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# **PORTAL PROGRAM UPDATES GENERAL MANAGER'S REPORT**

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Presented to the Access Hawaii Committee  
State of Hawaii

June 1, 2017

# EXECUTIVE SUMMARY

- Go Hunt Hawaii launched (March 1)
- Family Court Judge Evaluation launched (April 11)
- Kauai Real Property Tax redesign launched (April 27)
- Kauai eBW Web Service launched (April 27)
- NIC Partner Conference (April 4-6)

# HIGHLIGHT 1

## GO HUNT HAWAII

The screenshot shows the homepage of the Go Hunt Hawaii website. At the top, there is a dark blue navigation bar with the text "hawaii.gov" and "Department of Land and Natural Resources" on the left, and a "Login" button on the right. Below the navigation bar is a large banner image of a group of people in a field. The banner contains the following text: "Go Hunt, Hawaii" and "Hawaii's official hunting resource" next to the State of Hawaii seal. Below the seal, it says "Please join us in responsible, sustainable, and safe use of our public lands." and the Hawaiian phrase "Ua Mau ke Ea o ka 'Āina i ka Pono" with its English translation "The life of the land is perpetuated in righteousness." Below the banner is a green navigation bar with links for "Home", "Classes", "Documents", and "Help". At the bottom of the page, there is a white search bar with the text "How do I go hunt in Hawaii?" and a "Log in" button.

<https://gohunthawaii.ehawaii.gov>

# GO HUNT HAWAII

- URL: <https://gohunthawaii.ehawaii.gov>
- Time and Materials
- Site launched on 3/1/2017
- Create & schedule Basic and Advanced Hunter Education classes and agendas
- Enroll students in a class & print class rosters
- Process class packets & scores following course completion
- Generate Hunter Education Certifications
- Process replacements for Hunter Certification Cards
- Generate letter templates (i.e. audit, incomplete class, court-ordered class, failed, passed)



# HIGHLIGHT 2

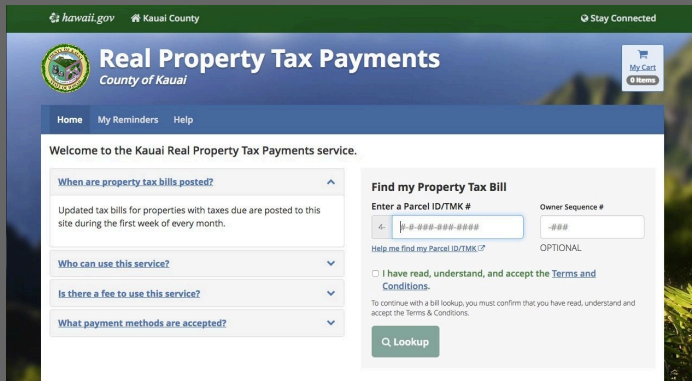
# KAUAI REAL PROPERTY TAX

The screenshot shows the 'Real Property Tax Payments' page for the County of Kauai. The header includes the Hawaii.gov and Kauai County logos, a 'Stay Connected' link, and a 'My Cart' icon with '0 Items'. The main navigation bar contains 'Home', 'My Reminders', and 'Help'. A welcome message reads: 'Welcome to the Kauai Real Property Tax Payments service.' Below this, there are four expandable FAQ sections: 'When are property tax bills posted?', 'Who can use this service?', 'Is there a fee to use this service?', and 'What payment methods are accepted?'. The 'When are property tax bills posted?' section is expanded, showing the text: 'Updated tax bills for properties with taxes due are posted to this site during the first week of every month.' To the right, the 'Find my Property Tax Bill' section contains two input fields: 'Enter a Parcel ID/TMK #' (with a '4-' prefix and a masked input) and 'Owner Sequence #' (with a '###' prefix). Below these fields is a link: 'Help me find my Parcel ID/TMK'. There is an 'OPTIONAL' checkbox for 'I have read, understand, and accept the Terms and Conditions.' and a 'Q Lookup' button.

<https://kauairpt.ehawaii.gov>

# KAUAI REAL PROPERTY TAX

- URL: <https://kauairpt.ehawaii.gov>
- Self funded project
- Original site launched in 2006
- New site launched on 4/27/2017
- Improved user interface and search functionality
- Multiple TMK payments enabled
- Notification service scheduled for next release



# HIGHLIGHT 3

## NIC PARTNER CONFERENCE



# NIC PARTNER CONFERENCE

- When: April 4-6, 2017
- Little Rock, Arkansas
- Attendees: Derek Ichiyama and Burt Ramos
- Conference Theme: Innovation
- Keynote speaker - Chris Tarbell
- Trends in State Government - Scott Pattison
- Autonomous vehicles - Paul Brubaker





# CUSTOMER SERVICE

## 2017 CUSTOMER SERVICE OVERVIEW

- HIC CS Staff: 4 FTE
- Handled 23,293 inquiries (January - April)
- Phone ~8,355 (36%)
- Chat ~8,471 (36%)
- Email ~6,466 (28%)
- 2017 average number of monthly inquiries 5,823
- 2017 average number of daily inquiries 265
- Projected 2017 year end inquiries ~ 70,000

# OUTREACH



**99,219**

Postcards, reminders, notices  
sent via email or postal mail



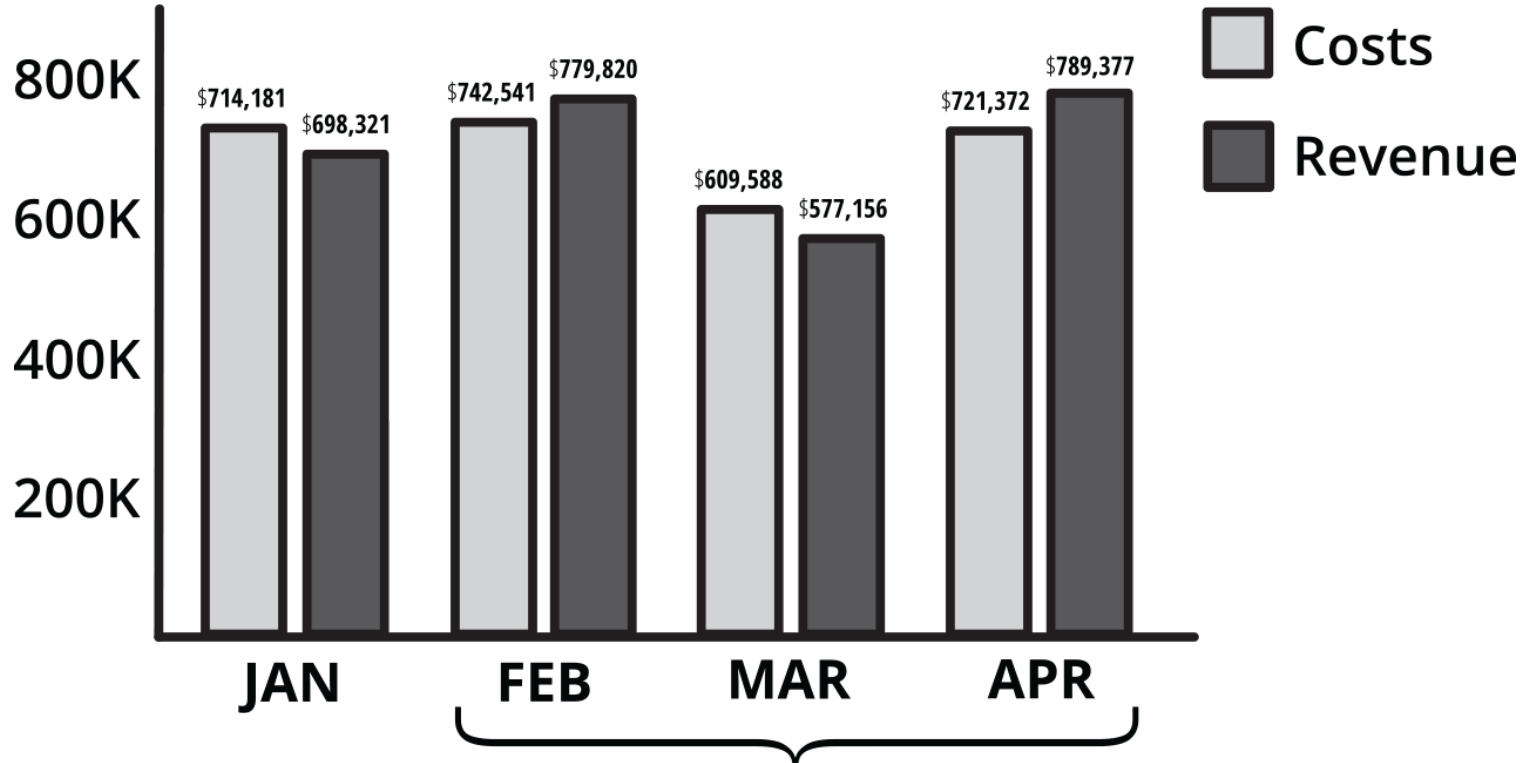
**142,983**

Automated email & text reminders  
and notifications sent by the portal  
notification service

# FINANCIALS

## JANUARY-APRIL, 2017

### INCOME - UNAUDITED REPORT



### Rolling 3 Month

\$2,146,353 Revenue

\$2,073,501 Costs

\$44,323 Net Income

# FINANCIALS

## JANUARY-APRIL, 2017

### CONSOLIDATED BALANCE - UNAUDITED REPORT



Assets

**\$5,538,767**



Liabilities

**\$4,389,763**



Shareholder Equity

**\$1,149,006**



Total Liabilities & Shareholder Equity

**\$5,538,769**

# CONTACT US

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