



**Access Hawaii Committee
April 2, 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)

Bonnie Kahakui, Administrator, State Procurement Office (SPO)

Jennifer Brooks, Attorney, representing the Director, Office of Information Practices (OIP)

Melissa Ah Ho-Mauga, I.S 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

Corey Stone, Director of IT, County of Hawai'i

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

Representative Amy Perruso, State House **joined the meeting at 1:15 pm*

Members Excused

Keith Regan, Comptroller, representing the Comptroller, Department of Accounting and General Services (DAGS)

Garret Murayama, IT Specialist, representing the Director, Department of the Attorney General (AG)

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

Senator Glenn Wakai, State Senate

Kimberly Albright, Enterprise Solution Delivery Manager, County of Maui

Other Attendees

Candace Park, Deputy Attorney, AG, Lori Tanigawa, Deputy Attorney, AG

ETS: Catherine Arellano-Alcotas, Todd Omura, Kelli Wang, Tom Ku, Sonny Kekipi, Juha Kauhanen
Lisa Huang, Glenn Dela Cruz,

Tyler Hawaii: Burt Ramos, Vincent Blanco, Shawn Taylor, Aaliyah Ichino, Brad Shafer,
Solenn Racadio

James Hogarty, Senior System Programmer, Department of Commerce and Consumer Affairs

Nancy Vo, City and County of Honolulu

Patrick Gartside

I. Call to Order, Roll Call

Chair Sakuda, CIO, called the meeting to order at 1:06 p.m. A roll call was conducted and quorum was confirmed.

II. Review and Approval of January 20, 2026 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 the AHC Portal Program Manager's travel expenses for the Tyler Connect State Innovation Track 2026

Chair Sakuda requested the Committee to approve Catherine Arellano-Alcotas, Portal Program Manager (PPM), to attend the Tyler Connect State Innovation Track scheduled for April 7-10, 2026 in Las Vegas, Nevada. She explained how Ms. Arellano-Alcotas' participation would benefit the portal program as ETS continues its work on the portal contract. Mr. Omora, IT Governance Officer, shared the history of the portal contract, originating from an agreement in 1999 with HIC. He noted that although technology has evolved drastically from early internet systems to recent advancements such as mobile applications and artificial intelligence the fundamental scope and terms of our contract have remained consistent. As the current contract expires on January 3, 2028, Mr. Omura emphasized substantial work must be undertaken in the coming months. He stated that ETS believes that now is an optimal time for the organization to engage in industry leaders, participate in conferences, review best practices from other states, and explore available options to ensure delivery of outstanding outcomes for end users. He also mentioned that despite the long-standing history of AHC, this would be the first time anyone in this position attends, making it timely opportunity. Member Kahakui clarified that while the AHC approved a one-year extension, it has not been exercised yet, they are currently working on the necessary documentation. Chair Sakuda stated that the estimated travel cost was \$2,159.95.

Member White made a motion to approve the travel request, which was seconded by Member NguyenVan. A vote was taken and passed unambiguously.

V. Updates to the Accessibility Compliance Roadmap for Internet Portal Applications

Vincent Blanco, Project Manager, Tyler Hawaii, provided updates to the ongoing accessibility compliance roadmap for internet portal applications. Since the last meeting in January, the number of services addressed has increased from 7 to 18 services, demonstrating significant momentum. Recently, several services were completed, and agency partners were notified. The total cost to date was \$168,364, with further details to share on the later slide. The project involves assessing and remediating state templates and prioritizing services for accessibility fixes. Group 1 has no completed services, while Group 2 is expected to finish by April 2026 since all those services share similar templates. Eight high-priority services and one medium-priority service have been completed, leaving 106 services to go. Mr. Blanco shared their focus on the state template, which affects over 500 sites. Agencies such as Budget & Finance, DLNR,

DOH used a WordPress style template. Any improvements made on the state template are applied globally. He also shared several services not using the state template and remediated individually. Tyler uses automated tools and manual testing to identify and fix issues, ensuring accessibility for all users.

Currently 42% of anticipated fixes have been completed and half of the budget is still available. While Tyler Hawaii noted they are in good position, they may eventually require additional funds, as there isn't enough funding to complete everything at this time indicating potential need for additional funds.

The timeline builds upon the information presented at the January AHC meeting. As of April 2026, Tyler Hawaii is prioritizing the completion of as many services as possible while ensuring that associated partners are kept informed, state templates are updated, and all priorities and services are aligned with new guidelines. Originally, Tyler Hawaii anticipated addressing medium and low-priority services by July and September 2026, however, efficient assessment and remediation processes enabled an earlier start. The project is expected to continue until the end of the year, with multiple touch points and a well-defined roadmap providing clarity on service remediation timelines. The next step is to finalize as many services as possible by April 24, 2026.

Chair Sakuda requested clarification regarding websites that are working with Tyler, specifically asking about the number of services. Mr. Blanco explained that Tyler tracks services using the state templates. There are 162 services, with approximately 20% to 25% using the WordPress site.

Chair Sakuda stated that a notification was sent to directors and deputies, reminding them of the upcoming deadline. They were advised to contact Tyler for any support required to fulfill their responsibilities, and to reach out to the team if further assistance is needed.

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

Vincent Blanco, Project Manager, presented Tyler Hawaii's bimonthly report covering activities and updates for January to February 2026.

Activity Recap:

The County of Kauai launched its Transient Accommodations Tax Payment service on February 1, 2026. This service allows guest and logged-in users to make payments and access their history seamlessly.

The Legislative Reference Bureau was launched on January 30, 2026. Alongside the accessibility improvements, additional updates include a PDF repository, ability to archive content, and adjustment to print and styling.

Customer Service: In January and February, a total of 10,109 inquiries were received via calls, chats, emails and feedback submissions. A Significant of these inquiries came through because of the tail end of real property tax. The top inquiries are miscellaneous which means that

citizens engage in some way that the issue is really vague. The contender is transient accommodations tax ranked at number six, and payment platform.

CX Suite Customer Experience Feedback: There was notable increase in customer feedback with 9,725 submissions received. Some of the most popular services were Hawaii County real property tax payment, Hawaii business express, as well as ehawaii portal. Positive experiences were 76, while 14% were negative and 3,570 comments.

Financial Report: At the January AHC meeting, unaudited portal revenue and portal expense numbers for November and December were not presented. These numbers have been added along with January and February portal revenue and expenses. The cumulative total was \$4.5 million in revenue and \$3.5 million in portal expenses.

Looking forward:

Tyler Hawaii is looking forward to the launch of the Attorney General Online Charity Registration and Solicitor General System.

VII. Good of the Order

1. Suggestions from Committee for items to discuss at the next meeting.

None.

2. Next Meeting: June 4, 2026

VIII. Adjournment

Member Kahakui moved to adjourn the meeting, which was seconded by Member Courtney. With no objections the meeting was adjourned at 1:50p.m.