



Access Hawaii Committee
April 3, 2025
Meeting Minutes - DRAFT

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)
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
Mandi White, IT Project Leader, County of Kaua'i
Corey Stone, Director, County of Hawaii

Members Excused

Garret Murayama, IT Specialist, representing the Director, Department of the Attorney General (AG)
Stephen Courtney, Deputy Director, City and County of Honolulu
Kimberly Albright, Enterprise Solution Delivery Manager, County of Maui
Senator Glenn Wakai, State Senate
Representative Amy Perruso, State House

Other Attendees

Candace Park, Deputy Attorney, AG
ETS: Catherine Arellano-Alcotas, Todd Omura, Kelli Wang, Joanna Lee, Tom Ku, Juha Kauhanen
Tyler Hawaii: Bertrand Ramos, Julie Shohet, Janet Yee, Laurenz Bacungan, Shawn Taylor
Kathleen Singson, County of Kauai
Michelle Lizama, County of Kauai
Sunshine Choe, Office of the Lieutenant Governor
Mitchell Dai, Office of the Lieutenant Governor
Jose Alberto Clemente, Office of Lieutenant Governor
Carol Cramer, Office of Lieutenant Governor
Brian McKee, County of Honolulu

I. Call to Order, Roll Call

Chair Sakuda called the meeting to order at 1:02 p.m. Roll call was taken confirming a quorum with nine members present.

II. Review and Approval of February 6, 2025 Meeting Minutes

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

III. Public Testimony

None.

IV. Approval of Statements of Work (SOW) Discussion and Appropriate Action

a. SOWs Under Review

i. County of Kauai – Department of Finance – Online Property Tax Payments – SOW Amendment 5

Janet Yee, Director of Operations, Tyler Hawaii, introduced the proposed project to improve the online real property tax payment system for County of Kauai. Kathleen Singson, Property Tax Collection Supervisor, County of Kauai, provided an overview of the proposed project. She explained that the main problem with the existing system is the manual upload process, which is almost twenty (20) years old. The proposed solution is to migrate to Tyler Hawaii's modern payment platform system and integrate it with the county's backend iasWorld system to display real-time balances and post online payments in real-time. There is no development fee cost to the State, and the existing \$2.50 transaction fee cost will not change.

Member Brooks asked about the percentage of County of Kauai's total property tax revenue that is coming from the online platform versus paper checks. Ms. Singson did not have the exact numbers on hand, but she could provide them later. Member Kahakui inquired about the adoption rate of the online payment system and whether there had been an increase in online payments over the years. Ms. Singson stated that she can pull some data to check on the adoption rate and mentioned that there has been an influx of people paying online, as evidenced by the increased phone calls asking for assistance with the online payment platform.

Member Regan made a motion to approve the SOW Amendment 5, which was seconded by Member White. A vote was taken and passed unanimously.

ii. County of Hawaii - Department of Liquor Control – Licensing and Permitting Application – SOW Amendment 4

Laurenz Bacungan, Tyler Hawaii, presented the SOW Amendment on behalf of the County of Hawaii. The County of Hawaii aims to absorb transaction fees for

liquor license renewals and gross liquor sales percentage fees to increase the use of the online system. This change is intended to reduce manual work and human error in processing paper submissions. The 5% transaction fee remains the same except for the credit card fee, which is reduced from 2.78% to 2.5%. The 2024 revenue for Tyler Hawaii was \$5,564 for liquor licensing and \$5,661 for gross liquor sales percentage.

Member Kahakui asked about the adoption rate. Mr. Bacungan stated that he doesn't have the statistics for the paper submission, but he confirmed that adoption rate is 100% because the admin inputs even paper submissions through the online admin module.

Member Brooks inquired about the \$11,000 fee absorption, noting that the fees would now be paid by the County instead of being passed on to the liquor licenses and permittees, which Mr. Bacungan confirmed. Member Kahakui also asked whether there were any plans to change the transaction fee to lessen the burden on the County. Mr. Bacungan and Ms. Yee confirmed that at present there has not been any discussion about the transaction fee change. Ms. Yee also explained that the transaction fees are necessary to maintain the system and that the County is aware that the transaction fees cover the maintenance and support costs.

Member NguyenVan made a motion to approve SOW Amendment 4, which was seconded by Member Loos. A vote was taken and passed unanimously.

V. Periodic Review on Portal Service: Office of the Lieutenant Governor Name Change Application Review

Sunshine Choe, Public Services Director, Office of the Lieutenant Governor, provided an overview of the name change web system which was created by Tyler Hawaii. Hawaii is the only state that processes name changes through the Office of Lieutenant Governor rather than the courts, a practice dating back to the Kingdom days. The name change web system was launched in 2014 to reduce errors and streamline the process. It allows applicants to fill out forms online, make payments, and track the status of their application. The system has significantly increased efficiency, with online applications taking much less time to review compared to paper-based applications. The recent updates to the system include adding a form for minor name changes, clarifying instructions, updating email notifications, refreshing the system to match the Lieutenant Governor's website color palette and adding satisfaction surveys. The system handles over 1000 applications per year, with a submission rate increase from 87% to 96% after including the minor form.

Member Kahakui asked about the 4% of applications that are still paper-based and whether these applications can check their status online. Ms. Choe explained that these applicants must call to check their status, as the system is not set up to update the status of the paper-based applications. Chair Sakuda inquired about the time saved by using the online system compared to paper-based application. Ms. Choe estimated that their office would need three

staff members to handle the name change applications if they were all paper-based due to the manual process and the need to review every page for errors.

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

Burt Ramos, General Manager, presented Tyler Hawaii's January to February 2025 report.

Activity Recap:

The State Procurement Office and the Department of Transportation online auction systems were launched, adding to the existing Attorney General auction system. There are now three online auction systems running through the e.hawaii.gov program.

County of Kauai, Department of Water Website was redesigned and launched featuring new functionalities and built in WordPress.

County of Hawaii, Transient Accommodations Tax Payment was launched in January 2025 and has been operational for couple of months. This helps the county to collect transient accommodation tax payments.

Single Sign-On (SSO) Phase 2.2 Update. The SSO rollout for 80+ services is planned for Sunday, April 6, 2025, with staff available for migration, testing and customer support. The SSO project was a collaboration between ETS and Tyler Hawaii. The my.hawaii.gov site was put out by ETS team and provides information and how-tos about the transition.

Customer Service: In January and February, 9840 inquiries were received, with calls representing about 25-26% of the inquiries. The majority of the inquiries were handled through chats and emails. The top three inquiries include vital records ordering system, Diamond Head park reservations and login questions.

CX Suite Customer Experience Feedback: Positive experience accounted for 86% of the feedback, negative experience for 7%, with 3034 comments received over the 60-day period.

Financial Report: The revenue and portal expense numbers for January and February showed a positive trend.

Looking forward: Tyler Hawaii is looking forward to the SSO my.hawaii.gov implementation, roll out payments for Department of Transportation Badge Office, Honolulu Legislative Documents in the second quarter and Motor Vehicle Renewal Road Usage on July 1st.

Awards: The County of Hawaii Police Department Website was recognized in late December 2024 and the Department of Business, Economic Development, & Tourism Website was also called out in January 2025.

Member Regan inquired about the negative experiences reported in the CX Suite Experience Customer feedback. Mr. Ramos noted that some citizens are concerned about paying fees for electronic services, experiencing occasional technical glitches and difficulties in adapting to new technology. Despite this, Member Regan pointed out that 86% of users are satisfied with these services. Chair Sakuda asked about future opportunities the Committee should be mindful of as the use of electronic state services increases. Mr. Ramos discussed future opportunities including the Data and AI Summit in May 2025, cross-agency collaboration, and the importance of technology whether in platforms or mobile apps for managing retirements and maintaining efficiency.

VII. Good of the Order

1. Announcement

None.

2. Next Meeting: June 5, 2025

VIII. Adjournment

Chair Sakuda, with no objections, adjourned the meeting at 1:53 p.m.