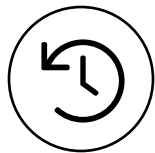


Department of Health, Disability and Communication Access Board (DOH, DCAB)
Disabled Parking Permit System
Application Review



CONTENT OUTLINE



Background



Challenges & Objectives



Solution



Metrics & Successes



Background

- Disabled Parking Permit System (DPPS) was launched in July 2015. This centralized disabled parking permit system allows staff to:
 - Administer the state-wide Parking Program for Persons with Disabilities
 - Process new and renewal applications for placards
- DCAB and County Users can:
 - Enter new applications
 - Process renewals
 - Issue placards and ID cards
 - Allow parking enforcement to search the database by entering a parking permit number



Challenges & Objectives

Challenges & Objectives

- A technology upgrade was needed to replace the unsupported FileMaker Pro System
- Paper applications, completed at satellite locations, led to inaccurate data
- Goal was to provide a centralized online system that would enable access by all processing partners (C&C of Honolulu, Neighbor Island Counties, Satellite Offices)
- All would have access to accurate and real-time data




Solution

- DPPS is an online single permitting system
 - Provides authorized users real-time access
 - Has permission-based roles for user management
 - Allows direct, accurate permit issuance by County Satellite offices
 - Name search capability reduces risk of duplicate records
 - Reduced workload for DCAB users
- Law enforcement access ensures enforcement of rules
- Rule changes allowed system expansion, such as a new permit type
 - Established fee exempt green placard in 2021
 - Made physician assistants a certifying body in 2022
 - Added 'X' as gender option to remain consistent with driver's licenses in 2023
- Payments handled directly by locations




Solution

 [Home](#) [Admin Tools](#) [Tech Support](#) [Log Out](#)

Disabled Parking Permit System

Hawaii State Department of Health



Welcome **Jing Xu**

Applicant Search

Enter at least the last name to search.

Search by: Last Name:

Equals

Search by: First Name:

Equals

Permit Search

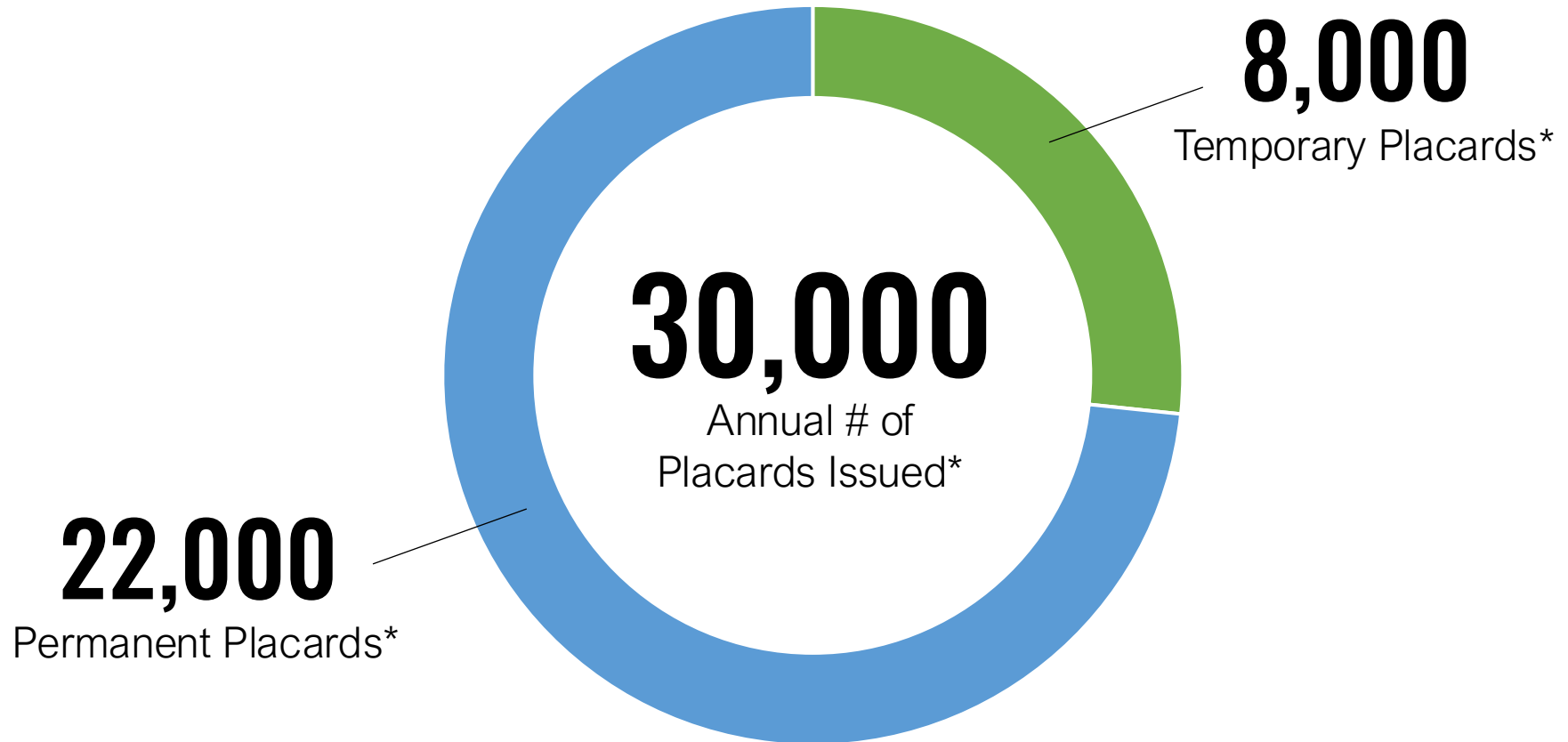
Enter a permit number to search.

Search by: Permit #:

Equals



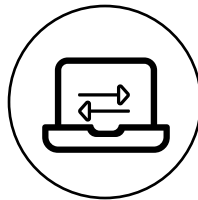
Metrics & Successes



*July 2023 – June 2024

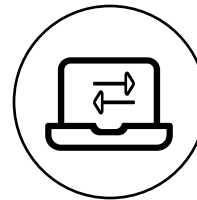


Metrics & Successes



~300K

Total Placards
Processed
2015 - 2024



300+

Number of Users
DOH + Counties
2024

DCAB – Disabled Parking Permit System
Application Review



Mahalo!