

From: Karen R Boyer <kboyer@hawaii.edu>
Sent: Wednesday, February 21, 2024 9:41 PM
To: DLNR.BLNR.Testimony
Subject: [EXTERNAL] EMAIL SUBJECT LINE: should include the following statement. (you may cut and paste) Support Granting the Petitions for a Contested Case Hearing prior to renewal of revocable permits or direct issuance contracts with Secure Parking LLC: Agend...

Greetings Board of Land and Natural Resources Chair Dawn Chang and Board Members,

We, the Public, are calling upon the Department of Land and Natural Resources and the Board of Land and Natural Resources to fulfill their duties as public servants of public lands in the proper management of Ala Wai Small Boat Harbor contracts and harbor maintenance. We are requesting a contested case hearing to express our desire for clear structure and rules to be established before renewing a contract with Secure Parking LLC, as Secure Parking LLC is one of the contacts directly related to this radical towing situation at the Ala Wai Small Boat Harbor.

I regret not attending August 11 and December 7 BLNR meetings in person. If able to attend, I also would have voiced my desire for a contested case hearing.

If Kama'aina Boaters is granted at least one contested case hearing, I look forward to presenting in person.

I had a recent experience of using Secure P parking in the harbor and **all** kiosks were not working. The scancode emblem was very high on a sign and was difficult to navigate. It took me over five minutes as all credit card information had to be entered. Later in the day, our boat engine died and I panicked in concern that I would be towed while suffering an engine problem. I was fortunate I had email access on my phone and through an email verification was able to extend my time to avoid being towed. This was very traumatic as I was deeply worried about the possibility of suffering a tow rather than citation.

This fear is deeply rooted in living (and working) in Honolulu for over three decades. I have nearly been towed for being one (yes, just one) minute late returning to my vehicle. Mr. Tow had me hooked up already. Fortunately, I was able to get my car released to avoid being towed but both my children have been towed from the Ala Wai boat harbor. You may or may not realize, Mr. Tow has software providing them with information about each car. They accept cash only and have an ATM on site. They fully implement predatory practices and circle the boar harbor area on a regular basis.

Having a contested case hearing would allow the public to voice concerns about Secure P parking, their poor signage, failure to maintain pay kiosks and inability to provide parking citations.

Thank you for your reconsideration of this request.

Karen Boyer, O'ahu resident

From: Justin Brackett <justinbrackettlaw@gmail.com>
Sent: Thursday, February 22, 2024 9:00 AM
To: DLNR.BLNR.Testimony
Subject: [EXTERNAL] Support Granting the Petitions for a Contested Case Hearing prior to renewal of revocable permits or direct issuance contracts with Secure Parking LLC: Agenda Items J-1, through J-6

Greetings Board of Land and Natural Resources Chair Dawn Chang and Board Members,

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It's not acceptable for towings to occur with no warnings or tickets.

Sincerely,
Justin A. Brackett, Esq.
515 Ward Avenue
Honolulu, HI 96814
(808) 377-6778

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From: Korynn Grenert <korynng@hawaii.edu>
Sent: Wednesday, February 21, 2024 11:21 PM
To: DLNR.BLNR.Testimony
Subject: [EXTERNAL] Support Granting the Petitions for a Contested Case Hearing prior to renewal of revocable permits or direct issuance contracts with Secure Parking LLC: Agenda Items J-1, through J-6

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I have personally had my car towed from the Ala Wai Boat Harbor due to misleading signage, and when I picked up my car from Mr.Tow, they demanded that I pay with cash only. This was despite my pointing out to Mr.Tow that HRS §290-11 requires tow companies to, "(5) Accommodate payment by the vehicle owner for charges under paragraph (1) by cash, credit card, or debit card."

I have seen many cars be towed from the Ala Wai Boat Harbor for going over their metered time even though there were plenty of open stalls available, towing signs pointing in the wrong direction, faded lines on the ground making it difficult to ascertain which parking spots are open to the public, and signage with conflicting information on towing times.

I am a member of Kama'aina Boaters and Surfparking.org, and I strongly support a Contested Case Hearing before renewal of the revocable permit with Secure Parking LLC, who I believe is not doing this state-owned recreational area justice through their immoral towing practices.

Thank you for your consideration in this very important matter.

Sincerely,

Korynn Grenert

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