

**DEPARTMENT OF BUSINESS,
ECONOMIC DEVELOPMENT & TOURISM**
KA 'OIHANA HO'OMOHALA PĀ'OIHANA, 'IMI WAIWAI
A HO'OMĀKA'IKĀ'I

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Statement of
CHRIS J. SADAYASU
Director
Department of Business, Economic Development, and Tourism
before the
HOUSE COMMITTEE ON WATER & LAND

Tuesday, February 7, 2023
9:30AM
State Capitol, Conference Room 430

In consideration of
HB953
RELATING TO THE DEPARTMENT OF LAND AND NATURAL RESOURCES.

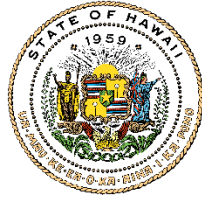
Chair Ichiyama, Vice Chair Poepoe and members of the Committee. The Department of Business, Economic Development and Tourism (DBEDT) would like to provide comments on HB953. This bill provides funds to DLNR to create a website that contains all the necessary applications for recreational and commercial use of DLNR lands, including film permits.

We defer to DLNR on the substantive areas of the bill. DBEDT's Hawaii Film Office (HFO) is the one-stop shop for the majority of State film permits on all islands. HFO has been working with the state's designated vendor, NIC, for the past year to create an online Standard Film Permit application. This online application is targeted to go live in March 2023. We recommend DLNR integrate this film permitting system, into the new website, rather than creating a separate film permit application. This provides both agencies and the public they serve with one central online portal. Both HFO and DLNR can provide a link on their respective sites to further provide information and application processes for all applicants.

Thank you for the opportunity to testify.

JOSH GREEN, M.D.
GOVERNOR | KE KIA'ĀINA

SYLVIA LUKE
LIEUTENANT GOVERNOR | KA HOPE KIA'ĀINA



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KAHOOLAWE ISLAND RESERVE COMMISSION
LAND
STATE PARKS

Testimony of
DAWN N. S. CHANG
Chairperson

Before the House Committee on
WATER & LAND

Tuesday, February 7, 2023
9:30 AM

State Capitol, Conference Room 430, Via Videoconference

In consideration of
HOUSE BILL 953
RELATING TO THE DEPARTMENT OF LAND AND NATURAL RESOURCES

House Bill 953 proposes to require the Department of Land and Natural Resources (Department) to develop and publish a website that includes the application processes for a permit, license, or reservation needed to conduct recreational and commercial activities in the State that are regulated by or under the jurisdiction of the Department. The bill also proposes to require the Department to convert existing application processes into a digital format for the website and appropriate funds for establishing the website. **The Department supports this measure with an amendment.**

The Department recognizes that user experience (UX) website design entails intuitive navigation, visual presence, and content that offers consistent user interfaces for computer interaction. Designing a website that clarifies applications and forms organization to achieve a desired hierarchical user flow is the goal expected to simplify access to the Department's online services. As detailed in House Bill 953 (SECTION 2), this project's scope provides an opportunity for a long-term strategic approach that can be accomplished in collaboration with a technology solutions company and the Department's division subject matter experts. The success of the new website re-design and upgraded functionality for various permits, licenses, reservations, and the conversion of existing application processes and forms requiring fee payments will require a multi-year, multi-phase effort to plan, develop and implement a coherent and consistent framework across the ten divisions. The process should include strategic data consolidation, electronic workflows for both the public and department user groups, electronic payments, and replacement of aging code bases. The extensive effort required to plan, implement, and maintain a solution that meets the specifics of this bill, benefitting residents, visitors, and commercial operators, is suggested to begin with a phased approach. To adhere to the intent of House Bill 953, we are

respectfully asking House Bill 953 be amended: (1) to allow the Department to inventory and review current and new services that will encompass the new envisioned website and obtain a quote for website improvements in a report to the legislature to be completed by December 31, 2023; and (2) to reflect an appropriation for the website completion with a budget cycle of two years. Accordingly, we respectfully request that SECTION 2 of the bill be amended by deleting the requirement that the new system be operational by December 31, 2023 and instead, replaced with a requirement that the Department report on the status of the aforesaid project at the start of the next legislative session. The Department respects the website improvements identified in House Bill 953 that advance government engagement.

Mahalo for the opportunity to provide testimony in support of this measure with an amendment.

HB-953

Submitted on: 2/4/2023 4:48:02 PM

Testimony for WAL on 2/7/2023 9:30:00 AM

Submitted By	Organization	Testifier Position	Testify
Denver Saxton Coon	Trilogy Corporation	Support	Written Testimony Only

Comments:

Trilogy supports the conversion of the permitting process to an online system to help save paper and increase efficiency in the commercial permit process.

HB-953

Submitted on: 2/2/2023 6:21:43 PM

Testimony for WAL on 2/7/2023 9:30:00 AM

Submitted By	Organization	Testifier Position	Testify
cheryl B.	Individual	Support	Written Testimony Only

Comments:

SUPPORT this bill which requires DLNR to develop and publish a website that includes the application processes for a permit, license, or reservation needed to conduct recreational and commercial activities in the State that are regulated by or under the jurisdiction of the department. Requires DLNR to convert existing application processes into a digital format to be used on the website. Appropriates funds for the establishment of the website.

As someone who has attempted on numerous occasions to use the website for permits as well as other sites, I support this bill to create a more community-friendly website. I would also suggest that they have someone outside the DLNR look at the completed product with community eyes to see if it works for the majority of those who will need the website.