

# Report to the Access Hawaii Committee

## Portal Program Updates | December 1, 2022

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### Highlights

#### Hawaii Annual Code Challenge

- Event date: 10/15/22 – 11/5/22
- NIC participated as a HACC sponsor for the past 4 years, and presented a challenge the past 3 years.
- Our challenge was to build a way to easily create data visualizations from data available at: [opendata.hawaii.gov](https://opendata.hawaii.gov).
- Congrats to all the winners!

#### Medical Cannabis Registry System

- Launch date: 10/10/22
- Allows a MedMJ in-state registered patient to submit an online registration change request.
- This streamlines the process, reduces time required for updates, and enables online payment.

#### Award Wins

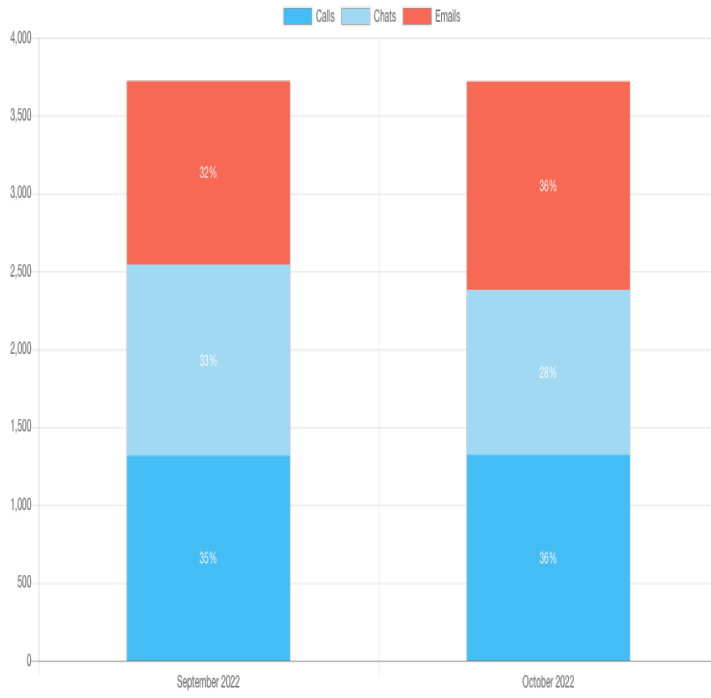
- [Hawaii.gov](https://hawaii.gov)
  - Award name: W3 award – Silver
    - Award date: 10/4/22
  - Award name: Interactive Media Awards – Best in Class
    - Award date: 9/22/22
- [Honolulu Records Collection](#)
  - Award name: Interactive Media Awards – Outstanding Achievement
    - Award date: 9/22/22

NIC Hawaii has won a total of 85 awards since we started in 2000, five of which were received this fiscal year.

## **Small Business Regulatory Review Board Website**

- Launch date: 9/30/22
- Website enhancements for the Department of Business, Economic Development & Tourism Small Business Regulatory Review Board WordPress website.
- Work included: Homepage redesign, Mailchimp integration and content updates

# Customer Service Summary



Date	Calls	Chats	Emails	Total
September 2022	1,316	1,227	1,178	<b>3,721</b>
October 2022	1,323	1,058	1,338	<b>3,719</b>
<b>Sub Total</b>	<b>2,639</b>	<b>2,285</b>	<b>2,516</b>	<b>7,440</b>

## Top 10 Inquiries: September 2022 - October 2022

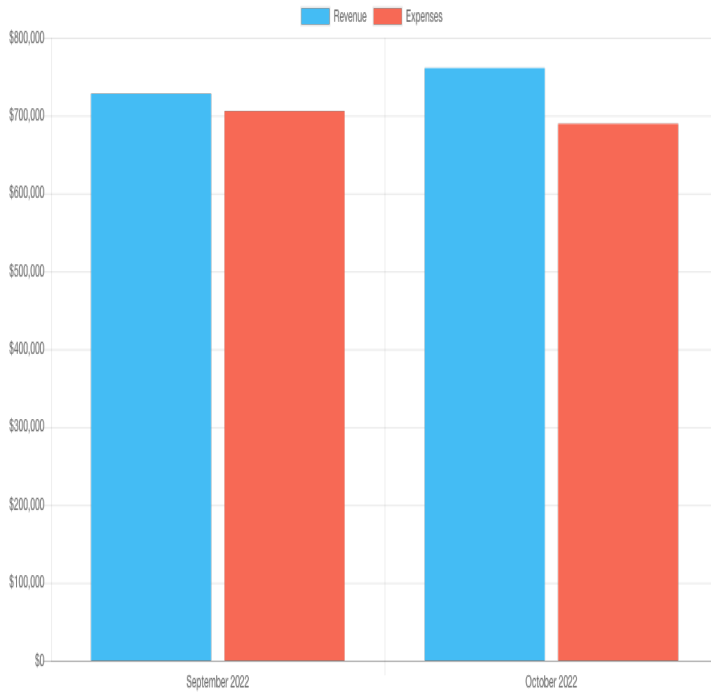
Rank ↕	Service	↕ September ↕	↕ October ↕	Total ↕	Percent ↕
1	Medical Cannabis Registry*	513	517	1,030	14%
2	Login Questions	318	360	678	9%
3	Hawaii Compliance Express	313	296	609	8%
4	State Camping	321	283	604	8%
5	Vital Records Ordering System	260	324	584	8%
6	Electronic Marriage Registration System	211	206	417	6%
7	Professional & Vocational Licensing*	196	169	365	5%
8	Motor Vehicle Registration Renewals	136	171	307	4%
9	Misc-NIC	139	164	303	4%
10	eTraffic	173	121	294	4%
11	All Others	1,141	1,108	2,249	30%

Total Inquiries: 7,440

\*includes login questions

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## Financials: September 2022 - October 2022 (Unaudited)



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Month and year	Revenue	Expenses
September 2022	\$728,249	\$705,817
October 2022	\$761,083	\$689,711
<b>Total</b>	<b>\$1,489,332</b>	<b>\$1,395,528</b>

**Net income:** \$69,363

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## Looking Forward

- DCCA Insurance Services Retired Nov 15
- Kauai Liquor Permits and Payments
- Diamond Head Reservation System
- DBEDT Tax Credit Hub
- DLIR HIOSH Online Payments

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## Appendix

Supporting information covering the period July 1, 2022 – October 31, 2022.

### Press Releases (8)

#### Hawaii.gov Wins Third W3 Award

*October 13, 2022*

#### Small Business Regulatory Review Board Website Enhancements

*October 11, 2022*

#### 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 (5)

Agency	Service	Award Name	Date Received
State of Hawaii & NIC Hawaii	<a href="#">Hawaii.gov</a>	<a href="#">W3 Award – Silver</a>	10/4/22
City and County of Honolulu – Office of the City Clerk	<a href="#">Honolulu Records Collection</a>	<a href="#">Interactive Media Awards – Outstanding Achievement Award</a>	9/22/22
State of Hawaii & NIC Hawaii	<a href="#">Hawaii.gov</a>	<a href="#">Interactive Media Awards – Best in Class Award</a>	9/22/22
City and County of Honolulu – Office of the City Clerk	<a href="#">Honolulu Records Collection</a>	<a href="#">Center for Digital Government – Project Experience Award</a>	8/15/22
City and County of Honolulu – Honolulu Fire Department	<a href="#">Honolulu Fire Department website</a>	<a href="#">DotComm Award – Gold</a>	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>	<a href="#">New payment service was added to Payment Platform to assist in collecting Gross Sales Revenue fees for various liquor retailers and establishments on Kauai.</a>	9/13/22
Department of Education	<a href="#">McKinley Community School for Adults Online Payments</a>	<a href="#">Allows students to make payments for classes, transcripts, books, and supplies across a variety of campuses.</a>	8/29/22
Attorney General – Civil Recoveries Division	<a href="#">AG Collections Payments</a>	<a href="#">Make payments for debts owed to the State of Hawaii that have been referred to the Civil Recoveries Division.</a>	8/11/22

## Service Upgrades (1)

Agency	Service	Description	Launch Date
Department of Health – Medical Cannabis Patient Registry Section	<a href="#">Medical Cannabis Registry System</a>	<a href="#">Updated to allow the option for managing patient-initiated ISP registration change requests.</a>	10/10/22



### New & Updated Websites (3)

Agency	Service	Description	Launch Date
Department of Business, Economic Development & Tourism	<b><u>Small Business Regulatory Review Board</u></b>	Homepage redesign and a variety of content updates.	9/30/22
City and County of Honolulu	<b><u>Honolulu Emergency Services Department</u></b>	Redesigned the website using the WordPress platform.	9/28/22
Department of Business, Economic Development & Tourism	<b><u>Hawaii Remote Work Project</u></b>	Built a way to handle the automated distribution of FlexJobs licenses via email.	7/13/22

### Retired Services (4)

Agency	Service	URL	Retired Date
Department of Commerce and Consumer Affairs	Insurance License Search	insurance.ehawaii.gov/hils	11/15/22
Department of Commerce and Consumer Affairs	Insurance License Renewals	ehawaii.gov/dcca/hils/renew/exe/insrenew.cgi	11/15/22
Department of Commerce and Consumer Affairs	Insurance Continuing Education Information Submission	ehawaii.gov/dcca/insprovider/exe/provider.cgi	11/15/22
Department of Commerce and Consumer Affairs	Licensee Continuing Education Verification	ehawaii.gov/dcca/insce/exe/ce.cgi	11/15/22

## Executed Agreements (10)

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

Agency	Service	Document	Signed Date
Judiciary	Bail Payments	SOW	10/26/22
Department of Land and Natural Resources – Division of State Parks	Reservation and Access Management System	SOW	10/11/22
Department of Land and Natural Resources – Division of Forestry and Wildlife	Hunter Education and Records Management System	SOW Amendment 9	10/11/22
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: October 2022 (Unaudited)



**Assets**

\$8,927,919



**Members Equity**

\$4,267,803



**Liabilities**

\$4,660,116



**Total Liabilities & Shareholder Equity**

\$8,927,919

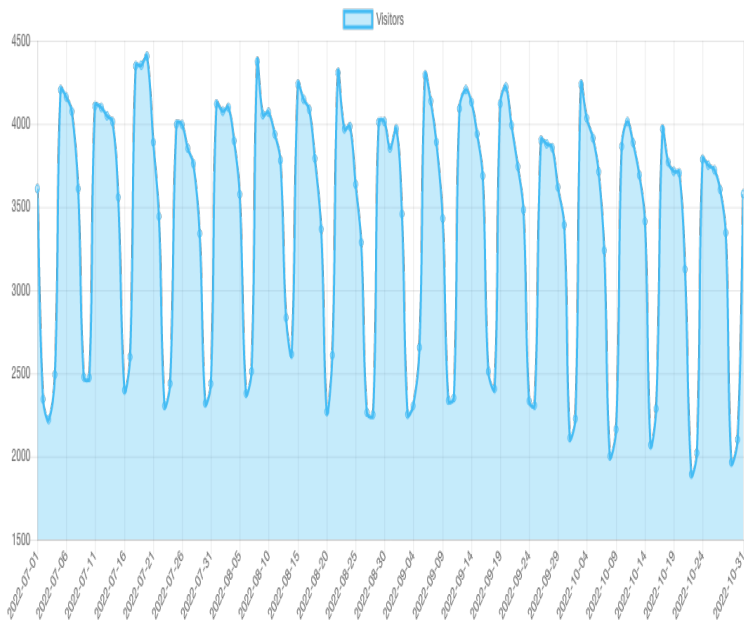
## Conferences & Webinars Attended

Conference Name	Description	Dates Attended
Hawaii Annual Code Challenge	NIC participated both as a HACC sponsor and a challenge sponsor.	10/15/22 – 11/5/22
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 (o)

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

## Hawaii.gov Portal Web Analytics



**417,586 Visits**

**515,043 Unique Page Views**

**2 min 8 sec Average Visit Duration**

**48% Bounce Rate**