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December 15, 2020

The Honorable Ronald D. Kouchi,
President, and Members of the Senate
Thirty-First State Legislature
State Capitol, Room 409
Honolulu, Hawai'i 96813

The Honorable Scott K. Saiki, Speaker
and Members of the House of
Representatives
Thirty-First State Legislature
State Capitol, Room 431
Honolulu, Hawai'i 96813

Dear President Kouchi, Speaker Saiki, and Members of the Legislature:

For your information and consideration, I am transmitting a copy of the Annual Report on the Operation of the Internet Portal for the period July 1, 2019 through June 30, 2020 pursuant to Section 27G-5, Hawaii Revised Statutes.

In accordance with Section 93-16, Hawaii Revised Statutes, this report may be viewed electronically at <http://ags.hawaii.gov/reports/legislative-reports/>.

Sincerely,


Douglas Murdock (Dec 18, 2020 14:23 HST)

DOUGLAS MURDOCK
Chief Information Officer

Attachment

STATE OF HAWAI'I

ACCESS HAWAI'I COMMITTEE
AND THE
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

ANNUAL REPORT ON

THE OPERATION OF THE INTERNET PORTAL

FOR THE PERIOD

JULY 1, 2019 THROUGH JUNE 30, 2020

SUBMITTED TO

THE THIRTY-FIRST STATE LEGISLATURE

IN ACCORDANCE WITH SECTION 27G-5, HAWAI'I REVISED STATUTES

STATE OF HAWAI'I
ACCESS HAWAI'I COMMITTEE AND THE
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON THE OPERATION OF THE INTERNET PORTAL
FOR THE PERIOD FROM JULY 1, 2019 THROUGH JUNE 30, 2020

Introduction

Pursuant to section 27G-5, Hawai'i Revised Statutes (HRS), the Access Hawai'i Committee (AHC) submits its annual report to the 2020 Legislature. This year's annual report contains a report by the portal manager/vendor, Hawaii Information Consortium, LLC dba NIC Hawaii (NIC Hawaii), reflecting work authorized to perform by the AHC in conjunction with various State and County agencies.

Overview:

Chapter 27G, HRS, requires the legislative mandated duties of the AHC which include the following oversight functions of the State Internet Portal Program:

- 1) review 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 customer satisfaction surveys conducted by the portal manager
- 5) 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, SLH 2000 to exercise oversight of the portal manager. 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, the Portal Program Manager position was created during the 2011 legislative session by Act 164 (SLH 2011) 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, internet initiatives, electronic document filing, 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 continually being added through the portal program. State and County agencies and their employees working with NIC Hawaii have identified new online services and work hand-in-hand with NIC Hawaii through the planning, implementation, and operational phases for these services. As a result, government is more accessible to the public and is being provided with added convenience. Citizens can conduct business with 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 NIC 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 effective January 2008 for the initial five-year period. Contract extensions were approved by the AHC. The effective dates were January 4, 2013, and January 4, 2016 for up to three years and January 3, 2020 for up to two years with a study to conduct an RFP for the second year.

FY 2020 Activities

The following sections provide key issues and activities addressed by the AHC from July 1, 2019 through June 30, 2020.

Preparation for New Request for Proposals (RFP)

On March 1, 2018 the board agreed that to support the existing portal services while the RFP is in progress, the current contract that was to expire on January 3, 2019 was extended for one year to January 3, 2020. The extension was signed on July 1 2018.

On June 21, 2019 the AHC agreed to support the procuring agency: SPO and the ETS CIO (contract administrator) to extend the contract up to two years, with a study to further support an RFP in the second year. The contract that was to expire on January 3, 2020 was signed to extend on November 14, 2019.

Modifications to the existing contract were made by ETS, SPO, and HIC in October 2019. The Supplemental Contract No. 5 to Contract RFP-08-01 1-SW, SPO Contract No. 08-13 was signed on November 14 2019.

On Dec 3, 2020 the AHC will review the next steps for an RFP or extension for the upcoming January 3, 2022 contract expiration.

Accolades:

The State portal program earned the following awards in 2020:

1. Hawaii Business Express
 - Outstanding Website Award (Web Marketing Association Web Award)
2. MyPVL: One-Stop-Solution for Professional Licenses
 - Government Experience Award
3. Hawaii Information Consortium Website Redesign
 - W3 Award
4. Hawaii Information Consortium Website Redesign
 - Davey Award, Silver

2020 Annual Report by NIC Hawaii

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

NIC Hawaii

Annual Report Fiscal Year 2020

July 1, 2019 – June 30, 2020



NIC Hawaii

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Executive Summary

The sudden and significant impact of COVID-19 in the spring of 2020 has served as an immediate and exponential change agent to digital government. The short-term uncertainty has given way to long term changes and required shifts in priority setting, strategic planning, and implementation approaches.

NIC Hawaii has been able to quickly implement solutions to assist various state agencies decrease foot traffic to the government offices. This is crucial during the COVID-19 pandemic. The Department of Commerce and Consumer Affairs's Professional and Vocational Licensing system was updated to allow applicants to submit their application and required documentation and pay for their application online. NIC Hawaii also assisted a number of agencies adjust their existing online services based on new COVID-19 requirements or restrictions. A few examples include modifications to the State Calendar due to the suspension of the Sunshine Law, waiving user fees and safety checks for motor vehicle registration renewals, and temporarily suspending camping reservations.

With many unknowns on the horizon, the importance and acceleration of digital government cannot be ignored or delayed. The past year has shown that improving and reimagining how government provides services safely to the community will be a priority.

Today, Hawaii continues as a leader in access to digital government services in the areas of business registration, vital records access, electronic procurement, licensing / permitting, and website design and accessibility.

When the State issued the original Request for Proposal (RFP) in 1999 for a self-funded (funded by fees collected from the fee payer or State or County agency) Internet Portal Provider, Hawaii Information Consortium, LLC dba NIC Hawaii answered and won. In 2008, the RFP under which the current contract was awarded, was updated to include self-funded services, marketing and outreach, time and materials projects, hosting services, and website design and implementation.

In November 2019, the portal contract was extended for the period of January 4, 2020 to January 3, 2022. The contract extension included additional terms including moving all NIC Hawaii services from our current on-island data center to the cloud. NIC Hawaii is in the process of moving our services to Amazon Web Services (AWS) and is expected to be fully migrated in 2021 Q1.

Another contract requirement that resulted in significant NIC Hawaii effort is the Identity Management Initiative handled in collaboration with the Hawaii ETS team. The first phase of this requirement has been completed and a second phase is now in the planning stages.

The information in this report covers the time period from July 1, 2019 to June 30, 2020.

The eHawaii.gov portal program launched 15 new services, websites and major application updates in Fiscal Year (FY) 2020 and currently provides over 160 online services. The breakdown of program services by department is provided in Table 1 below. The Department of Land and Natural Resources (DLNR) and Department of Commerce and Consumer Affairs (DCCA) leverage the portal most effectively with 30 and 25 services, respectively. A number of

agencies have expanded services to the public consistently in recent years, and we hope that more departments and divisions will do so in the coming years.

Table 1: Services by Department

Department	Services*
Department of Land and Natural Resources (DLNR)	30
Department of Commerce and Consumer Affairs (DCCA)	25
NIC Hawaii Enterprise Applications and Other**	14
Department of Health (DOH)	13
Department of Attorney General (AG)	12
Department of Business, Economic Development & Tourism (DBEDT)	11
Judiciary (JUD)	10
County of Hawaii (Hawaii)	8
Department of Accounting and General Services (DAGS)	7
Department of Budget and Finance (B&F)	6
City and County of Honolulu (CCHNL)	5
Department of Labor and Industrial Relations (DLIR)	5
County of Kauai (Kauai)	4
Department of Taxation (DOTAX)	2
Enterprise Technology Services (ETS)	2
Office of the Governor (GOV)	2
Office of the Lieutenant Governor (LG)	1
County of Maui (Maui)	1
Department of Defense (DOD)	1
Department of Public Safety (DPS)	1
Department of Transportation (DOT)	1
Hawaii State Public Library (HSPLS)	1
Legislative Reference Bureau	1
Grand Total	163

*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 FY2020, NIC Hawaii's three-person customer service team provided over 6,000 hours to Hawaii citizens, businesses, visitors, and State and County agencies. Averaging approximately 5,800 interactions each month, the team handled inquiries and questions via phone, online chat, and email.

We work closely with our oversight committee, the Access Hawaii Committee (AHC) and the Portal Program Manager (PPM). Detailed weekly status meetings between NIC Hawaii and the PPM help keep the portal program moving forward to bring efficient and innovative digital government to the people of the State of Hawaii.

Funding Portal Operations

Transaction Funded Model (Self-Funded)

When a State or County agency works with NIC Hawaii to develop a new service using the transaction funded model, there is no upfront cost for development. NIC Hawaii and the agencies collaborate to come up with sustainable solutions. NIC 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.

NIC 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.

NIC 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. NIC 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, NIC 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 postcards (DCCA Business Registration), email reminders (Hawaii eProcurement System, Kauai Real Property Tax Payments), 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. NIC 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, NIC 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 is using both the transaction funded and time and materials models together. 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 NIC 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

NIC Hawaii also develops some applications entirely at no cost where appropriate. Most of these applications have no way to generate revenue. NIC 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 NIC 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: Hawaii sex offender search, unclaimed property search, and the state calendar for posting public meeting and events. Below is a list of the 29 no cost services provided by NIC Hawaii:

- Access Hawaii Committee [AHC website](#)
- [Access Hawaii Committee Document Repository](#)
- AG - CSEA - [Child Support Account Information System](#)
- AG - HCJDC - [Covered Offenders Search](#)
- Budget and Finance - [Unclaimed Property Search](#)
- City and County of Honolulu - Work Hawaii Division - [Youth Build Website](#)
- County of Hawaii - Parks & Recreation - [Mauna Kea Group Application](#)
- DAGS – OIP - Statewide [Calendar](#)

- DCCA - BREG - [Agent Search](#)
- DCCA - INS - [Insurance Continuing Education Information](#)
- DCCA - INS - [Insurance License Search](#)
- DCCA - INS - [License CE Verification](#)
- DCCA - INS - [Self-Service Portal](#)
- DCCA - PVL - [Continuing Education System](#)
- DCCA - PVL - [Insurance Certificate Submittal \(Surety\)](#)
- DCCA - PVL - [License Search](#)
- DCCA - PVL - [MyPVL Dashboard](#)
- DLNR - BOC - [Power of Attorney and Names Change Glossary Download](#)
- GOV - Boards & Commissions [Online Application](#)
- Hawaii.gov [State portal website](#)
- Judiciary - Policy & Planning - Judge Evaluations
- Judiciary - [Volunteers in Public Service](#)
- NIC Hawaii - [CXsuite](#)
- NIC Hawaii - Driver Record Correction Request
- NIC Hawaii - [Invoicing System](#)
- NIC Hawaii - Kala Payment Module
- NIC Hawaii - Kala Refund Module
- NIC Hawaii - (Lala) [Single Sign-On Service](#)
- NIC Hawaii - [Payment Platform](#)

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.

Portal Financial Information

Overview of Revenue

NIC Hawaii submits its audited financials to the Access Hawaii Committee each year and submits an annual report to the Hawaii State Legislature regarding the services that the portal provides to our agencies. The portal manages over 70 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 2020, the portal collected \$250,962,387 and disbursed \$240,912,280 to the State and County agencies. NIC Hawaii portal revenue was \$10,050,107 in FY2020 and expenses were at \$9,124,858 resulting in an operating income of \$925,249.

Table 2: Financial Summary by Fiscal Year (FY2020 – Unaudited)*

Year	Funds Collected	Disbursed to Agency	NIC Hawaii Portal Revenue	Cost of Portal Revenues	Operating Income	Less Income Tax Expense	Net Income
**FY2020	\$250,962,387	\$240,912,280	\$10,050,107	\$9,124,858	\$925,249	\$193,603	\$731,646

* Please see Appendix D: Glossary for a more detailed explanation of the column headings

** Please note that all financial numbers in FY2020 include one project with the State Procurement Office for Hawaii eProcurement (HlePro) videos that was completed outside of the Portal Contract totaling \$4,600 in NIC Hawaii revenue.

Funds Collected

\$251M

Collected in FY2020

Percentage of Funds Disbursed

96%

Percentage of Collected Funds Disbursed to Agencies

Funds Disbursed

\$240.9M

Disbursed to Agencies in FY2020

Solution

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

NIC Hawaii can disburse funds based on each agency's needs, electronically or manually, on a daily, weekly, semi-monthly or monthly basis and provide detailed reporting.

Sources

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

- **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 significantly discounted hourly rates and take advantage of our existing services and infrastructure.
- **Hosting revenue** is collected for hosting websites or services that are not supported by transactions; it accounts for less than 1% 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, NIC 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 NIC 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, NIC Hawaii's fees are paid by the agency (State and Counties). In typical situations, the agency receives more value or avoids more cost than the amount of the per-transaction fee it pays to NIC Hawaii. In both of these situations, those who benefit most from the services pay for them.

Revenues and expenses are reported quarterly to the Access Hawaii Committee. In 2016, NIC Hawaii responded to Senate Resolution 54 and provided a detailed report of payments to the portal.

The table below shows that 94.8% of NIC Hawaii's Portal Revenue in FY2020 is comprised of transactional revenue while only 5.2% is from funds collected through time and materials work, hosting and maintenance fees.

Table 3: FY2020 Portal Revenue by Funding Model (Unaudited)

Category	Amount	Percentage
Transactional Revenue	\$9,525,637.36	94.8%
Time and Materials, Hosting and Maintenance Fees	\$524,469.56	5.2%
Total NIC Hawaii Portal Revenue	\$10,050,106.92	100%

NIC Hawaii's monthly portal revenue and expenses in FY2020 are displayed in the below table. Monthly portal revenue fluctuates based on the number of transactions processed per service as well as the amount of work performed on time and materials projects.

Table 4: FY2020 Monthly Revenue and Expenses (Unaudited)

Month	NIC Hawaii Portal Revenue	NIC Hawaii Portal Expenses
July 2019	\$852,469.00	\$814,066.00
August 2019	\$848,687.00	\$802,093.00
September 2019	\$640,311.00	\$745,355.00
October 2019	\$742,940.00	\$743,059.00
November 2019	\$983,212.00	\$790,079.00
December 2019	\$935,866.00	\$771,413.00
January 2020	\$862,531.00	\$791,664.00
February 2020	\$760,932.00	\$812,457.00
March 2020	\$845,636.00	\$739,022.00
April 2020	\$782,398.00	\$738,810.00
May 2020	\$899,735.49	\$726,219.00
June 2020	\$895,389.43	\$650,621.00
Totals	\$10,050,106.92	\$9,124,858.00

Revenue by Service

The FY2020 Revenue by Service for the portal is listed below:

Table 5: FY2020 Portal Revenue from Transactional Services (Unaudited)

Service Name by Department	Funds Collected	Disbursed to Agency	Sum of Partner Paid NIC Hawaii	Sum of User Paid NIC Hawaii	Sum of NIC Hawaii Revenue Total
Budget & Finance	\$556,020.92	\$542,404.31	\$0.00	\$13,616.61	\$13,616.61
Employer-Union Health Benefits Trust Fund Payment	\$556,020.92	\$542,404.31	\$0.00	\$13,616.61	\$13,616.61
County of Hawaii	\$61,187,064.16	\$60,559,309.12	\$0.00	\$627,755.04	\$627,755.04

Service Name by Department	Funds Collected	Disbursed to Agency	Sum of Partner Paid NIC Hawaii	Sum of User Paid NIC Hawaii	Sum of NIC Hawaii Revenue Total
Building Permit Payments	\$825,200.55	\$806,753.50	\$0.00	\$18,447.05	\$18,447.05
Liquor Permits	\$16,936.20	\$15,344.80	\$0.00	\$1,591.40	\$1,591.40
Motor Vehicle Registration Renewals	\$5,384,335.21	\$5,200,507.60	\$0.00	\$183,827.61	\$183,827.61
Online Reservation System (Camping)	\$219,229.50	\$192,300.19	\$0.00	\$26,929.31	\$26,929.31
Real Property Tax Payments	\$54,741,362.70	\$54,344,403.03	\$0.00	\$396,959.67	\$396,959.67
County of Kauai	\$31,490,239.34	\$31,240,324.45	\$51,906.87	\$198,008.02	\$249,914.89
Motor Vehicle Registration Renewals	\$2,008,475.77	\$1,956,146.21	\$33,154.22	\$19,175.34	\$52,329.56
Real Property Tax Payments	\$27,292,804.66	\$27,147,785.06	\$6,705.87	\$138,313.73	\$145,019.60
Sewer Payments	\$2,188,958.91	\$2,136,393.18	\$12,046.78	\$40,518.95	\$52,565.73
County of Maui	\$10,394,380.23	\$10,126,536.61	\$110,228.77	\$157,614.85	\$267,843.62
Motor Vehicle Bulk Renewal	\$957,086.91	\$890,006.26	\$0.00	\$67,080.65	\$67,080.65
Motor Vehicle Registration Renewals	\$9,437,293.32	\$9,236,530.35	\$110,228.77	\$90,534.20	\$200,762.97
Department of Business, Economic Development and Tourism	\$312,674.64	\$300,272.61	\$4,398.00	\$8,004.03	\$12,402.03
EZ Forms	\$1,310.00	\$0.00	\$1,310.00	\$0.00	\$1,310.00
Film Permits	\$4,830.00	\$0.00	\$0.00	\$4,830.00	\$4,830.00
FTZ9 Bill Presentment	\$296,884.64	\$293,710.61	\$0.00	\$3,174.03	\$3,174.03
Solar Water Heater Variance	\$9,650.00	\$6,562.00	\$3,088.00	\$0.00	\$3,088.00
Department of Commerce and Consumer Affairs	\$20,920,330.77	\$17,981,305.94	\$2,806,353.33	\$132,671.50	\$2,939,024.83
Agent List Builder	\$763.00	\$332.40	\$0.00	\$430.60	\$430.60
Annual Business Filings	\$2,154,591.50	\$1,592,712.16	\$561,879.34	\$0.00	\$561,879.34
Business Bulk Data	\$78,000.00	\$0.00	\$0.00	\$78,000.00	\$78,000.00
Business Documents	\$236,740.00	\$157,835.07	\$78,904.93	\$0.00	\$78,904.93
Business Entity List Builder	\$8,235.90	\$0.00	\$0.00	\$8,235.90	\$8,235.90
Hawaii Business Express (DCCA)	\$1,535,102.50	\$1,047,382.75	\$487,719.75	\$0.00	\$487,719.75
Hawaii Business Express (DOTAX)	\$176,575.00	\$156,830.00	\$0.00	\$19,745.00	\$19,745.00
Hawaii Insurance License Renewals	\$3,254,565.00	\$3,082,304.80	\$172,260.20	\$0.00	\$172,260.20

Service Name by Department	Funds Collected	Disbursed to Agency	Sum of Partner Paid NIC Hawaii	Sum of User Paid NIC Hawaii	Sum of NIC Hawaii Revenue Total
Hawaii Post-Secondary Education Authorization Program payments	\$1,300.00	\$1,040.00	\$0.00	\$260.00	\$260.00
Mortgage Foreclosure Dispute Resolution Public Notices	\$4,200.00	\$3,990.00	\$210.00	\$0.00	\$210.00
MyPVL	\$293,222.40	\$263,344.12	\$29,878.28	\$0.00	\$29,878.28
Professional Vocational Licensing Bulk Data	\$52,000.00	\$26,000.00	\$0.00	\$26,000.00	\$26,000.00
Professional Vocational Licensing List Builder	\$128,866.47	\$62,437.98	\$66,428.49	\$0.00	\$66,428.49
Professional Vocational Licensing Renewals	\$12,996,169.00	\$11,587,096.66	\$1,409,072.34	\$0.00	\$1,409,072.34
Department of Health	\$4,188,667.63	\$3,698,242.51	\$22,159.12	\$468,266.00	\$490,425.12
Clinical License Renewals	\$2,350.00	\$2,044.50	\$305.50	\$0.00	\$305.50
Electronic Death Registration System	\$100,209.00	\$92,538.00	\$0.00	\$7,671.00	\$7,671.00
Electronic Disinterment Application Permit	\$480.00	\$360.00	\$0.00	\$120.00	\$120.00
Facility Access Plan Submission and Review System	\$463,224.63	\$450,347.01	\$12,877.62	\$0.00	\$12,877.62
Marriage Licenses	\$1,006,488.00	\$919,343.00	\$0.00	\$87,145.00	\$87,145.00
Marriage Performer Licenses	\$30,900.00	\$0.00	\$0.00	\$30,900.00	\$30,900.00
Medical Cannabis Registry	\$1,460,875.00	\$1,326,321.50	\$0.00	\$134,553.50	\$134,553.50
Vital Records Ordering System	\$1,011,941.00	\$804,064.50	\$0.00	\$207,876.50	\$207,876.50
Waste Water Permits	\$112,200.00	\$103,224.00	\$8,976.00	\$0.00	\$8,976.00
Department of Labor and Industrial Relations	\$14,310,661.91	\$14,287,396.95	\$23,264.96	\$0.00	\$23,264.96
Hawaii Installation & Inspection Permitting System	\$129,440.00	\$116,496.00	\$12,944.00	\$0.00	\$12,944.00
Hawaii Unemployment Insurance (HUI) Express	\$14,167,521.91	\$14,158,630.95	\$8,890.96	\$0.00	\$8,890.96

Service Name by Department	Funds Collected	Disbursed to Agency	Sum of Partner Paid NIC Hawaii	Sum of User Paid NIC Hawaii	Sum of NIC Hawaii Revenue Total
Hoisting Machine Operators Advisory Board Website	\$13,700.00	\$12,270.00	\$1,430.00	\$0.00	\$1,430.00
Department of Land and Natural Resources	\$44,044,116.38	\$43,100,064.79	\$649,854.31	\$294,197.28	\$944,051.59
Boating Accounts Receivable System	\$610,619.57	\$595,145.65	\$0.00	\$15,473.92	\$15,473.92
Bureau of Conveyances eRecording	\$34,810.50	\$0.00	\$0.00	\$34,810.50	\$34,810.50
Bureau of Conveyances Image Bulk	\$30,000.00	\$9,000.00	\$0.00	\$21,000.00	\$21,000.00
Bureau of Conveyances Index Bulk	\$4,800.00	\$1,440.00	\$0.00	\$3,360.00	\$3,360.00
Bureau of Conveyances Land Title Records Online Search & Ordering System	\$320,821.00	\$282,298.48	\$38,522.52	\$0.00	\$38,522.52
Bureau of Conveyances LandShark	\$71,912.00	\$35,957.00	\$0.00	\$35,955.00	\$35,955.00
Bureau of Conveyances LandShark Bulk	\$66,000.00	\$19,800.00	\$0.00	\$46,200.00	\$46,200.00
Bureau of Conveyances Title & Records Management System	\$488,722.50	\$0.00	\$488,722.50	\$0.00	\$488,722.50
Bureau of Conveyances Title & Records Management System Payments	\$40,022,202.75	\$40,012,184.38	\$10,018.37	\$0.00	\$10,018.37
Civil Resource Violation System	\$55,360.00	\$38,860.00	\$16,500.00	\$0.00	\$16,500.00
Commercial Activity/Beach Wedding Permits (Wiki Permits)	\$147,228.70	\$128,088.96	\$19,139.74	\$0.00	\$19,139.74
Commercial Marine Licensing System	\$213,400.00	\$206,995.00	\$6,405.00	\$0.00	\$6,405.00
Commercial Vessel Landing Permits	\$85,761.00	\$77,161.20	\$8,599.80	\$0.00	\$8,599.80
Freshwater Game Fishing Licenses	\$19,225.00	\$16,406.00	\$0.00	\$2,819.00	\$2,819.00
Hunt Application System	\$346,531.00	\$309,142.50	\$37,388.50	\$0.00	\$37,388.50
Hunt Lottery Drawing System	\$42,100.00	\$37,071.00	\$5,029.00	\$0.00	\$5,029.00
Hunter Education Online Course	\$1,560.00	\$1,248.00	\$312.00	\$0.00	\$312.00

Service Name by Department	Funds Collected	Disbursed to Agency	Sum of Partner Paid NIC Hawaii	Sum of User Paid NIC Hawaii	Sum of NIC Hawaii Revenue Total
Registration and Records Management System					
Na Ala Hele Trail & Access System	\$46,155.06	\$41,238.00	\$0.00	\$4,917.06	\$4,917.06
Online Reservation System (Camping)	\$1,103,753.80	\$974,872.00	\$0.00	\$128,881.80	\$128,881.80
Uniform Commercial Code Filings	\$11,440.00	\$10,660.00	\$0.00	\$780.00	\$780.00
Vessel Registrations	\$321,713.50	\$302,496.62	\$19,216.88	\$0.00	\$19,216.88
Department of Public Safety (DPS)	\$880,660.00	\$772,736.83	\$107,923.17	\$0.00	\$107,923.17
Controlled Substances Registration System	\$880,660.00	\$772,736.83	\$107,923.17	\$0.00	\$107,923.17
Department of Taxation	\$46,513,092.34	\$45,446,535.09	\$0.00	\$1,066,557.25	\$1,066,557.25
eFile	\$46,513,092.34	\$45,446,535.09	\$0.00	\$1,066,557.25	\$1,066,557.25
Department of the Attorney General	\$2,515,262.50	\$2,208,102.25	\$61,231.75	\$245,928.50	\$307,160.25
Adult Criminal Information Search (eCrim)	\$710,950.00	\$532,092.00	\$0.00	\$178,858.00	\$178,858.00
Bulk Covered Offender Registry Data	\$3,700.00	\$1,850.00	\$0.00	\$1,850.00	\$1,850.00
Charities - Special Invoice Payment System	\$12,800.00	\$12,328.00	\$472.00	\$0.00	\$472.00
Charity Registration	\$1,364,625.00	\$1,309,482.25	\$55,142.75	\$0.00	\$55,142.75
Notary	\$223,017.50	\$200,997.00	\$0.00	\$22,020.50	\$22,020.50
Solicitors Registration System	\$56,170.00	\$50,553.00	\$5,617.00	\$0.00	\$5,617.00
Unlimited Criminal History Search	\$144,000.00	\$100,800.00	\$0.00	\$43,200.00	\$43,200.00
Department of Transportation	\$41,353.39	\$37,216.90	\$0.00	\$4,136.49	\$4,136.49
Surplus Auction	\$41,353.39	\$37,216.90	\$0.00	\$4,136.49	\$4,136.49
NIC Hawaii	\$69,103.66	\$0.00	\$0.00	\$69,103.66	\$69,103.66
Adjustments	-\$2,818.82	\$0.00	\$0.00	-\$2,818.82	-\$2,818.82
eHawaii.gov Notification Service	\$6,170.00	\$0.00	\$0.00	\$6,170.00	\$6,170.00
Late Fees	\$5,266.50	\$0.00	\$0.00	\$5,266.50	\$5,266.50
Non-Sufficient Funds Fees	\$6,234.85	\$0.00	\$0.00	\$6,234.85	\$6,234.85
Service Fees	\$23,951.13	\$0.00	\$0.00	\$23,951.13	\$23,951.13

Service Name by Department	Funds Collected	Disbursed to Agency	Sum of Partner Paid NIC Hawaii	Sum of User Paid NIC Hawaii	Sum of NIC Hawaii Revenue Total
Subscriber Fees	\$30,300.00	\$0.00	\$0.00	\$30,300.00	\$30,300.00
Judiciary	\$12,080,016.98	\$10,470,871.79	\$0.00	\$1,609,145.19	\$1,609,145.19
Civil Payments	\$1,652,713.85	\$1,610,809.00	\$0.00	\$41,904.85	\$41,904.85
Document Payments	\$101,515.56	\$98,929.20	\$0.00	\$2,586.36	\$2,586.36
Document Subscription Payment	\$105,167.05	\$102,502.00	\$0.00	\$2,665.05	\$2,665.05
Driver Monitoring	\$725,477.25	\$0.00	\$0.00	\$725,477.25	\$725,477.25
eTraffic Payments	\$4,129,646.35	\$3,961,531.59	\$0.00	\$168,114.76	\$168,114.76
Filing Payments	\$205,630.92	\$200,420.00	\$0.00	\$5,210.92	\$5,210.92
Traffic Abstracts	\$5,159,866.00	\$4,496,680.00	\$0.00	\$663,186.00	\$663,186.00
Office of the Lieutenant Governor	\$64,570.00	\$58,700.00	\$0.00	\$5,870.00	\$5,870.00
Name Change	\$64,570.00	\$58,700.00	\$0.00	\$5,870.00	\$5,870.00
State Procurement Office	\$848,581.75	\$82,259.87	\$9,142.37	\$757,179.51	\$766,321.88
Hawaii Compliance Express (HCE)	\$203,348.00	\$0.00	\$0.00	\$203,348.00	\$203,348.00
Hawaii eProcurement System (HlePro)	\$553,831.51	\$0.00	\$0.00	\$553,831.51	\$553,831.51
Surplus Auction	\$91,402.24	\$82,259.87	\$9,142.37	\$0.00	\$9,142.37
University of Hawaii	\$21,120.78	\$0.00	\$21,120.78	\$0.00	\$21,120.78
University of Hawaii Survey	\$21,120.78	\$0.00	\$21,120.78	\$0.00	\$21,120.78
Grand Total	\$250,437,917.38	\$240,912,280.02	\$3,867,583.43	\$5,658,053.93	\$9,525,637.36

Table 6: FY2020 Portal Revenue for Time and Materials, Hosting & Maintenance (Unaudited)

Service Name by Department	HIC Portal Revenue
Budget & Finance	\$6,200.00
ers.hawaii.gov Website	\$6,200.00
County of Hawaii	\$20,652.00
Hawaii County Police Department Website Hosting	\$2,500.00
Liquor Permits	\$17,552.00
traffic.hawaiicounty.gov Website	\$600.00
County of Honolulu	\$23,860.00
Legislative Document Access	\$23,860.00
Department of Business, Economic Development and Tourism	\$44,375.24
Business Development & Support Division Website Hosting	\$1,200.00
Business Development & Support Division Website Support	\$35,375.24
FTZ9 Hosting	\$1,200.00
Hawaii Clean Energy Initiative Website Hosting	\$1,800.00

Service Name by Department	HIC Portal Revenue
Renewable Energy Permitting Wizard Hosting	\$1,200.00
Renewable Energy Permitting Wizard Hosting (TEST site)	\$1,200.00
Renewable Energy Projects Directory	\$2,400.00
Department of Health	\$176,873.53
Clean and Sober Home Registry	\$26,740.01
Facility Access Plan Submission and Review System	\$18,000.00
Medical Cannabis Registry	\$19,557.15
Medical Cannabis Registry for Out-of-State Patients	\$20,024.16
Safe Drinking Water Branch Event Registration Website	\$1,000.00
TB Branch Hosting	\$8,000.00
Tuberculosis Control Program	\$19,100.00
Vital Records Ordering System	\$58,452.21
Disability Parking Permit System	\$6,000.00
Department of Labor and Industrial Relations	\$15,199.92
Green LMI Hosting	\$1,200.00
Work Opportunity Tax Credit Form Application	\$13,999.92
Department of Land and Natural Resources	\$175,782.72
Commercial Marine Dealer Reporting System	\$11,429.51
Engineering Division WordPress Site Hosting	\$1,200.00
Hunt Lottery Drawing System	\$61,180.00
Hunter Education Online Course Registration and Records Management System	\$24,723.21
Special Use Permitting System	\$1,200.00
Boating Accounts Receivable System	\$34,380.00
Commercial Marine Licensing System	\$41,670.00
Department of the Attorney General	\$11,459.42
Charity Registration Updates	\$648.00
Hawaii Integrated Justice Information Sharing	\$1,217.30
Hawaii Integrated Justice Information Sharing Hosting	\$9,000.00
Sex Offender Information Management System	\$594.12
Hawaii State Public Library System	\$1,200.00
Hawaii State Public Library System Website Redesign	\$1,200.00
Judiciary	\$4,000.00
Hosting Fees	\$4,000.00
Legislative Reference Bureau	\$36,220.00
Legislative Reference Bureau	\$36,220.00
Office of Enterprise Technology Services (ETS)	\$4,046.73
State Template	\$4,046.73
State Procurement Office	\$4,600.00
Hawaii eProcurement System (HlePro)	\$4,600.00
Grand Total	\$524,469.56

New Applications / Services Launched

A total of 15 services were launched as new services or with major upgrades this year. Of these, 3 were implemented at no-cost, 2 were transaction-based funded, 9 time & materials projects, and 1 hybrid (combination of both transaction-based and time & materials funded).

Table 7: Count of New/Upgraded/Retired Services

Category	Number
New Applications / Services	4
Major Application Upgrades	7
New Websites / Website Upgrades	4
Retired Services	3

#1: Hawaii Awards & Notices Data System (HANDS) Small Business Phase II

Department of Accounting and General Services – State Procurement Office

- Description: Added improved information and search functionality, renewal process implementation and dashboards for users and approved system administrators
- URL: hands.ehawaii.gov/hands/smallbusiness
- Funding Model: Transaction Funded
- Launch Date: 07/15/2019

#2: Medical Cannabis Registry

Department of Health - Harm Reduction Services Branch (HRSB)

Description: Allows patients to apply for the desired registration period, based on doctor approval and meeting the conditions stated by DOH with the capacity for in-state patients to apply for either 1 or 2 year registrations in the Medical Cannabis Registry

- URL: medmj.ehawaii.gov/medmj
- Funding Model: Time and Materials
- Launch Date: 07/18/2019

#3: Inspections and Permitting System

Department of Labor and Industrial Relations – Hawaii Occupational Safety and Health Division

- Description: The addition of the Temporary Construction Module allows elevator contractors the ability to submit online requests to use a designated elevator to haul equipment and tools to other floors during construction of the building.
- URL: hiosh.ehawaii.gov/
- Funding Model: Hybrid
- Launch Date: 09/09/2019

#4: CXsuite

NIC Hawaii

- Description: CXsuite gathers customer feedback and displays the feedback data in a dashboard. In addition to reporting functionality it also can interact with the end user, answer questions, record speech to text, and generate emails from voicemails.

- URL: cxsuite.ehawaii.gov/
- Funding Model: No Cost
- Launch Date: 10/03/2019

#5: eBench Warrants

Hawaii State Judiciary

- Description: Inclusion of civil warrants that can be viewed, printed, and served/recalled electronically. Civil warrants is the third warrant type to be offered via eBW, in addition to traffic and criminal warrants.
- URL: Private URL
- Funding Model: No Cost
- Launch Date: 10/07/2019

#6: Commercial Marine Dealer Purchase Reporting System

DLNR - Division of Aquatic Resources

- Description: Effective in January 2018, the revised [Hawaii Administrative Rule \(HAR\) Chapter 13-74](#) established the requirement for Commercial Marine Dealers to report all marine life obtained, purchased, transferred, exchanged, or sold during a weekly reporting period. The purpose of the project is to establish an online reporting system for commercial marine dealers to report marine life purchased from licensed fishermen on a weekly basis.
- URL: dlnr.ehawaii.gov/odr
- Funding Model: Time and Materials
- Launch Date: 10/09/2019

#7: Legislative Document Access

City & County of Honolulu

- Description: This records collection site allows public users and city employees to access legislative documents pertaining to the City & County of Honolulu. The Admin component provides access to measure management and related legislative documents.
- URL: <https://hnlldoc.ehawaii.gov/hnlldoc/>
- Funding Model: Time and Materials
- Launch Date: 12/10/2019

#8: Go Hunt Hawaii

DLNR - Division of Forestry and Wildlife (DOFAW)

- Description: The existing Hunt Application service was redesigned and integrated with [Go Hunt Hawaii](#) allowing hunters to apply for hunt, sign up for hunter education classes and order a replacement certification card all within one website.
- URL: <https://qohunthawaii.ehawaii.gov/public/hunts>
- Funding Model: Time and Materials
- Launch Date: 03/17/2020

#9: MyPVL

Dept of Commerce and Consumer Affairs (DCCA) - Professional & Vocational Licensing Division (PVL)

- Description: With the recent COVID-19 Stay-at-Home proclamation and closure of State of Hawaii offices, walk-in services are unavailable at this time. Most new licensing applications could only be accepted by mail. Applicants can submit their completed application, required documentation, and payment online through MyPVL, from the comfort and safety of their home without going to the post office. Staff will be able to process the paperless application electronically.
- URL: pvl.ehawaii.gov/mypvl
- Funding Model: Transaction Funded
- Launch Date: 04/27/2020

#10: Liquor Licenses and Permits

County of Hawaii – Department of Liquor Control

- Description: This enhancement includes updates to the renewals module such as reversing approvals, pre-populating applications, providing a principals report, addition of a new business structure as well as a secondary contact field set, and additional notifications. In addition to the enhancements, accommodated the agency's COVID19-related request of deferring payments for renewing licensees.
- URL: liquorpermits.ehawaii.gov/
- Funding Model: Time and Materials
- Launch Date: 05/18/2020

#11: Access Hawaii Committee Document Repository

NIC Hawaii

- Description: Online repository of all NIC Hawaii SOWs, SLAs, and AHC related documents that can be searched and downloaded by public.
- URL: ahcdocuments.ehawaii.gov/
- Funding Model: No Cost
- Launch Date: 05/26/2020

New Websites / Major Website Updates

Four (4) websites and/or major website updates were launched this year.

#1: DBEDT Small Business Regulatory Review Board (SBRRB)

Department of Business, Economic Development, and Tourism

- Description: The SBRRB is an eleven-member board comprised of small business owners and officers from across the State. Its main activities include reviewing and making recommendations to State and County agencies on any proposed new or amended administrative rules and responding to small business requests for assistance with administrative rules. The new website is an improved, revamped and user-friendly tool to assist Hawaii's business community. Highlights include: a new visual design, improved navigation, and online submissions for reviewing regulations.
- URL: sbrrb.hawaii.gov
- Funding Model: Time & Materials
- Launch Date: 08/13/2019

#2: Legislative Reference Bureau

Legislative Reference Bureau

- Description: The Legislative Reference Bureau (LRB) is a nonpartisan legislative service agency that provides a wide variety of services to legislators, legislative committees, and members of the public. Site features include:
 - A comprehensive listing of all LRB publications dating back to 1949
 - An improved Guide to Government to find agency contact info and descriptions for each agency
 - A curated selection of daily news in iClips
- URL: lrb.hawaii.gov/
- Funding Model: Time & Materials
- Launch Date: 12/19/2019

#3: Public Access Room (PAR)

Legislative Reference Bureau

- Description: PAR provides the public with information, facilities, and services to assist them as they engage and participate in the State legislative process. Site features include:
 - Find info about the current legislature (session calendar, deadlines, maps)
 - Sign up for the PAR newsletter
 - Attend a workshop
 - Read tips for engaging in the legislative process
- URL: lrb.hawaii.gov/par
- Funding Model: Time & Materials
- Launch Date: 12/19/2019

#4: BDSD Invest - Buy Hawaii, Give Aloha

Department of Business, Economic Development, and Tourism – Business Development and Support Division (BDSD)

- Description: We know local shoppers want to support small businesses and find the best made-in-Hawaii products. That's why DBEDT and NIC Hawaii created Buy Hawaii, Give Aloha, a one-stop online resource that makes it easy for shoppers to find local brands, all in one place. If you're a Hawaii business owner, you can join for free — and it's free for their customers to use too.
- URL: invest.hawaii.gov/buy-hawaii
- Funding Model: Time & Materials
- Launch Date: 06/06/2020

Retired Services

The following three (3) services were retired from use during fiscal year FY2020:

Table 8: Retired Services

Service	Date Retired
DCCA HPEAP Online Transcript Ordering service https://hpeap.ehawaii.gov	August 15, 2019
DCCA BREG Business Suite mobile application	August 26, 2019
DLIR Hawaii Unemployment Insurance (HUI) Express service and Quarterly Wage Reports service http://hui.ehawaii.gov/hui/app/welcome.html	December 31, 2019

DOTAX forms are no longer filed via the eFile service, dotax.ehawaii.gov/efile/user, as of August 28, 2019. However, the service is still available for users to view historical submissions.

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 NIC 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.

Looking Forward

As the eHawaii.gov program continues our partnership with the State and Counties of Hawaii, we acknowledge and accept the responsibility of working with the Access Hawaii Committee to improve the delivery of digital government services.

We continue to initiate, implement, and contribute to the steady progress towards streamlined and positive government interactions. The COVID-19 impact on our community requires greater communication and collaboration to reinvent how government services can be delivered via safe, consistent, and efficient channels. Our commitment to the partnership and the growth of broader areas of innovation will leverage the many conversations that our national presence as an NIC office provides.

We look forward to continuing the success of the eHawaii.gov program.

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Appendix 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 FY2020:

- NIC Hawaii provided 6,000+ labor hours via a 3-person customer service team
- There were 71,956 total interactions (phone calls, online chats, emails, application feedback – a 4% decrease over FY2019)
- Average of 6,000 interactions each month, which equals approximately 500 interactions per week per customer service team member
- Total phone call inquiries: 26,341 (36.7%)
- Nine out of every 10 inquiries are resolved on the first contact (92% 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 14 hr 5 min.

Total Interactions by Channel

Below is a table showing the total number of customer service interactions (phone calls, chats, and emails) from July 1, 2019 to June 30, 2020 with count and percentage breakdown by interaction type.

Interaction Type	Number	Percentage
Calls	26,431	36.7%
Chats	22,616	31.4%
Emails	22,655	31.5%
App Feedback	254	0.4%
Total	71,956	100%

Top 10 Customer Service Inquiries

The below table and chart show that 78% of our customer service inquiries span ten services.

Service	Percent
Vital Records	21%
Professional Vocational Licenses (PVL)	13%
Login Questions	9%
Hawaii Compliance Express (HCE)	8%
State Camping	7%

Service	Percent
Medical Cannabis Registry	7%
Miscellaneous NIC Hawaii Items	5%
Non-NIC Hawaii Items	3%
Electronic Marriage Registration System (EMRS)	3%
Hawaii Unemployment Insurance (HUI)	3%
Other	21%
Total	100%

Customer Experience Feedback

CXsuite is a real time feedback platform and was launched to production in October 2019. It allows NIC Hawaii and agency partners to better collect, evaluate, and act on comments, questions, and suggestions from Hawaii's citizens and businesses. There was a significant increase in the amount of feedback submitted in FY2020 due to strategically aligning the feedback to be triggered during the customer experience of key services.

- 12,510 feedback submissions received in FY2020, up from 1,249 in FY2019.
- 5,455 comments received in FY2020, up from 667 in FY2019.
- Of the 12,510 visitors who provided feedback 88.39% reported they had a positive experience.
- A total of 5.59% reported they had a negative experience.
- The device, browser and operating systems used by customers who submitted feedback are shown below:

Device Breakdown

- Computer 90%
- Mobile Phone 6%
- Tablet 1%
- Other/Unknown 3%

Browser Breakdown

- Chrome 55%
- Safari 20%
- Edge 11%
- Firefox 11%
- Other 3%

Operating System Breakdown

- Win10 52%
- MacOS 19%
- MacOSX 8%
- Win7 7%
- IOS 5%
- Other 9%

Appendix B: Marketing and Outreach

NIC Hawaii uses social media (Twitter, Facebook, Instagram) to promote new services and highlight awards and other portal activity.

Portal Notifications

NIC Hawaii sends postcards, reminders, alerts and other notices on behalf of many of the agencies. These include U.S. postal mail, email, and automated email and text messages via the eHawaii.gov Notification Service. The table below lists some of the notifications sent to portal users.

Agency	Service Name	Description	Message Type(s)
County of Kauai	Real Property Tax Payments (payments.ehawaii.gov/propertytax/kauai)	Email notice to County of Kauai property owners to pay property tax bill	Email
DCCA BREG	MyBusiness Alerts (alertme.ehawaii.gov / http://s://hbe.ehawaii.gov/documents/notifyLogin)	Near real-time business activity monitoring alerts of business registration filings and reminders to file your annual business report	Email, Text Message
DCCA BREG	Annual Business Filings (hbe.ehawaii.gov/annuals) Can also subscribe at: https://hbe.ehawaii.gov/documents/notifyLogin	Reminder to file your annual business report - sent 1 month prior to renewal, start of renewal quarter, and if needed, 2 weeks prior to end of renewing quarter	Email, Text Message
DCCA BREG	Annual Business Filings (hbe.ehawaii.gov/annuals)	Postcard reminder to file your annual business report	Postcard
DCCA BREG	Trade Name/Trademark/Service Mark Reminders Subscribe at https://hbe.ehawaii.gov/documents/notifyLogin	Reminder to file your TN/TM/SM renewal sent 180, 90, and 30 days prior to expiration	Email, Text Message
DCCA INS	Hawaii Insurance License Renewals (www.ehawaii.gov/insrenew)	Email reminder to renew your Hawaii insurance license	Email
DCCA INS	Hawaii Insurance License Renewals	Postcard reminder to renew your Hawaii insurance license	Postcard

Agency	Service Name	Description	Message Type(s)
	www.ehawaii.gov/insrene w)		
DCCA PVL	PVL License Renewals (pvl.ehawaii.gov/renewals)	Email reminder to renew your professional vocational license	Email
DCCA PVL	PVL License Renewals (pvl.ehawaii.gov/renewals)	Postcard reminder to renew your professional vocational license	Postcard
DOH HRS	Medical Cannabis Registry (medmj.ehawaii.gov)	Email reminder to renew your Hawaii Medical Cannabis registration	Email
DPS NED	Controlled Substances Registration System (ned.ehawaii.gov)	Notice regarding change in registration fees for prescribers of narcotics	Email
SPO	Hawaii Awards and Notices Data System (hands.ehawaii.gov)	Email announcements to all users or to users within a particular department	Email
SPO	HlePro (hiepro.ehawaii.gov)	Payment reminders, solicitation notifications, and other vendor & buyer related notifications	Email
SPO	Surplus Auction Service (sposurplusauction.ehawaii.gov)	Notice announcing upcoming auction	Email
State of Hawaii	RSS Alerts (login.ehawaii.gov/lala/reminder)	Alert of State of Hawaii government news	Email, Text Message
DLNR Land Division	Wiki Permits for Wedding Permits on the Beach (https://wikipermits.ehawaii.gov/permits)	Email reminder to vendors 30 days prior to insurance expiration date	Email

Press Releases (7)

Title	URL	Release Date
Hawaii Business Express wins Outstanding Website Award	m.hi.gov/31b	09/10/19
Hawaii's One-Stop Solution for Professional Licensees Wins State Government Project Experience Award	m.hi.gov/31c	09/25/19
Hawaii Information Consortium Website Wins Silver W3 Award	m.hi.gov/w32019	10/08/19
Hawaii MyPVL Service Now Accepting Address Change Requests	m.hi.gov/312	11/08/19

Title	URL	Release Date
Lanai Hunting Applications Now Available on Go Hunt Hawaii	m.hi.gov/313	03/23/20
State Calendar Allows Posting of Emergency or Continued Meeting Notices	m.hi.gov/314	05/29/20
Hawaii MyPVL Service Now Accepting Online Licensing Applications	m.hi.gov/315	06/02/20

Awards (4)

We chose to freeze award submissions in in March 2020 due to high priority partner efforts resulting from COVID-19.

Award	URL	Agency / Service	Category	Award Date
Web Award	webaward.org	Hawaii Business Express	Outstanding Website	09/04/19
Gov Experience Award	govtech.com/cdg/government-experience	MyPVL: One-Stop-Solution for Professional Licensees	State Government Experience	09/18/19
W3 Award	w3award.com	Hawaii Information Consortium Website Redesign	General Website Categories-Computer / IT for Websites - Silver Award	10/01/19
Davey Wards	daveyawards.com	Hawaii Information Consortium Website Redesign	Silver	10/29/19

Appendix C: Web Analytics

These are the FY2020 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 FY2020: 12,990,579
- Average Visit Duration: 4 minutes and 29 seconds

Table C-1: [eHawaii.gov](http://ehawaii.gov) Portal and Services Usage by Browser

Browser	Percent Usage
Mobile Safari	656,234
Chrome	605,835
Chrome Mobile	270,818
Safari	191,694
Internet Explorer	130,314
Firefox	78,664
Microsoft Edge	78,520
Samsung Browser	43,588
Chrome Mobile IOS	41,584
Other	6,631

Table C-2: [eHawaii.gov](http://ehawaii.gov) Portal and Services Usage by Device

Browser	Count	Percent Usage
Desktop	1,056,449	50%
Mobile	917,173	44%
Tablet	130,433	6%

Table C-3: Visitor Sessions

Month	Number of Visitors
July 2019	1,077,491
August 2019	1,017,204
September 2019	926,381
October 2019	1,060,681
November 2019	958,174
December 2019	959,069
January 2020	1,164,354
February 2020	1,112,806
March 2020	1,147,778

April 2020	1,153,192
May 2020	1,160,256
June 2020	1,253,193
Total	12,990,579

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

Service	Number of Sessions
BREG Documents	3,847,162
Unclaimed Property Search	1,225,743
Camping	1,217,464
PVL Search	1,026,324
eBench Warrants	719,131

Appendix D: Historical Financials

The below tables provide a historical financial summary from NIC Hawaii's audited financial statements for calendar years (CY) 2010 to 2017 and unaudited financials for fiscal year (FY) 2018 to 2019. "**Funds Collected**" indicates total monies collected by the portal and "**Disbursed to Agencies**" indicates the total amount disbursed to the State and County agencies.

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

Year	Funds Collected	Disbursed to Agency	NIC Hawaii Portal Revenue	Cost of Portal Revenues	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
Total	\$10,960,911,351	\$10,904,099,239	\$56,812,112	\$51,704,175	\$5,107,937	\$1,826,735	\$3,281,202

Table D-2: Financial Summary by Fiscal Year (2018 – 2019 - Unaudited)

Year	Funds Collected	Disbursed to Agency	NIC Hawaii Portal Revenue	Cost of Portal Revenues	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

** Please note that all financial numbers in FY2019 include 3 projects that were completed outside of the Portal Contract totaling \$39,553 in NIC Hawaii revenue. (These projects include DOH Disinterment \$31,023, ETS Affordable Care Act Support \$5,530, and State Procurement Office HlePro videos \$3,000.)

Appendix E: Glossary

- **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 NIC Hawaii.
- **Disbursed to Agency** – Statutory fees collected on behalf of a State or County agency and disbursed by NIC Hawaii to the agency.
- **Funds Collected** – Total amount of monies collected through the portal. This includes all statutory fees, credit card or eCheck fees, and convenience fees.
- **NIC Hawaii Portal Revenue** – NIC Hawaii income (“Funds Collected” amount minus the “Disbursed to Agency” amount).
- **Agency Paid NIC Hawaii** – Amount State or County agency pays NIC Hawaii which may include Portal Administration Fee if absorbed by the agency.
- **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).
- **Service** - A service is an online application or a CMS website.
- **Statutory Fees Collected** – Statutory Fees collected by NIC 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 NIC Hawaii.
- **User** – Customer or public user of the service.
- **User Paid NIC Hawaii** – Amount that a user pays to NIC 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).

AHC Annual Report FY20

Final Audit Report

2020-12-19

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