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PORTAL PROGRAM UPDATES GENERAL MANAGER'S REPORT

Presented to the Access Hawaii Committee
State of Hawaii

September 6, 2018

EXECUTIVE SUMMARY

- New Services and Upgrades July - Aug 2018
 - Charity Registry updates
 - Circuit Court Judge Evaluation
 - Solar Water Heater Variance service
- Customer Service Summary
- Financial Summary
- RFI Q&A Postponed Until Sept
- Annual Report
- Other Updates

DEPARTMENT OF ATTORNEY GENERAL (AG) TAX & CHARITIES

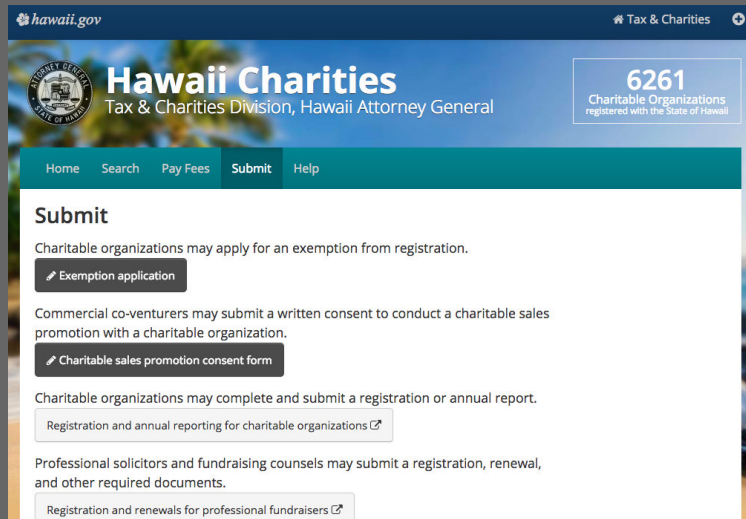
CHARITY REGISTRY UPDATES

HIGHLIGHT 1

The screenshot shows the homepage of the Hawaii Charities website. At the top left is the 'hawaii.gov' logo. At the top right is a 'Tax & Charities' link with a plus icon. Below the navigation is a header section with the Hawaii Charities logo on the left, the text 'Hawaii Charities Tax & Charities Division, Hawaii Attorney General' in the center, and a white box on the right containing the number '6261 Charitable Organizations registered with the State of Hawaii'. Below the header is a teal navigation bar with links for 'Home', 'Search', 'Pay Fees', 'Submit', and 'Help'. The main content area is titled 'Welcome to Hawaii Charities Online' and features five expandable FAQ items: 'What can you do at this website?', 'Who is required to register with the Attorney General?', 'What are some types of organizations that may qualify for an exemption from registration?', 'Who is considered a professional fundraiser?', and 'What is a commercial co-venturer (CCV)?'. On the right side, there is a 'Search, pay, or submit?' section with three buttons: 'Search' (with a magnifying glass icon), 'Pay Fees' (with a credit card icon), and 'Submit' (with a document icon). Each button has a brief description of its function.

CHARITY REGISTRY UPDATES

- URL: <https://ag.ehawaii.gov/charity>
- Updated site launched on 7/19/18
- Updates:
 - Added a Commercial Co-venturer (CCV) module to allow CCVs to submit online consent forms that can be signed by the CCV and charity involved, then submitted to the agency for review.
 - Invoicing module (launched 8/22/18) allows the charity to receive an invoice via email and make an online payment.



DEPARTMENT OF BUSINESS, ECONOMIC DEVELOPMENT, AND TOURISM (DBEDT) ENERGY OFFICE - SOLAR WATER HEATER VARIANCE

HIGHLIGHT 2

The screenshot shows the user interface for the Solar Water Heater Variance Request application. At the top, there is a navigation bar with the Hawaii state logo, the text 'hawaii.gov Energy Office', and user options 'My Account' and 'Log Out'. Below this is a header section with the title 'Solar Water Heater Variance Request' and the subtitle 'Request an exemption for the solar water heater requirement'. A secondary navigation bar contains links for 'Home', 'View Requests', 'Submit a Request', 'Manage Profile', and 'Help'. The main content area is divided into two columns. The left column contains a welcome message, instructions on how to submit a request, a list of required information, and details about the processing fee. The right column features a section titled 'Approved Exemptions' with a table that currently shows no data.

hawaii.gov Energy Office My Account - Log Out

Solar Water Heater Variance Request

Request an exemption for the solar water heater requirement

Home View Requests Submit a Request Manage Profile Help

Welcome to the Solar Water Heater Variance Request online application.

Prior to submitting a variance, firms should create a business profile. Click on [Manage Profile](#) to begin.

To complete an exemption (variance) request, we suggest that you pull all your documents together in advance and be prepared to submit the following information:

- Hawaii Professional Vocational License (PVL) number for the architect or mechanical engineer who submits this request
- Property's address
- Tax Map Key (TMK) number
- Your justification option for the request. [More information.](#)
- Homeowner's First/Last Name
- Homeowner's Telephone Number

FEE REQUIRED: There is a \$25 processing fee, paid either with a credit card or eCheck, that must be paid when submitting a variance request through this online application.

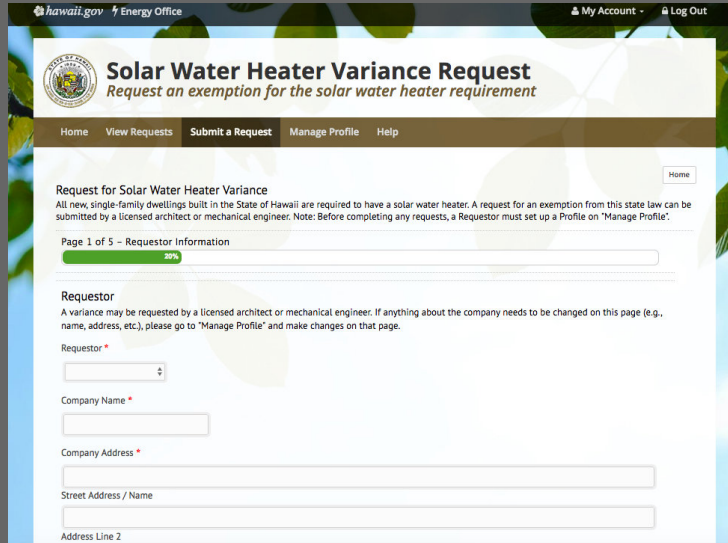
If you submit a variance using mail, e-mail, fax, or hand delivery, \$25.00 payment is also required. For more information on non-website form submittal, click [here](#).

✓ Approved Exemptions

Date	Requestor
You currently have no approved exemptions.	

SOLAR WATER HEATER VARIANCE

- URL: <https://swhv.ehawaii.gov/>
- Launched: September 4, 2018
- Purpose: Allow online solar water heater submissions of a variance (exemption) from the Hawaii Revised Statutes law (HRS 196-6.5)
- Benefits:
 - Eliminates manual submission process (paper form)
 - Online payment processing
 - Partner has access to reports on submissions
 - Applicant can check status of variance request online
 - Applicant can download approved variance request

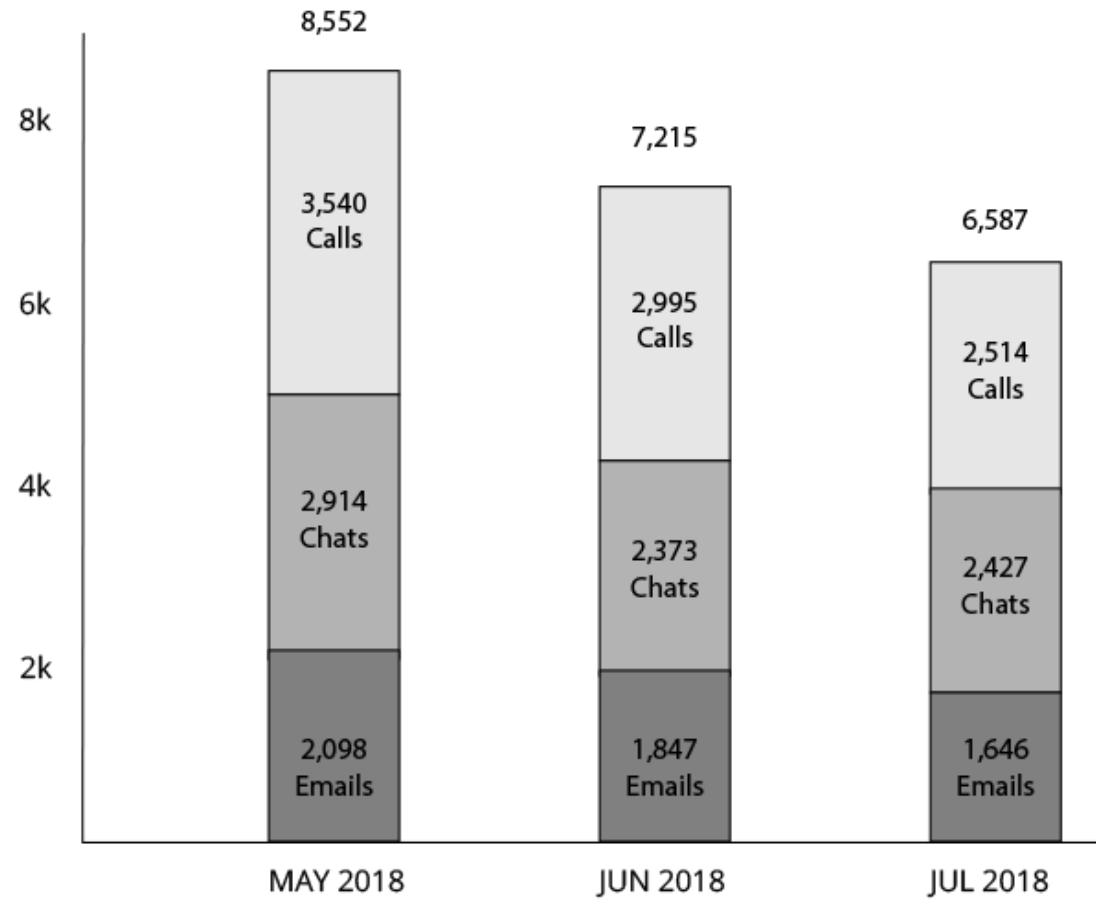


The screenshot shows the 'Solar Water Heater Variance Request' web application. The header includes the Hawaii.gov logo, 'Energy Office', and user options like 'My Account' and 'Log Out'. The main title is 'Solar Water Heater Variance Request' with the subtitle 'Request an exemption for the solar water heater requirement'. A navigation bar contains 'Home', 'View Requests', 'Submit a Request', 'Manage Profile', and 'Help'. The main content area is titled 'Request for Solar Water Heater Variance' and includes a progress indicator 'Page 1 of 5 - Requestor Information' with a 30% completion bar. Below this, there is a 'Requestor' section with a dropdown menu for 'Requestor', and text input fields for 'Company Name', 'Company Address', 'Street Address / Name', and 'Address Line 2'.

CUSTOMER SERVICE

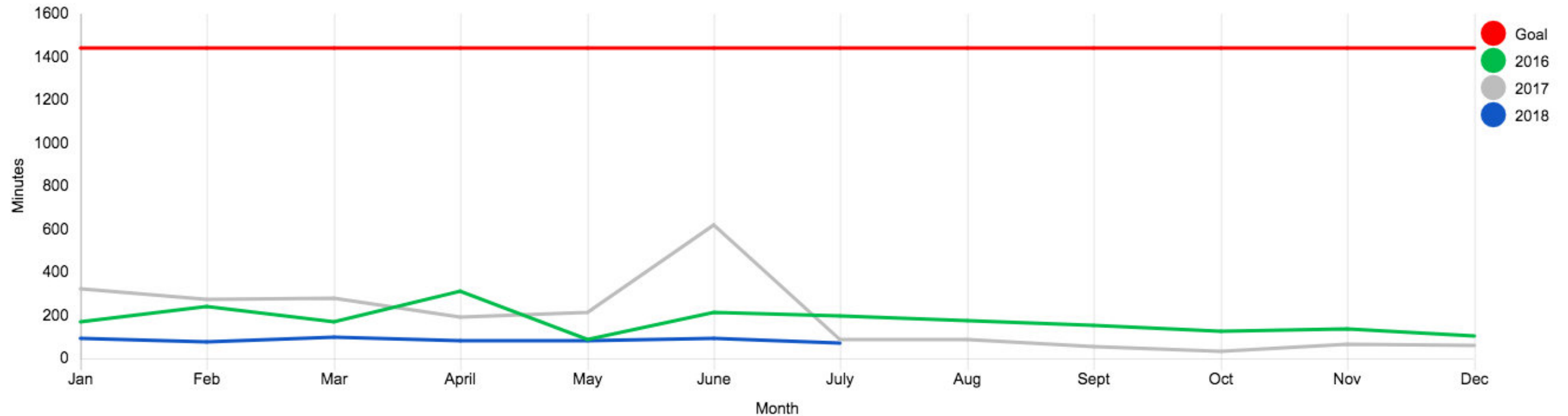
MAY - JULY 2018

CUSTOMER SERVICE OVERVIEW



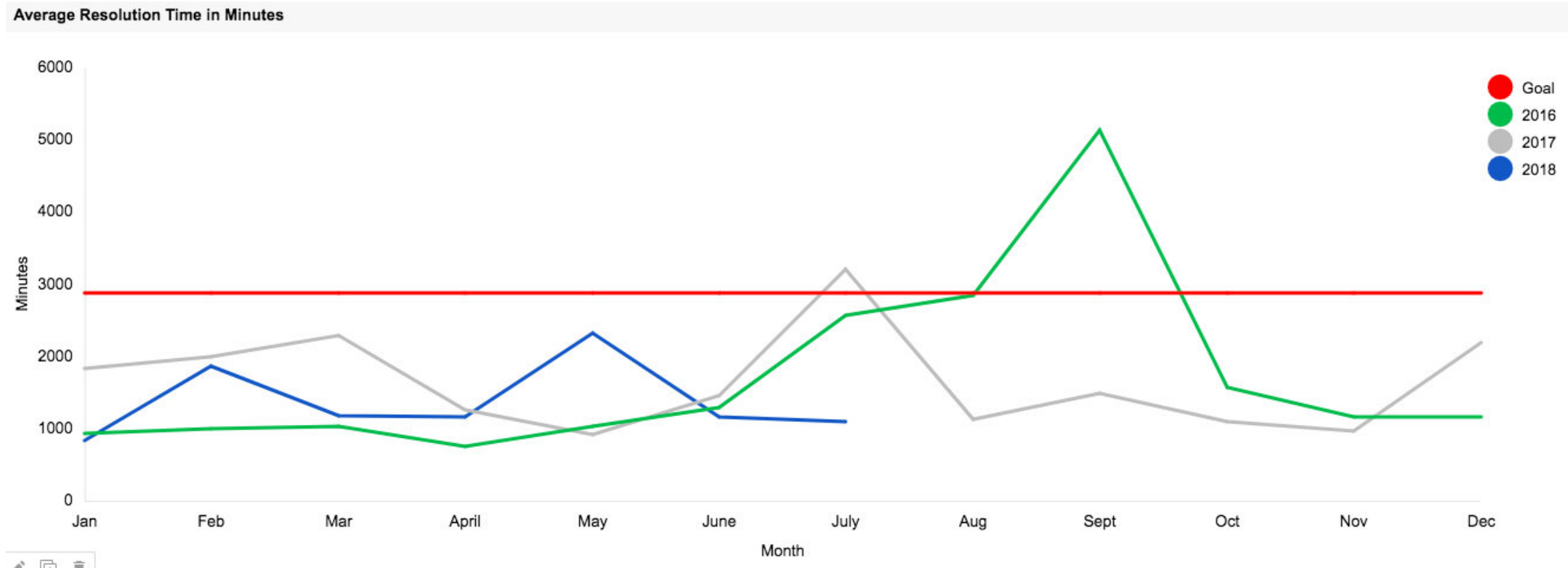
CUSTOMER SERVICE AVERAGE RESPONSE TIME

Average First Response Time in Minutes



- Goal: Respond to emailed inquiries within 24 hours (1440 min)
- HIC has remained well below the goal
- In 2018, the average first response time is within 1-2 hours
- Spike in June 2017 due to HIC CS team being short staffed

CUSTOMER SERVICE AVERAGE RESOLUTION TIME

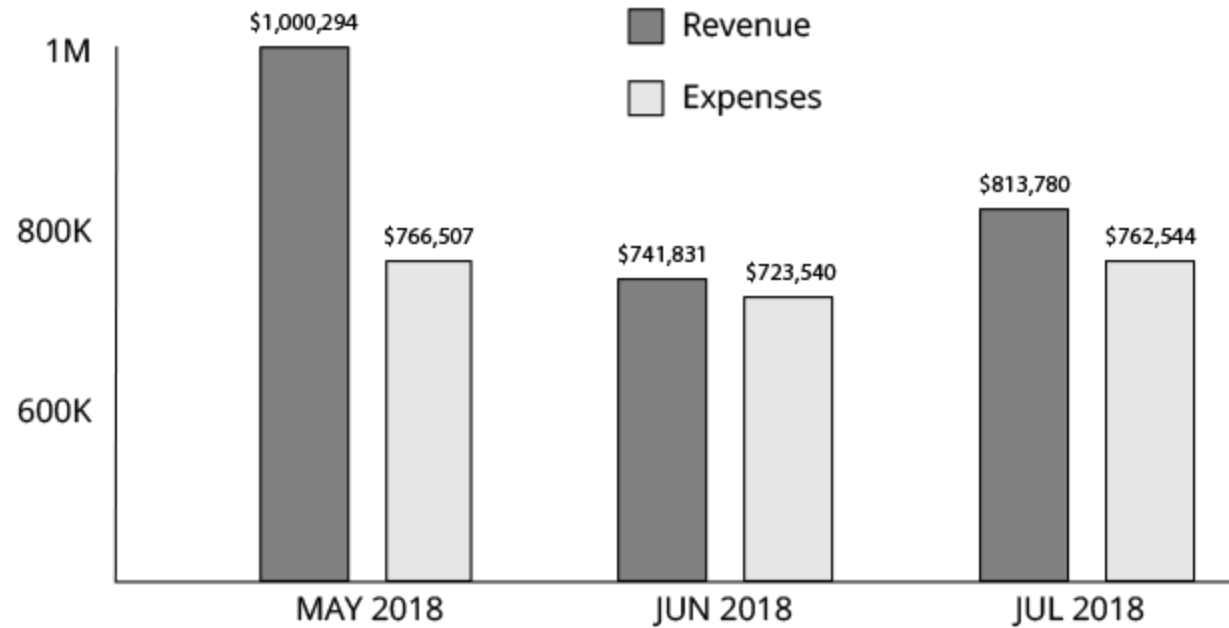


- Goal: Resolve emailed inquiries within 2 days (2880 min)
- Spikes in September 2016 and June 2017 were due to HIC CS team being short staffed
- Resolution time is skewed due to 5-7 day window awaiting response from customer
- Nine out of every 10 inquiries are resolved on the first contact (91% First Contact Resolution in 2018)

FINANCIALS

MAY - JULY 2018

INCOME - UNAUDITED REPORT



Rolling 3 Month (May-July 2018) Financials

Total Revenue	\$2,555,905
Total Expenses	\$2,252,591
Net Income	\$303,314

FINANCIALS

MAY - JULY 2018

CONSOLIDATED BALANCE - UNAUDITED REPORT



Assets

\$9,367,035



Liabilities

\$8,002,803



Shareholder Equity

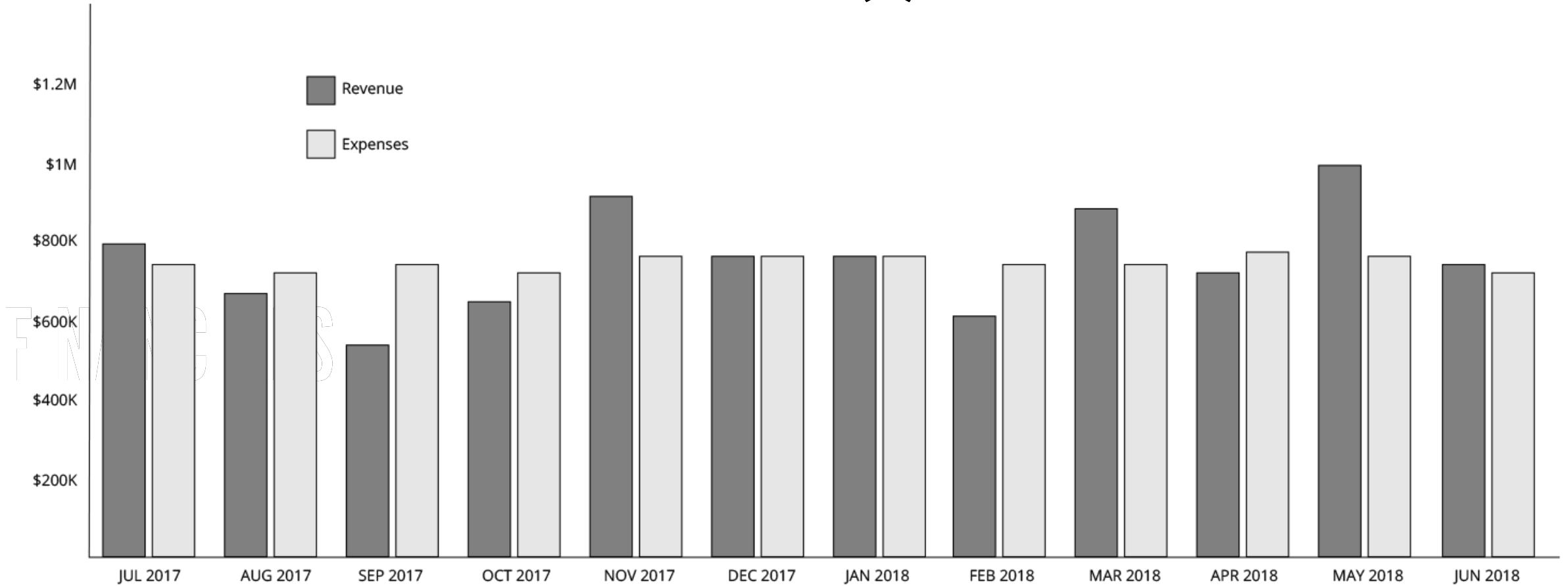
\$1,364,233



Total Liabilities & Shareholder Equity

\$9,367,036

FINANCIALS - FISCAL YEAR (FY) 2018



FY2018 Revenue & Expenses

Total Revenue: \$9,105,035

Total Expenses: \$9,036,941

NEWS & UPDATES

OTHER UPDATES

- Portal Analytics
- Increased collaboration with Portal Program Manager
- NIC and HIC news
- Research

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