



# Application Review

**Department of the Attorney General  
Hawaii Criminal Justice Data Center**

**Criminal History Records Search & Ordering  
(eCRIM)**

October 2, 2025

# Content Outline



Background



Challenges & Objectives



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Metrics & Successes

## ① Background

- The Hawaii Criminal Justice Data Center (HCJDC) is a division of the Department of the Attorney General, and maintains the adult criminal history database for the State of Hawaii
- Businesses, nonprofits, and individuals need a means to determine if e.g., potential employees or volunteers have a criminal record
- In the past, there was a significant cost to obtain that information, for both the agency and the public

# Challenges & Objectives

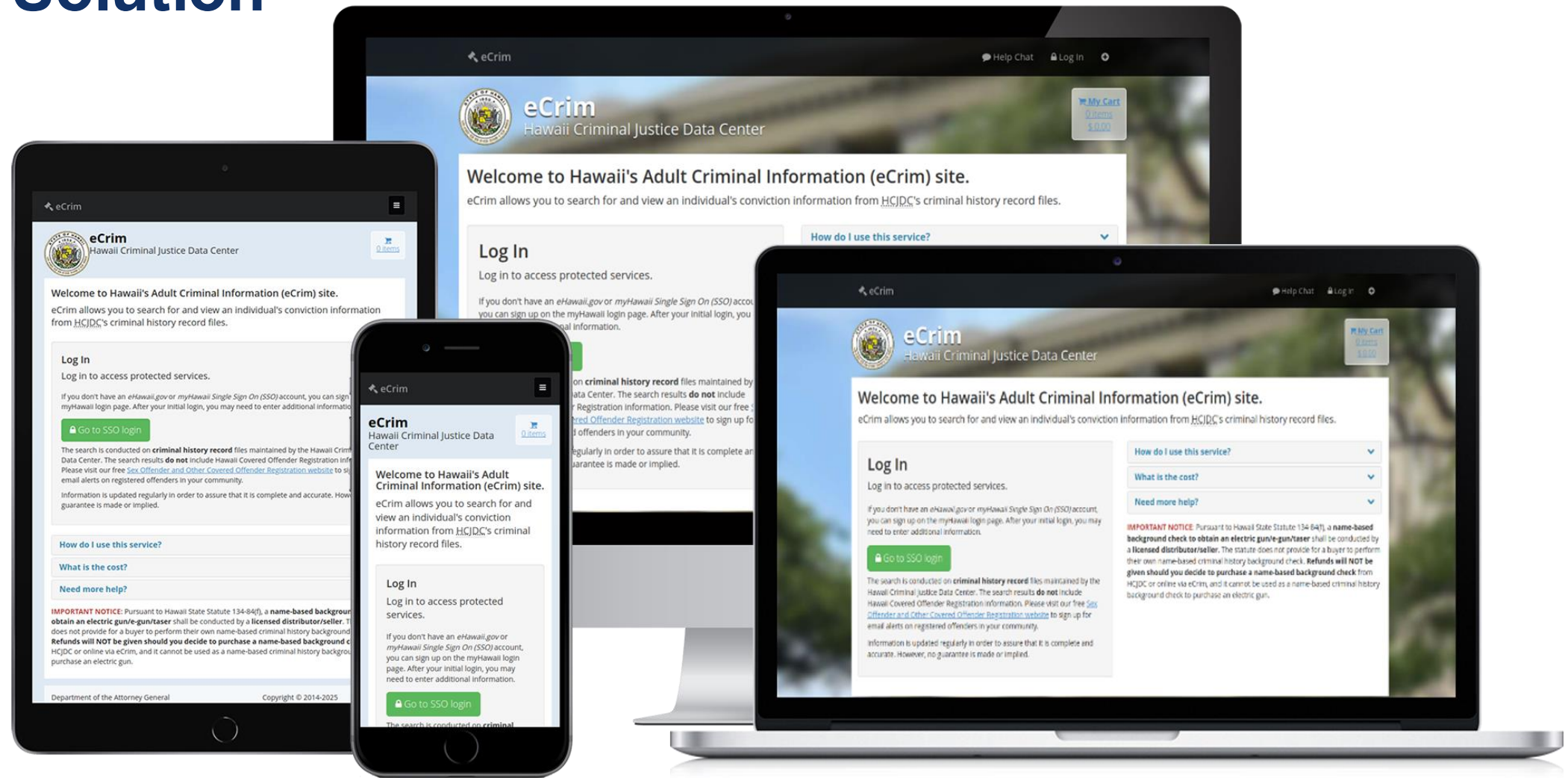
- Obtaining conviction records was a multi-day process
  - Public requests were made at the office or at police stations, involving a drive, parking, and wait time for users
  - These requests took 3 - 5 days to fulfill manually, costing many hours of staff time
  - Records were provided on paper, adding another cost
- HCJDC wanted to fulfill these requests but there was a high cost to do so
  - Goal of moving from manual fulfillment to automatic fulfillment to decrease the time for the public to submit requests and receive results as well as time for HCJDC fulfillment of requests
  - Streamline the process to allow staff to focus on other responsibilities

## Solution

- Launch of eCRIM web application in September 2005
  - Allows users to search the HCJDC database based on name, gender, date of birth, and/or social security number
  - Transformed the process of searching for and obtaining certified criminal records
  - No need to visit offices, eliminating significant time and labor for both users and staff
    - The public can log in 24/7, conduct a search, review results, select records and purchase certified records without a wait or reliance on staff
  - The system now records over 150,000 transactions annually, with over half a million dollars in statutory fee collection
- Steps to use eCRIM
  - Users enter their search criteria, purchase the search and view a list of possible matches
  - From the search results, users select record(s) of interest and can purchase a certified PDF of a record that can be validated for up to 60 days after purchase




# Solution



# Solution

Search Logged In (Last name and first initial is required if no SSN)

**eCrim**  
Hawaii Criminal Justice Data Center

[My Cart](#)  
0 items  
\$ 0.00

**ⓘ DUE TO SECURITY RESTRICTIONS, YOU WILL BE LOGGED OUT OF ECRIM AFTER 30 MINUTES OF INACTIVITY.**

Upon logout, your purchased searches and the items in your cart will be cleared. You will be notified 5 minutes before you are logged out of eCrim.

To search for conviction records, enter new criteria in the Search form below or use one of your [Recent Searches](#) if available.

### Search

Last Name:

First Name:

SSN:

Date of Birth:

Gender:

[Search](#)

The search is conducted on **criminal history record** files maintained by the Hawaii Criminal Justice Data Center. The search results **do not** include Hawaii Covered Offender Registration information. Please visit our free [Sex Offender and Other Covered Offender Registration website](#) to sign up for email alerts on registered offenders in your community.

Information is updated regularly in order to assure that it is complete and accurate. However, no guarantee is made or implied.

### How do I use this service?

This online service allows you to view an individual's conviction information based on the search criteria that you provide. The search criteria may include name, social security number, date of birth, and/or gender.

1. Enter search criteria.
2. Pay for a search.
3. Click "View Search Results" from the Receipt screen.
4. To purchase a record, click "Add to Cart", check out, and submit the additional payment for the record.

These steps must all be taken in one logged in session. After you log out (or are logged out after 30 minutes of inactivity), you will lose your searches.

**Note that "No Criminal Convictions Found" is a valid search result. It means that no criminal record was found when that name was searched.**

[What is the cost?](#)

[Need more help?](#)

### Recent Searches

After you log out (or are logged out after 30 minutes of inactivity), you will lose your searches.

Action	Last Name	First Name	SSN	Date of Birth	Gender
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## Search Criteria Confirmation

Please confirm the search criteria below.

**Last Name:** TESTER

**First Name:** TESTING

**The search fee is non-refundable.**

### Important Note to eCrim Users

How eCrim works:

1. Payment for Searches and for Copies of Certified Records: There is a \$5 non-refundable search that is paid prior to each search. The search will provide a broad listing of possible matches. For a certified copy of any record selected after the search results are returned, there is an additional \$12 fee for each certified record.
2. Search Results: eCrim does not perform an "Exact Match" search, but instead is designed to return a broad list of possible matches to allow the user to determine if there is a match or not. A broad search is done because offenders may give false information at the time of arrest. The search criteria is also applied against alias information associated with the conviction record.

Searches are completed using a "Sounds Like" search for the last name and a "First Initial" search for the first name. Multiple results may be returned. If a date of birth or a social security number is included in the search, the records returned may not exactly match all criteria specified in the search.

☐ I understand that my search may return multiple records that are not an exact match, and an additional \$12 fee for each certified record will be required for each record I choose to purchase.

[Confirm](#)

[Cancel](#)

# Solution

## Paid – View Search Results

Please [print this receipt](#) for your records and click View Search Results below to complete the transaction.

This payment is non-refundable.

[View Search Results](#)

## Record Summary

### eCrim Record Summary

**DOE, JOHN** (Uncertified Record)



Age 34  
Height 6'5"  
Weight 185 LBS.  
Charges 1

To view and/or print the certified conviction record, click "Add to Cart". To return to the search results, click "Close".

[+ Add to Cart](#)

[x Close](#)

## Search Results

Search Date: 09/22/2025

Select the *Full Name* of the record to purchase. You will have the opportunity to confirm the order before you are charged.

Indented names are other names associated with the record. If you can't find what you're looking for, try [another search](#).

Show  entries


Search:

Full Name ^	Age ⇅	Gender ⇅	Weight ⇅	Height ⇅
<a href="#">TEST, TESTING</a>	34	M	185 lbs.	6'5"
<a href="#">TEST, TPE</a>				
<a href="#">TEST, TSS</a>				
<a href="#">TEST, TESTTHIRTEEN</a>	35	M	241 lbs.	5'9"
<a href="#">[redacted]</a>	81	M	190 lbs.	5'10"
<a href="#">[redacted]</a>				

Showing 1 to 6 of 6 entries

[First](#) [Previous](#) [1](#) [Next](#) [Last](#)

## Add to Cart / My Cart / Checkout

**eCrim**  
Hawaii Criminal Justice Data Center

[My Cart](#)  
1 item  
\$12.00

### My Cart

You have selected the following records to purchase:

Name / Search Criteria	Age	Weight	Height	Charges	
DOE, JOHN	34	120 LBS.	5'5"	14	<a href="#">x Remove</a>

[✓ Checkout](#) [↺ Back to Results](#) [🔍 New Search](#)



## Metrics & Successes

- Realtime access to criminal conviction information
  - eCRIM pulls search results from the HCJDC database
- Redesigned in 2014 and additional work done in 2025
  - Look and feel improved, introduced responsiveness and ease of use for mobile devices in 2014
  - In 2025, made usability adjustments for search result displays, and improved instructions and design
- One of top services in terms of number of transactions
  - 118,034 Total Searches in 2025
  - 36,201 Total Records Purchased in 2025

# Mahalo!

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