

Report to the Access Hawaii Committee

Portal Program Updates | April 3, 2025

Activity Recap

Department of Transportation - Online Auction

- Launched 3/24/25
- Upgrade to existing Auction website
- Special features include:
 - New look
 - Re-Auction feature
 - Admin user can cancel bids
 - Ability to add link to video

State Procurement Office - Online Auction

- Launched 3/24/25
- Upgrade to existing Auction website
- Special features include:
 - New look
 - Re-Auction feature
 - Admin user can cancel bids
 - Ability to add link to video

County of Kauai - Department of Water Website Redesign

- Launch date: 3/24/25
- Built in WordPress
- Special features include:
 - A dedicated page for service outages
 - Water conservation tips
 - Water quality reports
 - FAQs

County of Hawaii – Transient Accommodations Tax Payments

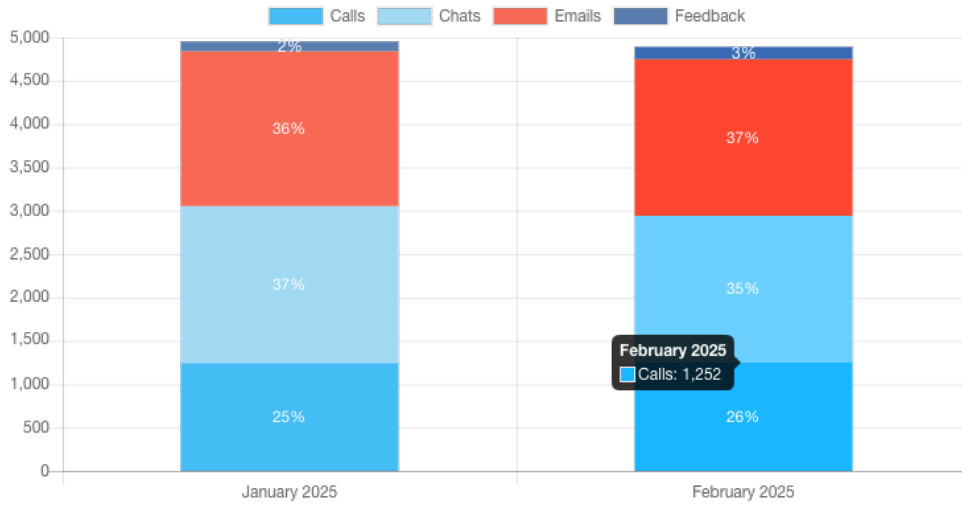
- Launch date: 1/13/25
- Benefits to users include:
 - Flexible payment options
 - Easy access to payment history

- User-friendly interface
- Payment reconciliation using Hawaii Standard Time

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
 - All SSO integration changes completed in test environment for portal services
 - Customer Support contract executed
 - SSO go live on track for April 6, 2025

Customer Service Summary



| Date | Calls | Chats | Emails | Feedback* | Total |
|------------------|--------------|--------------|--------------|------------|--------------|
| January 2025 | 1,244 | 1,808 | 1,785 | 114 | 4,951 |
| February 2025 | 1,252 | 1,690 | 1,803 | 144 | 4,889 |
| Sub Total | 2,496 | 3,498 | 3,588 | 258 | 9,840 |

*Requests for assistance

Top 10 Inquiries: January 2025 - February 2025

| Rank | Service | January | February | Total | Percent |
|------|--------------------------------|---------|----------|-------|---------|
| 1 | Vital Records Ordering System | 592 | 572 | 1164 | 12% |
| 2 | Diamond Head Park Reservations | 486 | 500 | 986 | 10% |
| 3 | Login Questions | 392 | 358 | 750 | 8% |
| 4 | Hawaii Compliance Express | 364 | 348 | 712 | 7% |
| 5 | State Camping | 362 | 337 | 699 | 7% |
| 6 | Medical Cannabis Registry* | 375 | 318 | 693 | 7% |
| 7 | Real Property Tax | 134 | 350 | 484 | 5% |
| 8 | Miscellaneous | 214 | 217 | 431 | 4% |
| 9 | Employee Retirement System | 181 | 180 | 361 | 4% |
| 10 | Non-Tyler Hawaii | 157 | 142 | 299 | 3% |
| 11 | All Others | 1,694 | 1,567 | 3,261 | 33% |

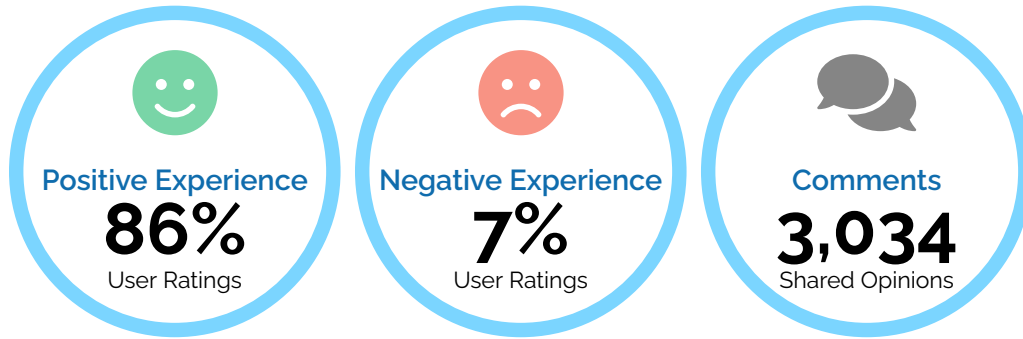
Total Inquiries: 9,840

*includes login questions

CXSuite

Customer Experience Feedback

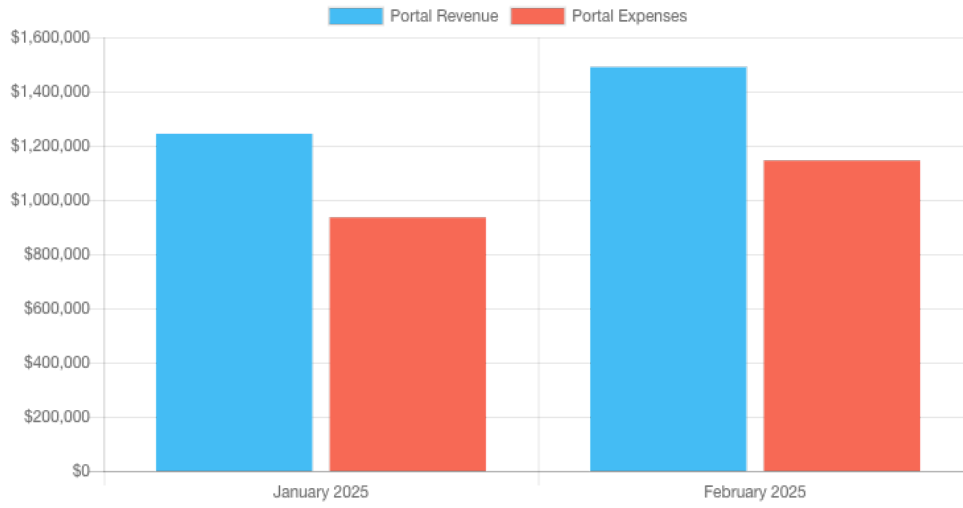
8,837 Feedback submissions



Feedback Submissions by Month

| Month | Positive | Neutral | Negative |
|---------------|----------|---------|----------|
| January 2025 | 3,216 | 199 | 233 |
| February 2025 | 4,365 | 448 | 376 |

Financials: January 2025 - February 2025 (Unaudited)



| Month and Year | Portal Revenue | Portal Expenses |
|----------------|-----------------------|-----------------------|
| January 2025 | \$1,243,964.42 | \$935,387.68 |
| February 2025 | \$1,489,997.07 | \$1,145,358.46 |
| Total | \$2,733,961.49 | \$2,080,746.14 |

- **External Services: 10**
- **External Revenue:** January 2025 \$158,003, February 2025 \$162,244
- **External Expenses:** January 2025 \$142,202, February 2025 \$146,020

Looking Forward

- SSO Implementation
- Department of Transportation – Airport Payments
- Honolulu Legislative Documents
- Motor Vehicle Renewals – Road Usage

Appendix

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

Press Releases (1)

[Hawaii Police Department Launches Redesigned Website](#)

November 13, 2024

Awards (2)

| Agency | Service | Award Name | Date Received |
|--|---|----------------------------------|---------------|
| Department of Business, Economic Development, & Tourism – Hawaii Technology Development Corporation (HTDC) | HTDC Website Redesign | Horizon Interactive Award – GOLD | 1/21/25 |
| County of Hawaii, Police Department | Hawaii Police Department Website Redesign | Global Excellence Award – GOLD | 12/02/24 |

New Services (6)

| Agency | Service | Description | Launch Date |
|---------------------------------------|--|---|-------------|
| County of Kauai | County of Kauai Department of Water Website Redesign | This project was to redesign the Kauai Department of Water website in the content management system WordPress. | 3/24/25 |
| County of Hawaii | County of Hawaii Transient Accommodations Tax Payments | The new online TAT payment system allows guest and logged-in users to make payments and access their history seamlessly. The agency can also export reports to improve operational efficiency. | 1/13/25 |
| County of Kauai, Solid Waste Division | County of Kauai Commercial Refuse Payments | This service allows County of Kauai Commercial Refuse customers to review their invoices, complete payments, and track their payment history online. | 11/18/24 |
| County of Hawaii, Police Department | Police Website Redesign | This was a redesign of the Hawaii County Police Department website in the content management system WordPress. | 11/12/24 |
| Department of the Attorney General | AG Online Auction | 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 |

| Agency | Service | Description | Launch Date |
|-----------|--|--|------------------|
| 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 (4)

| Agency | Service | Description | Launch Date |
|---|--------------------------------------|--|-------------|
| Department of Transportation | DOT Online Auction | Upgrade improves look and feel of site, as well as adding auction management features | 3/24/25 |
| Hawaii State Procurement Office | SPO Online Auction | Upgrade improves look and feel of site, as well as adding auction management features | 3/24/25 |
| Department of Land & Natural Resources – Hunter Education | HunterEd Application | Upgrade improves accuracy of duplicate hunter reports. | 10/17/24 |
| Department of Land & Natural Resources – Hunter Education | HunterEd Application | Upgrade allowed the public to more easily select hunts accepting applications (open hunts) versus selecting hunts already in progress. | 7/25/24 |

Retired Services (2)

| Agency | Service | Retired Date |
|---|--|--------------|
| Department of Land and Natural Resources, Division of State Parks | Special Use Permits System | 3/3/25 |
| Office of the Attorney General, Hawaii Criminal Justice Data Center | Sex Offender Information Management System | 11/22/24 |

Executed Agreements (7)

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

| Agency | Service | Document | Signed Date |
|---|--|------------------------|--------------------|
| Department of Accounting & General Services – State Procurement Office | Online Auction System | SOW Amendment | 12/30/24 |
| Department of Transportation – Airports Division | Online Auction System | SOW Amendment | 12/30/24 |
| Department of Transportation – Airports Division | Payment Processing | SOW | 1/7/25 |
| Department of Land & Natural Resources – Hunter Education Division | Hunter Education Records and Management System | Project Change Request | 10/1/24 |
| 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 |

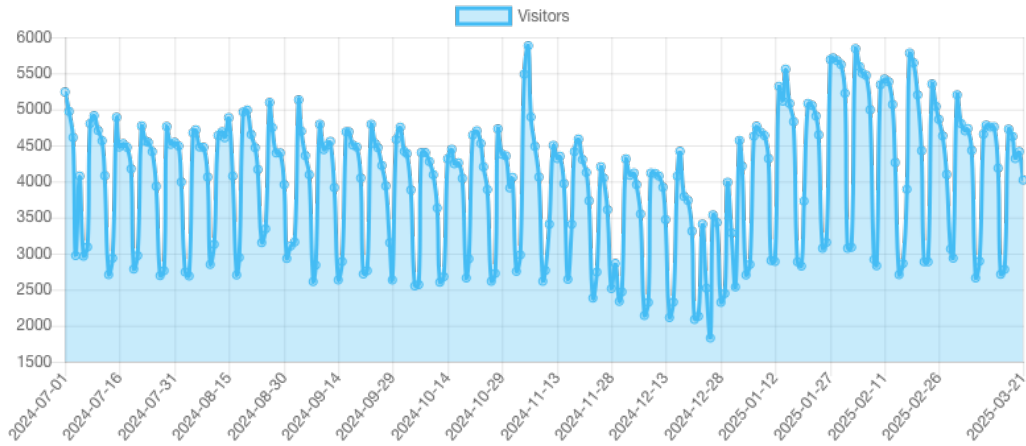
Conferences & Webinars Attended (4)

| Conference Name | Description | Dates Attended |
|-------------------------------------|---|-------------------------|
| Hawaii Digital Government Summit | The Hawaii Digital Government Summit provides the opportunity for attendees to connect with peers from the government and industry sectors in-person to share ideas, best practices, and technology trends. | 12/4/2024 |
| 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. | 10/12/2024 – 11/16/2024 |
| State Procurement Conference | The event featured engaging speakers, introduction of SPO staff, and valuable networking opportunities. Tyler met state and county agency attendees and discussed ways to help meet their needs. | 10/30/2024 |
| 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



 **1,050,499 Visits**

 **1,239,892 Unique Page Views**

 **4 min 48 sec Average Visit Duration**

 **47% Bounce Rate**