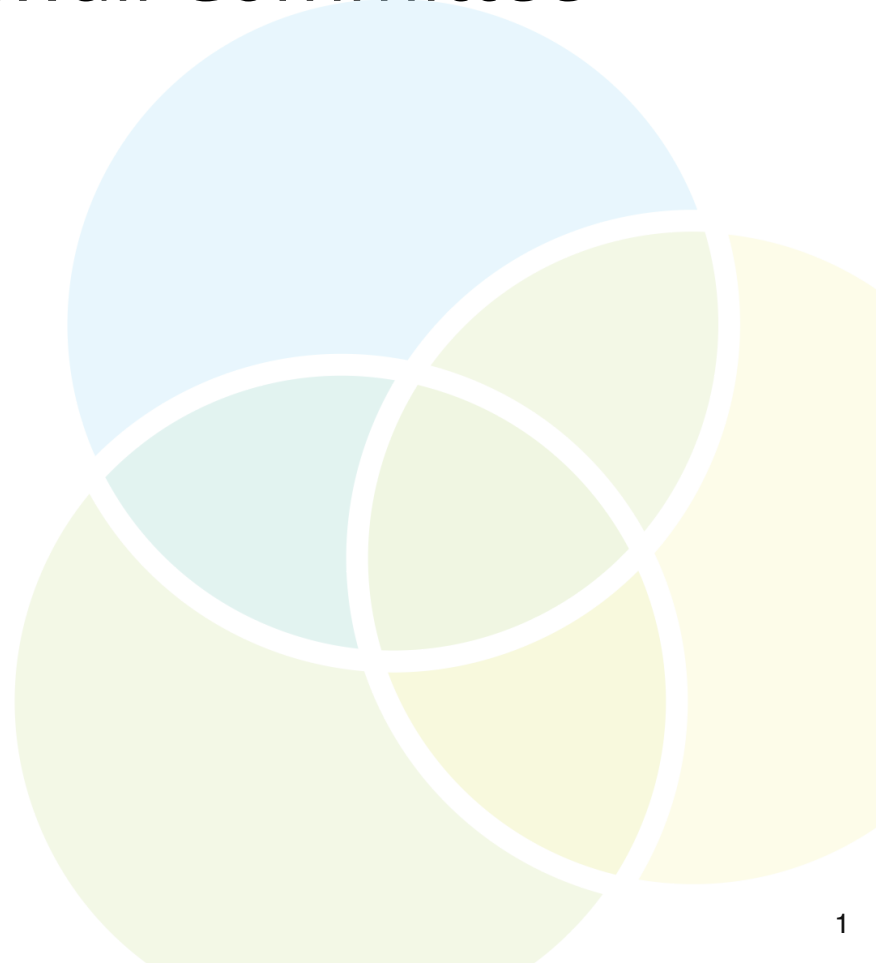


Portal Program Updates

Report to the Access Hawaii Committee

September 3, 2020

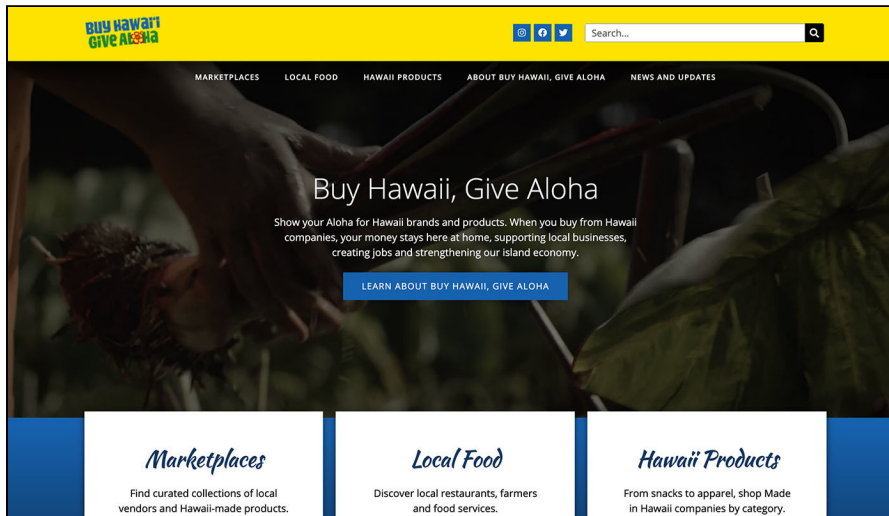


Executive Summary

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

New/Upgraded Services

DBEDT Buy Hawaii, Give Aloha



- Launched 6/6/20
- Platform features Hawaii made products
- Provide greater exposure to local businesses experiencing hardship
- Partner with Innovate Hawaii and Shop Small Hawaii to offer free resources - marketing workshops and coaching

New/Upgraded Services

HNL Vote - Online Ballot Request System

hawaii.gov Home

Online Ballot Request System
City & County of Honolulu

Voter Registration & Lookup Help

Aloha!
Welcome to the City & County of Honolulu's Online Ballot Replacement Site!

To use this Ballot Replacement Request System you MUST:

- Be an active registered voter within the City & County of Honolulu
- Provide a valid email address. Communication will be conducted primarily via e-mail.

To check your voter registration status go to ohvr.hawaii.gov. To use the site, you will need your valid Hawaii Driver's License or State Identification card.

If you are unable to use this site for any reason, please call the Elections Division at (808) 768-3800

Get Started:

1. Start by providing your email address.
2. Check your email for your unique link to submit your required information

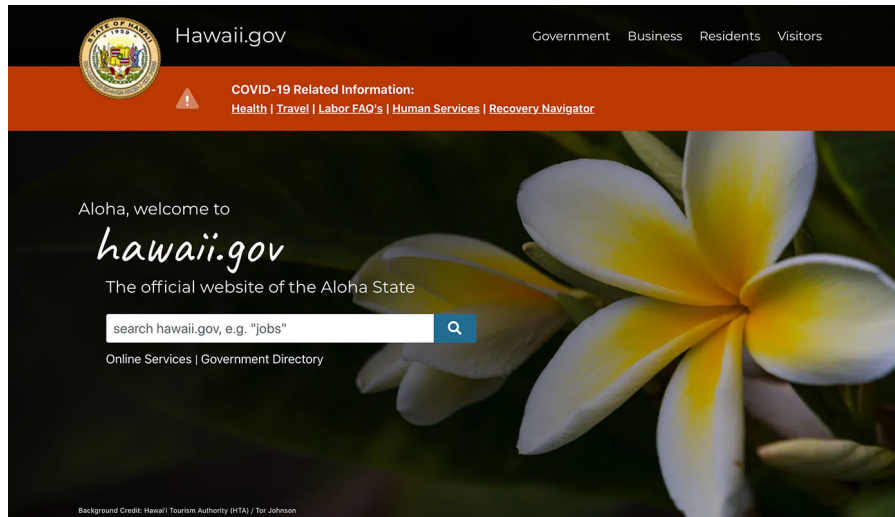
Email: (Required)

Submit

- Launched 7/8/20 for primary election
- Accepts requests for replacement ballot
- Will reopen for general election
- 76% early users, replacement ballot mailed
- 56% erred in filling out ballots
- 63% included ballot, eased staff fulfillment process

New/Upgraded Services

Hawaii.gov redesign



- Launched 7/15/20
- Primary focus: improve the user experience
- Updated information and navigation based on analysis of data and audience behavior
- Responsive features that adapt to the end user's device

New/Upgraded Services

County of Hawaii Online Road Test Scheduler

Driver License Road Test Scheduler

Home Help

Aloha!

Welcome to the Driver License Road Test Scheduler for the County of Hawaii. Avoid phone calls and waiting in line by using this site to:

- See road test openings by location and date.
- Schedule and pay for a road test appointment.
- Reschedule your road test at no additional cost.
- Need more information? [View our help page.](#)

[Schedule an Appointment](#) [Look up an Appointment](#)

🚗 Vehicle Requirements

Your vehicle must meet the following safety standards:

- Brake lights, turn signals, speedometer, and seat belts must be in working order
- No cracks in the windshield

📄 Documents to Bring

On the day of your road test, you must present the following documents:

- Valid unexpired instruction permit
- All names on all documents must match
- Current, original unexpired vehicle registration (decal must be on

- Launched 8/6/20
- View availability
- Schedule and reserve available time slot
- Online payments and electronic disbursements
- Consolidation/digitization of road test scheduling

New/Upgraded Services

ETS AHC Document Repository

- Launched for public use on 5/26/20
- All documents dating back to 2016 uploaded
- All DLNR documents uploaded

COVID-19 Related Support

- Ongoing priority - development, application modifications, fiscal and partner support for numerous agencies as requested

Key Updates

Migration to Amazon Web Services

- Contract extension requirement
- Notification of Oracle upgrade requirement
- In progress, target of 46 services moved by 9/30/20
- New target completion date: Q1 2121
- Velocity target = 45 services/quarter
- Update, test, validate, notify partner
- Priority 1 designation

Key Updates

Constituent Identity & Access Management

- Contract extension requirement
- Evolution from proposed NIC Hawaii SSO Approach
- Rapid request for July beta delivery tied to DCCA PVL
- Priority 1 designation
- Target completion date: Q4 2020

Key Updates

Portal Strategic Plan




- Updates
- North Star - navigate amidst multiple priorities
- Introduce scorecard
- 2021 Roadmap

Annual Report

- In progress
- Target completion of draft 10/1/20

Customer Service Overview




19,512 Interactions

-  - Total calls 6,592 (34%)
-  - Total chats 7,070 (36%)
-  - Total emails 5,850 (30%)

Date	Calls	Chats	Emails
May 2020	2,224	1,867	1,645
June 2020	2,388	2,791	2,195
July 2020	1,980	2,412	2,010

FY2020 CS Recap

71,959 Interactions

-  - Total calls 26,431 (37%)
-  - Total chats 22,619 (31%)
-  - Total emails 22,909 (32%)

Notes

1. Streamlined staff
2. Abrupt COVID changes - heavy call volumes, 100% remote
3. CXsuite and IVR
4. Looking forward - expanded metrics, opportunities

Financials, May - July 2020

Rolling 3-Month Financials (Unaudited report)

Total Revenue: \$2,779,878

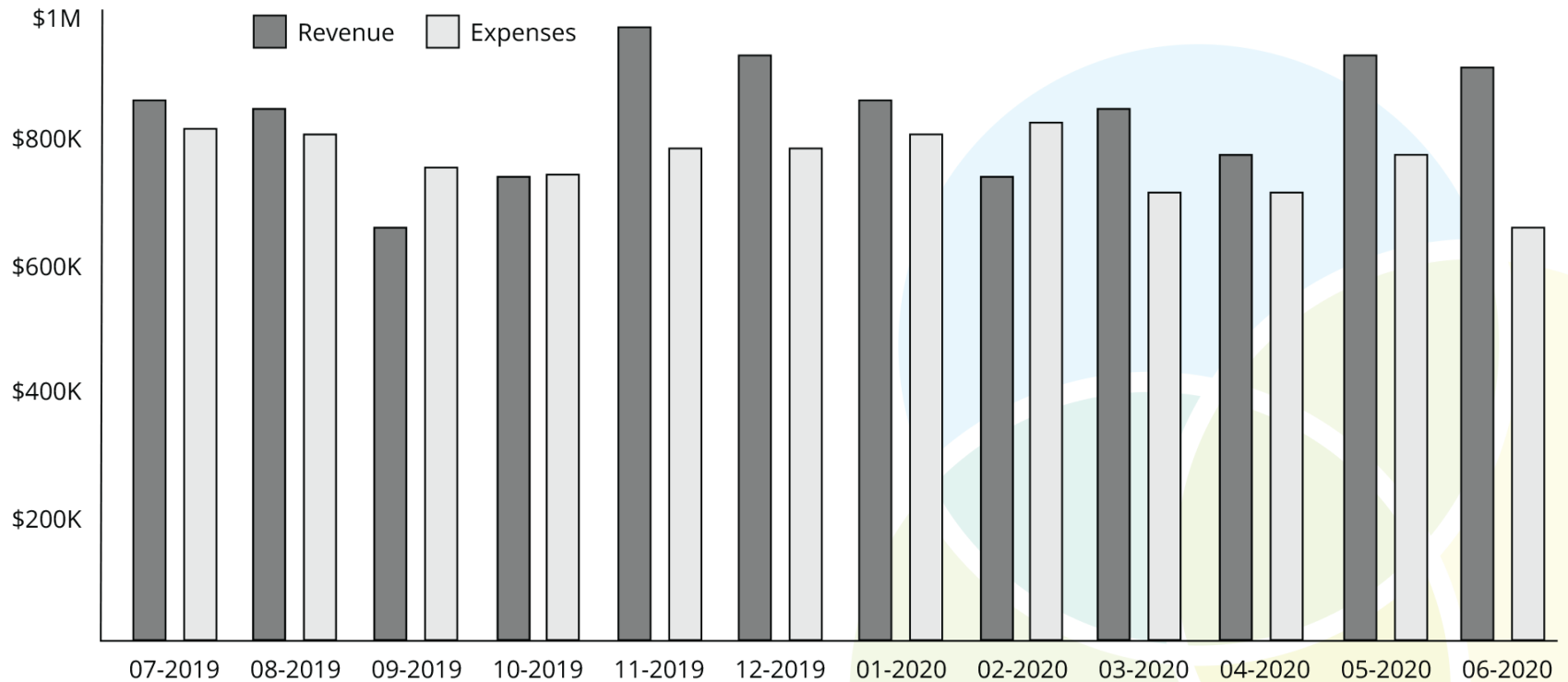
Total Expenses: \$2,230,687

Net Income: \$404,783

Month and year	Revenue	Expenses
May 2020	\$943,672	\$739,010
June 2020	\$929,301	\$653,656
July 2020	\$906,905	\$838,021

Financials

FY 2020 - Unaudited year-to-date



Financials FY 2020 Year-to-Date (Unaudited)

Month	Revenue	Expenses
July 2019	\$852,470	\$815,454
August 2019	\$848,687	\$803,628
September 2019	\$640,310	\$746,958
October 2019	\$742,940	\$744,776
November 2019	\$983,213	\$791,747
December 2019	\$935,866	\$773,126
January 2020	\$862,531	\$798,397
February 2020	\$760,932	\$812,225
March 2020	\$845,636	\$741,384
April 2020	\$782,399	\$741,165
May 2020	\$943,672	\$739,010
June 2020	\$929,301	\$653,656

Financials: Consolidated Balance (Unaudited)



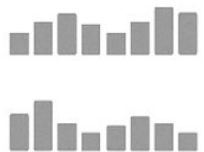
Assets

\$14,847,873



Liabilities

\$12,392,079



Members Equity

\$ 2,455,794



Total Liabilities & Shareholder Equity

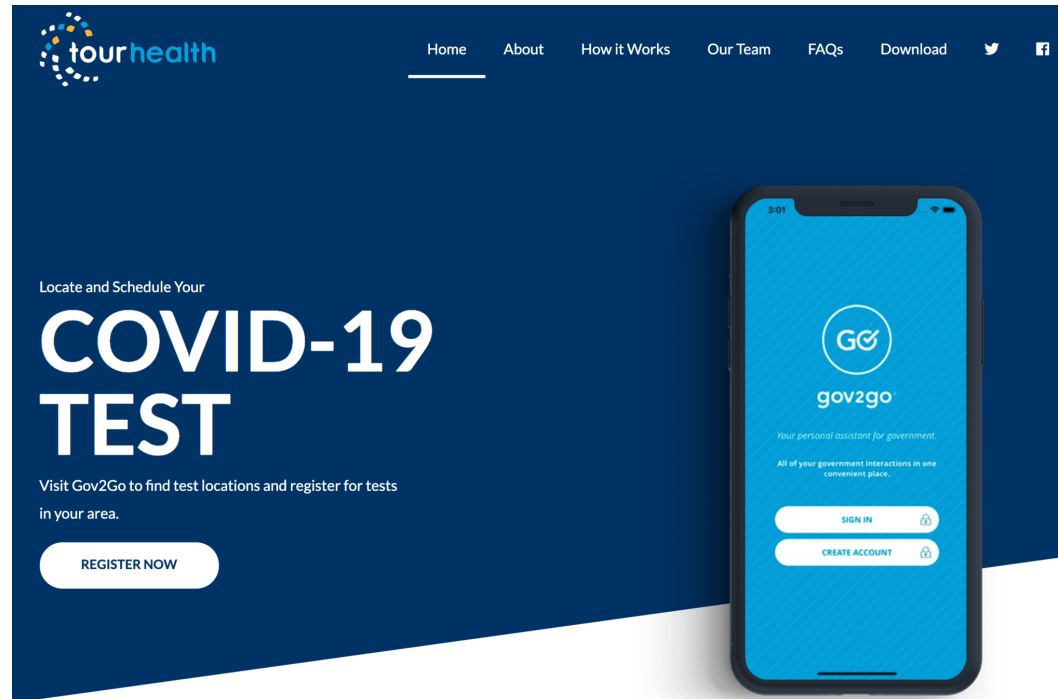
\$14,847,873

Looking forward

- Hawaii Compliance Express redesign
- DOH Vital Records Enhancements
- CC Honolulu Document Access Phase 2
- State Foundation of Culture and the Arts website
- Honolulu Fire Department website
- 2021 Roadmap and Strategic Plan

Items of interest

- Gov2Go
- TourHealth
- NIC Virginia



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