



**Access Hawaii Committee
August 6, 2026
Meeting Minutes - DRAFT**

Remote meeting held via Teams, Interactive Conference Technology

Physical location: 1151 Punchbowl Street Conference Room 410, Honolulu, Hawai'i 96813

Members' Present

Keith Regan, 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
Wayne Kouchi, Systems Services Branch Manager, representing the Director, Department of the Attorney General (AG)
Brian McKee, Director, City and County of Honolulu
Mandi White, IT Project Leader, County of Kaua'i
Corey Stone, Director of IT, County of Hawai'i
Representative Amy Perruso, State House **joined the meeting at 1:09 pm*

Members Excused

Senator Glenn Wakai, State Senate
Kimberly Albright, Chief Technology Officer, County of Maui

Other Attendees

Candace Park, Deputy Attorney
ETS: Catherine Arellano-Alcotas, Todd Omura, Tom Ku, Sonny Kekipi, Sheryl Matsuo, Kathleen Lee
Lisa Huang, Joanna Lee, Juha Kauhanen
Tyler Hawaii: Burt Ramos, Vincent Blanco, Aaliyah Ichino, Laurenz Bacungan, Brad Shafer
Rosie Warfield, Jing Xu, Shawn Taylor
David Keliiholokai, Department of Business, Economic Development and Tourism
Georja Skinner, Department of Business, Economic Development and Tourism
Ruth Baker, State Procurement Office
Dayna Omiya, State Procurement Office
Nancy Vo, City and County of Honolulu
Wendy Char, Department of Attorney General
Kimberly Gabbard
Peter Fritz

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 June 4, 2026 Meeting Minutes

Member Loos 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

Chair Sakuda stated that written testimony from Mr. Fritz was received yesterday, August 5, 2026, and distributed to the members prior to the meeting. Mr. Fritz was acknowledged and invited to provide an overview of his testimony. However, technical difficulties prevented Mr. Fritz from providing oral testimony. Chair Sakuda recommended that the Office of Enterprise Technology Services review the testimony and provide recommendations at the next AHC meeting. Member Brooks stated that the testimony addressed an issue not on the agenda item and agreed that it will be added to the agenda for the next meeting allowing the Committee to discuss it at that time since Sunshine Law does not allow the Committee to discuss matters that are not included on agenda at this meeting. Chair Sakuda confirmed that the Committee would proceed with the action as suggested by Member Brooks and include the testimony in the agenda for next AHC meeting.

IV. Review and Approval of Statements of Work (SOWs)

1. Department of Business, Economic Development and Tourism – Creative Industries Division – Tax Credit Hub – SOW Amendment 2

Laurenz Bacungan, Partner Liaison, Tyler Hawaii, presented a summary of the second amendment to the tax credit hub. This amendment includes enhancements to the existing online tax credit hub application, such as expanding the portal storage capacity, changing the pre-production registration form and changing the Hawaii production report. The estimated development fee is \$49,214.00, while the hosting fee remains unchanged at \$800 plus tax per year and maintenance fee is \$14,200 plus tax per year.

Member Kahakui inquired about the impetus for enhancing the application given its low transaction volume of 23 filers a year. Mr. Keliiholokai explained that the amendments are necessary due to SB2580, which seeks to improve the tax film program and position Hawaii as more competitive relative to other states such as California, Georgia, and other countries such as New Zealand. He also added that the changes have different requirements. One is all production and second is workforce development program to incentivize local workforce within Hawaii film industry. Mr. Keliiholokai reiterated the importance of this change is high because they need to make sure, they're matching the requirements that the legislature has already signed. Ms. Skinner noted recent years were poor for film industry. Enhancement will prepare them for increased activity.

Member Regan moved the motion to approve the SOW which was seconded by Member Brooks. A vote was taken and passed unanimously.

2. Department of Business, Economic Development and Tourism – Hawaii Film Office – Standard Film Permits – SOW

Laurenz Bacungan, Partner Liaison, Tyler Hawaii, presented the standard film permit project. Currently, Department of Business, Economic Development & Tourism (DBEDT) processes all standard film permits for production filmed in Hawaii, mostly using email for application intake and data collection. Communications and approvals are handled through email and eSign, while all application fees are handled by a paper check or other department-approved method. The project will be developed in two phases. Phase 1 is to develop an online film permit management solution that will act as a centralized system for submitting, reviewing, approving and tracking Hawaii state film permit applications. The system will include a public portal that allows applicants to submit a permit application online, view and manage applications, print permits, access attachments, and receive notifications from HFO staff. The other part is an agency portal that allows state agencies to review applications, approve or deny permits, collect fees, manage attachments and receive notifications. Last part is an HFO administrative module that allows HFO staff to route applications to appropriate agencies, manage approvals, track submission histories and oversee the permit process. Phase 2 is to enhance the attachment functionality by allowing users to upload up to 20 files as single PDF, with a maximum size of 512MB per attachment. This phase will also enable HFO staff to approve attachments as appropriate and add reporting, exporting and automated status-notifications capabilities. The development fee of this project is \$65,000 plus applicable taxes. The hosting fee is \$800 plus applicable tax, and maintenance fee is \$14,200 plus applicable tax annually.

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

V. State Internet Portal Manager Contract Plan -Status Update

Todd Omura, IT Governance Officer, Enterprise Technology Office (ETS), provided an overview of what ETS has been doing and the next steps for the internet portal contract. He stated that the internet portal contract was established in 2008 and is set to expire on January 3, 2028. Its purpose was to establish a comprehensive enterprise-wide electronic government portal. ETS reached out to some customers and committee members while continuing to analyze the portal ecosystem, including how these applications are implemented and supported, and what technologies are being used. ETS also connected with other state governments to learn about their approaches to citizen engagement and e-government services. ETS staff have participated in conferences such as Tyler Technologies event, which provide opportunities to discuss shared needs and challenges with other state organizations. ETS staff also attended national technology conferences, and the big one is the National Association of State Chief Information Officers (NASCIO), where digital services and citizen engagement were major discussion topics. In Hawaii, ETS is consulting both current portal customers and other stakeholders who do not use the contract itself to understand their digital strategies,

needs, and challenges. Through the Chief Information Officer (CIO) and the role in technology, ETS is refining its strategy to support the continued delivery of high-quality digital services to the public. This work aligns with broader ETS strategy, including consolidation to ensure that the recommended next steps are fully supported and implemented. ETS is also reviewing the procurement and contracting mechanisms available to customers today.

At the next AHC meeting in October, ETS will present recommendations for the next steps regarding the portal contract along with a proposed schedule and plan for committee's consideration. ETS intends to return to the recommendations at the December AHC meeting for review and hopefully to take actions or vote on the recommendations. ETS will continue engaging with stakeholders to refine its plan. Chair Sakuda reiterated to the AHC members that their goal is to present recommendations at the October meeting with the intent of voting at the December meeting.

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

Vincent Blanco, Project Manager, Tyler Hawaii, provided a progress report on the accessibility compliance roadmap for internet portal services. He reported that 69 services have been made accessible, bringing a total of 111 services completed including those services that did not require accessibility updates because they have been retired, getting modernized or were not publicly accessible. The cost to fix all these services was \$228,915. Mr. Blanco provided a breakdown of the working group's progress by priority: 70% for high-priority services, 50% for medium-priority services, and 25% for low-priority services. A list of completed services was also provided for transparency and organized by priority and department or agency.

Mr. Blanco explained that under the estimated assessment and remediation cost-to-date slide has two parts. Each service must first be assessed using the template to identify issues through both automated testing with siteimprove and manual review. After the assessment is completed, the remediation phase begins to ensure issues are addressed and tested. The total allocation for the assessment and remediation is 50% of the budget. Tyler Hawaii provides these services, although the payment terms and responsible parties have not yet been discussed, the associated cost was included for transparency. A project timeline was also presented. The original schedule extended through the end of the calendar year; however, it has been extended to April 2027 to allow sufficient time to complete the remaining work and resolve all identified issues.

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

Burt Ramos, General Manager, presented Tyler Hawaii's bimonthly report covering activities and updates for May to June 2026.

Activity Recap:

The Web Content Accessibility Guidelines (WCAG) 2.1 AA Update emphasized that Tyler Hawaii team completed 69% total progress to date and on track for April 2027 completion.

The Attorney General Solicitor Registration System was launched on May 28, 2026. This

update introduced a new form, enabled linking the platform to existing accounts, added charitable fundraising platforms as a searchable organization type, and updated public reports to include charitable fundraising platforms.

Customer Service: For May and June 2026 there was a down by couple thousand inquiries. The top ten inquiries leading Hawaii Compliance Express, followed by miscellaneous where there is not a real grouping as it could be random or not responded to or outside the actual scope of work.

CX Suite Customer Experience Feedback: Customer experience feedback is fairly consistent with the same time period of May and June 2025. There were 3,067 feedback submissions, 76% positive, 14 % negative experience and 1464 comments.

Financial Report: The May and June unaudited portal revenue and portal expense numbers remain positive. The portal revenue was 2.05 million, and portal expenses were over 1.3 million.

Looking forward:

Tyler Hawaii mentioned the retirement of the Department of Customer and Consumer Affairs, Business Registration Services in July 2026. These services have been with Tyler Hawaii for many years.

Tyler Hawaii will be working with Hawaii County's vendors for their short-term vacation rentals payment processing. This is expected to come online in late September or early October 2026.

Annual report draft will be presented at the October AHC meeting. And Tyler Hawaii is looking forward to the 2026 Hawaii Digital Government Summit in September.

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

VIII. Good of the Order

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

ETS will be presenting a proposal for the internet portal contract in October meeting.

2. Next Meeting: October 1, 2026

IX. Adjournment

Member White moved to adjourn the meeting, which was seconded by Member Brooks. With no objections the meeting was adjourned at 1:55 p.m.