



Access Hawai'i Committee (AHC) Meeting
Meeting Minutes - DRAFT
June 4, 2020

Virtual Audio-Video Conference Meeting via Zoom

Members Present

Douglas Murdock, Chief Information Officer, Office of Enterprise Technology Services (ETS)
Bonnie Kahakui, Assistant Administrator, representing the Administrator, State Procurement Office (SPO)

Jennifer Brooks, Attorney, Office of Information Practices (OIP)

Stuart Okumura, Juvenile Justice Information System (JJIS) Coordinator, Department of the Attorney General (AG)

Robert Hiltner, Information Systems & Communications Office Manager, representing the Director, Department of Commerce and Consumer Affairs (DCCA)

Kevin Thornton, Director of Information Technology and Systems Department, representing the Administrative Director of the Courts

Keith Ho, Deputy Director, Department of Information Technology, City & County of Honolulu

Jacob Verkerke, Chief Technology Officer, Department of Management, IT Services Division, County of Maui (via VCC)

Jules Ung, Director, Department of Information Technology, County of Hawai'i (via VCC)

Mandi White, IT Project Leader, representing the County of Kaua'i

Members Absent

Curt Otaguro, Comptroller, Department of Accounting and General Services (DAGS)

Robert Su, IT Manager, Department of Taxation (TAX)

Senator Glenn Wakai, State Senate

Representative Chris Lee, State House of Representatives

Other Attendees

Candace Park, Deputy Attorney General, AG

Todd Omura, ETS

Kaimana Bingham, ETS

Caroline Julian-Freitas, ETS

Susan Bannister, ETS

Burt Ramos, General Manager, Hawai'i Information Consortium (HIC)

Janet Pick, Director of Operations, HIC

Julie Shohet, HIC

Jing Xu, HIC

Rosie Warfield, HIC

Kirby Shaw, Disability and Communication Access Board

Cheryl Park, OIP

Jaren Wong, Honolulu Fire Department

Russell Kapahulehua, Maui Police Department (MPD)

Anita Barvin, MPD

Reiko Matsuyama, County of Kaua'i

Lyle Fujikawa, Dept. of Business, Economic Development and Tourism (DBEDT)

Mark Ritchie, DBEDT

I. Call to Order

Chair Murdock called the meeting to order at 1:38 p.m. at which time quorum was established. Kaimana Bingham, Portal Program Manager, facilitated the Zoom meeting.

II. Review and Approval of the March 5, 2020 Meeting Minutes

Member White made a motion to approve the minutes, which was seconded by Member Brooks. A vote was taken and the motion unanimously passed.

III. Public Testimony

None.

IV. Approval of Statements of Work (SOW)

1. SOWs Under Review

- a. Department of Health, Disability and Communication Access Board (DCAB); Disability Parking Amendment 1. To create a third type of placard, application form, and its issuance process.

Development Fees: \$11,979.05 (including GET)

Hosting Fees: \$0.00

Maintenance and Support Fees: The existing maintenance of the contract will continue at \$12,000.00 annually

Transaction Fees: \$0.00

Kirby Shaw, DCAB Executive Director, gave a brief explanation of the two placards currently available and the reason for a third one. The third placard will allow drivers who are unable to feed a parking meter to park without paying for the 2-1/2 hours or maximum time limit, whichever is longer. The placard will take effect on July 1, 2021. Mr. Shaw explained that the application is very complex which involves confidential information and review process. Member Brooks confirmed that the maintenance fee is \$12,000.

Member Hiltner made a motion to approve the SOW as submitted, which was seconded by Member Verkeke. A vote was taken and the motion unanimously passed.

- b. Department of General Services, Office of Information Practices (OIP) State Calendar. Purpose of this SOW is to modernize the State Calendar application by the way of updating code, responsiveness, accessibility, and an up-to-date look and feel. Additional enhancements include adding emergency meetings within the 6 days of the emergency event occurrence

with a process from the agency administrator.

Development Fees: \$0.00
Hosting Fees: \$0.00
Maintenance and Support Fees: \$0.00
Transaction Fees: \$0.00

Member Brooks represented the OIP and recused herself from taking any action on this matter. She explained that the function of state calendar serves as the official posting for board meetings subject to the Sunshine law. The site will be modernized with no cost to OIP.

Member Kahakui made a motion to approve the SOW as submitted, which was seconded by Member White. Member Verkerke asked to explain the \$0 fees or the value of the work. Member Brooks explained there is no fee to use the state calendar. State agencies use it as the official posting of its public meetings and there is no fee to view the calendar. Janet Pick, HIC, stated that initially there was no cost to the State and that HIC decided to modernize the state calendar and to continue the work at no cost for this phase. May charge for enhancements at a later time. Burt Ramos, HIC General Manager explained that there are several services that HIC developed at no cost but there are revenues associated with some of them via the transaction model. There are also no-cost services which generate no revenue and this being a highly visible, widely used public service, HIC suggested that the upgrades be done at no cost to the State.

Member Ung joined the meeting at 2:05 p.m. A vote was taken and the motion unanimously passed.

- c. City and County of Honolulu; Honolulu Fire Department (HFD) Website Redesign. Purpose of this SOW is to redesign the existing website and restructure existing content to provide a better user perspective and drive users to the information they are seeking.

Development Fees: \$31,204.18 (including GET)
Hosting Fees: \$800.00 annually
Maintenance and Support Fees: \$1,200.00 annually
Transaction Fees: \$0.00

HFD Battalion Chief Jaren Wong presented a brief summary of this SOW. This SOW is to modernize the website to provide an interface that's user-friendly and interactive. Their current website is outdated with pdf documents. The website will be another venue for HFD's community risk reduction efforts to keep the public safe. Funding is through the fire plans reviewer fees. When someone submits a building permit and the fire

department needs to review, the HFD receives 10% from the building permit fee.

Member White made a motion to approve the SOW as submitted, which was seconded by Member Brooks. A vote was taken and the motion unanimously passed.

- d. Maui Police Department (MPD) e-Bench Warrant Web Service. Purpose of this SOW is to implement a web service to allow the county to pull data on new or updated warrants from Judiciary's e-Bench Warrant application/database, which was developed by HIC.

Development Fees: \$4,984.29 (including GET)

Hosting Fees: \$0.00

Maintenance and Support Fees: \$0.00

Transaction Fees: \$0.00

Sgt. Russell Kapahulehua, MPD, gave a brief background for the SOW. The current RMS is not interfaced with the warrant information on HIC's e-bench warrant system. This SOW will provide the interface which will provide real-time e-bench warrant data on MPD's new RMS system. This will entail an initial data dump of the current information that's on the current e-bench warrant system. It will also account for updated new warrants issued daily and updated every 10 minutes in real time of warrants that were served or recalled.

Member Thornton made a motion to approve the SOW as submitted, which was seconded by Member Hiltner. A vote was taken and the motion unanimously passed.

- V. Memorandum of Understanding (MOU): Signed documents between the STATE and HIC in response to COVID-19

Ms. Bingham presented the MOUs that were created in response to the State of emergency due to COVID-19. HIC supported the State in these efforts. Chair Murdock explained that this was for information and discussion only, approval was not required by the Committee. The MOUs reflected the shift in cost from the users to the State. Ms. Bingham stated that the fees to the users will cease on July 6, 2020. Member Kahakui asked who makes the determination of the cease dates. Ms. Bingham explained that it is a collaboration between ETS, HIC and the agency and handled on a case-by-case basis. Member White asked if an announcement will be made on these changes. Chair Murdock said no formal announcements will be made.

1. County of Kauai MOU
Due to the COVID-19 pandemic, County requested to waive the HIC service fees and credit card/eCheck fees for all County services implemented and maintained by HIC to help reduce foot traffic in the County offices and incentivizes citizens to use the online services.
2. County of Kauai MOU extension
Due to the COVID-19 pandemic, County requested to waive the HIC service fees and credit card/eCheck fees for all County services implemented and maintained by HIC to help reduce foot traffic in the County offices and incentivizes citizens to use the online services. This MOU was extended to July 6th.
3. County of Maui MOU
Due to the COVID-19 pandemic, COUNTY requested to waive the HIC service fees and credit card/eCheck fees for the Motor Vehicle Registration Renewals service implemented and maintained by HIC to help reduce foot traffic in the COUNTY offices and incentivizes citizens to use the online services.
4. Department of Business, Economic Development, and Tourism (DBEDT) MOU
Due to the COVID-19 pandemic, DBEDT requested to temporarily increase the monthly maintenance cap of \$4,000 a month to an \$8,000 cap in order to communicate business relief, stabilization, and recovery to an expanded audience of thousands more small businesses in Hawaii.
5. County of Hawaii; Hawaii Liquor Renewal MOU
Due to the COVID-19 pandemic, Hawaii Liquor Renewals disabled payment for liquor license renewals. The disabling of payments will allow licensees to renew their licenses and provide financial relief by deferring payment of renewal fees to a later date.
6. Lieutenant Governor State Calendar Ownership MOU
Due to the COVID-19 pandemic, HIC has made enhancements to schedule emergency meetings via the State Calendar. The ownership of the original Statement of Work is being transferred from the Lieutenant Governor's office to Department of General Services, Office of Information Practices.

VI. Portal Program Manager's Report; Discussion and Appropriate Action

1. Hawaii Information Consortium Report

Burt Ramos reviewed the HIC report. In May, the AHC Document Repository was launched, which allows the public to search for SOWs, SLAs, etc. HIC also supported the State due to the COVID-19 pandemic. Assisted with remote arrangements, application modifications, provided customer service as able to assist. Currently, working with ETS to update the SOW template to reflect and incorporate the ETS-approved Amazon Web Services hosting and pricing

language. Customer Service CS team members handled many calls that related to COVID-19 and Unemployment Insurance. Mr. Ramos noted that there was a 5% increase in interactions compared to the same period last year, which were handled by three members compared to four last year. At the next meeting, HIC will present more information on its own CX Suite, their customer service interaction platform.

VII. Good of the Order

1. Announcements – none.
2. Next Meeting: September 3, 2020

VIII. Adjournment

Chair Murdock adjourned the meeting at 2:36 p.m.

Recorded by: _____
Susan Bannister, ETS