



**Access Hawaii Committee
October 2, 2025
Meeting Minutes**

Remote meeting held via Teams, Interactive Conference Technology

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

Members Present

Todd Omura, IT Governance Officer, representing the Chief Information Officer, Office of Enterprise Technology Services (ETS)

Keith Regan, Comptroller, representing the 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)

Mai Nguyen Van, 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

Kimberly Albright, Enterprise Solution Delivery Manager, County of Maui

Representative Amy Perruso, State House

Members Excused

Corey Stone, Director of Hawaii

Lila Loos, IT Manager, representing the Chair, Department of Land and Natural Resources (DLNR)

Senator Glenn Wakai, State Senate

Other Attendees

Candace Park, Deputy Attorney, AG

ETS: Catherine Arellano-Alcotas, Christine Sakuda, Tom Ku, Shiela Oliveira, Kelli Wang, Joseph Lee, Lisa Huang, Joanna Lee

Tyler Hawaii: Burt Ramos, Julie Shohet, Janet Yee, Shawn Taylor, Aaliyah Ichino, Laurenz Bacungan, Brad Shafer, Zheng Fang

Eunice Park, Department of the Attorney General, Tax & Charities Division

Philip Higdon, Department of the Attorney General, Hawaii Criminal Justice Data Center

Georja Skinner, Department of Business, Economic Development & Tourism

David Keliiholokai, Department of Business, Economic Development & Tourism

Nicole Ricks, County of Maui

Nancy Vo, City and County of Honolulu

Peter Fritz

I. Call to Order, Roll Call

Todd Omura, IT Governance Officer, presided as Acting Chair and called the meeting to order at 1:02 p.m. A roll call was conducted and quorum was confirmed.

II. Review and Approval of August 22, 2025 Meeting Minutes

Member Kahakui made a motion to approve the minutes as presented, which was seconded by Member Courtney. A vote was taken, and the meeting minutes have been approved unanimously.

III. Public Testimony

No public testimony at this time.

IV. Review and Approval of Statements of Work (SOWs)

1. Department of Business, Economic Development and Tourism - Creative Industries Division - Tax Credit Hub - SOW Amendment 1

Laurenz Bacungan, Partner Liaison, Tyler Hawaii, introduced Georgia Skinner, Chief Officer and David Keliiholokai, Incentives and Exemption Manager, DBEDT Creative Industry Division. Ms. Skinner highlighted the success of the program and the need for amendments to improve reporting, data collection, and ease for filers of the Hawaii Motion Picture, Digital Media, and Production Tax Credit under Hawaii Revised Statutes (HRS) 235-17. The amendment aims to complete several items to enhance the hub's functionality.

Member Courtney asked if the tax credits applied at the state level would be separate from any county-specific credits. Ms. Skinner confirmed that the statutes apply to state-level credits and do not apply to county credits. However, she mentioned a potential future program related to film permitting that could involve both state and county collaboration.

Member Regan made a motion to approve SOW Amendment 1, which was seconded by Member Nguyen Van. A vote was taken and passed unanimously.

2. Department the Attorney General – Tax and Charities Division – Online Charity Registration – SOW Amendment 11

Eunice Park, Charities Program Administrator, Attorney General, explained that the SOW seeks to allow the registration of the platform charity, one of the new entities established under Act 205, Session Laws Hawaii 2024 which was amended by Act 108, Session Laws Hawaii 2025. The law mandates that platform charity register and file an annual report with the Attorney General's office starting July 1, 2026.

Laurenz Bacungan, Partner Liaison, Tyler Hawaii, discussed the project costs. The development cost is \$9,382.20 with no hosting and maintenance fees to the agency. However, there is a transaction fee of \$4.00 plus additional credit card fee. For fiscal year

2025, the agency processed 5,643 transactions generating charity revenue of \$2,148,650 and Tyler Hawaii received \$85,976 in revenue.

Member Courtney asked if the registration was previously done on paper. Ms. Park clarified that there was no prior registration requirement for platform charity, and this was a new requirement introduced by Act 108, so there is no existing paper or online system for this registration. Member Brooks sought for confirmation that the comparisons to past revenues and transaction fees were for other types of charitable registrations done on a similar platform. Ms. Park confirmed that the reported charity revenue applies to existing entities, and the new registration fee will apply to platform charity going forward.

Member Kahakui made a motion to approve the SOW Amendment 11, which was seconded by Member Murayama. A vote was taken and passed unanimously.

3. Department of the Attorney General – Tax and Charities Division – Solicitor Registration System – SOW Amendment 3

Eunice Park, Charities Program Administrator, Attorney General, explained that the SOW seeks to amend the existing professional solicitor and fundraising council registration website. This amendment is to accommodate the registration and reporting of the charitable fundraising platform, which is the second new category of entities required by Act 108 to register and report with the Attorney General's office starting July 1, 2026. Laurenz Bacungan, Tyler Hawaii detailed the development cost which is \$38,680.61 with a transaction fee of 10% of the registration fee.

Member Brooks inquired if the steep fee percentage was due to covering the full development cost, to which Mr. Bacungan partially confirmed. He explained that this is one reason, and it also helps to cover the maintenance and hosting fees, as there are no hosting or maintenance costs for the agency. Ms. Park added clarification that the 2025 reported revenue is based on the existing statutory fee for professional solicitors and professional fundraising councils. The \$250 registration and renewal fee will now also apply to the charitable fundraising platform going forward. Ms. Park also noted a mistake in the SOW Amendment 3 Exhibit A, where the deployment date needs to be updated to February 24, 2026.

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

4. County of Maui – Department of Finance – Transient Accommodations Tax Payments – SOW

Nicole Ricks, Transient Accommodations Tax Revenue Manager, County of Maui Department of Finance, explained that Maui County currently has a transient accommodation tax (TAT) system that went into effect in November 2021. The county has gone through a couple of different payment processors and is seeking a new software solution to improve their payment processing system. Ms. Rick highlighted several issues

with their current TAT payment system and Tyler Hawaii's online payment system will provide better user interface, timely reports in Hawaii standard time, customer support navigating the payment portal and a bulk feature for filers to make one payment for multiple taxpayers. Laurenz Bacungan, Partner Liaison, Tyler Hawaii, provided the cost overview. There is no upfront development cost to the agency, however the estimated development cost is \$35,853.39. Transaction fees are \$2.50 plus 2.5 % for credit card and \$1.00 eCheck fee. For fiscal year 2024, the county's online revenue was \$69 million. With the projected online transaction of 41, 000, Tyler Hawaii's projected revenue is estimated to be \$102, 500.

Member Kahakui asked if this includes customer service to which Mr. Bacungan confirmed that it does. Tyler Hawaii will take questions and troubleshooting. Member Courtney assumed that Tyler Hawaii already had a payment portal, which explains why there is no development cost for this project. Mr. Bacungan confirmed Tyler Hawaii has an existing TAT application with County of Hawaii and so Tyler is basically creating a new version with Maui County.

Member Albright made a motion to approve the SOW which was seconded by Member Nguyen Van. A vote was taken and passed unanimously.

V. Periodic Review of Portal Service

1. Department the Attorney General, Hawaii Criminal Justice Data Center, Hawaii's Adult Criminal Information (eCrim) Application Review

Julie Shohet, Partner Liaison, Tyler Hawaii, provided an overview of the background and challenges faced by the Hawaii Criminal Justice Data Center (HCJDC) eCrim web application. Previously, obtaining conviction records was a multi-day process that required public requests to be made at the office or police stations. This process involved significant time and labor for both users and staff, as requests took three to five days to fulfill manually and records were provided on paper. The HCJDC aimed to move from manual fulfillment to automatic fulfillment to decrease the time for submitting requests and receiving results. They wanted to streamline this process to allow staff to focus on other responsibilities. The solution was the launch of the eCrim web application in September 2005. This application allows users to search the HCJDC database based on the name, gender, date of birth, and/or Social Security number of an individual. The application transformed the process of searching for and obtaining certified criminal records by eliminating the need to visit offices and providing real-time access to records. The system now records over 150,000 transactions annually, with over half a million dollars in statutory fee collection. The application was redesigned in 2014 to improve look and feel, introduce responsiveness, and ease of use for mobile devices. Additional usability adjustments for search result displays and improved instructions and designs were made in 2025. The application is one of the top services in terms of the number of transactions, with almost 120,000 total searches and over 35,000 total records purchased in 2025.

Member Kahakui inquired about the number of walk-ins and whether this method

remained prevalent for obtaining records. Ms. Shohet responded that while people can walk into the office, they are directed to use the eCrim application to obtain records therefore, there is no way to accurately track the number of walk-ins. Member Kahakui further asked about the adoption rate of the application. Ms. Shohet explained that the adoption rate for this service is high, as it is the primary means for obtaining records.

VI. Accessibility Updates and Compliance Requirements for Internet Portal Applications

Burt Ramos, General Manager, Tyler Hawaii, provided an overview of the framework for the accessibility updates and compliance requirements. Utilizing the past experiences from AWS migrations and implementing the single sign-on (SSO) for myHawaii, he outlined a three-step framework to achieve compliance. The first step is an audit, which involves assessing services and websites to identify accessibility issues. Tyler anticipates that there will be between four or five groups working through the entire set of assets connected to the portal program. The second step is prioritization, which identifies issues based on straightforward rubric. The final step is completion of work, which involves scheduling and completing necessary updates to ensure compliance. Mr. Ramos highlighted several key assumptions and challenges, including the need to define and categorize the groups of services for the audit, the expectation of accelerated processes after the initial audits, the possibility of sliding past the April 2026 deadline due to the large scope of work. He also mentioned the possibility of requesting legislative funds to support the initiative.

Acting Chair Omura provided additional context to the accessibility compliance effort. This involves ensuring approximately 160 applications and sites under the portal contract to comply with the latest Web Content Accessibility Guidelines (WCAG) 2.1 Level AA by April 2026. Acting Chair Omura asked Mr. Ramos to reiterate the report to be delivered by December to the AHC. Mr. Ramos explained that a formal document outlining the plan would be submitted to the committee in December. This report will include a roadmap towards completion, listing services and partners involved in group one, updates on the audit progress, projected dates or deliverables and an approximation of the budgetary costs for the work.

Member Kahakui asked whether departments that might not require legislative appropriation are being considered for prioritization. Mr. Ramos responded that this effort would involve coordination with ETS and the divisions to determine the necessary funding. Christine Sakuda, ETS CIO, assured that ETS is working on a plan to help state meet the deadlines. ETS is collaborating with DCAB and Tyler Hawaii to ensure compliance, focusing on prioritizing departments and programs most affected.

Member Kahakui inquired whether the audit report will include an assessment of 160 applications, only some of them or what will be done from now until December. Mr. Ramos confirmed that it will be the second one. Tyler Hawaii has begun their audits on a few items, and will continue with couple buckets as well, but not all the portal applications will be audited by December. Member Murayama inquired if the report would include the budgetary costs for the work to be done or an early estimate. Mr. Ramos stated that it will be an approximate cost. Tyler Hawaii will not be estimating the cost for all 160 applications but will categorize them into three sizes: simple or straight forward, medium complexity, and

challenging. Member Albright inquired about the scope of the effort, specifically whether it includes county services and if there is a coordinated effort with state and counties. Mr. Ramos confirmed that it does apply to county services if they are provided under the portal contract.

VII. Review and Approval of the Annual Report Draft on the Operation of Internet Portal

Burt Ramos, General Manager, Tyler Hawaii, went over the key points and sections of the annual report draft. The main highlights included the following:

Portal Financials: The report indicated significant increase in revenue, with \$722 million collected in fiscal year 2025, which is a 21.5% increase from the previous year. This increase was mainly attributed to strong activity around tax payments and the use of credit cards for payment. Table 2 showed the unaudited financial summary for the funds Tyler Hawaii collected, dispersed to agency, Tyler Hawaii revenue, expenses and net income. Table 3 visualized the revenue by funding model. The report detailed the transactional revenue by service and hosting, showing that 95% of the portal revenue came from transactions and 5% from hosting and maintenance fees. Table 4 listed the unaudited monthly revenue and expenses. The revenue by service has two tabs that break out the revenue. The transactional revenue by service is the transaction base that Tyler Hawaii collected. It details the amount collected, what was dispersed if the agency paid for any and what the users paid. In the time and materials revenue details the amount collected for each service per agency on time and materials, hosting and maintenance fees. The total amount paid by the state and counties for portal program services was \$2.31 million.

Featured story: The successful completion of the single sign on (SSO) initiative was a significant achievement for the portal program in collaboration with ETS and Tyler Hawaii.

Appendices: Appendix A highlighted a customer service interaction showing 60,000 interactions, averaging about 5, 000 a month which represented a 6% increase from fiscal year 2024. Appendix B provided web analytics detailing traffic browser preferences, device usage, and site traffic. Appendix C listed press releases and awards received by the portal program for this fiscal year. Appendix E included the historical financial data to depict the growth trajectory over previous years.

Member Murayama inquired whether the SSO authentication would be default for all the new initiatives. Mr. Ramos responded that services under the portal program are required to adhere to the myHawaii as an entry point. Member Kahakui asked if new applications will adhere to the new accessibility standards or will be using old standards and will meet the new accessibility standards in the future. Mr. Ramos responded that they have been following updated accessibility standards throughout their service, focusing on the newer versions that are less difficult to implement compared to the past. Their goal is to ensure adherence to existing standards, and they need further guidance and clarity with the ETS and team.

The committee members were asked to review the draft and provide feedback, with final approval to be voted on at the next AHC meeting.

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

Burt Ramos, General Manager, presented Tyler Hawaii's bimonthly report covering activities and updates for July to August 2025.

Activity Recap:

The State Procurement Office Hawaii Compliance Express Internal Revenue Service (IRS) Compliance Update was launched on September 15, 2025. Users or vendors will now obtain a tax compliance report (TCR) directly from the IRS and upload it to Hawaii Compliance Express for compliance validation. The system will validate and check compliance using the document versus an IRS member logging in directly to specify compliance status.

The Judiciary Circuit Court Judge Evaluation was launched from September 2 through September 26, 2025. This online judge evaluation provided attorneys with a convenient and easy method to complete the evaluation of 14 circuit court judges.

The Department of Health Medical Cannabis Registry System was launched on August 25, 2025, following Senate bill 1429. The updated system increases the maximum number of qualifying patients per caregiver and allows caregiver to cultivate cannabis for their patients.

Customer Service: In July and August, over 10,000 inquiries were received. The top ten inquiries included the Vital Records Ordering System, myHawaii Single Sign On, Diamond Head Park Reservations. These top ten services basically make up 74% of all the inquiries while the remaining 26% pertained to other services.

CX Suite Customer Experience Feedback: There were 11,429 feedback submissions, with 82% positive and 8% negative experiences, along with 3,675 comments and shared opinions.

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

Looking forward:

Tyler Hawaii is in discussion with the County of Kauai regarding their transient accommodation tax payments and looking forward to their upcoming update on real property tax payments.

IX. Internet Portal Manager Request for Proposal (RFP) Updates and Request for Contract Extension

Member Kahakui stated that the portal contract will expire on January 3, 2027. However, there is a built in one-year transition period, effectively making it run from January 4, 2026 through January 3, 2027. She mentioned that an RFP has not been released to meet this transition period, so SPO and ETS asked the Committee for a one (1)-year contract extension. Acting Chair Omura discussed the need for the twelve (12)-month contract extension to the current expiration date. He stated that over the past several months, ETS team has been continuing to

put together a digital services strategy and a significant activity in areas affecting this strategy. The evolution of the landscape of how states provide online services to their constituents and the increasing importance of technologies such as AI and data analytics enhancing these services, alongside the availability of procurement vehicles evolved. The strategy aims to ensure all users receive maximum benefits from these evolving technologies. Acting Chair Omura also mentioned the importance of having a single front door approach for accessing government activities, which are crucial for the citizens of Hawaii. The state is evaluating how to provide shared services more effectively, including the portal online services. There is a plan to provide an updated report to the legislature on these shared services, and ETS is further clarifying and defining that role. The best way is to work with various departments and partners to achieve this effectively in the coming years. Additionally, the ETS team is focused on continuously gathering feedback from the state and counties to understand their concerns and expectations for future solicitation. The 12-month extension is necessary to develop a detailed strategy and plan for the next steps in the solicitation process.

Member Kahakui made a motion to approve the 12-month extension on the current expiration date of the portal contract from January 4, 2027 to January 3, 2028, which was seconded by Member Murayama. A vote was taken and passed unanimously.

X. Good of the Order

1. Announcement

None.

2. Next Meeting: December 4, 2025

XI. Adjournment

Member Kahakui moved to adjourn the meeting, which was seconded by Member Courtney. With no objections the meeting was adjourned at 2:37 p.m.