

HAWAII INFORMATION CONSORTIUM

ANNUAL REPORT – DRAFT --

FISCAL YEAR 2010

July 1st 2009 – June 30th 2010



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BACKGROUND ON HAWAII'S INTERNET PORTAL

2010 marks another record setting year for the Hawaii portal (HIC).

We were honored to receive the Harvard Business School's Bright Idea Award and the Center for Digital Government's Digital Achievement Award for the Electronic Bench Warrants System (eBW) which was developed with the State Judiciary, County Police, Public Safety and many other groups.

Over the course of the fiscal year, 20 applications and websites were released. Of these, 12 were fee based and 8 were free services.

After many years of talks and arrangements this year was the release of the Department of Land and Natural Resources (DLNR) Bureau of Conveyances (BOC) Online UCC filings and a major upgrade of the online document ordering process. UCC has been one of our most requested applications and it has been exciting to see it launched in Hawaii. Currently users can complete a UCC-1 financing statement and submit payment online with more forms to be brought online in coming phases. Before the end of calendar year 2010, the BOC will be accepting eRecordings (electronic conveyance documents) for the first time. We will also be working to completely replace the antiquated BCIS software, which currently runs the office. The BOC will be able to integrate directly with the eRecording system and support national standards, as well as better data access for the counties, agencies and public.

The Civil Resource Violation System (CRVS) Division of DLNR was deployed early last year and has provided a low-cost, simple way to address the non-criminal violations (fish catch reports, parking tickets, etc..) instead of tying up the Judiciary system or the Land Board with these types of violations. The system was developed at no cost and will be self supporting. It includes electronic notification and payment as well as case management and integration with other DLNR divisions.

The state camping system for DLNR Forestry and Wildlife and State Parks Divisions has been a huge success. The public can log in and choose the desired campsite in the comfort of their homes. It has eliminated the infamous lines that used to form at the DLNR Parks Offices a month before major holidays. Not only is the application completely self funded, but it has diverted over 80% of the foot traffic away from DLNR's offices. It also saves the state nearly \$50,000 in support costs per year. The system has been so well received that some counties already have plans to use the system for their reservations as well.

Hawaii Business Express

Excellent, excellent web service and design, and the turnaround time for processing is so fast.

You have exceeded my expectations and I can't say enough good things about your on-line service!

Mahalo!

In 2011, Hawaii will be launching an innovative Marriage Licensing system. From couple's registration to marriage agent's approval and marriage performers completion, it covers the complete marriage process in Hawaii and 100% of registrations will be handled through this system. It will be a model for the nation.

The portal and the Department of Taxation also signed an agreement to provide Electronic Personal Tax Filings via the IRS' Modernized Electronic Filing (MEF) program. Similar to the existing eFile application, MEF will be completely self-funded with no state funds being required to develop, host and maintain the service. It should automate the processing of up to 300,000 personal income tax filings each year.



FACTOIDS FOR 2010

Total transaction amount processed by the portal:	\$680,000,000
Total number of transactions:	650,000
Total number of applications/services:	74
Portal General Manager:	Russell Castagnaro
Number of Employees:	15

*Hawaii State ID
Registration*

*Expediting the State
ID process online is
AWESOME!!!*

*I was DREADING
sitting and waiting in
line all day.*

*Great job and thank
you so much for this
process!!!*



PORTAL EMPLOYEES

As of July 2010, HIC had fifteen full-time employees.

- Russell Castagnaro, President & General Manager
- Jing Xu, Director of Marketing & Operations
- Zheng Fang, Director of Development
- Rosie Warfield, Manager of eGovernment Services
- Janet Pick, Senior Project Manager
- Burt Ramos, Project Manager
- Susan Laufer, Business Analyst / Project Manager
- Ernest Criss, Lead Developer
- Sebastien How, Developer
- Matthew Skoda, Developer
- Paul Graydon, Systems Administrator
- Lynn Nomura, Customer Service Manager
- Ben Dias, Customer Service Representative
- Emily da Silva, Office Manager
- Karthik Vijayarajan, Senior Java Developer

*Online Vital Records
Ordering*

Great site!

*Very helpful saves
time, & fuel.*

*Thank you very much
for this site.*

Hawaii Teachers Standards Board

Multiple projects in various phases are being developed for HTSB. The following have been completed:

- *HTSB Backend System*
Phase one included centralizing HTSB's data and administrative functions as well as cleaning their data. Beginning in November 2009, teachers were able to go online to create their accounts and link them to their license on file. They were also able to update some of their information online. These phases were in preparation for the online license renewal system coming in 2011.
- *Mailings*
In May 2010, the portal assisted HTSB in the designing and mailing of 14,000 postcards to each individual DOE school to notify teachers of the new online renewal system.

DLNR UCC Filings

<https://boc.hawaii.gov/ucc-recording/index.html>

Launched in: July 2009

This online system allows you to file a UCC-1 form, financing statement, and submit payment via credit card online. An email acknowledgment is sent to the user once the document is processed.

CMS Hosting:

HIC developed the following websites using our CMS solution, Alfresco, to create and maintain web site content for the following:

- Hawaii Teachers Standards Board Site Redesign
<http://htsb.org/>
September 29, 2009
- Hawaii State Judiciary Site Redesign
<http://www.courts.state.hi.us/>
January 19, 2010

DLNR Bureau of Conveyances Document Search

<https://boc.hawaii.gov/docsearch/nameSearch.html>

Launched in: January 2010

We replaced the existing Land Title Records Search and Ordering System which was hosted by another vendor (HIC processed the payments only). We host the new system as well as continuing to process the payments. The new service improves on the search function and the ability to purchase multiple documents with a single transaction utilizing a shopping cart feature.

Hawaii County Real Property Tax Payments

*This is a very easy
online payment system
to use and it is terrific
for those of us in the
continental U.S.*

*Having the printable
verification of payment
is also a BIG plus!!*

*Thank you for making
paying our taxes a
little 'less taxing'!!*

DLNR Commercial Marine License Reporting System:

<https://dlnr.ehawaii.gov/cmls-fr/app/license-search.html>

Launched in: February 2010

This system allows commercial fishermen to enter their monthly catch reports online. It helps the division to reduce the over-all program cost by reducing the number of the printed paper booklets and the time required for staff to perform data entry.

DLNR Camping Reservation System (State Parks Division)

<http://camping.ehawaii.gov>

Launched in: March 2010

The online camping system allows the public to pay for and reserve campsites/cabins/shelters within the State Park system and the permit is available directly after purchase.

Employee Retirements System Benefits Calculator

<http://www.ehawaii.gov/ers/calculator/>

Launched: March 2010

HIC created an interactive online calculator for State of Hawaii employees to calculate their retirement benefits.

Vehicle Violation Monitoring

<http://vms.ehawaii.gov>

Launched: March 2010

The vehicle monitoring system enables car rental companies to monitor its fleet of vehicles and get notified when there is any violation and account for citations in a timely matter to avoid overdue penalties.

DLNR Camping Reservation System (Division of Forestry and Wildlife)

<http://camping.ehawaii.gov>

Launched in: May 2010

The division of Forestry and Wildlife integrated their permit processing in to the existing camping reservation system (launched in March 2010) for purchase. Forestry permits are generally more rugged with little or no amenities.

DAGS CIP

<http://cip.ehawaii.gov>

Launched: May 2010

The statewide Capital Improvement Projects (CIP) service allows the public to search and view the current CIP projects within each island and department. It also has an admin module which allows participating agencies to enter and track project data.

PVL License Renewal System

I want to tell you that I just renewed my professional engineer's license and I am impressed with how great the system is.

You sent out a renewal notice and you sent me an email to renew.

This is efficiency at its best.

Congratulations for a job well done.

PVL Renewals:

<https://payments.ehawaii.gov/propertytax/hawaii/index.html>

Multiple license renewal cycles were completed throughout the fiscal year that allowed various license types to renew their professional and vocational licenses online, many at a reduced fee.

*State Parks Online
Camping Reservation
System*

*Thanks for putting the
camping permits on-
line.*

*It is greatly
appreciated!*

*Makes it very easy to
purchase when coming
from out of state.*



NEW FREE SERVICES

Superstore

<https://store.ehawaii.gov>

Launched: July 2009

The Portal has launched a new service called Superstore. It is a simple means for agencies to generate orders and collect payment online using the HIC payment processing system. Superstore allows our partners to take one-time payments, perform web-based collections, sell inventory, and most other payment-oriented activities that have no other data components. Specific projects slated for next fiscal year include selling golf tee times on Kauai and the sale of Hawaii County Traffic Awareness documents.

*DCCA Annual
Filing*

*Best thing since
sliced bread.*

*Saves so much
time.*

*This is the best
idea government
has come up with
to pay bills*

Governor's Office

<https://cs.ehawaii.gov>

Launched: October 2009

The new Governor's Online Request system was launched for the Governor's Office Constituents Services. The site allows the public to submit requests for messages, commendations & proclamations and to email the governors office.

Hawaii Electronic Tax Filing System Upgrade

<http://www.ehawaii.gov/efile/>

Launched in: January 2010

Annual changes to the electronic tax filing system to include: year end form changes and automatic calculation for form G-49. In a separate release on September 2, 2009, the re-addition of the \$1 fee was added to be paid for each filing that was associated with a payment.

eBench Warrants

<https://judiciary.ehawaii.gov/warrants/index.html>

Kauai County launched: March 2010

Maui County launched: Oct 1, 2009

The eBench warrants system enables all levels of the law enforcement agencies to search, view, and process new and existing traffic warrants online.

Judiciary – District Court Judge Survey

April 2010

An electronic survey was emailed that allowed attorneys to complete a survey on District Court Judges.

Electronic Bill Notification

<https://payments.ehawaii.gov/propertytax/kauai/ebill.html>

Launched: April 2010

The system allows users to sign up to receive an email when bills are due, as well as to receive delinquent notices if a bill is not paid on time.

Honolulu Department of Community Services (DCS)

June 2010

HIC was able to help DCS with the online Forever Honolulu nominations. We used the PDF form they had already created to make an online form that would email registrations to them and allow for an Excel download.

Judiciary – Circuit Court Judge Survey

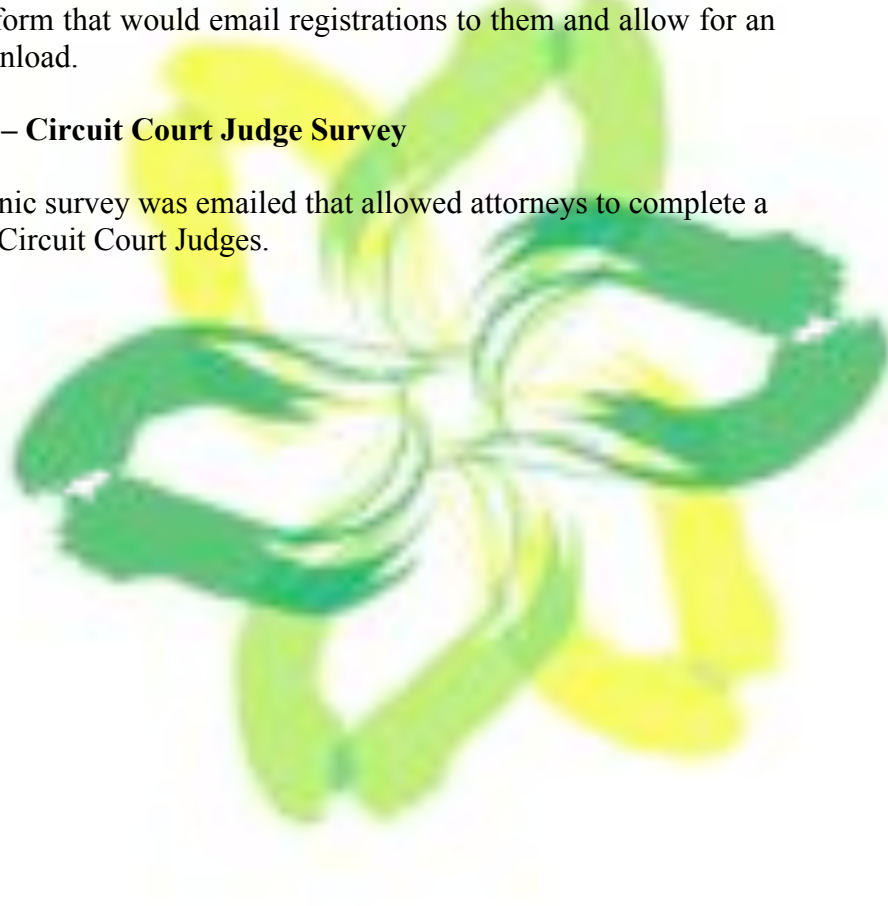
July 2010

An electronic survey was emailed that allowed attorneys to complete a survey on Circuit Court Judges.

*Kauai Real
Property Tax
Payment System*

*The County of
Kauai and the
State have made
this online site
very attractive and
user friendly.*

*Mahalo for a job
well done!*



APPLICATION SPOTLIGHT: STATE CAMPING RESERVATION SYSTEM

In March 2010, we launched the Hawaii Department of Land and Natural Resources Online Reservation System. Here the public can reserve and purchase camping and cabin permits within two divisions of DLNR, the Hawaii State Parks and the Forestry and Wildlife division:

Within the Hawaii state parks, there are 53 state parks encompassing approximately 25,000 acres on the major islands, each of which offer varied outdoor recreation opportunities. The park environments range from landscaped grounds with developed facilities to wildland areas with trails and primitive facilities.

Camping in the Forest Reserves is usually much more remote and in mountainous locations, providing a wilderness experience and more privacy. Campsites are preferred by those who enjoy ‘roughing it’ and they are accessed by hiking or 4WD and have few or no amenities.

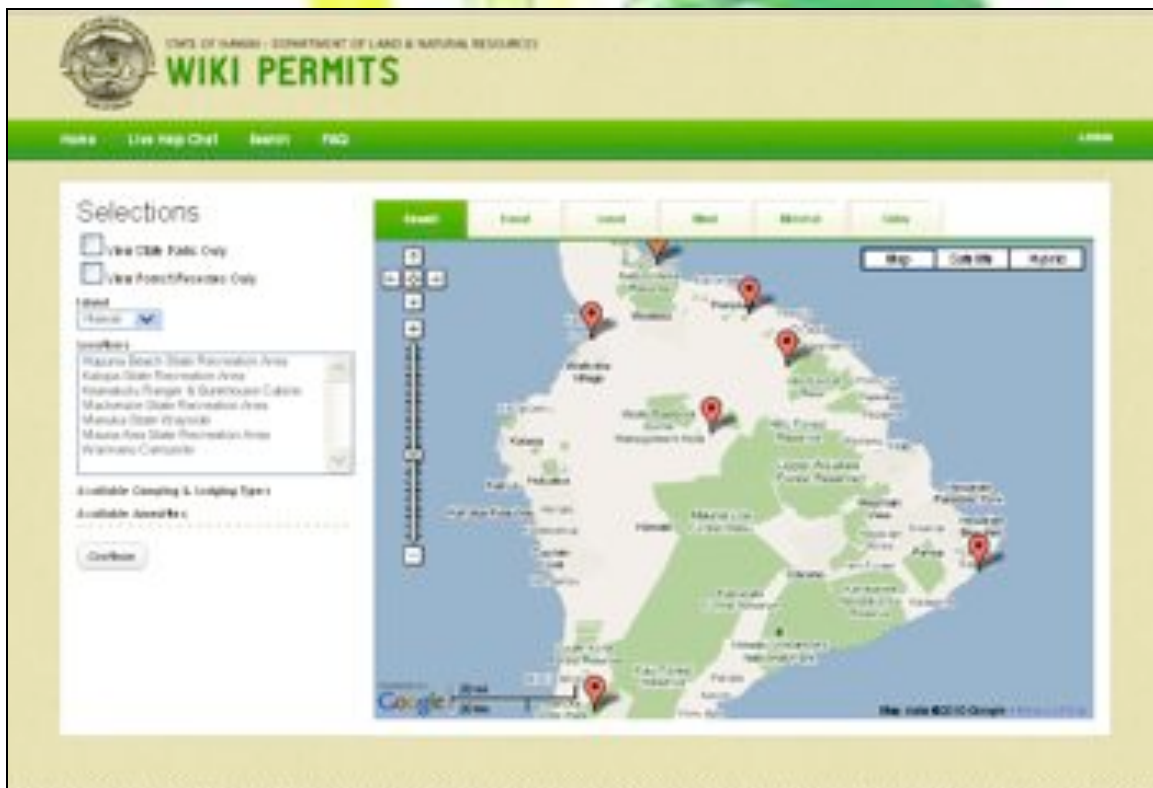


Image A: Camping Landing Page with Map View



Image B: Detailed View of Camping Location with Pictures

With the new service, users can check availability at all State Park locations, make reservations, and submit credit card payments through the state's secure payment system. The new online system eliminates the need for the public to visit or call Hawaii State Park offices for campsite and cabin availability and then mail in permit applications and payments. The online system also saves staff time and money spent on processing mailed or faxed permit applications as well as payments for camping and lodging reservations. Customer service is vastly improved by giving the same convenience to both Hawaii residents as well as out of state park visitors. Prior to this system, most permits were sold in person and the result was long lines and unfairness in permit distribution.

With the launch of the new system, users can now view all campsite information in one location, including:

- Rates and pricing
- Directions
- Amenities
- Photos
- Descriptions (capacity, maximum # of nights, etc)
- Availability

In only a few short months after its initial release, over 5,400 permits have been sold through the new system (March – June 30th 2010). Sales of over the counter permits have decreased as well, to 33% of the total permit sales meaning more traffic is being driven away from the office and online, freeing up DLNR staff time to focus on other duties. We are looking forward to 2011 and expect increased success in the coming year!

Camping Future Plans

In 2011, the system will be enhanced to include pavilion reservations as well as various other special use permits, such as group use, wedding and other community events.



PROJECTS CURRENTLY IN DEVELOPMENT

Online Motor Vehicle Renewals: *Hawaii County*

This system will allow registered owners to renew their motor vehicle registration online for the County of Hawai'i.

Hawaii BREG Online Documents Search

Hawaii Electronic Tax Filing System Upgrade:

2011 individual form upgrades will be completed as well as allowing the addition of pdf previewing for most forms, the addition of a new form GEW-TA-RV-6, and allowing an amended version of the HW-14 to be filed.

I work for a service company and we are so happy to have certificates so quickly and easily and the certificates are so pretty!

Department of Taxation – Modernized eFiling (MEF)

A MeF gateway and viewer will be developed, maintained and hosted by HIC for a per transaction fee similar to the existing electronic tax filing application. The new gateway will integrate with Tax's existing ITIMS/JELF systems.

Your easy access allows us to impress our clients and we appreciate that.

Controlled Substance Registration System

Online license registration and renewal for distribution of controlled substances.

Online Marriage Registration Systems

Allows couples to register online and authorized officiants to complete and issue certificates online.

Hawaii County Water Payments

Residents of the County of Hawaii will be able to make payments to the board of water supply utilizing an online system.

Honolulu Online Auctioning System

Confiscated goods at the Honolulu airport security gate will be auctioned online. The agency will no longer have to schedule a once a year auction event.

Civil Resources Violation Systems (CRVS)

The new service will allow violation citations to be electronically tracked and paid by violators through an online payment process. It is integrated with existing DLNR services, i.e. monthly catch reporting, so violations will be automatically created when reports are missed.

Hawaii Judiciary Land Court Petition Filing System

Will provide a secure and convenient way to complete petitions to amend a Transfer Certificate of Title and pay filing fees.

eBench Warrants

<https://judiciary.ehawaii.gov/warrants/index.html>

The existing eBench warrants system enables all levels of the law enforcement agencies to search, view, and process new and existing traffic warrants online. The final phase in development will bring the County of Hawaii on to the system in summer 2010, thereby making the warrants system available in all major counties.

AG Notaries Public

We will be developing a licensing registration and public search for notaries public in coordination with the Attorney Generals office.

Kalaiwa Public Traffic Abstracts

The system will allow the public to purchase official Hawaii state motor vehicle records, also known as traffic abstracts, online.

DCCA Real Estate Branch

This system will allow initial licensing for real estate license holders online.

DBEDT Hawaii Film Permits

HIC will be developing an online system to reserve permit locations for filming movies at specific Hawaii locations.

Camping Reservation System

The existing camping system will be enhanced to include new features for reserving pavilions for use as well as integrating special use permit reservations.

Vital Records Ordering System

The existing vital records system for ordering birth and death certificates will be enhanced with new features including an expedited mailing option as well as bringing the verification of birth requests online.

HTSB Initial Teacher Licensing

Changes will be incorporated in to the HTSB system to allow for initial teacher licenses to be submitted online.

DLNR, Division of Boating and Ocean Recreation – Accounts Receivable System (BARS)

The BARS system is a boating account management system and customer online payment processing. Payment services will include payments for harbors and boat slips.

Hawaii Business Express

You have been the easiest state of the 32 I have been trying to get licensed in.

Thanks for being so integrated, flexible and organized.

Kauai Camping Reservations

Kauai city and county camping reservations will be integrated in to the existing state camping reservation system.

Batch Criminal Histories

The public will be able to purchase batch records for criminal background checks for the state of the Hawaii.

Online Rental Car Renewal System

Car rental agencies on all islands will be able to do bulk renewals for their fleets of rental cars. As a subscriber, they can upload a list of their fleet of cards and get automated renewal notices informing them when it is time to renew.

DLNR BOC – Conveyance Documents

The BOC's existing recording system (BCIS) runs on unsupported hardware and software. Over the last two years the system has had multiple issues, which brought Bureau operations to a halt. This is a major overhaul/replacement that will enable native eRecording and upgrade to a better back-office system. The new system will be able to integrate directly with the eRecording system (currently in pilot) and will support national (PRIA) standards and better data access for Hawaii Counties, other state agencies and the public. The new system will be 100% web-based and will give the Bureau more ways to provide information to the public and generate more revenue.

CMS Hosting:

HIC is developing the following websites using a new CMS solution, Squarespace, to create and maintain web site content for the following:

- County of Hawaii Department of Public works – Flood Awareness website
- County of Hawaii Department of Public works – Traffic website
- County of Hawaii Police Department website redesign
- Hawaii Clean Energy Initiative web site
- Budget & Finance Employee Retirement Systems – Web Site Hosting
- Interisland Wind website

Hawaii State ID

Website was very easy to use and quick.

My time is important and this process saves me time not having to wait in the ever present long line.

I was told of this service by the security guard working at the State ID office when I went to get an ID for myself.

I simply went outside and applied using my blackberry and had my State ID in hand within 1/2 hour.

This is a great service.

PORTAL MARKETING AND ADOPTION STATISTICS – 2010

Adoption of online services is the most obvious of HIC's goal as the portal manager. Included are charts with adoption information from some of our applications.

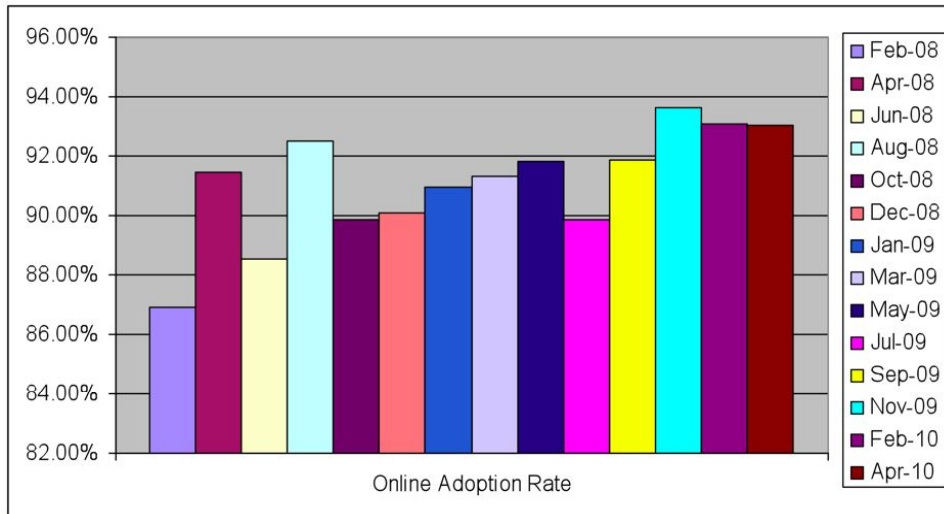


Chart 1: Online Insurance Renewals for the DCCA

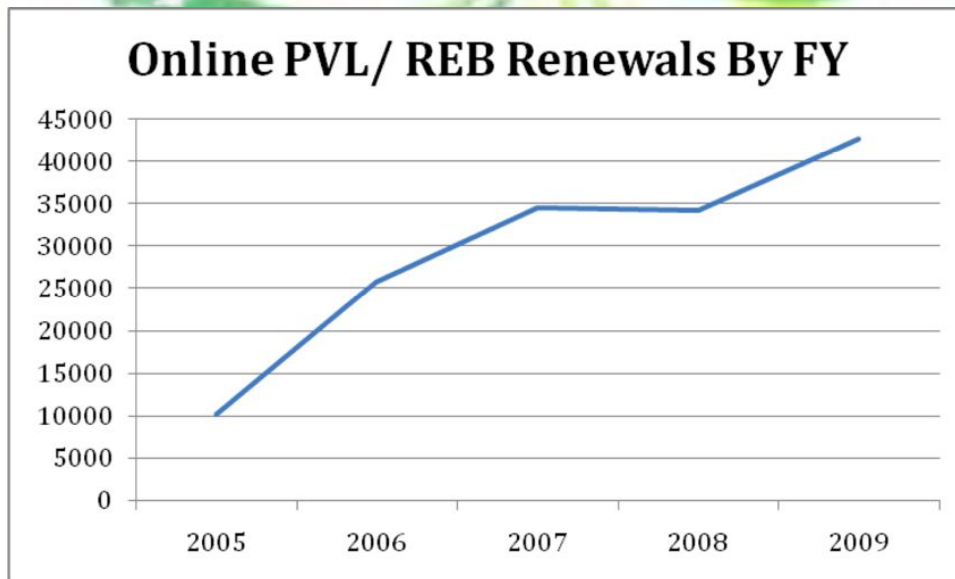


Chart 2: Online DCCA PVL and REB Renewals

*DLNR Bureau of
Conveyances
Search*

Fabulous - Being used to Illinois I didn't really expect to find the info for the house I sold in 1976 but it was exceptionally accessible and I was even able to order a copy - the \$10 fee was gladly paid (it would have been \$20 here in Chicago).

KUDOS!

*Electronic Tax Filing
System*

Processing the G.E.T. monthly via the electronic tool is excellent and efficient vs filling and mailing out the hard copy.

Thank you...really saves time!

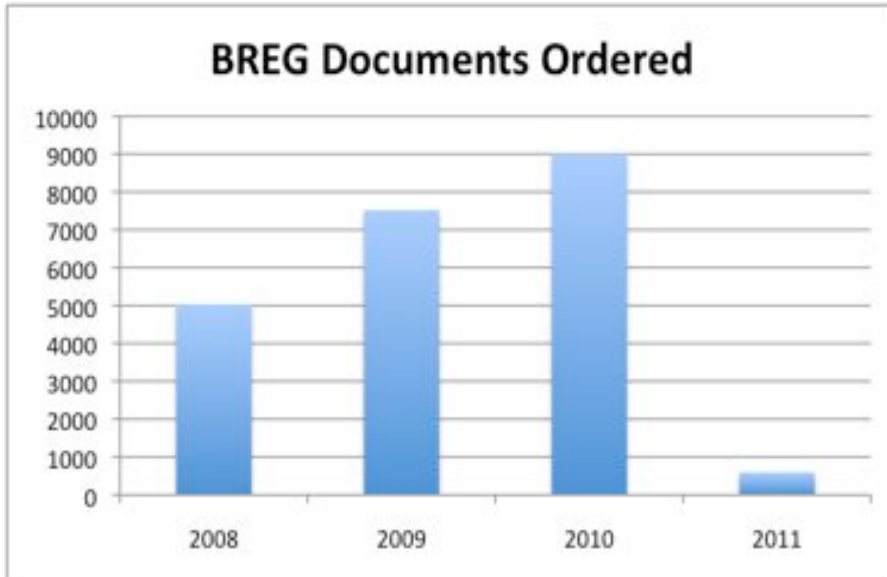


Chart 3: Online DCCA BReG Documents ordered

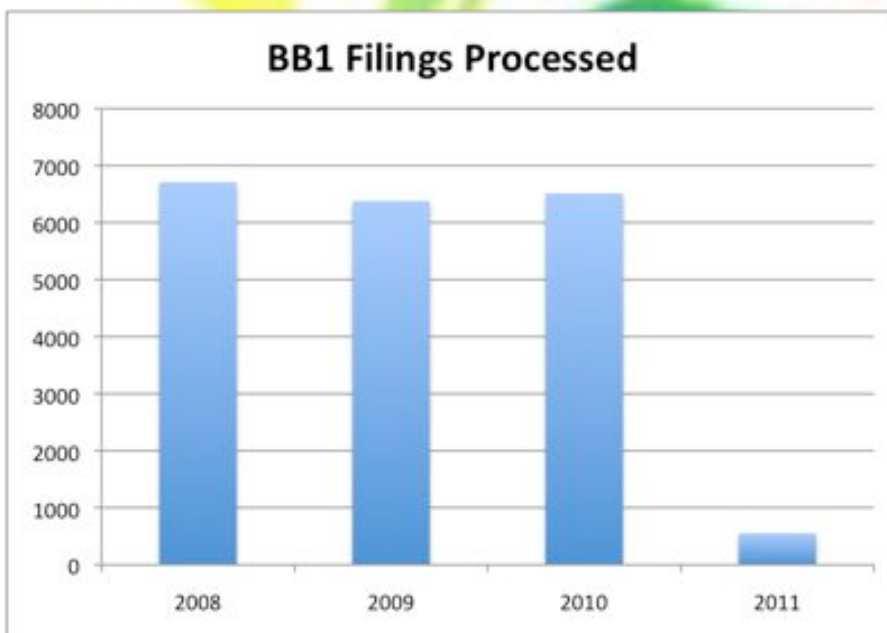


Chart 4: DoTax BB1 Filings processed

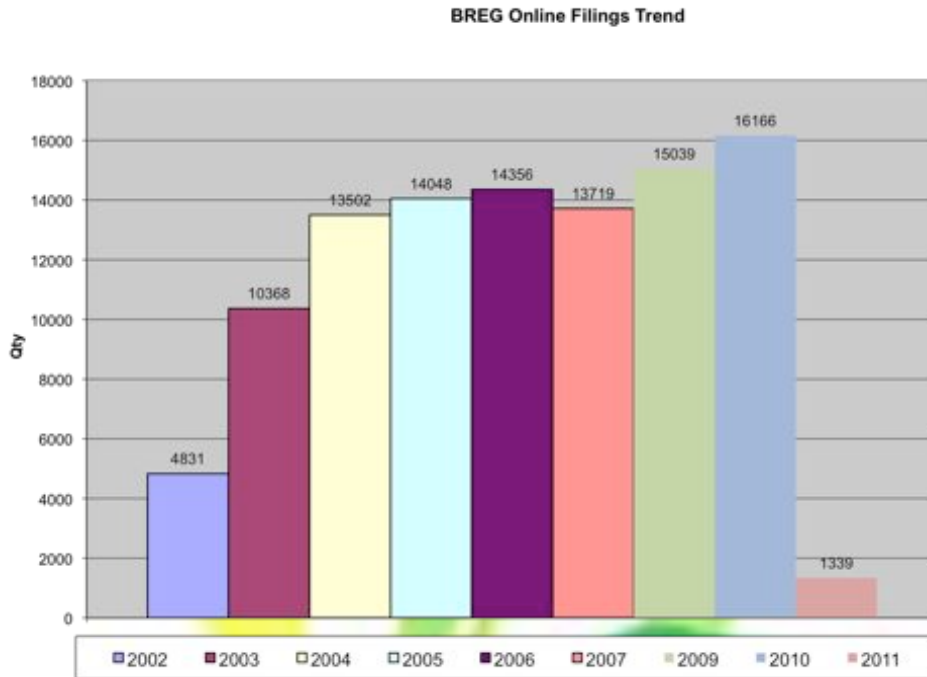


Chart 5: DCCA BReG Initial Filings

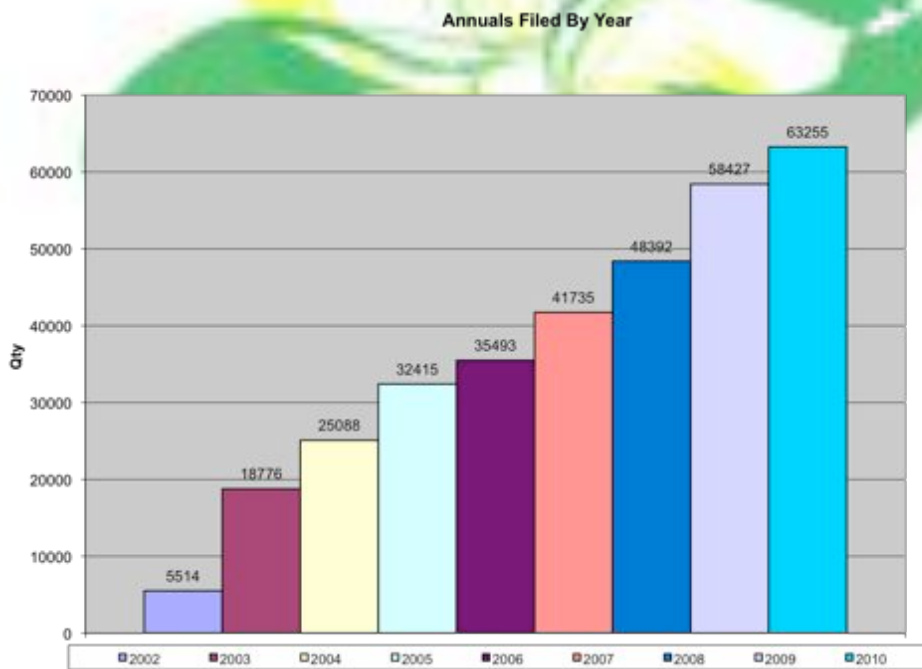


Chart 6: DCCA BReG Annual Reports

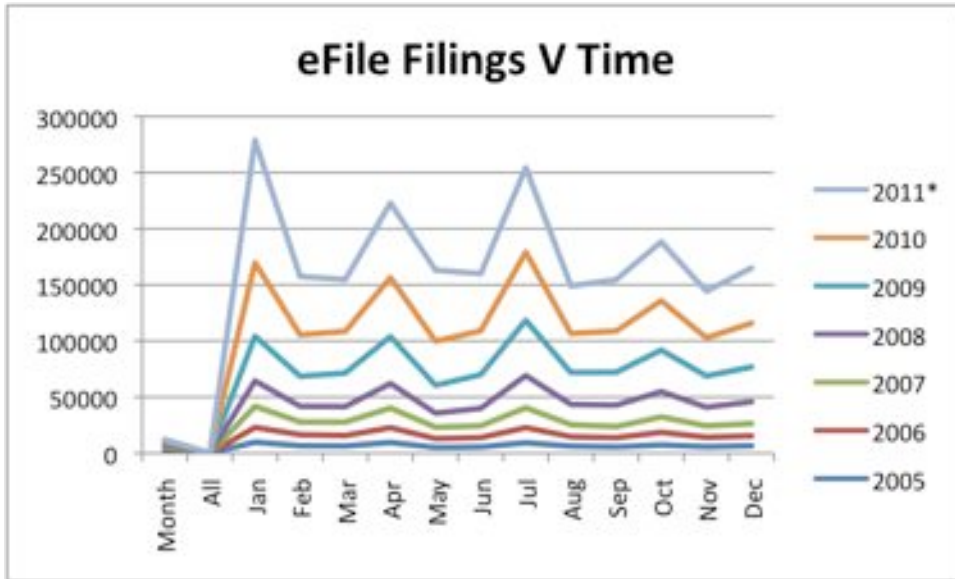


Chart 7: Tax eFiling Trends

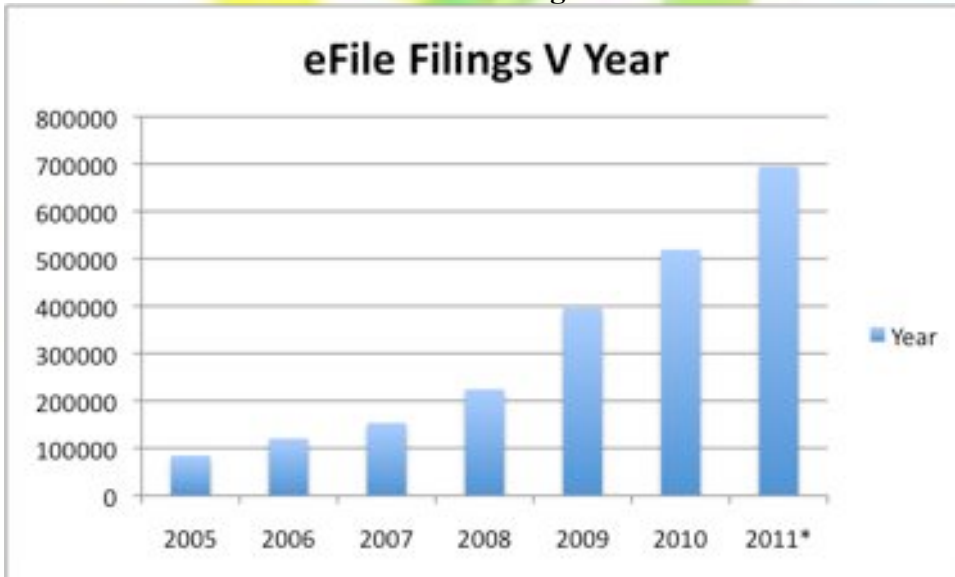


Chart 8: Tax eFilings Processed

Each portal partner had manual processes, which were the baseline for doing business with the division. A form is submitted, the form information must be reviewed and entered into the computer system, the form must be scanned (of filed), workflow must commence and a confirmation communicated. Through the portal program partners and HIC have transformed many divisions from being paper-oriented to being customer-focused. In optimizing division workflows with modern technology and leveraging the Internet, divisions realize huge savings each year.

Decreased labor is one area in which there are significant savings. However it is difficult to calculate a reliable number. Tax collection is an area where much research has been completed. The IRS says that it costs roughly \$2.87 to process a paper form (not validate, just enter it), versus \$0.35 for an electronic filing. The Georgia State Department of Revenue found that it costs roughly \$8.00 to process and review each paper filing. These numbers do not include the processing of the payment associated with the filing.

Forms vary in complexity greatly. Electronic annual filings are largely automated, requiring no review at all, while initial filings do require review for name clearance, but most other fields are validated (addresses, agent information, fees, etc.) Some partners are also largely automated since the validations that take place are extensive. Specific licensees can be selected for audit after the renewal is processed, without impacting the renewal process and license statuses are updated in a matter of hours (due to mainframe integration.)

Mailing, printing and postage is another area of significant avoided cost. Beginning in 2005, the Portal began printing the renewal forms and postcards for BREG and PVL. Insurance was added in 2007. The partner typically pays for postage in these cases. We also began to change the way that notifications were sent out at that time:

- The Portal sends out email reminders for renewals on the first business day of the new cycle.
- After two to six weeks (depending on the division) postcard reminders are sent out only to those who have not yet renewed online.
- After another two to four-week delay, the paper forms are mailed out.

This process continues today with the exception that most divisions are phasing out mailing the paper forms completely.

*DLNR Bureau of
Conveyances
Search*

*Fabulous - Being
used to Illinois I
didn't really expect
to find the info for
the house I sold in
1976 but it was
exceptionally
accessible and I
was even able to
order a copy - the
\$10 fee was gladly
paid (it would have
been \$20 here in
Chicago).*

KUDOS!

In 2010, Portal Partners realized over \$3 Million in Avoided Costs from only three of our partners: Tax, DCCA and the Judiciary.

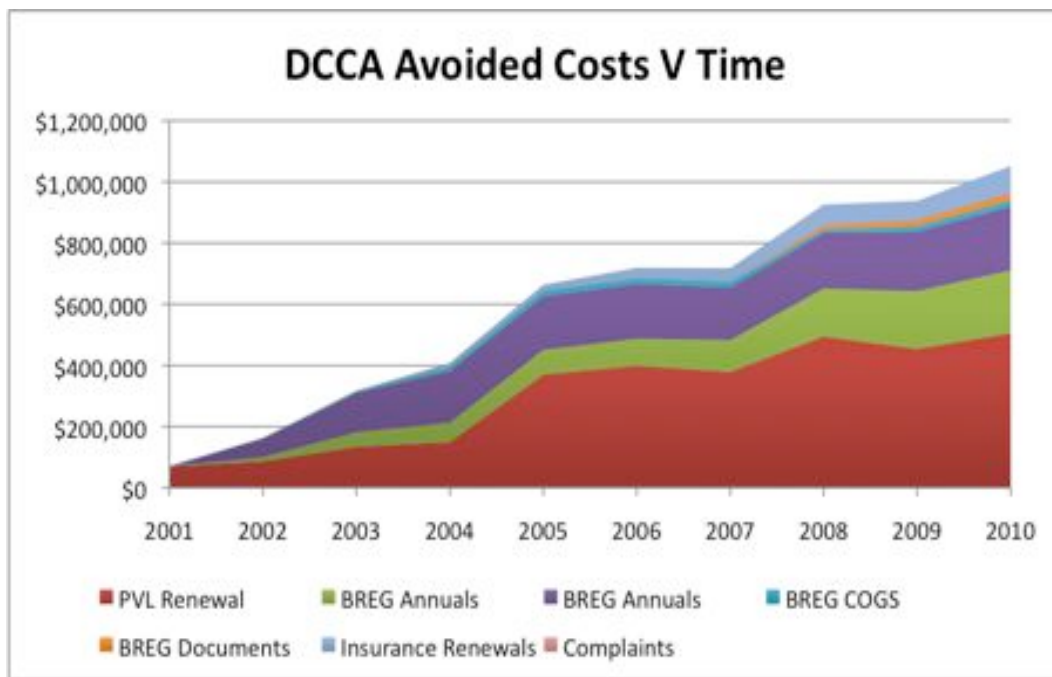


Chart 9: DCCA Avoided Costs

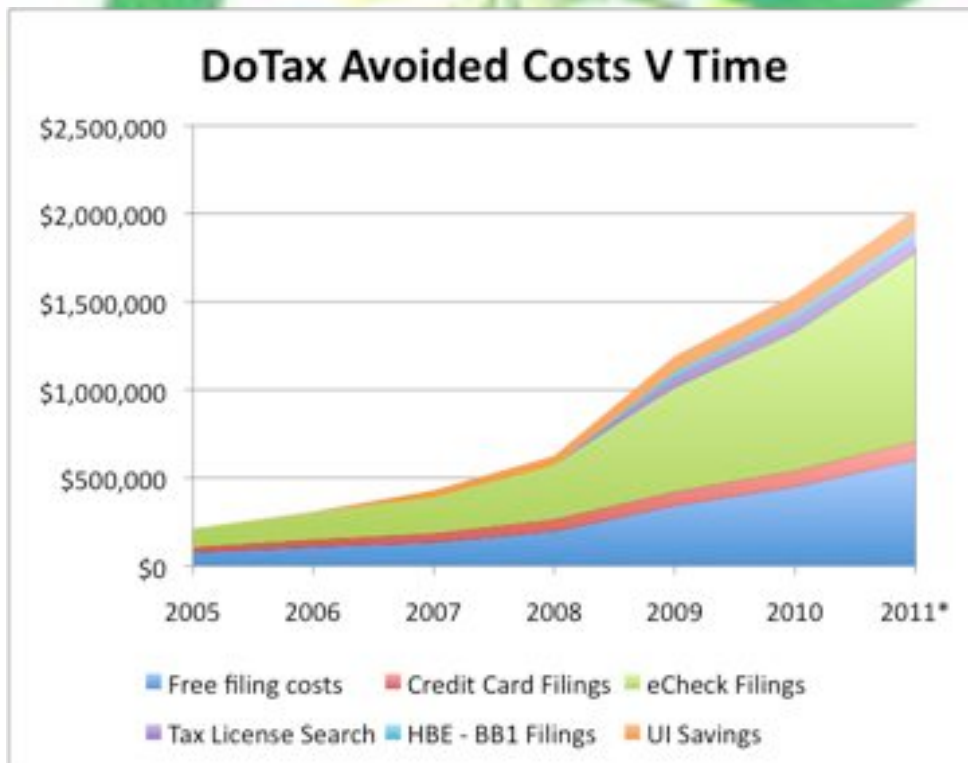


Chart 10: DoTax Avoided Costs

DLNR Insurance Search and License Renewal

Of all the Insurance Websites, eHawaii is one of the cleanest, easy to use, uncluttered and navigation friendly.

Nice job!

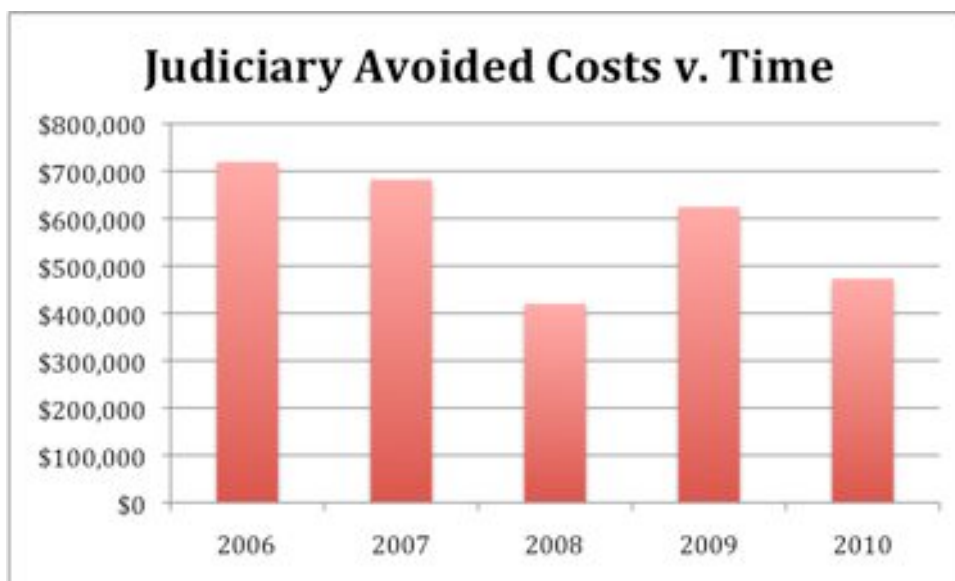


Chart 11: Judiciary Avoided Costs

AWARDS SUBMITTED

The Portal submitted the following awards on behalf of the partners during the fiscal year 2010.

- Better Government Competition – Hawaii Compliance Express
- Council of State Government Innovations Award – Hawaii Electronic Bench Warrants
- Harvard Innovation Awards – Hawaii Electronic Bench Warrants
- O'Reilly Government 2.0 Conference – Hawaii Electronic Bench Warrants
- Center for Digital Government – Digital Achievement Award - Hawaii Electronic Bench Warrants



In 2010 the portal and the State Judiciary won the Center for Digital Government's Digital Achievement Award and Harvard University's Bright Idea Award for eBench Warrants. The DCCA BREG Division and the portal won the LACA Merit Award for 2010

PRESS RELEASES

The portal worked closely with each of the partners for the following press releases:

- DCCA Hawaii Business Documents System (<https://hbe.ehawaii.gov/documents/search.html>)



- http://www.businesswire.com/portal/site/home/permalink/?ndmViewId=news_view&newsId=20091007005129&newsLang=en
- DLNR State Parks Camping System
(<https://camping.ehawaii.gov/camping/welcome.html>)
 - <http://finance.yahoo.com/news/Hawaii-State-Parks-Camping-bw-2806310976.html?x=0&.v=1>
- Judiciary Vehicle Monitoring System (<http://vms.ehawaii.gov>)
 - <http://www.thestreet.com/story/10732282/1/hawaii-launches-online-vehicle-monitoring-system-at-www.ehawaii.gov.html>
- DLNR BOC Document Search
 - <http://hawaii.gov/dlnr/chair/pio/nr/2010/NR10-030.pdf>
- “Hawaii Tracks Vehicle Violations With Online Monitoring System”
 - <http://www.govtech.com/gt/articles/764062>
- “Improved Real Property Recording and Researching Now Available Online at eHawaii.gov”
<http://finance.yahoo.com/news/Improved-Real-Property-bw-239778892.html?x=0&.v=1>
- “Herington enjoys ride on winding path that leads to NIC”
 - <http://www.bizjournals.com/kansascity/stories/2010/04/26/story12.html>
- “Hawaii Launches Online Vehicle Monitoring System at www.ehawaii.gov”
 - <http://finance.yahoo.com/news/Hawaii-Launches-Online-bw-3080079637.html?x=0&.v=1>
- “Hawaii State Parks Camping & Lodging Reservations Now Available Online at www.ehawaii.gov”
 - <http://finance.yahoo.com/news/Hawaii-State-Parks-Camping-bw-2806310976.html?x=0&.v=1>

*Professional
License Renewal*

*Super fast and
easy.*

*If all Government
ran this way we
would save a lot of
tax payer's money!*

OTHER ACTIVITIES

- **Ride 4 Cops – March 15, 2010**

HIC assisted in co-organizing the ‘Ride 4 Cops’ event, a fundraising venture started by the CEO, Harry Herington, of National Information Consortium (NIC) (HIC’s parent company). Harry is riding his motorcycle to each of the 50 states, visiting the State capitol, and making a donation in each location to raise awareness of the inherent dangers of law enforcement and support for families of fallen officers. Other participating event organizers were the Hawaii branch of COPS (Concerns of Police Survivors), the X-solo club and the Hawaii branch of the Blue Knights. The event was attended by Governor Linda Lingle and Police Chief Louis Kealoha and many others from the business, government and private sector.



▪ **‘Aloha on Rails’ - Nov 2009**

HIC was an official sponsor of the Aloha on Rails conference in Waikiki, an event for Ruby on Rails and Web Development. The three day event featured presentations from industry experts and two full days of advanced information and timely sessions covering Ruby on Rails and the future of web application engineering.

Important Statistics (July 1, 2009 to June 30, 2010):

5,400,173 Visits:

A visit is defined as the number of individual sessions initiated by a user who visits the site.

14, 794.99 Average Visits Per Day

34,813,780 Pageviews:

A pageview is tracks each instance of a page being loaded by a browser. If a visitor hits reload after reaching the page, this will be counted as an additional pageview. Or if the user navigated to a different page then returns to the original page, a second pageview will also be recorded.

6.45 Average Pages Per Visit:

These are the average number of pages viewed by each visitor to eHawaii.gov.

4:55 Time on Site:

This is the average time each visitor spends visiting eHawaii.gov.

30.79% Bounce Rate:

The bounce rate is the percentage of single page visits or visits in which the person left your site from the entrance page. In other words, a bounce is an exit that was also an entrance. For example, if the page had 100 visits and 10 of those were entrances (they didn't come from another page on your site), if 5 of those entrances immediately exit (don't view any other page on the site), the bounce rate would be 50%. 5 out of 10 entrances were exits.

40.11% New Visits:

This statistic tracks users' new visitors to eHawaii.gov. This is tracked via cookies, which are pieces of text hosted in the users' browser.

Hawaii Business Express

Great!

The staff to help answer questions were very helpful and knowledgeable.

A pleasure to do all paper work on line.

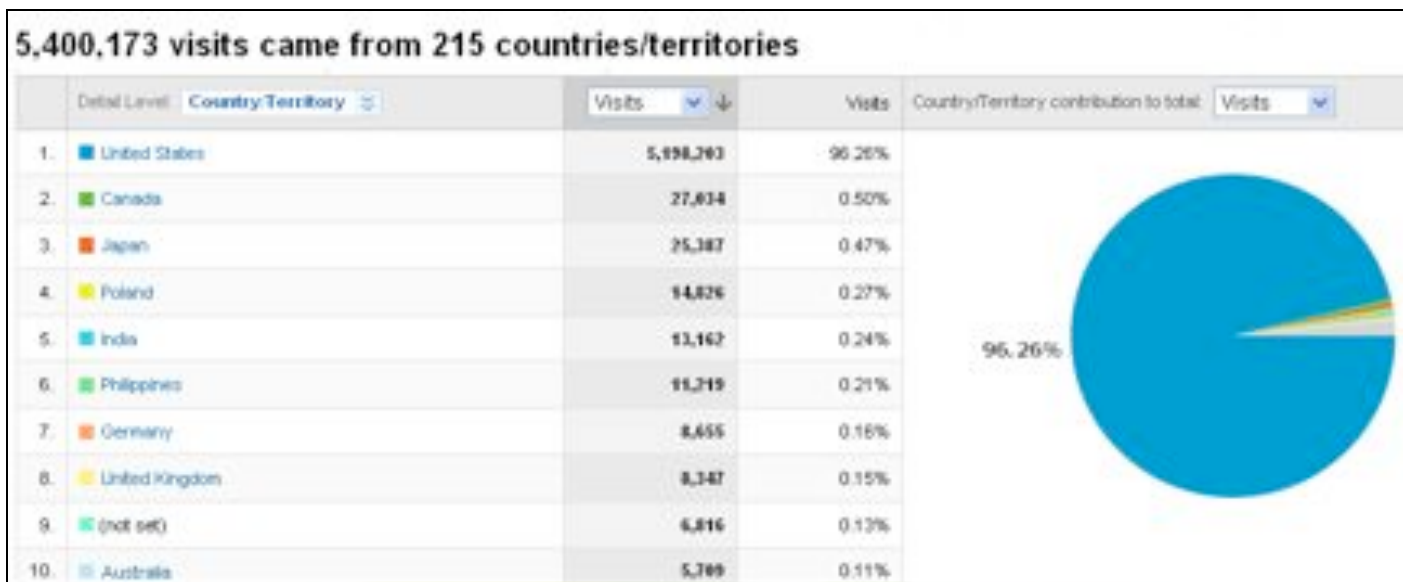


Image A: Visits by Geographic Location

This chart shows that 96% of all visitors to the site are located within the United States.



Image B: New Visitors Vs. Returning Visitors

This chart shows that roughly 40% of our site visitors are visiting eHawaii.gov for the first time and 60% are returning visitors.



Image C: Sources of Traffic to eHawaii.gov

This chart shows that eHawaii.gov receives 51% of its site traffic by visitors who access the site directly, not through a search engine. Referring sites may include other state agencies or other websites that link to the portal.

Sources	Visits	% visits
(direct) ((none))	2,806,915	51.98%
hawaii.gov (referral)	725,343	13.43%
ehawaii.gov (referral)	457,854	8.48%
google (organic)	236,658	4.38%
hbe.ehawaii.gov (referral)	148,141	2.74%

Image D: Top Traffic Sources

This chart shows that the top traffic sources, not including direct, is referrals from the Hawaii.gov domain, and that the top search engine referral is Google.

Keywords	Visits	% visits
state of hawaii	24,492	6.33%
hawaii.gov	18,459	4.77%
ehawaii.gov	16,163	4.18%
hawaii	14,218	3.68%
hawaii state government	10,027	2.59%

Image E: Top Keywords used to search

The top keywords above are the ones most commonly entered when searching for information about the portal.

PORTAL OBJECTIVES FOR 2010

- While work has been ongoing throughout prior years, a main focus of 2010 will be to redesign the current portal. Information will be easier to find, reorganized to be more intuitive to use, and include more frequently updated content. We will be utilizing various focus groups and individuals to assist us in our redesign efforts and are scheduled to launch in April 2011.
- Expanding county coverage throughout the islands. Our main focus will be the Big Island where 80% of the growth is estimated to occur in the coming years. Currently we are focusing on various CMS website redesign projects as well as the launch of online water payments, coming in late 2010 and early 2011. HIC may also considering relocating staff to the island to meet with agencies and discuss solutions to Big Island issues such as permitting.
- Enhancing our content management system to allow streamlined and quick development utilizing pre-set templates for all state and county partners. Set up should be quick with minimal to no development time needed.
- We will begin offering a new form processing service to our partners. This web based will assist state partners in eliminating simple paper forms by placing them online. The forms will be used for those that do not need direct back-end validation integration and have no payments associated with the service.

Services

In 2011, we are poised to launch more than 20 new services and numerous CMS projects, including but not limited to:

- Continued expansion with the Department of Land and Natural Resources to bring even more permitting processes online for movie filming, special use permits, and camping permits for neighbor islands.
- Registration systems for real estate licenses, film permits, controlled substances and even marriage licensing!
- Our award winning eBench warrants application will be released in the final major county, the County of Hawaii for use, bringing all major counties on board!

Certificate of Good Standing Search

Being able to purchase electronic files and receive them immediately is of great value.

Thank you for offering these options keep up the great work, you're appreciated more than you may know.

IN CLOSING

The HIC team appreciates the opportunity to work with agency partners from all branches of state and county government in Hawaii, and to make exceptional services available to the public, businesses, and other government agencies.



APPENDIX 1: ALL PROJECTS/ APPLICATIONS

Department	Application	Description	Launched/ Target	Status
Attorney General - HCJDC	Online State ID Cards	Allows applicants for a State of Hawaii ID card to apply online and pay the required fee.	Q4 2007	Launched
All	Lala Enhancements	Portal wide single sign-on improvements, security measures, admin	Q1 2009	Launched
AG-HCJDC	Sex Offender Updates	Update Sex Offender Application with Mapping features and better usability	Q1 2009	Launched
AG Charity Division	Annual Non-Profit Report	Online service to allow filing of annual non-profit report	Q1 2009	Launched
AG/CSEA	Payments	Process payments for CSEA clients	Q1 2010	Scheduling
AG- HCJDC	Sex Offender Bulk Data	Access to Bulk Sex Offender Data	Q4 2009	Launched
AG HCJDC	LEOSA Permit Application	Allow retired law enforcement officers to apply to carry firearms under the LEOSA program.		Waiting
B&F	Hawaii Employees Retirement System	Allows Employee Retirement System to publish HIPPA compliant data for state and county	Q1 2006	Launched
B&F	Unclaimed property site redesign		Q3 2010	Launched
County of Hawaii	Sewer/ Water Payments - Hawaii Island	Allows businesses and citizens to pay their sewer bill with a credit card or eCheck.	Q1 2010	Testing
County of Hawaii	MVR for Hawaii	Motor Vehicle Renewal	Q3 2010	Launched
County of Hawaii	Public Works Websites, Traffic and Flood	Public Works Website	30-Aug-10	Launched
County of Hawaii	Hawaii Police Website	Hawaii Police Website		Development
County of Kauai	Online Kauai Sewer Payments	Allows customers to pay their sewer bills online	Q1 2006	Launched
County of Kauai	Online Real Property Tax payments	Allows businesses and citizens to pay their real property tax with a credit card or eCheck.	Q3 2006	Launched
DAGS	CIP administration and public website	CIP Website	30-Jun-10	Launched
DBEDT	GIS Software Hosting	Provide GIS software hosting and access		Development

DCCA BREG	Rewrite/enhance BREG Annual Filings (into HBE)	Rewrite the Annual Filings application to take full advantage of infrastructure improvements, provide better functionality to the user, and more tightly integrate with the DCCA database environment.	Q1 2007	Launched
DCCA BREG	Online Imaged Document Retrieval	Will allow public to order archival documents online, pay online, and receive electronic delivery of documents.	Q1 2008	Launched
DCCA BREG	HBE Fee changes	Fee Changes for initial filings	Q1 2009	Launched
DCCA BREG	List Builder Rewrite		Q2 2010	Scheduling
DCCA HID	Online Continuing Education Submittals/Presentation	Allows Hawai'i providers of continuing education courses to submit information to the state on licensed insurance agents who have completed continuing education courses.	Q1 2008	Launched
DCCA HID	Insurance Renewals	Insurance agent and Company Renewals. 6 times per year	Q1 2003	Launched
DCCA PVL	Online Real Estate Renewals + Rewrite/enhance PVL renewal online services	Starting with Real Estate renewals, this is an ongoing effort to totally re-write the 50 legacy PVL applications to take full advantage of latest java technology	Q4 2006	Launched
DCCA PVL	Nurse, Social Worker, Acupuncturists Renewals	24,000 + Renewals	Q2 2007	Launched
DCCA PVL	PVL Real Estate System - CE	Would provide a continuing education service for licensed real estate professionals	Q3 2008	Launched
DCCA PVL	PVL Renewals	PVL renewals have 2 to 4 cycles per year	Q3 2006	Active
DCCA PVL	DFI Surcharge Payment	Process DFI Surcharge Payments	Q4 2009	Launched
DCCA RE	Condominium AOA Renewals	Update of the Biennial Renewal application	Q2 2007	Launched
DCCA RE	AOAO Updates	Update of the Biennial Renewal application	Q2 2009	Launched
DCCA RICO	Complaints Management System upgrades	Update to the Complaints Management Search Application due to backend upgrades	Q4 2008	Launched
DCCA-INS	Insurance CE Enhancements	Enhancements to existing insurance CE system		Waiting

DCCA/BREG	Business Name Search/COGS	Upgrades of Business Name Search app and the Certificate of Good Standing app, both now in java.	Q2 2006	Launched
DCCA/HID	Insurance License Renewals/ Insurance Company Renewals	A significant rewrite of an older fee-generating app in which new functionality was added.	Q2 2006	Launched
DCCA/PVL	Online Surety Filings	Allows surety companies to electronically submit information on covered policy holders	Q2 2006	Launched
DCCA/PVL	Online Contractor Renewals and GET Clearance	Allows licensed contractors to renew online. This application electronically verifies whether there is a valid tax clearance and surety bond, eliminating paperwork.	Q3 2006	Launched
Department of Health	Wastewater Permits	Apply for a wastewater discharge permit online	Q2 2008	Launched
Department of Public Safety	Controlled Substance Registration System	Online registration and renewal for distribution of controlled substance	Q2 2010	Testing
DLIR/UI	HUI Express Phase 2	An enhancement to the Quarterly Wage Reporting System that allows employers to pay their unemployment insurance assessment online.	Q4 2006	Launched
DLIR/UI	HUI Enhancements	Including new features into HUI		Launched
DLNR	Revised Online Hunting License Sales	A new java version of one of the first apps developed by HIC. This new version allows hunting offices to sell over the counter using a subscriber account and will be rolled out to licensed vendors such as Wal-Mart and Sports Authority later this year.	Q2 2006	Launched
DLNR	Online Vessel Registrations	Allow boat owners to renew their vessel registrations online	Q4 2007	Launched
DLNR	Na Ala Hele Trail System	Rewrite of the existing trails application to be able to be hosted in HIC environment and further enhance reservation capability and UI	Q3 2008	Launched

DLNR	Commercial Marine Licensing System - Public System	Will allow commercial fishers to renew their fishing licenses online. It will also allow citizens and businesses who operate within Hawaii's fishing industry, such as fish wholesalers, to verify that the catch they buy was caught by a properly licensed fisher.	Q4 2008	Launched
DLNR	Wiki Permits Enhancements	Phase II enhancements	Q1 2009	Launched
DLNR	Statewide reservations	Statewide Camping Reservations	Q1 2010	Launched
DLNR	CMS Hosting	Create and maintain website on a CMS system for the DLNR BOC		Waiting
DLNR	Storefront - Super Store	Allows online payment and order generation by agency	Q3 2009	Launched
DLNR	ePermitting Application for Forestry and Wildlife Division	Online ePermitting Application for Forestry and Wildlife Division		Launched
DLNR - Land	Land Use Permits	Land use permits for weddings	Q4 2008	Launched
DLNR -CRVS	Complaints and Violations Case Management System	The new service will allow violation citations to be electronically tracked and paid by violators through an online payment process.	Q3 2010	Launched
DLNR/Aquatic	Online Fisheries Reporting	Will allow commercial fishers to input their required catch reports online	Q1 2010	Launched
DLNR/Bureau of Conveyances	Online BOC documents filings	Would allow electronic filings of UCC filings and other Conveyances	Q2 2009	Launched
DLNR/Bureau of Conveyances	Online BOC documents Search	Would allow search of electronic filings of UCC filings	Q1 2010	Launched
DLNR/Bureau of Conveyances	Backend Support for BOC	Backend support (Backup and possible hosting of system)		Scheduling
DOH	Online Vital Records Verification Service + Cert ordering	Will verify the existence of a vital record in the DOH vital records database	Q2 2007	Launched
DOH	Online Death Certificates	Allows registered funeral homes to securely order death certificates for the decedent's family	Q3 2007	Launched
DOH	Online Clinical Lab Personnel License Renewal	Allows clinical lab personnel to renew a license	Q4 2008	Launched
DOH	EDRS enhancements	Database stand-by setup and integration with NEDSS system of disease outbreak control division	Q2 2009	Launched

DOH	Upgrade Vital Records Payment & Delivery Process	Upgrade to include expedited service	Q2 2010	Development
DOT -Airports	Airport Surplus Auction	Confiscated goods at security gate will be auctioned online	Q4 2010	Launched
DOTAX	County Tax Surcharge Upgrades	Allow GE tax filers to pay county tax surcharge	Q4 2006	Launched
DOTAX	Revision to BB1 data transfer protocol	Make modifications to allow BB1 filing data to be integrated into the DOTAX system	Q2 2007	Launched
DOTAX	ELF	ELF Annual Updates		Launched
DOTAX/other Partners	Hawaii Business Express (HBE): add DOTAX BB1 to QuickFile.	Allows filers to submit BB1 Forms electronically and pay the required fee	Q2 2007	Launched
Hawaii	Property Tax Payments	Allow the public to pay for property tax payments on Hawaii	Q2 2008	Launched
Hawaii County	Big Island	Update to county camping reservation system	Q3 2010	Testing
HBE Development	Annuals, BB1, initials, online Documents	All business related filings and renewals including BREG, TAX, DLIR and IRS forms	Q1 2004	Active
HIC	DR FORTRESS/ Reconfiguration	Moving to a 30 Amp rack, installing web defend, upgrading hardware	Q4 2008	Launched
HIC	Portal Reminder Service	Allows portal users to subscribe to a reminder service	Q1 2010	Launched
HTSB	Content Management	Web site hosting	Q4 2008	Launched
HTSB	Teacher Licensing	Initial Licensing, Renewals and continuous updates for teachers. Including backend integration with DOE	Q3 2009	Launched
HTSB	HTSB Website Hosting	HTSB Website Hosting utilizing CMS solution	Q3 2009	Launched
IRS	IRS integration to HBE	Provide enhanced ability for HBE filers to get their Fed Employer ID number in near real-time		Development
Judiciary	Vehicle Violation Monitoring	Allow the public to monitor the status of a registered vehicle based on the tag number	Q1 2010	Launched

		This application will provide the Judiciary a system for complete management of the Volunteers in Public Service records. Applicants will be able to fill out an application online. This information can be automatically placed in a database of volunteers. All information on volunteers will be in a centralized location, allowing for simple record management by Judiciary staff		
Judiciary	Volunteers in Public Service (VIPS)		Q1 2007	Launched
Judiciary	Online Judicial Surveys	Will allow the Judiciary to administer its annual surveys of judges via the Internet.	Q3 2007	Launched
Judiciary	Pre-checking Abstracts	Better pre-checking of traffic abstract requests	Q3 2007	Launched
Judiciary	Online Judicial Surveys (Appellate Court)	Allows the Judiciary to administer its annual surveys of judges via the Internet.	Q2 2008	Launched
Judiciary	Online Judicial Surveys (Family Court)	Allows the Judiciary to administer its annual surveys of judges via the Internet.	Q3 2008	Launched
Judiciary	Electronic Bench Warrants System	Develop a system for generating bench warrants from the JIMS system for the law enforcement community	Q1 2009	Launched
Judiciary	Driver Monitoring Service	Monitoring of Licensed Driver Violations	Q3 2009	Launched
Judiciary	Traffic Abstracts - electronic	Electronic abstracts to public	Q3 2010	Development
Judiciary	Online Land Court Record Petition Filing	Online petition filing for land court records with possible integration with DOH records of Marriage and Death	Q4 2009	Elaboration
Judiciary	Judiciary CMS and Rewrite	CMS Hosting site redesign for the Hawaii State Judiciary	Q1 2010	Launched
Judiciary	Vehicle Monitoring Service	Monitor Vehicle Violations	20-Apr-10	Launched
Kauai	Online Motor Vehicle Renewals	Allow registered owners to renew motor vehicle registration online.	Q1 2009	Launched
Kauai	ePermitting for Parks and Recreation	Camping, rentals, and other permits for the Kauai Department of Parks and Recreation	Q1 2010	Elaboration

Lt. Governor	Enhanced Statewide Calendar	Launch an enhanced calendar system for government entities to post required meeting notices	Q1 2007	Launched
Maui	Online Motor Vehicle Renewals	Allow registered owners to renew motor vehicle registration online. Maui, Kauai, Hawaii County	Q2 2008	Launched
Maui	MVR Upgrade - Rental Car Registration Renewal Bulk	Extension of existing MVR service to allow bulk rental car registration renewal	Q4 2010	Launched
OMPO	CMS Hosting	Create and maintain website on a CMS system for the Oahu Metropolitan Planning Organization	Q4 2008	Launched
SPO	HCE enhancements	HCE enhancements (multi-user access, foreign address, DLIR statuses, DOTAX Clearance)	Q2 2009	Development
Various	Multiple upgrades	Deployed revisions to the following applications: eCrim, EDR, HUI Express, HBE, HCE, Portal, PVL Renewal, Secure Download.	Q2 2006	Launched
Batch Criminal Histories	Allow for batches of criminal histories	Bulk retrieval of criminal histories	Q3 2010	Elaboration
AG- HCJDC	Unlimited Access to eCrim	Provide unlimited access to Criminal Histories		Elaboration
AG	Notary Licensing & Registration & Search	Notary Licensing Registration and Public Search Service		Elaboration
DAGS	Statewide CIP	Statewide Capital Improvement Projects Search and Filings	20-May-10	Launched
DBEDT	ePermitting System for Film Office	Facilitate online permitting and process of the filming permits	Q4 2010	Elaboration
DBEDT	CMS Project	CMS Project for HCEI and Interisland Wind	Q4 2010	Elaboration
DCCA BREG	Agent Search	Allows agents to search for businesses that list them as agent of record.	Q2 2009	Launched
DCCA PVL	List Builder Rewrite		Q2 2009	Scheduling
DCCA PVL	PVL Continuous Updates	Would allow holders of occupational licenses to update their info at anytime		Discussion
DCCA-PVL	Generic Form Processing	Generic forms		Elaboration
DCCA-PVL	Initial Licensing for Real Estate Agents	Real Estate Continuing Education System Extension for Initial Licensing		Elaboration
DLNR	Boating Accounts Receivable System	Boating Division Accounts Receivable Systems	1-Nov-10	Discussion

DLNR/Bureau of Conveyances	Online Conveyance Documents - Tracking Only	Online Conveyance Filings		Testing
DOH	Online Wedding Registration System	Allows couples to register online and authorized officiants to complete and issue certificates online.	1-Dec-10	Active
DOT	Statewide Traffic Incident Reporting	Allow counties to report traffic incidents online		Elaboration
DOTAX	Modernized eFiling	MeF gateway and viewer developed, maintained and hosted by HIC		Elaboration
GOV	Request for messages, commendations, and proclamations	Allows public to submit requests for messages, commendations, and proclamations to be downloaded to desktop application	Q4 2009	Launched
Judiciary	Circuit Court Judge Survey	Allow attorneys to complete online survey on Circuit Court Judges	Q1 2009	Launched
Judiciary	Modifications to Ho'ohiki online court records service	Collaborate with Judiciary in providing controlled access for commercial data aggregators to retrieve information		Waiting
Judiciary	Criminal Bulk Data Download	Bulk criminal data download through subscription		Development
Maui	Online Water/Sewer Payments	Online Water and Sewer Payments		Elaboration
Office of Election	Election Result Hosting	Election Result Hosting		Elaboration
Agriculture	Measurement Devices License Renewals	Online service to allow renewal of license for measurement devices	Q4 2009	Discussion
B&F	Website Hosting	Hosting of the existing ERS website		Elaboration
DCCA-PVL	Online Application Processing	Online application process for PVL license applicant		Discussion
DLNR	Historic Findings Application and Review	Allows the public to submit applications for historic findings and review process by State Historic Preservation Division		Discussion
DLNR	Commercial Access Permit for Tour Groups/Buses	Commercial access permit for tour groups and buses	Q2 2010	Elaboration
DLNR	Historic Preservation Division - Online Permit Filing and Data Access	Online Permits and Data Access (Search)		Discussion
DLNR -	Water User Reporting	Well owners reporting of water use		Waiting
DLNR/Bureau of	Conveyance Tax Payments	Automate the archaic current method of paying		Elaboration

Conveyances		Conveyance Taxes (Tax and BOC)		
DOH	Online Marriage Performer Registration System (Add On to Existing)	Maintenance and renewal of commissioned marriage performers, including training component.		Discussion
Judiciary	Additional CMS Sites	Adding the Law Library and other ICSD sites to judiciary CMS	Q1 2010	Launched
Judiciary	Intake Services Web Site			Discussion
C&C Honolulu	Forever Honolulu	Forever Honolulu Registration	1-Jun-10	Launched

