

DAVID Y. IGE  
GOVERNOR OF HAWAII



**STATE OF HAWAII  
DEPARTMENT OF LAND AND NATURAL RESOURCES**

DIVISION OF STATE PARKS  
POST OFFICE BOX 621  
HONOLULU, HAWAII 96809

May 7, 2015

SUZANNE D. CASE  
CHAIRPERSON  
BOARD OF LAND AND NATURAL RESOURCES  
COMMISSION ON WATER RESOURCE MANAGEMENT

KEKOA KALUHIWA  
FIRST DEPUTY

W. ROY HARDY  
ACTING DEPUTY DIRECTOR - WATER

AQUATIC RESOURCES  
BOATING AND OCEAN RECREATION  
BUREAU OF CONVEYANCES  
COMMISSION ON WATER RESOURCE MANAGEMENT  
CONSERVATION AND COASTAL LANDS  
CONSERVATION AND RESOURCES ENFORCEMENT  
ENGINEERING  
FORESTRY AND WILDLIFE  
HISTORIC PRESERVATION  
KAHOOLAWE ISLAND RESERVE COMMISSION  
LAND  
STATE PARKS

To the Access Hawaii Committee:

For more than seven years, the Department of Land and Natural Resources, Division of State Parks (DSP) has received exceptional service and enjoyed a productive business relationship with Hawaii Information Consortium, LLC (HIC). Throughout this time, we have launched two successful projects: 1) an online camping reservation system and 2) a redesign of our official Division of State Parks website.

Since 2008, the Division of State Parks has built a lasting relationship with HIC to develop our online camping system. HIC not only provides development and hosting resources for the State's camping program, but also offers maintenance, support, and customer service, all at zero cost to us. Prior to the online camping system, prospective campers eager to get permits would camp outside agency offices and wait in lengthy lines to purchase a camping permit. The online system that HIC developed has eliminated these lines, allowing DSP to repurpose staff for other important initiatives. Our online adoption is currently up to 89%, which has resulted in significant resource and cost savings. We are currently working with HIC to upgrade the camping application to a mobile friendly framework.

Most recently, in 2014, we partnered with HIC to redesign our official website. We were eager to build a site on an easy-to-use system that allowed us to make our own updates and changes. Launched in March, our new website is fully responsive and mobile friendly, eliminating the need for separate mobile versions, and displays beautifully across the vast majority of mobile and tablet devices. Highlighting Hawaii's unique and awe-inspiring beauty, the new design provides a Web experience that truly reflects the *Aloha* State. Our park and camp pages have been enhanced to put even more information at the public's fingertips - including real time weather feeds for each park or hike location, map, photos, and easy to understand icons for activities, facilities, hazards and prohibited actions for each location. Last but certainly not least, we developed an enhanced section of the site solely dedicated to the Napali coast - arguably Hawaii's most popular hiking destination.

We are very pleased with products designed by HIC and they have been a critical part of our efforts to provide online services and information to the public. HIC staff has always been very responsive and supportive to our related IT needs with these projects, ultimately enabling DSP to provide enhanced service to our public patrons. If the state were to contract with another vendor to provide the services that HIC currently provides, significant progress would be compromised on current projects, and transitioning to a new vendor would deter staff from completing current projects. Given HIC's investment and success in Hawaii, it is our sincere hope that the Access Hawaii Committee will extend its long-term relationship with HIC and renew the existing portal contract. DSP looks forward to the opportunity to continue to work with IC in the future.

Sincerely,

A handwritten signature in blue ink, appearing to read "Curt A. Cottrell", is written over the word "Sincerely,".

Curt A. Cottrell, Assistant Administrator