



Hawaii Information Consortium, LLC

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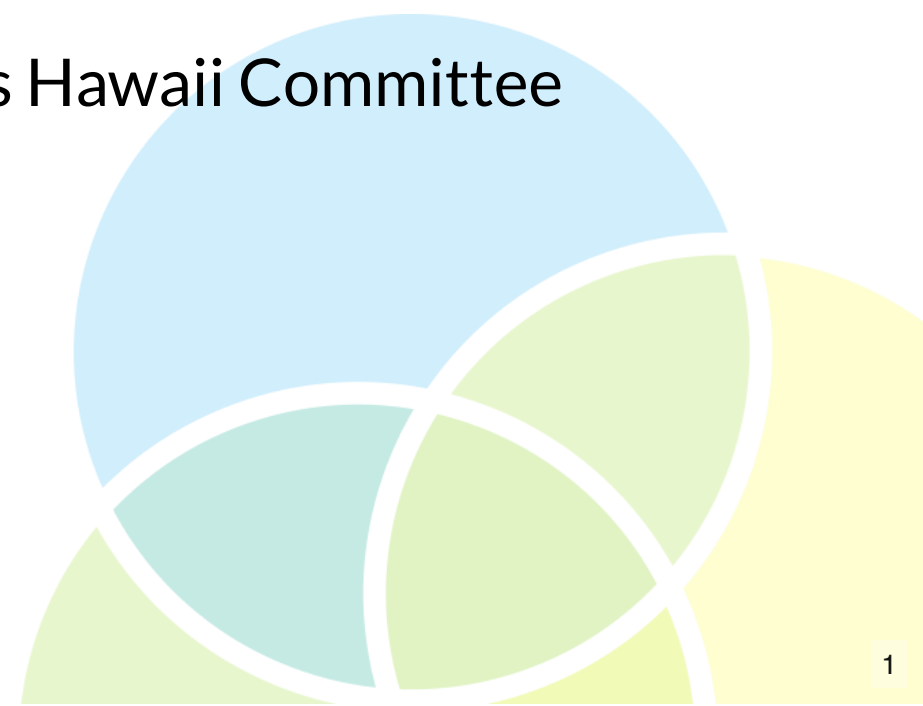
Burt Ramos

Janet Pick

PORTAL PROGRAM UPDATES GENERAL MANAGER'S REPORT

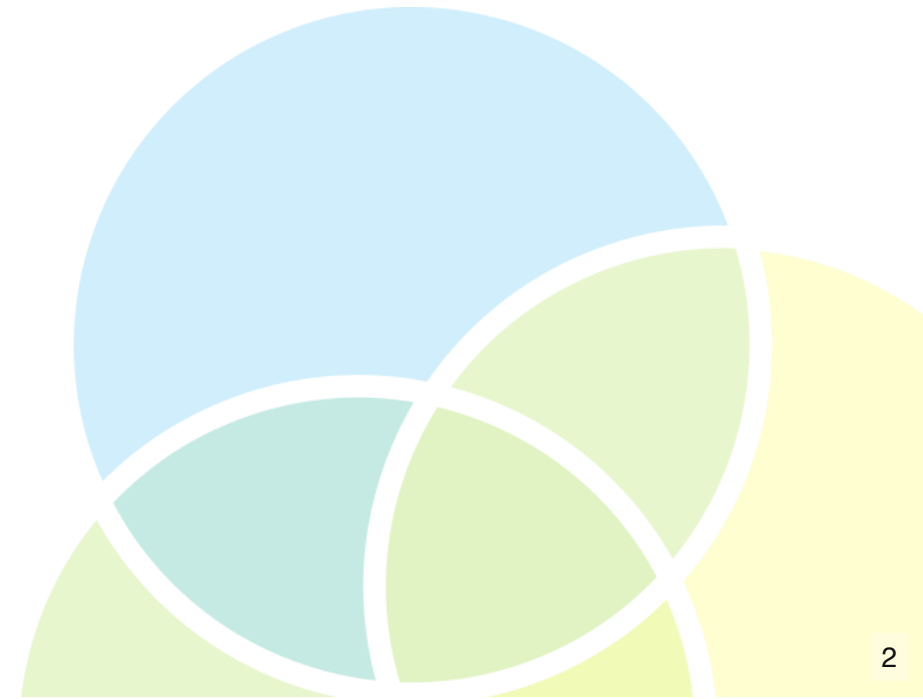
Presented to the Access Hawaii Committee
State of Hawaii

March 7, 2019



EXECUTIVE SUMMARY

- Services Highlights
- Customer Service Summary
- Financial Summary
- News and Updates



HIGHLIGHT 1

DLNR HUNT LOTTERY PHASE 2

The screenshot shows a lottery drawing interface for the 2019 Lanai Axis Deer Season. It features a header with the DLNR logo and the title "2019 Lanai Axis Deer Season: General Rifle" for Lanai Residents. On the left, a table displays the current week (1 of 9), date (3/16), target (20), and total hunters drawn (16). On the right, the current draw number (041) is shown in green boxes with the word "Going" below it, and the last draw number (036) is shown in grey boxes. A "Draw" button is located at the bottom right.

Week	1 of 9
Date	3/16
Target	20
Total hunters drawn	16

Current draw number (6 hunters)

0 4 1

Going

Last draw number

0 3 6

Draw

DLNR HUNT LOTTERY PHASE 2

- URL: <https://gohunthawaii.ehawaii.gov>
- Phase 2 launched on 1/9/19
- Features:
 - Full-featured electronic lottery system to select individuals from a pool for certain hunting periods
 - Allows DLNR DOFAW Administration the ability to setup future lotteries independently, by creating Hunt Seasons, and individual unique Hunting Types without additional code changes to the system



2019 Lanai Axis Deer Season: General Rifle
Lottery Drawing: Lanai Residents

183 applicants

Week	Dates	Targets	Drawn
1	3/16 - 3/17	20	0
2	3/23 - 3/24	~20	0
3	3/30 - 3/31	~20	0
4	4/6 - 4/7	~20	0
5	4/13 - 4/14	~20	0
6	4/20 - 4/21	~20	0
7	4/27 - 4/28	~21	0
8	5/4 - 5/5	~21	0
9	5/11 - 5/12	~21	0
		-	0

Start the first week

HIGHLIGHT 2

DOH MEDICAL MARIJUANA OUT-OF-STATE PATIENT APPLICATIONS

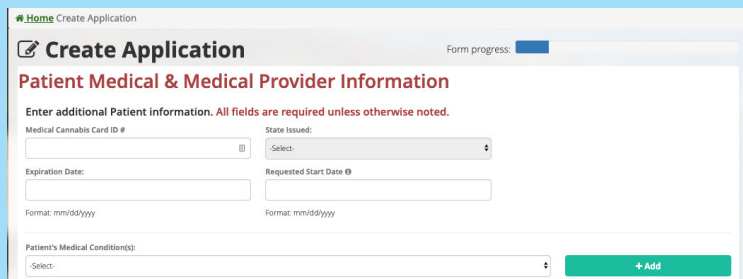
The screenshot shows the Hawaii State Department of Health Medical Cannabis Registry website. The header includes the Hawaii.gov logo and navigation links for Home, Info, FAQ, Help Chat, My Account, and Log Out. The main heading is "Medical Cannabis Registry Hawaii State Department of Health". Below this, a "Home" link is visible. The main content area features a welcome message: "Welcome to the online Out of State patient application!" followed by a sub-header: "Here is the set of steps you will go through to apply for the Out-of-State Medical Cannabis Registry card." A green callout box contains a warning: "Please note that you cannot edit your application once submitted, and the \$49.50 application fee is non-refundable. If your application is denied by the Medical Cannabis Registry program, you may submit a new application and pay all applicable fees." Below this, a note states: "Please note that this application is best accessed from a laptop or desktop computer, using a current version of the Chrome or Firefox browser. In addition, some browser versions on mobile devices are not compatible with this application." Another note says: "Please review the Out-of-State Patient FAQ or view the Out-of-State Patient Video for more information." The section "How does the application process work?" is followed by a four-step process:

- Step 1** → You fill out the online application form with information about the following:
 - Patient's medical cannabis card and ID
 - Patient's medical practitioner
 - Patient's parents/guardians (if patient is a minor)
- Step 2** → You pay \$49.50 via credit card, debit card, or echeck and submit the online application to the Hawaii State Department of Health.
- Step 3** → The Hawaii State Department of Health reviews and approves the application. You will receive a confirmation email with instructions, how to download your registration.
- Step 4** → You log in to your account, where you download and print your registration card.

At the bottom, there is a checkbox for "I accept all the terms and conditions" and a blue button labeled "Start an Application".

DOH MEDICAL MARIJUANA OUT-OF-STATE PATIENT APPLICATIONS

- URL: <https://medmj.ehawaii.gov>
- Target launch date: Q2 2019
- Features:
 - Qualified out-of-state patients can apply to obtain an electronic Medical Marijuana registration card quickly and easily
 - The electronic registration card will eliminate the wait time for patients to receive their hard copy registration card in the mail
 - Qualified patients who register using the new system will be among the first in the nation to have the convenience of accessing their medical cannabis cards electronically

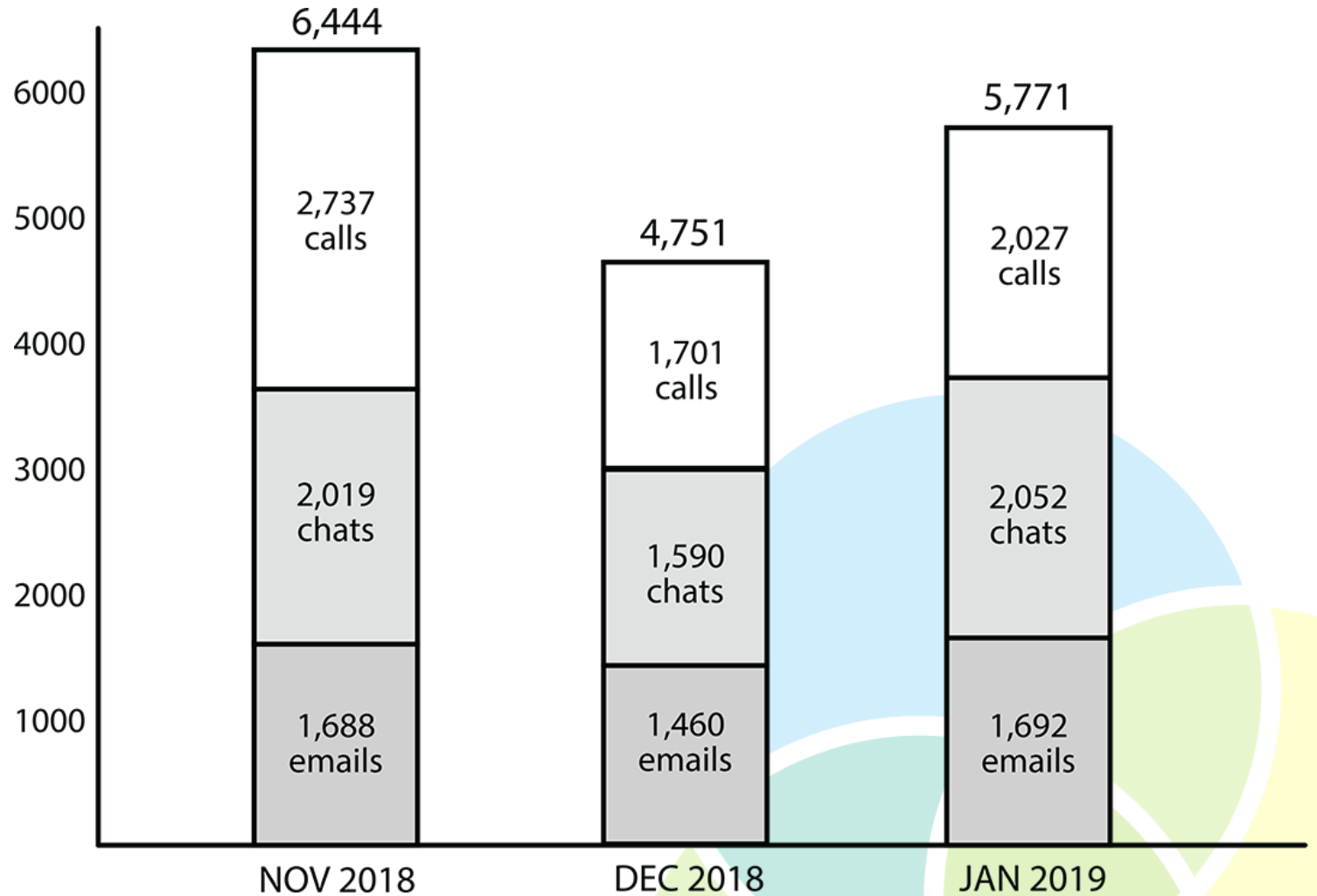


The screenshot shows a web form titled "Create Application" with a "Form progress" indicator. The main heading is "Patient Medical & Medical Provider Information". Below this, there is a note: "Enter additional Patient information. All fields are required unless otherwise noted." The form contains several input fields: "Medical Cannabis Card ID #", "State Issued" (a dropdown menu), "Expiration Date", "Requested Start Date" (with a calendar icon), and "Patient's Medical Condition(s)" (a dropdown menu). There are also format instructions: "Format: mm/dd/yyyy" for the date fields. A green "+ Add" button is located at the bottom right of the form.

CUSTOMER SERVICE

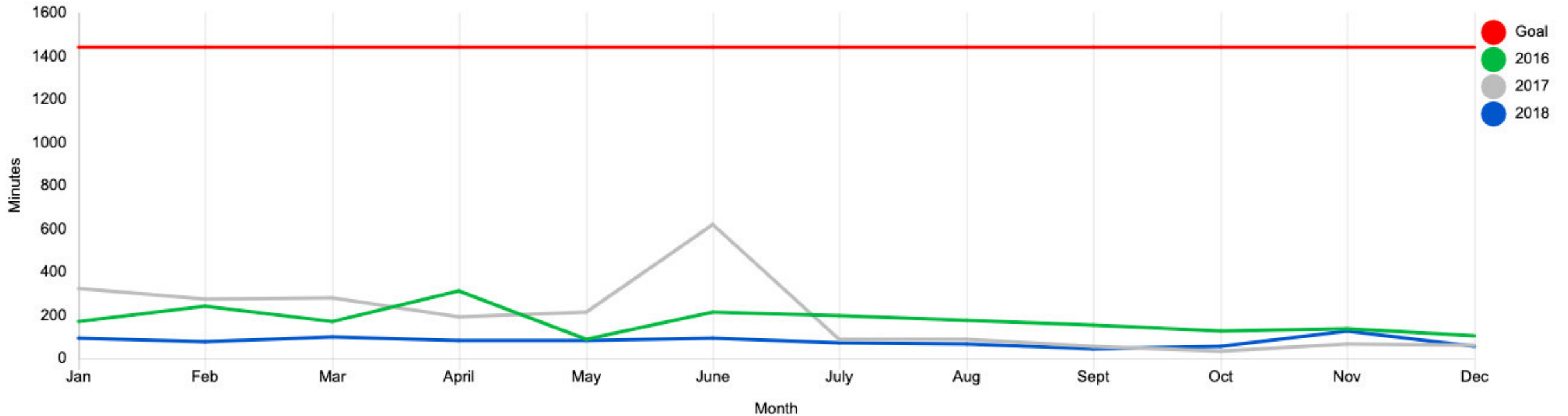
NOV 2018 - JAN 2019

CUSTOMER SERVICE OVERVIEW



CUSTOMER SERVICE AVERAGE RESPONSE TIME

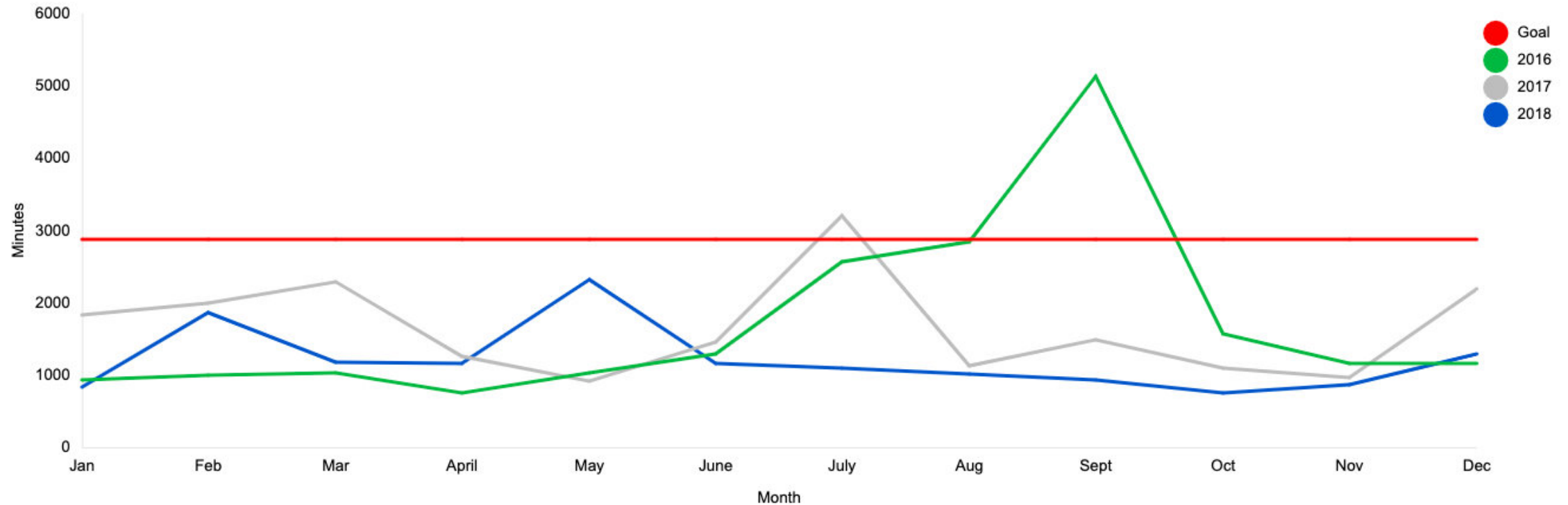
Average First Response Time in Minutes



- 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

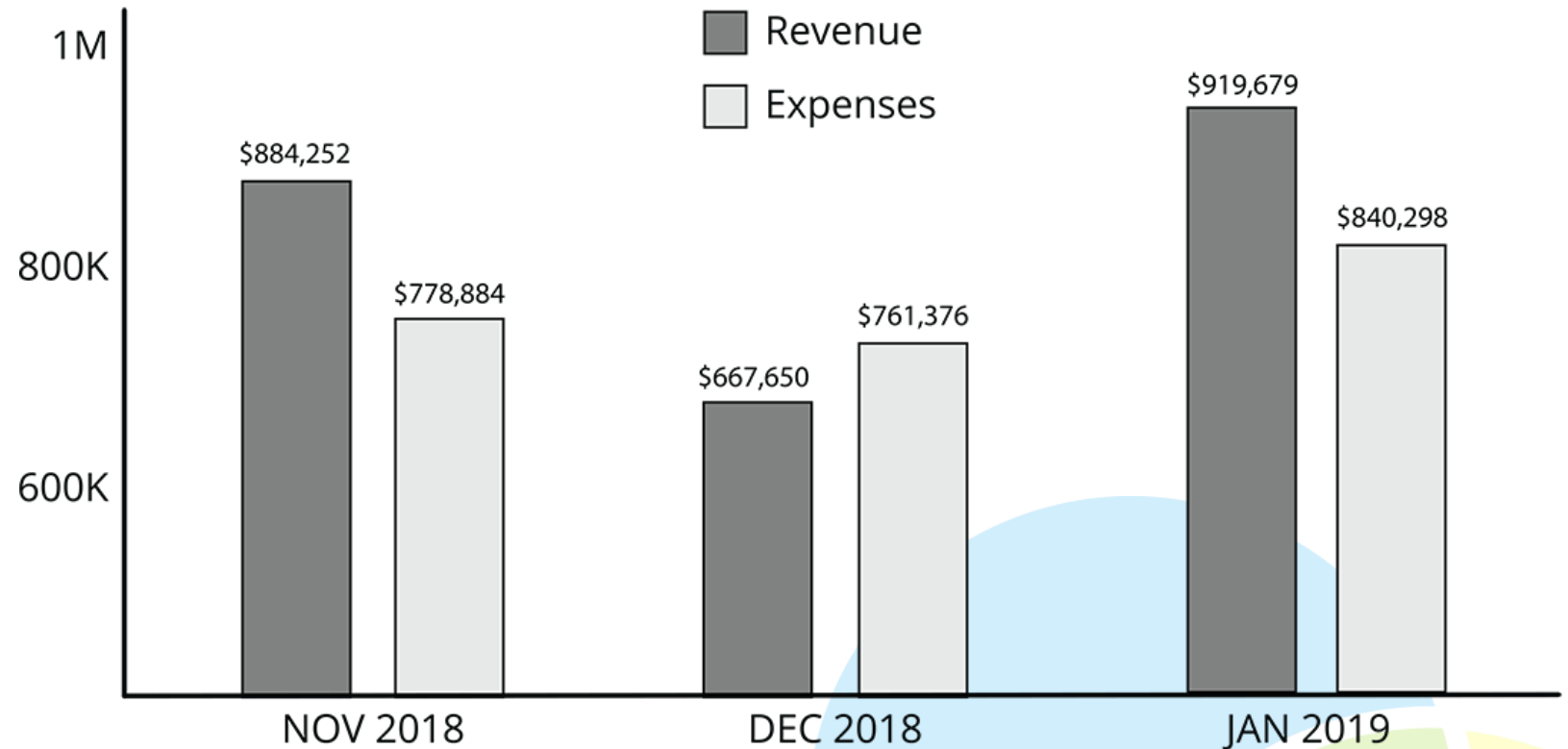


- Requirement: Resolve emailed inquiries within 2 days (2880 min)
- Spikes in September 2016 and June 2017 were due to HIC CS team being short staffed
- Resolution time is skewed due to 5-7 day window awaiting response from customer
- Nine out of every 10 inquiries are resolved on the first contact (91%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

FINANCIALS

NOV 2018 - JAN 2019

INCOME - UNAUDITED REPORT



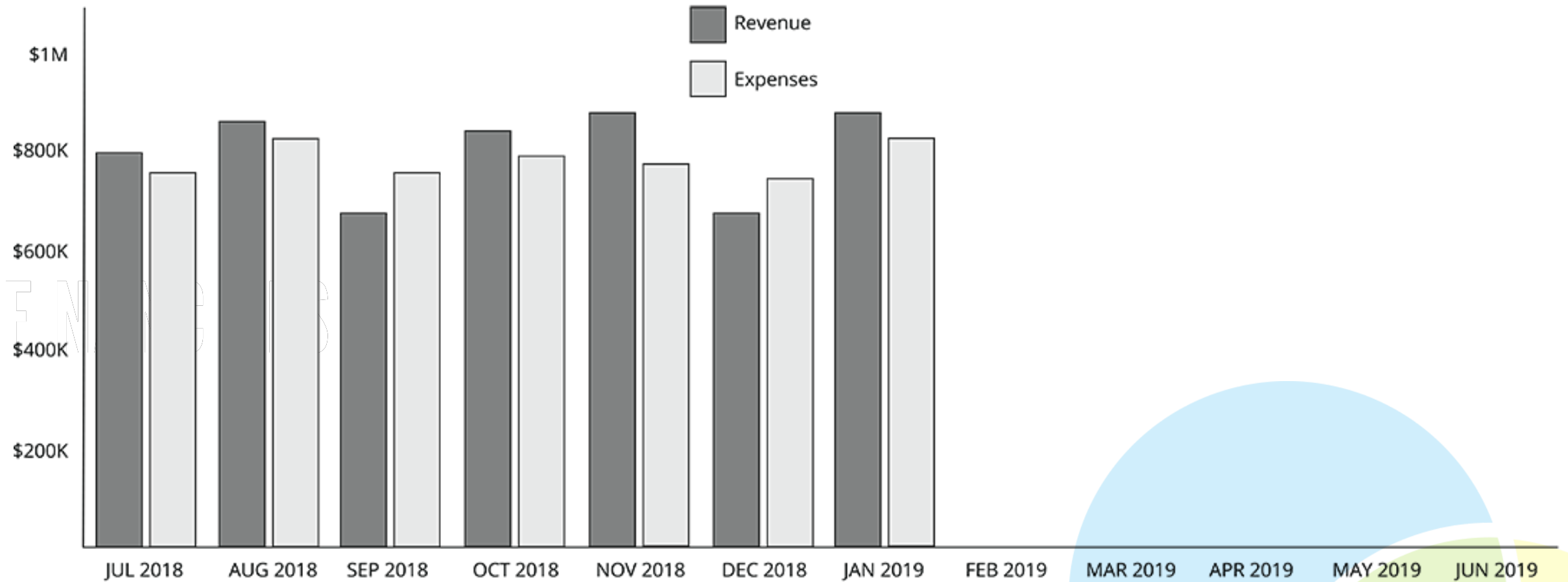
Rolling 3-Month (Nov 2018 - Jan 2019) Financials

Total Revenue: \$2,471,581

Total Expenses: \$2,380,558

Net Income: \$68,003

FINANCIALS - FISCAL YEAR (FY) 2019



FY2019 Revenue & Expenses

Total Revenue: \$5,697,347

Total Expenses: \$5,551,527

FINANCIALS

NOV 2018 - JAN 2019

CONSOLIDATED BALANCE - UNAUDITED REPORT



Assets

\$7,568,204



Liabilities

\$6,133,340



Shareholder Equity

\$1,434,865



Total Liabilities & Shareholder Equity

\$7,568,205

NEWS & UPDATES

OTHER UPDATES

- Provided immediate response and delivery to 6 partners for FOIA requests
- HIC Customer Service team lost one team member in Q4 2018
- Heavy customer service interaction volume around the IRS system unavailable during the federal government shutdown
- Several SOWs awaiting signature/approval process
- Numerous SOWs either in progress or soon to be requested by agencies
- Developing FY2020 portal roadmap

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