

# STARWOOD

VACATION OWNERSHIP

9002 San Marco Court  
Orlando, Florida 32819  
(407) 418-7271

## LATE TESTIMONY

February 14, 2008

To: Hon. Robert N. Herkes, Chair, Consumer Protection & Commerce Committee  
Hon. Tommy Waters, Chair, Judiciary Committee

Fr: Thorp Thomas, Senior Vice President for Starwood Vacation Ownership

Re: **HB 3172– Relating to Electronic Filings in the Bureau of Conveyances and the Office of the Assistant Registrar– SUPPORT**  
House Committees on Consumer Protection & Commerce and Judiciary  
Hawai'i State Capitol, Conference Room 325, 2 PM

Aloha Chairs Herkes and Waters, Vice Chairs McKelvey and Oshiro and members of the Committees:

My name is Thorp Thomas, Senior Vice President for Starwood Vacation Ownership ("SVO"). I am testifying on behalf of SVO in support of HB 3172, Relating to Electronic Filings in the Bureau of Conveyances and the Office of the Assistant Registrar.

This bill proposes to allow the registrars of the Bureau of Conveyances to accept electronically filed documents.

SVO supports efforts to automate the conveyance system in Hawaii to accommodate timeshare and to make more user-friendly for all customers in general. There are a large number of timeshare transactions that occur each year, which bring significant economic benefits to Hawaii.

Timeshare projects with their high and consistent rates of occupancy and customer satisfaction should not be discouraged, but seen as a vital part of Hawai'i's tourism industry. In addition to providing traditional resort operations jobs similar to hotel projects, timeshare projects add high skilled and high compensated sales and marketing jobs. As such, timeshare projects represent a valuable and diverse component of Hawai'i's important tourism market.

For these reasons, we respectfully request your favorable support of HB 3172 in its present form.

As always, I thank you for the opportunity to share our views on this matter.



# HAWAII GOVERNMENT EMPLOYEES ASSOCIATION

AFSCME LOCAL 152, AFL-CIO

888 MILILANI STREET, SUITE 601 • HONOLULU, HAWAII 96813-2991



Randy Perreira *Executive Director*  
Tel: 808 543-0011 Fax: 808 528-0922

Nora A. Nomura *Deputy Executive Director*  
Tel: 808 543-0003 Fax: 808 528-0922

Derek M. Mizuno *Deputy Executive Director*  
Tel: 808 543-0055 Fax: 808 523-6879

The Twenty-Fourth Legislature, State of Hawaii  
Hawaii State House of Representatives

Committee on Consumer Protection & Commerce

Committee on Judiciary

Testimony by  
Hawaii Government Employees Association – HGEA/AFSCME, Local 152  
February 14, 2008

## LATE TESTIMONY

### H.B. 3172 – RELATING TO ELECTRONIC FILINGS IN THE BUREAU OF CONVEYANCES AND THE OFFICE OF THE ASSISTANT REGISTRAR

H.B. 3172 authorizes the Registrar and Assistant Registrar of the Bureau of Conveyances to accept electronic signatures and electronically filed documents in lieu of an original document with original signatures.

While we can support the general intent of the proposed legislation, the Hawaii Government Employees Association, AFSCME Local 152, AFL-CIO provides the following comments.

We agree that technological changes and innovations have created many opportunities to become more efficient in communication and the way government conducts business. There is no doubt that the use of electronic communications to conduct transactions in any work operation has the potential to increase the efficiency of the current operations. However, if the infrastructure and appropriate staffing to effectively implement such a system is not in place or not prepared, efficiency can actually decrease and the impact on the work unit and staff can be devastating.

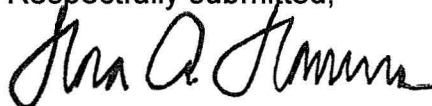
If it hasn't already been done, we would recommend that the department clearly determine the infrastructure and staffing needs required to implement such a system before authorizing the Bureau of Conveyances to accept electronic signatures and electronically filed documents.

Committee on Consumer Protection & Commerce  
Committee on Judiciary  
Testimony by HGEA/AFSCME, Local 152  
February 14, 2008  
Page 2

H.B. 3172 – Relating to  
Electronic Filings in the  
Bureau of Conveyances  
and the Office of the  
Assistant Registrar

Thank you for the opportunity to comment on H.B. 3172.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Nora A. Nomura". The signature is fluid and cursive, with the first name "Nora" being the most prominent.

Nora A. Nomura  
Deputy Executive Director



# Hilton Grand Vacations Club®

Written Testimony on:

HB 3172 "RELATING TO ELECTRONIC FILINGS IN THE BUREAU OF CONVEYANCES  
AND THE OFFICE OF THE ASSISTANT REGISTRAR"

Monday, February 14, 2008

2:00 P.m.

**LATE TESTIMONY** Conference Room 325 – State Capitol

Aloha, Chairs Herkes and Waters, Vice Chairs McKelvey and Oshiro, and Members of the House Committee on Consumer Protection & Commerce and House Committee on Judiciary. I am Mark Wang, Executive Vice President of Hilton Grand Vacations, Hawaii-Asia Region.

We are in strong support of this measure that authorizes the Registrar and Assistant Registrar of the Bureau of Conveyance to accept electronic signatures and electronically filed documents in lieu of an original document with original signatures.

Over the past six months a Joint State Senate-House Investigative Committee on the Bureau of Conveyances as well as a Department of Land and Natural Resources' working group of Bureau of Conveyance, real estate, title insurance, legal and labor professionals have been studying how to simplify the recording process and improve customer service. Myriad issues and opportunities for improvement were identified by both groups, not the least of which is to allow for electronic recordation. Such a step will allow for faster and better processing of documents to be recorded.

This bill will allow the affected government agencies to enhance access and improve the delivery of an important service and thus is deserving of legislative support.

Mahalo.