Bill 80
Testimony

From: CLK Council Info
Sent: Monday, October 5, 2020 9:17 AM
Subject: Council/Public Hearing Speaker Registration/Testimony

Speaker Registration/Testimony

Name	Robert Gunthner
Phone	808-388-3832
Email	rob.gunthner@hgv.com
Meeting Date	10-07-2020
Council/PH Committee	Council
Agenda Item	Bill 80 (2020)
Your position on the matter	Oppose
Representing	Organization
Organization	Hilton Grand Vacations
Written Testimony	On behalf of Hilton Grand Vacations which operates (9) Vacation Ownership Resorts in Hawaii of which (5) are located on Oahu, we humbly submit our opposition to Bill 80 (2020). Tourism is a key driver of economic success in Honolulu's economic recovery. This bill would hinder our ability to resume operations and will only delay the entire communities ability to recover. This components of this bill places huge hurdles between the properties and re-opening. The measure itself is a misguided attempt at guaranteeing work for hotel employees. All major hotels and resorts have adopted highly effective enhanced care guidelines to ensure the safety of our employees and guests alike. Re-staring operations will be done is a sensitive and caring way and there never should be a mandate that requires staffing levels. Forcing services such as cleaning of hotel room frequencies is not the governments role and should be left to the operator and guests who should make the choice of service. This is purely an attempt to over step into business operations and is specifically targeted at the lodging industry. This bill should be eliminated from any future discussions by the City Council and Government. Thank you.
Testimony Attachment	
Accept Terms and Agreement	1

IP: 192.168.200.67

Subject: FW: Business, Economic Development and Tourism Speaker Registration/Testimony
Attachments: 20201004183258_Bill_80.docx

Speaker Registration/Testimony

Name	Dodi Preese
Phone	8089711902
Email	dpreese@princewaikiki.com
Meeting Date	11-07-2020
Council/PH Committee	Business
Agenda Item	bill 80 (2020)
Your position on the matter	Oppose
Representing	Organization
Organization	Prince Waikiki
Written Testimony	
Testimony Attachment	20201004183258_Bill_80.docx
Accept Terms and Agreement	1

IP: 192.168.200.67

Bill 80 (2020) dictates staffing based on March 2020 - pre-pandemic levels and mandates housekeeping staffing to daily service in rooms. Dictating staffing levels to businesses will only delay hotel openings and create unwanted restrictions to reopening. The additional challenges will create detrimental trickle down effects that will paralyze the rest of the economy.

While the daily housekeeping measure is aimed at guaranteeing work opportunity, it does not take into account the ramifications of unneeded exposure. The health and welfare of these individuals and our guests need to be considered. Many housekeepers reside in multigenerational households and because of this, have a slightly higher risk of spreading the virus. This bill would go against the guidelines set and may put housekeepers and guests in unnecessary risk. Bill 80 (2020) is specifically targeted to the hospitality and lodging industry and sets an unwanted precedent for other sectors.

From: CLK Council Info
Sent: Monday, October 5, 2020 10:30 AM
Cc: agwatson87@gmail.com
Subject: Public Safety and Welfare Speaker Registration/testimony

Speaker Registration/Testimony

Name	Alex
Phone	808-725-2521
Email	agwatson87@gmail.com
Meeting Date	10-07-2020
Council/PH Committee	PublicSafety
Agenda Item	Bill 80 (2020)
Your position on the matter	Support
Representing	Self
Organization	
Written Testimony	While I strongly support these measures, I feel that forcing housekeepers to enter occupied guest rooms every day places our ohana at an increased risk of exposure. Guests should have the option to opt out of housekeeping service.
Testimony Attachment	
Accept Terms and Agreement	1

CASTLE HOSPITALITY GROUP
Innovations in hospitality.

TESTIMONY FROM ALAN MATTSON,
PRESIDENT & CEO, CASTLE HOSPITALITY GROUP

In Opposition to Honolulu City Council Bill 80 (2020)
Relating to the right of recall

HONOLULU CITY COUNCIL MEETING
October 7, 2020, 10:00 a.m.

Chair Kobayashi and members of the Honolulu City Council:

Castle Hospitality Group is a locally-based hotel, resort and vacation management company with two brands in its portfolio: Castle Resorts & Hotels and Castle Vacation Rentals Hawaii. Established in 1993, Castle manages 21 resort properties on all Hawaii Islands with over 1500 rooms under the Castle Resorts & Hotels brand and more 800 vacation rentals throughout the Hawaiian Islands with under the Castle Vacation Rentals brand.

Castle Hospitality Group **strongly opposes Bill 80 (2020)**, which would establish a right of recall for employees to return to their former place of employment and include mandates such as the daily cleaning of guest rooms.

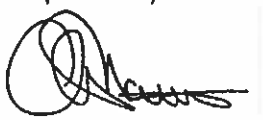
Bill 80 (2020) is overreaching and unrealistic and puts an undue and unfair burden on an industry that has been nearly decimated by the COVID-19 pandemic and related travel restrictions. This bill will only hinder our ability to resume operations, and consequently delay Honolulu's economic recovery.

While we applaud the intent of the bill to guarantee work for Oahu residents through methods like mandated daily room cleaning, it actually puts more people at risk and contradicts industry best practices for the mitigation of the disease's spread. Passing this bill will create new hurdles between properties and reopening; ultimately, keeping local residents out of work for an even longer period of time.

Please don't further jeopardize or penalize our industry. The future of our economy depends on the lodging industry's recovery in a safe and responsible manner.

It is for these reasons I ask that you vote no on Bill 80 (2020). Thank you for your consideration of my comments.

Respectfully submitted,



Alan Mattson
President & CEO

3 Waterfront Plaza, 500 Ala Moana Blvd.
Suite 555 Honolulu, HI 96813
Phone (808) 524-0900 / Fax (808) 521-9994
www.CastleHospitalityGroup.com

Castle RESORTS & HOTELS / CASTLEVACATION RENTALS HAWAII

From: CLK Council Info
Sent: Monday, October 5, 2020 11:37 AM
Cc: bkaya@ambassadorwaikiki.com
Subject: Business, Economic Development and Tourism Speaker Registration/Testimony

Speaker Registration/Testimony

Name	Brandon Kaya
Phone	808-728-8245
Email	bkaya@ambassadorwaikiki.com
Meeting Date	10-07-2020
Council/PH Committee	Business
Agenda Item	Bill 80
Your position on the matter	Oppose
Representing	Organization
Organization	Ambassador Hotel Waikiki & Pearl Hotel Waikiki
Written Testimony	Dear Councilmember Tommy Waters, I'm writing to let you know that this Bill is an overstep into business operations (both union and non-union) and appears to be targeted specifically at the lodging industry. This also sets a dangerous precedent for other business sectors. This Bill will hinder our ability to resume operations and will only further delay our entire community's overall recovery. The measure itself makes a misguided attempt at guaranteeing work for hotel employees through methods like guaranteed, daily room cleaning. I ask you to please reconsider submitting this bill. Sincerely, Brandon Kaya
Testimony Attachment	
Accept Terms and Agreement	1

From: CLK Council Info
Sent: Monday, October 5, 2020 11:48 AM
Cc: mt1729@yahoo.com
Subject: Business, Economic Development and Tourism Speaker Registration/Testimony

Speaker Registration/Testimony

Name	Michael Troy
Phone	8083426950
Email	mt1729@yahoo.com
Meeting Date	10-07-2020
Council/PH Committee	Business
Agenda Item	Bill 80
Your position on the matter	Oppose
Representing	Self
Organization	
Written Testimony	Aloha All, Mahalo for allowing input. This bill is strongly opposed due to its attempt to further negatively impact the ability for hotels to return to business. The increased costs associated with COVID-19 safety protocols is made even more prohibitive by this bill - especially with regard to daily room servicing. The American Hotel and Lodging Assn states with regard to Guest Rooms "In anticipation of individual concerns of guests, housekeeping should not enter a guest room during a stay unless specifically requested, or approved, by the guest, or to comply with established safety protocols. Housekeeping should maintain the practice of cleaning and disinfecting rooms thoroughly following check-out." Daily service only increases the risk of infection between guests and associates. Government intervention into the operations of a hotel should not be happening and this is a clear case of just such intervention. Please DO NOT proceed with the passage of this legislation.
Testimony Attachment	
Accept Terms and Agreement	1

Prince Resorts Hawaii

August 28, 2020

Dear Prince Ohana,

As you are aware by now, in recent weeks, Hawaii, has experienced a major surge in Covid-19 cases. Another Stay-at-Home/Work-from-Home order has been enacted for Oahu; the 14-Day quarantine remains in place for all Hawaii visitors; the inter-island travel quarantine has been reinstated; and the Resort Bubble solution is far from actualization. These realities, combined with all the various state and county directives, are making it harder and harder to envision Hawaii's tourism sector re-opening in the near future.

To protect our families and community, we must all do our part to comply with Federal, State, and County guidelines. Without a doubt, Prince Resorts Hawaii will also continue to do our part, but know that it truly pains me to see our hotels empty. Not only is revenue virtually non-existent, but the halls are silent, the smiles and laughter of employees and guests is missing; the pulse and vibrancy of our operations has ceased.

What once seemed to be just a temporary disruption, has become an extended cessation of operations. Like you, I anxiously await better news. As each month passes with the lack of a safe way to welcome visitors, we continue to cancel and refund countless hotel reservations. Cancellations from groups and large parties, that had hoped to come together before the end of 2020, mount as the likelihood of any gatherings remains almost non-existent.

I know we will reopen our doors, it is the "when" that is still so unclear. The inability to be able to forecast our reopening date is challenging and so very frustrating. In the course of next few days, you will be receiving an updated WARN Act letter (original letter dated May 1, 2020). Our responsibility and commitment to you is to keep you updated with as much information as we can provide as quickly as we can provide it. As noted in the letter, due to the unforeseen circumstances of this global pandemic, the temporary hotel closures have lasted much longer than anticipated and it is possible that these furloughs will last longer than six months. As such, in an abundance of caution, we are issuing updated letters pursuant the Worker Adjustment and Retraining Notification (WARN) Act. Unfortunately, it is impossible for me to provide any definitive answers to your concerns without knowing what the next few months will bring, but please know that, to the best of our ability, Prince Resorts Hawaii remains committed to you and your welfare. Our direction, while constrained by government directives and limited resources, has always been and will continue to be, to keep our team's best interest at the heart of every decision.

Please continue to follow health and safety protocols, take care of yourselves and your families. When the time is right, we will return with our team ready, stronger than ever. I sincerely look forward to the day we can welcome back our first guests together! Until then, stay healthy and remember to appreciate the gift of quality time spent with your loved ones.

Sincerely,

Kisan Jo
President | Prince Resorts Hawaii

From: CLK Council Info
Sent: Monday, October 5, 2020 1:13 PM
Subject: Council/Public Hearing Speaker Registration/Testimony

Speaker Registration/Testimony

Name	Avery Aoki
Phone	8089216540
Email	avery.aoki@outrigger.com
Meeting Date	10-07-2020
Council/PH Committee	Council
Agenda Item	Bill 80 (2020)
Your position on the matter	Oppose
Representing	Self
Organization	
Written Testimony	Council member Fukunaga - I reside in your council area and strongly urge you to oppose this Bill 80 (2020). This bill goes beyond the boundries of city governance and effectively mandates how businesses should be operated. First, the hospitality industry, then what industry will be next? Rather than the city surfacing this type of bill, the City and Council should be seeking relief to the hospitality industry such and real property tax abatements, longer term deferrals and lower RPT tax bills. I would expect much better of the council than proposing this type of bill which I am certain there much "beyond the scene" messaging taking place. I urge you, Council member Fukunaga, along with the rest of council, to oppose Bill 80 (2020) so this will not be another negative mark on doing business in Honolulu.
Testimony Attachment	
Accept Terms and Agreement	1

IP: 192.168.200.67

PRINCE
WAIKIKI

Aloha Honolulu City Council,

Thank you for your dedication and commitment to leading our community and our economy through this crisis. This will take collaboration and sacrifice from all areas of our community in order to get through this together.

While this crisis has impacted our entire community in so many ways, it is our hospitality industry, and the many hospitality workers, who have been impacted the most. The impact to the hospitality industry is especially personal for me as we have seen so many of our long time ambassadors furloughed, and lives turned upside down, based on no fault of their own.

Myself, and others in similar leadership roles within our industry, are desperate to reopen and to begin welcoming our industry workers back. We're eagerly awaiting the reopening of tourism and the beginning of what will be a long and slow recovery.

With that said, my primary concern is the safety of my staff. We have spent months focusing on developing and implementing safety protocols so that when we reopen, we can reopen safely. We've revamped our processes for our restaurants, our public spaces, and our guestrooms.

Our guestrooms remain our greatest challenge and area of risk as they are the only indoor location in our business that our guests spend nearly half of their time in during any given day. To ask our ambassadors to enter this area to provide daily service to our guests is in direct conflict with industry guidelines, common sense, and the best interests of our staff.

Not only is this the case, our ambassadors are aware of this fact and have asked us to protect them from this risk. At significant cost to our business, we have implemented a 24 hour vacancy rule for any guestroom that checks out, to minimize any exposure to our housekeepers. This significantly reduces the potential occupancy and profitability of our business, but we are doing this regardless as safety is our priority.

Bill 80 does not put the safety of our hotel workers first, does not consider or address the above points, and also does not address the complexity of this industry. This bill suggests that staffing is only based on occupancy. While this is the case for housekeeping, this is not the case for restaurants (based on covers), banquets (based on banquets booked), bell/valet/front desk (based on arrivals/departures and length of stay), or a multitude of other factors.

PRINCE
WAIKIKI

For example, buffets are no longer authorized, but our primary restaurant has been a buffet for many years. As such, the majority of our food & beverage staffing guide (including servers, buffet runners, culinary staff, bartender, etc.) must be changed. Our restaurant is very well known for our buffet offerings, so the 70% capture we've enjoyed from our Kama'aina guests is expected to shift to less than 10%. According to this bill would we still staff our restaurants for a buffet concept that no longer exists and for a customer base we do not anticipate will be returning? Do we staff our banquet department despite the fact that all groups and events have been cancelled and are unable to be booked due to the limitations on social gatherings, social distancing, and the elimination of buffets? This would be the case if we utilize occupancy as our guide, which is not the driver for our restaurant businesses.

The complexities and uniqueness of each hotel combined with all of the new requirements and guidelines make it nearly impossible to apply a blanket rule that every hotel must return to the way it used to be, even though it is anticipated that the new norm in our industry will be so different. This seems to go against logic and common sense.

The hotels, hoteliers, and ownership groups have a great desire and motivation to "return to normal" as soon as possible as they have so much to lose. The question should be how do we restart tourism safely, not how do we create punitive policies that do not take into account the issues or complexities that exist. This bill is well intended, but will result in a much different outcome than the intent and purpose of the bill.

Sincerely,

Josh Hargrove
General Manager
Prince Waikiki Hotel & Hawaii Prince Golf Club

To Whom It May Concern:

Bill 80 that is being put forth could potentially be catastrophic to the tourism industry in Honolulu.

Overall the Bill presented will hinder the ability for Hotels to operate/open by creating significant financial and health/safety concerns. Thus, causing further delays in reviving our tourism economy in Hawaii.

The following concerns exist based upon the current proposal of Bill 80:

- Section 1.3 (a) demands each room to be cleaned daily including occupied rooms. This is direct contradiction to CDC and AHLA recommendations for the employee's safety. This is also forcing employees to be unnecessarily exposed to potential COVID-19.
- Setting this demand of adding labor, coupled with the costs of the additional cleaning chemicals to ensure we stop the spread of COVID-19, will have an adverse reaction to employment as many hotels will not open or cease operations.
- Demanding operations (both union and non-union) to operate a certain way, which in fact is against recommendations from health organizations, sets a very dangerous precedent that could be levied on other business sectors.
- In our limited reopening at the Aston Waikiki Beach Hotel, we have seen most guests not want service during their stay due to their own safety as well.

In short, I would like to conclude that this Bill 80 has the potential to be catastrophic to Honolulu's recovery and will lead to the loss of more jobs and increase exposure unnecessarily to the same work force you are trying to protect.

I strongly oppose Bill 80 and we will continue to work hard to employ and protect our very special employees and workforce, as we have over the past 60 days with great success.

Mahalo,



Randy Diamond

General Manager

Aston Waikiki Beach Hotel

From: CLK Council Info
Sent: Monday, October 5, 2020 1:50 PM
Subject: Council/Public Hearing Speaker Registration/Testimony

Speaker Registration/Testimony

Name	Stephen Hinck
Phone	808-208-0923
Email	shinck@hgiwaikikibeach.com
Meeting Date	10-07-2020
Council/PH Committee	Council
Agenda Item	BILL 80
Your position on the matter	Oppose
Representing	Organization
Organization	HIlton Garden Inn Waikiki Beach
Written Testimony	• I strongly oppose Bill 80 as this will put an extra ordinary amount pressure on business to open and quite honestly has the potential for even bigger losses that we are currently having to burden if and when we open. Tourism is a key economic driver that will play an outsized role in Honolulu's economic recovery. o Hindering our ability to resume operations will only further delay our entire community's overall recovery • This bill will put new, and in some ways insurmountable, hurdles between properties and re-opening. • The indirect effect will be that local residents will be kept out of work longer than they need to be. • The measure itself makes a misguided attempt at guaranteeing work for hotel employees through methods like guaranteed, daily room cleaning. o This flies in the face of numerous industry recommendations regarding opt-in room cleaning at a guest's discretion o This forces the workers into more contact with the guests and exposes them to more opportunities to contract a virus. • This is an overstep into business operations (both union and non-union) and is targeted specifically at the lodging industry. This sets a dangerous precedent for other business sectors
Testimony Attachment	
Accept Terms and Agreement	1

From: CLK Council Info
Sent: Monday, October 5, 2020 1:47 PM
Cc: dan.king@hyatt.com
Subject: Business, Economic Development and Tourism Speaker Registration/Testimony

Speaker Registration/Testimony

Name	Dan King
Phone	808-240-6400
Email	dan.king@hyatt.com
Meeting Date	10-07-2020
Council/PH Committee	Business
Agenda Item	Bill 80
Your position on the matter	Oppose
Representing	Self
Organization	
Written Testimony	This bill exposes workers into more contact with guests and exposes them to more opportunities to be exposed to a virus.
Testimony Attachment	
Accept Terms and Agreement	1

Waikiki RESORT HOTEL

Testimony of

Glenn Vergara
Vice President & General Manager
Waikiki Resort Hotel

Honolulu City Council
Bill 80 (2020): Relating to the Right of Recall

October 5, 2020

Dear Councilmember Waters and members of the City Council,

Thank you for the opportunity to submit a testimony on behalf of Waikiki Resort Hotel, a 275 full-service property that employs 125 employees.

We OPPOSE **Bill 80 (2020)**

We are in opposition for several reasons:

- This bill assumes that business levels will return to pre-pandemic levels and ignores the reality of how this pandemic will change future travel demand and how businesses will need to operate over the next two years or so if we are to cut our losses, survive, and retain jobs;
- Based on reservations on our books for 2021, and based on analytics publicized by UHERO, we expect to be far from approaching even 50% of pre-COVID19 levels anytime soon;
- These measures may force us to raise our rates which in turn would lessen consumer demand and curtail work opportunity for our workers, and keep them out longer than they need to be;
- Raises the risk of exposure for our employees and guests; and
- Represents an overstep into how we should operate our own business.

In my humble opinion, this bill appears to be shortsighted and unfairly singles out the lodging industry. As demonstrated by our efforts to cover the cost of our employee's health coverage during this pandemic for as long as our finances could afford, and tens of thousands of dollars invested in new equipment, PPE and supplies in support of new safety protocols, and industry-sponsored (HLTA) food distribution centers, please understand we care for our employees and would love to see all of them return as soon as possible. But this business has suffered through millions of dollars lost and we expect this bleeding to continue as we head into 2021.

Rather than focusing on measures that may have the potential for backfiring and result in permanent closure of our business, I'd encourage you to focus instead on finding ways of helping an ailing industry that has historically been the staple provider of jobs in our city, that has been shut down far too long, so that we CAN bring these jobs back, and bring them back safely.

We strongly urge you to OPPOSE Bill 80 (2020).

Mahalo for the opportunity to offer this testimony.

Waikiki Resort Hotel
2460 Koa Avenue, Honolulu, Hawai'i 96815 · Phone: (808) 921-8600
gvergara@waikikiresort.com · www.waikikiresort.com

From: CLK Council Info
Sent: Monday, October 5, 2020 2:09 PM
Cc: gmiyashiro@waikikiresort.com
Subject: Public Safety and Welfare Speaker Registration/testimony

Speaker Registration/Testimony

Name	Gayle Miyashiro
Phone	8089224911
Email	gmiyashiro@waikikiresort.com
Meeting Date	10-07-2020
Council/PH Committee	PublicSafety
Agenda Item	Bill 80 - Relating to the Right of Recall
Your position on the matter	Oppose
Representing	Organization
Organization	Waikiki Resort Hotel
Written Testimony	
Testimony Attachment	
Accept Terms and Agreement	1

ALA MOANA HOTEL by mantra

To: Honolulu City Council

Cc: Hawai'i Lodging & Tourism Association

From: Glen Erickson, General Manager Ala Moana Hotel by Mantra

Date: October 5, 2020

Regarding: Bill 80 (2020) Testimony

Message:

Aloha Mr. Tommy Waters and the Members of the Council of the City and County of Honolulu,

Please accept this testimony in opposition to your proposal of A Bill for an Ordinance, Bill 80 (2020) Relating to the Right of Recall.

Across the entire hotel industry in Hawaii there is a shared desire to bring back employees to work as soon as possible in a safe and responsible manner. This has been evident in many examples of hotels going above and beyond to support their team members during this crisis over the past seven months.

While Bill 80 (2020) has the right intention of quickly returning employees into active employment, the terms of this bill are unfortunately misguided and if approved will have a negative impact to the Hotel and Lodging Industry. Furthermore, if approved, Bill 80 (2020) will undoubtedly cause thousands of hospitality workers to be faced with the loss of employment, due to the fact that many hotels will not be able to re-open with these proposed hindrances.

The vast majority of hotels are working to retain as many of their team members as feasibly possible with the hope of being able to re-open in a timely and responsible manner. If the Honolulu City Council approves Bill 80 (2020) how many hotels and hotel partners will be forced to permanently close their doors? This is of great concern, as we have borne witness to a large number of hospitality businesses being forced down this path over recent months.

The proposed bill is imposing restrictions solely based on occupancy levels, which demonstrates a concerning lack of knowledge on what it takes to return employees back to work in a responsible and feasible manner. The bill does not account for the scheduling impacts of market segments, guest movements, room types or ancillary activities. Most importantly, the bill completely disregards the need of returning employees to work in a safe manner.

In regards Section_1.3. (a) In relation to the proposal that the hotels must clean and sanitize every occupied room on a daily basis, this is literally impossible to implement and there are no examples from around the world where this has been mandated. Not only do you remove the right to privacy for paying

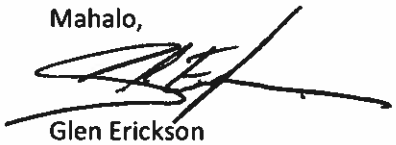
visitors, you are completely disregarding the variables that exist in this industry. For example, how does a hotel force daily cleaning on a flight crew who need uninterrupted rest for twenty-four hours? How does a hotel force daily cleaning on a guest who is choosing to conduct business from their room throughout the day and sleep at night? How does a hotel enforce mandatory quarantine during a pandemic if they must force team members to conduct daily cleaning?

As mentioned previously, everyone in the hotel industry has a strong desire to return local residents to work in our hotels as soon as possible. However, in order to do this successfully, it needs to be done in a calculated manner in conjunction with hotel operators who have a proper understanding of how to undertake this.

Unfortunately, Bill 80 (2020) is grossly misguiding our employees and local residents on what is required to return hotel employees back to work and if approved this will certainly put many of our local residents out of work for an extended period of time.

I strongly urge the Council Members of the City and County of Honolulu to reject the proposed Bill 80 (2020) and commence collaboration with industry professionals on how we can return team members to active employment in a collaborative and concerted manner.

Mahalo,



Glen Erickson
General Manager
Ala Moana Hotel by Mantra

Waikiki
RESORT HOTEL

WRITTEN TESTIMONY OF ADAM MIYASATO
WAIKIKI RESORT HOTEL
City and County of Honolulu
Bill 80 – Relating to the Right of Recall

Chair Waters and members of the Public Safety and Welfare Committee, my name is Adam Miyasato and I am the Revenue Manager of the Waikiki Resort Hotel.

Respectfully, the proposed Bill 80 – Relating to the Right of Recall, "A hotel employer must clean and sanitize every occupied guest room every day and must employ a number of housekeeping employees to ensure that this standard is met." Is creating an unnecessary monster and potentially could infect thousands of our hotel workers and their family's lives.

This bill contradicts CDC recommendations and guidelines, which specifically speaks of the topic of guest rooms. "Guestrooms occupied by the same customer over multiple days should not be cleaned daily, unless requested."
https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/hotel-employees.html

The logic and reasoning for this verbiage, was to protect both guest and employee of the organization. If we are forced to clean and sanitize every occupied guest room each day, we are purposely endangering our employees.

UHERO, Hawaii's leading experts in economics is predicting 2029 for our unemployment to return to pre-pandemic levels. Recovery in terms of business levels will not start until the beginning of 2024, when the consumer and the public distribution of a vaccine is expected to be in full force internationally. Hawaii's government officials cannot continue to treat this pandemic as if it was an "on and off switch" and we must make decisions based on science, logic, and correct implementations.

2460 Koa Avenue ~ Honolulu, HI 96815
Phone: 808.922.4911 ~ Fax: 808.922.9468 ~ Toll Free: 800.367.5116 ~ www.waikikiresort.com

Hotels with unions will continue to negotiate and create a workplace that will benefit both parties while non union properties will continue to meet federal laws and guidelines that governs them on a federal level.

On behalf of the Waikiki Resort Hotel, I respectfully submit this written testimony **opposing** Bill 80 (2020) Relating to Right of Recall, that unnecessarily dictates the way hotels manage their work force.

Thank you for your consideration.

2460 Koa Avenue ~ Honolulu, HI 96815
Phone: 808.922.4911 ~ Fax: 808.922.9468 ~ Toll Free: 800.367.5116 ~ www.waikikiresort.com

From: CLK Council Info
Sent: Monday, October 5, 2020 4:05 PM
Cc: mgrauso@alohilaniresort.com
Subject: Business, Economic Development and Tourism Speaker Registration/Testimony

Speaker Registration/Testimony

Name	Matthew Grauso
Phone	8089216127
Email	mgrauso@alohilaniresort.com
Meeting Date	10-07-2020
Council/PH Committee	Business
Agenda Item	Bill 80
Your position on the matter	Oppose
Representing	Organization
Organization	Alohilani Resort Waikiki Beach
Written Testimony	• Tourism is a key economic driver that will play an outsized role in Honolulu's economic recovery. - Hindering our ability to resume operations will only further delay our entire community's overall recovery • This bill will put new, and in some ways insurmountable, hurdles between properties and re-opening. • The indirect effect will be that local residents will be kept out of work longer than they need to be. • The measure itself makes a misguided attempt at guaranteeing work for hotel employees through methods like guaranteed, daily room cleaning. - This flies in the face of numerous industry recommendations regarding opt-in room cleaning at a guest's discretion - This forces the workers into more contact with the guests and exposes them to more opportunities to contract a virus. • This is an overstep into business operations (both union and non-union) and is targeted specifically at the lodging industry. This sets a dangerous precedent for other business sectors.
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Accept Terms and Agreement	1

HAWAI'I LODGING & TOURISM
ASSOCIATION

Testimony of
Mufi Hannemann
President & CEO
Hawai'i Lodging & Tourism Association

Honolulu City Council
Bill 80 (2020) – Relating to the Right of Recall

October 7, 2020

Dear Chair Kobayashi and members of the Honolulu City Council, mahalo for the opportunity to submit testimony on behalf of the Hawai'i Lodging & Tourism Association, the state's largest private sector visitor industry organization.

The Hawai'i Lodging & Tourism Association—nearly 700 members strong, representing more than 50,000 hotel rooms and nearly 40,000 lodging workers — is cognizant of the need to protect everybody from local residents, to tourists, to hospitality industry workers, especially in the wake of the COVID-19 public health emergency.

Tourism is a critical sector of Hawai'i's economic landscape and will play a key role in our economic recovery. Visitors spent more than $17 billion here in Hawai'i in 2019 and supported more than 200,000 jobs directly related to tourism. Thousands of these workers have been laid off for months, their healthcare has run out, and their situations are beyond dire. Bill 80 (2020), as it is currently written, will not only make re-opening more difficult for hoteliers around O'ahu, but will also keep local residents out of work longer than is needed for no discernably good reason.

No one understands better than us the importance of a vibrant tourism economy that is the key to recovery across all small business sectors. We take seriously the responsibility of caring not only for our guests, but also the thousands of men and women who comprise our industry's workforce. We have made this utterly clear throughout the COVID-19 pandemic in myriad ways. Not only have we created, and had approved by the State Department of Health, a set of health and hygiene standards aimed at keeping hotel staff safe, but O'ahu's lodging industry has gone to great lengths to protect the overall well-being of its workers. It started with the heavy investment in PPE, which was extremely difficult to come by during the early weeks of the pandemic. This grew to including everything from free food drives for lodging employees and their families, to continued employee health coverage for months despite most hotels having suspended their operations. We better than anybody else know how to care for our people.

As it stands, various hotels, small and large, brand name and union, are all on different timetables for re-opening that are based upon both demand and the circumstances of the hotels in question. Some have remained open throughout the pandemic. Others are set to open in two weeks, others later this year, while some have delayed their re-opening dates until 2021. Bill 80 (2020) will only hinder the re-opening plans that countless hotel properties have already spent months preparing. It is an egregious

Hawai'i Lodging & Tourism Association
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info@hawaiilodging.org · www.hawaiilodging.org

overreach by local government, which has no business mandating neither the timeframe, nor the manner in which our industry brings its people back to work. It would cast a black eye upon the City & County of Honolulu to have this measure enacted into law. **We therefore stand in strong opposition to Bill 80 (2020).**

Mahalo for the opportunity to submit this testimony.

PRINCE
WAIKIKI

Aloha Honolulu City Council,

Thank you for your dedication and commitment to leading our community and our economy through this crisis. This will take collaboration and sacrifice from all areas of our community in order to get through this together.

While this crisis has impacted our entire community in so many ways, it is our hospitality industry, and the many hospitality workers, who have been impacted the most. The impact to the hospitality industry is especially personal for me as we have seen so many of our long time ambassadors furloughed, and lives turned upside down, based on no fault of their own.

Myself, and others in similar leadership roles within our industry, are desperate to reopen and to begin welcoming our industry workers back. We're eagerly awaiting the reopening of tourism and the beginning of what will be a long and slow recovery.

With that said, my primary concern is the safety of my staff. We have spent months focusing on developing and implementing safety protocols so that when we reopen, we can reopen safely. We've revamped our processes for our restaurants, our public spaces, and our guestrooms.

Our guestrooms remain our greatest challenge and area of risk as they are the only indoor location in our business that our guests spend nearly half of their time in during any given day. To ask our ambassadors to enter this area to provide daily service to our guests is in direct conflict with industry guidelines, common sense, and the best interests of our staff.

Not only is this the case, our ambassadors are aware of this fact and have asked us to protect them from this risk. At significant cost to our business, we have implemented a 24 hour vacancy rule for any guestroom that checks out, to minimize any exposure to our housekeepers. This significantly reduces the potential occupancy and profitability of our business, but we are doing this regardless as safety is our priority.

Bill 80 does not put the safety of our hotel workers first, does not consider or address the above points, and also does not address the complexity of this industry. This bill suggests that staffing is only based on occupancy. While this is the case for housekeeping, this is not the case for restaurants (based on covers), banquets (based on banquets booked), bell/valet/front desk (based on arrivals/departures and length of stay), or a multitude of other factors.

100 HOLOMOANA STREET | HONOLULU, HAWAIʻI 96815 *tel* 808.956.1111 *fax* 808.946.0811 PRINCEWAIKIKI.COM

PRINCE
WAIKIKI

For example, buffets are no longer authorized, but our primary restaurant has been a buffet for many years. As such, the majority of our food & beverage staffing guide (including servers, buffet runners, culinary staff, bartender, etc.) must be changed. Our restaurant is very well known for our buffet offerings, so the 70% capture we've enjoyed from our Kama'aina guests is expected to shift to less than 10%. According to this bill would we still staff our restaurants for a buffet concept that no longer exists and for a customer base we do not anticipate will be returning? Do we staff our banquet department despite the fact that all groups and events have been cancelled and are unable to be booked due to the limitations on social gatherings, social distancing, and the elimination of buffets? This would be the case if we utilize occupancy as our guide, which is not the driver for our restaurant businesses.

The complexities and uniqueness of each hotel combined with all of the new requirements and guidelines make it nearly impossible to apply a blanket rule that every hotel must return to the way it used to be, even though it is anticipated that the new norm in our industry will be so different. This seems to go against logic and common sense.

The hotels, hoteliers, and ownership groups have a great desire and motivation to "return to normal" as soon as possible as they have so much to lose. The question should be how do we restart tourism safely, not how do we create punitive policies that do not take into account the issues or complexities that exist. This bill is well intended, but will result in a much different outcome than the intent and purpose of the bill.

Sincerely,

Josh Hargrove
General Manager
Prince Waikiki Hotel & Hawaii Prince Golf Club

CASTLE HOSPITALITY GROUP
Innovations in hospitality.

TESTIMONY FROM ALAN MATTSON,
PRESIDENT & CEO, CASTLE HOSPITALITY GROUP

In Opposition to Honolulu City Council Bill 80 (2020)
Relating to the right of recall

HONOLULU CITY COUNCIL MEETING
October 7, 2020, 10:00 a.m.

Chair Kobayashi and members of the Honolulu City Council:

Castle Hospitality Group is a locally-based hotel, resort and vacation management company with two brands in its portfolio: Castle Resorts & Hotels and Castle Vacation Rentals Hawaii. Established in 1993, Castle manages 21 resort properties on all Hawaii Islands with over 1500 rooms under the Castle Resorts & Hotels brand and more 800 vacation rentals throughout the Hawaiian Islands with under the Castle Vacation Rentals brand.

Castle Hospitality Group **strongly opposes Bill 80 (2020)**, which would establish a right of recall for employees to return to their former place of employment and include mandates such as the daily cleaning of guest rooms.

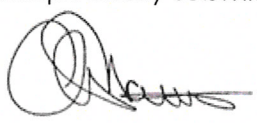
Bill 80 (2020) is overreaching and unrealistic and puts an undue and unfair burden on an industry that has been nearly decimated by the COVID-19 pandemic and related travel restrictions. This bill will only hinder our ability to resume operations, and consequently delay Honolulu's economic recovery.

While we applaud the intent of the bill to guarantee work for Oahu residents through methods like mandated daily room cleaning, it actually puts more people at risk and contradicts industry best practices for the mitigation of the disease's spread. Passing this bill will create new hurdles between properties and reopening; ultimately, keeping local residents out of work for an even longer period of time.

Please don't further jeopardize or penalize our industry. The future of our economy depends on the lodging industry's recovery in a safe and responsible manner.

It is for these reasons I ask that you vote no on Bill 80 (2020). Thank you for your consideration of my comments.

Respectfully submitted,



Alan Mattson
President & CEO

3 Waterfront Plaza, 500 Ala Moana Blvd.
Suite 555 Honolulu, HI 96813
Phone (808) 524-0900 / Fax (808) 521-9994
www.CastleHospitalityGroup.com

Castle RESORTS & HOTELS / CASTLEVACATION RENTALS HAWAII

Waikiki
RESORT HOTEL

WRITTEN TESTIMONY OF VICKI AMA
WAIKIKI RESORT HOTEL
City and County of Honolulu
Bill 80 – Relating to the Right of Recall

Dear Chairperson Kobayashi and members of the City Council:

My name is Vicki Ama and I am the Front Office Manager at the Waikiki Resort Hotel.

This pandemic has devastated our industry and its employees, including management and hourly employees. When it is finally safe to re-open business, we are forecasting very low occupancies at the start. In order for our business to survive, we will need to staff accordingly based on occupancy. Over-staffing and the additional cost of extra sanitizing supplies when we re-open may eventually lead to permanent closure of our business.

The City and County of Honolulu should not force hotels on recalling all employees that we staffed during pre-pandemic days when occupancies were averaging in the 80%-90% range back then. Hotels with a Collective Bargaining Agreement (union) will follow the staffing rules as negotiated in the agreement. And hotels without a collective bargaining agreement will follow the guidelines that are regulated by federal agencies.

On behalf of the Waikiki Resort Hotel, I respectfully submit this written testimony **opposing** Bill 80 (2020) Relating to Right of Recall, that unnecessarily dictates the way hotels manage their work force.

Thank you for your consideration.

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TO: Members of the Honolulu City Council

FROM: Natalie Iwasa
808-395-3233

DATE: Wednesday, October 7, 2020

SUBJECT: Bill 80, Right of Recall – **OPPOSED**

Aloha Chair Kobayashi and Councilmembers,

Thank you for allowing testimony on Bill 80, which would require that certain businesses recall certain employees. I oppose this bill.

The city should not be in the business of mandating who and when businesses, e.g., hotels, should recall for employment.

Please vote "no" on this bill.

REGULAR MEETING
Honolulu City Council
October 7, 2020 10 A.M.

TESTIMONY IN SUPPORT OF BILL 80
Relating to the Right of Recall

Aloha Chair Ann Kobayashi, Vice Chair Tommy Water, Members of the Honolulu City Council,

My name is Jun Shin and I am a Junior at the University of Hawai'i at Mānoa. I am testifying in my individual capacity as a resident of Council District 5 in **SUPPORT** of Bill 80, Relating to the Right of Recall. As we make plans to further reopen our economy and welcome back visitors, I definitely think that we need to implement new policies and practices to avoid being both overly reliant and overrun by tourism again as a City and as a State, including looking at innovative policies like green fees to create a more sustainable model of tourism. However I think one inarguable fact, regardless of your opinion on tourism is that we need to prioritize the wellbeing of hospitality workers before we reopen, because these workers are frankly the backbone of the visitor industry.

Just like in states like California or Nevada, hotel companies should hire back in pre COVID-19 levels. The same employees who worked at the hotel before the shutdown should be the ones brought back by length of service first. It is very important that Bill 80 seeks to address this because like much of Honolulu, many of these workers have been barely getting by with help from public and private assistance, as attested by the Findings and Purpose section of the measure. To pay the bills, provide for their families, and stimulate the economy with spending again, these workers need to be able to get back to work and we need to ensure that their jobs are still there, regardless of the changes that their workplace may have gone through.

I appreciate that Bill 80 also makes sure that employers will be held accountable, because their cooperation is important for this initiative to succeed. We don't have a vaccine for COVID-19 yet, and even if we did, we still need to do our best to meet public health standards as we reopen. For the safety of the workers, the visitors, and for their families and mine, having daily cleanings for hotel rooms is common sense. Ensuring that workers won't face retaliations for taking advantage of their right to be recalled back to work under this measure is also crucial because hospitality workers, like all workers, deserve to work in a safe environments and actually have meaningful oppurtunity to speak up and exercise their rights without the fear of losing their jobs, not getting paid, or becoming unemployable for doing so.

Please **SUPPORT** Bill 80. In strong solidarity.

Mahalo for the opportunity to testify,

Jun Shin,
1561 Kanunu Street
Honolulu, HI 96814
Cell: 808-255-6663
Email: junshinbusiness729@gmail.com

From: CLK Council Info
Sent: Monday, October 5, 2020 10:30 AM
Subject: Public Safety and Welfare Speaker Registration/testimony

Speaker Registration/Testimony

Name	Alex
Phone	808-725-2521
Email	agwatson87@gmail.com
Meeting Date	10-07-2020
Council/PH Committee	PublicSafety
Agenda Item	Bill 80 (2020)
Your position on the matter	Support
Representing	Self
Organization	
Written Testimony	While I strongly support these measures, I feel that forcing housekeepers to enter occupied guest rooms every day places our ohana at an increased risk of exposure. Guests should have the option to opt out of housekeeping service.
Testimony Attachment	
Accept Terms and Agreement	1

IP: 192.168.200.67

Waikiki RESORT HOTEL

Testimony of

Glenn Vergara
Vice President & General Manager
Waikiki Resort Hotel

Honolulu City Council
Bill 80 (2020): Relating to the Right of Recall

October 5, 2020

Dear Councilmember Waters and members of the City Council,

Thank you for the opportunity to submit a testimony on behalf of Waikiki Resort Hotel, a 275 full-service property that employs 125 employees.

We OPPOSE **Bill 80 (2020)**

We are in opposition for several reasons:

- This bill assumes that business levels will return to pre-pandemic levels and ignores the reality of how this pandemic will change future travel demand and how businesses will need to operate over the next two years or so if we are to cut our losses, survive, and retain jobs;
- Based on reservations on our books for 2021, and based on analytics publicized by UHERO, we expect to be far from approaching even 50% of pre-COVID19 levels anytime soon;
- These measures may force us to raise our rates which in turn would lessen consumer demand and curtail work opportunity for our workers, and keep them out longer than they need to be;
- Raises the risk of exposure for our employees and guests; and
- Represents an overstep into how we should operate our own business.

In my humble opinion, this bill appears to be shortsighted and unfairly singles out the lodging industry. As demonstrated by our efforts to cover the cost of our employee's health coverage during this pandemic for as long as our finances could afford, and tens of thousands of dollars invested in new equipment, PPE and supplies in support of new safety protocols, and industry-sponsored (HLTA) food distribution centers, please understand we care for our employees and would love to see all of them return as soon as possible. But this business has suffered through millions of dollars lost and we expect this bleeding to continue as we head into 2021.

Rather than focusing on measures that may have the potential for backfiring and result in permanent closure of our business, I'd encourage you to focus instead on finding ways of helping an ailing industry that has historically been the staple provider of jobs in our city, that has been shut down far too long, so that we CAN bring these jobs back, and bring them back safely.

We strongly urge you to OPPOSE Bill 80 (2020).

Mahalo for the opportunity to offer this testimony.

Waikiki Resort Hotel
2460 Koa Avenue, Honolulu, Hawai'i 96815 · Phone: (808) 921-8600
gvergara@waikikiresort.com · www.waikikiresort.com

From: CLK Council Info
Sent: Monday, October 5, 2020 2:09 PM
Subject: Public Safety and Welfare Speaker Registration/testimony

Speaker Registration/Testimony

Name	Gayle Miyashiro
Phone	8089224911
Email	gmiyashiro@waikikiresort.com
Meeting Date	10-07-2020
Council/PH Committee	PublicSafety
Agenda Item	Bill 80 - Relating to the Right of Recall
Your position on the matter	Oppose
Representing	Organization
Organization	Waikiki Resort Hotel
Written Testimony	
Testimony Attachment	
Accept Terms and Agreement	1

IP: 192.168.200.67

Waikiki
RESORT HOTEL

WRITTEN TESTIMONY OF EUNJOO OH
WAIKIKI RESORT HOTEL
City and County of Honolulu
Bill 80 – Relating to the Right of Recall

Chair Waters and members of the Public Safety and Welfare Committee, my name is Eunjoo Oh and I am the Director of Sales of the Waikiki Resort Hotel.

Hawaii's Tourism has been hit the hardest from the COVID-19 pandemic throughout our nation. The recent government approval for the pre-testing did not show signs of a fast recovery. It means that our travel and tourism industry will not recovery fast enough to bring back all of our employees to the pre-pandemic levels.

Taking care of our employees is the most important aspect of the Waikiki Resort Hotel. To sustain, take care, and employ our team, we must build up our occupancy and business levels. Meaning, we need to adjust our staffing, policies, and practices to ensure business sustainability and employee safety/welfare. We are looking for the long-term plan, which is both beneficial to our employees and business model.

For example, the proposed Bill 80 – Relating to the Right of Recall, "A hotel employer must clean and sanitize every occupied guest room every day and must employ a number of housekeeping employees to ensure that this standard is met." The safety and health for our guests and employees are our number 1 priority, however, this bill goes against the safety for both guests and employees. Guests must have a choice to allow or refuse service and management must reserve the right to dictate cleaning process and procedures that ensures safety for our employees.

On behalf of the Waikiki Resort Hotel, I respectfully submit this written testimony **opposing** Bill 80 (2020) Relating to Right of Recall, that unnecessarily dictates the way hotels manage their work force. Thank you for your consideration.

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Waikiki
RESORT HOTEL

WRITTEN TESTIMONY OF GAYLE MIYASHIRO
WAIKIKI RESORT HOTEL
City and County of Honolulu
Bill 80 – Relating to the Right of Recall

Chair Waters and members of the Public Safety and Welfare Committee, my name is Benny Choi and I am the Chief Engineer of the Waikiki Resort Hotel.

COVID 19 has a big impact to our state economy. We have lost jobs at the Hotel.
Bill 80 will put us behind on the recovery and starts a trickle-down effect to the Hospitality Industry.
By guaranteed daily room cleaning will only put our worker to more opportunities to contract a virus and not environmentally friendly.

On behalf of the Waikiki Resort Hotel, I respectfully submit this written testimony **opposing** Bill 80 (2020) Relating to Right of Recall, that unnecessarily dictates the way hotels manage their work force.

Thank you for your consideration.

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Waikiki
RESORT HOTEL

WRITTEN TESTIMONY OF ADAM MIYASATO
WAIKIKI RESORT HOTEL
City and County of Honolulu
Bill 80 – Relating to the Right of Recall

Chair Waters and members of the Public Safety and Welfare Committee, my name is Adam Miyasato and I am the Revenue Manager of the Waikiki Resort Hotel.

Respectfully, the proposed Bill 80 – Relating to the Right of Recall, "A hotel employer must clean and sanitize every occupied guest room every day and must employ a number of housekeeping employees to ensure that this standard is met." Is creating an unnecessary monster and potentially could infect thousands of our hotel workers and their family's lives.

This bill contradicts CDC recommendations and guidelines, which specifically speaks of the topic of guest rooms. "Guestrooms occupied by the same customer over multiple days should not be cleaned daily, unless requested."
https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/hotel-employees.html

The logic and reasoning for this verbiage, was to protect both guest and employee of the organization. If we are forced to clean and sanitize every occupied guest room each day, we are purposely endangering our employees.

UHERO, Hawaii's leading experts in economics is predicting 2029 for our unemployment to return to pre-pandemic levels. Recovery in terms of business levels will not start until the beginning of 2024, when the consumer and the public distribution of a vaccine is expected to be in full force internationally. Hawaii's government officials cannot continue to treat this pandemic as if it was an "on and off switch" and we must make decisions based on science, logic, and correct implementations.

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Hotels with unions will continue to negotiate and create a workplace that will benefit both parties while non union properties will continue to meet federal laws and guidelines that governs them on a federal level.

On behalf of the Waikiki Resort Hotel, I respectfully submit this written testimony **opposing** Bill 80 (2020) Relating to Right of Recall, that unnecessarily dictates the way hotels manage their work force.

Thank you for your consideration.

2460 Koa Avenue ~ Honolulu, HI 96815
Phone: 808.922.4911 ~ Fax: 808.922.9468 ~ Toll Free: 800.367.5116 ~ www.waikikiresort.com

UNITE HERE!
LOCAL 5 HAWAII

Eric W. Gill, Financial Secretary-Treasurer Gemma G. Weinstein, President Godfrey Maeshiro, Senior Vice-President

Tuesday October 6, 2020

City Council
City & County of Honolulu
530 S. King Street
Honolulu, HI 96813

Re: Bill 80 relating to right of recall

Aloha Chair Kobayashi, Vice-Chair Waters and members of the City Council:

On behalf of UNITE HERE Local 5, a local labor organization representing nearly 12,000 hotel, health care and food service workers employed throughout our State I would like to offer comments in support of Bill 80 relating to right to recall for laid off workers due to COVID-19.

As you know, thousands of workers have been without work since March. Bill 80 would put in place a process for hospitality workers who initially lost their jobs due to COVID-19 to first be offered their jobs backs back as business returns.

As essential workers on the front line – in our hotels and airports – we ask for your support of Bill 80.

Like in cities in California, Nevada, Maryland and others, hotels in Hawaii should hire back to the pre-COVID-19 levels when business returns. In other words, the same employees who worked at the hotel before the shutdown should be the ones brought back by length of service first. Workers should have the right to return to work safely when hotels reopen.

Lastly, we want to be clear about daily room cleaning. Support for daily cleaning of hotel rooms is about protecting guests, workers, and our families because all hotel rooms need to be treated as if someone who had COVID-19 had stayed in them. The hotel industry will attempt to say that it's because of safety that daily room cleaning should be discouraged, but if that were the case then why is it that some hotels – particularly those on the higher end of our market – are still offering such services to their guests. Clearly they are motivated by business needs, not safety of workers or guests.

We look forward to more discussion and ask for the Council's support of Bill 80 on first reading.

Thank you.

From: CLK Council Info
Sent: Tuesday, October 6, 2020 11:50 AM
Cc: richard.elliott@hyat.com
Subject: Business, Economic Development and Tourism Speaker Registration/Testimony

Speaker Registration/Testimony

Name	Richard Elliott
Phone	8082377888
Email	richard.elliott@hyat.com
Meeting Date	10-07-2020
Council/PH Committee	Business
Agenda Item	Bill 80
Your position on the matter	Oppose
Representing	Self
Organization	
Written Testimony	Aloha Councilmember Waters, I am writing you to express my opposition to Bill 80. As you know, our industry has been reeling from the impact by the COVID-19. And like most of the hotels in Waikiki, I had to make the difficult decision and furloughed 99% of my staff. With Gov. Ige announcement that visitors will be able to visit our islands and avoid quarantine with with a negative COVID-19, we are really excited to get our industry and local economy going again. In addition, and most importantly, we want to put our colleagues back to work. Since the announcement from the Governor, I have received several calls from my team asking when are we going to reopen, and when will they be able to come back to work? Over the last few months, we have developed stringent protocols that will allow us to operate in a safe and responsible manner. The success, I believe, of getting the tourism sector going again will be depended on our ability to make our workers feel safe and cared. When they are at work, we are committed to putting our worker's wellbeing at the forefront of everything that do. At Hyatt Centric Waikiki, and in speaking with my counterparts at the other hotel properties in Waikiki, we are all committed to operate in a safe, responsible and economically viable manner for all stakeholders involved. To do so, we have procured the appropriate PPE and other supplies that will allow to operate safely when that time comes We have listened to our customers; we know what is important to them. I believe elements of Bill 80, specifically daily room clean, runs counter to what the customers have told us. I am writing you to express my opposition to Bill 80. Mahalo, Richard Elliott General Manager Hyatt Centric Waikiki Beach
Testimony Attachment	
Accept Terms and Agreement	1

To Whom It May Concern:

Bill 80 that is being put forth could potentially be catastrophic to the tourism industry in Honolulu.

Overall the Bill presented will hinder the ability for Hotels to operate/open by creating significant financial and health/safety concerns. Thus, causing further delays in reviving our tourism economy in Hawaii.

The following concerns exist based upon the current proposal of Bill 80:

- Section 1.3 (a) demands each room to be cleaned daily including occupied rooms. This is direct contradiction to CDC and AHLA recommendations for the employee's safety. This is also forcing employees to be unnecessarily be exposed to COVID-19.
- Setting this demand of adding labor, coupled with the costs of the additional cleaning chemicals to ensure we stop the spread of COVID-19, will have an adverse reaction to employment as many hotels will not open or cease operations as seen in other cities.
- Demanding operations (both union and non-union) to operate a certain way, which in fact is against recommendations from health organizations, sets a very dangerous precedent that could be levied on other business sections.
- We have 3,175 rooms and 7 hotels in Waikiki of which four of our hotels remain closed and we do not know when demand of visitor arrivals will grow to the point that we will be able to open all of our properties.
- The hotels that we do have operating it is apparent that our guests value their safety as we have seen most guests not wanting service during their stay due to protect their personal safety.

In short, I would like to conclude that this Bill 80 would be devastating to Honolulu's recovery and will lead to the loss of more jobs and increase exposure unnecessarily to the same work force we are trying to protect.

I urge you to not pass Bill 80 and we will continue to work hard to employ and protect our Ohana and grow our workforce as demand returns to the islands

Mahalo,

Kelly Sanders

SVP Highgate Hawaii

From: CLK Council Info
Sent: Tuesday, October 6, 2020 10:28 AM
Subject: Executive Matters & Legal Affairs Speaker Registration/Testimony

Speaker Registration/Testimony

Name	Jean Pierre jean Cercillieux
Phone	8089217026
Email	jpcercillieux@kaimana.com
Meeting Date	10-07-2020
Council/PH Committee	ExecutiveMatters
Agenda Item	bill80
Your position on the matter	Oppose
Representing	Organization
Organization	The New Otani Kaimana Beach Hotel
Written Testimony	I support the HLTA statement to oppose bill 80
Testimony Attachment	
Accept Terms and Agreement	1

IP: 192.168.200.67

Testimony of Henry Perez
General Manager of Hilton Waikiki Beach

Honolulu City Council
Bill 80 (2020) – Relating to the Right of Recall

Dear Chair Kobayashi and members of the Honolulu City Council, mahalo for the opportunity to submit testimony on behalf of the Hilton Waikiki Beach, a 601 room hotel located on Kuhio Ave

Tourism is a critical sector of Hawai'i's economic landscape and will play a key role in our economic recovery. Visitors spent more than $17 billion here in Hawai'i in 2019 and supported more than 200,000 jobs directly related to tourism. Thousands of these workers have been laid off for months, their healthcare has run out, and their situations are beyond dire. Bill 80 (2020), as it is currently written, will not only make re-opening more difficult for hoteliers around O'ahu, but will also keep local residents out of work longer than is needed for no discernably good reason.

No one understands better than us the importance of a vibrant tourism economy that is the key to recovery across all small business sectors. We take seriously the responsibility of caring not only for our guests, but also the thousands of men and women who comprise our industry's workforce. We have made this utterly clear throughout the COVID-19 pandemic in myriad ways. Not only have we created, and had approved by the State Department of Health, a set of health and hygiene standards aimed at keeping hotel staff safe, but O'ahu's lodging industry has gone to great lengths to protect the overall well-being of its workers. It started with the heavy investment in PPE, which was extremely difficult to come by during the early weeks of the pandemic. This grew to including everything from free food drives for lodging employees and their families, to continued employee health coverage for months despite most hotels having suspended their operations. We better than anybody else know how to care for our people.

As it stands, various hotels, small and large, brand name and union, are all on different timetables for reopening that are based upon both demand and the circumstances of the hotels in question. Some have remained open throughout the pandemic. Others are set to open in two weeks, others later this year, while some have delayed their re-opening dates until 2021. Bill 80 (2020) will only hinder the reopening plans that countless hotel properties have already spent months preparing. It is an egregious overreach by local government, which has no business mandating neither the timeframe, nor the manner in which our industry brings its people back to work. It would cast a black eye upon the City & County of Honolulu to have this measure enacted into law. We therefore stand in strong opposition to Bill 80 (2020).

I have been working in the hospitality industry as a General Manager of a hotel since 1993 in Hawaii for over 27 Years and I know How important the visitor industry is to Hawaii.

Mahalo for the opportunity to submit this testimony

From: CLK Council Info
Sent: Tuesday, October 6, 2020 11:09 AM
Cc: ihab_ca@yahoo.com
Subject: Business, Economic Development and Tourism Speaker Registration/Testimony

Speaker Registration/Testimony

Name	Ihab Kherati
Phone	4079293899
Email	ihab_ca@yahoo.com
Meeting Date	10-07-2020
Council/PH Committee	Business
Agenda Item	Bill 80
Your position on the matter	Oppose
Representing	Self
Organization	
Written Testimony	
Testimony Attachment	
Accept Terms and Agreement	1

From: CLK Council Info
Sent: Tuesday, October 6, 2020 1:54 PM
Subject: Executive Matters & Legal Affairs Speaker Registration/Testimony

Speaker Registration/Testimony

Name	Kenny Bruner
Phone	8082934900
Email	kenneth.bruner@marriott.com
Meeting Date	10-07-2020
Council/PH Committee	ExecutiveMatters
Agenda Item	Bill 80
Your position on the matter	Oppose
Representing	Self
Organization	
Written Testimony	I am currently lucky enough to still be working in a Hotel that has stayed open during this entire pandemic, However our property still is barely hanging on with a skeleton staff. I believe that this bill puts undue hardships on Hawaii hotels to reopen fiscally responsibly and more importantly safely. The part about disinfecting occupied rooms daily is just ridiculous. We have already put in so many new cleaning protocols and best practices, this part of the bill is actually MORE harmful to staff as it greatly increases person to person contact and exposure to potentially hazardous environments. All in all it seems to me that this bill was written by people who have zero experience in the lodging industry and without any input from actual professionals in this field. In closing I strongly oppose this bill and urge our local government to let our local hospitality and lodging leaders lead the way in safely and thoughtfully reopening for our visitors and kamaaina alike. Mahalo for your time, Kenny Bruner, Engineering Supervisor
Testimony Attachment	
Accept Terms and Agreement	1

IP: 192.168.200.67

From: CLK Council Info
Sent: Tuesday, October 6, 2020 2:21 PM
Subject: Executive Matters & Legal Affairs Speaker Registration/Testimony

Speaker Registration/Testimony

Name	Simone Perez
Phone	8083942090
Email	simone@abbottcommunications.net
Meeting Date	10-07-2020
Council/PH Committee	ExecutiveMatters
Agenda Item	Bill 80 (2020)
Your position on the matter	Oppose
Representing	Self
Organization	
Written Testimony	Dear Chair Kobayashi and members of the Honolulu City Council, There is no question that tourism is a critical sector of Hawai'i's economy. With visitor spending at $17 billion in 2019, it is clear that Hawaii needs tourism back in our Islands before we pass a point of non-recovery. Thousands of workers have been laid off since March and many businesses have already closed their doors or are on the brink of closure. Bill 80 (2020), as it is currently written, will make hotel/business re-openings more difficult but will also continue to keep local residents out of work. It is for this reason that I strongly encourage you to oppose Bill 80 (2020). In addition, I strongly oppose the overreach of local government into any privately owned business. Many businesses, large and small, are barely hanging on and must make difficult choices in order to survive. Bill 80 (2020) restricts that right and would thereby put additional businesses in jeopardy of closure or bankruptcy and in essence would do the exact opposite of what Bill 80 (2020) set out to do: preserve jobs. Mahalo for your consideration. Simone Perez
Testimony Attachment	
Accept Terms and Agreement	1

From: Antonia Tacata <toniatacata05@email.com>
Sent: Tuesday, October 6, 2020 3:17 PM
To: Pine, Kymberly Marcos; Tsuneyoshi, Heidi; Texeira, Alan; Waters, Tommy; Kobayashi, Ann; Fukunaga, Carol A; Manahan, Joey; Elefante, Brandon; Menor, Ron
Subject: Telll ony in SUPPORT of Bill 80

Aloha Chair Kobayashi and Honolulu City Councilmembers:

I am submitting testimony to support Bill 80 and am calling on you to help hospitality workers. Before you welcome visitors back, we need to make sure workers and our families are taken care of, too.

Like in California and Nevada, hotel companies in Hawaii should hire back to the pre-COVID-19 levels when business returns. In other words, the same employees who worked at the hotel before the shutdown should be the ones brought back by length of service first. Workers should have the right to return to work safely when hotels reopen.

I support daily cleaning of hotel rooms, to protect guests, workers, and our families. All hotel rooms need to be treated as if someone who had COVID-19 had stayed in them.

Thank you.

Sincerely,

Antonia Tacata

From: Caitlin Sabado <iwalani776@gmail.com>
Sent: Tuesday, October 6, 2020 3:12 PM
To: Pine, Kymberly Marcos; Tsuneyoshi, Heidi; Texeira, Alan; Waters, Tommy; Kobayashi, Ann; Fukunaga, Carol A; Manahan, Joey; Elefante, Brandon; Menor, Ron
Subject: Testimony in SUPPORT of Bill 80

Aloha Chair Kobayashi and Honolulu City Councilmembers:

I am submitting testimony to support Bill 80 and am calling on you to help hospitality workers. Before you welcome visitors back, we need to make sure workers and our families are taken care of, too.

Like in California and Nevada, hotel companies in Hawaii should hire back to the pre-COVID-19 levels when business returns. In other words, the same employees who worked at the hotel before the shutdown should be the ones brought back by length of service first. Workers should have the right to return to work safely when hotels reopen.

I support daily cleaning of hotel rooms, to protect guests, workers, and our families. All hotel rooms need to be treated as if someone who had COVID-19 had stayed in them.

Thank you.

Sincerely,

Caitlin Sabado

From: Jeffrey Park <jp.cid@hawaiiantel.net>
Sent: Tuesday, October 6, 2020 3:14 PM
To: Pine, Kymberly Marcos; Tsuneyoshi, Heidi; Texeira, Alan; Waters, Tommy; Kobayashi, Ann; Fukunaga, Carol A; Manahan, Joey; Elefante, Brandon; Menor, Ron
Subject: Testimony in SUPPORT of Bill 80

Aloha Chair Kobayashi and Honolulu City Councilmembers:

I am submitting testimony to support Bill 80 and am calling on you to help hospitality workers. Before you welcome visitors back, we need to make sure workers and our families are taken care of, too.

Like in California and Nevada, hotel companies in Hawaii should hire back to the pre-COVID-19 levels when business returns. In other words, the same employees who worked at the hotel before the shutdown should be the ones brought back by length of service first. Workers should have the right to return to work safely when hotels reopen.

I support daily cleaning of hotel rooms, to protect guests, workers, and our families. All hotel rooms need to be treated as if someone who had COVID-19 had stayed in them.

Thank you.

Sincerely,

Jeffrey Park

Hawaii Credit Union League
Your Partner For Success
Unite for Good

1654 South King Street
Honolulu, Hawaii 96826-2097
Telephone: (808) 941.0556
Fax: (808) 945.0019
Web site: www.hcul.org
Email: info@hcul.org

Testimony to the Honolulu City Council
Wednesday, October 7, 2020
Honolulu Hale, Council Chambers

Comments Regarding Bill 80 - Relating to Right of Recall

To: The Honorable Ann Kobayashi, Chair
The Honorable Tommy Waters, Vice-Chair
Members of the Council

My name is Stefanie Sakamoto, and I am testifying on behalf of the Hawaii Credit Union League, the local trade association for 51 Hawaii credit unions, representing over 800,000 credit union members across the state.

We offer the following comments regarding Bill 80, Relating to Right of Recall. This bill appears to provide relief to hospitality workers currently unemployed due to the COVID-19 pandemic situation.

While we understand and appreciate the intent of this bill, we have concerns about the unintended consequences of this legislation. As currently drafted, it would appear to inadvertently apply to any and all employers in the City & County of Honolulu. This would represent a significant hardship on businesses, especially in this severely depressed economy.

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

From: CLK Council Info
Sent: Tuesday, October 6, 2020 4:38 PM
Subject: Council/Public Hearing Speaker Registration/Testimony

Speaker Registration/Testimony

Name	Rob Robinson
Phone	8084690524
Email	rob@springboardhospitality.com
Meeting Date	10-07-2020
Council/PH Committee	Council
Agenda Item	Bill 80
Your position on the matter	Oppose
Representing	Organization
Organization	Springboard Hospitality
Written Testimony	Bill 80 is fundamentally flawed for many reasons. 1) It is a massive government overreach into the private sector. Hotels that are governed by a CBA should bargain with Local 5 over these matters. The city council should not pass a bill that is authored by Local 5 and is intended to apply to private businesses. 2) The proposed methodology for recalling workers to coincide with a percentage of occupancy is not, in fact, a legitimate business practice. While some positions in a hotel may be scheduled based on occupancy (ie Housekeepers or Front Desk agents), that does not apply for multiple other classifications of workers. It would be criminal for the government to impose a bad employment practice on the private sector. 3) The Bill only targets hotels. Although it was clearly authored by Local 5 in their own best interests, this Bill could set a dangerous precedent for every other business that has been forced to reduce their staff or close due to a pandemic that is beyond their control. Thank you for voting against this outlandish proposal.
Testimony Attachment	
Accept Terms and Agreement	1

IP: 192.168.200.67