



**Access Hawaii Committee
February 6, 2025
Meeting Minutes**

Remote meeting held via Teams, Interactive Conference Technology

Physical location: 1151 Punchbowl Street, Room 410, Honolulu, Hawai'i 96813

Members Present

Christine Sakuda, 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)

Garret Murayama, IT Specialist, representing the Director, Department of the Attorney General (AG)

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

Members Excused

Kimberly Albright, Enterprise Solution Delivery Manager, County of Maui

Senator Glenn Wakai, State Senate

Representative Amy Perruso, State House

Darren Wyatt, IT Systems Manager, County of Hawai'i

Other Attendees

Candace Park, Deputy Attorney, AG

ETS: Catherine Arellano-Alcotas, Todd Omura, Kelli Wang, Joanna Lee, Tom Ku, Jussi Sipola,

Joseph Lee, Juha Kauhanen, Sonny Kekipi

Tyler Hawaii: Bertrand Ramos, Julie Shohet, Janet Yee, Jing Xu, Aaliyah Ichino

Rodney Kanno, Department of Health

Richmond Luzar

I. Call to Order, Roll Call

Chair Sakuda called the meeting to order at 1:04 p.m. Roll call was taken.

II. Review and Approval of December 26, 2024 Meeting Minutes

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

III. Public Testimony

None.

IV. Periodic Review on Portal Service: Department of Health Disability and Communication Access Board – Facility Access Plan Submission and Review System

Jing Xu, Senior Partner Liaison Tyler Hawaii, presented the Department of Health's Facility Access Plan Submission and Review Process. The presentation highlighted the background information, the challenges associated with the existing paper-based system and emphasized the benefits of transitioning to an online submission system. The primary objective of the project was to establish an online submission process for architectural firms. This would enable online payments, real-time status tracking of applications and for the staff to have real time assignment information readily available so they will be able to answer any questions received from phone calls, e-mail, etc. The proposed solution aimed to streamline the submission process, facilitate the electronic payments, and enhance communication through an integrated system. Since the launch of the facility access plan submission and review system in April 2019, over 3,712 projects have been submitted online. Of these, 3,516 projects have completed the review process, generating \$5.75 million in revenue over five years.

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

Burt Ramos, General Manager, presented Tyler Hawaii's November to December report.

Highlights:

Tyler Hawaii rolled out Commercial Refuse Payments for the County of Kauai in mid-November 2024. This allows the commercial refuse customers to review invoices, make payments, and track their payment history online.

Tyler Hawaii participated in the Hawaii Digital Summit in December 2024, where they had a great conversation and listened to the award winners that were presented for various awards in 2024.

Single Sign-On (SSO) Phase 2.2 Update. The collaborative effort of Tyler Hawaii and ETS on the SSO Phase 2.2 is on track for late February development completion. Tyler Hawaii is working with ETS to finalize the official public launch date.

Customer Service: In November and December, there were under 7,800 inquiries through calls, chats, and emails. The top three web services receiving inquiries include vital records, Diamond Head reservations and medical cannabis registry.

CX Suite Customer Experience Feedback: Over 2,900 feedback submissions, 83% had positive experiences, 11% had negative experiences, and 1,137 shared comments. There

was a significant amount of spam in the negative feedback, skewing the numbers. Efforts were being made to filter out this spam while ensuring the accuracy of the presented data.

Chairman Sakuda asked about the correlation between the customer experience feedback and customer support tickets. She wanted to know if the feedback could be broken down by the high query departments. Burt Ramos responded that they use two different channels for collecting feedback. The customer service team handles calls, emails, and chats while CX Suite feedback comes through the feedback link on websites. He explained that the feedback is tagged by service, allowing them to correlate it with specific services like Diamond Head Reservations.

Member White asked if the feedback is shared with the departments so that changes can be made to make it more user-friendly. Burt Ramos confirmed that they do share feedback periodically, but he mentioned that there has been some reluctance or defensive posture from departments when receiving negative feedback to make improvements.

Financial Report: November and December revenue and expenses were slightly lower. There was an error in reported expenses for July - December 2024, which Tyler will correct.'

Looking forward: Tyler Hawaii is looking forward to the SSO implementation, the Kauai Department of Water website that will launch in second quarter, major upgrades for the Department of Attorney General, Department of Transportation Airports and the State Procurement Office who have existing auction platforms today.

Chairman Sakuda acknowledged Tyler Hawaii's partnership. She noted the diligent work on the single sign-on which is in its final testing and aims to simplify public navigation of different government websites.

VI. Good of the Order
1. Announcement

None.

2. Next Meeting: April 3, 2025

VII. Adjournment

Chair Sakuda, with no objections, adjourned the meeting at 1:34 p.m.