

# Office of the Lieutenant Governor

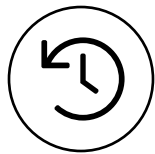
## Name Change Web Service

### Application Review

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#### CONTENT OUTLINE



## Background



## Challenges & Objectives



## Solution



## Metrics & Successes



## Background

- The Office of the Lt. Governor manages name change requests from Hawaii residents. Name change requests are administratively handled, unlike all other states, which go through courts.
  - Users provide their name history and other information
  - Users prepare Petition, Notice, Order, and name history documents and provide these to the Lt. Governor's office
- Lt. Governor Staff
  - Reviews submissions and returns them for correction as needed
  - Takes in notarized copies of the documents, affidavits, and tracks progress
  - Guides submitters through the process by approving documents, and confirming readiness for acceptance at the Bureau of Conveyances
- The Name Change online service was launched in March 2014



# Challenges & Objectives

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## Challenges

- This is a complex, multi-step process
- Previously entirely paper-based application and flow
- User's handwritten/typed & corrected entries were difficult to read and slowed process
- Tracking of user submissions and status was difficult
- Offline collection of payments

## Objectives

- An online system that enabled:
  - Intake of data and payments for multiple forms
  - Search, review, upload and tracking of user submissions
  - Online return of documents for corrections
  - Automated status notifications sent to submitters





## Solution


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- Those requesting a name change can:
  - Select from multiple form options
  - Provide all the information needed online, at the start of the process
  - Pay for the service
  - Download documents and submit for review
  - See messages regarding any needed updates, and resubmit at no charge
  - View status and information in real-time throughout the process
- The Lt. Governor's Staff can:
  - Review easy to read Petition, Notice, and Order documents – reducing review time by half compared to paper documents, with fewer errors
  - Electronically return online versions to users for corrections
  - View stored review notes
  - Rely on step-by-step tracking as the petition flows through the process
  - Easily manage payments



# Solution

 Live Chat More 

 Lt. Governor of the State of Hawai'i  
**Sylvia Luke**

**Name Change Application**

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## Name Change Application

Initiate your application for a name change here. There is a \$50.00 filing fee, \$1.00 archive fee, and a \$5.00 service fee per petition submitted. All fees are non-refundable.

Additional fees will include: publication fee (starting at \$204.19) and registration fee (\$41).

Name change eligibility:

- Only Hawaii residents are eligible for a name change granted by the Lieutenant Governor of the State of Hawaii.
- For active duty military personnel, submit your application using your physical Hawaii address. You may use a PO box for your self-addressed, stamped envelopes.

A name change is not necessary if:

- You are a Hawaii resident who was married in the State of Hawaii and declared on your Marriage Certificate that you will be taking your spouse's name.
- You are divorced and your Divorce Decree stipulates resumption of a maiden name or previous name.

PROCESSING TIMES MAY VARY: Petitions are reviewed in the order they are received. The process to change your name may take 8 to 12 weeks.

For more information, [learn more about the online application](#), [download printable instructions](#) and [watch the video](#).

[Log In](#) [Name Change Video](#)

[Retrieve Password](#) [Sign Up](#) [Sign Up Video](#)

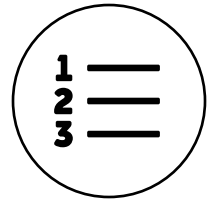


## Metrics & Successes (cont'd.)

- Lt. Governor's office continues to improve the Name Change process with Tyler Hawaii
  - Added form to allow name change for a minor by parents
  - Improved functionality for user, admin
  - Revised site text
  - Clarified Instructions PDF
  - Improved Checklist PDF
  - Updated Email Notifications
  - Refreshed site look to reflect Lt. Governor site <https://ltgov.hawaii.gov/>
  - Added Satisfaction question on last page
    - 87.5% positive experience 2024 – 2025 to date
    - 'Doing things online is so much more convenient!!'

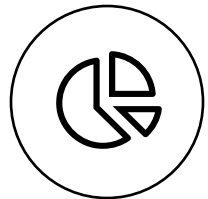


# Metrics & Successes



**1,176**

Average Number of Submissions / Year



**96%**

Percent of Submissions done online  
*July – Dec 2024 - up from 87% July – Dec 2023*



**12,941**

Submissions, *March 2014 – December 2024*



**\$647,923**

LG Revenue, *March 2014 – December 2024*

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Mahalo!