Access Hawaii Committee
June 4, 2026
Meeting Minutes - DRAFT

Remote meeting held via Teams, Interactive Conference Technology
Physical location: ETS Conference Room B-30, 1151 Punchbowl Street, Honolulu, Hawaiʻi 96813

Members' Present
Meoh-Leng Silliman, Acting Comptroller, Department of Accounting and General Services (DAGS)
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)
Lila Loos, IT Manager, representing the Chair, Department of Land and Natural Resources (DLNR)
Mai Nguyen Van, Director of IT, representing the Administrative Director of the Courts, Judiciary
Garret Murayama, IT Specialist, representing the Director, Department of the Attorney General (AG)
Stephen Courtney, Deputy Director, City and County of Honolulu
Mandi White, IT Project Leader, County of Kauaʻi
Kimberly Albright, Chief Technology Officer, County of Maui
Representative Amy Perruso, State House **joined the meeting at 1:09 pm*

Members Excused
Senator Glenn Wakai, State Senate
Corey Stone, Director of IT, County of Hawaiʻi

Other Attendees
Candace Park, Deputy Attorney
ETS: Catherine Arellano-Alcotas, Todd Omura, Kelli Wang, Tom Ku, Sonny Kekipi, Matthew Nagatori Lisa Huang, Joanna Lee
Tyler Hawaii: Burt Ramos, Vincent Blanco, Aaliyah Ichino, Brad Shafer
Wilson Crider, County of Hawaii
Paul Neidhardt, County of Maui
Arthur Barba, Department of Labor and Industrial Relations, Unemployment Insurance

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 April 2, 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 Statements of Work (SOWs)

1. SOWs Under Review

a. County of Maui - Department of Finance - Transient Accommodations Tax (TAT) Payment Processing -SOW

Paul Neidhardt, Revenue Manager, County of Maui provided an overview of the project. He explained that this SOW is part of the transition for the County of Maui Transient Accommodations Tax Office as they are in the process of transitioning its tax administration software to a commercial off the shelf solution developed by FAST Enterprises. This system is also used by the Hawaii Department of Taxation to manage diverse tax revenue streams and will soon be adopted by the County of Maui TAT office. As part of the change, Tyler Hawaii, which previously served as the payment portal for all online transactions including both ACH (electronic check) and credit card payments, will shift its role to exclusively handling credit card transactions. The fee structure will remain the same with $2.50 transaction fee plus a 2.5% credit card fee.

Member Brooks noted that County of Maui previously accepted electronic checks, and now that’s no longer an option and inquired if the County is accepting paper checks or if credit or debit card is the only option with the percentage fee. Mr. Neidhardt clarified that Tyler currently provides both ACH transactions and credit cards but with this request Tyler will only be processing credit cards. Mr. Neidhardt added that the County is also accepting mail in payments and money orders under the new commercial off-the-shelf product the County is developing and there are no fees associated with the payments as the cost is already built into the contract upfront. Although Tyler will no longer process ACH transactions, they are still sizable as the volume of the credit cards transactions to receive revenue from.

Member Kahakui inquired about the percentage of the credit/debit card submitted for processing. Mr. Neidhardt stated that he does not have the exact number upfront so take the estimate as a grain of salt. From what he’d seen out of the 6000 that was projected for online transactions, it would be 10%-20%.

Member Courtney inquired about the transaction fees as to who gets the $2.50 transaction fees and the 2.5% credit card processor. Ms. Ichino stated that the $2.50 transaction fee goes to Tyler. Mr. Ramos confirmed that the 2.5% credit card fee is a pass-through, Tyler essentially pays for the visa or master card and sometimes it is even a little higher rate. Member Courtney inquired if the 2.5% credit or debit card fee can be lower depending upon how much business they have with the credit or debit processor. Mr. Ramos confirmed the interchange rate fluctuates. So, what Tyler Hawaii been doing was providing a consolidated amount across the various rates because the cards change on the fly depending on what card it is.

Member White inquired if the fees for the Hawaii County tax payments with Tyler are the same fees. Ms. Ichino confirmed it's the same fees for both counties.

Member Brooks moved the motion to approve the SOW which was seconded by Member Albright. A vote was taken and it was approved unanimously.

b. County of Hawaii – Department of Finance – Short-Term Vacation Rentals Payment Processing – SOW

Wilson Crider, Transient Accommodations Tax Manager, County of Hawaii, requested Tyler Hawaii to be the payment processor for their new registration application. Previously, the County utilized EPIC for payment processing but is now transitioning to Decker Technologies. As part of this transition, the County needed a new payment processor and has chosen Tyler Hawaii, a provider already used for Transient Accommodations Tax (TAT) payment processing. Mr. Crider explained that the new payment system will have a fee structure similar to that used in County of Maui. The fee structure includes a $2.50 transaction fee, paid by applicants which go to Tyler Hawaii to cover operating costs and maintenance. The fee structure also included a 2.5% charge for credit/debit cards and a $1.00 fee for e-check transactions. The County estimated 6,000 transactions annually. Of this, $15,000 annually will be paid to Tyler to cover services fees.

Member Courtney moved the motion to approve the SOW which was seconded by Member Loos. A vote was taken and it was approved unanimously.

c. Department of Labor and Industrial Relations – Unemployment Insurance – Payment Processing – SOW

Arthur Barba, Department of Labor and Industrial Relations, provided an overview of the department's current partnership with Tyler Hawaii for online overpayment system, which began in 2024. He explained that the department is preparing to migrate a new unemployment insurance (UI) system, with Netacent as the contractor for this modernization effort. As a result, Tyler will be engaged as the payment processor for both repayments of overpayments, meaning overpayments that were done due to payments

inadvertently or ineligibility, and for employer contributions, which employers are assessed a tax unemployment tax to operate in the State. Mr. Barba noted that the department will absorb the transaction fees, while credit/debit card or eCheck payments will be covered by the payer. The current online payment system for overpayments, launched in 2024, has achieved a 53% participation rate. For employer contributions, nearly all employers already make payments electronically, so the transition to Tyler as payment processor will not alter the payment process for them. The main change will be routing payments through a portal managed by Netacent, the contractor for the modernization project.
Member Brooks moved the motion to approve the SOW which was seconded by Member NguyenVan. A vote was taken and it was approved unanimously.

V. Updates on the Accessibility Compliance Roadmap for Internet Portal Services

Vincent Blanco, Project Manager, Tyler Hawaii, provided updates to the ongoing accessibility compliance roadmap for internet portal services. He stated that the new deadline to meet the Web Content Accessibility Guidelines (WCAG) was set for April 26, 2027, following a recent extension. This new deadline applies to jurisdictions with populations of 50,000 or more which fall under the portal services. The team will continue working toward this goal throughout the year, ensuring all portal services are accessible at least by the end of this calendar year.

Progress since the last meeting in April has been significant: the number of completed accessible services increased from 18 to 49 services, putting us at about 30% completion. When including the internal-facing services (those not accessed by the public), the completion rate rises to over 50%- 53%. Services are organized and tracked by name, department/agency, and priority (high, medium, low), making it easier for stakeholders to identify the status and compliance of their specific services.

Budget and cost updates were also provided. Due to initial overestimates, actual remediation costs have remained stable. The total assessment costs are estimated at $27,130, while remediation—including development, testing, and deployment—totals $140,000. The overall project budget is estimated to be between $350,000 and $400,000, with 41% spent to date.

The milestone has been changed, so Tyler team will continue to go through the rest as marked as priority services. By August, the team will reassess whether additional time is needed, leveraging the extended deadline to ensure all services are compliant. The process involves a cycle of assessment and remediation, depending on team capacity and agency needs, while balancing other ongoing projects. The timeline remains the same, with continued focus on high-priority services through the end of the calendar year.

Mr. Blanco walkthrough the appendix section where agencies can learn more about a particular service where they are and its progress. The appendix also included the services and their priorities. Mr. Blanco also added the importance of accessibility where public be able to use their keyboard to see all services, ability to use a skip to main contents, ability to use the screen reader. This requires dedicated effort and he thanks the team for continued commitment.

Chair Sakuda inquired since the deadline was extended by one year, was there a change to the penalty if the date is not met, and if there are changes in compliance regulations. Mr. Blanco stated that he didn't see as far as fees or note. However, he shared what he learned from what other States and jurisdiction has been going through and the continuing message is that as long as you're publishing your progress and you're providing guidance, same as we're doing in this roadmap it precludes you from preparing should someone have a complaint.

Member Courtney inquired on the issue as to who is paying to do the work since the cost of doing this accessibility is adding up. Mr. Blanco stated it has not been addressed but just for a transparency perspective they wanted to showcase the amount of effort that it takes to do something like this and as far as payment that has not been decided.

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 March to April 2026.

Activity Recap:
The addendum regarding accessibility emphasizes that Tyler Hawaii team remains on track to meet the April 2027 completion deadline.

The Attorney General Sex Offender and Other Covered Offender Search was launched on May 11, 2026. This is the first of the four parts. Phase 1 modernized the site with a cleaner interface making registry searches easier, improvements to underlying infrastructure support future enhancements.

The Attorney General Online Charity Registry was launched on April 07, 2026. This improves search for the public to find and recognized approved platform charities while giving the agency better tracking, organization and reporting capabilities.

Customer Service: There is a surge in March 2026 at 5,784 inquiries received due to storm related cancellations affecting camping and closure of diamond head and a bit lower in April at about 4,823 inquiries. The top ten customer service remained consistent, with miscellaneous topping the list as many inquiries stemmed from citizens using the ehawaii.gov portal to seek information on services that Tyler does not provide. The Waianapanapa Park Reservations came up at number 7 due to lot of cancellations with hiking and camping.

CX Suite Customer Experience Feedback: Customer experience feedback is about the same as a positive experience of 75%, while 15% were negative. Positive feedback was largely attributed to the convenience of online services, while most negative sentiment related to required fees.

Financial Report: The March and April unaudited portal revenue and portal expense numbers remain positive. The portal revenues were more than 2 million and portal expenses were over 1.6 million.

Looking forward:
Tyler Hawaii is looking forward to the Attorney General Solicitor Registration System which was published in production recently. The recap will be provided at the next meeting in August.
The Department of Commerce and Consumer Affair's Business Registration Services Retirement is scheduled for next Thursday, June 10, 2026, with the new services launching on Monday, June 15, 2026.

Appendices listed press releases, awards, new services, service upgrades, executed agreements as well as conferences.

Member Ah Ho-Mauga emphasized that the date will probably move one more time. There are some things that happened that the agency just learned recently, so they will be getting an update sometime in the next day or two with the exact date.

VII. Good of the Order

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

   None.

2. Next Meeting: August 6, 2026

VIII. Adjournment

Member White moved to adjourn the meeting, which was seconded by Member Courtney. With no objections the meeting was adjourned at 1:42 p.m.