

# Report to the Access Hawaii Committee

## Portal Program Updates | February 2, 2023

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### Highlights

#### Diamond Head Reservations System

- Launch date: 1/18/23
- This site is the official website for the Diamond Head State Monument Online Reservation System.
- Users can reserve and purchase parking and entry tickets to the park.
- During this project, all operational, maintenance, support and payment functions were transitioned to NIC.

#### Aloha Stadium Store

- Launch date: 1/9/23
- As the historic stadium facility evolves into the New Aloha Stadium Entertainment District, you now have the ability to purchase and take home a variety of some of the most memorable stadium merchandise and keepsakes using the online store.
- Buy stickers, coins, lanyards, turf, pins and more.


#### HIOSH Payments

- Launch date: 12/1/22
- A new payment service was added to Payment Platform to assist in collecting Hawaii Occupational Safety & Health Division (HIOSH) inspection certification fees and citations for OSHA inspections.
- Also allows HIOSH staff to upload billing files and retrieve payment files on demand.

## Kauai County Liquor Licenses & Permits

- Launch date: 11/15/22
  - New service that allows Kauai County customers to apply and pay for liquor licenses & permits. This initial launch includes the direct wine shipper permits.
- Launch date: 11/30/22
  - An addition to the above service that allows Kauai County customers to apply and pay for liquor licenses & permits. This launch includes the new liquor license module.

## Award Wins

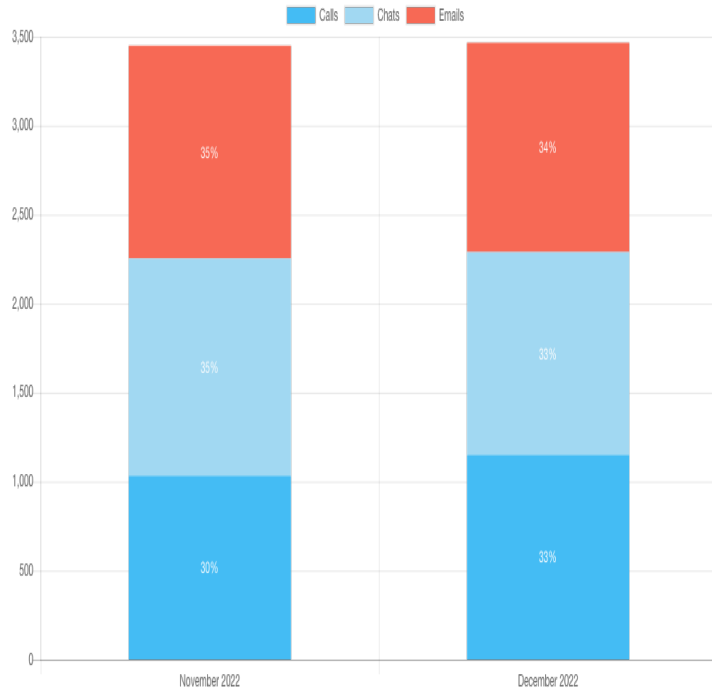
- **Honolulu Records Collection** 
  - Award name: Global Excellence award – Platinum Winner
  - Award date: 12/28/22

NIC Hawaii has won a total of 86 awards since we started in 2000, six of which were received this fiscal year.

## Low Cost & No Cost Services

- 153 eHawaii.gov services in FY2022
- 26 no cost services
- 68 low cost services generated less than \$20k each last year
- 59 services generated more than \$20k each in revenue last year
- The average cost per service per year paid by the state and county agencies is \$16,384

# Customer Service Summary



Date	Calls	Chats	Emails	Total
November 2022	1,033	1,221	1,195	<b>3,449</b>
December 2022	1,150	1,140	1,176	<b>3,466</b>
<b>Sub Total</b>	<b>2,183</b>	<b>2,361</b>	<b>2,371</b>	<b>6,915</b>

## Top 10 Inquiries: November 2022 - December 2022

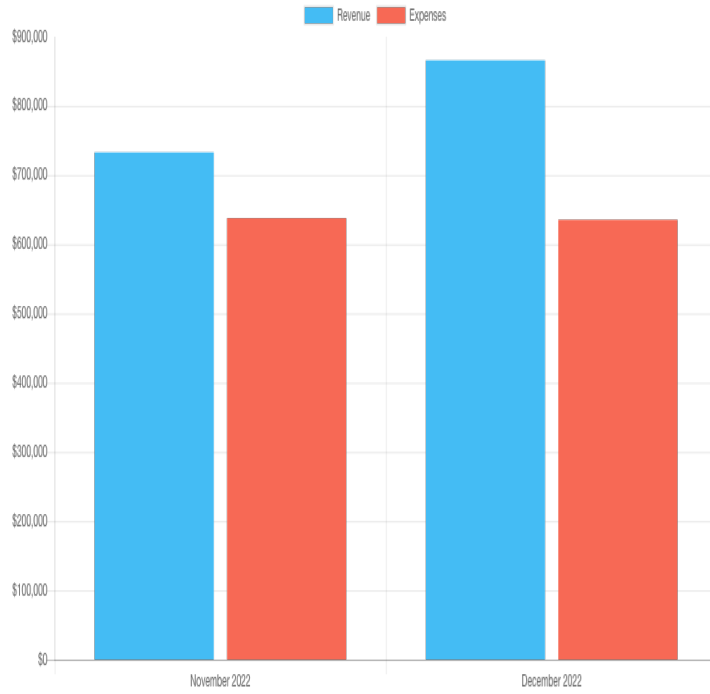
Rank ↕	Service	↕ November ↕	↕ December ↕	Total ↕	Percent ↕
1	Medical Cannabis Registry*	439	363	802	12%
2	Vital Records Ordering System	355	314	669	10%
3	Login Questions	302	337	639	9%
4	State Camping	313	310	623	9%
5	Hawaii Compliance Express	248	347	595	9%
6	Electronic Marriage Registration System	239	192	431	6%
7	Professional & Vocational Licensing*	174	176	350	5%
8	Motor Vehicle Registration Renewals	170	146	316	5%
9	Misc-NIC	123	132	255	4%
10	eTraffic	128	126	254	4%
11	All Others	958	1,023	1,981	29%

Total Inquiries: 6,915

\*includes login questions

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## Financials: November 2022 - December 2022 (Unaudited)



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Month and year	Revenue	Expenses
November 2022	\$733,003	\$638,139
December 2022	\$865,838	\$635,263
<b>Total</b>	<b>\$1,598,841</b>	<b>\$1,273,402</b>

**Net income:** \$241,036

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## Looking Forward

- DBEDT Tax Credit Hub
- Hawaii Film Office – Film Permits

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# Appendix

## Press Releases (10)

Supporting information covering the period July 1, 2022 – January 27, 2023.

### **Aloha Stadium Launches New Online Store**

*January 10, 2023*

### **State of Hawaii Department of Labor HIOSH Division, NIC Provide New Online Collections Payment Services**

*December 1, 2022*

### **Hawaii.gov Wins Third W3 Award**

*October 13, 2022*

### **Small Business Regulatory Review Board Website Enhancements**

*October 11, 2022*

### **Honolulu Emergency Services Department Launches Redesigned Website**

*September 30, 2022*

### **Honolulu Records Collection Website Wins Government Project Experience Award**

*September 26, 2022*

### **NIC Hawaii Wins Two Interactive Media Awards**

*September 23, 2022*

**Redesigned Honolulu Fire  
Department Website Wins 5th  
Award**

*September 13, 2022*

**State of Hawaii Department of  
Education McKinley  
Community School for Adults,  
NIC Hawaii Launch New Online  
Payment Service for Farrington  
Campus**

*August 29, 2022*

**State of Hawaii Attorney  
General, NIC Hawaii Provide  
New Online Collections  
Payment Services**

*August 22, 2022*





## Awards (6)

Agency	Service	Award Name	Date Received
City and County of Honolulu – Office of the City Clerk	<b>Honolulu Records Collection</b> <a href="#">↗</a>	Global Excellence Award – Platinum	12/28/22
State of Hawaii & NIC Hawaii	<b>Hawaii.gov</b> <a href="#">↗</a>	W3 Award – Silver	10/4/22
City and County of Honolulu – Office of the City Clerk	<b>Honolulu Records Collection</b> <a href="#">↗</a>	Interactive Media Awards – Outstanding Achievement Award	9/22/22
State of Hawaii & NIC Hawaii	<b>Hawaii.gov</b> <a href="#">↗</a>	Interactive Media Awards – Best in Class Award	9/22/22
City and County of Honolulu – Office of the City Clerk	<b>Honolulu Records Collection</b> <a href="#">↗</a>	Center for Digital Government – Project Experience Award	8/15/22
City and County of Honolulu – Honolulu Fire Department	<b>Honolulu Fire Department website</b> <a href="#">↗</a>	DotComm Award – Gold	8/10/22


## New Services (8)

Agency	Service	Description	Launch Date
Department of Land and Natural Resources – Division of State Parks	<b>Diamond Head Reservations System</b> <a href="#">↗</a>	Transitioned full operational, maintenance, support and payment functions to NIC.	1/18/23
Department of Business, Economic Development & Tourism – Aloha Stadium	<b>Aloha Stadium Store</b> <a href="#">↗</a>	As a new chapter of the historic stadium facility evolves into the New Aloha Stadium Entertainment District, you now have the ability to purchase and take home a variety of some of the most memorable stadium merchandise and keepsakes using the online store.	1/9/23
Department of Labor & Industrial Relations, HIOSH Division	<b>HIOSH Payments</b> <a href="#">↗</a>	New payment service was added to Payment Platform to assist in collecting HIOSH inspection certification fees and citations for OSHA inspections.	12/1/22
County of Kauai – Liquor Control	<b>Kauai County Liquor Licenses &amp; Permits</b> <a href="#">↗</a>	Addition to the recently launched service that allows Kauai County customers to apply and pay for liquor licenses & permits. This launch includes the new liquor license module.	11/30/22






Agency	Service	Description	Launch Date
County of Kauai – Liquor Control	<b>Kauai County Liquor Licenses &amp; Permits</b> 	New service that allows Kauai County customers to apply and pay for liquor licenses & permits. This initial launch includes the Direct Wine Shipper Permits.	11/15/22
County of Kauai – Liquor Control	<b>Kauai Gross Liquor Sales Percentage Fee</b> 	New payment service was added to Payment Platform to assist in collecting Gross Sales Revenue fees for various liquor retailers and establishments on Kauai.	9/13/22
Department of Education	<b>McKinley Community School for Adults Online Payments</b> 	Allows students to make payments for classes, transcripts, books, and supplies across a variety of campuses.	8/29/22
Attorney General – Civil Recoveries Division	<b>AG Collections Payments</b> 	Make payments for debts owed to the State of Hawaii that have been referred to the Civil Recoveries Division.	8/11/22

### Service Upgrades (1)

Agency	Service	Description	Launch Date
Department of Health – Medical Cannabis Patient Registry Section	<b>Medical Cannabis Registry System</b> 	Updated to allow the option for managing patient-initiated ISP registration change requests.	10/10/22

### New & Updated Websites (3)

Agency	Service	Description	Launch Date
Department of Business, Economic Development & Tourism	<b>Small Business Regulatory Review Board</b> 	Homepage redesign and a variety of content updates.	9/30/22
City and County of Honolulu	<b>Honolulu Emergency Services Department</b> 	Redesigned the website using the WordPress platform.	9/28/22
Department of Business, Economic Development & Tourism	<b>Hawaii Remote Work Project</b> 	Built a way to handle the automated distribution of FlexJobs licenses via email.	7/13/22

### Retired Services (4)

Agency	Service	URL	Retired Date
Department of Commerce and Consumer Affairs	Insurance License Search	insurance.ehawaii.gov/hils	11/15/22
Department of Commerce and Consumer Affairs	Insurance License Renewals	ehawaii.gov/dcca/hils/renew/exe/insrenew.cgi	11/15/22
Department of Commerce and Consumer Affairs	Insurance Continuing Education Information Submission	ehawaii.gov/dcca/insprovider/exe/provider.cgi	11/15/22
Department of Commerce and Consumer Affairs	Licensee Continuing Education Verification	ehawaii.gov/dcca/insce/exe/ce.cgi	11/15/22

## Executed Agreements (11)

All signed agreements can be found in the [AHC document repository](#).

Agency	Service	Document	Signed Date
Office of Enterprise Technology Services	Single Sign-On Azure AD B2C Support	SOW Amendment 1	12/5/22
Judiciary	Bail Payments	SOW	10/26/22
Department of Land and Natural Resources – Division of State Parks	Reservation and Access Management System	SOW	10/11/22
Department of Land and Natural Resources – Division of Forestry and Wildlife	Hunter Education and Records Management System	SOW Amendment 9	10/11/22
Department of Land and Natural Resources – Division of Forestry and Wildlife	Hunter Education and Records Management System	PCR	9/12/22
Department of Labor and Industrial Relations – Occupational Safety and Health	Online Payments	SOW	8/8/22
Department of Business, Economic Development & Tourism – Creative Industries Division	Standard Film Permit	SOW	8/8/22
County of Maui	eRecording Connection Agreement	Connection Agreement	7/27/22
County of Maui	Liquor Permits	SOW	7/20/22
Department of Accounting and General Services – State Procurement Office	Rate Change	MOU Amendment 1	7/18/22
Attorney General – Civil Recoveries Division	eRecording Connection Agreement	Connection Agreement	7/13/22

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Consolidated Balance: December 2022 (Unaudited)



**Assets**

\$7,336,589



**Members Equity**

\$4,508,839



**Liabilities**

\$2,827,751



**Total Liabilities & Shareholder Equity**

\$7,336,589

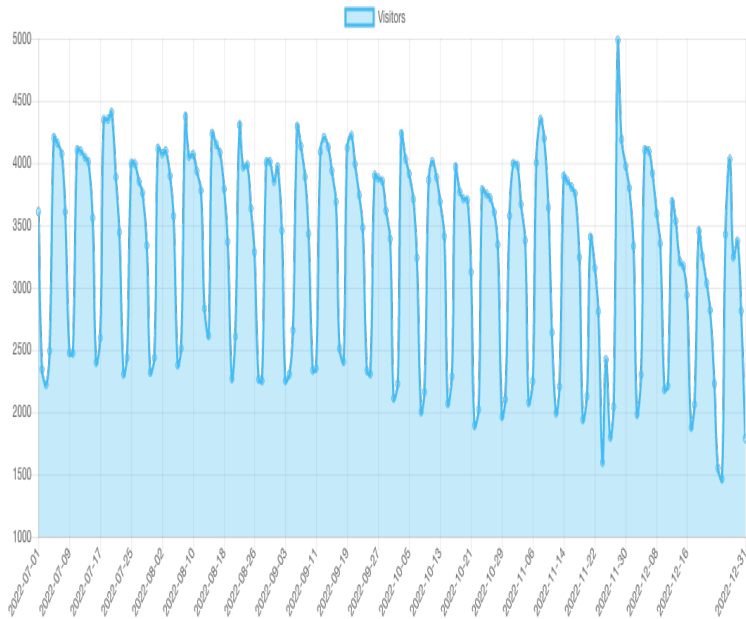
## Conferences & Webinars Attended

Conference Name	Description	Dates Attended
Hawaii Annual Code Challenge	NIC participated both as a HACC sponsor and a challenge sponsor.	10/15/22 – 11/5/22
Hawaii Digital Government Summit 2022	A one-day virtual event where attendees can connect with peers from the government and industry sectors.	9/27/22

## Unscheduled Downtime (o)

Time	Duration	Affected Sites	Comments
N/A	N/A	N/A	N/A

## Hawaii.gov Portal Web Analytics



**604,830 Visits**

**745,118 Unique Page Views**

**2 min 6 sec Average Visit Duration**

**48% Bounce Rate**