

Report to the Access Hawaii Committee

Portal Program Updates | June 4, 2026

Activity Recap

Web Content Accessibility Guidelines (WCAG) 2.1 AA Update

- Accessibility Template Fixes for all Portal Services
- 49 / 162 Total Completed To Date (30%)
- 38 / 162 Services that are not applicable because the services will be retired, replaced with an accessible version, no change needed as they are internal services, low/no usage or Kala integration only (23%)
- 53% Total progress completion to date
- On track for April 2027 completion

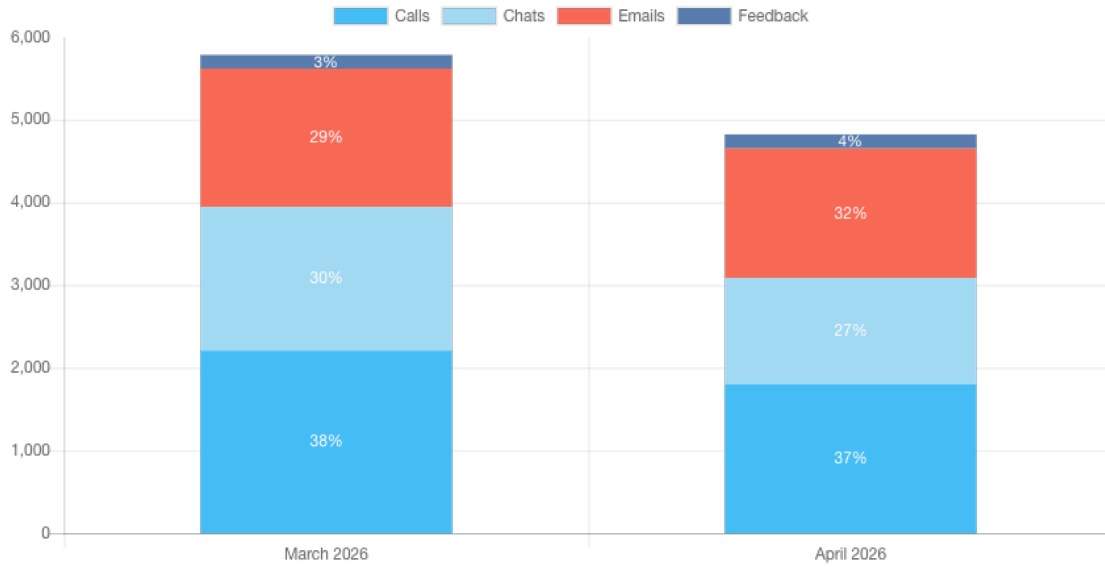
Attorney General Sex Offender and Other Covered Offender Search Phase 1

- Launch date: 05/11/26
- Modernizes the site with a cleaner interface making registry searches easier, improvements to underlying infrastructure supports future enhancements.

Attorney General Online Charity Registry

- Launch date: 04/07/26
- Improves search so the public can find and recognize approved platform charities while giving the agency better tracking, organization, and reporting capabilities.

Customer Service Summary



Date	Calls	Chats	Emails	Feedback*	Total
March 2026	2,208	1,736	1,674	166	5,784
April 2026	1,803	1,284	1,565	171	4,823
Sub Total	4,011	3,020	3,239	337	10,607

*Requests for assistance

Top 10 Inquiries: March 2026 - April 2026

Rank	Service	March	April	Total	Percent
1	Miscellaneous	756	563	1319	12%
2	Hawaii Compliance Express	610	664	1274	12%
3	Diamond Head Park Reservations	816	399	1215	11%
4	Vital Records Ordering System	422	492	914	9%
5	Medical Cannabis Registry	399	328	727	7%
6	MyHawaii Single Sign On	355	360	560	7%
7	Waianapanapa Park Reservations	427	169	596	6%
8	Transient Accommodations Tax	250	171	421	4%
9	Payment Platform	204	203	407	4%
10	State Camping	158	196	354	3%
11	All Others	1,387	1,278	2,655	25%

Total Inquiries: 10,607

CXSuite

Customer Experience Feedback

5,128

 Feedback submissions

Feedback Submissions by Month

Month	Positive	Neutral	Negative
March 2026	1,780	272	367
April 2026	2,064	247	398

Financials



Month and Year	Portal Revenue	Portal Expenses
March 2026	\$1,044,647.64	\$693,278.88
April 2026	\$1,233,412.69	\$907,029.62
Total	\$2,278,060.33	\$1,600,308.5

- **External Services: 13**
- **External Revenue:** March 2026 \$256,562, April 2026 \$199,759
- **External Expenses:** March 2026 \$230,906, April 2026 \$179,783

Looking Forward

Upcoming:

- Attorney General – Solicitor Registration System
- Retirement of Department of Customer and Consumer Affairs – Business Registration Services

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 (5)

Agency	Service	Description	Launch Date
County of Kauai	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.	02/01/26
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 (4)

Agency	Service	Description	Launch Date
Hawaii State Legislature	Legislative Reference Bureau	Includes website accessibility fixes, a PDF repository, areas for archived content and adjustments to the print styling.	01/30/26
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

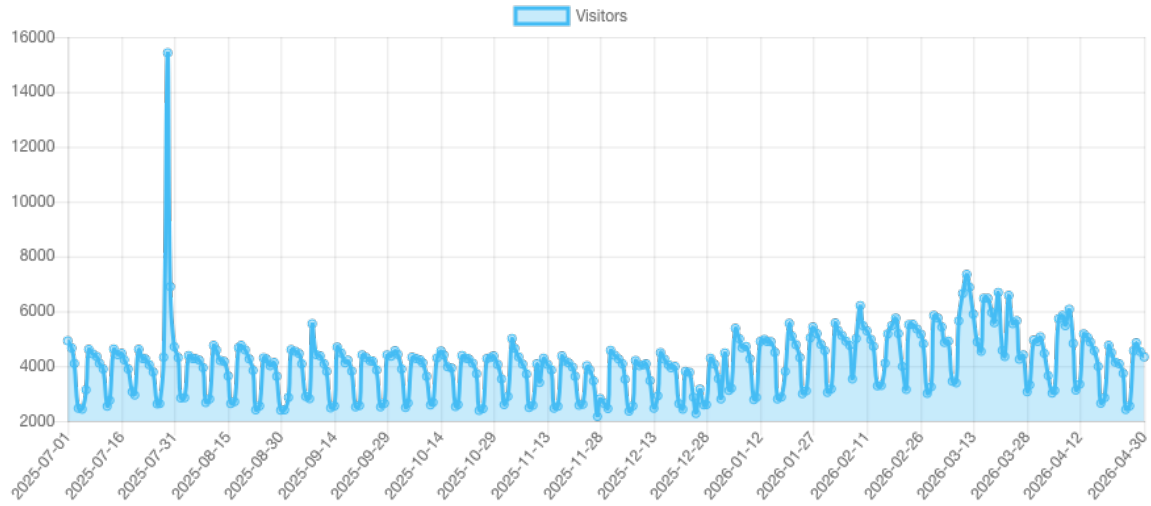
Conferences & Webinars Attended (3)

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
Tyler Connect	Our annual Tyler Connect user conference is essential to our mission of empowering the public sector to help create safer, stronger communities.	04/07/2026 – 04/10/2026

Unscheduled Downtime

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

Hawaii.gov Portal Web Analytics



 **978,398 Visits**

 **1,944,009 Unique Page Views**

 **2 min 15 sec Average Visit Duration**

 **59% Bounce Rate**