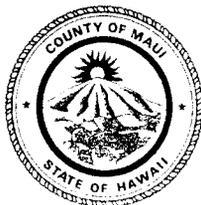


ALAN M. ARAKAWA
MAYOR



KEITH A. REGAN
MANAGING DIRECTOR

DEPARTMENT OF MANAGEMENT
COUNTY OF MAUI

April 23, 2018

Mr. Sananda K. Baz *SKB*
Budget Director, County of Maui
200 South High Street
Wailuku, HI 96793

Honorable Alan M. Arakawa
Mayor, County of Maui
200 South High Street
Wailuku, Hawaii 96793

Alan Arakawa 4/23/18

OFFICE OF THE
COUNTY COUNCIL

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For Transmittal to:

Honorable Riki Hokama
Chair, Budget and Finance Committee
Maui County Council
200 South High Street
Wailuku, Hawaii 96793

Dear Chair Hokama:

SUBJECT: FISCAL YEAR ("FY") 2019 BUDGET (MD-6) (BF-1)

Thank you for your letter dated April 20, 2018 regarding Maui Automated Planning and Permitting System (MAPPS). In your letter, you provided questions regarding this project, and we are providing you with the following information:

1. *How does the Department plan to educate the public, particuary individuals with Technological or system limitations, about the use of the system?*

Response:

The MAPPS project team is working on the communications plan to educate the public on the use of MAPPS. The plan will include a mix of avenues to explain how to use the online part of MAPPS, including online, news channels, and printed materials to be distributed at major community events.

MAPPS will focus on electronic submittal of permit applications and plans, but the project recognizes that not everyone will be able to do so. The project

plans to install kiosk-like equipment in selected offices, where staff can assist applicants with limited access to online technology.

- 2. The system is planned for full implementation on June 2019. Are there any charges being incurred now? If so, what are the amounts and the reasons for the charges? Why would the charges not commence until the system is fully installed?*

Response:

The contract for the MAPPS project recognizes 3 main recurring annual charges: Annual Software Maintenance (ASM) for the Tyler Software and for the ESRI software, and Systems Management Services.

The portion of the project which created the Enterprise GIS was completed in February 2017, so the ASM charges are incurred annually. This is appropriate.

The ASM for the Tyler software is also appropriately incurred at this time. The software licenses were provided at the start of the project, necessary to be able to use the software in developing the work flows, configurations, data conversion, reports, and interfaces with other systems necessary to deliver the quality solution that is the goal of the project. As the project receives software updates and fixes from Tyler, the payment of ASM during the project is an industry standard practice and was negotiated in the contract.

The charges for Systems Management Services, while envisioned in the original contract payment analysis, have not started yet, and will not start until the system is fully configured and ready to go into production. The purpose of these services is to monitor how the system handles the workload and how efficiently the servers, databases, and communications with the online portion are performing. During the implementation efforts of the project, going on now, there will not be enough workload for the production version of the system, to make those System Management Services meaningful.

We thank you for your inquiry and would be happy to address any further questions you may have regarding this subject.

Sincerely,


JOCK YAMAGUCHI
Deputy Managing Director