

**Access Hawai'i Committee (AHC)
Meeting Minutes - DRAFT**

March 4, 2021

Virtual Audio-Video Conference Meeting via Zoom

Members Present

Douglas Murdock, Chief Information Officer, Office of Enterprise Technology Services (ETS)
Curt Otaguro, Comptroller, Department of Accounting and General Services (DAGS)
Bonnie Kahakui, Acting Administrator, State Procurement Office (SPO)
Jennifer Brooks, Attorney, Office of Information Practices (OIP)
Stuart Okumura, Juvenile Justice Information System Coordinator, Department of the Attorney General (ATG)
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
Stephen Courtney, Deputy Director, Department of Information Technology, City and County of Honolulu
Scott Uehara, Director, Department of Information Technology, County of Hawai'i
Vince Hu, Chief Technology Officer, County of Maui
Mandi White, IT Project Leader, representing the CIO, County of Kaua'i
Representative Gregg Takayama, State House

Members Excused

Senator Glenn Wakai, State Senate

Other Attendees

Todd Omura, ETS
Caroline Julian-Freitas, ETS
Susan Bannister, ETS
Burt Ramos, General Manager, NIC Hawaii (HI)
Janet Pick, Director of Operations, NIC HI
Laurenz Bacungan, NIC HI
Megan Nicols, HIC HI
Julie Shohet, NIC HI
Laura Stoddard, NIC HI
Shawn Taylor, NIC HI
Rosie Warfield, NIC HI
Amanda White, NIC HI
Pat Anbe, Department of Education (DOE)
Camille Masutomi, DOE
Lois Mow, DOE
Matt Wong, DOE
Lyle Fujikawa, Department of Business, Economic Development, and Tourism (DBEDT)
Mark Ritchie, DBEDT
Les Kobata, Department of Land and Natural Resources (DLNR)

Edwin Matsuda, DLNR
Jason Omick, DLNR
Naomi O'Dell, County of Hawai'i
Alison Fraley, County of Kaua'i
Dean Soma, ATG
Greg Hoxsie
Melissa Pavlicek

I. Call to Order

With quorum established, Chair Douglas Murdock called the meeting to order at 1:10 p.m.

II. Approval of the December 3, 2020 Meeting Minutes

Member Kahakui asked if the Internet Portal contract was extended for an additional two or three years. It was confirmed that it was for an additional three years. Member White made a motion to approve the minutes as presented, which was seconded by Member Otaguro. Vote was taken and the motion passed unanimously.

III. Public Testimony

None.

IV. Approval of Statements of Work (SOW) and Service Level Agreements (SLA)

1. SOW and SLA Under Review

- a. Department of Land and Natural Resources, Engineering Division - Flood Control and Dam Safety Payments, SOW Amendment 1

SOW was retracted.

- b. Department of Education, Waipahu Community School for Adults (WCSA) – Online Registration and Payment System, SOW

Matt Wong, WCSA Vice Principal, requested approval of the SOW. The WCSA currently operates seven campuses on Oahu and Big Island. Students currently register online using a Google form and must go to the campus to pay their fees where only cash is accepted. The next term starts on March 29, 2021.

Member Thornton questioned the eCheck transaction fixed cost of \$1.50. Janet Pick, NIC HI, clarified that the \$1.50 includes the eCheck processing fee. Member Thornton noted how transaction fees and credit card and eCheck processing fees are inconsistently listed in SOWs and would like that corrected. Member Kahakui asked what the average registration fee is. Wong stated that all classes have a standard enrollment fee of \$20. Some

classes have additional tuition fees such as the substitute teacher certification course which is \$70 for supplies and tuition.

Member Otaguro made a motion to approve the SOW, which was seconded by Member Brooks. Vote was taken and the motion passed unanimously.

c. Department of Education – Service Level Agreement

This was approved with its SOW (item b).

d. Department of Business, Economic Development, and Tourism, Business Development Support Division – Website Services, SOW Amendment 4

Mark Ritchie and Lyle Fujikawa, DBEDT, requested approval of the SOW to modify the monthly cap from \$4000 to \$8,000. Ritchie explained that NIC HI provides website support as needed and due to Covid-19, the volume of work has increased. Member Thornton asked why they need a cap and Member Hiltner asked if the higher cap is a temporary measure. Ritchie explained that the cap is for budgetary purposes and anticipate having a better control of their resources by this summer.

Member Brooks made a motion to approve the SOW, which was seconded by Member Hiltner. Vote was taken and the motion passed unanimously.

e. Department of Land and Natural Resources, Bureau of Conveyances (BOC) – Online Payments, SOW

Les Kobata, BOC Registrar, requested approval of the SOW to have NIC HI continue supporting online payments as the BOC transitions to a new Land Records Management System. The BOC is the only recording office in the state that handles land transactions and other documents that require public accessibility. About 1,300 documents are processed each day, most require a fee payment. The BOC was unable to find a vendor that understood its requirements for the various services and fees attached to the services, so in October 2020, they approached NIC HI regarding the handling of the payment processing portion. Kobata apologized for not being prepared in time to present the SOW at the AHC's December meeting. He thanked ETS for its support and expressed satisfaction with NIC HI's help formalizing this SOW and services they have provided thus far. He noted that there is very little change to the fees and arrangements. The subscriber bears the cost of these fees. There is some revenue sharing with NIC HI as done previously and is based on the amounts collected by the bulk subscribers.

Member Otaguro asked how the over-the-counter transactions are processed. Card-swipe machines are used and numbers are not kept. Members Otaguro and Kahakui questioned the 12% fee. Janet Pick, NIC

HI, explained that that transaction fee is inclusive of NIC HI's convenience fee and the credit card processing fee. She noted that the SOW can be revised to indicate a credit card fee of 2.78% and convenience fee of 9.22%.

Member Kahakui asked about the type of revenue-sharing model they used. Kobata explained that a model was not used. Revenue sharing was established due to the major workload NIC HI was doing. One of the most widely used services by subscribers is the image download and NIC HI was responsible for storing the images and putting it up on the site for downloading. The BOC wanted to continue this arrangement with the ability to reassess the fees at the appropriate time. Member Thornton suggested that the SOW include a period to do another assessment. Kobata and Burt Ramos agreed to do that. Member Thornton also recommended that the Portal Program Manager and/or NIC HI look into standardizing the transaction fees.

Member Otaguro made a motion to approve the SOW, which was seconded by Member Kahakui. Vote was taken and the motion passed unanimously. NIC HI will update the credit/debit card transactions and transaction process fee in the SOW.

f. County of Hawai'i, Vehicle Registration and Licensing - Road Test Scheduler, SOW Amendment 1

Naomi O'Dell, County of Hawai'i, requested approval to implement enhancements to the existing Road Test Scheduler at no cost. Enhancements include: limit the test type to certain locations, have the ability to block a series of appointments by a date range, print out a list appointments by date and location, prevent new appointments from being made within 24 hours of the appointment, and restrict appointments to 180 days out.

Member Kahakui made a motion to approve the SOW, which was seconded by Member Brooks. Vote was taken and the motion passed unanimously.

g. County of Kauai, Department of Finance - Commercial Refuse Payments, SOW

Allison Fraley, Acting Solid Waste Chief, was present to answer any questions regarding the implementation of an online system to allow customers to pay their bi-monthly commercial refuse payments online via credit card or eCheck. NIC HI's centralized payment portal, Payment Platform, will be utilized. The commercial refuse collection program currently has about 300 customers from businesses and transient vacation rentals. Most owners reside out of state and are charged in arrears. Member Kahakui asked what the \$2.50 fixed cost represents and why the

credit/debit card transaction fee is 2.2% and not 2.78%. Fraley explained that there are two cart sizes for the collection so the bill would be \$128/month or \$160/month. Burt Ramos, NIC HI, stated that in 2016, ETS directed credit card fees to be set at 2.78%, but they are honoring the 2.2% rate that was set in the 2006 Kauai Real Property Tax SOW. NIC HI would like to have further discussion on standardizing the 2.78% fee.

Member White made a motion to approve the SOW, which was seconded by Member Otaguro. Vote was taken and the motion passed unanimously.

h. Department of the Attorney General, Civil Recoveries Division - Notary Registration System, SOW Amendment 1

Dean Soma, ATG, requested approval of the SOW for the creation of a remote online notary database, registration, workflow, examination, payment and renewal process. A new notary public designation which is a remote online notary public was approved by the Legislature. The target date is June 15, 2021. Due to the compressed timeline, they estimate NIC HI's work effort to cost about \$170,000 for the development and implementation of the project. The transaction fee for credit card and eCheck payments will be passed on to the user. Based on past years, the transactional revenue is about \$12,000 for traditional notary publics. BOC anticipates 30% of that will be from remote online notary publics or about \$3,500-\$7,000 a year in revenue. Member Thornton asked for clarification on the \$170,000 for development. Burt Ramos, NIC HI, explained that the ehawaii.gov portal program is based on the self-funded model transaction model that allows the collection of transaction fees over a few services to provide services across the board for state programs that cannot afford it. NIC HI uses fees from other projects to fund projects like these. The agency does not pay for everything upfront and NIC HI takes on the risk and collects over time. The projected \$7,000 a year will slowly pay off the \$170,000. Soma noted that prior to partnering with NIC HI, payment processing took about six months compared to about a week. They have worked with NIC HI on another project and have found them to be very helpful and responsive.

Member Hiltner made a motion to approve the SOW, which was seconded by Member Brooks. Vote was taken and the motion unanimously passed.

i. Department of the Attorney General, Civil Recoveries Division - Collection Payments, SOW

Dean Soma, ATG, requested approval of the SOW to implement an online system to allow customers to pay any past due payments online via credit card or eCheck. NIC HI's centralized payment portal, Payment Platform, will be utilized. The ATG is the collection agency for the state and want debtors to be able to pay by credit card or eCheck. NIC HI's work effort will be about \$15,000. The transaction fee will go to NIC HI through the

user. The predicted transactional revenue is based on \$1,700,000 collected x 20% adoption rate x 5% transaction fee amounting to \$17,000 annual revenue to NIC HI. Member Thornton asked if the system has a payment plan built in and concerned about privacy information made available on the portal. Soma stated that debtors may select an automatic payment plan. He explained that the account balances are separate from the portal and information tied to HIIPA are not given out. Member Brooks stated that there are no transaction fees for paper checks to which Soma confirmed.

Member Brooks made a motion to approve the SOW, which was seconded by Member Otaguro. Vote was taken and the motion passed unanimously.

- j. Department of Land and Natural Resources, Hunter Education Program - Hunter Education and Records Management System, SOW Amendment 7

Jason Omick, DLNR, Forestry and Wildlife Division, requested approval of the SOW to allow hunters to purchase hunting tags online and print purchased tags. DLNR wishes to add different tags that are issued throughout the state, such as the deer hunting on Lanai, which brings in about \$200,000 a year. The tags and applications are costly to develop-- paper applications can cost up to \$10,000 to print and distribute to the public. Applicants would need to wait for their payment to be processed and products mailed. Combining this project with the hunter education site will allow for the verification process to occur electronically and the tag to be issued.

Member White made a motion to approve the SOW, which was seconded by Member Hiltner. Vote was taken and the motion passed unanimously.

2. Signed/To Be Signed SOW, Memorandum of Understanding (MOU)

Chair Murdock signed the Maui Motor Vehicle Renewal MOU to extend the waiving of the fees through January 31, 2021 due to COVID-19.

V. Portal Program Manager's Report

NIC Hawaii General Manager, Burt Ramos, presented their quarterly report, which was included in the meeting packet. The Payment Platform with the County of Kaua'i Commercial Landfill will be soon be extended to the County's Commercial Refuse, DLNR, and the Dept. of Attorney General. A new State Calendar with OIP was launched. Under "Key Updates", Ramos noted that the migration to Amazon Web Service will be delayed with an adjusted target date of May 31, 2021. Several applications had additional concerns about how cloud hosting might be migrated and want to ensure that everyone is comfortable with the new hosting arrangements. A final update will be given at the next meeting. Ramos would also like to meet with ETS regarding a long-term plan for Single Sign-on.

VI. AHC Meeting Frequency and Expedited Approval of SOWs and SLAs

Todd Omura, ETS IT Governance Officer, asked if the AHC would consider meeting every two months rather than quarterly to meet the increased demand for online government services. Member Otaguro mentioned that he had discussions with Legislators regarding this topic and in favor of meeting bi-monthly. He suggested special meetings could be called if an urgent request occurs that requires action. Chair Murdock stated that the AHC meeting schedule will change to bi-monthly for now.

VII. Announcements

Chair Murdock welcomed new AHC members Gregg Takayama, State Representative; Stephen Courtney, Deputy Director, Department of IT, City and County of Honolulu; Scott Uehara, Director, Department of IT, County of Hawai'i; and Vince Hu, Chief Technology Officer, County of Maui.

The next AHC meeting is scheduled for June 3, 2021. However, a meeting may occur earlier based on the newly bi-monthly schedule.

VIII. Adjournment

At 2:40 p.m., Member Kahakui made a motion to adjourn, which was seconded by Member White. Vote was taken and the motion passed unanimously.

Recorder: Susan Bannister, ETS