) (TP)*

Three of the SUVs are for the ZAED and will be used by the zoning inspectors. In this division, there are two vehicles that have exceeded their useful life. There are also two expansion positions for inspectors that have been filled and who require vehicles to do independent inspections. With these three vehicles, the division will rotate the use of the vehicles among staff for the time being. The fourth SUV is for the Current Division to replace a vehicle that has exceeded its useful life.

2. *What was the cost of Professional Services for the South Maui Community Plan update?*

The following has been expended and includes estimates until June 30, 2023 for the South Maui Community Plan Update (Professional Services sub-account):

Media Services (Akaku) \$17,300.16

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Location Rental	\$ 1,459.34
Website maintenance	\$ 1,088.17

Other costs not included in Professional Services are mileage reimbursements, overtime for attendance at evening meetings, refreshments, supplies and equipment.

3. *The proposed FY 2024 appropriation for the Central Maui Community Plan is \$125,000. Please explain the professional services and contracts needed for the Central Maui Community Plan. Are there any new professional services being procured in FY 2024? (Page 497, Program Budget) (Page 15-9, Budget Details) (TP)(NUH).*

The Department is currently securing a contract for consultant services for the Central Maui Community Plan Update using FY 2023 funds. Additional professional funds could be used for unanticipated professional services that are suggested through the community outreach process. In addition, other professional services may be required during FY 2024 such as media, location rental and website maintenance while the draft is being prepared and community outreach is conducted.

4. *Please explain the professional services and contracts needed for the following initiatives:*

- *\$200,000 for a view plane analysis to review Special Management Area use permits and to update the 1990 Maui Coastal Scenic Resources Study; and*

The purpose of this project is to study the urban scenic and open space coastal resources and to prepare resource management policies and design review criteria for the County. The Department would need to create a Request for Proposal, receive and score bids and issue contracts.

- *\$200,000 for transient vacation rental enforcement to continue to find and track transient vacation rental ads and identify illegal ads to initiate enforcement. (Page 15-9, Budget Details) (NUH)*

The Department is currently in the process of issuing a one year contract for \$190,000 for this purpose, using FY 2023 Professional Services funds. In order to renew the contract in FY 2024, additional funds will be required.

5. *The Department is requesting \$620,000 for rent for eight offices in One Main Plaza. What is the Administration's plan to relocate the workers from these offices instead of paying this rent? (Page 15-9, Budget Details) (TP)*

The Department agrees this is a significant cost for office space and supports the Administration's and Council's effort in purchasing or constructing additional County owned office space to address the amount of monies spent on rent. The Department would further support having all of its divisions located together in one office, or at a minimum on one floor of a building.

6. *The Department has an expansion request of \$150,000 for Professional Services related to the designation of Important Agricultural Lands. (page 497, Program Budget)(Page 15-10, Budget Details)*

a. *What is the current status of this project? (SS)*

The Department is in review of the final draft of the Phase I report mapping lands eligible for IAL designation and is creating an interactive map that will be posted to the Department's website for public viewing.

b. *What is the scope of the next phase and the anticipated completion date of the project?(SS)*

The scope of Phase II of the IAL project is to identify and pursue enactment of incentives to motivate land owners to voluntarily participate in the IAL designation process which is proposed to occur in Phase III of the project. Completion date of the project is approximately 2026.

c. *What incentives will you look to develop in the next phase of designating Important Agricultural Lands? (GJ)*

Incentives proposed are anticipated to be community driven in consultation with the communities of the islands of Maui, Molokai and Lani.

d. *Will the requested amount for FY 2024 be enough to cover all of the costs of the next phase of this project? (SS)*

The amount requested to date is anticipated to be sufficient to complete the next phase of the project.

e. *Are any matching grants available or being applied towards the designation process for important Agricultural Lands? (GJ)*



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Grants may be available, however the Department does not have a staff person with the capacity to identify, apply for, and manage grants for the IAL project at this time.

7. *Was any funding expended from the \$25,000 appropriated in FY 2023 for Historic American Building Surveys or Historic American Engineering Records? (Page 15-10, Budget Details) (TP)*

To date, approximately \$24,525 has been expended/procured/out for bid.

8. *How much of the \$100,000 appropriated from the Revolving Fund in FY 2023 was expended? What are the anticipated expenses for FY 2024? (Page 500, Program Budget) (Page 15-19, Budget Details)(TP)*

#### Revolving Fund – Special Management Area

- A Request For Proposal is being prepared to encumber funds of \$100,000 for consultant services for a feasibility study and design for Kanaio stream restoration (Maalaea).
- For FY 2024, the Department will expend funds on a study and design to improve shoreline access and could continue with the implementation of the Kanaio stream restoration project.

Thank you for your attention and consideration. Should you have any questions or need additional information, please feel free to contact me.

Sincerely,



KATHLEEN ROSS AOKI  
Planning Director

xc: Garrett Smith, Deputy Director (pdf)  
Ann Cua, Planning Program Manager (pdf)  
Jordan Hart, Planning Program Manager (pdf)  
Jacky Takakura, Planning Program Manager (pdf)  
Connie Gouveia, Administrative Officer (pdf)  
Charmaine Rodrigues, Purchasing Specialist (pdf)

KRA:jlj  
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## BFED Committee

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**From:** Desiree Echalas <Desiree.B.Echallas@co.maui.hi.us>  
**Sent:** Tuesday, April 18, 2023 12:18 PM  
**To:** BFED Committee  
**Subject:** FY 2024 (BFED-1) (PL-2)  
**Attachments:** FY24 (BFED-1)(PL-2) Response.pdf

Attached is response PL-2 from Department of Planning.

Mahalo,

Desiree Echalas  
Budget Specialist  
County of Maui  
Office of the Mayor  
[Desiree.B.Echallas@co.maui.hi.us](mailto:Desiree.B.Echallas@co.maui.hi.us)  
Phone: (808) 270-8239