



# Tyler Hawaii Accessibility Roadmap

## Portal Accessibility Review

January 20<sup>th</sup>, 2026

# ⓘ Executive Summary

- The below 7 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
  - Access Hawaii Committee ahc.ehawaii.gov (new)
  - Style Guide styleguide.ehawaii.gov (new)

# ⓘ 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 Hawai'i	County of Kauai	HIC (AHC eHawai'i)
Judiciary	Office of Lieutenant Governor (LG)	Legislative Reference Bureau (LRB)

Assessments / Fixes in Progress  
 Completed    Not Doing    Priority Moved

## Web Services & Sites

Bulk Covered Offender Registry	Covered Offender Registry (New Site in May 2026)	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 (Covers 100+ sites)	Style Guide	Access Hawai'i Committee
Judiciary Courts	Name Change	Legislative Reference Bureau (LRB)

**Group 1**  
Agencies engaged with Tyler Hawaii (13)

# ⓘ 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

■ Assessments / Fixes in Progress  
 ■ Completed ■ Not Doing ■ Priority Moved

## 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)

33/161 of Total (20%) Portal Online Services reviewed to date

# ⓘ Remediation Review

128/161 *Portal Online Services remediation summary*

**39 services will not need accessibility updates**

- Service will be retired before the April 24<sup>th</sup> 2026 deadline
- Service does not have an interface and is a Kala integration only
- Service is being reskinned to a new version that will be accessible
- Service is a mobile application only
- Service is Tyler Hawaii owned and not public facing
- Service is not used today
- Service is hosted by Enterprise Technology Service (ETS)

# ⓘ Phase Overview

## Departments & Agencies

City and County of Honolulu	County of Hawaii	Accounting and General Services (DAGS)	HPD ebW Web Service	Hawaii Sharks Game (Reef Defender) / Hawaii Sharks (2)	Mortgage Foreclosure Dispute Resolution (MFDR)	Na Ala Hele Trail & Access System	Trails Day Use Permits
Attorney General (AG)	Budget and Finance (B&F)	Business Economic Development & Tourism (DBEDT)	State Parks Admin	Statewide Camping Reservation System	Hunter Ed – Online Course Registration System	Big Island Camping Permits	Employer-Union Health Benefits Trust Fund (EUTF)
Commerce and Consumer Affairs (DCCA)	Health (DOH)	Labor and Industrial relations (DLIR)	State Procurement Office spo.hawaii.gov	Covered Offender Registry	Hoisting Machine Operators Advisory Board (HMOAB)	Unemployment Insurance Overpayment Collection	Division of Aquatic Resources dlnr.hawaii.gov/dar
Land and Natural Resources (DLNR)	HIC (Tyler Hawaii)	Judiciary	Division State Parks dlnr.hawaii.gov/dsp	Mauna Kea Group Application	Aloha Stadium Online Store	Judiciary (Mobile App)	Business Registration Division (8 Total)
Office of the Governor (GOV)			Over the Counter Payments	State Historic Preservation Payment Processing	Medical Cannabis API	Wastewater IWS Filing	CxSuite
			Integrated Justice Information Sharing	eBench Warrant Web Service	Judiciary General Payments and Judge Evaluations (2)	Boards & Commission WP and Online App (2)	

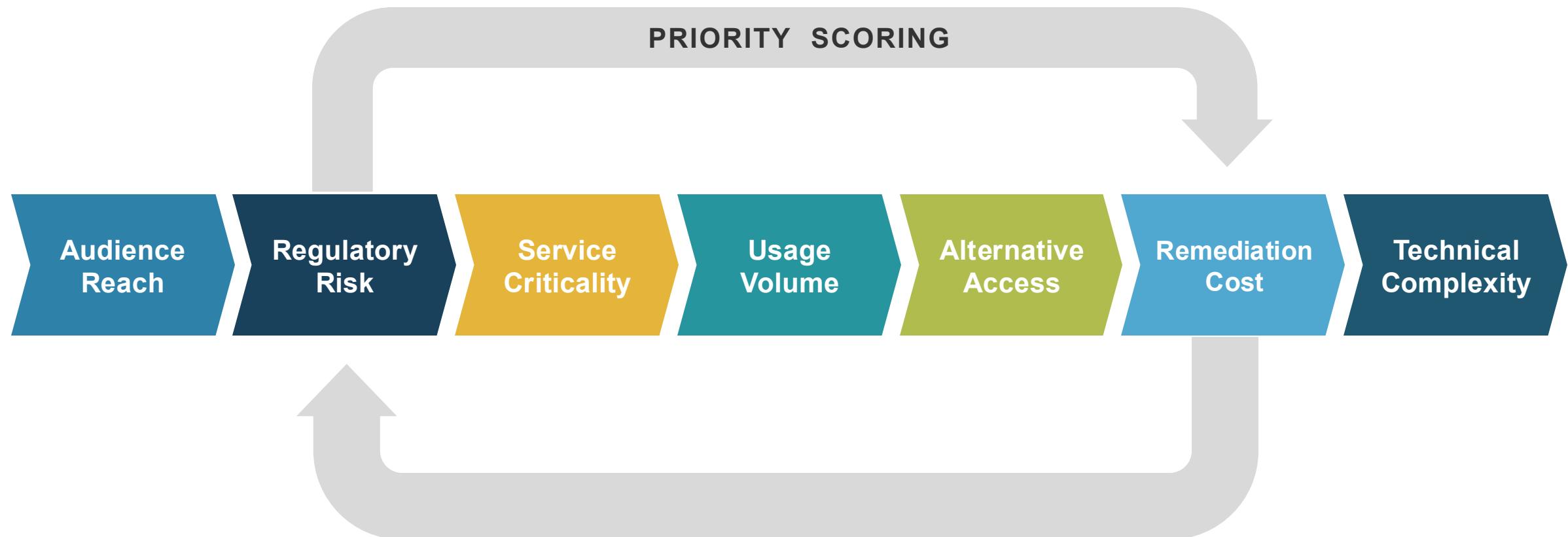
## Web Services & Sites

**Group 6**  
No action required, Apps will be retired or replaced with an accessible version, no change needed, low/no usage or Kala integration only (39)

73/161 of Total (45%) Portal Online Services reviewed to date

# Priority Categorization

89/161 (55%) Portal Online Services remediation summary



# ⓘ Service Priority Overview

89/161 (55%) Portal Online Services remediation summary

Priority	Total Services	Action
High Priority Online Services	35	Continued accessibility estimates and remediation
Medium Priority Online Services	22	Planned accessibility fixes and remediation
Low Priority Online Services	32	Recommend retiring, replatforming, or rebuilding, last to fix

# ⓘ High Priority Online Services

## Departments & Agencies

County of Hawaii	County of Kauai	County of Maui	Transient Accommodation Tax (Hawaii, Maui)	Real Property Tax Payments (Hawaii, Kauai)	Liquor Control Licensing and Permitting (Hawaii, Kauai)	Motor Vehicle Renewal (Hawaii, Kauai, Maui)	Road Test Scheduler
City and County of Honolulu	Accounting and General Services (DAGS)	Attorney General (AG)	Legislative Document Access	State Calendar	State Foundation on Culture and the Arts	Washington Place Hawaii	Small Business Regulatory Review Board (SBRRB)
Business Economic Development & Tourism (DBEDT)	Health (DOH)	Law Enforcement (DLE)	Charity Registry	Special Invoice Payment System	Notary Application	Vital Records Ordering and Tracking System	Electronic Marriage Registration System (EMRS)
Land and Natural Resources (DLNR)	HIC (Tyler Hawaii)	Judiciary	Medical Cannabis Registry (Law Enforce Search)	Clean and Sober Homes Registry	Facility Access Plan Submission and Review System	Controlled Substance System	Diamond Head Iao Valley Waianapanapa (3)
			Commercial Marine License System (CMLS)	Wiki Permits	Hunt Lottery Registration Hunt Application Hunt Drawing (2)	Commercial Vessel Permits	MyHawaii Single Sign On / Lala

## Web Services & Sites

MyHawaii Notification Center	eTraffic
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## Goal

Estimates and remediation activated (35)

# ⓘ Medium Priority Online Services

## Departments & Agencies

County of Hawaii	City and County of Honolulu	Accounting and General Services (DAGS)
Attorney General (AG)	Budget & Finance (B&F)	Business Economic Development & Tourism (DBEDT)
Health (DOH)	Labor and Industrial relations (DLIR)	Land and Natural Resources (DLNR)
Transportation (DOT)		Judiciary

## Web Services & Sites

Hawaii County Police Department Website (.com)	Honolulu Services Department Website (.gov)	Honolulu Fire Department Website (.gov)	Surplus Public Auction
Online Auction (Civil Recoveries Division)	Tax & Charities Solicitor Registration	Unclaimed Property Search	Enterprise Zone Forms
Tax Credit Hub	Solar Water Heater Variance	FTZ9 (.org)	Placard Application and Registry
Electronic Death Registration System (EDRS)	Tuberculosis Control Program	Inspection and Permitting System	Freshwater Game Fishing License
Hunting Licenses	Commercial Marine Dealer Purchase Reporting System	Commercial Marine License System (Fishing Reports)	Civil Resource Violations System (CRVS)
Airport Surplus Auction		Vehicle Monitoring and Renewal Service	

## Goal

Plan for the next set of estimates once high priority applications are fixed (22)

# ⓘ Low Priority Online Services

## Departments & Agencies

County of Kauai	County of Hawaii	City and County of Honolulu
Attorney General (AG)	Budget & Finance (B&F)	Business Economic Development & Tourism (DBEDT)
Commerce and Consumer Affairs (DCCA)	Labor and Industrial Relations (DLIR)	Land and Natural Resources (DLNR)
Health (DOH)	Taxation (DOTAX)	Education (DOE)
Transportation (DOT)	Enterprise Technology Services	HIC (Tyler Hawaii)
Judiciary	Lieutenant Governor (LG)	

## Web Services & Sites

eBW Web Service (Kauai, Hawaii)	Online Ballot Replacement System	Youthbuild honolulu (.org)	Charity Registration Retrieval System	EUTF Payment Processing
Film Permit	Energy Permitting Wizard	FTZ9 Invoicing & Payment	Public Sale Notice	Condominium Assoc Registration
HMOAB Online Certification	Green LMI	Clinical License Renewal Payment Service	Wastewater IWS Filing	Harbors Payments
GENTAX Hawaii State Taxes Form Filing System	Commerce Platform (Waipahu Bookstore)	Mckinley Comm School Adults Online Payments	Waipahu Comm School Adults Registration & Payment	eRecording
HIC Invoice, Refund, Payment Module (3)	HIC Subscriber, RSS Alerts, Repository (3)	eBench Warrants (eBW)	Driver Monitoring Service	Kalaiwa Traffic Abstracts
Volunteer in Public Services (VIPS)	Name Change			

## Goal

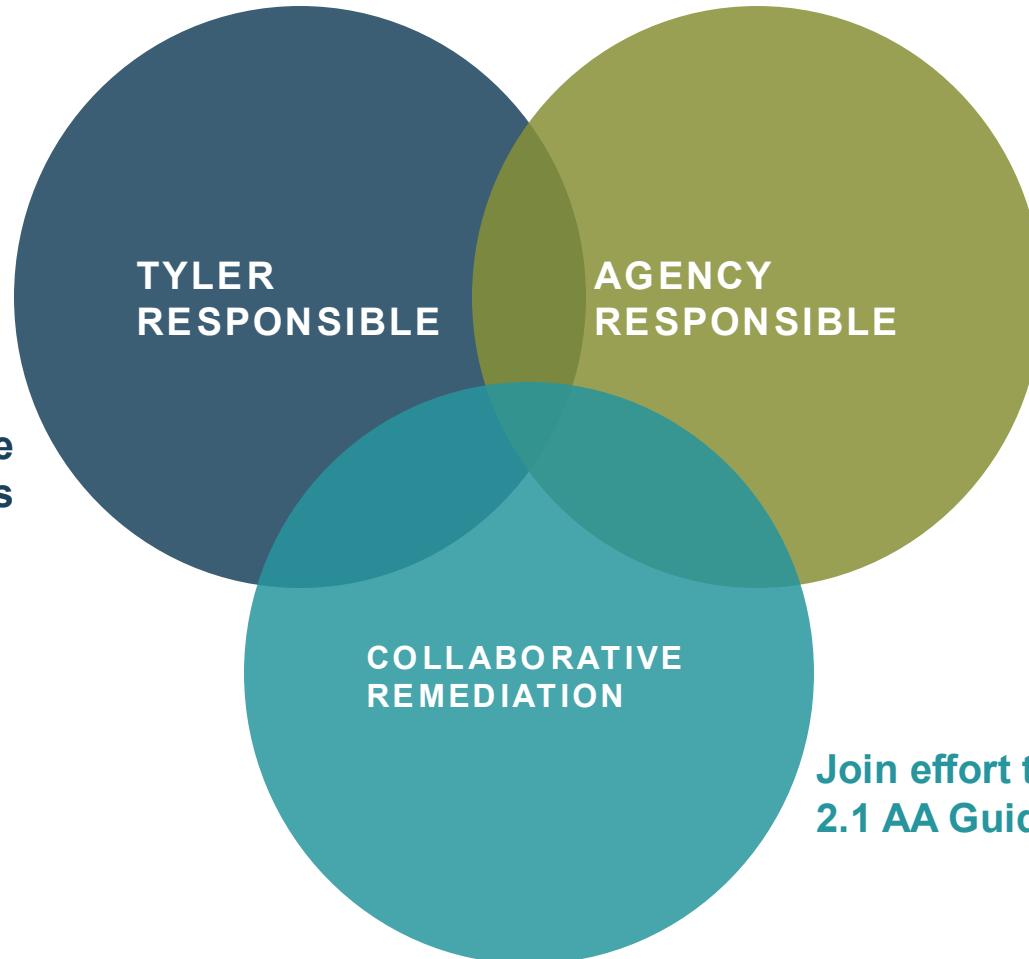
Retire replatform, rebuild site, fix last

(32)

# Issue Classification

IN PROGRESS

**Responsibility means template specific issues**



**Responsibility means agency owned content and actively used PDFs**

**Join effort to fix and verify issues meet WCAG 2.1 AA Guidelines**

# ⓘ High Level Timeline

**1****January 2026**

Continued assessments & remediation fixes Group 1 and Group 2, start high priority assessments.

Status update to Access Hawaii Committee Jan 20<sup>th</sup>, 2026.

**3****March 2026**

Continued assessments and fixes.

High priority online services assessed, remediation starts.

**2****February 2026**

Continued assessments and remediation fixes Group 1, Group 2, high priority services.

**4****April 2026**

Finalize Group 1 and Group 2 apps for April 24<sup>th</sup>, 2026 accessibility compliance deadline, fixes for high priority services.

Status update to Access Hawaii Committee.

# ⓘ High Level Timeline

**5**

**May 2026**

Fixes for high priority services

**7**

**July 2026**

Fixes for high priority services finalized

Assess medium priority services

**9**

**September 2026**

Fix medium priority services

Assess low priority services

**6**

**June 2026**

Fixes for high priority services

Status update to Access Hawaii Committee

**8**

**August 2026**

Assess medium priority services

Status update to Access Hawaii Committee

# ① High Level Timeline



# Latest Updates

## Accessibility Project Dashboard

### Assessment Costs To Date

\$21,950.00

### Development Remediation

\$121,924.08

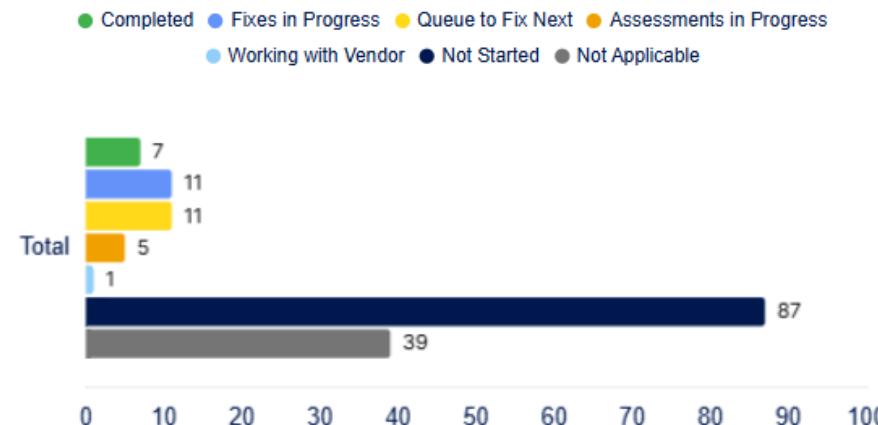
#### Progress To Date

- Fixed 2 additional services, Access Hawaii Committee and Style Guide
- Priority Assessed for 89 services
- Classified 39 services that do not need accessibility updates
- 122/161 (75%) total services to fix and remediate
- Judiciary courts is working with a vendor to assess ADA compliance, we may be in collaboration with the vendor to fix issues
- There are additional services we are working on that use the original state template such as the airports site

#### Project Risks

- Scaling assessment and accessibility fixes of the 89 services for the April 2026 deadline and beyond

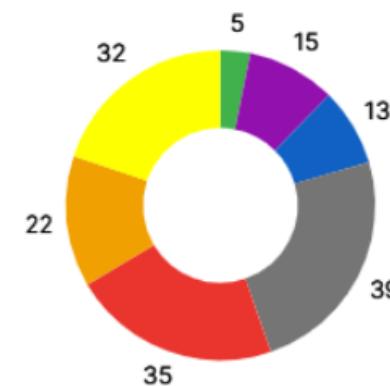
#### Accessibility Status Counter



#### Accessibility Grouping Priority

Legend:

- Group 0 (Early Completion)
- Group 1 Partner Contacted Tyler
- Group 2 Payment Platform
- Accessibility Not Needed
- High Priority (Red)
- Medium Priority (Orange)
- Low Priority (Yellow)



# Latest Updates

## Accessibility Progress Breakdown

Fixes in Progress			Queue to Fix Next			Assessments in Progress		
Primary	Department	Count	Primary	Department	Count	Primary	Department	Count
Total		11	Total		11	Total		5
AG - HCJDC - Bulk Covered Offender Registry	Department of Attorney General (AG)		B&F - ERS - Benefits Calculator	Department of Budget and Finance (B&F)		CCHNL - HESD - Honolulu Emergency Services Department Website	City and County of Honolulu	
AG - HCJDC - eCrim	Department of Attorney General (AG)		B&F - ERS - Self-Service Benefits Portal	Department of Budget and Finance (B&F)		DLNR - Engineering WP dlnreng (Hawaii.gov)	Department of Land and Natural Resources (DLNR)	
DAGS - SPO - HANDS - Hawaii Awards & Notices Distribution System	Department of Accounting and General Services (DAGS)		B&F - ERS - WP - ers.hawaii.gov	Department of Budget and Finance (B&F)		DOH - OHSM - Vital Records Ordering and Tracking System	Department of Health (DOH)	
DAGS - SPO - HlePRO (eProcurement System)	Department of Accounting and General Services (DAGS)		DAGS - OIP - State Calendar System	Department of Accounting and General Services (DAGS)		HIC - App - Kala Payment Module	Hawaii Information Consortium (HIC)	
DBEDT - BDSD - WP - Invest.hawaii.gov	Department of Business, Economic Development & Tourism (DBEDT)		DAGS - SFCA - Website Redesign - sfca.hawaii.gov	Department of Accounting and General Services (DAGS)		Kauai - Liquor Control - Liquor Licensing and Permitting	County of Kauai	
DLNR - DSP - Reservation and Access Management System (Diamond Head)	Department of Land and Natural Resources (DLNR)		DAGS - SPO - Hawaii Compliance Express (HCE)	Department of Accounting and General Services (DAGS)				
DLNR - DSP - Reservation and Access Management System (Iao Valley)	Department of Land and Natural Resources (DLNR)		DAGS - WP washingtonplace (Hawaii.gov)	Department of Accounting and General Services (DAGS)				
DLNR - DSP - Reservation and Access Management System (Waianapanapa)	Department of Land and Natural Resources (DLNR)		DBEDT - SBRRB - sbrrb.hawaii.gov	Department of Business, Economic Development & Tourism (DBEDT)				
ETS - WP - State Template Assistance	Enterprise Technology Services (ETS)		Hawaii - Finance - Transient Accommodations Tax Payments	County of Hawaii				
Kauai - PWD - Sewer Payment	County of Kauai		Hawaii - Liquor Control - Liquor Licensing & Permitting	County of Hawaii				
LRB - WP - Legislative Reference Bureau	Legislative Reference Bureau (LRB)		Judiciary - General - eTraffic	Judiciary (JUD)				

## Estimated Total Accessibility Remediation Considerations

\$350,000 ~ \$400,000

- 1 Assumes current schedule estimates and team capacity
- 2 Assumes there is no supplemental funding from any department or agency
- 3 Additional funding can accelerate the timeline with added external resources

## ⓘ Next Steps

- Continued assessment and fixes for Groups 1 and 2
- Continued assessment and fixes for High Priority services
- Discuss costs and payments for services remediation



# Mahalo!