

**From:** [Kate Thompson](#)  
**To:** [DLNR.BLNR.Testimony](#)  
**Subject:** [EXTERNAL] Four vehicles towed from Ma'alaea Small Boat Harbor Saturday morning 3-8-2025, within one hour. Please allow me to meet with you or a member of staff for 20 minutes. Mahalo.  
**Date:** Friday, May 23, 2025 12:20:22 PM

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May 23, 2025

Additional written testimony to be handed out as a hard copy at the BLNR Meeting on 5-23-2025

Dear BLNR Chair Chang and Board Members.

My boating and surfing friends have been volunteering our time for 3 years trying to stop the 'instant towing' as the only type of Parking enforcement at Ma'alaea and the Ala Wai Boat Harbors.

We haven't been getting too far at BLNR, or the Legislature with our 1) bill to establish a 12 hour delay before towing, at public parking stalls, or 2) re-instate and ticketing phase, for minor parking violations. So, I started writing to the Governor, since his logo is on these documents. One letter is attached to this email for you to see.

I wrote to Governor Green about what I witnessed at Ma'alaea Harbor on Maui, while I parking and went to Lanai on the ferry. March 8, 2025.

I witnessed four cars being towed from Ma'alaea State Small Boat Harbor within ONE hour. Maybe you can get the towing records for March 2025, or for the whole previous year of 2024?

At the time of the 'scene' I was an eye witness to, there were about 15 open parking spaces available, so they were not towing for the 'desperate need for parking'.

When Aimee Barnes asked for the towing records for the Ala Wai, DOBOR did produce the tow records (1500 tows in first 8 months of 2023).

Only 7 parking tickets were issued by DOBOR, at Ala Wai for whole year, 2023

After the March 11 letter I wrote to the Governor, Chair Chang wrote to the Governor that: "Due to this being a private company (Secure Parking), they are unable to issue tickets in the manner that law enforcement can, therefore, they have to enforce towing as a solution in line with their parking signs,"

It seems, is BLNR that is approving this 'enforcement bypass' by allowing Secure Parking to give the tow truck driver all the car license numbers and payment into (on iPad type tablets) and on Maui especially Secure Parking and tow company work closely with a direct sub-contract Beach Country Towing.

We are still seeking towing records to verify the issue.

We don't want to sue the State or anything close to that, we just equitable parking enforcement. We want better signage, accurate harbor parking maps, and a ticketing phase to parking enforcement in our public recreational boat harbors.

Secure parking is totally set up to 'issue parking fine', you can check their web-site. And ProPark does this for the City and County at the Honolulu Zoo, and the Kaimuki Municipal Shopping Center.

I'm hoping Board Members will make a motion and pass that the board members would like to know from the

Attorney General herself: “Does BLNR have increased responsibility for ‘oversight’ since ACT 163 (re-written in 2022)?” The new language allows BLNR to issue longer-term Direct Issuance contracts for parking concessions (and no longer uses the Chapter 103D standard procurement process.)

Feel free to text, or call me with questions or suggestions. I would appreciate a chance to talk with board members, especially about what I witnessed that day at Ma’alaea and what I heard that goes on at Ma’alaea small boat harbor with the towing, how the tow truck driver work together, to ‘get more tows done’. Also, I would to schedule a tour of these harbors with one or more BLNR members to look at the parking signage and how the public is getting confused. Some people are paying to park, at the Ala Wai SBH but still getting towed, due to the lack of ground signage, such as the words. PERMIT ONLY stenciled on the ground at each boater parking stall. This type of stenciling existed for many years in 1990’s and early 2000’s, and it prevented towing.

Thank you Board Members for caring and advocacy for the public, and appropriate ‘parking enforcement penalty costs’.

Mahalo,

Kate Thompson

808-387-0321

**From:** Kate Thompson <[katet@me.com](mailto:katet@me.com)>

**Subject: Four vehicles towed from Ma’alaea Small Boat Harbor  
Saturday morning 3-8-2025, within one hour. Please allow me to meet  
with you or a member of staff for 20 minutes. Mahalo.**

**Date:** March 11, 2025 at 6:03:56 PM HST

**To:** [Josh.green@hawaii.gov](mailto:Josh.green@hawaii.gov)

March 11, 2025

Dear Governor Josh Green, M.D.,

I am writing to you today to express my concerns regarding the harsh vehicle towing practices in our State Recreational Small Boat Harbors (SBH).

On Saturday morning, March 8, 2025, I witnessed four vehicles being towed from the harbor within one hour at Ma’alaea Boat Harbor. These towing incidents underscore the urgent need for action to address the issue of “instant towing” in our harbors, as towing is the only penalty for minor parking offenses.

It is important to note that TOWING in the State SBH’s has become the sole financial penalty for parking nonpayment. While this approach may seem efficient, it has resulted in confusion and frustration among the public. Many individuals are left bewildered by the pay stations and some do not pay successfully. If towed, they struggle to navigate the situation, take a taxi/uber to

the tow yard, to retrieve their vehicle.

Many of us Hawai'i resident boaters and harbor users have worked over the past three years advocating for the public against the towing; we have worked at all levels of government (DOBOR, DLNR, BLNR, Legislature, OIP), trying to prevent towing. We have yet to see any significant progress in this matter. Solutions would include: better parking signage on poles, ground labeling, accurate parking maps and most importantly (reinstating) the parking CITATION stage of parking enforcement. The public is counting on the State to act in a fair manner.

Currently, the Division of Boating and Ocean Recreation (DOBOR) and the Department of Land and Natural Resources (DLNR) appear to be perpetuating "instant towing" as the penalty for minor parking offenses. No work is being done by DLNR, at the Board of Land and Natural Resources (BLNR) level or Legislative level to 're-establish the citation phase' of parking management.

I would be honored to meet with you, or a member of your staff with expertise in legal or consumer affairs, to discuss this matter further. I believe that by sharing the history of the problem and providing relevant documents, that you will see for yourself that the interventions to improve parking management at the harbors, will require a directive from the Attorney General, sent to the Division of Boating and Ocean Recreation and the DLNR Chair, Dawn Chang.

It is crucial to recognize that no portion of the towing fees collected goes back to the State, and no 'set aside' for parking lot improvements either. Furthermore, no portion of towing fees goes to the parking permittee, referred to as 'Secure', which operates the pay machines. The towing company keeps all money from the tow.

The public deserves a safe and efficient parking environment, with equitable financial penalties to other State run parking lots. I am confident that you, as Governor, can take the necessary actions to achieve this goal.

I would appreciate the opportunity to meet with you or a member of your staff. I would need 20 minutes to share the basics. Your staff member could then provide you a summary of our meeting, and give you with the support documents I will bring to the meeting such copies of the parking/towing contracts, BLNR transcripts, and public testimony.

Mahalo,

Kate Thompson  
808-387-0321

Attached are photographs of three of the tows I observed; the fourth tow was photographed, but I did not have my phone available at the time.

Additionally, there is a photograph of the individuals standing near the pay station. They were visibly confused by the payment machine, and one of the individuals was a Maui resident. I assisted them with making their payment to obtain a receipt.

