

## Access Hawaii Committee (AHC) Meeting

February 2, 2023

01:00 p.m.

1151 Punchbowl Street, Conference Room 410, Honolulu, Hawaii 96813

This meeting will be conducted remotely. Members of the public may participate via interactive conference technology or in person at the physical meeting location indicated above.

**Join Zoom Meeting:** <https://zoom.us/j/98483984809>

Meeting ID: 984 8398 4809

Find your local number: <https://zoom.us/u/acHILX17Jt>

### Agenda

- I. Call to Order
- II. Review and Approval of the December 1, 2022 Meeting Minutes
- III. Public Testimony

Individuals who are unable to provide testimony at this time will be allowed an opportunity to testify when specific agenda items are called.

Individuals may provide oral testimony at the meeting or may submit written testimony in advance of the meeting via email [ahcinfo@hawaii.gov](mailto:ahcinfo@hawaii.gov) or via mail addressed to 1151 Punchbowl Street B10, Honolulu, Hawaii 96813, attention to Catherine Arellano-Alcotas. Oral testimony is limited to 3 minutes per person per agenda item via the virtual Zoom conference room or in person at the physical meeting location indicated above.

- IV. Approval of Statements of Work (SOW) and Service Level Agreements (SLA); Discussion and Appropriate Action
  1. SOWs/SLAs under Review
    - a. **City and County of Honolulu Division of Treasury – Real Property Tax Payments – SOW, Exhibit A, and Project Summary**

NIC HI will provide the COUNTY with access to a payment platform (the “Payment Platform”) with some administrative features and that allows public users to make online property tax payments.

**Development Fees:** \$0.00

**Hosting Fees:** \$0.00

**Maintenance and Support Fees:** \$0.00

**Transaction Fees:** For all transactions completed, there will be a fixed cost of \$2.50 per property/TMK (tax map key) plus 2.25% credit/debit card fee per transaction.

**Other Fees:** \$0.00
    - b. **Office of Enterprise Technology Services - Single Sign-On (SSO) Azure Active Directory Business-to-Consumer (AD B2C) Support – SOW Amendment 2, Exhibit A, and Project Summary**

This is an amendment to the Original Statement of Work document entitled Single Sign-On Azure AD B2C Support executed by NIC HI and STATE on December 3, 2020. This amendment is to further clarify the terms and fees for customer support of the Single Sign-On (SSO) service.

**Development Fees:** \$0.00

**Hosting Fees:** \$0.00

**Maintenance and Support Fees:** \$0.00

**Transaction Fees:** \$0.00

**Other Fees:** Fixed fee in the amount of \$2,000.00 + General Excise Tax (GET) per month for up to 1,000 inquiries. Thereafter, Government Partner shall pay NIC HI \$2.00 per inquiry + GET.

- V. Tyler Technologies Introduction (Attached)
- VI. Periodic Review on Portal Service
  - 1. Hawaii State Calendar Application Review Report (Attached)
- VII. Portal Program Manager's Report; Discussion and Appropriate Action
  - 1. NIC Hawaii Bimonthly Report – Portal Program Updates (attached)
- VIII. Good of the Order
  - 1. Announcements
  - 2. Next Meeting: April 6, 2023
- IX. Adjournment

AHC meeting packet can be downloaded from <https://ahc.hawaii.gov/meetings/packets/>

Auxiliary Aid or Accommodation Due to a Disability

*If you require an auxiliary aid/service or other accommodation due to a disability, please contact Catherine Arellano-Alcotas at (808) 587-9826 or email [ahcinfo@hawaii.gov](mailto:ahcinfo@hawaii.gov) as soon as possible, preferably at least 3 days prior to the meeting. Requests made as early as possible will allow adequate time to fulfill your request.*

*Upon request, this notice is available in alternate formats such as large print, Braille, or electronic copy.*



# Tyler's Partnership with the State of Hawaii

February 2nd, 2023

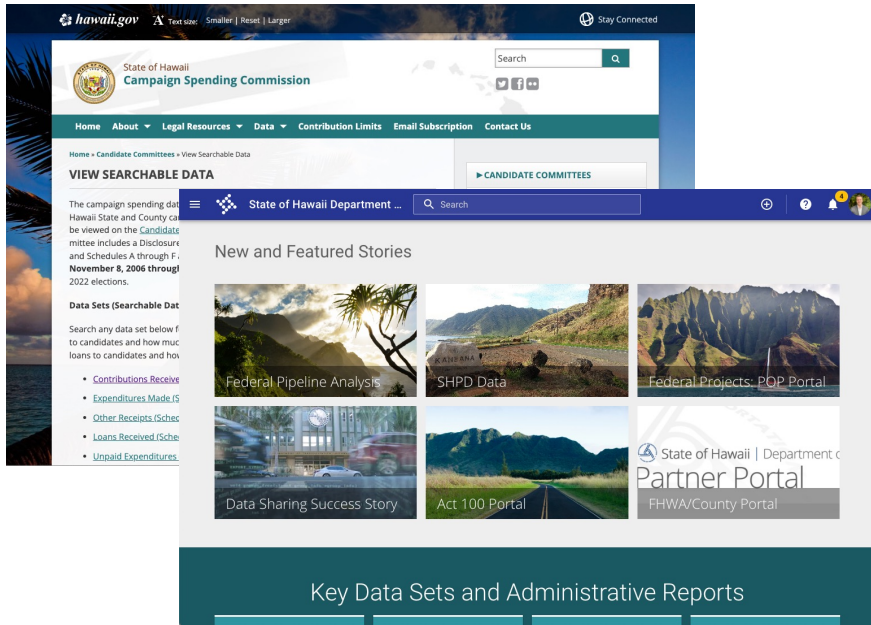
# eHawaii.gov Partnership

- Successful partnership since 2000
- Local team has built strong relationships
- Tyler Technologies acquired NIC
- Introduce platforms and solutions that make sense for Hawaii

# Tyler Installed Solutions in Hawaii

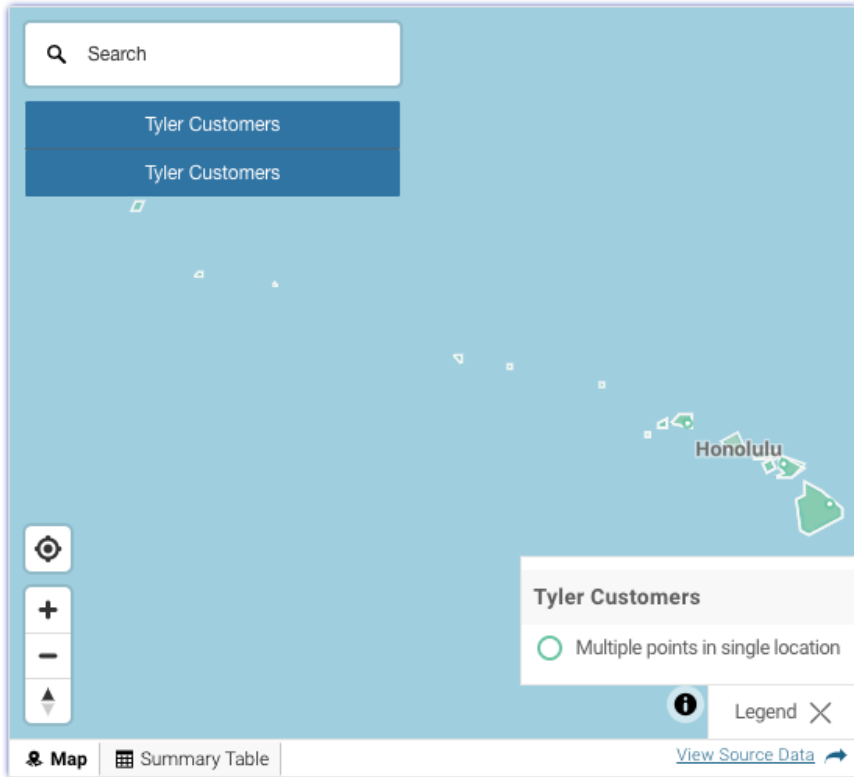


# Data & Insights Solutions



- Department of Transportation
- Campaign Spending Commission

# Tyler Technologies Installations



- Local Government
  - Appraisal
  - Permitting
- State Government
  - Financial Regulatory
  - Health

# Future Partnerships



- Connected Economic Intelligence



- Connected Assessment



- Connected Communities



# Next Steps for Hawaii & Tyler Technologies



# Questions & Discussion

Empowering people who serve the public<sup>®</sup>



**tyler**  
technologies



# State Calendar Application Review

# Background



STATE CALENDAR IS THE OFFICIAL  
PUBLIC MEETING AND EVENTS  
CALENDAR FOR THE STATE OF HAWAII



IT WAS BUILT FOR THE LT. GOVERNOR'S  
OFFICE AT NO COST TO THE STATE IN 2001,  
AND MODERNIZED, AGAIN AT NO COST TO  
THE STATE, FOR THE OFFICE OF  
INFORMATION PRACTICES, IN 2021



LAW CHANGED IN 2018 THAT MADE  
THE ELECTRONIC AGENDA AND PACKET  
THE PRIMARY VERSION

# Objective

- Provide easy, 24/7 online access to citizens to see and search all publicly held meetings and their agendas
- Create an online application that would allow state agencies, boards, and commissions to display details of upcoming public meetings and events

# Benefits

- The public can search over a variety of time periods and view different displays of the information (calendar or list views)
- Responsive and mobile-friendly
- Online access 24/7 for agencies, boards, and commissions to post or edit meetings and for public to view them
- Automatic adherence to Sunshine Law for non-exempt agencies, so admins cannot modify events, except to cancel, within 6 days prior (exception process in place for emergency/continued meetings)
- Allows multiple attachments and ensures accessibility

# Success Measurements



Agency efficiency in  
ensuring public access



Sunshine Law  
adherence

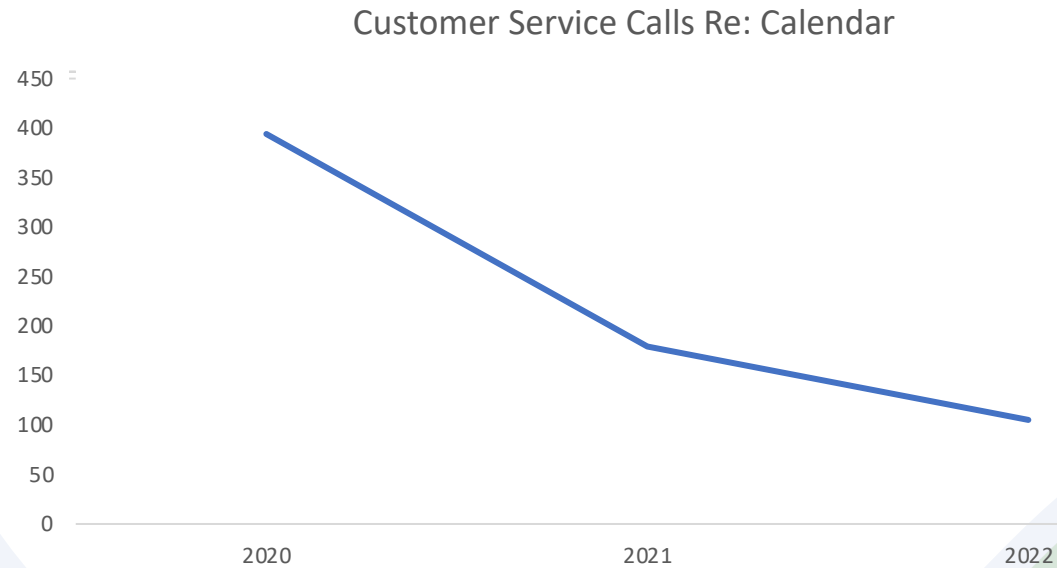


Reduced Calls to  
Customer Service



# Success Measurements, continued

The State Calendar application was modernized in early 2021, and Customer Service calls declined by 54% year over year between 2020 and 2021, falling another 41% between 2021 and 2022

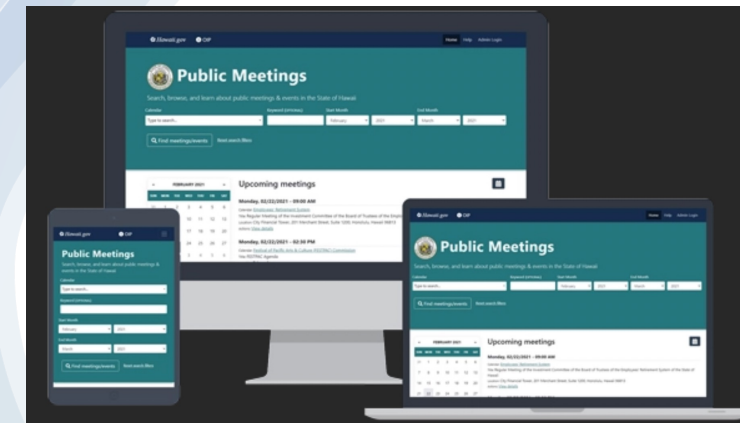
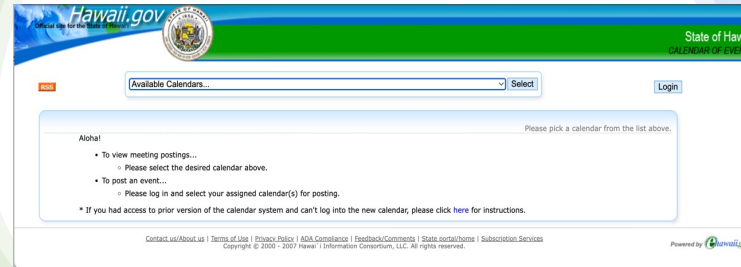


# Adoption / Use

- In 2022:
  - 23K users
  - 40K sessions
  - 114K page views
  - On average, users visit 1 - 2 times/year, viewing 2 - 3 pages per visit

# Modernized Calendar Site Introduced

- In February 2021, the modernized State Calendar application was launched
  - Responsive/Mobile friendly
  - Accessible
  - New design
  - Easy to use search tools
  - Improved Customer Service Chat feature
  - Simpler, updated interface to enter events



# Pre-Modernized Site: Home & Search Screens

The screenshot shows the home page of the Hawaii.gov calendar system. At the top, there is a blue and green header with the Hawaii.gov logo and the State of Hawaii seal. Below the header, there is a navigation bar with an RSS icon, a dropdown menu for "Available Calendars..." with a "Select" button, and a "Login" button. The main content area features a light blue box with the text "Please pick a calendar from the list above." and a list of instructions for users. At the bottom, there is a footer with search and navigation links and a "Powered by Hawaii.gov" logo.

Hawaii.gov  
Official site for the State of Hawaii

STATE OF HAWAII  
1959

State of Hawaii  
CALENDAR OF EVENTS

RSS

Available Calendars... Select

Login

Please pick a calendar from the list above.

Aloha!

- ◆ To view meeting postings...
  - ◇ Please select the desired calendar above.
- ◆ To post an event...
  - ◇ Please log in and select your assigned calendar(s) for posting.

\* If you had access to prior version of the calendar system and can't log into the new calendar, please click [here](#) for instructions.

Search | Events Calendars | News Releases | Comments | eHawaii.gov Home  
Copyright © 2000-2006 Hawai'i Information Consortium, LLC All rights reserved.

Powered by Hawaii.gov

The screenshot shows the search page of the Hawaii.gov calendar system. At the top, there is a blue and green header with the Hawaii.gov logo and the State of Hawaii seal. Below the header, there is a navigation bar with an RSS icon, a dropdown menu for "Department of Business, Eco..." with a "Select" button, and a "Login" button. The main content area features a calendar for February 2007, a list of events for February 2007, and a search form. At the bottom, there is a footer with search and navigation links and a "Powered by Hawaii.gov" logo.

Hawaii.gov  
Official site for the State of Hawaii

STATE OF HAWAII  
1959

State of Hawaii  
CALENDAR OF EVENTS

RSS

Department of Business, Eco... Select

Login

February 2007

Mo	Tu	We	Th	Fr	Sa	Su
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	1	2	3	4

February 2007

Date	Event
Thursday, 2007/02/01	Calendar: High Technology Development Corporation High Technology Development Corporation Board of Directors Meeting Location: Manoa Innovation Center, 2800 Woodlawn Drive, 2nd Fl. Conf. Room <a href="#">Details</a>
Thursday, 2007/02/01	Calendar: Land Use Commission NOTIFICATION OF LAND USE COMMISSION MEETING Location: 235 S. BERETANIA ST, LEIOPAPA A KAMEHAMEHA BLDG RM 204 <a href="#">Details</a>

Today This Week This Month This Year  
Calendar View List View

Search:

From: Month:  Year: 2007

To: Month:  Year: 2007

Search

Search | Events Calendars | News Releases | Comments | eHawaii.gov Home  
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Powered by Hawaii.gov

# Modernized Site - Home

Hawaii.gov OIP Home Help Admin Login

## Public Meetings

Search, browse, and learn about public meetings & events in the State of Hawaii

Calendar Keyword (OPTIONAL) Start Month End Month

Type to search... December 2022 January 2023

Find meetings/events Reset search filters

DECEMBER 2022						
SUN	MON	TUE	WED	THU	FRI	SAT
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

### Upcoming meetings

**Wednesday, 12/21/2022 - 09:00 AM**  
Calendar: [Kauai/Niihau Island Burial Council](#)  
Title: Kauai Niihau Island Burial Council  
Status: **Canceled**  
Location: 4523 Ioane Road  
Actions: [View details](#)

**Wednesday, 12/21/2022 - 12:00 PM**  
Calendar: [Judiciary](#)  
Title: 2022 Divorce Law in Hawaii ZOOM Sessions (Free)  
Location: Via ZOOM  
Actions: [View details](#)



**Wednesday, 12/21/2022 - 02:00 PM**  
Calendar: [Continuing Education Advisory Committee](#)  
Title: Continuing Education Advisory Meeting  
Location: 335 Merchant Street, Queen Liliuokalani Conference Room, 1st Floor and Via Videoconference Join Microsoft Teams Meeting +1 808-829-4853 United States Honolulu (Toll) Conference ID: 125 211 857#  
Actions: [View details](#)

**Thursday, 12/22/2022 - 08:30 AM**

### Shortcuts

Today  
This Week  
This Month  
This Year  
December 2022



# Modernized Site - View Details

  Home Help Admin Login

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« **DECEMBER 2022** »

SUN	MON	TUE	WED	THU	FRI	SAT
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

**Thursday, 12/01/2022**  

**Time:** 01:00 PM  
**Recurring:**  
**Event status:**  
**Calendar:** Access Hawaii Committee  
**Title:** Access Hawaii Committee Meeting  
**Location:** Virtual Meeting via Zoom and 1151 Punchbowl Street Conference Room 410 Honolulu, Hawaii 96813  
**Posted on:** 11/22/2022 04:09 PM  
**Updated on:** 11/22/2022 04:09 PM

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Access Hawaii Committee

**Date:** Thursday, 12/01/2022  
**Start Time:** 01:00 PM  
**Place:** Virtual Meeting via Zoom and 1151 Punchbowl Street Conference Room 410 Honolulu, Hawaii 96813

**AGENDA**

This meeting will be conducted remotely. Members of the public may participate via interactive conference technology or in person at the physical meeting location indicated above.

Join Zoom Meeting: <https://zoom.us/j/95978148463>

Meeting ID: 959 7814 8463  
Find your local number: <https://zoom.us/u/agtCXXf14>

I. Call to Order

II. Review and Approval of the October 6, 2022 Meeting Minutes

**Shortcuts**

- Today
- This Week
- This Month
- This Year

< [December, 1 2022](#) >

# Mobile Event Selection and Viewing Options

The image displays three sequential screenshots of the Hawaii.gov mobile application interface for public meetings.

**Left Screenshot: Public Meetings Page**  
The page features a dark teal header with the Hawaii.gov logo, an OIP icon, and a menu icon. The main heading is "Public Meetings" in large white text. Below it is a subtitle: "Search, browse, and learn about public meetings & events in the State of Hawaii". A "Calendar" section includes a search bar with the placeholder "Type to search...", a "Keyword (OPTIONAL)" input field, and two date range selectors. The "Start Month" selector is set to "January" and "2023", while the "End Month" selector is set to "February" and "2023". The bottom of the screen shows a mobile browser address bar with "calendar.ehawaii.gov".

**Middle Screenshot: Event Selection**  
This screen shows the "December 2022" calendar view. A date picker is set to "Thursday, 12/01/2022 - 01:00 PM", with an "Upcoming" label. Below the date, the event details are listed: "Calendar: Access Hawaii Committee", "Title: Access Hawaii Committee Meeting", "Location: Virtual Meeting via Zoom and 1151 Punchbowl Street Conference Room 410 Honolulu, Hawaii 96813", and "Actions: View details". A calendar grid for December 2022 is shown below, with the 1st of December highlighted. The bottom of the screen shows the mobile browser address bar with "calendar.ehawaii.gov".

**Right Screenshot: Event Details**  
This screen provides detailed information for the selected event on "Thursday, 12/01/2022". It includes "iCal" and "Print" icons. The event details are: "Time: 01:00 PM", "Recurring:", "Event status:", "Calendar: Access Hawaii Committee", "Title: Access Hawaii Committee Meeting", "Location: Virtual Meeting via Zoom and 1151 Punchbowl Street Conference Room 410 Honolulu, Hawaii 96813", "Posted on: 11/22/2022 04:09 PM", and "Updated on: 11/22/2022 04:09 PM". The event is organized by "Access Hawaii Committee". The "Date" is "Thursday, 12/01/2022" and the "Start Time" is "01:00 PM". The "Place" is "Virtual Meeting via Zoom and 1151 Punchbowl Street Conference Room 410 Honolulu, Hawaii 96813". An "AGENDA" section is visible at the bottom. The bottom of the screen shows the mobile browser address bar with "calendar.ehawaii.gov".

# Help Screen with Chat

[Public Meetings Home](#) / [Help](#)

## Frequently Asked Questions

Please [read the Instructions PDF](#) to learn about the features and capabilities of the Calendar site.

**I need to obtain access to Public Meetings to submit calendar events for my agency. How do I do this?**

Please email your request to [help@ehawaii.gov](mailto:help@ehawaii.gov). Include your name, title, phone and email and the department/board you need to access. We will contact you to confirm arrangements for you to access a calendar. If it is an urgent matter, please call NIC Hawaii Customer Service at (808) 695-4620 **after** you have sent the email.

**I don't see a listing in the calendar dropdown for my board/committee/agency. How do I request that one be created?**

Please email your request to [help@ehawaii.gov](mailto:help@ehawaii.gov). Include your name, title, phone and email and the department/board you represent that needs a calendar. We will contact you to confirm arrangements to create the calendar and for you to access it. If it is an urgent matter, please call NIC Hawaii Customer Service at (808) 695-4620 **after** you have sent the email.

**I can no longer make any revisions to an event I set up, even though it is in the future. Why is that?**

Events cannot be revised within 6 days prior to their occurrence, except to cancel, due to the Sunshine Law. If there is an urgent issue requiring a modification to a calendar event, such as the need for a continuance, or to set up an emergency meeting, please contact eHawaii.gov Customer Service at (808) 695-4620 or via [help@ehawaii.gov](mailto:help@ehawaii.gov). We will provide information about the update process.

Other questions about posting notice of Sunshine Law meetings via the calendar?  
[Contact OIP.](#)

[Accessibility](#) [Feedback](#) [Privacy](#) [RSS](#) [Terms](#)

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### Technical Support

Trouble using the calendar? Reach out to our technical support team:

- Phone (808) 695-4620
- Email [help@ehawaii.gov](mailto:help@ehawaii.gov)
- Online

Live help chat is available 7:45 AM-4:30 PM HST.

Hawaii.gov

Technical Support  
Currently replying in under 7 minutes

NIC Hawaii

Hello there! Need help? Reach out to us right here, and we'll get back to you as soon as we can!

reply here...



# Admin Add Event Screens

## IMPORTANT NOTICE

### Emergency or Continued meetings

For emergency or continued meetings, please read the [Office of Information Practices' guidance first](#), then contact [hawaiiistatecalendarissue@ehawaii.gov](mailto:hawaiiistatecalendarissue@ehawaii.gov).

### Accessible Content

Website accessibility should be ensured for all individuals and all content should adhere to the State's Accessibility Policy. If you need assistance, please contact the Disability Communications and Access Board at **(808) 586-8121** or [dcab@doh.hawaii.gov](mailto:dcab@doh.hawaii.gov).

**By adding a meeting/event, you hereby accept responsibility for ensuring all content, including attachments, are accessible according to the W3C [Web Content Accessibility Guidelines](#).**

Confirm

Tuesday, 01/03/2023 - 02:00 PM

Public Meetings Home / Add Meeting/Event

### Add meeting / event [View the Help page](#) for instructions on adding/editing meetings. Cancel

Select calendar  
Type to search...

Meeting / Event Title

Meeting / Event Logistics

Location

Start Date  End Date (OPTIONAL)

Start Time  End Time (OPTIONAL)

Recurring (OPTIONAL)  
Limitations on Recurring Meetings:  
1. Recurring meetings cannot be edited. If changes are needed, please remove the recurring meeting and create a new one.  
2. Cancellation of a single recurring meeting is only allowed for the next upcoming occurrence. All recurring meetings after that one will be removed from view.

Meeting / Event Status (OPTIONAL)  Handicap access  Hearing impaired  Canceled

ADA Information:  
Name of Contact  Phone  Email (OPTIONAL)

Agenda

**Mahalo!**

# Report to the Access Hawaii Committee

## Portal Program Updates | February 2, 2023

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### Highlights

#### Diamond Head Reservations System

- Launch date: 1/18/23
- This site is the official website for the Diamond Head State Monument Online Reservation System.
- Users can reserve and purchase parking and entry tickets to the park.
- During this project, all operational, maintenance, support and payment functions were transitioned to NIC.

#### Aloha Stadium Store

- Launch date: 1/9/23
- As the historic stadium facility evolves into the New Aloha Stadium Entertainment District, you now have the ability to purchase and take home a variety of some of the most memorable stadium merchandise and keepsakes using the online store.
- Buy stickers, coins, lanyards, turf, pins and more.


#### HIOSH Payments

- Launch date: 12/1/22
- A new payment service was added to Payment Platform to assist in collecting Hawaii Occupational Safety & Health Division (HIOSH) inspection certification fees and citations for OSHA inspections.
- Also allows HIOSH staff to upload billing files and retrieve payment files on demand.

## Kauai County Liquor Licenses & Permits

- Launch date: 11/15/22
  - New service that allows Kauai County customers to apply and pay for liquor licenses & permits. This initial launch includes the direct wine shipper permits.
- Launch date: 11/30/22
  - An addition to the above service that allows Kauai County customers to apply and pay for liquor licenses & permits. This launch includes the new liquor license module.

## Award Wins

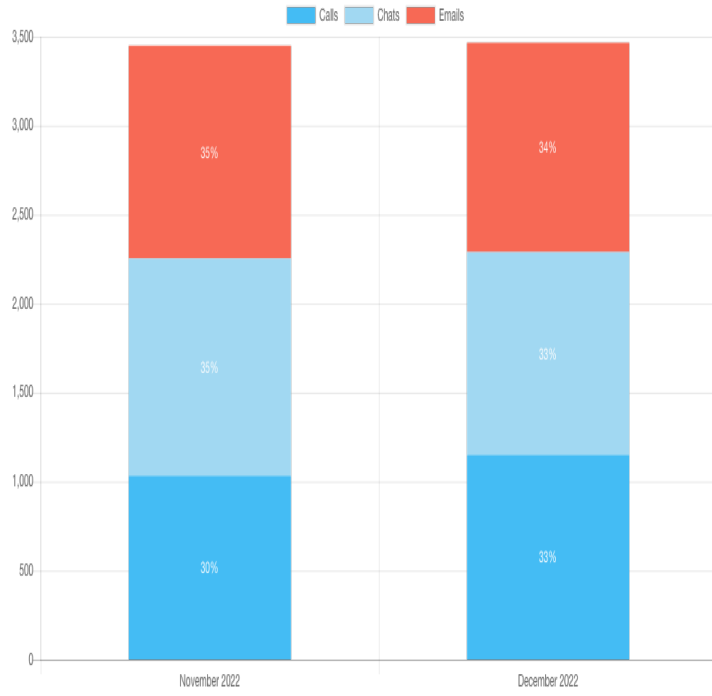
- **Honolulu Records Collection** 
  - Award name: Global Excellence award – Platinum Winner
  - Award date: 12/28/22

NIC Hawaii has won a total of 86 awards since we started in 2000, six of which were received this fiscal year.

## Low Cost & No Cost Services

- 153 eHawaii.gov services in FY2022
- 26 no cost services
- 68 low cost services generated less than \$20k each last year
- 59 services generated more than \$20k each in revenue last year
- The average cost per service per year paid by the state and county agencies is \$16,384

# Customer Service Summary



Date	Calls	Chats	Emails	Total
November 2022	1,033	1,221	1,195	<b>3,449</b>
December 2022	1,150	1,140	1,176	<b>3,466</b>
<b>Sub Total</b>	<b>2,183</b>	<b>2,361</b>	<b>2,371</b>	<b>6,915</b>

## Top 10 Inquiries: November 2022 - December 2022

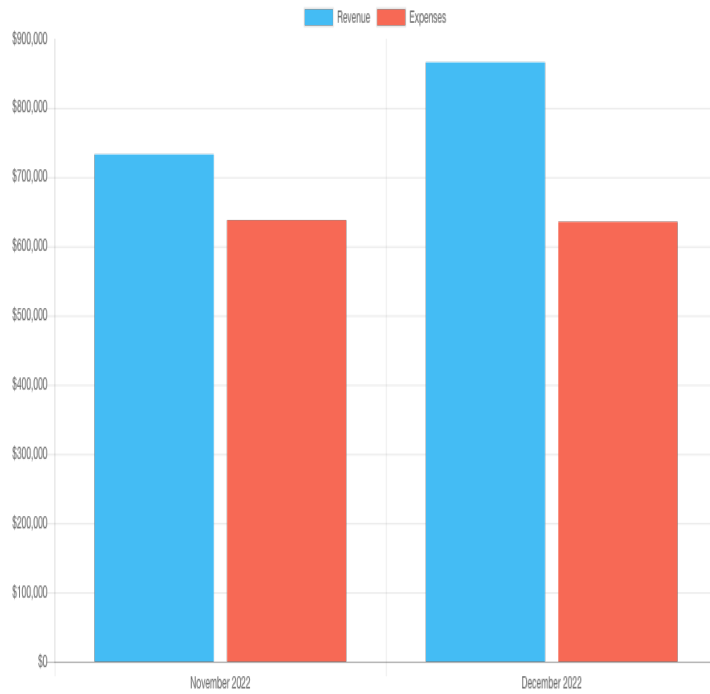
Rank ↕	Service	↕ November ↕	↕ December ↕	Total ↕	Percent ↕
1	Medical Cannabis Registry*	439	363	802	12%
2	Vital Records Ordering System	355	314	669	10%
3	Login Questions	302	337	639	9%
4	State Camping	313	310	623	9%
5	Hawaii Compliance Express	248	347	595	9%
6	Electronic Marriage Registration System	239	192	431	6%
7	Professional & Vocational Licensing*	174	176	350	5%
8	Motor Vehicle Registration Renewals	170	146	316	5%
9	Misc-NIC	123	132	255	4%
10	eTraffic	128	126	254	4%
11	All Others	958	1,023	1,981	29%

Total Inquiries: 6,915

\*includes login questions

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## Financials: November 2022 - December 2022 (Unaudited)



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Month and year	Revenue	Expenses
November 2022	\$733,003	\$638,139
December 2022	\$865,838	\$635,263
<b>Total</b>	<b>\$1,598,841</b>	<b>\$1,273,402</b>

**Net income:** \$241,036

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## Looking Forward

- DBEDT Tax Credit Hub
- Hawaii Film Office – Film Permits

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# Appendix

## Press Releases (10)

Supporting information covering the period July 1, 2022 – January 27, 2023.

### **Aloha Stadium Launches New Online Store**

*January 10, 2023*

### **State of Hawaii Department of Labor HIOSH Division, NIC Provide New Online Collections Payment Services**

*December 1, 2022*

### **Hawaii.gov Wins Third W3 Award**

*October 13, 2022*

### **Small Business Regulatory Review Board Website Enhancements**

*October 11, 2022*

### **Honolulu Emergency Services Department Launches Redesigned Website**

*September 30, 2022*

### **Honolulu Records Collection Website Wins Government Project Experience Award**

*September 26, 2022*

### **NIC Hawaii Wins Two Interactive Media Awards**

*September 23, 2022*



**Redesigned Honolulu Fire  
Department Website Wins 5th  
Award**

*September 13, 2022*

**State of Hawaii Department of  
Education McKinley  
Community School for Adults,  
NIC Hawaii Launch New Online  
Payment Service for Farrington  
Campus**

*August 29, 2022*

**State of Hawaii Attorney  
General, NIC Hawaii Provide  
New Online Collections  
Payment Services**





*August 22, 2022*

## Awards (6)


Agency	Service	Award Name	Date Received
City and County of Honolulu – Office of the City Clerk	<b>Honolulu Records Collection</b> <a href="#">↗</a>	Global Excellence Award – Platinum	12/28/22
State of Hawaii & NIC Hawaii	<b>Hawaii.gov</b> <a href="#">↗</a>	W3 Award – Silver	10/4/22
City and County of Honolulu – Office of the City Clerk	<b>Honolulu Records Collection</b> <a href="#">↗</a>	Interactive Media Awards – Outstanding Achievement Award	9/22/22
State of Hawaii & NIC Hawaii	<b>Hawaii.gov</b> <a href="#">↗</a>	Interactive Media Awards – Best in Class Award	9/22/22
City and County of Honolulu – Office of the City Clerk	<b>Honolulu Records Collection</b> <a href="#">↗</a>	Center for Digital Government – Project Experience Award	8/15/22
City and County of Honolulu – Honolulu Fire Department	<b>Honolulu Fire Department website</b> <a href="#">↗</a>	DotComm Award – Gold	8/10/22

## New Services (8)

Agency	Service	Description	Launch Date
Department of Land and Natural Resources – Division of State Parks	<b>Diamond Head Reservations System</b> <a href="#">↗</a>	Transitioned full operational, maintenance, support and payment functions to NIC.	1/18/23
Department of Business, Economic Development & Tourism – Aloha Stadium	<b>Aloha Stadium Store</b> <a href="#">↗</a>	As a new chapter of the historic stadium facility evolves into the New Aloha Stadium Entertainment District, you now have the ability to purchase and take home a variety of some of the most memorable stadium merchandise and keepsakes using the online store.	1/9/23
Department of Labor & Industrial Relations, HIOSH Division	<b>HIOSH Payments</b> <a href="#">↗</a>	New payment service was added to Payment Platform to assist in collecting HIOSH inspection certification fees and citations for OSHA inspections.	12/1/22
County of Kauai – Liquor Control	<b>Kauai County Liquor Licenses &amp; Permits</b> <a href="#">↗</a>	Addition to the recently launched service that allows Kauai County customers to apply and pay for liquor licenses & permits. This launch includes the new liquor license module.	11/30/22

Agency	Service	Description	Launch Date
County of Kauai – Liquor Control	<b>Kauai County Liquor Licenses &amp; Permits</b> 	New service that allows Kauai County customers to apply and pay for liquor licenses & permits. This initial launch includes the Direct Wine Shipper Permits.	11/15/22
County of Kauai – Liquor Control	<b>Kauai Gross Liquor Sales Percentage Fee</b> 	New payment service was added to Payment Platform to assist in collecting Gross Sales Revenue fees for various liquor retailers and establishments on Kauai.	9/13/22
Department of Education	<b>McKinley Community School for Adults Online Payments</b> 	Allows students to make payments for classes, transcripts, books, and supplies across a variety of campuses.	8/29/22
Attorney General – Civil Recoveries Division	<b>AG Collections Payments</b> 	Make payments for debts owed to the State of Hawaii that have been referred to the Civil Recoveries Division.	8/11/22

### Service Upgrades (1)

Agency	Service	Description	Launch Date
Department of Health – Medical Cannabis Patient Registry Section	<b>Medical Cannabis Registry System</b> 	Updated to allow the option for managing patient-initiated ISP registration change requests.	10/10/22

### New & Updated Websites (3)

Agency	Service	Description	Launch Date
Department of Business, Economic Development & Tourism	<b>Small Business Regulatory Review Board</b> <a href="#">↗</a>	Homepage redesign and a variety of content updates.	9/30/22
City and County of Honolulu	<b>Honolulu Emergency Services Department</b> <a href="#">↗</a>	Redesigned the website using the WordPress platform.	9/28/22
Department of Business, Economic Development & Tourism	<b>Hawaii Remote Work Project</b> <a href="#">↗</a>	Built a way to handle the automated distribution of FlexJobs licenses via email.	7/13/22

### Retired Services (4)

Agency	Service	URL	Retired Date
Department of Commerce and Consumer Affairs	Insurance License Search	insurance.ehawaii.gov/hils	11/15/22
Department of Commerce and Consumer Affairs	Insurance License Renewals	ehawaii.gov/dcca/hils/renew/exe/insrenew.cgi	11/15/22
Department of Commerce and Consumer Affairs	Insurance Continuing Education Information Submission	ehawaii.gov/dcca/insprovider/exe/provider.cgi	11/15/22
Department of Commerce and Consumer Affairs	Licensee Continuing Education Verification	ehawaii.gov/dcca/insce/exe/ce.cgi	11/15/22

## Executed Agreements (11)

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

Agency	Service	Document	Signed Date
Office of Enterprise Technology Services	Single Sign-On Azure AD B2C Support	SOW Amendment 1	12/5/22
Judiciary	Bail Payments	SOW	10/26/22
Department of Land and Natural Resources – Division of State Parks	Reservation and Access Management System	SOW	10/11/22
Department of Land and Natural Resources – Division of Forestry and Wildlife	Hunter Education and Records Management System	SOW Amendment 9	10/11/22
Department of Land and Natural Resources – Division of Forestry and Wildlife	Hunter Education and Records Management System	PCR	9/12/22
Department of Labor and Industrial Relations – Occupational Safety and Health	Online Payments	SOW	8/8/22
Department of Business, Economic Development & Tourism – Creative Industries Division	Standard Film Permit	SOW	8/8/22
County of Maui	eRecording Connection Agreement	Connection Agreement	7/27/22
County of Maui	Liquor Permits	SOW	7/20/22
Department of Accounting and General Services – State Procurement Office	Rate Change	MOU Amendment 1	7/18/22
Attorney General – Civil Recoveries Division	eRecording Connection Agreement	Connection Agreement	7/13/22

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Consolidated Balance: December 2022 (Unaudited)



**Assets**

\$7,336,589



**Members Equity**

\$4,508,839



**Liabilities**

\$2,827,751



**Total Liabilities & Shareholder Equity**

\$7,336,589

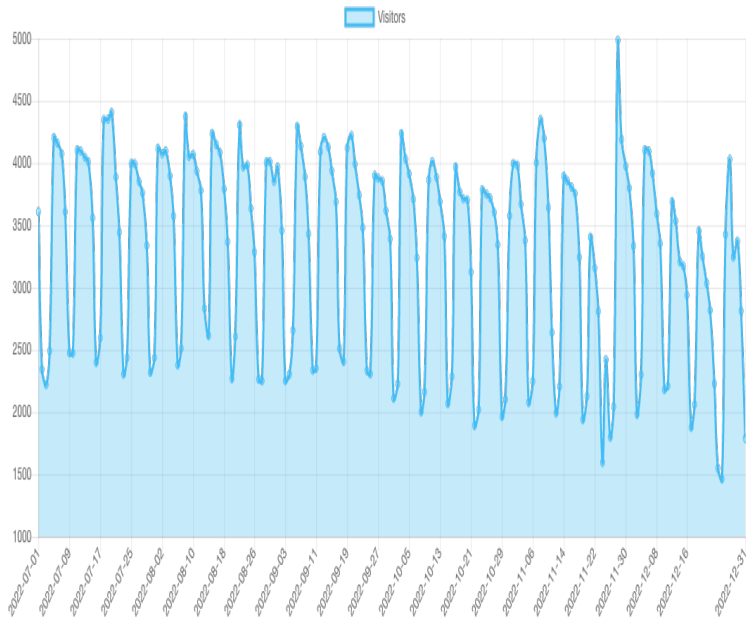
## Conferences & Webinars Attended

Conference Name	Description	Dates Attended
Hawaii Annual Code Challenge	NIC participated both as a HACC sponsor and a challenge sponsor.	10/15/22 – 11/5/22
Hawaii Digital Government Summit 2022	A one-day virtual event where attendees can connect with peers from the government and industry sectors.	9/27/22

## Unscheduled Downtime (o)

Time	Duration	Affected Sites	Comments
N/A	N/A	N/A	N/A

## Hawaii.gov Portal Web Analytics



 **604,830 Visits**

 **745,118 Unique Page Views**

 **2 min 6 sec Average Visit Duration**

 **48% Bounce Rate**