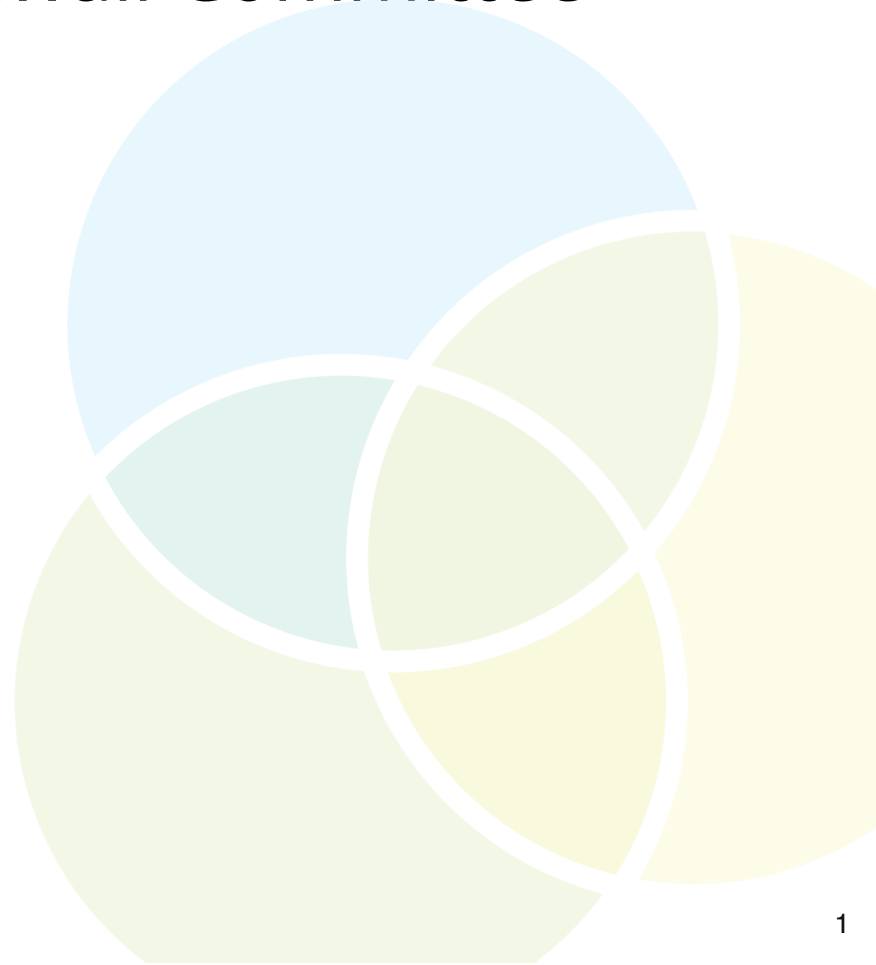


Portal Program Updates

Report to the Access Hawaii Committee

March 4, 2021



Executive Summary

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

New/Upgraded Services

Honolulu Legislative Document Access

The screenshot shows the 'CITY AND COUNTY OF HONOLULU HONOLULU RECORDS COLLECTION OPEN BETA' website. At the top, there is a blue banner with the city logo and a message: 'This site is currently in open beta. Please provide us with [feedback](#).' Below this, a search prompt reads 'Search based on what you're looking for or browse the repository'. The main content area is divided into two search sections and a navigation sidebar. The 'Bill/Resolution Search' section includes a 'Clear all search fields' link, radio buttons for 'Bills' (selected) and 'Resolutions', a 'Year(s)' dropdown menu set to '2021', a 'Bill #' input field, a 'Keyword(s)' input field, an 'Advanced Search' link, a 'Search Bills' button, and another 'Clear all search fields' link. The 'Document Search' section includes a 'Clear all search fields' link, a 'Year(s)' dropdown menu set to '2021', and a 'Document Type(s)' dropdown menu set to '-- Select Type --'. The sidebar on the right, titled 'Browse Repositories', contains links for 'Bills', 'Resolutions', 'Agendas', 'Minutes', 'Committee Reports', and 'Communications'. At the bottom of the sidebar are buttons for 'Subscribe to Email Notifications' and 'Help'.

- Launched 12/8/21
- Public and city employee access to legislative documents
- Phase 2 includes advanced search, result export, email notification subscriptions, HTML Agenda and Measure Certificate generation

New/Upgraded Services

County of Kaua'i Commercial Landfill

County of Kaua'i

Select a service Home Cart (0) Login

Kaua'i Landfill

Instructions

To get started, search for an invoice using your account number.

After finding your invoice, enter your payment amount and *Add to Cart* to continue.

You can pay with credit card or personal bank account.

Your bill for one month Landfill Tipping fee is now due. **A service fee of \$2.50 plus a credit card payment processing fee of 2.2% or a \$1.00 echeck fee will be added to each bill payment.** Outstanding charges are subject to late fees of 1% per month.

For technical support, please call 866-448-0725 If you have questions regarding your bill, please call us at 241-4840

If you have any suggestions or comments which will help to improve our service to you, please call us at 241-4840.

Thank you!

Invoice Search

Account Number

Search Reset

Powered by: [NIC Hawaii](#) | Provide [Feedback](#)

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- Launch Date 2/8/21
- Second service on the Payment Platform
- Low code and rapid implementation approach
- Kauai citizens are able to review their monthly invoices, complete payments, and track their payment history using the new service

New/Upgraded Services

State Calendar

The screenshot shows the Hawaii.gov Public Meetings website. At the top, there is a navigation bar with the Hawaii.gov logo, an OIP icon, and links for Home, Help, and Admin Login. Below this is a header section with the Hawaii state seal and the text "Public Meetings". A sub-header reads "Search, browse, and learn about public meetings & events in the State of Hawaii". The main content area features a search interface with a "Calendar" dropdown set to "February", a "Keyword (OPTIONAL)" input field, and "Start Month" and "End Month" dropdowns set to "February" and "2021" respectively. A "Find meetings/events" button and a "Reset search filters" link are also present. Below the search area is a calendar for February 2021, showing dates from 1 to 28. To the right of the calendar is a section titled "Upcoming meetings" with a calendar icon. Two meetings are listed: "Friday, 02/26/2021 - 08:30 AM" for the Board of Public Accountancy and "Friday, 02/26/2021 - 09:00 AM" for the Board of Land and Natural Resources. Each listing includes the calendar name, title, location, and a "View details" link.

- Launched 2/21/21
- Major upgrade
- Responsive web design
- Contemporary look and feel
- Database upgrade from Oracle to MySQL

Key Updates

Migration to Amazon Web Services

- Contract extension requirement
- Adjusted target completion date: May 2021
- In progress, velocity target
- Process: update, test, validate, notify partner
- Priority 1 designation
- Status update at next AHC meeting

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
- Phase 1 completion date: Q4 2020
- Priority 1 designation
- Phase 2 conversations started

Key Updates

- Tyler Technologies acquiring NIC
- Contact Extension documentation
- Other NIC Hawaii Upgrades 2021
 - Mobile payment interface
 - Online chat
 - Partner reporting module
- Summer 2021 Internship

Customer Service Overview

14,937 Interactions during November - January

-  - Total calls 4,652 (31%)
-  - Total chats 5,643 (38%)
-  - Total emails 4,642 (31%)

Date	Calls	Chats	Emails
November 2020	1,650	1,849	1,710
December 2020	1,621	1,899	1,394
January 2021	1,381	1,895	1,538

Financials, Nov 2020-Jan 2021

Rolling 3-Month Financials (Unaudited report)

Total Revenue: \$2,614,252

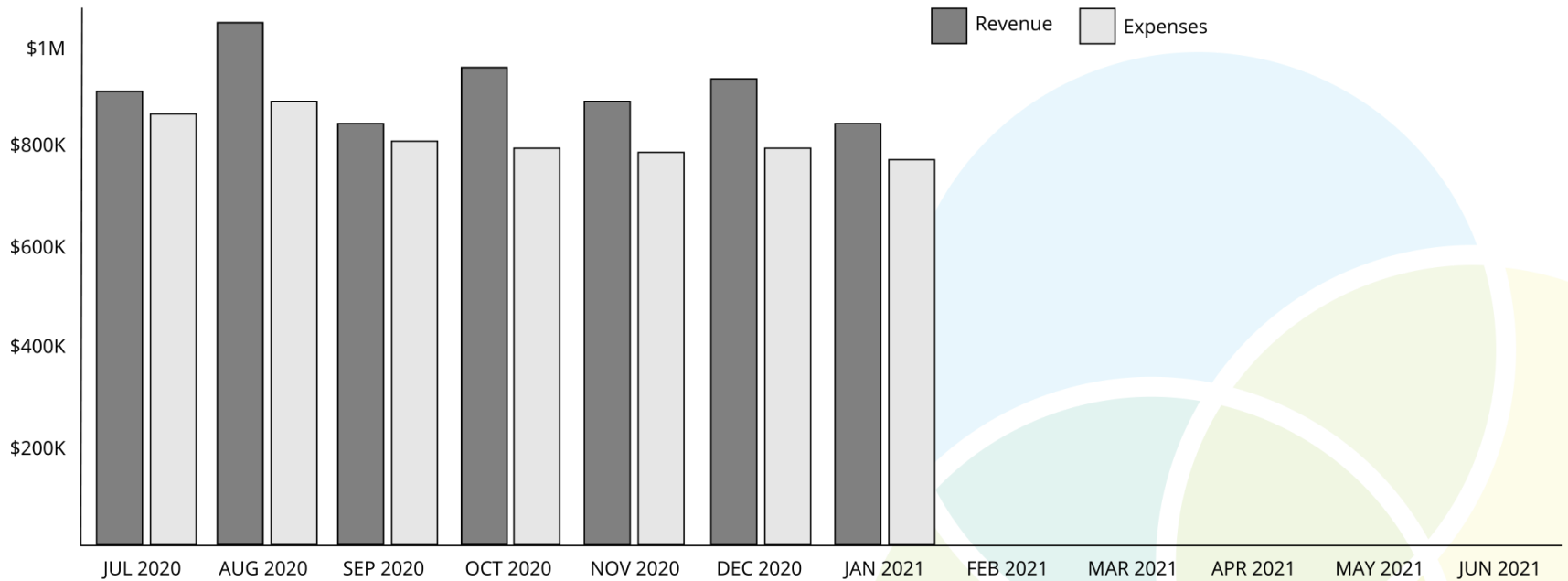
Total Expenses: \$2,301,088

Net Income: \$231,565

Month and year	Revenue	Expenses
November 2020	\$879,403	\$767,750
December 2020	\$918,464	\$775,927
January 2021	\$816,385	\$757,411

Financials

FY 2021 - Unaudited year-to-date



Financials FY 2021 Year-to-Date (Unaudited)

Month	Revenue	Expenses
July 2020	\$906,905	\$838,021
August 2020	\$1,196,091	\$893,066
September 2020	\$815,272	\$786,806
October 2020	\$973,799	\$773,786
November 2020	\$879,403	\$767,750
December 2020	\$918,464	\$775,927
January 2021	\$816,385	\$757,411
February 2021		
March 2021		
April 2021		
May 2021		
June 2021		

Financials: Consolidated Balance (Unaudited)



Assets

\$11,274,481



Liabilities

\$8,192,795



Members Equity

\$ 3,081,685



Total Liabilities & Shareholder Equity

\$11,274,481

Looking Forward

- DOH Vital Records Enhancements
- Honolulu Fire Department website
- Washington Place website
- FY2022 Roadmap and Strategic Plan

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