

**Access Hawai'i Committee (AHC)
Meeting Minutes - DRAFT**

October 7, 2021

Virtual Audio-Video Conference Meeting via Zoom

Members Present

Douglas Murdock, Chief Information Officer, Office of Enterprise Technology Services (ETS)
Curt Otaguro, Comptroller, Department of Accounting and General Services (DAGS)
Bonnie Kahakui, Acting Administrator, State Procurement Office (SPO)
Jennifer Brooks, Attorney, Office of Information Practices (OIP)
Stuart Okumura, Juvenile Justice Information System Coordinator, Department of the Attorney General (ATG)
Robert Hiltner, Information Systems & Communications Office, representing the Director, Department of Commerce and Consumer Affairs (DCCA)
Kevin Thornton, Director of Information Technology and Systems Department, representing the Administrative Director of the Courts
Scott Uehara, Director, Department of Information Technology, County of Hawai'i
Mandi White, IT Project Leader, representing the CIO, County of Kaua'i

Members Excused

Stephen Courtney, Deputy Director, Department of Information Technology, City and County of Honolulu
Vince Hu, Chief Technology Officer, County of Maui
Senator Glenn Wakai, State Senate
Representative Gregg Takayama, State House

Other Attendees

Todd Omura, ETS
Caroline Julian Freitas, ETS
Catherine Arellano-Alcotas, ETS
Susan Bannister, ETS
Janet Pick, Director of Operations, NIC Hawaii (HI)
Megan Nichols, NIC HI
John O'Connor, NIC HI
Julie Shohet, NIC HI
Tony Tran, NIC HI
Rosie Warfield, NIC HI
Jing Xu, NIC HI
Disa Hauge, Department of Education (DOE)
Camille Masutomi, DOE
Jackson Bauer, Department of Land and Natural Resources
Glen Takahashi, City & County of Honolulu
Rex Quidilla, City & County of Honolulu
Georja Skinner, Department of Business, Economic Development & Tourism
Ryan Senega

I. Call to Order

With quorum established, Chair Murdock called the meeting to order at 1:05 p.m.

II. Approval of the August 5, 2021 Meeting Minutes

Member Kahakui made a motion to approve the minutes as presented, which was seconded by Member Otaguro. Vote was taken and the motion passed unanimously.

III. Public Testimony

None.

IV. Approval of Statements of Work (SOW) and Service Level Agreements (SLA)

1. SOW and SLA Under Review

a. Department of Education – Commerce Platform and Payment System – SOW Amendment 1

Jing Xu, NIC HI, stated that the e-commerce platform and payment system are used by two schools. Both agreed that the existing transaction fee structure should be modified. Disa Hauge, Nanakuli-Waianae Complex Area Superintendent, was present to request approval of the SOW to adjust the transaction fees. Currently, the portal fee is a fixed \$1.50 per transaction. It does not account for smaller amount transactions which most of the school vendors will be processing within the system. The proposed new fee structure will have a percentage-calculated fee for the amount. A percentage-based transaction fee of 10% up to a maximum amount of \$1.50 would replace the fixed amount of \$1.50. Cash transaction would include 10% of the transaction amount up to the maximum of \$1.50.

Member Kahakui asked how NIC HI is involved with the cash transactions. Ms. Hauge explained that cash transactions have a single point and would be 10% of the transaction amount up to a maximum of \$1.50 but no additional fee unlike the debit or credit care which have an additional fee.

Mr. Xu explained that all transactions are accounted for within the e-commerce platform system. It provides a full picture of the transactions for the vendor and schools. It is part of the portal fee that NIC HI collects on a transaction fee. There is no additional transaction processing fee for cash transactions. The school collects the money and inputs the information into the system. Ms. Hauge stated that smaller purchases are cash, the larger amounts tend to be non-cash transactions. NIC HI is

helping build a quasi-inventory system for them to track all sales. They hope with online capabilities, cash transactions will lessen.

Member Otaguro asked what kind of services and products people are buying. Ms. Hauge stated Waianae High School sells pickled ogo and other items at football games. Waipahu High School sells banners, t-shirts, services, such as creating websites for the public. They foresee products from the Agriculture department and Culinary program.

Member Brooks stated that the term convenience fee is misleading since that is not what it truly is. She suggested it be called something else since it is part of funding an inventory control system. Ms. Hauge and Mr. Xu agreed that the term is misleading and can be changed. Member Brooks suggested “inventory control surcharge” or similar.

Member Brooks made a motion to approve the SOW on the condition that “convenience fee” is changed to another term, which was seconded by Member Kahakui. Vote was taken and the motion passed unanimously.

- b. Department of Land and Natural Resources (DLNR), Division of Forestry & Wildlife, Na Ala Hele Trails & Access Program – SOW Amendment 3

Jackson Bauer, Na Ala Hele Trails and Access Specialist, requested approval of SOW Amendment 3. NIC HI created the permitting and website platform in 2016 and DLNR would like to make a few housekeeping changes such as displaying permit number rather than vendor number on the permits and showing the permit expiration date versus the date received. changing date received. This will provide more precise information on printouts for the enforcing officers.

Member Otaguro made a motion to approve the SOW as presented, which was seconded by Member Hiltner. Vote was taken and the motion passed unanimously.

- c. City and County of Honolulu, Office of the City Clerk, Legislative Document Access – SOW Amendment 2

Glen Takahashi, City Clerk, requested approval of SOW, Amendment 2, which covers the addition of functionality to the existing Legislative Document Access System. They are pleased with the custom-design developed by NIC HI and want to add additional improvements, which includes a more efficient system to handle public testimony submissions, their administrative management, and visibility to Honolulu City Council members. Other improvements are a system to allow Council members and staff to file documents electronically that will be reviewed by Office of the City Clerk staff, and a display of what measures are of most interest.

Member Otaguro made a motion to approve the SOW as presented, which was seconded by Member Hiltner. Vote was taken and the motion passed unanimously.

d. City and County of Honolulu – Office of the City Clerk – Online Ballot Request System – SOW Amendment 1

Rex Quidilla, Election Administrator, requested approval of the SOW amendment. This SOW Amendment covers the addition of functionality to the existing Online Ballot Request System that NIC HI has developed. Improvements include full language-translated versions of the public user interface for each federally-mandated Limited English Proficiency, as well as functionality that allows users to select electronic ballot delivery within five days of an election, and the capability for qualified voters to opt-in to a permanent accessible ballot request. Mr. Quidilla reported that in the 2020 primary election, about a third of the ballot replacement requested were fulfilled via the online request system. It grew to about half in the general election. They would like to improve service by expanding accessibility and convenience for the 2022 election.

Member Otaguro made a motion to approve the SOW as presented, which was seconded by Member Kahakui. Vote was taken and the motion passed unanimously.

e. Department of Business, Economic Development and Tourism (DBEDT), Creative Industries Division, Tax Credit Hub – SOW

Georja Skinner, Business & Industry Development Administrator, requested approval of the Tax Credit Hub SOW. This SOW covers the implementation of a Tax Credit Hub system to allow production companies to apply for film tax credits online and for DBEDT staff to review the submissions, certify the tax credits, provide a certification letter, and generate reports. This digital transformation will bring the Creative Industries Division into the modern era. The Division will pay the hosting fees as well as maintenance and support. The transaction fees will be on a sliding scale. Member Brooks asked if a sliding scale is used for credit card processing fees. Ms. Skinner stated that if the filer chooses to pay on a credit card it will be \$100 plus 2.78%. The \$100 goes to the department.

Member Brooks made a motion to approve the SOW as presented, which was seconded by Member Kahakui. Vote was taken and the motion passed unanimously.

V. Portal Program Manager's Report

Janet Pick NIC Hawaii Director of Operations, presented their quarterly report, which was included in the meeting packet. Topics included Highlights, Customer Service, Financials, News and Updates. The Hawaii Remote Work Pilot Project website with the Department of Business, Economic Development and Tourism is featured in the Highlights section.

VI. Announcements

The Hawaii Annual Code Challenge (HACC) kicks off on October 23, 2021.
<https://hacc.hawaii.gov/>

The next AHC meeting is scheduled for December 2, 2021.

VII. Adjournment

At 1:55 p.m., Member Hiltner made a motion to adjourn, which was seconded by Member Otaguro. Vote was taken and the motion passed unanimously.

Recorder: Susan Bannister, ETS