MISC. COMM. 481

UPDATE FROM THE HONOLULU POLICE DEPARTMENT ON ITS STRATEGIC PLANNING PROCESS

*PUBLIC SAFETY & ECONOMY (PSE)

Testimony

***PUBLIC SAFETY & ECONOMY (PSE) Meeting**

Meeting Date: Nov 18, 2026 @ 01:00 PM

Support: 0

Oppose: 0

I wish to comment: 1

Name:	Email:	Zip:
Sandi Makaiau	sandi@hbsltd808.com	96744
Representing:	Position:	Submitted:
HO OHANA BUSINESS SOLUTIONS LIMITED	I wish to comment	Nov 16, 2026 @ 07:53 AM

HO‘OHANA

BUSINESS SOLUTIONS LTD

November 2026

WRITTEN TESTIMONY | ITEM 12

Honolulu City Council | Committee on Public Safety & Economy
November 18, 2026, 1:00 p.m. HST
Re: HPD Strategic Planning Process - Informational Briefing

Aloha Chair Tulba and Members of the Committee,

Mahalo to HPD for a planning process grounded in people. Structured listening sessions brought together approximately 175 participants. AI helped organize themes and support drafting, while people reviewed the work, refined priorities, and approved the direction. Assigning bureau ownership and a tracking cycle also connects the plan to responsibility. These are important foundations for responsible AI use in government, and they deserve acknowledgment.

What comes next is making that work transferable. A process that succeeds with its original team needs clear procedures, a record connecting source comments to approved actions, and a documented handoff so another authorized person can carry it forward. The published presentation does not establish that full transfer yet. Documenting it would build on the work HPD has already done and help preserve the knowledge behind the plan.

At the June 25 Hawai‘i AI workforce symposium, Eugene Chang asked what happens when an organization’s expert goes on vacation. That question belongs here, too. When the expert steps away, what remains? If nothing is documented that another person can follow, the organization is still dependent on that expert.

More AI alone will not resolve that dependency. The next step is documenting the knowledge and judgment that AI helped organize: what was decided, why, how the work is done, and when someone needs to ask for help. That is a human-led, AI-supported operating system that can carry the work through leave, turnover, and leadership changes.

I bring 35 years of operations and administration experience. Through Ho‘ohana Business Solutions, I have built and tested The Transferable Business methodology in my own business and with clients. This comes from doing the work: capturing knowledge, putting it into usable procedures, and testing whether someone else can carry it forward. I am available to contribute that practical experience as the City considers AI-assisted knowledge transfer and operational continuity.

Mahalo for the opportunity to provide written testimony.

Sandi Makaiau
Founder and President
Ho‘ohana Business Solutions Ltd