

Jordan Molina

County of Maui, Public Works Director

General Information about County of Maui, Public Works

- The Department of Public Works is comprised of 3 divisions:
 - Engineering
 - Development Services Administration (DSA)
 - Highways
- DSA is the division that is responsible for construction permitting, including Building, Electrical and Plumbing permits.
- Specific for the building permit, DSA is the coordinating agency. The Departments or agencies in which are involved with the review and approval of the building permit will depend on the location and type of improvement(s). Affected agencies (matrix) will be shown later in this presentation.

MAPPS

(Maui's Automated Planning and Permitting System)

- Powered by Tyler Technologies' Enterprise Permitting and Licensing software.
- Launched in April 2022 and took the place of KIVA.
- Fully digital system where most if not all the permitting for the County of Maui is processed.
- There are 2 modules:
 - CSS (Customer Self Service) portal, which is the public's access.
 - Back-of-Office, which is the County Employee's access.

Digital System Benefits

Public

- Apply at any time, anywhere
- Eliminate travel and wait times at the Permitting office
- Progress can be tracked
- Automated notifications
- Eliminate printing cost

County

- Eliminate plan storage space
- Reduce the physical need to route plans
- Better record-keeping files
- Better reporting and analytics for performance and planning

Digital System Challenges or Inefficiencies

- Technical issues
- Multiple versions of revisions
- Internet connection, which is more so a challenge with the older generation

Building Permit Data

- On average around 1,300 Building Permits are issued per year and take around a year from application to issuance.
- Scope for a building permit ranges drastically and can include:
 - Demolitions
 - Repairs
 - Alterations
 - New
- Scale and type of the scope can also range drastically:
 - Storage shed
 - Walls and fences
 - Residential homes
 - Hotels
 - Restaurants
 - Schools

Building Permit Process

- Application Submission
 - The applicant will apply for a building permit via CSS
- Initial Review
 - Ensure all required documents/attachments are submitted and complete
 - Collect Plan Review Fees
- Agency Review
 - All applicable Departments/Agencies will be routed the permit case for their review and approval
 - Revisions rerouted to applicable Departments/Agencies for review
- Final Review
 - Ensure all agencies approved
 - Collect Permit Fee



How to apply for building permit, using MAPPS or Maui's
Automated Planning and Permitting System

CSS (Customer Self Service)

The screenshot displays the MAPPS Customer Self Service (CSS) website. At the top left is the logo for Maui's Automated PLANNING & PERMITTING System. At the top right is a "Login or Register" link. A navigation bar below the logo contains links for Home, Apply, Today's Inspections, Map, Search, Calendar, and Help. A prominent blue banner with white text reads: "***** ATTENTION: If you have not logged into the MAPPS CSS since before 3/10/2025. Please visit the [MAPPS upgrade webpage](#) on the MAPPS support website to get the new link and instructions for re-registering *****". Below the banner is a large image of a Maui landscape with mountains and buildings. Overlaid on this image is the text "Welina mai" and "Welcome to Customer Self Service (CSS)". The main content area features nine white cards arranged in a 3x3 grid, each with an icon and a title. The cards are: 1. "MAPPS Applications & Information" (info icon) with subtext "Locate information and forms required for the application process before applying"; 2. "Apply" (envelope icon) with subtext "Apply for a permit, plan, or business license"; 3. "MAPPS Document Submission Standards" (info icon) with subtext "Access the requirements for submitting plans through CSS"; 4. "My Dashboard" (info icon) with subtext "Access information about your permits, plans, inspections, code cases, requests and business licenses"; 5. "Disaster Recovery Building Permits" (info icon) with subtext "Click here to apply for Disaster Recovery Building Permits related to the 2023 wildfires"; 6. "Request for Service (RFS)" (info icon) with subtext "Submit a request for service or information"; 7. "MAPPS FAQ" (info icon) with subtext "Find answers to frequently asked questions"; 8. "Search Public Records" (magnifying glass icon) with subtext "Search for existing permits, plans, inspections, code cases, business licenses and RFS cases"; 9. "Map" (location pin icon) with subtext "Explore the map to see the activity in your neighborhood and to verify your County assigned address". At the bottom left, a small URL is visible: "https://mapps2.co.maui.hi.us/energov_prod/selfservice/MauCountyHProd#/home".

Maui's Automated
PLANNING & PERMITTING
System

Login or Register

Home Apply Today's Inspections Map Search Calendar Help

***** ATTENTION: If you have not logged into the MAPPS CSS since before 3/10/2025. Please visit the [MAPPS upgrade webpage](#) on the MAPPS support website to get the new link and instructions for re-registering *****

Welina mai
Welcome to Customer Self Service (CSS)

MAPPS Applications & Information
Locate information and forms required for the application process before applying

Apply
Apply for a permit, plan, or business license

MAPPS Document Submission Standards
Access the requirements for submitting plans through CSS

My Dashboard
Access information about your permits, plans, inspections, code cases, requests and business licenses

Disaster Recovery Building Permits
Click here to apply for Disaster Recovery Building Permits related to the 2023 wildfires.

Request for Service (RFS)
Submit a request for service or information

MAPPS FAQ
Find answers to frequently asked questions

Search Public Records
Search for existing permits, plans, inspections, code cases, business licenses and RFS cases

Map
Explore the map to see the activity in your neighborhood and to verify your County assigned address


https://mapps2.co.maui.hi.us/energov_prod/selfservice/MauCountyHProd#/home

Permit Selection

The screenshot displays the Maui Automated Planning & Permitting System interface. At the top left is the system logo. A navigation bar includes links for Home, Dashboard, Apply, My Work, Today's Inspections, Map, Pay Invoices, Search, Calendar, and Help. The main section is titled "Application Assistant" and features a search bar and filter tabs: All, Trending (selected), My History, Business Licenses, Permits, and Plans. Below the filters, a "Show Categories" link is present. The main content area lists several permit categories, each with a description and an "Apply" button.

Category Name	Description	Action
Commercial Agricultural Structure Review & Registration Category Name: Planning Development Review	Description: Registration is required for commercial agricultural structures. Commercial agricultural structures are agricultural product stands, farmer's markets, agricultural retail structures, and agricultural food establishments which includes food trucks and trailers in the Agricultural District. Please visit the following website to view application requirements before filing: https://hi-maui-county-maps.civicplus.com/270/ZAED-Commercial-Ag-Structure-Review-Regi	Apply
Building Permit - New/Addition/Alteration Category Name: Building	Description: New construction, addition, alteration, or repair of structure. DO NOT apply here for Demolition or Temporary permits.	Apply
Electrical Permit - Service Category Name: Electrical	Description: New construction, addition or alteration of electrical work for electrical service.	Apply
Electrical Permit - Renewable Energy System Category Name: Electrical	Description: New construction, addition or alteration of electrical work for a renewable energy system (e.g. photovoltaic, wind turbine).	Apply
SM1 - Special Management Area Use Permit - Lanai and Molokai Category Name: Coastal Development	Description: Current Planning - SM1 - Special Management Area Use Permit - Lanai and Molokai	Apply
SM1 - Special Management Area Use Permit - Maui Category Name: Coastal Development	Description: Current Planning - SM1 - Special Management Area Use Permit - Maui	Apply
Agriculture Verification Statement Request		Apply

Location of Improvement

▼ 🛒 0

[Home](#) [Dashboard](#) [Apply](#) [My Work](#) [Today's Inspections](#) [Map](#) [Pay Invoices](#) [Search 🔍](#) [Calendar 📅](#) [Help](#)

Apply for Permit - Building Permit - New/Addition/Alteration *REQUIRED

1 Locations 2 Type 3 Contacts 4 More Info 5 Attachments 6 Review and Submit

LOCATIONS

*****STOP! If you are applying for a Disaster Recovery Building Permit related to the 2023 wildfires, DO NOT APPLY HERE. Go to the [Disaster Recovery Building Permit](#) webpage for links to the Disaster Recovery Building Permits.*****

For additional application instructions and information, click [here](#).

Enter the location of the project. To search by **Address**, use the official United States Postal Service "Street Type" abbreviations (100 W Aloha Street would be 100 W Aloha St). To indicate a unit designation, place the unit after the street type (100 W Aloha St Unit 2B). To search by **Parcel Number**, enter the 13 digit TMK number without any dashes or colons, starting with the island number "2", i.e. 2340560780000. You can also search using partial information, i.e. 100 Aloha or 234056078.

Please note: the first 13 digits will contain the TMK number, the 5 digits after the "-" character are for county-use only.

Location ▼


Add
Location

+

REQUIRED

[Create Template](#) [Save Draft](#) [Next](#)

Building Permit Details

0

[Home](#) [Dashboard](#) [Apply](#) [My Work](#) [Today's Inspections](#) [Map](#) [Pay Invoices](#) [Search](#) [Calendar](#) [Help](#)

Apply for Permit - Building Permit - New/Addition/Alteration *REQUIRED

Progress indicator with 6 steps: 1. Locations (checked), 2. Type (active), 3. Contacts, 4. More Info, 5. Attachments, 6. Review and Submit

PERMIT DETAILS

Enter the Project Name in the Description field. For residential projects, enter the owner name, and for non-residential projects, enter the project or business name. When required, Valuation should include materials and labor. A red asterisk (*) designates a required field.

*Permit Type

Description

*Valuation

[Back](#) [Create Template](#) [Save Draft](#) [Next](#)

Contacts to the permit case

Apply for Permit - Building Permit - New/Addition/Alteration *REQUIRED

Progress bar steps: 1. Locations (checked), 2. Type (checked), 3. **Contacts** (active), 4. More Info, 5. Attachments, 6. Review and Submit

CONTACTS

Please add any additional contacts and choose their roles to associate them to this case. Contacts may receive notifications, view progress, submit documents, pay bills, etc., through their MAPPs accounts. Professional contacts licensed in Hawaii (e.g. AR, PE, CT, etc.) can be added to a case only if their license is current and in good standing.

Applicant


Select Type

Add Contact

+

Buttons: Back, Create Template, Save Draft, Next

Permit Information



Home Dashboard Apply My Work Today's Inspections Map Pay Invoices Search Q Calendar 0 Help

Apply for Permit - Building Permit - New/Addition/Alteration *REQUIRED

Locations Type Contacts **More Info** Attachments Review and Submit

MORE INFO
Complete the required (indicated by red asterisk) and applicable additional information fields. You will not be able to edit this information after the application is submitted.

General Info [Next Section](#) | [Top](#) | [Main Menu](#)

*Proposed Scope of Work

Multiple Permits Submittal

Check above if multiple permits are to be obtained off of a single set of construction plans.

Proposed use of structure (dwelling, office, etc)

Current use, if existing (dwelling, office, etc)

Describe area (unit#, floor#, entire bldg, etc)

Square Feet

Capital Improvement Project

Permit Document/Attachments

The screenshot displays a web application interface for permit applications. At the top left is the logo for "Municipal PLANNING & PERMITTING System". A navigation bar contains links for Home, Dashboard, Apply, My Work, Today's Inspections, Map, Pay Invoices, Search, Calendar, and Help. The main heading is "Apply for Permit - Building Permit - New/Addition/Alteration" with a "REQUIRED" indicator. A progress bar shows six steps: Locations, Type, Contacts, More Info, Attachments (highlighted with a blue circle and '8'), and Review and Submit (with a grey circle and '6'). Below the progress bar, the "Attachments" section includes explanatory text and four blue "Add Attachment" buttons for "Authorization Documents", "Construction Plans", "Special Inspections Form", and "Water Meter Sizing Worksheet". A fifth "Add Attachment" button is shown below a "Select Type" dropdown menu, listing supported file formats: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls, xlsx, text, dwg, zip, csv, rtf, dxf.

Apply for Permit - Building Permit - New/Addition/Alteration *REQUIRED

Locations Type Contacts More Info **Attachments** Review and Submit

Attachments

Tabs designated as "Required" indicate the minimum documents needed to process the application. Other attachments can be added by selecting the last tab and choosing the appropriate attachment type from the drop-down list. Click on this [link](#) to view design standards required for uploading any plans. Click on this [link](#) for forms that may need to be uploaded. All plans shall be uploaded as Construction Plans for plan sets up to 100 sheets. For larger sets, split Construction Plans into multiple sets (i.e. Plan Set 1 of 2, Plan Set 2 of 2) or separate plans into specific plan types (i.e. Structural Plans, Electrical Plans, etc.).

Attachment Options:

- Authorization Documents (Add Attachment) - Supported: pdf - REQUIRED
- Construction Plans (Add Attachment) - Supported: pdf - REQUIRED
- Special Inspections Form (Add Attachment) - Supported: pdf - REQUIRED
- Water Meter Sizing Worksheet (Add Attachment) - Supported: pdf - REQUIRED

Additional Attachment Option:

Select Type

Add Attachment

Supported: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls, xlsx, text, dwg, zip, csv, rtf, dxf,...

Routing Matrix

BUILDING PERMIT APPLICATION ROUTING SCHEDULE

	Building Plans Rev	Civil Construction	Dept. of Education	Dept. of Health	Dept of Water Supply	Fire Department	Historic Preservation	Housing & Human Cn	Parks and Rec	Planning Dept.	Wastewater Reclamation	Engineering Division
Res - 1 st Dwelling	yes	yes	yes	IWS or pvt sewer sys	county water	private water	Hold	yes	-	yes	-	Flood Zone
Res - 2 nd Dwelling	yes	yes	yes	IWS or pvt sewer sys	county water	private water	Hold	yes	-	yes	acc dwell only	Flood Zone
Res - 3 rd Dwelling	yes	yes	yes	IWS or pvt sewer sys	county water	yes	Hold	yes	-	yes	acc dwell only	Flood Zone
Res - 4 th Dwelling or greater	yes	yes	yes	IWS or pvt sewer sys	yes (county & private)	yes	Hold	yes	4th unit or more	yes	acc dwell only	Flood Zone
Res - Detached Structures (ex: garage, storage, etc.)	yes	yes	-	IWS or pvt sewer sys	county water	yes	Hold	-	-	yes	-	Flood Zone
Res - alteration/addition	yes	new living units and/or add with ground work	new living units only	IWS or pvt sewer sys	county water	private water	over 50 yrs old in HD	-	-	yes	acc dwell only	Flood Zone
Res - alt/add to individual apt. unit(s) (Puamana)	yes	ground work only	new living units only	IWS or pvt sewer sys	county water	yes	over 50 yrs old in HD	-	-	yes	-	Flood Zone
Res - fence/retaining wall	yes	yes	-	-	-	yes	Hold	-	-	yes	-	Flood Zone
Res - pool/spa	yes	yes	-	-	county water	-	Hold	-	-	yes	-	Flood Zone
Res - repairs (exclude re-roof)	yes	-	-	IWS or pvt sewer sys	-	-	over 50 yrs old in HD	-	-	yes	-	Flood Zone
Res - re-roof only or demolition	yes	-	-	-	-	-	over 50 yrs old in HD	-	-	yes	-	Flood Zone
Water Tank (Res or Comm)	yes	yes	-	yes	yes (county & private)	yes	Hold	-	-	yes	yes (comm only)	Flood Zone
Wind Turbine, Windmill, PV System (Res or Comm)	yes	yes	-	IWS or pvt sewer sys	-	yes	Hold	-	-	yes	yes (comm only)	Flood Zone
Comm - new/alt/add (ex: new apt. bldgs. >3 units)	yes	yes (alt/add over \$25,000 or ground work)	new living units only	yes	county water	yes	Hold or over 50 yrs old in HD	-	4th unit or more (new)	yes	yes	Flood Zone
Comm - repairs	yes	yes (alt over \$25,000)	-	yes	-	no	Hold or over 50 yrs old in HD	-	-	yes	-	Flood Zone
Comm - pool/spa	yes	yes	-	yes	county water	-	Hold	-	-	yes	-	Flood Zone
Comm - re-roof only/demo & spalling repairs	yes	-	-	-	commercial demo only	-	over 50 yrs old in HD	-	-	yes	-	Flood Zone
Comm - fences/ret walls	yes	yes	-	-	-	yes	Hold	-	-	yes	-	Flood Zone
Temporary booth/tent/stage	-	-	-	-	-	yes	-	-	-	yes	-	Flood Zone

NOTES: • CIP Projects - route to ITSD • Kalaupapa Settlement - not a part of Maui County, under State Dept. of Health.

rev 12.02.2024

Review Notification in CSS



Home **Dashboard** Apply My Work Today's Inspections Map Pay Invoices Search Calendar Help

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My Permits

Attention	Pending	Active	Recent	Draft
7	6	5	0	1
<hr/>	<hr/>	<hr/>		<hr/>
Grading Permit 2	Roadway Permit 1	Subdivision 2		Subdivision 1
Roadway Permit 1	Building Permit - Ne... 1	Grading Permit 1		
Other 4	Other 4	Other 2		

[View My Permits](#)

Reviewing Agencies in CSS

Type: Building Permit - New/Addition/Alteration **Status:** In Review **Project Name:**

Applied Date: 02/17/2025 **Issue Date:**

District: Hana **Assigned To:** **Expire Date:**

Valuation: \$1,000,000.00 **Finalized Date:**

Description: STATE OF HAWAII DEPT OF HEALTH - HANA HEALTH - HEALTHCARE CLINIC

Summary Locations Fees **Reviews** Inspections Attachments Contacts Sub-Records More Info

Building Permit Agency Approvals

Submittal Status	Received Date	Due Date	Completed Date
In Review	04/30/2025	05/30/2025	

❗ Planning Department • Not Approved • Gomes Deanna • Completed : 05/28/2025

Due Date	Completed Date
05/30/2025	05/28/2025

Comment

- 1) This property appears to be dual county zoned Agriculture and Interim zoning. Please revise the site plan to show the delineation line for the Ag and Interim portions of the property for compliance.
- 2) Please apply for a Landscape Planting Application for Parking (LPAP) permit in MAPPS. Please reference the following support site link regarding how to apply and LPAP standards: <https://hi-maui-countymapps.civicplus.com/209/ZAED-Landscape-Planting-Application-for->
- 3) Please submit a Parking Analysis for the whole parcel based on the uses for the proposed work. A separate email will be sent out with the excel spreadsheet template for your use to complete the comprehensive parking analysis. Reference to Maui County Code Chapter 19.36B - Off-Street Parking and Loading at this link: https://library.municode.com/hi/county_of_maui/codes/code_of_ordinances?nodeId=TIT19ZO_ARTIIICOZOPR_CH19.36BOREPALO After completing the comprehensive parking analysis spreadsheet, please email the filled-out excel spreadsheet directly to us so for our review.
- 4) There appears to be miscellaneous structures that were not shown on the site plan. See the attached aerial photos. Please show and label all structures on the site plan to include dimensions and setbacks for compliance. If the structure is to be removed, show it on the site plan as "to be removed" and if it is already removed or not there, send a clear photo of that area. If the structure does not comply with the setbacks, it will need to be relocated. If it will be relocated, please show the existing location and where it will be relocated to.

❗ Department of Health • Not Approved • USER1 DOH-MAUI • Completed : 05/22/2025

❗ Civil Construction Section • Not Approved • Otani Lesli • Completed : 05/13/2025

✅ Wastewater Reclamation Division • Not Applicable • Manding Mark Victor • Completed : 06/05/2025

Fire Department • In Review • Reviews Fire • Due : 05/30/2025

Department of Water Supply • In Review • Morin Roger • Due : 05/30/2025

Building Plans Review • In Review • Watanabe Susan • Due : 05/30/2025

Resubmitting Files in CSS

Home Dashboard Apply My Work Today's Inspections Map Search Q Calendar 0 Help

Permit Number: B2022-00755

- A hold currently exists on this permit.

Permit Details | Tab Elements | Main Menu








Type:	Building Permit - New/Addition/Alteration	Status:	In Review	Project Name:	
Applied Date:	06/28/2022	Issue Date:		Expire Date:	
District:	Kahului-Wailuku	Assigned To:		Finalized Date:	
Description:	ABC COMPANY - COMMERCIAL ALT PATIO				
Valuation:	\$50,000.00				

Summary Locations Fees Reviews 1 Inspections Attachments 1 Contacts Sub-Records Holds 1 More Info

Attachments | Next Tab | Permit Details | Main Menu

Attachments Sort Needs Action

At least one file needs to be resubmitted.

 Construction Plans 20-426A_MMP_Patio Remediation_DELTA Version: 2 Status: Corrections Added Resubmit Instructions: resubmit revised plans ONLY Resubmit History	 Accessibility Statement Chapter 11 Form Accessibility-Statement-Chapter-11_MMP_Patio Uploaded: 07/26/2023 Notes: Accessibility Statement Chapter 11 Form History	 Authorization Documents Authorization Owner-Contractor_v1.pdf Uploaded: 06/29/2022 Notes: Authorization Documents History	 Authorization Documents - Designer Authorization-Designer_Signed 20220624_v2.pdf Uploaded: 07/26/2023 Notes: Authorization Documents - Designer History	 Grading Permit Check Form Grading-Permit-Check_Patio Remediation_v1.pdf Version: 1 Status: Corrections Added History	 HRS 103-50 Compliance Disclosure Form HRS-103-50-Compliance-Disclosure_MMP_Patio Uploaded: 07/26/2023 Notes: HRS 103-50 Compliance Disclosure Form History	 Special Inspections Form Form E Maui Marketplace_v2.pdf Version: 2 Status: In Review History
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Public Challenges or Inefficiencies

Applicants/Owners

- Altering design
- Delay in paying Fees
- Lack of funds
- Not committed to build
- Using a bad/cheap design professional

Design Professionals

- Substandard plans/designs
- Delay in addressing comments
- Use of drafting services and being a “rubber stamper”
- Lack of code knowledge

Government Challenges or Inefficiencies

- Complex and voluminous codes
 - DSA Building Plan Reviewers as an example
 - Building Code
 - Residential Code
 - Existing Building Code
 - Energy Code
- Frequency of code updates, currently every 3 years
- Staffing
 - Vacancies
 - Lack of experience
- Amount of review agencies
- Researching (for alterations and additions)

DSA Building Permit Staffing

Position	Funded Positions	Number of Vacancies	Duties
Chief Building Plans Examiner	1	0	Supervise Plans Review and Permit Issuance Sections
Supervising Land Use and Building Plans Examiner	1	0	Supervise Plans Review Section
Development Services Operations Clerk	1	0	Supervise Permit Issuance Section
Plans Examiner	5	2	Review plans for all building permit applications
Plans Technician	1	1	Review plans for residential building permit applications
Building Permit Clerk	5	2	Review initial and final reviews for accuracy and completeness

Q & A

Thank you!!

Contact Information

Public Works, Development Services Administration

Email: dsa@mauicounty.gov

Phone: (808) 270-7379

<https://www.mauicounty.gov/558/Development-Services-Administration>

CSS

https://mapps2.co.maui.hi.us/EnerGov_Prod/SelfService#/home

MAPPS

<https://hi-mauicountymapps.civicplus.com>