

Report to the Access Hawaii Committee

Portal Program Updates | April 2, 2026

Activity Recap

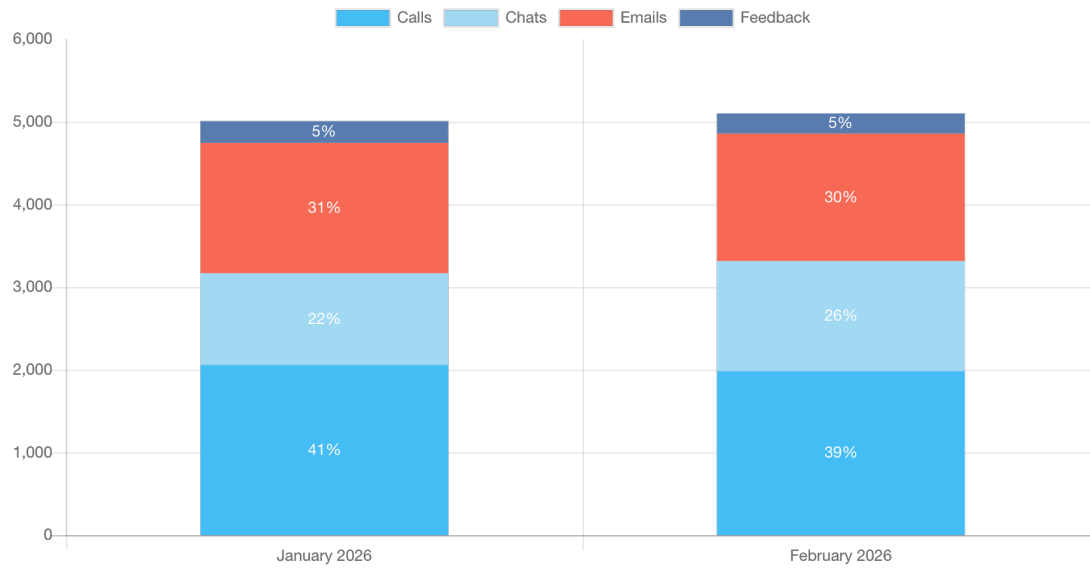
County of Kauai - Transient Accommodations Tax Payments

- Launch date: 02/01/26
- 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.

Legislative Reference Bureau

- Launch date: 01/30/26
- Includes website accessibility fixes, a PDF repository, areas for archived content and adjustments to the print styling.

Customer Service Summary



Date	Calls	Chats	Emails	Feedback*	Total
January 2026	2,059	1,109	1,576	264	5,008
February 2026	1,983	1,331	1,542	245	5,101
Sub Total	4,042	2,440	3,118	509	10,109

*Requests for assistance

Top 10 Inquiries: January 2026 - February 2026

Rank	Service	January	February	Total	Percent
1	Miscellaneous	710	675	1385	14%
2	Hawaii Compliance Express	731	607	1338	13%
3	Vital Records Ordering System	462	415	877	9%
4	MyHawaii Single Sign On	461	303	764	8%
5	Medical Cannabis Registry	322	336	658	7%
6	Transient Accommodations Tax	290	270	560	6%
7	Diamond Head Park Reservations	153	402	555	5%
8	Payment Platform	244	309	553	5%
9	State Camping	276	244	520	5%
10	Real Property Tax	106	297	350	3%
11	All Others	1,253	1,243	2,496	25%

Total Inquiries: 10,109

CXSuite

Customer Experience Feedback

9,725

 Feedback submissions

Feedback Submissions by Month

Month	Positive	Neutral	Negative
January 2026	2,932	330	636
February 2026	4,528	547	752

Financials



Month and Year	Portal Revenue	Portal Expenses
November 2025	\$816,228.72	\$728,008.55
December 2025	\$886,264.14	\$724,656.03
January 2026	\$1,278,032.37	\$892,156.13
February 2026	\$1,560,659.26	\$1,190,934.63
Total	\$4,541,184.49	\$3,535,755.34

- **External Services: 13**
- **External Revenue:** November 2025 \$215,088, December 2025 \$229,768, January 2026 \$243,917, February 2026 \$236,383
- **External Expenses:** November 2025 \$193,579, December 2025 \$206,791, January 2026 \$219,525, February 2026 \$212,745

Looking Forward

Upcoming:

- 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 (4)

Agency	Service	Description	Launch Date
County of Maui	Transient Accommodations Tax Payments	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.	12/01/25
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 (3)

Agency	Service	Description	Launch Date
Department of Business, Economic Development & Tourism	Tax Credit Hub	The service was updated to improve both administrative and user workflows with enhanced filtering and form management for admins, updated Hawaii Production Report PDFs, eSignature support for Workforce Development Reports, and automatic email delivery of the Expenditure Report upon approval .	01/12/26
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 (9)

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
Legislative Reference Bureau	Legislative Reference Bureau Website	Project Change Request	11/21/25
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

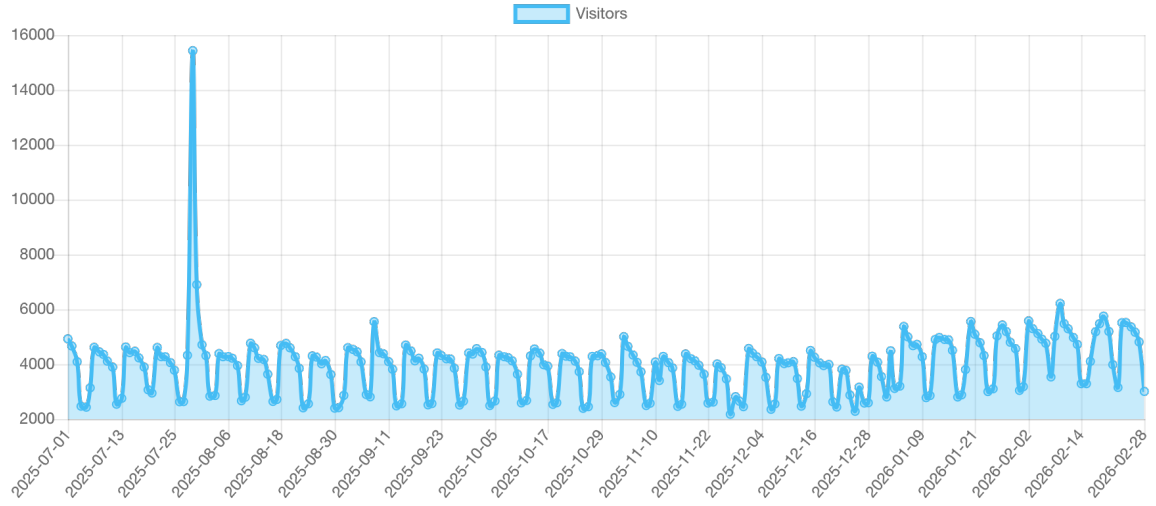
Conferences & Webinars Attended (2)


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



 **758,257 Visits**

 **1,500,255 Unique Page Views**

 **2 min 16 sec Average Visit Duration**

 **58% Bounce Rate**