

# Report to the Access Hawaii Committee

## Portal Program Updates | October 2, 2025

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### Activity Recap

#### Hawaii Compliance Express - Internal Revenue Service Compliance Update

- Launch date: 09/15/25
- Users / Vendors will obtain a Tax Compliance Report (TCR) directly from the Internal Revenue Service (IRS); then upload the TCR to Hawaii Compliance Express for compliance validation
- The system will validate and check for compliance using the document versus an Internal Revenue Service member logging in directly to specify compliance status

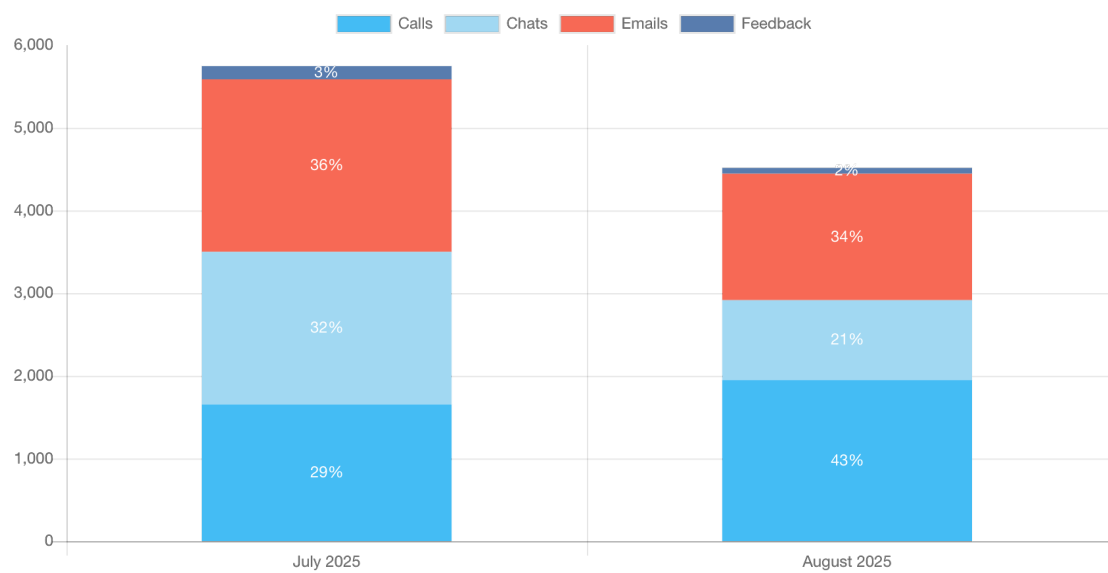
#### Judiciary - Circuit Court Judge Evaluation

- Launch date: 09/02/25 – 09/26/25
- The online judge evaluation provides attorneys with a convenient and easy method to complete the evaluation of 14 circuit court judges. This online process results in a greater response rate

#### Medical Cannabis Registry System

- Launch date: 08/25/25
- Senate Bill SB 1429 includes an increase in the maximum number of qualifying patients per caregiver and allows caregivers to cultivate for the patient

# Customer Service Summary



Date	Calls	Chats	Emails	Feedback*	Total
July 2025	1,653	1,846	2,087	160	5,746
August 2025	1,948	967	1,529	71	4,515
Sub Total	3,601	2,813	3,616	231	10,261

\*Requests for assistance

## Top 10 Inquiries: July 2025 - August 2025

Rank	Service	July	August	Total	Percent
1	Vital Records Ordering System	733	755	1488	15%
2	MyHawaii Single Sign On	665	303	968	10%
3	Diamond Head Park Reservations	521	322	843	9%
4	Hawaii Compliance Express	483	321	804	8%
5	Real Property Tax	250	517	767	8%
6	Medical Cannabis Registry	363	381	744	8%
7	Miscellaneous	262	361	623	6%
8	State Camping	386	207	593	6%
9	Employee Retirement System	190	108	298	3%
10	Motor Vehicle Renewal	161	114	275	3%
11	All Others	1,373	1,126	2,499	26%

Total Inquiries: 10,261

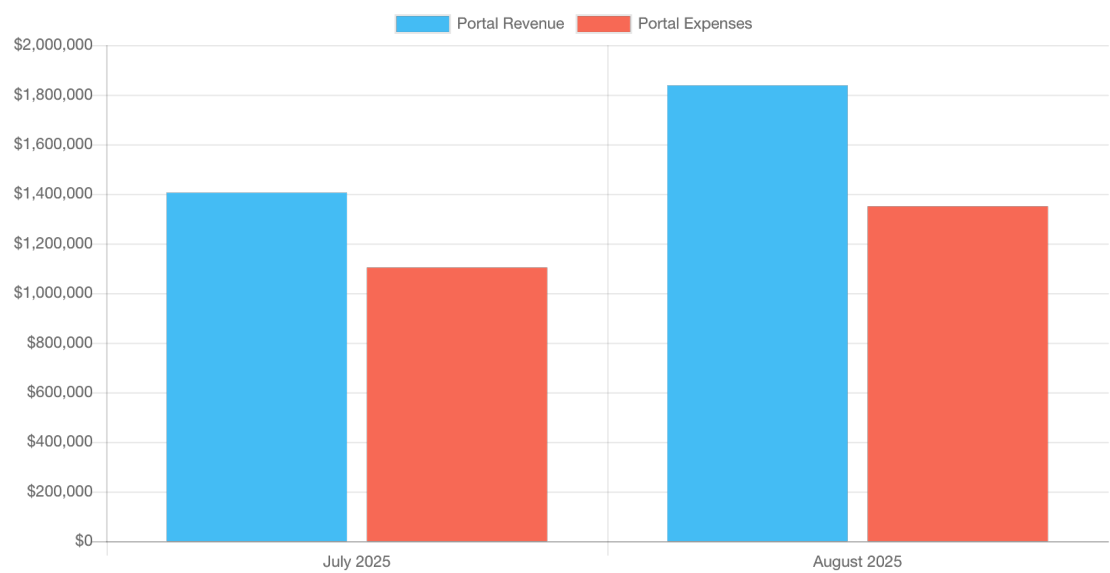
11,429 Feedback submissions



Feedback Submissions by Month

Month	Positive	Neutral	Negative
July 2025	3,722	430	430
August 2025	5,652	679	516

## Financials: July 2025 - August 2025 (Unaudited)



Month and Year	Portal Revenue	Portal Expenses
July 2025	\$1,404,773.35	\$1,102,974.12
August 2025	\$1,837,317.5	\$1,349,767.95
Total	\$3,242,090.85	\$2,452,742.07

- **External Services: 13**
- **External Revenue:** July 2025 \$123,717, August 2025 \$164,354
- **External Expenses:** July 2025 \$111,345, August 2025 \$147,919

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## Looking Forward

Upcoming:

- County of Kauai – Real Property Tax Payments

# Appendix

Supporting information covering the period July 1, 2025 – June 30, 2026.

## Press Releases (1)

### Tyler Hawaii Honored with Two WebAwards in Global Competition

September 17, 2025

## Awards (3)

Agency	Service	Award Name	Date Received
County of Kauai, Department of Water	Kauai Department of Water Website Redesign	Government Standard of Excellence	08/17/25
County of Hawaii, Police Department	Hawaii Police Department Website Redesign	Government Standard of Excellence	08/17/25
County of Hawaii, Police Department	Hawaii Police Department Website Redesign	dotCOMM Awards – Honorable Mention	08/06/25

## New Services (2)

Agency	Service	Description	Launch Date
Department of Transportation	Airport Payments	Payment integration that allows Credit Card payments for airport personnel when renewing their badges. Previous payments accepted was Cash or Paper Check only.	07/21/25
Department of Motor Vehicles	Motor Vehicle Registration Renewals	This service has a new application programming interface that creates a more reliable system to handle high volume real time-requests and a faster release to manage, triage, and resolve troubleshooting issues. This also provides electric vehicle drivers with flexible ways to pay Hawaii's road usage charge, a new per-mile fee for EV owners.	07/18/25

## Service Upgrades (1)

Agency	Service	Description	Launch Date
Department of Health	Medical Cannabis Registry	This service was updated to conform with SB1429 which increased the maximum number of qualifying patients per caregiver. The updates included two phases. Phase 1: Caregivers will once again be allowed to cultivate for a patient. Phase 2: A caregiver will be permitted to care for up to five (5) patients at a time.	08/25/25

Retired Services

Agency	Service	Retired Date
N/A	N/A	N/A

Executed Agreements (2)

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

Agency	Service	Document	Signed Date
State Procurement Office	Hawaii Compliance Express (HCE)	SOW Amendment 2	08/25/25
Department of Health	Medical Cannabis Registry	SOW Amendment 7	08/05/25

Conferences & Webinars Attended (1)

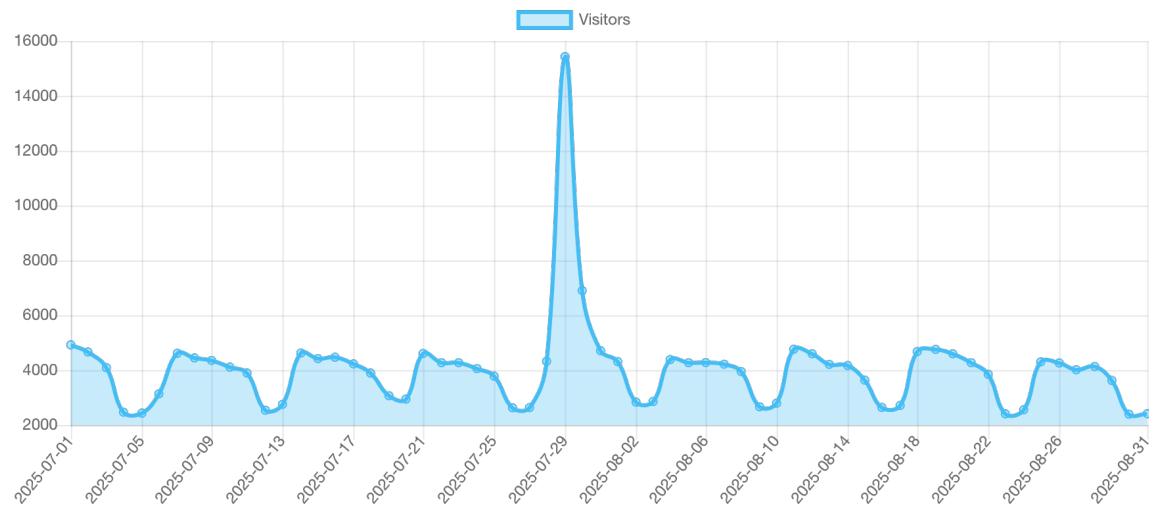
Conference Name	Description	Dates Attended
Hawaii AI & Cloud Innovation Summit	This event brought together leaders and workers from Hawaii's public, private, small business, and non-profit sectors to explore how AI can be leveraged to change economies, businesses, and everyday life.	09/10/2025

Unscheduled Downtime

Time	Duration	Affected Site(s)	Comments
N/A	N/A	N/A	N/A



Hawaii.gov Portal Web Analytics



 **210,231 Visits**

 **389,058 Unique Page Views**

 **2 min 9 sec Average Visit Duration**

 **59% Bounce Rate**