

Report to the Access Hawaii Committee

Portal Program Updates | January 20, 2026

Activity Recap

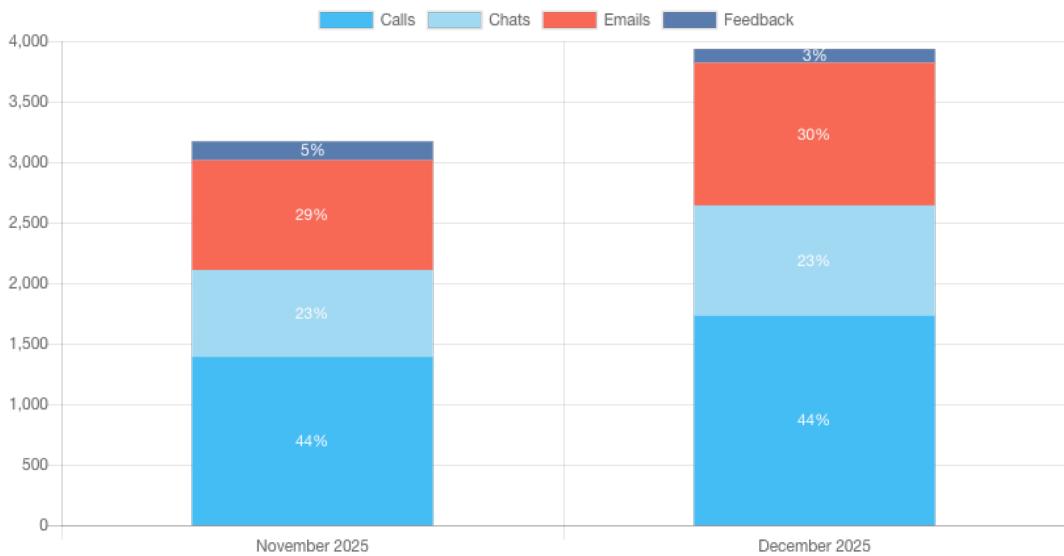
Department of Business, Economic Development and Tourism - Tax Credit Hub

- Launch date: 01/12/26
- Benefits to agency:
 - Improved filtering options for admin view
 - Allow admin to return an approved Pre-Production Registration Form (PRF) to the user to make changes
 - Added Year 1 and Year 2 section to Hawaii Production dates on Hawaii Production Reports (HPR) PDF
- Benefits to users
 - Allow users to send the Workforce Development Report to representatives to be eSigned
 - Added "Other" option as a Type of Production on PRF
 - Expenditure report template is now sent to the user via email upon approval

County of Maui - Transient Accommodations Tax Payments

- Launch date: 12/01/25
- The new online transient accommodations tax payment system enhances usability for both the agency and users. It allows guest and logged-in users to make payments and access their history seamlessly. The agency can also export reports to improve operational efficiency.

Customer Service Summary



Date	Calls	Chats	Emails	Feedback*	Total
November 2025	1,390	718	907	156	3,171
December 2025	1,731	911	1,179	113	3,934
Sub Total	3,121	1,629	2,086	269	7,105

*Requests for assistance

Top 10 Inquiries: November 2025 - December 2025

Rank	Service	November	December	Total	Percent
1	Hawaii Compliance Express	401	604	1005	14%
2	Miscellaneous	362	468	830	12%
3	MyHawaii Single Sign On	326	452	778	11%
4	Vital Records Ordering System	307	298	605	9%
5	Medical Cannabis Registry	309	292	601	8%
6	State Camping	204	193	397	6%
7	Diamond Head Park Reservations	187	207	394	6%
8	Payment Platform	147	207	354	5%
9	HlePro eProcurement	79	86	165	2%
10	Self Service Benefits	70	90	160	2%
11	All Others	713	979	1,816	26%

Total Inquiries: 7,105

Customer Experience Feedback

3,556 Feedback submissions



Feedback Submissions by Month

Month	Positive	Neutral	Negative
November 2025	1,181	107	290
December 2025	1,346	157	475

Financials

Financials for November and December will be provided in the April report

Looking Forward

Upcoming:

- Legislative Reference Bureau – Accessibility Fixes
- County of Kauai – Transient Accommodation Tax
- Attorney General – Online Charity Registration
- Attorney General – Solicitor Registration System

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 (3)

Agency	Service	Description	Launch Date
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.	11/04/25
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 (2)

Agency	Service	Description	Launch Date
Department of Health	Medical Cannabis Registry	The purpose of this amendment is to amend the scope relating to a bill that recently passed legislation – House Bill HB302 (expansion of qualifying conditions)	11/05/25
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 (8)

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

Agency	Service	Document	Signed Date
County of Kauai – Department of Finance	Transient Accommodations Tax Payments	SOW	01/08/26
Attorney General	Online Sex Offender Public Registry	SOW	12/08/25
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

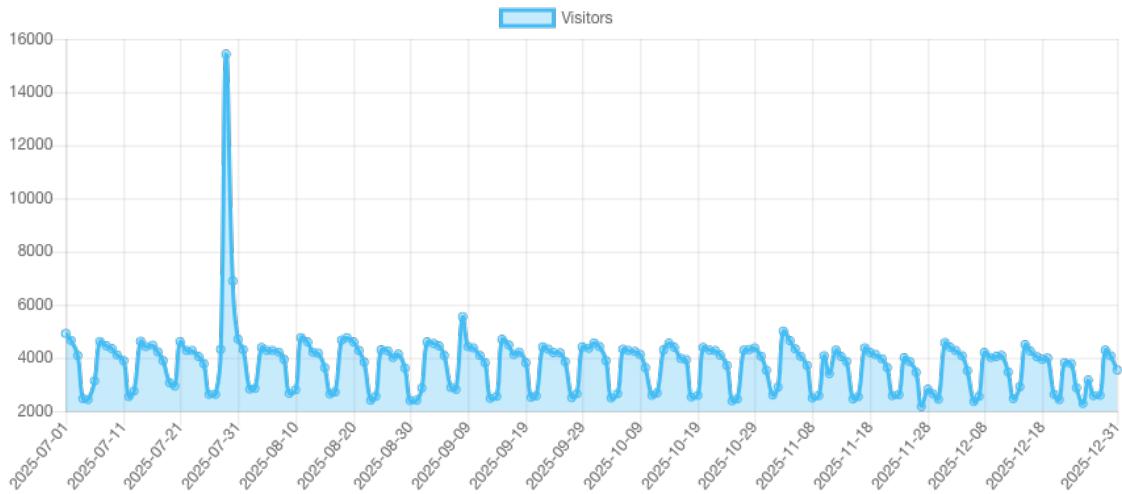
Conferences & Webinars Attended (2)

Conference Name	Description	Dates Attended
Hawaii AI & Cloud Innovation Summit	This event brought together leaders and workers from Hawai'i'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



 **558,894 Visits**

 **1,088,621 Unique Page Views**

 **2 min 12 sec Average Visit Duration**

 **58% Bounce Rate**