



**Access Hawaii Committee
December 4, 2025
Meeting Minutes**

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, 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)

James Hogarty, Senior System Programmer, representing the Director, Department of Commerce and Consumer Affairs (DCCA)

Mai Nguyen Van, Director of IT, representing the Administrative Director of the Courts, Judiciary

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

Stephen Courtney, Deputy Director, City and County of Honolulu

Corey Stone, Director of Hawaii

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

Senator Glenn Wakai, State Senate

Other Attendees

Candace Park, Deputy Attorney, AG

ETS: Catherine Arellano-Alcotas, Todd Omura, Kelli Wang, Joseph Lee, Sonny Kekipi, Joanna Lee, Lisa Huang, Sheryl Matsuo, Matthew Nagatori, Glenn Dela Cruz

Tyler Hawaii: Burt Ramos, Julie Shohet, Vincent Blanco, Shawn Taylor, Aaliyah Ichino, Laurenz Bacungan, Brad Shafer, Zheng Fang, Jing Xu

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

Wayne Kouchi, Department of the Attorney General

Susan Yonemura, Department of the Attorney General, Hawaii Criminal Justice Data Center

Nancee Robles, County of Kauai

Michelle Lizama, County of Kauai

Jessie Takekuma, County of Kauai

Dayna Omiya, State Procurement Office

Shane DeMattos, Department of Land and Natural Resources

Bryan Mick, Department of Health

Song Jae Ko

I. Call to Order, Roll Call

Chair Sakuda, CIO, called the meeting to order at 1:02 p.m. A roll call was conducted and quorum was confirmed.

II. Review and Approval of October 2, 2025 Meeting Minutes

Member Nguyen Van 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. SOWs Under Review

- a. County of Kauai – Department of Finance – Transient Accommodations Tax Payments - SOW

Nancee Robles, County of Kauai, Department of Finance, provided an overview of the project. The County is looking for a new transient accommodations tax (TAT) payment system to address the inefficiencies and improve user experience. The current system has significant limitations including a non-intuitive interface, reporting discrepancies caused by time zone differences, and lack of vendor customer support, which results in staff spending considerable time assisting customers over the phone to navigate through the system. This project is a transaction-based with users paying \$2.50 transaction fees plus the credit card or echeck fee.

Member Kahakui inquired about the anticipated go live date or plan to start the development. Mr. Bacungan responded that it would begin as soon as the SOW is signed, which Ms. Ichino stated would be February 1, 2026. Mr. Bacungan also noted that this is the third TAT application which will be easier to implement since Tyler Hawaii already has a base foundation for this application.

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

- b. Department of the Attorney General – Hawaii Criminal Justice Data Center – Online Sex Offender Public Registry – SOW Amendment 2

Susan Yonemura, Assistant Administrator, Hawaii Criminal Justice Data Center (HCJDC) provided an overview of the project. The HCJDC currently maintains the

online sex offender public registry website. The SOW amendment aims to upgrade the existing web application to improve functionality, infrastructure and user experience. The upgrade will be executed in four phases, allowing incremental benefits as each phase is completed and allowing flexibility to implement phases in any order based on priority and resources. The total development cost is \$140,418.80 with a hosting fee of \$837.70.

Chair Sakuda inquired about the development and implementation timeline. Ms. Yonemura went over the project's timeline, stating that upon receipt of the approval, they could start the project as early as beginning of next year and each phase thereafter is projected at a certain timetable, reiterating their flexibility to start on any of the phases. Member Kahakui asked about the anticipated completion date of all phases. Ms. Shohet stated that all phases are expected to be completed at the end of April 2027.

Member White made a motion to approve the SOW Amendment 2, which was seconded by Member Kahakui. A vote was taken and passed unanimously.

2. Signed Project Change Request (PCR)
 - a. Legislative Reference Bureau – Website Redesign PCR 1

Catherine Arellano-Alcotas, AHC Portal Program Manager, Office of Enterprise Technology Services, presented the project change request. This request is to update the Legislative Reference Bureau's website to comply with the new Web Content Accessibility Guidelines (WCAG) 2.1 AA standards as well as enhancing the website. The development fee is \$5,193 and this request has been signed by Chair Sakuda on November 21, 2025. No additional action from the Committee is required. This update is provided for informational purposes only.

V. Periodic Review of Portal Service

1. Department of Land and Natural Resources, Division of Forestry and Wildlife (DOFAW), Hunter Education and Records Management System Application Review

Vincent Blanco, Project Manager, Tyler Hawaii, presented an overview of the Go Hunt Hawaii application, highlighting its development and features. This application allows citizens to submit an electronic application for hunting lotteries on the islands of Lanai, Hawaii and Kauai, view hunt details, automates drawing process and select hunting opportunities for Lanai Island, register for classes, and access hunting licenses and permits online.

Before the implementation of the Go Hunt application in 2014, significant challenges were encountered. Previously, applications were submitted manually in line, in person or by mail and were entered into an MSDOS system without backup. All applications cards were printed including a master public list of all applications and their drawing numbers. The lottery drawing process involved physical drawings of coins from a bucket by the DOFAW team or spectators and

the results were posted on the DOFAW website for public viewing. Permits and tags were mailed to each application drawn, and hunters were required to bring these items to the check-in station on the day of the hunt.

The new system automates and integrates the process, retrieving data from the existing Hawaii Hunt application system database. The application now supports electronic applications, online viewing of hunts, purchasing tags and permits, and sharing news and FAQs. It uses single sign-on for administrators and requires hunters to use their certification number, date of birth, and last name for login. Administrators can create classes, events, and announcements, and manage user information and attendance. Users can search for classes, see events and announcements.

The application has had numerous successes, with 66,621 visitors as of November 21, 2025, and a 95% satisfaction rate based on 277 feedback sessions. A total of 13,115 hunting licenses has been issued, with nearly 100% renewed online.

Chair Sakuda inquired if the application received any other feedback or insights aside from general positive feedback. Mr. Blanco stated that user feedback has been generally positive, highlighting the system's ease of use. Member Kahakui raised concern about access for individuals without computers. Mr. De Mattos, DOFAW, explained that 100% online application submission is now required, assistance is provided at the office or through public resources like libraries for those individuals without access to computers.

VI. Review and Discussion of the Accessibility Compliance Strategy and Roadmap for Internet Portal Applications

Vincent Blanco, Project Manager, Tyler Hawaii, presented the Tyler Hawaii Accessibility Roadmap Report. Out of one hundred sixty-one (161) portal services, thirty-five (35) portal services have been reviewed to date. Five (5) sites already meet the Web Content Accessibility Guidelines (WCAG) 2.1 AA standards. The remaining thirty (30) portal services were divided into two (2) groups. Group 1 includes seventeen (17) portal services from departments and agencies that have reached out to Tyler Hawaii on meeting the new standard guidelines. Upon analysis, thirteen (13) portal applications were payment platforms focused on the County of Hawaii, Attorney General and City and County of Honolulu. By prioritizing these applications together, Tyler Hawaii aims to complete the compliance faster due to their similar functions.

Chair Sakuda inquired about the compliance deadline, to which Mr. Blanco responded that the deadline is April 24, 2026. Mr. Blanco emphasized the importance of this date and mentioned that Tyler Hawaii uses both automated and manual testing to ensure full coverage and conformance to WCAG 2.1 AA standards. Tyler Hawaii is categorizing applications based on complexity and functionality to provide quicker estimations and recommendations for remediation, retirement or upgrades. Mr. Blanco explained the implementation involves a combined team for the portal contract, including designers, developers, quality assurance and project managers. Tyler Hawaii prioritizes addressing both high-severity and easily fixable issues for faster scaling across sites. The projected effort totals for fixing 30 applications were discussed, alongside ongoing assessments and remediation phases for different groups, with a focus on meeting the April 24, 2026 compliance deadline. Tyler Hawaii further detailed the categorization of issues into four WCAG principles: perceivable, operable, understandable, and robust. Of the issues discovered, 55% are perceivable and 22 issues are robust. These definitions are derived from web content accessibility guidelines.

Member Regan asked if the applications requiring updates were developed by Tyler, to which Mr. Blanco confirmed. Member Regan then inquired whether those applications generate transaction fees. Since Tyler receives payment from these transaction fees, he asked why Tyler Hawaii isn't responsible for maintaining the updates for these sites and why the agencies incurring costs for corrective actions given that Tyler earns revenue from the State and County websites. Mr. Ramos addressed two main issues. First, the global step up from version 2.0 to 2.1. Second, the division of responsibilities between Tyler Hawaii and the State or County regarding content management. Mr. Ramos clarified that not all sites handle payments, and many assets for the ehawaii.gov program include state-uploaded content such as PDFs. He stated that their initial assessment suggests that Tyler Hawaii is responsible for the template structure, while state and county manage internal content and documents. Tyler Hawaii has tried to keep up with accessibility standards for the past 20 years since it has been required. The numbers provided in the report aim to show the magnitude of the efforts involved. Tyler Hawaii has not yet determined who will be billed for these efforts. Mr. Omura corroborated Mr. Ramos point with his experience with Tyler Hawaii. The question posed by Member Regan regarding responsibility for updates is still under discussion with Tyler Hawaii. Specifically, who should take responsibility for updating content such as PDFs. On the other hand, structure updates, which could be likened to building a house, would fall under Tyler Hawaii's control since they manage it. ETS will continue to facilitate the conversation with Tyler Hawaii.

Member Albright sought clarification on one slide mentioning the counties, specifically if it pertains to the details or work that Tyler Hawaii managed and maintained. Mr. Ramos confirmed that the current discussion specifically involves assets owned by counties or organizations through the hawaii.gov program. Any assets with another vendor or provider are not included in this conversation.

Chair Sakuda inquired about the response from departments regarding the urgency to update the websites. Mr. Ramos noted that while some individuals on the call expressed immediate concern, others did not show the same level of urgency.

Chair Sakuda asked the Committee members about the potential benefit of moving up the AHC meeting from February to January 2026 to review the timeline and gain a better understanding more of the costs. Member Murayama moved the motion to hold the meeting in January 2026, which was seconded by Member Courtney. A vote was taken and passed unanimously.

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

Vincent Blanco, Project Manager, Tyler Hawaii, provided the updates to the annual report draft. There have been slight updates from the version presented at the October AHC meeting. The key updates pertain to the executive summary. Specifically, the count of online services has been updated from 160 to 161 to include the Unemployment Insurance Overpayment Collection Payments application, which was omitted on the previous draft report. Additionally, the unemployment application has been added to the new and upgraded services section, increasing the new services count from 7 to 8. The customer service statistics graphic has been revised to reflect support for 161 web services. Furthermore, the Department of Labor and Industrial Relations new services were updated from 5 to 6. No other major changes beyond these numerical and service updates.

Member Kahakui made a motion to approve the annual report draft, which was seconded by

Member Van Nguyen. A vote was taken and passed unanimously.

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

Vincent Blanco, Project Manager, presented Tyler Hawaii's bimonthly report covering activities and updates for September to October 2025.

Activity Recap:

The Department of Health Medical Cannabis Registry System was launched on November 5, 2025. This system implemented House Bill 302, expanding qualifying conditions for medical cannabis treatment. It allows treatment for conditions not explicitly listed if deemed appropriate by a primary care doctor or hospice provider.

The District Court Judge Evaluation was launched on November 4, 2025. This is basically a survey and Tyler Hawaii acting as a third-party facilitator. The evaluation allows the Judiciary team to improve judicial performance, provides judges with constructive feedback for professional development, and ensure confidentiality and an unbiased evaluation process via third-party.

Customer Service: In September and October, over 8,000 inquiries were received via calls, chats, email and feedback. There was a slight decrease from over 10,000 in July and August. The top ten inquiries included the Hawaii Compliance Express, Vital Records Ordering System and Medical Cannabis Registry.

CX Suite Customer Experience Feedback: Positive experiences remained the same, 80% in the previous two months. Negative experiences jumped a little from 8% to 12%.

Financial Report: The unaudited portal revenue and portal expense numbers for September and October totaled about 1.8 million portal revenue with 1.5 million portal expenses.

Looking forward:

Tyler Hawaii is looking forward to the launch of the County of Maui Transient Accommodation Tax Payments and County of Kauai Online Real Property Tax Payments.

Press Release: County of Hawaii Police Department websites received two awards along with recognition for the County of Hawaii Department of Water.

IX. Good of the Order

1. Announcement

None.

2. Next Meeting: February 5, 2026

As discussed and approved by the Committee members, the next meeting will be held in

January 2026 for an update regarding accessibility compliance.

X. Adjournment

Member Murayama moved to adjourn the meeting, which was seconded by Member Courtney. With no objections the meeting was adjourned at 2:16 p.m.