



Tyler Hawaii Accessibility Roadmap

Portal Accessibility Review

October 1st, 2026

Executive Summary

81

Services Completed

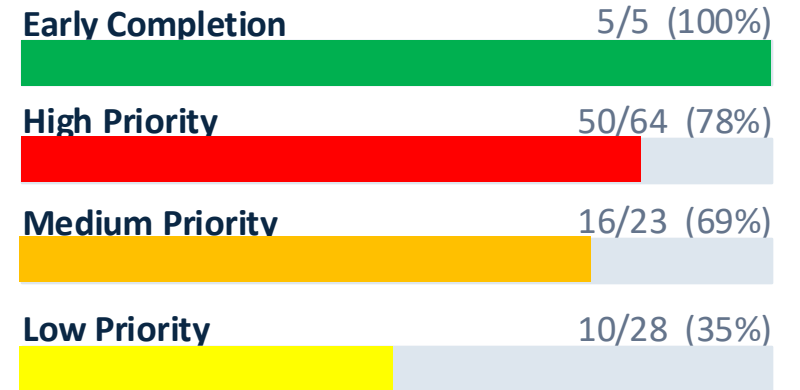
Up from 69 in Aug 2026
123 services completed
(includes not applicable)

\$273,386

Costs to date

of \$350K-\$400K projected
Up from \$228,915
(\$44,371 additional)

Completion by Priority



April 26, 2027 deadline

Services Remediated — Running Progress



81 of ~162 est. total services (50%)

42 of ~162 est. total services not applicable (26%)

39 of ~162 est. total services to complete (24%)

11 New Services Completed by Agency

Application / Site	Department / Agency	Priority
AG - CRD - Notary Application *New	Department of Attorney General (AG)	High Priority
B&F - EUTF - Payment Processing *New *New	Department of Budget and Finance (B&F)	Low Priority
DLNR - APO - Civil Resource Violations System (CRVS) *New	Department of Land and Natural Resources (DLNR)	Medium Priority
DLNR - Land Div - Wiki Permits *New	Department of Land and Natural Resources (DLNR)	High Priority
DOE - McKinley Community School for Adults (MCSA) Online Payments *New	Department of Education (DOE)	Low Priority
DOH - ADAD - Clean and Sober Homes Registry *New	Department of Health (DOH)	High Priority

Application / Site	Department / Agency	Priority
DOH - OHSM - Electronic Death Registration System (EDRS) *New	Department of Health (DOH)	Medium Priority
Hawaii - HCPD - Police - WP - hawaiiipolice.com *New	County of Hawaii	Medium Priority
Hawaii - Parks & Recreation - Mauna Kea Group Application *New	County of Hawaii	Low Priority
Judiciary - General - Vehicle Monitoring and Renewal Service *New	Judiciary (JUD)	Medium Priority
Kauai - Liquor Control - Liquor Licensing and Permitting *New	County of Kauai	High Priority

Services Completed by Agency

Application / Site	Department / Agency	Priority
AG - CRD - Collections Payments (Payment Platform)	Department of Attorney General (AG)	High Priority
AG - HCJDC - Bulk Covered Offender Registry	Department of Attorney General (AG)	High Priority
AG - HCJDC - eCrim	Department of Attorney General (AG)	High Priority
AG - Tax & Charities - Special Invoice Payment System	Department of Attorney General (AG)	High Priority
B&F - ERS - Benefits Calculator	Department of Budget and Finance (B&F)	High Priority
B&F - ERS - Self-Service Benefits Portal	Department of Budget and Finance (B&F)	High Priority
B&F - ERS - WP - ers.ehawaii.gov	Department of Budget and Finance (B&F)	High Priority
CCHNL - Office of the City Clerk - Legislative Document Access	City and County of Honolulu	High Priority
CCHNL - Treasury - Real Property Tax Payments	City and County of Honolulu	High Priority

Application / Site	Department / Agency	Priority
DAGS - OIP - State Calendar System	Department of Accounting and General Services (DAGS)	High Priority
DAGS - SFCA - Website Redesign - sfca.hawaii.gov	Department of Accounting and General Services (DAGS)	High Priority
DAGS - SPO - HANDS - Hawaii Awards & Notices Distribution System	Department of Accounting and General Services (DAGS)	High Priority
DAGS - WP washingtonplace (Hawaii.gov)	Department of Accounting and General Services (DAGS)	Early Complete
DBEDT - HTDC - WP - htcd.org	Department of Business, Economic Development & Tourism (DBEDT)	High Priority
DBEDT - SBRRB - sbrrb.hawaii.gov	Department of Business, Economic Development & Tourism (DBEDT)	High Priority
DLE - NED - Controlled Substance Registration System	Department of Law Enforcement (DLE)	High Priority
DLIR - HIOSH Payments (Payment Platform)	Department of Labor and Industrial Relations (DLIR)	High Priority
DLNR - BOC - BOC Payment Platform	Department of Land and Natural Resources (DLNR)	High Priority

Services Completed by Agency

Application / Site	Department / Agency	Priority
DLNR - DOFAW - Hunt Lottery Drawing System	Department of Land and Natural Resources (DLNR)	High Priority
DLNR - DOFAW - Hunt Lottery Registration / Hunt Application System	Department of Land and Natural Resources (DLNR)	High Priority
DLNR - DOFAW - Tree Seedling Payments (Payment Platform)	Department of Land and Natural Resources (DLNR)	High Priority
DOH - OHSM - Electronic Marriage Registration System (EMRS)	Department of Health (DOH)	High Priority
DOH - OHSM - Vital Records Ordering and Tracking System	Department of Health (DOH)	High Priority
ETS - WP - styleguide.ehawaii.gov	Enterprise Technology Services (ETS)	High Priority
Hawaii - Finance - Motor Vehicle Registration (MVR) Renewals	County of Hawaii	High Priority
Hawaii - Finance - Real Property Tax (RPT) Payments	County of Hawaii	High Priority
Hawaii - Finance - Transient Accommodations Tax Payments	County of Hawaii	High Priority

Application / Site	Department / Agency	Priority
Hawaii - HCPD - Police - WP - hawaiiipolice.gov	County of Hawaii	Early Complete
Hawaii - Liquor Control - Gross Liquor Sales Payments (Payment Platform)	County of Hawaii	High Priority
Hawaii - Liquor Control - Liquor Licensing & Permitting	County of Hawaii	High Priority
HIC - App - Lala (eHawaii.gov User Management System)	Tyler Hawaii / ETS	Early Complete
HIC - App - Notification Center	Tyler Hawaii / ETS	High Priority
HIC - App - Payment Platform	Tyler Hawaii / ETS	High Priority
HIC - Portal - eHawaii.gov	Tyler Hawaii / ETS	Early Complete
HIC - WP - ahc.ehawaii.gov	Tyler Hawaii / ETS	High Priority
HSPLS - WP - librarieshawaii.org	Tyler Hawaii / ETS	Early Complete

Services Completed by Agency

Application / Site	Department / Agency	Priority
Judiciary - General - eTraffic	Judiciary (JUD)	High Priority
Kauai - BWS - DOW - WP - kauaiwater.org	County of Kauai	Early Complete
Kauai - Finance - Motor Vehicle Registration (MVR) Renewal	County of Kauai	High Priority
Kauai - Finance - Real Property Tax (RPT) Payments	County of Kauai	High Priority
Kauai - Finance - Transient Accommodations Tax Payments	County of Kauai	High Priority
Kauai - Liquor Control - Gross Liquor Sales Payments (Payment Platform)	County of Kauai	High Priority
Kauai - Liquor Control - Red Card/Blue Card Payments	County of Kauai	High Priority
Kauai - PWD - Commercial Refuse Payments	County of Kauai	High Priority
Kauai - PWD - Landfill Payments	County of Kauai	High Priority

Application / Site	Department / Agency	Priority
Kauai - PWD - Sewer Payment	County of Kauai	High Priority
LRB - WP - Legislative Reference Bureau	Legislative Reference Bureau (LRB)	High Priority
Maui - Finance - Motor Vehicle Registration (MVR) Renewals	County of Maui	High Priority
Maui - Finance - Transient Accommodations Tax Payments	County of Maui	High Priority
Maui - Liquor Control - Red Card/Blue Card Payments	County of Maui	High Priority
AG - CRD - Online Auction	Department of Attorney General (AG)	Medium Priority
B&F - EUTF - WP - eutf.hawaii.gov	Department of Budget and Finance (B&F)	Medium Priority
B&F - Unclaimed Property - Unclaimed Property Search	Department of Budget and Finance (B&F)	Medium Priority
DAGS - Surplus - Public Auction	Department of Accounting and General Services (DAGS)	Medium Priority

Services Completed by Agency

Application / Site	Department / Agency	Priority
DBEDT - CID - Tax Credit Hub	Department of Business, Economic Development & Tourism (DBEDT)	Medium Priority
DLIR - HIOSH - Inspection and Permitting System	Department of Labor and Industrial Relations (DLIR)	Medium Priority
DLNR - DAR - Freshwater Game Fishing License	Department of Land and Natural Resources (DLNR)	Medium Priority
DLNR - DOFAW - Hunting Licenses	Department of Land and Natural Resources (DLNR)	Medium Priority
DOH - DCAB - Placard Application and Registry	Department of Health (DOH)	Medium Priority
DOH - TBB - Tuberculosis Control Program	Department of Health (DOH)	Medium Priority
DOT - Airports - HNL Surplus Auction	Department of Transportation (DOT)	Medium Priority
GOV - Boards & Commissions - WP - boards.ehawaii.gov	Office of the Governor (GOV)	Medium Priority

Application / Site	Department / Agency	Priority
AG - Tax & Charities - Charity Registration Retrieval System	Department of Attorney General (AG)	Low Priority
CCHNL - Office of the City Clerk - Online Ballot Replacement System	City and County of Honolulu	Low Priority
DBEDT - FTZ9 - Invoicing & Payment System	Department of Business, Economic Development & Tourism (DBEDT)	Low Priority
DOE - Commerce Platform (Waipahu High School Cane Bookstore)	Department of Education (DOE)	Low Priority
DOE - Waipahu Community School for Adults (WCSA) Registration and Payment System	Department of Education (DOE)	Low Priority
DOT - Harbors - Harbors Payments	Department of Transportation (DOT)	Low Priority
HIC - App - Kala Payment Module	Tyler Hawaii / ETS	Low Priority

① Estimated Assessment and Remediation Costs to Date



■ Allocated (\$273,386)
■ Remaining (~\$126,614)

Category	Amount	Note
Assessment (Automated and Manual)	\$30,805	Audit
Remediation (Development, Testing, Deployment)	\$242,581	Fixes
Current Preliminary Total Costs	\$350,000 ~ \$400,000	To date
TOTAL ALLOCATION	\$273,386	68% of Budget

Timeline to Fixes

Current Milestone

April 26th, 2027- New
Deadline

11

November 2026

Continue fixes for all high,
medium, and low
priority services

10

October 2026

Continue fixes for all high,
medium, and low priority
services

Status update to Access Hawaii
Committee

12

December 2026

Continue fixes for all high,
medium, and low priority
services

Status update to Access Hawaii
Committee

① Timeline to Fixes

1 **January 2027**
Finish template fixes

3 **March 2027**
Finish template fixes

Milestone

2 **February 2027**
Finish template fixes
Status update to Access Hawaii Committee

4 **April 2027**
Finalize All Services April 26th, 2027 to meet accessibility compliance deadline
Status update to Access Hawaii Committee

① Next Steps

Key Actions

- Continue fixes for all portal services
- Retire services that will no longer be in use
- Share updates with committee

A tropical sunset scene with palm trees and a map of Hawaii overlaid on a blue gradient. The word "Mahalo!" is written in white text on the left side of the image.

Mahalo!

Appendix

Services Left to Complete

Application / Site	Department / Agency	Priority
AG - Tax & Charities - Charity Registry	Department of Attorney General (AG)	High Priority
AG - Tax & Charities - Solicitor Registration	Department of Attorney General (AG)	Medium Priority
CCHNL - HESD - Honolulu Emergency Services Department Website	City and County of Honolulu	Medium Priority
CCHNL - HFD - Honolulu Fire Department Website - fire.honolulu.gov	City and County of Honolulu	Low Priority
DAGS - SPO - Hawaii Compliance Express (HCE)	Department of Accounting and General Services (DAGS)	High Priority
DAGS - SPO - HlePRO (eProcurement System)	Department of Accounting and General Services (DAGS)	High Priority
DBEDT - BDSO - Enterprise Zone Forms	Department of Business, Economic Development & Tourism (DBEDT)	Medium Priority
DBEDT - BDSO - WP - Invest.hawaii.gov	Department of Business, Economic Development & Tourism (DBEDT)	High Priority
DBEDT - Energy - Solar Water Heater Variance	Department of Business, Economic Development & Tourism (DBEDT)	Medium Priority

Application / Site	Department / Agency	Priority
DBEDT - FTZ9 - WP - ftz9.org	Department of Business, Economic Development & Tourism (DBEDT)	Medium Priority
DCCA - OCP - Public Sale Notice	Department of Commerce and Consumer Affairs (DCCA)	Low Priority
DCCA - REB - AOA Condominium Association Registrations	Department of Commerce and Consumer Affairs (DCCA)	Low Priority
DLNR - DAR - Commercial Marine Dealer Purchase Reporting System	Department of Land and Natural Resources (DLNR)	Medium Priority
DLNR - DAR - Commercial Marine License System (CMLS - Fishing Reports)	Department of Land and Natural Resources (DLNR)	Medium Priority
DLNR - DAR - Commercial Marine License System (CMLS)	Department of Land and Natural Resources (DLNR)	High Priority
DLNR - DOFAW - Commercial Vessel Permits	Department of Land and Natural Resources (DLNR)	High Priority
DLNR - DSP - Reservation and Access Management System (Diamond Head)	Department of Land and Natural Resources (DLNR)	High Priority
DLNR - DSP - Reservation and Access Management System (Iao Valley)	Department of Land and Natural Resources (DLNR)	High Priority

Services Left to Complete

Application / Site	Department / Agency	Priority
DLNR - DSP - Reservation and Access Management System (Waianapanapa)	Department of Land and Natural Resources (DLNR)	High Priority
DOH - DCAB - Facility Access Plan Submission and Review System	Department of Health (DOH)	High Priority
DOH - OMCCR - Medical Cannabis Registry (Law Enf)	Department of Health (DOH)	High Priority
DOH - WWB - Wastewater IWS Filing	Department of Health (DOH)	Low Priority
ETS - App - eRecording	Enterprise Technology Services (ETS)	Low Priority
Hawaii - HCPD - eBW Web Service	County of Hawaii	Low Priority
Hawaii - Parks & Recreation - Big Island Camping Permits	County of Hawaii	Low Priority
Hawaii - VRL - Road Test Scheduler	County of Hawaii	High Priority
Tyler Hawaii Access Hawaii Committee Document Repository System	Tyler Hawaii / ETS	Low Priority

Application / Site	Department / Agency	Priority
Tyler Hawaii Invoice System	Tyler Hawaii	Low Priority
Tyler Hawaii Kala Refund Service	Tyler Hawaii	Low Priority
Tyler Hawaii RSS Alerts	Tyler Hawaii	Low Priority
Tyler Hawaii Subscriber Agreement Form	Tyler Hawaii	Low Priority
Judiciary - General - eBench Warrants (eBW)	Judiciary (JUD)	Low Priority
Judiciary - TVB - Driver Monitoring Service	Judiciary (JUD)	Low Priority
Judiciary - TVB - Kalaiwa Traffic Abstracts	Judiciary (JUD)	Low Priority
Judiciary - VIPS - Volunteer in Public Services	Judiciary (JUD)	Low Priority
Judiciary - WP - www.courts.state.hi.us	Judiciary (JUD)	Low Priority

Services Left to Complete

Application / Site	Department / Agency	Priority
Kauai - KPD - eBW Web Service	County of Kauai	Low Priority
ETS - WP - State Template Assistance	Enterprise Technology Services (ETS)	High Priority
LG - General - Name Change	Office of the Lieutenant Governor (LG)	Low Priority

① Remediation Review

42 services will not need accessibility updates

- Service will be retired before the April **2027** deadline
- Service does not have an interface and is a Kala integration only
- Service is being reskinned to a new version that will be accessible
- Service is a mobile application only
- Service is Tyler Hawaii owned and not public facing
- Service is not used today
- Service is hosted by Enterprise Technology Service (ETS)

❶ Not Applicable Services

Departments & Agencies

Department of Attorney General (AG)	City and County of Honolulu	Accounting and General Services (DAGS)
Department of Business, Economic Development & Tourism (DBEDT)	Department of Commerce and Consumer Affairs (DCCA)	Department of Labor and Industrial Relations (DLIR)
Department of Land and Natural Resources (DLNR)	Department of Health (DOH)	Department of Taxation (DOTAX)
Office of the Governor (GOV)	HIC (Tyler Hawaii)	Judiciary

Web Services & Sites

AG - HCJDC - Covered Offender Registry	AG - HCJDC - HIJIS Federated Query System	CCHNL - HPD - eBW Web Service	DAGS - SPO - WP - spo.hawaii.gov	DBEDT - Aloha Stadium Online Store
DBEDT - CID - Film Permit	DBEDT - Energy - Energy Permitting Wizard	BREG Services (8)	DCCA - OCP - Mortgage Foreclosure Dispute Resolution (MFDR)	DLIR - HMOAB - Online Certification
DLIR - HMOAB - WP - hmoab.hawaii.gov	DLIR - R&S - Green LMI	DLNR - BOC - Document Search Payments	DLNR - BOC - OTC Payments	DLNR - DAR - Hawaii Sharks Game (Reef Defender)
DLNR - DAR - WP - dlnr.hawaii.gov/dar	DLNR - DAR - WP - hawaiiisharks.com	DLNR - DOFAW - Na Ala Hele Trail & Access System	DLNR - DOFAW - Trails Day Use Permits	DLNR - DSP - State Parks Admin
DLNR - DSP - Statewide Camping Reservation System	DLNR DSP WP dlnc.hawaii.gov/dsp	DLNR - Hunter Ed - Online Course Registration System	DLNR - SHPD - Payment Processing	DOH - OHCA - Medical Cannabis Patient Registration API
DOH - SLD - Clinical License Renewal Payment Service	DOTAX - General - GENTAX Hawaii State Taxes Form Filing System	Tyler Hawaii (3)	Judiciary - General - Mobile App	Judiciary - General - Payments
	Judiciary - Policy and Planning Department - Judge Evaluations	Unemployment Insurance Overpayment Collection Payments	Youth Build	

No action required, Services will be retired or replaced with an accessible version, no change needed, low/no usage or Kala integration only

Latest Updates

Accessibility Project Dashboard

Progress To Date

- Agency Vendor Engaged means the agency is managing the remediation independently
- Fixes in Progress accounts for a multi-phase approach of development, test fixes, deployment
- Some of the recently completed services are pending production as they are finalizing partner notification, these are Hawaii Real Property Tax, McKinley Community School
- MEDMJ Medical Cannabis has an upcoming release, will work on assessment and remediation of Law Enforcement Search after
- DOH - SLD - Clinical License Renewal Payment Service moved to N/A as we take payment (Kala) only
- Film Permit being redone, moved to N/A
- Youthbuild set for app retirement, retired 09/09/26

Assessment Costs To Date

09/23/26
As of

\$30,805.00

Project Risks

- Costs increases with no current funding for continued assessment and remediation for all services

Note on Substantial Conformance

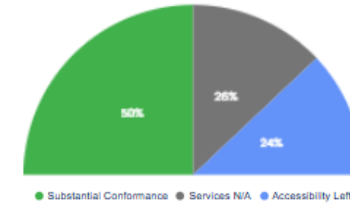
- Substantial Conformance is defined as there are no known blockers to critical workflows within the application

Development Remediation

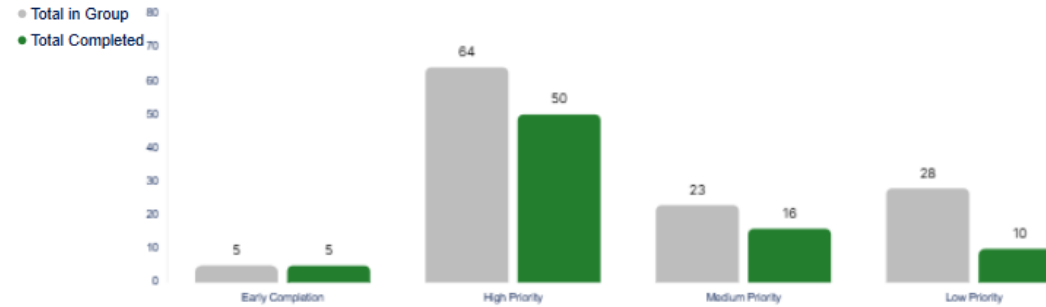
09/23/26
As of

\$242,581.33

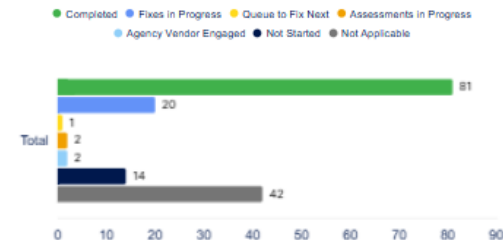
Accessibility Conformance Progress



Total vs Completed



Accessibility Status Counter



Accessibility Grouping Priority

