

Report to the Access Hawaii Committee

Portal Program Updates | August 4, 2022

Highlights

Online Ballot Request System

- Launch date: 5/26/22
- This service was used for the primary and general elections in 2020.
- For 2022, it was enhanced to accept ballot requests in Chinese, Ilocano, and Tagalog.
- Users may also select a new delivery option, electronic ballot.
- Processing improvements were also included.

Hawaii Trails Day Use Permits

- Launch date: 5/31/22
- Previously, Hawaii Trails issued permits for an entire day. Now permits can be issued for a time range during a day, spreading out the flow of hikers to better manage the trails.
- The popular Waihee Ridge Trail on Maui will follow this new model.
- Hawaii Trails now also includes parking time ranges, controlling the number of vehicles in the parking lot and reducing overcrowding.

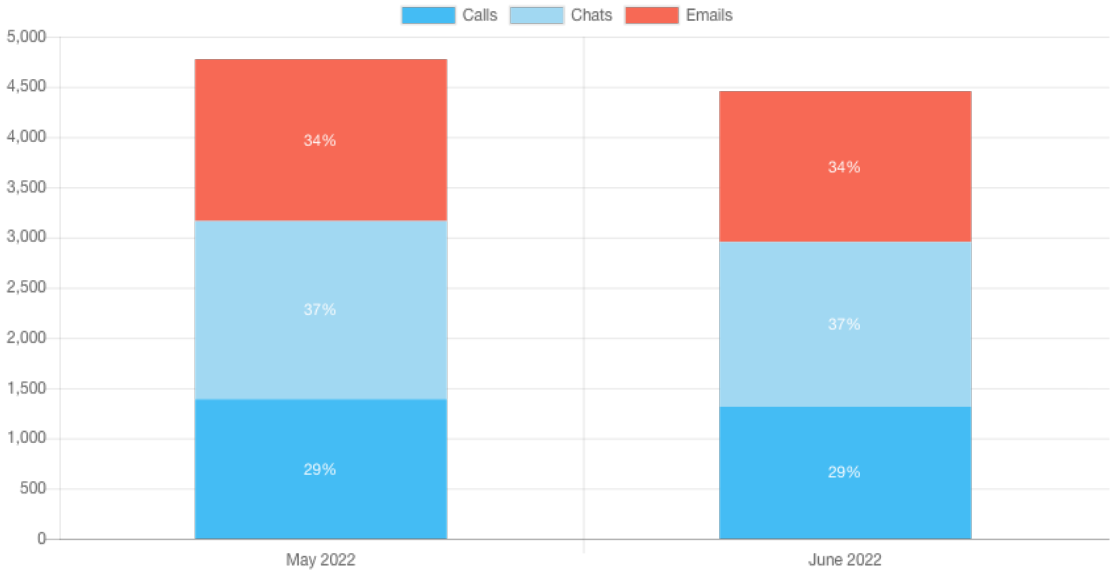
Judicial Circuit Court Judge Evaluation

- Survey date: 6/7/22
- No longer using paper surveys, which require consolidation by hand.
- Online surveys made easier to submit so that more will participate and provide feedback.
- 9 Circuit Court judges evaluated.

Hawaii Charity Registry

- Launch date: 6/14/2022
- This improvement allows additional file format names to be imported, so the agency can now import every file within a submission and display all documentation.

Customer Service Summary



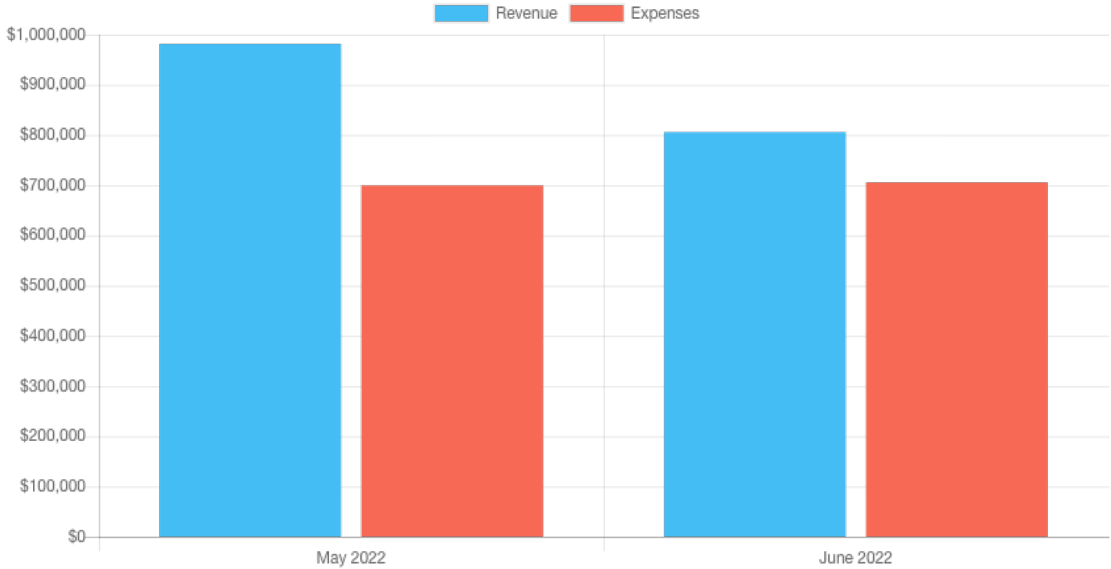
Date	Calls	Chats	Emails	Total
May 2022	1,390	1,773	1,612	4,775
June 2022	1,314	1,640	1,501	4,455
Sub Total	2,704	3,413	3,113	9,230

Top 10 Inquiries: May 2022 - June 2022

Rank	Service	May	June	Total	Percent
1	State Camping	728	655	1,383	15%
2	Medical Cannabis Registry (includes login questions)	552	512	1,064	12%
3	Hawaii Compliance Express	434	422	856	9%
4	Login Questions	428	345	773	8%
5	Electronic Marriage Registration System	349	293	642	7%
6	Vital Records Ordering System	291	276	567	6%
7	Professional & Vocational Licensing*	290	230	520	6%
8	Motor Vehicle Registration Renewals	194	167	361	4%
9	eTraffic	151	206	357	4%
10	Misc-NIC	164	128	292	3%
11	All Others	1,194	1,221	2,415	26%

Total Inquiries: 9,320

Financials: May 2022 - June 2022 (Unaudited)



Month and year	Revenue	Expenses
May 2022	\$981,506	\$699,795
June 2022	\$805,525	\$705,827
Total	\$1,787,031	\$1,405,622

Net income: \$282,286

Consolidated Balance: June 2022 (Unaudited)



Assets

\$7,265,581



Members Equity

\$3,899,863



Liabilities

\$3,365,718



Total Liabilities & Shareholder Equity

\$7,265,581

Looking Forward

- Aloha Stadium Commerce Store and Event Scheduler
- DOE McKinley Community School for Adults Online Payments – Farrington and Maui campus
- DOE Waipahu Community School for Adults – Wahiawa, Kona, and Hilo Campus
- Kauai Liquor Permits and Payments
- FY2022 Annual Report Draft
- Hawaii Annual Code Challenge (HACC)
- Hawaii Digital Government Summit

Appendix

Supporting information covering the period July 1, 2021 – June 30, 2022.

Press Releases (9)

Hawaii Remote Work Pilot Project Work Opportunities

August 12, 2021

The Redesigned State of Hawaii Unclaimed Property Search is Now Available

August 16, 2021

Hawaii.gov Website Wins Platinum Global Excellence Award

August 24, 2021

Honolulu Fire Department Website Wins Two Awards

September 27, 2021

Online Hunting Tags and Permits Now Available on Go Hunt Hawaii

November 16, 2021

Honolulu Fire Department Website Wins Two More Awards

December 21, 2021

Tyler Technologies Extends Contract for Digital Government and Payment Solutions in Hawaii

February 15, 2022






Hawaii Remote Online Notary Applications Now Available Through Attorney General Website

March 11, 2022





Lottery Winners Now Verified Prior to Purchasing Hunting Tags

May 2, 2022

Awards (5)

Agency	Service	Award Name	Date Received
City and County of Honolulu – Honolulu Fire Department	<u>Honolulu Fire Department website</u> 	Interactive Media Awards – Best in Class	7/16/21
State of Hawaii	<u>Hawaii.gov</u> 	Global Excellence Award – Platinum Award	8/12/21
City and County of Honolulu – Honolulu Fire Department	<u>Honolulu Fire Department website</u> 	Web Marketing Association – Government Standard of Excellence	9/3/21
City and County of Honolulu – Honolulu Fire Department	<u>Honolulu Fire Department website</u> 	Davey Awards – Gold Winner	10/26/21
City and County of Honolulu – Honolulu Fire Department	<u>Honolulu Fire Department website</u> 	MobileWebAward – Outstanding Mobile Website	12/2/21


New Services (6)

Agency	Service	Description	Launch Date
County of Hawaii – Department of Liquor Control	<u>Gross Liquor Sales Percentage Fee Payments</u> 	Allows payment of County of Hawaii liquor gross sales percentage fee invoice instantly online, and creates an archive for liquor license renewals that reside on the existing liquor permits app.	10/18/21
Attorney General – Hawaii Criminal Justice Data Center (HCJDC)	<u>Sex Offender Information Management System</u> 	Sex offenders and other covered offenders who are registered with the State of Hawaii may use this service to update their information and make an appointment with the HCJDC.	1/19/22
Judiciary	Judicial District Court Judge Evaluation	No longer using paper surveys, which require consolidation by hand; online surveys made easier to submit so that more will participate and provide feedback. 13 judges evaluated.	3/8/22
County of Kauai – Liquor Control	<u>Kauai Liquor Manager Exam / ID Card Fees</u> 	Users can now pay for Kauai liquor manager exam fees and associated ID card fees through our Hawaii.gov payments service.	4/6/22
Department of Education – Waipahu High School	<u>Commerce Platform (Cane Book Store)</u> 	Students, staff, and faculty can post Waipahu High School products from the Cane book store online for customers to purchase online or over-the-counter.	5/5/22
Judiciary	Judicial Circuit Court Judge Evaluation	No longer using paper surveys, which require consolidation by hand; online surveys made easier to submit so that more will participate and provide feedback. 9 judges evaluated.	6/7/22

Service Upgrades (11)

Agency	Service	Description	Launch Date
Department of Budget & Finance – Unclaimed Property Division	<u>Unclaimed Property Search</u>	☑ Originally launched in 2008, it 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.	08/16/21
Department of Education	<u>DOE Waipahu Community Schools for Adults (WCSA) Online Registration and Payment System</u>	☑ Updated to allow users to purchase supplies online as part of enrollment or separately. Enhancements were also made to the administrative module.	08/24/21
Department of Health – Harm Reduction Services Branch	<u>Medical Cannabis Registration System</u>	☑ Updated to allow the option for minor applicants to add up to two caregivers and two grow site locations with their application.	11/3/21
Department of Land and Natural Resources – Hunter Education Division	<u>Go Hunt, Hawaii</u>	☑ Hunters can now purchase hunting tags and permits online. Improvements were also made to help control the number of standbys produced in the lottery.	11/4/21
Attorney General – Civil Recoveries Division	<u>Notary Registration System</u>	☑ Upgrade included a redesign of the homepage and added a new process for existing notary publics to become a remote online notary.	3/10/22
Office of City Clerk – City and County of Honolulu	<u>Honolulu Records Collection</u>	☑ New features include: 1) The public can now submit public testimony and receive testimony notifications. 2) A Council Dashboard to review testimony. 3) External document uploads provide a simple and efficient way for Council members/staff and Executive Department staff to submit documents for processing by the Office of the City Clerk. 4) Admin work flow improvements. 5) UI updates.	4/4/22
Department of Land and Natural Resources (DLNR) – Division of Forestry and Wildlife (DOFAW)	<u>Go Hunt Hawaii</u>	☑ Will now verify if a hunter has won a lottery prior to purchasing a lottery hunting tag.	4/26/22
Multiple Agencies	<u>Hawaii.gov Payments</u>	☑ Released a new UI and an additional feature to schedule recurring payments.	4/30/22
Department of Land and Natural Resources (DLNR) – Division of Forestry and Wildlife (DOFAW)	<u>Hawaii Trails Day Use Permits</u>	☑ Now allows permits to be issued for a specific time. The system allows the ability to limit the number of people on the trail as well as the amount of vehicles allowed in the parking lot.	5/31/22
Office of City Clerk – City and County of Honolulu	<u>Online Ballot Request System</u>	☑ This system was used for the primary and general elections in 2020. For 2022, it was enhanced to provide ballot requests for Chinese, Ilocano, and Tagalog. Users may also select a new electronic ballot delivery.	5/26/22
Hawaii Attorney General – Tax & Charities Division	<u>Hawaii Charity Registry</u>	☑ Improvements allow additional files with new file names to be imported and displayed under the associated Charity.	6/14/22

New Websites (1)

Agency	Service	Description	Launch Date
Department of Business, Economic Development & Tourism – Business Development and Support Division	<u>Hawaii Remote Work Project</u> 	We partnered with DBEDT to create content for the Hawaii Remote Work Project.	8/11/21

Retired Services (2)

Agency	Service	URL	Retired Date
County of Hawaii	Online payments for the County of Hawaii Permitting Application	N/A	07/16/21
Attorney General – Hawaii Criminal Justice Data Center	This was a WordPress website created for a one time HCJDC symposium event.	hcjdcsymposium.ehawaii.gov	10/21/21

Executed Agreements (21)

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

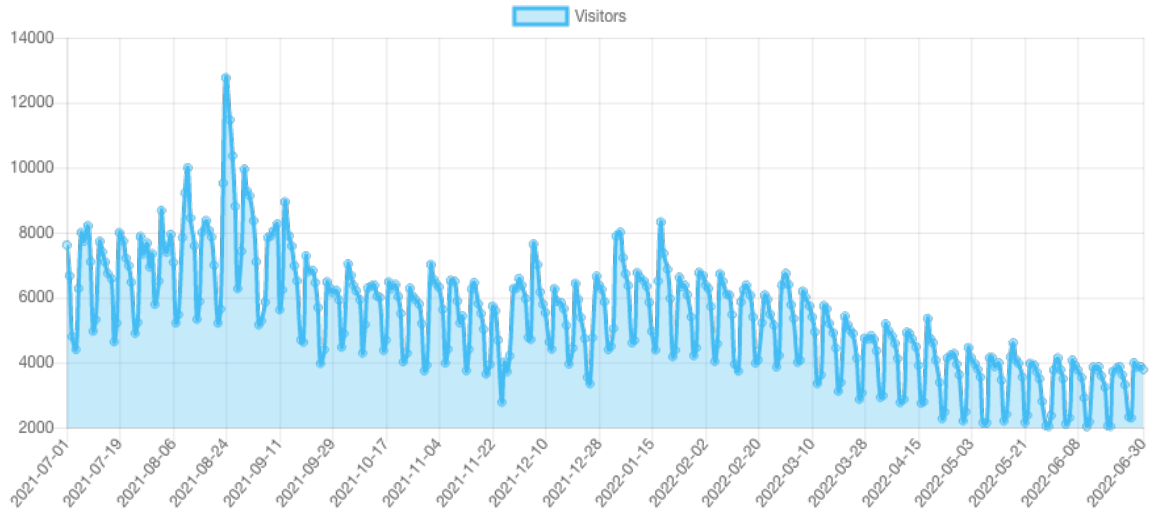
Agency	Service	Document	Signed Date
City and County of Honolulu – Honolulu Emergency Services Department	Website Redesign	SOW	08/27/21
Department of Land and Natural Resources – Division of Forestry and Wildlife	Na Ala Hele Trails and Access Program	SOW Amendment 3	10/10/21
City and County of Honolulu – 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	10/15/21
Department of Education	Commerce Platform and Payment System	SOW Amendment 1	10/22/21
Department of Commerce and Consumer Affairs	Fee Agreement	SOW Addendum	12/09/21
County of Kauai – Department of Liquor Control	Liquor Permits and Payments	SOW	12/09/21
Department of Accounting and General Services – Aloha Stadium	Scheduler & Storefront	SOW	12/13/21
County of Maui	Service Fee Update	MOU 7	12/23/21
County of Kauai – Fire Department	Fire Permit Payments	SOW Amendment 1	1/25/22
County of Maui	Service Fee Update	MOU 8	2/28/22
Department of Land and Natural Resources – Hunter Education	Hunter Education and Records Management System	SOW Amendment 8	04/11/22
Department of Transportation – Harbors	Harbor Receipts	SOW	04/11/22
Department of Business, Economic Development & Tourism – Small Business Regulatory Review Board	Website Services	SOW Amendment 1	04/11/22
Department of Land and Natural Resources – Bureau of Conveyances	Online Payments	SOW Amendment 1	04/11/22
Attorney General – Tax And Charities	Online Charity Registration	SOW Amendment 10	04/12/22
Department of Health – Harm Reduction Services Branch	Medical Cannabis Registration System – OSP Change Requests	SOW Amendment 5	04/21/22
Department of Land and Natural Resources – Division of Forestry and Wildlife	E-Permitting: Trails Day Use	SOW Amendment 1	04/25/22
Department of Education – McKinley Community School For Adults	Online Payments	SOW	06/15/22


Conferences & Webinars Attended (10)

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 speak about the big issues impacting their jurisdictions.	08/19/21
Hawaii Annual Code Challenge	We participate 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
AWS re:Invent Conference	Amazon Web Services (AWS) re:Invent is the largest global conference focused on cloud computing.	11/29/21 – 12/3/21
Hawaii Digital Government Summit	A one-day virtual event where attendees can connect with peers from the government and industry sectors.	12/14/21
AAMVA Region IV Conference	The Region 4 Conference provides an opportunity for attendees to discuss today's relevant motor vehicle and law enforcement related issues.	06/21/22 – 06/23/22
Kansas City Chamber of Commerce Virtual Diversity and Inclusion author series	The KC Chamber's Diversity and Inclusion Author Series hosts NIC DEI Committee sponsored speaker Farzana Nayani discussing the "Power of Employee Resource Groups and Creating Authentic Change.	06/23/22

Unscheduled Downtime (7)

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	Network issue with service provider (AWS) in our region
12/23/21 at 8:45am	45m	WordPress websites	WordPress websites slow or down due to DB capacity issue
1/23/22 at 1:00am	2h 30m	AG Hawaii Criminal Justice Data Center Applications	Hawaiian Telcom network outage
2/5/22 at 10:23pm	50m	AG Hawaii Criminal Justice Data Center Applications	Hawaiian Telcom network outage
2/13/22 at 1:00am	1d 12h	Motor Vehicle Registration (MVR) renewal applications	Honolulu mainframe update impacted the communication with the MVR Renewal applications.



 **1,961,586 Visits**

 **2,316,828 Unique Page Views**

 **1 min 53 sec Average Visit Duration**

 **49% Bounce Rate**