

HCR-80-HD-1

Submitted on: 3/31/2019 1:28:35 PM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Donna Meistrich	Andrew Shoemaker Photography	Support	No

Comments:

Committee Chair: Rep. Roy M. Takumi

From: Donna Mestrich - Andrew Shoemaker Photography - Lahaina Town Action Committee member

Date: Monday April, 1st 2019

Subject: Support for HCR80 Urging Maui County to immediately ban predatory cosmetic stores from doing business in Lahaina.

These cosmetic businesses are not only conducting illegal business practices by acting as estheticians (applying face cream to individuals without a license to do so) but they are shouting from the sidewalk in front of their businesses to people walking down the street passing out samples as well as they are sexually harrassing women and making Hawaii a place where tourists don't want to go. I see people going out of their way to not walk down the street where they are conducting business. I hear tourists complaining all the time about them and how they don't even want to come into our town of Lahaina because of that. I personally have been acousted many times by them and also go out of my way to avoid the street they are on. Something must be done about this as they are not only driving potential customers away from ligitimate businesses, but they are also breaking the law.

Donna Meistrich

HCR-80-HD-1

Submitted on: 4/1/2019 10:31:10 AM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Kim Ball	Hi-Tech Surf Sports	Support	No

Comments:

My name is Kim Ball. I've lived in Lahaina for almost 40 years. I am president of Hi-Tech Surf Sports, a local Maui business, since 1982. We have four stores on Maui, and we are partners in a fifth store called Stokehouse, a retail store located at 855 Front Street in Lahaina. Last week, we were voted the Hawaii retail store of the year by SIMA, the Surf Industries Manufacturers Association.

I am in favor of legislative bill HCR80 HD1.

Personally, my wife has been hounded and approached on Front Street, by the "cosmetics" sales people. We have had many customers complain about the sales tactics, and many customers now refuse to visit Front Street because of these aggressive salesmen. They target every female walking in front of their stores. They especially target the middle-age to older women, who are more susceptible to their sales tactics.

When tourists and locals avoid Front Street in Lahaina because of the sales tactics of these "costmetics" stores, something needs to be done. Front Street is losing it's longtime local laidback charm. I am very thankful that Mr. McKelvey has taken the initiative to draft this bill.

Sincerely,

Kim Ball #808-280-1320

HCR-80-HD-1

Submitted on: 4/1/2019 10:36:42 AM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
LISA PAYNE	HALE ZEN, LLC	Support	No

Comments:

To Whom it May Concern,

I am a Lahaina business owner and longtime Westside resident. It has been extremely disheartening to see firsthand, and hear from fellow residents and customers, how people are avoiding Front Street due to the aggressive sales techniques used by the multiple 'Beauty/Face Cream' stores that have populated our beloved towns' 'Main Street'...Their sales people come outside of their business', onto our public sidewalks and are aggressive and sometimes even confrontational with people trying to enjoy Lahaina and stroll Front Street...It is threatening the core and unique charm and nature of what Front Street and the Lahaina experience should be.

Please help us as business owners and residents of the Westside preserve the charm and experience of our lovely Historical Lahaina Town.

Thank you in advance for your time and consideration in this matter.

Mahalo,

Lisa Payne

Hale Zen, LLC

180 Dickenson Street Unit 111

Lahaiana, HI . 96761

HCR-80-HD-1

Submitted on: 4/1/2019 1:24:38 PM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Linda Rickabaugh	Lahaina Yacht Club	Support	No

Comments:

To: Committee Chair: Rep. Roy M. Takumi

From: Lahaina Yacht Club

Date: Monday April, 1st 2019

Subject: Support for HCR80 Urging Maui County to immediately ban predatory cosmetic stores from doing business in Lahaina.

It is with great concern that I submit testimony on behalf of our 1500-member roster and longstanding club, established and currently operating since 1965.

Daily, I over hear guests and members referring to the "Cosmetic People" and their complete disgust having to pass these places of business in order to get to their club. Not only do I over hear it, I am often confronted with their concerns and their disapproval, looking for answers, which I have none to offer.

The historic district of Lahaina has no need for such business. No aloha! No relative products to Hawaii! No community participation! No engagement in our treasured culture.

Businesses in Lahaina continue to struggle in a very competitive economy; I have been watching them closer regularly. We recently lost Longhi's, a local business that has been on Front Street since 1976. Is it due to the Cosmetic stores directly? Likely not! However, many contributing factors effect the overall experience of our visitors and regular local patrons and their overall sense of aloha and the aloha spirit in the way we conduct business. Organizations like the Lahaina Restoration Foundation and the Lahaina Action Committee have worked very hard over the years to preserve our town's unique offering as a travel destination. The predatory cosmetic sales stores work directly against all that has been laid down in years past to keep Lahaina, Lahaina.

We support measure HCR80 and hope that you can help protect our future as one of the top “historical destinations” in Hawaii.

Thank you for your kokua,

Linda Rickabaugh

Lahaina Yacht Club

Commodore

Commodore@lyc.us

808-661-0191

HCR-80-HD-1

Submitted on: 4/1/2019 12:31:42 PM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Christopher Egan	Individual	Support	No

Comments:

After Years of witnessing these predators praying on our local tourism, Im very concerned about the direct impact this has and is taking on our local tourism. I own a art gallery directly behind one of these offshore cosmetic stores on Front Street. I constantly hear our tourists saying they don't want to shop in Lahaina anymore because they cannot walk down the street without getting Hawked, approached and attacked by these people. I have resorted to sitting out in front of my store to watch them attcking people on the street and I video tape them so they will stop. They use the same scam on every person walking by. "Here is a free sample"! Oh wait! Let me get something for your eyes. The creepy guy automatically starts applying some type of cream and rubbing it into the lady's face and eyes while standing on Front street hawking tourists. These people will tell toursist women that they look 90 years old and thier eyes look wrinkily and horrible.

How vunerable is a aging woman that is worried about her aging looks? It's just soo wrong! Ive heard husbands come into my store saying they got charged thousands of dollars and felt completely violated and cannot get a refund.

For one thing, Applying creams and medications to peoples faces without a cosmetology license is illegal. I hear horror stories of tourists getting scammed daily. They are selling cheap creams with fancy packaging for hundreds of dollars per bottle. They are now using some type of buffer / dispenser and trying to get people to buy this also for astronomical amounts of money. Lady's constantly come out with burning eyes and trying to wipe the stuff off of their faces.

You cannot walk down Front Street for more than 200 yards without getting attacked by these people standing on front street in doorways hawking thier creams. I personally had to jump in front of a 80 year old lady the other night and told them, Stop! This lady said NO three different times! They still would not give up. They are preying on helpless older women that might have any money. They will put extra things in your bag and charge huge amounts of money for cheap snake oil. Ive heard of women trying to return the product after realizing they had been scammed for thousands of dollars and the response is all sales final.

I looked up county ordinance, and there is a ordinance that noboby is to hand out any promotional material or for sale items in historic Lahaina. This ordinance was passed back in the early 70's. What has become of our town?

This is giving Front street a bad reputation and if they want to do business, take it somewhere else.

I am worried of my family being targeted by these people. They are very agressive and can be violent. I hope that my testimony can remain confidential. These people are all imported from Israel and only stay for three months at a time. They have no work permits, they get paid cash, they all get sent here for a short time until they are out of time and moved somewhere else or back to Israel. I've seen hundreds of new employees come and go from this shop since they moved in about five years ago. The men are military trained and sometimes very angry and can be threatening violence.

My business has dropped drastically about 40% in recent years due to they people blocking anyone access going into the courtyard of our business. People have to constantly keep crossing the street to avoid being approached. Most of these stores are the same business operating under different names.

I truly beleive that if these predator stores keep in business in front street, our toursim traffic will be serverely impacted and devastated.

Thank you for hearing my frustrations and observations of how bad this is becoming for our local toursism. Between these people and the homeless problem on front street. we have a real problem. The homeless people harrassmant of tourists and these lotion people are devastating our beautiful Lahaina town!

Christopher Egan

Christopher Egan Galleries

844 Front Street, Lahaina

808-870-4556

HCR-80-HD-1

Submitted on: 4/1/2019 1:21:08 PM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Damon Valverde	Lahaina Sunglass Company	Support	No

Comments:

Aloha and thank you for this opportunity to address the issue of a select group of similar businesses owned by only 2 individuals that are running roughshod over our small town. These companies rely on propping people at their doors whom they refer to as Stoppers. These people hassle older white women offering them free samples and telling them their skin is awful but they can fix it. Then they drag them in and drop them with the waiting Closer . They sell systems with reoccurring charges that they fail to mention to the customer. Sometimes into the thousands of dollars. They employ fresh out of the army Israeli folks who dont possess Green cards but with the amount of revenue generated these fines are negligible. Meanwhile our Visitors suffer being harangued every 50 yards. Targeting older women is just plain mean and not in the spirit of Lahaina. Get rid of the door Stoppers and allow people to stroll peacefully in our old town. Mahalo

HCR-80-HD-1

Submitted on: 4/1/2019 12:31:08 PM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Landon John	Business	Support	No

Comments:

Attn:

COMMITTEE ON CONSUMER PROTECTION & COMMERCE

Rep. Roy M. Takumi, Chair

Rep. Linda Ichiyama, Vice Chair

Landon John, representing the PW Companies brands

Regarding HCR80 HD1 - Tuesday April 2, 2019

Aloha Representatives, I support HCR80 HD1, the measure to remove predatory cosmetics companies from Lahaina Front Street. My company has operated retail businesses on Front Street for over 8 years. Front Street has always been a beautiful historic location, a must visit location for every visitor to the island. Despite record numbers of visitors to Maui, we have observed a decrease in foot traffic on Front Street. We have also heard guests specifically say how they do not like being approached by the cosmetics companies or how they have been ripped off. I can name dozens of instances of run ins with the employees of these locations where their aggressive nature has made myself or my employees uncomfortable.

An important indicator of how bad these are for business is that I did not lease a very good location on Front Street because it was next door to one of these cosmetic companies. When guests see their employees at the doorway in front of their store they tend to try to avoid them which hurts the businesses on either side. A commercial real estate broker said to me, "they are bad co-tenants", essentially they are bad for business.

We are very happy that someone is finally trying to do something about this issue, we would love to see Front Street return to it's casual and fun atmosphere.

With Sincere Thanks.

-Landon John

HCR-80-HD-1

Submitted on: 4/1/2019 12:39:25 PM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Larsen Brown	Cariloha and Del Sol	Support	No

Comments:

My name is Larsen Brown, I work in Business Development for PW Companies we have 3 stores on Front Street. Front Street is an iconic destination for our island's visitors, they come to get a taste of the pure, authentic, Hawaiiin feelings and history it holds, I speak frequently with several shop owners and managers, we look out for each other. I'm proud of my connection to Front Street. We have a cosmetic store, directly across the street from our Cariloha store at 824 Front Street, because of this I hear the exchanges these stores have with our visitors. Instead of being able to casually walk Front Street like you could in years prior, visitors are now bombarded every few hundred feet by loud, arrogant and persistent salesman. They stand on the sidewalk and heckle everyone walking by, particularly women. I know this from watching them do it and experiencing it first hand, I have asked them to quit harrassing my wife on several occasions. I have two specific examples to share: A customer came into my store at 839 Front Street, we share the space with the Lahaina Christmas store, this customer had spent over 3,000 on cosmetic products. The employees at the Christmas store mentioned they have heard a vast range of pricing for the same products purchased. Feeling scammed the customer attempted to return the products, a few minutes later two employees aggressively came into the store and proceeded to yell and threaten the Christmas Store employees. The other specific account I'd like to share was shared with me by a young lady I recently hired. She was approached and pulled to the side by a "manager" of a cosmetic store and asked if she would like to accept a "special position" involving him and that she would need to meet him late that same night, alone. We need to rid Front Street of this poison. I am happy to provide additional detail.

HCR-80-HD-1

Submitted on: 4/1/2019 12:44:33 PM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Francisco Javier Barberi	Down The Hatch	Support	No

Comments:

HCR-80-HD-1

Submitted on: 4/1/2019 11:42:38 AM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Heidi Oberg	Tilly Timms Inc	Support	No

Comments:



In Support of HCR 80

Aloha, Rep. Roy M. Takumi, Chair

My name is Sne Patel and I am the current president of the LahainaTown Action Committee. Thank you for reading my full testimony. I am in strong favor of HCR-80.

Outside of my duties as the LAC president I have also managed a couple of Art Galleries on Front Street for the past 15 years. Never before has our town faced such a threat to it's historical and cultural ambiance. I have heard numerous complaints the last few years from both my gallery clients and from tourist who email the LAC organization with regards to the predatory cosmetic stores that now line front street. I have written proof from individuals who state they will never come back to not just Front Street but Hawai'i in general. Below is just one of many letters I receive. I have kept the names of the individuals vague as they do not wish their real names be released publicly.

From: B & G

Sent: Tuesday, May 15, 2018 10:16 AM

To: office@mauichamber.com; Info <info@gohta.net>; infooff@hvcb.org; rico@dcca.hawaii.gov

Subject: Retail Scam on Maui

Ladies and Gentlemen,

We will not be returning to Hawaii at any time in the future. The primary reason is that we were scammed out of several thousand dollars by a Lahaina shop on Front Street named Lionesse. We purchased the cosmetics products using our credit cards and had product applied to our

[Recipient Name]

faces during the demonstration. By the time we got back to our rental condo the products had started causing adverse skin reactions (redness, then spots which later became welts which lasted over two weeks). It was then that we got on the internet (searched for “Lionesse reviews”) and were horrified by the reports of customers at various Lioness locations reporting almost identical experiences. Note: one of the two credit card receipts did not say Lionesse Lahaina; it said Truffoire Skincare Wailea. We found similar customer scam stories when we did an internet search for Truffoire reviews. One customer said that when the credit card receipt was handed to her it was folded in such a way that the “no returns” small print at the bottom was hidden; that was our experience also. We have attempted to reason with one of the people at Lionesse Lahaina who applied the products and were informed of the “no return” policy. When we signed the credit card authorizations there was no mention of that policy, nor did we see it displayed anywhere in the store. Since then we have submitted disputes to our credit card company, who informed us that there is little hope they can do anything if the seller has a “no return” policy. We contacted the Lionesse parent company, Mazal Group, and received a formal reply “--- anything offered or sold to you by your retail provider was provided at their discretion. Any return policy is set by the individual private retailer and this matter should be resolved with them directly.” There was an opportunity to exchange the products but who wants to exchange an unsatisfactory product for one of unknown qualities from the same source?

This scam is successful primarily because it may be legal, due to the “no return” policy. State of Hawaii Department of Commerce and Consumer Affairs states “When shopping in Hawaii, don’t assume that every gift you buy can be returned for a full refund. Merchants can set their own policies within the bounds of the state law. Look for the store’s policy which should be posted on a conspicuous sign at a place where you can find and read it. If there are no conspicuous signs, the law requires merchants to accept the return of goods and provide a refund. To be sure, ask a salesclerk or the manager to show you any relevant signs and explain the policy to you.” But how many of us, trusting a retailer, ask to be shown any relevant signs or have the returns policy explained when making a purchase? Who would think to ask about a returns policy when shopping in a trustworthy location such as Front Street in Lahaina or at The Shops at Wailea? A better store policy would be “full refund on products returned within 30 days, and prepaid return shipping”.

[Recipient Name]

We left the Lionesse Lahaina store with a few of the products but the bulk of the products were delivered to the front porch of our California home doorstep before we returned from Hawaii, so there was no opportunity to refuse the shipment. Those boxes remain unopened.

We are surprised and disappointed that the State of Hawaii and Maui County would allow businesses as described above to continue operating. We will continue our efforts to get our money back and to notify various authorities of these disgraceful business practices, in the hope that other unsuspecting customers can be saved the financial, physical and emotion harm we have experienced

I ask that you treat this information with discretion since I realize I may be putting myself and my family at some risk by “poking the bear”. Mazal Group LLC is an international organization having headquarters in California with many product lines whose retail affiliates are reported to perpetrate these same dubious practices throughout the world. Much more information is available regarding this issue and will be provided if requested.

I suggest that you could arrange for one or more persons to appear at these stores as prospective customers. In my opinion, the ideal candidate would be a mature woman who looked like she would be a candidate for anti-aging cosmetics. That way you can verify my observations.”

There are numerous complaints like this I can share and the stories are very similar. From the above statement by one of our visitors you can also see that this is also a health and safety issue. How can someone just apply chemicals into someone’s face without their consent or knowing what allergies they may have?

There are already laws that are in place to protect the community and people visiting our town. Front Street Lahaina falls into a Historic District ordinance and as such this type of behavior should not be allowed.

Please pass HCR 80 so that the County if Maui can move forward on enforcement and possible ban of such businesses in Lahaina Town.

Mahalo Nui Loa, Sne Patel President of Lahaina Town Action Committee

[Recipient Name]

HCR-80-HD-1

Submitted on: 3/31/2019 7:29:49 AM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
James Neely	Individual	Support	No

Comments:

I am voting for this bill as someone who has experienced the constant bombardment of these folks stepping into my path and attempting to have me try a sample or listen to their sales pitch while walking on the sidewalk on Front Street. It has happened on both sides of the street and multiple times each time I am on Front Street. If I want to look or sample their product it should be my choice to walk into their shop. That is the way all of the other shop owners conduct business. They do not constantly harass. This tactic ruins the atmosphere of Front street and is in no way the feeling one should get while visiting Hawai'i. It is definitely not the aloha spirit. I am not afraid of these folks however I can see where some folks might be. It is a rude way to conduct business.

HCR-80-HD-1

Submitted on: 3/31/2019 12:16:00 PM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
APS Wakida	Individual	Support	No

Comments:

HCR-80-HD-1

Submitted on: 3/31/2019 1:21:04 PM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Carol Fogderude	Individual	Support	No

Comments:

My family and I were in Maui recently. One of our favorite spots is Lahaina. During our vacation, we planned a day to trip to shop, dine and explore Lahaina. As soon as we started walking, we were accosted by these "carny" type people who tried to sell us cosmetics we did not want everywhere we walked. They were offensive, intrusive and rude. I told my family I would never return to Lahaina if these horrible business practices continued. We love Maui and have visted almost every year since the 70's. If anyone thinks these cosmetic companies are good for Lahaina (and Maui in general) then they are wrong! We hope to return to Lahaina in the future but if this issue is not resolved we will have to part ways. Please keep the public updated on this critical issue. Thank you for taking the time to look into this.

HCR-80-HD-1

Submitted on: 3/31/2019 3:16:44 PM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Katherine Zablan	Individual	Support	No

Comments:

To: Committee on consumer protection & commerce

Attn: Rep. Roy M. Takumi, Chair, Rep. Linda Ichiyama, Vice Chair

From: Katherine Zablan

Date: Sunday, March 31, 2019

Aloha Committee Members,

I am writing as a resident of Lahaina in support of HCR 80, due to be heard on Tuesday, April 2, 2019 at at 2:00. I appreciate you taking up this matter for a vote and wish to express my support for the resolution set forth by Rep. McKelvey.

I support this resolution as the lotion purveyors on Front Street have taken an aggressive, hawking sales stance changing the character and quality of the existing retail environment in our historic district. Not only is there a disproportionate number of them, 6 locations within 2 blocks, they also deploy loud, abrasive tactics to try and lure customers in. Once customers do come in they are typically unwittingly given products and facials by non-licensed estheticians and not told in advance that they would be responsible to pay for the treatment.

Thank you for taking the time to consider my testimony in support of HCR 80.

Mahalo,
Katherine Zablan

HCR-80-HD-1

Submitted on: 3/31/2019 3:28:39 PM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Lori H Fisher	Individual	Support	No

Comments:

COMMITTEE ON CONSUMER PROTECTION & COMMERCE

Rep. Roy M. Takumi, Chair, Rep. Linda Ichiyama, Vice Chair

My name is Lori Fisher and I live at 475 Front Street in Lahaina. (lorfishg@gmail.com). Thank you for proposing this very positive bill! I support banning predatory cosmetic stores from doing business in Lahaina. I walk up and down Front Street at least once (and often more) per day, and am accosted EACH AND EVERY time by these people making remarks about my clothing or my hair, shoving their products into my hands, pestering me to stop. You would think after months and months (now becoming years) of seeing the same person they would leave me alone - but they do not. I see visitors to Maui crossing the street to try to avoid them. No one likes their intimidating and annoying behavior. It is harrassment. Please make them go away!

Thank you to the committee for the opportunity to submit my opinion.

HCR-80-HD-1

Submitted on: 3/31/2019 5:55:16 PM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Sophie Foulkes-Taylor	Individual	Support	No

Comments:

Rep. Roy M Takumi Chair

Rep. Linda Ichiyama Vice Chair

Thankyou for hearing my testimony realated to HCR-80. I am strongly support the measure and urge you to pass it. I have lived in Lahaina for many years managing a boutique here, and have never heard so many negative comments from residents and visitors in regards to their uncomorrrtable experience on Front St due to the aggressive selling tactics used by these cosmetic companies. They are ruining the charm and aloha spirit that Lahaina town is known and loved for. The staff do not integrate into society here and are rude and pushy. From what I hear the prices they charge are astronomical and they base it on talking with the customers and gleaning their financial position before charging them. These businesses prey on the good nature of our visitors and leave them with a sour taste in their mouth, and I've heard statements of people not wanting to go anywhere near Front st again to avoid this irritating experience.

thankyou for this consideration

Aloha

Sophie Foulkes-Taylor

HCR-80-HD-1

Submitted on: 3/31/2019 6:09:30 PM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Sharon E. Atkinson	Individual	Support	No

Comments:

The predatory cosmetics salespeople (who stand outside their shops and try to push samples of their products into the hands of residents and tourists alike) have become quite a nuisance in Lahaina, especially as their numbers have increased. There are now several of these shops, and what was once a pleasant walk through town is fraught with the need to fend off these aggressive people. Please ban these stores or at least make the salespeople stay inside their shops and stop calling out to passersby to try their products. Thank you.

Sharon E. Atkinson, 370 Aalii Way, Lahaina, Hi 96761, sharoneatkinson@hotmail.com

HCR-80-HD-1

Submitted on: 3/30/2019 7:12:02 PM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Matt Lane	Individual	Support	No

Comments:

Please support HCR 80 URGING MAUI COUNTY TO IMMEDIATELY BAN PREDATORY COSMETICS STORES FROM DOING BUSINESS IN LAHAINA.

As a 15 year resident it has drasitly changed the dynamic of our town. It is uncomfortable to walk down the street now. You can not without getting harrassed more than 3-5 times in a few blocks. I urge you to take the walk for yourself and see how it would make you feel.

This also directly affects the income of local people as the are adverted to purchasing things in ther stores after being turned off by the agressive sales techniques on the street.

Mahalo

HCR-80-HD-1

Submitted on: 3/30/2019 9:53:52 PM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Cyndee Haima	Individual	Support	No

Comments:

They are disrupting the charm of visiting Front Street. I've talked with several people visiting for the 1st time saying they had heard wonderful things about shopping on Front Street, but because of the at least 4 cosmetic stores that chase them down the street they will never go back. These tourist dollars are what supports our economy.

No business should be allowed to vocally solicit customers on the sidewalks. I believe this is already true for Timeshare. Why should these cosmetic stores be allowed to leave their stores and chase after people. No other store does. Let shoppers enter by choice.

HCR-80-HD-1

Submitted on: 3/31/2019 6:29:29 PM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Barbara Potts	Individual	Support	No

Comments:

I walk down Front St several times a week to go to the bank from my office. Every single time one of the workers in the cosmetic stores try to give me a sample or talk to me. It's uncomfortable because I am normally a friendly person, but when I walk past those stores I do everything in my power to not look at them or allow them to talk with me. It's frustrating because you would think by now they would know that I live here and have no interest in their product, and I can imagine that it's also frustrating for visitors. It reminds me of my visit to Nadi in Fiji when the proprietors of the stores there were forceful in getting people to come into their store and buy something. I hated that! Their behavior is out of culture for Maui and must be putting off visitors who are here and resulting in their avoiding the walk down Front St, which has to hurt other local businesses.

HCR-80-HD-1

Submitted on: 4/1/2019 7:23:13 AM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Nina Paolo	Individual	Support	No

Comments:

ATTN: COMMITTEE ON CONSUMER PROTECTION & COMMERCE, Rep. Roy M. Takumi, Chair, Rep. Linda Ichiyama, Vice Chair

My name is Nina Paolo and I live in Lahaina at 1660 Limahana Circle, Unit F308. Thank you for proposing the HCR80 HD1 Bill to be discussed on April 2nd at 2pm. I personally have been aggressively approached, repeatedly, when walking on Front Street. They come out of the doorway, shoving paper or product at me to get my attention. When I tell them I live here and not interested, they still continue with their chatter and remarks. I avoid visiting Front Street and walking the sidewalks now. I'm embarrassed that tourists are subjected to this. This activity is not the Aloha Spirit they should experience when visiting. Please get this to stop once and for all! Thank you for your attention and effort around this important matter.

HCR-80-HD-1

Submitted on: 4/1/2019 8:27:46 AM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
chi guyer	Individual	Support	No

Comments:

aloha, please help to rid front street in lahaina of these predatory sales people at these cosmetic stores. every time i walk down front street, i have to attempt to dodge these folks who walk out onto the sidewalk to accoust me and attempt to press products (which i would never use) into my hands. i see other pedestrians attempting to get away from these people as well. it is embarrassing for our beautiful lahaina town to allow visitors and residents to be assailed by these illegal promotions. please help us save our sanity.

mahalo nui loa for your kind consideration of this request. warm aloha, chi pilialoha guyer, senior resident of lahaina town

HCR-80-HD-1

Submitted on: 4/1/2019 9:06:46 AM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Tiffany Winn	Individual	Support	No

Comments:

Attn:

COMMITTEE ON CONSUMER PROTECTION & COMMERCE

Rep. Roy M. Takumi, Chair

Rep. Linda Ichiyama, Vice Chair

Aloha,

My name is Tiffany Winn. I manage and work at Whaler's Locker at 780 Front Street in Lahaina. I am submitting testimony in regards to HCR80 in regards to the predatory cosmetic stores which are taking over Front Street. The hearing date is Tuesday April 2nd, at 2pm.

I have has worked at Whaler's Locker, an old local shop, on Front Street for many years, and I strongly support this measure. These businesses have changed the charm of this historic district. They are aggressive and rude. They often prey upon and scam elderly women. I know long time customers and locals who don't even come down to Front Street anymore due to these establishments. They harm Lahainas image as a peaceful and beautiful destination. I keep tissues and water handy in our shop because daily I have people coming in who are trying to wipe the cream off their faces. These creams have questionable ingredients and are often applied without consent.

In addition to their aggressive tactics, they are handing out little sample packets which I see discarded and scattered all over the street. These sample packets end up as litter on the roadway which also end up in the ocean as rubbish. I pick up and properly throw away what I see but, they are everywhere.

I walk by these shops everyday, and everyday they try to pull me into their stores. I always politely decline and as I walk away from them, they make rude and nasty comments to my back. The employment legality of the workers is also questionable. I see new faces every day. These temporary workers don't care about the beauty of this special place. They are determined to scam people out of as much money as

possible. This not only leaves a bad taste in our precious visitors mouths but also hurts the locally owned establishments who support and employ our local people.

Here are some news articles about these types of businesses:

<https://www.timesofisrael.com/dead-sea-product-hawkers-skirt-law-decency/>

<http://konklife.com/key-west-takes-aim-at-predatory-cosmetic-store-sales-practices/>

<http://konklife.com/rip-off-team-lauds-new-cosmetics-ordinance/>

Here are some links to some of the online reviews and forum discussions of these places on Front Street:

<https://www.yelp.com/biz/tresor-rare-of-maui-lahaina>

https://www.tripadvisor.com/ShowTopic-g29220-i86-k11215653-Front_Street_barkers-Maui_Hawaii.html

https://www.tripadvisor.com/ShowTopic-g60634-i87-k11391827-Preimer_prestige_Tresor_cosmetic_scam_lahina-Lahaina_Maui_Hawaii.html

<https://www.bbb.org/us/hi/lahaina/profile/cosmetics-sales/orogold-cosmetics-1296-53072130/complaints>

<https://www.complaintsboard.com/complaints/adore-cosmetics-scam-c719725.html>

These are just a fraction of the links that are out there. Can we please take a stand against these businesses and bring back the Aloha and beauty of what Front Street once was?

Thank you for giving me the opportunity to share my experiences. I very strongly support this bill and hope that you will too. Please let us stand together for our local community.

Mahalo,

Tiffany Winn

808-344-3151

Monday April 1st, 2019

Support for HCR80 Urging Maui County to immediately ban predatory cosmetic stores from doing business in Lahaina.

HCR-80-HD-1

Submitted on: 4/1/2019 9:07:23 AM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Heather Loughridge-Buono	Individual	Support	No

Comments:

With Aloha,

I submit that the cosmetics businesses hawking face lotion on the sidewalks to our citizens and our guests is both predatory and harrassing.

As an individual I have been called names for refusing to take a sample, told I have "straw hair" and taunted. I have asked individuals chasing me down the street to please take note of my face and not talk to me, only to be asked as loudly as possible (no doubt so that passersby can hear as well) that I need to "do something with myself". I steel myself when I walk past one of these businesses. It is beyond unpleasant.

As an employee of a store on Front St in Lahaina, I have had occassion to advise parents not to allow their children to use the packet of sample face cream they are holding. It's meant for adult skin and is full of chemicals that can burn if used improperly.

Every time I work at the store I have guests come in and hand me samples to throw away. Every Time! I've been told it's easier to take the sample than be harrassed.

This is not conducive to a warm comfortable and relaxed shopping experience for anyone!

I'm fine with the stores existing. They pay rent and are entitled to do business. I am not fine with being bombarded, or allowing our guests and other residents to be bombarded and harassed as they walk down the street.

HCR-80-HD-1

Submitted on: 4/1/2019 10:05:39 AM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Tambara Garrick	Individual	Support	No

Comments:

Attn: COMMITTEE ON CONSUMER PROTECTION & COMMERCE, Rep. Roy M. Takumi, Chair and Rep. Linda Ichiyama, Vice Chair

Date: Monday April, 1st 2019

Subject: Support for HCR80 Urging Maui County to immediately ban predatory cosmetic stores from doing business in Lahaina.

I am writing in support of HCR80. I look forward to Maui County being urged by the State to address the issues that are arising in Lahaina Town due to predatory cosmetic stores sales tactics.

Mahalo for your consideration,

Tambara Garrick

HCR-80-HD-1

Submitted on: 4/1/2019 10:10:30 AM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Ryan Beenken	Individual	Support	No

Comments:

Aloha,

I am Ryan Beenken, District Manager for Ecolab and a resident of Lahaina. My home and office are located just off of Historic Front Street in LahainaTown. As a resident of Hawaii for six years, I have been increasingly concerned with the proliferation of businesses that are "hawking" their products on Front Street.

I was previously the Sales & Marketing Manager for Hard Rock Cafe Maui. Often the direction of the corporation was at odds with the historic district of Lahaina; Not being able to send out "street teams" to encourage people to visit the Hard Rock, or handing out coupons and promote the business. However, the preservation of LahainaTown as an inviting, welcoming, and harrassment-free family environment was more important.

Recently the addition of multiple cosmetic businesses employing only non-Hawaii residents has negatively impacted the businesses, tourists/visitors, employees and residences of Front Street. These businesses employ individuals who do not have the Aloha Spirit, who repeatedly "hawk" their products from their doorways, step out to stop people walking past their businesses, hand out product samples and often insult people if they do not stop or acknowledge them. Further, if you do happen to go in, they apply cosmetics on you, employ high-pressure sales tactics and then do not fully disclose they are selling a subscription service that will cost tens of thousands of dollars.

They employ unscrupulous business practices and have negatively impacted all other businesses on Front Street. They are hurting the image and livelihood of other business owners and employers of Lahaina.

Multiple other communities throughout the world are targeting these businesses from their communities. Even the Times of Isreal published a report on the business scams: <https://www.timesofisrael.com/dead-sea-product-hawkers-skirt-law-decency/>

It is imperative that Hawaii ACT NOW to impose legal limitations on these businesses which have multiple allegations of business misconduct before they ruin the vibrant tourist friendly reputation that Hawaii has built.

HCR-80-HD-1

Submitted on: 4/1/2019 10:19:23 AM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Cynthia Canham	Individual	Support	No

Comments:

I support a ban on the aggressive and predatory activities of the cosmetic stores on Front St.

They are not the image we want for our historic town. Their tactics are deceitful and often times they are very rude when people do not engage with their come on conversation. Not to mention all the rubbish that ends up on the street from their "free samples".

Having been involved in retail for almost 40yrs on Front St. I can testify to the numbers of complaints that I hear daily yes daily from visitors. It is a sad situation.

Please pass HCR80!!!! And then enforce it!!!!

HCR-80-HD-1

Submitted on: 4/1/2019 10:25:57 AM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Joanna Stockham	Individual	Support	No

Comments:

ATTN: Committee on Consumer Protection and Commerce

Rep. Roy M. Takumi, Chair

Rep. Linda Ichiyama, Vice Chair

Aloha & thank you for the opportunity to submit support for HCR 80, urging Maui County to immediately ban predatory cosmetic stores from doing business in Lahaina. I own a vacation rental in Puamana, at the south end of Front Street, and receive frequent negative feedback from visitors about the changing vibe of old Lahaina Town. What once felt quaint and relaxing is now commercial and "predatory." I fear that the repeat business I've worked hard to develop over the past 14 years is at risk. My guests leave negative comments about these businesses in my guestbook and on my rental website, which can impact future business for me personally.

I also work for LahainaTown Action Committee and hear negative feedback from the majority of the shop owners and employees in nearly every business on Front Street. These predatory businesses are not a fit for our town. They are disrespectful of the laws currently in place and seem to work with no care, concern or respect for other businesses or their own customers (often taking advantage of the elderly). They are the antithesis of ALOHA.

Please pass HCR 80 and help us maintain the quaint and caring community we all have worked hard to build and maintain.

with aloha,

Joanna Stockham

(808) 280-6049

HCR-80-HD-1

Submitted on: 4/1/2019 10:49:22 AM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
vicki fanucchi	Individual	Support	No

Comments:

As a visitor from California who always spends time in Lahaina when on Maui I can speak from personal experience on how rude, aggressive, in the way of foot traffic, and down right abusive treatment by these "salespersons" outside of their storefronts. Unfortunately, because I don't want my relaxed vacay vibe ruined I literally cross the street to avoid them which means I am not popping into the stores around them or down the alleys they block. When you decline their "in your face" advances they usually come back with some rude comment like it's for pretty people or skinny people or some other just abhorrent comment to people who are coming to your islands to relax and feel good and spend \$\$\$\$\$. Last year one salesgirl nicely complimented me on a specific tattoo I have as I passed her and I immediately heard her boss chastise her for actually providing a real compliment to someone and for not stopping me and focusing on the sale. Every other type of store on Front Street this rudeness isn't an issue. Also, from what I can remember no other store employees hang out on the sidewalk to lure you in. The closest you have are the host/hostess stands at the front of the restaurants and I can 100% confirm no insults have come from them when you pass by chosing not to stop and eat.

So, first there's no Aloha spirit with them, but more importantly they're just not a good representation of what I've seen Lahaina and Maui to be. But that horrible experience is something you remember when you're insulted so outwardly and in your face.

By all means, dress like a haole tourist fresh off the Princess boat and stroll Front street. Or buy an ice cream and sit and observe them for just 20 minutes. At least the indigent hanging out on Front Street are actually nice people. These stores are horrible on the mainland too, but in an indoor mall you have about 40' which you can use to avoid their kiosk. Historic town with less than 3' sidewalks there is no option but to cross the street, or step off into traffic, but now it seems they're everywhere on Front street.

HCR-80-HD-1

Submitted on: 4/1/2019 10:50:54 AM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Kathleen Miller	Individual	Support	No

Comments:

I choose to stroll down Front Street very rarely due to the many "cosmetic" pushers along the route. At one time we would shop and dine in the area, but only occasionally now as we choose to avoid the aggressive and annoying honkers along the route. Have also seen tourists cut into the stree rather than be stopped by these spritzers ! About time they go back to where ever they came from.

HCR-80-HD-1

Submitted on: 4/1/2019 11:01:44 AM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Katarina M. Tualemoso	Individual	Support	No

Comments:

Aloha Committee,

My name is Katarina M. Tualemoso and I first moved to Lahaina in 1991.

I currently live at 5 Kenui Circle #503 and can be reached at 808-280-1683.

In regards to todays committee meeting, 4/1/2019, I would request to submit personal testimony in support of measure HCR80: Urging Maui County to immediately ban predatory cosmetic stores from doing business in Lahaina.

Over the years I have watched businesses come and go on Front Street, witnessed rents soar, buildings remain empty and corporate entities slowly take over the smaller local business of Lahaina. However, nothing is more disturbing than the growth of the latest "Cosmetic" stores, literally taking over. I believe there are currently five (5) within the 600-800 Blocks of Front Street.

While their success might suggest our visitors find their products in high demand, in actuality, I have listened to stories of remorse, anger and distress.

As an employee of a longstanding business on Front Street (established 1965) I observe the tactics of the the sales people from these businesses on a daily business; I pass by 3 of the stores getting to and from work. Although they remain within their buildings, just inside the door, their presence is felt and heard far beyond the spaces they rent. And unlike other business, that may have Hawaiian music playing or a local musician offering enjoyable music to visitors in their businesses and passers by, the cosmetic stores offer only an abrasive and forward approach to try to get you to take samples. Literally waving, shoving, their sample packets in your face stating, "Here, this is for you!" "If you decline or ignore them, they often direct rude comments to you as you are walking away. I have heard and observed this on many occasions. "you really need our product"; "fine, stay ugly and old"; "don't you want to look younger." They are aggressive and condescending and far from representative of the spirit of aloha other businesses have worked so hard to preserve.

I have listened to my own guests as well as strangers tell hideous stories of their daughters and wives being accosted.

I have had visitors regularly comment on how distasteful their presence is and how it is unfortunate for Lahaina, as they will neither be back again, as they have returned on many occasions, nor will they recommend Lahaina as a destination for friends and family in the future. The common response, is "what has happened to Lahaina, it's losing it's charm and history."

In realizing that progress is ever evident, it is imperative that we guide this progress while protecting our precious past for future generations, for our community and for our local economy.

Supporting HCR80 is protecting our community and it's future.

Thank you for your time and attention.

Katarina M. Tualemoso

HCR-80-HD-1

Submitted on: 4/1/2019 11:12:20 AM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Ellen Levinsky	Individual	Support	No

Comments:

Aloha Rep. Takumi & others on committee-I have lived in Lahaina since 1985. The enjoyable stroll on Front St. is disturbed by the constant in your face offering of small packages of cosmetics by aggressive sales people from cosmetic shops coming out onto the sidewalk. I say "no thanks" which is not always respected. A few times I have been verbally insulted by these people. This behavior is rude, not in the aloha spirit, and is giving Lahaina, a national walking town, a bad reputation. I support our state rep, Angus McKelvys bill HRC-80 to improve this situation. Please support this bill. Mahalo Ellen Levinsky

HCR-80-HD-1

Submitted on: 4/1/2019 11:42:00 AM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Lauren Osborn	Individual	Support	No

Comments:

ATTN:

COMMITTEE ON CONSUMER PROTECTION & COMMERCE

Rep. Roy M Takumi, Chair

Rep. Linda Ichiyama, Vice Chair

Thank you for hearing my testimony related to HCR-80. I am in support of this measure and strongly urge you to pass it through committee. I am a consumer who shops on Front Street often and I have felt extremely uncomfortable walking past the predatory cosmetic stores. They constantly make comments about looks and are very aggressive when passing by on the street.

Thank you,

Lauren Osborn

HCR-80-HD-1

Submitted on: 4/1/2019 11:52:32 AM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Louisa Shelton	Individual	Support	No

Comments:

Attn: Committee on Consumer Protection & Commerce -- Rep. Roy M. Takumi, Chair, Rep. Linda Ichiyama, Vice Chair, and all members:

Aloha to all and mahalo for reading my testimony on this proposed bill, **HCR80, urging the immediate ban of predatory stores from doing business in Lahaina.** I understand this is scheduled to be heard on April 2, 2019 at 2 PM.

I am very much IN SUPPORT of this bill. I was born and raised in Lahaina and am proud of its rich history and culture. Of more recent note, Front Street, Lahaina was added to a national list of "GREAT STREETS" in 2011, recognizing its exceptional picturesque character, and its history and its continued "drive" to balance those needs along with the commercial interests all to ensure that this oceanside treasure can continue to be enjoyed for generations yet to come.

My father was a charter member of the Board of Lahaina Restoration Foundation and my mother was a director later on, and now a generation later I also serve on this organization, however I speak today as an INDIVIDUAL citizen being greatly concerned with these businesses which have multiplied their presence on Front Street.

Not only do the employees of these cosmetic stores invade the public space on the sidewalk at each of their store-fronts and "get in your face" (even though they are trying to appear friendly), they hawk their products and "agressively invite" walkers to try them out. It is truly a PLOY to lure potential customers into their shop and then it's all about how much they can profit off that customer. There is nothing appearing to be locally cultural or historically appealing about this and instead is a repeated annoyance for residents and visitors alike. This only DEGRADES the essence of the Lahaina Historic District. I, and others don't find it at all comfortable having to walk past these stores. I humbly ask for your assistance by showing that you also care by your support of this measure to BAN these stores from doing any further business.

MAHALO NUI LOA,

Louisa van der Linden Shelton

HCR-80-HD-1

Submitted on: 4/1/2019 11:59:15 AM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Renaë Robertson	Individual	Support	No

Comments:

I daily walk Front Street and watch as person by person is accosted by the “Cosmetic People”. I hear locals complain and describe their complete disgust of these places of business and the aggressiveness of the employees.

These businesses and no place in the historic district of Lahaina. They operate with no aloha and no care or concern for our people or our town. They sell products relevent or made in Hawaii! There is no community participation and engagement in our treasured local culture.

Their existance effects the overall experience of our visitors and regular local patrons and their overall sense of aloha and the aloha spirit in the way we conduct business. Organizations like the Lahaina Restoration Foundation and the Lahaina Action Committee have worked very hard over the years to preserve our town’s unique offering as a travel destination. The existance of these shops undermine our town and the charm and charactor that have always been the main attraction of our town.

HCR-80-HD-1

Submitted on: 4/1/2019 12:10:11 PM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Chyan	Individual	Support	No

Comments:

Aloha, my name is Chyan LaPlant and I am the store manager of a store on Front Street. I am in support if this measure and strongly urge you to pass it! I witness and have to put up with the harassment of these skin care companies daily! Not only are they extremely aggressive and annoying they are driving away normal tourism! Our numbers have been way down and I believe it is do to their extreme salesy tactics. They condition the normal customer to avoid eye contact or even engage in any store worker. They have tainted the sales associates reputation. They are constantly yelling at people from across the street or chasing people down the walk way with their samples. These samples end up all over the street polluting our environment and making Lahaina look trashy! This isnt vegas! Please pass HCR80!

Mahalo for your time,

Chyan LaPlant

949-375-5348

HCR-80-HD-1

Submitted on: 4/1/2019 12:24:42 PM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Genevieve Simpson	Individual	Support	No

Comments:

As a long time resident of Lahaina (43 years), i am surprised that these aggressive sales people have been allowed to operate for so long. I used to enjoy my evening walk in Lahaina town but I have avoided Front street due to the aggressive ways of these cosmetic sales people. You cannot pass in front of their store without being verbally assaulted and often, their "come on" has turned into hostility. They stand in front of their store calling each person walking by, trying go get you inside where they will use high pressure tactics to sell you overpriced creams. I can only imagine how the visitors feel...I have lived in Lahaina long enough to remember when Time share salesmen with the same approach operated along Front street and how they were quickly banned! i hope that HCR80 passes and that these sales people will be forced to stay inside their stores like all the other shopkeepers on Front Street.

HCR-80-HD-1

Submitted on: 4/1/2019 12:34:11 PM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Maria	Individual	Support	No

Comments:

I love to walk in beautiful downtown Lahaina but do not like to be harassed by the pushy employees who annoyingly shove their cosmetics down your throat and don't understand the word

"NO THANK YOU" or "I AM NOT INTERESTED". They seem to be everywhere and I totally am in agreement to ban these businesses from operating their stores in our beautiful town.

HCR-80-HD-1

Submitted on: 4/1/2019 12:38:27 PM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Tyler McFall	Individual	Support	No

Comments:

Not much to say here. These organizations are horrible and bad for Lahaina and Maui. They hurt every other business they are around and are very discriminatory towards tourists and employees on Front Street. Their "pull you in" tactics are appalling, annoying, rude and have no place here.

Attn:

COMMITTEE ON CONSUMER PROTECTION & COMMERCE

Rep. Roy M. Takumi, Chair

Rep. Linda Ichiyama, Vice Chair

RE: Comment on HCR80

Aloha,

My name is Theo Morrison. I have lived in Lahaina for 33 years. My kids attended Lahainaluna High School and now my grand kids attend. I have worked on Front Street for all of those 33 years.

All legal businesses are welcome in Lahaina, but they all need to adhere to the County of Maui Historic District Ordinance which prohibits soliciting of business on public streets, sidewalks and parks.

We urge the County of Maui to enforce the Historic District Ordinance and stop the predatory selling on the sidewalk which is being engaged in by several stores on Front Street. These aggressive sales tactics are destroying our town, destroying the unique ambiance of Lahaina and diminishing Lahaina's economic vitality.

I walk down Front Street several times a week and I am personally harassed by these salespeople every single day and at every location where they work.

Everyone should be allowed to walk on a public sidewalk through a charming town, enjoying the shops, the view, the weather or our own thoughts. We should not have to be subjected to aggressive sales tactics.

Thank you for the opportunity to speak.

Theo Morrison

33-year Lahaina Resident and Employee

HCR-80-HD-1

Submitted on: 4/1/2019 1:27:59 PM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Vanessa	Individual	Support	No

Comments:

Lahaina has rapidly changed in the past few years and not for the better. Locals and returning tourist tell me they avoid walking down Front Street. They would rather visit another part of Maui and spend their money anywhere else than deal with the obnoxious, aggressive and insulting hawkers, store owners and employees. It is wrong to allow these businesses to continue to "hawk" from their stores. I suggest a \$10,000 fine. I think we need to clearly define hawking. The store employee cannot engage (talk to or give samples to) a pedestrian until the pedestrian's body is 100% in the store. The employee cannot have any part of his/her body outside the store either. If the business is found doing this they are fined. The sidewalk is public property and cannot be used for private gain. I suggest plain clothed policemen/women walk Front Street and give out citations to violators. The negative economic effect to other businesses and lack of tax revenue to the county, moral responsibility and the protection of the "aloha" spirit in Lahaina is valuable and needs to be protected. Thank you.

HCR-80-HD-1

Submitted on: 4/1/2019 1:25:59 PM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
U'i Kahue	Individual	Support	No

Comments:

Committee on Consumer Protection & Commerce

Attention: Roy Takumi & Linda Ichiyama

Tuesday, April 2nd, 2019 - 2p.m.

Aloha, my name is U'i Kahue. I am a resident of Maui County working on the island of Maui since 2005, and owning/operating a small "Mom & Pop" business in Lahaina since 2013. I wish to communicate my concerns regarding Predatory Aggressive businesses operating in a historical and cultural setting - namely predatory/aggressive cosmetic stores on Front Street, Lahaina town.

I am half Hawaiian, a cultural practitioner, and a small business owner who educates, practices and shares with visitors and locals alike the history and culture of Hawai'i on almost a daily basis. To teach and demonstrate "Aloha" & living "Pono" is to perpetuate our unique legacy! These cosmetic stores not showing "Aloha" (being aggressive), not showing "Pono" (being predatory), NOT OF/FROM HAWAII, do NOT belong on Historical Front Street in the middle of so many Cultural sites! Lahaina being the first Capital of the Kingdom and the forefront of many visitors destinations should NOT be represented or perceived by these non-Hawaiian businesses in every sense! They are NOT appropriate and therefore should NOT be allowed on Front Street. I am positive as Hawai'i is still linked to the U.S. and the home of capitalism, that there are many other venues in this state that these cosmetic stores can do business, thrive and NOT be a perceived example (in any way, shape or form) of "Hawai'i!"

Mahalo for your consideration,

U'i Kahue

808-633-3247

wahineomolokai@gmail.com

LATE

HCR-80-HD-1

Submitted on: 4/1/2019 2:01:46 PM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Emery Lopez	Individual	Support	No

Comments:

Good Afternoon My name is Emery Lopez and I am a full time resident of Lahaina and have been for 20 plus years. I do not care for the sales tactics of these cosmetic shops because of their aggressive approach outside of their shops. People come to Hawaii not to be pan handled at every corner. Its one thing to see it in our large cities(Honolulu) but when it disrupts the country feel of our quaint town we have to stop it before it gets out of hand. Being part of Hawaii is to assimilate. The fact that all the people that work in these establishments are from one country seems odd in itself. Can we please try to keep the dignity of this quaint town intact. Thank you for your time.

HCR-80-HD-1

Submitted on: 4/1/2019 2:05:25 PM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Trish Kingsbauer	Individual	Support	No

Comments:

Committee on Consumer Protection & Commerce

Rep. Roy M. Takumi, Chair

Rep. Linda Ichiyama, Vice Chair



Aloha

My name is Trish Kingsbauer, a resident of Lahaina for two years. My family and I enjoy walking along Front Street to enjoy the various cultural events and concerts, as well as going to the Library, the movie theater, and visit stores/restaurants. However, we now avoid Front Street due to the preadatory nature of the 6 Cosmetic stores - it is like walking thru a GAUNTLET of aggressive cosmetic sales persons. The salespersons walk across the sidewalk to accost me, to hand me their samples and "initiate a consersation". It makes my walk unpleasant, and I have even gotten angry when they approach - as it happens so often. It means I cannot aproach other stores in their vicinity, as I have to go out of my way to avoid those salespersons, and so the other stores and art museums, etc lose our business.

When we first arrived on the island, I did allow the salesperson to offer me their samples one time, and as they brought me into their store, I was polite as they described their product. They offered me two creams to purchase, after assuring me many false claims about them - for a cost over \$700. When I explained I could not afford that much, the cost suddenly dropped to \$500 - which was still too much for me but I was shocked that the price could vary so drastically.

Thank you for listening

HCR-80-HD-1

Submitted on: 4/1/2019 2:20:01 PM

Testimony for CPC on 4/2/2019 2:00:00 PM

LATE

Submitted By	Organization	Testifier Position	Present at Hearing
Nansy Phleger	Individual	Support	No

Comments:

The cosmetic companies cause havoc and threaten tourists & locals alike with their aggressive behavior. Lahaina is not the only town to have problems with these people - Santa Barbara, California has also had problems with them, and the reporter found out they are an Israeli' money- laundering scheme. We don't need to ve over-run by these mobsters.They must be closed down, lose their business liscense, and forced to leave town. Thank you, Nansy Phleger, Lahaina Resident

April 1, 2019

Representative Linda Ichiyama, Vice Chair
Consumer Protection & Commerce Committee
415 S. Beretania Street
Honolulu, HI 96813

LATE

RE: HRC80, HD1 – Predatory Cosmetic Tactics in Lahaina

Aloha Vice-Chair & Distinguished CPC Committee Members,

I submit my testimony today in **strong support** for HRC80, HD1, urging Maui County to immediately ban predatory cosmetics stores from doing business in Lahaina Town. While I wear many hats in our community – including the wife of the primary introducer of this measure – I write to you today in my capacity as a private citizen to share my personal experiences.

In November 2018, my family visited us here in Lahaina. No visit to Lahaina would be complete without a exploring our historic Front Street. Our first encounter with the predatory sales employee occurred as soon as we began our walk. My sister was caught off guard when the cosmetic employee aggressively approached her and shoved a free sample in her face. Stunned, she accepted the gift as she continued to walk past despite the salesperson’s attempts to entice her to enter the cosmetic store. I declined the free gift, and was mortified with this employee’s overly aggressive conduct.

Further down Front Street, another cosmetic sales employee approached us. However, this time, my sister and I firmly said “no” yet we were chased down the sidewalk by the sales person while we continually declined the gift. Even though I firmly turned and called the employee out for his excessively rude/aggressive behavior, and for failing to be inside his stores’ doorway (a requirement frequently ignored), he refused to take no for an answer. Instead of returning to his store, he remained on the sidewalk where he chased us and continued to engage with other tourists who were also walking on the sidewalk. This predatory “in-your-face” tactic of sales is appalling and is unacceptable! It definitely does not belong in Lahaina.

My experiences are commonplace on Front Street as I’ve heard countless other similar stories. Some experiences are worse than mine. Locals – such as myself – continually get unwanted and unwelcomed attention from these hostile sales employees when we try to enjoy Front Street. I have witnessed other tourists bombarded with similar types of predatory tactics as well. This is quite concerning. Like much of Hawaii, West Maui relies heavily on tourism. Yet, this type of behavior is counterproductive and in direct contrast to our reputation as a historic, tranquil, seaside town that so many come here to enjoy.

That this type of conduct is allowed to continue without County enforcement is utterly ridiculous. However, passing HRC80 is firm step in the right direction and sends strong affirmation that Lahainians have had enough! The time for action is now, and we are willing to do our part to preserve our Lahaina. The County, however, must do their job as well.

Thank you in advance for your time and attention to this matter. Please contact me should you have questions or need additional information.

Sincerely,

Valerie B. McKelvey, Esq.

HCR-80-HD-1

Submitted on: 4/1/2019 3:52:18 PM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Florian	Individual	Support	No

Comments:

Attn:

COMMITTEE ON CONSUMER PROTECTION & COMMERCE

Rep. Roy M. Takumi, Chair

Rep. Linda Ichiyama, Vice Chair

My Name is Florian Bayol, (808) 2766811

I'm sorry for my testimony but I have no experience on how to write it professionally.

I Support for HCR80 Urging Maui County to immediately ban predatory cosmetic stores from doing business in Lahaina.

I witnessed a store called Jolie Boutique closing it's door because of the cosmetic stores right next door on Front street. Because of the overly aggressive workers the shoppers would avoid the cosmetic shops but by doing so they would avoid her store as well, so the owner of Jolie Boutique complained the owner of the building. Over several months and several complaints and also showed how her incomes as a support of the tragedy. Her incomes were astronomically different to almost none towards the end and in comparasion from the previous years you can tell the difference the day they opened their doors. I have witnessed a lot of shop problems and I also have been harrassed many many times. I do beleive this type of shops don't belong here.

Thank you

Regards

Florian Bayol

HCR-80-HD-1

Submitted on: 4/1/2019 5:17:44 PM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Michelle Low	Individual	Support	No

Comments:

I live in Lahaina town and love being a half block from Front St. I love the local shops. I love the restaurants. I love who I meet in the street - be it locals or folks visiting from abroad.

What I do not enjoy is having to cross the street as I come up to these aggressive cosmetic store salespeople, who shout at me when I'm still 100 feet away. How these shops conduct their business is the opposite of what I think the aloha spirit is about. Our community deserves better. Our community deserves to walk freely around Front St. without having the anxiety of dodging salespeople from these cosmetics stores.

LATE

HCR-80-HD-1

Submitted on: 4/1/2019 5:59:35 PM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Elisabeth White	Individual	Support	No

Comments:

We live in Lahaina. On Front Street. I walk home from work and pass ALL of the beauty shops on Front Street. Sales people are aggressive and rude. My husband walked up to one of the guys and demanded an apology, explaining to the sales man how rude he was with his mindless comment. The stores belong into a big, shiny city. Definitely not into a historic small town like Lahaina. Even when one tries to avoid one store and crosses the street one runs into the next one on the other side! How happy are the stores next to them, when pedestrians avoid that whole section of sidewalk because of the aggressivity? Please, get rid of them! They are the worst thing that could have happened to a town that already suffers from lack of personality and individual stores due to sky-rocking high rents!

HCR-80-HD-1

Submitted on: 4/1/2019 6:23:59 PM

Testimony for CPC on 4/2/2019 2:00:00 PM

LATE

Submitted By	Organization	Testifier Position	Present at Hearing
Camille Taylor	Individual	Support	No

Comments:

These people are ruining our community and the commerce on Front St. They are very aggressive and will make consumers avoid Front St.

LATE

HCR-80-HD-1

Submitted on: 4/1/2019 9:03:15 PM

Testimony for CPC on 4/2/2019 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Karen	Individual	Support	No

Comments:

Walking the streets on Front Street, I honestly try to avoid the cosmetic employees. I have often felt that their sales approach is very in your face and desirable to avoid when walking by. I have also noticed other people doing the same while walking Front Street. For example, as soon as you walk by one of their stores, they are instantly in your space with their hand out offering you a cosmetic sample. When you say "no thank you" a lot of the time they keep offering it and even talking to your back as you walk away. Making for an awkward/unwanted interaction every time. I understand their goal is to sell the product. But I do feel that their approach/ selling tactics often repel people and add a feeling of "avoidance" to the many thousands of people walking the friendly town of Lahaina's Front Street.

HCR-80-HD-1

Submitted on: 4/1/2019 9:28:54 PM

Testimony for CPC on 4/2/2019 2:00:00 PM

LATE

Submitted By	Organization	Testifier Position	Present at Hearing
Jordan Hoffman	Individual	Support	No

Comments:

I used to really enjoy walking down Front Street but I really dread even going to Lahaina because of the cosmetic stores. I have had terrible interactions with them from hassaling me, being extremely rude and just making me feel super uncomfortable. I actually will take a certain route just to avoid them. I would always hear things about my apperance too - even though they may feel they were complimenting girls it comes off like cat calling. Things like "oh hello beautiful you should smile" or "hi gorgeous take this sample". There is always a really bad vibe associated with them from everyone I talk to. I work at a store in Whaler's Village and when they had a kiosk here.. I was one time told by one of their employees "we charge customers what we think they should pay.. customers are stupid if I think they can afford \$3,000 we will charge them that". I understand all retailers are different but I was appauld at the fact that one of their sales associates was proud that they judge customers and select their prices accordingly. I've also seen reviews that many customers don't even receieve products from them after purchasing. They are giving Front Street a terrible prescene when I used to love walking and enjoying my nights in Lahaina. Now I feel like I have to conciously think about how to avoid them. Plus.. it seems like the amount of locations keep growing? I also NEVER see anyone inside so that is also freaky..