

Report to the Access Hawaii Committee

Portal Program Updates | December 4, 2025

Activity Recap

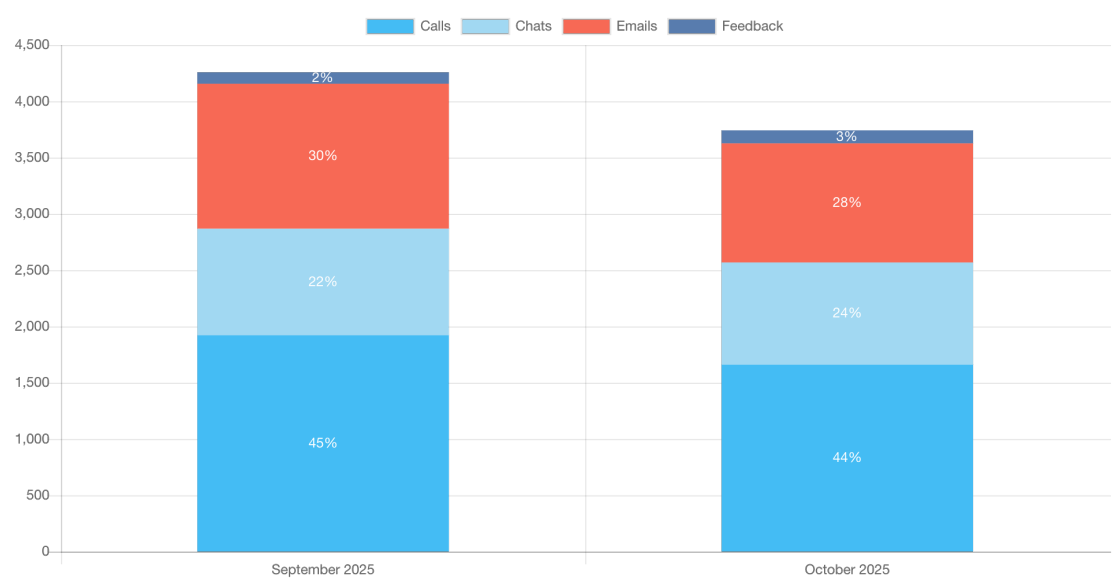
Medical Cannabis Registry System

- Launch date: 11/05/25
- House Bill HB302 expansion of qualifying conditions allows for a patient's "treating medical provider" (such as their primary care doctor) or a hospice medical provider (if the patient is under hospice care) will now be able to certify a patient for conditions that are not currently listed as approved qualifying conditions.

District Court - Judge Evaluation

- Launch date: 11/04/25
- 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

Customer Service Summary



Date	Calls	Chats	Emails	Feedback*	Total
September 2025	1,922	946	1,288	102	4,258
October 2025	1,661	907	1,058	116	3,742
Sub Total	3,583	1,853	2,346	218	8,000

*Requests for assistance

Top 10 Inquiries: September 2025 - October 2025

Rank	Service	September	October	Total	Percent
1	Hawaii Compliance Express	598	503	1101	14%
2	Vital Records Ordering System	599	423	1022	13%
3	Medical Cannabis Registry	403	356	759	9%
4	Miscellaneous	399	327	726	9%
5	MyHawaii Single Sign On	399	271	670	8%
6	Diamond Head Park Reservations	176	168	344	4%
7	Employee Retirement System	152	147	299	4%
8	Payment Platform	129	163	292	4%
9	State Camping	150	133	283	4%
10	Annual Business Filings	124	119	243	3%
11	All Others	1,129	1,132	2,261	28%

Total Inquiries: 8,000

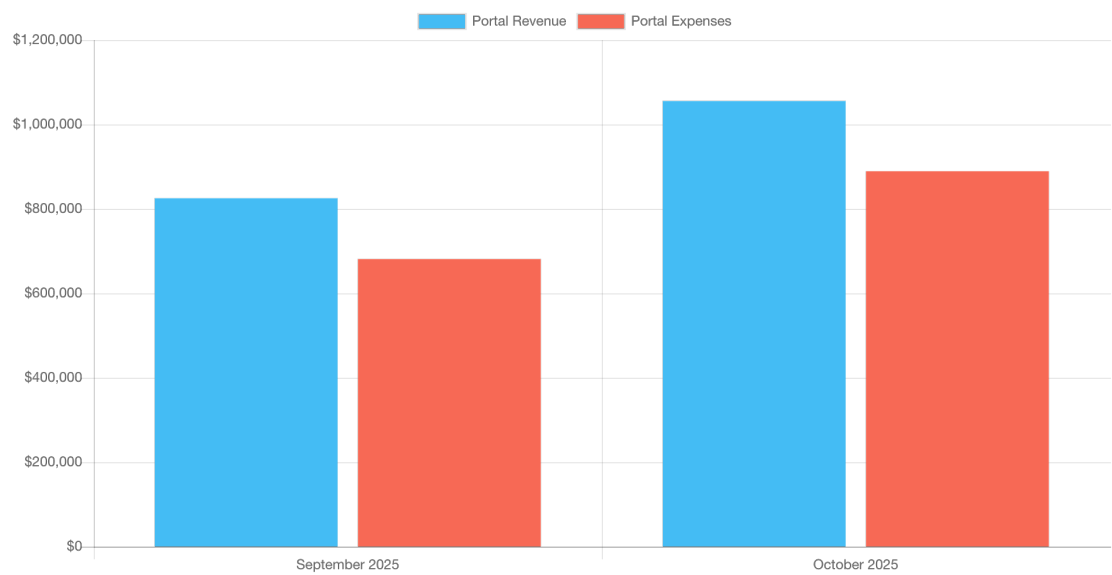
4,907 Feedback submissions



Feedback Submissions by Month

Month	Positive	Neutral	Negative
September 2025	1,704	199	310
October 2025	2,229	164	301

Financials: September 2025 - October 2025 (Unaudited)



Month and Year	Portal Revenue	Portal Expenses
September 2025	\$825,118.51	\$681,145.36
October 2025	\$1,055,462.69	\$889,140.92
Total	\$1,880,581.2	\$1,570,286.28

- **External Services: 21**
- **External Revenue:** September 2025 \$278,738, October 2025 \$135,852
- **External Expenses:** September 2025 \$250,864, October 2025 \$122,267

Looking Forward

Upcoming:

- County of Maui – Transient Accommodation Tax
- County of Kauai – Online Real Property Tax Payments

Appendix

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

Press Releases (3)

Hawaii Police Department Website Celebrates Two More Awards

October 27, 2025

Tyler Hawaii Honored with Two WebAwards in Global Competition

September 17, 2025

Tyler Hawaii Wins Two DotCOMM Awards for Excellence in Government Digital Services

August 8, 2025

Awards (7)

Agency	Service	Award Name	Date Received
County of Hawaii, Police Department	Hawaii Police Department Website Redesign	Davey Awards – Silver	10/21/25
County of Kauai, Department of Water	Kauai Department of Water Website Redesign	w3 Awards – Silver	10/17/25
County of Hawaii, Police Department	Hawaii Police Department Website Redesign	w3 Awards – Gold	10/17/25
County of Hawaii, Police Department	Hawaii Police Department Website Redesign	MarCom Awards – Gold	10/17/25
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 (6)

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

Agency	Service	Document	Signed Date
County of Maui – Department of Finance	Transient Accommodations Tax Payments	SOW	11/05/25
Department of Business, Economic Development & Tourism	Tax Credit Hub	SOW Amendment 1	10/09/25
Attorney General	Solicitor Registration System	SOW Amendment 3	10/03/25
Attorney General	Online Charity Registration	SOW Amendment 11	10/03/25
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

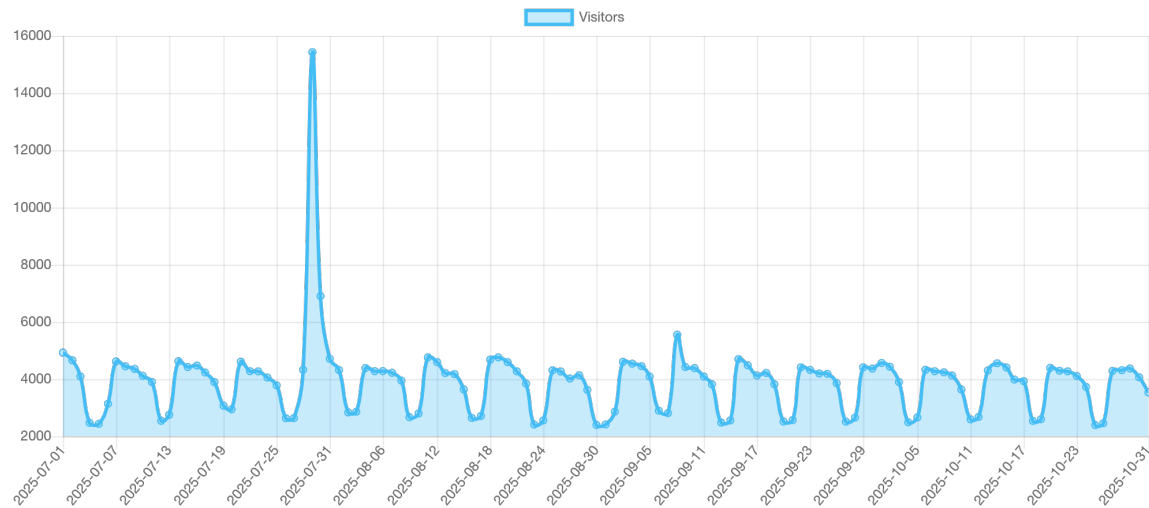
Conferences & Webinars Attended (2)

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
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.	09/30/2025

Unscheduled Downtime

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

Hawaii.gov Portal Web Analytics



 **392,311 Visits**

 **755,562 Unique Page Views**

 **2 min 12 sec Average Visit Duration**

 **58% Bounce Rate**