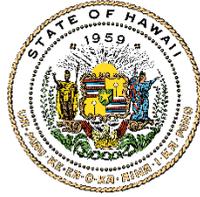


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**STATE OF HAWAII | KA MOKU'ĀINA 'O HAWAII'
DEPARTMENT OF LAND AND NATURAL RESOURCES
KA 'OIHANA KUMUWAIWAI 'ĀINA**

P.O. BOX 2867
HONOLULU, HAWAII 96803

May 12, 2023

Chairperson and Members
Board of Land and Natural Resources
State of Hawaii
Honolulu, Hawaii

Land Board Members:

SUBJECT: REQUEST FOR AUTHORIZATION TO ENTER INTO A CONTRACT FOR SUPPORT SERVICES FOR TORRENS (LAND COURT) DOCUMENTS AND CERTIFICATES

BACKGROUND:

The State of Hawaii Bureau of Conveyances (BOC) long-standing backlog of Land Court Transfer Certificate of Title (TCT) certifications needs to be addressed. The backlog carries potential legal risks and burdens the public with outdated TCTs lacking the most current information. This certification process involves researching, verifying and validating details from documents, then having this information accurately memorialized on the TCT. This certification process must be completed for nearly 170,000 TCTs dating back to 2016 and continue until such time when the certifications become current.

DISCUSSION:

By law, the BOC is responsible for the timely and accurate recording of documents for the State of Hawaii. This TCT backlog has been an on-going issue for many years and currently sits at approximately six years. There have been multiple reasons contributing to the certification backlog, to include the need for detailed and tedious research, validation or verification that is required to accurately memorialize all transactions from documents on to their respective TCTs. In addition, the BOC has lost experienced Assistant Registrars that are responsible for this complex process and there has been a dramatic increase in electronic

recordings. Despite the BOC's best efforts, including changes to the operation and workflow, the backlog has persisted and grown over time.

The BOC has explored the possibility of utilizing experienced and qualified third-party contractors for temporary support until the backlog is resolved. To actualize this solution, the BOC recently completed a lengthy (3 years) and extensive consultation process with the Hawaii Government Employees Association (HGEA) to gain concurrence on this option to contract with a qualified vendor to perform support services necessary for the cumbersome and detailed preparation of these TCTs for the final certification by an Assistant Registrar. The consultation process resulted in the HGEA taking a "disagree in principle but no active opposition" (neutral) position in the BOC's pursuit of a qualified third-party vendor to help resolve this long standing TCT backlog issue.

Accordingly, we are currently under contract as the pilot project had proven very successful and prompted a more comprehensive effort, to which the BOC would like to continue the efforts through this procurement.

RECOMMENDATION:

Approval by the Board of Land and Natural Resources for this \$1,500,000 procurement and to delegate authorization to the Chairperson to review, approve and sign the necessary contract documents for support services to address the backlog of Torrens (Land Court) documents and certificates, subject to the proper procurement approvals, the administrative approval by the Governor and the approval as to form of the contract documents by the Department of the Attorney General.

Respectfully Submitted,

Leslie Kobata

LESLIE KOBATA, Registrar
Bureau of Conveyances

APPROVED FOR SUBMITTAL:



DAWN N.S. CHANG, Chairperson
Board of Land and Natural Resources