

**COUNCIL CHAIR'S MEETING**  
Council of the County of Maui

**MINUTES**

**October 13, 2020**

**Online Only via BlueJeans**

**CONVENE:** 12:03 p.m.

**PRESENT:** Councilmember Alice L. Lee, Council Chair  
Councilmember Keani N.W. Rawlins-Fernandez, Council Vice-Chair, and  
Chair, Economic Development and Budget Committee  
Councilmember Tasha Kama, Presiding Officer Pro Tempore, and Chair,  
Affordable Housing Committee  
Councilmember Michael J. Molina, Chair, Government, Ethics, and  
Transparency Committee  
Councilmember Tamara Paltin, Chair, Planning and Sustainable Land  
Use Committee  
Councilmember Shane M. Sinenci, Chair, Environmental, Agricultural,  
and Cultural Preservation Committee  
Councilmember Yuki Lei K. Sugimura, Chair, Multimodal Transportation  
Committee

**EXCUSED:** Councilmember Riki Hokama, Chair, Healthy Families and Communities  
Committee  
Councilmember Kelly Takaya King, Chair, Climate Action and Resilience  
Committee

**STAFF:** Traci N. T. Fujita, Director, Office of Council Services  
David M. Raatz, Supervising Legislative Attorney  
Tammy M. Frias, Supervising Committee Secretary  
Dianne Shimizu, Executive Assistant to Council Chair Alice L. Lee

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CHAIR LEE: . . .*(gavel)*. . . Will the Chair's meeting please come to order? Hello, everyone. Dobryy den'. Dobryy den' means good afternoon in Russian. So we have here today Member Tamara Paltin, Member Yuki Sugimura, you guys want to say hi, or just go through it?

COUNCILMEMBER SUGIMURA: Go for it.

COUNCILMEMBER PALTIN: Just go through it.

CHAIR LEE: Okay. Member Sugimura--I'm just doing the top row--Member Shane Sinenci, Member Mike Molina, Vice-Chair Rawlins-Fernandez, and Pro Temp Tasha Kama, myself, Alice Lee. So far excused are Riki and Kelly. Okay.

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**1. REQUESTS FROM COUNCILMEMBERS TO COMMITTEE STAFF IN BLUEJEANS' CHAT DURING COMMITTEE MEETINGS** (Council Chair Lee)

CHAIR LEE: All right, now moving through the agenda, the first item is Requests from Councilmembers to Committee Staff in BlueJeans' Chat During Committee Meetings. And this, I will punt over to Traci.

MS. FUJITA: Hi. So for this item, Staff has asked me to bring it up because sometimes during Committee meetings, in the chat feature, the Councilmembers are sending messages to Staff. But the Staff don't really have control over the requests. So I'll give you some examples. One of the examples is when a Councilmember asks Staff oh, we can't see a Councilmember on the screen. Can you tell the Councilmember to, I guess, you know, adjust their camera or whatever? So that one, and then another one was to ask for the list of testifiers that have signed up for testimony. Apparently, there's...sometimes Councilmembers put that list into the chat, and others prefer not to. There's not a requirement either way, so it's really up to the discretion of the Chair of the Committee. So I guess this...the purpose of this item is just to kind of clarify that. Sometimes the requests that are being made of Staff are out of the Staff's control. Really, these questions should be directed to the Committee Chair, who's responsible for, you know, managing that particular Committee meeting, and then it's up to the Committee Chair, you know, whether or not to honor that request or not. So that was it. I just wanted to bring that to your attention because sometimes the Staff, they're not sure how to respond, I guess, in these, in the chat. They want to be helpful, you know, and they want to provide assistance, but it's really sometimes not their place to make those kinds of decisions. It really should be made by the Committee Chair. Thank you.

CHAIR LEE: Okay. Members, suggestions --

COUNCILMEMBER SUGIMURA: Thank you.

CHAIR LEE: -- solutions?

COUNCILMEMBER SUGIMURA: I understand. Thank you.

CHAIR LEE: Oh, are those hands...okay, the fingers mean okay. But the hands mean you have a question? Shane, do you have a question?

COUNCILMEMBER SINENCI: No. I guess I've come accustomed to seeing that, the testifier list. So I'll actually have it on there so that I can see who's on, who's not, or who's...who has dropped off or something like that. So, I mean, is it something, Traci, that each Committee Chair has to decide on, or can we just decide we'll have the testifier list posted in the chat?

MS. FUJITA: Well, unless the Members decide as a group to be consistent with that, it's going to be up to each Committee Chair.

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COUNCILMEMBER SINENCI: Yeah, and shucks, I've come accustomed, kind of spoiled, to seeing it. And some of my mine, like some Committee meetings--like myself, we don't have, you know, a million testifiers. So sometimes I can see...but even if there was like only five or six testifiers, I think that's...I mean, I kind of like that feature. Just my thoughts, Chair. Thank you.

CHAIR LEE: Okay. Any other thoughts? Yes, Ms. Paltin, and then Mr. Molina.

COUNCILMEMBER PALTIN: I have no problem putting that in the chat list, the link to the testifiers. It's okay with me. I don't care either way. So if it helps you, then go for it for PSLU. Like, should I talk to that with Ana them, or is this good enough right here?

MS. FUJITA: I can relay that to Ana that you would like the testifier list for PSLU meetings posted in chat.

COUNCILMEMBER PALTIN: Yeah, it's cool with me.

MS. FUJITA: Okay.

COUNCILMEMBER SINENCI: Me too.

COUNCILMEMBER PALTIN: Thank you, Traci.

CHAIR LEE: Ms. Kama, did I see your --

MS. FUJITA: Okay.

CHAIR LEE: -- hand up, Ms. Kama?

COUNCILMEMBER KAMA: Yes, Chair. I was just wondering...I don't look at the chat all the time, I mean, sometimes I do just for curiosity. But what is the purpose of the chat? If not to communicate, what is it for?

CHAIR LEE: Traci?

MS. FUJITA: It is available for communication. It's just that, you know, I guess when you're sending the Staff a message in chat, I guess, just keep in mind whether that your request is something that...that Staff can do, or whether it's something that you should, you know, direct your question to the Committee Chair. But it is used, it's another form of communication.

COUNCILMEMBER KAMA: So if Members of a Committee has something that they'd like to direct the Staff, then what you're saying is talk to the Chair, talk to the Chair, and see if the Chair could relay that. Is that what you're saying?

MS. FUJITA: Yeah. If it's something that really, the Staff, it's not really their place to make

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that call, that decision, then yeah, it should go to the Committee Chair. But say if you need assistance with something, you know, you're looking for a document or you're looking for information, you know, then you know, you can ask Staff and they can, you know, maybe email that to you or something, or they could maybe put it in the chat. It just kind of depends on what you're asking. If it's something regarding like management of the meeting, you know, that's really the Chair's responsibility to oversee the meeting, the...you know, what's going on during the meeting.

COUNCILMEMBER KAMA: Thank you, Chair.

CHAIR LEE: Ms. Rawlins-Fernandez, you look like...oh, Mr. Molina first.

COUNCILMEMBER MOLINA: Oh, yeah, thank you, Chair. Yeah, I have no problem putting it in my chat, and the public has access to that as well, and they can view who signed up for testimony? Like, I'm one of those that will allow...every now and then will ask Committee Staff more...not so much who's testifying, but just how many more testifiers we have. So if it's in the chat room and makes it more easily accessible for someone like me to basically count or even just see who else has got to testify, I'm fine with that. And I think just to me, in general, we should just put it in there for everyone's sake and rather than just leaving it up to the Committee Chairs. But that's just my opinion. Thank you.

CHAIR LEE: Before I call on Vice-Chair Rawlins-Fernandez, Mr. Molina, what is your background today?

COUNCILMEMBER MOLINA: I'm in my multi-million-dollar home in Kapalua today. Nah, just kidding. No, I think it's just some office background, virtual background. I'm not using the bridge. I only use the bridge for our regular Committee meetings and Council meetings.

CHAIR LEE: Oh, I see. Okay.

COUNCILMEMBER MOLINA: I wanted to try something different because I see Tamara's backgrounds is like so wonderful. So I like change it up every now and then.

CHAIR LEE: Yeah, okay. All right, Vice-Chair Rawlins-Fernandez --

VICE-CHAIR RAWLINS-FERNANDEZ: Mahalo, Chair.

CHAIR LEE: -- and then Ms. Sugimura.

VICE-CHAIR RAWLINS-FERNANDEZ: It looks like the Chrysler Building behind Member Molina. So what I heard from Member Sinenci is consistency for all the Committees to share their testifier log in chat. Right now, since we don't have a rule stating that it will or will not be, you know, shared with the public, that it's up to the discretion of each Committee Chair. So I would be open to, you know, having that in the rules so that the public has, you know, that type of consistency where they know that when

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they come to our Committee meetings, that the testifier login chat will be available for them so that they...you know, if they are trying to multitask, you know, maybe they have their children home schooling, that they'll have an idea, a better idea of when their turn to testify will be. That way they can, you know, we're really helping our community to be able to multitask, you know, in the demands of this pandemic. So I would be supportive of something like that for consistency. I have been sharing. So for EDB, I consistently share the login chat, the testifiers chat, testifiers list so that they know when it's their turn to testify. And...oh, and then the last thing I wanted to speak to is, so we do communicate and I just, Pro Temp Kama brought up, you know, about communicating in the chat. So it's super effective to be able to communicate with Committee Staff and with other Councilmembers without interrupting people, so I like having that chat function. But I understand, you know, Ms. Fujita is saying that there's some things, like telling Councilmembers what to do, that Committee Staff will not be able to do, like tell...you know, tell Councilmembers where to position their faces in the camera. So I completely understand that, and I understand Committee Staff feeling awkward in not being able to respond in a way that, you know, won't be awkward. So I think sometimes if I have, like, a concern that I don't want public, and I want, you know, to be able to provide that room for Staff to be candid and not, you know, put...be placed in an awkward position, I would privately chat with them. So there is a feature where you have everyone chat, and you have direct messages. And so I'll, you know, send a direct message to Staff asking something, and then that way, they'll be able to tell me privately if, you know, it's something that is under their purview or if it's something that I should ask the Chair instead. So that's another option for Members in direct messaging Staff instead of messaging Staff on the public, everyone chat. Mahalo, Chair.

CHAIR LEE: Before we go to Member Sugimura, I just want to say I rarely go to the chat room. So if you want my attention, you need to text me. If you have to go to the bathroom, stuff like that, you need to text me because I'm not even looking at the chat room at all.

VICE-CHAIR RAWLINS-FERNANDEZ: We know, Chair.

CHAIR LEE: Okay? You know, yeah?

VICE-CHAIR RAWLINS-FERNANDEZ: We know. We know who chats and who doesn't. So we know how to get in touch with the Members.

CHAIR LEE: Yeah. Me, I'm only strictly business, period. Okay. Ms. Sugimura?

COUNCILMEMBER SUGIMURA: I think all the points have been covered, right? And I think what Traci is talking about is that we just need to understand the role of the Staff and as they try to help us as much as they can, and the limitations are of what was discussed. And whatever will make it better for more transparency, I think that's what we're talking about. And I too don't look at chat as much as maybe some of the other Members do, as if I'm conducting a meeting, and I rely on my Staff to basically answer the questions, like how many more testifiers or...you know, and keeping things in

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order. So that's all. Good discussion.

CHAIR LEE: Okay. So the upshot of this discussion is it's really up to the Committee Chair. However, we encourage everybody to allow to have the information in the chat room as consistently as possible. So if you have a problem with that, let us know now. Otherwise, we're going to ask you to provide the information on who's testifying, who's participating, et cetera. Okay. We clear on that? We not voting, yeah, because we cannot vote. We'll just have...oh, you have your hand up, Mr. Sinenci?

COUNCILMEMBER SINENCI: No. Thank you, Chair, no.

CHAIR LEE: No? Okay. Very good.

2. **COUNCIL ORIENTATION IN DECEMBER** (Council Chair Lee)

CHAIR LEE: So moving on, number 2, Council Orientation. It has my name there, but it really means Traci.

MS. FUJITA: Thank you, Chair. So OCS Staff is starting to prepare for the next Council orientation. We normally start that in December, and it's varied over the different terms. This past orientation we did, I believe, one session in December, and then two in January. So I just kind of wanted to get the Members' feedback on orientation, if there was anything in particular that you felt was helpful or maybe things that weren't covered that you think should be covered, now that you've, you know, you've been in office for a couple years. And also the format, you know, if you found the format satisfactory, or if you had suggestions for improvement, anything like that. We're just starting to think about it, and I just wanted to get some input. Oh, and I did send you the agendas from the last orientation. I emailed it out this morning just to give you...just to remind you of what, you know, what we talked about.

CHAIR LEE: How about giving everybody a deadline to get back to you?

MS. FUJITA: Okay. How about by the end of the month?

CHAIR LEE: Okay.

MS. FUJITA: October 30th? Okay.

CHAIR LEE: October 31st.

MS. FUJITA: Sure.

CHAIR LEE: Okay. Yes, Ms. Sugimura?

COUNCILMEMBER SUGIMURA: Thank you for being forward thinking, Traci, and I'm sure David Raatz, both of you, have put your heads together, you know, for this. So I just

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wanted to send our appreciation because it certainly lets us look past the election, which is right around the corner.

MS. FUJITA: Right.

COUNCILMEMBER SUGIMURA: And...but it is something that we need to...Chair, in a future meeting, I know we once talked about how we're going to actually do the swearing-in ceremony and I guess at some time if you could talk about it. Is it going to be in the COVID mode of online, or do you think we're going to actually meet in the Chambers? So another time. It's not on the agenda.

CHAIR LEE: Yeah, we...we're...it's hard to predict when things are going to be normalized.

3. **2021 COUNCIL INAUGURATION - ROLE OF THE ESCORTS** (Council Chair Lee)

CHAIR LEE: So if...so that brings us to the next item which is the Inauguration - Role of the Escorts. And this one, I did have a suggestion. See, if we don't walk into the Chamber, then it's going to be a virtual ceremony, right? I was just trying to think of a role for the escorts. So I'm...I was going to suggest that the role would be for the escort to give you the certificate. Otherwise, they don't have any role. So the emcee will say, introduce your escort, yeah...Hana Fernandez, right, and...oh, Makena, Makena Fernandez. And then he'll hand you the certificate and give you a big kiss. How's that? Okay. So everybody...I'm not sure who you want as your escort Mr. Sinenci, but I'm going to have my grandson. So he can give me a big kiss. Yes, Ms. Paltin...Ms. Paltin?

COUNCILMEMBER PALTIN: I just was wondering if we could opt out and have Kathy give the certificate on a person by person basis.

CHAIR LEE: Well, no...if we're there, yeah.

COUNCILMEMBER PALTIN: Oh.

CHAIR LEE: If we're in the Chamber, then what...Kathy Kaohu would be the person to hand out the certificate.

COUNCILMEMBER PALTIN: Okay. So if we're at home, then our escort is just going to give us a fake piece of paper?

CHAIR LEE: No, no, they can give us the real certificate.

COUNCILMEMBER PALTIN: Oh, okay.

CHAIR LEE: Yeah, because otherwise, there's no role for the escort, you know. And I don't want Mike's wife to grumble, you know, gee, what am I going to do, right?

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COUNCILMEMBER PALTIN: What if we can't get our escort to comply?

CHAIR LEE: You have a daughter and a son.

COUNCILMEMBER PALTIN: They all don't listen to me.

COUNCILMEMBER MOLINA: My wife too.

COUNCILMEMBER SUGIMURA: You mean the chickens or...or your mother-in-law, your-mother-in-law.

CHAIR LEE: Yeah.

VICE-CHAIR RAWLINS-FERNANDEZ: Tell them Chair Lee said. Maybe they'll listen to her.

COUNCILMEMBER PALTIN: Maybe Angela got to come over and be my escort...if I win.

CHAIR LEE: Okay. You have between now and January to figure that out. No, but we may not, we may be live. So I don't know. I really don't know. But if we're not live, we have no escort to...you know, nobody to share with the public, you know, somebody special to you. Yes, Mr. Molina?

COUNCILMEMBER MOLINA: Yeah, just a quick question on that. You know, if we have it in the Chambers, will we allow the public in there? You know, like how the football games will not...they're not allowing fans in the stands, to reduce the potential for COVID. So would we still have a Council Chamber Inauguration, but without no other people other than just immediate family to witness? Just curious.

CHAIR LEE: Yeah, we don't know, Mike.

COUNCILMEMBER MOLINA: Yeah, okay.

CHAIR LEE: We don't know. I mean, hopefully things get better.

COUNCILMEMBER MOLINA: Yeah.

CHAIR LEE: But as we start to open up the economy and the visitors, it's...you know, more than likely, there's going to be an uptick.

COUNCILMEMBER MOLINA: Yeah.

CHAIR LEE: Yeah, before it starts to settle down.

COUNCILMEMBER MOLINA: Yeah, I kind of this strange --

CHAIR LEE: I can't imagine us having fewer cases with thousands more people coming to

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Maui, you know, yeah?

COUNCILMEMBER MOLINA: I kind of had this strange thought, maybe we can have cutouts in the gallery and the camera pan, you know, like how they have at the football stadiums? Anyway, just thinking outside of the box.

CHAIR LEE: That's not fair because only Mr. Sinenci has that. Yeah, so we're kind of, like, playing it by ear, and we'll see what happens, you know, if...there's only two ways, virtual or live. And if it's live, we will take every precaution because it's not only ourselves, it's our Staff, yeah, and we don't want anybody to get sick. So I don't know about the public. I'm not sure, but probably not, yeah. Because they can see that on TV too. Okay. Anything else?

4. **COVID-19 IMPACTS** (Council Chair Lee)

CHAIR LEE: Anything else about COVID-19 Impacts? Anybody have any comments about that? I'm getting a little worried because, you know, we really have no say. People don't realize that we have zero say in whether the airports are opened, or there's one testing or two testing, or you know, whatever. I wish we had some kind of input on that, but we don't, and I wish the public knew that. Anything else, though?

COUNCILMEMBER PALTIN: Is there any information...I had heard something the Safe Travels got hacked. Is there any information about that, no?

CHAIR LEE: I don't know.

COUNCILMEMBER PALTIN: That's also out of our realm as well, right?

CHAIR LEE: Yeah, so Traci or David, do you have any comments on that?

MS. FUJITA: No, nothing more than what was reported in the media.

CHAIR LEE: Yeah. Traci, do you have anything else?

MS. FUJITA: No.

CHAIR LEE: How's the office going? We've been so lucky, knock on wood...we've been so lucky. How's the Staff doing?

MS. FUJITA: They're doing well. You know, it's amazing how easily the Staff has been able to transition back and forth between telecommuting and coming in the office. So most of the Research Section and the Support Section have been telecommuting, coming in as needed, and most of the Secretarial Section is in the office, but some of them are able to telecommute when needed as well. So everyone's been trying to be flexible, but still, you know, function. Our office is still functioning 100 percent, getting everything done that we need to get done.

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CHAIR LEE: Okay. I did remember something. I made an exception, and I need to tell you that Riki, Member Hokama, asked if he could present a condolent resolution to the family of Willie K. Now, we have not been encouraging people to come into the Chamber to receive these kinds of certificates or resolutions or whatever because, like I said, you know, we really have to worry about the Staff, not only ourselves. But he assured me that there's only four people, four family members, that would come in and we would social distance, you know. Normally there's like two Staff in the...three Staff maybe in the Chambers. So we can, you know, keep people apart and so forth. So that is an exception, and not the rule. Okay. Just to let you know because he has been asking for...to pay honor and salute to Willie K. for months, months. It's just like my niece, she won her award back in, I don't know, February or March, and only last Friday did we have a chance to give her her resolution. So before it gets too late, we want to honor Willie K. And there's going to be a special on TV for him too, as well. He would have celebrated his 60th birthday. So there, you know, if you folks don't mind, we'll allow this for Willie K. in the Chamber. I think it's October 23rd. Traci, is that October 23?

MS. FUJITA: Yes.

CHAIR LEE: It's October 23rd, yeah, Friday. Okay. Yes, Ms. Rawlins-Fernandez?

VICE-CHAIR RAWLINS-FERNANDEZ: Mahalo, Chair. So I'm okay with, you know, the ceremony for Willie K, but I'm hoping that maybe we can have some kind of clear criteria or process for selecting who gets to have an in-person ceremony and who doesn't, just so that there's some kind of like fairness, you know, like if you're like a superstar then you get to have a, you know, in-person ceremony, but if you're not a superstar, then you don't. You know, like...so I just don't want us to appear like we're giving special treatment to some and not to others. So if we can, you know, come up with some kind of a, you know, process for making those decisions, and then --

CHAIR LEE: Sure.

VICE-CHAIR RAWLINS-FERNANDEZ: -- we're being fair.

CHAIR LEE: Sure. So Traci...did you hear that, Traci?

MS. FUJITA: Yes.

CHAIR LEE: Can you come up with some criteria for us to discuss in...at a future meeting?

MS. FUJITA: Okay.

CHAIR LEE: Oh. Oh, yeah, but you have to run it through Kathy too, yeah?

MS. FUJITA: Okay.

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CHAIR LEE: Clerk's Office.

MS. FUJITA: All right.

CHAIR LEE: All right, anything else? Anything having to do with COVID or Inauguration? Yes, Ms. Kama?

COUNCILMEMBER KAMA: So as OCS is putting together some criteria, or some guidelines, or whatever we want to call it, is there opportunity for the Council to put in their ideas too?

CHAIR LEE: Oh, yes, of course. No, this is what she's going to come up with to propose to the Council.

COUNCILMEMBER KAMA: Oh, okay. Okay.

CHAIR LEE: Yeah.

COUNCILMEMBER KAMA: Okay. Okay. Thank you.

CHAIR LEE: You know why? I had to make a decision fast because October 23rd is coming up on us. You know, if was like February, I would have discussed criteria with you guys first. Okay. And I saw Mr. Sinenci's hand up.

COUNCILMEMBER SINENCI: Keani had her hand first.

CHAIR LEE: Who?

COUNCILMEMBER SINENCI: Keani was first.

CHAIR LEE: Oh, okay. Ms. Rawlins-Fernandez.

VICE-CHAIR RAWLINS-FERNANDEZ: Mahalo, Chair. Mahalo, Member Sinenci, I'll make it quick. So you asked if there was anything else about COVID, and I just wanted to add on to what you were saying earlier about we wish that the public understood that Council doesn't have a say in when we open up, you know, the economy, how...you know, what the travel restrictions are, that it's not Council, and that it's the Governor. So just in case people are watching and are wondering who does that authority lie with, and it's the Governor. So go and email him. Mahalo, Chair.

CHAIR LEE: So when one of you has a meeting, probably...I'm not sure if it would fall under Riki's Committee, but everybody...all of you have COVID in your Committees. I really would like to know the impacts of Hawaiian Airlines not going to Lāna'i and Moloka'i. So those kinds of things, we need to discuss. It's information that's vital to everyone. Okay. Mr. Sinenci?

COUNCILMEMBER SINENCI: Thank you, Chair. It's just on a side note, I just wanted to

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congratulate the Clerk's Office for a job well done with the ballots this year. I think just looking at the national level...at the national level and seeing just the voter suppression that's going on throughout the nation. So I just wanted to mahalo our Clerk's Staff for making it easy for us to cast our ballots. Mahalo.

CHAIR LEE: Thank you, thank you. They rarely get the, you know, the credit they deserve...and under extreme circumstances too. All right, that brings us to the end of the calendar --

COUNCILMEMBER PALTIN: Oh, can I add something?

CHAIR LEE: -- short meeting today, thank you so much. Pardon me, Ms. Paltin?

COUNCILMEMBER PALTIN: Can I add something about...onto Shane's comment, sorry.

CHAIR LEE: Okay. Sure, go ahead.

COUNCILMEMBER PALTIN: Oh, and they put out three commercials. You can check them out I think on their Facebook page. They're all great, with people we know in the commercials. Check them out, share them, and...you know, when I let folks know that we don't have that authority, they don't take it well usually. Like, so I don't even really let them know it's the Governor and the Mayor because they don't take to that feedback well.

CHAIR LEE: Yeah. Well, I think it's...whether people take things well or not, I think it's important that they understand that there are separate roles here. We have our role, we wish we could do things differently, but we can't. So...but we're the front line. We catch it all the time. But that's our job. But it's important that everybody understand, this is our time to educate everybody. All right, any more comments or questions? If not, this meeting is adjourned. . . .(gavel). . .

**ADJOURN:** 12:36 p.m.

APPROVED:



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ALICE L. LEE  
Council Chair

chr:min:201013

Transcribed by: Marie Tesoro

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CERTIFICATE

I, Marie Tesoro, hereby certify that pages 1 through 12 of the foregoing represents, to the best of my ability, a true and correct transcript of the proceedings. I further certify that I am not in any way concerned with the cause.

DATED the 23rd day of November 2020, in Wailuku, Hawai'i



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Marie Tesoro