

eHawaii.gov Annual Report FY 2026 - Draft



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July 1, 2025 – June 30, 2026

Submitted by:

Tyler Hawaii

Burt Ramos, General Manager

Honolulu, HI 96813

Enterprise Technology Services Letter

ACCESS HAWAII COMMITTEE AND THE DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

ANNUAL REPORT ON

THE OPERATION OF THE INTERNET PORTAL

FOR THE PERIOD

JULY 1, 2025 THROUGH JUNE 30, 2026

SUBMITTED TO

THE THIRTY FOURTH STATE LEGISLATURE IN ACCORDANCE WITH SECTION 27G-5, HAWAII REVISED STATUTES

ACCESS HAWAII COMMITTEE AND THE DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES ANNUAL REPORT ON THE OPERATION OF THE INTERET PORTAL FOR THE PERIOD FROM JULY 1, 2025 THROUGH JUNE 30, 2026

Introduction

Pursuant to section 27G-5, Hawai'i Revised Statutes (HRS), the Access Hawai'i Committee (AHC) submits its annual report to the 2027 Legislature. This year's annual report contains a report by the portal manager/vendor, Hawaii Information Consortium, LLC dba Tyler Hawaii, reflecting work the vendor was authorized to perform by the AHC in conjunction with various State and County agencies.

Overview:

Chapter 27G, HRS, sets forth the duties of the AHC which include the following oversight functions of the State Internet Portal Program:

1. Review of the annual strategic plan and periodic reports on potential new applications and services submitted by the portal manager.
2. Review and approval of all charges to portal users.
3. Review and approval of service level agreements negotiated by government agencies with the portal manager.
4. Review of the annual financial reports and audit of the portal manager.
5. Review of the annual customer satisfaction surveys conducted by the portal manager.
6. Review of performance measures of the portal submitted as part of the service management plan for portal-wide indicators and application specific indicators.

The AHC was created by Act 292, Session Laws of Hawaii (SLH) 2000 to exercise oversight of the portal manager. Initially, the AHC operated as an informal committee. Pursuant to Act 110, SLH 2003 (SB1334, HD1), Act 110 removed the sunset date scheduled on July 1, 2005. Due to the value of the oversight function, the Legislature enacted Act 172 SLH 2007 on June 13, 2007. Act 172 re-enacted the original law of Act 292, SLH 2000 that established the AHC.

Act 101, SLH (2010) amended Chapter 27G, HRS, and created the AHC Special Fund within the Information and Communication Services Division (ICSD) of the Department of Accounting and General Services (DAGS) to support the AHC.

In 2011, Act 164 (SLH 2011) created the Portal Program Manager position during the 2011 legislative session to assist the AHC with the legislative mandated oversight of the internet portal provider. The Portal Program Manager provides guidance to the AHC relating to strategies for online payment and processing, electronic document filing, internet initiatives, paperless initiatives, and web application development. The Portal Program Manager also monitors portal provider activities to ensure compliance with terms and conditions of the portal provider contract, reviews the portal provider's financial reports, evaluates new and existing Statements of Work, fee agreements, priorities, and Service Level Agreements being negotiated between

government agencies and the portal provider. The Portal Program Manager collaborates with the portal provider and government agencies to promote e- government and to increase on-line services that can be easily, conveniently, and securely accessed by the public.

In 2014, the Chief Information Officer of the State was added to the AHC membership and was designated as the chairperson of the committee. The Legislature passed SB100 SD1, which was enacted as Act 21 on April 19, 2014.

New online government services are continuously being added through the portal program. State and County agencies along with their employees working with Tyler Hawaii have identified new online services and work hand-in-hand with Tyler Hawaii throughout the planning, implementation, and operational phases for these services. As a result, government has become more accessible to the public and offers greater convenience. Citizens can conduct business with the government online from their homes, offices, and mobile devices during the State's business and non- business hours.

The portal program's success has been achieved through the work of Tyler Hawaii in conjunction with the AHC, the Office of Enterprise Technology Services (ETS), and the business and information technology teams of the State agencies, the Counties, and the Judiciary.

The portal program contract was awarded through competitive solicitation and became effective in January 2008 for an initial five-year period. Seven contract extensions have been approved by the AHC. The effective dates were January 4, 2013 for up to three years, January 4, 2016 for up to three years, January 4, 2019 for one year, January 4, 2020 for up to two years, January 4, 2022 for up to three years, January 4, 2025 for up to two years, and January 4, 2027 for additional one year.

FY 2026 Activities

The following sections provide key issues and activities addressed by the AHC from July 1, 2025 through June 30, 2026.

Internet Portal Manager Contract Extension

On October 2, 2025, AHC agreed to support the procuring agency, SPO and ETS CIO (Contract Administrator), by extending the contract for additional one (1) year while the ETS team continued developing its public digital services strategy. The contract, originally scheduled to expire on January 3, 2027 was extended until January 3, 2028.

On April 2, 2026, AHC approved the Portal Program Manager's attendance at the Tyler Connect State Innovation Track. The participation supported the portal program as ETS continued its work on the portal contract and provided an opportunity to discuss shared needs and challenges with the representatives from other states and organizations.

New Web Content Accessibility Requirement for Internet Portal Contract Services

Pursuant to Act 172, Session Laws of Hawaii 2022, the Office of Enterprise Technology Services published the Hawaii Electronic Information Technology Disability Access Standards, which mandate that all electronic information technology developed, purchased, used, or provided by state entities must be accessible to individuals with disabilities. The U.S. Department of Justice also issued a final rule requiring state and local governments to ensure that all web content and mobile applications comply with the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA. WCAG 2.1 Level AA is an internationally recognized set of guidelines for making digital content accessible for people with disabilities.

On October 2, 2025, Tyler Hawaii, the State's Internet Portal Provider, provided an overview of the framework designed to meet the new accessibility requirements for portal services. The overview included a proposed roadmap plan, which Tyler Hawaii subsequently presented at the December 4, 2025 AHC meeting. The roadmap outlined group priorities based on complexity and functionality of services, departments and agencies. It also described the remediation plan covering application review, accessibility assessment, implementation efforts, timelines, and the overview of accessibility issues.

On January 20, 2026, the AHC received an update on completed sites along with summaries of group 1 and group 2 services, including high, medium, and low priorities across departments and agencies including their respective timelines. On April 2, 2026, the AHC was informed that 18 of the 162 services had been completed. Assessment and remediation activities continued, and on June 4, 2026, the AHC received a further update confirming that 49 of the 162 services had been completed, representing a 30% completion rate. An additional 42 services representing 26% were identified as not requiring

remediation because they were scheduled for retirement, would be replaced with accessible solutions, were for internal use only or had limited integration requirements. Collectively, these efforts represent approximately 56% overall completion. This initiative remains on track to meet the April 2027 deadline.

Executed Agreements

A total of eleven (11) Statements of Work (SOWs) were reviewed and signed by the AHC for this fiscal year. Funding for the 11 SOWs was as follows: six (6) were transaction-based, four (4) were fixed rate projects while one (1) was hybrid project. Additionally, one (1) Project Change Requests (PCR) was signed.

Accolades:

The State portal program earned the following awards in FY2026:

- Hawaii Police Department Website Redesign – County of Hawaii, Police Department
 - Davey Awards – Silver
 - W3 Awards – Gold
 - MarCom Awards – Gold
 - Government Standard of Excellence
 - dotcom Awards – Honorable Mention
- Kauai Department of Water Website Redesign – County of Kauai, Department of Water
 - W3 Awards – Silver
 - Government Standard of Excellence

2026 Annual Report by Tyler Hawaii

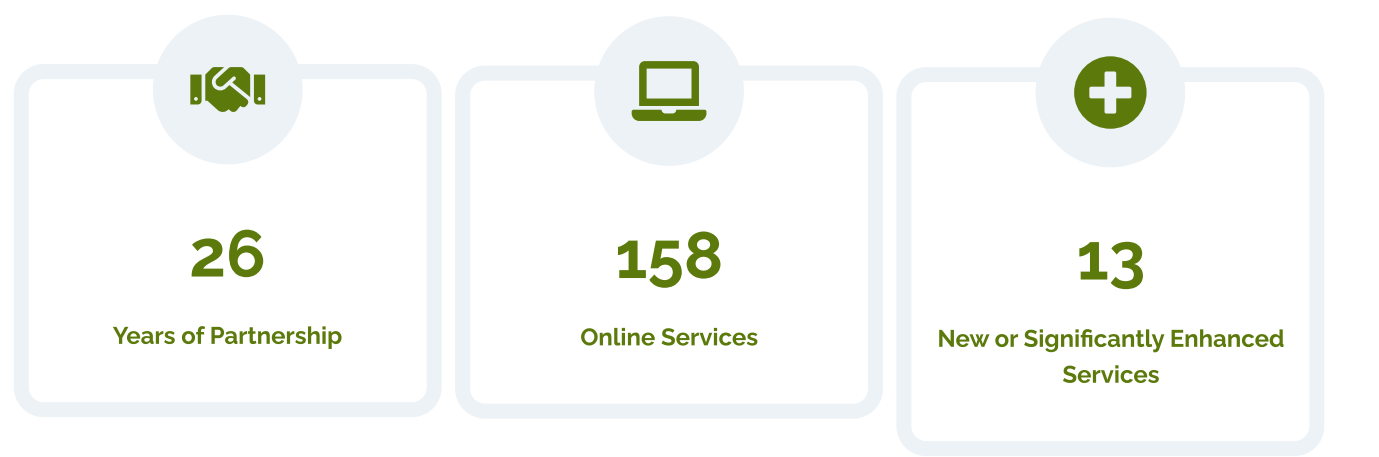
A comprehensive progress report by Tyler Hawaii regarding the activities and expenses of the portal program is provided on the subsequent pages.

Executive Summary

Hawaii continues to advance digital government at an accelerated pace, strengthening its position as a national leader in accessible, secure, and citizen-centered online services. Through a 26-year public-private partnership, the Hawaii.gov program delivers purpose-driven digital solutions that simplify interactions between government, residents, businesses, and visitors.

This report highlights the program's continued success in expanding access to government services, with notable achievements in online payments, electronic procurement, licensing and permitting, and website modernization and accessibility. These accomplishments reflect a shared commitment to innovation, service excellence, and improving the customer experience across government.

Over the past year, Hawaii's digital government growth has been driven by intentional collaboration among state and county agencies, technology partners, and program stakeholders. By working together to identify needs, streamline processes, and deliver modern digital solutions, we continue to increase efficiency, accessibility, and transparency across government services.



Today, the Hawaii.gov program provides access to 158 online services spanning state and county government operations. During FY2026, the program successfully launched 13 new services and major enhancements that expanded digital access and improved user experiences.

The program's reach extends across a broad range of government agencies. The **Department of Land and Natural Resources (DLNR)** maintains the largest portfolio with 28 services, while the **County of Hawaii**, **Department of Commerce and Consumer Affairs (DCCA)**, **Department of Health (DOH)**, **Department of the Attorney General (AG)**, **Department of Business, Economic Development & Tourism (DBEDT)**, the **Hawaii State Judiciary**, and the **County of Kauai** each offer 10 or more services through the Hawaii.gov platform. A complete department-by-department service breakdown is provided in Table 1.

Table 1: Number of Services by Department

Department, County, and Tyler	FY2026 Services*
Department of Land and Natural Resources (DLNR)	28
County of Hawaii (Hawaii)	11
Department of Commerce and Consumer Affairs (DCCA)	11
Department of Health (DOH)	11

Department, County, and Tyler	FY2026 Services*
Department of Attorney General (AG)	11
Department of Business, Economic Development & Tourism (DBEDT)	10
County of Kauai (Kauai)	10
Judiciary (JUD)	10
Department of Accounting and General Services (DAGS)	8
City and County of Honolulu (CCHNL)	7
Department of Budget and Finance (B&F)	6
Department of Labor and Industrial Relations (DLIR)	3
Department of Education (DOE)	3
Enterprise Technology Services (ETS)	3
County of Maui (Maui)	3
Department of Taxation (DOTAX)	2
Department of Transportation (DOT)	2
Office of the Governor (GOV)	2
Department of Law Enforcement (DLE)	1
Hawaii State Public Library (HSPLS)	1
Legislative Reference Bureau (LRB)	1
Office of the Lieutenant Governor (LG)	1
Tyler Hawaii (Tyler HI) Enterprise Applications and Other**	13
Grand Total	158

*Services include online applications and WordPress websites

**This includes services such as our eHawaii.gov single sign-on service, payment processing service, the portal website, the Access Hawaii Committee website, and others.

Throughout FY2026, Tyler Hawaii's customer service team worked over 7,900 hours to support Hawaii citizens, businesses, visitors, and State and County agencies. Averaging 4,587 interactions each month, the team handled inquiries and questions via phone, online chat, and email.

Interactions remained flat during the 2026 fiscal year, as many local citizens and visitors reached out to customer service over the phone primarily for payment services and single sign on. Citizens availed themselves of the upgrades to the Motor Vehicle Registration for County of Hawaii, Kauai, and Maui, updates with the transient accommodations tax payments for County of Maui and County of Kauai, as well as the Sex Offender and Other Covered Offender Search.

In addition to service upgrades, new services, and providing superior customer service and financial services, Tyler Hawaii rolled out the statewide single sign on (SSO) initiative over a year ago giving citizens a faster, more secure method of logging into our services. Since launch, adoption has minimized credential vulnerability and automated the provisioning of accounts. We remain dedicated to maintaining this offering and look forward to adding more services in the future.

As we move forward with the Hawaii.gov program, we look to broaden our portfolio of services by offering access to Tyler Technologies' successful engagements and fully developed software platforms for government services.

Portal Financial Information

Overview of Revenue

Tyler Hawaii submits financial reports to the Access Hawaii Committee each year. In turn, the Access Hawaii Committee submits an annual report to the Hawaii State Legislature regarding the services that the portal provides to our agencies along with our unaudited financial reports. The portal manages 95 services that feature online payments. We refer to services that include a payment system as “transactional services”. Transactional services are typically self-funded, in whole or part.

In fiscal year 2026, the portal collected \$903,717,634 and disbursed \$889,608,862 to the State and County agencies. Tyler Hawaii portal revenue was \$14,108,772 in FY2026 and expenses were \$10,600,000 resulting in an operating income of \$3,508,773.

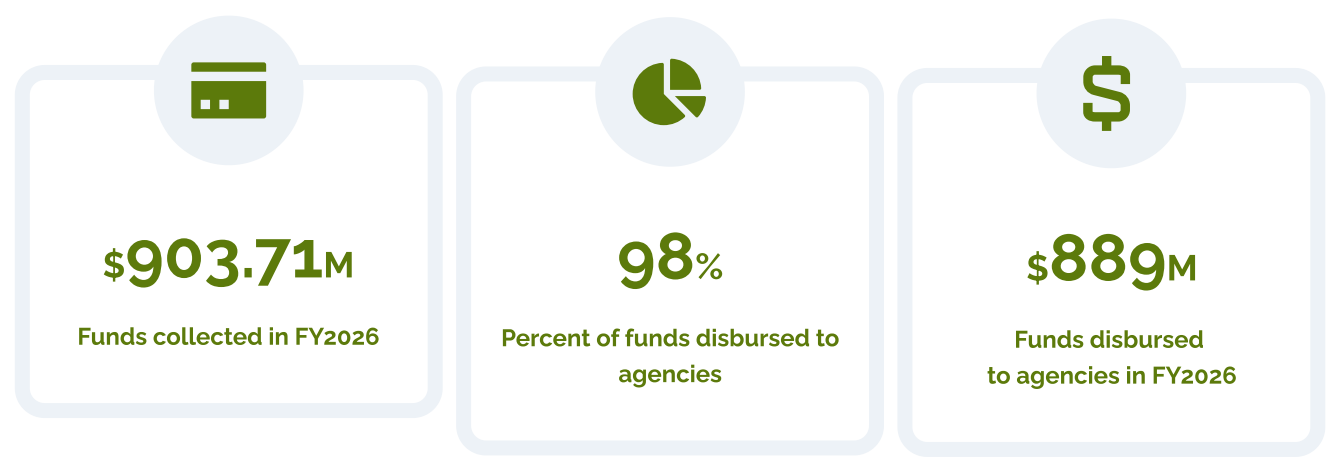


Table 2: Financial Summary by Fiscal Year (FY2026 – Unaudited)*

Description	Amount
Funds Collected	\$903,717,634
Disbursed to Agency	\$889,608,862
Tyler Hawaii Revenue	\$14,108,772
Tyler Hawaii Expenses	\$10,600,000
Operating Income	\$3,508,773
Less Income Tax Expense	\$909,071
Net Income	\$2,599,702

* Please see [Appendix H: Glossary](#) for a more detailed explanation of the items in the table.

Solution

The portal uses a standard payment processing system called Kala, which processes credit and debit card payments, e-checks (ACH debit), and invoices. Kala can process payments via multiple means: online, at a kiosk, via a mobile device or at the point of sale.

Tyler Hawaii disburses funds based on each agency's needs, electronically or manually, on a daily, weekly, semi-monthly or monthly basis and provides detailed reporting.

Sources

The portal receives three types of revenue to support its operations: transactional, time and materials, and hosting and maintenance.

- **Transactional revenue** is collected for services that charge a portal administration fee on each transaction. Self-funding depends primarily on transactional revenue.
- **Time and materials revenue** is collected for projects that cannot justify a transaction fee, for example, services that do not involve a financial transaction or that serve a population too small to sustain self-funding. In most cases these projects benefit from the portal's hourly rates and take advantage of our existing services and infrastructure.
- **Hosting and maintenance revenue** is collected for hosting and maintaining websites or services that are not supported by transactions; it accounts for less than 5% of the portal's overall revenue. In some cases, a hybrid approach may be applied; a service that cannot pay for itself is funded partly by time and materials while hosting and maintenance is supported by transactional revenue.

Payments Made to the Portal

Prior to earning a single dollar of revenue, Tyler Hawaii assumes all upfront investment risk of (1) implementing the hardware, software, and hosting infrastructure and (2) building and operating the online State or County agency services. The majority of services managed by Tyler Hawaii are funded by end user (business, citizens, and visitors) efficiency fees on a per-transaction basis, where the user pays for the service. With other services, Tyler Hawaii's fees are paid by the agency (State and Counties). Typically, the agency receives more value or avoids more cost than the amount of the per-transaction fee it pays to Tyler Hawaii. In both of these situations, those who benefit most from the services pay for them. Revenues and expenses are reported bi-monthly to the Access Hawaii Committee.

The table below shows that 96% of Tyler Hawaii's Revenue in FY2026 is comprised of transactional revenue while 4% is from funds collected through time and materials work, hosting and maintenance fees.

FY2026 Revenue by Funding Model (Unaudited)

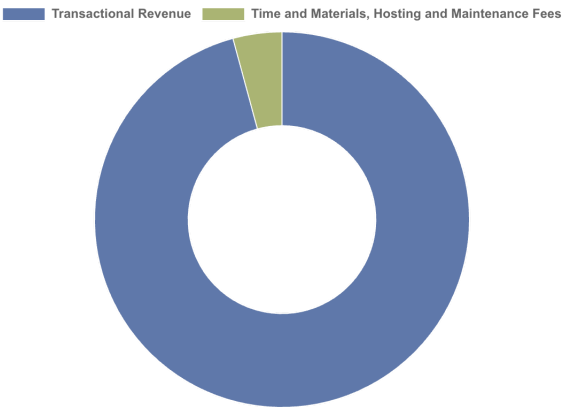


Table 3: FY2026 Revenue by Funding Model (Unaudited)

Category	Amount	Percentage
Transactional Revenue	\$13,513,645	96%
Time and Materials, Hosting and Maintenance Fees	\$595,126	4%
Total Tyler Hawaii Revenue	\$14,108,772	100%

Tyler Hawaii's monthly revenue and expenses in FY2026 are displayed below. Monthly revenue fluctuates based on the number of transactions processed per service as well as the amount of work performed on time and materials projects.

FY2026 Monthly Revenue and Expenses (Unaudited)

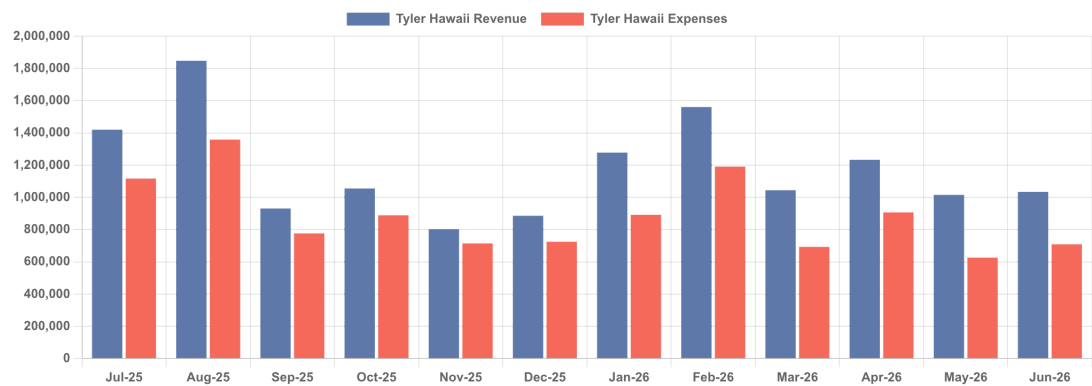


Table 4: FY2026 Monthly Revenue and Expenses (Unaudited)

Month	Tyler Hawaii Revenue	Tyler Hawaii Expenses
Jul-25	\$1,420,151	\$1,116,813
Aug-25	\$1,847,291	\$1,358,745
Sep-25	\$931,320	\$776,727
Oct-25	\$1,055,463	\$889,141
Nov-25	\$801,470	\$714,725
Dec-25	\$886,265	\$724,657
Jan-26	\$1,278,032	\$892,157
Feb-26	\$1,560,658	\$1,190,934
Mar-26	\$1,044,648	\$693,279
Apr-26	\$1,233,413	\$907,030
May-26	\$1,015,608	\$626,661
Jun-26	\$1,034,453	\$709,131
Totals	\$14,108,772	\$10,600,000

Revenue by Service

The FY2026 transactional revenue by service is listed below:

Table 5: FY2026 Transactional Revenue by Service (Unaudited)

Service Name by Department	Funds Collected (\$)	Disbursed to Agency(\$)	Agency Paid TylerHI (\$)	User Paid TylerHI (\$)	TylerHI Revenue (\$)
Budget and Finance	\$978,270	\$951,944	-	\$26,326	\$26,326
Employer-Union Health Benefits Trust Fund Payment	\$978,270	\$951,944	-	\$26,326	\$26,326
City and County of Honolulu	\$260,967,599	\$259,499,729	-	\$1,467,871	\$1,467,871
Real Property Tax Payments	\$260,967,599	\$259,499,729	-	\$1,467,871	\$1,467,871
County of Hawaii	\$238,951,829	\$237,673,458	\$174,104	\$1,104,267	\$1,278,371
Gross Liquor Sales Payments	\$429,184	\$400,834	-	\$28,350	\$28,350
Hawaii Road Test Scheduler	\$80,093	\$67,880	-	\$12,213	\$12,213
Liquor Licensing and Permitting	\$155,347	\$146,807	-	\$8,541	\$8,541
Motor Vehicle Registration Renewals	\$5,166,982	\$4,992,879	\$174,104	-	\$174,104
Online Reservation System (Camping)	\$393,809	\$349,805	-	\$44,004	\$44,004
Real Property Tax Payments	\$196,776,995	\$195,895,512	-	\$881,483	\$881,483
Transient Accommodations Tax Payments	\$35,949,419	\$35,819,742	-	\$129,677	\$129,677
County of Kauai	\$103,338,198	\$102,889,672	-	\$448,526	\$448,526
Commercial Refuse Payments	\$176,056	\$173,030	-	\$3,027	\$3,027
Gross Liquor Sales Payments	\$69,390	\$65,509	-	\$3,881	\$3,881
Kauai Red/Blue Card Exam and ID Card Payments	\$6,144	\$5,690	-	\$454	\$454
Landfill Payments	\$696,423	\$695,042	-	\$1,381	\$1,381
Liquor Licensing and Permitting	\$118,492	\$111,468	-	\$7,024	\$7,024
Motor Vehicle Registration Renewals	\$1,924,609	\$1,869,652	-	\$54,957	\$54,957
Real Property Tax Payments	\$86,967,631	\$86,661,606	-	\$306,025	\$306,025
Sewer Payments	\$1,661,177	\$1,627,963	-	\$33,214	\$33,214
Transient Accommodations Tax Payments	\$11,718,275	\$11,679,713	-	\$38,563	\$38,563
County of Maui	\$52,033,918	\$51,750,424	-	\$283,493	\$283,493
eRecording with DLNR Bureau of Conveyances	\$172	-	-	\$172	\$172
Motor Vehicle Bulk Renewal	\$950,209	\$944,501	-	\$5,708	\$5,708

Service Name by Department	Funds Collected (\$)	Disbursed to Agency(\$)	Agency Paid TylerHI (\$)	User Paid TylerHI (\$)	TylerHI Revenue (\$)
Motor Vehicle Registration Renewals	\$6,456,712	\$6,302,245	-	\$154,467	\$154,467
Transient Accommodations Tax Payments	\$44,626,825	\$44,503,678	-	\$123,146	\$123,146
Department of Business, Economic Development and Tourism	\$830,900	\$805,829	\$11,755	\$13,316	\$25,071
Aloha Stadium Online Store	\$273	\$256	-	\$17	\$17
EZ Forms	\$1,099	-	\$1,099	-	\$1,099
Film Permits	\$3,680	-	-	\$3,680	\$3,680
FTZg Bill Presentment	\$715,324	\$706,352	-	\$8,972	\$8,972
Solar Water Heater Variance	\$33,300	\$22,644	\$10,656	-	\$10,656
Tax Credit Hub	\$77,223	\$76,577	-	\$646	\$646
Department of Commerce and Consumer Affairs	\$5,835,098	\$4,874,444	\$816,788	\$143,866	\$960,654
Agent List Builder	\$411	\$145	-	\$266	\$266
Annual Business Filings	\$3,092,463	\$2,749,793	\$342,671	-	\$342,671
Business Bulk Data	\$134,000	-	-	\$134,000	\$134,000
Business Documents	\$283,300	\$226,639	\$56,662	-	\$56,662
Business Entity List Builder	\$9,601	-	-	\$9,601	\$9,601
Hawaii Business Express (DCCA)	\$2,315,324	\$1,897,868	\$417,456	-	\$417,456
Department of Education	\$38,528	\$35,263	-	\$3,265	\$3,265
DOE Eduprise Stores	\$1,477	\$1,402	-	\$75	\$75
McKinley Community School for Adults Registration Payments	\$15,102	\$13,998	-	\$1,104	\$1,104
Summer School Payments	\$910	\$887	-	\$23	\$23
Waipahu Community School for Adults Registration Payments	\$21,039	\$18,975	-	\$2,064	\$2,064
Department of Health	\$5,328,941	\$4,743,320	\$35,508	\$550,114	\$585,621
Electronic Death Registration System	\$180,809	\$161,486	-	\$19,323	\$19,323
Facility Access Plan Submission and Review System	\$773,081	\$751,590	\$21,492	-	\$21,492
Marriage Licenses	\$1,050,355	\$957,630	-	\$92,725	\$92,725
Marriage Performer Licenses	\$271,600	\$227,550	-	\$44,050	\$44,050
Medical Cannabis Registry	\$1,355,841	\$1,232,185	-	\$123,656	\$123,656
Vital Records Ordering System	\$1,522,056	\$1,251,696	-	\$270,360	\$270,360
Waste Water Permits	\$175,200	\$161,184	\$14,016	-	\$14,016

Service Name by Department	Funds Collected (\$)	Disbursed to Agency(\$)	Agency Paid TylerHI (\$)	User Paid TylerHI (\$)	TylerHI Revenue (\$)
Department of Labor and Industrial Relations	\$1,667,251	\$1,596,074	\$57,257	\$13,920	\$71,177
Hawaii Installation & Inspection Permitting System	\$544,974	\$490,476	\$54,497	-	\$54,497
Hawaii Occupational Safety and Health Payments	\$232,487	\$226,593	-	\$5,894	\$5,894
Hoisting Machine Operators Advisory Board Website	\$27,600	\$24,840	\$2,760	-	\$2,760
Unemployment Insurance Overpayment Collections	\$862,191	\$854,164	-	\$8,026	\$8,026
Department of Land and Natural Resources	\$99,093,362	\$97,909,701	\$258,712	\$924,948	\$1,183,661
Bureau of Conveyances Land Title Records Online Search & Ordering System	\$294,139	\$271,980	\$22,159	-	\$22,159
Bureau of Conveyances Over the Counter Payments	\$83,834,829	\$83,812,741	\$22,088	-	\$22,088
Bureau of Conveyances Payment Platform	\$458,911	\$397,586	\$61,324	-	\$61,324
Civil Resource Violation System	\$60,055	\$46,855	\$13,200	-	\$13,200
Commercial Activity/Beach Wedding Permits (Wiki Permits)	\$421,880	\$367,035	\$54,844	-	\$54,844
Commercial Marine Licensing System	\$387,810	\$376,093	\$11,717	-	\$11,717
Commercial Vessel Landing Permits	\$60,580	\$54,522	\$6,058	-	\$6,058
Diamond Head Park Reservations	\$7,020,027	\$6,497,175	-	\$522,852	\$522,852
Hawaii Cultural Resource Information System Payments	\$46,035	\$41,850	-	\$4,185	\$4,185
Hunt Application System	\$538,926	\$484,196	\$54,730	-	\$54,730
Hunt Lottery Drawing System	\$58,870	\$52,983	\$5,887	-	\$5,887
Hunter Education Online Course Registration and Records Management System	\$75,045	\$68,340	\$6,705	-	\$6,705
Iao Valley Park Reservations	\$1,335,432	\$1,250,090	-	\$85,342	\$85,342
Na Ala Hele Trail & Access System	\$36,807	\$32,540	-	\$4,267	\$4,267
Online Reservation System (Camping)	\$811,060	\$712,426	-	\$98,634	\$98,634
Waiianapanapa State Park Reservations	\$3,652,956	\$3,443,288	-	\$209,668	\$209,668
Department of Law Enforcement	\$1,075,345	\$938,252	\$132,093	\$5,000	\$137,093

Service Name by Department	Funds Collected (\$)	Disbursed to Agency(\$)	Agency Paid TylerHI (\$)	User Paid TylerHI (\$)	TylerHI Revenue (\$)
Controlled Substances Registration System	\$1,075,345	\$938,252	\$132,093	\$5,000	\$137,093
Department of Taxation	\$106,048,432	\$103,441,390	-	\$2,607,042	\$2,607,042
eFile	\$106,048,432	\$103,441,390	-	\$2,607,042	\$2,607,042
Department of the Attorney General	\$4,044,713	\$3,649,839	\$111,731	\$283,143	\$394,874
Adult Criminal Information Search (eCrim)	\$967,849	\$754,777	-	\$213,072	\$213,072
Bulk Covered Offender Registry Data	\$3,100	\$1,550		\$1,550	\$1,550
Charities Special Invoice Payment System	\$10,025	\$9,656	\$369	-	\$369
Charity Registration	\$2,472,060	\$2,376,567	\$95,493	-	\$95,493
Collections Payments	\$67,210	\$63,718	-	\$3,492	\$3,492
Notary	\$228,779	\$204,850	-	\$23,929	\$23,929
Online Auction	\$93,560	\$84,204	\$9,356	-	\$9,356
Solicitors Registration System	\$65,130	\$58,617	\$6,513	-	\$6,513
Unlimited Criminal History Search	\$137,000	\$95,900	-	\$41,100	\$41,100
Department of Transportation	\$212,894	\$198,179	\$304	\$14,411	\$14,715
Airports Badge Payments	\$106,476	\$98,928	-	\$7,549	\$7,549
Harbors Payments	\$103,378	\$96,516	-	\$6,863	\$6,863
Surplus Auction	\$3,039	\$2,735	\$304	-	\$304
Judiciary	\$20,355,742	\$18,373,545	-	\$1,982,197	\$1,982,197
Civil Payments	\$6,902,507	\$6,727,590	-	\$174,917	\$174,917
Document Payments	\$283,905	\$276,647	-	\$7,257	\$7,257
Document Subscription Payment	\$188,656	\$183,875	-	\$4,781	\$4,781
Driver Monitoring	\$851,163	-	-	\$851,163	\$851,163
eTraffic Payments	\$6,554,787	\$6,315,678	-	\$239,109	\$239,109
Filing Payments	\$211,010	\$205,655	-	\$5,355	\$5,355
Traffic Abstracts	\$5,363,715	\$4,664,100	-	\$699,615	\$699,615
Office of the Lieutenant Governor	\$72,912	\$66,402	-	\$6,510	\$6,510
Name Change	\$72,912	\$66,402	-	\$6,510	\$6,510
State Procurement Office	\$2,215,212	\$211,399	\$23,489	\$1,980,324	\$2,003,813
Hawaii Compliance Express (HCE)	\$199,104	-	-	\$199,104	\$199,104

Service Name by Department	Funds Collected (\$)	Disbursed to Agency(\$)	Agency Paid TylerHI (\$)	User Paid TylerHI (\$)	TylerHI Revenue (\$)
Hawaii eProcurement System (HlePro)	\$1,781,220	-	-	\$1,781,220	\$1,781,220
Surplus Auction	\$234,888	\$211,399	\$23,489	-	\$23,489
Tyler Hawaii	\$58,738	-	\$7,021	\$51,716	\$58,738
eHawaii.gov Notification Service	\$9,500	-	-	\$9,500	\$9,500
Late Fees	\$7,021	-	\$7,021	-	\$7,021
Miscellaneous Adjustments / Collection Fees	\$9,854	-	-	\$9,854	\$9,854
Non-Sufficient Funds Fees	\$6,990	-	-	\$6,990	\$6,990
Service Fees	\$7,972	-	-	\$7,972	\$7,972
Subscriber Fees	\$17,400	-	-	\$17,400	\$17,400
Grand Total	\$903,147,880	\$889,608,862	\$1,628,762	\$11,910,256	\$13,539,018

Table 6: FY2026 Time and Materials, Hosting & Maintenance Revenue (Unaudited)

Service Name by Department	Tyler HI Revenue (\$)
Budget and Finance	\$6,146
Employees' Retirement System Website Hosting	\$6,146
City and County of Honolulu	\$103,140
CCHNL Legislative Document Access	\$86,540
Honolulu Emergency Services Department Website Hosting	\$2,000
Honolulu Fire Department Website Hosting	\$2,000
Legislative Document Access Hosting	\$12,600
County of Hawaii	\$4,398
Hawaii County Police Department Website Hosting	\$4,398
County of Kauai	\$7,056
Kauai Department of Water Website Hosting and Maintenance	\$7,056
Department of Business, Economic Development and Tourism	\$97,998
Business Development & Support Division Website Maintenance	\$17,014
Employee Retirement System ADA updates	\$19,500
Energy Permitting Wizard Hosting	\$324
FTZg Website Hosting	\$1,200
Hawaii Technology Development Corporation Website Implementation	\$3,200
Tax Credit Hub	\$42,560
Tax Credit Hub Maintenance and Hosting	\$14,200
Department of Education	\$40,000
Commerce Platform and Payment System Hosting & Maintenance	\$40,000
Department of Health	\$84,025
Clean and Sober Home Registry Implementation	\$26,740
Disability Parking Permit System	\$12,000
Facility Access Plan Submission and Review System Maintenance	\$18,000
Medical Cannabis Registration System	\$19,285
Tuberculosis Branch Hosting	\$8,000
Department of Labor and Industrial Relations	\$12,900
Green LMI Hosting	\$900
Unemployment Insurance Overpayment Collections Maintenance	\$12,000
Department of Land and Natural Resources	\$83,440
Commercial Marine Licensing System Hosting & Maintenance	\$45,840
Engineering Division Website Hosting	\$1,200
Engineering Website Hosting dlnreng.hawaii.gov	\$1,200

Service Name by Department	Tyler HI Revenue (\$)
Hunt Lottery Drawing System	\$1,200
Hunter Education Online Course Registration and Records Management System	\$24,000
SHPD Website Support	\$10,000
Department of the Attorney General	\$68,067
Hawaii Integrated Justice Information Sharing Hosting	\$9,000
Online Sex Offender Public Registry	\$59,067
Hawaii State Public Library	\$6,620
Hawaii State Public Library System Website Hosting	\$1,200
HSPLS Website Redesign	\$5,420
Judiciary	\$4,000
Judiciary Website Hosting	\$4,000
Legislative Reference Bureau	\$4,960
Legislative Reference Bureau - Website Redesign	\$4,960
Office of Enterprise Technology Services (ETS)	\$47,005
ehawaii.gov Single Sign-On Service Maintenance	\$10,000
Hawaii Website Theme Support	\$37,005
Grand Total	\$569,754

Featured Story



Image from [istockphoto.com](https://www.istockphoto.com) and inclusive icons from Microsoft's Inclusive Design Toolkit

Helping to Make Hawaii's Digital Services Accessible to All

Digital accessibility for state and local governments has long been governed by [Title II of the Americans with Disabilities Act](#). In 2024, the U.S. Department of Justice strengthened these regulations, requiring public-facing web content and digital documents to meet the clear, measurable WCAG 2.1 Level AA standard by a specific compliance deadline.

Meeting this requirement starts with a comprehensive understanding of the [Web Content Accessibility Guidelines](#) (WCAG). Since 2025, Tyler Hawaii, Enterprise Technology Services (ETS), and Siteimprove have worked together to strengthen accessibility across the more than 150 public-facing websites, applications, and online services in Tyler Hawaii's portfolio.

WCAG organizes its accessibility framework around four core principles — Perceivable, Operable, Understandable, and Robust (POUR) — which guide the creation of digital content that is accessible to everyone, especially people with disabilities.



Tyler Hawaii used Siteimprove's automated accessibility tool to assess, identify, and remediate issues across its portfolio of services, focusing remediation efforts on four issue categories:

- **A** — the minimum accessibility requirement
- **AA** — the benchmark requirement for state and local governments, and the standard now required under the ADA
- **Accessibility Best Practice** — additional issues identified by Siteimprove that improve usability beyond legal requirements
- **WAI-ARIA** (Web Accessibility Initiative – Accessible Rich Internet Applications) — a technical standard for structuring website content

Beyond automated scanning, the team performed manual testing to verify skip-to-main-content functionality, keyboard navigation, screen reader compatibility, and visual navigation cues — surfacing issues that automated tools alone could not detect. Tyler Hawaii continues to work closely with ETS to deliver continuous improvements to the official State of Hawaii WordPress website templates, as well as its internal design system, to help ensure accessibility consistency going forward.

Tyler Hawaii also participated in Siteimprove webinars to build a deeper understanding of how accessibility is evaluated, how to assess and tag Portable Document Format (PDF) documents, and additional remediation practices that improve the user experience. As the [April 26, 2027 compliance deadline](#) approaches, these efforts and the lessons learned along the way will

continue to support the goal of delivering digital government services that are accessible to all.

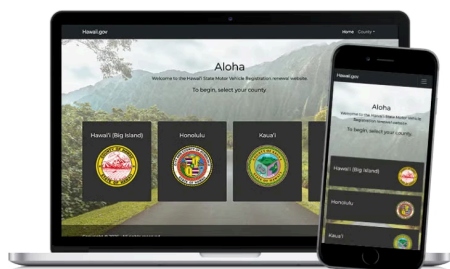
New & Upgraded Services and Websites

A total of 13 services were launched as new services or with major upgrades this year. Of these, 6 were transaction-based funded, 7 were fixed rate projects, and 2 were no cost.

Table 7: Count of New/Upgraded/Retired Services

Category	Number
New Services	7
Major Service Upgrades	6
Retired Services	3

7 New Services



Motor Vehicle Registration (County of Hawaii, Kauai, Maui)

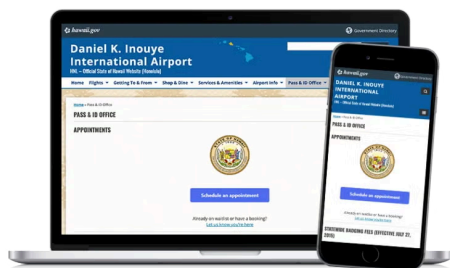
Department of Motor Vehicles

Launch Date: 7/18/25

Description:

- Benefits to agency
 - New application programming interface is more reliable with the capability to handle high volume real time requests
 - Makes troubleshooting issues much easier to discover and fix
 - Provides electric vehicle drivers with flexible ways to pay Hawaii's road usage charge, a new per-mile fee for EV owners
- Benefits to users
 - Stable Motor Vehicle Registration Renewal system
 - Allows out-of-state users to renew online

URL: <https://mvr.hawaii.gov/renewals/>



Airport Payments

Department of Transportation

Launch Date: 7/21/25

Description:

- Payment integration that allows Credit Card payments for airport personnel when renewing their badges.
- Previous payments accepted was Cash or Paper Check only.

URL: <https://airports.hawaii.gov/hnl/passid/>

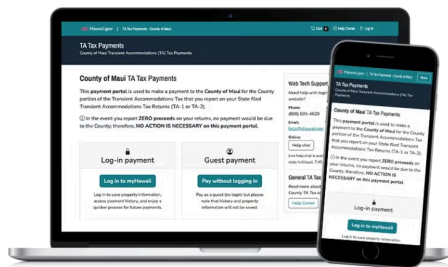
Judicial District Court Judge Evaluation

Judiciary, Policy & Planning

Launch Date: 11/04/25

Description:

- The online judge evaluation provides attorneys with a convenient and easy method to complete the evaluation of 14 family court judges. This online process results in a greater response rate.
- 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



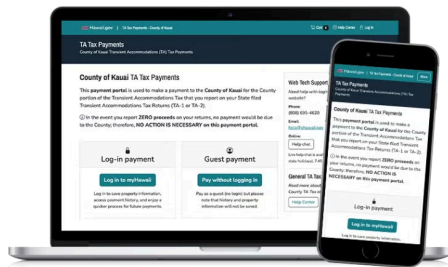
Transient Accommodations Tax Payments

County of Maui

Launch Date: 12/01/25

Description: 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.

URL: <https://tat.ehawaii.gov/tat/maui>



Transient Accommodations Tax Payments

County of Kauai

Launch Date: 02/01/26

Description: 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.

URL: <https://tat.ehawaii.gov/tat/kauai>



Attorney General Sex Offender and Other Covered Offender Search Phase 1

Hawaii Criminal Justice Data Center

Launch Date: 05/11/26

Description: Modernizes the site with a cleaner interface making registry searches easier, improvements to underlying infrastructure supports future enhancements.

URL: <https://sexoffenders.hawaii.gov/coveredoffender/>

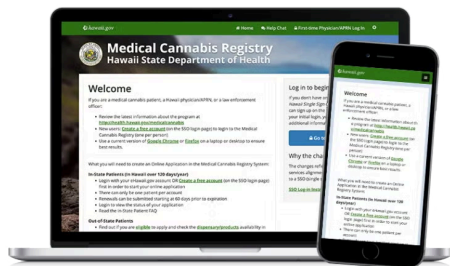
Judicial Family Court Judge Evaluation

Judiciary, Policy & Planning

Launch Date: 06/02/26

Description: The online judge evaluation provides attorneys with a convenient and easy method to complete the evaluation of 14 family court judges. This online process results in a greater response rate.

6 Upgraded Services



Medical Cannabis Registry

Department of Health

Launch Date: 08/25/25

Description: The purpose of this amendment is to amend the scope relating to a bill that recently passed legislation – Senate Bill SB1429 (increase in maximum number of qualifying patients per caregiver) that will be delivered in 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.

URL: <https://medmj.ehawaii.gov/medmj/>



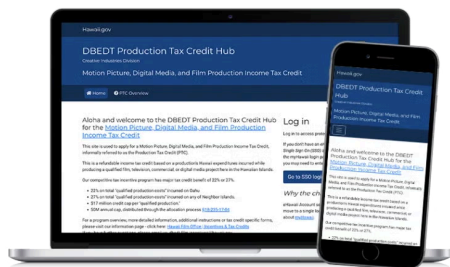
Medical Cannabis Registry

Department of Health

Launch Date: 11/05/25

Description: 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).

URL: <https://medmj.ehawaii.gov/medmj/>



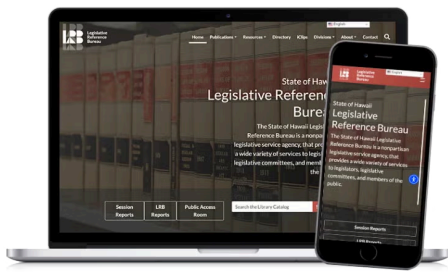
Tax Credit Hub

Department of Business, Economic Development & Tourism

Launch Date: 01/12/26

Description: 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.

URL: <https://dbedtfilmtaxcredit.ehawaii.gov/>



Hawaii State Legislature

Legislative Reference Bureau

Launch Date: 01/30/26

Description: Includes website accessibility fixes, a PDF repository, areas for archived content and adjustments to the print styling.

URL: <https://lrb.hawaii.gov/>



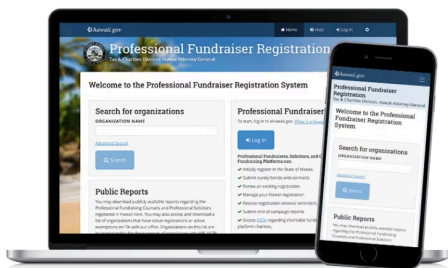
Charity Registry

Department of the Attorney General

Launch Date: 04/07/26

Description: Improves search so the public can find and recognize approved platform charities while giving the agency better tracking, organization, and reporting capabilities.

URL: <https://charity.ehawaii.gov/charity/>



Solicitor Fundraiser

Department of the Attorney General

Launch Date: 05/28/26

Description: Completed updates to show approved profiles as platform charities, improve charity search to display platform charities, and set the credit card service fee to 2.5%.

URL: <https://ag.ehawaii.gov/fundraiser/>

3 Retired Services

The following 3 services were retired from use during fiscal year 2026:

Table 8: Retired Services

Service	Date Retired
Department of Business, Economic Development & Tourism, Energy Permitting Wizard	November 11, 2025
Department of Labor and Industrial Relations, Hoisting Machine Operators Advisory Board Online Certification	June 30, 2026
Department of Labor and Industrial Relations, Hoisting Machine Operators Advisory Board Website	June 30, 2026

Major Initiatives

Accessibility

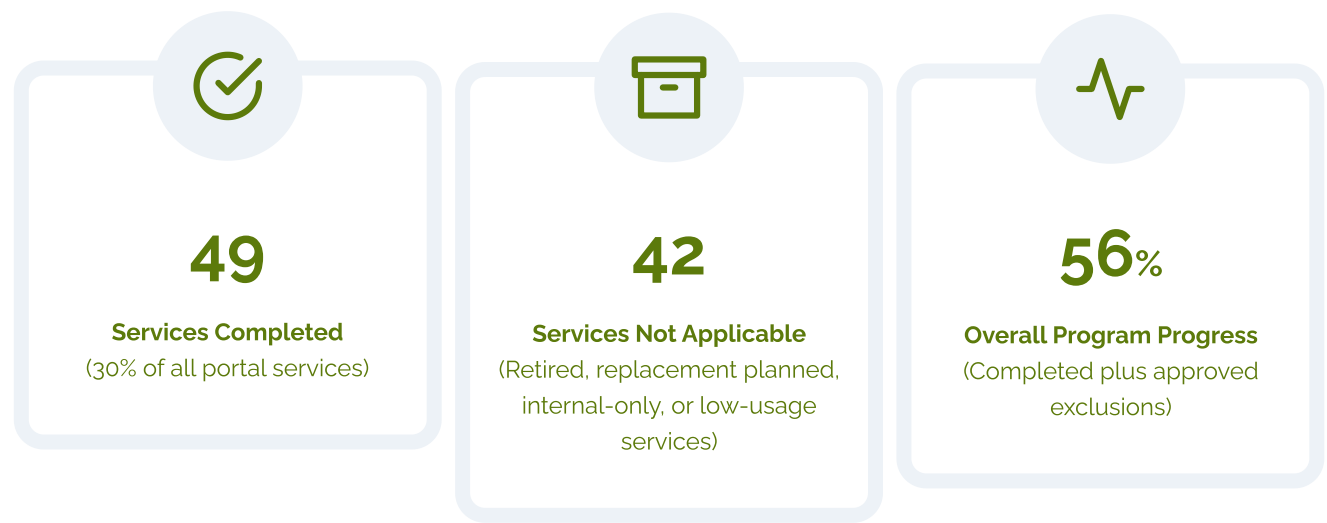
Providing digital services that are accessible to all users remains a core priority of the Hawaii.gov program. In alignment with federal and state accessibility requirements and the **Web Content Accessibility Guidelines (WCAG) 2.1 AA**, Tyler Technologies continues to work with agency partners to ensure that online government services are inclusive, usable, and accessible for individuals of all abilities.

Since launching the accessibility modernization initiative in late 2025, significant progress has been made toward improving the accessibility of portal applications and establishing a more consistent user experience across the Hawaii.gov ecosystem. This effort includes comprehensive template enhancements, remediation of existing services, accessibility testing, and ongoing collaboration with agencies to address service-specific requirements.

As of June 30, 2026, accessibility improvements have been completed for **49 of 162 services**, representing **30% of all portal applications**. An additional **42 services (26%)** have been identified as not requiring remediation due to planned retirement, replacement with accessible solutions, internal-only access, minimal usage, or limited integration requirements. Collectively, these efforts place the program at approximately **56% overall completion**, with progress continuing across the remaining applicable services.

The program remains **on track to achieve full compliance by April 2027**, supported by ongoing development, testing, and remediation activities. Progress is monitored through detailed bi-monthly reporting provided to agency stakeholders, ensuring transparency, accountability, and alignment with statewide accessibility objectives.

Accessibility is more than a compliance requirement. It is a commitment to providing equitable access to digital government services for all Hawaii residents, businesses, and visitors. As agencies continue to modernize their online services, accessibility will remain a foundational element of the Hawaii.gov program's approach to delivering secure, user-centered digital experiences.



Single Sign-On

Since its statewide launch in April 2025, **myHawaii Single Sign-On (SSO)** has continued to strengthen Hawaii's digital government ecosystem by providing residents and businesses with a secure, convenient, and consistent method for accessing online government services. Developed through a strong partnership between the **Office of Enterprise**

Technology Services (ETS) and Tyler Technologies, myHawaii has become a foundational component of the State's digital identity strategy.

Over the past year, the platform has demonstrated its stability, reliability, and scalability while improving the user experience across government services. By enabling citizens to access multiple applications through a single account, myHawaii reduces password fatigue, minimizes credential-related security risks, and streamlines account management for both users and agencies. The implementation of modern authentication capabilities, including multi-factor authentication and passkey support, reflects industry best practices and reinforces the State's commitment to secure digital service delivery.

Today, more than **90 online government applications** leverage myHawaii SSO, spanning services such as business licensing, camping reservations, tax payments, records requests, and public auctions. Continued collaboration with ETS has ensured that the platform remains responsive to evolving security requirements and constituent needs, while providing a reliable foundation for future digital government initiatives.

As adoption continues to grow, myHawaii remains an important driver of customer support activity, accounting for approximately **8% of all Tyler Hawaii customer inquiries in FY2026**. This engagement provides valuable insight into user needs and helps guide ongoing enhancements to the platform and overall customer experience.

Looking ahead to FY2027, Tyler Technologies and ETS will continue expanding myHawaii integration opportunities across state and county services. As additional agencies adopt the platform, Hawaii is well positioned to further simplify access to government services, strengthen cybersecurity protections, and advance its vision of a seamless, citizen-centered digital government experience.

Looking Forward

As Hawaii's digital government needs continue to evolve, the [eHawaii.gov](#) program remains committed to delivering innovative, secure, and accessible solutions that help agencies serve residents and businesses more effectively. Drawing on experience gained in Hawaii and across the nation, Tyler Technologies brings proven approaches, best practices, and emerging technologies that can be adapted to meet Hawaii's unique priorities and opportunities.

The strength of the [eHawaii.gov](#) program has always been rooted in partnership. Over nearly 27 years, our collaboration with state and county agencies has provided continuity, stability, and a shared commitment to improving how government services are delivered. Together, we have expanded digital access, streamlined government processes, and created more convenient ways for the public to interact with government.

Looking ahead, we will continue working closely with our government partners to modernize services, enhance the customer experience, strengthen accessibility, and increase operational efficiency. By combining Hawaii's vision for digital government with Tyler's expertise and resources, we are well-positioned to meet future challenges and deliver solutions that create lasting value for residents, businesses, and government agencies alike.

Through continued collaboration and innovation, we look forward to building on this strong foundation and helping shape the next generation of digital government services for Hawaii.

Contact Information

Hawaii Information Consortium, LLC dba Tyler Hawaii

201 Merchant Street, Suite 1805

Honolulu, HI 96813

(808) 695-4620

Burt Ramos, General Manager

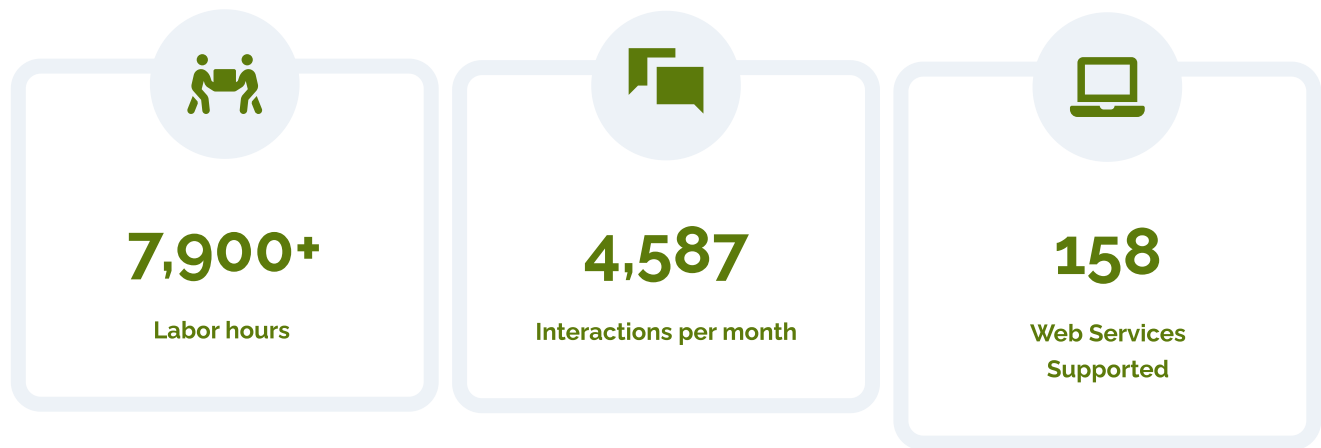
Burt.Ramos@tylertech.com

(808) 695-4616

A: Customer Service Statistics

Overview

Our customer service team supports all portal services as well as miscellaneous calls received about the State of Hawaii.



The following are statistics from FY2026:

- Tyler Hawaii provided **7,936** labor hours via a 4 person customer service team.
- There were **55,053** total interactions (phone calls, online chats, emails, and application feedback), which represented a **7% decrease from FY2025**. This was due in large part to the following:
 - Diamond Head Park Reservations support total was 3,703 in FY2026 with a net decrease of 31% (-1,713) or 5,416 from FY2025
 - State Camping support total was 2,093 in FY2026 with a net decrease of 48% (-1,974) or 4,067 from FY2025
 - Kona Low storms led to state park closures prompting numerous refund requests from customers from March to April 2026
 - Miscellaneous support grew from a total of 2,753 in FY2025 to 5,850 for a net increase of 112% (3,097)
 - Medical Cannabis Patient Registry (2,878 phone calls versus 800 combined online chats and emails), Payment Platform (1,467 phone calls versus 401 combined online chats and email), and MyHawaii Single Sign On (2,193 phone calls versus 1,760 combined online chats and emails) were the largest shifts to voice support indicating that customers preferred calling about these services rather than using email or online chats
 - For Payment Platform, payment errors have the phone number as the only channel to contact customer service. Future state is to include email and chat channels as well as ability for the public to use a self service form
 - For My Hawaii Single Sign On, citizens may want to contact someone right away versus using email or chat. Future state is to use email as the primary channel for better troubleshooting
- Transient Accommodations Tax Payments for County of Maui launched December 1st, 2025 and County of Kauai February 2nd, 2026 accounted for 1,242 requests or 2% for the total of support. Of the 1,242 requests, 680 or 54% the interactions were phone calls
- Of the total interactions, **37,735** (68%) of them required technical assistance as designated by the attending customer service team
- Satisfaction score that measures citizen feedback after interacting with Tyler Hawaii customer service was at **87.2%**
- There were, on average, **4,587 interactions each month**, which is about **264** interactions per week per customer service team member
- Phone call inquiries totaled **21,946 (39%)**
- Over eighty-eight percent of email inquiries are resolved on the first contact (**88.4% First Contact Resolution rate**)
- One of our primary customer service goals is to respond to emailed inquiries within one business day. Over the past year, the average **first response time was within 1 hour and 9 minutes**.

Total Interactions by Channel

The diagram and table below show the total number of customer service interactions (phone calls, chats, emails, and app feedback) from July 1, 2025 to June 30, 2026 with count and percentage breakdown by interaction type.

Total Interactions by Channel

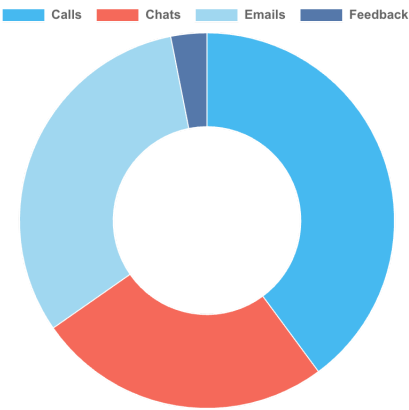


Table A-1: Total Interactions by Channel

Interaction Type	Number	Percentage	Change from FY2025
Calls	21,946	39.8%	Up 36.7%
Chats	14,008	25.4%	Down 30.4%
Emails	17,387	31.5%	Down 20.2%
Feedback	1,712	3.3%	Up 26.6%
Total	55,053		Down 7.2%

Top 10 Customer Service Inquiries

The following diagram and table show that 71% of our customer service inquiries span 10 services.

Top 10 Customer Service Inquiries

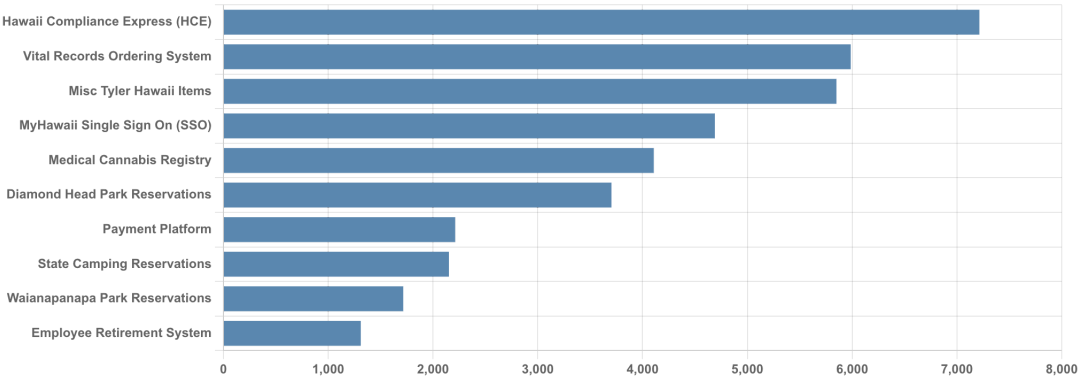
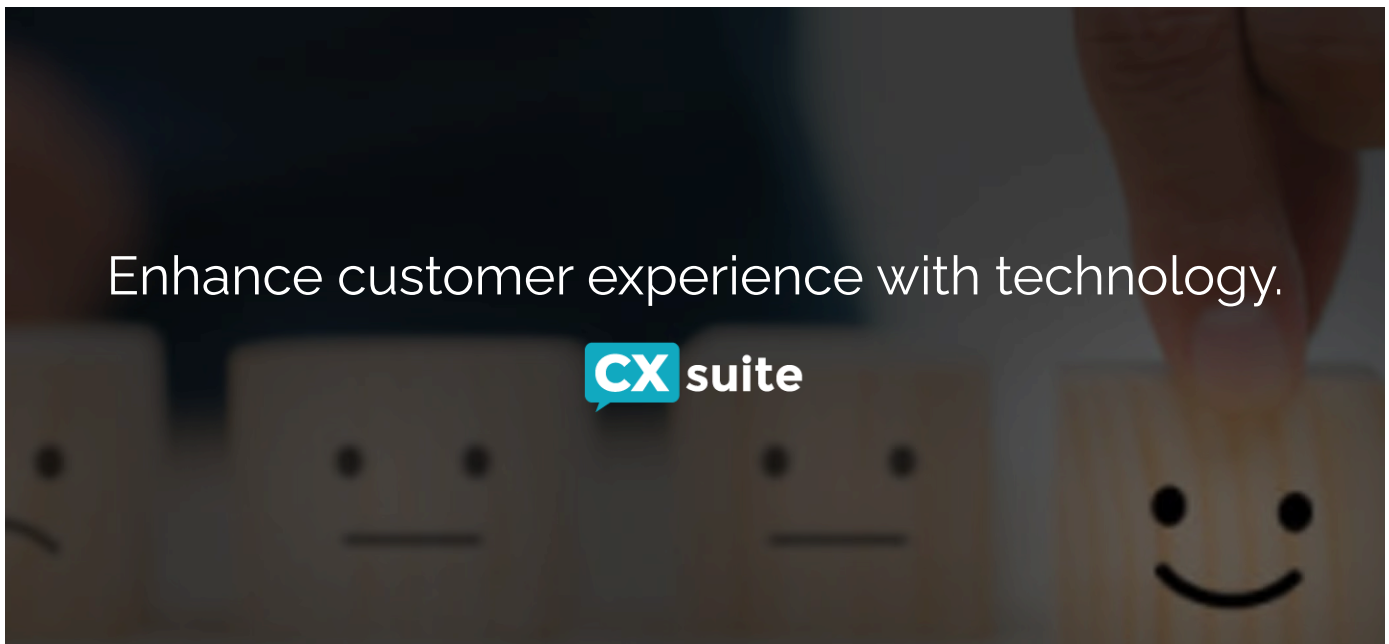


Table A-2: Top 10 Customer Service Inquiries

Service	Number	Percent
Hawaii Compliance Express (HCE)	7,214	13%
Vital Records Ordering System	5,986	10%
Misc Tyler Hawaii Items	5,850	10%
MyHawaii Single Sign On (SSO)	4,690	8%
Medical Cannabis Registry	4,107	7%
Diamond Head Park Reservations	3,703	6%
Payment Platform	2,212	4%
State Camping Reservations	2,152	4%
Waianapanapa Park Reservations	1,716	3%
Employee Retirement System	1,311	2%
Other	16,112	29%
TOTAL	55,053	100%

Customer Experience Feedback



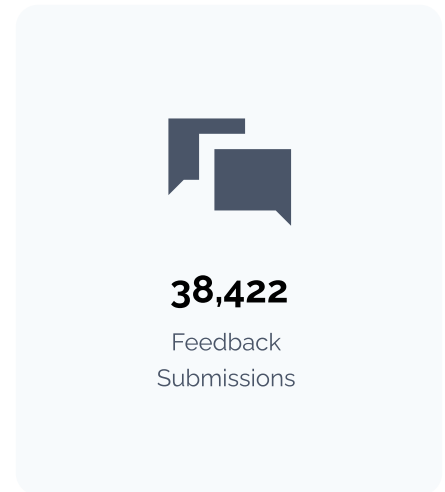
CXsuite is a real time feedback platform that was launched in October 2019. It allows Tyler Hawaii and agency partners to better collect, evaluate, and act on comments, questions, and suggestions from Hawaii's citizens and businesses.

This is a snapshot of the feedback submitted by users in FY2026.

- **38,422 feedback submissions** received in FY2026, up 3.2% from 37,217 in FY2025
- **14,236 comments** received in FY2026, down .75% from 14,344 in FY2025

- Of the 38,422 visitors who provided feedback, **77.9%** reported they had a **positive** experience, while **13.0%** reported they had a **negative** experience.
 - Positive customer sentiment feedback included the following:
 - "As a first time user of this website, I was a little confused about how to proceed, but the eHawaii.gov Customer Service Team patiently helped me navigate. Kudos!"
 - "Excellent support. I had to call for support yesterday. Spoke with Norman. Great customer service. Mahalo"
 - "The customer service individual made it stress free and was very patient in directing me through the process. It was much appreciated! Thank you"
 - Negative customer sentiment feedback included the following:
 - "The IRS compliance piece has gotten significantly more difficult."
 - "Get rid of the ridiculous "service charge" when paying by bank account."
 - "Downloading NED attestation was difficult to navigate- took over 1 hour"

FY2026 CXsuite



B: Web Analytics

Overview

These are the FY2026 web traffic statistics from the portal website, ehawaii.gov, and the many ehawaii.gov services created under the State of Hawaii portal contract.

- Visitor Sessions in FY2026: 24,911,473
- Average Visit Duration: 5.7 minutes

eHawaii.gov Portal and Services Usage by Browser

eHawaii.gov Portal and Services Usage by Browser

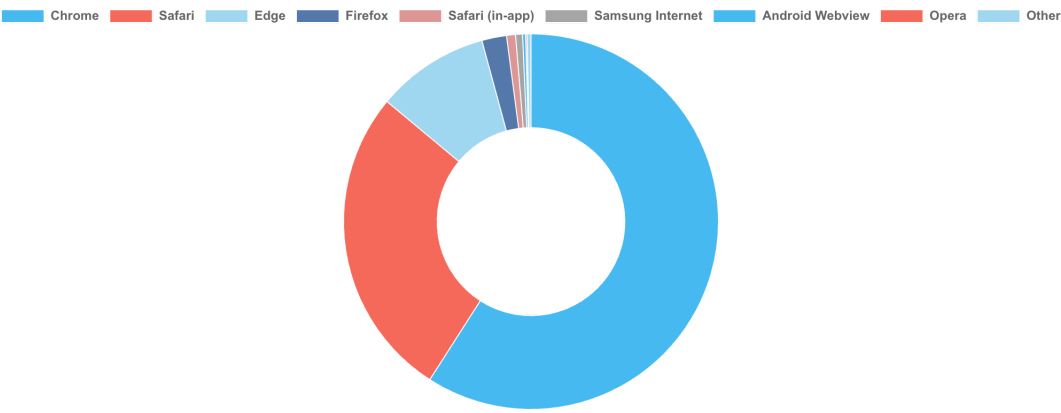


Table B-1: eHawaii.gov Portal and Services Usage by Browser

Browser	Count	Percentage
Chrome	14,675,704	59.2%
Safari	6,700,508	27.0%
Edge	2,416,281	9.75%
Firefox	530,262	2.14%
Safari (in-app)	191,588	0.7%
Samsung Internet	148,238	0.6%
Android Webview	65,051	0.2%
Opera	30,358	0.1%
Other	84,052	0.3%

eHawaii.gov Portal and Services Usage by Device

eHawaii.gov Portal and Services Usage by Device

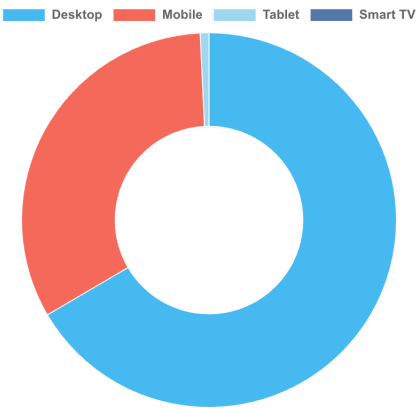


Table B-2: eHawaii.gov Portal and Services Usage by Device

Device	Count	Percent Usage
Desktop	16,648,788	67%
Mobile	8,178,350	33%
Tablet	188,343	1%
Smart TV	511	0%

eHawaii.gov Portal Visitor Sessions by Month

eHawaii.gov Portal Visitor Sessions by Month



Table B-3: Visitor Sessions

Month	Number of Visitor Sessions
July 2025	2,106,800
August 2025	2,536,591
September 2025	2,857,419
October 2025	2,308,903
November 2025	1,713,200
December 2025	1,840,377
January 2026	2,030,589
February 2026	1,943,013
March 2026	2,075,835
April 2026	1,811,581
May 2026	1,878,414
June 2026	1,808,751
Total	24,911,473

Table B-4: Top 5 Services (Visitor Sessions)

Service	Number of Sessions	Pct of Top 5	Pct of Total
Judiciary	4,246,180	33%	17%
Department of Commerce and Consumer Affairs - Business Registration Division	2,656,582	21%	11%
Department of Land and Resources - Division of State Parks - Reservation System	2,486,180	19%	10%
Hawaii State Public Library System	1,769,119	14%	7%
Kala Payment Platform	1,736,133	13%	7%

C: Press Releases & Awards

Press Releases (3)

Title	Date
Hawaii Police Department Website Celebrates Two More Awards	10/27/25
Tyler Technologies Wins Two w3 Awards for Outstanding Websites	10/24/25
Tyler Hawaii Wins Two DotCOMM Awards for Excellence in Government Digital Services	8/8/25

Awards (7)



Davey Awards – Silver

10/21/25

County of Hawaii, Police Department

[Hawai'i Police Department](#)



W3 Awards – Silver Award

10/17/25

County of Kauai, Department of Water

[Kaua'i Department of Water](#)



W3 Awards – Gold

10/17/25

County of Hawaii, Police Department

[Hawai'i Police Department](#)



MarCom Awards – Gold

10/17/25

County of Hawaii, Police Department

[Hawai'i Police Department](#)



Government Standard of Excellence

8/17/25

County of Hawaii, Police Department

[Hawai'i Police Department](#) | [Award website](#)



Government Standard of Excellence

8/17/25

County of Kauai, Department of Water

[Kaua'i Department of Water](#) | [Award website](#)



dotCOMM Awards – Honorable Mention

8/6/25

County of Hawaii, Police Department

[Hawai'i Police Department](#)

D: Outreach & Community Participation

Hawaii AI & Cloud Innovation Summit



Tyler Hawaii employees attended the Hawaii AI and Cloud summit to align Tyler Tech's AI strategies with local needs and opportunities in Hawaii with respect to public sector and educational applications.

Event: [Hawaii AI Summit](#)

Hawaii Digital Government Summit



During September 2025, Tyler Hawaii was again a sponsor of the Hawaii Digital Government Summit (DGS). The DGS allows the government and tech communities to learn from each other and to describe successful partnerships that have paid off for citizens and administrators.

Event: [Hawaii Digital Government Summit 2025](#)

Making Strides Against Breast Cancer



For the twelfth year in a row, Tyler Hawaii employees participated in the October 'Making Strides Against Breast Cancer' walk. Staff walked and donated to this cause.

Event: [Making Strides Against Breast Cancer](#)

Adopt a Family Gift Wrapping



For our thirteenth year, Tyler Hawaii is proud to have adopted two families this holiday season through the Lailima Giving Program. Lailima connects individuals and families in need with caring donors across the community and we were grateful to be able to do our part to help support our friends and neighbors in the islands.

Event: [Lailima Giving Program](#)

Community Food Drive



Tyler Hawaii participated in a local Community Food Drive to fight against hunger in Hawai'i. Staff donated monetary funds and 247 lbs of food donated equivalent to 205 meals provided to families facing hunger.

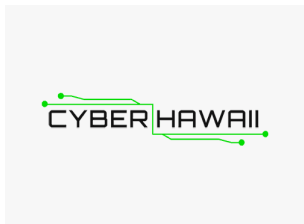
Tyler Connect 2026



Our annual Tyler Connect user conference is essential to our mission of empowering the public sector to help create safer, stronger communities.

Event: [Tyler Connect 2026](#)

4th Annual Hawaii Cybersecurity Conference – Day 1



Tyler Hawaii attended the 4th Annual Hawaii Cybersecurity Conference Day 1 that is an information sharing event intended to help Hawaii's varied communities be better informed and better prepared against online criminals.

Event: [4th Annual Hawaii Cybersecurity Conference – June 23 \(Day 1 of 2\)](#)

E: Historical Financials

The below tables provide a historical financial summary from Tyler Hawaii's audited financial statements for calendar years (CY) 2010 to 2017 and unaudited financials for fiscal year (FY) 2018 to 2025. "Funds Collected" indicates total monies collected by the portal and "Disbursed to Agency" indicates the total amount disbursed to the State and County agencies.

Table E-1: Financial Summary by Calendar Year (2010 – 2017 Audited)

Year	Funds Collected	Disbursed to Agency	Tyler Hawaii Revenue	Tyler Hawaii Expenses	Operating Income	Less Income Tax Expense	Net Income
CY2010	\$751,174,040	\$747,015,378	\$4,158,662	\$3,776,699	\$381,963	\$144,768	\$237,195
CY2011	\$1,003,797,269	\$998,537,542	\$5,259,727	\$4,682,687	\$577,040	\$223,820	\$353,220
CY2012	\$1,345,767,601	\$1,339,424,575	\$6,343,026	\$5,796,751	\$546,275	\$215,262	\$331,013
CY2013	\$1,592,725,137	\$1,586,044,805	\$6,680,332	\$6,330,419	\$349,913	\$109,634	\$240,279
CY2014	\$1,722,535,140	\$1,714,395,703	\$8,139,437	\$6,833,673	\$1,305,764	\$504,585	\$801,179
CY2015	\$2,016,484,180	\$2,008,153,427	\$8,330,753	\$7,453,899	\$876,854	\$344,771	\$532,083
CY2016	\$2,018,077,300	\$2,009,013,881	\$9,063,419	\$8,078,259	\$985,160	\$260,427	\$724,733
CY2017	\$510,350,683	\$501,513,927	\$8,836,756	\$8,751,788	\$84,968	\$23,468	\$61,500

Table E-2: Financial Summary by Fiscal Year (2018 – 2025 Unaudited)

Year	Funds Collected	Disbursed to Agency	Tyler Hawaii Revenue	Tyler Hawaii Expenses	Operating Income	Less Income Tax Expense	Net Income
FY2018	\$421,694,982	\$412,644,034	\$9,050,948	\$9,091,008	\$(40,060)	\$(50,499)	\$10,439
*FY2019	\$302,792,709	\$293,099,930	\$9,692,779	\$9,284,361	\$408,418	\$96,315	\$312,103
**FY2020	\$250,962,387	\$240,912,280	\$10,050,107	\$9,124,858	\$925,249	\$193,603	\$731,646
***FY2021	\$311,679,983	\$301,242,326	\$10,437,657	\$9,209,155	\$1,228,502	\$254,561	\$973,941
****FY2022	\$383,579,310	\$373,953,024	\$9,626,286	\$8,814,566	\$811,720	\$225,374	\$586,346
*****FY2023	\$384,639,518	\$373,730,730	\$10,908,789	\$8,789,808	\$2,118,981	\$465,980	\$1,653,001
FY2024	\$594,692,594	\$582,820,681	\$11,871,912	\$9,753,879	\$2,118,033	\$550,078	\$1,567,956
FY2025	\$722,370,356	\$709,011,154	\$13,359,203	\$10,078,159	\$3,281,044	\$723,890	\$2,577,153

Please see [Appendix H: Glossary](#) for a more detailed explanation of the column headings

* Please note that FY2019 financials include three projects outside of the Portal Contract totaling \$39,553 in Tyler Hawaii revenue.

** Please note that FY2020 financials include one project outside of the Portal Contract totaling \$4,600 in Tyler Hawaii revenue.

*** Please note that FY2021 financials include one project outside of the Portal Contract totaling \$150 in Tyler Hawaii revenue.

**** Please note that FY2022 financials include one project outside of the Portal Contract totaling \$226,767.80 in Tyler Hawaii revenue.

***** Please note that FY2023 financials include six projects outside of the Portal Contract totaling \$648,000.16 in Tyler Hawaii revenue.

F: Funding Portal Operations

Transaction Funded Model (Self-Funded)

When a State or County agency works with Tyler Hawaii to develop a new service using the transaction funded model, there is no upfront cost for development. Tyler Hawaii and the agencies collaborate to come up with sustainable solutions. Tyler Hawaii absorbs the risk and cost of developing the service in return for future revenue over the lifecycle of the service to recover costs and maintain and support the service.

Tyler Hawaii generates revenue through service fees that are added on to the online services we build. These fees can be passed to the fee payer or absorbed in part or whole by the agency. Sometimes our services make an existing paper form available online. Other times we come up with innovative solutions that never existed before, such as Hawaii Compliance Express, which integrates a process involving multiple State agencies into one online solution. The idea of eGovernment is not simply to make existing procedures have electronic analogs. We work with the agency to find ways to streamline existing processes, making the whole system more efficient.

Tyler Hawaii maintains each of the services we develop over the lifecycle of that service. This means the agencies pay no fees for software licensing, operating system upgrades, and security scans. Tyler Hawaii staffs a full team of customer service representatives and takes calls, emails, and instant messages at no cost to the agencies for services funded under the self-funded model. Finally, Tyler Hawaii provides outreach support for our services, assisting with education, training, and marketing efforts to drive awareness and adoption of the services. You may have seen examples like the annual report email reminders (DCCA Business Registration, Hawaii eProcurement System, Kauai Real Property Tax Payments, and others), videos, training, community meetings, industry meetings, posters, and business cards. The transaction funded model is a flexible funding model that works for government, businesses, and citizens in the following manner:

1. Modest efficiency or transaction fees are applied to a limited number of services, which cover the cost of building, maintaining, and expanding the entire digital government platform at no cost to government.
2. Transaction fees create a sustainable funding stream to support long-term digital government growth.
3. Funding from this small number of fee services supports enterprise-wide digital government expansion. With this funding source established, many digital government services are then provided at no cost, or significantly reduced cost, to users.
4. The ongoing funding source is reinvested in building more new services. Reinvestment examples include collaborative efforts to propose and build new self-funded and discounted/no cost systems, maintain and upgrade existing services, meet security and compliance requirements, and participate in conversations with the community, policy makers, and agency directors.
5. Tyler Hawaii is paid only when digital government services are used, so a strong natural incentive exists to build, deploy and market services that the community wants and needs.
6. Strong central government sets the digital government strategy, establishes priorities, sets efficiency fees, and maintains data control.

Time and Materials

When transaction fees are not feasible, Tyler Hawaii can still offer services with our contract hourly development rates. In most cases, this funding model is used when an agency wants to develop an online service that has an existing funding model (i.e. federal grants) or the service doesn't generate any revenue but requires significant development and maintenance. The Department of Land and Natural Resources, Department of Labor and Industrial Relations, and Department of the Attorney General are some of the agencies who have leveraged this funding model.

Hybrid Funding Model

A hybrid approach combines the transaction funded and time and materials models. There are development costs, however, they are discounted as there is also a transaction funded component to the application. This may be used when there are transactions, but the volume may not be enough to cover the entire costs of developing or maintaining the service.

Hosting

Some agencies leverage our hosting services for website hosting or Tyler Hawaii developed web applications that have no revenue base. In certain scenarios, an agency may already have an application developed that only needs hosting service to continue providing service to the public.

No Cost Projects

Tyler Hawaii also develops some applications entirely at no cost where appropriate. Most of these applications have no way to generate revenue. Tyler Hawaii recovers its costs for development, deployment, hosting, and maintenance through portal administration fees from other self-funded services.

The Access Hawaii Committee collaborates with Tyler Hawaii in determining which services will be provided at no cost to the State or County agency. These types of applications generally have a high public value or dramatically enhance public safety. Some examples include: Unclaimed property search, and the state calendar for posting public meeting and events. Below is a list of the 21 no cost services provided by Tyler Hawaii:

- Access Hawaii Committee [AHC website](#)
- [Access Hawaii Committee Document Repository](#)
- Budget and Finance – [Unclaimed Property Search](#)
- City and County of Honolulu – Work Hawaii Division – Youth Build Website
- DAGS – OIP – State [Calendar](#)
- DCCA – BREG – [Agent Search](#)
- DCCA – BREG – Officer Search
- DLNR – DSP – Special Use Permitting System Interactive Voice Response System
- GOV – Boards & Commissions [Online Application](#)
- gov [State portal website](#)
- Judiciary – eBench Warrants
- Judiciary – Policy & Planning – Judge Evaluations
- Judiciary – [Volunteers in Public Service](#)
- Tyler Hawaii – [CXsuite](#)
- Tyler Hawaii – [Invoicing System](#)
- Tyler Hawaii – Kala Payment Module
- Tyler Hawaii – Kala Refund Module
- Tyler Hawaii – (Lala) [Single Sign-On Service](#)
- Tyler Hawaii – [Online Subscriber Form](#)
- Tyler Hawaii – [Payment Platform](#)
- Tyler Hawaii – Interactive Voice Response System

The vast majority of the portal's funding is from transaction funded applications. Without that base of resources, the portal would not be able to offer these no cost services and some discounted services to the State and County agencies and citizens.

G: Portal Oversight

The twentieth Hawaii State Legislature, in 2000 passed Act 292 establishing the Access Hawaii Committee (AHC) to oversee the State of Hawaii's internet portal activities.

Pursuant to Act 292, the AHC coordinates and provides oversight of the activities of Tyler Hawaii and the departments and agencies that utilize the Portal. In addition to the AHC, the State Portal Program Manager functions as a vendor relationship manager to assist the AHC with its Legislative mandated duty of providing oversight of the portal provider. The responsibilities of the Portal Program Manager include:

- Track portal provider activities to ensure compliance with the terms and conditions of the portal provider contract;
- Review Portal Contractor's financial reports;
- Evaluate new Statements of Work, fee agreements, priorities, and Service Level Agreements under negotiation between government agencies and the portal provider and present findings and recommendations to the Access Hawaii Committee;
- Review and report on enhancements and maintenance proposed to existing portal applications and services; provide recommendations to Access Hawaii Committee regarding any need for a new Statement of Work;
- Work with the portal provider to create and analyze an annual survey of government agencies and end users utilizing the State Portal to determine if portal provider's services are satisfactory; and present findings and recommendations based on the survey results to the Access Hawaii Committee.
- Assist in prioritizing self-funded applications in the development queue;
- Organize, support, document, and facilitate Access Hawaii Committee meetings, to include abiding by Sunshine Law (Hawaii's open meetings law, part I of chapter 92, HRS);
- Ensure that State standards for all applications and services are adhered to by portal provider;
- Collaborate with portal provider to develop best practices documents on Internet presentation and consistency, data exchange, and cyber security;
- Coordinate and conduct studies of portal direction and services related to changes in the portal technology lifecycle.

H: Glossary

- **Agency Paid Tyler Hawaii** – Amount State or County agency pays Tyler Hawaii, which may include Portal Administration Fee if absorbed by the agency.
- **Avoided Costs** – Costs avoided by the State or County agency with regard to labor associated with data entry, paper, mailing, marketing and outreach. This does not include any IT related costs/savings.
- **CMS** (Content Management System) – A system of software that provides website authoring, collaboration, and administration tools to help users with little/ no knowledge of web coding to create, edit and manage website content. WordPress is the CMS used by Tyler Hawaii.
- **Disbursed to Agency** – Statutory fees collected on behalf of a State or County agency and disbursed by Tyler Hawaii to the agency.
- **External Contracts** – Contracts between Tyler Hawaii and state/county agencies that are procured outside of the eHawaii.gov program and SPO Vendor List Contract 08-13, using vehicles such as NASPO, Sole Source, RFP, etc.
- **External Expense** – Expenses allocated to Tyler Hawaii projects performed outside of the eHawaii.gov program and SPO Vendor List Contract 08-13.
- **External Project** – Tyler Hawaii project contracted and completed outside of the eHawaii.gov program and SPO Vendor List Contract 08-13.
- **External Revenue** – Revenue earned by Tyler Hawaii via State or County engagements outside of the eHawaii.gov program and SPO Vendor List Contract 08-13.
- **Funds Collected** – Total amount of monies collected through the portal. This includes all statutory fees, credit card or eCheck fees, and convenience fees.
- **Hybrid Funding Model** – The combination of using both the transaction funded and time and materials models together.
- **Infrastructure as a Service** (IaaS) – A software environment that hosts all of the applications, such as Amazon Web Services.
- **Platforms** – Software systems that enable smaller web applications to run.
- **Platform as a Service** (PaaS) – Access to a cloud-based system for developing and managing web applications.
- **Portal Administration Fee** – Sum of service fee (i.e. convenience fee of using the service) and transaction fee (i.e. credit card or eCheck fee).
- **Portal Contract (via AHC)** – Refers to SPO Vendor List Contract 08-13. Contract currently held by Tyler Hawaii that was created in 2000 to expedite introduction of digital government services that improve citizen interactions with government. It allows State and County agencies to procure services from the company, without the requirement to go through the RFP process. This is provided that the Statement of Work between the agency and the company is reviewed and approved by the Access Hawaii Committee.
- **Service** – A service is an online application or a CMS website.
- **Software as a Service** (SaaS) – Web applications that reside in the cloud and are available for use by different entities, who subscribe to pay for the service.
- **Statutory Fees Collected** – Statutory Fees collected by Tyler Hawaii on behalf of the State or County agency and disbursed to the agency.
- **Time and Materials** – Funds paid by State or County agency for a project or other work based upon fixed cost pricing or hourly contract rates.
- **Transactional Revenue** – Revenues generated through transaction fees paid by the customer or State or County agency to Tyler Hawaii.
- **Tyler Hawaii Portal Revenue** – Tyler Hawaii income ("Funds Collected" amount minus the "Disbursed to Agency" amount).
- **User** – Customer or public user of the service.

- **User Adoption** – A situation in which users adopt a new process that works to fill a specific need. They transfer from an old system and migrate to a system that is newer, better, faster, more comprehensive, and altogether more efficient.
- **User Paid Tyler Hawaii** – Amount that a user pays to Tyler Hawaii in Portal Administration Fees.
- **Web Application** – An application that utilizes web technologies to allow users to perform tasks over the internet using their web browser (e.g., searching for data, submitting forms, renewing licenses, buying permits, paying statutory fees).