



**Access Hawaii Committee  
October 5, 2023  
Meeting Minutes**

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

Members Present

Douglas Murdock, Chief Information Officer, Office of Enterprise Technology Services (ETS)  
Keith Regan, Comptroller, Department of Accounting and General Services (DAGS)  
Bonnie Kahakui, Acting Administrator, State Procurement Office (SPO)  
Jennifer Brooks, Attorney, representing the Director, Office of Information Practices (OIP)  
Garret Murayama, IT Specialist, representing the Director, Department of the Attorney  
General (AG)  
Robert Hiltner, IS Manager, representing the Director, Department of Commerce and Consumer  
Affairs (DCCA)  
Lila Loos, representing the Chair, Department of Land and Natural Resources (DLNR)  
Mai Nguyen Van, representing the Administrative Director of the Courts, Judiciary  
Stephen Courtney, Deputy Director, City and County of Honolulu

Members Excused

Director of IT Department, County of Hawai'i  
David Duarte, County of Maui  
Del Sherman, County of Kaua'i  
Senator Glenn Wakai, State Senate  
Representative Amy Perruso, State House

Other Attendees

Candace Park, Deputy Attorney, AG  
ETS: Catherine Arellano-Alcotas, Tom Ku, Joseph Lee, Sheila Oliveira, Jussi Sipola, Susan  
Bannister  
Tyler Hawaii: Burt Ramos, Janet Yee, Julie Shohet, Tony Tran  
Michelle Lizama, County of Kauai  
Chelsie Sakai, County of Kauai  
Megan Shimamoto, County of Kauai  
Christine Sakuda  
Kiyohide Noguchi  
David  
Fritz

I. Call to Order

Roll call was taken. With quorum established, Chair Murdock called the meeting to order

at 1:02 p.m.

II. Review and Approval of the August 3, 2023, Meeting Minutes

Catherine Arellano-Alcotas, AHC Portal Program Manager, provided clarification on information provided at the August 3, 2023 AHC meeting, agenda item VI. Portal Program Manager's Report, Tyler Hawaii Bimonthly Report – Portal Program Updates.

Chair Murdock asked members if they had any questions or comments. Hearing none, the minutes were approved. The clarifications will be attached to this meeting's minutes.

III. Public Testimony

None.

IV. Signed Statement of Work (SOW)

- a. County of Hawaii, Department of Finance, Online and Payment Processing Services – SOW Amendment 2

To increase online use, the County of Hawaii will absorb the \$2.50 per renewal convenience fee rather than passing it to the customers. The 2.25% credit card fee and \$1.00 e-check fee will remain as an added fee to the customer. This SOW amendment was signed on August 25, 2023.

V. Periodic Review on Portal Service

1. County of Kauai Real Property Tax Application Review

Janet Yee, Director of Operations at Tyler Hawaii and Michelle Lizama, Director of Finance, County of Kauai, presented a review of its Real Property Tax Application. The online portal allows owners to pay their real property tax online. Real Property Tax collections are twice a year with the first installment due August 20 and second installment due February 20. Bills are dropped on or before July 20 and owners can pay on both of their installments or any time of the year. Delinquent payments can also be paid any time of the year.

Prior to 2006, payments were paper-based and mailed or walked in. Credit cards were not an option. And transactions were only done during business hours. The objectives for the online portal were to take in payments securely, 24/7 access during the property tax collection. The portal would also provide the means for staff to upload data and improve staff efficiency and reduce manual labor.

In 2006, Tyler Hawaii built an online application at no cost to the County. It is supported through transactions. The application was redesigned in 2017 with improved user input screens, a shopping cart feature allowing users to pay

multiple tax bills in one transaction, email reminder notifications, and new file handling capabilities for staff. The adoption rate is about 53%. Some people prefer to pay in person, some handle more than one property like condo owners have more than one property tax bill. For owners who pay for users payments as part of their mortgage, those payments are done in bulk and they send a paper check or through electronic funds transfer directly to the county. Data collected shows that there is a continual progression of upward transactions.

Member Kahakui asked if delinquent payments have gone down since owners have access 24/7. Lizama stated that there was no significant change. Member Courtney asked if Tyler Hawaii receives monies through a transaction charge and if ADA compliant. Yee stated that there is a \$2.50 convenience fee and a 2.2% credit card or \$1.00 e-check fee and their sites are ADA compliant. Burt Ramos, Tyler Hawaii General Manager, added that the payment structure is consistent with the County of Hawaii and City & County of Honolulu. Chair Murdock asked if phone payments have been implemented. Yee noted that the City and County of Honolulu did implement phone payments for this past period cycle. However, it is not running an app from an app store.

#### VI. Review and Approval of the Annual Report Draft on the Operation of the Internet Portal

Burt Ramos presented the draft annual report which covers July 1, 2022 to June 30, 2023. He reviewed the following topics as well as successes and major initiatives.

- Services by Department
- FY2023 Financial Summary (unaudited)
- FY2023 Revenue by Funding Model (unaudited)
- FY2023 Monthly Revenue and Expenses (unaudited)
- FY2023 Transactional Revenue by Services (unaudited)
- FY2023 Time and Materials, Hosting & Maintenance Revenue (unaudited)

Member Regan asked what the average lapse time is when funds are collected through the internet portal and disbursed to the departments. Ramos stated it normally takes 2-3 business days and is transferred electronically. However, there are a few agencies that request to receive the funds weekly, bi-weekly, monthly and with paper checks. Member Regan also asked how the funds are held when first collected. Ramos stated funds are held in a bank account. With an increase of revenue over expenses this past fiscal year, Chair Murdock asked about those funds. Ramos stated that they are streamlining their operations, providing more services at no cost, improving staff support, and to Tyler Hawaii. Ramos will provide financial statements for the last calendar year.

The committee will review the draft and provide comments, if any, to Catherine Arellano-Alcotas. The Annual Report will be finalized and presented at the next AHC meeting.

#### VII. Portal Program Manager's Report

1. Tyler Hawaii Bimonthly Report – Portal Program Updates

Burt Ramos presented the report and reviewed some of the highlights for July and August. Customer Service increased 8.6% primarily due to the chatbots. They have a 3-member customer service team who handle all the call-ins. The top inquiries are Diamond Head Park, cannabis, state camping, HCE and Real Property Tax. Ramos noted that expenses have gone up due to the increase in interest rates for credit card payments. He also reported that Tyler Hawaii did six external projects and provided the revenue for July and August 2023.

Chair Murdock commended Tyler Hawaii for the work they have done. The 158 applications are served by one help desk and one identity system. Tyler Hawaii has provided a good look and feel to the online applications and quality service level.

VIII. Good of the Order

Next Meeting: December 7, 2023

IX. Adjournment

Member Regan made a motion to adjourn, which was seconded by Member Courtney. With no objections, the meeting was adjourned at 1:45 p.m.

Minutes taken by Susan Bannister

## Access Hawaii Committee (AHC)

Tyler Hawaii and ETS provided clarification for the AHC August 3, 2023 meeting agenda item VI. Portal Program Manager's Report, Tyler Hawaii Bimonthly Report – Portal Program Updates.

1. Is the state template (new design option) only for new websites going forward?
  - Yes. It would be used on new sites going forward. It is also an available option for existing sites as well. Those existing sites would require a migration and planning around its implementation.
2. Is there a migration of sites using the old template to the new template?
  - The new theme development efforts with Tyler Hawaii does not include site migration work. It will be up to site owners to determine whether they want to contract out to rebuild or migrate their site into a new theme or perform the transition themselves. The ETS web team can provide theme migration support per available bandwidth but will not be responsible for the migration of each individual site to the new theme.
  - There are multiple reasons why migration to the new theme may be difficult including:
    - Many existing websites have had customizations added over time with unique features; most may not be compatible with the new theme.
    - Most of the functionality within the theme was built from the ground up including the search, emergency alerts, site alerts, and the language bar.
    - WordPress went through a major change in 2018 where the editing interface was completely reimagined. Most existing websites use the older classic editor. The new theme uses the new block-based editing.
3. Will websites/applications need to change to match the new template?
  - The new theme is just another design option that is being made available. There is no mandate to utilize the new template offering. However, the majority of the future development will be put towards the new template. The current templates that are available to use will be supported. It will be the decision of the site owner whether to rebrand their sites with the new template.