

Portal Program Updates

Report to the Access Hawaii Committee

June 3, 2021

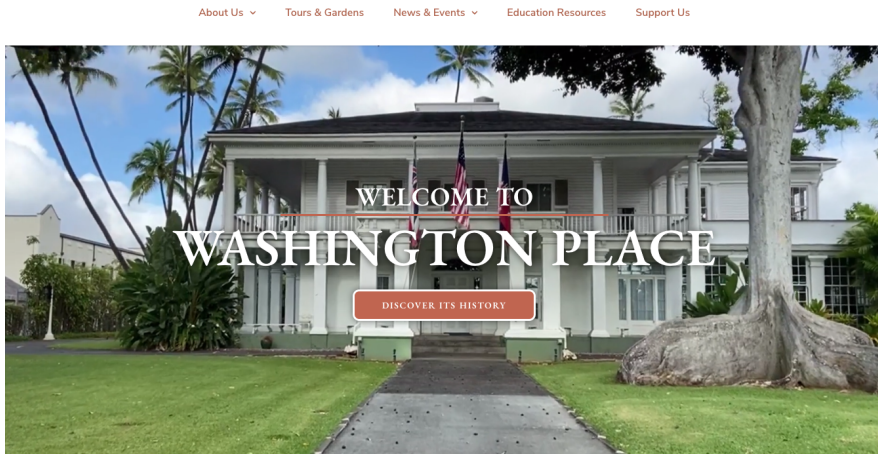


Executive Summary

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

New/Upgraded Services

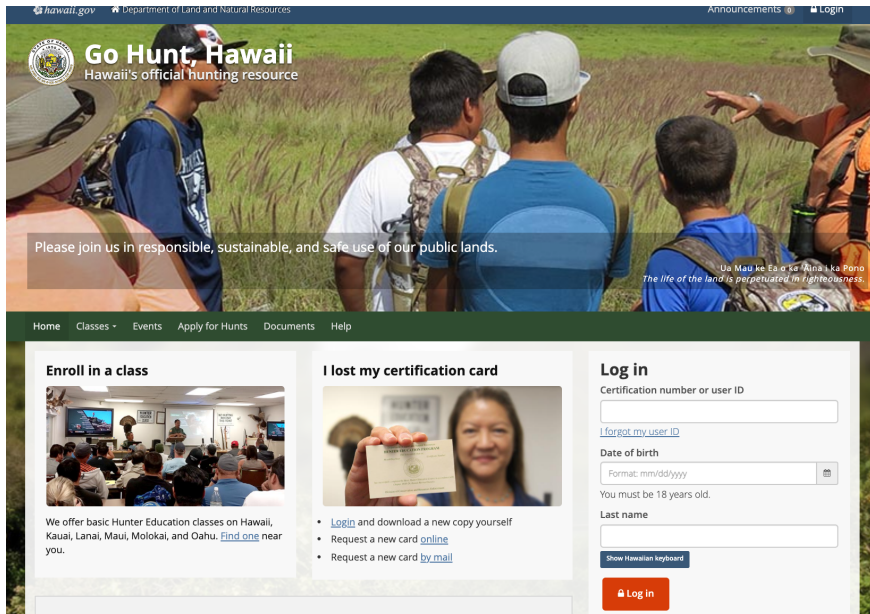
Washington Place



- Launched 4/1/21
- Shares the history, inhabitants and legacy of this historic landmark
- Online forms allow people to submit requests for tours, filming, events or volunteering
- Agency staff can easily manage web content going forward

New/Upgraded Services

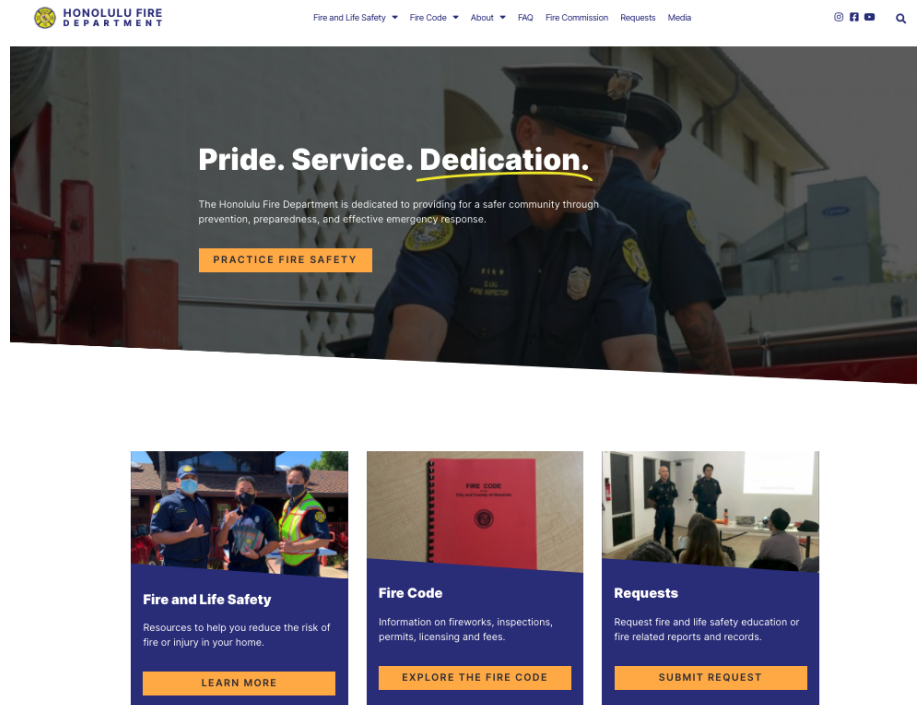
Go Hunt Hawaii



- Launched 4/6/21
- Advanced hunter education
- Improved communications with hunting community
- Ability to create class, event and general hunting announcements

New/Upgraded Services

Honolulu Fire Department



- Launch Date 4/28/21
- Contemporary look and feel matches HFD visual identity and brand values
- Media library consolidates all news releases and social media
- Frequently Asked Questions (FAQs)

Key Updates

Migration to Amazon Web Services

- Contract extension requirement
- Priority 1 designation
- 95% complete on May 31, 2021
- 3 complex bundles remaining
 - Expected completion July 31, 2021
- Status update at next AHC meeting

Key Updates

- Tyler Technologies acquisition of NIC completed
 - <https://tylertech.irpass.com/Tyler-Technologies-Completes-Acquisition-of-NIC-4-21-2021>
- Contract Extension documentation
- Summer 2021 Internship
- Other NIC Hawaii Upgrades 2021
 - Mobile payment interface - August 2021
 - Online chat - December 2021
 - Reports module - December 2021

Customer Service Overview

16,000 Interactions during February - April



- Total calls 5,376 (33.6%)



- Total chats 5,806 (36.3%)



- Total emails 4,818 (30.1%)

Date	Calls	Chats	Emails
February 2021	1,770	1,723	1,443
March 2021	1,865	2,002	1,692
April 2021	1,741	2,081	1,683

Financials, Feb-Apr 2021

Rolling 3-Month Financials (Unaudited report)

Total Revenue: \$2,474,524

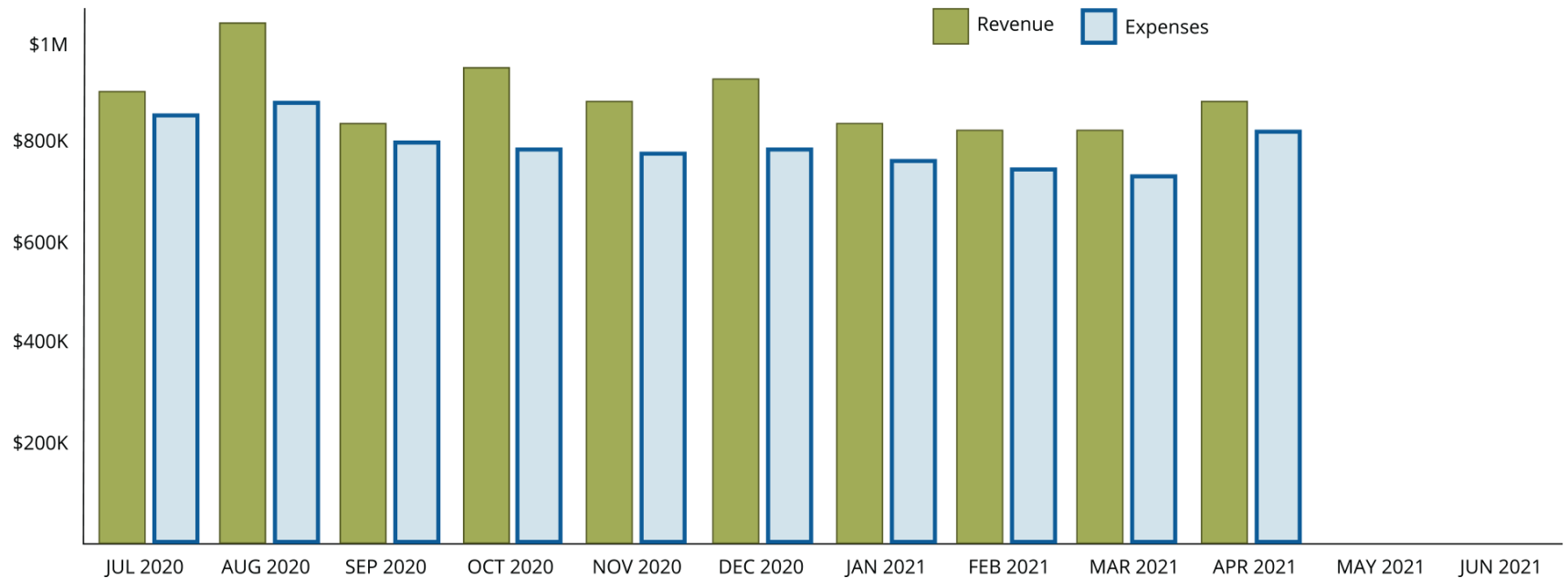
Total Expenses: \$2,287,001

Net Income: \$138,663

Month and year	Revenue	Expenses
February 2021	\$802,840	\$749,635
March 2021	\$794,702	\$730,528
April 2021	\$876,982	\$806,838

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	\$802,840	\$749,635
March 2021	\$794,702	\$730,528
April 2021	\$876,982	\$806,838
May 2021		
June 2021		

Financials: Consolidated Balance (Unaudited)



Assets

\$5,737,690



Liabilities

\$2,473,957



Members Equity

\$ 3,263,733



Total Liabilities & Shareholder Equity

\$5,737,690

Looking Forward

- AG Remote Online Notary
- AG Collection Payments
- County of Kauai Commercial Refuse
- FY2022 Roadmap and Strategic Plan

Contact Us

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