

Report to the Access Hawaii Committee

Portal Program Updates | June 5, 2025

Activity Recap

Hawaii Library Website Redesign

- Launch date: 05/27/25
- Hawaii State Public Library System worked with another vendor to create a new logo and brand story
- Tyler collaborated with the vendor who provided a styleguide and a mockup used as inspiration to update the site look and feel

Family Court - Judge Evaluation

- Launch date: 05/06/25
- Benefits to agency
 - Supports the Judiciary's commitment to improving judicial performance
 - Provides judges with constructive feedback for professional development
 - Ensures a confidential and unbiased evaluation process via a third-party (Tyler Hawaii)
- Benefits to users
 - Offers attorneys a structured opportunity to share their direct experiences with judges
 - Enhances transparency and accountability within the judicial system
 - Encourages meaningful participation in shaping judicial performance

Honolulu Legislative Document Access

- Launch date: 05/01/25
- New notification to track specific measures, access to pre-formatted reports, and improved search result displays for the public
- Reports on testimony, customized reports on measures for Council members and staff
- Enhanced document management and tracking for admins

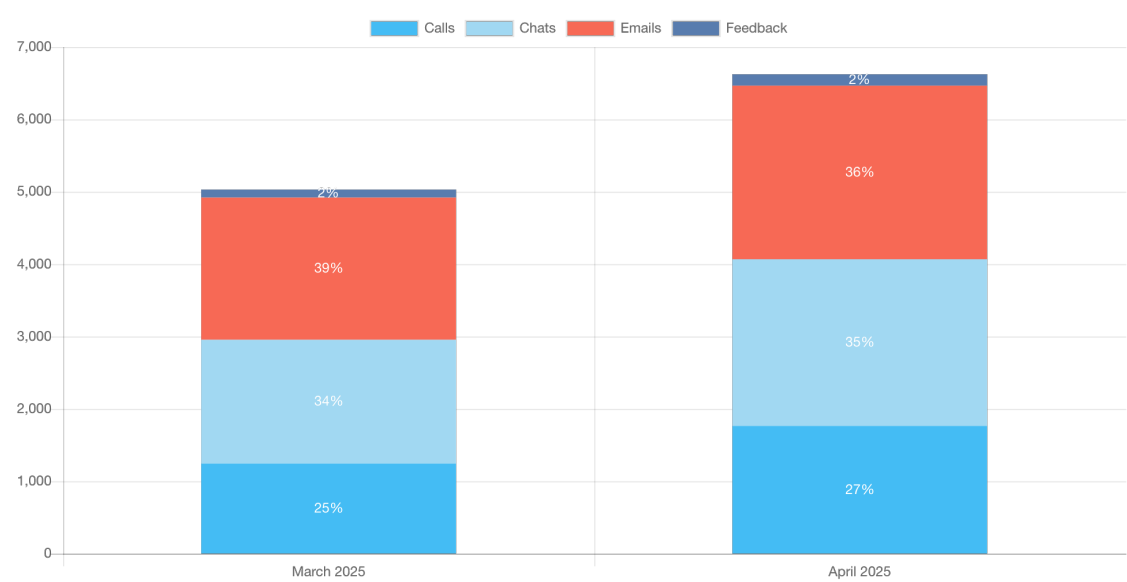
Single Sign-On Phase 2.2 Update

- Launch date: 04/06/25
- Eliminates the need for multiple usernames and passwords to access digital services offerings across state and county services using one account

Invest Hawaii Website Redesign

- Launch date: 03/25/25
- Collaborated with another vendor, Becker Communications, to launch a new version of the invest.hawaii.gov website
- Highlights include:
 - Directory of Hawaii made products so users can support local
 - Incentives and programs to support small businesses
 - Exporting programs to help local businesses expand beyond Hawaii
 - Event calendar for seminars and trade shows

Customer Service Summary



Date	Calls	Chats	Emails	Feedback*	Total
March 2025	1,244	1,710	1,965	111	5,030
April 2025	1,764	2,303	2,399	157	6,623
Sub Total	3,008	4,013	4,364	268	11,653

*Requests for assistance

Top 10 Inquiries: March 2025 - April 2025

Rank	Service	March	April	Total	Percent
1	Vital Records Ordering System	634	821	1455	12%
2	Diamond Head Park Reservations	611	473	1084	9%
3	Hawaii Compliance Express	415	581	996	9%
4	MyHawaii Single Sign On*	0	839	839	7%
5	State Camping	400	394	794	7%
6	Medical Cannabis Registry**	361	401	762	7%
7	Miscellaneous	178	445	623	5%
8	Login Questions	345	89	434	4%
9	Employee Retirement System	163	257	420	4%
10	Waiānapanapa Park Reservations	181	123	304	3%
11	All Others	1,609	2,142	3,751	34%

Total Inquiries: 11,653

*released April 6th

**includes login questions from March and April 1st-5th

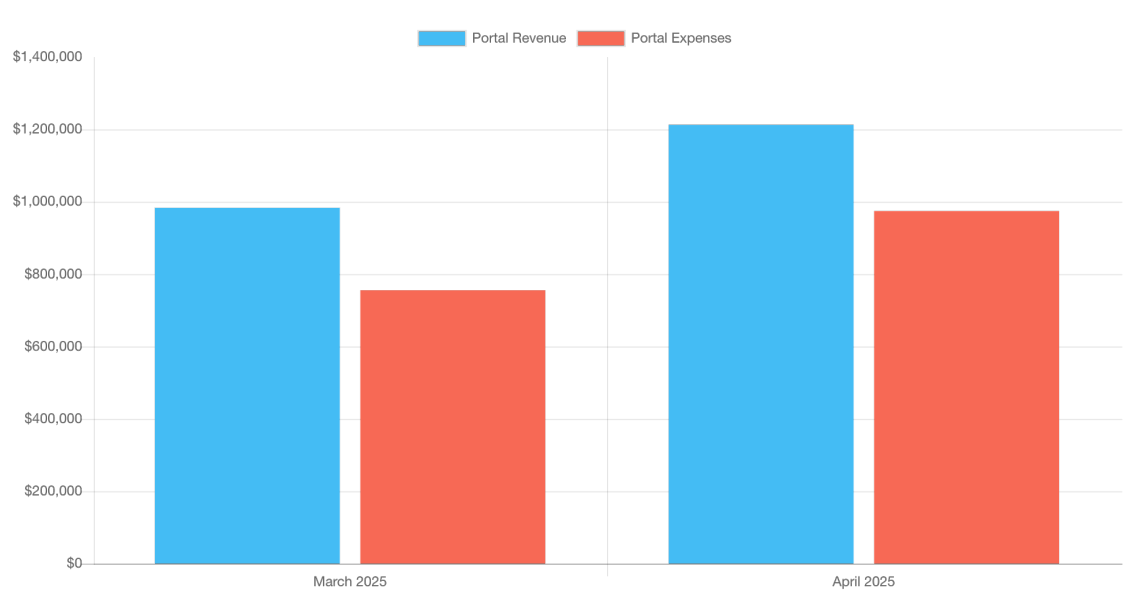
5,209 Feedback submissions



Feedback Submissions by Month

Month	Positive	Neutral	Negative
March 2025	1,662	148	375
April 2025	2,355	198	471

Financials: March 2025 - April 2025 (Unaudited)



Month and Year	Portal Revenue	Portal Expenses
March 2025	\$983,208.63	\$755,475.07
April 2025	\$1,212,762.2	\$974,341.28
Total	\$2,195,970.83	\$1,729,816.35

- **External Services: 12**
- **External Revenue:** March 2025 \$165,644, April 2025 \$255,061
- **External Expenses:** March 2025 \$149,080, April 2025 \$229,555

Looking Forward

Project Adoption Rates:

- Kauai Real Property Tax Revenue: FY2024 Adoption Rate – 31%
- County of Hawaii Liquor License Renewals: FY24 Adoption Rate – 35%

Upcoming:

- State Procurement Wizard Website Updates
- Department of Transportation – Airport Payments
- Motor Vehicle Renewals – Road Usage

Appendix

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

Press Releases (4)

HTDC Website Recognized at the 31st Annual Communicator Awards

May 14, 2025

Introducing myHawaii: Hawaii's New Digital Identity Platform

May 9, 2025

Hawaii Police Department Website Wins Two Awards for Redesign

April 28, 2025

Hawai'i Police Department Launches Redesigned Website

November 13, 2024

Awards (4)

Agency	Service	Award Name	Date Received
Department of Business, Economic Development, & Tourism, Hawaii Technology Development Corporation (HTDC)	HTDC Website Redesign	Communicator Award – Award of Distinction	05/14/25
County of Hawaii, Police Department	Hawaii Police Department Website Redesign	Hermes Award – GOLD	04/16/25
Department of Business, Economic Development, & Tourism, Hawaii Technology Development Corporation (HTDC)	HTDC Website Redesign	Horizon Interactive Award – GOLD	01/21/25
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.	03/24/25
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.	01/13/25
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.	09/12/24
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.	09/03/24 – 09/27/24

Service Upgrades (6)

Agency	Service	Description	Launch Date
Honolulu City & County Office of the City Clerk	Honolulu Legislative Document Access	Added a new notification to track specific bills/resolutions, other notification and search enhancements, and pre-formatted reports for the public. Improved administrative document management, and provided custom reports and more testimony viewing capabilities and reports to Council members and staff.	05/01/25
Department of Business, Economic Development & Tourism	Invest Hawaii Website Redesign	Collaborated with vendor Becker Communications to launch a new version of the invest.hawaii.gov website and migrate the site into Pantheon. We also migrated in the additional subsite, Made in Hawaii, to the new site.	03/25/25
Department of Transportation	DOT Online Auction	Upgrade improves look and feel of site, as well as adding auction management features	03/24/25
Hawaii State Procurement Office	SPO Online Auction	Upgrade improves look and feel of site, as well as adding auction management features	03/24/25
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.	07/25/24

Retired Services (2)

Agency	Service	Retired Date
Department of Land and Natural Resources, Division of State Parks	Special Use Permits System	03/03/25
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 Transportation – Airports Division	Payment Processing	SOW	01/07/25
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 Land & Natural Resources – Hunter Education Division	Hunter Education Records and Management System	Project Change Request	10/01/24
Department of Business, Economic Development, & Tourism – Business Development & Support Division	Website Services	SOW Amendment	09/23/24
County of Hawaii – Department of Finance	Transient Accommodations Tax Payments	SOW	08/26/24
City and County of Honolulu – Office of the County Clerk	Legislative Document Access	SOW Amendment	08/02/24

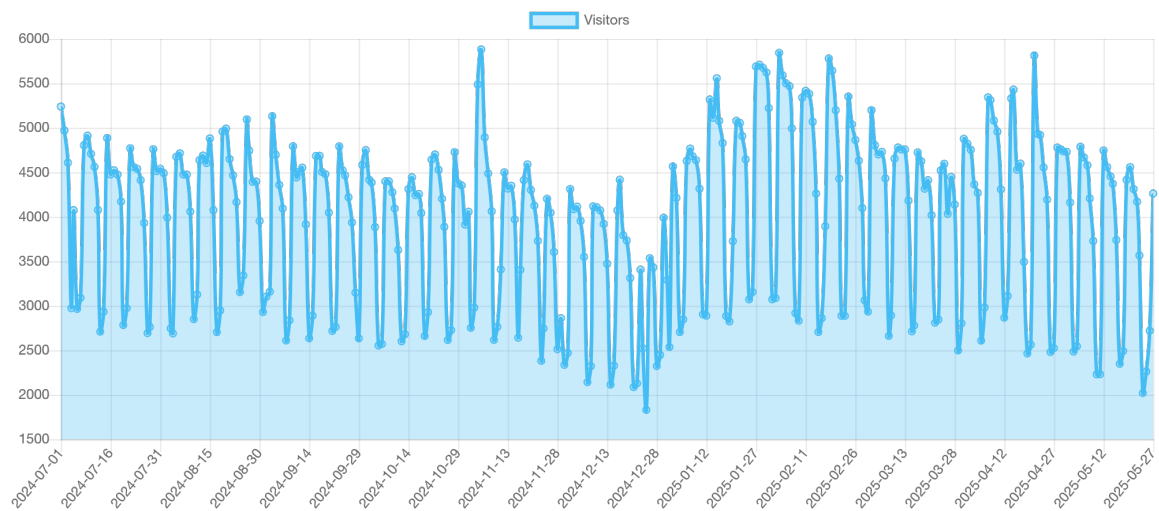
Conferences & Webinars Attended (5)

Conference Name	Description	Dates Attended
Tyler Connect 2025	Our annual Tyler Connect user conference is essential to our mission of empowering the public sector to help create safer, stronger communities.	05/11/2025 – 05/14/2025
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.	12/04/2024
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.	08/21/2024

Unscheduled Downtime (2)

Time	Duration	Affected Site(s)	Comments
04/08/25 at 8:50 am	~1h 30m	Various Services	High Load on Oracle Database server, identified culprit and disabled
07/09/24 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



 **1,314,314 Visits**

 **1,554,366 Unique Page Views**

 **4 min 32 sec Average Visit Duration**

 **47% Bounce Rate**