

Testimony of Peter L. Fritz
Before the Access Hawaii Committee
Meeting of October 1, 2026, Agenda Item V
Submitted in a Personal Capacity as a Citizen

Chair and Members of the Committee:

I offer these comments on the draft Internet Portal Contract Recommendations as the feedback this item invites before action at the next meeting. My comments concern accessibility.

The recommendations end the portal contract model. Services will move to other procurement vehicles, and departments will choose their own. No single contract will carry accessibility terms. Those terms must go into the extension and into each new vehicle. The summary names accessibility only as a current problem, on slide 2, and not in the recommendations.

Comments

1. **Accessibility work should count as maintenance.** From January 4, 2028 through July 31, 2029, the extension would allow only “changes to existing portal functionality in response to changing regulatory or required operational needs.” The extension should state that accessibility remediation, and keeping services accessible after remediation, is within that scope. A service remediated in 2027 can lose its accessibility with its next change.
2. **The extension should name the standard.** Tyler’s accessibility report does not name the standard its work is measured against. The extension should name WCAG 2.1 Level AA, the standard adopted by the Title II web accessibility regulation. “Completed” should then mean the same thing to everyone.
3. **Each service should carry its accessibility record at handoff.** The State retains a license to the application source code, documentation, and files. That documentation should include, for each service, what was tested, what passed, and what remains open. The next vendor should start from a known position.
4. **Every new procurement vehicle should carry the same standard.** Each price list and vendor list solicitation, and each contract awarded from it, should require the same standard, a vendor conformance report, and correction of defects at the vendor’s cost. Without this, the “vendor by vendor” problem named on slide 2 becomes permanent.
5. **Accessibility should cover the whole service.** Slide 3 says vendors will “Deliver the whole service, end to end.” Accessibility should cover the same scope: the interface, payment, sign-in, notices, receipts and other generated documents, and help channels. A platform that agency staff use to post content, such as the State Calendar, should produce accessible content by default.
6. **Contact reporting should record the reason for each contact.** The summary cites about 60,000 customer contacts a year with no breakdown. Tyler’s bimonthly report shows 8,487 contacts for July and August 2026, and more than a third are “Miscellaneous” or “All Others.” Hawaii Compliance Express, Diamond Head reservations, and Waianapanapa reservations account for more than a quarter, and all three are on Tyler’s list of services not yet remediated for accessibility. The data do not show why people made contact. Reporting should record the reason, including accessibility barriers, and break down “Miscellaneous.”

Requested Action

I ask that the recommendations brought for action at the next meeting address accessibility in the extension and in each new procurement vehicle.