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DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS
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Testimony of the Department of Commerce and Consumer Affairs

Office of Consumer Protection

Before the
House Committee on Judiciary and Hawaiian Affairs
Wednesday, March 4, 2026
2:00 PM
Via Videoconference
Conference Room 325

On the following measure:
H.B. 2375, H.D. 2 RELATING TO TOWING PRACTICES

Chair Tarnas and Members of the Committees:

My name is Melissa Enright, and I am an Enforcement Attorney at the Department of Commerce and Consumer Affairs' (Department) Office of Consumer Protection (OCP). The Department opposes this bill.

This bill proposes establishing a Uniform Towing Practices for Public Parking Facilities Working Group, and to include as a member of group the Director of the DCCA, or the director's designee.

Towing companies are regulated by existing state laws that set how much they can charge for a tow, requires the acceptance of credit and debit cards, requires clearly visible, posted notice requirements before a tow is authorized (§290-11, HRS), subjects towing companies to penalties for violations of consumer protection law (§480-2, HRS), describes how towing companies must handle tows requested by the police for disabled

motor vehicles (§291C-165.5, HRS) and requires towing companies to have adequate signage and insurance coverage for their tow trucks (§291C-135, HRS).

We recognize concerns have been raised about parking enforcement at a small number of publicly managed boat harbor parking lots. Some of these concerns have previously been reported to our office.

Concerns about parking enforcement at a small number of publicly managed boat harbor parking lots may be addressed by the agencies responsible for managing the public parking lots with the tools available to them to manage compliance and manage contractor performance. Several considerations should guide those agencies' approach to parking management to avoid violations of state towing laws. When a vendor violates a state towing law, the contractual relationship with a state or county agency does not excuse the vendor from liability for the violation.

Contracting agencies must know the state law and periodically review state laws for updates. For example, Act 60 (2024), clarified that towing companies engaged by the owner—i.e., the contracting agency in the case of public parking lots—must “accept payment by the vehicle owner for charges ... by cash, credit card, and debit card.” In addition, no towing company engaged by a contracting agency “shall direct an individual to use an on-site automated teller machine in lieu of accepting payment by credit card and debit card.” State and county agencies that have questions or concerns about compliance, or receive public complaints about their vendors' conduct, can contact our office and refer complaints about their vendors to us.

Existing processes provide public agencies with the opportunity to evaluate their contractors' performance and to recommend debarment proceedings if a contractor's performance raises concerns about repeated violations of state laws. State and county agencies are encouraged to make use of the existing performance review and debarment processes for contractors who repeatedly violate state law while performing publicly awarded contracts. State and county agencies can contact the State Procurement Office for details about contractor performance reviews and debarment proceedings.

In addition, public agencies soliciting contracts for towing or parking management services can require prospective offerors to make disclosures about their past

performance on public contracts. When public agencies use the competitive proposals method of solicitation, we encourage them to add an evaluation category for consumer protection and responsiveness to public complaints. In particular, we suggest that public agencies require prospective offerors to disclose all legal actions brought against them for violations of state towing or consumer protection laws, or actions involving other torts such as conversion. Prospective offerors should also be required to disclose past consumer complaints and how they have responded to them.

Members of the public are encouraged to report violations of state towing laws, such as requiring payment in cash, to OCP. Members of the public may go to consumercomplaint.hawaii.gov to file a complaint or a share a concern, or may call the DCCA toll free number, 1-844-808-DCCA (3222).

Our office has received complaints about the Ala Wai Small Boat Harbor; and existing tools are available for Ala Wai Small Boat Harbor and other publicly managed parking lots to engage in parking enforcement in compliance with state law. A larger statewide issue is not apparent from the complaints we have received.

For the reasons above, we respectfully request that the bill be deferred.

Thank you for the opportunity to testify on this bill.



DISABILITY AND COMMUNICATION ACCESS BOARD

Ka 'Oihana Ho'oka'a'ike no ka Po'e Kīnānā

1010 Richards Street, Rm. 118 • Honolulu, Hawai'i 96813
Ph. (808) 586-8121 (V) • Fax (808) 586-8129 • (808) 204-2466 (VP)

March 4, 2026

TESTIMONY TO THE HOUSE COMMITTEE ON JUDICIARY AND HAWAIIAN AFFAIRS

House Bill 2375 House Draft 2 – Relating to Towing Practices

The Disability and Communication Access Board (DCAB) supports House Bill 2375 House Draft 2 – Relating to Towing Practices. This bill establishes a Uniform Towing Practices for Public Parking Facilities Working Group within the Department of Transportation to examine existing state and county laws, ordinances, rules, and administrative practices relating to towing from public parking facilities and develop recommendations for uniform standards applicable to towing from state and county parking facilities. It requires a report to the Legislature and is effective 7/1/3000.

DCAB had concerns with the original draft of the bill, and therefore requests to be added as a member of the working group by amending the bill as such:

SECTION 2. (a) There is established the uniform towing practices for public parking facilities working group within the department of transportation for administrative purposes. The working group shall:

- (1) Review existing state and county laws, ordinances, rules, and administrative practices relating to towing from public parking facilities;
 - (2) Examine standards for notice, signage, fee transparency, storage practices, release procedures, and dispute resolutions;
 - (3) Identify inconsistencies among jurisdictions and assess impacts on vehicle owners and operators;
 - (4) Develop recommendations for uniform minimum standards applicable to towing from state and county parking facilities, including due process protections and consumer transparency requirements; and
 - (5) Recommend whether legislation, administrative rulemaking, or intergovernmental agreements are necessary to implement uniform practices.
- (b) The working group shall consist of the following members:
- (1) The director of transportation, or the director's designee;
 - (2) The director of commerce and consumer affairs, or the director's designee;
 - (3) The attorney general, or the attorney general's designee;
 - (4) The chairperson of the board of land and natural resources, or the chairperson's designee;
 - (5) The chief of police of the city and county of Honolulu, or the chief's designee;

- (6) A representative of a county police department from a neighbor island, to be appointed by the applicable mayor, or the mayor's designee;
- (7) A representative of a licensed towing company, to be appointed by the governor;
- (8) A representative of a county department responsible for public parking management, to be appointed by the governor;
- (9) A representative of a consumer protection or civil legal services organization, to be appointed by the president of the senate; ~~and~~;
- (10) The executive director of the disability and communication access board or their designee, and
- (40) (11) A member of the public with experience in transportation, municipal operations, or property management, to be appointed by the speaker of the house of representatives.

(c) The director of transportation, or director's designee, shall designate the chairperson of the working group.

(d) The members of the working group shall serve without compensation but shall be reimbursed for necessary expenses, including travel expenses, incurred in the performance of their duties.

(e) The working group shall submit a report of its findings and recommendations, including any proposed legislation, to the legislature no later than twenty days prior to the convening of the regular session of 2027.

(f) The working group shall cease to exist on June 30, 2027.

Thank you for the opportunity to testify.

Respectfully submitted,



KRISTINE PAGANO
Acting Executive Director

HB-2375-HD-2

Submitted on: 2/28/2026 1:27:35 PM

Testimony for JHA on 3/4/2026 2:00:00 PM

Submitted By	Organization	Testifier Position	Testify
John & Rita Shockley	Free Access Coalition	Support	Written Testimony Only

Comments:

Aloha!

The Free Access Coalition supports HB2375.

Towing a vehicle as the FIRST resort is not "Pono" for the people of Hawaii. What is Pono is a graduated form of parking enforcement that doesn't reward the Mr. Tow company by allocating all the revenue to that private interest with no advantage to the government.

This kind of activity need to stop and HB2375 is a step in the right direction.

Mahalo for your time and hopefully your support.



TESTIMONY OF SURFPARKING.ORG

Save Surf Parking Coalition

Before the House Committee on Judiciary & Hawaiian Affairs (JHA)

State of Hawai'i Legislature

Wednesday, March 4, 2026

RE: H.B. 2375, H.D. 2 – STRONG SUPPORT

Chair Tarnas, Vice Chair Poepoe, and Members of the JHA Committee:

Thank you for the opportunity to provide testimony on H.B. 2375, H.D. 2, establishing a Uniform Towing Practices Working Group for Public Parking Areas.

We are in strong SUPPORT of this measure and appreciate the Legislature's effort to promote clear and predictable minimum parking management and towing standards statewide.

With respect to H.D. 2, we understand that DLNR requested participation in the working group and that the Water & Land Committee added the Chairperson of the Board of Land and Natural Resources, or the Chairperson's designee.

We respectfully request that the JHA Committee consider refining the scope — potentially through an H.D. 3 — to ensure the working group can fully achieve the bill's consumer protection and due process objectives.

Requesting H.D. 3 Amendments

1) Clarify Scope to Include Parking Enforcement Practices That Precede Towing

As currently drafted, the operative provisions focus on towing from public parking areas. Towing should follow clear notice and proportional escalation procedures.

The working group should also be authorized to examine contractual structures, statutory authority, notice requirements, citation procedures, escalation thresholds, and penalty frameworks that precede and authorize towing decisions.

At Kapi‘olani Park, a citation and 24-hour notice precede towing. At Ala Wai and Ma‘alaea Small Boat Harbors, vehicles may be towed immediately upon meter expiration.

Ala Wai Small Boat Harbor – Parking Enforcement Data:

DOCARE Citations: 2022:1 | 2023:4 | 2024:4 | 2025:25

Tow Records (HPD ‘Trespass’ Tows): 2022:1,920 | 2023:2,305 | 2024:2,512 | 2025:2,586

The disparity indicates towing functioning as a primary enforcement mechanism rather than a secondary remedy. The parking enforcement ratio at Ala Wai Small Boat Harbor is approximately 600 tows for every one parking citation.

(Citation figures confirmed by the DLNR Administrative Proceedings Office (February 12, 2026); towing totals confirmed by Honolulu Police Department UIPA response dated February 4, 2026.)

2) Amend Working Group Membership to Include a Public Access Advocate

Subsection (b)(9) should include a representative of a coastal access, harbor user, or public lands access organization.

3) Replace 'Public Parking Facilities' with 'Public Parking Areas'

Public parking occurs in garages, surface lots, open areas, and roadside stalls. Replacing 'facilities' with 'areas' ensures comprehensive scope consistent with the bill’s original intent to address enforcement practices on public lands.

4) Require a Six-Month Comparative Report of the Largest Public Parking Areas

The working group should produce an interim report at six months comparing at least the 50 largest public parking areas in Hawai‘i.

The report should include contract authority (Act 163/Chap102 or 103D), stall counts, enforcement model, citation volume, towing volume, citation-to-tow ratios, revenue structure, grace periods, and appeal deadlines-procedures.

If approved, the interim report should be submitted to the Legislature by July 1, 2026.

An example reporting format is provided below as Exhibit A.

Exhibit A – DRAFT Comparative Parking Management Example

	A	B	C
1	Category	Ala Wai Small Boat Harbor (DLNR)	DAGS (State Public Parking)
2	Number of Stalls	350 paid stalls (\$1/hr) + 300 free recreational (4:30 AM–10:30 PM)	~153 stalls at the South Street Garage
3	Parking Cost per Hour	\$1.00 per hour	\$2.00 per hour
4	Legal Authority to Manage Parking	Act 163; parking concession since 2022; reviewed by DLNR and AG	Hawai'i Administrative Rules Chapter 3-30; managed by state
5	Authority to Tow Vehicles	Direct DLNR contract with towing LLC; DLNR pays \$1/year	Primarily citation-based enforcement; towing rare
6	The % of the tow money stays the tow LLC	100% of the towing revenue stays with the tow company	100% of the towing revenue stays with the tow company/rare towing
7	Enforcement Model	Tow-first model; digital plate-based monitoring; tow driver verifies and tows on-site	Ticket-first model; enforcement officer issues citation
8	License Plate Entry Required	Yes – user manually enters plate number and hours purchased	No – user selects hours only
9	Citation / Warning Stage	No citation prior to tow; \$165 minimum tow charge	Citation issued first; \$40 fine
10	Tow Frequency	150–330 tows/month (typically 200+)	Approximately none (about one per year)
11	Parking Revenue Structure	80/20 revenue split under concession model	100% retained by DAGS / General Fund
12	Parking Concessionaire Earnings	Approx. \$40,000/month (Parking Management LLC)	Not applicable (state employees monitor meter expiration)
13	Tow Contractor Revenue (Paid by Vehicle Owner)	Approx. \$33,000–\$35,000/month (200 tows × \$165+)	Minimal (very few tows)
14	Estimated State Revenue Retention	Approx. \$100,000.00/month (est.)	Unknown (100% retained by DAGS)
15	Cash Payment to Park Option	No cash payment option available at this large lot	Cash option available at all pay stations
16	On-Site Parking Monitors	Primarily automated; contractor enforcement via digital alerts	On-site personnel present daily
17	Appeal Process	Post-tow hearing request to DOBOR within 5 days	Appeal to Traffic Division within 21 days
18	Public Notice / Signage Language	Uses 'Unauthorized vehicle' when meter expires	Uses 'Parking violation' when meter expires
19	Grace Period Policy	No grace period before tow	Notice issued before escalation; no immediate towing
20	Oversight Authority	DLNR Chairperson	DAGS Comptroller
21	Who Paid for Parking Kiosks?	DOBOR / Boating Special Fund	DAGS
22	Traffic Lane / Tow-Away Zone	No designated traffic lane tow-away zone	No designated traffic lane tow-away zone
23	Hawai'i Resident Discount	No resident discount	No resident discount
24	ADA Inspections	Annual inspection; date not listed	Annual inspection; date not listed
25	Monthly Towing Records Maintained	No, towing records not maintained by DOBOR or DLNR, UIPA request denied	Yes, towing records maintained by DAGS and UIPA possible
26	Monthly Parking Citations Maintained	Yes, DOCARE parking citations maintained by DLNR, low annual citations	Yes, parking citations maintained by DAGS, daily citations issued
27			

Summary:

From the public's perspective, predictability and transparency are essential to a successful parking experience. Residents and visitors should be able to clearly understand—through consistent pole signage, ground markings, parking maps, and publicly available information—what conduct leads to a citation, what conduct leads to towing, and what appeal rights exist in Hawai'i's public parking areas.

For these reasons, we respectfully support H.B. 2375, H.D. 2 and request adoption of the H.D. 3 amendments outlined above.

The Committee's leadership on this measure represents an important step toward ensuring fairness, accountability, and public trust in parking enforcement statewide.

Mahalo for the opportunity to testify and for your consideration of the proposed amendments.

Respectfully submitted,

Kate Thompson

Director, SurfParking.org, (808) 383-3334

HB-2375-HD-2

Submitted on: 2/28/2026 11:17:04 PM

Testimony for JHA on 3/4/2026 2:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Margaret Hallahan	Individual	Support	In Person

Comments:

Hawai'i State Legislature, I am writing to respectfully urge you to support HB2375 to protect public beach and open land access.

Our beaches and open spaces belong to everyone. This bill is critical to ensuring continued, equitable access for families, youth programs, and individuals who rely on time in nature for their physical and mental well-being. Community members should not have to fear having their vehicles towed simply for accessing public areas. When local residents are repeatedly towed, many stop visiting those places altogether. Over time, this pattern discourages community use and undermines the public's ability to enjoy spaces that are meant to remain open to all.

As someone deeply involved in maritime education and public water access, I see firsthand how essential safe and reliable access is for recreation, environmental stewardship, and youth engagement. Restricting access harms community programs, local economies, and the public's connection to our natural resources.

HB2375 is a practical and necessary step to preserve public rights and ensure these spaces remain accessible for future generations. I respectfully ask for your support and a YES vote on HB2375.

Thank you for your leadership and thoughtful consideration.

Respectfully,
Captain Maggie Hallahan

HB-2375-HD-2

Submitted on: 3/1/2026 7:13:36 AM

Testimony for JHA on 3/4/2026 2:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Tamra Hayden	Individual	Support	Written Testimony Only

Comments:

HB 2375 helps create uniform, fair towing standards for public parking on Hawai‘i State lands. For minor parking issues, a citation should come first — not a tow.

Many public parking areas provide access to parks, beaches, harbors, and government buildings. People should feel welcomed and treated fairly.

Mahalo for your time,

Tamra Hayden

Douglas Meller
2615 Aaliamanu Place
Honolulu, Hawaii 96813
douglasmeller@gmail.com

Testimony Supporting HB 2375, HD2 Relating to Towing Practices

Submitted to House Committee on Judiciary & Hawaiian Affairs
Wednesday, March 4, 2026, 2 PM Hearing in State Capitol Room 325

I support HB 2375, HD2. “Privatization without due process” might be tolerated in Chicago, but is not an acceptable way to manage public parking in Hawaii. And after-the-fact complaints to the Department of Commerce and Consumer Affairs are not an appropriate remedy for predatory public towing concessions.

TESTIMONY IN STRONG SUPPORT OF H.B. 2375, H.D. 2

Relating to Towing Practices

Before the House Committee on Judiciary and Hawaiian Affairs (JHA)

March 1, 2026

Dear Chair Tarnas, Vice Chair Poepoe, and Members of the JHA Committee:

My name is Karen Boyer, and I reside in Palolo.

I am writing in STRONG SUPPORT of H.B. 2375, H.D. 2.

Many public parking areas in Hawai'i provide access to government buildings, parks, beaches, harbors, and other public spaces. These are places where residents and visitors should feel welcomed and treated fairly, especially for minor parking errors.

For issues such as an expired meter or nonpayment, a citation should come first, not a tow. Towing creates serious financial hardship for working families and should be reserved for safety hazards, obstruction, or emergencies.

Uniform standards will help ensure that parking enforcement across state and county facilities is fair, predictable, and proportional.

We need consistency. We need common sense. We need aloha in how parking rules are enforced.

Mahalo for your leadership and consideration of this important matter.

Respectfully submitted,

Karen Boyer

HB-2375-HD-2

Submitted on: 3/1/2026 12:27:34 PM

Testimony for JHA on 3/4/2026 2:00:00 PM

Submitted By	Organization	Testifier Position	Testify
anuenue	Individual	Support	Written Testimony Only

Comments:

Aloha,

My name is Solomon Kawamae, I live in Ahupuaa Manoa, Waikiki, Oahu and I support hb2375

HB-2375-HD-2

Submitted on: 3/1/2026 2:31:02 PM

Testimony for JHA on 3/4/2026 2:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Angela Huntemer	Individual	Support	Written Testimony Only

Comments:

Aloha Committee Members,

Please pass this bill to support ethical protocol in towing policies and practice within our Departments. Scurrilous behavior of parties involved in towing cars from parking spaces that are not clearly marked, without a parking ticket, has led to real trauma and damage to members of the public.

Thank you for the chance to testify.

Angela Huntemer, Kahuku

HB-2375-HD-2

Submitted on: 3/2/2026 9:09:05 AM

Testimony for JHA on 3/4/2026 2:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Marija Colic	Individual	Support	Written Testimony Only

Comments:

I support this bill!

HB-2375-HD-2

Submitted on: 3/2/2026 11:07:29 AM

Testimony for JHA on 3/4/2026 2:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Natalie Wallsgrove	Individual	Support	Written Testimony Only

Comments:

Aloha,

My name is Natalie Wallsgrove, and I am a constituent who regularly uses public parking on state lands. Access to parks, beaches, harbors and government buildings is often dependent on available public parking, and the rules around that parking should be fair, uniform and transparent. Towing imposes a substantial monetary burden, and should be used only as a last resort. I am writing to express my strong support for [HB2375 HD2](#). Thank you for your time.

HB-2375-HD-2

Submitted on: 3/2/2026 12:34:44 PM

Testimony for JHA on 3/4/2026 2:00:00 PM

Submitted By	Organization	Testifier Position	Testify
ROBERT DUERR	Individual	Support	Written Testimony Only

Comments:

We Strongly Support HB2375 Relating to Towing Practices, as the Wailoa River and Reeds Bay Boating and User Association 501c-3. The state is adding more paid parking at beach, harbors, parks and other public places. The state needs coordinated parking regulations and a consistent parking plan.

Letting state agencies set parking fees, penalties and towing requirements is not fair or just. Agencies hiring private parking enforcement contractors with little or no public or legislative oversight is a recipe for trouble.

For example. Cash only payments for car towing like at Ala Wai Small Boat Harbor and surf spot Ala Moana Bowls are highly suspect and bad business. What kind of business demands cash only payments and why? Why is the state subcontracting this unprofessional behavior?

Mahalo Robert Duerr

Wailoa Association

HB-2375-HD-2

Submitted on: 3/2/2026 8:03:30 PM

Testimony for JHA on 3/4/2026 2:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Louis Erteschik	Individual	Comments	Remotely Via Zoom

Comments:

I write as a private citizen though I am the Vice Chair of the Waikiki Neighborhood Board. This Bill originated out of concerns brought to us by people whose cars were being towed from the Ala Wai boat harbor under a policy which did not provide for any citations to be issued for expired meters but instead were automatically towed. This seemed grossly inappropriate and our Board has formally written to DLNR to object to that practice.

The original version of this Bill sought to prevent this practice. We still believe that is the preferred approach, though we observe that the Bill has “transitioned“ into a working group. If the Legislature prefers that approach then my suggestion would be that the working group be broadened beyond the current make up to include a harbor user with experience regarding the impact of parking enforcement policies. This will ensure balanced representation and provide the perspective of residents and their stakeholders, especially those who have been directly affected by current towing practices

HB-2375-HD-2

Submitted on: 3/2/2026 10:10:12 PM

Testimony for JHA on 3/4/2026 2:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Jackie Bucher	Individual	Support	Written Testimony Only

Comments:

I strongly support HB2375.

Public parking areas provide access to Hawai‘i’s beaches, parks, and small boat harbors. Parking enforcement in these spaces must be fair, consistent, and proportional.

For minor issues such as an expired meter or nonpayment, a citation should be issued first, not an immediate tow. Towing for a simple meter overstay can cause serious financial hardship and should be reserved for safety hazards or emergencies.

Statewide standards should require:

- * Clear, easy-to-understand signage, including proper ground markings for ADA and special-use stalls such as employee, permit-only, recreational (REC), or trailer-truck-only spaces.
- * Transparent penalties that clearly state the fine and escalation process.
- * Staged enforcement, beginning with a citation.
- * Qualified enforcement personnel making towing decisions.
- * A uniform 21-day appeal period and access to district court.
- * License Plate Recognition technology should be limited to issuing citations only. Tows require initiation by a parking enforcement officer, and never by the tow truck driver with the electronic meter data.

We need consistency, fairness, and common-sense enforcement that protects public access, not policies that incentivize towing for private profit.

Fair enforcement strengthens compliance, improves public trust, and ensures that public lands remain accessible to the people of Hawai‘i.

Mahalo for your consideration.

HB-2375-HD-2

Submitted on: 3/3/2026 5:34:24 AM

Testimony for JHA on 3/4/2026 2:00:00 PM

Submitted By	Organization	Testifier Position	Testify
GWEN YOUNG	Individual	Support	Written Testimony Only

Comments:

As a resident who volunteers and recreates at the ocean, I support HB2375.

HB 2375 helps create uniform, fair towing standards for public parking on Hawai'i State lands. For minor parking issues, a citation should come first — not a tow.

Many public parking areas provide access to parks, beaches, harbors, and government buildings. People should feel welcomed and treated fairly.

Thank you

HB-2375-HD-2

Submitted on: 3/3/2026 7:57:48 AM

Testimony for JHA on 3/4/2026 2:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Carol England	Individual	Support	Written Testimony Only

Comments:

I support

HB-2375-HD-2

Submitted on: 3/3/2026 8:06:38 AM

Testimony for JHA on 3/4/2026 2:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Lainey Fischer	Individual	Support	Written Testimony Only

Comments:

TESTIMONY IN STRONG SUPPORT OF H.B. 2375, H.D. 2

Relating to Towing Practices

Before the House Committee on Judiciary & Hawaiian Affairs (JHA)

March 4, 2026

Dear Chair Tarnas, Vice Chair Poepoe, and Members of the JHA Committee:

My name is Lainey Fischer, and I live in Honolulu.

I am writing in STRONG SUPPORT of H.B. 2375, H.D. 2.

Many public parking areas in Hawai‘i provide access to government buildings, parks, beaches, harbors, and other public spaces. These are places where residents and visitors should feel welcomed and treated fairly, especially for minor parking mistakes.

For issues such as an expired meter or nonpayment, a citation should come first, not a tow. Towing creates serious financial hardship for working families and should be reserved for safety hazards, obstruction, or emergencies.

Uniform standards will help ensure that parking enforcement across state and county facilities is fair, predictable, and proportional.

We need consistency. We need common sense. We need aloha in how parking rules are enforced.

Mahalo for your leadership and consideration.

Respectfully submitted,

Lainey Fischer

HB-2375-HD-2

Submitted on: 3/3/2026 10:05:35 AM

Testimony for JHA on 3/4/2026 2:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Katarina Ruiz	Individual	Support	Written Testimony Only

Comments:

Thank you for the opportunity to testify.

I support creating this Working Group, but I strongly believe it must focus not only on towing itself, but on what leads up to a tow. Too often, vehicles are removed from public or leased public land without clear notice, consistent standards, or common-sense guardrails.

Before a tow happens, there should be clear signage, **reasonable warning**, and transparency about when towing is truly necessary versus when a citation or notice would suffice. If we are going to standardize towing practices, we should also standardize fairness.

This Working Group is an opportunity to create uniform, reasonable protections that prevent unnecessary harm.

Thank you,

Katarina Ruiz

HB-2375-HD-2

Submitted on: 3/3/2026 9:57:09 PM

Testimony for JHA on 3/4/2026 2:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Catherine Marquette	Individual	Support	Written Testimony Only

Comments:

Dear Chair Tarnas, Vice Chair Poepoe, and Members of the JHA Committee:

My name is Catherine Marquette,

I am writing in STRONG SUPPORT of H.B. 2375, H.D. 2.

Many public parking areas in Hawai‘i provide access to government buildings, parks, beaches, harbors, and other public spaces. These are places where residents and visitors should feel welcomed and treated fairly, especially for minor parking mistakes.

For issues such as an expired meter or nonpayment, a citation should come first, not a tow. Towing creates serious financial hardship for working families and should be reserved for safety hazards, obstruction, or emergencies.

Uniform standards will help ensure that parking enforcement across state and county facilities is fair, predictable, and proportional.

We need consistency. We need common sense. We need aloha in how parking rules are enforced.

Mahalo for your leadership and consideration.

Respectfully submitted,

Catherine MARquette

HB-2375-HD-2

Submitted on: 3/4/2026 8:07:56 AM

Testimony for JHA on 3/4/2026 2:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Brittany Penarozza	Individual	Support	Remotely Via Zoom

Comments:

I am writing in strong support of HB2375. I was born and raised in Hawai‘i and have grown up surfing Bowls and the surrounding areas, relying on access to state lands and harbors like Ala Wai for my entire life. These public spaces are not luxuries! they are part of our daily lives, culture, and community, and access to them should be fair and reasonable.

At Ala Wai State Harbor, over 2,000 vehicles were instant towed last year alone, often without warnings or citations. This approach prioritizes punishment and revenue over education and fairness, creating unnecessary financial hardship for residents simply trying to access public lands. The proposed use of camera-equipped tow vehicles that automatically read license plates and initiate immediate towing is especially concerning, as it removes human discretion and accountability entirely.

I believe HB2375 offers a more balanced and humane approach by encouraging warnings and reasonable notice while maintaining appropriate enforcement. Our public lands should be managed in a way that reflects Hawai‘i’s values of fairness, access, and community care. I respectfully urge you to support HB2375.

Mahalo

Draft DLNR-Boating Ala Wai Harbor verses DAGS South Street parking lot Management in terms of citations and towing, type of contract, customer use. March 1, 2026

Number of stalls	350 stalls that have an hourly rate of \$1.00 an hour, and 300 Free Recreational, 5am-10:30 PM,	153 Stalls
Parking cost per hour	One dollar per hour	Two dollars per hour
Enforcement Model	Tow-first; digital plate-based computer data inspected by tow truck driver using a cloud-based application; driver is on-site to inspect, document, and tow the vehicle	Ticket-first; dash receipt inspected by an enforcement officer or deputized clerk who can issue a ticket
License Plate Entry Required	Yes – user must manually enter plate number and select the number of hours parking to buy	No – client burden is less, selects only the number of hours of parking to buy
Citation / Warning Stage	No parking ticket stage prior to tow. Tow minimum charge \$165.00	Parking citation issued; cost \$40.00
Tow Frequency	Range of 150–330 tows per month; generally, more than 200 per month	None per month (approximately one per year)
Parking Revenue Structure	80/20 revenue split under concession model	100% to DAGS / General Funds
Parking Concessionaire Earnings (Parking Management LLC)	About \$40,000 per month	Is this comparable to DAGS parking staff costs per month? _____
Tow Contractor Revenue (Paid by vehicle owner)	~\$35,000/month (est.): 200 tows × \$165.00 ≈ \$33,000+	Essentially none; as no vehicles are towed
State Revenue Retention	~\$100,000/month (est.)	? _____
Cash Payment Option	No cash option	Every pay station has a cash payment option
On-Site Parking Monitors	Primarily automated / contractor enforcement through cloud data; alerts tow truck driver to tow	Yes, every day, essentially all day
Appeal Process	Must file a request for a post-tow hearing request to DOBOR within 5 days	Must file an appeal the Traffic Division within 21 days
Public Notice / Signage Standards	Using the phrase 'Unauthorized vehicle' when the meter has expired	Uses the phrase 'parking violation' when the meter has expired
Grace Period Policy	No grace period before a tow	Notice given after 24 hours of being on site without payment
Oversight Authority	DLNR Chairperson	DAGS Comptroller
Which agency paid for the parking kiosk?	DOBOR/ Boating Special Fund	DAGS
Public Access / Equity Considerations 1	This not parking area does not have a traffic lane 'tow away' zone	This area does not have a traffic lane 'tow away' zone
Public Access / Equity Considerations 2	This lot does not offer a Hawaii Resident discount	This lot does not offer a Hawaii resident discount
ADA inspection is done once a year, ratio of ADA stalls per lot size and signage	Date of last inspection and corections made on date: ____	Date of last inpection and corections made on: _____
Are monthly citation and towing records manitained	No	Yes