

Report to the Access Hawaii Committee

Portal Program Updates | August 7, 2025

Activity Recap

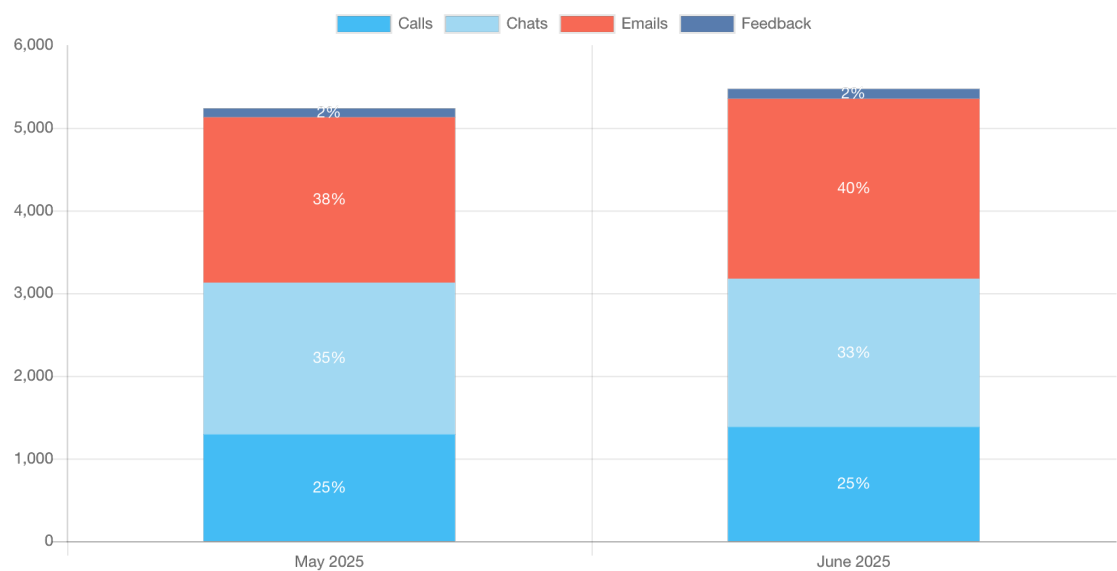
Department of Transportation - Airport Payments

- Launch date: 07/21/25
- Payment integration that allows Credit Card payments for airport personnel when renewing their badges.
- Previous payments accepted was Cash or Paper Check only.

Motor Vehicle Registration Renewals - Road Usage Charge

- Launch date: 07/18/25
- Benefits to agency
 - New application programming interface is more reliable with the capability to handle high volume real time requests
 - Makes troubleshooting issues much easier to discover and fix
 - Provides electric vehicle drivers with flexible ways to pay Hawaii's road usage charge, a new per-mile fee for EV owners
- Benefits to users
 - Stable Motor Vehicle Registration Renewal system
 - Allows out-of-state users to renew online

Customer Service Summary



Date	Calls	Chats	Emails	Feedback*	Total
May 2025	1,293	1,834	2,000	107	5,234
June 2025	1,382	1,792	2,176	120	5,470
Sub Total	2,675	3,626	4,176	227	10,704

*Requests for assistance

Top 10 Inquiries: May 2025 - June 2025

Rank	Service	May	June	Total	Percent
1	Vital Records Ordering System	733	771	1504	14%
2	MyHawaii Single Sign On	665	708	1373	13%
3	Diamond Head Park Reservations	521	549	1070	10%
4	Hawaii Compliance Express	483	466	949	9%
5	State Camping	386	338	724	7%
6	Medical Cannabis Registry	363	326	689	6%
7	Miscellaneous	262	216	477	6%
8	Employee Retirement System	190	216	406	4%
9	Electronic Marriage Registration System	156	165	321	3%
10	Professional Vocational Licensing	109	171	280	3%
11	All Others	1,373	1,541	2,914	25%

Total Inquiries: 10,704

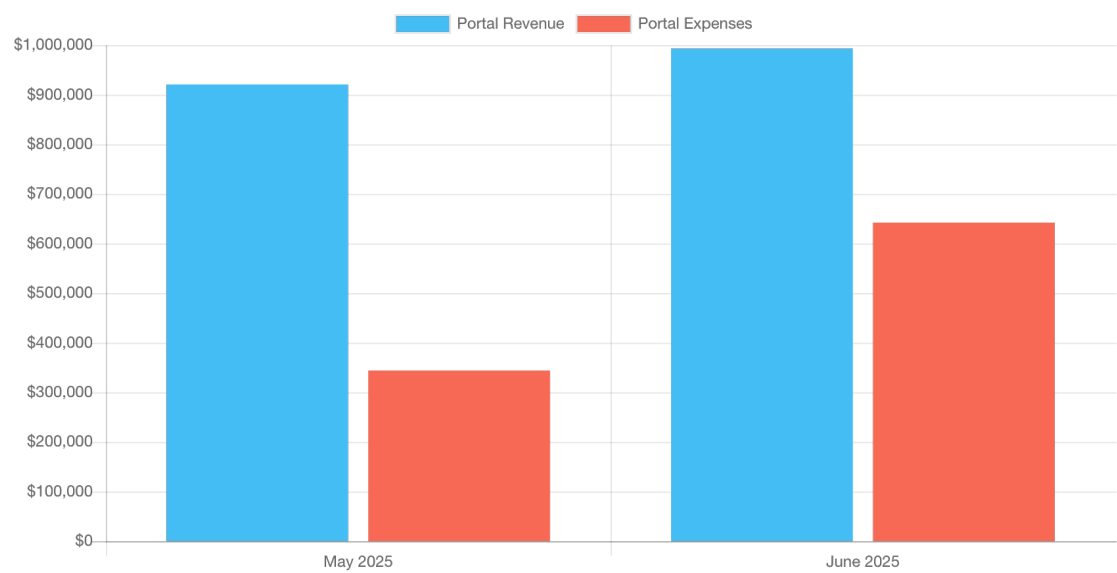
3,097 Feedback submissions



Feedback Submissions by Month

Month	Positive	Neutral	Negative
May 2025	1,160	101	282
June 2025	1,182	103	269

Financials: May 2025 - June 2025 (Unaudited)



Month and Year	Portal Revenue	Portal Expenses
May 2025	\$920,630.04	\$343,888.64
June 2025	\$993,054.08	\$642,110.67
Total	\$1,913,684.12	\$985,999.31

- **External Services: 13**
- **External Revenue:** May 2025 \$287,285, June 2025 \$347,135
- **External Expenses:** May 2025 \$258,557, June 2025 \$312,422

Looking Forward

Upcoming:

- Department of Health Medical Cannabis Registry – Caregiver Patient Increase
- Department of Health Medical Cannabis Registry – Expansion of Qualifying Conditions
- State Procurement Office Hawaii Compliance Express – Internal Revenue Service Compliance Update

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

[Hawaii Police Department Launches Redesigned Website](#)

November 13, 2024

[Hawaii Technology Development Corporation Launches Redesigned Website](#)

June 19, 2024

[Contractor Performance Database Now Available on the Hawaii Awards & Notices Data System \(HANDS\)](#)

December 29, 2023

[Adopt a Family 2023](#)

December 8, 2023

[Honolulu Emergency Services Department Website Redesign Wins Silver W3 Award](#)

November 2, 2023

[School Facilities Authority Launches Redesigned Website](#)

July 26, 2023

[Go Hunt Hawaii Now Makes It Even Easier for Hunters to Purchase Tags and Permits](#)

March 1, 2023

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 (7)

Agency	Service	Description	Launch Date
Judiciary	Judicial Family Court Judge Evaluation	The online judge evaluation provides attorneys with a convenient and easy method to complete the evaluation of 14 family court judges. This online process results in a greater response rate.	05/06/25 – 05/30/25
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 (7)

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
Enterprise Technology Services	Single Sign-On Support	myHawaii is a centralized single sign-on service that provides both authentication and authorization for enterprise applications	04/06/25
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 (11)

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

Agency	Service	Document	Signed Date
Department of Health – Office of Medical Cannabis Control and Regulation	Medical Cannabis Registry	SOW Amendment	06/13/25
Office of the Attorney General, Hawaii Criminal Justice Data Center	Hawaii Criminal Justice Data Center	Fee Amendment	06/09/25
County of Kauai – Department of Finance	Online Property Tax Payments	SOW Amendment	06/06/25
County of Hawaii – Department of Liquor Control	Licensing & Permitting Application	SOW Amendment	04/29/25
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

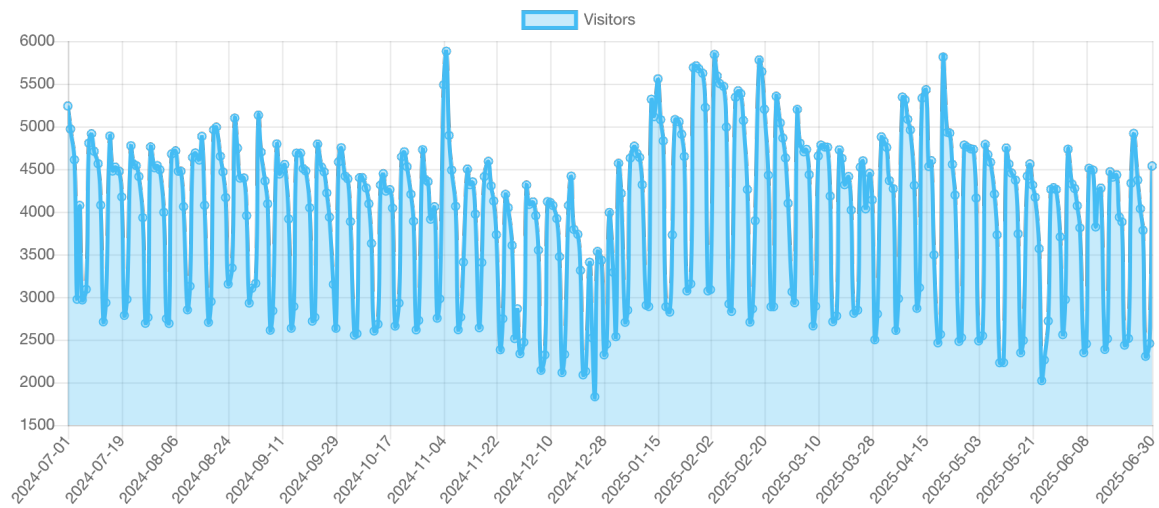
Conferences & Webinars Attended (5)


Conference Name	Description	Dates Attended
WiRE	Women in Renewable Energy	06/23/2025
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



 **1,441,123 Visits**

 **1,706,841 Unique Page Views**

 **4 min 27 sec Average Visit Duration**

 **47% Bounce Rate**