



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

December 2, 2021

Virtual Audio-Video Conference Meeting via Zoom

Members Present

Todd Omura, IT Governance Officer, representing the 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, 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  
Scott Uehara, Director, Department of Information Technology, County of Hawai'i  
Mandi White, IT Project Leader, representing the CIO, County of Kaua'i  
Representative Gregg Takayama, State House

Members Excused

Stephen Courtney, Deputy Director, Department of Information Technology, City and County of Honolulu  
Vince Hu, Chief Technology Officer, County of Maui  
Senator Glenn Wakai, State Senate

Other Attendees

Todd Omura, ETS  
Caroline Julian Freitas, ETS  
Catherine Arellano-Alcotas, ETS  
Susan Bannister, ETS  
Meoh-Leng Silliman, DAGS  
Burt Ramos, General Manager, NIC Hawaii (HI)  
Janet Pick, Director of Operations, NIC HI  
Julie Shohet, NIC HI  
Tony Tran, NIC HI  
Leo Sandoval, County of Kauai  
Ty Nohara, Department of Commerce and Consumer Affairs  
Ryan Andrews, DAGS, Aloha Stadium  
Kiyu Noguchi

I. Call to Order

Acting Chair Todd Omura took roll. With quorum established, he called the meeting to order at 1:02 p.m.

II. Approval of the October 7, 2021, Meeting Minutes

Member Brooks 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. SOWs/SLAs Under Review

- a. County of Kauai, Department of Liquor Control, Liquor Permits and Payments - SOW

Leo Sandoval, Director of Liquor Control, County of Kauai requested approval for this SOW. It covers the implementation of an online system to allow customers to apply for new or renewal permits and to make payments online via credit card or eCheck. Depending on the type of licenses, it can take about four months for a business to receive their license. They want to streamline the application process and make it accessible and easier for businesses to apply. The County of Hawaii is utilizing a similar application and payment system.

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

- b. Department of Commerce and Consumer Affairs, Business Registration Division (BREG) – SOW Addendum

Ty Nohara, Director of BREG and Commissioner of Securities requested approval of this SOW. The Addendum is to reduce the NIC Hawaii fee structure currently in place for Hawaii Business Express filings, BREG Document Search & Buy purchases, and Annual Report filings. It does not affect pricing for customers. For all transactions completed, a transaction fee of 20% will be due and payable to NIC Hawaii. Target date February 1, 2022. In response to Member Brooks inquiry about the current fee structure, Nohara explained that depending on the document, 33% to 50% goes to NIC HI.

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

c. Department of Accounting and General Services, Aloha Stadium, Scheduler and Storefront – SOW

Ryan Andrews, Acting Stadium Manager, requested approval for this SOW. It covers the implementation of an online solution to allow citizens and visitors to sign up for tours and purchase products and make payments online via credit card or eCheck.

Member Kahakui voiced concern with low-priced memorabilia items and \$5.00 tours having a fixed cost of \$2.50 tacked on to each and asked if they have a plan to adjust this fee if it exceeds a certain percentage.

Andrews and Burt Ramos from NIC HI agreed that they would be willing to work on the price point for tour admissions which is separate from storefront memorabilia.

Member Hiltner made a motion to approve the SOW as presented, which was seconded by Member Takayama. Before vote was taken, Member Kahakui stated that her vote would be on the condition that the fixed fee be decreased should the entrance fee be less than a certain dollar amount. She suggested 10% or \$2.50 whichever is less for the tour entry fee.

Member Hiltner moved to withdraw his motion, which was seconded by Member Otaguro. Member Kahakui made a motion to change the fixed cost of \$2.50 to 10% or \$2.50, whichever is less for the tours and a fixed cost of \$2.50 for memorabilia, which Member Brooks seconded. There were no further discussions. Member Hiltner made a motion to approve the SOW as amended by Member Kahakui, which was seconded by Member Kahakui. A vote was taken, and the motion passed unanimously.

Note: Member White left the meeting at 1:30 p.m.

V. Annual Report on the Operation of the Internet Portal

Burt Ramos, NIC HI General Manager, highlighted several items on the report. NIC HI currently provides 148 services. They launched 16 new services or major application upgrades and 22 services were terminated, which led to significant decrease in revenue. The report included customer service statistics, marketing and outreach, web analytics, and historical financials.

Member Kahakui made a motion to approve the Annual Report as presented, which was seconded by Member Otaguro. Vote was taken and the motion passed unanimously.

VI. Portal Program Manager's Report

Burt Ramos presented their quarterly report, which was included in the meeting packet. Topics included Highlights, Awards, Customer Service, Financials, News and Updates.

VII. Announcements

Todd Omura announced the new AHC Portal Program Manager, Catherine Arellano-

Alcotas, who has been with ETS since 2018.

The next AHC meeting is scheduled for February 3, 2022.

#### VIII. Adjournment

At 2:05 p.m., Member Kahakui made a motion to adjourn, which was seconded by Member Hiltner. Vote was taken and the motion passed unanimously.

Recorder: Susan Bannister, ETS

Minutes approved at the AHC April 7, 2022 meeting.