

DEPARTMENT OF CUSTOMER SERVICES
CITY AND COUNTY OF HONOLULU
925 DILLINGHAM BOULEVARD, SUITE 257 • HONOLULU, HAWAII 96817
TELEPHONE: (808) 768-3391 FAX: (808) 768-1591
<http://www.honolulu.gov>

RICK BLANGIARDI
MAYOR



KIMBERLY M. HASHIRO
DIRECTOR

DEREK T. MAYESHIRO
DEPUTY DIRECTOR

June 28, 2023

Kanoelani B. Perry, President
All Island Wreckers, Inc.
98-320 Moanalua Road, Unit 15-1, Suite 328
Aiea, Hawaii 96701

Re: Contract No. MA-CSD-2300062

Dear Ms. Perry:

The City and County of Honolulu has recently become aware of and is very concerned with complaints from registered motor vehicle owners (ROs) that All Island Wreckers, Inc. (All Island) is applying the "Non-Statutory and Difficult Hook Up" charge beyond what is permitted in Contract No. MA-CSD-2300062 (Contract). As you are aware, Appendix A, Section II.A(1)(e) defines a Non-Statutory and Difficult Hook Up to include "use of multiple tow vehicles, recovery from hazardous location such as off-road, ravines, streams, shorelines, and canals." The City reminds All Island that this charge is limited to these types of situations and must not be applied to other types of circumstances.

In addition, pursuant to the reservation of right under Appendix A, Section II.A(1)(e), the Department of Customer Services (CSD) will investigate All Island's application of this charge from January 1, 2023 to date to all ROs and the Honolulu Police Department. As you are aware, "The City shall be the sole judge of approving or disapproving an off-road hook up." Appendix A at p.8. Accordingly, the CSD requests all invoices to date where All Island applied the Non-Statutory and Difficult Hook Up charge with any and all documentation to support the application of the charge and the amount charged. Under Section XI of the Appendix D, Special Provisions, All Island has five calendar days to provide these records. No extension will be given without All Island immediately commencing production of the documents and providing CSD with a good faith explanation for more time. An extension is in CSD's sole discretion.

Finally, please immediately contact our office to schedule a further meeting to discuss the Contract terms and to clarify any misunderstanding All Island may have regarding the appropriate and permitted use of the Non-Statutory and Difficult Hook Up

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and to discuss a streamlined process for CSD's review of future invoices. Therefore, until this meeting occurs, All Island shall not apply the Non-Statutory and Difficult Hook Up charge to any invoice. You may contact my secretary, Gayle Rufo, at 808-768-3392 for scheduling.

If you have any questions regarding the above, please contact Derek Mayeshiro at 808-768-3391.

Sincerely,

Kimberly M. Hashiro
Director

cc: Purchasing Division, Budget and Fiscal Services
Corporation Counsel