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Official Site of the Aloha State

## **ACCESS HAWAII COMMITTEE**

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Hawaii Information Consortium General Manager's Report

**JULY - OCTOBER 2010**

## Executive Summary

In the first four months of the new fiscal year, the portal successfully completed the legislative changes required for BREG Business Annual Filing, Hawaii Business Express, and the new pricing for the bulk traffic abstracts on July 1, 2010. We launched the Big Island of Hawaii Motor Vehicle Renewal, the teachers' renewal system for HTSB, the DLNR Civil Resource Violation System (CRVS), the new flood (<http://dpw.co.hawaii.hi.us/flood/>) and traffic (<http://dpw.co.hawaii.hi.us/traffic/index.html>) websites for the County of Hawaii, Department of Public Works, and another round of Circuit Judge Surveys. Jing and Russell also visited the Big Island and met with county partners along with our onsite team member Rosie Warfield.

The Judiciary Electronic Bench Warrants has won the 2010 Center for Digital Government Digital Government Achievement Award in the Government to Government category. It is also recognized as a New Bright Ideas in government programs by the Ash Center for Democratic Governance and Innovation at the John F. Kennedy School of Government, Harvard University.

The Google Analytics for the period of July-October 2010 is included.

## Marketing Activity

### **DCCA BREG**

13,780 emails and 20,151 postcard notices were delivered to 2010 Q3 Annual filers in July.

13,074 emails and 19,987 postcard notices were delivered to 2010 Q4 Annual filers in October.

### **DCCA INS**

3,132 postcards and 747 emails were sent to insurance agents who are due to renewal during the October 2010 renewal cycle.

603 emails and 2,929 postcards were sent in October for the December 2010 renewal cycle.

### **DCCA PVL**

7,003 emails were sent to kick-off the September 2010 Contractors renewal cycle. The cycle ended on September 30<sup>th</sup> with 74% online adoption.

December 2010 renewal cycle started on October 8, 2010. 22,941 emails were sent to notify the licensees who are due to renew.

### **County of Hawaii**

HIC met with the Department of Water Supply, Mayor's Office, Parks and Recreation, and DMV offices during two separate trips to the County of Hawaii.

### **Partner Survey**

HIC conducted a partner survey in August 2010. Many partners had provided feedback. We appreciate your time. We are using the collected information to enhance our process and support to our partners.

### **DGAA Event**

Portal staff Russell Castagnaro and Janet Pick accompanied Dana Nakasato and Calvin Ching from the Judiciary at the DGAA/BOW Awards event in Hollywood California on September 17<sup>th</sup>. They accepted the DGAA for eBW. The county of Maui also received a BOW award for its new website.

### Portal Redesign Survey

HIC is in the process of portal redesign. We will be adding a survey link to the portal page to gather feedback on the existing portal design and how we can make an award-winning site.

### Hawaii Traffic Records Coordinating Committee

Our GM attended the HTRCC meeting. The Committee is a cross-agency group to facilitate data sharing and transparency. The portal volunteered our Secure Data Sharing platform to facilitate exchange of accident data.

### Mailing & Other Notices to End-Users

Date	Type	Qty	Agency	Description
1-Jul	Email	13,780	BREG	Email notices for Q3 2010 Annual filing
15-Jul	Mail	20,151	BREG	Notices for Q3 2010 Annual Filing
3-Aug	Email	740	INS	Notices for Oct 2010 INS renewal cycle
3-Aug	Mail	3,132	INS	Notices for Oct 2010 INS renewal cycle
9-Aug	Email	7,003	PVL	Notices for Sept 2010 PVL renewal cycle
10-Aug	Email	94	HIC	2010 Partner Survey
28-Sep	Email	9,300	HTSB	Final notice of reduced fees for online filings ending in October.
10-Aug	Email	94	HIC	2010 Partner Survey
1-Oct	Email	13,074	BREG	Email notices for Q4 2010 Annual filing
1-Oct	Email	603	INS	Email notices for Dec 2010 renewal cycle
1-Oct	Mail	2929	INS	Postcard notices for Dec 2010 renewal cycle
08-Oct	Email	22,941	PVL	Email notices for Dec 2010 renewal cycle
15-Oct	Mail	19,987	BREG	Postcard notices for Q4 2010 annual filing

### New Partner Contacts

- County of Hawaii Department of Water Supply – Web Site Development
- Budget & Finance Employee Retirement Systems – Web Site Hosting
- AG Notaries Public – Licensing Registration and Public Search
- City and County of Honolulu Department of Community Services
- DCCA Real Estate Branch – Initial Licensing for Real Estate
- Department of Transportation – Statewide Traffic Incident Reporting

## Highlights

### Form Processing

We have a new service that we are offering to partners. It is a web form-processing tool that the portal has developed. This service is meant for partners with paper forms that do not need direct back-end validation integration and have no payments associated with the service. We will begin offering this service for \$500 configuration fee per form and \$.50 per submission.

### County of Hawaii MVR

The County of Hawaii Motor Vehicle Renewal (MVR) was launched in beta in July. The agency users are ecstatic on the launching of the new service and especially impressed with the reporting features. The County released a formal press release to the public in August 2010.

### County of Hawaii Department of Public Works (DPW)

The DPW flood and traffic websites were launched on August 30, 2010.

<http://dpw.co.hawaii.hi.us/flood>

<http://dpw.co.hawaii.hi.us/traffic>

### DCCA PVL

2010 June renewal cycle was ended on Jun 30, 2010. Over 12,471 licenses renewed during this cycle, 82% (10,226) renewed through the online service and took advantage of the online discount.

September 2010 Contractors' renewal cycle was ended with 74% online adoption; a 28% increase over the last cycle in 2008.

### DLNR CRVS

The all new CRVS system was launched on 7/21/2010. The new service allows violation citations to be electronically tracked and paid by violators through online payment process. It is integrated with existing DLNR services, i.e. monthly catch reporting, so violations are automatically created when reports are missed.

### DOE HTSB

Starting from July 1, 2010, DOE teachers can go online and renew their licenses. Since the launch of the service, over 3,100 teachers have already renewed online.

### DLNR BOC

Application development has begun on the new BOC front-end project. This project was brought up last meeting for approval last meeting, but there were some issues that needed review by SPO. SPO has reviewed and approved the project with minor changes. Now the portal will not be the primary repository for recorded document images. T&M Fees \$185,000, self-funded ongoing \$1.50 per document recorded. (Approval requested)

The eRecording service (existing project) was launched on September 14, 2010. It allows title companies to electronically submit conveyance documents and payments online.

### DOT Honolulu Airport Lost & Found Online Auction System

The online auction system was launched on October 18, 2010. Airport staff can now manage the auctioning items online without having to schedule once a year auction event.

## **Awards**

### **Hawaii Electronic Bench Warrants**

- Center for Digital Government Digital Government Achievement Award in the Government to Government category.
  - <http://www.centerdigitalgov.com/survey/88>
- New Bright Ideas in government programs by the Ash Center for Democratic Governance and Innovation at the John F. Kennedy School of Government, Harvard University
  - <http://www.hks.harvard.edu/news-events/news/press-releases/ash-bright-ideas>

## **New Application Deployments**

- CRVS (<http://crvs.ehawaii.gov>)
- County of Hawaii MVR (<https://mvr.ehawaii.gov>)
- HTSB Renewal (<http://htsb.ehawaii.gov>)
- Vehicle Monitoring Service and Bulk Vehicle Renewal (<http://vms.ehawaii.gov>)
- Judiciary Appellate Court payment processing
- DOT Auction System (<https://auction.ehawaii.gov>)
- Bulk motor vehicle renewals (Rental Car Companies)

## **Application Upgrades**

- CIP
- CMLS
- Annuals
- HBE
- Driver Records (Fee changes)
- EDRS
- INS Renewal
- Camping
- HTSB
- CRVS
- Trails
- EDR

## **New SOW's/ SLA's/ Updates**

- DBEDT CMS agreement for HCEI and other websites (approval requested)
- BOC System without backend storage. This was what the SPO and RFP recommended (approval requested)
- Judiciary Criminal Bulk Data Download – Self-Funded (approval requested)
- AG's Public Notary Licensing & Search Service (approval requested)
- DCCA Real Estate Branch Continuing Education system Extension for Initial Licensing Process (existing SOW, approval requested)
- DOT Statewide Traffic Incident Reporting (approval requested)

## **Additional Items**

- HB 2505 language is of significant concern to the portal. Excessive fees will diminish the portal's ability to deploy applications for partners.
- Judiciary Traffic Abstract fees were increased by \$13 (to the General Fund) as of July 1, 2010 as a result of recent legislation. Revenue impact on the Judiciary and HIC has been extremely negative. Driver Record orders are down 10% for the last few months.
- Rosie Warfield has completed the temporary relocation to the Big Island, County of Hawaii, which lasted for two months. She has been the on-site representative for HIC and working with Department of Public Works and Hawaii County Police on their new websites utilizing our CMS solution and meet with our other Big Island partners.
- Completed work with SPO and RFP evaluation committee to give more specific advice in the SPO price list regarding which applications are appropriate for the portal.
- We have begun work with Tax on the Modernized eFiling project.
- Assisted ICSD with the Digital States Government Survey.
- Working with ICSD on the Governor transition.
- Public Driver Records will soon be available for purchase online from the portal. The application is in testing now.

## **Analytics Reports**

Included in packet as separate PDF.

## Financial Report - August 2010

### Consolidated Balance Sheet

Hawaii Information Consortium, LLC

-Unaudited report

	<b>8/31/10</b>
Assets	4,316,740
Liabilities	3,939,694
Shareholder Equity	377,048
Total Liabilities & Shareholder Equity	4,316,742

### Income Statement

Hawaii Information Consortium, LLC

-Unaudited report

	<b>June</b>	<b>July</b>	<b>August</b>	<b>Rolling 3 Month</b>
Total Revenues	537,686	728,371	954,488	2,220,545
Cost of Revenues	282,293	505,056	558,793	1,346,143
Gross Margin	255,393	223,315	395,695	874,403
Operating Expenses	227,442	219,702	237,228	684,371
Income (Loss) from operations	27,951	3,613	158,467	190,031
Other Income (Expense)				0)
Net Income (Loss) Before Taxes	17,013	2,210	96,419	115,642
Total Provision for Income Taxes	10,938	1,403	62,048	74,389
Net Income (Loss)	17,013	2,210	96,419	115,642

### In Closing

Everyone at HIC appreciates the opportunity to serve as the State's Portal Manager. As always, I welcome your thoughts and feedback.

I can be reached at 808-695-4615 or by email at [russell@ehawaii.gov](mailto:russell@ehawaii.gov).

Respectfully Submitted,

Russell Castagnaro  
General Manager

## Appendix A: Key Staff Contacts

201 Merchant St, Suite 1805, Honolulu HI, 96813

<u>Name</u>	<u>Position</u>	<u>Phone</u>	<u>Email</u>
Russell Castagnaro	General Manager	808-695-4615	<a href="mailto:russell@ehawaii.gov">russell@ehawaii.gov</a>
Jing Xu	Director of Portal Operations	808-695-4614	<a href="mailto:jing@ehawaii.gov">jing@ehawaii.gov</a>
Zheng Fang	Director of Development Manager of eGovernment Services	808-695-4617	<a href="mailto:zheng@ehawaii.gov">zheng@ehawaii.gov</a>
Rosie Warfield		808-695-4629	<a href="mailto:rosie@ehawaii.gov">rosie@ehawaii.gov</a>
<b>Emergency Help Line</b>	<b>Emergency Support</b>	<b>808-695-4627</b>	
Customer Support	Public Customer Support	808-695-4620	<a href="mailto:info@ehawaii.gov">info@ehawaii.gov</a>



## Appendix B: Acronyms

AOAO - Association of Apartment Owners  
B&F – Department of Budget and Finance  
BOC – Bureau of Conveyances (DLNR)  
BREG – Business Registration Division (DCCA)  
CMLS – Commercial Marine Licensing System  
CMS – Content Management System  
DCCA – Department of Commerce and Consumer Affairs  
DBEDT – Department of Business Economic Development and Tourism  
DFI – Division of Financial Services  
DLIR – Department of Labor and Industrial Relations  
DLNR – Department of Land and Natural Resources  
DOCARE - Division of Conservation and Resources Enforcement  
DOE – Department of Education  
DOFAW – Division of Forestry and Wildlife  
DOH – Department of Health  
EDRS – Electronic Death Registration System  
ELF – Electronic Filing System  
HBE – Hawaii Business Express  
HCE – Hawaii Compliance Express  
HCJDC – Hawaii Criminal Justice Data Center  
HID – Hawaii Insurance Division  
HTSB- Hawaii Teachers Standards Board  
HUI EXPRESS – Hawaii Unemployment Insurance Express  
IACA - International Association of Commercial Administrators  
IRS – U.S. Internal Revenue Service  
JIMS – Judiciary Information Management System  
MORAA - Model Registered Agent's Act  
NASCIO – National Association of State Chief Information Officers  
OMPO – Oahu Metropolitan Planning Organization  
PVL – Professional Vocational Licensing  
REB – Real Estate Branch  
RICO - Regulated Industries Complaints Office  
PRIA - Property Records Industry Association  
PUC – Public Utilities Commission  
SLA – Service Level Agreement  
SOW – Statement of Work  
UCC – Uniform Commercial Code  
UI – Unemployment Insurance  
VIPS – Volunteers in Public Service  
XML – Extensible Markup Language

## Appendix C: Web Analytics Terms

- **Hit** - A request for a file from the web server. Available only in log analysis. The number of hits received by a website is frequently cited to assert its popularity, but this number is extremely misleading and dramatically over-estimates popularity. A single web-page typically consists of multiple (often dozens) of discrete files, each of which is counted as a hit as the page is downloaded, so the number of hits is really an arbitrary number more reflective of the complexity of individual pages on the website than the website's actual popularity. The total number of visitors or page views provides a more realistic and accurate assessment of popularity.
- **Page View** - A request for a file whose type is defined as a page in log analysis. An occurrence of the script being run in page tagging. In log analysis, a single page view generates multiple hits as all the resources required to view the page (images, .js and .css files) are also requested from the web server.
- **Visit / Session** - A series of requests from the same uniquely identified client with a set timeout. A visit is expected to contain multiple hits (in log analysis) and page views.
- **Visitor / Unique Visitor** - The uniquely identified client generating requests on the web server (log analysis) or viewing pages (page tagging). A visitor can make multiple visits.