

**SR-158**

Submitted on: 3/30/2023 1:30:15 PM

Testimony for PSM on 3/31/2023 3:01:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Joshua Keim	Testifying for Citizens against predatory makeup businesses on front street	Support	Written Testimony Only

Comments:

I would like to testify that the Predatory Makeup business on Front Street are hurting Lahaina tourism and giving our town a bad reputation. I work on Front street daily and represent a group of people that are against these businesses. Every day I watch the rude sales agents step out of their buildings and follow tourists down the street pushing samples on them. Many tourists are noticeably upset that they are being accosted. The sales agents trap customers in their shops for long periods of time and charge extremely high prices that are non refundable. It is stated on the receipt no refunds. The sales agents often say rude things to tourists if they decline. Online reviews are all negative and full of claims of credit card fraud and not being able to get a refund. The sales agents almost never stay inside their shop and constantly break anti hawking laws in place. Please increase fines associated and enforce them.

Sincerely,

Joshua Keim

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Submitted on: 3/30/2023 11:25:53 AM

Testimony for PSM on 3/31/2023 3:01:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Tambara Garrick	Individual	Support	Written Testimony Only

Comments:

I am submitting my support of 158 SR URGING THE COUNTY OF MAUI TO IMMEDIATELY AND SUBSTANTIALLY INCREASE THE FINES ASSESSED AGAINST PREDATORY COSMETICS ESTABLISHMENTS FOR VIOLATING THE MAUI COUNTY HISTORIC DISTRICTS ORDINANCE.

I have heard many first hand accounts from both visitors and residents who have been harrassed by these stores on Front Street in Historic Lahaina Town.

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Submitted on: 3/30/2023 12:14:51 PM

Testimony for PSM on 3/31/2023 3:01:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Gary Savage	Individual	Support	Written Testimony Only

Comments:

The predatory cosmetic sales personnel are harassing our visitors. They are parasites. Our visitors come to shop in Lahaina and enjoy the many wonderful galleries and gift shops and experience our Aloha culture. I see this harassment everyday and hear the complaints from our guests constantly. This behavior is hurting business owners and driving people away. They break the laws with impunity and feel entitled to do what ever they want to. Please make them obey the laws.

Sincerely Gary Savage business owner of G.G.Savage Graphics Inc. Doing Business on Front Street since 1999. Mahalo.

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Submitted on: 3/30/2023 1:19:56 PM

Testimony for PSM on 3/31/2023 3:01:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Nani Dapitan-Haake	Individual	Support	Written Testimony Only

Comments:

Aloha,

My name is Nani Dapitan-Haake. I'm a Maui girl, born and raised in Lahaina. I wanted to testify in support of SR158. I have experienced being approached, bullied, and followed by staff members of these cosmetic establishments to try their product samples or listen to their sales pitches.

I try to avoid taking out-of-town guests or strolling through the front street without being approached and try and dodge walking where those stores exist. This is Lahaina town, not Las Vegas! I don't particularly appreciate being yelled at so these salespeople can get your attention.

Thank you for the opportunity to provide testimony on this issue.

Mahalo,  
Nani Dapitan-Haake

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Submitted on: 3/30/2023 1:23:36 PM

Testimony for PSM on 3/31/2023 3:01:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Laura Lodato	Individual	Support	Written Testimony Only

Comments:

I live on Front St. and pass by these establishments and witness the harassment of tourists and locals on a daily basis. They have extremely aggressive tactics that include yelling and blocking your path to try and get your attention. A lot of the unwanted samples that they pass out end up being thrown on the ground. They have so many locations down the street that it is hard to avoid them. I am in full support of anything that can stop this harassment and hope that it can be enforced.

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Submitted on: 3/31/2023 6:18:11 AM

Testimony for PSM on 3/31/2023 3:01:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Francisco Javier Barberi	Testifying for Down the Hatch	Support	Written Testimony Only

Comments:

Aloha,

These cosmetic shops need to be removed from front street. It is illegal to solicit on the street of lahaina for a business. These businesses do it every day and they do it in a form that is aggressive and disrespectful to our locals and visitors. They stand beyond the permitir of their premises and verbally attack people to try to get them to buy their terrible products.

For years as a community we have complained in the yearly LAH meeting and the county has done nothing to these operators. They continue with their hawking tactics every single day.

Our business once even put out an ad in the Maui Times that said "Help down the hatch fight the terrible makeup Monsters" as it had gotten so bad.

When my mother visited they told her she looked old and needed this cream to make her look beautiful again. She was so embarrassed.

In conclusion these businesses are horrible for our community. They take up spots where local people could have a storefront and thrive. we should absolutely have a huge fine imposed whenever they step out of line. Those fines could help fund the public bathrooms at the harbor. They need help badly. Mahalo for listening to my testimony.

**SR-158**

Submitted on: 3/31/2023 12:39:26 PM

Testimony for PSM on 3/31/2023 3:01:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
snehal Patel	Testifying for Lahaina Town Action Committee	Support	Written Testimony Only

Comments:

Aloha PSM committee,

I tried to sign up for the zoom option however I am unable to do so any longer.

I along with my committee members strongly support the passage of bill SR158. Just today I received a call from a visitor who was "scammed" (as they say) into a \$9,000 purchase. The transaction happened within the last 24hrs, at one if these cosmetic shops. They were told they could not return the products or receive a refund..mind you it has only been 24hrs with none of the products being used or opened. Over the years we have worked with different county departments to address this issue without much success. The fines are too low and enforcement is non-existent. Our hope is with a new county administration and the passing of this bill we can finally protect the community against these predatory business practices along Front Street Lahaina.

Thank you for your time,

Sne Patel | Board President

Lahaina Town Action Committee



To: Senator Glenn Wakai, Chair  
Senator Brandon J.C. Elefante, Vice Chair  
Members of the Committee on Public Safety and Intergovernmental and Military Affairs

Date: March 31, 2023



From: LahainaTown Action Committee

Subject: SR158 Relating to Urging the County Of Maui To Immediately And Substantially Increase The Fines Assessed Against Predatory Cosmetics Establishments For Violating The Maui County Historic Districts Ordinance

LahainaTown Action Committee representing over 200 businesses in West Maui would like to offer support of SR158 Relating to Urging The County Of Maui To Immediately And Substantially Increase The Fines Assessed Against Predatory Cosmetics Establishments For Violating The Maui County Historic Districts Ordinance.

Our organization regularly receives emails, calls and messages through social media on a monthly basis with complaints regarding predatory cosmetic establishments located on Front Street in Historic Lahaina Town from businesses, visitors and residents. We urge all complainants to submit their concerns to the county of Maui through the COM Connect app. We have attached 2 personal accounts to this testimony, one from a visitor and one from a resident that highlights the type of complaints our organization receives.

Thank you for giving us the opportunity to share our support of this resolution.







Date: Wed, Dec 21, 2022 at 4:44 PM

Subject: New General Inquiry from [visitlahaina.com](http://visitlahaina.com)

To: <[accounting@visitlahaina.com](mailto:accounting@visitlahaina.com)>

#### Your Message

Aloha! I am a resident of Lahaina town I have recently been subject to aggressive encounters with the lotion salespeople on Front Street. Today, December 21 my husband and I were walking on the Mauka side of the street, between Lahainaluna and Dickenson. There are two of these stores on that side of the street, and this one was the shop closest to Lahainaluna. My husband was walking on the inside and the saleswoman walked directly in front of him, blocking him from walking, and reached out to hand me the sample. I was highly bothered that she stepped in front of my husband trying to block our walking, so I said "get out of my way!". She immediately acted like she was appalled, saying something to the effect of, oh my god, wow, I don't remember the exact words, but I assume it's scripted for them when they get someone who doesn't take kindly to them.

Another encounter I had was on December 19. I was walking on the Makai side between Lahainaluna and Papalaua, in front of the shop next to Fish Co. The salesman said ma'am, I ignored, and he followed and pursued, saying ma'am, ma'am. I finally turned around because I was so annoyed that he was aggressive and following me, and I said "what part of ignoring you do you not understand?".

I know its the holidays so they are probably being more aggressive, assuming everyone is a tourist and in a shopping mood, but I, and everyone I know, are truly so disgusted by these aggressive sales techniques, not to mention the entitled attitude and lack of aloha these lotion shops are bringing into our community. I find myself wanting to avoid Front Street, which saddens me. This also reflects badly on our town and community and it saddens me that our beautiful town may be getting a bad reputation because of these aggressive barkers.

I hope there is something that can be done to put these shops out of business, they are ruining the character of Front Street. Mahalo for listening,  
Michelle Seifert

Date: Thu, Nov 24, 2022 at 9:37 AM

Subject: New General Inquiry from [visitlahaina.com](http://visitlahaina.com)

To: <[accounting@visitlahaina.com](mailto:accounting@visitlahaina.com)>

#### Your Message

Perfume stores along the Front street walkways are out of control. Seriously doubt I'll walk there again after a couple store employees have their arms and awful perfume samples so far in front of me, I have to walk around them. Then if you ignore them, they harass you. What is the council thinking, allowing this? The wonderful beach town environment has turned into bordello New Orleans. It's your town, but I'm done dodging the perfume stores, which is sad for the other stores where I use to spend money. Those fragrant hawkers are seriously far from Aloha.



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Submitted on: 3/30/2023 3:02:25 PM

Testimony for PSM on 3/31/2023 3:01:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Mary Anderson	Individual	Support	Written Testimony Only

Comments:

These businesses harrass both locals and tourists. They are intrusive, are selling a \$600 face cream and initimidate people. They ruin our sense of welcoming and inclusion in Maui by bullying passerbys to buy something that is not made locally nor has anything to do with the state of HI.

**SR-158**

Submitted on: 3/30/2023 4:44:22 PM

Testimony for PSM on 3/31/2023 3:01:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Iwa Shaw	Individual	Support	Written Testimony Only

Comments:

Aloha. I am writing in support of SR158. The number of these cosmetic stores along Front Street has significantly increased in the last few years. A majority of these stores have people that stand in the doorway pushing samples into my hands, asking me questions to try to get me to stop and talk and sometimes disrupting the flow of walking along the sidewalk. These storefronts should not be allowed to use these types of aggressive and disruptive sales tactics.

TESTIMONY ON SR158

I am a full time resident of Lahaina, Maui, and have seen first hand the constant harassment of locals and visitors by these cosmetic salespeople. We need to penalize the cosmetic companies, the salespeople, and the landlords for this atrocious behavior. This is not the face of paradise that we want to present to the world but this is what is being portrayed. Absolutely disgusting and should be abolished!

Roy Sakamoto  
602 Silversword Drive  
Lahaina, HI 96761

**SR-158**

Submitted on: 3/31/2023 7:09:50 AM

Testimony for PSM on 3/31/2023 3:01:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Denise Tjarks	Individual	Support	Written Testimony Only

Comments:

The predatory cosmetics store fronts in Lahaina are a persistant negative impact on our tourism as well as our local community. They harrass you to try and get you to take free samples and engage in conversations on the sidewalk in front of thier store fronts.

The sidewalksare already congested and this just adds more blockages and people crossing (not in the cross walks) the streets to avoid the cluster of people and harassment.

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Submitted on: 3/31/2023 12:03:11 PM

Testimony for PSM on 3/31/2023 3:01:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
mousa hassan	Individual	Oppose	Written Testimony Only

Comments:

The front street Cosmetic stores violate the historic ordinance and constantly effects our businesses on front st, shoppers will avoid neighboring stores and cross the street from being harassed and disturbed and pressured into buying.

over the years I witnessed neighboring stores go out of business and I witnessed very angry customers who get pressured into buying and wont get a refunded and I constantly hear people say we won't come back to front street.

I urge our law makers to act on this matter

**SR-158**

Submitted on: 3/31/2023 12:19:06 PM

Testimony for PSM on 3/31/2023 3:01:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Tiffany Winn	Individual	Support	Written Testimony Only

Comments:

Can we please finally do something to stop these predatory practices. Many people won't visit front street anymore because of them. Front Street is too important as an historic district to continue to let them ruin it. We have been begging for years.