



Tyler Hawaii Accessibility Roadmap

Portal Accessibility Review

December 4th, 2025

① Executive Summary

- Prioritized 30 total Portal Online Services thru agency partner inquires
- The below 5 websites pass the digital Web Content Accessibility Guidelines (WCAG) 2.1 AA Standard
 - DBEDT - HTDC.org
 - County of Hawaii - HawaiiPolice.gov
 - County of Kauai - kauaiwater.org
 - HSPLS - librarieshawaii.org
 - Portal - portal.ehawaii.gov

21% of Total (35/161) Portal Online Services reviewed to date

① Phase Overview

Departments & Agencies

Attorney General (AG)	Budget and Finance (B&F)	Accounting and General Services (DAGS)
Business Economic Development & Tourism (DBEDT)	Land and Natural Resources (DLNR)	Enterprise Technology Services (ETS)
County of Hawaii	County of Kauai	HIC (AHC eHawaii)
Judiciary	Office of Lieutenant Governor (LG)	Legislative Reference Bureau (LRB)

Web Services & Sites

Bulk Covered Offender Registry	Covered Offender Registry	Hawaii Adult Criminal Info Site (eCrim)
Employees Retirement System (3 Total Apps)	Hawaii Awards & Notices Distribution System (HANDS)	Hawaii Compliance Express (HCE)
HlePro (eProcurement)	Invest Hawaii	DLNR Engineering
State Template	Style Guide	Access Hawaii Committee
Judiciary Courts	Name Change	Legislative Reference Bureau (LRB)

Group 1

Agencies engaged with Tyler Hawaii (17)

i Phase Overview

Departments & Agencies

Attorney General (AG)	Labor and Industrial Relations (DLIR)
Land and Natural Resources (DLNR)	County of Hawaii
County of Kauai	County of Maui
City and County of Honolulu	Tyler Hawaii App

Web Services & Sites

Bureau of Conveyances (BOC) Payment Platform	Hawaii / Kauai Liquor Control Gross Liquor Sales Payments (2 Apps)	Kauai / Maui Red Card / Blue Card Payments (2 Apps)
Civil Recoveries Collections (CRD) Payments	Hawaii Occupational Safety and Health Division Payments (HIOSH)	Division of Forestry and Wildlife (DOFAW) Tree Seedling Payments
Hawaii.Gov Payments	Kauai Public Works Department (PWD) Commercial Refuse Payments	Kauai Public Works Department (PWD) Landfill Payments
Kauai Public Works Department (PWD) Sewer Payment	Honolulu Division of Treasury Real Property Tax Payments	

Group 2
Payment Platform focused applications (13)

Remediation Plan

- Application Review
 - Based on application type, complexity, and application's release date to better understand impact on meeting standards
 - Categorizing applications for quicker estimations
 - Using an accessibility checklist to align with latest guidelines
- Accessibility Assessment
 - Evaluated using automated and manual testing tools to broaden conformance
 - Identifying and determining issues that can be fixed in its current environment
 - Recommendations on fixes, application retirement, or upgrade
- Implementation Effort
 - Prioritizing based on high severity and easily fixable
 - Total development costs include Design, Development, QA, and PM time

\$ Phase Group 1 and 2 Total Estimated Costs To Date

IN PROGRESS

Accessibility Estimation (To Date)

\$21,000

Includes site assessment and evaluation

Projected Development Effort

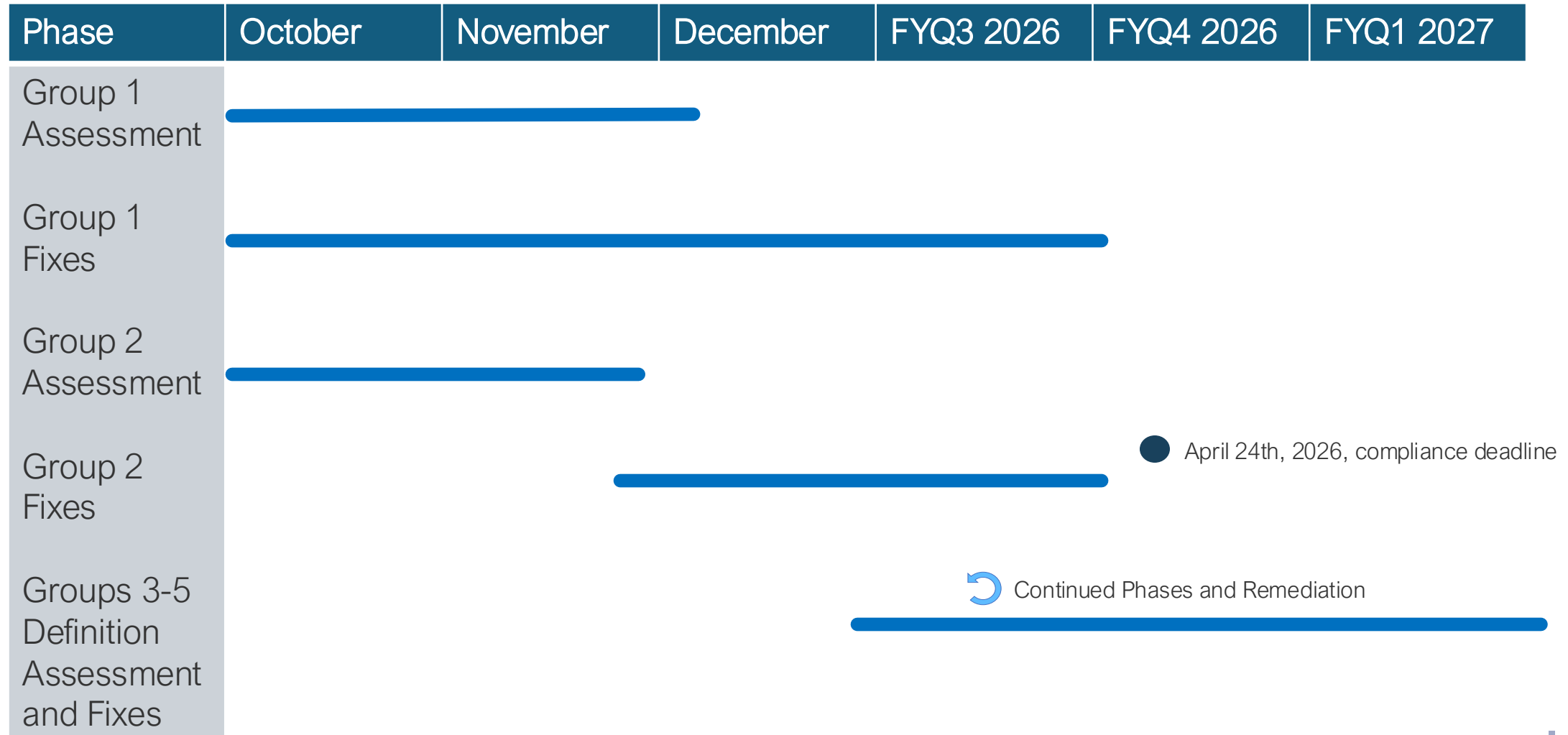
\$111,000

Includes resourcing for accessibility fixes



Timeline

IN PROGRESS



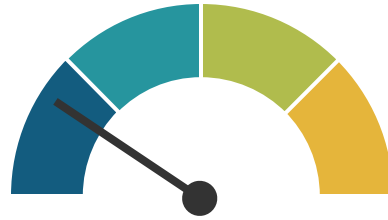
Accessibility Issue Overview

IN PROGRESS

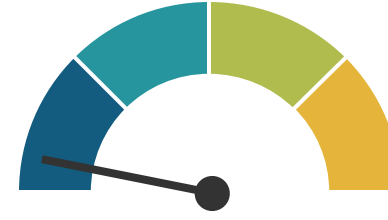
WCAG Principles* – Perceivable, Operable, Understandable, Robust



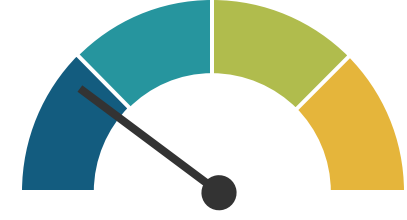
55%



18%



5%



22%

Perceivable	Operable	Understandable	Robust
Information and user interface components must be presentable to users in ways they can perceive Examples: Color contrasts, font weights, size of tap areas, etc.	User interface components and navigation must be operable Examples: "Skip to main" link, tab order of interactives, etc.	Information and the operation of the user interface must be understandable Examples: language declared, readable, labels / instructions, etc.	Content must be robust enough that it can be interpreted by a wide variety of user agents, including assistive technologies Examples: Name, Role status messages, etc.

*WCAG Quick Reference <https://www.w3.org/WAI/WCAG22/quickref>

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What's Next

- Finalize application and groups 3-5 priority (126/161) for February Access Hawaii Committee

A tropical sunset scene with palm trees and a map of Hawaii overlaid on a blue gradient. The word "Mahalo!" is written in white text on the left side of the image.

Mahalo!