# Report to the Access Hawaii Committee

## Portal Program Updates | February 1, 2024

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## Highlights

### Single Sign-On Phase 2.2 Update

- This initiative is in support of the State's move to a Microsoft Azure Single Sign-On (SSO) solution for online services
- Phase 2.2 is currently in progress to migrate 80+ eHawaii.gov services to use the State's AD B2C login; expected completion in November 2024
  - Group 1 services completed in TEST in October 2023
  - Group 2 development in progress; development and testing to be completed in January 2024
  - Development and testing of Internal design/UI updates to be completed in January 2024
  - Two ETS memos distributed to State & County departments and to agency owners of Group 1 & 2 applications

### Honolulu Real Property Tax Payment Service - Interactive Voice Response Option

- Launch date: 1/2/24
- Allows caller to pay via credit card or check
- 24/7 access via local phone number
- Payment may be partial or full
- Confirmation text sent with link to payment receipt

### Waiʻānapanapa State Park Reservations

- Launch date: 11/30/23
- Reservation start: 1/1/2024
- Waiʻānapanapa State Park has been added to the existing DLNR State Parks Reservation System.
- The system provides hiking and parking reservations for individual visitors and PUC tour operators.
- Waiʻānapanapa State Park is the 3rd park in the system that launched with Diamond Head State Monument in January 2023, followed by ʻIao Valley State Monument in April 2023.

# Customer Service Summary
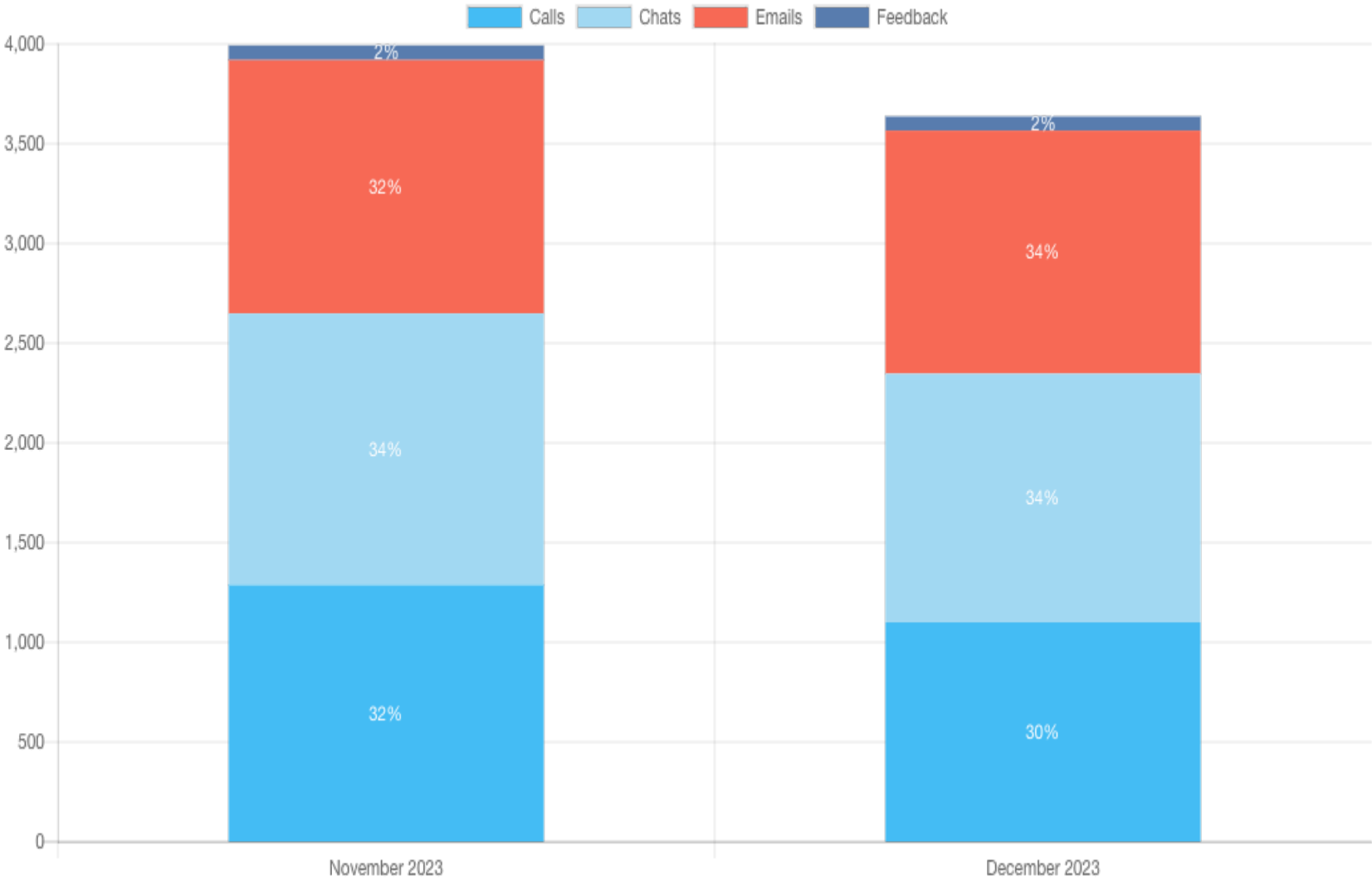


| Date | Calls | Chats | Emails | Feedback | Total |
|---|---|---|---|---|---|
| November 2023 | 1,287 | 1,362 | 1,271 | 73 | **3,993** |
| December 2023 | 1,100 | 1,247 | 1,219 | 71 | **3,637** |
| **Sub Total** | **2,387** | **2,609** | **2,490** | **144** | **7,630** |

# Top 10 Inquiries: November 2023 - December 2023

| Rank | Service | November | December | Total | Percent |
|---|---|---|---|---|---|
| 1 | Diamond Head Park Reservations | 369 | 552 | 921 | 12% |
| 2 | Medical Cannabis Registry* | 437 | 351 | 788 | 10% |
| 3 | Login Questions | 417 | 296 | 713 | 9% |
| 4 | Hawaii Compliance Express | 390 | 284 | 674 | 9% |
| 5 | State Camping | 320 | 264 | 584 | 8% |
| 6 | Professional Vocational Licensing | 273 | 244 | 517 | 7% |
| 7 | Vital Records Ordering System | 238 | 193 | 431 | 6% |
| 8 | Motor Vehicle Registrations | 165 | 123 | 288 | 4% |
| 9 | Non-Tyler Hawaii | 125 | 137 | 262 | 3% |
| 10 | Electronic Marriage Registration System | 151 | 109 | 260 | 3% |
| 11 | All Others | 1,108 | 1,084 | 2,192 | 29% |

Total Inquiries: 7,630
*includes login questions

# Financials: November 2023 - December 2023 (Unaudited)
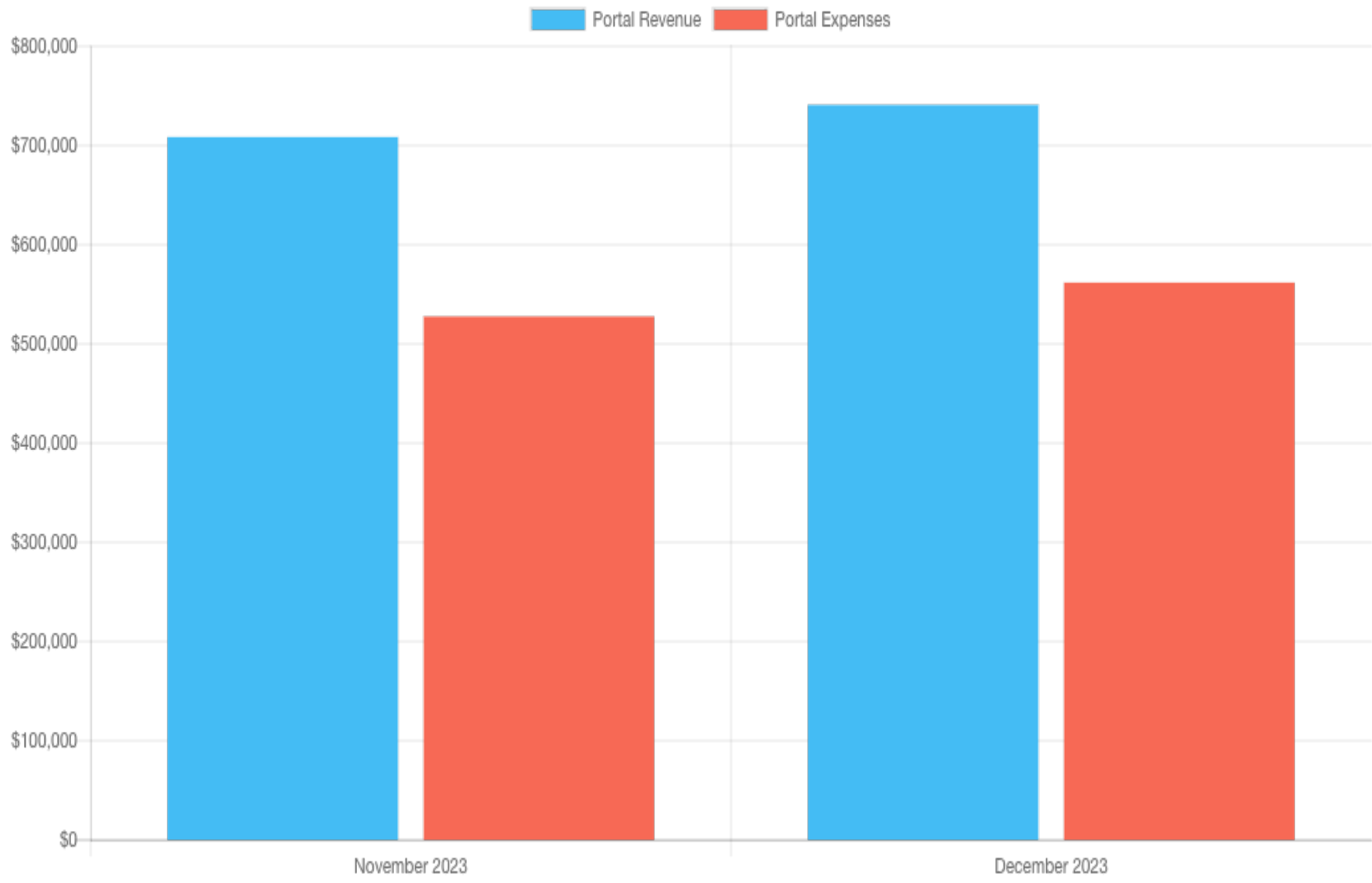


| Month and Year | Portal Revenue | Portal Expenses |
| --- | --- | --- |
| November 2023 | $708,488 | $527,634 |
| December 2023 | $740,929 | $561,836 |
| **Total** | **$1,449,417** | **$1,089,470** |

- **External Projects:** 2
- **External Revenue:** November 2023 $77,164, December 2023 $160,530
- **External Expenses:** November 2023 $69,447, December 2023 $144,477

# Looking Forward

- Portal Contract
- DBEDT Tax Credit Hub Phase II
- HTDC – Website Redesign

# Appendix

Supporting information covering the period July 1, 2023 – January 22, 2024.

## Press Releases (1)

**Honolulu Emergency Services Department Website Redesign Wins Silver W3 Award**

*November 2, 2023*

## Awards (2)

| Agency | Service | Award Name | Date Received |
|---|---|---|---|
| City and County of Honolulu – Honolulu Emergency Services Department | **Honolulu Emergency Services Department Website** | W3 Award – Silver Award | 10/19/23 |
| City and County of Honolulu – Honolulu Emergency Services Department | **Honolulu Emergency Services Department Website** | DotComm Award – Honorable Mention | 7/21/23 |

## New Services (2)

| Agency | Service | Description | Launch Date |
|---|---|---|---|
| Department of Land and Natural Resources – Division of Forestry & Wildlife | **Tree Seedling Payments** | This service will be used by DOFAW to charge customers for purchases of Tree Seedlings. Hawaii's State tree nurseries provide high-quality native, endangered, and windbreak trees and plants for both the public and DLNR out-plantings and reforestation projects. | 11/30/23 |
| Department of Business, Economic Development & Tourism – Creative Industries Division | **Tax Credit Hub** | Tax Credit Hub allows film production companies to apply for tax credits online and for the DBEDT staff to review the submissions, certify the tax credits, provide the final certification letter, and generate reports. | 10/25/23 |

## Service Upgrades (1)

| Agency | Service | Description | Launch Date |
|---|---|---|---|
| City and County of Honolulu – Honolulu Police Department (HPD) | **eBench Warrants Web Interface** | The existing eBW web service was enhanced to add Warrant Status, Bail Amount, and Ordered Date as query parameters so HPD can perform more targeted searches. | 10/12/23 |

## Retired Services (2)

| Agency | Service | URL | Retired Date |
|---|---|---|---|
| Tyler Hawaii | Hawaii Driver Record Correction Request form | N/A | 12/14/23 |
| Department of the Attorney General – Child Support Enforcement Agency (CSEA) | AG CSEA Interactive Website | csea.ehawaii.gov | 11/30/23 |

# Executed Agreements (5)

All signed agreements can be found in the **AHC document repository** .

| Agency | Service | Document | Signed Date |
|---|---|---|---|
| County of Hawaii | Police Department Website Redesign | SOW | 12/08/23 |
| Department of Land & Natural Resources – Hunter Education Division | Hunter Education Records and Management System | PCR | 10/23/23 |
| Department of Business, Economic Development & Tourism – Community-Based Economic Development | EZ Program Forms | PCR | 10/19/23 |
| County of Hawaii | Online and Payment Processing Services (MVR Renewals) | SOW Amendment 2 | 8/25/23 |
| Department of Business, Economic Development & Tourism – Hawaii Technology Development Corporation | HTDC Website Redesign | SOW | 8/15/23 |

# Conferences & Webinars Attended (3)

| Conference Name | Description | Dates Attended |
|---|---|---|
| Hawaii Annual Code Challenge | HACC connects our community and challenges Hawaii youth to creatively provide solutions for government and public interactions. Tyler participated both as a HACC sponsor and a challenge sponsor. | 10/21/23 – 11/18/23 |
| Women in Renewable Energy – Decarbonization of Hawaii | Panelists leading different strategies at the state and county level discussed the state's decarbonization plan and the policies needed to drive change in different sectors. | 10/23/23 |
| Hawaii Digital Government Summit | The Hawaii Digital Government Summit provided the opportunity for attendees to connect with peers from the government and industry sectors in-person to share ideas, best practices, and technology trends. | 9/25/23 |

# Unscheduled Downtime (2)

| Time | Duration | Affected Site(s) | Comments |
|---|---|---|---|
| 1/5/24 at 5:00 pm | 2d 22h | Motor Vehicle Registration Services | City & County of Honolulu mainframe outage |
| 7/24/23 at 4:20 pm | 35m | Annual Business Filings | Issue with the underlying Oracle database |

# Hawaii.gov Portal Web Analytics



**667,983 Visits**

**1 min 59 sec Average Visit Duration**
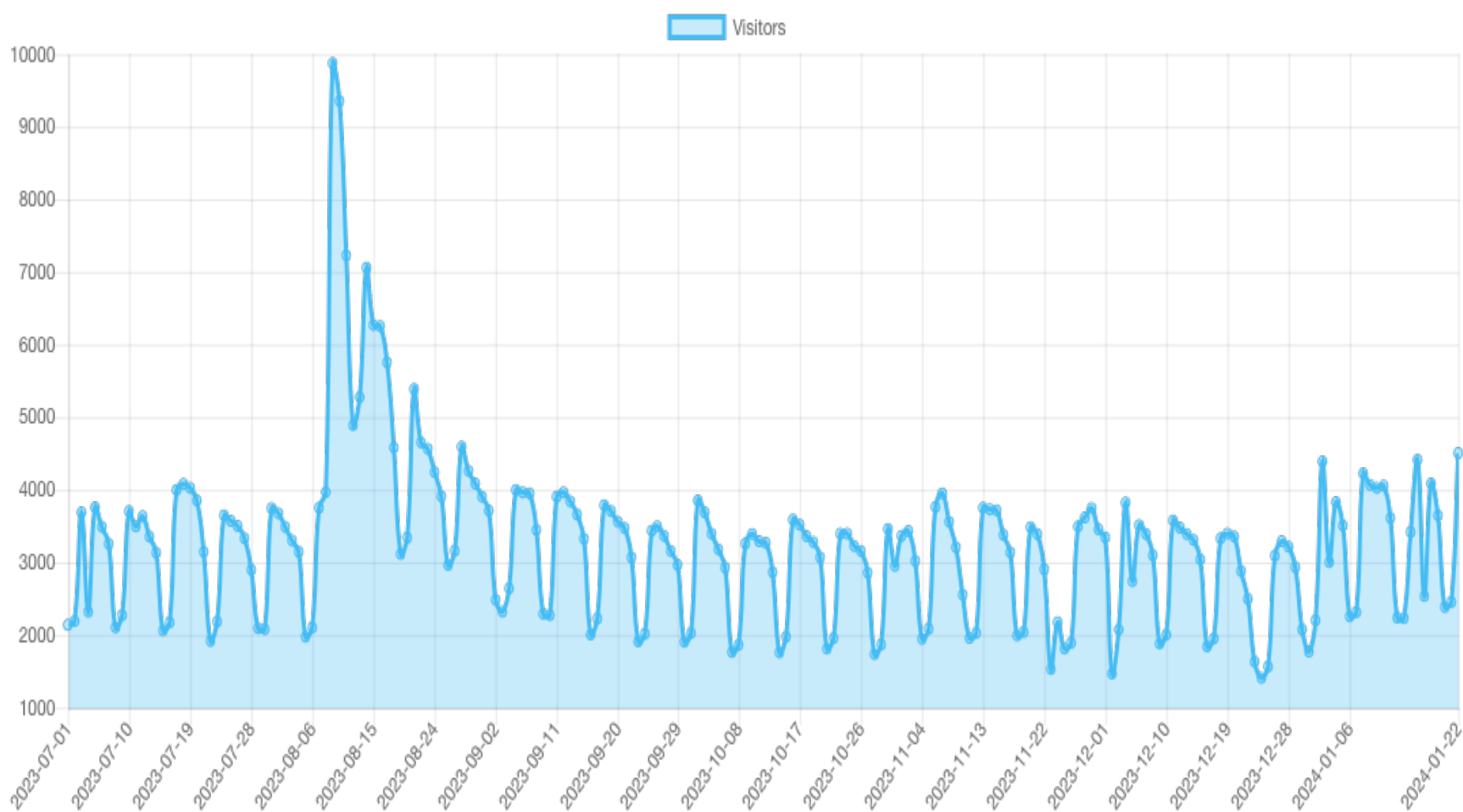
**806,290 Unique Page Views**

**49% Bounce Rate**