



Access Hawaii Committee
August 1, 2024
Meeting Minutes

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

Members Present

Todd Omura, IT Governance Officer, representing the Acting Chief Information Officer, Office of Enterprise Technology Services (ETS)
Keith Regan, Comptroller, Department of Accounting and General Services (DAGS)
Bonnie Kahakui, Administrator, State Procurement Office (SPO)
Jennifer Brooks, Attorney, representing the Director, Office of Information Practices (OIP)
Bryan Kodama, IS Manager, representing the Director, Department of Commerce and Consumer Affairs (DCCA)
Lila Loos, IT Manager, representing the Chair, Department of Land and Natural Resources (DLNR)
Mai Nguyen Van, Acting Director of IT, representing the Administrative Director of the Courts, Judiciary
Stephen Courtney, Deputy Director, City and County of Honolulu
Mandi White, IT Project Leader, County of Kaua'i
Representative Amy Perruso, State House

Members Excused

Garret Murayama, IT Specialist, representing the Director, Department of the Attorney General (AG)
Robert Ewbank, Director of IT Department, County of Hawai'i
David Duarte, Chief Technology Officer, County of Maui
Senator Glenn Wakai, State Senate

Other Attendees

Candace Park, Deputy Attorney, AG
ETS: Catherine Arellano-Alcotas, Juha Kauhanen, Sonny Kekipi, Joanna Lee, Sheila Oliveira, Susan Bannister, Joseph Lee
Tyler Hawaii: Burt Ramos, Janet Yee, Laurenz Bacungan, Aaliyah Ichino, Julie Shohet, Tony Tran, Jing Xu
Glen Takahashi, City & County of Honolulu
Wilson Crider, Hawaii County
Kimberly Silva, Hawaii County
Kirby Shaw, Executive Director, Disability and Communication Access Board (DCAB)
Bryan Mick, DCAB
Yvonne

I. Call to Order, Roll Call

Tom Ku, Acting CIO, was at a business conference and delegated Todd Omura, ETS IT Governance Officer, to act as chair. Mr. Omura called the meeting to order at 1:01 p.m. Roll call was taken and quorum established.

II. Review and Approval of the June 6, 2024, Meeting Minutes

Member Regan made a motion to approve the minutes as presented, which was seconded by Member Van. A vote was taken and passed unanimously.

III. Public Testimony

None.

IV. Approval of Statements of Work (SOW)

1. SOWs/SLAs Under Review:

- a. City and County of Honolulu, Office of the City Clerk – Legislative Document
Access: SOW Amendment 3

Julie Shohet of Tyler Hawaii, and Glenn Takahashi, City Clerk, City and County of Honolulu, gave a brief overview of the work covered by this amendment. Mr. Takahashi was present on behalf of Councilmember Tommy Waters, the executive sponsor of this SOW. The application was updated based on feedback from constituents. Improvements include the ability for the public to subscribe to new custom emails, notifying users about the measures and agendas of interest, pre-formatted reports to assist in educating the public; a custom reports module for Council and Staff to design and review effective reports, an expanded dashboard for Council to better track historical testimony and view testimony and pre-formatted reports; and administrative enhancements to ensure the quality of published measures and documents is strengthened. This application uses the fixed rate model. No transaction fees are assessed and no changes to hosting or maintenance fees.

Member Regan commended the City Clerk and Council Chair for moving forward with this project. It's a useful tool and improves transparency.

Member Kahakui asked if it will be completed before the next legislative session and the type of development hours. Mr. Takahashi stated that the development is through April 2025. The City Council legislative records are year-round. Ms. Shohet stated the development hours exceed 700 which includes testing and development hours. Exhibit A in the meeting packet shows the project's hours. Member Kahakui commented that April 2025 seems long for the project to be completed. Ms. Shohet explained that the timeline considers staff's time on other projects and personal leave. Mr. Takahashi noted that they will reassess the project completion date.

Member Courtney asked what development language is used. Ms. Shohet said it is written in Java.

Member Kahakui made a motion to approve the SOW Amendment 3, which was seconded by Member Regan. A vote was taken and passed unanimously.

b. County of Hawaii, Department of Finance – Transient Accommodations Tax Payments: SOW

Janet Yee, Director of Operations with Tyler Hawaii, has been collaborating with the County of Hawai'i on a new transient accommodations tax payments system. Ms. Yee and Wilson Crider, the County of Hawai'i Transient Accommodations Tax (TAT) Internal Control manager, presented this SOW. Mr. Crider reported that in 2022 the County was given the authority to collect its own separate 3% TAT. The County has a contract with another vendor to provide online payment services, however additional services are required that the current vendor is unable to provide. This SOW will help meet those needs as well as help with the collection process. It is a transaction-based model. \$2.50 per TA plus 2.5% credit card or \$1.00 eCheck fee. Ms. Yee stated that last year the County had about 25,000 transactions. Projected revenue of \$62,500 to cover the cost of development and hosting support. The County is requesting per their corporate counsel that on the Exhibit there is a section for additional responsibilities of the County and Tyler Hawaii. There are no additional responsibilities and wanted that stated explicitly for clarification. Member Courtney asked if the revenue goes to Tyler Hawaii, which is correct.

Member Rep. Perruso asked about the term of the contract. With the passage of House Bill 2404, there may be a reshifting of the allocation of the TAT. If those monies are pulled back from the county, what would happen to the contract. Ms. Yee explained that the SOW would be cancelled. A new SOW would be created with the government entity responsible for collecting those fees. Member White asked if this is only for Hawaii County to which Mr. Crider confirmed. Member Courtney asked who handles the customer service. Ms. Yee stated that Tyler Hawaii handles the technical calls on the application itself, and for more specific questions related to the amount users are paying, they will be directed to the County.

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

V. Periodic Review on Portal Service: Department of Health, Disability and Communication Access Board (DCAB) – Disabled Parking Permit System (DPPS) Application Review

Jing Xu from Tyler Hawaii and Kirby Shaw and Brian Mick from DCAB provided a brief background and update on the application. The DPPS was launched in 2015. It is an online single permitting system that provides authorized users real-time access, allows accurate permit issuance by County Satellite offices, and reduces workload for DCAB users. Law Enforcement also has access to help enforce disabled parking rules. Approximately 30,000 placards were issued in fiscal year 2024. Applicants may go to satellite city halls or county offices to obtain their placards.

Member Kahakui asked if payments will be able to be done online. Kirby Shaw, Executive Director of DCAB, stated it would be desirable to have online payments and applications but there are no plans currently. Member Kahakui asked if credit card payments are accepted at the locations. Mr. Xu explained that it is based on what the counties accept and the agreement between the DOH and the Counties.

VI. Portal Program Manager's Report – Tyler Hawaii Bimonthly Report

Burt Ramos, General Manager, presented its report. Highlights include the Single Sign-On Phase 2.2 update. Project completion date has been extended to February 2025 due to a change in the scope for SOW Amendment 4.

The Customer Service Summary shows an increase in emails for May and June. About an 18-20% increase over a typical month of 9,900 inquiries. In May, the parks were closed due to heavy rain which caused a lot of inquiries for refunds.

CXSuite Customer Experience Feedback shows an 81% positive experience. The comments is a great tool to help Tyler Hawaii understand where users need help with.

In May, Tyler Technologies conducted a phone-based text to voice survey. It was conducted nation-wide in a 48-hour window. Only a small sample was polled in Hawaii. Less than 200.

Looking forward, the Attorney General Office Auction Site will be launched. The Department of Transportation Airports Division and the State Procurement Office have auction sites and will be working on the transition plan upgrade once the Attorney General Auction Site is up and running.

Regarding the Customer Service section, Member Kahakui asked if the comments are sent to respective agencies. Mr. Ramos stated that significant and repeated comments are shared.

The Market Research survey results showed 50% said they wish services would be more mobile-friendly. Member White asked what websites are not mobile friendly. Mr. Ramos stated that most of their implementation are mobile enabled, but the older applications may not be. Member White recommended that departments check their sites and work toward making it mobile-friendly.

Member Courtney asked about the use of chatbot. Mr. Ramos stated that they are aware of the significance of chatbot and Artificial Intelligence but unable to say more at this time.

VII. Internet Portal Manager Request for Proposal (RFP) Update

Todd Omura reported that the team is reviewing the price list structure, underlying legislation, Hawaii Revised Statutes 27-G, architecture, etc. They want to ensure the continuity of existing customers as well as take advantage of chatbot, Artificial

Intelligence, and different methodologies. The Request for Information (RFI) release date has been pushed back.

VIII. Good of the Order

Todd Omura announced the new CIO, Christine Sakuda, will be starting on August 5, 2024.

Next scheduled meeting on October 3, 2024

IX. Adjournment

Member Regan moved to adjourn the meeting, which was seconded by Member Kahakui. With no objections the meeting was adjourned at 2:02 p.m.