

Report to the Access Hawaii Committee

Portal Program Updates | August 6, 2026

Activity Recap

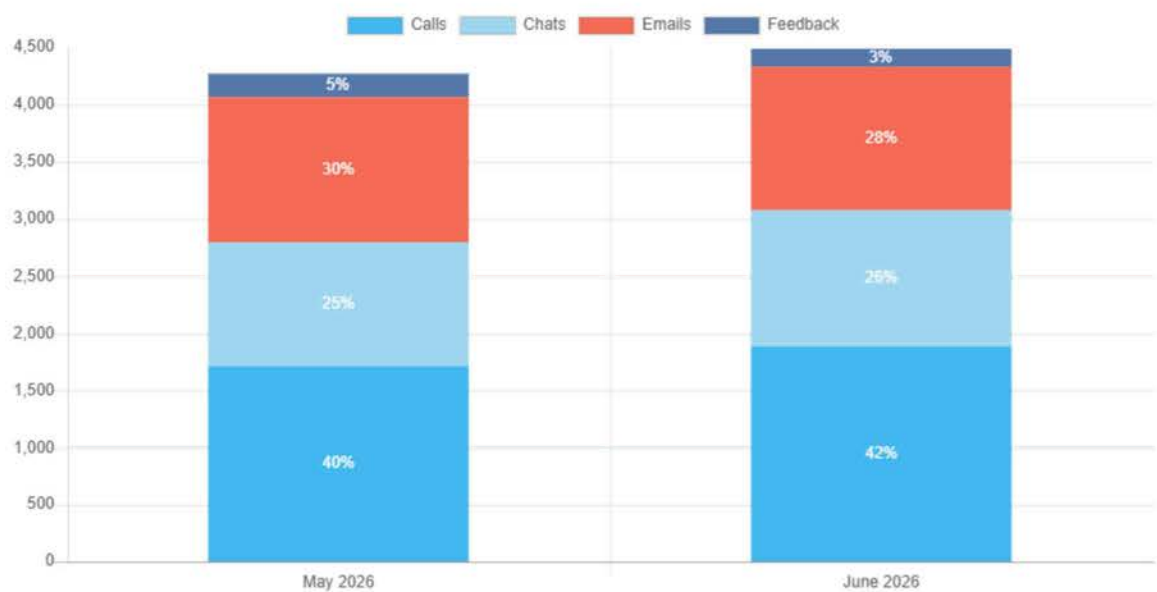
Web Content Accessibility Guidelines (WCAG) 2.1 AA Update

- Accessibility Template Fixes for all Portal Services
- 69 / 162 Total Completed To Date (43%)
- 42 / 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 (26%)
- 69% Total progress completion to date
- On track for April 2027 completion

Attorney General Solicitor Registration System

- Launch date: 05/28/26
- Completed updates that introduced a new form for Charitable Fundraising Platforms, enabled linking these platforms to existing accounts, added Charitable Fundraising Platforms as a searchable organization type, and updated public reports to include Charitable Fundraising Platforms

Customer Service Summary



Date	Calls	Chats	Emails	Feedback*	Total
May 2026	1,712	1,078	1,277	203	4,270
June 2026	1,886	1,186	1,259	157	4,488
Sub Total	3,598	2,264	2,536	360	8,758

*Requests for assistance

Top 10 Inquiries: May 2026 - June 2026

Rank	Service	May	June	Total	Percent
1	Hawaii Compliance Express	784	903	1687	19%
2	Miscellaneous	584	543	1127	13%
3	Vital Records Ordering System	449	447	896	10%
4	MyHawaii Single Sign On	321	376	697	8%
5	Medical Cannabis Registry	314	363	677	8%
6	Diamond Head Park Reservations	198	163	361	4%
7	Waianapanapa Park Reservations	149	141	290	3%
8	Payment Platform	139	148	287	3%
9	Electronic Marriage Registration System	88	105	193	2%
10	HlePRO eProcurement System	96	85	181	2%
11	All Others	1,148	1,214	2,362	25%

Total Inquiries: 8,758

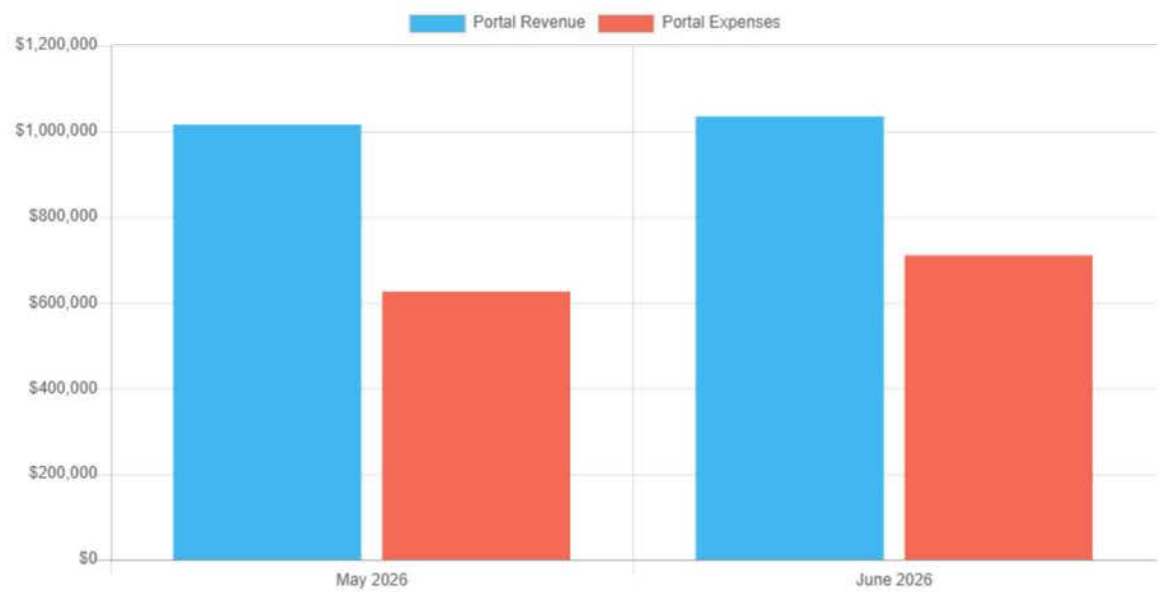
3,067 Feedback submissions



Feedback Submissions by Month

Month	Positive	Neutral	Negative
May 2026	1,479	168	280
June 2026	1,343	165	242

Financials



Month and Year	Portal Revenue	Portal Expenses
May 2026	\$1,015,608.41	\$626,661.47
June 2026	\$1,034,453.06	\$709,130.85
Total	\$2,050,061.47	\$1,335,792.32

- External Services: 13
- External Revenue: May 2026 \$258,170, June 2026 \$214,627
- External Expenses: May 2026 \$232,353, June 2026 \$193,165

Looking Forward

Upcoming:

- Retirement of Department of Customer and Consumer Affairs – Business Registration Services
- Hawaii County Short-Term Vacation Rentals Payment Processing

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 (6)

Agency	Service	Description	Launch Date
Attorney General	Sex Offender and Other Covered Offender Search	Modernizes the site with a cleaner interface making registry searches easier, improvements to underlying infrastructure supports future enhancements.	05/11/26
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 (5)

Agency	Service	Description	Launch Date
Attorney General	Online Charity Registry	Improves search so the public can find and recognize approved platform charities while giving the agency better tracking, organization, and reporting capabilities.	04/07/26
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

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 (2)

Agency	Service	Retired Date
Department of Labor and Industrial Relations	Hoisting Machine Operators Advisory Board Services	06/30/26
Department of Business, Economic Development and Tourism	Energy Permitting Wizard	11/07/25

Executed Agreements (12)

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 Payment Processing	SOW	06/15/26
County of Hawaii Planning Department	Short-Term Vacation Rentals Payment Processing	SOW	06/08/26
Department of Labor and Industrial Relations	Unemployment Insurance Payment Processing	SOW	06/08/26
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

Agency	Service	Document	Signed Date
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

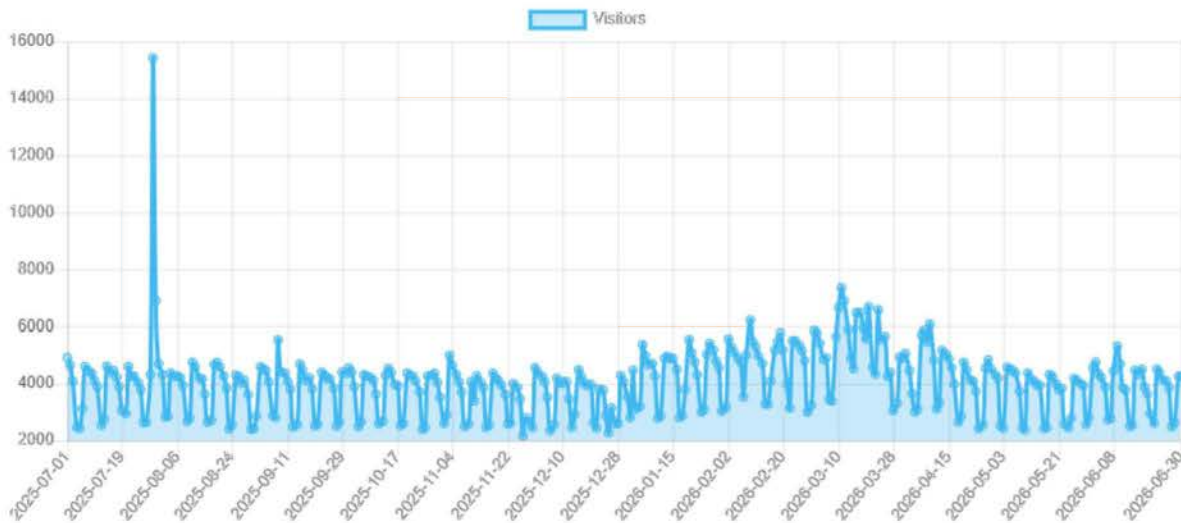
Conferences & Webinars Attended (4)

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
4th Annual Hawaii Cybersecurity Conference – Day 1	The 4th Annual Hawaii Cybersecurity Conference is an information sharing event intended to help Hawaii's varied communities be better informed and better prepared against online criminals. This conference will bring together Hawaii based organizations as well as individual consumers and students to learn from a variety of agencies about how to better prepare against cyber threat actors.	06/23/2026

Unscheduled Downtime

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

Hawaii.gov Portal Web Analytics



-  **1,148,459 Visits**
-  **2,304,191 Unique Page Views**
-  **2 min 15 sec Average Visit Duration**
-  **59% Bounce Rate**