



**Access Hawaii Committee  
January 20, 2026  
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 IT, County of Hawai'i

Mandi White, IT Project Leader, County of Kaua'i

Members Excused

Senator Glenn Wakai, State Senate

Representative Amy Perruso, State House

Kimberly Albright, Enterprise Solution Delivery Manager, County of Maui

Other Attendees

Candace Park, Deputy Attorney, AG

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

Tyler Hawaii: Burt Ramos, Patrick Nakamura, Vincent Blanco, Shawn Taylor, Aaliyah Ichino, Brad Shafer, Zheng Fang

Dayna Omiya, State Procurement Office

Bryan Mic, Department of Health

Brian McKee, City and County of Honolulu

Nancy Vo, City and County of Honolulu

Yvonne Yoro, State House

Curtis Motoyama, Department of Land and Natural Resources

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I. Call to Order, Roll Call

Chair Sakuda, CIO, called the meeting to order at 1:01 p.m. A roll call was conducted and quorum was confirmed.

II. Review and Approval of December 4, 2025 Meeting Minutes

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

III. Public Testimony

No public testimony at this time.

IV. Updates on the Accessibility Compliance Strategy and Roadmap for Internet Portal Applications

Vincent Blanco, Project Manager, Tyler Hawaii, provided an update on the ongoing accessibility compliance strategy and roadmap for all 161 portal services. In terms of reporting, seven sites have been completed, including the style guide and the AHC site, with ongoing updates for engaged agencies. Within Group 1, the covered offender registry site was excluded as it is currently being modernized and is tentatively scheduled for release in May 2026. The Tyler Hawaii team also deferred the name change project to a later phase. Group 2 focuses on services and applications, emphasizing platforms where fixing one can resolve issues for several others such as the payment platform. The report outlines these services and the affected departments or agencies. The assessment and fixes of these services are in progress and are expected to be completed by or before the April deadline, covering 33 services reviewed to date, including the one already been completed.

Out of 128 total services reviewed, 39 were identified as not requiring accessibility updates and were classified as Group 6. This narrows the scope to 73 services for further assessment, with approximately 89 services still under review. Tyler Hawaii evaluated the remaining services using several criteria to determine the strategy and priority. This includes audience reach, regulatory risk, service criticality, target audience, usage frequency, customer service contact volume, alternative access methods, estimated remediation cost, and service complexity. Based on these factors, 35 services were designated as high-priority, 22 services were designated as medium-priority, and 32 services were low-priority. High-priority services include liquor license control, transient accommodation tax, real property tax, motor vehicle renewals, and the e-traffic site. Medium-priority services include public online auction sites as well as sites mainly informational and not necessarily transactional from a citizen perspective. Low-priority services include refund, invoice operations Tyler Hawaii owned, and name change applications may be replatformed as it will take a lot to do with the remediation.

Mr. Blanco clarified that Tyler Hawaii is responsible for any template-specific issues while the agency is responsible for the content including publicly shared PDFs. This is a joint effort to ensure all services comply with accessibility standards.

The Tyler team will continue to fix groups 1 and 2 while conducting assessments of high-priority services for the next couple of months. Their established timeline anticipates that groups 1 and 2 will be fully assessed and fixed in April 2026. Completion of high-priority services is projected for July 2026, with medium- and low-priority services scheduled for remediation through end of the year. Updates to the progress will be provided in the April, August, October and December AHC meeting.

Tyler Hawaii has developed a dashboard to track the latest accessibility updates, enabling a detailed understanding into the assessment and remediation costs, granular progress, prioritization, project risks and the upcoming remediation queue.

Mr. Blanco shared the estimated total accessibility remediation cost clarifying that this cost represents not just assessment but also remediation costs. As of today, Tyler assumed that this cost is fully based on their current schedule in their current team capacity, there will be no supplemental funding from the agency or department and if there is additional funding, there may be an opportunity to discuss accelerating the timeline by adding some external resources. As for next steps, Tyler Hawaii will continue assessment and fixes for Groups 1 and 2, will continue the same with high priority services. As far as the cost and payment, who's paying, this is a continued discussion as Tyler becomes partner in government services.

Member Loos asked whether Tyler has a report for the departments or if she could have a copy of the PowerPoint presentation. Mr. Blanco confirmed that the information will be provided along with details regarding affected agencies and departments.

Member Kahakui sought clarification regarding her understanding that agencies are not going to pay for these fixes unless they want to be moved up on the priority list. Mr. Blanco explained that there is room to discuss if an agency does have funding. They will find a way to get their site fixed, also allowing the set of priorities, they will probably move a little higher since there is funding available but will have to do it on a case-to-case basis based on their team availability and capacity. Mr. Ramos added that Tyler Hawaii put the number for transparency so there is a global understanding of the effort involved. At this time, their only ask is whether there is a possibility of some budget coming into this initiative. Mr. Ramos also reiterated that Tyler Hawaii, as the provider, is responsible for the technical framework, while the content in the PDFs and all that is sitting inside large, complex and extensive sites remains the responsibility of the state or agency.

Member Murayama inquired about the prioritization list, similar to Member Loos' previous request, specifically asking whether departments would know where they fall in the list to get some idea what to expect. Mr. Blanco explained that the list is intended to be shared externally, and prior to sharing it publicly, we wanted to present it to the Committee first. He noted that several agencies have already contacted Tyler Hawaii regarding the status of their sites. Mr. Ramos added that the document was posted on the AHC site within the meeting packet and can grab it now as it is easier to find. Additionally, the Tyler Hawaii team were happy to work with the agencies to understand where they fall on the list and discuss what that means going forward for 2026.

Chair Sakuda acknowledged Mr. Ramos, who spoke on behalf of Tyler Hawaii as its Executive Director or CEO of Tyler Hawaii. Chair Sakuda inquired whether Tyler Hawaii has a communication strategy in place to communicate to all departments about our current status, or if communication is more of an ad hoc approach depending on who you work with. She also suggested working together to send communication, so departments are aware of the timeline based on Tyler's best educated estimates and know whom to contact with questions. Mr. Ramos responded that Tyler Hawaii team were happy and excited about the partnership coming up in 2026. However, they prefer not to move ahead of the Committee and ETS. He suggested collaborating on the communication strategy by combining ideas to achieve an effective outcome. The initial phase will involve a small group before presenting it to the Committee. Chair Sakuda asked the Committee members if they have specific comment. An action item would be for ETS to work with the Tyler Hawaii team to develop a communication plan to send out to all the departments outlining the details of the accessibility roadmap.

Member Courtney asked about the prioritization of the City and County of Honolulu Real Property Tax system. Mr. Blanco confirmed that it falls under Group 2. Mr. Ramos further noted that payment applications are part of Group 2 and emphasized that this group will be addressed in a hurry.

Member Kahakui inquired of Chair Sakuda whether the communication received this morning from Ms. Arellano-Alcotas, which reminded application owners about the Act 172 and the Hawaii Electronic Information Technology Disability Access Standards, has been sent out to each and every application owner as well. Ms. Arellano-Alcotas confirmed that the notice was sent to all application owners via blind carbon copy (bcc).

#### V. Portal Program Manager's Report – Tyler Hawaii Bimonthly Report

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

##### Activity Recap:

The Department of Business, Economic Development, and Tourism Tax Credit Hub has released additional functionalities. These include improved filtering options for administrative view, allowing administrative to return an approved pre-production registration form (PRF) to the user to make changes. The new functionality also allows users to send workforce development reports to representatives to be eSigned, adding other options as a type of production on PRF, etc.

The County of Maui Transient Accommodations Tax Payment system was released with positive outcomes reported in its first month of operation. This new online system enhances usability for both agency staff and users. This is the third transient accommodation payment system to be brought online in the first quarter.

Customer Service: In November and December, over 7,000 inquiries were received via calls, chats, emails and feedback. Traditionally, November activities see lower activity as it is

considered a slower month as people are getting ready for holidays. The top ten inquiries included Hawaii Compliance Express due to recent changes in the IRS segment, miscellaneous pertains to various digital governments not necessarily tied to specific services and calling out the number 10, which is named slightly different, the employees retirement services which has been in the past but is not always on the top list.

CX Suite Customer Experience Feedback: Positive experiences were 71%, while 21% were negative, due to recent releases such as transient accommodation tax payments. This led to increased questions, complaints, and comments resulting in a notable rise in negative feedback..

Financial Report: The November and December unaudited portal revenue and portal expense numbers have not been finalized yet. These numbers will be included at the April AHC meeting, along with the January and February 2026 financial data.

Looking forward:

Tyler Hawaii is looking forward to the Legislative Reference Bureau accessibility fixes, County of Kauai transient accommodation tax platform, and the implementation of the Attorney General's online charity and solicitor registration system.

VI. Good of the Order

1. Announcement

None.

2. Next Meeting: April 2, 2026

VII. Adjournment

Member Courtney moved to adjourn the meeting, which was seconded by Member Nguyen Van. With no objections the meeting was adjourned at 1:38p.m.