

Scot K
Chang/DLNR/StateHiUS
04/10/2007 10:58 AM

To Robert K Masuda/DLNR/StateHiUS@StateHiUS
cc Bob Awana/Gov/StateHiUS@StateHiUS, Dennis T Ihara/DLNR/StateHiUS@StateHiUS, Linda Lingle/Gov/StateHiUS@StateHiUS, Marie C
bcc
Subject Re: Unethical Practices in the MICRO-FILM / SCANNING section, DLNR, BOC

History: This message has been replied to and forwarded.

Thank you Mr Bob!

Also, I will offer my knowledge and experiences when I was working at Title Guaranty and Island Title prior to my arrival here at the Bureau.

I will anxiously wait for that meeting!

THANK YOU for your quick response.
Robert K Masuda/DLNR/StateHiUS

Robert K
Masuda/DLNR/StateHiUS
04/10/2007 10:45 AM

To Scot K Chang/DLNR/StateHiUS@StateHiUS
cc Bob Awana/Gov/StateHiUS@StateHiUS, Dennis T Ihara/DLNR/StateHiUS@StateHiUS, Linda Lingle/Gov/StateHiUS@StateHiUS, Marie C Laderta/DHRD/StateHiUS@StateHiUS, Peter T Young/DLNR/StateHiUS@StateHiUS
Subject Re: Unethical Practices in the MICRO-FILM / SCANNING section, DLNR, BOC

Scot:

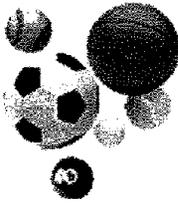
This is a very serious charge that you are making. I would like for you to help me understand the system so that there is no confusion or disinformation on what is going on! I will call you shortly to meet on this issue, first I'd like to arrange for an impartial computer professional to accompany me so we can assure with the facts what is actually going on with the part of the Bureau system to which you refer. I have been told by the Lange Group that they are not involved with Title Guaranty, which is in direct conflict with what you are saying. We need to determine what is fact and what is fiction, so let us work together to dispassionately review the system and determine the problem and source.

Sincerely,
Bob

Robert K. Masuda, Deputy Director
Dept. of Land & Natural Resources
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200436

Scot K Chang/DLNR/StateHiUS



Scot K
Chang/DLNR/StateHiUS
04/10/2007 10:19 AM

To Robert K Masuda/DLNR/StateHiUS@StateHiUS, Dennis T
Ihara/DLNR/StateHiUS@StateHiUS
cc Bob Awana/Gov/StateHiUS@StateHiUS, Marie C
Laderta/DHRD/StateHiUS@StateHiUS, Linda
Lingle/Gov/StateHiUS@StateHiUS, Peter T
Young/DLNR/StateHiUS@StateHiUS
Subject Unethical Practices in the MICRO-FILM / SCANNING
section, DLNR, BOC

Aloha All,

As of Wednesday, April 4, 2007, the Bureau of Conveyances has been unable to serve the Public. Valerie Germano, the Microfilm Section Supervisor has been informed by our contracted computer service provided (Lange Group) that her ability to scan and package recorded documents for the public reference viewing room has halted indefinitely. There appears to be a tremendous amount of back log in the system. The back-log was caused by Valerie's re-scanning of corrected documents. These documents when re-scanned are automatically re-posted back into our system. However, Iris from the Lange Group had asked Valerie to stop doing this procedure because, "TITLE GUARANTY is unable to retrieve those re-scanned documents". First, Lange Group should NOT ALLOW Title Guaranty to access our records. Like the Public, Title Guaranty should receive the records in accordance with the general public. It appears that Title Guaranty wants to obtain documents prior to it being posted by the State. Title Guaranty already is filtering daily recorded documents in the State of Hawaii. There is a computer monitor physically located on the premises that leeches itself to our scanning system. However, it is the re-scans that Title Guaranty is unable to retrieve, therefore must go through our repository (Lang Group) to retrieve them. Thus, as of right now, the re-scans are halted because Iris, from the Lange Group is manually retrieving every single document that has been re-scanned and inserting it into Title Guaranty's database, while we wait. All this at the expense of the Hawaii State Tax Payers.

This computer monitor owned by Title Guaranty and is in our office, has been brought up many of times through the proper chains of command within DLNR, however up to date, nothing has been done. As a result, we are now governed by a Title Company.

My understanding is that of all other bids, Carl Watanabe, Registra, selected the Lange Group to service the Bureau of Conveyances.

Thank you for caring,

Scot Chang
HGEA, Steward, BU 3

200437