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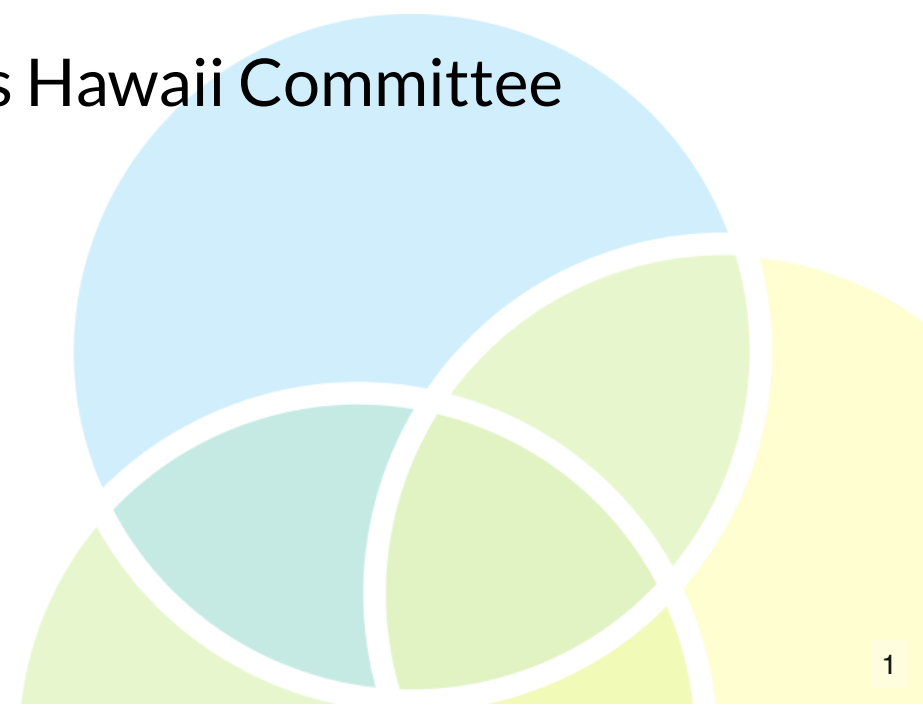
Burt Ramos

Janet Pick

PORTAL PROGRAM UPDATES GENERAL MANAGER'S REPORT

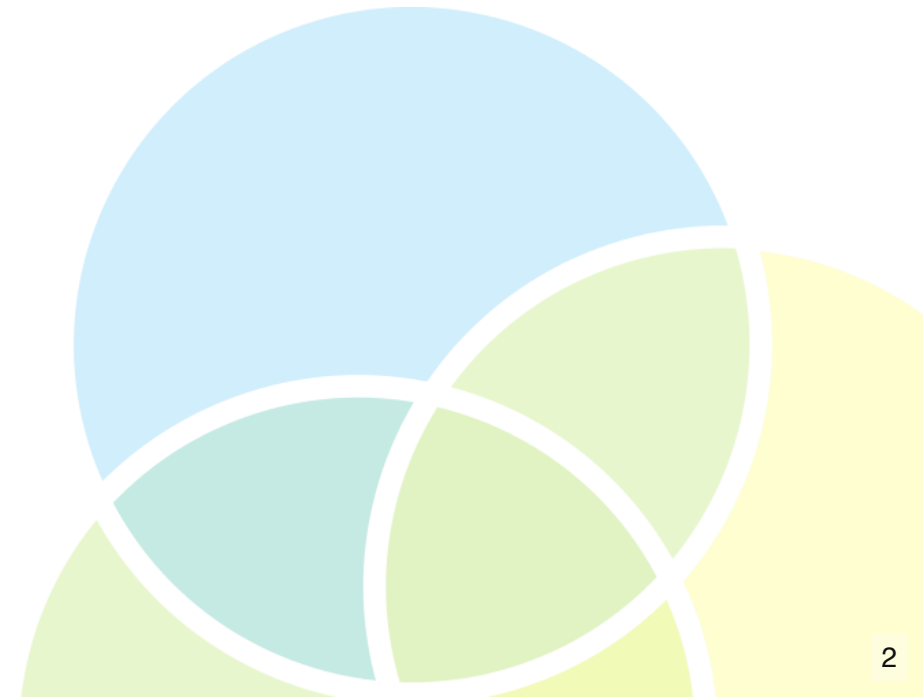
Presented to the Access Hawaii Committee
State of Hawaii

December 5, 2019



EXECUTIVE SUMMARY

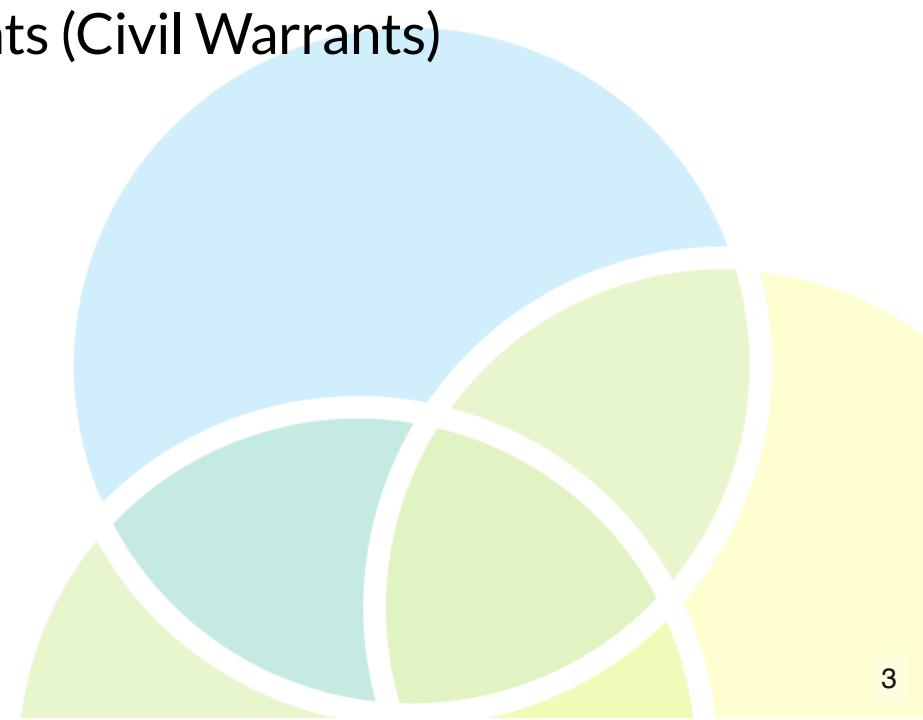
- Services Highlights
- Customer Service Summary
- Financial Summary
- News and Updates



NEW/UPGRADED SERVICES

August - October 2019

- DBEDT Small Business Regulatory Review Board Website
- DLNR DAR Commercial Marine Dealer Reports
- DLIR HIOSH Elevators - Temporary Construction Module
- Judiciary - eBench Warrants (Civil Warrants)



SERVICE HIGHLIGHT 1

DBEDT
Small Business
Regulatory Review
Board Website

SMALL BUSINESS REGULATORY REVIEW BOARD WEBSITE



SMALL BUSINESS REGULATORY REVIEW BOARD WEBSITE

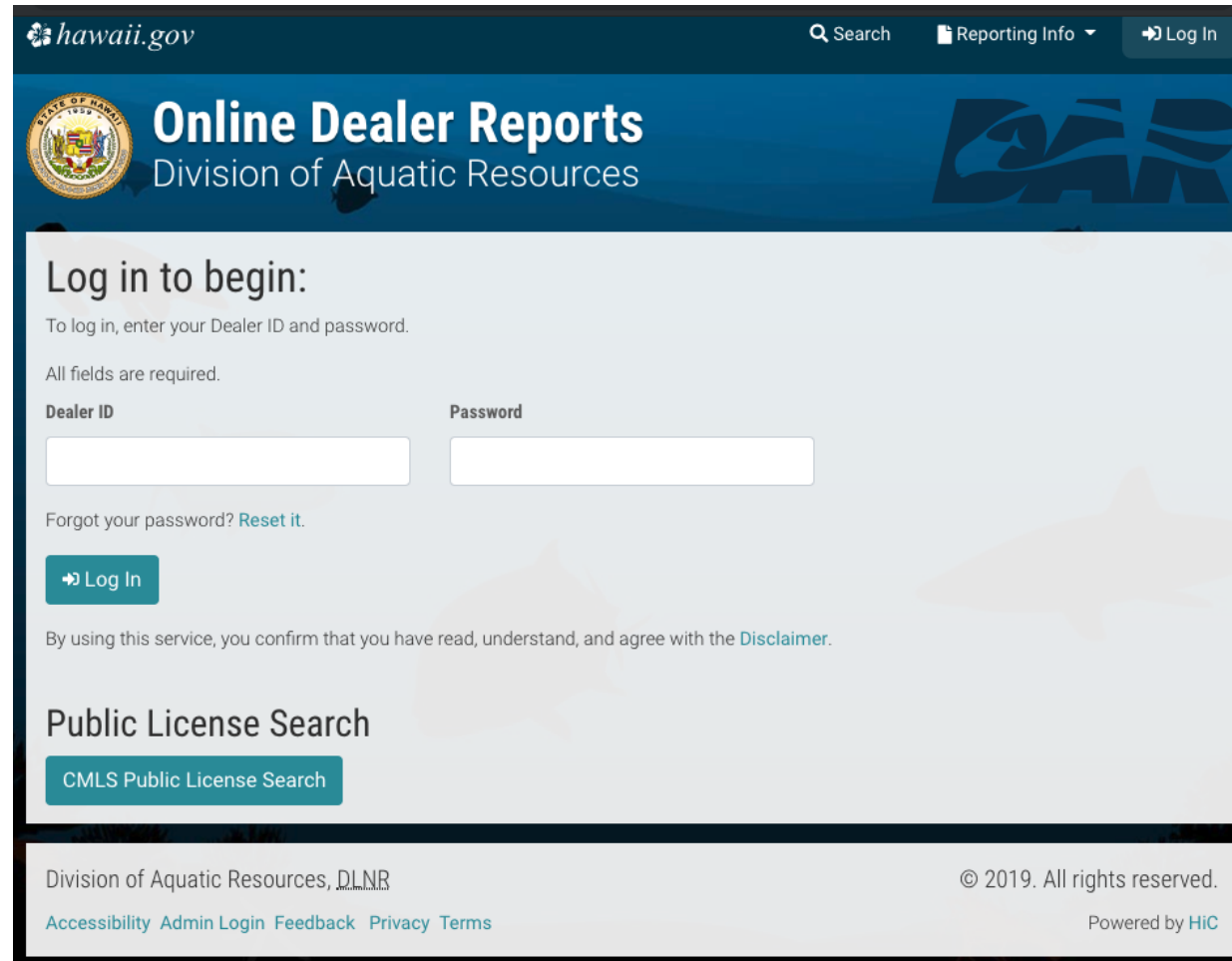
- Time and Materials
- URL: sbrrb.hawaii.gov
- Launch Date: 08/13/2019
- Features:
 - Modern design - more visuals, responsive web design & social media integration
 - Improved, easier to understand language
 - New online form to submit a regulation for review
 - More news on the overall activities of the board
 - Capture email signups for newsletter
- It's also the first time the website has been updated since its creation 21 years ago.



SERVICE HIGHLIGHT 2



DLNR DAR Commercial Marine Dealer Reports

COMMERCIAL MARINE DEALER REPORTS



The screenshot shows the 'Online Dealer Reports' page for the Division of Aquatic Resources (DAR) on the Hawaii.gov website. The page has a dark blue header with the Hawaii.gov logo, a search bar, and links for 'Reporting Info' and 'Log In'. Below the header is a banner with the DAR logo and the text 'Online Dealer Reports Division of Aquatic Resources'. The main content area is light gray and contains a 'Log in to begin:' section with instructions to enter a Dealer ID and password. There are two input fields for 'Dealer ID' and 'Password', and a 'Log In' button. Below the login fields is a link for 'Forgot your password? Reset it.' and a disclaimer stating that by using the service, users agree with the 'Disclaimer'. At the bottom of the main content area is a 'Public License Search' section with a 'CMLS Public License Search' button. The footer contains the text 'Division of Aquatic Resources, DLNR', a copyright notice '© 2019. All rights reserved.', and links for 'Accessibility', 'Admin Login', 'Feedback', 'Privacy', and 'Terms'. It also mentions 'Powered by HiC'.

hawaii.gov Search Reporting Info Log In

 **Online Dealer Reports**
Division of Aquatic Resources 

Log in to begin:
To log in, enter your Dealer ID and password.
All fields are required.

Dealer ID Password

Forgot your password? [Reset it.](#)

[Log In](#)

By using this service, you confirm that you have read, understand, and agree with the [Disclaimer.](#)

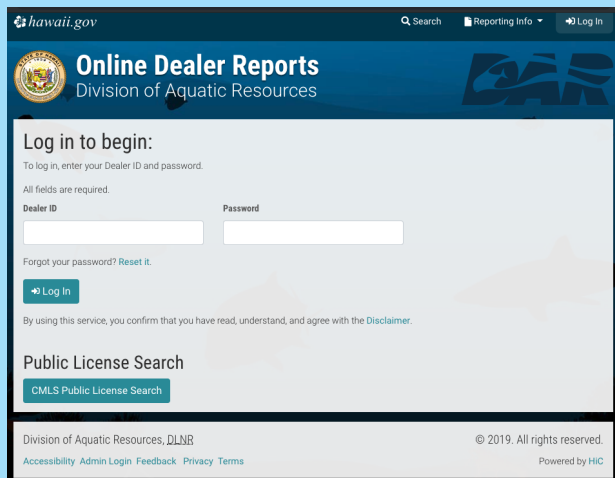
Public License Search

[CMLS Public License Search](#)

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COMMERCIAL MARINE DEALER REPORTS

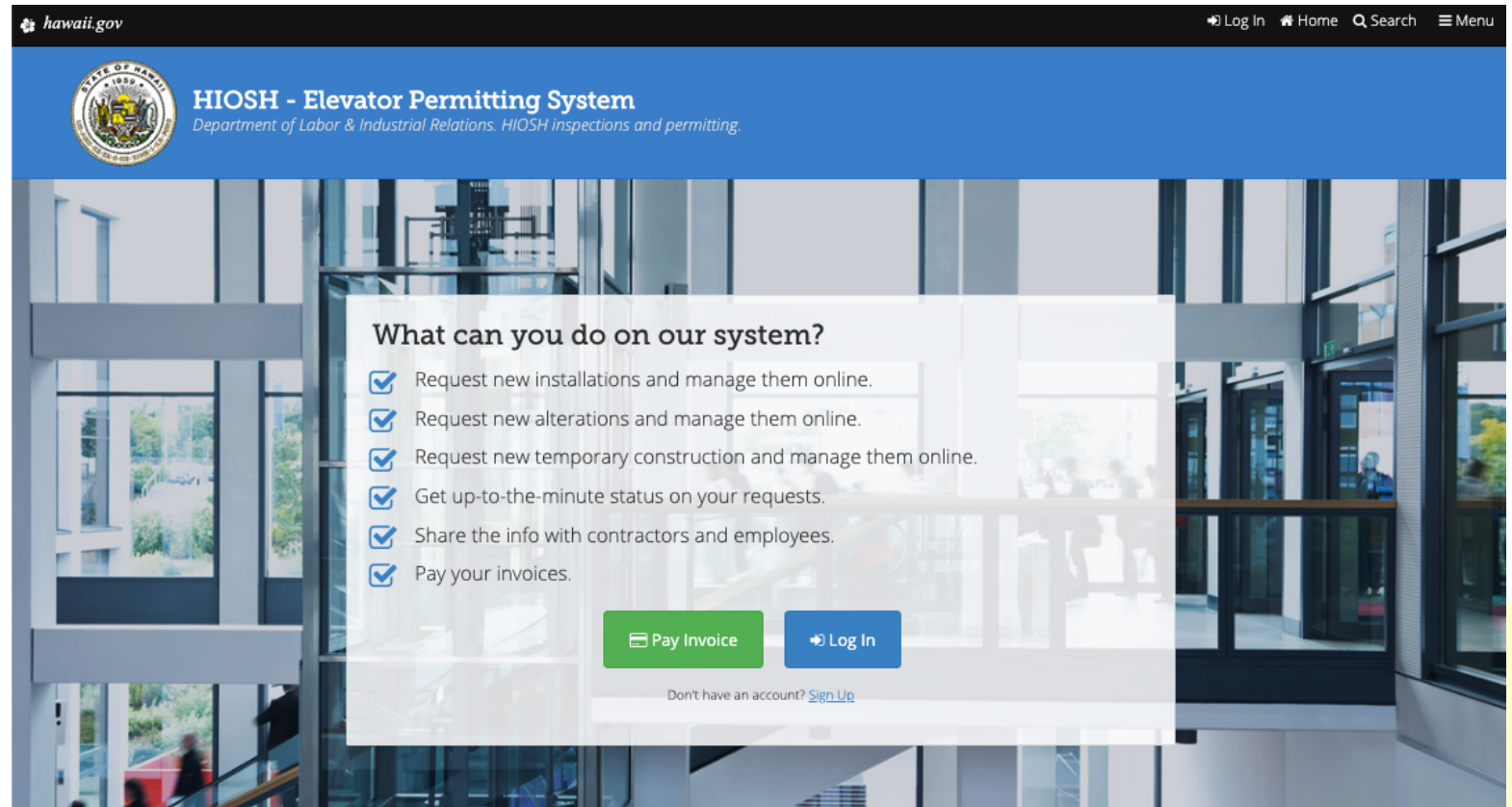
- Time and Materials
- URL: <https://dlnr.ehawaii.gov/odr>
- Launch Date: 10/09/2019
- Features:
 - Online reporting system for commercial marine dealers to report marine life purchased from licensed fishermen on a weekly basis
 - Effective in January 2018, the revised Hawaii Administrative Rule (HAR) Chapter 13-74 established the requirement for Commercial Marine Dealers to report all marine life obtained, purchased, transferred, exchanged, or sold during a weekly reporting period



SERVICE HIGHLIGHT 3

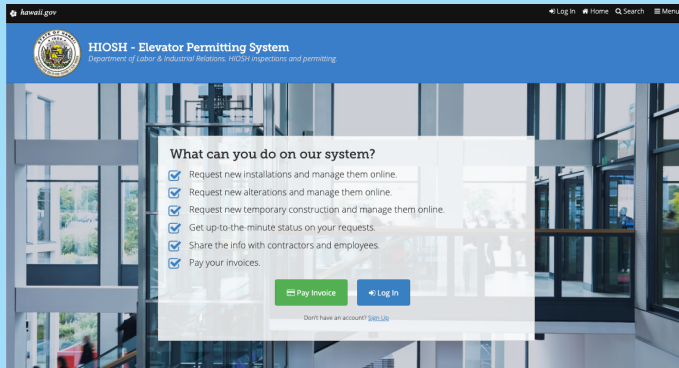
DLIR HIOSH Temporary Construction Module

ELEVATOR PERMITS - TEMPORARY CONSTRUCTION MODULE



ELEVATOR PERMITS - TEMPORARY CONSTRUCTION MODULE

- Hybrid
- URL: <https://hiosh.ehawaii.gov/hiosh>
- Launch Date: 09/09/2019
- Features:
 - Temporary Construction Module to allow users the ability to submit online request to use a designated elevator to haul equipment and tools to other floors during construction of the building
 - 7th and final module of a multi-year project to an existing online application







SERVICE HIGHLIGHT 4

Hawaii State Judiciary eBench Warrants - Civil

EBENCH WARRANTS - CIVIL

[Judiciary Home](#)[Login](#)[Sign Up](#)


JUDICIARY INFORMATION MANAGEMENT SYSTEM



[Home](#)[Search](#)[My Warrants](#)[FAQs](#)[Support](#)

WELCOME

Welcome to the Hawaii State Judiciary's electronic bench warrant system!

Approved members of Hawaii's law enforcement and criminal justice agencies may use the system to search for and view traffic and non-felony criminal warrants. The information is updated daily.

[Log In](#)

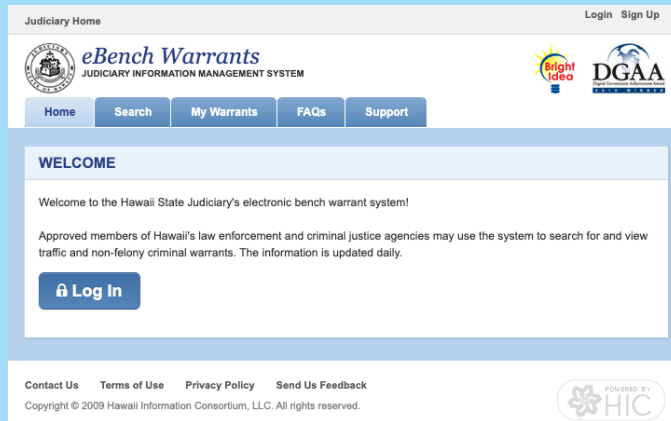
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EBENCH WARRANTS -CIVIL

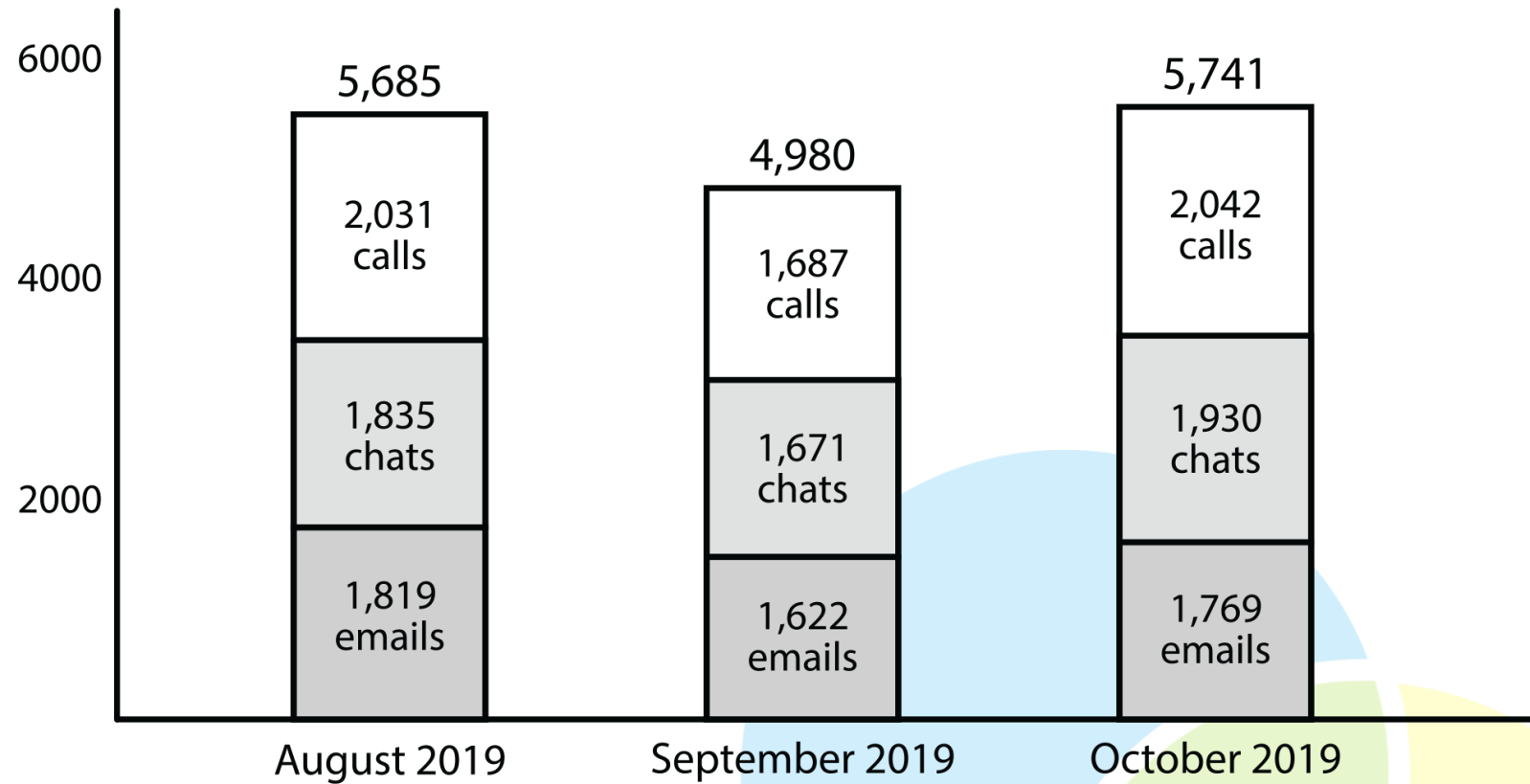
- No Cost
- URL: Private
- Launch Date: 10/07/2019
- Features:
 - Inclusion of civil warrants that can be viewed, printed, and served/recalled electronically
 - Civil warrants is the third warrant type to be offered via eBench Warrants
 - Traffic and Criminal are the other available warrant types



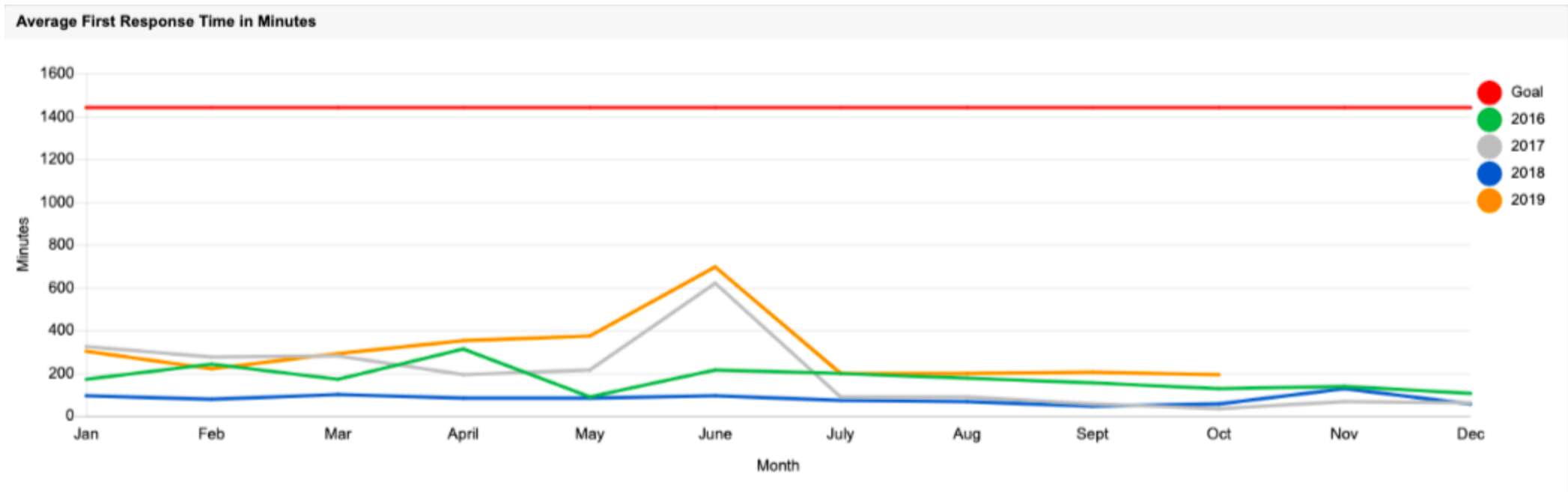
CUSTOMER SERVICE

AUG - OCT 2019

CUSTOMER SERVICE OVERVIEW

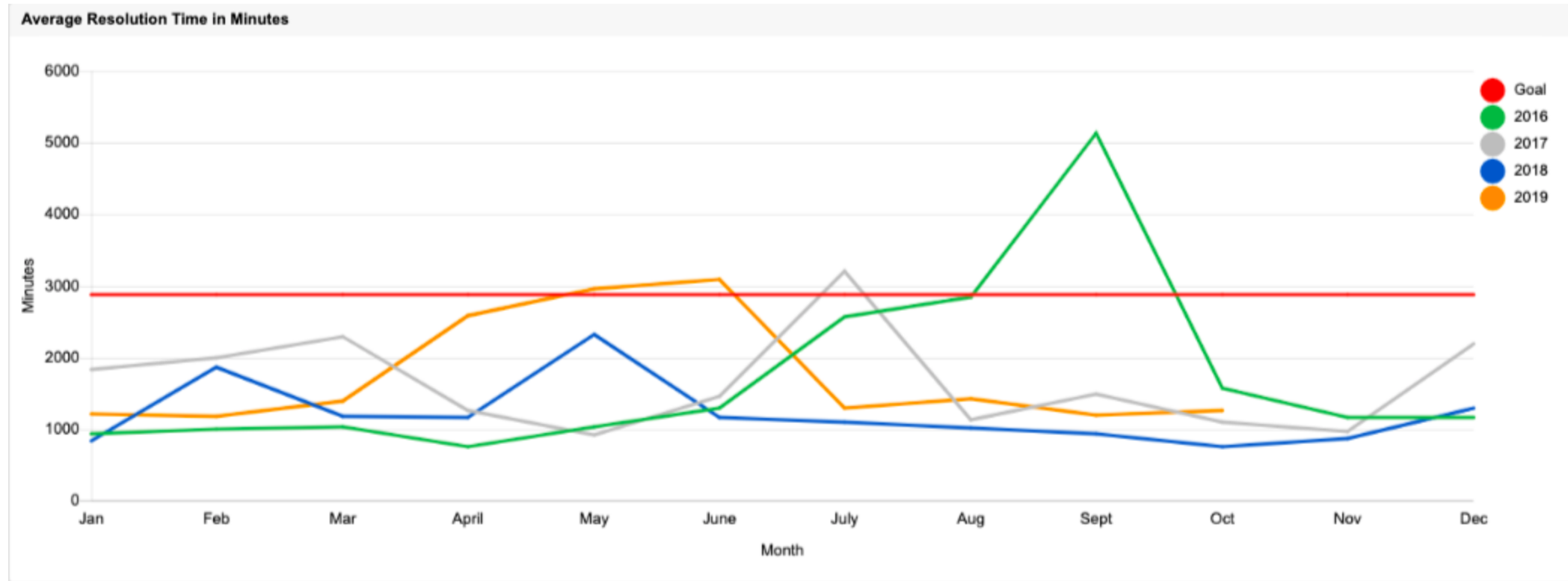


CUSTOMER SERVICE AVERAGE RESPONSE TIME



- Requirement: Respond to emailed inquiries within 24 hours (1440 min)
- HIC has remained well below the requirement
- Average first response time is typically within 1-2 hours
- Spike in June 2019 (orange line) due to Camping inquiries doubling

CUSTOMER SERVICE AVERAGE RESOLUTION TIME

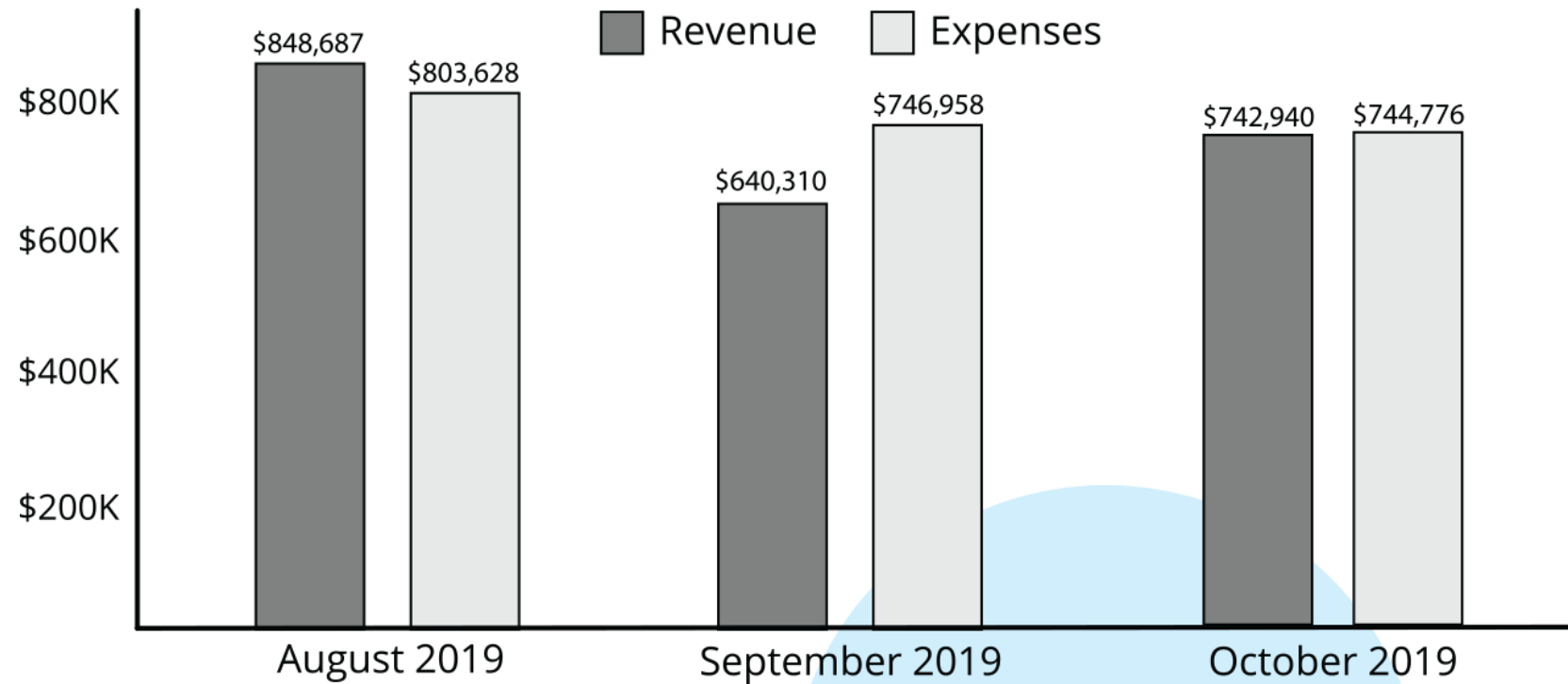


- Goal: Resolve emailed inquiries within 2 days (2880 min)
- Resolution time is skewed due to 5-7 day window awaiting response from customer
- Nine out of every 10 inquiries are resolved on the first contact (91% First Contact Resolution in 2018)

FINANCIALS

AUG - OCT 2019

INCOME - UNAUDITED REPORT



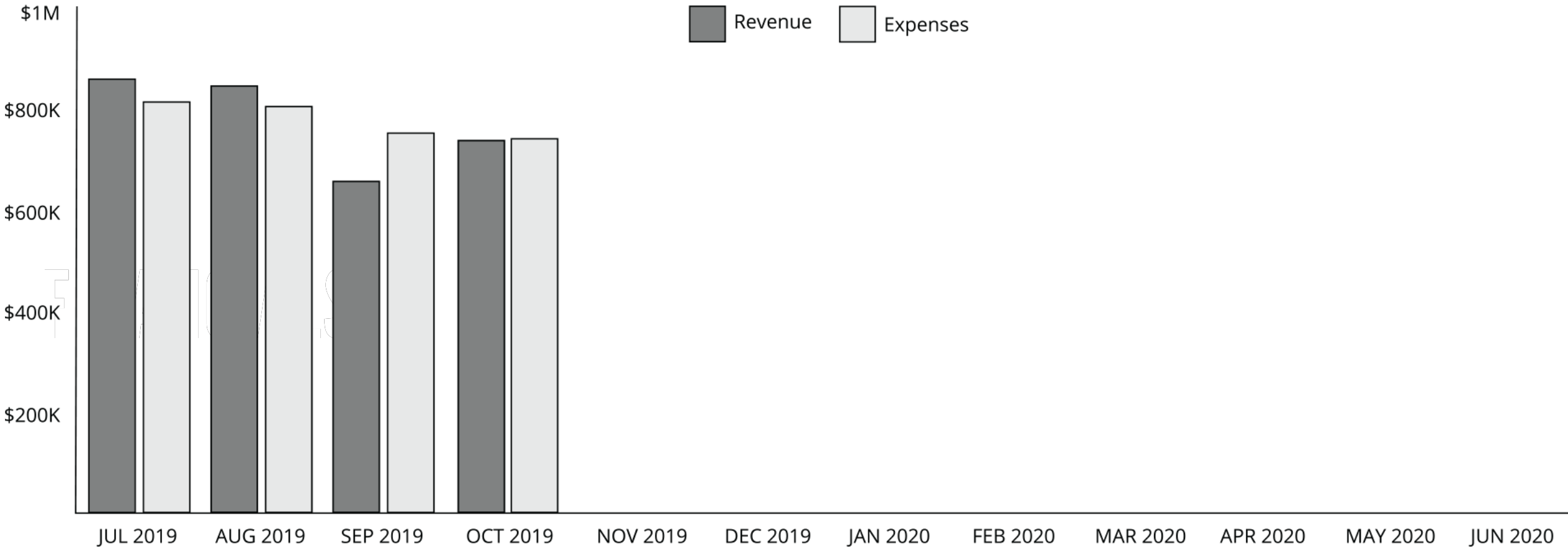
Rolling 3-Month (August - October 2019) Financials

Total Revenue: \$2,231,937

Total Expenses: \$2,295,362

Net Income: (\$46,898)

UNAUDITED FINANCIALS - FISCAL YEAR (FY) 2020



FY2020 REVENUE & EXPENSES

Total Revenue: \$3,084,407

Total Expenses: \$3,110,816

FINANCIALS

AUG - OCT 2019

CONSOLIDATED BALANCE - UNAUDITED REPORT



Assets

\$6,867,567



Liabilities

\$5,275,214



Members Equity

\$1,592,352



Total Liabilities & Shareholder Equity

\$6,867,567

NEWS & UPDATES

OTHER UPDATES

- Contract Extension
 - AWS Migration
 - Single Sign-On
- Portal Strategic Plan Updates
- FY 2019 Annual Report
- HACCC Event Workshop
- Staff Updates

CONTACT US

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