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PORTAL PROGRAM UPDATES GENERAL MANAGER'S REPORT

Presented to the Access Hawaii Committee
State of Hawaii

December 6, 2018

EXECUTIVE SUMMARY

- Services Highlights
- Customer Service Summary
- Financial Summary
- Self-Funded Credit / Revenue Sharing
- Annual Report
- News and Updates

HIGHLIGHT 1

HANDS - SMALL BUSINESS PHASE 1

The screenshot shows the HANDS Hawaii Awards & Notices Data System interface. At the top, there is a navigation bar with the Hawaii state logo and the text "hawaii.gov" and "SPO". Below this is the main header "HANDS Hawaii Awards & Notices Data System" with the state seal. A teal navigation menu contains links for "Welcome", "Bidding Opportunities", "Contract Awards", "CPO Requests", "Compliance", "Small Business", "HlePRO", "Help", and "Log In". The "Small Business" link is highlighted. Below the menu is a teal banner that reads "Small Business: 0 Registered Small Businesses".

This page displays small businesses who have completed the State's small business registration application.

Enter keyword(s)

Example keywords: business name, construction, Maui, tree trimming, painting

0 Results [Export to Excel](#)

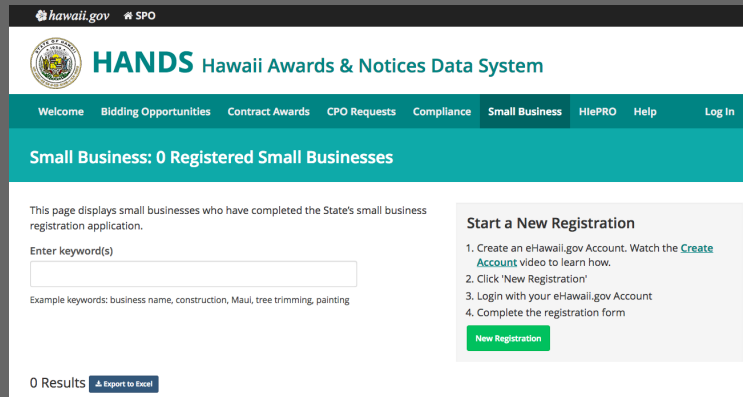
Start a New Registration

1. Create an eHawaii.gov Account. Watch the [Create Account](#) video to learn how.
2. Click 'New Registration'
3. Login with your eHawaii.gov Account
4. Complete the registration form

[New Registration](#)

HANDS - SMALL BUSINESS PHASE 1

- URL: <https://hands.ehawaii.gov/hands/smallbusiness>
- Soft launched on 11/26/18
- Small businesses, including businesses owned by veterans, native Hawaiians, and women are now able to be targeted for contracting opportunities within the State of Hawaii.
- Features:
 - Online registration form and a powerful search tool for agencies to search for registered small businesses
 - Self-manage their own registration via views
 - System admin can also view and manage registrations
 - Automatic email notifications when a registration is submitted, deactivated, and reactivated



HIGHLIGHT 2

MOTOR VEHICLE RENEWALS

The image displays three overlapping screenshots of the Hawaii Motor Vehicle Registration Renewals website. Each screenshot shows a different county's interface: Maui, Hawaii, and Kauai. The Maui screenshot is at the top, the Hawaii screenshot is in the middle, and the Kauai screenshot is at the bottom, partially overlapping the others. Each interface includes a header with the county name and logo, a navigation bar with 'Home' and 'Help' links, and a main content area with the heading 'Aloha and Welcome'. Below the heading, there is a prompt: 'Please enter the last four digits of your Vehicle Identification Number (VIN) and your complete License Plate Number, as they are shown on the renewal form mailed to you.' The Kauai screenshot shows the input fields for 'Last 4 Digits of VIN' and 'License Plate Number', along with a checkbox for 'I agree to the fees and terms of use' and a 'Continue' button.

Maui County Screenshot:
hawaii.gov | Home | Help
County of Maui
Motor Vehicle Registration Renewals - State of Hawai'i
Aloha and Welcome
Please enter the last four digits of your Vehicle Identification Number (VIN) and your complete License Plate Number, as they are shown on the renewal form mailed to you.

Hawaii County Screenshot:
hawaii.gov | Home | Help
County of Hawai'i
Motor Vehicle Registration Renewals - State of Hawai'i
Aloha and Welcome
Please enter the last four digits of your Vehicle Identification Number (VIN) and your complete License Plate Number, as they are shown on the renewal form mailed to you.

Kauai County Screenshot:
hawaii.gov | Home | Help
County of Kaua'i
Motor Vehicle Registration Renewals - State of Hawai'i
Aloha and Welcome
Please enter the last four digits of your Vehicle Identification Number (VIN) and your complete License Plate Number, as they are shown on the renewal form mailed to you.

Last 4 Digits of VIN:

License Plate Number:

I agree to the [fees and terms of use](#)

Continue

hawaii.gov Home Help

County of Maui
Motor Vehicle Registration Renewals - State of Hawai'i

Aloha and Welcome

Please enter the last four digits of your Vehicle Identification Number (VIN) and your complete License Plate Number, as they are shown on the renewal form mailed to you.

Last 4 Digits of VIN License Plate Number

I agree to the [fees and terms of use](#)

Continue

hawaii.gov Home Help

County of Hawaii
Motor Vehicle Registration Renewals - State of Hawai'i

Aloha and Welcome

Please enter the last four digits of your Vehicle Identification Number (VIN) and your complete License Plate Number, as they are shown on the renewal form mailed to you.

Last 4 Digits of VIN License Plate Number

I agree to the [fees and terms of use](#)

Continue

hawaii.gov Home Help

County of Kauai
Motor Vehicle Registration Renewals - State of Hawai'i

Aloha and Welcome

Please enter the last four digits of your Vehicle Identification Number (VIN) and your complete License Plate Number, as they are shown on the renewal form mailed to you.

Last 4 Digits of VIN License Plate Number

I agree to the [fees and terms of use](#)

Continue

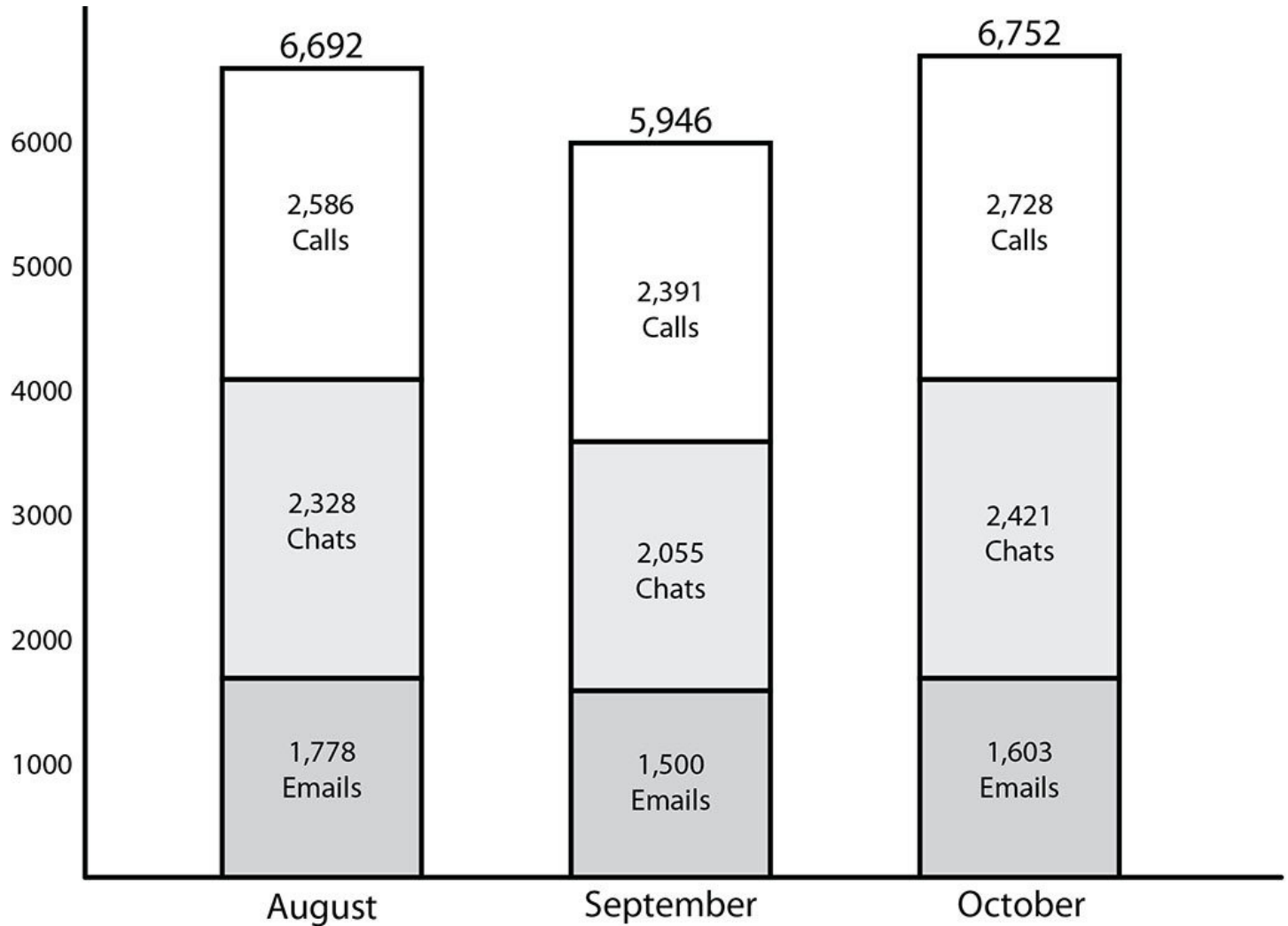
MOTOR VEHICLE RENEWALS

- URL: <https://mvr.ehawaii.gov/renewals>
- Originally Launched: 2008 (Maui), 2009 (Kauai), 2010 (Hawaii)
- Launched: 11/07/2018
- Purpose: Redesigned to improve user experience
- Benefits:
 - Mobile responsive site/application
 - Updated to a modern look & feel
 - Improved usability by optimizing user flow

CUSTOMER SERVICE

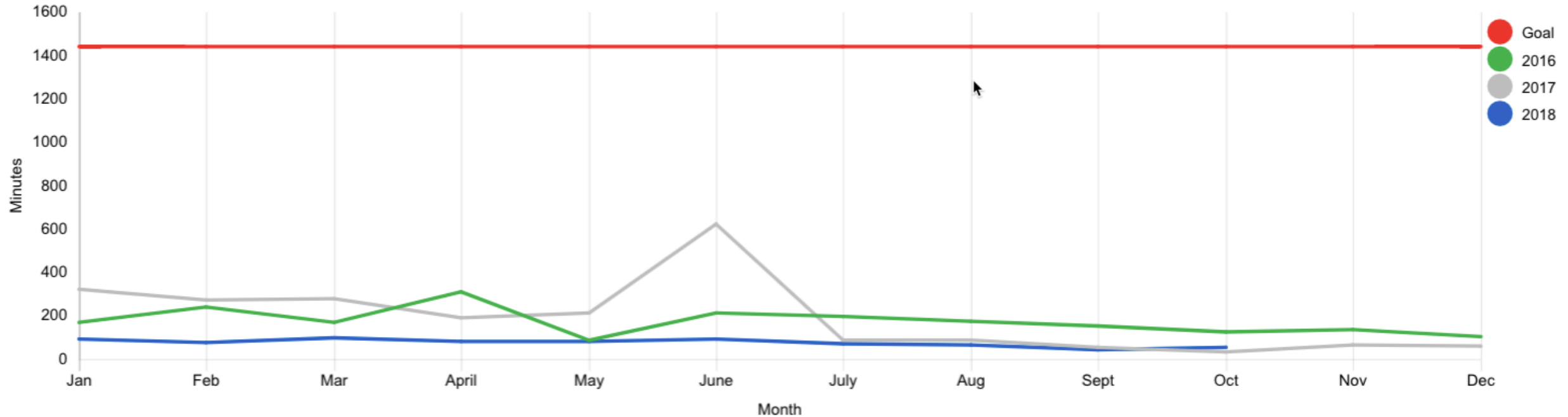
AUG - OCT 2018

CUSTOMER SERVICE OVERVIEW



CUSTOMER SERVICE AVERAGE RESPONSE TIME

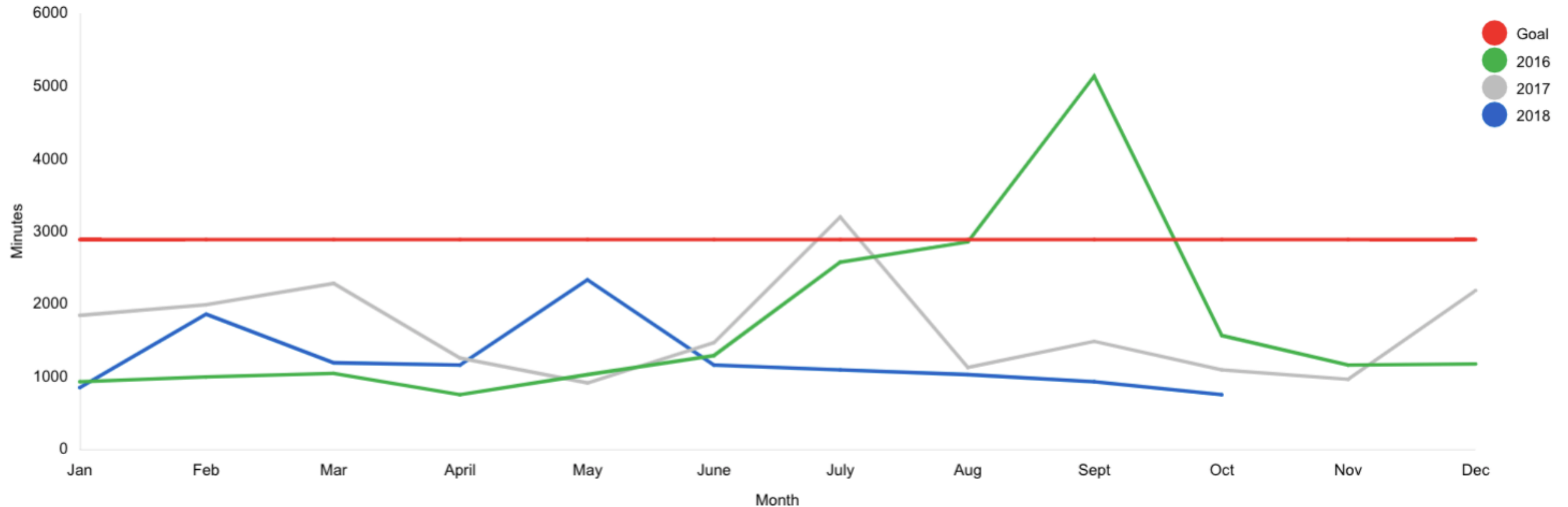
Average First Response Time in Minutes



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

CUSTOMER SERVICE AVERAGE RESOLUTION TIME

Average Resolution Time in Minutes

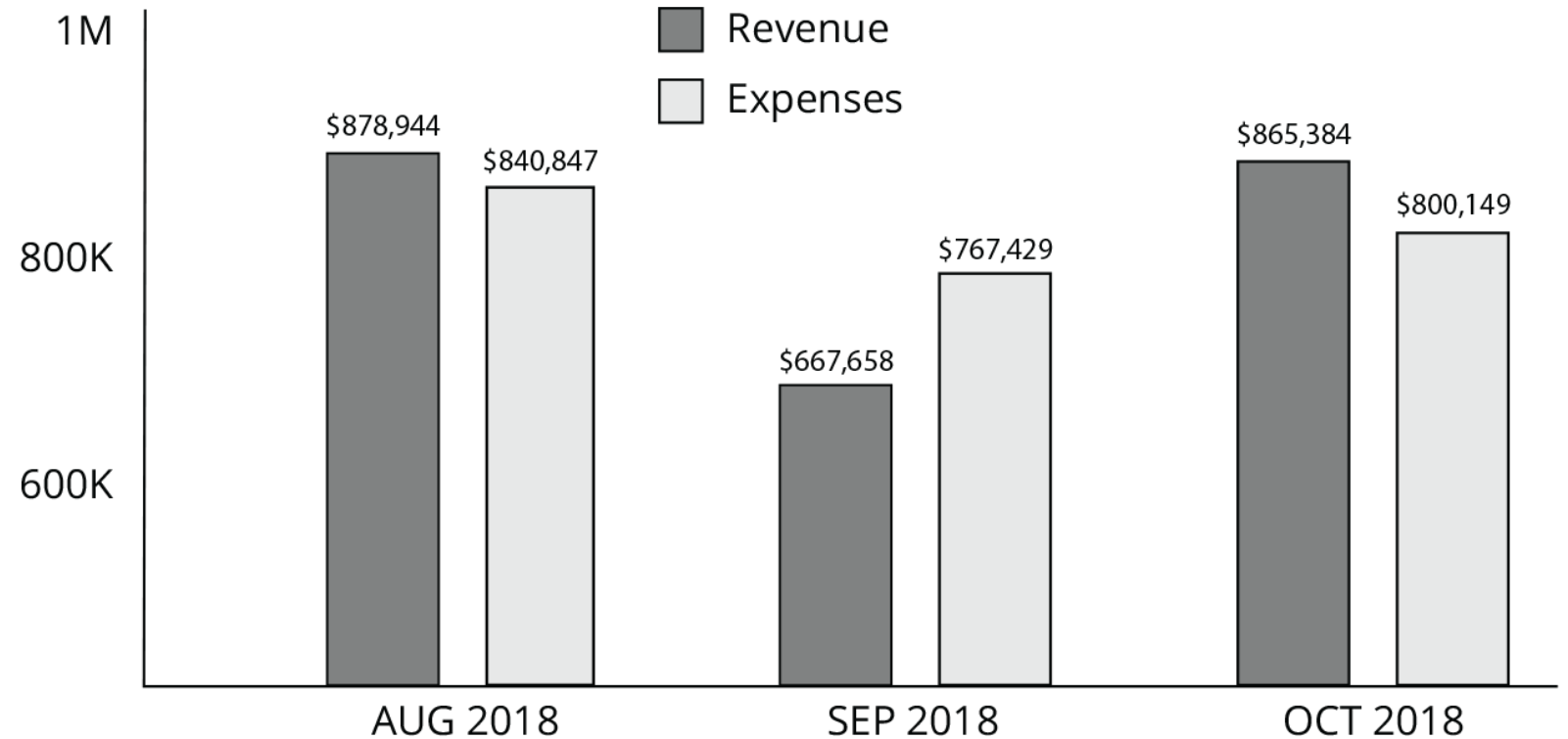


- Requirement: Resolve emailed inquiries within 2 days (2880 min)
- Spikes in September 2016 and June 2017 were due to HIC CS team being short staffed
- Resolution time is skewed due to 5-7 day window awaiting response from customer
- Nine out of every 10 inquiries are resolved on the first contact (91%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

FINANCIALS

AUG - OCT 2018

INCOME - UNAUDITED REPORT



Rolling 3-Month (August-October) Financials

Total Revenue: \$2,411,986

Total Expenses: \$2,408,425

Net Income: \$2,633

FINANCIALS

AUG - OCT 2018

CONSOLIDATED BALANCE - UNAUDITED REPORT



Assets

\$6,390,978



Liabilities

\$5,024,114



Shareholder Equity

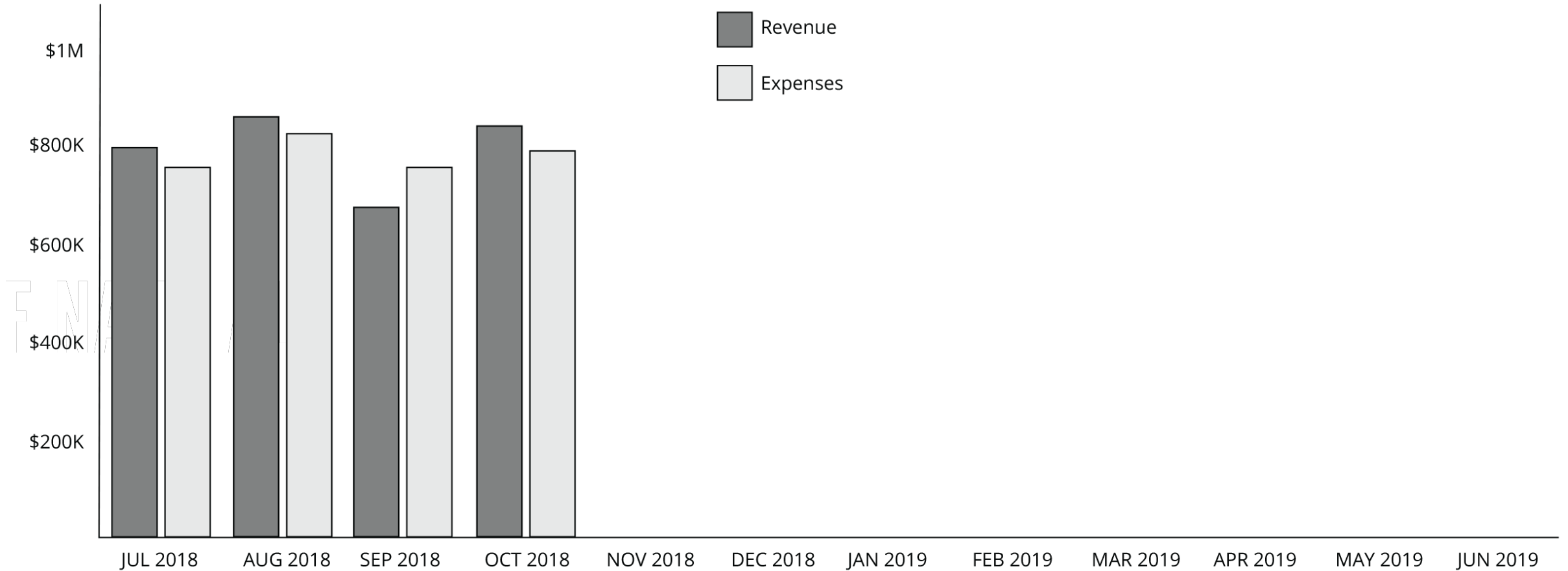
\$1,366,866



Total Liabilities & Shareholder Equity

\$6,390,980

FINANCIALS - FISCAL YEAR (FY) 2019



FY2019 Revenue & Expenses

Total Revenue: \$3,225,766

Total Expenses: \$3,170,969

REVENUE SHARING

- Discussed in last AHC meeting
- Preliminary ideas - this is not a proposal
- SPO Credit Pilot program
- Other ideas

ANNUAL REPORT

- Previously Calendar Year reports
- Transitioned to Fiscal Year report to match the reporting timeframe of other agencies
- New time period is July 1- June 30
- Some overlap of data will occur

NEWS & UPDATES

OTHER UPDATES

- Written responses to Greg Hoxsie questions submitted to PPM on 11/28/2018
- Consolidated Annual Financial Review
 - Completed assembly of documentation and interview with AccuityLLP on 10/08/2018
 - Total hours required: 16 hours
- Gov2Go SOW submitted to PPM for review
- State Calendar proposed as 2019 no cost project
- Projects outside the portal contract
- Developing 2019 project list

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