

**Access Hawai'i Committee (AHC)
October 6, 2022 Meeting Minutes**

Remote meeting held via Zoom, Interactive Conference Technology
Physical location: 1151 Punchbowl Street, #410, Honolulu, Hawaii 96813

Members Present

Douglas Murdock, CIO, Office of Enterprise Technology Services (ETS)
Meoh-Leng Silliman, Business Management Officer, representing the Comptroller,
Department of Accounting and General Services
Bonnie Kahakui, Acting Administrator, State Procurement Office (SPO)
Jennifer Brooks, Attorney, Office of Information Practices
Stuart Okumura, Juvenile Justice Information System Coordinator, Department of the
Attorney General (ATG)
James Hogarty, Sr. System Programmer, representing the Director, Department of Commerce
and Consumer Affairs
Kevin Thornton, Director of Information Technology and Systems Department, representing the
Administrative Director of the Courts, Judiciary
Mandi White, IT Project Leader, representing the CIO, County of Kaua'i
Representative Gregg Takayama, State House

Members Excused

Stephen Courtney, City and County of Honolulu
Kimberly Albright, County of Maui
Scott Uehara, County of Hawai'i
Senator Glenn Wakai, State Senate

Other Attendees

Candace Park, Deputy Attorney, ATG
Todd Omura, Catherine Arellano-Alcotas, Susan Bannister, Janet Chiu, Juha Kauhanen, Sonny
Kekipi, Joseph Lee, Sheila Oliveira, Jussi Sipola, Kelli Wang: ETS
Burt Ramos, Janet Yee, Megan Nichols, John OConnor, Julie Shohet, Tony Tran, Jing Xu: NIC
Hawaii (HI)
Rodney Maile, Hawaii State Judiciary
Jason Omick, Department of Land and Natural Resources (DLNR)
Curt Cottrell, DLNR
Lila Loos, DLNR
Stacey Kauleinamoku, SPO

I. Call to Order

With quorum established, Chair Murdock called the meeting to order at 1:02 p.m.

II. Review and Approval of the AHC August 4, 2022, Meeting Minutes

Member Thornton made a motion to approve the minutes and seconded by Member Kahakui. 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. Hawaii State Judiciary – Online Bail Payments SOW, Exhibit A and Project Summary

This SOW covers the implementation of an online payment channel to allow customers to pay bail amounts up to \$1,000 online via credit card. No development, hosting or maintenance and support fees. For all credit card transactions completed, there will be a Transaction Fee of 5% plus a 2.5% credit card fee per transaction due and payable to NIC HI.

Rodney Maile, Administrative Director to the Courts, stated that Act 179 was passed in 2019 requiring the Judiciary with consultation with the Dept. of Public Safety and the Dept. of the Attorney General to establish a statewide program that permits the posting of monetary bail 24 hours a day, seven days a week. The Judiciary may contract with a single vendor to administer the program and the vendor may charge a user's service. They conducted two Request for Proposal cycles that were unsuccessful then approached NIC HI. It was important to have a vendor that has connectivity with the Judiciary information system with the ability to scrutinize the proposed payment. Burt Ramos, NIC HI General Manager, added that this is a transaction-funded project. No development, hosting and maintenance and support fees. NIC HI is asking for a 5% transaction fee plus a 2.5% standard credit card processing fee. With a \$1,000 maximum payment made, NIC HI's rate would be \$76.25. NIC HI anticipates a very low adoption rate.

Member Kahakui had concerns that the possible revenue of \$76.25 is high and asked if there was any room to lower the amount. Rodney Maile explained that people could deposit the money with the Courts during normal business hours or bail someone directly from the custodial facilities. Or they could go to a bail bond person that works by paying their fee as well as provide collateral for the underlying bail amounts. \$76.25 may seem high but a realistic alternative.

Member Takayama shared that the impetus for this bill was to save the state money by reducing the number of people who are incarcerated who are unable to make bail. The more people who post bail, the more savings to the state. Member Takayama is in favor of the SOW.

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

- b. Department of Land and Natural Resources (DLNR), Hunter Education Division, Hunter Education and Records Management System – SOW Amendment 9, Exhibit A and Project Summary

Jason Omick, Wildlife Biologist from DLNR, explained that this amendment covers implementation of an online solution to build a shopping cart functionality so hunters can add multiple types of tags/permits to a shopping cart and pay them online through one transaction. Development Fees \$64,460.70; Maintenance and Support Fees \$2,000.00. Update to the Transaction Fees: the State will absorb the transaction fee for all transactions. The fixed fee will remain at \$1.00 per tag/permit. The credit card fee will remain at 2.5%.

Member Thornton asked how DLNR is able to absorb the fees. Jason Omick stated that their rules have a flat rate fee for tags. The money they receive from hunting license fees goes back to conservation and the hunting program. They determined that a few dollars will not hurt the program. The goal is to get more hunters in the field.

Member Kahakui made a motion to approve the SOW amendment and was seconded by Member Brooks. A roll call vote was taken with eight members approved, Member Takayama was temporarily off-line, motion passed.

- c. Department of Land and Natural Resources (DLNR), Division of State Parks (DSP), Reservations and Access Management System – SOW, Exhibit A and Project Summary

This SOW covers the topics in establishing a reservation and access management system for the DLNR DSP to continue to manage the Diamond Head reservations and also add the ability to include multiple park reservations. No development, hosting or maintenance and support Fees. For all transactions completed, there will be a Transaction Fee due and payable to NIC HI, comprised of two components: a fixed cost of \$1.00 plus each credit/debit card transaction will incur an additional transaction processing fee of 2.5% per transaction.

Curt Cottrell, DLNR State Parks Administrator, explained that they want to reduce over patronage at the state parks and improve the quality of the recreational experience. Diamond Head State Monument Park has more visitors than any other park in the state system and has limited parking. DLNR would like to establish a reservation and access management system for other state parks that are eligible. This system was designed and

implemented between parking vendor, Pro Park, and another design vendor. Under the parking concession agreement, State Parks owns the system so the design vendor is maintaining the system until DLNR can transition to NIC HI. The objective is to reduce congestion and resource impact and improve the quality of experience.

Member Kahakui asked if a hike reservation is required to park and not necessarily hike and who is monitoring the reservation. Curt Cottrell stated that reservations are required to enter the tunnel, including those who walk or bike in. Visitors receive a QR code that parking vendors scan.

Member Thornton asked if their website has any information of how the fees will benefit the park. Curt Cottrell noted that 100% of the revenue goes into their special fund minus 20% for the ceded land trust for OHA. DLNR received approval from the Legislature this year to raise its special fund spending ceiling to \$12 million. They will need to contract the repair and maintenance and will be able to reinvest to a degree to the state park system.

Member Brooks made a motion to approve the SOW and seconded by Member Thornton. A roll call vote was taken and the motion passed unanimously.

2. Signed Project Change Request (PCR)

- a. Department of Land and Natural Resources (DLNR), Division of Forestry and Wildlife – Hunter Education and Records Management System

Chair Murdock signed the PCR on 9/12/22. The PCR was requested to allow the LOTTERY_STAFF admin the ability to edit a hunt application anytime. LOTTERY_REPORTS admin would not be able to edit.

V. Periodic Review on Portal Service

As the Assistant Administrator for the State Procurement Office (SPO), Member Kahakui, presented an update on the Hawaii Compliance Express (HCE) portal service. The HCE is an online system that integrate the systems of the Departments of Taxation, Labor & Industrial Relations, Commerce & Consumer Affairs, and the Internal Revenue Service with real-time compliance status available 24/7, and available to all government entities. The HCE portal has proven to be a success with a 100% adoption and increase in time savings and efficiency. Improvements continue to be made.

VI. Annual Report on the Operation of Internet Portal Draft

Burt Ramos, NIC HI General Manager, presented a draft of the Annual Report on the Operation of the Internet Portal for fiscal period July 1, 2021 through June 30, 2022 for the committee's review. The report will be submitted to the State Legislature in late December.

VII. Portal Program Manager's Report

1. NIC Hawaii (HI) Report

Burt Ramos presented their report that included Highlights, Customer Service, Financials, Looking Forward, and Appendix. He encouraged members to review the Appendix for additional information. The report has HTML links to websites and payment platforms.

<https://nichawaii.egov.com/access-hawaii-committee-reports/oct-6-2022-ahc-meeting/>

VIII. Good of the Order

1. Announcements

Hawaii received an A- in the Center for Digital Government's 2022 Digital States Survey. The grade reflects "a state whose technology leaders are using very strong innovation, high performing solutions, and have applied excellent practices in all aspects of operations, governance and administration."

The annual Hawaii Annual Code Challenge (HACC) kick-off event is on October 15, 2022.

2. Next meeting: December 1, 2022, 1:00 p.m.

IX. Adjournment

Chair Murdock called for adjournment. Member Kahakui made a motion to adjourn and Member Brooks seconded. With no objections, the meeting adjourned.

Minutes taken by Susan Bannister.

Minutes were approved at the Access Hawaii Committee 12/1/22 meeting.