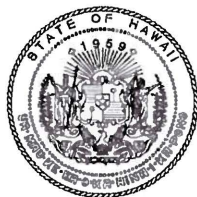


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GOVERNOR OF HAWAII



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BOARD OF LAND AND NATURAL RESOURCES  
COMMISSION ON WATER RESOURCE MANAGEMENT

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STATE OF HAWAII  
DEPARTMENT OF LAND AND NATURAL RESOURCES  
HUNTER EDUCATION PROGRAM  
1130 N. NIMITZ HIGHWAY, SUITE A-212  
HONOLULU, HAWAII 96817  
TELEPHONE: (808) 587-0200 • FAX: (808) 587-0205

May 15, 2015

To the Access Hawaii Committee:

I am writing this letter of reference to recognize Hawaii Information Consortium, LLC (HIC) for the excellent work they have performed thus far in helping us to create a new online system for the Department of Land and Natural Resources, Hunter Education Program.

While the system is still under development, the Hunter Education Program has had the pleasure of working with HIC on the Hunter Education Records Management System since December 2014. Once the system is live it will automate and streamline the current tedious and manual processes of registering students for hunter education courses, and eliminate paper processing of letter of exemption and replacement requests. Our new system will also result in significant cost and resource savings for the Hunter Education Program, allowing us to focus on other key initiatives that bring more value to both the State and to Hawaii's citizens.

Throughout the past six months, we have received exceptional service and enjoyed a productive business relationship with HIC. The attention to detail and dedication HIC has continuously shown to our Hunter Education Program has provided a significant boost to staff morale. HIC has demonstrated a professional and proactive partnership with our staff. The HIC team has legitimized and valued our staff's concerns and needs, and, subsequently, they have focused on building a system that is innovative, efficient and user friendly.

I would like to express my appreciation for HIC and the high-level of service received. It is my sincere recommendation that the Access Hawaii Committee renew the existing portal contract, so we can continue to focus on improving additional services and provide better experiences for our constituents.

Should you desire any further information regarding my experience with HIC, please do not hesitate to contact me at: 808-587-0200.

With warm regards,

  
Andrew Choy  
Program Manager