

Chris Loos
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To the Access Hawaii Committee:

I have worked with Hawaii Information Consortium since 2010 on a website that consists of 75 pages, more than 8,000 posts and countless images. Through it all, I have been impressed with HIC's competence, professionalism and desire to please.

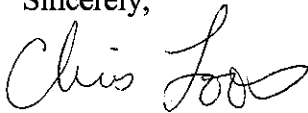
During the design phase, I was extremely particular—some would say nitpicky— about what I wanted. For that phase, I worked mostly with Rosie Warfield. If she found me to be a difficult client, she never let on. Instead, she always listened to my feedback and incorporated it into the design. The result was a website that left me proud of its visual elements and ease of usability.

After our initial launch in 2011, we encountered some technical difficulties with the Square Space platform HIC was using. Russell Castagnaro graciously offered to have HIC rebuild the site, at no additional cost, using Word Press. Nathan Hutchinson completed the rebuild in a manner that left our users oblivious to any back-end changes. He then flew to my office to retrain me and never fails to show compassion and patience with my technology-challenged questions.

After the transition to Word Press, we seldom encountered any technical problems. In the rare cases when we did, HIC's response was prompt and swift.

Over the past five years, it has been a delight to work with all three of the talented professionals mentioned above. I have nothing but praise for them and their company. I wholeheartedly recommend that the State of Hawai'i renew its contract with Hawaii Information Consortium.

Sincerely,

A handwritten signature in cursive script that reads "Chris Loos". The signature is written in black ink and is positioned below the word "Sincerely,".

Chris Loos