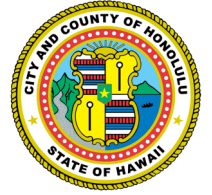





Application Review

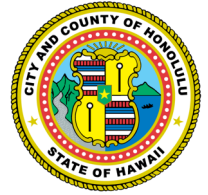


Agency: **City and County of Honolulu**

Project Name: **Honolulu Records Collection (HNLDOC)**

CONTENT OUTLINE

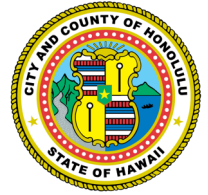
-  **Background**
-  **Challenges & Objectives**
-  **Solution**
-  **Metrics & Successes**



Background

Overview

- The Office of City Clerk (OCC) is responsible for providing legislative support to the Honolulu City Council and records management of legislative documents
- Stakeholders: Public, Councilmembers/legislative staff, Executive Departments
- Prior to HNLDOC, OCC utilized paper records and Xerox *DocuShare* for its records repository.
- HNLDOC included a partial migration of older legislative documents/data



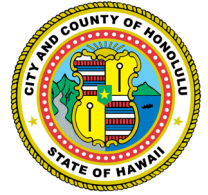
Challenges & Objectives

Challenges

- Public user difficulty with finding legislative documents in the ‘folder’ based repository
- Reliance upon a paper-based workflow for processing, organizing and publishing legislative documents online
- A perceived lack of transparency due to lack of timeliness of documents online
- Public and executive department historical use of various methods for submission of documents (i.e. direct in-person filings, fax, email)
- COVID restrictions affecting ‘virtual’ participation/access, remote work, etc.

Objectives

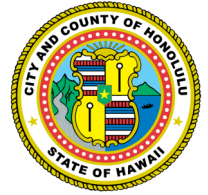
- Improve staff efficiency using a completely digital process to intake, process, and publish legislative documents; remotely if necessary
- Continue 24/7 access to measures, status of legislation, and other documents



Challenges & Objectives

Objectives (continued)

- Automated notifications and subscriptions for new measures, meeting agendas, other documents
- Create new tools to allow legislators & researchers to search content more efficiently
- Allow real time/24/7 access/review of testimony submissions (for Council and legislative staff) bypassing the Office of the City Clerk's processing bottleneck
- Streamline and consolidate the testimony submission, speaker registration, and videoconference credentials notification processes
- Consolidate the document submission process (used by the public and City Executive Branch Departments) using a digital single point of entry to enable timely publication.
- Flexibility in agenda creation/management during COVID and without Tyler Hawaii involvement



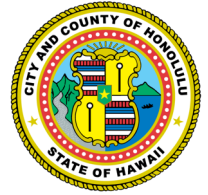
Solution

Online application built by Tyler Hawaii (2019-present)

- Phased Approach

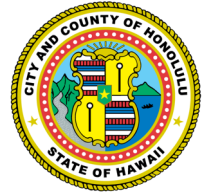
- Phase I

- Backend document processing system to govern the metadata, data relationships, and to process and publish the various documents used and submitted to the Council
 - Dynamic measure status sheet to enable tracking the progress of legislation and viewing related documents and information
 - Basic search of measures, agendas, and other documents



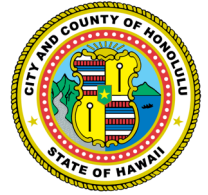
Solution

- Phased Approach (continued)
 - Phase II
 - Expanded full text search tool for both novices and advanced users, and search results export
 - HTML agenda/meeting materials for improved viewing on tablets, screen readers, and mobile devices
 - Includes links to related measures and documents
 - Automated subscription/notification system for the public and County users
 - New measures, agendas, other communications



Solution

- Phased approach (continued)
 - Phase III
 - Testimony intake/processing/publication
 - Combined speaker registration/videoconference credentialing
 - Digital point of entry for external document submissions
 - Site redesign to match look/feel of Honolulu City Council's online branding
 - Other enhancements (shortcuts for accessing trending legislation and other information)



 **Solution**

Tracking Measures - Prior to HNLDOC

CITY COUNCIL
CITY AND COUNTY OF HONOLULU
HONOLULU, HAWAII
STATUS

ORDINANCE 17 - 14

BILL 2 (2017), CD1

Introduced: 01/03/17

By:

IKAIKA ANDERSON

Committee:

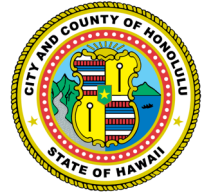
TRANSPORTATION AND PLANNING

Title: A BILL FOR AN ORDINANCE AMENDING THE FIRE CODE OF THE CITY AND COUNTY OF HONOLULU.

| APPROVED VERSIONS: | COMMITTEE REPORTS: | AGENDAS: | MINUTES: | TESTIMONIES - Click Here |
|--|---|--|--|--|
| BILL 2 (2017) BILL 2 (2017), CD1 ORDINANCE 17-14 <i>(For Proposed Drafts, Click Here)</i> | CR-69 CR-102 | 01/25/17 - COUNCIL 02/09/17 - TRP 02/22/17 - COUNCIL 03/09/17 - TRP 03/22/17 - COUNCIL | 01/25/17 - COUNCIL 02/09/17 - TRP 02/22/17 - COUNCIL 03/09/17 - TRP 03/22/17 - COUNCIL | |

Voting Legend: * = Aye w/Reservations

| | | |
|----------|-----------------------------|--|
| 01/25/17 | COUNCIL | BILL PASSED FIRST READING AND REFERRED TO COMMITTEE ON ZONING AND HOUSING. 8 AYES: ANDERSON, ELEFANTE, FUKUNAGA, KOBAYASHI, MANAHAN, MARTIN, MENOR, OZAWA. 1 ABSENT: PINE. |
| | | CC-41 ANDERSON – BILL RE-REFERRED FROM COMMITTEE ON ZONING AND HOUSING TO COMMITTEE ON TRANSPORTATION AND PLANNING. |
| 02/09/17 | TRANSPORTATION AND PLANNING | CR-69 - BILL REPORTED OUT OF COMMITTEE FOR PASSAGE ON SECOND READING AND SCHEDULING OF A PUBLIC HEARING AS AMENDED IN CD1 FORM. |
| 02/11/17 | PUBLISH | PUBLIC HEARING NOTICE PUBLISHED IN THE HONOLULU STAR-ADVERTISER. |
| 02/22/17 | COUNCIL/PUBLIC HEARING | CR-69 ADOPTED. BILL PASSED SECOND READING AS AMENDED, PUBLIC HEARING CLOSED AND REFERRED TO COMMITTEE ON TRANSPORTATION AND PLANNING. 9 AYES: ANDERSON, ELEFANTE, FUKUNAGA, KOBAYASHI, MANAHAN, MARTIN, MENOR, OZAWA, PINE. |
| 03/01/17 | PUBLISH | SECOND READING NOTICE PUBLISHED IN THE HONOLULU STAR-ADVERTISER. |
| 03/09/17 | TRANSPORTATION AND PLANNING | CR-102 – BILL REPORTED OUT OF COMMITTEE FOR PASSAGE ON THIRD READING. |



Solution

Tracking Measures - HNLDOC Launch

[Home](#) / [Resolutions](#) / RES22-005

[RES22-005](#) [Tabbed View](#)

Measure Title: CONFIRMING THE NOMINATION OF DAWN B. SZEWCZYK, P.E., TO SERVE AS THE CHIEF ENGINEER OF THE DEPARTMENT OF FACILITY MAINTENANCE OF THE CITY AND COUNTY OF HONOLULU.

Date Introduced: Jan 5, 2022

Introduced By: TOMMY WATERS - By Request

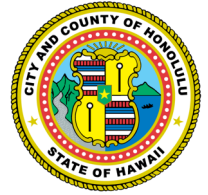
Committee: COUNCIL/PUBLIC HEARING (PH), PUBLIC INFRASTRUCTURE AND TECHNOLOGY (PIT)

Jump to: [Resolution Status](#) [Agendas, Committee Reports and Minutes](#) [Approved Versions and Proposed Drafts](#) [Related Communications](#)

Resolution Status

Voting Legend: * = Aye w/Reservations

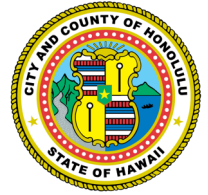
| Date | Type | Description |
|------------|---------|--|
| 01/05/2022 | INTRO | Introduced. |
| 01/14/2022 | PUBLISH | Public hearing notice published in the Honolulu Star-Advertiser. |
| 01/26/2022 | CCL/PH | Public hearing closed and referred to Committee. |
| 02/09/2022 | PIT | Reported out for adoption. CR-28 3 AYES: ELEFANTE, FUKUNAGA, TSUNEYOSHI 1 EXCUSED: TUPOLA |



Solution

Site Launch & Rebranding: 2019 - 2022

The screenshot shows the homepage of the Honolulu Records Collection (HNLDOC) website. At the top, there is a dark blue header with the city and county logo, the text "CITY AND COUNTY OF HONOLULU HONOLULU RECORDS COLLECTION", and an "OPEN BETA" badge. Below the header is a light blue banner with the text: "This site is currently in open beta. Please provide us with [feedback](#)." The main content area is titled "Search based on what you're looking for or browse the repository". It features two search sections: "Bill/Resolution Search" and "Document Search". The "Bill/Resolution Search" section includes a radio button for "Bills" (selected) and "Resolutions", a "Year(s)" dropdown menu set to "2022", a "Bill #" input field, a "Keyword(s)" input field, and a "Search Bills" button. The "Document Search" section includes a "Year(s)" dropdown menu set to "2022" and a "Document Type(s)" dropdown menu set to "-- Select Type --". To the right of the search sections is a "Browse Repositories" sidebar with a list of links: Bills, Resolutions, Ordinances, Agendas, Minutes, Committee Reports, and Communications. At the bottom right, there are two dark blue buttons: "Subscribe to Email Notifications" and "Help".



Solution

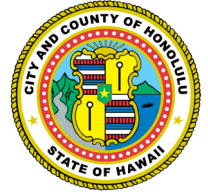
Site Launch & Rebranding – Rebranded 2023

The screenshot shows the homepage of the Honolulu Records Collection. At the top left is the Honolulu City Council logo. The main header reads "HONOLULU CITY COUNCIL | HONOLULU RECORDS COLLECTION". Below this is a navigation bar with three tabs: "Bill/Resolution Search" (selected), "Trending Items", and "Items of Interest". The main content area is titled "Search based on what you're looking for or browse the repository".

The "Bill/Resolution Search" section includes a sub-header "Bill/Resolution Search" with a "Clear all search fields" link. It features checkboxes for "Bills" and "Resolutions", both of which are checked. There is a "Year(s)" dropdown menu with "2023" selected and a "Measure #" input field. A "Keyword(s)" input field is also present. Below these is a link for "Advanced Search" and a "Search Measures" button. A "Clear all search fields" link is located at the bottom right of this section.

The "Document Search" section is partially visible at the bottom, with fields for "Year(s)" and "Document Type(s)" and a "Clear all search fields" link.

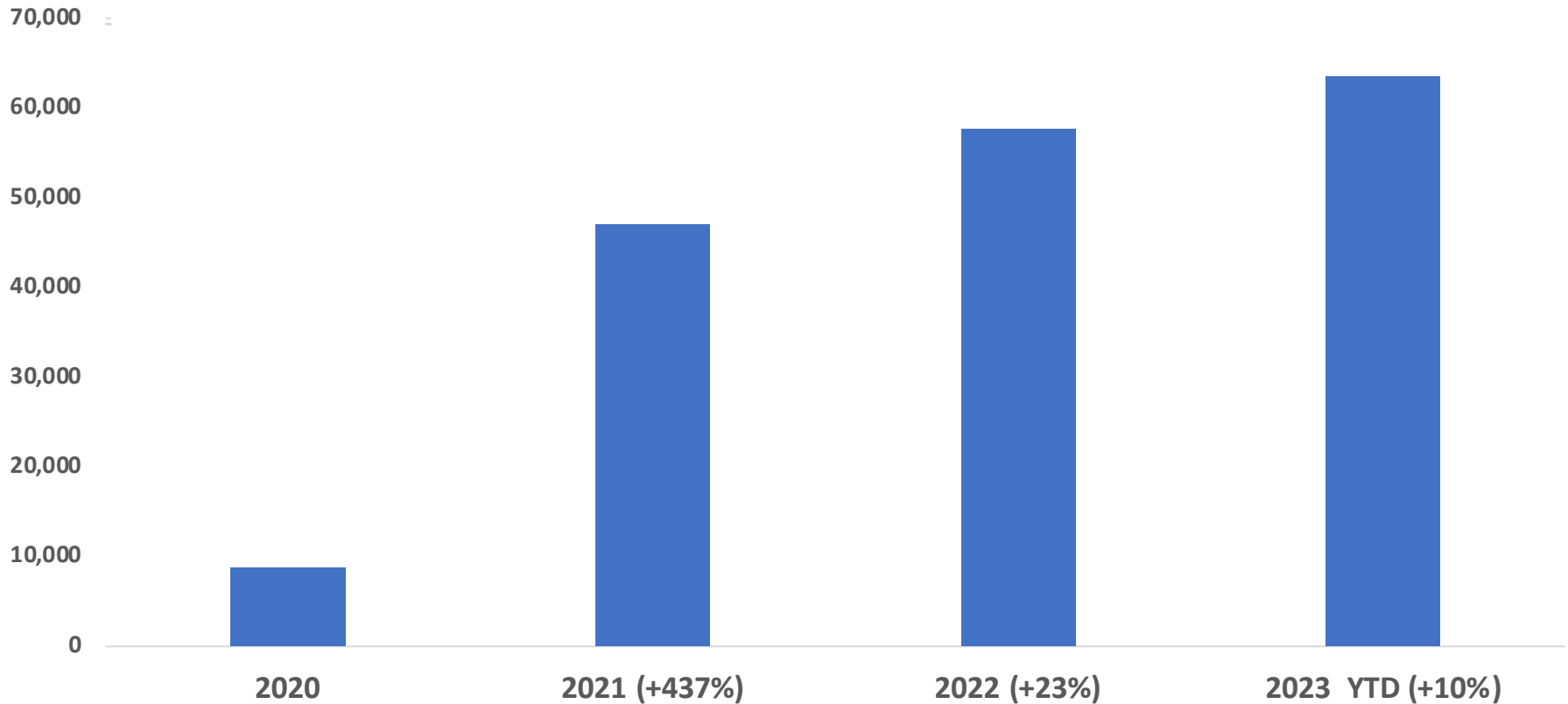
On the right side, there is a "Browse Repositories" section with a list of categories: Bills, Resolutions, Ordinances, Agendas, Minutes, Committee Reports, and Communications. At the bottom of this section are two buttons: "Subscribe to Email Notifications" and "Submit Testimony".

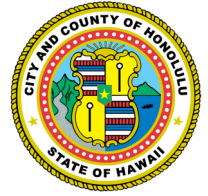


Metrics & Successes

Searches - Volume & Percent Change

by Year
2020 - 2023 YTD





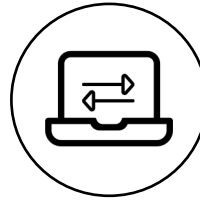
Metrics & Successes (continued)



61K

Users

Nov 2022 – Oct 2023

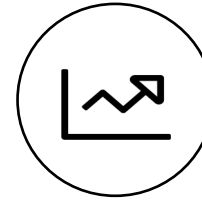


4.5

Average minutes

spent on the site

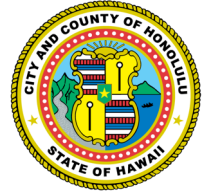
Nov 2022 – Oct 2023



668K

Views

Nov 2022 – Oct 2023



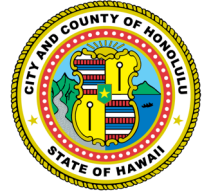
Metrics & Successes (continued)

Success Measures

- Reduction of public telephone assistance calls and email requests for assistance to the Council Assistance Section office
- Information searches conducted independently by novice users with minimal Council Information Helpdesk assistance
- Efficiency in processing/handling large quantities of document submissions
- New testimony available online promptly
- Notifications improve citizen engagement

Application Review

City and County of Honolulu – Honolulu Records Collection (HNLDOC)



Thank you

Tyler Hawaii

201 Merchant St, Suite 1805
Honolulu, HI 96813

