



**Access Hawaii Committee
June 5, 2025
Meeting Minutes**

Remote meeting held via Teams, Interactive Conference Technology

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

Members Present

Tom Ku, IT Service Operations Officer, representing the Chief Information Officer, Office of Enterprise Technology Services (ETS)

Meoh-Leng Silliman, Deputy Comptroller, representing the Comptroller, Department of Accounting and General Services (DAGS) (joined the meeting at 1:19 pm)

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

Mandi White, IT Project Leader, County of Kaua'i (joined the meeting at 1:06 pm)

Kimberly Albright, Enterprise Solution Delivery Manager, County of Maui

Representative Amy Perruso, State House

Members Excused

Stephen Courtney, Deputy Director, City and County of Honolulu

Corey Stone, Director of Hawaii

Senator Glenn Wakai, State Senate

Other Attendees

Candace Park, Deputy Attorney, AG

ETS: Catherine Arellano-Alcotas, Kelli Wang, Joanna Lee, Jussi Sipula, Juha Kauhanen, Matthew Nagatori, Joseph Lee, Sonny Kekipi

Tyler Hawaii: Bertrand Ramos, Julie Shohet, Janet Yee, Shawn Taylor, Aaliyah Ichino, Vincent Blanco

Philip Higdon, Department of Attorney General

Andrew Golf, Department of Health

Janell Kim Han, Department of Budget and Finance

James Hogarty, Department of Commerce and Consumer Affairs

Corey Nakamoto

I. Call to Order, Roll Call

Tom Ku, IT Service Operations Officer, presided as Acting Chair and called the meeting to order at 1:00 p.m. Roll call was taken confirming a quorum with nine members present.

II. Review and Approval of April 3, 2025 Meeting Minutes

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

III. Public Testimony

None.

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

a. SOWs Under Review

- i. Department of the Attorney General – Hawaii Criminal Justice Data Center – Adult Criminal Information (eCrim) Application – Fee Agreement Amendment 2

Julie Shohet, Client Success Manager, Tyler Hawaii, stated that the eCrim web service was launched in 2005. The purpose of the fee agreement amendment is to modify the online service fee for users who purchase records from the system. Philip Higdon, Administrator, Hawaii Criminal Justice Data Center, Department of the Attorney General, explained that he had noticed a discrepancy in the fee charged through the eCrim for adult criminal conviction information. The administrative rule states that the fee is \$12.00 but currently the fee assessed through the eCrim is \$10.00. Mr. Higdon proposed that the fee be made consistent and charged at \$12.00 moving forward.

Member Murayama made a motion to approve the Fee Agreement Amendment 2, which was seconded by Member Loos. A vote was taken and passed unanimously.

Member White joined the meeting at 1:06 pm.

- ii. Department of Health - Office of Medical Cannabis Control and Regulation - Medical Cannabis Registration System – SOW Amendment 6

Shawn Taylor, Project Management Office Manager, Tyler Hawaii, stated that the medical cannabis registration system was launched in 2014. Since then, there have been several enhancements to the system, often driven by new legislation requiring updates to the registration system. Andrew Goff, Program Director, Medical Cannabis Control Regulation, Department of Health, provided an overview of the required legislative changes. Mr. Goff explained that the current

law requires patients to register with the Office of Medical Cannabis if they want to use medical cannabis, and they can also register a caregiver. Previously, caregivers were allowed to grow cannabis for their patients, and the system recorded these patients. However, last year, the law changed to prohibit caregivers from growing cannabis, prompting an update to the system to reflect this change. This year, the law changed again to allow one caregiver to grow cannabis for up to five (5) patients. Consequently, the system needs to be updated again to accommodate these legislative changes.

Member Brooks made a motion to approve SOW Amendment 6, which was seconded by Member Albright. A vote was taken and passed unanimously.

V. Periodic Review on Portal Service: Budget and Finance Unclaimed Property Search Application Review

Vincent Blanco, Project Manager, Tyler Hawaii, provided an overview of the unclaimed property search application. The Department of Budget and Finance sought a solution to manage online unclaimed property searches for the public. They wanted an application to allow users to search for unclaimed property by providing their name, viewing a list of matches, and filing a claim if they find a match. The staff will have the ability to review submissions, evaluate them, and then provide payment to the users. Prior to 2011, the process was entirely paper based, leading to issues with illegible forms and time-consuming processing. The public was unable to track the progress of their claims. The goal was to create a cost-effective, easily implementable, and updatable system that provides a master data file for unclaimed property. The application was launched in 2011 at no cost to the State and upgraded in 2021. It allows users to search for unclaimed property, view detailed information, and submit claims online. CAPTCHA capabilities were implemented to prevent bot activity. The application is responsive, supporting both desktops and mobile devices. The public can now easily search for unclaimed property, leading to increased awareness and usage of the service. The Department of Budget and Finance staff can manage claimant information and unclaimed property requests from a single application. The application has been beneficial to Hawaii State citizens, with a noticeable increase in claims submitted, the value of returned property, and visitor sessions in 2024 compared to 2023. Tyler Hawaii and the Budget and Finance team plan to gather and evaluate user feedback, potential implementation of an email notifications sequence to inform users about the status of their claims, along with exploring more cost-effective payout methods.

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

Burt Ramos, General Manager, presented Tyler Hawaii's March to April 2025 report.

Activity Recap:

The Hawaii Library website redesign was launched in late May. The Family Court judge evaluation was also launched in May providing new functionalities. Also, the Honolulu Legislative document access upgrade was launched in May, offering new notifications, customized reports, and enhanced document management and tracking for administrative

staff.

Single Sign On (SSO) Phase 2.2 Update: Launched in April 2025, SSO aims to simplify access to state and county digital services with one account. A month in, everything is going well. Tyler Hawaii appreciates everyone involved in this initiative.

Invest Hawaii website redesign rolled out in late March in collaboration with another firm to launch a new version of the invest.hawaii.gov website.

Member Silliman joined the meeting at 1:19 pm.

Customer Service: In March and April, approximately 11,600 inquiries were received, with a noticeable increase in April due to the single sign-on release. About 66% of all inquiries came from the top ten services, with the remaining 34% from other services.

CX Suite Customer Experience Feedback: There were 2300 comments and shared opinions out of the 5200 feedback submissions, with a slight increase in negative experiences due to single sign-on transitions.

Financial Report: The unaudited portal revenue and portal expense numbers for March and April showed a positive trend.

Project Adoption Rates. In the last meeting, there were some questions regarding adoption rates for two services. The Kauai Real Property Tax Revenue adoption rate was approximately 31%. Based on the Tyler Hawaii's annual report, \$69.9 million was collected online. The County of Hawaii Liquor License Renewals adoption rate was 35% and the amount collected online was approximately \$100,400.

Looking forward: Tyler Hawaii is looking forward to the upcoming wizard website updates with the State Procurement Office. The Department of Transportation, Airport Division, will be processing payments for their badge office later this summer. And finally, the Motor Vehicle Renewals for hybrids, in collaboration with Counties and the Department of Transportation on road usage charge.

Mr. Ramos highlighted that the ehawaii.gov portal was launched in 2000, celebrating its 25th anniversary. This meeting and presentation effectively conveyed the history of the portal program, its initiatives, and everything that was being done.

VII. Good of the Order

1. Announcement

None.

2. Next Meeting: August 7, 2025

VIII. Adjournment

Member Kahakui moved to adjourn the meeting, which was seconded by Member Loos. With no objections the meeting was adjourned at 1:27 p.m.