

# Report to the Access Hawaii Committee

Portal Program Updates | October 3, 2024

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## Highlights

### Department of the Attorney General, Civil Recoveries Division - Online Auction

- Launched 9/12/24
- Users can view a wide selection of auction items anytime, from anywhere
- Seamless bidding experience; realtime notifications, secure online payments
- Easy Auction Management of dates, item descriptions, pricing for admins

### Department of Land and Natural Resources, Hunter Education Division - Hunter Ed

- Launched 7/25/24
- Previous display of all hunts in one table made it harder for users to find open hunts
- Separated open hunts from those in progress
- Users can now quickly find and apply for open hunts

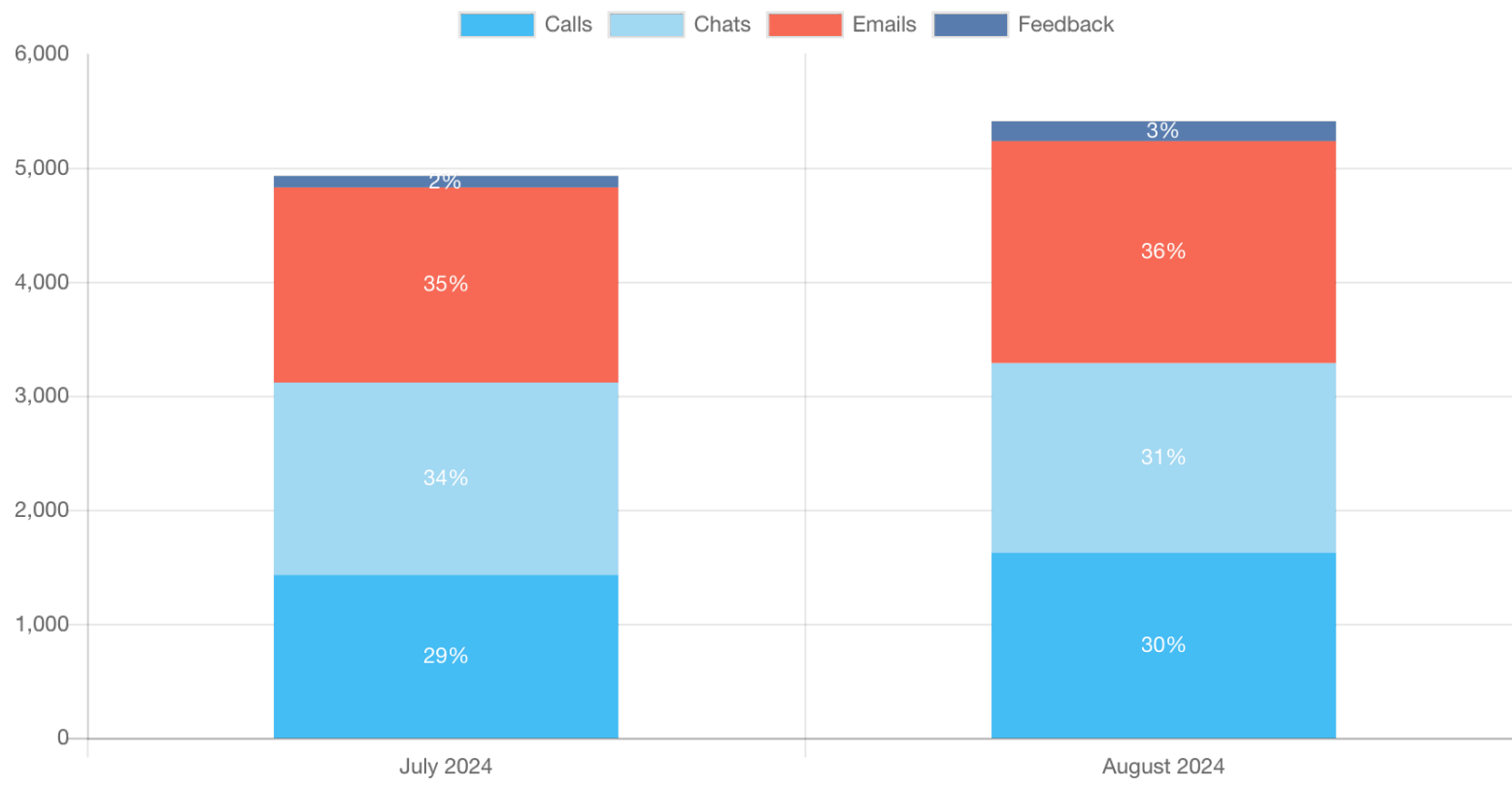
### Judiciary - District Court Judge Evaluations

- Online 9/3/24 - 9/27/24
- The online judge evaluation provides attorneys with a convenient and easy method to complete the evaluation of 10 district court judges
- This online process results in a higher response rate

### Single Sign-On Phase 2.2 Update

- This initiative is in support of the State's move to a Single Sign-On (SSO) solution for online services
- Phase 2.2 is currently in progress to migrate 80+ [eHawaii.gov](https://www.hawaii.gov) services to use the State's SSO login; expected completion in February 2025
  - 54 services completed in test environment
  - Group 4 (14 services) development in progress; expected completion in October 2024
  - ForgeRock Ping Identity authentication development complete; testing in progress

# Customer Service Summary



Date	Calls	Chats	Emails	Feedback*	Total
July 2024	1,431	1,688	1,712	101	<b>4,932</b>
August 2024	1,627	1,662	1,948	174	<b>5,411</b>
<b>Sub Total</b>	<b>3,058</b>	<b>3,350</b>	<b>3,660</b>	<b>275</b>	<b>10,343</b>

\*Requests for assistance

## Top 10 Inquiries: July 2024 - August 2024

Rank	Service	July	August	Total	Percent
1	Vital Records Ordering System	468	540	1,008	10%
2	Diamond Head Park Reservations	504	469	973	9%
3	Medical Cannabis Registry*	418	477	895	9%
4	Hawaii Compliance Express	427	424	851	8%
5	Login Questions	352	373	725	7%
6	State Camping	423	300	723	7%
7	Real Property Tax	191	487	678	7%
8	Miscellaneous	198	251	449	4%
9	Professional Vocational Licensing	150	186	336	3%
10	Electronic Marriage Registration System	163	167	330	3%
11	All Others	1,638	1,737	3,375	33%

Total Inquiries: 10,343

\*includes login questions

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# CXSuite

## Customer Experience Feedback

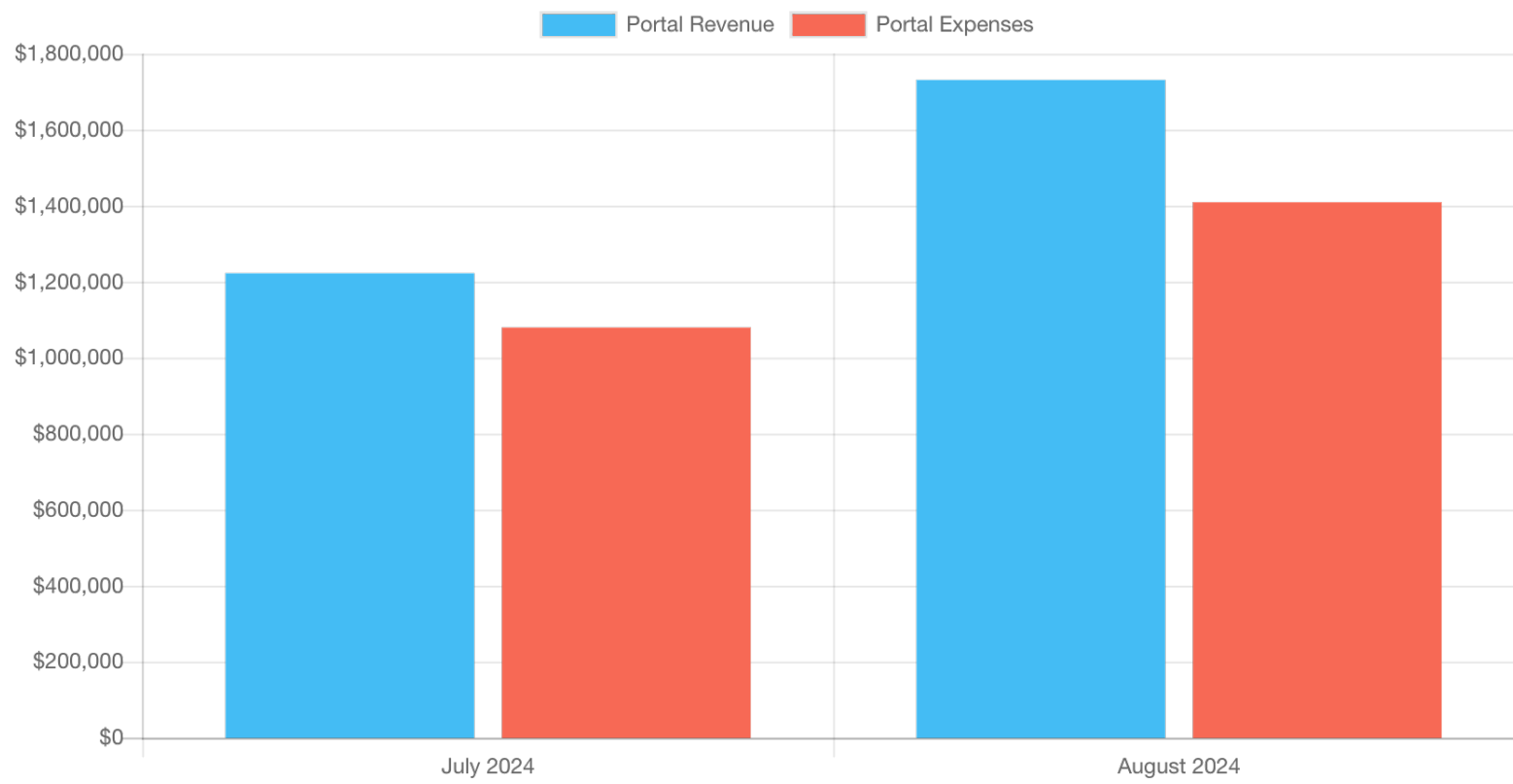
**11,391** Feedback submissions



### Feedback Submissions by Month

Month	Positive	Neutral	Negative
July 2024	3,971	314	242
August 2024	5,715	709	440

# Financials: July 2024 - August 2024 (Unaudited)



Month and Year	Portal Revenue	Portal Expenses
July 2024	\$1,223,310.12	\$1,080,454.49
August 2024	\$1,732,040.17	\$1,410,125.65
<b>Total</b>	<b>\$2,955,350.29</b>	<b>\$2,490,580.14</b>

- **External Projects: 2**
- **External Revenue:** July 2024 \$42,303.88, Aug 2024 \$24,951.83
- **External Expenses:** July 2024 \$38,073.49, Aug 2024 \$22,456.65

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## Looking Forward

- County of Hawaii – Transient Accommodations Tax Payments
- County of Hawaii – Police Department Website Redesign

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# Appendix

Supporting information covering the period July 1, 2024 – June 30, 2025.

## Press Releases

No Press Releases at this time.

## Awards

Agency	Service	Award Name	Date Received
N/A	N/A	N/A	N/A

## New Services (2)

Agency	Service	Description	Launch Date
Department of the Attorney General	<a href="#">AG Online Auction</a>	The Attorney General Civil Recoveries Division's Asset Forfeiture Program has transitioned from traditional in-person auctions to an innovative online auction platform, making it easier for the public to participate and bid on seized assets.	9/12/24
Judiciary	Judicial District Court Judge Evaluation	The online judge evaluation provides attorneys with a convenient and easy method to complete the evaluation of 10 district court judges. This online process results in a greater response rate.	9/3/24 – 9/27/24

## Service Upgrades (1)

Agency	Service	Description	Launch Date
Department of Land & Natural Resources – Hunter Education	<a href="#">HunterEd Application</a>	Upgrade allowed the public to more easily select hunts accepting applications (open hunts) versus selecting hunts already in progress.	7/25/24

## Retired Services

Agency	Service	Retired Date
N/A	N/A	N/A

## Executed Agreements (3)

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

Agency	Service	Document	Signed Date
Department of Business, Economic Development, & Tourism – Business Development & Support Division	Website Services	SOW Amendment	9/23/24
County of Hawaii – Department of Finance	Transient Accommodations Tax Payments	SOW	8/26/24
City and County of Honolulu – Office of the County Clerk	Legislative Document Access	SOW Amendment	8/2/24



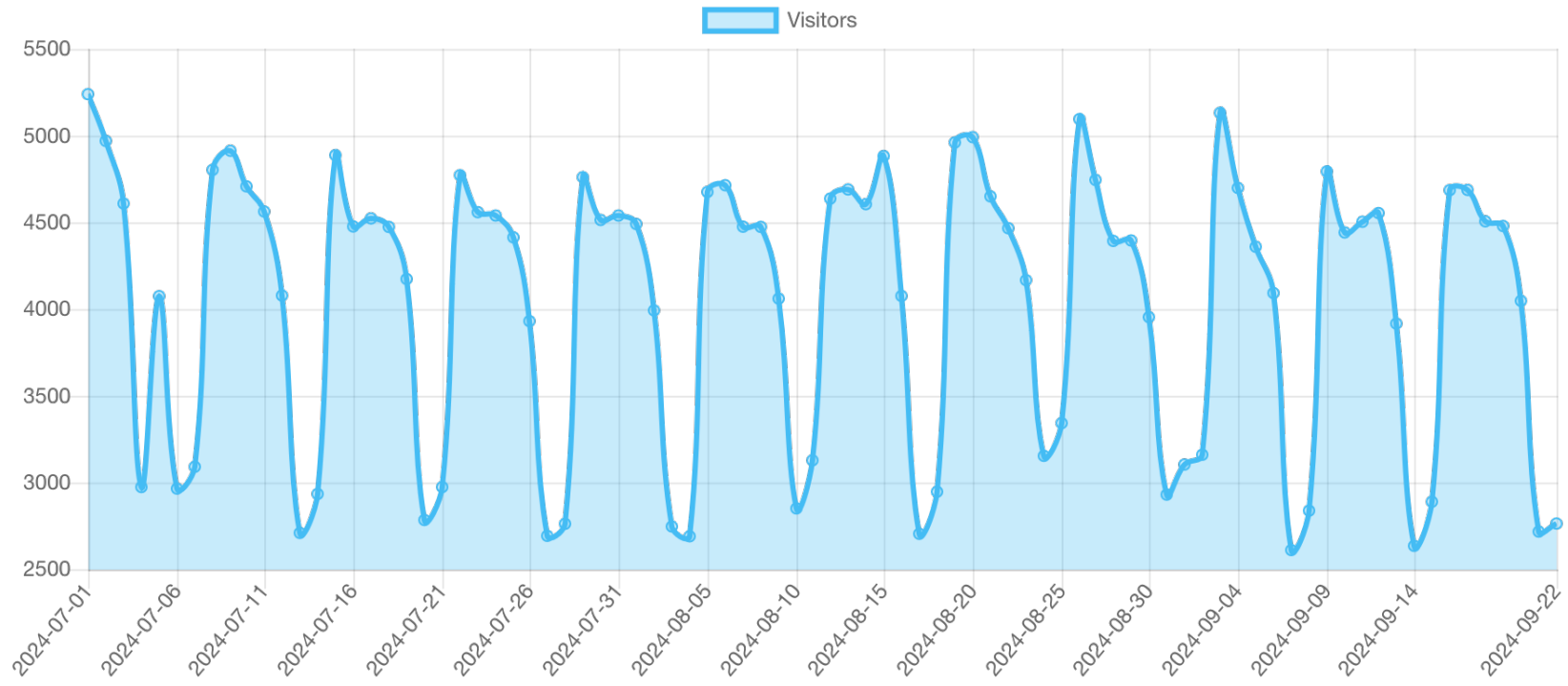
## Conferences & Webinars Attended (1)

Conference Name	Description	Dates Attended
Hawaii AI & Cloud Innovation Summit	This event brought together leaders and workers from Hawaii's public, private, defense, and non-profit sectors to explore how AI can change economies, businesses, and everyday life.	8/21/2024

## Unscheduled Downtime (1)

Time	Duration	Affected Site(s)	Comments
7/9/24 at 7:57 pm	10m	Various Services	Amazon Web Services Cloud Application Server Failure – Server automatically restarted onto new hardware and web services were online

# Hawaii.gov Portal Web Analytics



 **338,095 Visits**

 **397,041 Unique Page Views**

 **5 min 9 sec Average Visit Duration**

 **48% Bounce Rate**