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

JULY 1, 2022 THROUGH JUNE 30, 2023

SUBMITTED TO

THE THIRTY SECOND STATE LEGISLATURE

IN ACCORDANCE WITH SECTION 27G-5, HAWAI'I REVISED STATUTES

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Introduction

Pursuant to section 27G-5, Hawaiʻi Revised Statutes (HRS), the Access Hawaiʻi Committee (AHC) submits its annual report to the 2023 Legislature. This year's annual report contains a report by the portal manager/vendor, Hawaii Information Consortium, LLC dba Tyler 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 Tyler Hawaii have identified new online services and work hand-in-hand with Tyler 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 Tyler 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 2023 Activities

The following sections provide key issues and activities addressed by the AHC from July 1, 2022 through June 30, 2023.

Vendor's Doing Business As (DBA) Name Change

In April 2021, Tyler Technologies acquired NIC Hawaii. The vendor's business name is still Hawaii Information Consortium LLC. In February 2023, the DBA was changed from NIC Hawaii to Tyler Hawaii. The SPO Vendor List Contract No. 08-13 was updated on April 1, 2023 to reflect the DBA name change.

Periodic Review of Existing Portal Services

At the October 6, 2022 AHC meeting, we introduced a periodic review report of existing portal services. The goal of this ongoing report is to present the history and current status of a portal service to the AHC and the public, including objectives, adoption rate, improvements, and success measurements.

Change in Financial Reporting

On April 6, 2023, the AHC discussed changing the financial reporting for Tyler Hawaii. Previously, Tyler Hawaii's financial reports reflected the total revenue and expenses for all projects, including portal and non-portal (external) contracts. On June 1, 2023, the AHC agreed that Tyler Hawaii's financial report should be changed effective July 1, 2023, to reflect only revenue and expenses for the portal contract. Summary information about external contract revenue, expenses, percentage of totals, and number of projects will be reported separately beginning in FY2024.

Single Sign-On (SSO) Microsoft Azure Active Directory Business to Consumer (AD B2C) Support

The State of Hawaii has adopted Microsoft Azure AD B2C as their single sign-on solution for user authentication for portal services. This will help the State avoid having disparate login systems among the various services used across the State. This will also bring all users of citizen facing services together under one identity directory for simplified management, secured access and modern connectivity to State and County government service portals. Some important benefits provided by this SSO solution include a streamlined access to services, enhanced security and fraud prevention, enhanced convenience and efficiency, administrative efficiency, improved service delivery, increased service agency portal options, and progress towards a single citizen identity for all State of Hawaii constituent portals.

Tyler Hawaii currently uses their own eHawaii.gov SSO service for portal applications. The Office of Enterprise Technology Services (ETS) has worked with Tyler Hawaii to integrate the eHawaii.gov login with the State's Microsoft Azure AD B2C login. Together they have been testing, enhancing, and building the technical infrastructure to retain service portal functionality while integrating the State's central identity service to authenticate through Microsoft Azure AD B2C. In June 2023, Tyler Hawaii completed the initial phase of this project to build a prototype of this integration with one eHawaii.gov service.

Tyler Hawaii and ETS continue to work collaboratively to migrate 80+ eHawaii.gov services to use the State's Microsoft Azure AD B2C login. This move will be achieved via multiple stages with the final conversion planned for November 2024.

Executed Agreements

A total of fourteen (14) Statements of Work (SOWs) were reviewed and signed by the AHC for this fiscal year. Funding for the 14 SOWs was as follows: five (5) were transaction-based, seven (7) were fixed rate projects, and two (2) were hybrid (combination of both transaction-based and fixed rate).

One (1) Memorandum of Understanding (MOU) was signed by the Department of Accounting and General Services, State Procurement Office, and Tyler Hawaii.

Two (2) Connection Agreements were signed by the Department of Attorney General and County of Maui authorizing them to access the Hawaii eRecording application. This will allow the State and County to electronically record documents with the Bureau of Conveyances.

One (1) Project Change Request (PCR) was signed by the Department of Land and Natural Resources, Division of Forestry and Wildlife, and Tyler Hawaii to enhance functionality for their Hunter Education and Records Management System.

Accolades:

The State portal program earned the following awards in FY2023:

- City and County of Honolulu - Office of the City Clerk
  - Global Excellence Award - Platinum Winner
  - Interactive Media Awards - Outstanding Achievement
  - Project Experience Award - Center for Digital Government
- Hawaii.gov – State of Hawaii
  - W3 Award – Silver
  - Interactive Media Awards – Best in Class
- City and County of Honolulu – Honolulu Fire Department
  - Gold – DotComm Award

2023 Annual Report by Tyler Hawaii

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

eHawaii.gov

ANNUAL REPORT

FY 2023

July 1, 2022 – June 30, 2023

Submitted by:

Burt Ramos
General Manager

Tyler Hawaii
Honolulu, HI 96813

tyler technologies

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Executive Summary

Hawaii has established itself as a leader in access to digital government services. Our 23-year partnership provides meaningful and relevant technology solutions to Hawaii's citizens, business and our government partners. The eHawaii.gov program includes many success stories, particularly in the areas of payments, electronic procurement, licensing & permitting, and website design and accessibility.

Digital government continues. The past twelve months show how Hawaii's accelerated digital government growth comes from intentional conversations, cooperation, and collaborations.

The eHawaii.gov portal program launched 22 new services and major updates in FY2023, and currently provides 158 online services. The breakdown of program services by department is provided in Table 1 below. The Department of Land and Natural Resources (DLNR) leverages the portal most effectively with 27 services. It is followed by the Department of the Attorney General, the Department of Commerce and Consumer Affairs, and the Department of Health, each with 12 services.

The information in this report covers the time period from July 1, 2022 to June 30, 2023.

23
Years of Partnership

158
Online Services

22
New / Updated Services

Table 1: Services by Department

Department	Services*
Department of Land and Natural Resources (DLNR)	27
Department of Attorney General (AG)	12
Department of Commerce and Consumer Affairs (DCCA)	12
Department of Health (DOH)	12
Judiciary (JUD)	10
County of Hawaii (Hawaii)	9
Department of Business, Economic Development & Tourism (DBEDT)	9
County of Kauai (Kauai)	8
Department of Accounting and General Services (DAGS)	8
City and County of Honolulu (CCHNL)	7
Department of Budget and Finance (B&F)	6
Department of Labor and Industrial Relations (DLIR)	6
Department of Education (DOE)	3
County of Maui (Maui)	2
Department of Taxation (DOTAX)	2
Department of Transportation (DOT)	2
Enterprise Technology Services (ETS)	2
Office of the Governor (GOV)	2
Department of Defense (DOD)	1
Department of Public Safety (DPS)	1
Hawaii State Public Library (HSPLS)	1
Legislative Reference Bureau (LRB)	1
Office of the Lieutenant Governor (LG)	1
Tyler Hawaii (Tyler HI) Enterprise Applications and Other**	14
Grand Total	**158**

* 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 FY2023, Tyler Hawaii's customer service team provided over 6,000 hours of support to Hawaii citizens, businesses, visitors, and State and County agencies. Averaging approximately 4,200 interactions each month, the team handled inquiries and questions via phone, online chat, and email. Interactions have purposefully trended downward over the past 3 fiscal years, as we introduced chat that displayed FAQs, made service landing pages more informative, and improved services to address customer needs.

In addition to service upgrades, new services, and providing superior customer service and financial services, Tyler Hawaii continued major system upgrades in FY2023. We collaborated closely with the Office of Enterprise Technology Services (ETS) on the statewide single sign-on (SSO) initiative.

As we move forward with the eHawaii.gov program, we look to broaden our portfolio of services by offering access to Tyler Technologies' successful engagements and fully developed software platforms for government services.

Portal Financial Information

Overview of Revenue

Tyler Hawaii submits financial reports to the Access Hawaii Committee each year. In turn, the Access Hawaii Committee submits an annual report to the Hawaii State Legislature regarding the services that the portal provides to our agencies along with our unaudited financial reports. The portal manages over 90 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 2023, there were over 1.3 mllion transactions on portal services, averaging 3,735 a day. The portal collected $384,639,518 and disbursed $373,730,730 to the State and County agencies. Tyler Hawaii revenue was $10,908,789 in FY2023 and expenses were $8,789,808, resulting in operating income of $2,118,981.
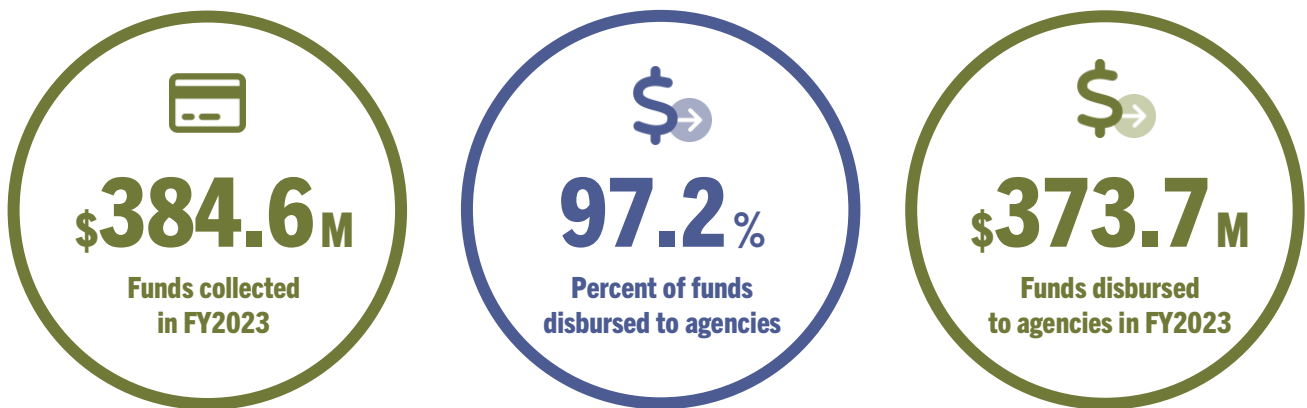

$384.6M
Funds collected
in FY2023

97.2%
Percent of funds
disbursed to agencies

$373.7M
Funds disbursed
to agencies in FY2023

Table 2: Financial Summary by Fiscal Year (FY2023 − Unaudited)*

Year	Funds Collected	Disbursed to Agency	Tyler Hawaii Revenue	Tyler Hawaii Expenses	Operating Income	Less Income Tax Expense	Net Income
FY2023	$384,639,518	$373,730,730	$10,908,789	$8,789,808	$2,118,981	$465,980	$1,653,001

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

Solution

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

Tyler Hawaii disburses funds based on each agency's needs, electronically or manually, on a daily, weekly, semi-monthly or monthly basis and provides detailed reporting.

Sources

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

- **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 hourly rates and take advantage of our existing services and infrastructure.

- **Hosting and maintenance revenue** is collected for hosting and maintaining websites or services that are not supported by transactions; it accounts for less than 3% 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.

Chart: FY2023 Revenue by Funding Model (Unaudited)

Time and Materials, Hosting and Maintenance Fees ($1,411,333.11)

Total: $10,908,788.82

Transactional Revenue ($9,497,455.71)
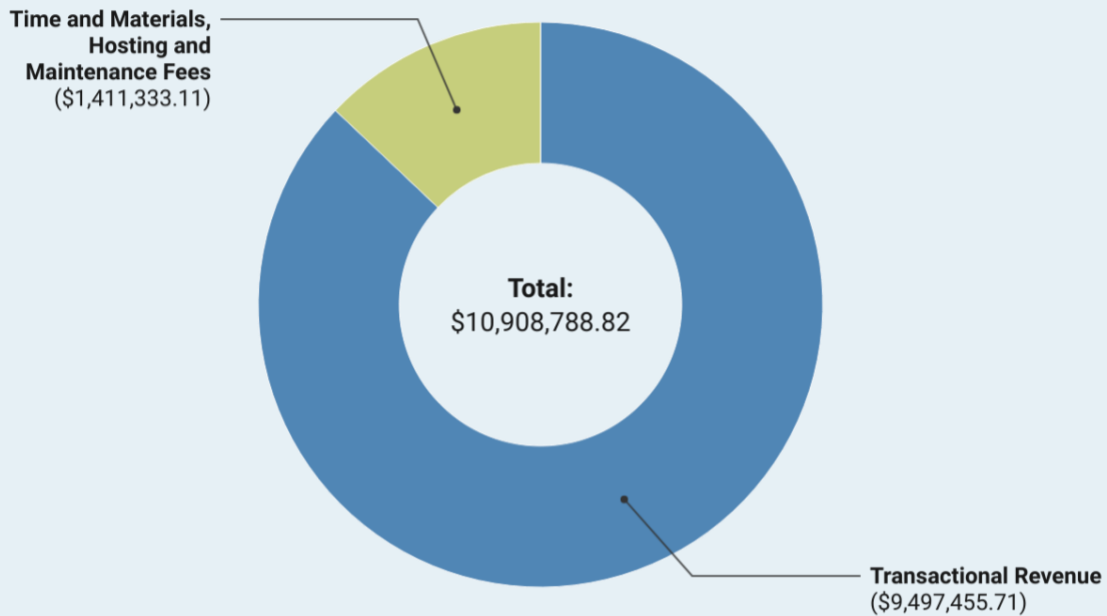
Payments Made to the Portal

Prior to earning a single dollar of revenue, Tyler 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 Tyler 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, Tyler Hawaii's fees are paid by the agency (State and Counties). Typically, the agency receives more value or avoids more cost than the amount of the per-transaction fee it pays to Tyler Hawaii. In both of these situations, those who benefit most from the services pay for them.

The table below shows that 87% of Tyler Hawaii's Revenue in FY2023 is comprised of transactional revenue while 13% is from funds collected through time and materials work, hosting, and maintenance fees.

Table 3: FY2023 Revenue by Funding Model (Unaudited)

Category	Amount	Percentage
Transactional Revenue	$9,497,455.71	87%
Time and Materials, Hosting and Maintenance Fees	$1,411,333.11	13%
Total Tyler Hawaii Revenue	$10,908,788.82	100%

Chart: FY2023 Monthly Revenue and Expenses (Unaudited)
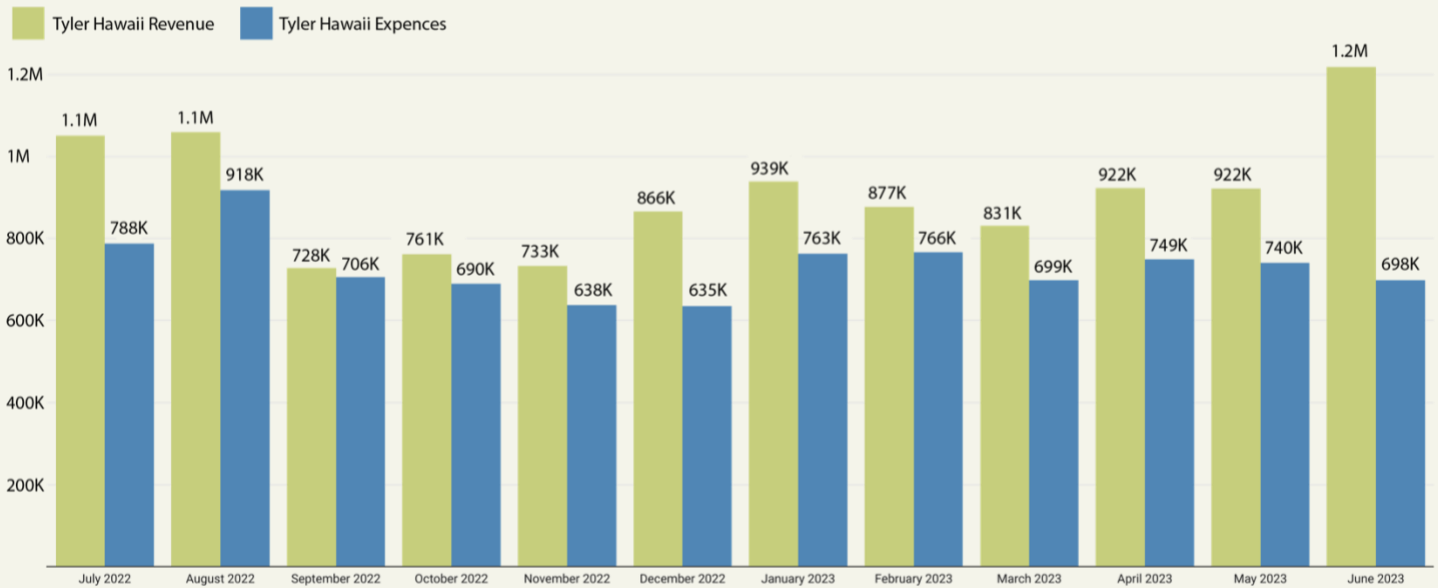
Tyler Hawaii's monthly revenue and expenses in FY2023 are displayed above and in the table below. Monthly revenue fluctuates based on the number of transactions processed per service as well as the amount of work performed on time and materials projects. Revenues and expenses are reported bi-monthly to the Access Hawaii Committee.

Table 4: FY2023 Monthly Revenue and Expenses (Unaudited)

Month	Tyler Hawaii Revenue	Tyler Hawaii Expenses
July 2022	$1,051,000	$788,103
August 2022	$1,059,666	$918,426
September 2022	$728,250	$705,817
October 2022	$761,083	$689,711
November 2022	$733,003	$638,139
December 2022	$865,838	$635,263
January 2023	$939,416	$762,978
February 2023	$877,273	$766,046
March 2023	$830,728	$698,595
April 2023	$922,415	$748,761
May 2023	$921,588	$739,928
June 2023	$1,218,529	$698,041
Totals	**$10,908,789**	**$8,789,808**

Revenue by Service

The FY2023 transactional revenue by service is listed below:

Table 5: FY2023 Transactional Revenue by Service (Unaudited)

Service Name by Department	Funds Collected ($)	Disbursed to Agency ($)	Agency Paid Tyler HI ($)	User Paid Tyler HI ($)	Tyler HI Revenue ($)
Budget and Finance	**1,040,261.89**	**1,014,856.86**	**-**	**25,405.03**	**25,405.03**
Employer-Union Health Benefits Trust Fund Payment	1,040,261.89	1,014,856.86	-	25,405.03	25,405.03
City and County of Honolulu	**723,988.77**	**715,640.66**	**-**	**8,348.11**	**8,348.11**
Real Property Tax Payments	723,988.77	715,640.66	-	8,348.11	8,348.11
County of Hawaii	**128,326,807.59**	**127,443,322.87**	**-**	**883,484.72**	**883,484.72**
Gross Liquor Sales Payments	84,711.12	80,082.21	-	4,628.91	4,628.91
Hawaii Road Test Scheduler	65,087.68	55,200.00	-	9,887.68	9,887.68
Liquor Licensing and Permitting	114,785.71	107,836.00	-	6,949.71	6,949.71
Motor Vehicle Registration Renewals	5,760,833.17	5,565,326.27	-	195,506.90	195,506.90
Online Reservation System (Camping)	458,121.00	411,391.36	-	46,729.64	46,729.64
Real Property Tax Payments	121,843,268.91	121,223,487.03	-	619,781.88	619,781.88
County of Kauai	**63,633,084.71**	**63,304,165.89**	**-**	**328,918.82**	**328,918.82**
Gross Liquor Sales Payments	85,135.93	79,996.34	-	5,139.59	5,139.59
Kauai Red/Blue Card Exam and ID Card Payments	16,369.00	15,160.00	-	1,209.00	1,209.00
Landfill Payments	3,570.11	3,551.36	-	18.75	18.75
Liquor Licensing and Permitting	40,303.60	38,005.00	-	2,298.60	2,298.60
Motor Vehicle Registration Renewals	2,198,308.25	2,132,417.68	-	65,890.57	65,890.57
Real Property Tax Payments	59,285,582.93	59,075,963.42	-	209,619.51	209,619.51
Sewer Payments	2,003,814.89	1,959,072.09	-	44,742.80	44,742.80
County of Maui	**10,051,320.70**	**9,833,325.59**	**-**	**217,995.11**	**217,995.11**
Motor Vehicle Bulk Renewal	1,756,093.03	1,744,676.53	-	11,416.50	11,416.50
Motor Vehicle Registration Renewals	8,295,227.67	8,088,649.06	-	206,578.61	206,578.61
Department of Business, Economic Development and Tourism	**559,360.30**	**537,341.81**	**8,196.00**	**13,822.49**	**22,018.49**
Aloha Stadium Online Store	3,520.79	3,243.52	-	277.27	277.27
EZ Forms	860.00	-	860.00	-	860.00
Film Permits	6,710.00	-	-	6,710.00	6,710.00
FTZ9 Bill Presentment	525,344.51	518,509.29	-	6,835.22	6,835.22
Solar Water Heater Variance	22,925.00	15,589.00	7,336.00	-	7,336.00

Department of Commerce and Consumer Affairs	**8,248,460.40**	**7,223,823.40**	**881,704.70**	**142,932.30**	**1,024,637.00**
Agent List Builder	1,700.10	768.60	-	931.50	931.50
Annual Business Filings	2,389,406.00	2,101,984.00	287,422.00	-	287,422.00
Business Bulk Data	107,000.00	-	-	107,000.00	107,000.00
Business Documents	266,224.50	212,978.40	53,246.10	-	53,246.10
Business Entity List Builder	11,695.80	-	-	11,695.80	11,695.80
Condominium Association Registrations	1,896,788.00	1,849,496.40	47,291.60	-	47,291.60
Hawaii Business Express (DCCA)	2,221,378.00	1,816,255.00	405,123.00	-	405,123.00
Hawaii Business Express (DOTAX)	200,590.00	177,285.00	-	23,305.00	23,305.00
Hawaii Insurance License Renewals	1,153,378.00	1,064,771.00	88,607.00	-	88,607.00
Mortgage Foreclosure Dispute Resolution Public Notices	300.00	285.00	15.00	-	15.00
Department of Education	**20,489.21**	**18,603.80**	**-**	**1,885.41**	**1,885.41**
McKinley Community School for Adults Registration Payments	5,728.29	5,359.80	-	368.49	368.49
Waipahu Community School for Adults Registration Payments	14,760.92	13,244.00	-	1,516.92	1,516.92
Department of Health	**4,594,078.30**	**4,079,328.11**	**31,989.69**	**482,760.50**	**514,750.19**
Clinical License Renewals	38,280.00	33,291.90	4,988.10	-	4,988.10
Electronic Death Registration System	139,697.75	129,060.25	-	10,637.50	10,637.50
Electronic Disinterment Application Permit	580.00	435.00	-	145.00	145.00
Facility Access Plan Submission and Review System	487,149.05	473,467.46	13,681.59	-	13,681.59
Marriage Licenses	1,180,092.00	1,076,515.00	-	103,577.00	103,577.00
Marriage Performer Licenses	97,025.00	53,825.00	-	43,200.00	43,200.00
Medical Cannabis Registry	1,479,991.00	1,344,150.00	-	135,841.00	135,841.00
Vital Records Ordering System	1,004,763.50	815,403.50	-	189,360.00	189,360.00
Waste Water Permits	166,500.00	153,180.00	13,320.00	-	13,320.00
Department of Labor and Industrial Relations	**565,088.92**	**518,851.25**	**42,120.80**	**4,116.87**	**46,237.67**
Hawaii Installation & Inspection Permitting System	393,357.92	354,022.12	39,335.80	-	39,335.80
Hawaii Occupational Safety and Health Payments	143,881.00	139,764.13	-	4,116.87	4,116.87
Hoisting Machine Operators Advisory Board Website	27,850.00	25,065.00	2,785.00	-	2,785.00
Department of Land and Natural Resources	**80,871,574.08**	**80,108,223.98**	**170,384.09**	**592,966.01**	**763,350.10**
Bureau of Conveyances Land Title Records Online Search & Ordering System	248,315.00	217,004.78	31,310.22	-	31,310.22
Bureau of Conveyances Over the Counter Payments	72,951,162.57	72,934,063.14	-	17,099.43	17,099.43

Bureau of Conveyances Payment Platform	476,975.43	409,243.51	-	67,731.92	67,731.92
Civil Resource Violation System	57,870.00	44,670.00	13,200.00	-	13,200.00
Commercial Activity/Beach Wedding Permits (Wiki Permits)	408,708.80	355,576.63	53,132.17	-	53,132.17
Commercial Marine Licensing System	245,160.00	237,734.70	7,425.30	-	7,425.30
Commercial Vessel Landing Permits	105,628.00	95,046.60	10,581.40	-	10,581.40
Diamond Head Park Reservations	3,117,858.58	2,883,853.00	-	234,005.58	234,005.58
Freshwater Game Fishing Licenses	30,624.00	26,266.00	-	4,358.00	4,358.00
Hawaii Cultural Resource Information System Payments	49,692.50	45,175.00	-	4,517.50	4,517.50
Hunt Application System	483,877.50	434,587.50	49,290.00	-	49,290.00
Hunt Lottery Drawing System	51,200.00	46,080.00	5,120.00	-	5,120.00
Hunter Education Online Course Registration and Records Management System	128,379.88	117,569.32	325.00	10,485.56	10,810.56
Iao Valley Park Reservations	418,988.16	392,900.00	-	26,088.16	26,088.16
Online Reservation System (Camping)	2,049,460.65	1,826,343.80	-	223,116.85	223,116.85
Na Ala Hele Trail & Access System	47,670.01	42,110.00	-	5,560.01	5,560.01
UCC Filing	3.00	-	-	3.00	3.00
Department of Public Safety	**982,195.00**	**861,832.02**	**120,362.98**	**-**	**120,362.98**
Controlled Substances Registration System	982,195.00	861,832.02	120,362.98	-	120,362.98
Department of Taxation	**61,553,883.03**	**59,995,969.91**	**-**	**1,557,913.12**	**1,557,913.12**
eFile	61,553,883.03	59,995,969.91	-	1,557,913.12	1,557,913.12
Department of the Attorney General	**3,351,425.83**	**2,983,700.20**	**87,035.20**	**280,690.43**	**367,725.63**
Adult Criminal Information Search (eCrim)	807,890.00	607,333.00	-	200,557.00	200,557.00
Bulk Covered Offender Registry Data	3,000.00	1,500.00	-	1,500.00	1,500.00
Charities Special Invoice Payment System	101,060.00	97,692.20	3,367.80	-	3,367.80
Charity Registration	1,923,080.00	1,845,759.60	77,320.40	-	77,320.40
Collections Payments	41,457.33	38,719.40	-	2,737.93	2,737.93
Notary	243,468.50	217,973.00	-	25,495.50	25,495.50
Solicitors Registration System	63,470.00	57,123.00	6,347.00	-	6,347.00
Unlimited Criminal History Search	168,000.00	117,600.00	-	50,400.00	50,400.00
Department of Transportation	**30,000.92**	**26,999.27**	**3,001.65**	**-**	**3,001.65**
Surplus Auction	30,000.92	26,999.27	3,001.65	-	3,001.65
Judiciary	**16,757,765.84**	**14,950,861.08**	**-**	**1,806,904.76**	**1,806,904.76**
Civil Payments	3,692,284.82	3,598,713.97	-	93,570.85	93,570.85
Document Payments	223,781.29	218,062.11	-	5,719.18	5,719.18
Document Subscription Payment	149,026.50	145,250.00	-	3,776.50	3,776.50
Driver Monitoring	753,797.70	-	-	753,797.70	753,797.70
eTraffic Payments	6,444,920.95	6,191,985.00	-	252,935.95	252,935.95

Filing Payments	185,531.58	180,830.00	-	4,701.58	4,701.58
Traffic Abstracts	5,308,423.00	4,616,020.00	-	692,403.00	692,403.00
Office of the Lieutenant Governor	**67,925.00**	**61,750.00**	**-**	**6,175.00**	**6,175.00**
Name Change	67,925.00	61,750.00	-	6,175.00	6,175.00
State Procurement Office	**1,826,703.09**	**52,132.97**	**5,794.79**	**1,768,775.33**	**1,774,570.12**
Hawaii Compliance Express (HCE)	233,880.00	-	-	233,880.00	233,880.00
Hawaii eProcurement System (HIePro)	1,534,895.33	-	-	1,534,895.33	1,534,895.33
Surplus Auction	57,927.76	52,132.97	5,794.79	-	5,794.79
Tyler Hawaii	**23,771.80**	**-**	**-**	**23,771.80**	**23,771.80**
Adjustments	(11,254.37)	-	-	(11,254.37)	(11,254.37)
eHawaii.gov Notification Service	7,405.00	-	-	7,405.00	7,405.00
Late Fees	340.16	-	-	340.16	340.16
Non-Sufficient Funds Fees	5,364.00	-	-	5,364.00	5,364.00
Service Fees	8,093.01	-	-	8,093.01	8,093.01
Subscriber Fees	13,824.00	-	-	13,824.00	13,824.00
Grand Total	**383,228,185.38**	**373,730,729.67**	**1,350,589.90**	**8,146,865.81**	**9,497,455.71**

Table 6: FY2023 Time and Materials, Hosting & Maintenance Revenue (Unaudited)

Service Name by Department	Tyler HI Revenue ($)
Budget and Finance	**6,146.00**
Employees' Retirement System Website Hosting	6,146.00
City and County of Honolulu	**96,032.55**
Honolulu Emergency Services Department Website	26,480.00
Honolulu Emergency Services Department Website Hosting	1,520.55
Honolulu Fire Department Website	2,000.00
Legislative Document Access Enhancements	34,560.00
Legislative Document Access Hosting	12,600.00
Online Absentee Ballot Request System	18,872.00
County of Hawaii	**1,197.55**
Hawaii County Police Department Website Hosting	1,197.55
Department of Business, Economic Development and Tourism	**36,345.00**
Business Development & Support Division Website Hosting	1,200.00
Business Development & Support Division Website Maintenance	22,885.00
Energy Permitting Wizard Hosting	2,400.00
FTZ9 Hosting	900.00
Small Business Regulatory Review Board Website	8,960.00
Department of Commerce and Consumer Affairs	**12,033.48**

Business Registration Transition Support	2,700.00
Professional & Vocational Licensing Hosting	9,333.48
Department of Education	**72,798.34**
Commerce Platform and Payment System	32,798.34
Commerce Platform and Payment System Hosting & Maintenance	40,000.00
Department of Health	**760,488.22**
Clean and Sober Home Registry Hosting	26,740.01
Disability Parking Permit System Hosting	12,000.00
Facility Access Plan Submission and Review System Maintenance	19,500.00
Marriage Verification Interface	10,000.00
Medical Cannabis Registry Enhancements	48,767.54
Tuberculosis Branch Hosting	7,820.00
Tuberculosis Episodes and Encounters	23,200.00
Tuberculosis Public Self Service Portal	94,240.00
Vital Statistics Service	518,220.67
Department of Labor and Industrial Relations	**32,860.00**
Hawaii Occupational Safety and Health Payments	17,660.00
Green LMI Hosting	1,200.00
Work Opportunity Tax Credit Form Application	14,000.00
Department of Land and Natural Resources	**199,134.00**
Commercial Marine Licensing System Hosting & Maintenance	45,840.00
Engineering Division Website Hosting	1,200.00
Freshwater Game Fishing License Hosting	764.00
Hunt Lottery Drawing System Hosting	1,200.00
Hunter Education Online Course Registration and Records Management System Enhancements	103,930.00
Hunter Education Online Course Registration and Records Management System Hosting & Maintenance	24,000.00
Trails Day Use Permits	21,000.00
Special Use Permitting System Hosting	1,200.00
Department of the Attorney General	**21,145.00**
Charity Registration Enhancements	11,120.00
Hawaii Integrated Justice Information Sharing Hosting	9,000.00
Hawaii Integrated Justice Information Sharing Maintenance	1,025.00
Hawaii State Public Library	**1,200.00**
Hawaii State Public Library System Website Hosting	1,200.00
Judiciary	**3,000.00**
Judiciary Website Hosting	3,000.00
Office of Enterprise Technology Services (ETS)	**166,758.48**
ehawaii.gov Single Sign-On Service - Phase 2.1	100,000.00

ehawaii.gov Single Sign-On Service - Phase 2.2	1,315.19
ehawaii.gov Single Sign-On Service Customer Support	10,000.00
ehawaii.gov Single Sign-On Service Maintenance	9,549.95
Hawaii Website Theme Support	45,893.34
Research Corporation of the University of Hawaii	**2,194.49**
Pacific Basin Telehealth Resource Center Website Hosting	2,194.49
Grand Total	**1,411,333.11**

Featured Success Story

Payment Processing

Online payments are a key pillar of the eHawaii.gov. program. Over our 23-year history in Hawaii, we've developed multiple mechanisms to securely accept and disburse funds. We understand that our users want flexibility in how and when they pay for licenses, registrations, permits, and other items. Agencies want to accelerate the flow of funds, reduce risk of manual errors in financial transactions, track payments thoroughly, and minimize time spent with user payment issues. Security and confidence in the system are critical for both parties. We also understand that each agency has their own view of payments, and we listen so we can offer the appropriate solution.

In fiscal year 2023, Tyler Hawaii launched online payment services for the City and County of Honolulu and the County of Kauai, and for other agencies and counties. In the case of Honolulu, we took over their Real Property Tax (RPT) online payments to increase availability all year around, and execute real-time, automated tracking.

Tyler Hawaii also launched the Kauai Liquor application for the County of Kauai Department of Liquor Control. Three modules were launched: Direct Wine Shipper Permits, Liquor License Original Interview Request, and Liquor License Renewals. Prior to launch, only cash and paper checks were accepted for transactions, and these were handled via manual entry and collation, leading to inefficiencies and increased risk of errors. When the application went online, the department saw improvements in their cost effectiveness, ease of use, and reduced error rates. Users appreciated the expanded payment options and 24/7 availability.

A convenient & flexible payment & invoicing solution for Hawaii government

It is important that citizens trust that online payments to Hawaii government entities match and/or exceed their other online payment experiences. Agencies and counties require reliability, information access, fast funds delivery, and excellent support in order to serve the Hawaii community. The payment systems Tyler implemented achieve these goals and allow users to efficiently and confidently conduct business with the government. Tyler offers a high level of service, agility, and expertise. We continue to develop, improve and expand our eHawaii.gov partnership and our payment services.

Learn more about payments at https://tylerhawaii.com/payments/

Total of

22

Services launched

14 Transaction-based

7 Time & Materials Projects

1 Hybrid

Web Services

A total of 22 services were launched as new services or with major upgrades this year. Of these, 14 were transaction-based funded, 7 were time & materials projects, and 1 was hybrid (combination of both transaction-based and time & materials funded).

Table 7: Count of New/Upgraded/Retired Services

Category	Number
New Services	11
Major Service Upgrades	11
Retired Services	5

11 New Services

AG Collections Payments
State of Hawaii Attorney General - Civil Recoveries Division
Launch Date: 8/11/22
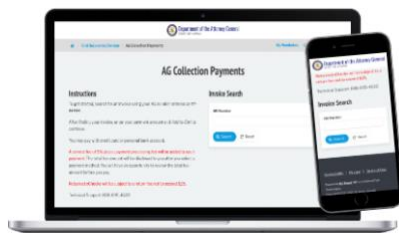
Description:
New payment service was added to Payment Platform that allows users to pay debts owed to the State of Hawaii that have been referred to the Civil Recoveries Division.

URL: https://agpayments.ehawaii.gov

McKinley Community School for Adults Online Payments

Hawaii Department of Education
Launch Date: 8/29/22

Description:

New online payment portal that allows students to pay for classes, transcripts, books, and supplies across a variety of campuses.

URL: https://mcsa.ehawaii.gov/

Kauai Gross Liquor Sales Percentage Fee Payments

County of Kauai – Department of Liquor Control
Launch Date: 9/12/22

Description:

Allows payment of County of Kauai liquor gross sales percentage fee invoice instantly online, and creates an archive for liquor license renewals that reside on the existing liquor permits app.

URL: kauailiquorpayments.ehawaii.gov

Honolulu Emergency Services Department

City and County of Honolulu – Honolulu Emergency Services Department
Launch Date: 9/28/22

Description:

Redesigned the service using WordPress.

URL: https://emergencyservices.honolulu.gov

Kauai County Liquor Licenses and Permits

County of Kauai – Department of Liquor Control
Launch Date: 11/15/22

Description:

New service that allows Kauai County customers to apply and pay for liquor licenses & permits, and includes the Direct Wine Shipper Permits module.

URL: https://liquorpermits.ehawaii.gov/kauai/wf/index.html

Hawaii Occupational Safety & Health (HIOSH) Payments
Department of Labor and Industrial Relations
Launch Date: 12/1/22
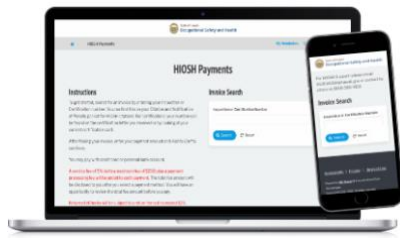
Description:
New payment service added to Payment Platform to assist in collecting HIOSH Inspection Certification fees and Citations for OSHA Inspections.

URL: https://hioshpayments.ehawaii.gov

Aloha Stadium Online Store
Department of Business, Economic Development & Tourism - Aloha Stadium
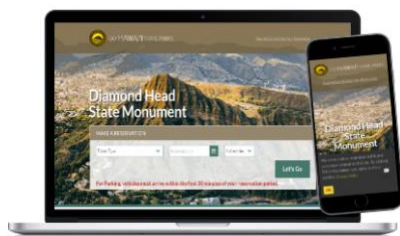Launch Date: 1/9/23

Description:
Allows users to purchase a variety of memorable stadium merchandise online.

URL: https://shopalohastadium.ehawaii.gov

Reservation and Access Management System (Diamond Head Reservations System)
Department of Land and Natural Resources – Division of State Parks
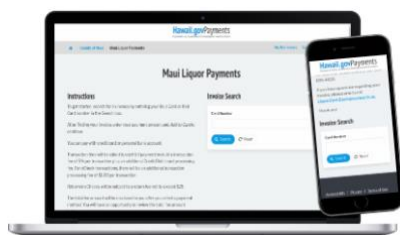Launch Date: 1/18/23

Description:
Transitioned full operational, maintenance, support and payment functions of the hiking and parking reservation system to Tyler Hawaii

URL: https://gostateparks.hawaii.gov/diamondhead

Maui Liquor Payments
County of Maui – Department of Liquor Control
Launch Date: 5/4/23

Description:
New payment service that allows users to pay for red or blue card exam registration fees or red or blue ID card fees.

URL: https://mauiliquorpayments.ehawaii.gov

Honolulu Real Property Tax Payments
City & County of Honolulu - Budget and Fiscal Services
Launch Date: 6/1/23

Description:
Allows customers to review their property tax invoices, complete payments, and track their payment history.

URL: https://honolulupropertytax.ehawaii.gov

DOT Harbors Online Payments
Department of Transportation – Harbors
Launch Date: 6/2/23

Description:
Allows harbor customers to make payments for harbor parking, permits, and fishing vessels.

URL: https://harbors.ehawaii.gov/wf/index.html

11 Service Upgrades

Hawaii Remote Work Project Website
Department of Business, Economic Development & Tourism
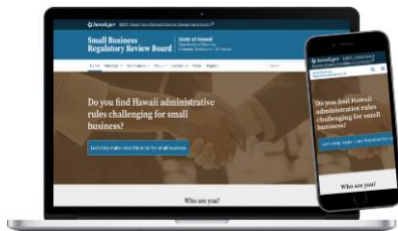Launch Date: 7/13/22

Description:
Built a way to handle the automated distribution of FlexJobs licenses via email.

URL: https://invest.hawaii.gov

Small Business Regulatory Review Board Website
Department of Business, Economic Development & Tourism
Launch Date: 9/30/22

Description:
Redesigned the homepage, integrated with MailChimp and made a variety of content updates.

URL: https://sbrrb.hawaii.gov

Medical Cannabis Registry System (1 of 2)
Department of Health – Medical Cannabis Patient Registry Section
Launch Date: 10/10/22

Description:
Allows an **in-state** registered medical cannabis patient to submit an online registration change request.

URL: https://medmj.ehawaii.gov

Kauai County Liquor Licenses & Permits (1 of 2)
County of Kauai - Liquor Control
Launch Date: 11/30/22

Description:
Upgrade includes the New License module Liquor License Original - Interview Request.

URL: https://liquorpermits.ehawaii.gov/kauai/wf/index.html

Medical Cannabis Registry System (2 of 2)
Department of Health – Medical Cannabis Patient Registry Section
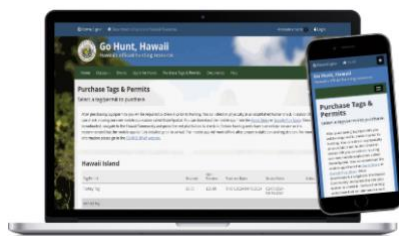Launch Date: 1/31/23

Description:
Allows an **out-of-state** registered medical cannabis patient to submit an online registration change request.

URL: https://medmj.ehawaii.gov/

Go Hunt Hawaii (1 of 2)
Department of Land and Natural Resources (DLNR), Division of Forestry and Wildlife (DOFAW)
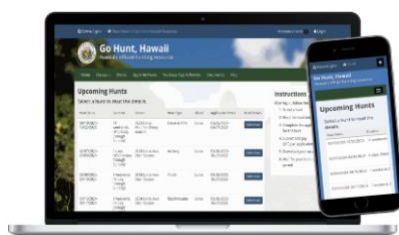Launch Date: 3/1/23

Description:
Updated to allow hunters to purchase various types of hunting tags and permits in a single transaction.

URL: https://gohunthawaii.ehawaii.gov/public/tags

Go Hunt Hawaii (2 of 2)
Department of Land and Natural Resources (DLNR), Division of Forestry and Wildlife (DOFAW)
Launch Date: 3/1/23

Description:
Displays a history for each hunt application that is submitted.

URL: https://gohunthawaii.ehawaii.gov/public/hunts

State Parks Reservation and Access Management System

Department of Land and Natural Resources - Division of State Parks
Launch Date: 4/17/23

Description:
Enhanced the State hiking and parking reservation system to include Iao Valley State Monument in Maui.

URL: https://gostateparks.hawaii.gov/iao-valley

Waipahu Community School for Adults Online Registration and Payment System

Hawaii Department of Education - Waipahu Community School for Adults (WCSA)
Launch Date: 5/1/23

Description:
Addition of Wahiawa, Hilo, and Kona Campuses to the WCSA Online Registration and Payment System.

URL: https://wcsa.ehawaii.gov/wf/page/welcome.html

Kauai County Liquor Licenses & Permits (2 of 2)

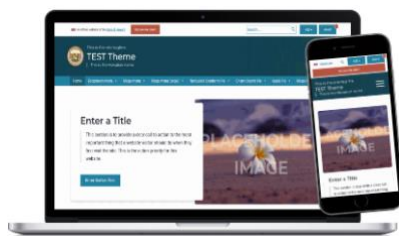County of Kauai - Liquor Control
Launch Date: 5/17/23

Description:
Addition of the Liquor License Renewal service to the Kauai County Liquor Licenses & Permits web application.

URL: https://liquorpermits.ehawaii.gov/kauai/wf/index.html

State Template

State of Hawaii - Office of Enterprise Technology Services
Launch Date: 6/30/23

Description:
Delivered a new design template for use by the State of Hawaii for new websites built with WordPress.

5 Retired Services

The following 5 services were retired from use during fiscal year 2023:

Table 8: Retired Services

Service	Date Retired
Department of Commerce and Consumer Affairs, Insurance License Search	November 15, 2022
Department of Commerce and Consumer Affairs, HILS Insurance Renewals	November 15, 2022
Department of Commerce and Consumer Affairs, Insurance Continuing Education Information Submission	November 15, 2022
Department of Commerce and Consumer Affairs, Licensee Continuing Education Verification	November 15, 2022
Department of Commerce and Consumer Affairs, Self-Service Portal	November 15, 2022

Major Initiatives

Single Sign On (SSO) Initiative

The State of Hawaii is working with Tyler Hawaii towards a single user login / authentication experience. The State Office of Enterprise Services (ETS) has adopted Microsoft Azure Active Directory Business to Consumer as their Single Sign-On solution (SSO) for authentication for portal services. This will help the State avoid disparate login systems for the various services used across the State. Some important benefits provided by this SSO solution include streamlined access to services, enhanced security and fraud prevention, administrative efficiency, additional service agency portal options, and progress towards a single citizen identity for all State of Hawaii constituent portals.

Tyler Hawaii currently uses their own eHawaii.gov SSO service for portal applications. The Office of Enterprise Technology Services (ETS) has worked with Tyler Hawaii to integrate the eHawaii.gov login with the State's Microsoft Azure AD B2C login. In June 2023, Tyler Hawaii completed the initial phase of this project to build a prototype of this integration with one eHawaii.gov service.

Tyler Hawaii and ETS continue to work collaboratively to migrate over 80 eHawaii.gov services to the State's AD B2C login. This move will be achieved via multiple stages with the final conversion planned for November 2024.

Looking Forward

Tyler Technologies' successes in Hawaii and across the country provide a wide array of problem-solving approaches and solutions. We look forward to both the partnership and the challenges that drive Hawaii's digital government journey. The eHawaii.gov program and our partnership help provide continuity in the delivery of digital government services for the citizens and businesses in our community.

Contact Information

Hawaii Information Consortium, LLC dba Tyler Hawaii

201 Merchant Street, Suite 1805

Honolulu, HI 96813

(808) 695-4620

https://tylerhawaii.com/

Burt Ramos, General Manager

Burt.Ramos@tylertech.com

(808) 695-4616

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.

6,000+
labor hours

50,326
total interactions

76%
First Contact Resolution Rate on Email

The following are statistics from FY2023:

- Tyler Hawaii provided over **6,000** labor hours via a 3-person customer service team.

- There were **50,326** total interactions (phone calls, online chats, emails, and application feedback), which represented an 8.6% decrease from FY2022. This was due in large part to the following:
    o State Camping contacts declined by 3,218 (40%), likely due to allowing non-Oahu reservations 90 days in advance instead of a year in advance (as was allowed in FY2022).
    o The Medical Cannabis Registry inquiries declined by almost 1,000 (15%) because of enhancements that allow patient requests to be handled via the application.
    o The Electronic Marriage and Civil Union Registration System contacts declined by 1,240 (33%) as a list of FAQs was more readily accessible within the online help chat module.
    o Professional Vocational Licensing inquiries declined by over 700 (23%) as fewer groups had license renewals during FY2023 than in FY2022.
    o The Motor Vehicle Registration Renewal inquires declined by over 450 (20%) due to improvements on the application's landing page.

- There were on average **4,200 interactions each month** which is about 323 interactions per week per customer service team member.

- Phone call inquiries totaled **15,265** (30.3%).

- About three quarters of email inquiries are resolved on the first contact (76% 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 we have exceeded this goal with the average first response time for emails within **1 hour 26 minutes**.

The diagram and table below show the total number of customer service interactions (phone calls, chats, emails, and app feedback) from July 1, 2022 to June 30, 2023 with count and percentage breakdown by interaction type.
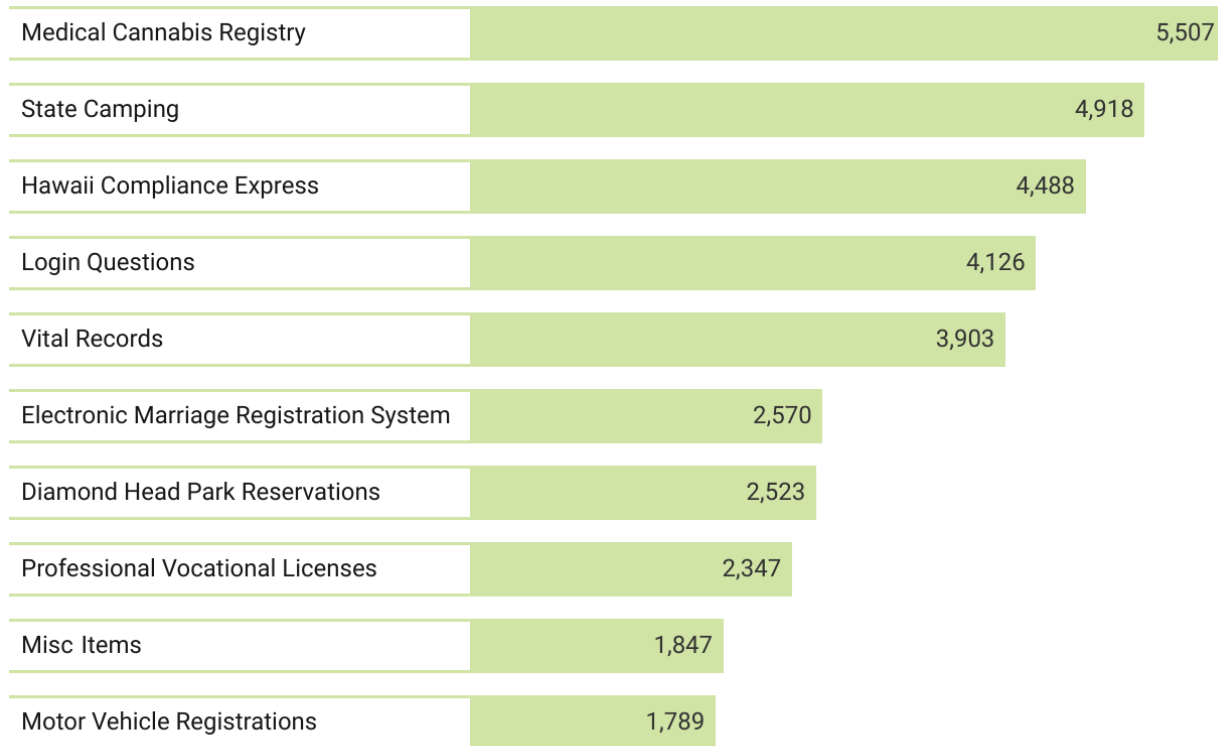
Interactions by Channel

2.1%
App Feedback (1,081)

30.3%
Calls (15,265)

34.0%
Emails (17,094)

Total:
50,326

33.6%
Chats (16,886)
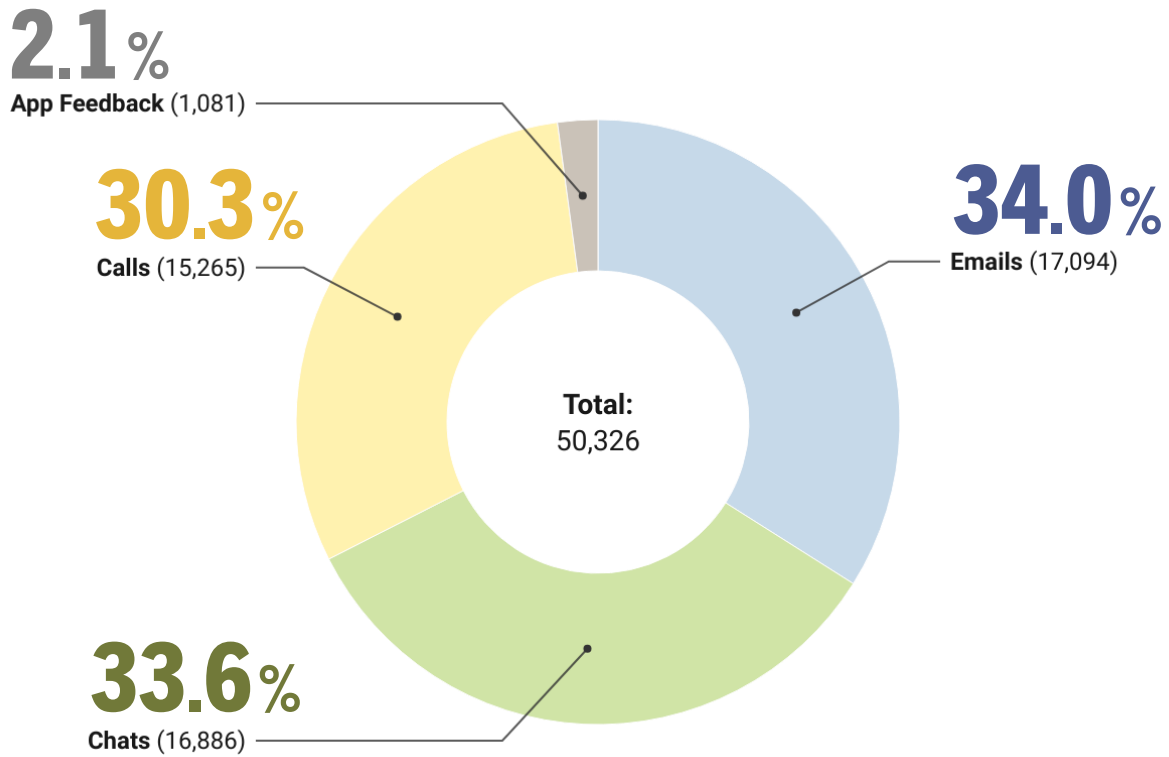
Interaction Type	Number	Percentage	Change from FY2022
Calls	15,265	30.3%	Down 6.3%
Chats	16,886	33.6%	Down 19.8%
Emails	17,094	34.0%	Up 1.7%
App Feedback	1,081	2.1%	Up 17.2%
Total	**50,326**	**100%**	**Down 8.6%**

The following diagram and table show that 68% of our customer service inquiries span 10 services.

Top 10 Customer Service Inquiries

Service		
Medical Cannabis Registry		5,507
State Camping		4,918
Hawaii Compliance Express		4,488
Login Questions		4,126
Vital Records		3,903
Electronic Marriage Registration System		2,570
Diamond Head Park Reservations		2,523
Professional Vocational Licenses		2,347
Misc Items		1,847
Motor Vehicle Registrations		1,789

Service	Number	Percent
Medical Cannabis Registry	5,507	11%
State Camping	4,918	10%
Hawaii Compliance Express (HCE)	4,488	9%
Login Questions	4,126	8%
Vital Records	3,903	8%
Electronic Marriage Registration System (EMRS)	2,570	5%
Diamond Head Park Reservations	2,523	5%
Professional Vocational Licenses (PVL)	2,347	5%
Misc Items	1,847	4%
Motor Vehicle Registrations (MVR)	1,789	3%
Other	16,308	32%
Total		100%

Customer Experience Feedback

CXsuite is a real-time feedback platform that was launched in October 2019. It allows Tyler 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 FY2023.

- **22,595 feedback** submissions were received in FY2023, down 1.6% from 22,960 in FY2022

- **9,782 comments** were received in FY2023, down 1.7% from 9,949 in FY2022

Of the 22,595 visitors who provided feedback, **86.1%** reported a **positive** experience, while **8.8%** reported a **negative** experience.

Positive Experience
☺ **86.1**%

Negative Experience
☹ **8.8**%

22,595
Feedback
Submissions

Appendix B: Web Analytics

These are the FY2023 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 FY2023: **12,817,594**
- Average visit duration: **4 minutes**

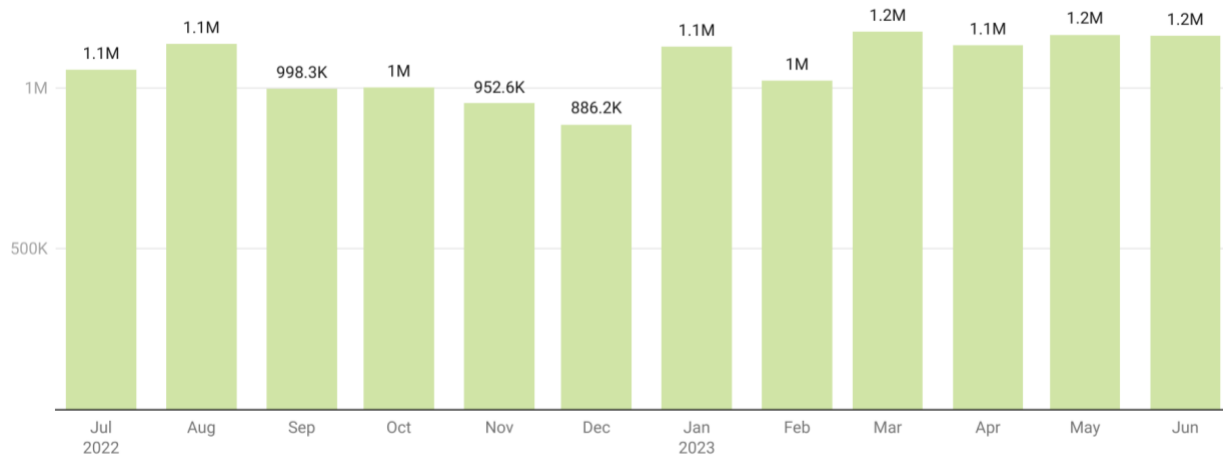**eHawaii.gov Portal Visitor Sessions by Month**

Table: eHawaii.gov Portal Visitor Sessions

Month	Number of Visitors
July 2022	1,056,379
August 2022	1,137,169
September 2022	998,253
October 2022	1,002,543
November 2022	952,634
December 2022	886,222
January 2023	1,128,850
February 2023	1,021,871
March 2023	1,174,867
April 2023	1,131,646
May 2023	1,165,124
June 2023	1,162,036
Total	**12,817,594**

Top 5 Services (Visitor Sessions via Landing page)

Service	Number of Sessions	Percentage
Camping	1,804,212	50%
BREG Documents Search	1,022,175	29%
Child Support Enforcement Agency	302,169	8%
BREG Annuals	240,334	7%
Medical Cannabis Registry	214,449	6%

eHawaii.gov Portal and Services Usage by Browser
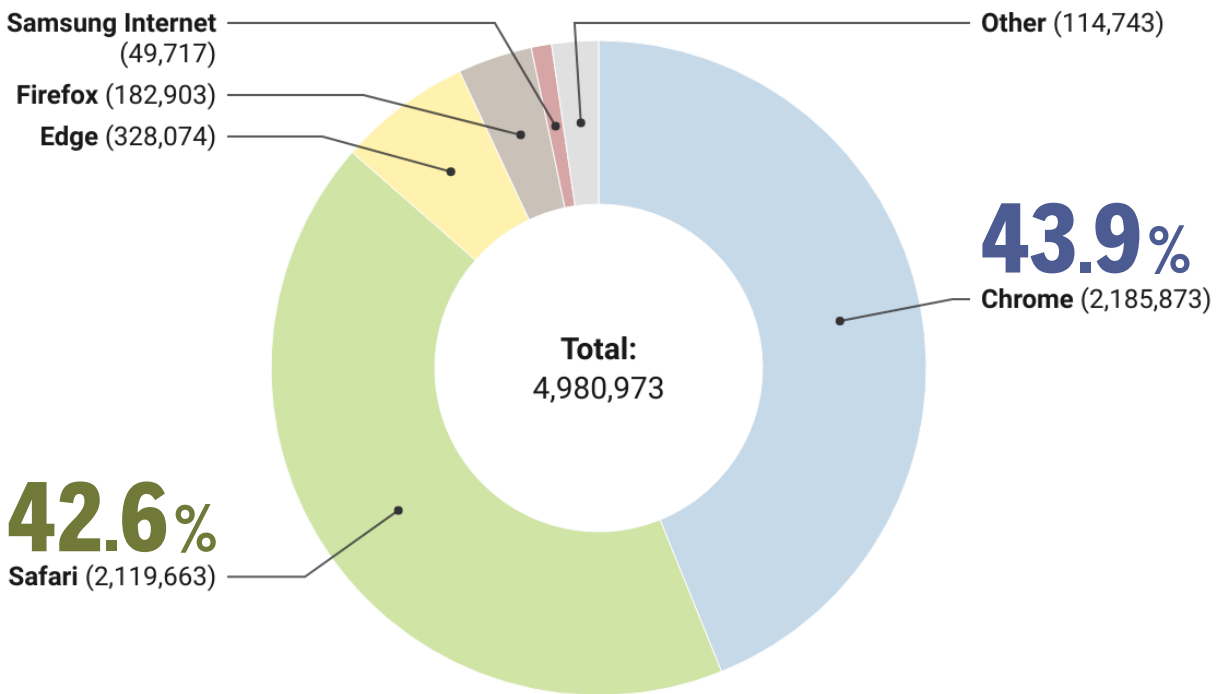
Table: eHawaii.gov Portal and Services Usage by Browser

Browser	Count	Percentage
Chrome	2,185,873	43.9%
Safari	2,119,663	42.6%
Edge	328,074	6.6%
Firefox	182,903	3.7%
Samsung Internet	49,717	1%
Safari (in-app)	36,769	0.7%
Internet Explorer	27,737	0.6%
Android Webview	15,233	0.3%
Opera	6,793	0.1%
Other	28,211	0.5%

eHawaii.gov Portal and Services Usage by Device

1.3% Tablet (63,219)

43.6% Phone (2,159,319)

Total: 4,954,677

55.1% Computer (2,732,139)
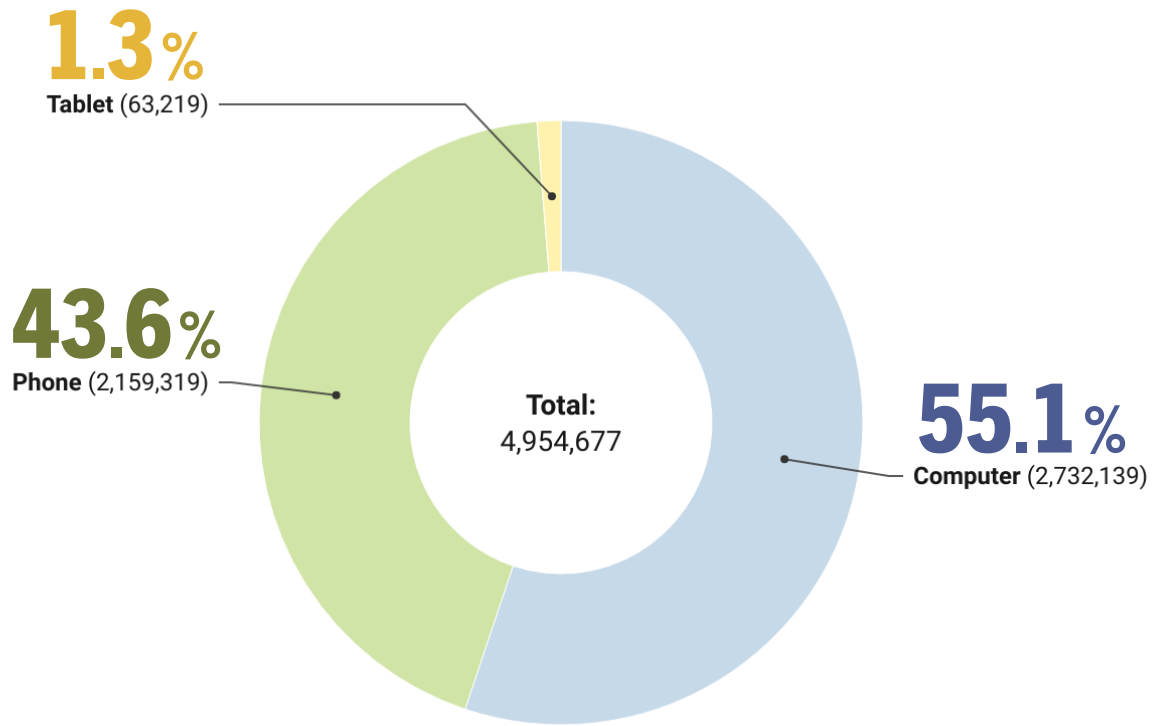
Table: eHawaii.gov Portal and Services Usage by Devices

Browser	Count	Percent Usage
Computer	2,732,139	55.1%
Phone	2,159,319	43.6%
Tablet	63,219	1.3%

Appendix C: Press Releases & Awards

Press Releases (9)

Title	Release Date
Go Hunt Hawaii Now Makes It Even Easier for Hunters to Purchase Tags and Permits	03/01/2023
Aloha Stadium Launches New Online Store	01/10/2023
State of Hawaii Department of Labor HIOSH Division, NIC Provide New Online Collections Payment Services	12/01/2022
Hawaii.gov Wins Third W3 Award	10/13/2022
Small Business Regulatory Review Board Website Enhancements	10/11/2022
Honolulu Emergency Services Department Launches Redesigned Website	09/30/2022
Honolulu Records Collection Website Wins Government Project Experience Award	09/26/2022
NIC Hawaii Wins Two Interactive Media Awards	09/23/2022
Redesigned Honolulu Fire Department Website Wins 5th Award	09/13/2022
State of Hawaii Department of Education McKinley Community School for Adults, NIC Hawaii Launch New Online Payment Service for Farrington Campus	08/29/2022
State of Hawaii Attorney General, NIC Hawaii Provide New Online Collections Payment Services	08/22/2022

Awards (6)

Award Logo	Award Description	Agency / Service	Award Date
	Global Excellence Award – Platinum	City and County of Honolulu – Office of the City Clerk Honolulu Records Collection	12/28/2022
	W3 Award – Silver	State of Hawaii & NIC Hawaii Hawaii.gov	10/04/2022
	Interactive Media Awards – Outstanding Achievement Award	City and County of Honolulu – Office of the City Clerk Honolulu Records Collection	09/22/2022
	Interactive Media Awards – Best in Class Award	State of Hawaii & NIC Hawaii Hawaii.gov	09/22/2022
	Center for Digital Government – Project Experience Award	City and County of Honolulu – Office of the City Clerk Honolulu Records Collection	08/15/2022
	DotComm Award – Gold	City and County of Honolulu, Honolulu Fire Department Honolulu Fire Department website	08/10/2022

Appendix D: Outreach & Community Participation

Tyler Hawaii is excited to connect with the local community, where we also live.
We are intrigued with programs that develop IT career paths, as demonstrated by
these initiatives:

- **Hawaii Annual Code Challenge** (HACC) - In October 2022, we once again were a sponsor of the HACC. This has been an engaging experience, showing us how high school and college students are ready to take on any challenge and come up with creative solutions.

- Tyler Hawaii **Internship Program** - During the HACC, Tyler Hawaii discovered talented high school students, and this led to creation of our Internship Program in summer 2021. This allowed us to work with promising high school students, creating a pipeline for future employees. The students have been able to experience firsthand what it's like to work with a local IT company. We continued to work with interns during fiscal year 2023, and look forward to tapping this talent pool in mutually beneficial ways.

- **Hawaii Digital Government Summit** (DGS) - During September 2022, Tyler Hawaii was again a sponsor of the Hawaii Digital Government Summit (DGS). The DGS allows the government and tech communities to learn from each other and to describe successful partnerships that have paid off for citizens and administrators.

Tyler Hawaii staff also made time to volunteer in FY2023. For the eleventh year in a row, employees purchased and wrapped holiday gifts for delivery to local families. During the summer, a team spent a day volunteering with the AccessSurf program, https://www.accessurf.org/, a pioneer in the advancement of adaptive water sports, ocean recreation, and therapeutic instruction for people with disabilities throughout the state of Hawaii and worldwide. Our team supported surfing and water sports activities for active duty and veteran service men and women who are battling illness, are injured or wounded, and their families.

Appendix E: Historical Financials

The tables below provide a historical financial summary from Tyler Hawaii's audited financial statements for calendar years (CY) 2010 to 2017 and unaudited financials for fiscal year (FY) 2018 to 2023. "**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 E-1: Financial Summary by Calendar Year (2010 – 2017 Audited)

Year	Funds Collected	Disbursed to Agency	Tyler Hawaii Revenue	Tyler Hawaii Expenses	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 E-2: Financial Summary by Fiscal Year (2018 – 2023 Unaudited)

Year	Funds Collected	Disbursed to Agency	Tyler Hawaii Revenue	Tyler Hawaii Expenses	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
FY2021*	$311,679,983	$301,242,326	$10,437,657	$9,209,155	$1,228,502	$254,561	$973,941
FY2022*	$383,579,310	$373,953,024	$9,626,286	$8,814,566	$811,720	$225,374	$586,346
FY2023*	$384,639,518	$373,730,730	$10,908,789	$8,789,808	$2,118,981	$465,980	$1,653,001

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

* Please note that FY2019 financials include three projects outside of the Portal Contract totaling $39,553 in Tyler Hawaii revenue.

* Please note that FY2020 financials include one project outside of the Portal Contract totaling $4,600 in Tyler Hawaii revenue.

* Please note that FY2021 financials include one project outside of the Portal Contract totaling $150 in Tyler Hawaii revenue.

* Please note that FY2022 financials include seven projects outside of the Portal Contract totaling $226,767.80 in Tyler Hawaii revenue.

* Please note that FY2023 financials include six projects outside of the Portal Contract totaling $648,000.16 in Tyler Hawaii revenue.

Appendix F: Funding Portal Operations

Transaction Funded Model (Self-Funded)

When a State or County agency works with Tyler Hawaii to develop a new service using the transaction funded model, there is no upfront cost for development. Tyler Hawaii and the agencies collaborate to come up with sustainable solutions. Tyler 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.

Tyler 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.

Tyler 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. Tyler 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, Tyler 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 email reminders (DCCA Business Registration), and other 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. Tyler 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, Tyler 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 Tyler 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

Tyler Hawaii also develops some applications entirely at no cost where appropriate. Most of these applications have no way to generate revenue. Tyler 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 Tyler 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 22 no cost services provided by Tyler 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 - BREG − Officer Search

- GOV - Boards & Commissions Online Application

- Hawaii.gov State portal website

- Judiciary − eBench Warrants

- Judiciary - Policy & Planning - Judge Evaluations

- Judiciary - Volunteers in Public Service

- Tyler Hawaii - CXsuite

- Tyler Hawaii - Driver Record Correction Request

- Tyler Hawaii - Invoicing System

- Tyler Hawaii - Kala Payment Module

- Tyler Hawaii - Kala Refund Module

- Tyler Hawaii - (Lala) Single Sign-On Service

- Tyler Hawaii - Online Subscriber Form

- Tyler 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.

Appendix G: 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 Tyler 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.

Appendix H: Glossary

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

- **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 Tyler Hawaii.

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

- **External Project** - Tyler Hawaii project contracted and completed outside of the eHawaii.gov program and SPO Vendor List Contract 08-13.

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

- **Hybrid Funding Model** - The combination of using both the transaction funded and time and materials models together.

- **Infrastructure as a Service** (IaaS) - A software environment that hosts all of the applications, such as Amazon Web Services

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

- **Platforms** - Software systems that enable smaller web applications to run

- **Platform as a Service** (PaaS) - Access to a cloud-based system for developing and managing web applications.

- **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.

- **Software as a Service** (SaaS) - Web applications that reside in the cloud and are available for use by different entities, who subscribe to pay for the service

- **Statutory Fees Collected** – Statutory Fees collected by Tyler 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 Tyler Hawaii.

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

- **User Adoption** - A situation in which users adopt a new process that works to fill a specific need. They transfer from an old system and migrate to a system that is newer, better, faster, more comprehensive, and altogether more efficient.

- **User Paid Tyler Hawaii** – Amount that a user pays to Tyler 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).