

Report to the Access Hawaii Committee

Portal Program Updates | December 2, 2021

Highlights

Gross Liquor Sales Percentage Fee Payments

- Launch date: 10/18/21
- Pay your County of Hawaii liquor gross sales percentage fee invoice instantly online
- Also creates an archive for liquor license renewals that reside on the existing liquor permits app

Hawaii Annual Code Challenge

- NIC Hawaii participated as a HACC sponsor and a challenge sponsor.
- Our challenge was to create a Sighting & Reporting App for the Hawaii Marine Animal Response (HMAR).
- In the overall division, our challenge won 1st place by team HACCamino, and 2nd place by team Bloombugs from UH Manoa.
- The 1st place winner of the High School division, team MARS from Mililani HS, also selected our HMAR challenge.

Medical Cannabis Registration System

- Launch date: 11/3/21
- The system was updated to allow the option for minor applicants to add up to two caregivers and two grow site locations with their application.

Go Hunt Hawaii

- Launch date: 11/4/21
- Two new features were released.
- Hunters can now purchase tags and permits online.
 - Previously, hunters had to physically go to the agency's office and purchase hunting tags over the counter.
- We added new functionality to help control the number of standbys produced within the lottery.

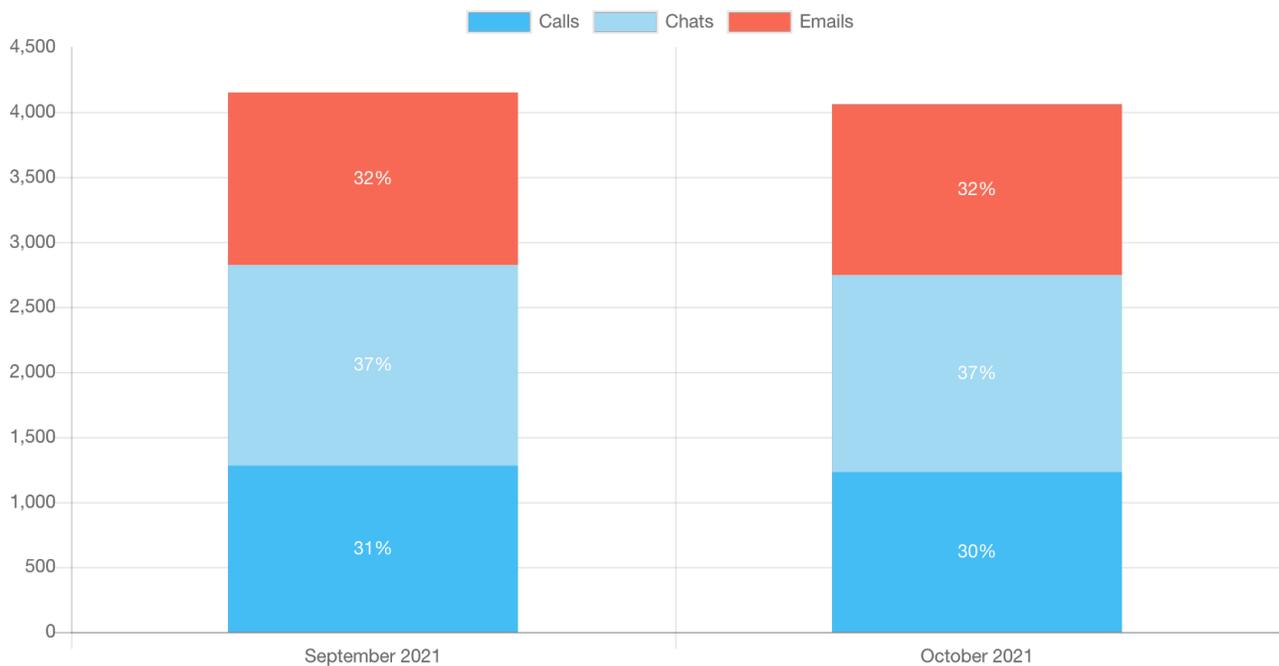
Honolulu Fire Department Wins 3rd Award

- Launch date: 4/28/21
- Award date: 10/26/21
- Davey Awards – Gold winner

News & Updates

- Portal Contract Extension Executed
- Ongoing NIC Upgrades
 - Migration to Amazon Web Services
 - Online Chat – December 2021
 - Reports Module – December 2021
- FY2021 Annual Report

Customer Service Summary



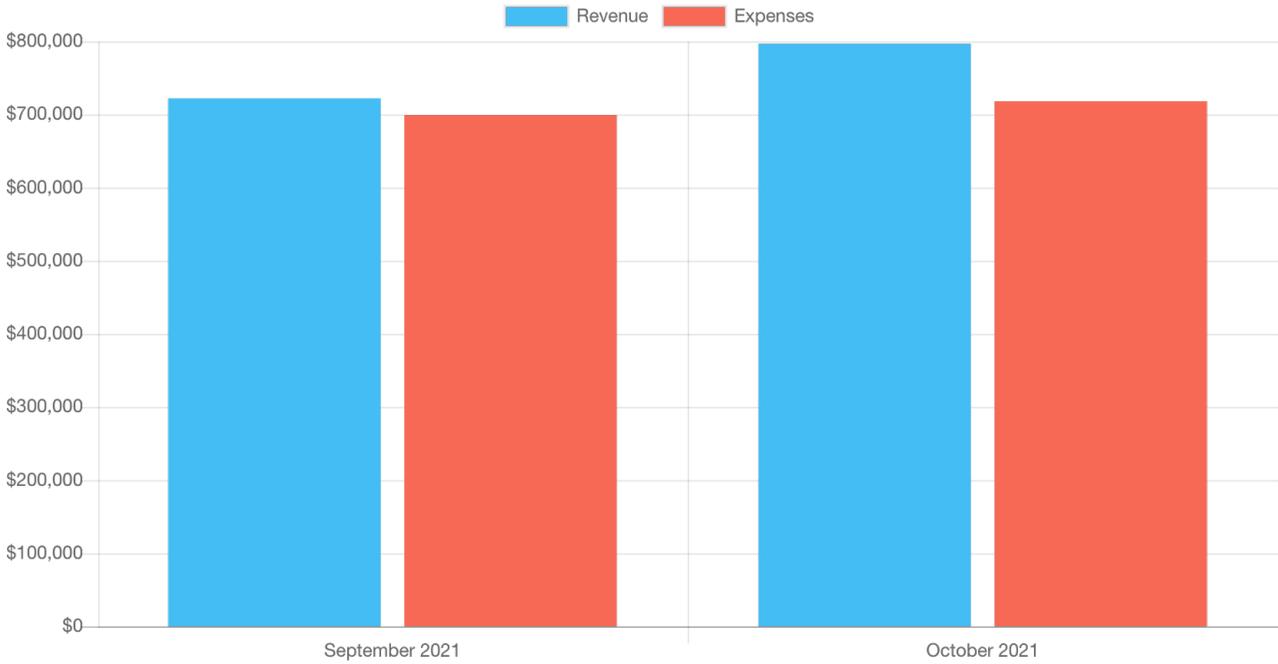
Date	Calls	Chats	Emails
September 2021	1,280	1,541	1,329
October 2021	1,229	1,515	1,315
Sub Total	2,509	3,056	2,644
Total	8,209		

Top 10 Inquiries: September - October 2021

Rank	Service	September	October	Total
1	Medical Cannabis Registry*	581	483	1,064
2	State Camping	496	536	1,032
3	Hawaii Compliance Express	346	342	688
4	Vital Records Ordering System	319	336	655
5	Login Questions	288	322	610
6	Electronic Marriage Registration System	282	295	577
7	Non-NIC Info	192	173	365
8	Motor Vehicle Registration Renewals	172	160	332
9	Professional & Vocational Licensing*	146	168	314
10	eTraffic	145	118	263

* includes login questions

Financials: September - October 2021 (Unaudited)



Month and year	Revenue	Expenses
September 2021	\$722,144	\$699,119
October 2021	\$796,566	\$718,043
Total	\$1,518,710	\$1,417,162

Net income: \$75,081

Consolidated Balance: September 2021 (Unaudited)



Assets

\$7,273,034



Members Equity

\$3,470,498



Liabilities

\$3,802,536



Total Liabilities & Shareholder Equity

\$7,273,034

Looking Forward

- AG Collections
- Online Remote Notary Service
- DOE Commerce System
- Recurring Payments
- Hawaii Virtual Digital Government Summit 2021
- FY2022-24 Roadmap and Strategic Plan

Contact Us



Burt Ramos

General Manager
bramos@egov.com
808-695-4616



Janet Pick

Director of Operations
jpick@egov.com
808-695-4625



Zheng Fang

Director of Development
zfang@egov.com
808-695-4617

Appendix

Supporting information covering the period July 1, 2021 – November 30, 2021.

Press Releases

Online Hunting Tags and Permits Now Available on Go Hunt Hawaii

November 16, 2021

The Hawaii Department of Land and Natural Resources (DLNR) has released a new online service that allows hunters to purchase..

Honolulu Fire Department Website Wins Two Awards

September 27, 2021

The Honolulu Fire Department (HFD) was recently awarded with two top honors for its recent redesign of the official website..

Hawaii.gov Website Wins Platinum Global Excellence Award

August 24, 2021

The winners of the 2021 Global Excellence (GX) Awards have been announced and the Hawaii.gov website is the winner of..

The Redesigned State of Hawaii Unclaimed Property Search is Now Available

August 16, 2021

NIC Hawaii and the Hawaii Department of Budget and Finance are pleased to announce the launch of the redesigned State..

Hawaii Remote Work Pilot Project Work Opportunities

August 12, 2021

The Department of Business, Economic Development and Tourism (DBEDT) and the Department of Labor and Industrial Relations (DLIR) announced the..

Conferences & Webinars Attended

Conference Name	Description	Dates Attended
Civil Beat: Tourism	IDEAS Live: Is Tourism Broken And Where Do We Go From Here?	07/28/21
GovTech Market Update: Budgets, Trends & Closing Out 2021	Actionable insights on the deals, opportunities, spending and budget trends shaping the market for the remainder of 2021 and into 2022.	08/11/21
TRUE Innovation: Innovation Framework – Ideas to Impact	The Innovation Framework provides a model for fostering creativity and innovation within organizations and communities.	08/19/21
Government & Civics	The mayors of Kauai, Honolulu, Maui and Hawaii counties spoke about the big issues impacting their jurisdictions.	08/19/21
Hawaii Annual Code Challenge	We participated both as a HACC sponsor and a challenge sponsor.	10/23/21
Freshworks Refresh	Freshworks Refresh brings together the best minds in customer experience, ITSM, sales and marketing, and HR to gain insights and connections needed to delight customers and fuel business growth.	11/11/21

New Services

Agency	Service	Launch Date
County of Hawaii	Gross Liquor Sales Percentage Fee Payments	10/18/21

Service Upgrades

Agency	Description	Date Upgraded
Department of Budget & Finance – Unclaimed Property Division	<u>The Unclaimed Property Search service, originally launched in 2008, was redesigned to be responsive, accessible, and easy to navigate. The service allows citizens to search for unclaimed property for themselves or their family members.</u> 	08/16/21
Department of Education	<u>The DOE Waipahu Community Schools for Adults (WCSA) Online Registration and Payment System was updated to include the ability for users to purchase supplies online as part of enrollment or separately. Enhancements were also made to the Administrative module.</u> 	08/24/21
Medical Cannabis Registration System	<u>The Medical Cannabis Registration System was updated to allow the option for minor applicants to add up to two caregivers and two grow site locations with their application.</u> 	11/3/21
Go Hunt Hawaii	<u>The Hawaii Department of Land and Natural Resources (DLNR) has released a new online service that allows hunters to purchase hunting tags and permits online. Improvements were also made to help control the number of standbys produced in the lottery.</u> 	11/4/21

New Websites

Agency	Service	Launch Date
N/A	N/A	N/A

Retired Services

Agency	Service	URL	Retired Date
County of Hawaii	Online payments for the County of Hawaii Permitting Application	N/A	07/16/21

Executed Agreements

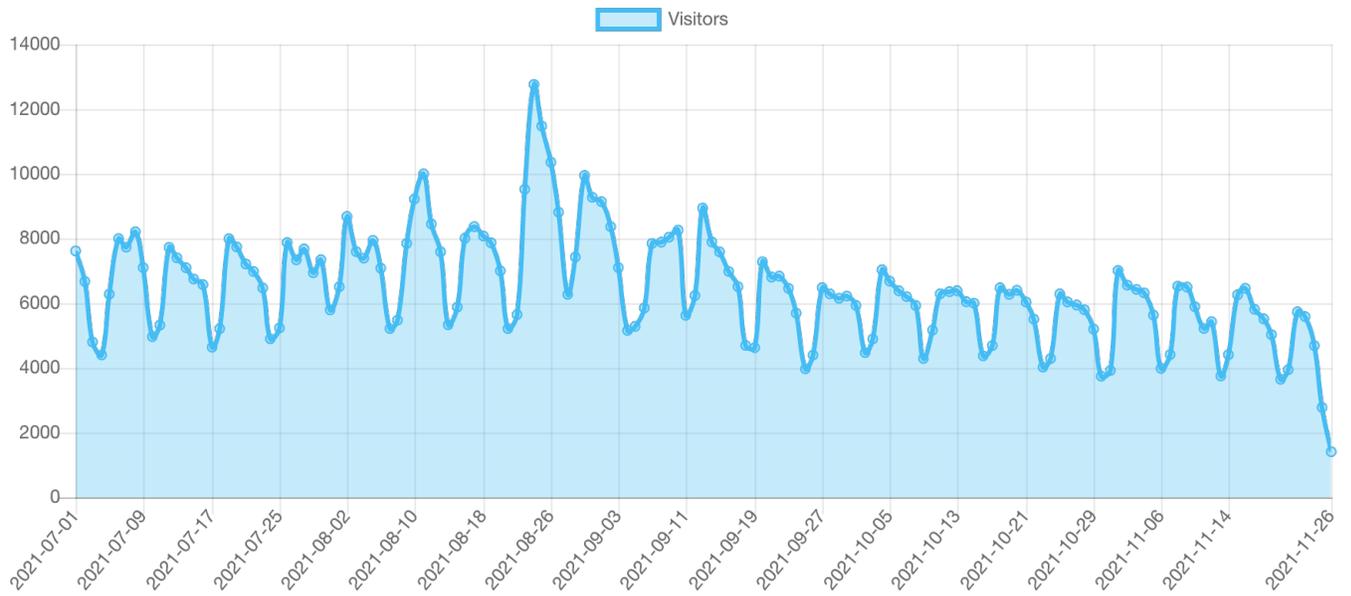
All signed agreements can be found in the [AHC document repository](#).

Agency	Service	Document	Signed Date
City and County of Honolulu – Honolulu Emergency Services Department	Website Redesign	SOW	08/27/21
Department of Land and Natural Resources – Division of Forestry and Wildlife	Na Ala Hele Trails and Access Program	SOW Amendment 3	10/10/21
City and County of Honolulu – Office of the City Clerk	Legislative Document Access	SOW Amendment 2	10/15/21
City and County of Honolulu – Office of the City Clerk	Online Ballot Request System	SOW Amendment 1	10/15/21
Department of Business, Economic Development & Tourism – Creative Industries Division	Tax Credit Hub	SOW Amendment 1	10/15/21
Department of Education	Commerce Platform and Payment System	SOW Amendment 1	10/22/21

Unscheduled Downtime

Time	Duration	Affected Sites	Comments
07/22/21 at 2:33am	1h 30m	Limited sites: Criminal History Search, Covered Offender Search, Hawaii Integrated Justice Information Sharing (HIJIS) System, Traffic Abstract Service	Systemmetrics ISP network outage
08/18/21 at 2:26am	35m	Limited sites: Criminal History Search, Covered Offender Search, HIJIS	Systemmetrics ISP network outage
08/31/21 at 8:20am	4h	Services requiring external communication were impacted	Network issue with service provider (AWS) in our region

Hawaii.gov Portal Web Analytics



 **958,851 Visits**

 **1,119,895 Unique Page Views**

 **1 min 48 sec Average Visit Duration**

 **50% Bounce Rate**