
HOUSE CONCURRENT RESOLUTION

REQUESTING THE DEPARTMENT OF TRANSPORTATION TO ESTABLISH A
DEDICATED TWENTY-FOUR-HOUR HOTLINE FOR REPORTING HAZARDOUS
ROAD CONDITIONS.

1 WHEREAS, the American Society of Civil Engineers' 2019
2 Hawaii Infrastructure Report Card gave Hawaii's roadways a D+
3 rating, and the Reason Foundation's Annual Highway Report ranked
4 Hawaii forty-seventh in the nation for highway performance and
5 cost-effectiveness; and

6
7 WHEREAS, Hawaii's transportation system currently consists
8 of nearly ten thousand lane miles that are managed and
9 maintained by the State, the counties, or private owners; and

10
11 WHEREAS, currently, there exist multiple telephone numbers
12 for members of the public to report road-related issues to the
13 State and the counties, and there is no readily available
14 compilation of private owners' contact information for reporting
15 issues on privately owned roads; and

16
17 WHEREAS, the City and County of Honolulu publishes three
18 different telephone numbers for pothole reporting and a person
19 wishing to make a report must first determine whether the road
20 in question is maintained by the State, a county, the Honolulu
21 Authority for Rapid Transportation, or a private owner; and

22
23 WHEREAS, the City and County of Honolulu has an online
24 reporting tool for roads that it maintains, but the City and
25 County does not respond to reports involving roads outside of
26 its jurisdiction and does not provide information about the
27 ownership of these roads or the appropriate party to contact;
28 and



1 WHEREAS, uncertainty about road ownership may prevent
2 members of the public from promptly reporting potentially
3 hazardous road conditions, which may in turn prevent timely
4 responses to road hazards and lead to an increase in traffic
5 accidents; and

6
7 WHEREAS, Hawaii residents already rely on the Department of
8 Transportation to determine road ownership and coordinate
9 repairs, but existing reporting methods heavily burden residents
10 by requiring them to first determine the appropriate entity to
11 contact for road management; and

12
13 WHEREAS, the public is more likely to report hazardous or
14 potentially hazardous road conditions if there exists an easy
15 and efficient way to do so; now, therefore,

16
17 BE IT RESOLVED by the House of Representatives of the
18 Thirtieth Legislature of the State of Hawaii, Regular Session of
19 2020, the Senate concurring, that the Department of
20 Transportation is requested to establish a dedicated twenty-
21 four-hour hotline for members of the public to report hazardous
22 or potentially hazardous road conditions, including potholes;
23 and

24
25 BE IT FURTHER RESOLVED that the Department of
26 Transportation consider the following criteria when establishing
27 the hotline:

- 28
29 (1) That the hotline telephone number be easy for the
30 public to locate on the Department of Transportation's
31 website and easy to remember;
32
33 (2) That the hotline be available twenty-four-hours a day,
34 seven days a week, including state holidays;
35
36 (3) That the hotline function as a clearinghouse for all
37 telephone calls regarding hazardous or potentially
38 hazardous road conditions, regardless of whether the
39 road is owned by the State, a county, or a private
40 entity; and



1 (4) That all road conditions reported to the hotline be
2 promptly forwarded to the appropriate entity for
3 processing and resolution; and
4

5 BE IT FURTHER RESOLVED that the Department of
6 Transportation is requested to submit an annual report to the
7 Legislature that includes the number of telephone calls received
8 by the hotline and the disposition of each issue reported to the
9 hotline, no later than twenty days prior to the convening of
10 each Regular Session, beginning with the Regular Session of
11 2021, and to make the reports available on the Department's
12 official website; and
13

14 BE IT FURTHER RESOLVED that certified copies of this
15 Concurrent Resolution be transmitted to the Director of
16 Transportation; respective Mayors of the Counties of Hawaii,
17 Maui, Kauai, and the City and County of Honolulu; Director of
18 Public Works of the County of Hawaii; Director of Transportation
19 of the County of Maui; Executive of Transportation of the County
20 of Kauai; and Director of Transportation Services of the City
21 and County of Honolulu.
22
23
24

OFFERED BY:

MAR - 4 2020

