

# Report to the Access Hawaii Committee

## Portal Program Updates | October 6, 2022

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### Highlights

#### Attorney General Collections Payments

- Launch date: 8/11/22
- Make payments for debts owed to the State of Hawaii that have been referred to the Civil Recoveries Division.

#### McKinley Community School for Adults Online Payments

- Launch date: 8/29/22
- Allows students to make payments for classes, transcripts, books, and supplies across a variety of campuses.

#### Kauai Liquor Gross Sales

- Launch date: 9/13/22
- New payment service was added to Payment Platform to assist in collecting Gross Sales Revenue fees for various liquor retailers and establishments on Kauai.

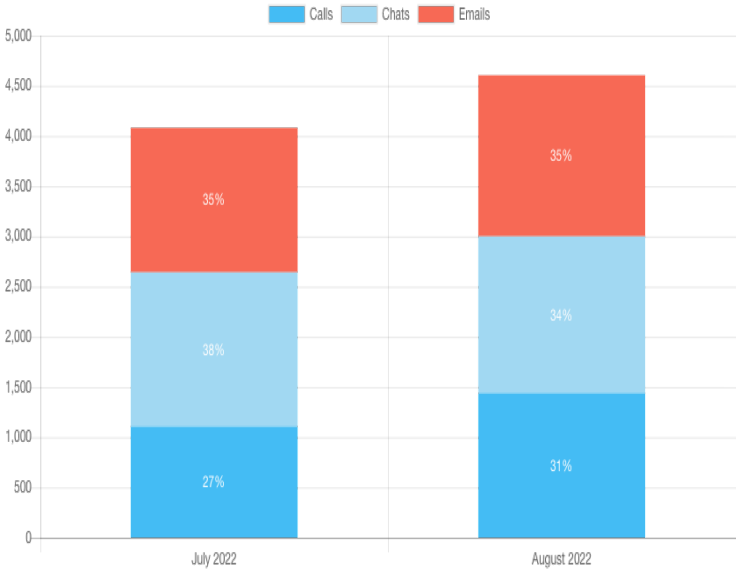
#### Hawaii Digital Government Summit

- Event date: 9/27/22
- Participated in the 2022 Hawaii Digital Government Summit as a sponsor and a speaker.

#### Honolulu Emergency Services Department

- Launch date: 9/28/22
- Redesigned the website for the Honolulu Emergency Services Department using WordPress.

# Customer Service Summary



Date	Calls	Chats	Emails	Total
July 2022	1,109	1,533	1,441	<b>4,083</b>
August 2022	1,438	1,563	1,603	<b>4,604</b>
<b>Sub Total</b>	<b>2,547</b>	<b>3,096</b>	<b>3,044</b>	<b>8,687</b>

## Top 10 Inquiries: July 2022 - August 2022

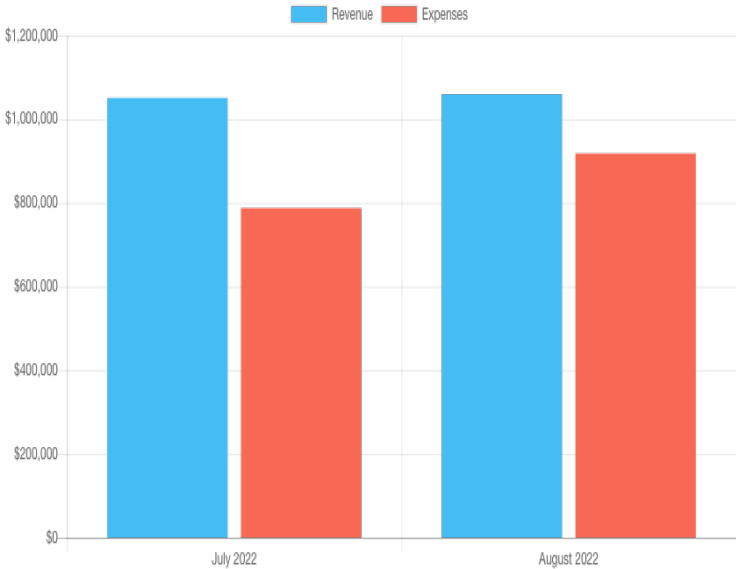
Rank ↕	Service	July ↕	August ↕	Total ↕	Percent ↕
1	State Camping	623	489	1,112	13%
2	Medical Cannabis Registry*	497	596	1,093	13%
3	Hawaii Compliance Express	317	401	718	8%
4	Login Questions	330	321	651	7%
5	Vital Records Ordering System	242	294	536	6%
6	Electronic Marriage Registration System	221	262	483	6%
7	eTraffic	216	212	428	5%
8	Professional & Vocational Licensing*	130	234	364	4%
9	Motor Vehicle Registration Renewals	154	168	322	4%
10	Misc-NIC	119	175	294	3%
11	All Others	1,234	1,452	2,686	31%

Total Inquiries: 8,687

\*includes login questions

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## Financials: July 2022 - August 2022 (Unaudited)



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Month and year	Revenue	Expenses
July 2022	\$1,051,000	\$788,103
August 2022	\$1,059,666	\$918,426
<b>Total</b>	<b>\$2,110,666</b>	<b>\$1,706,529</b>

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Net income: \$298,577

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### Looking Forward

- Aloha Stadium Commerce Store and Event Scheduler
- DOE Waipahu Community School for Adults – Wahiawa, Kona, and Hilo Campus
- Kauai Liquor Permits and Payments
- Hawaii Annual Code Challenge (HACC)

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## Appendix

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

### Press Releases (6)

#### Honolulu Emergency Services Department Launches Redesigned Website

*September 30, 2022*

#### Honolulu Records Collection Website Wins Government Project Experience Award

*September 26, 2022*

#### NIC Hawaii Wins Two Interactive Media Awards

*September 23, 2022*

#### Redesigned Honolulu Fire Department Website Wins 5th Award

*September 13, 2022*

#### State of Hawaii Department of Education McKinley Community School for Adults, NIC Hawaii Launch New Online Payment Service for Farrington Campus

*August 29, 2022*

#### State of Hawaii Attorney General, NIC Hawaii Provide New Online Collections Payment Services

*August 22, 2022*

## Awards (2)

Agency	Service	Award Name	Date Received
City and County of Honolulu – Office of the City Clerk	<a href="#">Honolulu Records Collection</a>	Project Experience Award, Center for Digital Government	8/15/22
City and County of Honolulu – Honolulu Fire Department	<a href="#">Honolulu Fire Department website</a>	Gold – DotComm Award	8/10/22

## New Services (3)

Agency	Service	Description	Launch Date
County of Kauai – Liquor Control	<a href="#">Kauai Gross Liquor Sales Percentage Fee</a>	New payment service was added to Payment Platform to assist in collecting Gross Sales Revenue fees for various liquor retailers and establishments on Kauai.	9/13/22
Department of Education	<a href="#">McKinley Community School for Adults Online Payments</a>	Allows students to make payments for classes, transcripts, books, and supplies across a variety of campuses.	8/29/22
Attorney General – Civil Recoveries Division	<a href="#">AG Collections Payments</a>	Make payments for debts owed to the State of Hawaii that have been referred to the Civil Recoveries Division.	8/11/22

## Service Upgrades

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

## New Websites

Agency	Service	Description	Launch Date
City and County of Honolulu	<a href="#">Honolulu Emergency Services Department</a>	Redesigned the website using the WordPress platform.	9/28/22

## Retired Services

Agency	Service	URL	Retired Date
N/A	N/A	N/A	N/A

## Executed Agreements (7)

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

<b>Agency</b>	<b>Service</b>	<b>Document</b>	<b>Signed Date</b>
Department of Land and Natural Resources – Division of Forestry and Wildlife	Hunter Education and Records Management System	PCR	9/12/22
Department of Labor and Industrial Relations – Occupational Safety and Health	Online Payments	SOW	8/8/22
Department of Business, Economic Development & Tourism – Creative Industries Division	Standard Film Permit	SOW	8/8/22
County of Maui	eRecording Connection Agreement	Connection Agreement	7/27/22
County of Maui	Liquor Permits	SOW	7/20/22
Department of Accounting and General Services – State Procurement Office	Rate Change	MOU Amendment 1	7/18/22
Attorney General – Civil Recoveries Division	eRecording Connection Agreement	Connection Agreement	7/13/22

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**Consolidated Balance: August 2022 (Unaudited)**



**Assets**

\$9,840,295



**Members Equity**

\$4,198,441



**Liabilities**

\$5,641,854



**Total Liabilities & Shareholder Equity**

\$9,840,295



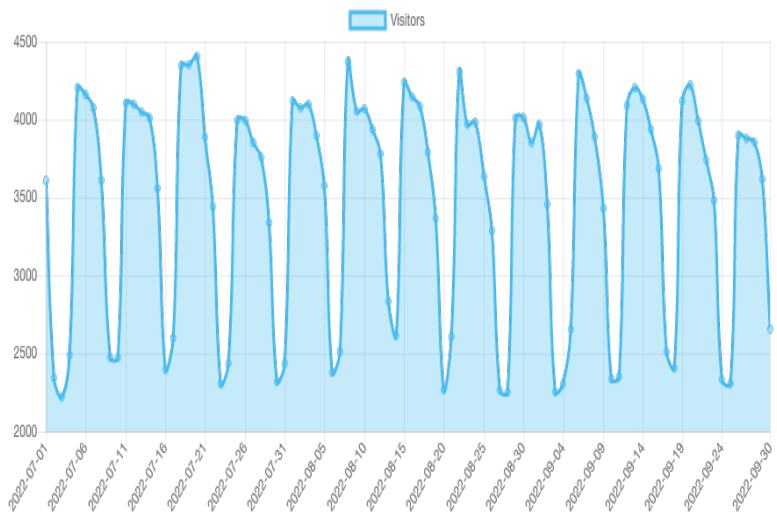
## Conferences & Webinars Attended

Conference Name	Description	Dates Attended
Hawaii Digital Government Summit 2022	A one-day virtual event where attendees can connect with peers from the government and industry sectors.	9/27/22

## Unscheduled Downtime (0)

Time	Duration	Affected Sites	Comments
N/A	N/A	N/A	N/A

## Hawaii.gov Portal Web Analytics



**317,936 Visits**

**392,291 Unique Page Views**

**2 min 7 sec Average Visit Duration**

**48% Bounce Rate**