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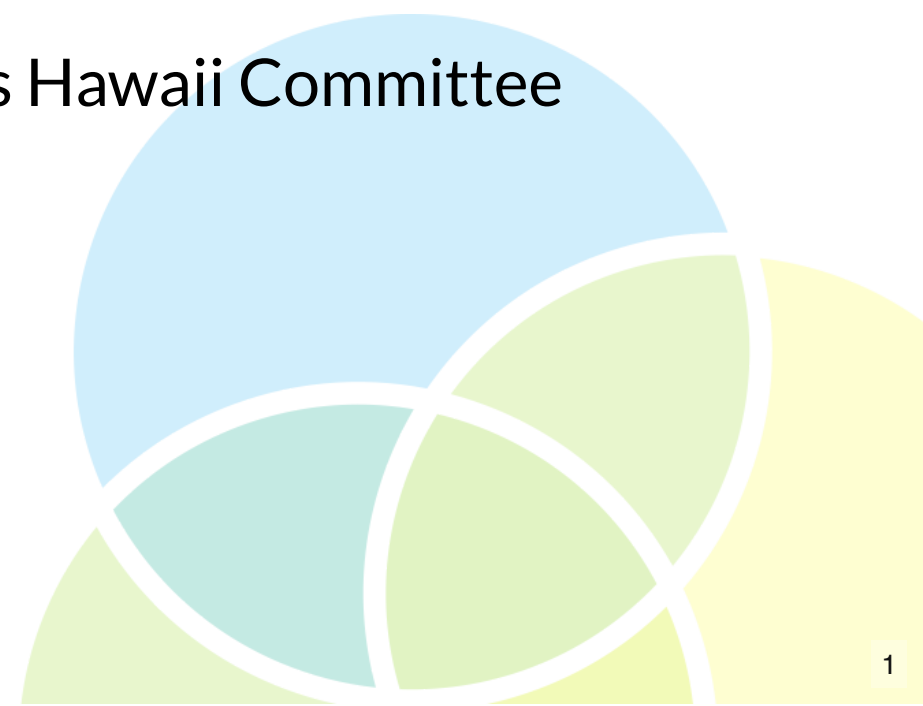
Burt Ramos

Janet Pick

PORTAL PROGRAM UPDATES GENERAL MANAGER'S REPORT

Presented to the Access Hawaii Committee
State of Hawaii

March 5, 2020



EXECUTIVE SUMMARY

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

NEW/UPGRADED SERVICES

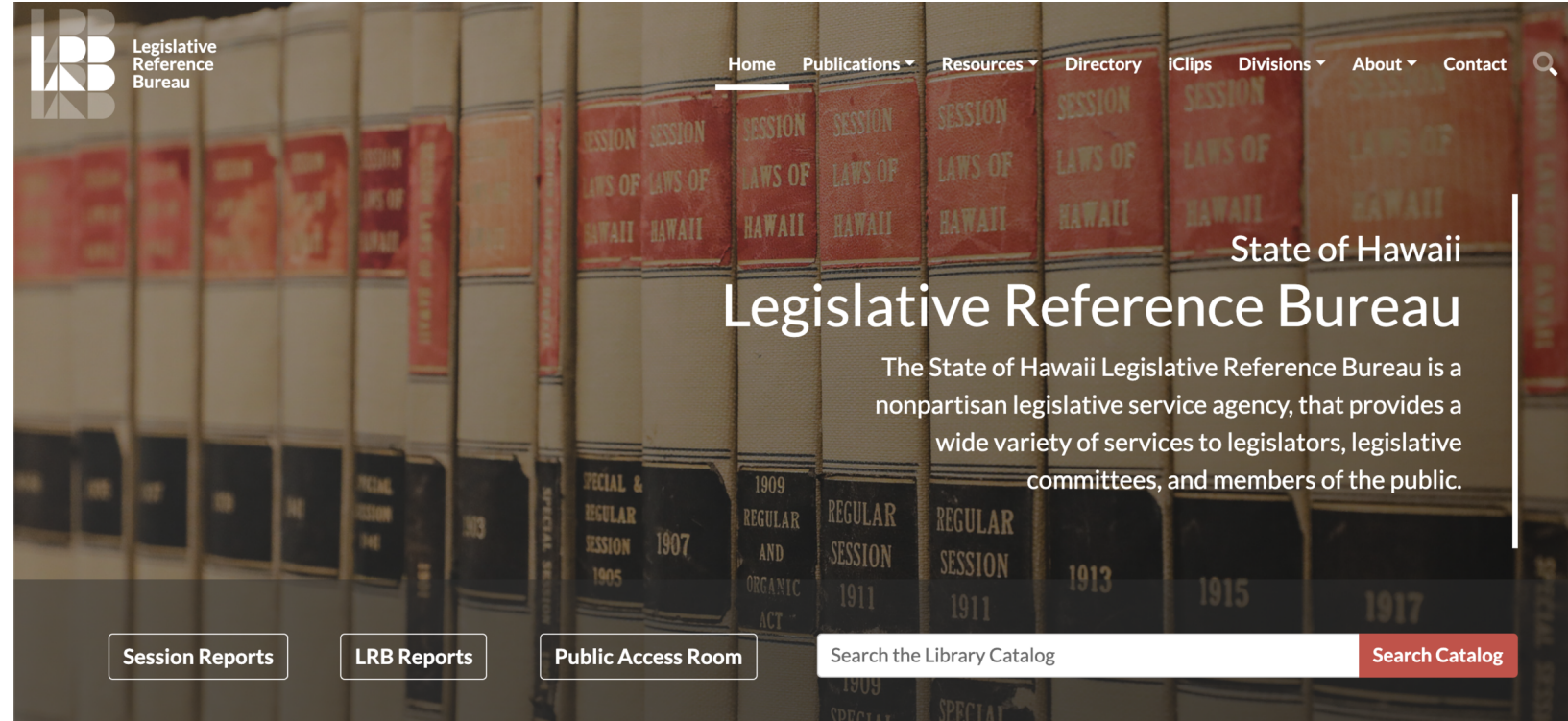
Nov 2019 - Jan 2020

- State of Hawaii Legislative References Bureau
- LRB Public Access Room
- CX Suite
- On the Horizon

SERVICE HIGHLIGHT 1

Legislative Reference Bureau

STATE OF HAWAII LEGISLATIVE REFERENCE BUREAU



LEGISLATIVE REFERENCE BUREAU

- Time and Materials
- URL: <https://lrb.hawaii.gov/>
- Launch Date: 12/19/2019
- The Legislative Reference Bureau is a nonpartisan legislative service agency, that provides a wide variety of services to legislators, legislative committees, and members of the public. Site features include:

- A comprehensive listing of all LRB publications dating back to 1949
- An improved Guide to Government to find agency contact info and descriptions for each agency.
- A curated selection of daily news in iClips



SERVICE HIGHLIGHT 2

LRB Public Access Room

LRB PUBLIC ACCESS ROOM

Legislative Reference Bureau

Home Learn Engage Persist Current Legislature Newsletters About Contact

State of Hawaii | LRB Public Access Room

PAR provides the public with information, facilities, and services to assist them as they engage and participate in the State legislative process.

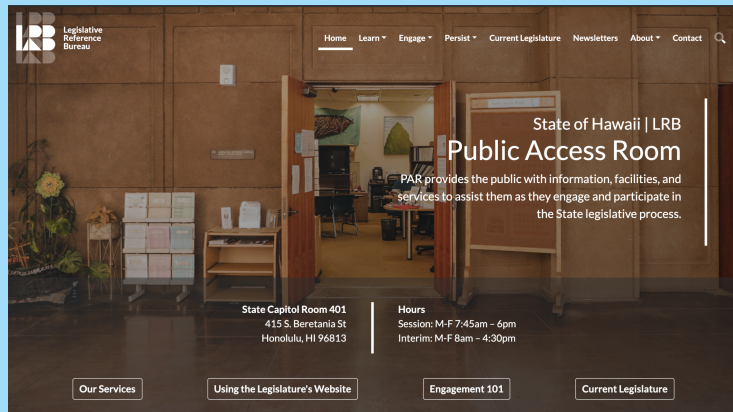
State Capitol Room 401
415 S. Beretania St
Honolulu, HI 96813

Hours
Session: M-F 7:45am - 6pm
Interim: M-F 8am - 4:30pm

[Our Services](#) [Using the Legislature's Website](#) [Engagement 101](#) [Current Legislature](#)

LRB PUBLIC ACCESS ROOM

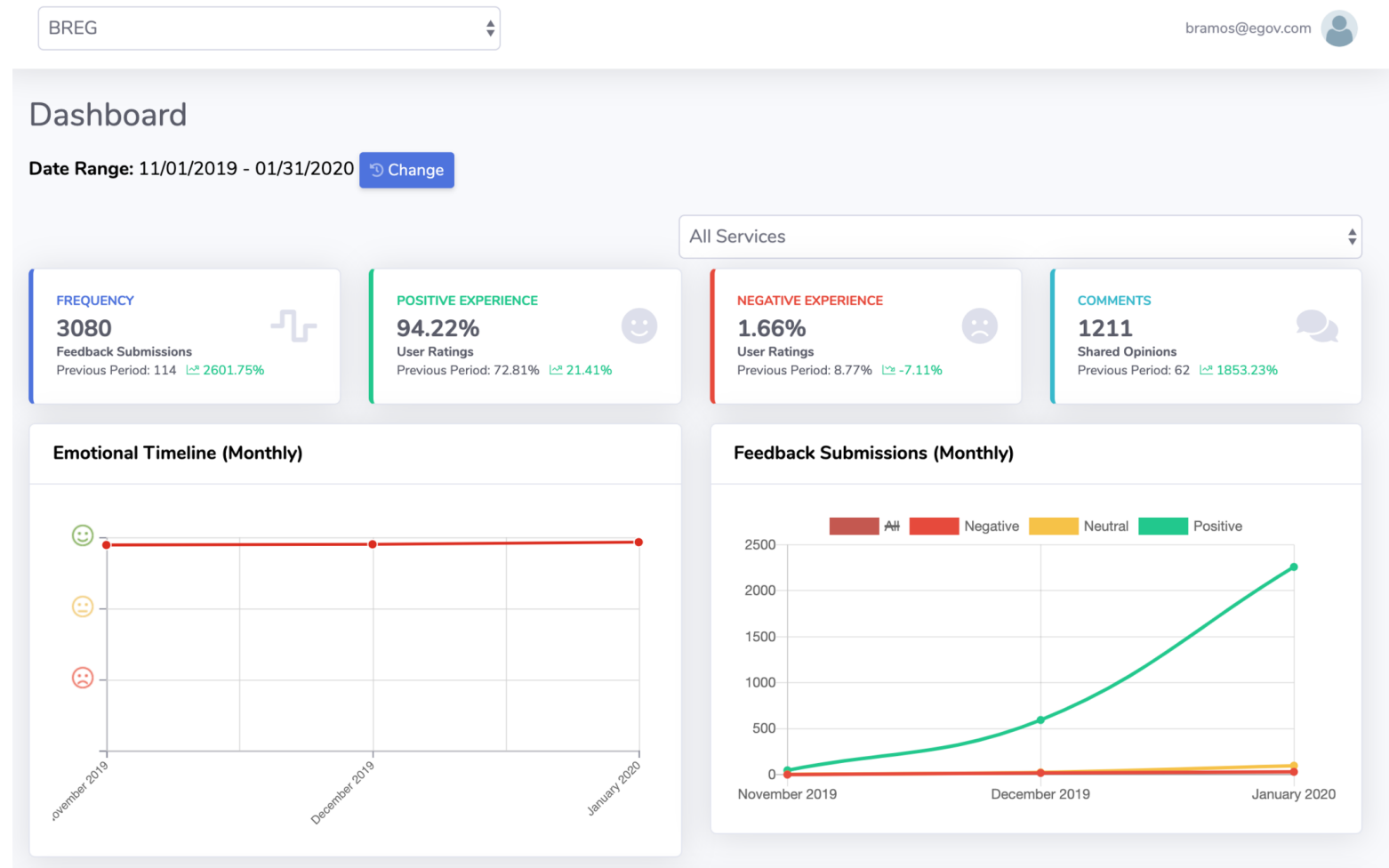
- Time and Materials
- URL: <https://lrb.hawaii.gov/>
- Launch Date: 12/19/2019
- PAR provides the public with information, facilities, and services to assist them as they engage and participate in the State legislative process. Site features include:
 - Find info about the current legislature (session calendar, deadlines, maps)
 - Sign up for the PAR newsletter
 - Attend a workshop
 - Read tips for engaging in the legislative process



SERVICE HIGHLIGHT 3

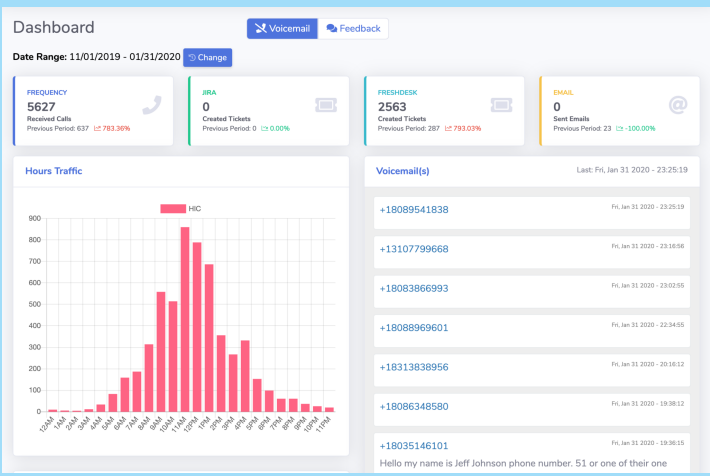
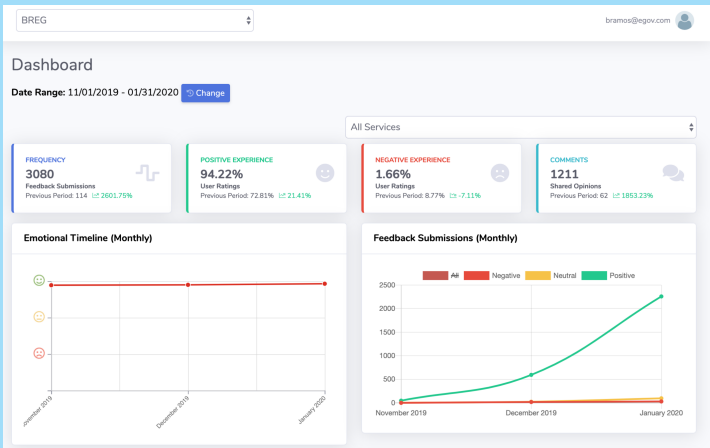
HIC CX Suite

CX SUITE - A REALTIME CALL AND FEEDBACK PLATFORM



CX SUITE - A REALTIME CALL AND FEEDBACK PLATFORM

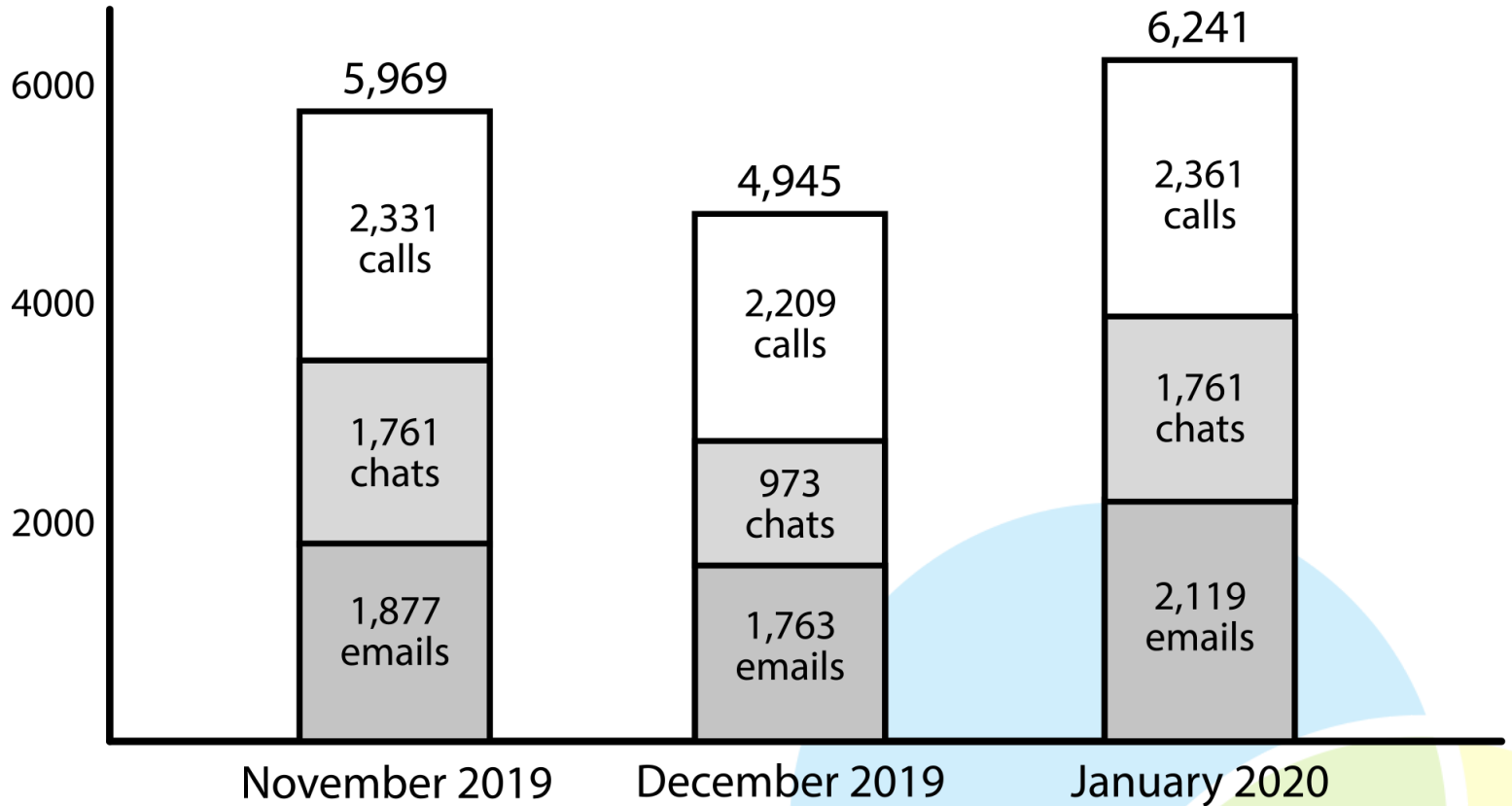
- Internal Initiative
- URL: <https://cxsuite.ehawaii.gov/>
- Launch Date: 11/01/2019
- Features:
 - HIC's CX Suite provides Customer Experience support and reporting
 - Allows HIC and a government agency to better hear what their users are saying
 - Feedback Module implemented for DCCA BREG
 - Call Module implemented for HIC Customer Service team






CUSTOMER SERVICE

NOV 2019 - JAN 2020

CUSTOMER SERVICE OVERVIEW

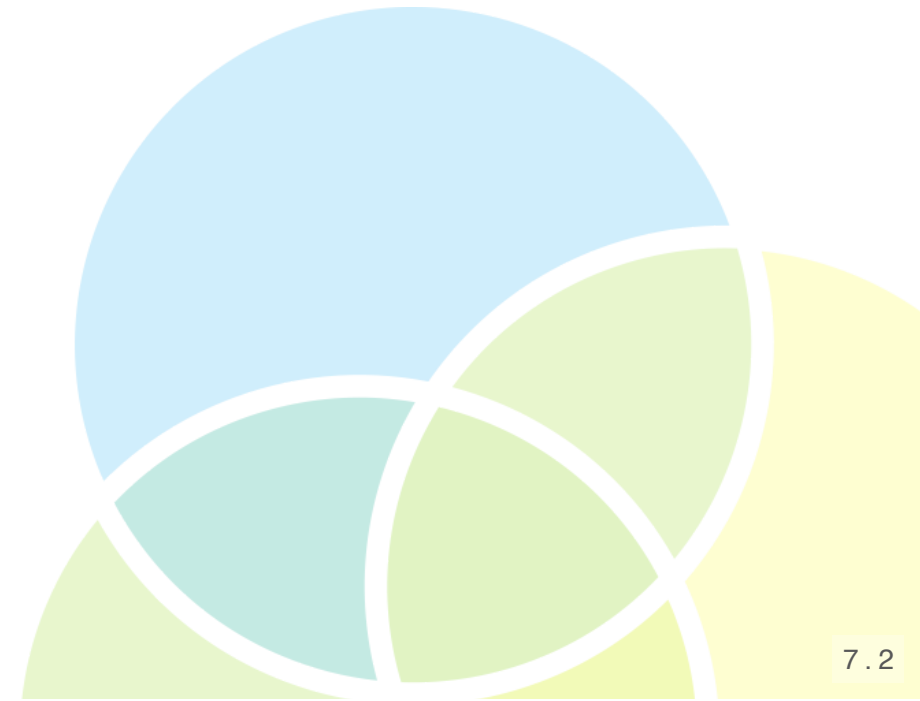
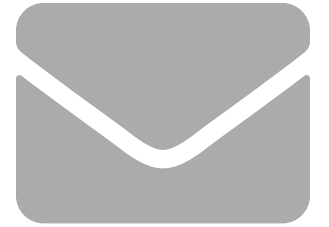


17,155 Interactions

-  - Total calls 6,901 (40.2%)
-  - Total chats 4,495 (26.2%)
-  - Total emails 5,759 (33.6%)

CUSTOMER SERVICE CY2019 INQUIRIES

1. Vital Records	16,637	23%
2. PVL	8,761	12%
3. HCE	6,558	9%
4. Med MJ	6,451	9%
5. Login Questions	6,161	9%
6. State Camping	5,529	8%
7. BREG	3,061	4%
8. EMRS	2,737	4%
Other	16,227	22%
Total	72,122	

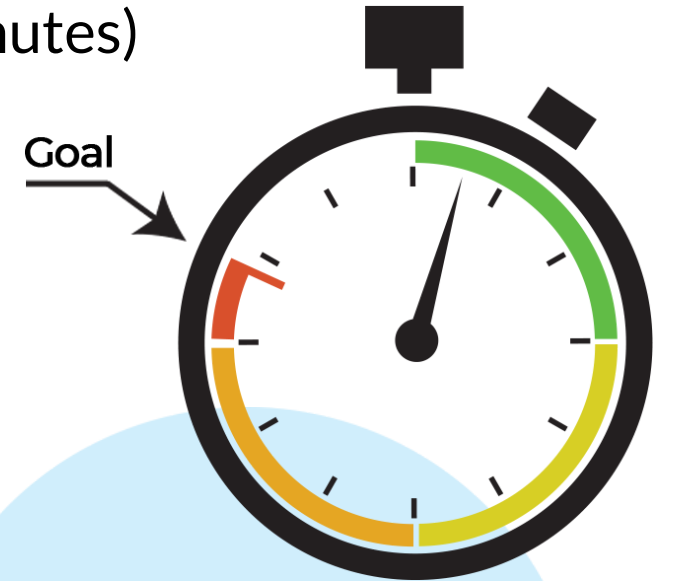


CUSTOMER SERVICE AVERAGE RESPONSE TIME

- Goal: Respond to emailed inquiries within 24 hours (1440 minutes)
- Actual average response time: 1030 minutes
- HIC lost 1 Customer Service team member at end of 2019
- Average first response time is typically within 1-2 hours

CUSTOMER SERVICE AVERAGE RESOLUTION TIME

- Goal: Resolve emailed inquiries within 2 days (2880 minutes)
- Actual average resolution time: 1390 minutes
- 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 2019



CUSTOMER SERVICE CX SUITE CALL DASHBOARD

Dashboard

Voicemail

Feedback

Date Range: 11/01/2019 - 01/31/2020 [Change](#)

FREQUENCY

5627

Received Calls

Previous Period: 637 ↘ 783.36%



JIRA

0

Created Tickets

Previous Period: 0 ↗ 0.00%



FRESHDESK

2563

Created Tickets

Previous Period: 287 ↘ 793.03%



EMAIL

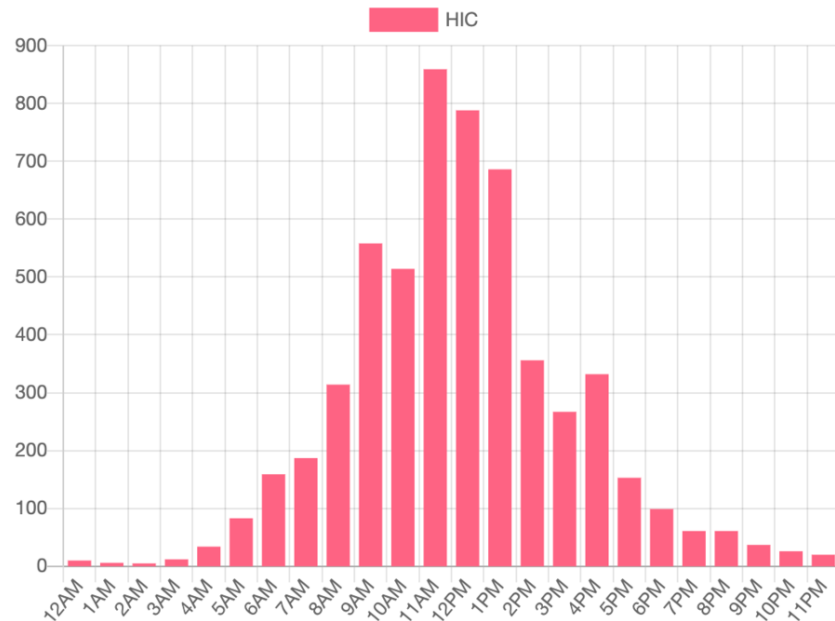
0

Sent Emails

Previous Period: 23 ↘ -100.00%



Hours Traffic



Voicemail(s)

Last: Fri, Jan 31 2020 - 23:25:19

+18089541838

Fri, Jan 31 2020 - 23:25:19

+13107799668

Fri, Jan 31 2020 - 23:16:56

+18083866993

Fri, Jan 31 2020 - 23:02:55

+18088969601

Fri, Jan 31 2020 - 22:34:55

+18313838956

Fri, Jan 31 2020 - 20:16:12

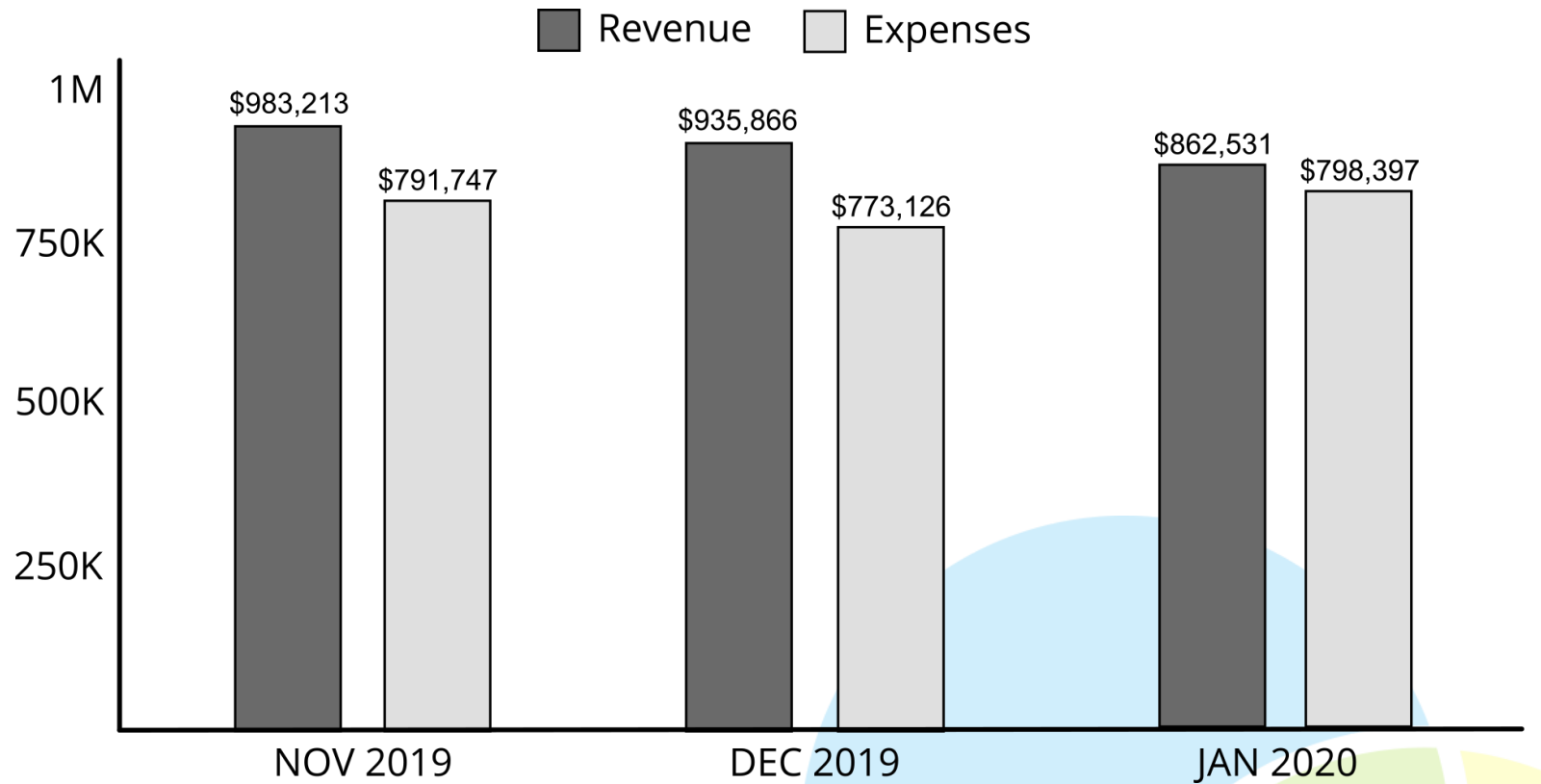
+18086348580

Fri, Jan 31 2020 - 19:38:12

FINANCIALS

NOV 2019 - JAN 2020

INCOME - UNAUDITED REPORT



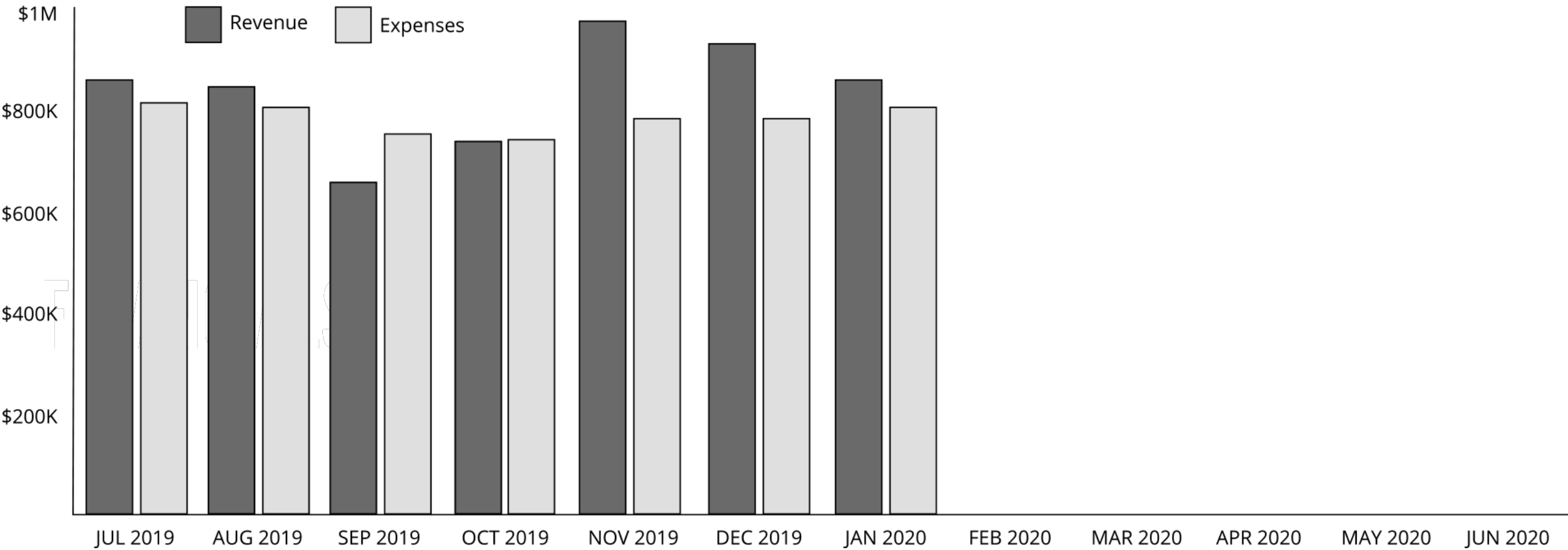
Rolling 3-Month (Nov 2019 - Jan 2020) Financials

Total Revenue: \$2,781,610

Total Expenses: \$2,363,270

Net Income: \$305,418

UNAUDITED FINANCIALS - FISCAL YEAR (FY) 2020



FY2020 REVENUE & EXPENSES

Total Revenue: \$5,866,017

Total Expenses: \$5,474,086

FINANCIALS

NOV 2019 - JAN 2020

CONSOLIDATED BALANCE - UNAUDITED REPORT



Assets

\$9,513,316



Liabilities

\$7,615,545



Members Equity

\$1,592,352



Total Liabilities & Shareholder Equity

\$9,513,316

NEWS & UPDATES

OTHER UPDATES

- Key 2020 Initiatives
 - AWS Migration
 - Single Sign-On
 - eHawaii.gov Portal Refresh
- Portal Strategic Plan Updates
- Staff Updates

CONTACT US

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