

Report to the Access Hawaii Committee

Portal Program Updates | October 1, 2026

Activity Recap

Web Content Accessibility Guidelines (WCAG) 2.1 AA Update

- Accessibility Template Fixes for all Portal Services
- 81 / 162 Total Completed To Date (50%)
- 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%)
- 76% Total progress completion to date
- On track for April 2027 completion

Attorney General - Sex Offender and Other Covered Offender Search Phase 3

- Launch date: 09/21/26
- Provides additional search options and improves how searches and their results are displayed.

Department of Business, Economic Development and Tourism - Hawaii Made Website Redesign

- Launch date: 09/17/26
- DBEDT consulted with stakeholders to design a new logo and color palette. The site was updated to match the new look and feel.

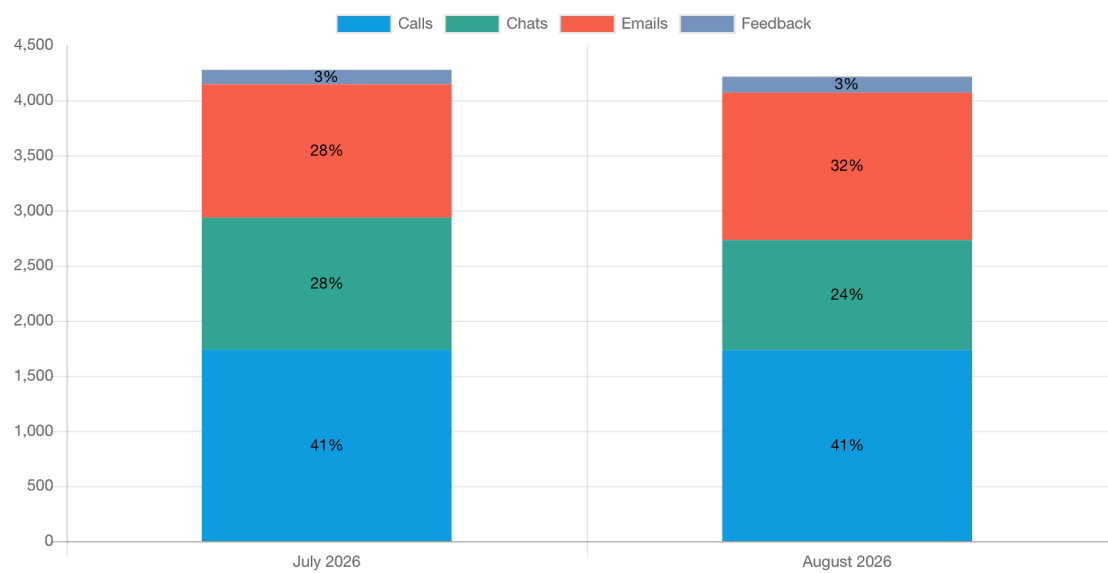
County of Hawaii - Transient Vacation Rentals Payment Processing

- Launch date: 09/01/26
- Integrates payment processing with the Transient Vacation Rentals platform and supports secure processing of registration and renewal payments and provides transaction reporting tools.

Judiciary - Appellate Court Judge Evaluation

- Launch date: 06/02/26
- 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
July 2026	1,736	1,199	1,210	130	4,275
August 2026	1,734	997	1,338	143	4,212
Sub Total	3,470	2,196	2,548	273	8,487

*Requests for assistance

Top 10 Inquiries: July 2026 - August 2026

Rank	Service	July	August	Total	Percent
1	Miscellaneous	831	621	1,452	17%
2	Hawaii Compliance Express	645	526	1,171	14%
3	Diamond Head Park Reservations	161	650	811	10%
4	MyHawaii Single Sign On	422	319	741	9%
5	Vital Records Ordering System	357	311	668	8%
6	Medical Cannabis Registry	358	271	629	7%
7	Real Property Tax Payments	153	352	505	6%
8	Payment Platform	237	247	484	6%
9	Waianapanapa Park Reservations	178	186	364	4%
10	Hawaii County Camping Reservations	89	74	163	2%
11	All Others	844	655	1,499	17%

Total Inquiries: 8,487

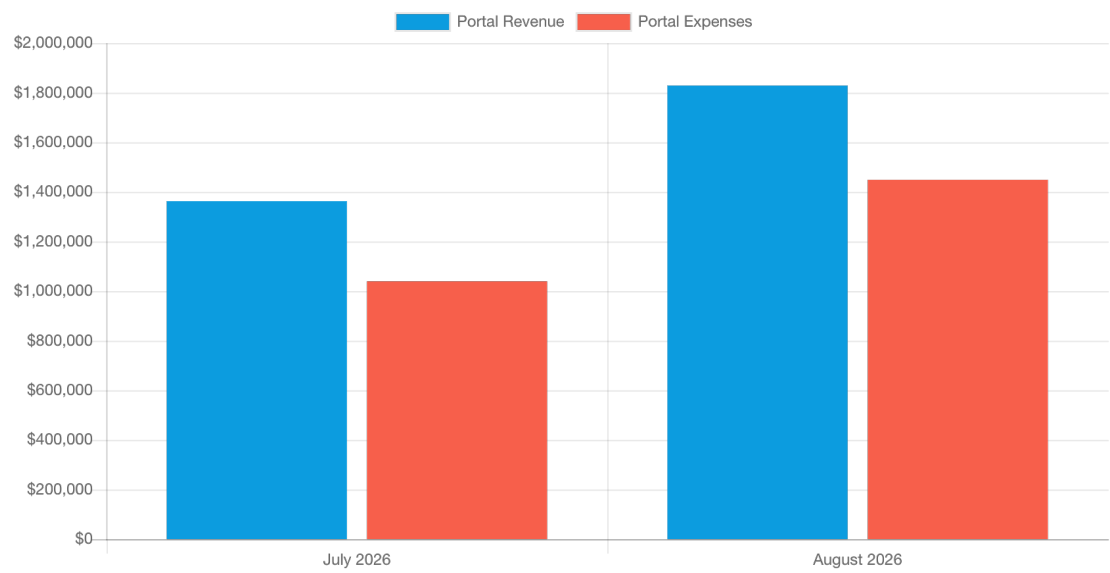
10,851Feedback submissions



Feedback Submissions by Month

Month	Positive	Neutral	Negative
July 2026	2,999	421	566
August 2026	5,292	690	883

Financials



Month and Year	Portal Revenue	Portal Expenses
July 2026	\$1,362,694.73	\$1,039,707.66
August 2026	\$1,828,955.02	\$1,448,834.12
Total	\$3,191,649.75	\$2,488,541.78

- External Services: 13
- External Revenue: July 2026 \$157,349, August 2026 \$153,420
- External Expenses: July 2026 \$141,614, August 2026 \$138,078

Looking Forward

- Maui County – Transient Accommodations Tax Payment Processing
- Judiciary – Family Court Judge Evaluation

Appendix

Supporting information covering the period July 1, 2026 – June 30, 2027.

New Services (2)

Agency	Service	Description	Launch Date
County of Hawaii	Transient Vacation Rentals	Provides secure payment processing for Transient Vacation Rental registration and renewal payments, along with transaction reporting tools for County staff.	09/01/26
Judiciary	Judge Evaluation	Provides attorneys with a convenient online method to evaluate judges, helping streamline the evaluation process and increase response rates.	06/02/26

Service Upgrades (2)

Agency	Service	Description	Launch Date
Attorney General	Sex Offender and Other Covered Offender Search	Expands search options and improves the presentation and usability of search results, making it easier for users to find relevant offender information.	09/21/26
Department of Business, Economic Development and Tourism	Hawaii Made Website Redesign	New logo and color palette was created and updated to match the new look and feel.	09/17/26

Retired Services (2)

Agency	Service	Retired Date
City and County of Honolulu	YouthBuild	09/09/26
Department of Commerce and Consumer Affairs	Business Registration Services	07/02/26

Executed Agreements (2)

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

Agency	Service	Document	Signed Date
Department of Business, Economic Development & Tourism	Tax Credit Hub	SOW Amendment 2	08/07/26
Department of Business, Economic Development & Tourism	Standard Film Permits	SOW	08/07/26

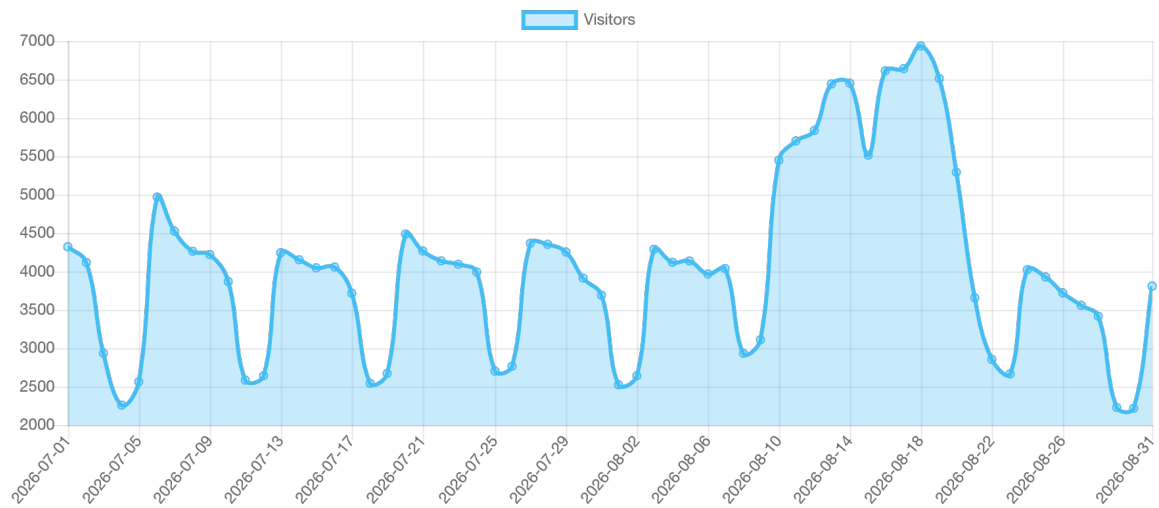
Conferences & Webinars Attended (1)

Conference Name	Description	Dates Attended
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.	09/17/2026

Unscheduled Downtime

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

Hawaii.gov Portal Web Analytics



 **212,824 Visits**

 **401,100 Unique Page Views**

 **2 min 12 sec Average Visit Duration**

 **59% Bounce Rate**