

Report to the Access Hawaii Committee

Portal Program Updates | June 2, 2022

Highlights

Judicial District Court Judge Evaluation

- Survey date: 3/8/22
- These surveys are conducted periodically each year and help the judges improve judicial performance. Active attorneys are selected by the Judiciary for participation.

Honolulu Records Collection

- Launch date: 4/4/22
- New features include:
 - The public can now submit public testimony and receive testimony notifications.
 - A Council dashboard to review testimony.
 - External document uploads provide a simple and efficient way for Council members/staff and Executive Department staff to submit documents for processing by the Office of the City Clerk.
 - Admin work flow improvements.
 - UI updates.

Kauai Liquor Payments

- Launch date: 4/6/22
- Users can now pay for Kauai liquor manager exam fees and associated ID card fees through our Hawaii.gov payments service.

Go Hunt, Hawaii

- Launch date: 4/26/22
- Lottery winners are now verified before purchasing hunting tags online at Go Hunt Hawaii.

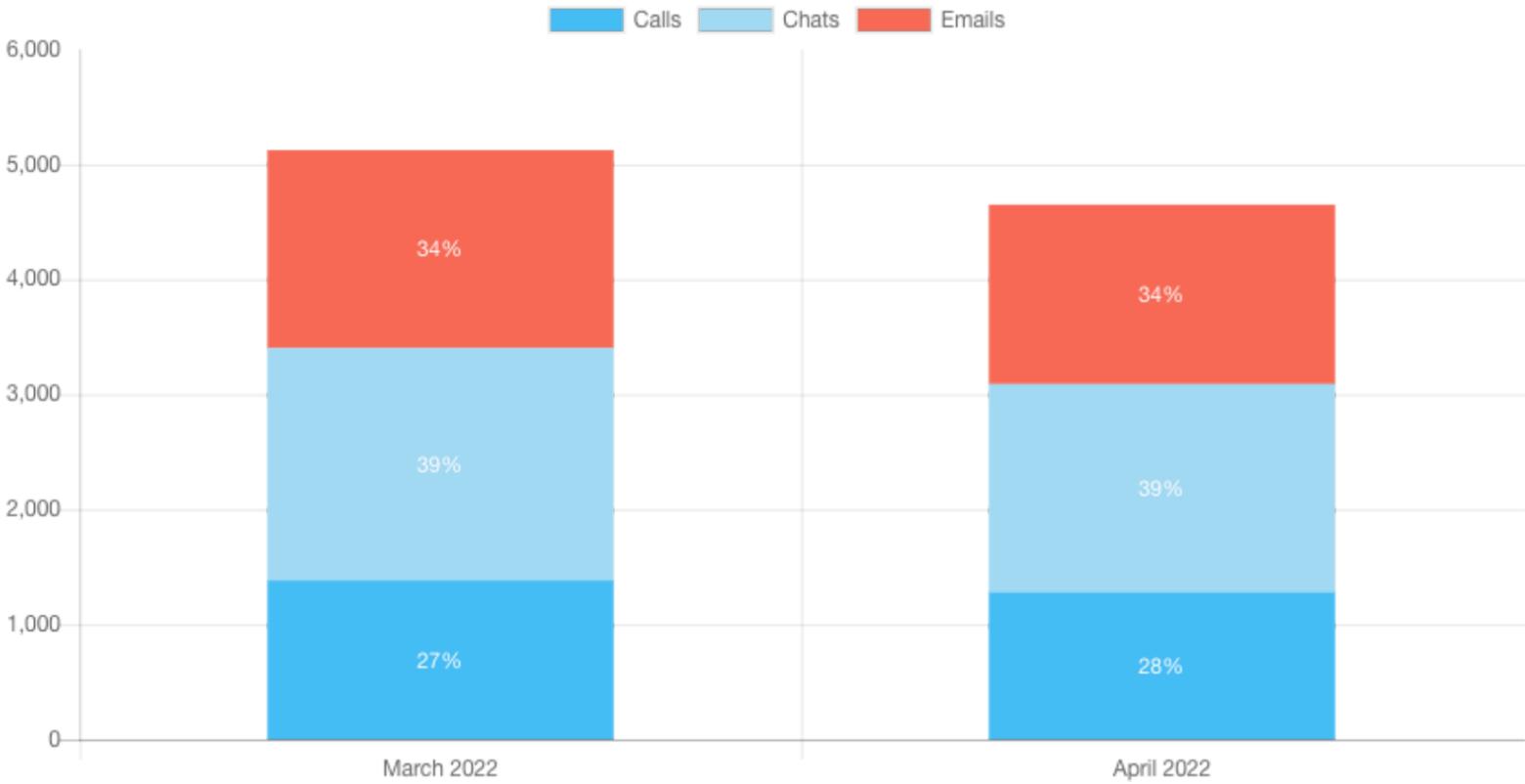
Hawaii.gov Payments

- Launch date: 4/30/22
- Revised look and feel.
- New ability to schedule recurring payments.

Department of Education Commerce Platform

- Launch date: 5/5/22
 - Students, staff, and faculty can post Waipahu High School products from the Cane book store online for customers to purchase online or over-the-counter.
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Customer Service Summary



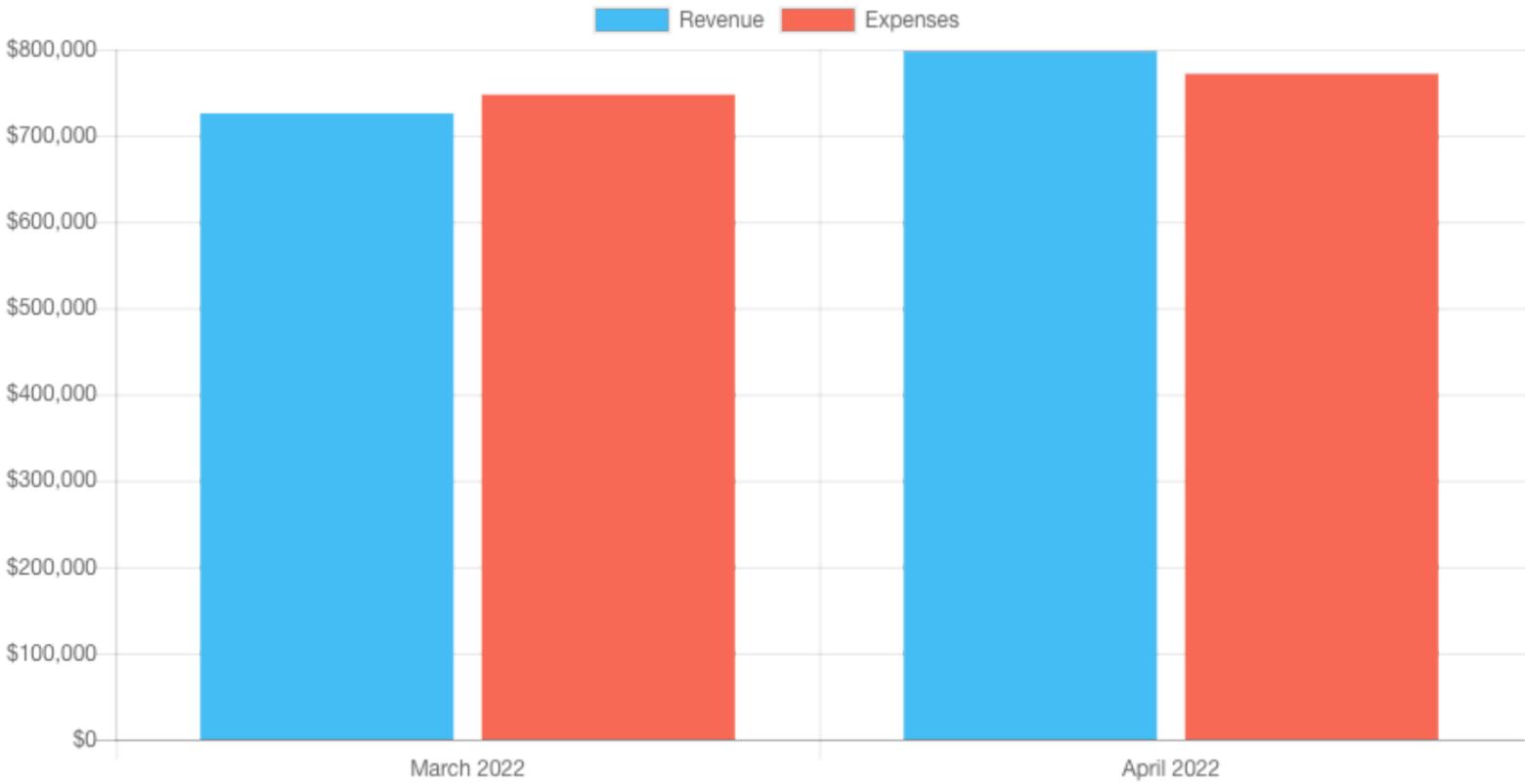
Date	Calls	Chats	Emails
March 2022	1,382	2,021	1,720
April 2022	1,281	1,809	1,559
Sub Total	2,663	3,830	3,279
Total	9,772		

Top 10 Inquiries: March 2022 - April 2022

Rank	Service	March	April	Total
1	State Camping	937	694	1,631
2	Medical Cannabis Registry*	543	530	1,073
3	Hawaii Compliance Express	443	386	829
4	Login Questions	430	372	802
5	Vital Records Ordering System	424	355	779
6	Electronic Marriage Registration System	357	380	737
7	Motor Vehicle Registration Renewals	219	161	380
8	Professional & Vocational Licensing*	197	177	374
9	eTraffic	157	161	318
10	Misc-NIC	146	128	274

* includes login questions

Financials: March 2022 - April 2022 (Unaudited)



Month and year	Revenue	Expenses
March 2022	\$725,694	\$747,470
April 2022	\$797,513	\$771,576
Total	\$1,523,207	\$1,519,046

Net income: \$3,077

Consolidated Balance: April 2022 (Unaudited)

 **Assets**
\$9,052,723

 **Members Equity**
\$3,617,577

 **Liabilities**
\$5,435,146

 **Total Liabilities & Shareholder Equity**
\$9,052,723

Looking Forward

- DOE Commerce System – Waianae Online Store
 - DOE Waipahu Community School for Adults – Wahiawa and Hilo Campus
 - County of Kauai Liquor – Gross Sales Percentage Fee Payments and Liquor License Permits
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Appendix

Supporting information covering the period July 1, 2021 – May 21, 2022.

Press Releases

Lottery Winners Now Verified Prior to Purchasing Hunting Tags

May 2, 2022

Beginning May 1, 2022 the Hawaii Department of Land and Natural Resources (DLNR) will have a new online tool that...

Hawaii Remote Online Notary Applications Now Available through Attorney General Website

March 11, 2022

The Hawaii Department of the Attorney General's Notary Public Office is pleased to announce active notary commissions can now apply...

Tyler Technologies Extends Contract for Digital Government and Payment Solutions in Hawaii

February 15, 2022

Tyler Technologies, Inc. announced the state of Hawaii signed a contract extension for Tyler's digital government and payments services. The...

Honolulu Fire Department Website Wins Two More Awards

December 21, 2021

The Honolulu Fire Department (HFD) has been nationally recognized as a winner in two additional award competitions for the redesign...

Online Hunting Tags and Permits Now Available on Go Hunt Hawaii

November 16, 2021

The Hawaii Department of Land and Natural Resources (DLNR) has released a new online service that allows hunters to purchase...

Honolulu Fire Department Website Wins Two Awards

September 27, 2021

The Honolulu Fire Department (HFD) was recently awarded with two top honors for its recent redesign of the official website...

Hawaii.gov Website Wins Platinum Global Excellence Award

August 24, 2021

The winners of the 2021 Global Excellence (GX) Awards have been announced and the Hawaii.gov website is the winner of...

The Redesigned State of Hawaii Unclaimed Property Search is Now Available

August 16, 2021

NIC Hawaii and the Hawaii Department of Budget and Finance are pleased to announce the launch of the redesigned State...

Hawaii Remote Work Pilot Project Work Opportunities

August 12, 2021

The Department of Business, Economic Development and Tourism (DBEDT) and the Department of Labor and Industrial Relations (DLIR) announced the...

Conferences & Webinars Attended

Conference Name	Description	Dates Attended
Civil Beat: Tourism	IDEAS Live: Is Tourism Broken And Where Do We Go From Here?	07/28/21
GovTech Market Update: Budgets, Trends & Closing Out 2021	Actionable insights on the deals, opportunities, spending and budget trends shaping the market for the remainder of 2021 and into 2022.	08/11/21
TRUE Innovation: Innovation Framework – Ideas to Impact	The Innovation Framework provides a model for fostering creativity and innovation within organizations and communities.	08/19/21
Government & Civics	The mayors of Kauai, Honolulu, Maui and Hawaii counties spoke about the big issues impacting their jurisdictions.	08/19/21
Hawaii Annual Code Challenge	We participated both as a HACC sponsor and a challenge sponsor.	10/23/21
Freshworks Refresh	Freshworks Refresh brings together the best minds in customer experience, ITSM, sales and marketing, and HR to gain insights and connections needed to delight customers and fuel business growth.	11/11/21
AWS re:Invent Conference	Amazon Web Services (AWS) re:Invent is the largest global conference focused on cloud computing.	11/29/21 – 12/3/21
Hawaii Digital Government Summit	A one-day virtual event where attendees can connect with peers from the government and industry sectors.	12/14/21
IDEO Webinar	How to think in systems for greater impact	03/9/22

New Services

Agency	Service	Launch Date
County of Hawaii – Department of Liquor Control	Gross liquor sales percentage fee payments	10/18/21
Attorney General – Hawaii Criminal Justice Data Center	Sex Offender Information Management System (SOIMS)	1/19/22
Judiciary	Judicial District Court judge evaluation	3/8/22
County of Kauai – Liquor Control	Kauai liquor manager exam / ID card fees	4/6/22
Department of Education – Waipahu High School	Commerce Platform (Cane Book Store)	5/5/22

Service Upgrades

Agency	Description	Date Upgraded
Department of Budget & Finance – Unclaimed Property Division	<u>The Unclaimed Property Search service, originally launched in 2008, was redesigned to be responsive, accessible, and easy to navigate. The service allows citizens to search for unclaimed property for themselves or their family members.</u>	08/16/21 
Department of Education	<u>The DOE Waipahu Community Schools for Adults (WCSA) Online Registration and Payment System was updated to include the ability for users to purchase supplies online as part of enrollment or separately. Enhancements were also made to the Administrative module.</u>	08/24/21 
Department of Health – Harm Reduction Services Branch	<u>The Medical Cannabis Registration System was updated to allow the option for minor applicants to add up to two caregivers and two grow site locations with their application.</u>	11/3/21 
Department of Land and Natural Resources – Hunter Education Division	<u>As part of the Go Hunt, Hawaii service, hunters can now purchase hunting tags and permits online. Improvements were also made to help control the number of standbys produced in the lottery.</u>	11/4/21 
Attorney General – Civil Recoveries Division	<u>The upgrade to the Notary Registration System included a re-design of the homepage and added a new process for existing notary publics to become a remote online notary.</u>	3/10/22 
Office of City Clerk – City and County of Honolulu	<u>New features for the Honolulu Records Collection site include: 1) The public can now submit public testimony and receive testimony notifications. 2) A Council Dashboard to review testimony. 3) External document uploads provide a simple and efficient way for Council members/staff and Executive Department staff to submit documents for processing by the Office of the City Clerk. 4) Admin work flow improvements. 5) UI updates.</u>	4/4/22 
Department of Land and Natural Resources (DLNR) – Division of Forestry and Wildlife (DOFAW)	<u>The Go Hunt Hawaii system will now verify if a hunter has won a lottery prior to purchasing a lottery hunting tag.</u>	4/26/22 
Multiple Agencies	<u>Our payment processing system, Hawaii.gov Payments, released a new UI and an additional feature to schedule recurring payments.</u>	4/30/22 

New Websites

Agency	Service	Launch Date
N/A	N/A	N/A

Retired Services

Agency	Service	URL	Retired Date
County of Hawaii	Online payments for the County of Hawaii Permitting Application	N/A	07/16/21
Attorney General – Hawaii Criminal Justice Data Center	hcjdcsymposium.ehawaii.gov WordPress website	hcjdcsymposium.ehawaii.gov	10/21/21

Executed Agreements

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

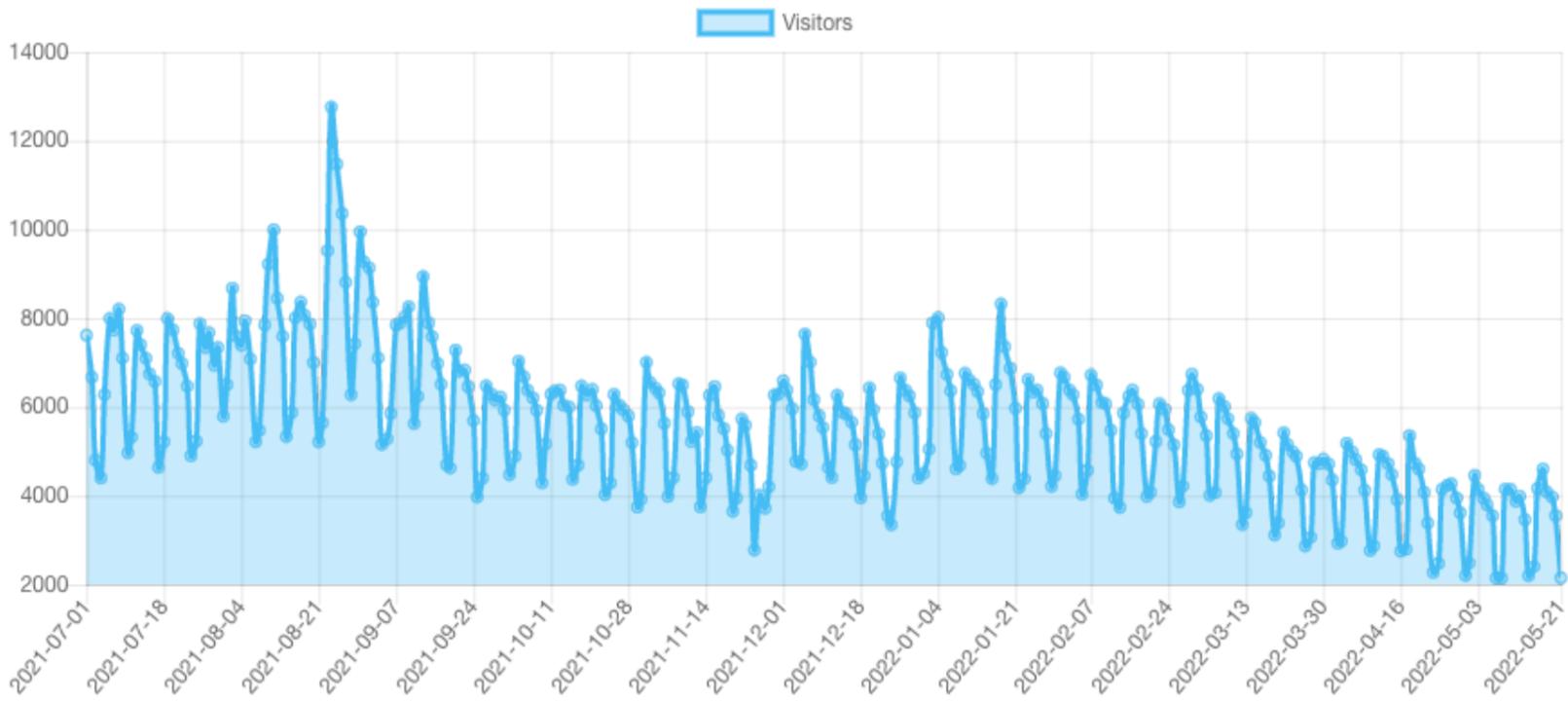
Agency	Service	Document	Signed Date
City and County of Honolulu – Honolulu Emergency Services Department	Website Redesign	SOW	08/27/21
Department of Land and Natural Resources – Division of Forestry and Wildlife	Na Ala Hele Trails and Access Program	SOW Amendment 3	10/10/21
City and County of Honolulu – Office of the City Clerk	Legislative Document Access	SOW Amendment 2	10/15/21
City and County of Honolulu – Office of the City Clerk	Online Ballot Request System	SOW Amendment 1	10/15/21
Department of Business, Economic Development & Tourism – Creative Industries Division	Tax Credit Hub	SOW	10/15/21
Department of Education	Commerce Platform and Payment System	SOW Amendment 1	10/22/21
Department of Commerce and Consumer Affairs	Fee Agreement	SOW Addendum	12/09/21
County of Kauai – Department of Liquor Control	Liquor Permits and Payments	SOW	12/09/21
Department of Accounting and General Services – Aloha Stadium	Scheduler & Storefront	SOW	12/13/21
County of Maui	Service Fee Update	MOU 7	12/23/21
County of Kauai – Fire Department	Fire Permit Payments	SOW Amendment 1	1/25/22
County of Maui	Service Fee Update	MOU 8	2/28/22
Department of Land and Natural Resources – Hunter Education	Hunter Education and Records Management System	SOW Amendment 8	04/11/2022
Department of Transportation – Harbors	Harbor Receipts	SOW	04/11/2022
Department of Business, Economic Development & Tourism – Small Business Regulatory Review Board	Website Services	SOW Amendment 1	04/11/2022

Agency	Service	Document	Signed Date
Department of Land and Natural Resources – Bureau of Conveyances	Online Payments	SOW Amendment 1	04/11/2022
Attorney General – Tax And Charities	Online Charity Registration	SOW Amendment 10	04/12/2022
Department of Health – Harm Reduction Services Branch	Medical Cannabis Registration System – OSP Change Requests	SOW Amendment 5	04/21/2022
Department of Land and Natural Resources – Division of Forestry and Wildlife	E-Permitting: Trails Day Use	SOW Amendment 1	04/25/2022

Unscheduled Downtime

Time	Duration	Affected Sites	Comments
07/22/21 at 2:33am	1h 30m	Limited sites: Criminal History Search, Covered Offender Search, Hawaii Integrated Justice Information Sharing (HIJIS) System, Traffic Abstract Service	Systemmetrics ISP network outage
08/18/21 at 2:26am	35m	Limited sites: Criminal History Search, Covered Offender Search, HIJIS	Systemmetrics ISP network outage
08/31/21 at 8:20am	4h	Services requiring external communication	Network issue with service provider (AWS) in our region
12/23/21 at 8:45am	45m	WordPress websites	WordPress websites slow or down due to DB capacity issue
1/23/22 at 1:00am	2h 30m	AG Hawaii Criminal Justice Data Center Applications	Hawaiian Telcom network outage
2/5/22 at 10:23pm	50m	AG Hawaii Criminal Justice Data Center Applications	Hawaiian Telcom network outage
2/13/22 at 1:00am	1d 12h	Motor Vehicle Registration (MVR) renewal applications	Honolulu mainframe update impacted the communication with the MVR Renewal applications.

Hawaii.gov Portal Web Analytics



1,831,904 Visits

2,156,729 Unique Page Views

1 min 52 sec Average Visit Duration

49% Bounce Rate