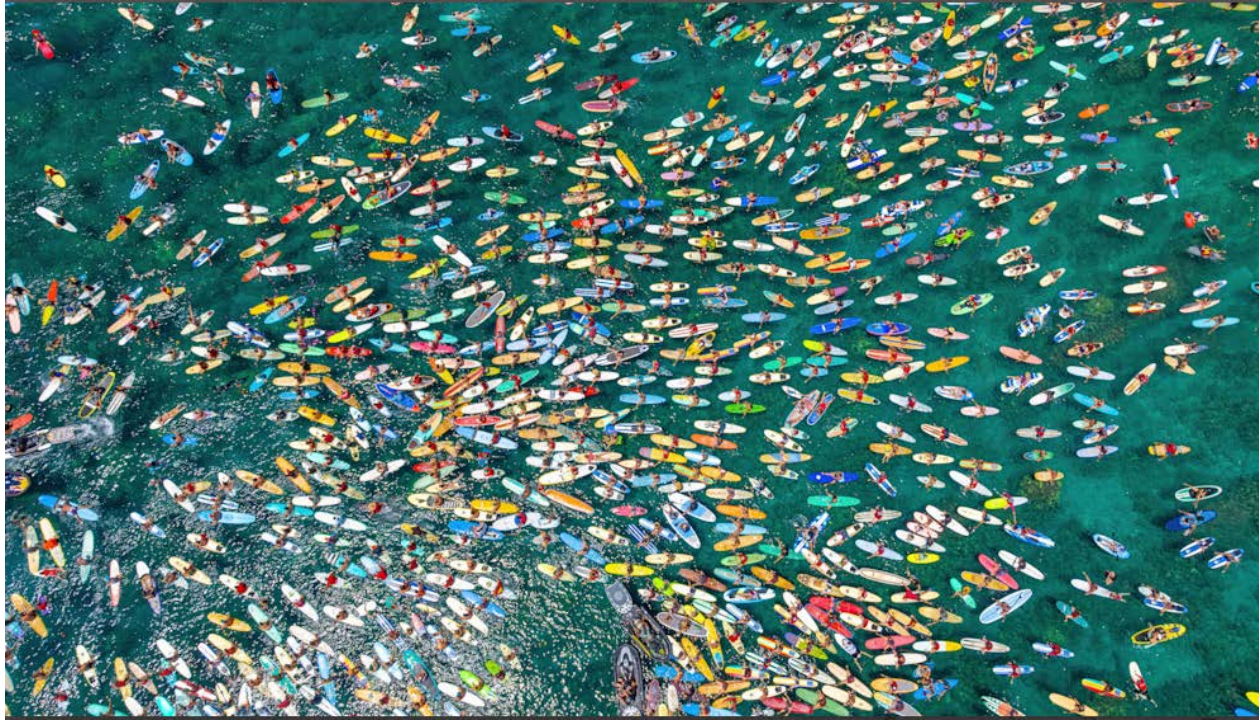


MAUI WILDFIRES OF AUGUST 8, 2023  
MAUI POLICE DEPARTMENT  
PRELIMINARY AFTER-ACTION REPORT



PC: Matty Schweitzer

# MAUI STRONG

‘A‘ohe hana nui ke alu ‘ia  
“No task is too big when done together”



MAUI POLICE DEPARTMENT  
JOHN PELLETIER, CHIEF OF POLICE

## MPD's Preliminary After-Action Report

Cover Photo: Following the death of a loved one in Hawaii, family and friends paddle out into the ocean. Holding hands, they join in a circle and words of remembrance are offered. A symbol of mourning and honor, a coming together of the Maui people.

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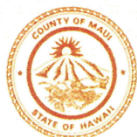
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Letter from Chief John Pelletier



**RICHARD T. BISSEN, JR.**  
MAYOR

# POLICE DEPARTMENT

## COUNTY OF MAUI

55 MAHALANI STREET  
WAILUKU, MAUI, HAWAII 96793  
TELEPHONE: (808) 244-6400  
FAX: (808) 244-6411



**JOHN PELLETIER**  
CHIEF OF POLICE

**WADE M. MAEDA**  
DEPUTY CHIEF OF POLICE

During the hours of August 8, 2023, Maui became the stage for the most tragic natural disaster in state history and the deadliest fire in modern American history. There were multiple simultaneous fires on the island, with the most significant occurrence in Lahaina where 100 people would lose their lives.

In the days and months since this incident, the Maui Police Department has worked uncompromisingly to detail our response. This preliminary after-action report is a critical review detailing our preparedness, initial response, evacuation, coordination with other emergency response agencies, recovery, command and control, identification and notification, media response, wellness of our personnel, and training/equipment. This report gives multiple recommendations for lessons learned, which is, I believe, crucial to assessing and reflecting upon our actions.

MPD considers itself to be a progressive and evolving law enforcement organization. We strive to find out what went right, what did not, and how we can improve so that we can serve our community and profession to the best of our ability.

In policing, we respond to dynamic and evolving situations. We cannot control the incidents we respond to; we can, however, control our responses in the aftermath. To enhance our preparedness and response capabilities for future incidents, MPD chose to evaluate this incident so others within the profession can learn from our response. An extensive review of our work can save lives, which is without a doubt, the ultimate goal of law enforcement.

MPD is grateful to all the local, state, and federal partners for their assistance with the incident and this after-action report. We also thank the incredible men and women of this department and the unknown heroes of our community. We owe our deepest mahalo to the countless individuals, businesses and organizations of Maui County and beyond who supported MPD and other first responders. They will always be part of our ohana and we will forever be Maui Strong!

Me Ka Ha'a Ha'a

A blue ink signature of John Pelletier, written over a blue line.

**JOHN PELLETIER**  
Chief of Police

## Overview of the Maui Police Department

### Mission Statement

The Mission of the Maui Police Department (MPD) is to serve our community in a manner that epitomizes the ideals woven into the fabric of the Constitution of the United States and the Spirit of Aloha. We will strive to enhance the quality of life in cooperation with all who share these beautiful islands in making this a better place to live. We are committed to excellence through:

**INTEGRITY** We will be honest and sincere in our personal and professional lives. We serve with courage and pride in maintaining the public trust by upholding the highest moral and ethical standards.

**COMPASSION** We will be sensitive yet firm while dedicating ourselves to preserving the dignity of each individual. Our cultural diversity allows us to be patient, caring, and kind in our treatment towards each other.

**FAIRNESS** We will consistently treat all people fairly and impartially in upholding the laws of the State of Hawaii and the Constitution of the United States.

**SERVICE** We will dedicate ourselves to improve and ensure the quality of life in our community for future generations through professional and quality service. We are committed to protecting life and property, preventing and solving crime, reducing fear and providing a safe environment. We will strive to work in unity with our community to develop a partnership in solving problems and to be responsive to community needs and concerns.

### Personnel

The Maui County Police Department is organized in accordance with Section 8, Chapter 12.1 of the Charter of the County of Maui. There shall be a department of police consisting of a police commission, a chief of police, and the necessary staff.

The CEO of the Maui Police Department is the chief of police. Under the chief of police there are 300 sworn officers and approximately 98 civilians which include the deputy chief of police and three assistant chiefs of police. In August 2023, department personnel included 296 sworn officers and 96 civilians throughout Maui County. As of August 2023, departmental vacancies of sworn officers indicated a shortage of approximately 25%. The vacancies in civilian positions are equally challenging, including a 51% shortage in the communications section (dispatch).

The Maui Police Department has six districts and police stations. They are located in Wailuku (headquarters), Lanai, Hana, Lahaina, Molokai and Kihei. These six districts serve 29 motorized beats.

## Geography of Maui County and Lahaina

The County of Maui is comprised of four of the eight Hawaiian islands (Maui, Molokai, Lanai, Kahoolawe), geographically 50% of the state. The population is approximately 160,000 and the officer ratio is 1.85 officers for every one thousand residents. Generally, the tourist population adds another 25,000 to 75,000 people depending on the season.

### Lahaina Geography:

The town of Lahaina, located on the western most part of Maui, spans about 7.8 square miles of both developed and undeveloped land. Lahaina is characterized by a singular access point, the Honoapiilani Highway (Hwy 30), which is the only major road that travels through Lahaina, and is the primary route for transportation and logistics, connecting Lahaina to the rest of the island.

### Lahaina Population:

According to the most recent census, the population of Lahaina is about 13,000 residents. In addition to its resident population prior to the fire the town was a popular tourist destination to thousands daily.



## Executive Summary

The multiple fast moving fires on August 8, 2023, and their aftermath, cannot be understated. Maui experienced the worst natural disaster in State history and the deadliest U.S. wildfire in over a century. The fires were vast, devastating and rapidly occurred simultaneously within multiple geographic locations throughout Maui. Lahaina town sustained the greatest loss of life and a significant amount of property damage. In total, the fires claimed 100 lives, burned 1,283 acres upcountry, 3,240 acres in south Maui, and 2,170 acres in Lahaina. At last count, the fires also destroyed dozens of homes upcountry and over 3,000 dwellings and units in Lahaina. Throughout the fires, the initial aftermath, and until today, the resilience of the community never faltered. The selflessness displayed truly showcased that in the face of adversity, the spirit of aloha not only stands true, but it shines bright.

The Maui Police Department, in collaboration with other emergency response agencies, worked tirelessly to ensure the safety of our residents, coordinate evacuations, and provide support to those in need. The bravery and resilience demonstrated by our officers, personnel, fellow first responders, and members of the community who continued to assist the community while suffering losses themselves, have been nothing short of extraordinary. The final after-action report (AAR) will discuss the recommendations that were completed and those that were not.

The purpose of this after-action report is to evaluate the effectiveness of police actions, identify strengths and areas for improvement, and make recommendations to enhance future natural disaster response efforts. To date, 32 recommendations have been put forward, many of which have been implemented or are in progress.

While this preliminary after-action report provides a comprehensive overview of the police response to the recent wildfire incident that occurred on August 8, 2023, its focus is primarily on the Lahaina fires.

The Morgue Identification and Notification Task Force (M.I.N.T.) was created and operated at the MPD. This team was comprised of traffic officers, detectives, police evidence specialists, a fingerprint identification technician, forensic pathologists, and outside agency support. Decedents were examined for injury and positively identified via scientific methodology including fingerprints, DNA, dental, and medical device comparison. Next of kin was notified in-person, a family briefing was held for families of confirmed decedents and those unaccounted for, and up-to-date information was provided to families throughout the process as their family member was transferred to their chosen mortuary. This was an effective and collaborative effort due to the constant communication, problem solving, adaptability of all involved parties, and driven by sincere desire to serve the community through their loss.

## Fire Locations Map

Three of the four fires depicted in the map below are in separate districts. At approximately 12:22 a.m. on August 8, 2023, the Olinda fire began and quickly drew concern as the wind fueled flames rapidly, endangered structures and prompted evacuations. At approximately 6:35 a.m., a fire started near Lahaina Intermediate School prompting evacuations of multiple neighborhoods. Within a few hours, the Lahaina fire was contained. By 11:30 a.m., a fire started in Kula. At approximately 2:55 p.m. a fire was reported and was spreading rapidly in Lahaina while the fires in Olinda and Kula continued to burn. By 5:59 p.m., a fire was reported off of Pulehu Road that quickly spread towards Kihei. As each fire required evacuation assistance by MPD personnel, regular calls for service created additional strains on all police districts throughout Maui County.



MPD Map – not to scale.

Lahaina fire:	total area burned - 2,170 acres
Olinda fire:	total area burned -1,081 acres
Kula fire:	total area burned - 202 acres
Pulehu/Kihei fire:	total area burned - 3,240 acres

## Remembering the Victims

We remember not only their names, but also the families who carry the burden of their loss.

ABIHAI, Louise	KITAGUCHI, Albert Hiroshi	SCHILLING, Joseph Alexander
ALLEN, Laurie Dale	LARA, Joseph	SIMPSON, Anthony Thomas
ANBE, June Nobue	LOSANO, Poomaikai Micah	SMITH, James Pillow
BACLIG, Angelica Quijano	Kelikoaalakauaikekai Estores	SMITH, Leslie Eade
BAYLOSIS Jr., Narciso	LUTRANIA, Bibiana Tomboc	SOMAOANG, Jonathan
BAYLOSIS, Vanessa	MABALOT, Rogelio Erice	ST. CLAIR, Floyd Allen
BENJAMIN, Melvamay Leimomi	MAHNENSMITH, Michael Steven	ST. CLAIR, Janet Kay
BERNABE, Luz Quijano	MANIBOG, Lynn Misae	TAKAFUA, Tony Manatu'ofa
BUEN, Maurice	MATSUDA-BOUCHER, Douglas Warren	TAM LUNG, Freeman
CARTER, Buddy Joseph	MC CARTHY, John Joseph	THOMAS, Terri E.
CARTER, Kirk Howard	MISAKA, Michael Mitsuru	TOBIAS, Carlo Vagay
COLE, Rex Alfred	MOLINA, Antonia Helen	TOMBOC, Revelina Baybayan
COLOMA, Salvador C.	MORINHO, Michael Joseph	TONE, Faaoso
CONSTANTINO, Allen John Padagas	NAKAMOTO, Tim Tetsuo	TONE, Maluifonua
CONSTANTINO, Leticia Padagas	NAKAMURA, Todd Mitsugi	TONE, Salote U.
COOK, Theresa Elizabeth	NUESCA Jr., David Jerry	TREJOS, Franklin Arturo
DELEON, Juan	ONO, Carolyn Hinae	TURBIN, Nicholas Stephen
DIAS, Marilou Merquita	OSATO, Matsuyuki	VAIKELI, Linda Lee
DOFA, Virginia Bernadette	PAGDILAO III, Pablo Anteola	VASQUEZ, Angelita
DYCKMAN, Bette Jo	PAVIAN CASTILLO, Ediomedede	VILLEGAS, Adela Quijano
DYCKMAN, Robert P.	PONALI, Tau	VILLEGAS, Joel Ibbay
ELIASON, Jeanne Marie	PORTABES, Bernard Sulidad	WAGNER, Leroy
FUENTES, Keyiro Emmanuel	PUOU, Gwendolyn Kanani	WAKIDA, Clyde Takahashi
GALINATO, Alfredo Abanilla	QUIJANO, Felimon Felipe	YABES, Glenda Quijano
GLOEGE, Douglas J.	QUIJANO, Junmark Geovanie	YAMAFUJI, Todd Eiji
GOMES, Donna Lyn	RABANG, Sharlene Emily	YOSHINO, Glenn Yoshio
GORDON, Michael Ray	RANS, Rebecca Ann	
HALL III, George Howard	RAWLINGS, Alfred Raymond	
HARTLEY, Carole Gardner	RECOLIZADO, Eugene Lopez	
IBARA-HINAU, Roxanne Kinuyo	RECOLIZADO, Justin Oliver Beza	
IMPERIAL, Rafael Arcega	RECOLIZADO, Maria Victoria Beza	
JANTOC, Buddy Lorenzo	RICHTER, Dale Ann	
JONES, Coleen Ann	ROCUTAN, Rodolfo Sibucan	
KAITA, Morris Sadao	ROGO, Lee Fletcher	
KAM, Richard Sing Fong	SAGUDANG, Conchita Domagiay	
KAMINSKY, Mark John	SAGUDANG, Danilo Domagiay	
KAUFFMAN, Valerie Susan	SATO, Edward Katsumi	

## Acknowledgments

We acknowledge that recounting the traumatic events of the day, as they unfolded, may evoke a wide range of emotional reaction in the reader. We especially acknowledge those who offered us their personal accounts of what they experienced on August 8, 2023. We strongly encourage anyone reliving the trauma of this historic tragedy to consider seeking professional assistance for emotional well-being at [www.mauinuistrong.info](http://www.mauinuistrong.info).

We would like to thank MPD personnel, local first responders, and community members who have taken the time to provide us with their recollection of that tragic day on August 8, 2023.

## Partnerships

There were many partnering agencies that assisted in the immediate days following the Lahaina fires.

Numerous agencies provided responsive support with security, traffic control, casualty recoveries, investigation of missing persons, morgue operations, and the Family Assistance Center operations. These partner agencies include, but are not limited to:

- ❖ Alaka'i Mechanical
- ❖ Amazon Disaster Response Team
- ❖ American Red Cross
- ❖ ANDE
- ❖ Armed Forces DNA Identification Laboratory (AFDIL)
- ❖ Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF)
- ❖ Bureau of Indian Affairs (BIA)
- ❖ California Department of Forestry and Fire Protection (CAL FIRE)
- ❖ California Governor's Office of Emergency Services
- ❖ CCF Maui Construction Inc.
- ❖ Chico State Department of Anthropology
- ❖ Clinical Labs of Hawaii
- ❖ Defense POW/MIA Accounting Agency (DPAA)
- ❖ Dental Association of Maui: Dr. T. Brown (Kahana Family Dental Center), Dr. D. Mounts, Dr. S. Pier and Dr. B. Shirota
- ❖ Department of Health and Human Services (DMORT)
- ❖ Department of Justice (DOJ)
- ❖ Department of Land and Natural Resources (DLNR)
- ❖ Despins General Construction
- ❖ Direct TV
- ❖ EDesign
- ❖ Federal Bureau of Investigation (FBI), and FBI Laboratory – Latent Print Unit
- ❖ Federal Emergency Management Agency (FEMA) Urban Search and Rescue Branch (USAR)
- ❖ Grey Tech LLC
- ❖ Hawaii Bio-Waste Systems, Inc.
- ❖ Hawaii Criminal Justice Data Center (HCJDC)
- ❖ Hawaii Department of Public Safety (DPS) – Sheriff Division
- ❖ Hawaii Police Department (HPD)
- ❖ Honolulu Police Department (HPD)
- ❖ Information Technology Disaster Resource Center (ITDRC)
- ❖ Kahului Trucking & Storage
- ❖ Matson Navigation Inc.
- ❖ Maui Fire Department (MFD)
- ❖ Maui Light House Electrical
- ❖ Maui Memorial Medical Center (Maui Health): Radiology Department
- ❖ National Transportation Safety Board (NTSB) – Transportation Disaster Assistance Division
- ❖ Randall Tom, DDS
- ❖ T.J. Gomes Trucking Co. Inc.
- ❖ The Department of the Prosecuting Attorney
- ❖ T-Mobile
- ❖ U.S. Marshal Service
- ❖ University of Hawai'i West O'ahu Department of Anthropology
- ❖ Verizon
- ❖ 5.11

## Methodology

On August 9, 2023, and each day thereafter, MPD initiated efforts to document how the incident response was being managed and all related aspects of doing so. In the many weeks and months that followed, information from a variety of sources was obtained and analyzed to become the foundation of this review. The following partner agencies supplied MPD with resources and information that assisted in the development of this preliminary after-action report (AAR):

- ❖ Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF)
- ❖ California Department of Forestry and Fire Protection (CAL FIRE)
- ❖ Defense POW/MIA Accounting Agency (DPAA)
- ❖ Department of Justice (DOJ)
- ❖ Federal Bureau of Investigation (FBI)
- ❖ Federal Emergency Management Agency (FEMA) Urban Search and Rescue Branch (USAR)
- ❖ Hawaii National Guard:
  - ❖ Hawaii National Guard Joint Task Force 50
  - ❖ Hawaii National Guard Task Force Maui 230th Engineer Company
  - ❖ Hawaii National Guard Civil Support–1 Company/CMRN Enhanced Response Force Package (CERFP)
  - ❖ Hawaii National Guard Air Force Security Forces Quick Reaction Force (QRF)
- ❖ Hawaii Police Department (HPD)
- ❖ Honolulu Police Department (HPD)
- ❖ Maui Fire Department (MFD)
- ❖ National Transportation Safety Board (NTSB)–Transportation Disaster Assistance Division
- ❖ US Army 25<sup>th</sup> Infantry Division
- ❖ US Army Corps of Engineers

Live data documentation began on August 8, 2023 and consisted of officer reports body-worn camera (BWC) videos, open source videos, news, social media, and community member recollections.

Chief Pelletier requested information preservation collection and analysis related to the department's collective response to the Maui wildfires beginning August 9, 2023.

Data from the M.I.N.T. operations were also collected.

Weekly meetings were held to ensure the AAR team had access to the information and data required to put forth an accurate depiction of the disaster and response.

While this preliminary report contains a picture with existing data and resources, the final AAR may offer additional insight through further investigation and interviews.

## A. Officer Accounts

The following are summaries of interviews with MPD officers as they relate to the Lahaina fires.

### Officer Account 1

In the 5:00 a.m. hour of August 8, 2023, a Lahaina specialized unit officer noticed multiple utility poles down or near falling on Honoapiilani Highway between Keawe and Kenui Streets in Lahaina. The officer took a traffic post at this location to keep vehicles away from roadway hazards that were being threatened by the extremely high winds. A little after 6:00 a.m., the officer was alerted about a fire, and responded to assist with the evacuations of neighborhoods off Lahainaluna Road.

After the fire was reported as contained, the officer responded and assisted at other locations where poles had broken off their base and were blocking or leaning over roadways. Multiple roads were blocked due to fallen utility poles with suspended cables and wires. Police secured multiple locations to keep pedestrians and vehicles away from roadway hazards.

At approximately 2:55 p.m., the officer learned of another fire in the same area and proceeded to assist with evacuations. The officer continued on Lahainaluna Road to evacuate residents. The officer also traveled through Kelawea Street and Aki Street where the officer encountered an elderly female having difficulty walking. While still announcing evacuations, the officer got the female into their police vehicle and traveled down Kale Street back to Lahainaluna Road. The officer transported the female to the Lahaina Civic Center and returned to patrol. Observing heavy traffic on Front Street, the officer assisted in directing traffic at Honoapiilani Highway, Front Street and Fleming Road. The officer then parked on the highway blocking southbound lanes and proceeded on foot to Front Street and observed slow moving vehicles. The officer urgently directed vehicles to speed up as the officer knew the fire was moving down Lahainaluna Road rapidly, while some motorists were seemingly unaware of the situation just a mile south.

As traffic flowed north and onto the highway, the officer proceeded south to the area of Shaw Street to assist with more evacuations. Visibility in this area was extremely poor due to the smoke and the fast approaching fire. The officer directed vehicles out of the Ka Hale A Ke Ola Westside Center, to head south on the highway. It was at this time that the officer was approached by a firefighter who requested to use the officer's patrol vehicle. Shortly thereafter, that same firefighter returned with multiple firefighters, one of which was unresponsive. The officer assisted with life-saving efforts and coordinated with other officers on the outskirts of town to help medics find a way into the area. Medics arrived and transported the firefighter to the hospital.

The officer then continued to assist with facilitating evacuations of heavy traffic and other evacuations in the area. This continued until the morning of August 9, 2023.

### Officer Account 2 and 3

On August 8, 2023, two Wailuku District police officers, unable to contact family due to a severe brush fire in Lahaina, learned of the escalating emergency situation in the Lahaina District. They volunteered to assist and headed to Lahaina. The officers reported heavy winds, thick smoke, downed utility poles and debris rendering Honoapiilani Highway impassable.

Despite the hazardous conditions, the officers were determined to reach those in need. They encountered several impassable areas due to engulfed structures and extreme smoke. These officers responded to a call at Territorial

## MPD's Preliminary After-Action Report

Savings Bank on Papalua Street where they successfully evacuated approximately 15 people sheltering in the Coffee Bean & Tea Leaf and others trapped in a van, leading them to safety at the Lahaina Civic Center.

In their attempts to rescue more individuals reportedly trapped in the vacant Bubba Gump restaurant, the officers faced insurmountable obstacles from downed power lines and raging fires. The extreme conditions forced them to focus on directing people in the area to safety.

The officers were later assigned to control traffic at Honoapiilani Highway to support the evacuation and utility repairs. The officers proceeded to provide security at Maui Preparatory Academy where the Red Cross established a new temporary shelter. They maintained their post until sunrise.

### Officer Account 4

On the morning of August 8, 2023, this Lahaina Patrol officer noticed smoke while on duty and was soon dispatched to a fire near Kuialua and Hookahua Streets. Upon arrival, he discovered a house on Hookahua Street surrounded by flames. With the fire fast approaching the residence, the officer forcibly entered the house, rescuing an elderly male who was seemingly unaware of the impending fire.

Following this incident, the officer's attention was turned to Lahaina managing traffic and addressing hazards such as fallen utility poles, cables, wires, and other debris throughout Lahaina roadways. The officer took lead of traffic control at the intersection on Honoapiilani Highway and Lahainaluna Road to protect the highway as a useable exit from Lahaina to the south.

That afternoon, the officer responded to another rapidly spreading fire near Kuialua Place. Faced with thick smoke and intense flames, the officer used the police vehicle's P.A. system to urgently evacuate residents. However, visibility issues and the fire's speed made it challenging to access and evacuate all areas. The rapid spread of the fire and reduced visibility made the evacuation challenging, prompting him to direct residents to alternative escape routes due to gridlocked traffic.

As the situation escalated, officers worked to alleviate traffic congestion on key streets, redirecting vehicles to alternative routes to facilitate evacuations. This redirection was critical in alleviating the chain reaction of traffic that was building up in the neighborhoods nearest the fire.

In a crucial move, the officer collaborated with a civilian and a county employee to unlock a series of gates and lead evacuees down a dirt road, creating a vital escape path for vehicles. This quick action allowed many to flee the rapidly advancing fire.

Throughout the night, the officer's relentless efforts continued by evacuating residents to the emergency shelter set up at the Lahaina Civic Center. Despite some residents' reluctance to leave their homes, the officer persisted in his evacuation efforts, ensuring the safety of as many people as possible.

Evacuation efforts continued throughout the night and into the following morning.

### Officer Account 5 and 6

On August 8, 2023, two Lahaina patrol officers rode together as they were dispatched to a fire flare-up near Kuialua Street. Upon arrival, they began evacuating nearby streets as the fire grew rapidly. During evacuation efforts, the officers discovered a shed and debris on fire at a property on Hookahua Street. They, along with a supervising officer, managed to contain the fire with garden hoses until the arrival of a fire engine.

The officers then moved to assist with evacuations below the bypass along Lahainaluna Road as the fire had jumped the Lahaina Bypass and was moving west quickly. They encountered significant challenges due to heavy smoke,



## MPD's Preliminary After-Action Report

decreasing visibility, and heavy traffic which had caused a gridlock headed west on Lahainaluna Road. Despite these conditions, they continued evacuation efforts using their P.A. system to guide residents. As the officers attempted to move west to continue evacuating the lower portions of Lahainaluna Road, they observed traffic at a standstill as the fire was engulfing the area within feet of stopped vehicles. They then began redirecting traffic to Komo Mai Street to evacuate the area and alleviate traffic on Lahainaluna Road.

As they did so, the officers were tasked with checking on a senior living center along Lahainaluna Road but found the road impassable due to the fire and a fire truck in the roadway. The officers redirected their efforts to managing the heavy buildup of traffic which was backed up due to roadway obstructions such as suspended power lines and broken utility poles rendering some areas impassable.

The officers directed traffic on Keawe Street in an attempt to clear the chain reaction of traffic in the neighborhoods nearest the fire. Eventually, an alternative evacuation route via a dirt road off of Keawe Street was identified and vehicles were directed to evacuate via that route. Almost simultaneously, they discovered that the Lahaina bypass, south bound, was also now safe and directed traffic through this route to facilitate evacuations south out of Lahaina town.

The officers then responded to the area of Honoapiilani Highway and Hokiokio Road to help facilitate the movement of traffic that was also gridlocked in that area. Soon after, they escorted medics back into Lahaina town to assist with a report of a fireman that was having a medical emergency.

As the fire neared the Ka Hale A Ke Ola shelter, the officers continued evacuation efforts of the area and guided vehicles through zero-visibility conditions. These officers continued to rescue multiple individuals that had been on foot in the Lahaina town area. They then shuttled them to safe locations.

The officers continued evacuations and managed traffic until the early hours of the next day. They eventually returned to the police station for refueling and further assignments. The situation remained critical with ongoing evacuations and traffic control in affected areas.

### Officer Account 7

On August 8, 2023, a school resource officer and Lahaina resident awoke to strong winds and a power outage at home. Hours later, the officer observed a wildfire rapidly approaching from the mountainside near Lahainaluna Road, forcing an evacuation of the officer's family.

After evacuating his family, he immediately reported for duty, assisting in evacuations of Lahainaluna Road. The officer witnessed homes on fire and experienced severe smoke and fire, hindering visibility.

The officer observed multiple instances of dangerous conditions, including homes fully engulfed in flames, trapped individuals, and people fleeing the area. Despite zero visibility and hazardous conditions, the officer continued to assist, evacuating residents and responding to calls for help. The officer evacuated Wahee Street, including a senior living center, and transported numerous people to safety.

Throughout the officer's shift, the officer faced numerous challenges such as navigating through smoke-filled streets, avoiding burning structures, and evacuating stranded residents. The officer prioritized evacuating residents to safer locations, including the emergency shelter located at the Lahaina Civic Center. The officer evacuated multiple neighborhoods, including ones below Honoapiilani in Lahaina as well as the Wahikuli neighborhood.

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In the early morning of August 9, 2023, the officer further assisted in coordinating transportation for people who had taken refuge in the ocean to escape the fire, ensuring they reached the emergency shelter safely.

### Officer Account 8

On August 8, 2023, at 6:00 a.m., Lahaina Patrol supervisor for the Lahaina District was assigned to address multiple safety hazards reported by the previous shift including downed trees, utility poles, power lines, debris on roads, power outages, non-functional traffic signals, and compromised cellular and internet services.

Patrol officers were tasked with responding to service calls and evaluating safety conditions. Early in the shift, a report came in about two utility poles falling near Starbucks on Keawe Street leading to road closures and traffic redirection.

There were multiple reports of downed power lines on Honoapiilani Highway near Launiupoko Beach Park, and a large trailer was said to have caused extensive damage to power lines. Additionally, multiple poles had fallen on the highway between Hokiokio Place and Aholo Road, also completely blocking traffic. The supervisor headed to the Keawe Street area, observing the precarious situation near the shopping center and a loose traffic signal.

A brush fire was later reported near Kuialua Street and Lahainaluna Road. The supervisor assisted in evacuating residences as the fire, fueled by strong winds, changed direction. The fire later appeared to be under control and evacuations stopped.

A series of incidents then occurred, including a tree blocking traffic near Olowalu village. A roof blowing off of a residence on Aki Street causing damage and the front portion of a house on Kauhi Place being torn off. The supervisor observed officers overwhelmed with traffic and pedestrian control at Honoapiilani Highway and Keawe Street due to downed utility poles, high voltage lines, and other hazards. Keawe Street was totally closed at points for safety reasons, as well as to allow utility workers to fix the poles.

Later that day, multiple poles and lines were reported down between Papalaua Street and Lahainaluna Road, rendering that roadway impassable. The Lahaina Jodo Mission reported roof damage, and a large tree fell in the Lahaina Cannery Mall parking lot. Multiple utility poles and connected wires crashed into the highway between Keawe Street and Kapunakea Street totally obstructing multiple lanes between the intersections. At the Honoapiilani and Kapunakea intersection, lines were suspended and spider-webbed over the roadway, completely obstructing the roadway and rendering it impassable. Another brush fire "flare up" was then reported near Kuialua Street requiring officers to reassess the fire.

The supervisor continued to navigate between various traffic posts, ensuring the safety of officers and the public amid dangerous road conditions. They responded to the rapidly spreading fire near Lahainaluna Road, with thick smoke and low visibility making the situation challenging. Evacuations were carried out, and officers escorted water tankers to assist fire units.

As the fire progressed, the supervisor directed traffic and assisted in evacuations, including an elderly male reported to be in a burning residence. With roads blocked by fallen poles and debris, traffic became gridlocked, and the supervisor worked to facilitate the clearance of congested areas.

The fire spread toward the Lahaina Civic Center, prompting a large-scale evacuation of over a thousand people, many without vehicles. The supervisor coordinated the transportation of these individuals to Maui Preparatory Academy.

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Throughout the night, the supervisor continued to assist in evacuation efforts and manage traffic until being relieved. Upon returning to Lahaina town at sunrise, the supervisor witnessed ongoing fires, roadway obstructions, and the first casualties were discovered emphasizing the severity and widespread impact of the incident.

### Officer Account 9

In the morning and extending into the early afternoon of August 8, 2023, Lahaina experienced severe weather conditions that led to multiple calls for service. This officer, along with Lahaina command staff set up a command post to organize and track police response and duties. Later in the afternoon, around 2:55 p.m., Lahaina patrol units were dispatched to the rapidly spreading wildfire near Kuialua Street. Officers abandoned the physical command post and continued their duties on the road as the need for more manpower became quickly evident. In response, this officer, driving on Lahainaluna Road, encountered thick smoke and flames, leading to an immediate decision to close the road from new traffic accessing it from the bypass and the highway. This was done to prevent potential accidents and facilitate emergency responses.

The officer's task involved evacuating local residents, some of which were reluctant to immediately leave. A particularly dangerous fire situation was encountered near Kalena Street, where the proximity of flames to the road posed risks to both first responders and the public. Later, the officer was actively involved in directing traffic away from the fire area, with the danger heightened by airborne burning debris. Collaborative efforts to evacuate a senior living center were impeded by thick dark smoke, impacting visibility and other obstructions rendering access impossible.

Severe traffic congestion, especially on Komo Mai Street, became a critical challenge. The officer, along with other law enforcement units, worked on managing traffic and easing congestion.

Shortly after that, the officer worked with a retired MPD department employee to identify evacuation routes for residents, using a dirt road behind his residence. This required a community member cutting through a locked gate to create an emergency escape route which led numerous people to safety.

The officer continued working with the community to break through another series of gates that had been previously obstructing egress out of the now fire trapped Kelawea Mauka neighborhood, and therefore freeing evacuees to safety.

Upon seeing the fire working its way toward Lahaina Intermediate School, the officer again teamed with other officers and community members to fight the fire themselves, using garden hoses and shovels to cut firebreaks manually.

The officer continued managing traffic in congested areas and conducted welfare checks, as well as sought help from a local excavation company for creating firebreaks, facilitating safer evacuations.

During the evening hours, the officer was coordinating evacuations in various neighborhoods, including Kahoma Village.

As the fire neared the Lahaina Gateway Shopping Center, the officer focused on evacuating the Ipu Kula Way area. They also assisted people near the Lahaina Cannery Mall, including transporting people to safety.

After coordinating evacuations and conducting welfare checks, the officer regrouped with colleagues at the Lahaina Police Station. Due to the impending fire threat of the police station and the emergency shelter located at the Lahaina Civic Center, they evacuated the Lahaina Police Station and relocated to the Napili Sub Station. Through the

## MPD's Preliminary After-Action Report

night until the morning hours, the officer aided displaced individuals at the emergency shelter now located at the Maui Preparatory Academy, providing necessary assistance and information.

### Officer Account 10

On August 8, 2023, an officer was called back to assist with storm response in Lahaina town. Arriving at approximately 9:30 a.m., the officer was assigned to traffic control at Honoapiilani Highway and Keawe Street, facing challenges from strong winds and flying debris. The officer managed traffic amidst fluctuating accessibility of Keawe Street, which was intermittently closed for safety and utility repairs, causing significant congestion at his location and other key intersections.

At approximately 2:50 p.m., the officer observed multiple utility poles breaking at their base and falling into the highway, obstructing multiple lanes. Further north, the highway was completely impassable due to fallen poles and utility wires spider-webbed across the highway.

The situation worsened with the onset of the fire at around 2:55 p.m., further complicating traffic management. The officer played a crucial role in managing the quickly evolving traffic scenario amidst the fire. The officer directed traffic into the Lahaina Cannery Mall parking lot and onto Front Street, northbound, as well as guided vehicles to the Lahaina Bypass for southbound travel when it was safe to do so. The officer continued by rerouting traffic to alternative streets and parking lots and communicated evacuation instructions to residents via the P.A. system in the officer's vehicle.

By 4:40 p.m., the officer identified major traffic buildup on Front Street as people tried to escape the ensuing fire. The officer responded by finding and leading evacuees through a passage for vehicles to escape northbound on Honoapiilani Highway. This action alleviated the congestion on Front Street, allowing for more efficient evacuations.

The officer then assisted in neighborhood evacuations along Front Street, making personal contacts and using the P.A. system. Throughout the afternoon, the police officer adapted to changing conditions, directing traffic through various routes for safe evacuation and identifying alternative paths.

The officer continued to manage traffic posts throughout the night, focusing on facilitating the flow of evacuating traffic and restricting incoming traffic. The officers shift concluded 24 hours later.

## B. Radio Communications

Radio communications from August 8, 2023 and into the morning of August 9, 2023, resulted in over 26 hours of recorded radio traffic. The 26 hours of recorded transmissions were meticulously reviewed and analyzed to construct an accurate timeline and to understand the interconnected sequence of events. Radio communications were fully functional throughout, and no issues were reported.

The countywide Public Safety Radio System (PSRS) is a Motorola Astro 25 Phase II system, consisting of 23 sites, 17 of which are repeater sites located on the islands of Maui, Molokai, Lanai and Hawaii. The system has a Primary and a Dynamic System Resilience (DSR) providing a geographically separate secondary location to maintain system operations should the primary site be compromised or cut off from the rest of the system. MPD personnel operate the Motorola APX 6000 portable and APX 6500 mobile radios. There are three dispatch sites in the system.

In the case of the Lahaina fires, the Maui PSRS and the State's Hawaii Wireless Interoperability Network (HiWIN) continued to operate while all cellular and landline fiber and copper lines were down. The Lahaina area was also hit with a complete failure of commercial electrical service for several days. It was MPD's investment in preceding years in site development and microwave infrastructure development that created a county owned microwave and Multiple Protocol Labeling System (MPLS) that maintained connectivity to all but two sites, the Hyatt Regency Maui, and the Kaanapali Beach Club locations. There are two capital improvement projects (CIP) which are designed to resolve this connectivity limitation by developing two additional communications facilities; one in the Makila area, south of the Puamana subdivision, and the second at the Mahinahina Water Treatment Plant, above the Kapalua Airport.

These locations operate on a Hawaiian Telcom MPLS link that was destroyed by the fire. During the system design, MPD's specifications required the successful bidder provide a means of connecting these two sites back into the system for the Lahaina District police, fire, and emergency talk groups. When these sites were isolated, the emergency system came online as designed, and provided on-system communications for these critical talk groups. Without this, there was no way for the Lahaina police and fire units to communicate back to the system with these two sites in "site trunking", a mode where the isolated site continues to communicate to users in its footprint, but not to other sites or systems. This provided in-building radio coverage for MPD, MFD in their respective stations, as well as in-building coverage in the Kaanapali Resort area.

Maui Fire Department radio traffic was included in this review to further establish and capture their perspective of events. At the onset of the afternoon Lahaina fire at 2:55 p.m. on August 8, 2023, radio communications surged with officers coordinating evacuations as well as relaying current conditions and their subsequent actions in the immediate and surrounding areas of the fire.

On investigation, it is evident that there were issues with radio communications at times. These issues included periodic miscommunications. Although these issues are not a rare occurrence in everyday radio communications, they were exacerbated due to a variety of factors that included:

- ❖ When officers stood outside of their vehicles, they had difficulty communicating and hearing in the high winds (approximately 60 to 80 mph). This led to some misunderstandings of radio transmissions.
- ❖ With the large number of officers that self-deployed, and officers that were assigned, there was confusion as to their respective call signs.

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**RECOMMENDATION 1 – Have optional radio ear pieces issued to all officers.**

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- ❖ Officers experienced a high amount of radio traffic throughout the fire event. Much of this can be attributed to the rapidly moving and widely dynamic nature of the weather and fire on that day, which led to widespread issues across Lahaina and in turn, officers reporting and addressing these issues via radio.
- ❖ At the peak of the incident, officer staffing reached 49 in the Lahaina District. These officers were experiencing critical events in front of them at the same time in multiple different locations, leading to a lot of information being aired over the radio. At most times, this radio traffic was being monitored by and responded to by a single dispatcher. Of note, on a typical day, radio channels will have at most 15 officers working over a single radio frequency.

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**RECOMMENDATION 2 – Create a procedure for call signs for officers that self-deploy during a critical/large scale incident.**

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- ❖ There were also instances where it was apparent that officers may have missed certain transmissions. This also can be attributed to several factors including: the fact that many officers were standing in the elements, many officers were actively engaged in evacuations, and the sheer number of critical events happening at the same time at different locations.

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**RECOMMENDATION 3 – Roll calls should be initiated by dispatch and/or command staff as needed.**

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- ❖ Lahaina command completed five roll calls during the fires.

### C. 9-1-1 Emergency Calls for Service / MPD Non-Emergency Line Calls

The County of Maui includes the islands of Maui, Lanai and Molokai and has two communication centers. The Molokai communication center is located within the Kaunakakai Fire Station and supports Molokai and Lanai. Molokai is normally operated by one emergency service dispatcher. The Maui communications center is located within the Maui Police Department headquarters in Wailuku. Prior to August 8, 2023, the communications centers received an average of 360 emergency 9-1-1 calls per day. On August 8, 2023, between 12:00 a.m. and 11:59 p.m., the two communications centers received a combined total of 4,523 calls. This included 9-1-1, non-emergency phone lines, and Text to 9-1-1 (inclusive of the calls that had rolled over to Molokai to assist). On August 8, 2023, the maximum number of nine dispatchers were on the communications team. They handled an average of 500 calls each during their 12-hour shift, which is equivalent to approximately one call every one and a half minutes. Audio recordings of the 9-1-1 calls for service were reviewed to assist in establishing timelines, sequence of events and internal communications.

#### D. Body-Worn Camera (BWC) Videos

In the midst of the chaos created by the fires, officers faced many obstacles regarding BWC, including the inability of some officers to retrieve and/or activate their BWC. Many experienced dead batteries as returning to the station to recharge proved challenging, if not impossible. Despite these challenges, the department was still able to secure BWC videos generated and stored using Axon's Evidence.com service. The videos demonstrate the rapidly changing circumstances, the actions and movements of officers and in some cases, evacuees.

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**RECOMMENDATION 4 – Have the BWC policy updated to have BWC activated upon dispatch.**

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The BWC sergeant spent the weeks and months following August 8, 2023 reviewing the videos for public release. On October 30, 2023, MPD released over 20 hours of footage and 35 videos. At a press conference that day a 16-minute video was shared with accompanying dialogue to provide context for the viewer.

#### E. Mis/dis/mal Information Confirmed by Other Organizations

In the days and weeks that followed the fires, there was voluminous information being disseminated that was both factual and fictitious. There was evidence of a concentrated effort, including some by foreign governments, as well as lone wolf actors, to disrupt the integrity of first responders, the community, and government.

See Appendix "B" for examples including a fictitious memorandum, supposedly sent by FEMA, designed to undermine local government and authority.

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#### Congress

During a meeting of the Senate Judiciary Committee on September 13, 2023, U.S. Senator Mazie Hirono (D-HI), questioned a panel of experts about how artificial intelligence (AI) has been used to spread disinformation and undermine trust in the government during disasters like the Maui wildfire.

Senator Hirono made the following statement:

"It is a powerful tool that can be used for good, but it can also be used to spread a lot of disinformation and misinformation, and that happened during the disaster on Maui. Maui residents were subject to disinformation—some of it coming from foreign governments, i.e., Russia—looking to sow confusion and distrust, including, 'Don't sign up for FEMA because they cannot be trusted.' And I worry that with AI, such information will only become more rampant with future disasters."

Brad Smith, Vice Chair and President of the Microsoft Corporation, echoed Senator Hirono's concerns. In his testimony, Mr. Smith denounced the spread of Russian and Chinese disinformation, which aimed to discourage people impacted by the Maui fires from accessing federal disaster relief and promote conspiracies that the fire was caused by the U.S. government using a meteorological weapon, respectively.

Senator Hirono also inquired about how this use of AI can be identified and combatted in order to prevent foreign entities, such as actors from China and Russia, from circulating disinformation and misinformation to other vulnerable communities in the future."

### Reference

Hawaii State Senator, Mazie Hirono et al., (2023, September 13). News, Press Releases, Video: Hirono Highlights Spread of Disinformation by Foreign Entities in Wake of Maui Wildfires.

<https://www.hirono.senate.gov/news/press-releases/video-hirono-highlights-spread-of-disinformation-by-foreign-entities-in-wake-of-maui-wildfires>

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### Hawaii State Homeland Security

MPD was informed by the HSHS of the misinformation and verified the senator's comments. Artificial Intelligence (AI) is an ongoing problem nationwide. Maui was no exception.

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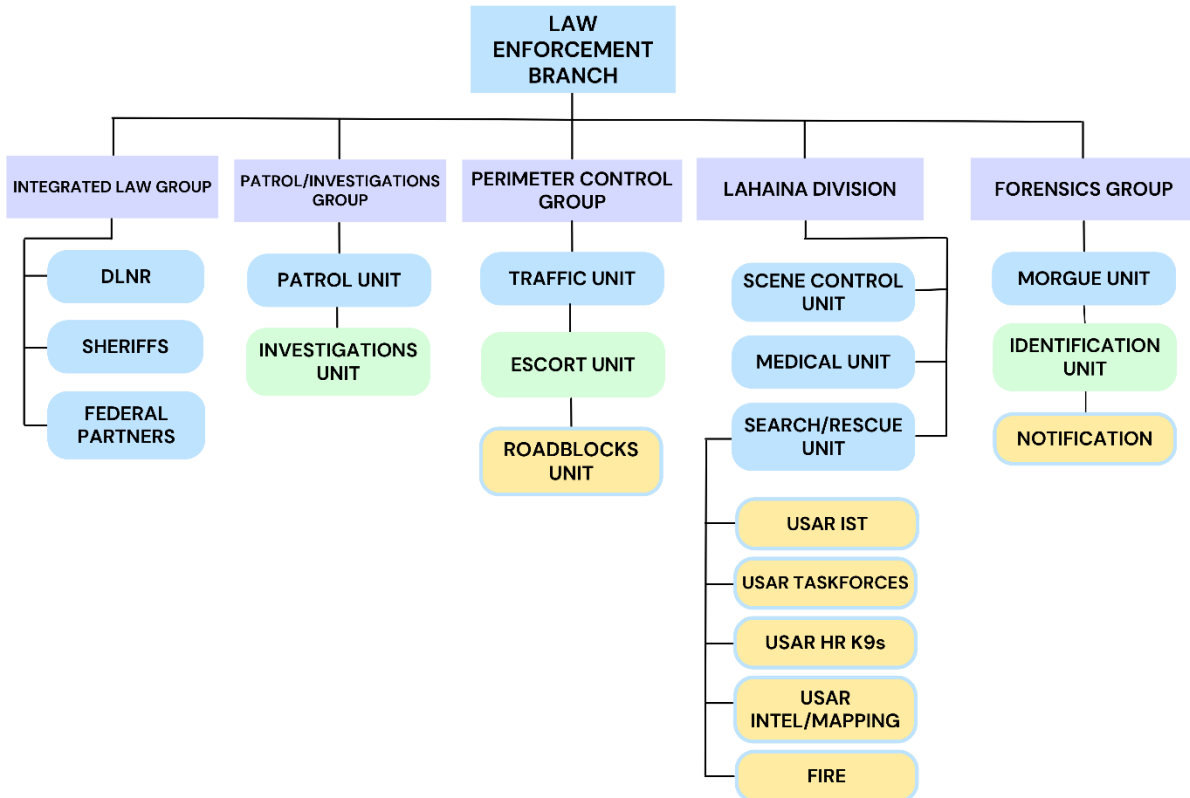
### MPD Investigations of Misinformation

With respect to misinformation regarding large numbers of missing children, investigators contacted the Department of Education to verify if there were any children missing from their rosters. The DOE was able to contact all of their students, including those that left the island and/or state. In addition, the FBI also investigated the many false statements made by various persons regarding any missing children and other persons. This would lead to the MPD/FBI unaccounted for list.



F. Coordinated Leadership

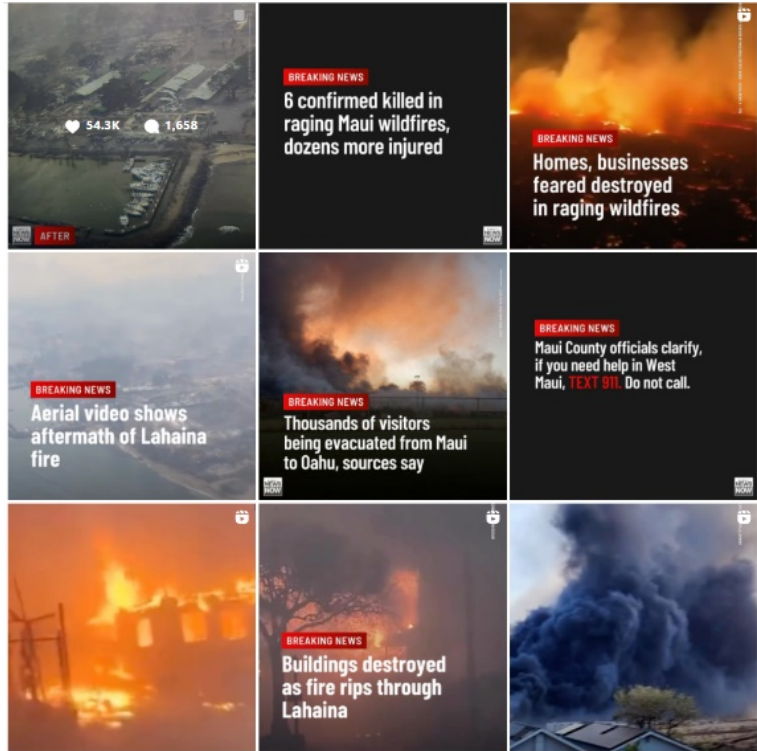
On August 9, 2023, Chief Pelletier scribed the following organizational chart. This chart was implemented in compliance with the Incident Command System (ICS) as directed by Presidential Executive Order which established the National Incident Management System (NIMS). The Maui Police Department remained ICS and NIMS compliant throughout the incident and the Law Enforcement Branch was a part of the Maui wildfire incident operations. For the weeks and months ahead, operations were in continuous motion, functioning 24 hours a day, seven days a week.



G. News, Social Media, Open Source Video Content

NEWS

The following photos are images captured on news and social media of raging flames and aerial video showing fires still smoldering and significant structural damage on August 8 and 9, 2023.



PC: Screenshot, Hawaii News Now Instagram

Several disinformation campaigns were identified, putting forth conspiracy theories to further confuse the public seeking an accurate account of the fire response.

**RECOMMENDATION 5 – Hire a social media manager to cover all aspects of social media, to report to the department’s PIO.**

OPEN SOURCE VIDEO CONTENT



In the photo to the right, downed power lines are blocking the roadway. In the photo on the left (a video screen capture), there are black out conditions from smoke on Front Street. The video was taken at approximately 4:25 p.m. (as voiced by the recorder). MPD reviewed open source and community source media content that was used to contribute to this report.

PC: (L) and (R) Courtesy



## THE MEDIA

At MPD, we are committed to building and maintaining a strong, trusting relationship with the community we serve. We understand that transparency is a cornerstone of this relationship, and we are committed to maximizing trust with the community through accountability and communication. In addition, we know the crucial role media plays in disseminating timely and accurate information to the public, especially during critical events. We believe that a strong partnership between law enforcement and the media is essential in ensuring public trust and safety.

At the onset of the incident, local media outlets, followed by many national and international media outlets, responded to Maui following the devastation, all of whom thrived on 24 hours a day, 7 days a week coverage and live reporting, wanting to be the first to report an update or breaking news. In the first weeks of securing the vast scene, reporters were caught within the "burn zone", having snuck inside via hired boats to bring them to Front Street; while recoveries of victims were still ongoing.

Media briefings were held on the 9th floor of the Kalana O Maui County Building by the Mayor and the Governor. Chief Pelletier attended each briefing, providing the most recent information and answering media questions as they pertained to MPD's responsibilities. Assisting law enforcement and forensic agencies were also in attendance and provided information as needed. Eventually, for matters relating to only the Coroner (Maui Police Chief) or solely police-related issues, briefings were held at MPD's Wailuku station.

The vast media coverage brought the plight of the Maui disaster to the world and resulted in a record number of funds being contributed to the Maui community. The worldwide coverage also assisted in obtaining family DNA reference samples as MPD worked to identify victims.

In addition, with the assistance of the media, MPD was able to dispel rumors and mis/dis/mal/information regarding missing children, lasers, and human remains washing onshore on other islands.

There has been continued coverage by some media outlets to document the recovery and investigative process post-disaster, highlighting that the investigative integrity of the department has been maintained throughout.

Local media outlets have also highlighted first responders' and community members' heroisms during the event, and we are grateful for their coverage.

## Preparedness

The need for senior officer command staff became evident as the winds increased and the fire spread. The Lahaina District captain remained on shift throughout the night to ensure personnel were directed and supported taking on additional rescue operations as the fire moved through Lahaina. Emergency call backs of off-duty personnel began as early as 10:00 a.m. on August 8, 2023, and by 3:00 p.m. pre-shift call backs were initiated of officers that had worked the night prior and into the mid-morning of August 8.

Beginning as early as 1:25 p.m., the Lahaina District captain activated a field command post, manned by civilian personnel as well as supervisory and senior officers, in response to the severe weather and subsequent events to that point. The Lahaina District captain remained as the incident commander, continuing duties from the field.

An MPD liaison was assigned to the County of Maui Emergency Operations Center (EOC) 24 hours a day, seven days a week beginning on August 8, 2023 at approximately 4:45 a.m. Additionally, late on the evening of August 8, 2023, preparations began for round the clock staffing of the Maui Police Department Operations Center (DOC). The DOC continued under this staffing through September. Lahaina District had 12-hour staffing beyond October.

### First Responder Readiness:

Training for any law enforcement agency is critical. Training for a fire of this magnitude is not what any officer would imagine their training would be used for. MPD officers undergo annual training to keep their skills sharp and current, as some of their skills may not be called upon on a regular basis.

Annual Recall Training is an annual mandatory requirement for sworn personnel. The training includes physical training, wellness, firearms training and certification, arrest defense tactics, taser recertification and other training exercises.

Officers are provided training by Hawaiian Electric Company (HECO) about the dangers of fallen lines. A de-energized line isn't necessarily grounded; therefore, it is still considered dangerous. Officers will await electrical crews to arrive to the scene to determine when a line is safe. For example, when a line is on an occupied vehicle, occupants are instructed to remain within and/or how to move to safety with specific instructions to avoid electrocution. An example of what is taught regarding downed power line safety is demonstrated in Appendix "A".

## Sequence of Events

The sequence of events listed below are intended to provide the reader with a timeline of events pertaining to the various fires beginning on August 8, 2023, and ending on August 9, 2023. Some of the most significant events pertaining to MPD are memorialized below. This sequence of events is not intended to document all events that occurred during this time frame.

Police addressed a variety of calls for service and proactively addressed others over an extended time period, during a catastrophic, rapidly evolving and escalating sequence of events.

Of the types of events not memorialized below, are countless instances that occurred from the onset of the afternoon Lahaina fire and into the morning of August 9, 2023, where police and fire personnel transported hundreds of citizens within their emergency vehicles to safety.

(OLINDA) (KULA) (LAHAINA) (PULEHU/KIHEI)

*Critical incident information will also be displayed in black text.*

### **Monday, August 7, 2023**

*Red Alert that was originally issued on August 6, 2023, extended through the evening of August 9, 2023*

*EOC partially activated due to the high winds and red alert.*

### **Tuesday, August 8, 2023**

00:22 Fire reported near the top of Olinda Road leading to early morning evacuations by police. (OLINDA)

00:26 Tree down blocking roadway near 10400 Haleakala Highway (377). (KULA)

01:04 Reports of trees, branches, and debris falling onto roadway. (OLINDA)

01:46 Fire reported to be spreading makai towards Haleakala Highway (377). (OLINDA)

01:55 Police continue evacuations of residents near Olinda fire. (OLINDA)

02:10 Fire spreading within 500 yards of Haleakala Highway (377). (OLINDA)

03:05 Officer injured in response to fire, transported to hospital. (OLINDA)

03:45 Police evacuating Aulii Drive. (OLINDA)

04:45 *Maui County EOC staffed by MPD personnel at this time.*

04:50 Police evacuate Hanamu Road. (OLINDA)

05:10 Roofs blow off of buildings near Lahainaluna Road and Luakini Street. (LAHAINA)

05:33 Police close Wainee Street in area of Panaewa Street due to fractured utility pole. (LAHAINA)

05:37 Utility poles fracture at Honoapiilani Highway and Keawe Street intersection. (LAHAINA)

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05:48 Police evacuate Kealaloa Road and Meha Road. (OLINDA)

05:52 Police close road after five poles fracture and fall onto Honoapiilani Highway between Hokiokio Place and Aholo Road. (LAHAINA)



05:58 Welina Place and Hoopalua Roads evacuated. (OLINDA)

06:05 Power lines down on roadway on the 1300 block of Piipolo Road. (OLINDA)

06:08 Police reporting trees down and obstructing on Olinda Road between mile marker 2 and 3. (OLINDA)

06:13 Three more poles fall onto Honoapiilani Highway between Hokiokio Place and Aholo Road, highway impassable. (LAHAINA)

06:21 Police evacuate 13000 block of Haleakala Highway (377). (OLINDA)

06:27 Fire approaching 1880 Makanoe Place. (OLINDA)

06:34 Police requests HECO to respond to area of mile marker 2 and 3 of Olinda Road. Area is fully engulfed, and power lines are down. (OLINDA)

06:35 Multiple callers reporting a fire starting across from Lahaina Intermediate School. (LAHAINA)

06:39 MFD reports structure fire on 1800 block of Makanoe Place. (OLINDA)

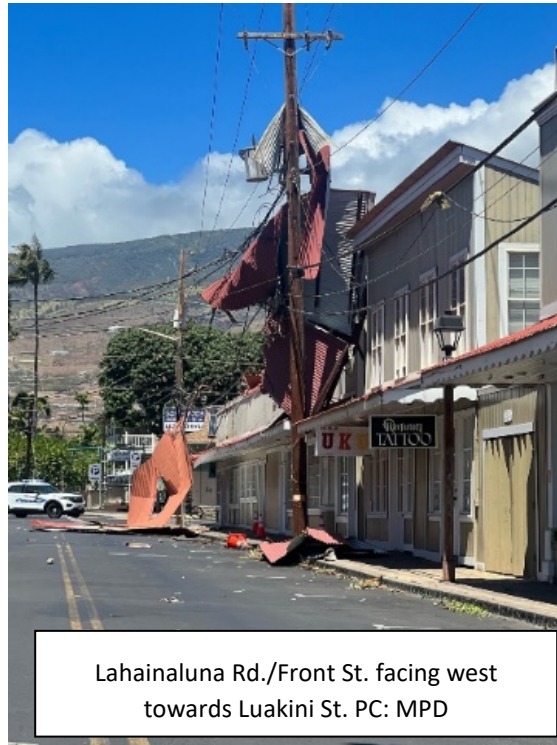
06:38 Police begin evacuations in neighborhoods near Lahaina Intermediate School. (LAHAINA)

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- 06:54 Downed tree completely blocking road in area of 10300 Haleakala Highway (377). (KULA)
- 07:23 Roofs blow off residences in area of Kelaweia Street and Aki Street. (LAHAINA)
- 07:43 Walls of house blow off residence in area of Kelaweia Street. (LAHAINA)
- 07:57 Fire is spreading towards Haleakala Highway (377) as winds increase. (OLINDA)
- 08:00 Time is approximate. Lahaina Civic Center opened up as an emergency shelter for evacuees. (LAHAINA)
- 08:17 MFD reporting pole #843 down on Makanoie Place. There is room to drive around. Requesting lines to be de-energized. (OLINDA)
- 08:19 MFD reports Lahaina fire 90% contained. (LAHAINA)
- 08:49 Multiple trees and power lines down in area of 10100 Haleakala Highway (377), rendering road impassable. (KULA)
- 09:24 Power lines down on 2000 block of Olinda Road. (OLINDA)
- 09:43 Utility company takes over road closure traffic posts on Honoapiilani Highway between Aholo Road and Hokiokio Place. (LAHAINA)
- 09:46 Large tree across entire highway in area of 10500 Haleakala Highway (377). Road impassable. (KULA)
- 10:00 Power lines down on 800 block of Piiholo Road. (OLINDA)
- 10:45 Evacuations being conducted on Alaluana Road. (OLINDA)
- 10:56 Roofs blow off of residences in area of Kanakea Loop and Kahena Street (LAHAINA)
- 11:09 Fire reported in area of 100 block of Alaluana Road. (OLINDA)
- 11:27 Utility poles, power lines, and large tree down on Haleakala Highway (377). Fire starting in area. (KULA)
- 11:32 Tree down completely blocking highway in area of mile marker 5 Haleakala Highway (377). (KULA)
- 11:35 Tree down completely blocking Haleakala Highway (377) in area of 15200 Haleakala Highway. (KULA)
- 11:36 Engine 14 unable to get through due to downed power lines. (OLINDA)
- 11:44 Kelaweia Road closed between Kauhi Place and Aki Street due to downed power lines. (LAHAINA)
- 11:46 MFD reporting access to fire blocked by downed trees on Haleakala Highway (377). (KULA)
- 11:49 Police shutting down Haleakala Highway (377) in area of Kulalani Drive. (KULA)
- 11:00-1200 Multiple alarm calls – officers respond to each one and confirmed false alarms. (LAHAINA)
- 12:01 Power lines down, 1100 block of Lower Kimo Road. (KULA)
- 12:06 Tree down completely blocking highway in area of Haleakala Highway (377) and Kulalani Road. (KULA)

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- 12:18 Multiple downed utility poles and lines laying on roofs in area of Kumukahi Street and Niheu Street. (LAHAINA)
- 12:19 1100 block, Lower Kimo Drive, power lines down in the roadway. (KULA)
- 12:36 Large roofing debris and live wires blowing into the roadway lead to road closure by police on Lahainaluna Road near Luakini Street. (LAHAINA)



Lahainaluna Rd./Front St. facing west towards Luakini St. PC: MPD

- 13:10 Kahana Place, large branch fell on elderly male. (LAHAINA)
- 13:12 Lower Kimo Drive closed at Ainakula Road due to downed tree blocking the roadway. (KULA)
- 13:24 Roofs beginning to blow off residences near Prison Street and Luakini Street. (LAHAINA)
- 13:25 Utility poles fracturing and falling on Honoapiilani Highway, between Lahainaluna Road and Papalaua Street. Police close roadway. (LAHAINA)
- 13:25 Field command post initiated by Lahaina district commander. (LAHAINA)
- 13:30 Roadway cleared and reopened in area of Lower Kimo Drive at Ainakula Road. (KULA)
- 13:40 Multiple utility poles falling into roadway near Dickenson Street and Mill Street. (LAHAINA)
- 13:48 Fires in the area of 2200 block of Olinda Road. (OLINDA)
- 13:56 Police report 1300 block of Piihola Road now clear of power lines. (OLINDA)



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- 14:08 Large tree down completely blocking roadway in 12200 block of Haleakala Highway. (Roadway cleared at 3:02 p.m.) (KULA)
- 14:17 MFD reports Lahaina Fire extinguished. (LAHAINA)
- 14:24 Tree falls onto multiple vehicles at Lahaina Cannery Mall. (LAHAINA)
- 14:36 Fire near Makanoe Place is starting again in area of previous structure fire. (OLINDA)
- 14:50 Multiple utility poles fall onto Honoapiilani Highway between Keawe Street and Kapunakea Street. Honoapiilani Highway impassable at Kapunakea Street. (LAHAINA)
- 14:55 Caller reporting smoke and fire spreading fast in area of Kuialua Street and Hookahua Street. – 16 additional calls were received in the following three minutes reporting the same. (*above bypass*) (LAHAINA)



- 15:00 MFD arrives on scene of a fire in the brush to the south of Hookahua Street. (LAHAINA)
- 15:01 Highway in area of 10100 Haleakala Highway (377) cleared and reopened. (KULA)
- 15:02 Highway in area of 12200 Haleakala Highway (377) cleared and reopened. (KULA)
- 15:06 Police begin evacuation of Hookahua and Kuialua Street neighborhoods. (LAHAINA)
- 15:08 Fire active and growing in the area of Haleakala Highway (377) and Kulalani Drive. (KULA)
- 15:12 Fire spreading on Kualono Place, near structures. (KULA)

MPD's Preliminary After-Action Report

- 15:12 Rear of residence on Hookahua Place reported on fire by police. Police address fire with water hoses. (LAHAINA)



- 15:20 Police shutdown all traffic from Lahaina bypass and Honoapiilani Highway, onto Lahainaluna Road. (LAHAINA)
- 15:22 MFD advises to shutdown Lahainaluna Road and Lahaina bypass. Fire has jumped makai of the bypass. (LAHAINA)
- 15:24 Police begin evacuating Kelaweia Mauka neighborhood. (LAHAINA)
- 15:25 MFD reports tree down on roadway in area of Kula Highway and Kamehamehaiki Road. (KULA)
- 15:25 Police report visibility along Lahainaluna Road as poor to no visibility, with traffic building up. (LAHAINA)
- 15:26 MFD calls for evacuation of residents below the bypass. (LAHAINA)
- 15:28 Both lanes of Lahainaluna Road being used for westbound egress. (LAHAINA)

MPD's Preliminary After-Action Report

15:28 Structures on fire along the southside of Lahainaluna Road. (LAHAINA)



15:33 Fire jumped over the highway near Kulalani Drive. Fires near residences. Evacuations being conducted. (KULA)

15:38 Multiple structure fires on Kaakolu Street. (LAHAINA)

15:41 Structure fire on Pauu Place (more than seven blocks makai of Kaakolu Street). (LAHAINA)

15:45 Police evacuate areas west of Kelawea Street in neighborhoods off of Lahainaluna Road. (LAHAINA)

15:50 Utility pole fractured and leaning over roadway fronting Old Lahaina Luau on Front Street (LAHAINA)

15:50 Evacuation of residents of the subdivision including Kulalani Circle due to brush fire. (KULA)

15:55 Calls coming in from Kuhua Street, Kelawea Street, Lui Street, Kanakea Loop, and Hakau Place, reporting brush and structure fires. (LAHAINA)

16:05 Police evacuate Hale Mahaolu. Structures already engulfed in flames. (LAHAINA)

16:06 Fire starting in area of 10100 Haleakala Highway (377). (KULA)

MPD's Preliminary After-Action Report

16:08 Fire in the area of Mill Street. (LAHAINA)



16:10 Multiple utility poles and lines down on Honoapiilani Highway near Kikowaena Street. (LAHAINA)

16:16 Police begin evacuating vehicles northbound along Old Stuart Road (LAHAINA)

16:16 Police report that the fire has jumped west over Honoapiilani Highway. (LAHAINA)

16:17 Multiple explosions in Lahainaluna Road neighborhoods. (LAHAINA)



16:22 Structure fires reported on Limahana Street. (LAHAINA)

16:24 Police report third party information of a possible fatality; however, cannot confirm. (LAHAINA)

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- 16:24 Police evacuating Wainee Street. (LAHAINA)
- 16:25 Police request Kihei Patrol close Honoapiilani Highway westbound at Maalaea. (LAHAINA)
- 16:26 Police report multiple structure fires along Wainee Street. All of Wainee Street being evacuated, starting in area of Lahainaluna Road and working both north and south. (LAHAINA)
- 16:29 Bypass now clear of smoke and fire. Police lead vehicles up Keawe Street and south on the bypass to evacuate. (LAHAINA)
- 16:32 MFD command calls for all units to evacuate Lahainaluna subdivisions. Requests evacuations be conducted of Keawe Street area. (LAHAINA)
- 16:37 Police advise utility company to get off roadway and open road south on Honoapiilani Highway between Aholo Road and Hokiokio Place. Utility poles still in highway, blocking egress. Southbound traffic reopened shortly after. (LAHAINA)
- 16:45 Police still evacuating residents out of Kelawea Mauka neighborhood. (LAHAINA)
- 16:52 Multiple apartment buildings fully engulfed in flames in area of Front Street and Kenui Street (LAHAINA)
- 16:52 Large tree blocking roadway in 2800 block of Kekaulike Avenue. (KULA)
- 16:53 Police lead scores of vehicles from Lahaina Cannery Mall and Front Street, up Kapunakea Street, and onto Honoapiilani Highway, northbound. (LAHAINA)



- 17:01 Officer directing traffic at Honoapiilani Highway and Shaw Street lends vehicle to firefighter. (LAHAINA)
- 17:02 MFD mayday call reported over radio. (LAHAINA)

MPD's Preliminary After-Action Report

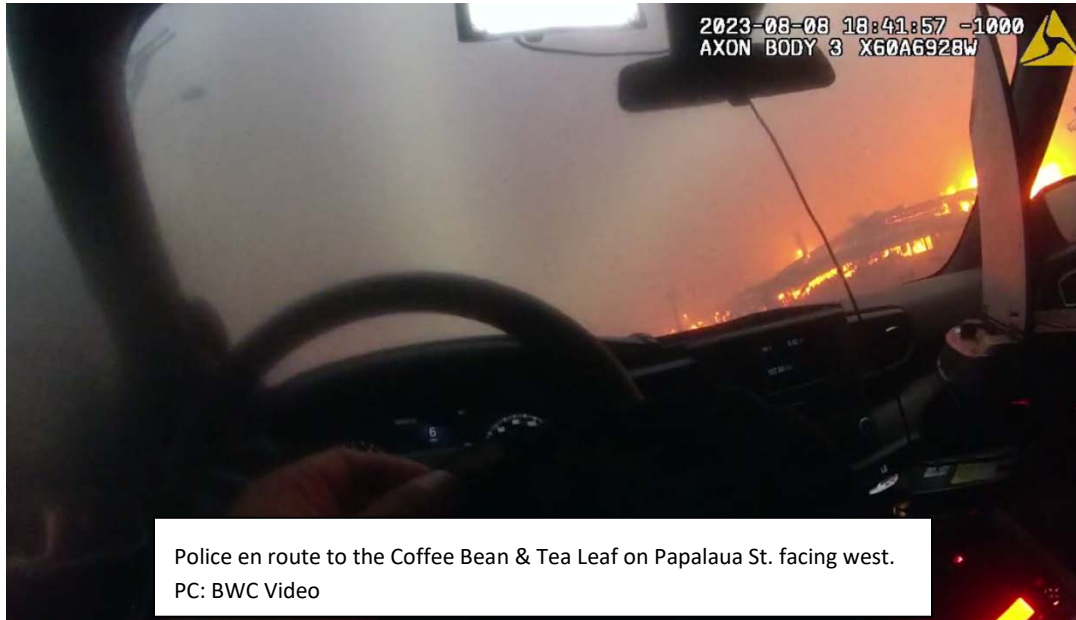
- 17:08 **Tree down fronting 1500 Piiholo Road blocking both lanes. (OLINDA)**
- 17:11 CPR in progress on firefighter at Shaw Street. Multiple officers respond to assist and lead medics into the area. (LAHAINA)
- 17:11 Multiple structure fires in area of Front Street and Dickenson Street. (LAHAINA)
- 17:22 Police evacuating Keao Street, Hoapili Street, and Huea Street. (LAHAINA)
- 17:25 On the north side of Front Street, light to no traffic left on Front Street, south of Kapunakea Street, in what was previously heavy traffic. (LAHAINA)
- 17:26 Police fight brushfire across from Lahaina Intermediate School. (LAHAINA)



- 17:30 Police evacuating Kupuohi Street and Ulupono Street. (LAHAINA)
- 17:34 Police report traffic jammed on Honoapiilani Highway from Shaw Street to area south of Hokiokio Road. (LAHAINA)
- 17:35 **Fire in area of Malanani Drive. Structures involved. (KULA)**
- 17:36 Multiple structures on fire at Front Street Apartments, police evacuating area. (LAHAINA)
- 17:38 Multiple structure fires at Kahoma Village, police evacuating area. (LAHAINA)
- 17:41 **Police evacuating Kulamanu Estates, fire nearing. (KULA)**
- 17:42 Fire nearing Shaw Street. Police continue evacuations of all residents in the area, and work their way south. (LAHAINA)
- 17:44 Outlets of Maui and vehicles within reported on fire. (LAHAINA)
- 17:44 Police evacuating Mala Wharf area. (LAHAINA)
- 17:47 Lahaina Pool and Civic Center on fire. (LAHAINA)
- 17:50 *Maui County press release indicates full activation of the Emergency Operating Center.*
- 17:54 Police report area of Honoapiilani Highway and Shaw Street fully engulfed in flames. (LAHAINA)

## MPD's Preliminary After-Action Report

- 17:57 Cell service reportedly out in Lahaina, emergency requests coming in via text to 9-1-1. (LAHAINA)
- 17:59 **Brush fire the size of a football field in area of Opalipali Place and Pulehu Road. (PULEHU)**
- 18:01 **Ainakula Road, Paliuli Place, Kaalele Place, Kulamanu Circle evacuated by police and fire. (KULA)**
- 18:03 MFD reports a residence on Puunoa Place on fire and additional buildings in Kahoma Village. (LAHAINA)
- 18:24 **Police still evacuating Kulamanu Estates. (KULA)**
- 18:43 Police and fire personnel locate and rescue multiple parties at and in the area of the Coffee Bean & Tea Leaf. (LAHAINA)



- 18:43 National Guard en route to relieve traffic posts. (LAHAINA)
- 18:59 Police blocking southbound traffic at Kaanapali Parkway. (LAHAINA)
- 19:00 Police report that Front Street from Shaw Street to Mala Wharf engulfed in flames. (LAHAINA)
- 19:04 Police evacuating Aulike Street and Leoleo Street. (LAHAINA)
- 19:10 Police attempting to head back into area of Lahainaluna Road for a report of a fatality; however, cannot reach area due to fire. (LAHAINA)

MPD's Preliminary After-Action Report

19:10 Police shutting down Pulehu Road. Fire growing rapidly and spreading toward Kihei. (PULEHU)



19:13 Fire pushing south and nearing Shaw Street, structures involved everywhere. Police continuing evacuations south of Shaw Street. (LAHAINA)

19:17 Multiple structures fully engulfed on Kulalani Drive. (KULA)

19:19 Police and Fire evacuating Ka Hale A Ke Ola Homeless Shelter. (LAHAINA)

19:20 Evacuations ordered for all residents on Lower Kula Road, and Lower Kimo Drive to Pulehu Road. (KULA)

19:37 Fire jumped south over Shaw Street, multiple structures involved. Police still evacuating area. (LAHAINA)

19:41 Officers advised to evacuate from Shaw Street area as fire is moving quickly and blocking egress routes. (LAHAINA)

19:50 Police evacuating Pulehunui Road. (KULA)

20:04 Multiple police officers begin evacuation of Wahikuli neighborhood as fire begins to threaten area. (LAHAINA)

20:06 Lahainaluna High School boarders all confirmed to have been evacuated. (LAHAINA)

20:15 Police have evacuated all residences' south of Kapunakea Street and continue evacuations of neighborhood north of Kapunakea Street. (LAHAINA)

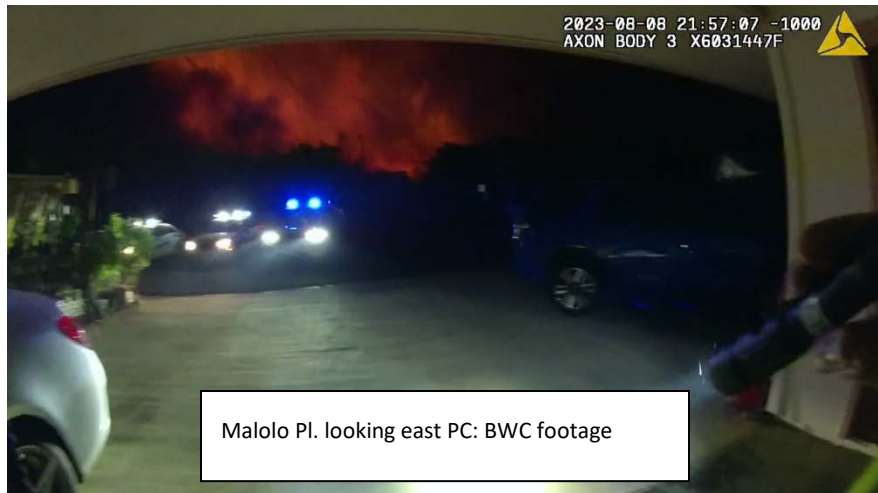
20:18 MFD requests Keawe Street be closed in both directions as civilians are passing through near the fire. (LAHAINA)

20:34 MFD requesting evacuation of Wahikuli neighborhood. Police already conducting evacuations of area. (LAHAINA)



MPD's Preliminary After-Action Report

- 20:44 Police report multiple structure fires on Aulike Street and Leoleo Street. (LAHAINA)
- 20:51 Police report the fire is moving towards Hokiokio Road. (LAHAINA)
- 20:53 Police push south side perimeter from Hokiokio Road to Kai Hele Ku Street as fire approaches. (LAHAINA)
- 21:26 Police evacuate residents on Kaiwahine Street. (KIHEI)
- 21:28 Multiple structure fires on Kahoma Street. Police conducting ongoing evacuations in the area (LAHAINA)
- 21:29 Kihei officers escorting buses to and from Coast Guard Station Maui with ocean evacuees. (KIHEI)
- 21:30 Area of Kula Lodge being evacuated as winds shifting. (KULA)
- 21:32 HECO clears makai side of Honoapiilani Highway. (LAHAINA)
- 21:35 Police facilitating evacuation traffic north onto highway from Leialii Parkway. (LAHAINA)
- 21:48 Police evacuate residents in neighborhoods off of Ohukai Road. (KIHEI)
- 21:52 Evacuations continue from Fleming, Leialii Parkway. (LAHAINA)
- 21:53 Fire requests MPD assistance evacuating a person on Malolo Place. (LAHAINA)
- 21:55 Evacuation of the Lahaina Civic Center ordered. Advised to send vehicles to Maui Preparatory Academy (LAHAINA)
- 21:59 Police make attempts to evacuate Malolo Place. (LAHAINA)



- 22:00 Multiple structures becoming engulfed on Ainakea Road. (LAHAINA)
- 22:02 Police able to evacuate all citizens from roadside near Hokiokio Place further south. (LAHAINA)
- 22:04 Police evacuating residents on Pulehu Road and Holopuni Road. (PULEHU)
- 22:09 Police respond to Kaanapali to escort two Roberts Hawaii buses to help evacuate the Lahaina Civic Center. (LAHAINA)
- 22:10 Officers continue to search through Ainakea Park toward Hawaiian Homes for evacuees. (LAHAINA)
- 22:15 Fire in area of Hokiokio Place. (LAHAINA)
- 22:24 Police advise the fire jumped makai over Honoapiilani Highway south of Fleming Road. (LAHAINA)

## MPD's Preliminary After-Action Report

- 22:24 Police advise all officers still in area of Front Street (north side) to evacuate due to fire. (LAHAINA)
- 22:28 Fire has jumped Hokiokio Place, and is continuing south. (LAHAINA)
- 22:29 National Guard arriving in area and directed to Napili Sub Station. (LAHAINA)
- 22:30 *Department Operations Command implemented and activated at Police Headquarters in Wailuku.*
- 22:31 Buses are loaded and departing Lahaina Civic Center for Maui Preparatory Academy. (LAHAINA)
- 22:38 Police transport Maui Preparatory Academy principal to school to open new shelter location. (LAHAINA)
- 22:41 **Large fire is nearing Kihei about a half mile from Ohukai Road. (PULEHU)**
- 22:42 Traffic from Kai Hele Ku and Honoapiilani Highway cleared. (LAHAINA)
- 22:47 **Resident driveway on Holopuni Road blocked by downed trees. Police address and evacuate residents. (PULEHU)**
- 22:52 Northbound lanes of Honoapiilani Highway, north of Leialii Parkway reopens by HECO. (LAHAINA)
- 23:00 Fire near Puamana moving slowly to the south. (LAHAINA)
- 23:19 Police coordinating with Kaanapali hotels and preparing for possible mass evacuations. (LAHAINA)
- 23:31 Evacuations of Halelo Street and Anapuni Loop. (LAHAINA)
- 23:37 Hawaiian Homes being evacuated by Police and Fire. (LAHAINA)

### **Wednesday, August 9, 2023**

- 00:18 9-1-1 emergency calls from Lahaina not functioning. (LAHAINA)
- 00:49 Maui Preparatory Academy requesting police assistance. Officers respond. (LAHAINA)
- 01:33 Police continuing evacuations of individuals from area of Honoapiilani Highway and Keawe Street. (LAHAINA)
- 01:45 Fire nearing Leialii Parkway. (LAHAINA)
- 01:58 Honoapiilani Highway and Kahekili Highway backed up with traffic. Officers sent to assist with traffic. (LAHAINA)
- 02:00 Fire near Hokiokio Place has now shifted and is moving mauka of the bypass. (LAHAINA)
- 02:00 Police still evacuating individuals from Wahikuli neighborhood area. (LAHAINA)
- 02:13 Police evacuating Kualapa Loop. (LAHAINA)
- 03:24 Police still evacuating individuals from burn areas. (LAHAINA)
- 05:00 Police begin evacuations of Kai Hele Ku neighborhoods. (LAHAINA)
- 08:00 First fatality located and confirmed. (LAHAINA)
- 09:00 *First commander's meeting held to assign roles and responsibilities of the current and preceding operational periods.*

*Search and rescue efforts continued through the day, and those that followed. Out of respect for the families, search and rescue efforts will not be covered in this sequence of events.*

## SCENE RESPONSE

### A. Incident Command - Lahaina

The Lahaina District commander is a sworn officer with the rank of captain. The Lahaina District captain was in district and served as the incident commander, exercising command and control over all law enforcement resources, from approximately 6:00 a.m. on August 8, 2023, until the mid-morning hours on August 9, 2023, when he was relieved by other command personnel. Throughout that time, the captain oversaw field operations that included tracking officer locations, monitoring calls for service, facilitating officer assignments, and other duties. The captain was assisted by sworn personnel, as well as unsworn (civilian) personnel who assisted by monitoring radio traffic and scribing events and locations. The captain also conducted and ordered roll calls of officers to further track officer locations and assignments. Roll calls assist if communications fail as incident and officer locations and information are readily available.

With severe weather impacting the Lahaina District from the early morning hours of August 8, 2023, A watch officers (6:00 p.m. to 6:00 a.m.) who worked from the night of August 7, 2023, remained on duty until the mid-morning hours of August 8, 2023 to assist the B watch officers (6:00 a.m. to 6:00 p.m.) of August 8, 2023 with the large amount of calls for service fueled by the severe weather conditions. Additionally, officers who were on days-off were called in to assist. By approximately 8:00 a.m., the Lahaina Civic Center was opened as an emergency shelter with Red Cross personnel for evacuees.

Maui Police Department General Order 301.2 establishes procedures and guidelines for "keeping administrative staff members notified of major incidents at all times". At approximately 8:18 a.m. on August 8, 2023, a Situational Report notification was emailed to the executive staff advising the start of a fire at approximately 6:30 a.m. in the area of Lahainaluna Road and Kuialua Street. The notification also detailed road closures at that time, as well as the current manpower in the Lahaina District. For various reasons, there were no other situational reports or notifications emailed. Reasons included the volume of calls for service, the start of and the rapid growth of the afternoon Lahaina fire, the lack of power and internet service and other exigent circumstances. While no situational reports or notifications were emailed as outlined in the general order and as is common practice in other incidents, notifications were being relayed via phone, and later when cellular communication went down, by police radio. Lahaina command maintained communication with executive staff members throughout the incident, to maintain the flow of information from the field to the EOC and DOC.

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**RECOMMENDATION 6** – Review and make necessary amendments to General Order 301.2, and other related general orders, as to create policy and procedure on administrative notifications during unusual occurrences, natural disasters, and man-made disasters. Considering that some situations, such as the one experienced on August 8, 2023, where means of communications was limited, and email notifications of officials may not be feasible or available, may necessitate other means of notifications.

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At approximately 1:25 p.m., in response to the escalating weather related calls for service, the Lahaina District captain officially took incident command and initiated a field command post at the Lahaina Police Station. The command post was manned by the captain, lieutenant, a senior officer, and multiple civilian personnel; however,

## MPD's Preliminary After-Action Report

sworn personnel in the command post also responded to calls for service. Either sworn or civilian personnel were present in the field command post at all times throughout the incident.

At the onset of the fire at approximately 2:55 p.m., all A watch officers who worked into the mid-morning, were called back into work to assist. Severe weather conditions dictated increased staffing. There were 16 officers in the Lahaina District, including the captain, the acting lieutenant, and a sergeant at the start of the afternoon fire. As the fire progressed, officers self-reported from home, and others were requested from other districts and divisions. By the early morning hours of August 9, 2023, 49 officers were in Lahaina District.

Preparations were made mid-afternoon for a potential evacuation of the Lahaina District police station. Lahaina District efficiently relocated to the Napili Sub Station by late evening. Because of the reparations, the arsenal was not left behind and radio communications and other important documents and operations equipment were relocated.

At 6:30 a.m. on August 9, 2023, additional commanders were assigned to relieve Lahaina command staff that had held over through the night. They would initially command all of Lahaina by day, and then command the burn areas and be responsible for recoveries of victims, scene security, all operations, equipment and personnel resources. Day one, as August 9, 2023 would be called, involved command having to establish a search methodology, establish a perimeter, hold traffic posts, respond to emergency calls, all while the fire continued to burn. Incident response was accomplished without the benefit of cellular connectivity, power and water.

Victim recovery would take weeks. As radio traffic overflowed, personnel were plentiful, however, there were not enough MPD vehicles for all personnel on duty.

On day four, August 12, 2023, FEMA Urban Search and Rescue (USAR) arrived to assist in recoveries. On day five, fencing was erected and by day seven, the road in and out of Lahaina was reopened. This created further challenges as people were now gaining access to the restricted zones. The President of the United States arrived on day 13.

Despite the many challenges, the collective efforts of all helped to run an effective Lahaina command post that provided leadership and guidance to all personnel during this unprecedented time.

The command center in Lahaina was staffed with a multitude of agencies. They were able to work together and effectively move through each hurdle to ensure the timely recovery of victims.

Despite their tremendous loss, the support and assistance in the form of food and water from the Lahaina community was overwhelming.

## B. Search and Recoveries - Lahaina

On August 9, 2023 the first fatality from the Lahaina wildfire was confirmed. Elements of the Maui Police Department including the Criminal Investigation Division (CID), Community Policing Officers, the Crime Reduction Unit, the Special Response Team, the Vice Division, the Juvenile Crime Prevention Division, Hana Patrol, and the Plans and Training Section responded to Lahaina to assist with initial search efforts for survivors and human remains. Beginning the morning of August 9 and extending until darkness, concerted efforts to recover victims was made resulting in the location and recovery of over 40 sets of human remains. During the recovery operation, remains were located, secured and transported to a centralized location for pick up and transport to the morgue. Details of each recovery were noted, and in most instances, photographs were taken.

The recovery efforts continued through August 10 and 11, 2023 with CID taking the lead coordinating the various MPD personnel. MPD personnel were joined by volunteers from Maui Search and Rescue and other government agencies including the Hawaii Air National Guard, the Hawaii Army National Guard, the Honolulu Fire Department, the National Park Service, and Customs and Border Protection. These groups conducted coordinated foot searches of the entirety of the burn zone looking for human remains with basic tracking and marking of searched areas with the understanding that more detailed searches would follow.

The initial search efforts were targeted at locating any survivors needing rescue (none were found) and recovery of any obvious human remains to try to prevent the remains from being disturbed or damaged inadvertently or intentionally by civilians in the zone. The burn zone was not secured by physical barricades at this point and time and many residents, animal advocates, other civilians, and some news media were entering into the burn zone for various reasons despite orders to stay out. The zone was reasonably secured by the end of day on August 11, 2023.

On August 11, 2023 in the late afternoon hours the first Urban Search and Rescue (USAR) personnel arrived on scene and a dog team from Nevada Task Force 1 began working in the Lahainaluna Road area, resulting in some recoveries before darkness.

On August 12, 2023 full scale USAR search and recovery operations began with multiple Task Forces and search dogs working in the burn zone to locate human remains. Coordination with USAR and recovery of remains and documentation was facilitated by CID, which maintained a presence in the burn zone throughout the duration of USAR operations. USAR operations continued through August 25, 2023 when the final teams and personnel left from Maui. During the deployment USAR teams searched the entire burn zone using human remains detection dogs and manual searches. USAR teams also worked with local Maui heavy equipment operators for structural delayering and debris removal on collapsed and other unsafe structures. During this phase of operations multiple canine alerts led to successful recovery of human remains that had not been located during the initial search efforts immediately following the fire.

USAR operations ultimately encompassed hundreds of search and rescue personnel and up to 40 dog teams from across the country. Command personnel from USAR came from New York City, New York; Miami, Florida; Saint Louis, Missouri; and Chesapeake, Virginia. Search and Rescue Task Forces and Dog Teams came from Washington State (Washington Task Force 1), Nevada (Nevada Task Force 1), California (California Task Force 6 and other personnel), Indiana (Indiana Task Force 1), Maryland (Maryland Task Force 1), Ohio, and other states and regions in the country as dictated by operational needs.

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During USAR operations, specialized personnel from the Hawaii Air National Guard trained in battlefield human remains recoveries worked with USAR and MPD personnel to facilitate recoveries of human remains located by USAR teams, including remains that were significantly degraded and damaged.


In the middle of August during the height of USAR operations and continuing into September, anthropologists from the Defense POW/MIA Accounting Agency of the Department of Defense (DPAA) out of Joint Base Pearl Harbor Hickam from Oahu and a second anthropology team from California arrived on Maui to assist with human remains recoveries. California personnel remained and assisted with conducting secondary and tertiary recoveries of human remains for about a week. DPAA personnel remained until mid-September 2023 and conducted site surveys, secondary, tertiary, and sometimes quaternary searches of sites of human remains recoveries to ensure that the complete remains of each individual person were recovered. This often involved long hours of digging and sifting through materials to locate the smallest of bone fragments. Efforts resulted in the primary recovery of remains of individuals through the specialized training and skills of DPAA. These individuals were listed as missing and had not initially been located during USAR operations. These remains were often significantly burned and unrecognizable to untrained eyes.

On September 20, 2023 human remains recovery efforts were officially deemed completed and CID presence in the burn zone concluded.

Following the conclusion of in-zone burn activities, CID investigators worked to confirm details of each recovery including location coordinates, date and time of recovery, and details of recovery as accurately as possible through review of GPS/search data, photographs, site visits, recovery notes, and radio transmissions. These efforts to confirm recovery details of each deceased individual are ongoing as of this writing.

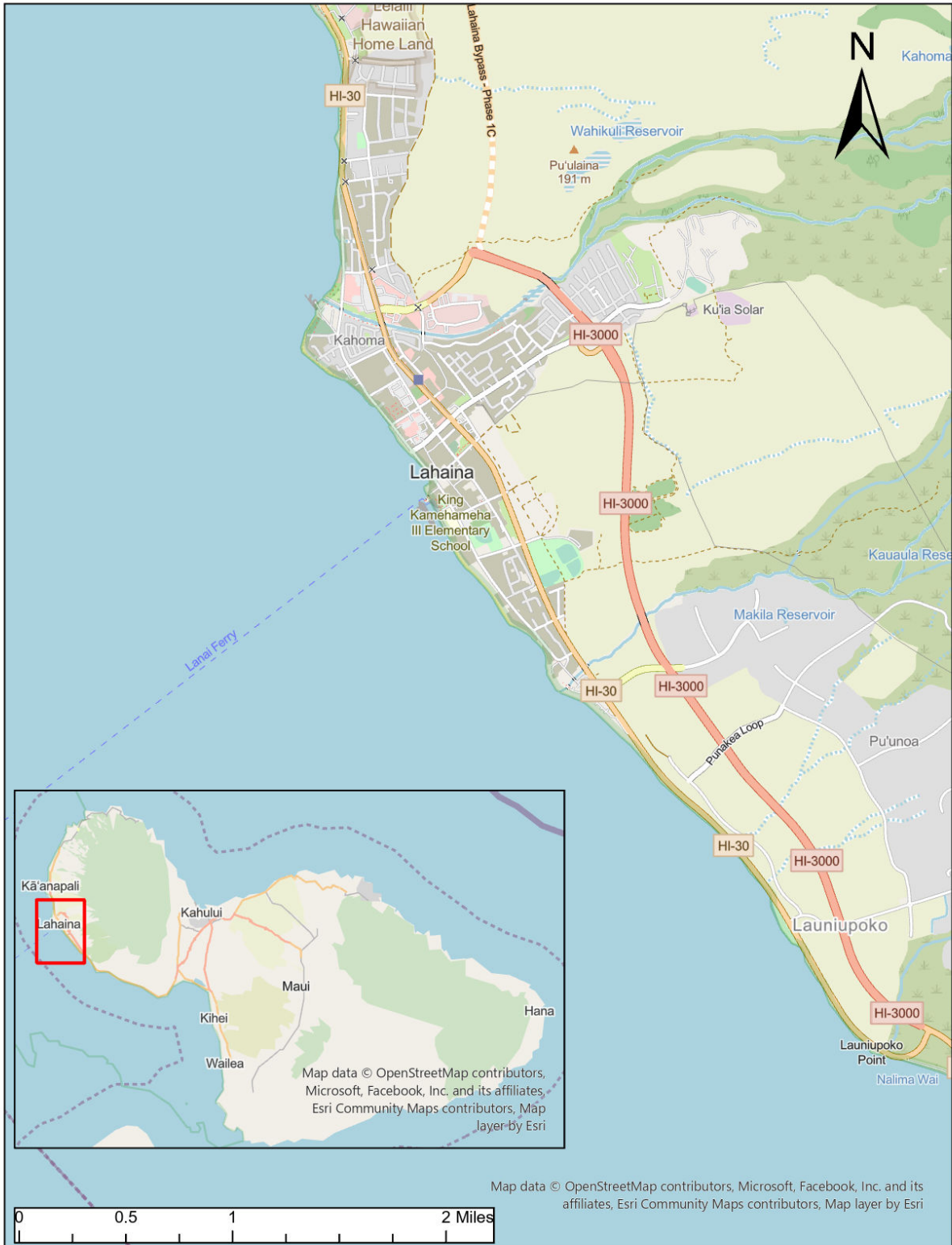
C. Maps of Victim Recoveries

Map Legend 1

<ul style="list-style-type: none"> <li>• = Location of recovery</li> </ul>	
<p>Number = Corresponding to number matching names to maps. <i>(The number does not represent a recovery sequence; instead, it denotes specific locations.)</i></p>	<p>Example:</p> <ul style="list-style-type: none"> <li>• 1, First, MI, LAST (99)</li> </ul>
<p>First Name, Middle name or initial, LAST NAME <i>(of decedent recovered)</i></p>	
<p>(Number) = Age of decedent at time of death.</p>	
<p>P = Parking Lot     = Grocery Store</p>	

MPD's Preliminary After-Action Report

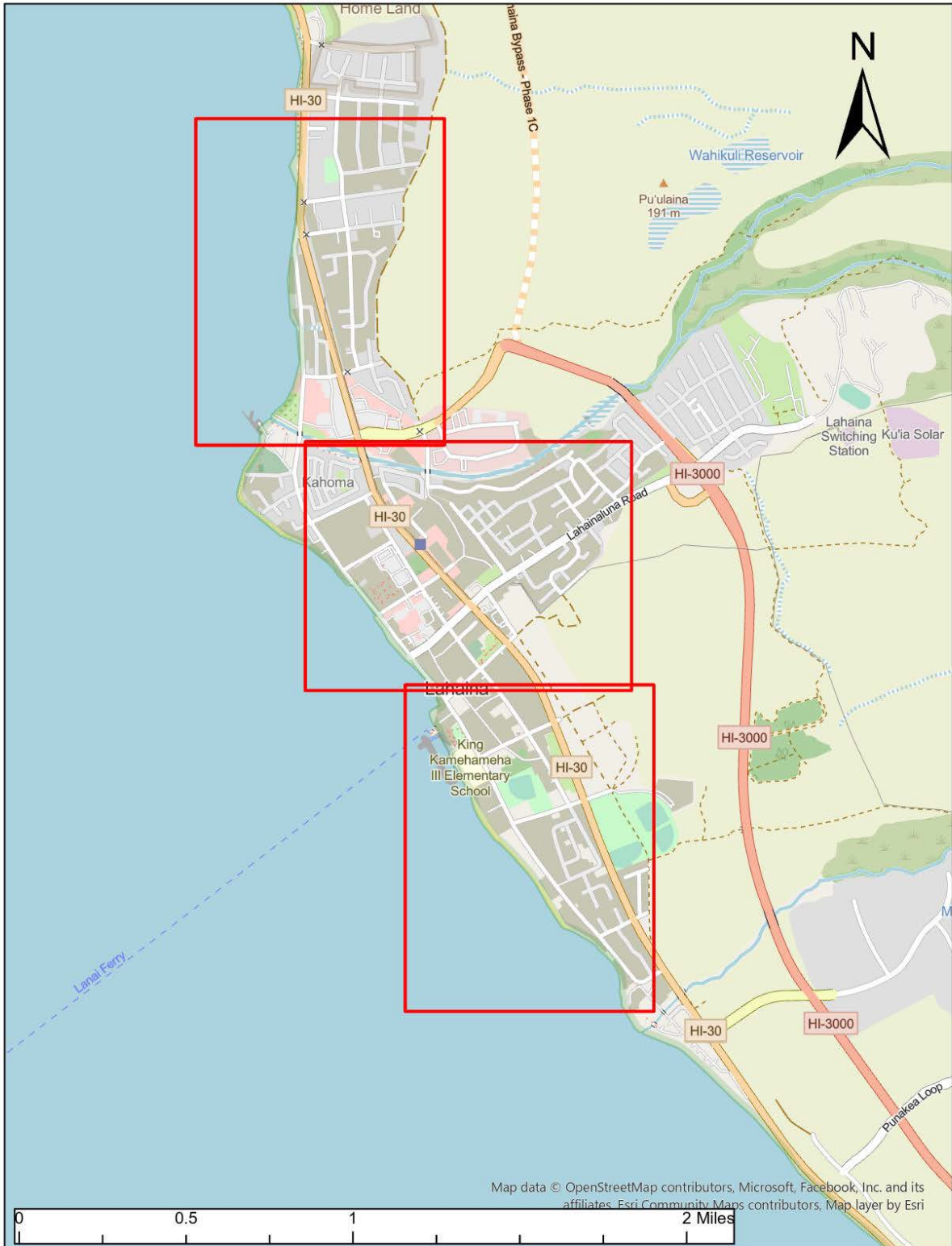
MAP 1



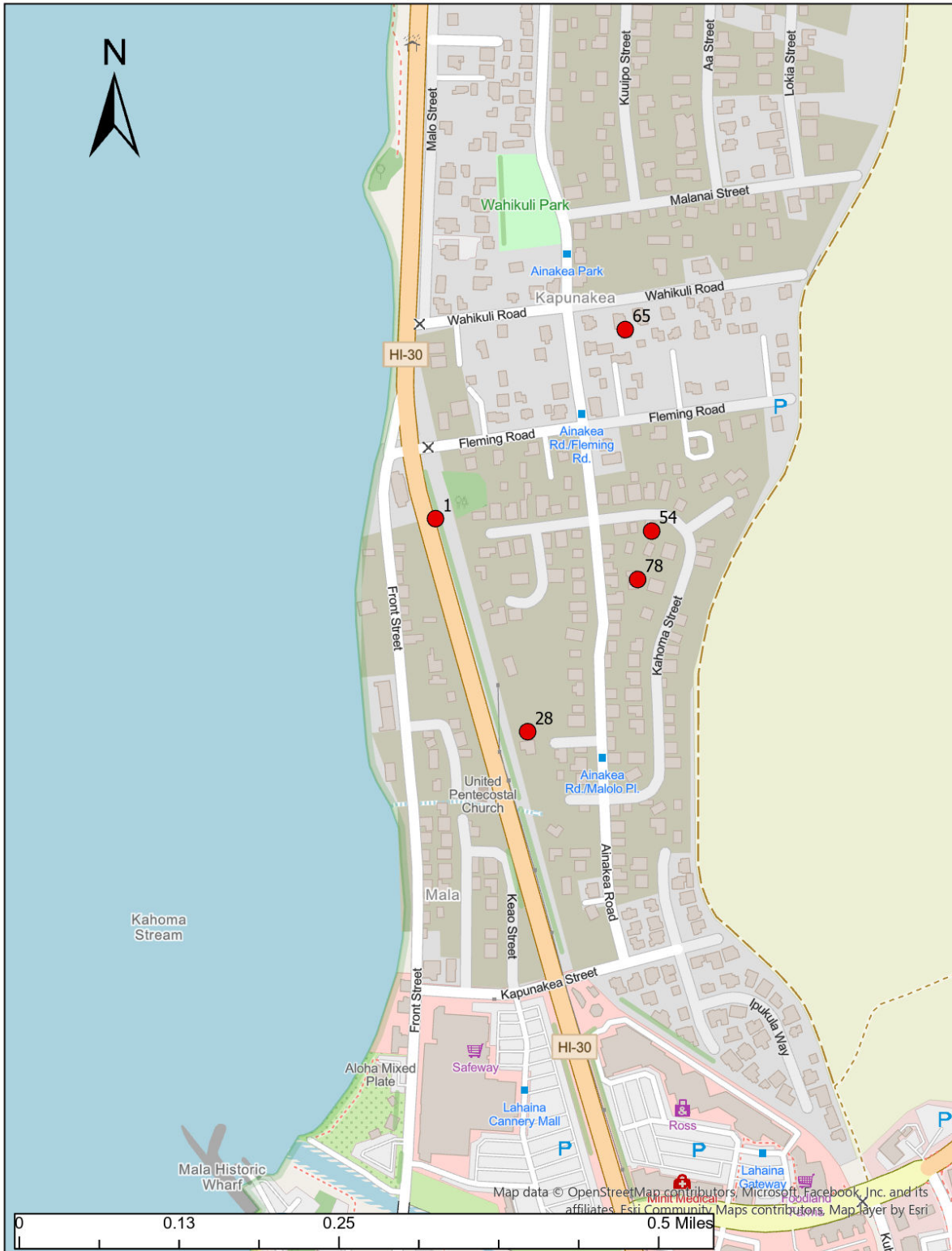


MPD's Preliminary After-Action Report

MAP 2



MAP 3





MPD's Preliminary After-Action Report

MAP 5



MPD's Preliminary After-Action Report

MAP LEGEND 2

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- |                                     |                                     |  |
|-------------------------------------|-------------------------------------|--|
| 1. Marilou Merquita DIAS (60)       | 34. Mark John KAMINSKY (59)         | 67. Eugene Lopez RECOLIZADO (50)                                 |
| 2. Coleen Ann JONES (59)            | 35. Todd Eiji YAMAFUJI (68)         | 68. Maria Victoria Beza RECOLIZADO (51)                          |
| 3. Jonathan SOMAOANG (76)           | 36. Alfredo Abanilla GALINATO (79)  | 69. Justin Oliver Beza RECOLIZADO (11)                           |
| 4. Donna Lyn GOMES (71)             | 37. Tony Manatu'ofa TAKAFUA (7)     | 70. Angelica Quijano BACLIG (31)                                 |
| 5. Lynn Misae MANIBOG (74)          | 38. Danilo Domagyay SAGUDANG (55)   | 71. Adela Quijano VILLEGAS (53)                                  |
| 6. Glenn Yoshio YOSHINO (75)        | 39. Edward Katsumi SATO (76)        | 72. Junmark Geovanie QUIJANO (30)                                |
| 7. Freeman TAM LUNG (80)            | 40. Clyde Takahashi WAKIDA (74)     | 73. Tim Tetsuo NAKAMOTO (69)                                     |
| 8. Carolyn Hinae ONO (73)           | 41. Michael Steven MAHNENSMITH (80) | 74. Angelita VASQUEZ (88)  |
| 9. Virginia Bernadette DOFA (90)    | 42. Glenda Quijano YABES (48)       | 75. Vanessa BAYLOSIS (67)  |
| 10. Rodolfo Sibucan ROCUTAN (76)    | 43. Franklin Arturo TREJOS (68)     | 76. Narciso BAYLOSIS Jr. (67)                                    |
| 11. Douglas J. GLOEGE (59)          | 44. Keyiro Emmanuel FUENTES (14)    | 77. Richard Sing Fong KAM (88)                                   |
| 12. Dale Ann RICHTER (66)           | 45. Joel Ibbay VILLEGAS (55)        | 78. Nicholas Stephen TURBIN (71)                                 |
| 13. Terri E. THOMAS (62)            | 46. Leroy WAGNER (69)               | 79. Poomaikai Micah Kelikoaalakauaikeakai<br>Estores LOSANO (28) |
| 14. Todd Mitsugi NAKAMURA (61)      | 47. Rex Alfred COLE (64)            | 80. Antonia Helen MOLINA (63)                                    |
| 15. Maluifonua TONE (73)            | 48. Bette Jo DYCKMAN (73)           | 81. Alfred Raymond RAWLINGS (84)                                 |
| 16. Faaoso TONE (70)                | 49. Valerie Susan KAUFFMAN (78)     | 82. June Nobue ANBE (78)   |
| 17. Maurice BUEN (79)               | 50. Rebecca Ann RANS (57)           | 83. Bibiana Tomboc LUTRANIA (58)                                 |
| 18. Tau PONALI (66)                 | 51. Buddy Lorenzo JANTOC (79)       | 84. John Joseph MC CARTHY (74)                                   |
| 19. Joseph Alexander SCHILLING (67) | 52. Robert P. DYCKMAN (74)          | 85. Douglas Warren MATSUDA-BOUCHER (65)                          |
| 20. Conchita Domagiay SAGUDANG (75) | 53. Michael Ray GORDON (68)         | 86. Rogelio Erice MABALOT (68)                                   |
| 21. Floyd Allen ST. CLAIR (75)      | 54. Carlo Vagay TOBIAS (54)         | 87. Jeanne Marie ELIASON (57)                                    |
| 22. Melvamay Leimomi BENJAMIN (71)  | 55. Luz Quijano BERNABE (64)        | 88. Roxanne Kinuyo IBARA-HINAU (68)                              |
| 23. Janet Kay ST. CLAIR (75)        | 56. Salvador C. COLOMA (77)         | 89. Joseph LARA (86)   |
| 24. Juan DELEON (45)                | 57. Carole Gardner HARTLEY (60)     | 90. Felimon Felipe QUIJANO (61)                                  |
| 25. Revelina Baybayan TOMBOC (81)   | 58. Leslie Eade SMITH (80)          | 91. Louise ABIHAI (97)   |
| 26. Edimede PAVIAN CASTILLO (35)    | 59. Morris Sadao KAITA (74)         | 92. Leticia Padagas CONSTANTINO (56)                             |
| 27. Theresa Elizabeth COOK (72)     | 60. Buddy Joseph CARTER (85)        | 93. Allen John Padagas CONSTANTINO (25)                          |
| 28. David Jerry NUESCA Jr. (59)     | 61. Michael Joseph MORINHO (61)     | 94. Linda Lee VAIKELI (69)                                       |
| 29. Pablo Anteola PAGDILAO III (75) | 62. Rafael Arcega IMPERIAL (63)     | 95. Matsuyuki OSATO (83)   |
| 30. Salote U. TONE (39)             | 63. Anthony Thomas SIMPSON (43)     | 96. Lee Fletcher ROGO (76)                                       |
| 31. Gwendolyn Kanani PUOU (83)      | 64. Michael Mitsuru MISAKA (61)     | 97. Pending Identification (N/A)                                 |
| 32. James Pillow SMITH (79)         | 65. Albert Hiroshi KITAGUCHI (62)   |  |
| 33. Bernard Sulidad PORTABES (75)   | 66. George Howard HALL III (67)     |  |

D. Decedent Statistics

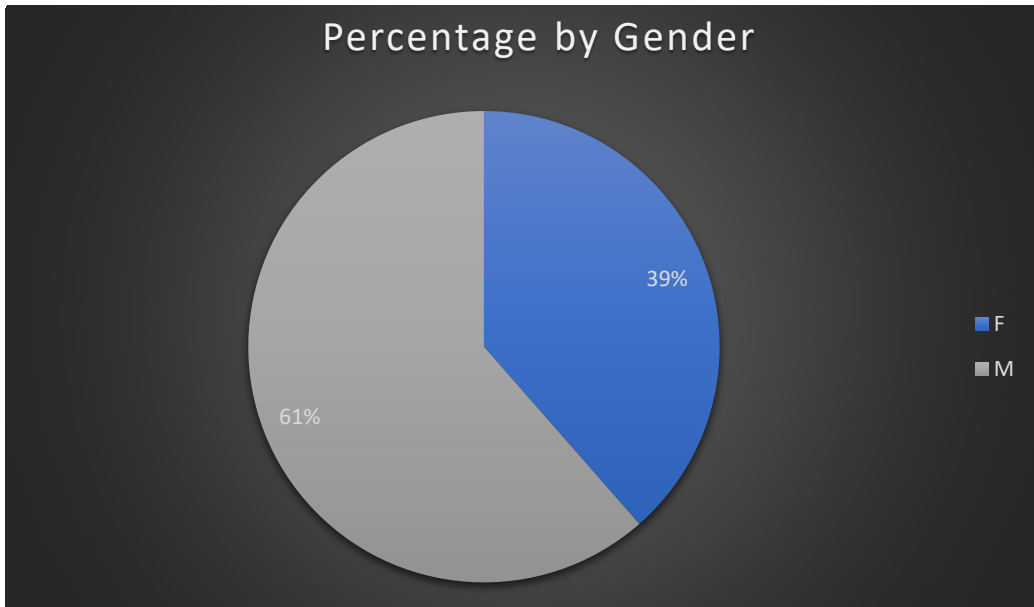


Chart 1.

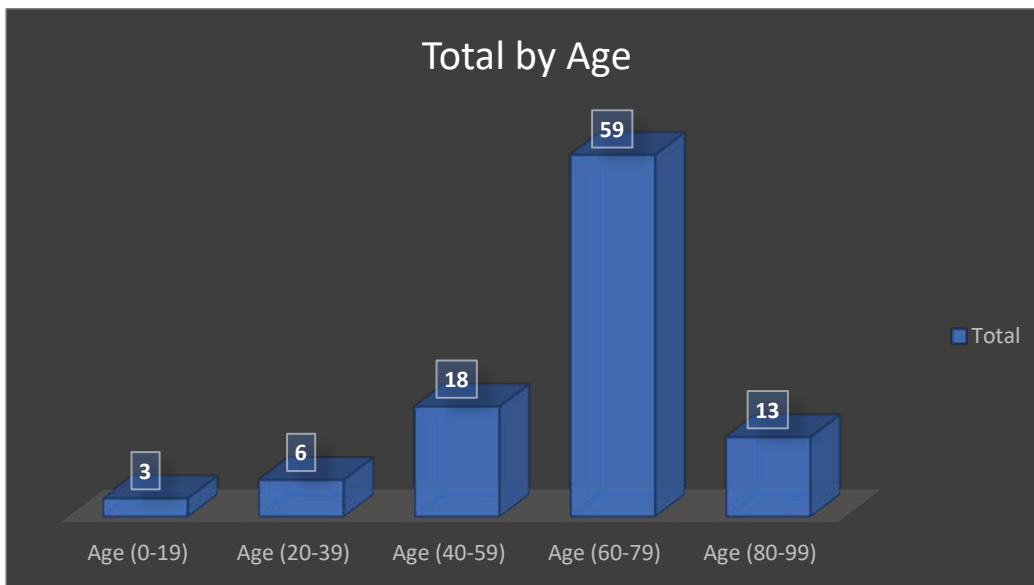


Chart 2.

These statistics/charts are based on total fire related decedents identified.

#### Scene Response to Upcountry Maui District I

- Officers conducted evacuations upcountry as early as 1:55 a.m. on August 8, 2023.
  - Roads were blocked by downed trees and debris – deemed unsafe for county public works, officers began utilizing their personal equipment to assist in opening roads for fire and evacuees.
  - Additional police resources were called in as emergency call backs to assist in road closures and evacuations.
- 

#### Scene Response to Kihei District VI

- On the afternoon and into the evening of August 8, 2023, Kihei officers were on watch for fire approaching Kihei neighborhoods.
  - Called upon to close Honoapiilani Highway heading into Lahaina due to fire and traffic congestion.
  - Evacuations of Kihei neighborhoods conducted as Kihei fire gets close to homes.
  - Officers sent to Lahaina district to assist with traffic direction and evacuations.
- 

View from Wailuku Heights of the Pulehu/Kihei fire the evening of August 8, 2023:



PC: Courtesy



PC: Courtesy

## County of Maui Emergency Operations Center

With high winds from Hurricane Dora passing to the south of Maui, the Maui Emergency Management Agency (MEMA) was partially activated beginning on August 7, 2023. MEMA would be fully activated August 8, 2023 in response to fires in Kula.

MEMA requested a liaison from MPD to respond to the Emergency Operations Center (EOC) on August 8; an assignment that continued throughout the entire activation of the EOC.

The EOC is the centralized location where support for emergency response and recovery are conducted during times of natural and man-made disasters. In the EOC, the Maui Police Department representative is present to serve as a conduit for communication and provide knowledge of the agency and the agency's capabilities, while contributing to the greater discussion(s) within the EOC.

The Maui Police Department EOC liaison is also tasked with providing support to the on-scene Incident Commander's operations, by helping coordinate and fulfill any requests for assistance the EOC Incident Commander may have.

At approximately 6:35 a.m., multiple callers reported a fire starting across from Lahaina Intermediate School. Maui Fire Department and Maui Police Department officers were assigned to respond. The fire was eventually declared extinguished at 2:17 p.m., while the Kula and Olinda fires continued to rage.

The Maui Fire Department would fight the Kula and Olinda fires throughout the day, ordering evacuations of more than 60 residences. Maui Police Department officers would assist in these evacuations, as well as man designated traffic posts to facilitate the evacuation.

Central dispatch started to receive calls from Lahaina residents at approximately 2:55 p.m. on August 8, 2023, reporting smoke and fire seen in the area of Kuialua Street and Lahainaluna Road. Maui Fire Department and Maui Police Department officers would also be assigned to this location.

Maui Fire Department personnel began to fight the fire in Lahaina and in the process ordered the evacuation of the surrounding areas. Maui Police Department officers who had responded to the scene, began evacuating those in the immediate area, facilitated vehicular movement out of the affected areas, and began transporting residents they had saved to the emergency shelter established at the Lahaina Civic Center.

At approximately 5:50 p.m. on August 8, 2023, MEMA fully activated the EOC. At 5:59 p.m. the Pulehu fire was added to the EOC's disaster list.

From the evening of August 8, 2023, through the morning of August 9, 2023, the various MPD personnel assigned to the County EOC would eventually receive and fulfill multiple requests for assistance and information which included:

1. Facilitating the escort of emergency service personnel and support personnel into Lahaina;
2. Facilitating the transport of fire victims from the United States Coast Guard Station at Maalaea, to Maui Memorial Medical Center;
3. Multiple attempts to confirm any deceased victims;
4. Assist in evacuation of the Lahaina Civic Center;
5. Establishment of an unscheduled emergency shelter at Maui Preparatory Academy;



6. Escort of emergency supplies to Lahaina Civic Center, then later Kihei Community Center; and
7. Coordinating traffic flow between Kahakuloa Village and Camp Maluhia to allow American Medical Response ambulances to pick up and transport fire victims.

## Department Operations Center

Based on the totality of the fires of August 8, 2023 and an assessment of the needs of the Kula, Lahaina, and Kihei Incident Commands were established. In addition to maintaining Maui Police Department's presence in the County of Maui Emergency Operations Center (EOC), Chief Pelletier implemented the MPD Department Operations Center (DOC) at MPD's headquarters.

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**RECOMMENDATION 7 – ICS training to be provided to all sworn personnel. 100 - 200 by all PO's, 300 – 400 by all sergeants and lieutenants, 700 by all captains and above.**

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The DOC was the operations and coordination center dedicated to overseeing and coordinating additional response to the incident, focusing on internal agency incident management and response.

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**RECOMMENDATION 8 – All commanders, captains and above receive training on activation of the DOC and a Department Operations Center quick reference guide be developed for commanders to be utilized for any crisis.**

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Realizing the scope of the fire and the unconfirmed, yet presumed fatalities associated with it; it was imperative that MPD officers received immediate direction and leadership from the command staff at the DOC; as well as continue to receive and share critical information with the MPD liaisons at the County EOC.

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**RECOMMENDATION 9 – Although there is an annual review, the Natural and Man-made Disaster Plan General Order should be reviewed and updated following the incident.**

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Starting on August 9, 2023, staffing at the DOC consisted of the chief of police and/or deputy chief of police, a captain, sergeant, chief of staff, PIO, an intelligence officer, and support staff. Outside law enforcement agencies were also invited to the DOC which became vital in communications between our agencies. FEMA and the DOJ were also represented in the DOC. This ensured that each agency's effort wasn't duplicated, that we were accountable to each other, and increased the timeliness of implementing resources.

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**RECOMMENDATION 10 – All commanders participate in live training exercises in DOC activation.**

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The DOC coordinated purchasing of urgent supplies, equipment, and vehicles, liaised with all law enforcement including outside agencies that onboarded to assist in operations and provided immediate critical leadership. The DOC also focused on assisting the patrol Incident Commanders with maintaining staffing, while ensuring adequate rest for all responding officers.

## Communications

### A. Communications Section

On the morning of August 8, 2023, an increased amount of calls for service were received regarding downed power lines, roofs being blown off, downed trees and general debris flying around Lahaina. As the day continued the calls for service increased and ultimately the fire calls were coupled in. Communications personnel were challenged to field three days' worth of calls within a single day. Never in any current emergency services dispatcher's career have they experienced the volume of calls received on August 8, 2023.

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**RECOMMENDATION 11 – During an EOC activation, provide a senior officer (lieutenant or above) stationed within the Wailuku Communications Center to liaise between dispatch and relay information to commanders in command posts and the EOC and DOC as necessary.**

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The calls did not stop at the end of the day on August 8, 2023. The increased number of calls continued throughout the early morning hours of August 9, 2023 and continued for weeks with regard to the Lahaina and Kula fires.

The Maui County emergency call service is managed by MPD's communications center, which is equipped with thirty-eight 9-1-1- phone trunks (lines) and six administrative telephone lines. When all trunks are utilized, the thirty-ninth call will roll over to the Molokai Communications Center to assist. Staffing levels varied throughout the day (12:00 a.m.–11:59 p.m.), reaching a maximum of nine personnel. Molokai normally operates with one emergency services dispatcher (ESD), however on August 8, 2023 an additional ESD was called upon to report to work pre-shift to assist with the overflow calls being routed to Molokai. This dedicated team includes working supervisors who also handle calls, dispatch police, fire and medics. Collectively, they oversee ESD personnel whether they are seasoned professionals or newcomers.

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**RECOMMENDATION 12 - The three call taker stations within communications should be equipped with radio capabilities allowing them to receive and dispatch additional support and calls.**

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In a valiant display of community service, former emergency services dispatchers volunteered to return to work and support the operation. Their selfless commitment is a true testament to the strong sense of community aloha that thrives in Maui County.

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**RECOMMENDATION 13 – Increase personnel through retention compensation and equitable pay for the emergency services communications personnel provides.**

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On August 8, 2023 communications received an unprecedented 4,523 calls for service, spanning police, fire and medical emergencies. In addition to calls regarding the fires, calls continued to come in regarding other issues, including cases of family abuse, fire alarms, reckless driving, motor vehicle collisions, requests for personal assistance as well as life threatening and non-life-threatening medical calls. The communications section heroically managed to get these callers support, while also attending to the thousands of incoming calls for service from the Lahaina and Kula fires.

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**RECOMMENDATION 14 – Upgrade the CAD and hardware systems to newer equipment and software with capacity and ability to manage large data files.**

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During August 8, 2023, our 9-1-1 dispatch center was inundated with calls from the public. Dispatchers answered 9-1-1 while simultaneously handling radio transmissions by first responders. Dispatch initially received over 200 calls to 9-1-1 in addition to hundreds more to the non-emergency number.

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**RECOMMENDATION 15 – In the event of a disaster the public should be directed to call a dedicated phone line. This phone line needs to be messaged in such a way that it is as common as 4-1-1, 8-1-1-, 9-1-1 etc. so that the public knows who to call, i.e. for road closures, hazards, evacuations, shelters, or any other emergency messaging.**

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Dispatch received many phone calls asking for updates on road closures. Callers complained that phone updates were not communicated in a timely manner.

## **B. Maui Police Department’s Public Information Officer**

A Public Information Officer (PIO) plays a crucial role in managing and facilitating communication between their agency, the public, media, and partner agencies. The PIO serves as the primary point of contact between the police department and its stakeholders, collaborates with other emergency response agencies and organizations during joint operations or incidents, prepares and releases press releases, organizes press conferences, and uses various communication channels to keep the public informed.

MPD has one civilian PIO on staff. As local, national, and international media documented August 8, 2023 events, MPD’s PIO produced police-related press releases and social media posts, answered community inquiries via email and social media, responded to media inquiries, coordinated media interviews, monitored media and social media coverage, attended various multi-agency response meetings, responded to the JIC as needed, and liaised with other

PIOs, and kept in daily contact with the Mayor's communication team to ensure accurately disseminated information regarding police-related event response.

### C. The EOC's Joint Information Center

A Joint Information Center (JIC) is a communication hub established during a crisis or emergency to facilitate transparent information-sharing among multiple government entities and other relevant stakeholders. The purpose of a JIC is to ensure that accurate, timely, and consistent information is disseminated to the public, media, and other involved parties during a crisis in one collective voice.

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**RECOMMENDATION 16 – The police department PIO should be set up autonomous from other department(s) within their respective county to be able to message police information as timely as possible throughout any police involved disaster.**

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The release of information to the public during an incident of this magnitude is extremely important. The County of Maui set up a JIC in an annex building on the same grounds as the Kalana O Maui County Building. Public Information Officers throughout the State of Hawaii and other government agencies came to assist, including the Hawaii Police Department, Hawaii Department of Public Safety, City and County of Honolulu, County of Kauai, Department of Defense, Coast Guard, Civil Air Patrol, Cal Fire, FEMA, etc.

### D. Request for Information

The Uniform Information Practices Act (Modified), chapter 92F, Hawaii Revised Statutes (“UIPA”), is Hawaii’s public records law.

UIPA §92-F-2 Purposes; rules of construction states:

In a democracy, the people are vested with the ultimate decision-making power. Government agencies exist to aid the people in the formation and conduct of public policy. Transparency of the government processes to public scrutiny and participation is the only viable and reasonable method of protecting the public’s interest. Therefore, the legislature declares that it is the policy of this State that the formation and conduct of public policy. Opening up the government processes to public scrutiny and participation is the only viable and reasonable method of protecting the public’s interest. Therefore, the legislature declares that it is the policy of this State that the formation and conduct of public policy – the discussions, deliberations, decisions, and action of government agencies – shall be conducted as openly as possible.

To promote its underlying purposes and policies, which are to:

- (1) Promote the public interest in disclosure;
- (2) Provide for accurate, relevant, timely, and complete government records;
- (3) Enhance governmental accountability through a general policy of access to government records;
- (4) Make government accountable to individuals in the collection, use, and dissemination of information relating to them; and

- (5) Balance the individual privacy interest and the public access interest, allowing access unless it would constitute a clearly unwarranted invasion of personal privacy. . [L 1988, c 262, pt of §1]

Source: State of Hawaii Office of Information Practices

<https://oip.hawaii.gov/laws-rules-opinions/uipa/uniform-information-practices-act-uipa/#92F2>

The UIPA requests regarding governmental information/response to the incident are voluminous. The majority of requests were from media outlets, with MPD, MFD, MEMA, the Mayor's office, etc., receiving multiple and sometimes duplicative requests. As county personnel were tasked with various fire-related responsibilities in addition to their regular duties, the County of Maui's Corporation Counsel took the lead on tracking all UIPA fire-related requests.

## Morgue Identification and Notification Task Force (M.I.N.T.)

In response to this tragic event, the Morgue Identification and Notification Task Force (M.I.N.T.) was created. The M.I.N.T. included, but was not limited to, personnel with pertinent training and experience: traffic section officers trained in investigating MPD vehicular traffic fatalities and family notifications; detectives investigating various criminal and missing persons cases; police evidence specialists providing documentation and forensic science guidance; fingerprint identification specialists; forensic pathologists leading autopsy teams; and outside agency support from the HHS, HPD, DPAA, FBI, and ANDE.

### A. M.I.N.T. Operational Success Keys

The achievement of operational success within the M.I.N.T. can be attributed to a well-organized framework that emphasized cohesive communication, collaboration, and adaptability. This centralized hub for various agencies and operators facilitated seamless information exchange and networking. Regular daily briefings played a pivotal role in fostering idea sharing, problem solving, introducing new members, and aligning everyone with the overall mission. All this work was done under the pressure of a critical time element.

A noteworthy aspect contributing to our success was the absence of ego within the team. The identification and notification teams maintained a collective understanding of the mission's importance and demonstrated a high level of flexibility. This flexibility was crucial, especially in the dynamic landscape where operational strategies evolved almost daily during the initial stages.

In the moment, shortcomings were addressed proactively. The team collectively explored challenges, strategized remedies and voted on optimal changes that enhanced accuracy and efficiency. This collaborative approach thrived, ensuring a focus on continual improvement.

Personal interactions played a significant role, with efforts to meet team members in person and understand their workspaces. This approach facilitated invaluable communication and information sharing. Following up with individuals who shared information established a sense of value, encouraging prompt responses to future requests. The police evidence specialists played central roles in facility expansion and daily operations, bridging communication gaps between agencies and acted as the stewards of accumulated forensic disaster information.

The provision of meals directly to the forensic facility and morgue eliminated the need for breaks to procure food, allowing nearly uninterrupted workflow. Conducting family briefings at the Hyatt Regency Maui (one of the largest operating venues nearest the disaster zone) not only showcased compassion, but also provided an opportunity to address questions, explain procedures, and establish personal connections with the affected families. Proactive public briefings emerged as an essential component for managing public perception and accurate understanding of facts. Members of the M.I.N.T. stepped forward to take on responsibilities outside their normal job descriptions in good faith. Some of their efforts are documented, but many more efforts were not due to the ever-changing landscape of this disaster.

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**RECOMMENDATION 17 – Ensure the M.I.N.T. has a dedicated intel analyst, providing real-time intelligence critical for decision making.**

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## B. Pre-Event Baseline for MPD Forensic Facility

The Chief of Police of the County of Maui shall be the Coroner. Hawaii Revised Statutes §841-1.

MPD employs three full time Police Evidence Specialists and one full time Fingerprint Identification Technician. One resident forensic pathologist (serving as the coroner's physician) is contracted through Clinical Labs of Hawaii. This position was vacant at the time of the fire. Additionally, there is one part-time Mortuary Technician contracted through Clinical Labs of Hawaii. MPD does not have dedicated personnel for daily mortuary operations.

The police morgue case volume of examinations has steadily increased each year. Currently, there is one full time resident forensic pathologist for the County of Maui (assistance regularly comes from off-island). In 2021 there were 327 forensic cases and in 2022 there were 382 cases. Excluding the 204 fire related recoveries there were 341 cases as of late November 2023.

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**RECOMMENDATION 18 – Create a part time position to coordinate daily mortuary operational needs.**

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A private contractor provides decedent transportation services from scenes, with approximately six part time staff and two cargo vans. Approximately 350 body bags were maintained on Maui prior to the fire.

## C. County Maui Police Morgue and Initial Response

The morgue is located within the MPD forensic facility, approximately a 40 minute (23 miles) drive from Front Street in Lahaina. There is one autopsy suite (460 square feet) with one operating table without fully adequate water drainage. The facility has refrigerated storage for 60 bodies in the walk-in refrigerator, and 40 in the auxiliary temporary refrigerated shipping container from the COVID-19 Pandemic. At the time of the fires, the MPD morgue had 29 bodies refrigerated in our care. There is no decedent dedicated electronic case management system.

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**RECOMMENDATION 19 – Retrofit the autopsy suite with two new sinks and rearrange the space to accommodate two tables to increase workflow and ergonomics.**

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## Disaster Morgue Deployment and Recoveries

There were unique case numbers generated (chronologically as x-rayed) and assigned to each individual recovery. Case investigation began with brief documentation of victim location and photographs of the decedent as found. In the first day after the fire there were approximately 40 recoveries performed and approximately 90 recoveries done in the first three days. Following autopsies of the initial recoveries, secondary searches were requested as indicated and performed based on recovery location. The addition of experienced field anthropologists played a vital and critical role in identifying, documenting, and recovering heat damaged and fragmented skeletal remains during these secondary recoveries. Every lead was followed and every location was searched. Primary and secondary recovery teams included: MPD officers, anthropologists, a victim transport contractor, and various military support personnel



to assist with debris removal. Hours of operation were expanded to seven days a week with working hours from 6:00 a.m. to 11:00 p.m. As of December 12, 2023, there were 204 unique case numbers generated representing primary and secondary recoveries of human remains (including 10 non-human remains released to the Maui Humane Society for cremation on November 8, 2023 and four non-biological recoveries).

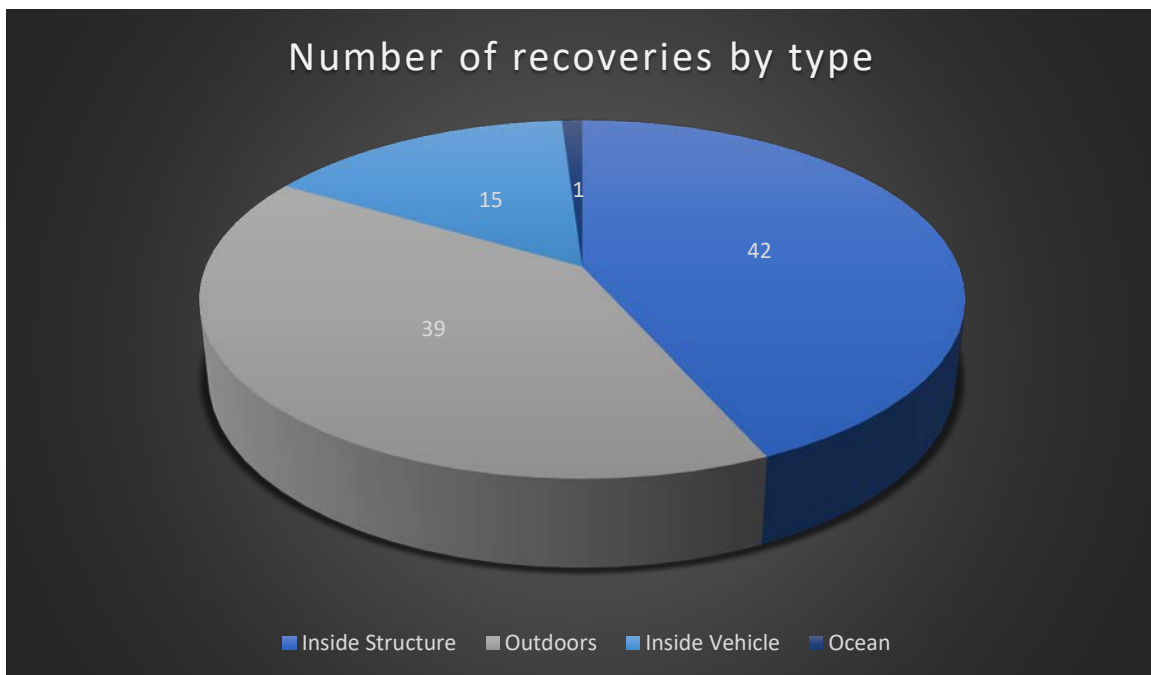
Dive teams from the US Navy, Maui Fire Department (near-shore to 30 feet depth), and FBI (30 feet to 100 feet depth, 1-mile radius of Lahaina Harbor) searched the waters of the harbor and in sunken boats for remains. The FBI deployed remote controlled submersible vehicles to search a deeper four mile stretch of shoreline.

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**RECOMMENDATION 20 – Continue death investigation education for MPD officers, as some of the initial documentation and photography could have offered more context with better coverage and details.**

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There were approximately 42 people recovered from inside structures, 39 from outdoor locations, 15 from inside vehicles, and one in the water. An additional three deaths were later reported to have occurred in hospital on Oahu due to fire related injuries.



**Chart 3.**

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### Recovery Transportation

Coordinated efforts were made with field detectives and Grey Tech for recovery transportation. Recovery date, time, location, and the body bag's unique identification number were recorded on paper. One copy remained attached to the body bag and another remained with the contractor. The contractor transporting recoveries set up two command locations: the Lahaina site and forensic facility, to coordinate responsibilities specific to each aspect of the transportation process. They increased their teams by including retired Maui firefighters and other volunteers (26 at their peak on August 14, 2023), and increased their vehicle capacity through established partnerships with the

three mortuaries serving Maui County. The MPD radio shop provided five portable radios to facilitate communications between their fleet. One mortuary van was dedicated to supporting morgue activities.

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### Expanded Morgue Operations

Victim remains were taken from Lahaina to Maui Memorial Medical Center for a full set of x-rays. The hospital provided dedicated staff 24 hours a day to perform this task. Decedents and CDs of the x-rays were then transported to the forensic facility for examination. A majority of the cases (120 of the 204, 59%) were x-rayed at the hospital.

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**RECOMMENDATION 21 – Incorporate/procure a morgue electronic case management software program.**

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Once HHS Disaster Mortuary Operation Response Team (DMORT) arrived with a portable x-ray unit (operational August 16, 2023), x-rays were taken on-site in the outdoor tented disaster morgue. Defense POW/MIA Accounting Agency (DPAA) provided personnel and their portable x-ray unit once DMORT demobilized (September 1, 2023). Additional unique identifying numbers were assigned after x-rays during autopsy and noted on exterior of each body bag. These numbers were used as a pair of identifiers.



**Figure 1.** Overhead view of expanded morgue.

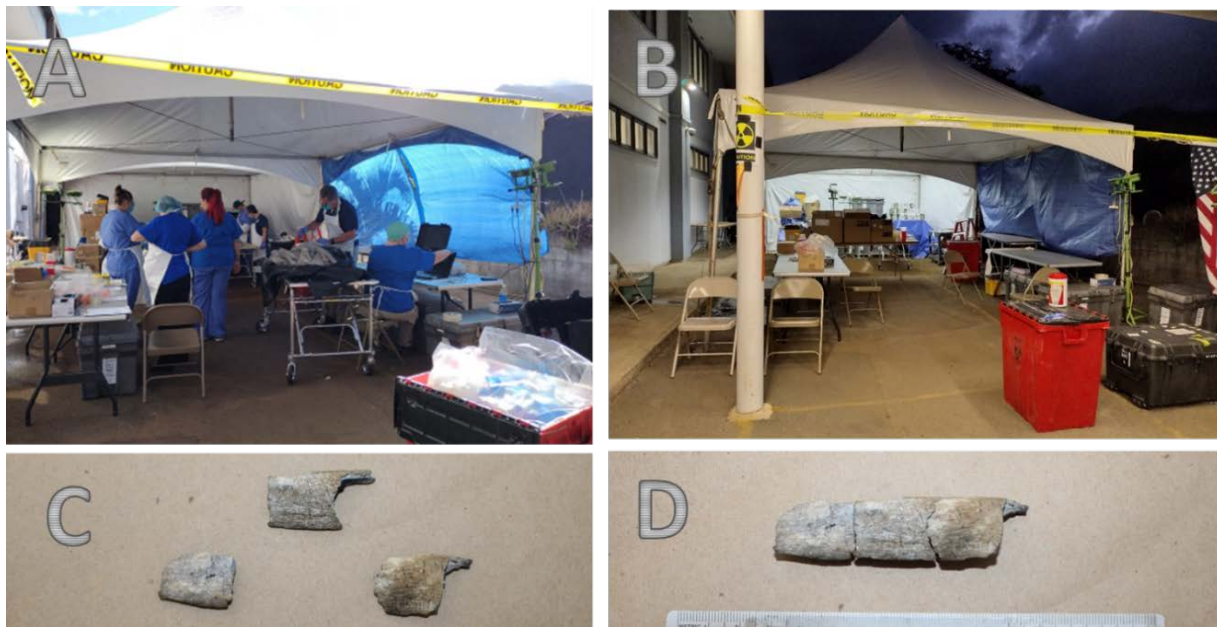
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**RECOMMENDATION 22 – Procure a dedicated x-ray machine at the morgue, eliminating dependence on off-site services and additional transportation.**

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The morgue autopsy suite operating area was increased from 460 square feet interior space to 1,727 square feet (including tented area 35'x20' and adjacent covered asphalt area 27'x21' at the rear of the forensic facility, see Figure 2). The outdoor morgue expansion included eight portable tables for anthropology and dental examinations, tables for computers, and photography stations. Morgue storage capacity increased from 100 shelves to 300 shelves (including five additional refrigerated shipping containers). Remains were placed on sequentially numbered racks within the refrigerated containers and logged on white boards and excel spreadsheets. During the fire the cases were managed with multiple excel spreadsheets, Word documents, emails, and paper notes at the morgue.

Authorized personnel at the forensic facility increased from seven to nearly 127 throughout the operation, requiring increased accommodations for meals all day, solid waste and wastewater services (dumpsters and portable toilets), biohazard waste disposal, morgue operating supplies (PPE, tools, etc.), parking, and computer enhancements (work stations, printers, databases, telephones, conference tools). An early challenge was delayed access to essential digital resources, which took up to 11 days to procure.



PC: Courtesy

**Figure 2.** Images A and B represent the expanded disaster morgue with staff and portable equipment. Images C and D are three bone fragments recovered separately and reunified.

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**RECOMMENDATION 23 – Have permanent resources required to perform various expanded duties such as phone lines, computers, printers, and network access, coordinated by an expanded information technology services section within MPD.**

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#### D. Security Measures

The MPD forensic facility is a two-story building built in 1990 with 8,400 square feet (and a 40 foot refrigerated shipping container obtained during the COVID-19 pandemic) on a 25,000 square foot parcel. Two vacant adjacent parcels to the west provided an additional 24,200 square feet of available space for temporary expanded morgue

operations, consisting of five refrigerated and four non-refrigerated shipping containers (used for logistics for DMORT).

The forensic facility is a secure police facility with access by electronic identification badges, so access was expanded for the additional temporarily authorized 120 personnel. All event-related badges were deactivated effective September 25, 2023. Various representatives of local, state, and federal agencies and their security detail were given tours of the forensic facility.

Twenty-four-hour security forces were posted in several key locations of the expanded mortuary operation. Officers from the ATF, Bureau of Indian Affairs, FBI Los Angeles Field Office Rapid Deployment Team, Maui Police Department, and U.S. Marshal Services assisted.

Air space flight restrictions were implemented by the Federal Air Administration to include 1-mile radius of the forensic facility on August 26, 2023 and lasted for approximately one month.

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#### Hawaiian Blessing at Forensic Facility

To show respect and aloha for decedents, families, Maui first responders and all agencies and organizations helping with the disaster efforts, a Hawaiian blessing was held at the forensic facility on August 19, 2023.

#### E. Expanded Mortuary Operations Team

Clinical Labs of Hawaii provided one resident pathologist, two off-island rotating pathologists, two locum pathologists, one on-island autopsy technician, and two off-island autopsy technicians. The DMORT assessment team consisting of one commander, one deputy commander, one pathologist, one medical investigator, and one representative at the Family Assistance Center (FAC) arrived August 12, 2023. This team moved into assigned positions within the operations; the entire DMORT team was fully functioning by August 15, 2023. The DMORT team consisted of the following:

Deputy Commander (1) – DMORT Operations Chief at Location

Pathology (4) – This section of DMORT personnel was downgraded to two pathologists on August 24, 2023.

Anthropology (1) – This section had one DMORT personnel always assigned.

Radiology (1) – This section had one DMORT personnel always assigned.

Dental (2) – This section had one odontologist always present with a personnel rotation on August 24, 2023.

MLI / Autopsy Tech / Data Entry (8) – This section had personnel performing multiple tasks during the deployment. On August 24, 2023 three personnel returned home, and no other personnel replaced them.

Administrative Officer (1) – This individual handled all administrative duties and time keeping. This person returned home on August 24, 2023 and no replacement was required.

Disaster Medical Assistance Team (DMAT) (5) – This medical team is deployed with a DMORT team to provide medical support. This included a commander and a four-person team. This team also included support to the Family Assistance Center (FAC) facility.

The DMORT forensic operation ended on September 1, 2023. A small data entry support team remained until September 7, 2023. Two commanders remained on virtual deployment until September 15, 2023 available to Maui County officials for any further fatality management support.

At the FAC there was one section chief and 18 personnel that were trained to interview family/friends at the FAC locations set up by the County of Maui. As the demand for the FAC decreased so did the number of personnel assigned by DMORT to the FAC.

The Incident Management Team (IMT) supported DMORT and other federal resources assigned to the Fatality Management Mission. This team was demobilized on August 30, 2023.

The Logistics Response Team was staffed with eight personnel. Logisticians transported, set-up, and maintained Deployable Portable Morgue Unit (DPMU), 22.5 tons of equipment and materials moved from MSC Frederick MD to the forensic facility. They were demobilized on September 2, 2023.

Mental health experts connected with workers on several visits and were available in-person and by phone. A comfort/therapy dog from Texas State University Police Department was also brought to the forensic facility for an afternoon to spend time with personnel.

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### Autopsy Processes

The majority of the primary exams were conducted in the small interior autopsy suite. All of the shelving and everything else that was occupying space was moved into the hallway to accommodate two more tables and three autopsy documentation teams. Autopsies were conducted in shifts (early morning to late evening) and divided between five Clinical Labs of Hawaii forensic pathologists (FPs), and three DMORT FPs. Non-fire Maui County cases continued to be handled each morning, along with fire cases, by Clinical Labs of Hawaii.

The first forensic exam was conducted on August 11, 2023. Remains were not examined in chronological order, instead, autopsies were first conducted on those with more intact remains and the potential for fingerprint identification. Autopsy documentation was initially performed by MPD police evidence specialists, who later trained DMORT and FBI Evidence Response Team members on proper documentation procedures. The autopsy exam consisted of full body photographs followed by an external exam with a directed internal exam. The condition of the remains ranged from superficial thermal injuries involving skin only, to deep thermal artifacts with extensive soft tissue and bone loss. Personal property was photographed, documented, collected, and submitted as evidence. Tissue samples were submitted for DNA analysis and for carboxyhemoglobin detection (smoke exposure). In-process relevant notes were recorded for each case. A final autopsy report was generated for all cases by Clinical Labs of Hawaii. A total of 204 sets of remains were recovered and examined representing 97 decedents.

Multiple systems were created to control and organize information. Folders for each case were made to keep track of the paper notes. One master excel spreadsheet was generated including the unique number assigned at x-ray, the unique number assigned during autopsy, any information from the recovery team, personal property, and autopsy information. Once positive identification was made all relevant information was added to the excel sheet, including when family was notified and when the remains were eventually released. Word documents were made to track recovery locations and secondary searches which aided communication with teams at the disaster site. DMORT entered decedent and unaccounted for information into their Victim Identification Program (VIP) which tracked antemortem information provided by family members at the FAC along with decedent information gathered during autopsy.

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### Anthropology

There were teams of anthropologists (from multiple organizations) deployed to search the recovery zone. Their efforts were vital in the recovery of fragmented remains that could otherwise be lost. There were also anthropologists (from multiple organizations) stationed at the disaster morgue seven days a week. Each set of remains was reviewed and examined multiple times to secure a positive identification and reunite remains. There were directed secondary searches conducted, the majority of which recovered additional remains. Anthropologists,

MPD officers, and military personnel cleared secondary search sites by sorting and removing debris until they reached the foundation of the site so nothing was left behind (Figure 3).

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**RECOMMENDATION 24 – Secure a standing contract with a Hawaii-based anthropologist to provide on-call services.**

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Once secondary recoveries were complete, the remains were evaluated to determine the number of humans represented and to exclude non-human remains. The remains were sorted by performing a skeletal profile. Secondary remains were reunited with primary remains by direct bone fragment refitting, DNA matching, and contextual recovery location mapping (see Figure 2). The primary and secondary cases with multiple case numbers were consolidated. There was no contracted anthropologist on island at the time of the fires.

PC: MPD



**Figure 3.** Image A is a representative structure showing floor composed of white charred building materials. Image B is a mid-range photo with charred building materials surrounding human bone fragments (arrow and circle). Image C shows an anthropologist searching for remains. Image D shows post recovery location – once remains are found the location is searched until all substrate is removed and the foundation is exposed.

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## FBI Roles and Unaccounted for List

The FBI Evidence Response Team (ERT) from Honolulu Field Office members started assistance on Maui August 12, 2023. There were 11 FBI ERT agents and civilians who helped with autopsy documentation, evidence submission, and photograph organization. They helped set up shelving, moved equipment (Rapid DNA instruments), transported bodies at the morgue, and did general housekeeping. Their final departure was August 24, 2023.

Other FBI agents, alongside MPD, were invaluable in following thousands of initial missing persons leads with the objective of arriving at the consolidated confirmed number of unaccounted for persons. This was done by meeting with family members, calling them, and working data bases. At the time of this writing, only four of the 133 valid missing persons cases are still open and active. The FBI was also involved in assisting with the collection of family reference DNA samples from willing family members off-island to include the mainland and abroad. It was clearly communicated that these samples would only be used for identification of decedents.

An FBI Latent Print Unit specialist from the FBI laboratory aided with recovery of decedent fingerprints from August 16 to 25, 2023. The specialist also instructed autopsy team members and the Fingerprint Identification Technician in various techniques for recovering decedent prints. The specialist utilized the FBI Criminal Justice Information Services (CJIS) Division, along with the FBI Laboratory Latent Print Unit, for searching prints through the FBI's Next Generation Identification (NGI) biometric database. Fingerprint examiners at the Department of Homeland Security Biometric Support Center in San Diego provided 24 hour a day, seven days a week, support for the Lahaina wildfires, searching their IDENT immigration biometric database (prints and faces of everyone who legally comes through port of entry), TSA Pre-Check/Global Entry, or is detained by the US Border Patrol.

To effectively reconcile the numerous trusted source data and open source data lists, the Maui Police Department requested assistance from the FBI. In collaboration with MPD personnel, FBI analysts from across the country worked tirelessly to focus the information and provide a comprehensive accurate list of the missing. The dedication and expertise of the FBI analysts played a crucial role in validating and narrowly filtering over three thousand names to the four unaccounted individuals. Their efforts cannot be understated.

On both September 28 and September 29, 2023, eight FBI ERT members returned to Maui to assist with submitting evidence victim transport at the morgue, and photograph organization.

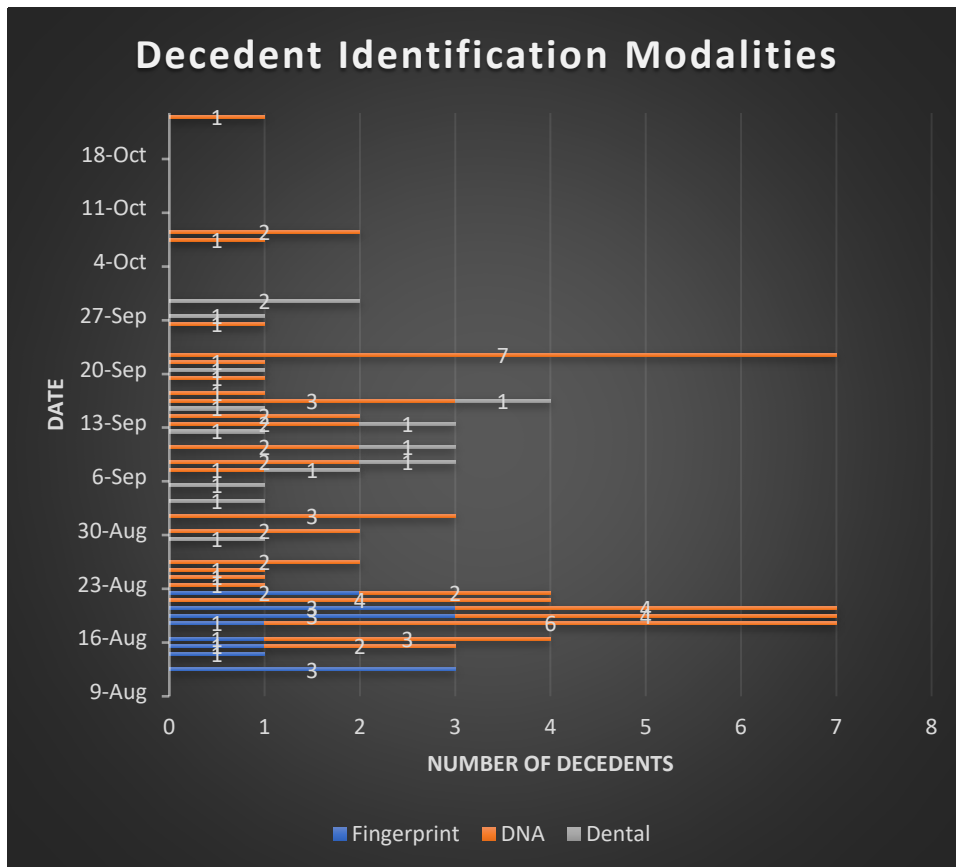
A Honolulu-based FBI agent with extensive experience working alongside MPD forensics personnel was an invaluable facilitator in contacting much needed expertise. There were many tasks that the FBI assisted with that are documented and undocumented.

## F. M.I.N.T. Meetings

The Maui Police Department's chief, MPD personnel, HPD, Clinical Labs of Hawaii FPs, DMORT, ANDE, Grey Tech (victim transport contractor), American Red Cross, Prosecutor's Victim/Witness Unit, DPAA, and FBI met bi-weekly starting August 14, 2023. To date, meetings continue to be held with the chief of police, MPD personnel, Clinical Labs of Hawaii FP, ANDE, Grey Tech LLC, and DPAA. Daily briefings at the forensic facility were also conducted with MPD, HPD, FBI ERT, DMORT, ANDE, and DPAA personnel from August, 8, 2023, to approximately the end of September. On-site consultation was provided by a representative of Butte County, California Coroner's Division, who handled the 2018 Camp Fire with 85 deaths.

G. Identification Modalities

The first confirmed scientific identifications occurred on August 12, 2023, via fingerprint comparison. Within the first week, seven people were identified: five via fingerprints and two via DNA. By the second week, 11 were identified via fingerprints and 21 via DNA. Between the third and eighth week, identifications via DNA were averaging six per week. Fourteen people were identified via dental history and two via medical device analysis. Many were identified by multiple modalities but only the first modality was counted for positive identification statistics. After the two-month mark, 94 of the decedents were identified. As of this writing, 99 of the 100 decedents (99%) are positively identified (63 DNA, 17 fingerprints, 14 dental, two medical devices, and three fire-related deaths that occurred in Oahu hospitals) (see Figure 4).



**Figure 4.** Scientific identification modalities charted by date. Medical device identification not included.

On August 10, 2023, the ANDE assessment team arrived on Maui. The ANDE Rapid DNA team and instrument were operational on August 12, 2023. Three more instruments were loaned by the California Governor’s Office of Emergency Services, as their on-site Coroner’s Mutual Aid Coordinator was integrated into the work flow. DNA technicians from the Butte County (CA) Sheriff’s Office, Lee County (FL) Sheriff’s Office, Kern County (CA) Sheriff’s Office, and Riverside Country (CA) Sheriff’s Department assisted with processing and running samples. There were four Rapid DNA instruments analyzing four and five samples simultaneously with results approximately every two hours. As of October 8, 2023, 102 Unidentified Human Remains Rapid DNA profiles were obtained (not all unique profiles) and 215 family reference samples were analyzed. With the help of MPD officers interviewing relatives,



family trees were constructed involving living relatives and fire victims. This enabled cross-referencing of samples and the ability to match family reference samples to a decedent, and in turn use the sample of the decedent as a point of reference for other deceased relatives. There were multiple family fire victims identified by linking one to another by DNA. Video was recorded and disseminated with help from the Mayor's and Prosecutor's offices to encourage family members to submit DNA samples. In addition to family members who visited the FAC to submit reference samples (buccal swabs), we also reached out to correctional facilities both statewide and in Arizona. (The Saguaro Correctional Center houses approximately 1,000 Hawaii inmates with long sentences).

As of October 23, 2023, there were rapid DNA identifications of 77 victims, 13 cases with DNA profiles but not identified by DNA (12 have been identified by other modalities, leaving one case remaining to be identified), and four cases in progress. As of December 2023, ANDE is continuing to process samples and is currently working on challenging degraded remains in their lab.

Victims were identified by scientific means including DNA comparison, fingerprint analysis, dental comparison, and medical device analysis. The DNA comparison necessitated taking tissue samples from the decedent and a buccal swab from a family member for analysis. Clinical Labs of Hawaii was able to locate a surgical specimen from a medical procedure to serve as a known DNA reference sample for one decedent. Local dentists and dental associations provided their time and opened their records to us to compare our post mortem dental x-rays to the ante mortem x-rays of specific people who were unaccounted for. Several dental offices were also burned and lost during the incident, producing challenges in retrieving known dental charts/records. Hospitals provided medical records on specific medical devices upon request.

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**RECOMMENDATION 25 – Have access to victim medical and dental information, including primary care physician and dentist to streamline identification process.**

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As of November 1, 2023, the remaining four open missing persons cases were referred to the newly established Cold Case Detail (CCD) to continue investigations. The CCD was established as a permanent team operating within MPD's Criminal Investigation Division (CID). A dedicated email address and phone line was established for exclusive use by the CCD. The team will review all missing persons and cold cases for potential leads and reinvestigate if new information becomes available.

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**RECOMMENDATION 26 – Keep continuity of operations of existing open missing persons cases. It is imperative to implement a permanent cold case detail to further these efforts and investigate all cold cases.**

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## H. Family Notifications

At the time a person was reported missing, officers taking the report would collect next of kin contact information. This information was stored in the MPD secured records management system database, which would later serve as the primary documentation source of recovery, transport, investigation, and identification of decedent information. Early on, an MPD informational phone hotline and email account were created so persons directly affected by the fire would have a direct line of communication with M.I.N.T. investigators.

Several public bulletins and media reports were released providing the public with information on how and where to report missing persons, and the process to submit DNA for positive identification of missing family members. In order to achieve this, a system and location were put in place with multiple agencies to facilitate the collection and submission of DNA for family identification purposes. The DNA collection played a paramount role during the M.I.N.T. operation for identification purposes.

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**RECOMMENDATION 27 – Better briefings of patrol officers and missing person call-takers to provide them with requisite information necessary for next of kin notifications and investigative follow-ups.**

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Once a victim was positively identified by scientific means, a report would be generated to document the specific details of the investigation, and forwarded to the Notification Team (one detective and two police officers). Every effort was made to coordinate in-person notifications by local authorities for off-island families. The family notifications were performed by five separate agencies: MPD police officers, HPD detectives, the FBI, the Billy Graham Chaplains, and the US/Mexican Consulate. The Maui Police Department M.I.N.T. investigators would compile all information related to the decedent. Data collection related to victim recovery were obtained by MPD detectives, USAR Search and Rescue teams, DPAA anthropologists, ANDE DNA scientists, dentists, hospital medical records clerks, and the forensic pathologist conducting the autopsy. This information would be compiled and verified through various means and put into a written document that would be disclosed to the legal next of kin in-person at the time of notification. After in-person notification was made and the next of kin's questions were answered, in-person religious counseling was provided if desired. Early on, it became apparent that the specific details of the recovery, decedent condition/location, and personal property of the person killed in the fire were of significance to the families. Once the next of kin was notified regarding the details of their loved one, they were given a printed packet of information with specific directions on how to move forward with mortuary arrangements, government assistance, family counseling, behavioral information, crisis outreach, and instructions on where and how to collect property recovered with their family member. The multiple agencies involved in this process had daily briefings where modifications and changes were discussed and implemented. This was paramount for the necessary evolution and development of this entire process.

## I. Family Briefing

A family briefing was established to help inform family members of the operations and searches that were being conducted for their loved ones who were reported missing. The briefing consisted of the chief of police, forensic pathologist, American Red Cross, FAC, peer support, chaplains, the prosecutor's office, sign language personnel, and other language translators. The venue was a large conference room at a local hotel near Lahaina. Live music and catered food and beverages were provided to the family members of the unaccounted for/deceased victims. We asked that immediate family, or no more than four people, attend per victim to help ensure there was enough

seating. As they arrived, each family received a pamphlet with an outline of the key speakers and their talking points and mental health information for dealing with traumatic events. Before the briefing, the key speakers greeted the families as they arrived and were available for individual questions and conversations. Medical staff and plain clothes police officers were available to assist in the event of an emergency. The family briefing was for family members only; no press was alerted and no attorneys were allowed entry. It was asked that no one utilize cell phones or recording devices as privacy preferences varied. The family briefing was also for the family members to ask questions. We utilized audio visual aids for the speakers and had roving microphones for the attendees. In the event anyone became emotionally charged, a plain clothes officer would approach and ask them to move to a different room so they could speak one-on-one about the family members' concerns.

Some of the problems and challenges included reaching out to all the immediate next of kin around the world and off-island. With the help of the FBI peer support team and the National Transportation Safety Board, a script was created and personalized for each family. The FBI peer support team contacted each individual, used the script, and gave them the information for them to attend. This team confirmed if the family would be attending and how many others would be with them. Another challenge was that some of the families were uneasy with trusting government agencies as they were seeing and hearing conspiracies online, by word of mouth, and in the media. Allowing family members to participate and having the speakers, peer support, and chaplains walk around and introduce themselves at the beginning of the briefing helped lower tensions and emotions. At first, people were hesitant to give DNA samples to help identify family members if remains were recovered. The forensic pathologist and prosecutor discussed that this sample would only be used for identification purposes and nothing more, leading more people to provide a sample after the briefing and more remains were identified. Not every next of kin affected by the loss or unaccounted for person from the fire could attend, so a mass email utilizing the blind copy function was sent out. We were able to distribute the information discussed at the briefing. The chief of police met with and spoke one-on-one with families and provided up to date information.

#### J. Release of Remains

After positive scientific identification, consolidation of remains complete, and families had been notified of death, a death certificate was generated in preparation for release of the victim. The positively identified and consolidated remains were inspected one final time before the body bag was labeled with the decedent name on the bag itself and with an additional labeled tag (containing name and both identifying numbers) before release to a mortuary.

A subset of fragmented bone remains could not be linked to only one person and were commingled with multiple non-related individuals and were labeled as group remains. Those remains are housed at the morgue until further arrangements have been determined.

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**RECOMMENDATION 28 – Include anthropology on search teams while recovering decedents as early as possible. Note – it may not be possible dependent on location, immediate access to resources and pending weather conditions.**

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#### K. Estimated Reported Number of Victims

Approximately one week after remains were recovered it was reported that there were 115 decedents lost to the Lahaina wildfire, but that number was subject to change. MPD made sure to report that the number could change

as more information was gathered. Early on it was discovered that some body bags contained commingled remains, as the condition of the remains made it difficult to differentiate them in the field. In other cases, one individual may have been recovered in more than one body bag. Another aspect that influenced the estimated numbers was multiple recoveries took place at the same location with groups of individuals passing in proximity to each other. Some recoveries were not initially recorded as a secondary search and it took anthropology and DNA results to match and reunite the remains. There were also individuals who were flown to Oahu with fire-related injuries, and learning their outcomes took time.

After all the autopsies and organized secondary searches were completed, an inventory of the unique remains was performed. The estimated number was then updated to 97 decedents, but again that number was subject to change. Since that number was reported, another set of remains was found in Lahaina, and two more individuals were known to have died on Oahu (totaling three Oahu fire-related deaths). It was not unexpected that there would be fluctuation in the case count. As of December 2023, there were 100 decedents reported. This number is still subject to change pending additional information and further DNA results.

## Morgue Timeline Highlights

August 9	4:30 p.m. Unofficial count of recoveries: 34 Permissions obtained to utilize vacant properties adjacent to the forensic facility
August 10	ANDE Rapid DNA assessment team on site Electrical connections for expanded morgue outside area Three refrigerated shipping containers on site
August 11	First forensic exam in morgue autopsy suite ANDE Rapid DNA instrument on site at morgue Temporary barrier walls constructed around expanded morgue containers area Gravel parking lot installed on sandy soil to allow vehicle access to containers
August 12	FBI Honolulu ERT on site First identifications by fingerprints (Hawaii Driver License) and DNA DMORT assessment team on site
August 13	DMORT full team arrived on Maui 5:30 p.m. Unofficial count of recoveries: 86
August 14	M.I.N.T. official first meeting Tents in place for morgue outdoor extension and black barrier sheeting installed on rear fence
August 15	Two additional refrigerated shipping containers on site DMORT begins forensic exams in autopsy suite
August 16	DMORT fully functional (admitting stations under tents and sally port, including x-ray, fingerprinting, photography, personal effects, anthropology, dental) FEMA generator installed for morgue overflow containers Shelving installed into refrigerated containers: morgue capacity now 300 Anthropologists from California (CA) State University of Chico at recovery site
August 17	DPAA anthropologists on site at morgue FBI fingerprint analyst on site at morgue 6:10 p.m. Unofficial count of recoveries: 110
August 18	Additional ANDE Rapid DNA instruments from California on site at morgue
August 20	5:20 p.m. Unofficial count of recoveries: 126 HECO and US Army Corps of Engineers on site to explore transition to electric power
August 28	ANDE Rapid DNA instrument training for MPD team DMORT VIP System training for MPD team DPAA anthropologists, x-ray technician, and odontologists on site at morgue
August 29	MPD team conducted first rapid DNA analyses
August 30	DMORT last day on site

Preliminary After-Action Report, August 8, 2023

September 5 First shipment to ANDE for advanced DNA analyses

September 15 Number of decedents reconciled to 97

October 3 HECO powering containers

November 17 Final area searched: draining of parking structure, no additional recoveries  
99 decedents identified of the 100 recoveries  
Four unaccounted for persons cases  
The unaccounted for persons as well as the unidentified are still in process as of the time of this writing.

## Equipment and Technology

### A. Tools

MPD officers created escape routes that were otherwise inaccessible on the day of the fire in Lahaina. One officer utilized his own straps to tie to a fence and his police vehicle to pull a fence down. Congested traffic used this newly created escape route. Fallen trees were blocking potential escape routes.

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**RECOMMENDATION 29 – Equip every supervisory police vehicle with a breaching kit to be able to remove debris such as a downed tree from roadways blocking any exit to ensure lives are preserved.**

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### B. Personal Protective Equipment

All officers are issued equipment relative to their police duties. In addition, officers were issued personal protective equipment (PPE) in the form of masks, eye protection, gloves and other tools in response to the COVID-19 pandemic. On August 8, 2023, not all officers had proper PPE, especially relative to a fire of this magnitude.

In the following days, officers were provided with additional PPE and other tools that were required in their search and recovery efforts.

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**RECOMMENDATION 30 – Create go-bags of PPE for each motorized beat for response to fire events and other unusual occurrences.**

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### C. First Aid

MPD officers carry their own personal medical supplies such as a tourniquet, and each police beat has an AED and first aid kit.

Of all the responding officers and partner agencies who responded to the initial and subsequent operational periods, there was one line of duty officer injury upcountry with smoke inhalation on August 8, 2023, and one on the August 10, 2023, in Lahaina.

### D. Technology

A Real Time Crime Center (RTCC) camera is more than a camera capturing video. The system is able to detect and alert the presence of smoke and fire. To have cutting edge technology would not only reduce crime and response times to crimes but also to be able to detect smoke would provide the community with assurance that they are safer than ever before.

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**RECOMMENDATION 31 – Installation of real time crime center cameras throughout Maui County at key points.**

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Due to the wind gusts up to 60 to 80 mph, drones and aircraft were unable to assist and unable to be deployed. Officers are assigned an APX 6000 Motorola portable radio and an APX 6500 mobile radio. These radios were the only source of communication.

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**RECOMMENDATION 32 – Evaluate the cost for IT hardware, software, file storage and expanded wi-fi, satellite connections. Develop a plan to procure in emergencies to ensure it's provided as timely as possible.**

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## Survivor Accounts

### Survivor Account 1

A Kaanapali hotel employee shared his perspective of August 8, 2023. He also manages a popular news source social media account.

As he drove through Launiupoko Beach Park and Puamana Beach Park, he witnessed the extent of the damage caused by fallen power poles and lines. When he learned of a fire on Lahainaluna Road through a police radio scanner at 6:35 a.m., he decided to document the incident for social media by capturing photos and videos.

He then reported to work and faced challenges as the hotel lost power and communication. Visitors sought to leave Kaanapali due to the current weather conditions. Recognizing that he will be needed at the hotel much longer after his shift, he informed his boss he needed to briefly return home to Kahului.

While attempting to leave Lahaina, he encountered a large plume of smoke coming from Lahaina town. Stopped in traffic, he noticed a police officer blocking southbound traffic on Honoapiilani Highway and Leialii Parkway, allowing vehicles to exit but not enter Lahaina town.

He witnessed the scale of the fire and heavy traffic leaving Lahaina and headed north on Honoapiilani Highway. He also noted heavy southbound traffic, headed toward Lahaina town. He decided to return to the hotel but was halted when high winds knocked down multiple power poles right in front of him in the area of Honoapiilani Highway and Leialii Parkway.

He assisted by informing a police officer that was posted at the Honoapiilani Highway and Leialii Parkway traffic post about the impassable highway. He described the traffic congestion and chaos on Honoapiilani Highway, as thousands of individuals attempted to leave Kaanapali toward Lahaina, while thousands more attempted to evacuate Lahaina from the fire.

He posted a video on Facebook detailing his experience and combating the disinformation that had been circulating on social media and in the news. A popular source for information in Maui County, with over 250,000 followers across its platforms, the post drew attention for the roles of first responders. He experienced retaliation for his first-hand accounts in defense of first responders. Through research, he found that none appeared to have connections to Maui County.

### Survivor Account 2

A retired Maui firefighter who resides off Lahainaluna Road, provided an account of the August 8, 2023. He described the day as the most severe weather conditions and fire he had ever experienced. Strong winds, reaching what he believed to be 70 to 80 mph, intensified throughout the day, causing significant damage to his property and the entire surrounding neighborhood.

He noticed the fire's onset at around 3:30 p.m. when white smoke turned into thick black smoke, in what he knew was indicative of hydrocarbons and suggesting homes and cars were ablaze. Despite attempting to create a "defendable space" around his home with the help of a friend, he realized the severity of the situation and decided to flee as flames got too close.

Sometime after 4:15 p.m., while trying to escape the fire in his vehicle, the vehicle malfunctioned. He was forced to break the front passenger window to escape. To stay out of the thick black smoke, he crawled on the ground to seek safety, sustaining burns to his arms/hands as a result. He reported being found and rescued by a police officer, as he escaped his home in the area of Mill Street. He and the police officer later located another severely burned victim.

Maui police officers transported them to the emergency shelter for treatment.

### Survivor Account 3

A resident of Kanakea Loop in Lahaina, recalled the day starting with a power outage at around 5:00 a.m., accompanied by strong winds carrying debris into his home. His family woke up with blackened faces due to the airborne particles. Around noon, while taking his wife to work, he observed severe damage to homes on Lahainaluna Road and in the Kelaweā Mauka neighborhood. He described roofing material on homes completely being ripped off the frames due to the strong winds. While passing the Lahainaluna Road and Honoapiilani Highway intersection, he noticed a police officer directing traffic in the intersection.

After returning home, he secured his house against the high winds. Around 3:00 p.m., he witnessed white and grey smoke blowing from the same location of the morning fire. He then accounts the fire intensifying. He then witnessed a police officer evacuating the Kelaweā Mauka neighborhood using sirens and the P.A. System. He prepared his family for evacuation. Attempting to leave, they encountered heavy traffic on Kalena Street. As they waited, the wind shifted north causing nearby homes to rapidly catch fire. With the fire nearing, he turned back and headed back to his home, believing they were safe. Shortly after, he noticed they were going to be blocked in by the fire. He, along with other neighbors got to the dead-end on Kanakea Loop and cut the locks off of the gate to allow cars to escape. They were then encountered with another gate, and a vehicle at a stop, blocking the escape route. He then observed a police officer sprint toward the gate and use his body's force, freeing the gate and allowing the vehicle to continue. He used a garden hose to fight a structure that was on fire adjacent to the gate, allowing multiple vehicles to evacuate the area.

They were able to escape using the bypass to the south. He did not know his wife's whereabouts and could not contact her. He attempted to head back in to find his wife, but was stopped by police. Coincidentally, he was on the highway south of Lahaina, when he observed his wife running toward him. She had escaped to safety and out of Lahaina on foot.

He observed the disinformation circulating on social media regarding police blocking people in. He did not experience or see those accounts, but instead he observed police, firefighters and civilians helping save lives.

Survivor Account 4

A Lahaina resident was working construction on the Kaanapali Hillside, when operations ceased due to the escalating winds. While headed home, he got stuck in traffic in Kaanapali. He noticed a thick black smoke cloud rising from Lahaina town, prompting him to rush home.

Encountering traffic restrictions near Honoapiilani Highway and Kikowaena Street, he attempted to bypass officers but was stopped by police at Honoapiilani Highway and Leialii Parkway. He was informed that Honoapiilani southbound traffic was closed. He parked at the Lahaina Post Office and ran on foot to help his family evacuate their residence on Huea Street. While passing the Honoapiilani Highway/Fleming Road traffic intersection, he observed vehicles exiting Front Street and headed north onto Honoapiilani Highway. Reaching home, he found his family already leaving, prompting him to head south on an electric scooter to aid others.

At around 5:00 p.m., he observed the fire engulfing Taco Bell and encountered downed power lines near the Front Street Apartments. He assisted in evacuating Old Lahaina Center and Dirty Monkey, witnessing police efforts to evacuate businesses and transporting evacuees. As he walked north on Front Street, he informed motorists of the downed utility poles and lines, while noting the fire was already igniting the Outlets of Maui. He observed people beginning to abandon their vehicles on Front Street and flee on foot. He observed police officers evacuating the Front Street Apartments area, using their P.A. System to alert the community.

## Community Response

MPD acknowledges the incredible response from our Maui community following the fires of August 8, 2023. Countless numbers of volunteers gave their time and energy at the multiple disaster shelters setup across the island. Individuals and groups donated non-perishable food items, toiletries, diapers, and clothing from their homes and even emptied the shelves of Maui's retail, wholesale, and grocery stores to provide items for those who lost everything in the fires. Churches opened their grounds for off-island volunteers to stay. MPD received food and drink donations from multiple restaurants – three meals a day, seven days a week for at least the first month following the fires. Families and friends invited those who were displaced to stay with them and helped with the financial and emotional process of starting over. MPD also wants to thank the visitors who left the island immediately following the fires and those who postponed their vacations here, allowing Maui to focus on healing, taking care of our families, and coping with our new lives as we move forward. A big mahalo to those off-island who sent material and monetary donations as well, doing everything they could from afar to show their support. MPD could not have accomplished everything in the timeframe we did without the love and support of our families and friends. The Maui community took care of each other and took care of the police department and outside agencies that came to help us. We know that “Maui no ka `oi, Maui is the best,” and no one better exemplified that than our Maui ohana.

## Employee Wellness and Resilience

### *“Past, Present, & Future”*

Merriam-Webster dictionary defines wellness as the quality or state of being in good health especially as an actively sought goal. The ability to recover from or adjust easily to adversity or change is resiliency. In law enforcement, we train to serve and protect, we train to respond to the worst of situations. What we don't train for is how we deal with the trauma we experience. That trauma is not new to law enforcement, it has always existed from its very inception.

The history of established law enforcement in America goes back to the 1800's, when cities began creating official police departments, establishing organized and preventative policing. The structure followed the professional hierarchy and discipline like that of military forces. City police departments were essentially born out of unrest due to social tensions. So, from their beginnings, police were injected into tense situations regarding race, ethnicity, politics, and economic class. There were high rates of turnover along with minimal training, little professional supervision, and little stability for new police officers. Police often faced hostility, suffered physical attacks, and several officers died in the line of duty every year from 1850 onward (Duchess, H. et al., 2020).

Law enforcement in Hawaii was established under the reign of King Kamehameha III. Public safety in Hawaii was codified under Article V of the 1864 Kingdom of Hawaii Constitution.

Now fast forward to policing in the 21<sup>st</sup> century. Law enforcement faces an increase in mass shootings, cybercrimes, and threats of international and domestic terrorism, in addition to the regular work of maintaining safety in communities through tasks such as patrol and criminal investigations with the expectation that law enforcement officers also need to be social workers, parents, teachers, and counselors. All the while, fighting against the notions of legacies of corruption and violence. Restricted by tight budgets, struggles of recruiting new officers, and struggles with retaining current officers; the responsibilities demanded of police officers continue to increase with no consideration of how to help their safety and health (Duchess, H. et al., 2020).

Police work operates in three social interaction arenas, the streets, the police department, and their family and personal life, which are unique to police officers. What police officers don't know when they begin their career is, the better they are at what they do at work, the more likely they are to struggle or fail in all their significant relationships. These three social interaction arenas pull a police officer in three different directions. Officers are told to embrace a vision or program that teaches them how to behave and why. However, they are not educated on the possible ramifications that disaster may strike in the form of poor professional performance, unsuccessful personal relationships, and occasional suicides (Rufo, 2015).

A career in law enforcement is associated with increases in many forms of stress, including physical, psychosocial, and anticipatory stress. Police officers are exposed to traumatic calls for service daily. Continued exposure to these stressors may be directly related to the development of mental illnesses, such as anxiety, depression, post-traumatic stress disorder, and burnout (Jetelina, K. et al., 2020).

The Maui Police Department's Wellness Program has evolved through the years and has taken a holistic approach following the devastating Lahaina wildfires. This is *“where we were to where we want to be”*:

MPD's Wellness Program and Training in place prior to the Lahaina wildfires:

- 1) Peer support
- 2) Chaplaincy program
- 3) County employee assistance program
- 4) CORDICO wellness mobile phone software application
- 5) Contracted psychologist private sessions provided three times a month
- 6) Officer wellness curriculum in annual recall
- 7) Officer wellness curriculum in recruit academy
- 8) Emotional survival added to recruit academy
- 9) Acadia health training
- 10) Active assailant and mindset training
- 11) Performance protocol coaching and mentoring

Crisis support provided to MPD personnel during the Lahaina wildfires:

- 1) Multiple psychologists on site at the Lahaina police station and morgue
- 2) Multiple clinicians on site at the Lahaina police station
- 3) Multiple physicians on site at the Lahaina police station and morgue
- 4) Small groupings of critical debriefs
- 5) Monetary donations for personnel effected by the Lahaina wildfires
- 6) Donations of necessities for personnel effected by the Lahaina wildfires
- 7) Replacement of gear damaged or loss within the Lahaina wildfires
- 8) Donation of food for all personnel assisting with the Lahaina wildfires
- 9) Breathing apparatus provided for all personnel working in Lahaina
- 10) Performance protocol coaching and mentoring provided to all MPD personnel

MPD's wellness and resiliency initiative post Lahaina wildfires:

- 1) Establishment of the Maui Police Department's wellness unit
- 2) Contracted psychologist private sessions increased to eight times a month
- 3) Paid daily wellness respite
- 4) Performance Protocol Coaching and Mentoring continued for all MPD personnel
- 5) Development and implementation of the Maui Police Department's wellness and resilience response protocol
- 6) Frequent wellness events for MPD personnel and their families
- 7) Implementation of wellness best practices developed in partnership with the Bureau of Justice Valor Initiative specific for the Maui Police Department

## References

- Duchess, H. et al., (2020). The History of Law Enforcement. Shapiro library. <https://eds-s-ebSCOhost-com.ezproxy.snhu.edu/eds/detail/detail?vid=1&sid=2a200960-1258-4f04-aa3c-417b4e0d5594%>
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## RECOMMENDATIONS

Number	Recommendation	Completed Y/N/In Progress (at time of print)
1	Have optional radio ear pieces issued to all officers.	In Progress
2	Create a procedure for call signs for officers that self-deploy during a critical/large scale incident.	In Progress
3	Roll calls should be initiated by dispatch and/or command staff as needed.	In Progress
4	Have the BWC policy updated to have BWC activated upon dispatch.	Y
5	Hire a social media manager to cover all aspects of social media, to report to the department's PIO.	N
6	Review and make necessary amendments to General Order 301.2, and other related general orders, as to create policy and procedure on administrative notifications during unusual occurrences, natural disasters, and man-made disasters. Considering that some situations, such as the one experienced on August 8, 2023, where means of communications was limited, and email notifications of officials may not be feasible or available, may necessitate other means of notifications.	In Progress
7	ICS training to be provided to all sworn personnel. 100 - 200 by all PO's, 300 – 400 by all sergeants and lieutenants, 700 by all captains and above.	In Progress
8	All commanders, captains and above receive training on activation of the DOC and a Department Operations Center quick reference guide be developed for commanders to be utilized for all crisis.	In Progress
9	Although there is an annual review, the Natural and Man-made Disaster Plan, General Order be reviewed and updated following the incident.	Y
10	All commanders participate in live training exercises in DOC activation	N
11	During an EOC activation, provide a senior officer (lieutenant or above) stationed within the Wailuku Communications Center to liaise between dispatch and relay information to commanders in command posts and the EOC and DOC.	Y

<b>Number</b>	<b>Recommendation</b>	<b>Completed Y/N/In Progress (at time of print)</b>
12	The three call taker stations within communications should be equipped with radio capabilities allowing them to receive and dispatch additional support and calls.	In Progress
13	Increase personnel through retention compensation and equitable pay for the emergency services communications personnel provides.	In Progress
14	Upgrade the CAD and hardware systems to newer equipment and software with capacity and ability to manage large data files.	In Progress
15	In the event of a disaster the public should be directed to call a dedicated phone line. This phone line needs to be messaged in such a way that it is as common as 4-1-1, 8-1-1-, 9-1-1 etc. so that the public knows who to call, i.e. for road closures, hazards, evacuations, shelters, or any other emergency messaging.	N
16	The police department PIO should be set up and autonomous from other department(s) within their respective county to be able to message police information as timely as possible throughout any police involved disaster.	In Progress
17	Ensure the M.I.N.T. has a dedicated intel analyst, providing real-time intelligence critical for decision making.	N
18	Create a part time position to coordinate daily mortuary operational needs.	In Progress
19	Retrofit the autopsy suite with two new sinks and rearrange the space to accommodate two tables to increase workflow and ergonomics.	In Progress
20	Continue death investigation education for MPD officers, as some of the initial documentation and photography could have offered more context with better coverage and details.	In Progress
21	Incorporate/procure a morgue electronic case management software program.	In Progress
22	Procure a dedicated x-ray machine at the morgue, eliminating dependence on off-site services and additional transportation	In Progress
23	Have permanent resources required to perform various expanded duties such as phone lines, computers, printers, and network access, coordinated by an expanded information technology services section within MPD.	N



<b>Number</b>	<b>Recommendation</b>	<b>Completed Y/N/In Progress (at time of print)</b>
24	Secure a standing contract with a Hawaii-based anthropologist to provide on-call services.	Y
25	Have access to victim medical and dental information, including primary care physician and dentist to streamline identification process.	In Progress
26	Keep continuity of operations of existing open missing persons cases. It is imperative to implement a permanent cold case detail to further these efforts and investigate all cold cases.	Y
27	Better briefings for patrol officers and missing person call-takers to provide them with requisite information necessary for next of kin notifications and investigative follow-ups.	In Progress
28	Include anthropology on search teams while recovering decedents as early as possible. Note – it may not be possible dependent on location, immediate access to resources and pending weather conditions.	Y
29	Equip every supervisory police vehicle with a breaching kit to be able to remove debris such as a downed tree from roadways blocking any exit to ensure lives are preserved.	In progress
30	Create go-bags of PPE for each motorized beat for response to fire events and other unusual occurrences.	In Progress
31	Installation of real time crime center cameras throughout Maui County at key points.	In Progress
32	Evaluate the cost for IT hardware, software, file storage and expanded wi-fi, satellite connections. Develop a plan to procure in emergencies to ensure it's provided as timely as possible.	N

Appendices

Appendix A HECO Downed Power Line Safety

**Hawaiian Electric**

# DOWNRIGHT DANGEROUS

## DOWNED POWER LINE SAFETY

Downed power lines can be energized and deadly. For your safety, assume fallen lines are live and avoid anything in contact with them.

### DOs

- 30 ft.** Stay at least 30 feet or more away from any downed power line.
- Move away from a fallen line by keeping both feet on the ground and shuffling with small steps.
- Report downed lines immediately. Call your local utility's Trouble Line, which is available 24 hours a day, 7 days a week:
  - O'AHU: 1-855-304-1212
  - MAUI: 1-808-871-7777
  - MOLOKA'I, LĀNA'I: 1-877-871-8461
  - HAWAII ISLAND: 1-808-969-6666
  - Or call: 9-1-1

### DON'Ts

- Never touch a downed power line – always assume downed power lines are energized and dangerous.
- Don't attempt to move the power line – even using items that are not typically conductive.
- Don't run! Shuffle away, with both feet on the ground, to a safe distance.
- Don't touch fences or guardrails in contact with downed power lines. These structures can be energized for thousands of yards and pose a hazard.

### IF YOU SEE AN INJURY

If you see someone injured after touching a downed power line, call 9-1-1 for help.

- Don't try to rescue the individual because electrical current can travel through them to you and you risk becoming a victim yourself.
- Warn others to stay away.

### Downed Power Lines and Vehicles

If a power line falls on your car while you are inside, follow these instructions:

- Remain where you are, if possible, and wait for help.
- Do not touch any part of the vehicle's frame or any other metal.
- If you must get out of the car because of a fire or other hazard, jump free of the car, hopping with both feet together so that your body clears the vehicle before touching the ground.
- Once you clear the car, shuffle at least 30 feet or more away, with both feet on the ground.
- Never touch the vehicle and the ground simultaneously because this will increase the risk of electrical shock.

Source: <https://www.hawaiianelectric.com/safety-and-outages/electrical-safety/downed-power-line-safety>

Appendix B Mis/dis/mal Information Examples

Copy of an email that was sent to public and private entities hidden under a @proton.me email account:

**Subject:** FEMA's Internal Response to the Maui Catastrophe

Leaked internal memo from FEMA Director Deanne Criswell highlights grave concerns regarding the handling of the recent Lahaina, Maui fire disaster. The memo reveals serious lapses by local authorities, potential assumption of federal control, and ongoing criminal investigations.

[INTERNAL MEMO - FOR FEMA COMMAND STAFF ONLY]

**SUBJECT:** Upcoming Intervention & Assessment - Lahaina Emergency Incident

Dear FEMA Command Staff,

I hope this memo finds you well, especially in the wake of the recent tragic events. It is with a heavy heart and utmost concern that I bring forth the details of our immediate involvement in the Lahaina, Maui disaster.

**Background:**

Many of you are already acquainted with the heart-wrenching fire incident in Lahaina, Maui. This catastrophe resulted in a significant loss of life, destruction of property, and the displacement of thousands. Thorough investigations by the FBI and other federal bodies have validated our concerns about severe mismanagement and the spread of misinformation by local authorities, leading to dire consequences. Given the confirmed nature of these lapses, it is critical for us to intervene immediately and conduct an exhaustive assessment.

**Identified Failures:**

For clarity, the confirmed failures include:

**Evacuation Routes Mismanagement:** Unexplained closure of major evacuation routes, despite the imminent danger of the fire.

**Inadequate Warning Activation:** Non-activation of the State Warning Point and consequently the Outdoor Siren Warning System.

**Misinformation on Fire Containment:** Dissemination of inaccurate data regarding the fire's containment status.

**Unsafe Shelter-in-Place Advisories:** Inappropriate guidance given the perilous conditions arising from external factors like Hurricane Dora.

**Poor Response Coordination:** Widespread confusion due to mismanagement of road closures and lack of clear directives.

**Post-Fire Road Closures:** Arbitrary post-disaster roadblocks, adding to the chaos and misery of the affected populace.

**Suspicion of Martial Law Implementation:** Actions post-fire that resembled martial law imposition, causing further distress and legal concerns.

**Our Role & Visit:**

Come Aug 12, 2023, we will directly liaise with the local emergency personnel. While our modus operandi respects the local Incident Command Structure, the gravity of the local authorities' missteps in this incident compels us to consider the possibility of federal oversight. This means, if the situation warrants, we are poised to take federal control, effectively relieving the local government of its emergency functions.

**Ongoing Investigations:**

A criminal probe, spearheaded by Attorney General Anne Lopez's office in the State of Hawaii, in coordination with the Federal Justice Department, is underway. It's paramount that we offer our unwavering cooperation, ensuring prompt provision of any needed resources or data.

**Instructions for FEMA Personnel:**

All are to adhere to their regular roles and responsibilities within the existing Incident Command Structure.

Stay abreast of updates, especially concerning the potential shift to federal jurisdiction as endorsed by POTUS.

Always prioritize the well-being of affected individuals. They should have unfettered access to essential support and information.

**End Goal:**

Our aspiration is not to seize federal jurisdiction unless absolutely indispensable. Our chief aim remains to expedite a swift and effective recovery process and preemptively thwart such administrative oversights in the future.

During these testing times, your professionalism, compassion, and commitment to FEMA's values will be our beacon. Together, we can extend the much-needed solace, support, and solutions to the communities ravaged by this calamity. Let's be the embodiment of our core mission: assisting people before, during, and after adversities.

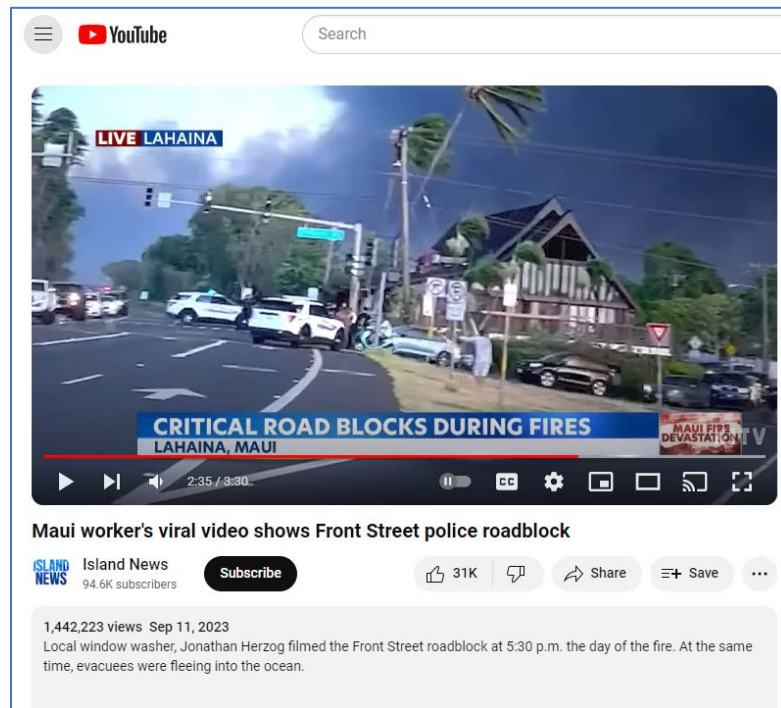
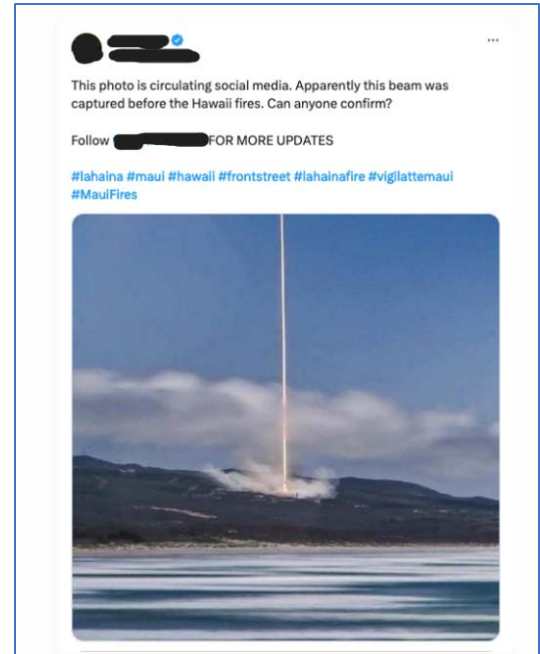
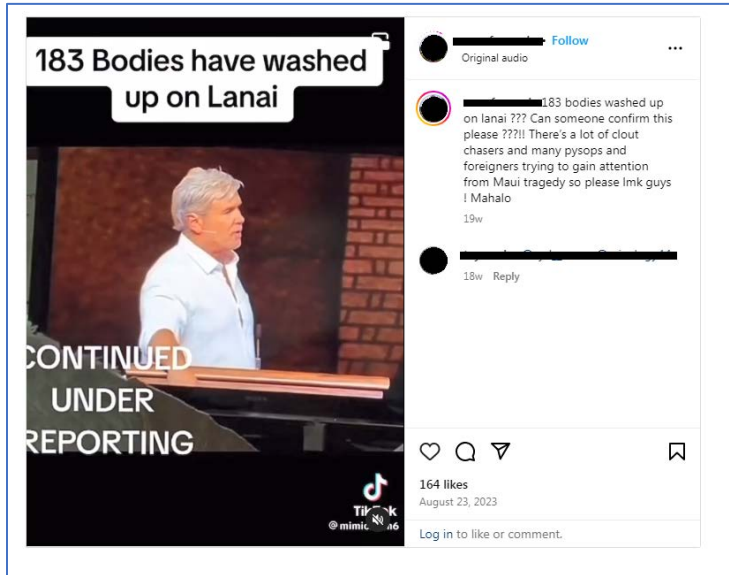
Stay vigilant and safe.

Warm regards,

Deanne Criswell  
Director, FEMA

[END OF MEMO]

Mis/dis/mal information:







**HUNDREDS OF BODIES ARE STARTING TO WASH ASHORE!!**

**THEY AREN'T REPORTING ON THIS!!**


11:18

They Aren't Telling The TRUTH About Maui | Hundreds Of BODIES Just Washed Ashore !!!  
49K views · 4 months ago

FOLLOW ME ON TWITTER <https://twitter.com/maui> #maui #mauifires #lahaina

If the fires in Hawaii were natural, what in the h is this?



3/8


 Readers added context they thought people might want to know →

Image captures an event that occurred in Michigan in 2018, not a current event in Hawaii.

[snopes.com/fact-check/did...](https://snopes.com/fact-check/did...)

Context is written by people who use X, and appears when rated helpful by others. [Find out more.](#)

12:54 PM · Aug 10, 2023 · 3M Views

5,202 Reposts · 586 Quotes · 19.2K Likes · 863 Bookmarks

Appendix C Donations

The Maui Police Department would like to thank the following businesses that generously donated food:

Acevedo's Hawaiano Cafe	IHOP	Sam Sato's Inc.
Bamboo Grille	Jersey Mike's Subs	Spago
Barbara Geary Spectrum Advertising	Kalei's Lunch Box	Sparky's Food Co.
Boy Scouts of Hawaii	L&L Hawaiian Barbeque	Starbucks Waiale Location
Café O Lei at the Plantation	Lava's	State of Hawaii Organization of Police Officers (SHOPO)
Chick-Fil-A	Marco's Grill & Deli	Subway (Pukalani)
Costco	Marriott Maui Ocean Club	Sugar Beach Events
Cuppies Cafe	Maui Coffee Attic	Tante's Island Cuisine
Dani's Catering	Maui Onnuri Church	Tasty Crust
Four Seasons Maui	McDonald's (Wailuku)	UpTown Kitchen and Food Mart
Four Sisters Bakery & Catering	Mercy Chefs	Waikapu on 30
Grace Bible Church	Merriman's Kapalua	Wailuku Coffee Company
Guava Tree Bar & Grill	Minit Stop	Wendy's
Hawaii Law Enforcement Federal Credit Union (HLEFCU)	Miyako Sushi	Zippy's
Home Maid Bakery	Pukalani Superette	
	Safeway (Hookele)	

MPD would also like to thank and apologize to those that donated and were not acknowledged.

Appendix D Acronyms and Hawaiian words

AAR: After-action Report	DOC: Department Operations Center	HSHS: Hawaii State Homeland Security
AFDIL: Armed Forces DNA Identification Laboratory	DOJ: Department of Justice	ICS: Incident Command System
AI: Artificial intelligence	DPAA: Defense POW/MIA Accounting Agency	IMT: Incident Management Team
ATF: Bureau of Alcohol, Tobacco, Firearms and Explosives	DPMU: Deployable Portable Morgue Unit	ITDRC: Information Technology Disaster Resource Center
BIA: Bureau of Indian Affairs	DPS: Hawaii Department of Public Safety	JIC: Joint Information Center
BWC: Body-Worn Camera	DSR: Dynamic System Resilience	M.I.N.T.: Morgue Identification and Notification Task Force
CAL FIRE: California Department of Forestry and Fire Protection	EOC: Emergency Operations Center	Mal Information: Truth is used to inflict harm on a person, organization or country, i.e. phishing, catfishing, doxing.
CCD: Cold Case Detail	ERT: Evidence Response Team	MEMA: Maui Emergency Management Agency
CERFP: CMRN Enhanced Response Force Package	FAC: Family Assistance Center	MFD: Maui Fire Department
CID: Criminal Investigation Division	FBI: Federal Bureau of Investigation	Mis Information: False or inaccurate information.
CIP: Capital improvement project	FEMA: Federal Emergency Management Agency	MPD: Maui Police Department
CJIS: Criminal Justice Information Services	FP: Forensic Pathologist	MPLS: Multiple Protocol Labeling System
Dis Information: False information which is intended to mislead, especially propaganda issued by a government organization to a rival power or the media.	GPS: Global positioning system	NGI: Next Generation Identification
DLNR: Department of Land and Natural Resources	HCJDC: Hawaii Criminal Justice Data Center	NIMS: National Incident Management System
DMORT: Department of Health and Human Services	HECO: Hawaiian Electric Company	NTSB: National Transportation Safety Board
	HPD: Hawaii Police Department	P.A.: Public address system
	HiWIN: Hawaii Wireless Interoperability Network	PC: Photo credit
	HPD: Honolulu Police Department	



Preliminary After-Action Report, August 8, 2023

PIO: Public Information Officer

PO: Police Officer

PPE: Personal Protective  
Equipment

PSRS: Public Safety Radio  
System

QRF: Hawaii National Guard Air  
Force Security Forces Quick  
Reaction Force

RTCC: Real Time Crime Center

TSA: Transportation Security  
Administration

UIPA: Uniform Information  
Practices Act

USAR: Urban Search and  
Rescue Branch

VIP: Victim Identification  
Program

Aloha: Love, affection, peace,  
compassion, mercy, kindness  
and even gratitude

Mahalo: To express gratitude

Makai: Toward or by the sea;  
seaward

Mauka: Toward the mountains:  
inland, upland

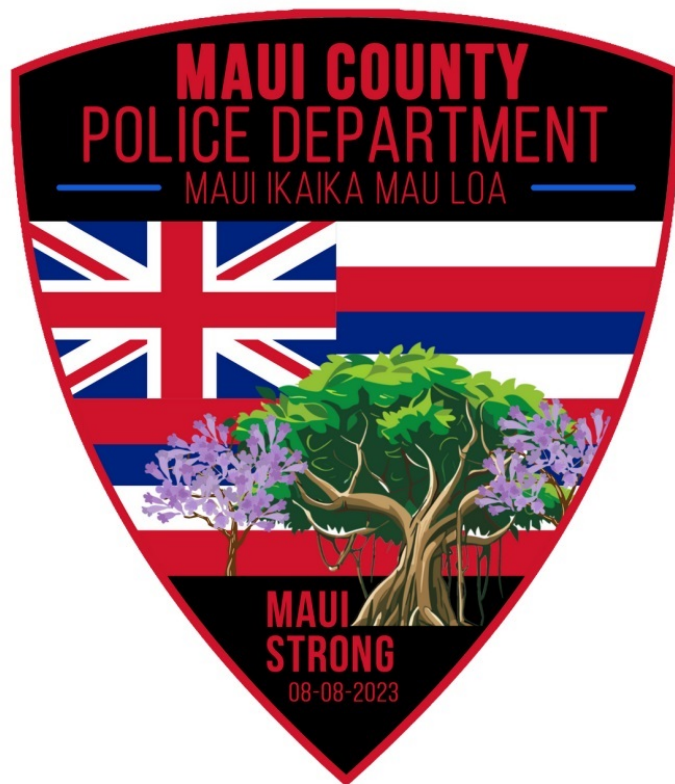
Me Ka Ha'a: With humility, to  
be humble, "humbly"

No ka oi: The best

Ohana: Family

CLOSING

Now, here we stand, amid destruction and chaos, with an opportunity to write a new story. That story is told through the Maui Strong patch to exemplify the courage in vulnerability and honor the lives of those who were lost and to pay tribute to those left to rebuild. A story for which time will be still.



“The ultimate measure of a man is not where he stands in times of comfort and convenience, but where he stands in times of challenge and controversy”.

- Martin Luther King Jr.