

GM 771

Measure Title: Submitting for consideration and confirmation to the Motor Vehicle Repair Industry Board, Gubernatorial Nominee, STUART LAU, for a term to expire 06-30-2019.

Report Title: Motor Vehicle Repair Industry Board

Description:

Companion:

Package:

Current Referral: CPH

Introducer(s):



DAVID Y. IGE
GOVERNOR
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**PRESENTATION OF THE
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS**

TO THE SENATE COMMITTEE ON
COMMERCE, CONSUMER PROTECTION, AND HEALTH

TWENTY-NINTH LEGISLATURE
Regular Session of 2017

Wednesday, April 12, 2017
10:00 a.m.

TESTIMONY ON **GOVERNOR'S MESSAGE NO. 771**, SUBMITTING FOR CONSIDERATION AND CONFIRMATION TO THE **MOTOR VEHICLE REPAIR INDUSTRY BOARD**, GUBERNATORIAL NOMINEE, **STUART LAU**, FOR A TERM TO EXPIRE 6-30-2019.

TO THE HONORABLE ROSALYN H. BAKER, CHAIR,
AND MEMBERS OF THE COMMITTEE:

My name is Catherine Awakuni Colón, Director of the Department of Commerce and Consumer Affairs ("Department"). The Department appreciates the opportunity to provide testimony in support of Governor's Message No. 771, nominating Mr. Stuart Lau for membership on the Motor Vehicle Repair Industry Board ("Board") as a public member, for a term to expire June 30, 2019.

Mr. Lau is an owner/property manager of a number of properties, including properties held by Queen Emma Land Company. He has many years of experience in

property management, including tenant leasing, management, repair and maintenance, renegotiations, and arbitration.

Mr. Lau has a strong public service background, having previously served as a member of the Motor Vehicle Repair Industry Board from 1994 to 2002 and as its chair from 2000 to 2001. Following his term on the Board, Mr. Lau served as a member of the Hawaii Board of Dental Examiners from 2002 to 2006.

Mr. Lau is aware of the demands of attending and adequately preparing for monthly board meetings and he is willing to make the necessary time and planning commitments. Given Mr. Lau's professional experience as a property manager, and his experience as a member of two licensing boards and Board chair, the Department believes that Mr. Lau will be an excellent contributing member of the Motor Vehicle Repair Industry Board.

Thank you for the opportunity to provide testimony in support of the nomination of Stuart Lau for membership on the Motor Vehicle Repair Industry Board. I am available to answer any questions the Committee may have.

Honorable Roslyn H. Baker, Chairperson
Senate Committee on Commerce and Consumer Protection
State of Hawai'i

April 4, 2017

**Re: Confirmation of Stuart Lau to the Motor Vehicle
Repair Industry Board**

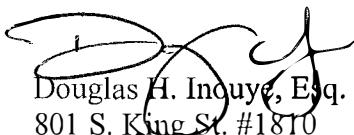
Dear Senator Baker,

I am writing in support of Mr. Stuart Lau for confirmation of his nomination to the Motor Vehicle Industry Repair Board ("MVIR Board"). I have known Mr. Lau for over 17 years as a friend and as a colleague at The Queen Emma Land Company and The Queen's Health Systems. Mr. Lau is currently a senior project manager for The Queen Emma Land Company and in such capacity he addresses and resolves a wide range of complex commercial, business and property issues. Mr. Lau previously served as a member of the MVIR Board and as such he would contribute his depth of experience and institutional knowledge to the board's oversight of the industry.

I know Mr. Lau to maintain the highest degree of character in terms of integrity, honesty and fairness. I believe he will apply that same high degree of character as a member of the MVIR Board, carrying out his duties with the public's interest in mind, yet with understanding and fairness to the industry constituents. Mr. Lau is intelligent and he uses his business education, experience and common sense to approach issues from a logical and practical standpoint. He is also a good problem solver who gets things done.

For the foregoing reasons and more, I urge you and your committee to confirm Mr. Lau's nomination to the MVIR Board.

Very truly yours,



Douglas H. Inouye, Esq.
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April 10, 2017

Honorable Roslyn H. Baker, Chairperson
Senate Committee on Commerce and Consumer Protection
State of Hawaii

Re: GM #771 – Letter of Recommendation for Stuart Lau

Aloha:

This letter is submitted in support of Stuart Lau, who is applying for a position to serve on the State of Hawaii Motor Vehicle Repair Industry Board, for a term to expire 6/30/2019. As corporate counsel for The Queen's Health Systems, I have worked with Stuart on a regular basis since 2010 in his capacity as a real estate manager for the Queen Emma Land Company (QELC). Stuart and I have worked on many QELC real estate matters together over the years, and it was clear from the start that Stuart is a person with high ethical standards and integrity. He proceeds thoughtfully with attention to details while also keeping in mind the bigger picture. With his many years of service to QELC, Stuart has garnered much respect both within the company and externally as an integral part of the company's culture and success.

Beyond his expertise and ethics, Stuart is a pleasure to work with. He is smart, personable and easygoing. Stuart would be a valuable addition to the Motor Vehicle Repair Industry Board.

Please do not hesitate to contact me if you have any questions. Thank you for the opportunity to submit this letter in support of Stuart's nomination.

Sincerely,



Kaleen S.H. Miyasato

GM771

Stuart Lau: Vehicle Repair Industry Board

(1) Why do you want to be a member of the Board?

I have always been fascinated with motor vehicles, specifically cars and trucks. Not being mechanically talented enough to be a professional auto tech, I still try to do the maintenance on my own car and truck. To be a member of the Board would allow me to be involved with motor vehicles in yet another way.

(2) What do you perceive are the roles and responsibilities of a member of the Board?

The members of the Motor Vehicle Repair Board should take the information that is presented to it to a broader context of the impact of its decision on the motor vehicle repair industry and the consumer. The decisions of the Board should set the direction for future actions by industry members as well as the consumer.

(3) In what ways do you feel that you can help protect the consumer?

As one of the few boards that have more public members than industry members (4 v. 3), the Motor Vehicle Repair Board is unique in having a large public perspective. As a public member, I would be taking the public perspective in reviewing information and making Board decisions.

(4) Given your understanding of the roles and responsibilities of a Board member, why do you believe that you are qualified for the position? Please include a brief statement of your skills, expertise and knowledge that would aid you as a member of the Board.

Working on my own car and truck I have some knowledge of how vehicles work. Being on the Board previously provided me knowledge of how the Board operates. Being on some other boards has provided an understanding of the dynamics of boards and the decision making process.

(5) What do you hope to accomplish during your term of service?

The consumer should feel confident that any licensed repair dealer they go to will have qualified technicians performing quality work done at a fair cost. Conversely, should there be a situation where the consumer tries to take advantage of the repair dealer (yes, it happens), the repair dealers should feel confident the Board will not allow this to happen.

(6) Name three qualities that best describe you and how these qualities will benefit the Board.

Integrity to not be influenced by personalities.
Common sense to see through the forest and be able to weight the facts.
Business sense to see how the financial impact may be affecting what people are saying/doing.

- (7) **Name a previous experience you've had that will be beneficial as a Board member.**

From 1994-2002, I was a member of the Motor Vehicle Repair Board, being the chair from 2000-2001. Being on the Board enabled me to know how board members, AG assigned to the board, Executive Officer, industry and consumer interact on issues that go up to the Board level.

- (8) **Can you foresee any possible conflicts of interest that could arise during your service on the Board? How would you overcome conflicts of interest?**

I do not foresee any conflicts of interest but should any arise, I would advise the Board and recue myself from the deliberations and decision making process.