STATE OF HAWAIʻI

ACCESS HAWAIʻI COMMITTEE
AND THE
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

ANNUAL REPORT ON

THE OPERATION OF THE INTERNET PORTAL

FOR THE PERIOD

JULY 1, 2020 THROUGH JUNE 30, 2021

SUBMITTED TO

THE THIRTY-FIRST STATE LEGISLATURE

IN ACCORDANCE WITH SECTION 27G-5, HAWAIʻI REVISED STATUTES

STATE OF HAWAI'I

ACCESS HAWAI'I COMMITTEE AND THE

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

ANNUAL REPORT ON THE OPERATION OF THE INTERNET PORTAL

FOR THE PERIOD FROM JULY 1, 2020 THROUGH JUNE 30, 2021

Introduction

Pursuant to section 27G-5, Hawai'i Revised Statutes (HRS), the Access Hawai'i Committee (AHC) submits its annual report to the 2021 Legislature. This year's annual report contains a report by the portal manager/vendor, Hawaii Information Consortium, LLC dba NIC Hawaii (NIC Hawaii), reflecting work the vendor was authorized to perform by the AHC in conjunction with various State and County agencies.

Overview:

Chapter 27G, HRS, sets forth the duties of the AHC which include the following oversight functions of the State Internet Portal Program:

1) Review of the annual strategic plan and periodic reports on potential new applications and services submitted by the portal manager.

2) Review and approval of all charges to portal users.

3) Review and approval of service level agreements negotiated by government agencies with the portal manager.

4) Review of the annual financial reports and audit of the portal manager.

5) Review of the annual customer satisfaction surveys conducted by the portal manager.

6) Review of performance measures of the portal submitted as part of the service management plan for portal-wide indicators and application specific indicators.

The AHC was created by Act 292, SLH 2000 to exercise oversight of the portal manager. The AHC operated as an informal committee. Pursuant to Act 110, SLH 2003 (SB1334, HD1), Act 110 removed the sunset date scheduled on July 1, 2005. Due to the value of the oversight function, the Legislature enacted Act 172 SLH 2007 on June 13, 2007. Act 172 re-enacted the original law of Act 292, SLH 2000 that established the AHC.

Act 101, SLH (2010) amended Chapter 27G, HRS, and created the AHC Special Fund within the Information and Communication Services Division (ICSD) of the Department of Accounting and General Services (DAGS) to support the AHC.

In 2011, the Portal Program Manager position was created during the 2011 legislative session by Act 164 (SLH 2011) to assist the AHC with the legislative mandated oversight of the internet portal provider. The Portal Program Manager provides guidance to the AHC relating to strategies for online payment and processing, electronic document filing, internet initiatives, paperless initiatives, and web application development. The Portal Program Manager also monitors portal provider activities to ensure compliance with terms and conditions of the portal provider contract, reviews the portal provider's financial reports, evaluates new and existing Statements of Work, fee agreements, priorities, and Service Level Agreements being negotiated between government agencies and the portal provider. The Portal Program Manager collaborates with the portal provider and government agencies to promote e-government and to increase on-line services that can be easily, conveniently, and securely accessed by the public.

In 2014, the Chief Information Officer of the State was added to the AHC membership and was designated as the chairperson of the committee. The Legislature passed SB100 SD1, which was enacted as Act 21 on April 19, 2014.

New online government services are continually being added through the portal program. State and County agencies and their employees working with NIC Hawaii have identified new online services and work hand-in-hand with NIC Hawaii through the planning, implementation, and operational phases for these services. As a result, government is more accessible to the public and is being provided with added convenience. Citizens can conduct business with government online from their homes, offices, and mobile devices during the State's business and non-business hours.

The portal program's success has been achieved through the work of NIC Hawaii in conjunction with the AHC, the Office of Enterprise Technology Services (ETS), and the business and information technology teams of the State agencies, the Counties, and the Judiciary.

The portal program contract was awarded through competitive solicitation and effective January 2008 for the initial five-year period. Five contract extensions were approved by the AHC. The effective dates were January 4, 2013 for up to three years, January 4, 2016 for up to three years, January 4, 2019 for one year, January 4, 2020 for up to two years and January 4, 2022 for up to three additional years.

FY 2021 Activities

The following sections provide key issues and activities addressed by the AHC from July 1, 2020 through June 30, 2021.

Preparation for New Request for Proposals (RFP)

On March 1, 2018 the board agreed that to support the existing portal services while the RFP is in progress, the current contract that was to expire on January 3, 2019 was extended for one year to January 3, 2020. The extension was signed on July 1, 2018.

On June 21, 2019 the AHC agreed to support the procuring agency: SPO and the ETS CIO (Contract Administrator) to extend the contract up to two years, with a study to further support an RFP in the second year. The contract that was to expire on January 3, 2020 was signed to extend on November 14, 2019.

Modifications to the existing contract were made by ETS, SPO, and HIC in October 2019. The Supplemental Contract No. 5 to Contract RFP-08-011-SW, SPO Contract No. 08-13 was signed on November 14, 2019.

On December 3, 2020, AHC approved to support the procuring agency: SPO and the ETS CIO (Contract Administrator) to extend the contract for additional three years, to further support the continuing plan to release a new RFP. The contract that was to expire on January 3, 2022 was signed to extend on November 4, 2021.

Modifications to the existing contract were made by ETS, SPO, and HIC (dba of NIC) in October 2021. The Supplemental Contract No. 7 to Contract RFP-08-011-SW, SPO Contract No. 08-13 was signed on November 4, 2021.

Migration of NIC Services to Amazon Web Services (AWS)

Over 120 NIC Hawaii services were originally targeted to be migrated to AWS. This plan was a very large endeavor with few delays due to COVID-19 and other project priorities. Moving each service was a linear progression and involved testing and migrating each application including reports, and ensuring any external integrations would remain intact, then verifying services were successfully migrated. Ninety six percent (96%) of the services are currently migrated to AWS.

Accolades:

The State portal program earned one award in 2021:
  ➢ Hawaii Legislative Reference Bureau (LRB)
    • Web Marketing Association Award -Outstanding Website

2021 Annual Report by NIC Hawaii

A comprehensive progress report by NIC Hawaii regarding the activities and expenses of the portal program is provided on the subsequent pages.

NIC Hawaii
Annual Report Fiscal Year 2021

July 1, 2020 – June 30, 2021

NIC Hawaii
City Financial Tower
201 Merchant Street, Suite 1805
Honolulu, HI 96813

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

Table of Contents

Executive Summary

The eHawaii.gov digital government program continues to evolve amidst the short and long-term uncertainty of COVID. As the State of Hawaii and the Counties shuffle priorities, reassess tactical and strategic goals and look for quick wins, the constituents expect more from government services.

Our 21-year partnership enables us to provide cost effective and time sensitive technology solutions to our government partners and the public. With many unknowns on the horizon, the importance and acceleration of digital government cannot be ignored or delayed. The ups and downs of the past twelve months have shown that Hawaii government can, and should, provide more electronic services to the community.

Today, Hawaii continues as a leader in access to digital government services in the areas of business registration, vital records access, electronic procurement, licensing & permitting, and website design and accessibility.

In April 2021, our parent company, NIC Inc, was acquired by Tyler Technologies, Inc. With Tyler's broad client base and fully developed software platforms for government services, this partnership can greatly benefit many of the State and County agencies in Hawaii.

NIC Hawaii also continues to broaden our portfolio of services including the introduction to our Payment Platform solution. Payment Platform allows agencies to upload billing files and retrieve payment files on demand, enabling a more streamlined process workflow. Invoices are presented to constituents to pay online easily any time of day. The platform also features a shopping cart to pay for multiple invoices simultaneously. More agencies will continue to take advantage of this rapid implementation of billing services in the near term.

Fiscal Year (FY) 2021 brought a number of upgrades to existing services and websites. The eHawaii.gov portal website, County of Kauai Sewer Payments, Hawaii Compliance Express, and the Hawaii State Public Meetings Calendar were all redesigned with modern features and more streamlined navigation.

The eHawaii.gov portal program launched 16 new services, websites, and major application updates in FY2021 and currently provides 148 online services. The breakdown of program services by department is provided in Table 1 below. The Department of Land and Natural Resources (DLNR) and Department of Commerce and Consumer Affairs (DCCA) leverage the portal most effectively with 24 and 16 services, respectively. A number of agencies have expanded services to the public consistently in recent years, and we hope that more departments and divisions will do so in the coming years.

The information in this report covers the time period from July 1, 2020 to June 30, 2021.

Table 1: Services by Department

Department	Services*
Department of Land and Natural Resources (DLNR)	24
Department of Commerce and Consumer Affairs (DCCA)	16
NIC Hawaii (NIC HI) Enterprise Applications and Other**	14
Department of Health (DOH)	13
Department of Attorney General (AG)	11
Judiciary (JUD)	10
Department of Business, Economic Development & Tourism (DBEDT)	9
County of Hawaii (Hawaii)	9
Department of Accounting and General Services (DAGS)	8
Department of Budget and Finance (B&F)	6
City and County of Honolulu (CCHNL)	5
Department of Labor and Industrial Relations (DLIR)	5
County of Kauai (Kauai)	5
Department of Taxation (DOTAX)	2
Office of the Governor (GOV)	2
Enterprise Technology Services (ETS)	1
Office of the Lieutenant Governor (LG)	1
County of Maui (Maui)	1
Department of Defense (DOD)	1
Department of Education (DOE)	1
Department of Public Safety (DPS)	1
Department of Transportation (DOT)	1
Hawaii State Public Library (HSPLS)	1
Legislative Reference Bureau (LRB)	1
Grand Total	148

*Services include online applications and WordPress websites

**This includes services such as our eHawaii.gov single sign-on service, payment processing service, the portal website, the Access Hawaii Committee website, and others.

Throughout FY2021, NIC Hawaii's customer service team provided over 7,000 hours to Hawaii citizens, businesses, visitors, and State and County agencies. Averaging approximately 5,600 interactions each month, the team handled inquiries and questions via phone, online chat, and email.

In addition to service upgrades, new services, and providing superior customer service and financial services, NIC Hawaii also embarked on major technology upgrades in FY2021. We collaborated closely with the Office of Enterprise Technology Services (ETS) to execute a plan to migrate the NIC infrastructure, including over 120 services, to Amazon Web Services.

We continue to work closely with our oversight committee, the Access Hawaii Committee (AHC) and the Portal Program Manager (PPM). Detailed weekly status meetings between NIC Hawaii and the PPM help keep the portal program moving forward to bring efficient and innovative digital government to the people of the State of Hawaii.

In December 2020, the Access Hawaii Committee approved a three-year extension of the portal contract for the period of January 4, 2022 to January 3, 2025. We look forward to strengthening our partnership with the State and County agencies.

Funding Portal Operations

Transaction Funded Model (Self-Funded)

When a State or County agency works with NIC Hawaii to develop a new service using the transaction funded model, there is no upfront cost for development. NIC Hawaii and the agencies collaborate to come up with sustainable solutions. NIC Hawaii absorbs the risk and cost of developing the service in return for future revenue over the lifecycle of the service to recover costs and maintain and support the service.

NIC Hawaii generates revenue through service fees that are added on to the online services we build. These fees can be passed to the fee payer or absorbed in part or whole by the agency. Sometimes our services make an existing paper form available online. Other times we come up with innovative solutions that never existed before, such as Hawaii Compliance Express, which integrates a process involving multiple State agencies into one online solution. The idea of eGovernment is not simply to make existing procedures have electronic analogs. We work with the agency to find ways to streamline existing processes, making the whole system more efficient.

NIC Hawaii maintains each of the services we develop over the lifecycle of that service. This means the agencies pay no fees for software licensing, operating system upgrades, and security scans. NIC Hawaii staffs a full team of customer service representatives and takes calls, emails, and instant messages at no cost to the agencies for services funded under the self-funded model. Finally, NIC Hawaii provides outreach support for our services, assisting with education, training, and marketing efforts to drive awareness and adoption of the services. You may have seen examples like the annual report postcards (DCCA Business Registration), email reminders (Hawaii eProcurement System, Kauai Real Property Tax Payments), videos, training, community meetings, industry meetings, posters, and business cards.

The transaction funded model is a flexible funding model that works for government, businesses, and citizens in the following manner:

1. Modest efficiency or transaction fees are applied to a limited number of services, which cover the cost of building, maintaining, and expanding the entire digital government platform at no cost to government.
2. Transaction fees create a sustainable funding stream to support long-term digital government growth.
3. Funding from this small number of fee services supports enterprise-wide digital government expansion. With this funding source established, many digital government services are then provided at no cost, or significantly reduced cost, to users.
4. The ongoing funding source is reinvested in building more new services. Reinvestment examples include collaborative efforts to propose and build new self-funded and discounted/no cost systems, maintain and upgrade existing services, meet security and compliance requirements, and participate in conversations with the community, policy makers, and agency directors.
5. NIC Hawaii is paid only when digital government services are used, so a strong natural incentive exists to build, deploy and market services that the community wants and needs.
6. Strong central government sets the digital government strategy, establishes priorities, sets efficiency fees, and maintains data control.

Time and Materials

When transaction fees are not feasible, NIC Hawaii can still offer services with our contract hourly development rates. In most cases, this funding model is used when an agency wants to develop an online service that has an existing funding model (i.e. federal grants) or the service doesn't generate any revenue but requires significant development and maintenance. The Department of Land and Natural Resources, Department of Labor and Industrial Relations, and Department of the Attorney General are some of the agencies who have leveraged this funding model.

Hybrid Funding Model

A hybrid approach is using both the transaction funded and time and materials models together. There are development costs, however, they are discounted as there is also a transaction funded component to the application. This may be used when there are transactions, but the volume may not be enough to cover the entire costs of developing or maintaining the service.

Hosting

Some agencies leverage our hosting services for website hosting or NIC Hawaii developed web applications that have no revenue base. In certain scenarios, an agency may already have an application developed that only needs hosting service to continue providing service to the public.

No Cost Projects

NIC Hawaii also develops some applications entirely at no cost where appropriate. Most of these applications have no way to generate revenue. NIC Hawaii recovers its costs for development, deployment, hosting, and maintenance through portal administration fees from other self-funded services.

The Access Hawaii Committee collaborates with NIC Hawaii in determining which services will be provided at no cost to the State or County agency. These types of applications generally have a high public value or dramatically enhance public safety. Some examples include: Hawaii sex offender search, unclaimed property search, and the state calendar for posting public meeting and events. Below is a list of the 24 no cost services provided by NIC Hawaii:

- Access Hawaii Committee AHC website
- Access Hawaii Committee Document Repository
- AG - CSEA - Child Support Account Information System
- AG - HCJDC - Covered Offenders Search
- Budget and Finance - Unclaimed Property Search
- City and County of Honolulu - Work Hawaii Division - Youth Build Website
- DAGS – OIP - State Calendar
- DCCA - BREG - Agent Search
- DCCA - INS - Insurance Continuing Education Information
- DCCA - INS - Insurance License Search
- DCCA - INS - License CE Verification
- DCCA - INS - Self-Service Portal
- GOV - Boards & Commissions Online Application
- Hawaii.gov State portal website
- Judiciary – eBench Warrants
- Judiciary - Policy & Planning - Judge Evaluations
- Judiciary - Volunteers in Public Service
- NIC Hawaii - CXsuite
- NIC Hawaii - Driver Record Correction Request
- NIC Hawaii - Invoicing System
- NIC Hawaii - Kala Payment Module
- NIC Hawaii - Kala Refund Module
- NIC Hawaii - (Lala) Single Sign-On Service
- NIC Hawaii - Payment Platform

The vast majority of the portal's funding is from transaction funded applications. Without that base of resources, the portal would not be able to offer these no cost services and some discounted services to the State and County agencies and citizens.

Portal Financial Information

Overview of Revenue

NIC Hawaii submits its audited financials to the Access Hawaii Committee each year and submits an annual report to the Hawaii State Legislature regarding the services that the portal provides to our agencies. The portal manages over 70 services that feature online payments. We refer to services that include a payment system as "transactional services". Transactional services are typically self-funded, in whole or part.

In fiscal year 2021, the portal collected $311,679,983 and disbursed $301,242,326 to the State and County agencies. NIC Hawaii portal revenue was $10,437,657 in FY2021 and expenses were at $9,209,155 resulting in an operating income of $1,228,502.

Table 2: Financial Summary by Fiscal Year (FY2021 – Unaudited)*

Year	Funds Collected	Disbursed to Agency	NIC Hawaii Portal Revenue	Cost of Portal Revenues	Operating Income	Less Income Tax Expense	Net Income
**FY2021	$311,679,983	$301,242,326	$10,437,657	$9,209,155	$1,228,502	$254,561	$973,941

* Please see Appendix D: Glossary for a more detailed explanation of the column headings.

** Please note that all financial numbers in FY2021 include one project with the Department of Health that was completed outside of the Portal Contract totaling $150 in NIC Hawaii revenue.

Funds Collected

$311.6M

Collected in FY2021

Percentage of Funds Disbursed

96.7%

Percentage of Collected Funds Disbursed to Agencies

Funds Disbursed

$301.2M

Disbursed to Agencies in FY2021

Solution

The portal uses a standard payment processing system called Kala, which processes credit and debit card payments, e-checks (ACH Debit), paper checks and invoices. Kala can process payments via multiple means: online, at a kiosk, via a mobile device or at the point of sale.

NIC Hawaii can disburse funds based on each agency's needs, electronically or manually, on a daily, weekly, semi-monthly or monthly basis and provide detailed reporting.

Sources

The portal receives three types of revenue to support its operations: transactional, time and materials and hosting.

- **Transactional revenue** is collected for services that charge a portal administration fee on each transaction. Self-funding depends primarily on transactional revenue.
- **Time and materials revenue** is collected for projects that cannot justify a transaction fee, for example, services that do not involve a financial transaction or that serve a population too small to sustain self-funding. In most cases these projects benefit from the portal's significantly discounted hourly rates and take advantage of our existing services and infrastructure.
- **Hosting revenue** is collected for hosting websites or services that are not supported by transactions; it accounts for less than 1% of the portal's overall revenue. In some cases, a hybrid approach may be applied; a service that cannot pay for itself is funded partly by time and materials while hosting and maintenance is supported by transactional revenue.

Payments Made to the Portal

Prior to earning a single dollar of revenue, NIC Hawaii assumes all upfront investment risk of (1) implementing the hardware, software, and hosting infrastructure and (2) building and operating the online State or County agency services. The majority of services managed by NIC Hawaii are funded by end user (business, citizens, and visitors) efficiency fees on a per-transaction basis, where the user pays for the service. With other services, NIC Hawaii's fees are paid by the agency (State and Counties). In typical situations, the agency receives more value or avoids more cost than the amount of the per-transaction fee it pays to NIC Hawaii. In both of these situations, those who benefit most from the services pay for them. Revenues and expenses are reported bi-monthly to the Access Hawaii Committee.

The table below shows that 94% of NIC Hawaii's Portal Revenue in FY2021 is comprised of transactional revenue while only 6% is from funds collected through time and materials work, hosting and maintenance fees.

Table 3: FY2021 Portal Revenue by Funding Model (Unaudited)

Category	Amount	Percentage
Transactional Revenue	$9,841,952.49	94%
Time and Materials, Hosting and Maintenance Fees	$595,704.51	6%
Total NIC Hawaii Portal Revenue	$10,437,657.00	100%

NIC Hawaii's monthly portal revenue and expenses in FY2021 are displayed in the below table. Monthly portal revenue fluctuates based on the number of transactions processed per service as well as the amount of work performed on time and materials projects.

Table 4: FY2021 Monthly Revenue and Expenses (Unaudited)

Month	NIC Hawaii Portal Revenue	NIC Hawaii Portal 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	$878,073	$808,193
May 2021	$785,687	$715,958
June 2021	$670,036	$678,448
Totals	**$10,437,657**	**$9,275,529**

Revenue by Service

The FY2021 Revenue by Service for the portal is listed below:

Table 5: FY2021 Portal Revenue from Transactional Services (Unaudited)

Service Name by Department	Funds Collected ($)	Disbursed to Agency ($)	Partner Paid NIC HI ($)	User Paid NIC HI ($)	NIC HI Revenue ($)
Budget & Finance	**817,095.18**	**797,713.75**	**-**	**19,381.43**	**19,381.43**
Employer-Union Health Benefits Trust Fund Payment	817,095.18	797,713.75	-	19,381.43	19,381.43
County of Hawaii	**83,629,749.68**	**82,858,116.03**	**4,797.00**	**766,836.65**	**771,633.65**
Building Permit Payments	1,251,449.61	1,226,871.66	-	24,577.95	24,577.95
Hawaii Road Test Scheduler	60,559.98	51,366.36	-	9,193.62	9,193.62
Liquor Permits	24,273.60	17,706.00	4,797.00	1,770.60	6,567.60
Motor Vehicle Registration Renewals	7,108,328.11	6,865,999.49	-	242,328.62	242,328.62
Online Reservation System (Camping)	131,628.50	115,264.65	-	16,363.85	16,363.85
Real Property Tax Payments	75,053,509.88	74,580,907.87	-	472,602.01	472,602.01
County of Kauai	**43,422,465.58**	**43,028,009.63**	**229,319.04**	**165,136.91**	**394,455.95**
Kauai Landfill Payments	27,710.65	27,361.03	-	349.62	349.62
Motor Vehicle Registration Renewals	2,500,922.64	2,470,327.14	(49,149.81)	79,745.31	30,595.50
Real Property Tax Payments	39,623,309.26	39,294,272.29	257,189.30	71,847.67	329,036.97
Sewer Payments	1,270,523.03	1,236,049.17	21,279.55	13,194.31	34,473.86
County of Maui	**11,130,439.58**	**10,888,944.05**	**(159,098.99)**	**400,594.52**	**241,495.53**
Motor Vehicle Bulk Renewal	1,376,931.45	1,238,630.60	-	138,300.85	138,300.85
Motor Vehicle Registration Renewals	9,753,508.13	9,650,313.45	(159,098.99)	262,293.67	103,194.68
Department of Business, Economic Development and Tourism	**313,554.22**	**302,643.15**	**7,138.00**	**3,773.07**	**10,911.07**
EZ Forms	980.00	-	980.00	-	980.00
Film Permits	260.00	-	-	260.00	260.00
FTZ9 Bill Presentment	292,114.22	288,601.15	-	3,513.07	3,513.07
Solar Water Heater Variance	20,200.00	14,042.00	6,158.00	-	6,158.00
Department of Commerce and Consumer Affairs	**18,161,136.90**	**15,553,070.84**	**2,453,405.83**	**154,660.23**	**2,608,066.06**
Agent List Builder	1,001.75	431.72	-	570.03	570.03
Annual Business Filings	2,227,028.50	1,632,945.58	594,082.92	-	594,082.92
AOAO Condominium Association Registrations	1,036,095.00	996,288.56	39,806.44	-	39,806.44
Business Bulk Data	86,000.00	-	-	86,000.00	86,000.00
Business Documents	262,500.50	175,008.74	87,491.76	-	87,491.76
Business Entity List Builder	11,002.70	-	-	11,002.70	11,002.70
Hawaii Business Express (DCCA)	2,098,806.50	1,426,818.08	671,988.42	-	671,988.42
Hawaii Business Express (DOTAX)	255,697.50	222,610.00	-	33,087.50	33,087.50
Hawaii Insurance License Renewals	3,836,905.00	3,634,107.80	202,797.20	-	202,797.20
Mortgage Foreclosure Dispute Resolution Public Notices	1,200.00	1,140.00	60.00	-	60.00
MyPVL	144,850.00	130,187.90	14,662.10	-	14,662.10
Professional Vocational Licensing Bulk Data	48,000.00	24,000.00	-	24,000.00	24,000.00

Service Name by Department	Funds Collected ($)	Disbursed to Agency ($)	Partner Paid NIC HI ($)	User Paid NIC HI ($)	NIC HI Revenue ($)
Professional Vocational Licensing List Builder	83,095.45	40,192.49	42,902.96	-	42,902.96
Professional Vocational Licensing Renewals	8,068,954.00	7,269,339.97	799,614.03	-	799,614.03
Department of Education	**1,611.59**	**1,454.49**	**-**	**157.10**	**157.10**
Waipahu Community School for Adults Registration Payments	1,611.59	1,454.49	-	157.10	157.10
Department of Health	**3,960,232.59**	**3,510,822.89**	**27,469.20**	**421,940.50**	**449,409.70**
Clinical License Renewals	35,870.00	31,200.40	4,669.60	-	4,669.60
Electronic Death Registration System	124,188.00	114,698.00	-	9,490.00	9,490.00
Electronic Disinterment Application Permit	600.00	450.00	-	150.00	150.00
Facility Access Plan Submission and Review System	328,044.09	318,812.49	9,231.60	-	9,231.60
Marriage Licenses	912,266.00	834,276.00	-	77,990.00	77,990.00
Marriage Performer Licenses	29,920.00		-	29,920.00	29,920.00
Medical Cannabis Registry	1,412,782.50	1,282,479.50	-	130,303.00	130,303.00
Vital Records Ordering System	946,962.00	772,874.50	-	174,087.50	174,087.50
Waste Water Permits	169,600.00	156,032.00	13,568.00	-	13,568.00
Department of Labor and Industrial Relations	**320,791.50**	**288,377.35**	**32,414.15**	**-**	**32,414.15**
Hawaii Installation & Inspection Permitting System	286,291.50	257,327.35	28,964.15	-	28,964.15
Hoisting Machine Operators Advisory Board Website	34,500.00	31,050.00	3,450.00	-	3,450.00
Department of Land and Natural Resources	**80,349,733.52**	**79,598,070.34**	**469,763.93**	**281,899.25**	**751,663.18**
Bureau of Conveyances eRecording	38,505.75	-	-	38,505.75	38,505.75
Bureau of Conveyances Image Bulk	20,575.00	6,172.50	-	14,402.50	14,402.50
Bureau of Conveyances Index Bulk	3,292.00	987.60	-	2,304.40	2,304.40
Bureau of Conveyances Land Title Records Online Search & Ordering System	374,460.00	329,449.05	45,010.95	-	45,010.95
Bureau of Conveyances LandShark	58,342.00	29,171.00	-	29,171.00	29,171.00
Bureau of Conveyances LandShark Bulk	43,650.00	13,095.00	-	30,555.00	30,555.00
Bureau of Conveyances Over the Counter Payments	28,337,763.55	28,336,143.95	-	1,619.60	1,619.60
Bureau of Conveyances Payment Platform	51,910.38	50,740.71	-	1,169.67	1,169.67
Bureau of Conveyances Payment Platform Fee Sharing	8,733.98	-	8,733.98	-	8,733.98
Bureau of Conveyances Title & Records Management System	328,018.50	-	328,018.50	-	328,018.50
Bureau of Conveyances Title & Records Management System Payments	48,654,105.04	48,652,804.14	-	1,300.90	1,300.90
Civil Resource Violation System	57,145.00	43,945.00	13,200.00	-	13,200.00
Commercial Activity/Beach Wedding Permits (Wiki Permits)	121,478.40	105,686.20	15,792.20	-	15,792.20
Commercial Marine Licensing System	210,423.00	204,032.40	6,390.60	-	6,390.60
Commercial Vessel Landing Permits	103,995.00	93,569.80	10,425.20	-	10,425.20
Freshwater Game Fishing Licenses	21,771.00	18,152.00	-	3,619.00	3,619.00
Hawaii Cultural Resource Information System Payments	19,277.50	17,525.00	-	1,752.50	1,752.50

Service Name by Department	Funds Collected ($)	Disbursed to Agency ($)	Partner Paid NIC HI ($)	User Paid NIC HI ($)	NIC HI Revenue ($)
Hunt Application System	373,953.00	336,361.50	37,591.50	-	37,591.50
Hunt Lottery Drawing System	31,132.00	26,856.00	4,276.00	-	4,276.00
Hunter Education Online Course Registration and Records Management System	1,625.00	1,300.00	325.00	-	325.00
Na Ala Hele Trail & Access System	2,021.82	1,765.00	-	256.82	256.82
Online Reservation System (Camping)	1,109,954.60	974,510.20	-	135,444.40	135,444.40
Uniform Commercial Code Filings	3,526.00	3,280.00	-	246.00	246.00
Vessel Registrations	374,075.00	352,523.29	-	21,551.71	21,551.71
Department of Public Safety	**907,505.00**	**796,250.10**	**111,254.90**	**-**	**111,254.90**
Controlled Substances Registration System	907,505.00	796,250.10	111,254.90	-	111,254.90
Department of Taxation	**48,431,643.33**	**47,215,844.90**	**-**	**1,215,798.43**	**1,215,798.43**
eFile	48,431,643.33	47,215,844.90	-	1,215,798.43	1,215,798.43
Department of the Attorney General	**2,834,112.50**	**2,512,057.05**	**75,986.45**	**246,069.00**	**322,055.45**
Adult Criminal Information Search (eCrim)	687,500.00	511,221.00	-	176,279.00	176,279.00
Bulk Covered Offender Registry Data	3,200.00	1,600.00	-	1,600.00	1,600.00
Charities - Special Invoice Payment System	4,725.00	4,515.25	209.75	-	209.75
Charity Registration	1,720,970.00	1,651,514.30	69,455.70	-	69,455.70
Notary	189,757.50	171,067.50	-	18,690.00	18,690.00
Solicitors Registration System	62,960.00	56,639.00	6,321.00	-	6,321.00
Unlimited Criminal History Search	165,000.00	115,500.00	-	49,500.00	49,500.00
Department of Transportation	**78,104.27**	**70,291.40**	**-**	**7,812.87**	**7,812.87**
Surplus Auction	78,104.27	70,291.40	-	7,812.87	7,812.87
Judiciary	**15,374,086.01**	**13,584,832.68**	**-**	**1,789,253.33**	**1,789,253.33**
Civil Payments	3,591,596.37	3,500,581.00	-	91,015.37	91,015.37
Document Payments	183,543.23	178,866.32	-	4,676.91	4,676.91
Document Subscription Payment	119,657.25	116,625.00	-	3,032.25	3,032.25
Driver Monitoring	777,523.95	-	-	777,523.95	777,523.95
eTraffic Payments	5,144,228.54	4,937,865.36	-	206,363.18	206,363.18
Filing Payments	173,696.67	169,295.00	-	4,401.67	4,401.67
Traffic Abstracts	5,383,840.00	4,681,600.00	-	702,240.00	702,240.00
NIC Hawaii	**67,348.94**	**-**	**-**	**67,348.94**	**67,348.94**
Adjustments	5,985.55	-	-	5,985.55	5,985.55
eHawaii.gov Notification Service	8,175.00	-	-	8,175.00	8,175.00
Late Fees	12.65	-	-	12.65	12.65
Non-Sufficient Funds Fees	6,697.91	-	-	6,697.91	6,697.91
Service Fees	17,977.83	-	-	17,977.83	17,977.83
Subscriber Fees	28,500.00	-	-	28,500.00	28,500.00
Office of the Lieutenant Governor	**66,990.00**	**60,900.00**	**-**	**6,090.00**	**6,090.00**
Name Change	66,990.00	60,900.00	-	6,090.00	6,090.00
State Procurement Office	**1,216,522.86**	**174,928.07**	**18,665.87**	**1,022,928.92**	**1,041,594.79**
Hawaii Compliance Express (HCE)	225,038.00	-	-	225,038.00	225,038.00
Hawaii eProcurement System (HIePro)	797,890.92	-	-	797,890.92	797,890.92
Surplus Auction	193,593.94	174,928.07	18,665.87	-	18,665.87

Service Name by Department	Funds Collected ($)	Disbursed to Agency ($)	Partner Paid NIC HI ($)	User Paid NIC HI ($)	NIC HI Revenue ($)
University of Hawaii	**1,155.96**	**-**	**1,155.96**	**-**	**1,155.96**
University of Hawaii Survey	1,155.96	-	1,155.96	-	1,155.96
Grand Total	**311,084,279.21**	**301,242,326.72**	**3,272,271.34**	**6,569,681.15**	**9,841,952.49**

Table 6: FY2021 Portal Revenue for Time and Materials, Hosting & Maintenance (Unaudited)

Service Name by Department	NIC HI Revenue ($)
Budget & Finance	**6,173.04**
ers.ehawaii.gov Website	6,173.04
City and County of Honolulu	**61,575.72**
Honolulu Fire Department Website	385.72
Legislative Document Access	35,280.00
Legislative Document Access Hosting	7,350.00
Online Ballot Request System	18,560.00
County of Hawaii	**5,230.00**
Hawaii County Police Department Website Hosting	1,200.00
PVL Data Integration	4,030.00
County of Kauai	**15,000.00**
Kauai Landfill Payments	15,000.00
County of Maui	**4,030.00**
PVL Data Integration	4,030.00
Department of Accounting and General Services	**21,960.00**
Website Redesign - sfca.hawaii.gov	21,960.00
Department of Attorney General	**10,883.20**
AG Civil Recoveries Division Remote Online Notary Registration	10,883.20
Department of Business, Economic Development and Tourism	**68,330.02**
Business Development & Support Division Website Hosting	1,200.00
Business Development & Support Division Website Maintenance	49,528.02
FTZ9 Hosting	1,200.00
Hawaii Clean Energy Initiative Website Hosting	1,422.00
Renewable Energy Permitting Wizard	11,980.00
Renewable Energy Projects Directory	3,000.00
Department of Commerce and Consumer Affairs	**6,666.68**
Professional Vocational Licensing Hosting	6,666.68
Department of Education	**14,960.00**
Waipahu Community School for Adults Registration and Payment System	14,960.00
Department of Health	**135,484.68**

Service Name by Department	NIC HI Revenue ($)
Clean and Sober Home Registry	26,739.95
Disability Parking Permit System	18,000.00
Facility Access Plan Submission and Review System	18,000.00
Medical Marijuana Registration System for Out of State Patients	(3,823.80)
TB Branch Hosting	7,820.14
Vital Records Ordering System Improvement	68,748.39
Department of Labor and Industrial Relations	**15,199.92**
Green LMI Hosting	1,200.00
Work Opportunity Tax Credit Form Application	13,999.92
Department of Land and Natural Resources	**176,688.49**
Boating Accounts Receivable System	5,730.00
Commercial Marine Licensing System	45,840.00
Engineering Division WordPress Site Hosting	1,200.00
Freshwater Game Fishing License	764.00
Hunt Lottery Drawing System	1,200.00
Hunter Education and Records Management System	95,794.49
Hunter Education and Records Management System Maintenance	24,000.00
Online Freshwater Fishing License	960.00
Special Use Permitting System	1,200.00
Department of the Attorney General	**13,406.14**
Hawaii Integrated Justice Information Sharing	449.71
Hawaii Integrated Justice Information Sharing Hosting	9,000.00
Sex Offender Information Management System	3,956.43
Hawaii State Public Library System	**1,200.00**
Hawaii State Public Library System Website Redesign	1,200.00
Judiciary	**4,000.00**
Judiciary Hosting Fees	4,000.00
Office of Enterprise Technology Services (ETS)	**34,916.62**
Access Accommodation	6,782.03
ehawaii.gov Single Sign-On Service	7,162.50
Hawaii Website Theme Support	20,972.09
Grand Total	**595,704.51**

New Applications / Services Launched

A total of 16 services were launched as new services or with major upgrades this year. Of these, 1 was self-funded, 2 were implemented at no-cost, 3 were transaction-based funded, 8 time & materials projects, and 2 hybrid (combination of both transaction-based and time & materials funded).

Table 7: Count of New/Upgraded/Retired Services

Category	Number
New Applications / Services	6
Major Application Upgrades	6
New Websites / Website Upgrades	4
Retired Services	22

#1: Online Ballot Replacement Request

City and County of Honolulu – Office of Council Services – Elections Division
- Description: New service allows public users to request ballot replacements online
- URL: **https://hnlvote.ehawaii.gov/ballot/**
- Funding Model: Time and Materials
- Launch Date: 07/08/2020

#2: Renewable Energy Permitting Wizard

Hawaii State Energy Office
- Description: Online tool to assist project developers in navigating the permitting process; upgraded service includes improvements to user interface and experience
- URL: **https://wizard.hawaiicleanenergyinitiative.org/**
- Funding Model: Time and Materials
- Launch Date: 07/22/2020

#3: Hawaii Road Test Scheduler

Hawaii County – Vehicle Registration
- Description: New service allows Hawaii County residents to schedule and pay for road test
- URL: **https://hawaiicounty.ehawaii.gov/roadtest**
- Funding Model: Transaction Based
- Launch Date: 08/06/2020

#4: Hawaii Compliance Express (HCE)

Department of Accounting and General Services - State Procurement Office

- Description: Upgraded HCE presents a responsive design that is mobile-friendly and can adjust to all screen sizes and improves usability
- URL: **https://vendors.ehawaii.gov/hce/**
- Funding Model: Self-Funded
- Launch Date: 08/30/2020

#5: Freshwater Game Fishing License

Department of Land and Natural Resources – Division of Aquatic Resources

- Description: Updated service features improvements to user input fields in the application process
- URL: **https://freshwater.ehawaii.gov/freshwater/**
- Funding Model: Time and Materials
- Launch Date: 09/22/2020

#6: Kauai Sewer Payments

County of Kauai – Department of Finance

- Description: First service to use the new Payment Platform; citizens are able to review their bi-monthly invoices, complete payments, and track their payment history
- URL: **https://pay.ehawaii.gov/kauai**
- Funding Model: Transaction Based
- Launch Date: 10/19/2020

#7: Legislative Document Access

City and County of Honolulu – Office of the County Clerk

- Description: Upgraded service includes advanced search, notifications, and HTML Agenda and Measure Certificate generation
- URL: **https://hnldoc.ehawaii.gov/hnldoc/**
- Funding Model: Time and Materials
- Launch Date: 12/08/2020

#8: Hawaii Cultural Resource Information System (HICRIS) Payments

Department of Land and Natural Resources – State Historic Preservation Division (SHPD)

- Description: New payment service integrates with SHPD's HICRIS system to process credit card payments
- URL: **https://shpd.hawaii.gov/hicris**
- Funding Model: Transaction Based
- Launch Date: 12/10/2020

#9: Landfill Payments

County of Kauai – Department of Finance

- Description: New service on Payment Platform allows citizens to review their invoices, complete payments, and track their payment history

- URL: **https://kauai.gov/lfp**
- Funding Model: Hybrid
- Launch Date: 02/08/2021

#10: Statewide Calendar

Department of Accounting and General Services – Office of Information Practices

- Description: Upgraded service with redesigned user interface and database upgrade
- URL: **https://calendar.ehawaii.gov/calendar/**
- Funding Model: No cost
- Launch Date: 02/21/2021

#11: Waipahu Community Schools for Adults Online Registration and Payment System
Hawaii Department of Education

- Description: New service allows users to register and pay tuition fees online and receive notifications and instructions
- URL: **https://wcsa.ehawaii.gov/**
- Funding Model: Hybrid
- Launch Date: 03/04/2021

#12: Go Hunt Hawaii

Department of Land and Natural Resources – Division of Forestry and Wildlife

- Description: Updated service with feature enhancements including enrollment in advanced hunting events
- URL: **https://gohunthawaii.ehawaii.gov/**
- Funding Model: Time and Materials
- Launch Date: 04/06/2021

New Websites / Major Website Updates

Four (4) websites and/or major website updates were launched this year.

#13: eHawaii.gov Portal Website
NIC Hawaii

- Description: This upgraded website was the fifth major redesign of Hawaii.gov, the official website of the Aloha state
- URL: **https://portal.ehawaii.gov/**
- Funding Model: No Cost
- Launch Date: 07/15/2020

#14: State Foundation on Culture and the Arts Website
Department of Accounting and General Services

- Description: This new website using WordPress was a redesign of the SFCA's existing website. SFCA serves as Hawaii's state government arts agency.
- URL: **https://sfca.hawaii.gov/**
- Funding Model: Time & Materials
- Launch Date: 10/21/2020

#15: Washington Place Website

Department of Accounting and General Services

- Description: This new website using WordPress was a complete overhaul of DAG's prior site which only contained three pages. The site features the National Historic Landmark best known as the home of Hawaii's beloved Queen Lili'uokalani.
- URL: **https://washingtonplace.hawaii.gov/**
- Funding Model: Time & Materials
- Launch Date: 04/01/2021

#16: Honolulu Fire Department Website

City and County of Honolulu – Honolulu Fire Department (HFD)

- Description: This new website using WordPress was a redesign of HFD's existing website and its primary goal is to educate the public about fire prevention and community risk reduction.
- URL: **https://fire.honolulu.gov/**
- Funding Model: Time & Materials
- Launch Date: 04/28/2021

Retired Services

The following 22 services were retired from use during fiscal year FY2021:

Table 8: Retired Services

Service	Date Retired
County of Hawaii, Department of Public Works, Traffic & Roadwork website http://traffic.hawaiicounty.gov	August 13, 2020
DLNR DOBOR Boating Accounts Receivable System (BARS) service https://dobor.ehawaii.gov	September 1, 2020
DBEDT Renewable Energy Projects Directory service http://energy.ehawaii.gov/epd	December 31, 2020
DBEDT Hawaii Clean Energy Initiative website http://www.hawaiicleanenergyinitiative.org/	December 31, 2020
DCCA PVL Initial Licensing service (Guards) https://pvl.ehawaii.gov/mypvl	February 22, 2021
DCCA PVL General Application service https://pvl.ehawaii.gov/mypvl	February 22, 2021
DCCA PVL Renewals service https://pvl.ehawaii.gov/renewals	February 22, 2021
DCCA PVL License Search service https://pvl.ehawaii.gov/pvlsearch	February 22, 2021
DCCA PVL MyPVL Dashboard service https://pvl.ehawaii.gov/mypvl	February 22, 2021
DCCA PVL Bulk License Download service https://www.ehawaii.gov/SecureDownload/pvlbulk/	February 22, 2021
DCCA PVL Insurance Certificate Submittal (Surety) service https://pvl.ehawaii.gov/inikua	February 22, 2021
DCCA PVL List Builder service http://pvl.ehawaii.gov/pvllistbuilder	February 22, 2021
DLNR BOC Document Search and Ordering service https://boc.ehawaii.gov/docsearch	March 5, 2021
DLNR BOC LandLink Records Management System https://boc.ehawaii.gov/landlink	March 5, 2021

Service	Date Retired
DLNR BOC LandShark service https://boc.ehawaii.gov/LandShark	March 5, 2021
DLNR BOC LightHouse eRecording service https://boc.ehawaii.gov/landlink	March 5, 2021
DLNR BOC Bulk Image Download service https://www.ehawaii.gov/SecureDownload/bocimages/	March 17, 2021
DLNR BOC Bulk Indexed Data Download service https://www.ehawaii.gov/SecureDownload/bocdata/	March 17, 2021
DLNR BOC Power of Attorney and Names Change Glossary Download service https://www.ehawaii.gov/SecureDownload/bocglossary	March 17, 2021
DCCA PVL Continuing Education System https://ce.ehawaii.gov	March 26, 2021
DCCA PVL Real Estate Continuing Education System https://rece.ehawaii.gov	March 26, 2021
DLNR DOBOR Vessel Registration system https://vessel.ehawaii.gov	June 30, 2021

Portal Oversight

The twentieth Hawaii State Legislature, in 2000 passed Act 292 establishing the Access Hawaii Committee (AHC) to oversee the State of Hawaii's internet portal activities.

Pursuant to Act 292, the AHC coordinates and provides oversight of the activities of NIC Hawaii and the departments and agencies that utilize the Portal. In addition to the AHC, the State Portal Program Manager functions as a vendor relationship manager to assist the AHC with its Legislative mandated duty of providing oversight of the portal provider. The responsibilities of the Portal Program Manager include:

- Track portal provider activities to ensure compliance with the terms and conditions of the portal provider contract;

- Review Portal Contractor's financial reports;

- Evaluate new Statements of Work, fee agreements, priorities, and Service Level Agreements under negotiation between government agencies and the portal provider and present findings and recommendations to the Access Hawaii Committee;

- Review and report on enhancements and maintenance proposed to existing portal applications and services; provide recommendations to Access Hawaii Committee regarding any need for a new Statement of Work;

- Work with the portal provider to create and analyze an annual survey of government agencies and end users utilizing the State Portal to determine if portal provider's services are satisfactory; and present findings and recommendations based on the survey results to the Access Hawaii Committee.

- Assist in prioritizing self-funded applications in the development queue;

- Organize, support, document, and facilitate Access Hawaii Committee meetings, to include abiding by Sunshine Law (Hawaii's open meetings law, part I of chapter 92, HRS);

- Ensure that State standards for all applications and services are adhered to by portal provider;

- Collaborate with portal provider to develop best practices documents on Internet presentation and consistency, data exchange, and cyber security;

- Coordinate and conduct studies of portal direction and services related to changes in the portal technology lifecycle.

Looking Forward

The next three years of the eHawaii.gov program will bring growth in new areas and continued advancements in the delivery of digital government services for the constituents of Hawaii. We are excited to help write the next chapter of this partnership and look forward to the many opportunities ahead.

Contact Information

Hawaii Information Consortium, LLC dba NIC Hawaii
201 Merchant Street, Suite 1805
Honolulu, HI 96813
(808) 695-4620
https://nichawaii.egov.com/

Burt Ramos, General Manager
bramos@egov.com
(808) 695-4616

Janet Pick, Director of Portal Operations
jpick@egov.com
(808) 695-4625

Appendix A: Customer Service Statistics

Overview

Our customer service team supports all portal services as well as miscellaneous calls received about the State of Hawaii. The following are statistics from FY2021:

- NIC Hawaii provided **7,000+** labor hours via a **3.5** person customer service team
- There were **67,623** total interactions (phone calls, online chats, emails, and application feedback – a 6.1% decrease over FY2019)
- An average of **5,600** interactions each month, which equals approximately 370 interactions per week per customer service team member
- Total phone call inquiries: **22,222** (32.8%)
- Nine out of every 10 inquiries are resolved on the first contact (**92%** First Contact Resolution rate)
- One of our primary customer service goals is to respond to emailed inquiries within one business day. Over the past year, the average first response time was within **6 hours and 43 minutes**.

Below is a table showing the total number of customer service interactions (phone calls, chats, emails, and app feedback) from July 1, 2020 to June 30, 2021 with count and percentage breakdown by interaction type.

Total Interactions by Channel

Interaction Type	Number	Percentage	Change from FY2020
Calls	22,222	32.8%	Down 3.9%
Chats	25,061	37.1%	Up 5.7%
Emails	19,180	28.4%	Down 3.1%
App Feedback	1,160	1.7%	Up 1.3%
Total	67,623	100%	Down 6.1%

The below table shows that 74% of our customer service inquiries span ten services.

Top 10 Customer Service Inquiries

Service	Percent
Professional Vocational Licenses (PVL)	15%
Hawaii Compliance Express (HCE)	11%
Login Questions	9%
Vital Records	7%

| Service	Percent
Medical Cannabis Registry	7%
State Camping	7%
Non-NIC Hawaii Items	7%
Electronic Marriage Registration System (EMRS)	4%
Motor Vehicle Registrations (MVR)	4%
Miscellaneous NIC Hawaii Items	3%
Other	26%
Total	**100%**

Customer Experience Feedback

CXsuite is a real time feedback platform that was launched in October 2019. It allows NIC Hawaii and agency partners to better collect, evaluate, and act on comments, questions, and suggestions from Hawaii's citizens and businesses. This is a snapshot of the feedback submitted by users in FY2021.

- 23,410 feedback submissions received in FY2021, up 87.15% from 12,510 in FY2020

- 9,951 comments received in FY2021, up 82.45% from 5,455 in FY2020

- Of the 23,410 visitors who provided feedback 88.69% reported they had a positive experience.

- A total of 6.47% reported they had a negative experience.

- The device, browser and operating systems used by customers who submitted feedback are shown below:

Device Breakdown:

Computer	91%
Mobile Phone	7%
Tablet	1%
Other/Unknown	1%

Browser Breakdown:

■ Chrome	56%
■ Safari	21%
■ Edge	13%
■ Firefox	10%
■ Other	1%
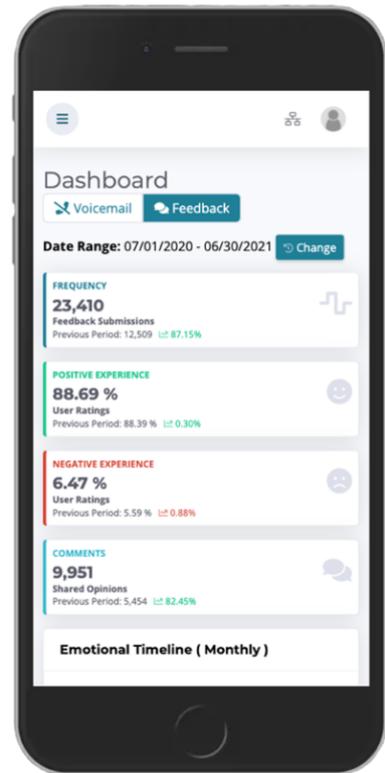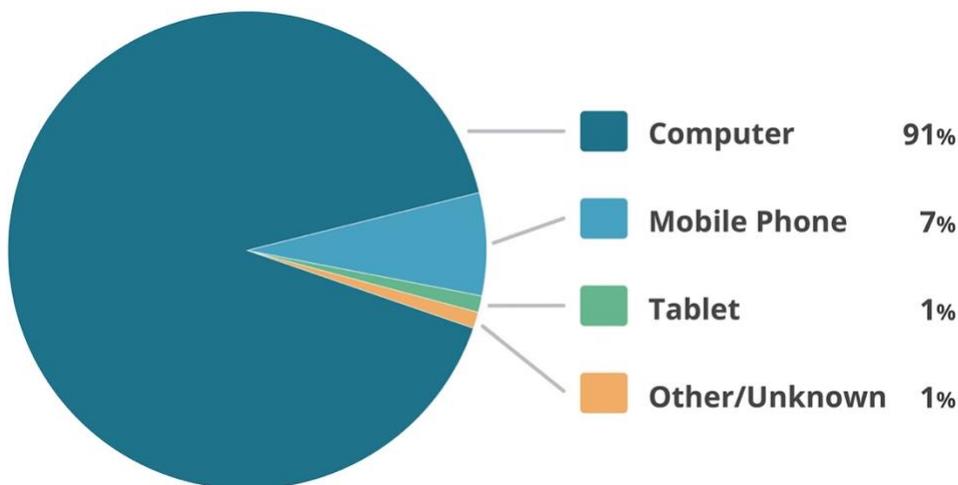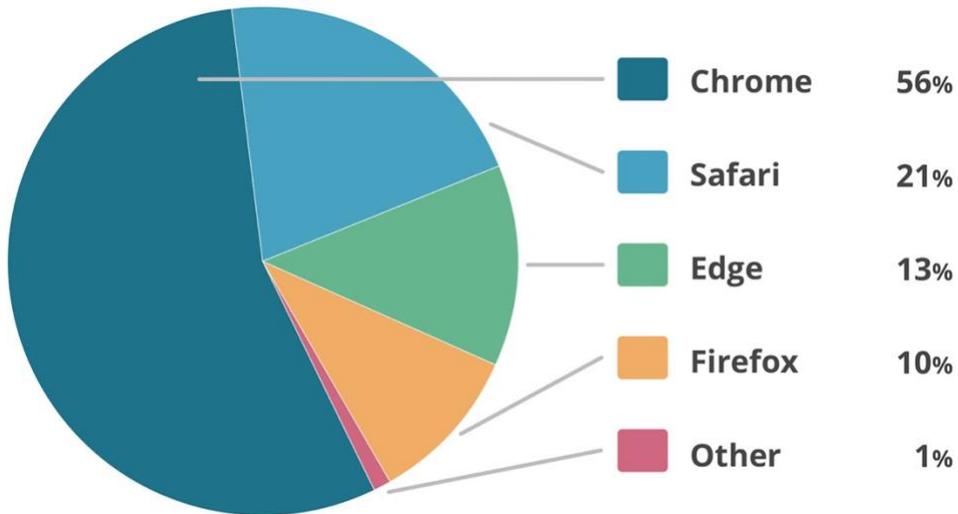
Operating System Breakdown:

■ Win10	56%
■ MacOS	24%
■ IOS	6%
■ Win7	5%
■ MacOSX	3%
■ Other	6%
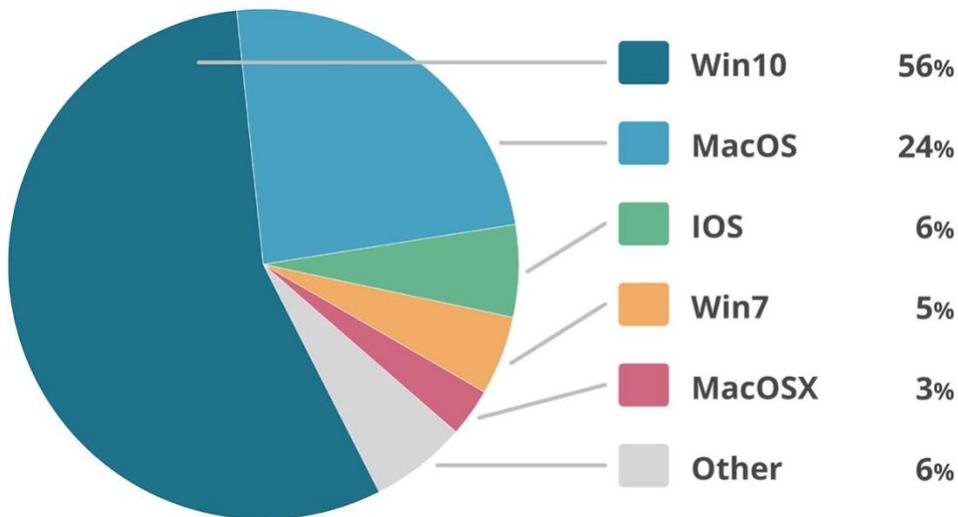
Appendix B: Marketing and Outreach

NIC Hawaii uses social media (Twitter, Facebook, Instagram) to promote new services and highlight awards and other portal activity.

Portal Notifications

NIC Hawaii sends postcards, reminders, alerts and other notices on behalf of many of the agencies. These include U.S. postal mail, email, and automated email and text messages via the eHawaii.gov Notification Service. The table below lists some of the notifications sent to portal users.

Agency	Service Name	Description	Message Type(s)
AG	Notary Public (notary.ehawaii.gov)	Email notifications to notary users regarding application and renewal statuses, exam scheduling, and notary staff announcements	Email
City and County of Honolulu	Honolulu Records Collection (hnldoc.ehawaii.gov)	Notification regarding upcoming City Council meeting agendas, communications, and new measures	Email
County of Kauai	Real Property Tax Payments (payments.ehawaii.gov/propertytax/kauai)	Email notice to County of Kauai property owners to pay property tax bill	Email
DBEDT FTZ9	FTZ9 Invoicing and Payments (bill.ehawaii.gov)	Email notifications to FTZ9 customers regarding invoice and payment statuses	Email
DCCA BREG	MyBusiness Alerts (alertme.ehawaii.gov / hbe.ehawaii.gov/documents/notifyLogin)	Near real-time business activity monitoring alerts of business registration filings and reminders to file your annual business report	Email, Text Message
DCCA BREG	Annual Business Filings (hbe.ehawaii.gov/annuals) Can also subscribe at: hbe.ehawaii.gov/documents/notifyLogin	Reminder to file your annual business report - sent 1 month prior to renewal, start of renewal quarter, and if needed, 2 weeks prior to end of renewing quarter	Email, Text Message
DCCA BREG	Annual Business Filings (hbe.ehawaii.gov/annuals)	Postcard reminder to file your annual business report	Postcard
DCCA BREG	Trade Name/Trademark/Service Mark Reminders Subscribe at hbe.ehawaii.gov/documents/notifyLogin	Reminder to file your TN/TM/SM renewal sent 180, 90, and 30 days prior to expiration	Email, Text Message
DCCA INS	Hawaii Insurance License Renewals (www.ehawaii.gov/insrenew)	Email reminder to renew your Hawaii insurance license	Email

Agency	Service Name	Description	Message Type(s)
DCCA INS	Hawaii Insurance License Renewals (www.ehawaii.gov/insrenew)	Postcard reminder to renew your Hawaii insurance license	Postcard
DCCA PVL	*PVL License Renewals (pvl.ehawaii.gov/renewals)	Email reminder to renew your professional vocational license	Email
DCCA PVL	*PVL License Renewals (pvl.ehawaii.gov/renewals)	Postcard reminder to renew your professional vocational license	Postcard
DLNR Land Division	Wiki Permits for Wedding Permits on the Beach (wikipermits.ehawaii.gov/permits)	Email reminder to vendors 30 days prior to insurance expiration date	Email
DOH HRS	Medical Cannabis Registry (medmj.ehawaii.gov)	Email notifications to medical cannabis patients regarding application and renewal statuses	Email
DPS NED	Controlled Substances Registration System (ned.ehawaii.gov)	Notice regarding change in registration fees for prescribers of narcotics	Email
SPO	Hawaii Awards and Notices Data System (hands.ehawaii.gov)	Email announcements to all users or to users within a particular department	Email
SPO	HIePro (hiepro.ehawaii.gov)	Payment reminders, solicitation notifications, and other vendor & buyer related notifications	Email
SPO	Surplus Auction Service (sposurplusauction.ehawaii.gov)	Notice announcing upcoming auction	Email
State of Hawaii	RSS Alerts (login.ehawaii.gov/lala/reminder)	Alert of State of Hawaii government news	Email, Text Message

*Notification service terminated as of 12/31/2020

Press Releases (14)

Title	Release Date
NIC Hawaii Announces Launch of Redesigned Hawaii.gov	07/20/20
NIC Hawaii Deploys Online Ballot Request System for Voters in Honolulu County	07/24/20
Announcing the Buy Hawaii, Give Aloha Site	08/17/20
NIC Hawaii, County of Hawaii Launch Online Road Test Scheduler	08/24/20
NIC Hawaii, State of Hawaii Introduce Redesigned Hawaii Compliance Express	08/31/20
Hawaii Legislative Reference Bureau, NIC Hawaii Win Outstanding Website Award	09/18/20
NIC Hawaii Introduces Redesigned Website for Hawaii State Foundation on Culture and the Arts	10/26/20
County of Kauai, NIC Hawaii Upgrade Online Payment Services	11/02/20
County of Kauai, NIC Hawaii Provide New Landfill Payment Services	02/09/21
Office of Information Practices, NIC Hawaii Launch Modernized State Public Meetings Calendar	03/02/21

Title	Release Date
New Digital Platform for Washington Place Provides Enhanced Access to Historic Home in Honolulu	04/05/21
Hunting Events, Announcements Now Available on Go Hunt Hawaii	04/06/21
Tyler Technologies Completes Acquisition of NIC	04/21/21
Honolulu Fire Department Launches Redesigned Website	05/04/21

Awards (1)

We chose to freeze award submissions in in March 2020 due to high priority partner efforts resulting from COVID-19.

Award	URL	Agency / Service	Category	Award Date
Web Award	webaward.org	Legislative Reference Bureau Website (lrbhawaii.org)	Outstanding Website	09/02/20

Appendix C: Web Analytics

These are the FY2021 web traffic statistics from the portal website, **ehawaii.gov**, and the many ehawaii.gov services created under the State of Hawaii portal contract.

- Visitor Sessions in FY2021: 13,602,183
- Average Visit Duration: 3 minutes and 52 seconds

Table C-1: eHawaii.gov Portal and Services Usage by Browser

Browser	Count	Percentage
Chrome	2,346,989	43.8%
Safari	2,072,947	38.7%
Internet Explorer	261,179	4.9%
Edge	254,931	4.8%
Firefox	249,976	4.7%
Samsung Internet	63,880	1.2%
Safari (in-app)	53,750	1.0%
Android Webview	21,478	0.4%
Opera	8,353	0.2%
Other	26,171	0.5%

Table C-2: eHawaii.gov Portal and Services Usage by Device

Browser	Count	Percent Usage
Desktop	3,184,003	60%
Mobile	2,050,492	38%
Tablet	114,299	2%

Table C-3: Visitor Sessions

Month	Number of Visitors
July 2020	1,123,105
August 2020	1,135,152
September 2020	1,051,950
October 2020	1,144,157
November 2020	1,015,938

Month	Number of Visitors
December 2020	1,004,651
January 2021	1,117,606
February 2021	1,056,576
March 2021	1,171,622
April 2021	1,260,819
May 2021	1,262,608
June 2021	1,257,999
Total	**13,602,183**

Table C-4: Top 5 Services (Visitor Sessions)

Service	Number of Sessions
BREG Documents	3,932,942
Camping	1,450,056
Unclaimed Property Search	941,012
eBench Warrants	675,517
PVL Search	624,730

Appendix D: Historical Financials

The below tables provide a historical financial summary from NIC Hawaii's audited financial statements for calendar years (CY) 2010 to 2017 and unaudited financials for fiscal year (FY) 2018 to 2020. "**Funds Collected**" indicates total monies collected by the portal and "**Disbursed to Agencies**" indicates the total amount disbursed to the State and County agencies.

Table D-1: Financial Summary by Calendar Year (2010 – 2017 Audited)

Year	Funds Collected	Disbursed to Agency	NIC Hawaii Portal Revenue	Cost of Portal Revenues	Operating Income	Less Income Tax Expense	Net Income
CY2010	$751,174,040	$747,015,378	$4,158,662	$3,776,699	$381,963	$144,768	$237,195
CY2011	$1,003,797,269	$998,537,542	$5,259,727	$4,682,687	$577,040	$223,820	$353,220
CY2012	$1,345,767,601	$1,339,424,575	$6,343,026	$5,796,751	$546,275	$215,262	$331,013
CY2013	$1,592,725,137	$1,586,044,805	$6,680,332	$6,330,419	$349,913	$109,634	$240,279
CY2014	$1,722,535,140	$1,714,395,703	$8,139,437	$6,833,673	$1,305,764	$504,585	$801,179
CY2015	$2,016,484,180	$2,008,153,427	$8,330,753	$7,453,899	$876,854	$344,771	$532,083
CY2016	$2,018,077,300	$2,009,013,881	$9,063,419	$8,078,259	$985,160	$260,427	$724,733
CY2017	$510,350,683	$501,513,927	$8,836,756	$8,751,788	$84,968	$23,468	$61,500
Total	**$10,960,911,351**	**$10,904,099,239**	**$56,812,112**	**$51,704,175**	**$5,107,937**	**$1,826,735**	**$3,281,202**

Table D-2: Financial Summary by Fiscal Year (2018 – 2020 Unaudited)

Year	Funds Collected	Disbursed to Agency	NIC Hawaii Portal Revenue	Cost of Portal Revenues	Operating Income	Less Income Tax Expense	Net Income
FY2018	$421,694,982	$412,644,034	$9,050,948	$9,091,008	$(40,060)	$(50,499)	$10,439
**FY2019	$302,792,709	$293,099,930	$9,692,779	$9,284,361	$408,418	$96,315	$312,103
***FY2020	$250,962,387	$240,912,280	$10,050,107	$9,124,858	$925,249	$193,603	$731,646

* Please see Appendix D: Glossary for a more detailed explanation of the column headings

** Please note that all financial numbers in FY2019 include 3 projects that were completed outside of the Portal Contract totaling $39,553 in NIC Hawaii revenue. (These projects include DOH Disinterment $31,023, ETS Affordable Care Act Support $5,530, and State Procurement Office HIePro videos $3,000.)

*** Please note that all financial numbers in FY2020 include one project with the State Procurement Office for Hawaii eProcurement (HIePro) videos that was completed outside of the Portal Contract totaling $4,600 in NIC Hawaii revenue.

Appendix E: Glossary

- **Avoided Costs** – Costs avoided by the State or County agency with regard to labor associated with data entry, paper, mailing, marketing and outreach. This does not include any IT related costs/savings.

- **CMS** (Content Management System) - A system of software that provides website authoring, collaboration, and administration tools to help users with little/ no knowledge of web coding to create, edit and manage website content. WordPress is the CMS used by NIC Hawaii.

- **Disbursed to Agency** – Statutory fees collected on behalf of a State or County agency and disbursed by NIC Hawaii to the agency.

- **Funds Collected** – Total amount of monies collected through the portal. This includes all statutory fees, credit card or eCheck fees, and convenience fees.

- **NIC Hawaii Portal Revenue** – NIC Hawaii income ("Funds Collected" amount minus the "Disbursed to Agency" amount).

- **Agency Paid NIC Hawaii** – Amount State or County agency pays NIC Hawaii which may include Portal Administration Fee if absorbed by the agency.

- **Portal Administration Fee** – Sum of service fee (i.e. convenience fee of using the service) and transaction fee (i.e. credit card or eCheck fee).

- **Service** - A service is an online application or a CMS website.

- **Statutory Fees Collected** – Statutory Fees collected by NIC Hawaii on behalf of the State or County agency and disbursed to the agency.

- **Time and Materials** – Funds paid by State or County agency for a project or other work based upon fixed cost pricing or hourly contract rates.

- **Transactional Revenue** – Revenues generated through transaction fees paid by the customer or State or County agency to NIC Hawaii.

- **User** – Customer or public user of the service.

- **User Paid NIC Hawaii** – Amount that a user pays to NIC Hawaii in Portal Administration Fees.

- **Web Application** – An application that utilizes web technologies to allow users to perform tasks over the internet using their web browser (e.g., searching for data, submitting forms, renewing licenses, buying permits, paying statutory fees).