

Access Hawaii Committee (AHC) Meeting

April 4, 2024, 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 (ICT) or in person at the physical meeting location indicated above.

Join on your computer, mobile app, or room device:

[Click here to join the meeting](#)

Or call in (audio only): [+1 808-829-4853, 719928952#](tel:+18088294853719928952)

Agenda

- I. Call to Order, Roll Call
- II. Review and Approval of February 1, 2024 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 or via mail addressed to 1151 Punchbowl Street B10, Honolulu, Hawaii 96813, Subject: *AHC Testimony*. Oral testimony is limited to 3 minutes per person per agenda item via the virtual Teams conference room or in person at the physical meeting location indicated above.

- IV. Approval of Statements of Work (SOW); Discussion and Appropriate Action
 1. SOWs Under Review
 - a. Department of Health – Alcohol and Drug Abuse Division – Opioid Settlement Project: SOW, Exhibit A, and Project Summary
This SOW covers the design, implementation, and launch of a new website that describes the Hawaii Opioid Settlement program.
Development Fees: \$85,863.84
Hosting Fees (Annual): \$1,361.26
Maintenance and Support Fees (Annual): \$5,654.45
 2. Signed SOW
 - a. City and County of Honolulu – Division of Treasury – Real Property Tax Payments: SOW Amendment1
This SOW Amendment modifies the terms regarding credit card chargebacks and ACH returns under the Transaction Fees section of the original SOW.
- V. Periodic Review on Portal Service
 1. eHawaii.gov Portal Website (Attached)
- VI. Portal Program Manager's Report; Discussion and Appropriate Action
 1. Tyler Hawaii Bimonthly Report – Portal Program Updates (Attached)

VII. Internet Portal Manager Procurement Request for Proposal (RFP) Timeline; Discussion and Appropriate Action

VIII. Good of the Order

1. Announcements
2. Next Meeting: June 6, 2024

IX. Adjournment

This ICT meeting will allow closed caption transcription to be activated by participants. AHC meeting packet can be downloaded from <https://ahc.ehawaii.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, contact Susan Bannister at (808) 586-6000 or email ahcinfo@hawaii.gov as soon as possible. Requests made as early as possible have a greater likelihood of being fulfilled. Upon request, this notice is available in alternate/accessible formats.

Application Review

Agency: **Office of Enterprise Technology Services (ETS)**



Project Name: **Hawaii.gov website**

CONTENT OUTLINE



Background



Challenges & Objectives



Solution



Metrics & Successes



Background

- Since 2000, Tyler Hawaii has built and maintained 6 versions of the Hawaii.gov website as part of the portal contract
- All development, maintenance and hosting for Hawaii.gov is done at no cost to the State
- Site is monitored weekly
- Today we are focusing on the most recent redesign (2020)
- Stakeholders: ETS, the public, and agencies across all levels of government (Counties, State, Judiciary, Legislature)



Challenges & Objectives

Challenges & Objectives

- Design highlights the beauty of the Hawaiian islands
- Evergreen content carefully curated to stay accurate and up to date
- All site information is taken from or linked to official government sources
- Meets accessibility requirements (WCAG 2.0 AA)
- Promotes all online services available statewide



Solution

Redesigned Hawaii.gov Website

- Top priority was to give the site a new look
- To keep it looking fresh, background photos automatically change every 2 months
- Inventoried all existing pages to ensure accuracy
- Revised navigation to reduce steps to view content and condensed pages
- Public information officers reviewed all social media links



Solution (Features & Highlights)

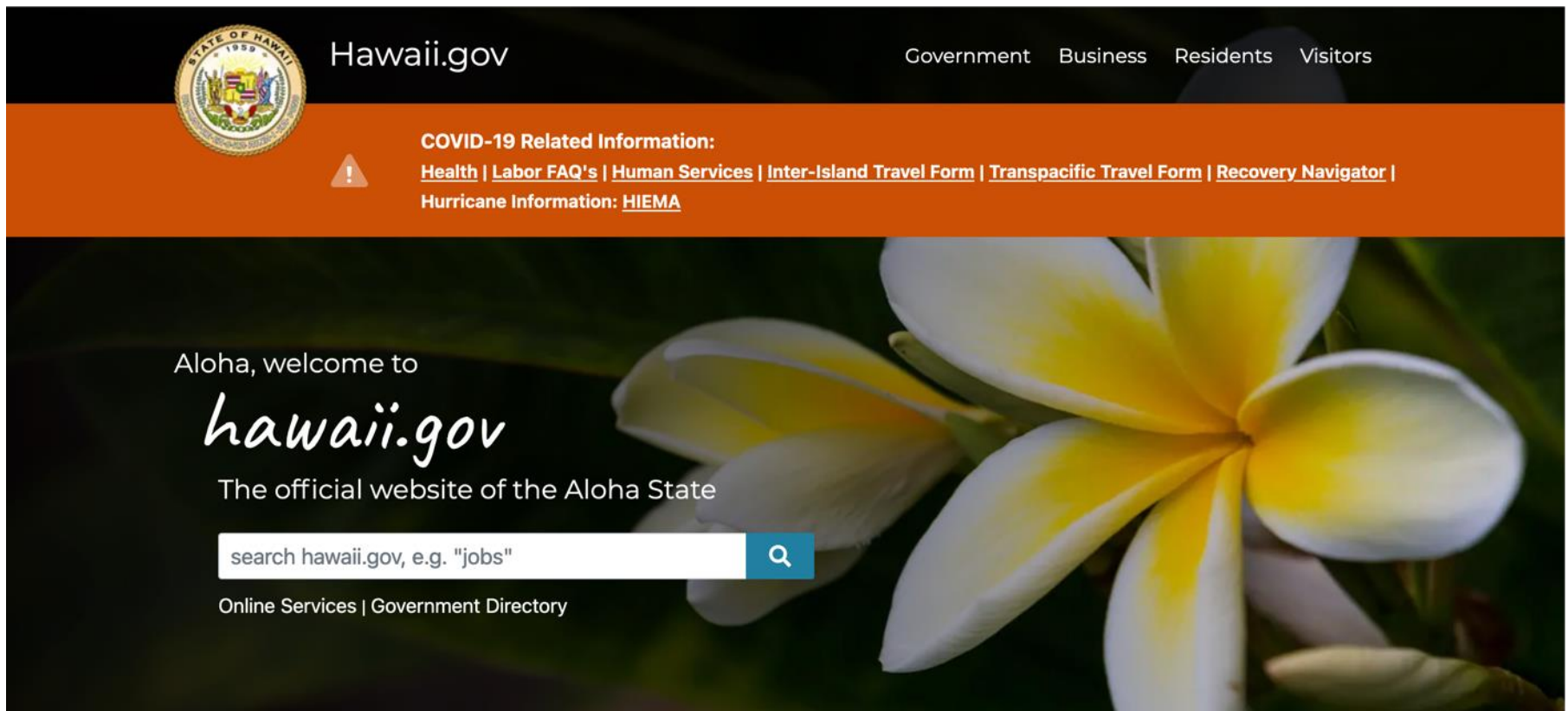
Background images update every two months from the images below:





Solution (Features & Highlights)

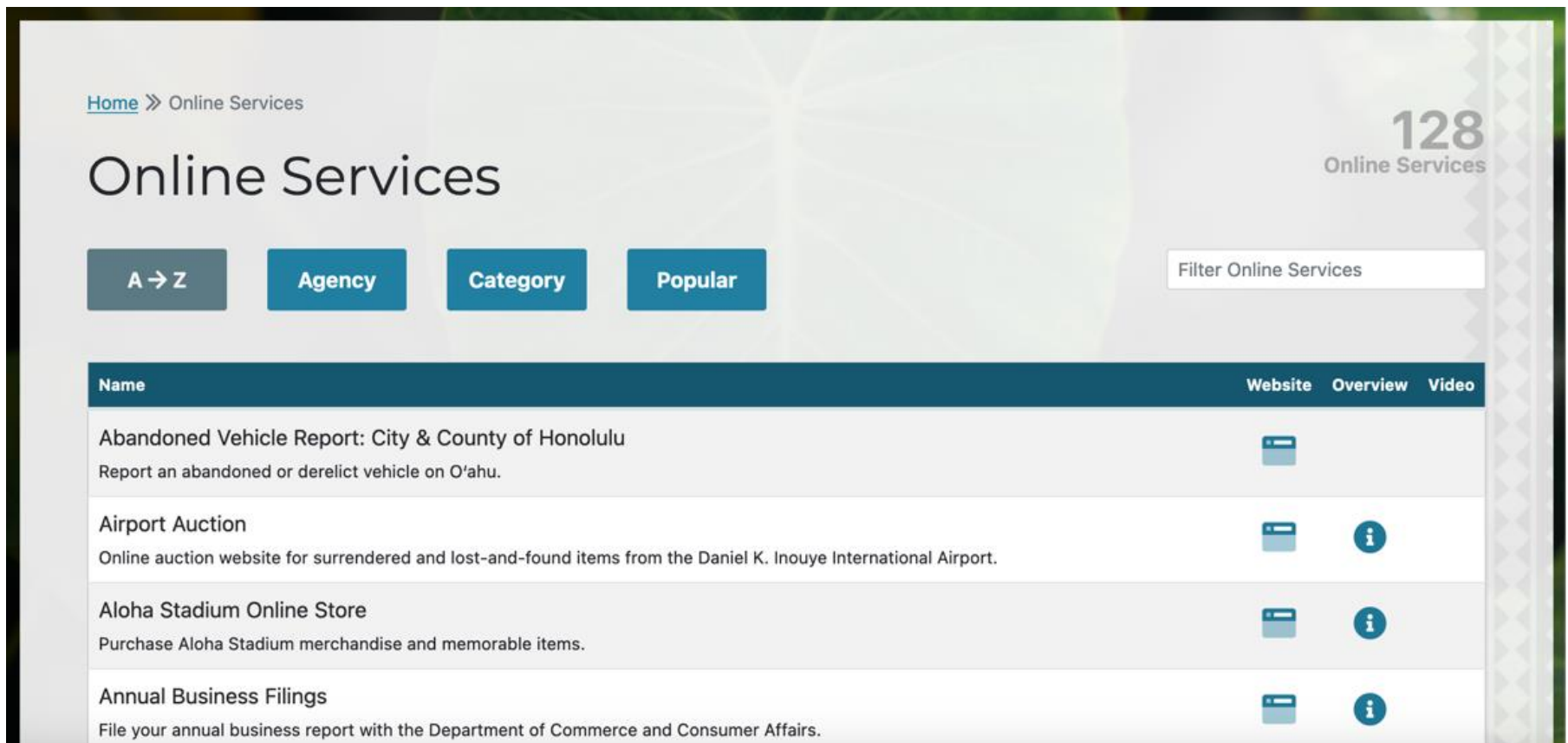
Emergency alerts can be published on Hawaii.gov and easily pushed to display across all state websites:












Solution (Features & Highlights)

Comprehensive listing of online services in Hawaii:



The screenshot shows the "Online Services" page on Hawaii.gov. At the top left, there is a breadcrumb trail: "Home >> Online Services". The main heading is "Online Services". On the right side, a large number "128" is displayed above the text "Online Services". Below the heading, there are four filter buttons: "A → Z", "Agency", "Category", and "Popular". To the right of these buttons is a search box labeled "Filter Online Services". Below the filters is a table listing various services. The table has columns for "Name", "Website", "Overview", and "Video".

| Name | Website | Overview | Video |
|--|---|---|-------|
| Abandoned Vehicle Report: City & County of Honolulu Report an abandoned or derelict vehicle on O'ahu. |  | | |
| Airport Auction Online auction website for surrendered and lost-and-found items from the Daniel K. Inouye International Airport. |  |  | |
| Aloha Stadium Online Store Purchase Aloha Stadium merchandise and memorable items. |  |  | |
| Annual Business Filings File your annual business report with the Department of Commerce and Consumer Affairs. |  |  | |



Solution (Features & Highlights)

Weather info and alerts from NOAA automatically display:

The screenshot shows the weather section of the Hawaii.gov website. At the top, there is a breadcrumb trail: [Home](#) » [Visitors](#) » Weather. Below this is the main heading "Weather". Two alert boxes are displayed: a pink one for a "Hurricane Watch issued July 24 at 10:48AM HST by NWS Honolulu HI" with a [More Information](#) link, and a yellow one for a "Hydrologic Outlook issued July 24 at 5:42AM HST by NWS Honolulu HI" with a [More Information](#) link. Below the alerts are three forecast cards for O'ahu, Maui, and Kaua'i. Each card shows the current temperature (89°, 86°, and 83° respectively), the condition "A Few Clouds" with a sun and cloud icon, and a "Detailed Forecast" link.



Solution (Features & Highlights)

Social media for elected officials, state, and county agencies:

[Home](#) » Social Media

405
Social Media Accounts

Social Media

State Officials

| Name | Facebook | Twitter | Instagram | News | YouTube | LinkedIn | Flickr | Vimeo |
|--|----------|---------|-----------|------|---------|----------|--------|-------|
| Office of the Governor, State of Hawai'i | | | | | | | | |
| Governor Josh Green | | | | | | | | |
| First Lady of Hawai'i | | | | | | | | |
| Lieutenant Governor Sylvia Luke | | | | | | | | |
| U.S. Senator Mazie Hirono | | | | | | | | |
| U.S. Senator Brian Schatz | | | | | | | | |
| Congressman Ed Case | | | | | | | | |




Solution (Features & Highlights)





State officials page highlights Hawaii's elected officials:


[Home](#) » [Government](#) » State Officials

State Officials







Governor Josh Green
Executive Chambers,
State Capitol
Honolulu, HI 96813
Phone: (808) 586-0034
Fax: (808) 586-0006
Email: [Contact the Governor](#)

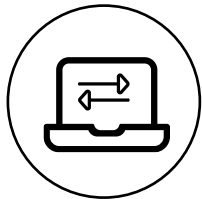


Lt. Governor Sylvia Luke
State Capitol
Honolulu, HI 96813
Phone: (808) 586-0255
Fax: (808) 586-0006
Email: [Contact the Lt. Governor](#)

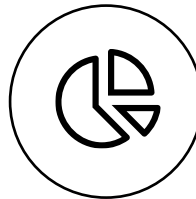


Metrics & Successes



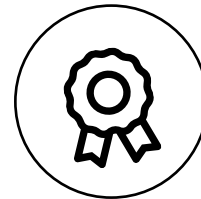
1.8M

Average annual page visits to Hawaii.gov, 2019 – 2023



\$0

Maintenance and hosting



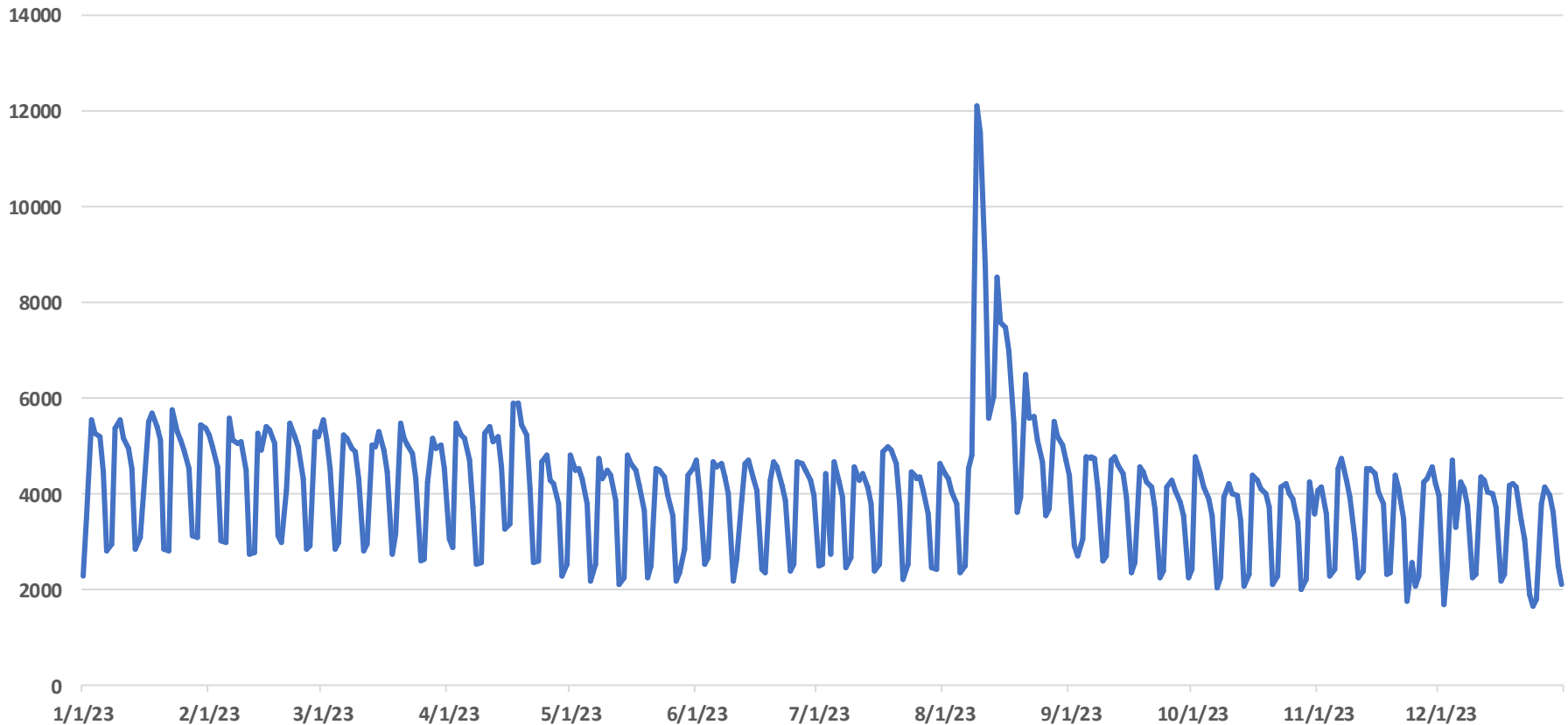
20

Awards received for Hawaii.gov, 2013 – 2023



Metrics & Successes (Analytics)

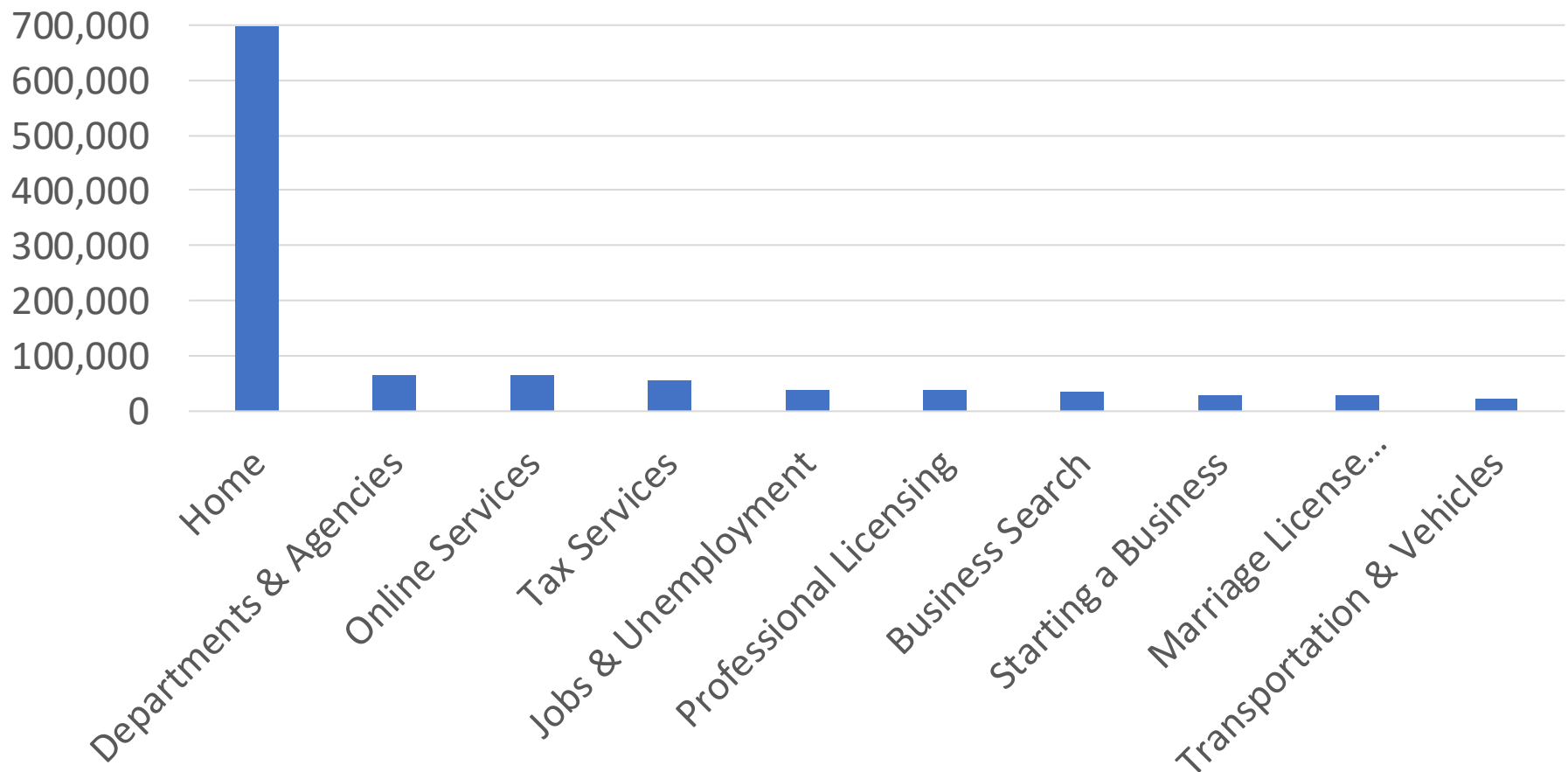
Hawaii.gov Unique Pageviews - 2023





Metrics & Successes (Analytics)

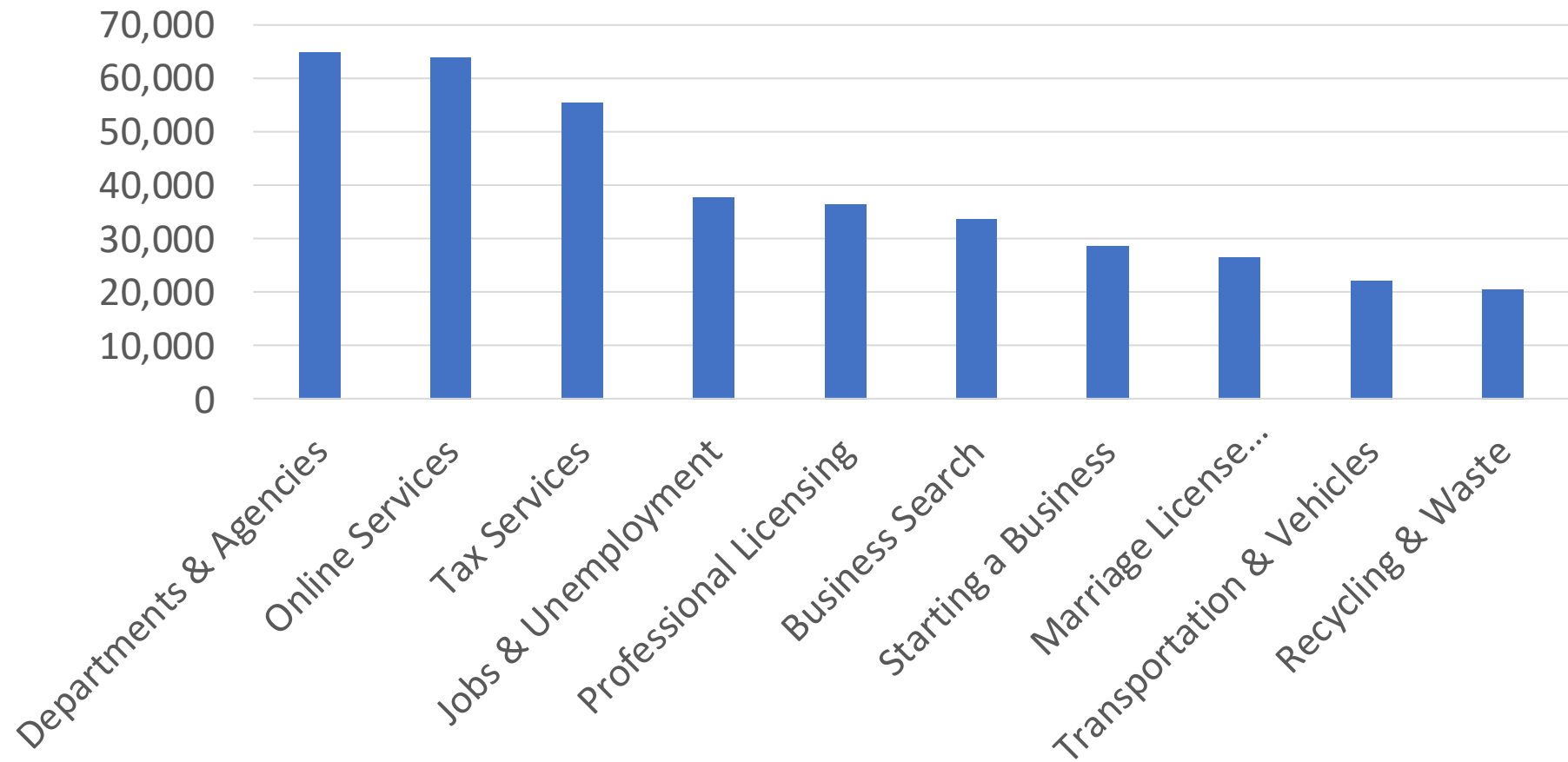
Top 10 Most Visited Pages on Hawaii.gov - 2023





Metrics & Successes (Analytics)

Top 10 Pages (Excluding Home Page - 2023)





Metrics & Successes (Awards)

The 2020 Hawaii.gov redesign has received 3 awards:



2022

W3 Awards – Silver Winner
Hawaii.gov Redesign



2022

Interactive Media Awards – Best in Class Award
Hawaii.gov Redesign



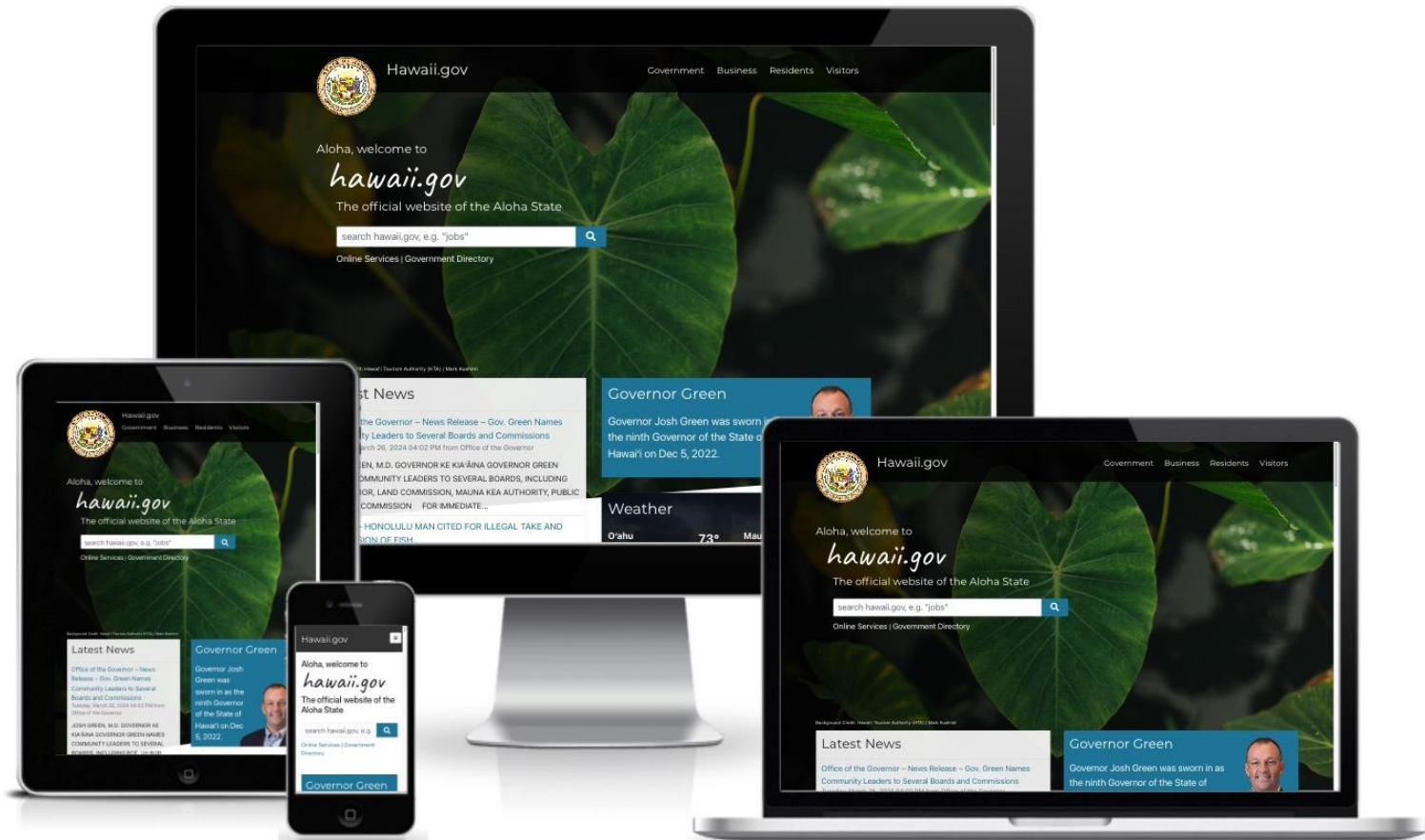
2021

Global Excellence Award – Platinum Award
Hawaii.gov Redesign

Application Review ETS – Hawaii.gov Website



Mahalo!



Report to the Access Hawaii Committee

Portal Program Updates | April 4, 2024

Highlights

Single Sign-On Phase 2.2 Update

- This initiative is in support of the State's move to a Microsoft Azure Single Sign-On (SSO) solution for online services
- Phase 2.2 is currently in progress to migrate 80+ eHawaii.gov services to use the State's AD B2C login; expected completion in November 2024
 - Group 1 (16 services) completed in test environment in October 2023
 - Group 2 (16 services) completed in test environment in February 2024
 - Internal design/UI completed in February 2024
 - User creation functionality for Admins completed in February 2024
 - Group 1 & 2 agency testing in progress as of March 7, 2024
 - Group 3 (16 services) development in progress

Dept. of Business, Economic Development & Tourism - Tax Credit Hub Phase II

- Launch date: 02/09/24
- This service allows film production companies to apply for tax credits online
- DBEDT staff can then review the submissions, certify the tax credits, provide the final certification letter, and generate reports
- The system will save the Agency and filers time by streamlining workflow and approval processes

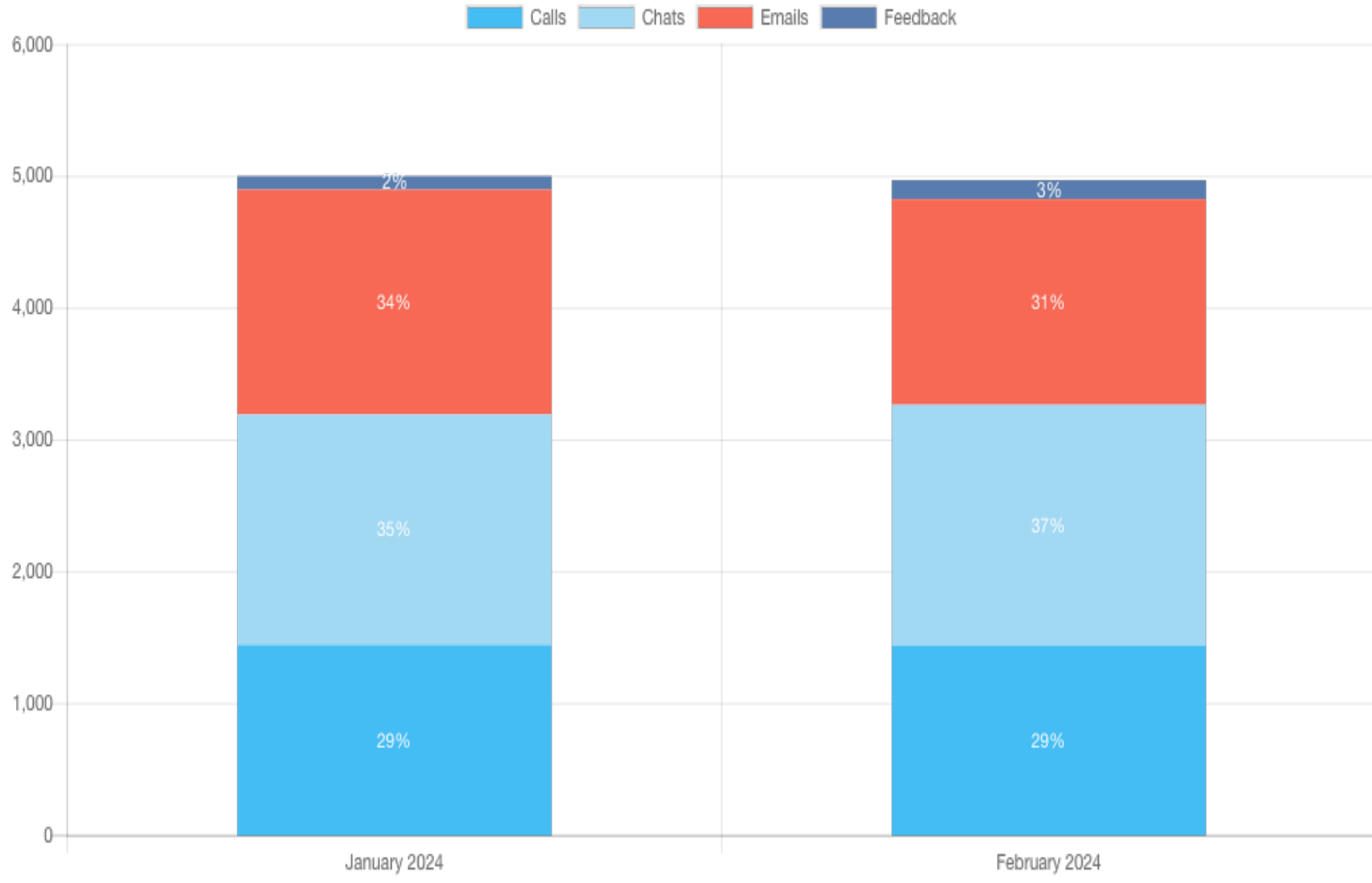
CXSuite - Customer Satisfaction Tracking

- Customer Satisfaction feedback loop
- Coded satisfaction levels
- Actionable items via an automated process
- Real time dashboards

Judicial Circuit Court Judge Evaluations

- The online judge evaluation provides attorneys with a convenient and easy method to complete the evaluation of 10 circuit court judges.
- This online process produces a greater response rate from recipients.

Customer Service Summary



| Date | Calls | Chats | Emails | Feedback | Total |
|------------------|--------------|--------------|--------------|------------|--------------|
| January 2024 | 1,446 | 1,749 | 1,707 | 102 | 5,004 |
| February 2024 | 1,442 | 1,826 | 1,561 | 143 | 4,972 |
| Sub Total | 2,888 | 3,575 | 3,268 | 245 | 9,976 |

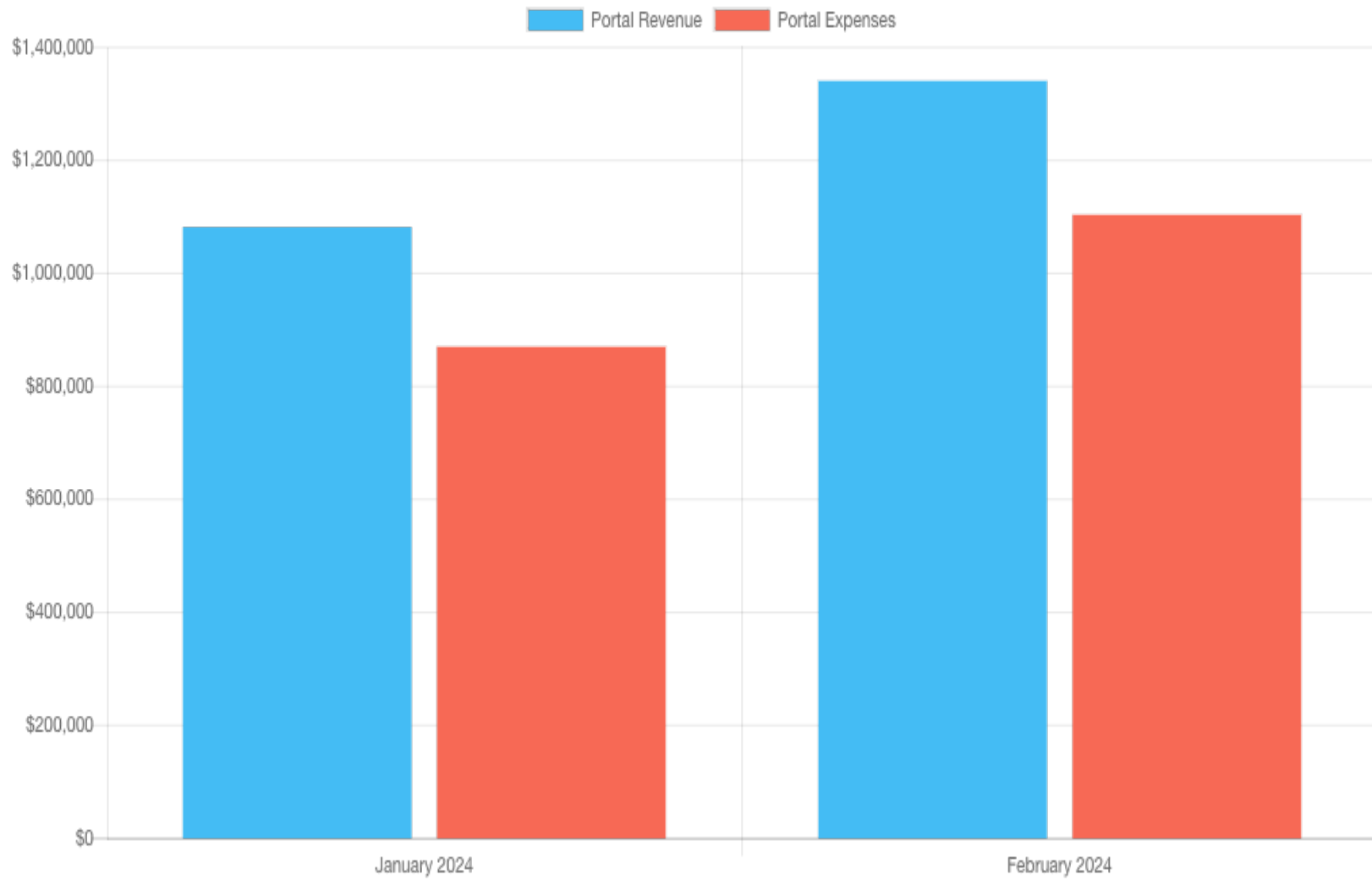
Top 10 Inquiries: January 2024 - February 2024

| Rank | Service | January | February | Total | Percent |
|------|---|---------|----------|-------|---------|
| 1 | Diamond Head Park Reservations | 529 | 438 | 967 | 10% |
| 2 | Hawaii Compliance Express | 467 | 396 | 863 | 9% |
| 3 | Medical Cannabis Registry* | 390 | 471 | 861 | 9% |
| 4 | Login Questions | 405 | 390 | 795 | 8% |
| 5 | State Camping | 371 | 399 | 770 | 8% |
| 6 | Vital Records Ordering System | 292 | 282 | 574 | 6% |
| 7 | Real Property Tax | 151 | 381 | 532 | 5% |
| 8 | Employees' Retirement System | 181 | 202 | 383 | 4% |
| 9 | Electronic Marriage Registration System | 179 | 179 | 358 | 3% |
| 10 | Non-Tyler Hawaii | 176 | 182 | 358 | 3% |
| 11 | All Others | 1,863 | 1,652 | 3,515 | 35% |

Total Inquiries: 9,976

*includes login questions

Financials: January 2024 - February 2024 (Unaudited)



Month and Year

Portal Revenue

Portal Expenses

January 2024

\$1,082,098.83

\$870,265.05

February 2024

\$1,340,725.23

\$1,103,881.81

Total

\$2,422,824.06

\$1,974,146.86

- **External Projects:** 2
- **External Revenue:** January 2024 \$78,202, February 2024 \$123,956
- **External Expenses:** January 2024 \$70,382, February 2024 \$111,560

Digital Government Trends

- Payment Card Industry (PCI) 4.0
- Data Transparency
- Artificial Intelligence

Looking Forward

- Hawaii Technology Development Corporation website launch
- Legislature 2024
- Contract Renewal

Appendix

Supporting information covering the period July 1, 2023 – March 14, 2024.

Press Releases (1)

**Honolulu Emergency Services Department Website
Redesign Wins Silver W3 Award**

November 2, 2023

Awards (2)

| Agency | Service | Award Name | Date Received |
|--|---|-----------------------------------|---------------|
| City and County of Honolulu – Honolulu Emergency Services Department | Honolulu Emergency Services Department Website | W3 Award – Silver Award | 10/19/23 |
| City and County of Honolulu – Honolulu Emergency Services Department | Honolulu Emergency Services Department Website | DotComm Award – Honorable Mention | 7/21/23 |

New Services (3)

| Agency | Service | Description | Launch Date |
|---|-------------------------------|--|-------------|
| Tyler Hawaii | PhonePay IVR | The PhonePay IVR system allows citizens to make payments over-the-phone for government services. It offers a configurable workflow and customized scripting with automated prompts. It is currently implemented for Honolulu Real Property Tax payments. | 1/2/24 |
| Department of Land and Natural Resources – Division of Forestry & Wildlife | Tree Seedling Payments | This service will be used by DOFAW to charge customers for purchases of Tree Seedlings. Hawaii's State tree nurseries provide high-quality native, endangered, and windbreak trees and plants for both the public and DLNR out-plantings and reforestation projects. | 11/30/23 |
| Department of Business, Economic Development & Tourism – Creative Industries Division | Tax Credit Hub | Tax Credit Hub allows film production companies to apply for tax credits online and for the DBEDT staff to review the submissions, certify the tax credits, provide the final certification letter, and generate reports. | 10/25/23 |

Service Upgrades (2)

| Agency | Service | Description | Launch Date |
|--|---|--|-------------|
| Department of Land & Natural Resources – Division of State Parks | Reservation and Access Management System | The State hiking and parking reservation system for individual visitors and Public Utility Commission tour operators was enhanced to include Waiānapanapa (Maui County). | 11/30/23 |
| City and County of Honolulu – Honolulu Police Department (HPD) | eBench Warrants Web Interface | The existing eBW web service was enhanced to add Warrant Status, Bail Amount, and Ordered Date as query parameters so HPD can perform more targeted searches. | 10/12/23 |

Retired Services (4)

| Agency | Service | Retired Date |
|--|--|--------------|
| Office of Enterprise Technology Services | MyHawaii website | 2/2/24 |
| Department of Labor & Industrial Relations | WDD Workforce Opportunity Tax Credit | 1/24/24 |
| Tyler Hawaii | Hawaii Driver Record Correction Request form | 12/14/23 |
| Department of the Attorney General – Child Support Enforcement Agency (CSEA) | AG CSEA Interactive Website | 11/30/23 |

Executed Agreements (5)

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

| Agency | Service | Document | Signed Date |
|--|---|--------------------|--------------------|
| County of Hawaii | Police Department Website Redesign | SOW | 12/08/23 |
| Department of Land & Natural Resources – Hunter Education Division | Hunter Education Records and Management System | PCR | 10/23/23 |
| Department of Business, Economic Development & Tourism – Community-Based Economic Development | EZ Program Forms | PCR | 10/19/23 |
| County of Hawaii | Online and Payment Processing Services (MVR Renewals) | SOW Amendment 2 | 8/25/23 |
| Department of Business, Economic Development & Tourism – Hawaii Technology Development Corporation | HTDC Website Redesign | SOW | 8/15/23 |

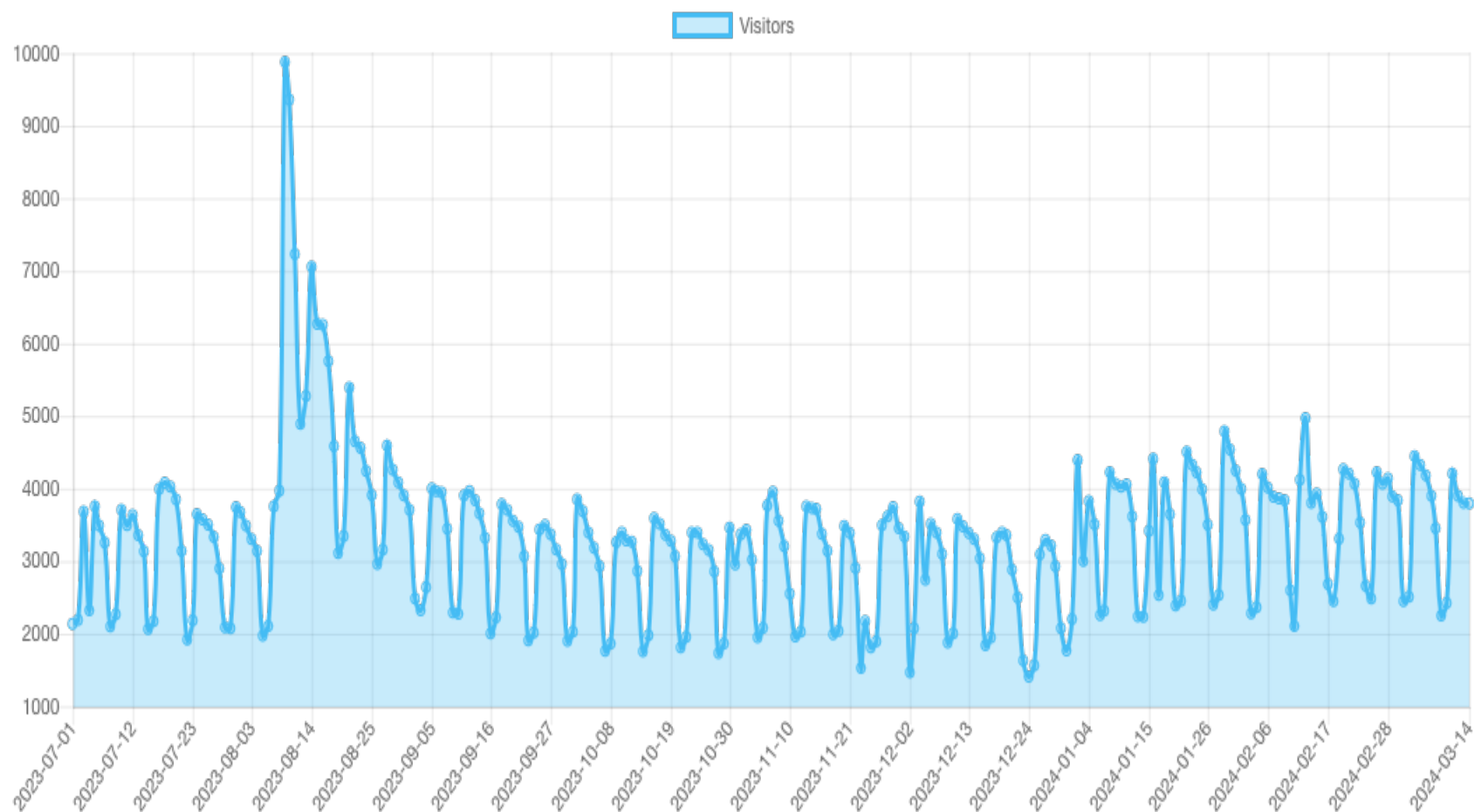
Conferences & Webinars Attended (3)

| Conference Name | Description | Dates Attended |
|---|---|---------------------|
| Hawaii Annual Code Challenge | HACC connects our community and challenges Hawaii youth to creatively provide solutions for government and public interactions. Tyler participated both as a HACC sponsor and a challenge sponsor. | 10/21/23 – 11/18/23 |
| Women in Renewable Energy – Decarbonization of Hawaii | Panelists leading different strategies at the state and county level discussed the state's decarbonization plan and the policies needed to drive change in different sectors. | 10/23/23 |
| Hawaii Digital Government Summit | The Hawaii Digital Government Summit provided the opportunity for attendees to connect with peers from the government and industry sectors in-person to share ideas, best practices, and technology trends. | 9/25/23 |

Unscheduled Downtime (3)

| Time | Duration | Affected Site(s) | Comments |
|--------------------|----------|-------------------------------------|--|
| 1/26/24 at 4:50 pm | 10m | Various Services | Amazon Web Services Cloud Application Server Failure – Server automatically restarted onto new hardware and web services were online |
| 1/5/24 at 5:00 pm | 2d 22h | Motor Vehicle Registration Services | City & County of Honolulu mainframe outage |
| 7/24/23 at 4:20 pm | 35m | Annual Business Filings | Issue with the underlying Oracle database |

Hawaii.gov Portal Web Analytics



855,155 Visits

1,033,533 Unique Page Views

2 min 1 sec Average Visit Duration

49% Bounce Rate



CX suite

CX suite

Dashboard

<

Tyler Hawaii

Dashboard

[Voicemail](#) [Feedback](#)

Date Range: 01/01/2024 - 02/29/2024 [Change](#)

All Services ▾

Update

FREQUENCY

8,676

Feedback Submissions

Previous Period: 3,206 ↗ 170.62%

POSITIVE EXPERIENCE

84.57 %

User Ratings

Previous Period: 83.56 % ↗ 1.01%

NEGATIVE EXPERIENCE

7.18 %

User Ratings

Previous Period: 10.32 % ↘ -3.14%

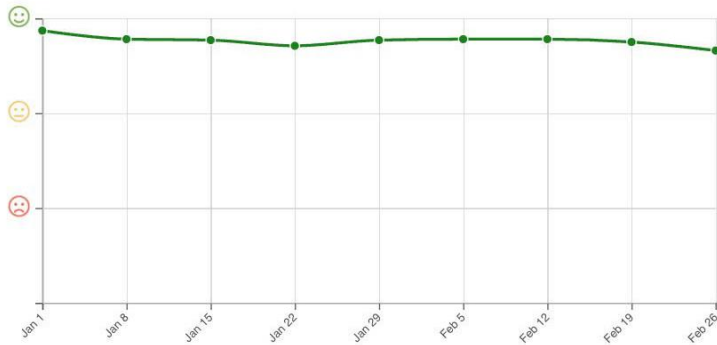
COMMENTS

2,897

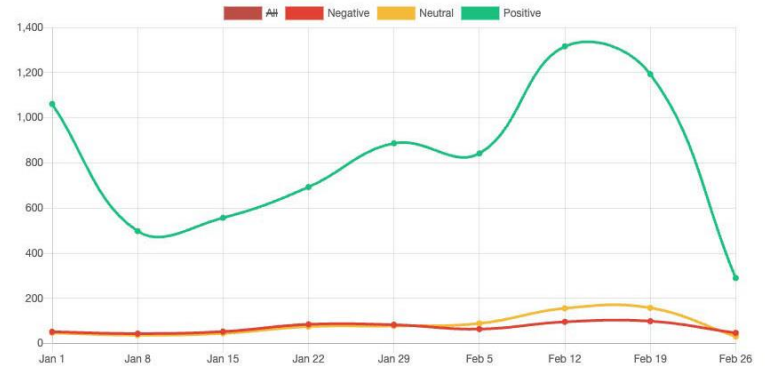
Shared Opinions

Previous Period: 1,242 ↗ 133.25%

Emotional Timeline (Weekly)



Feedback Submissions (Weekly)



FREQUENCY

8,676

Feedback Submissions

Previous Period: 3,206  170.62%

POSITIVE EXPERIENCE

84.57 %

User Ratings

Previous Period: 83.56 %  1.01%

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7.18 %

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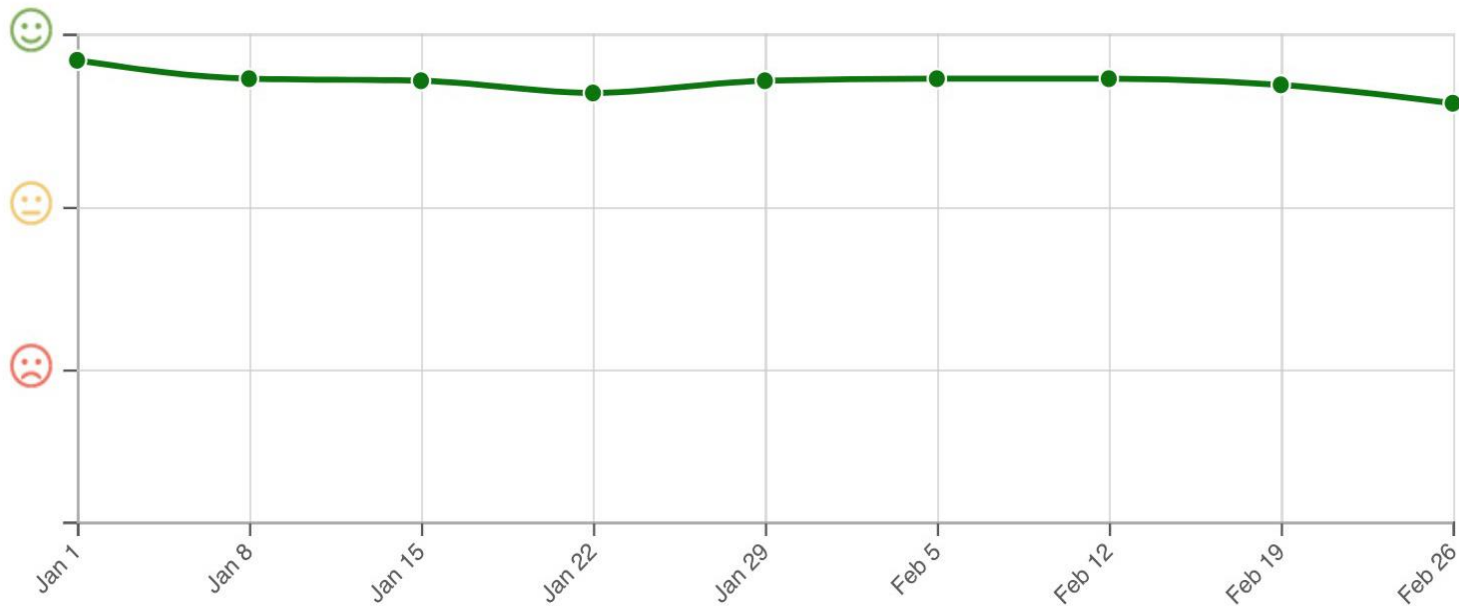
COMMENTS

2,897

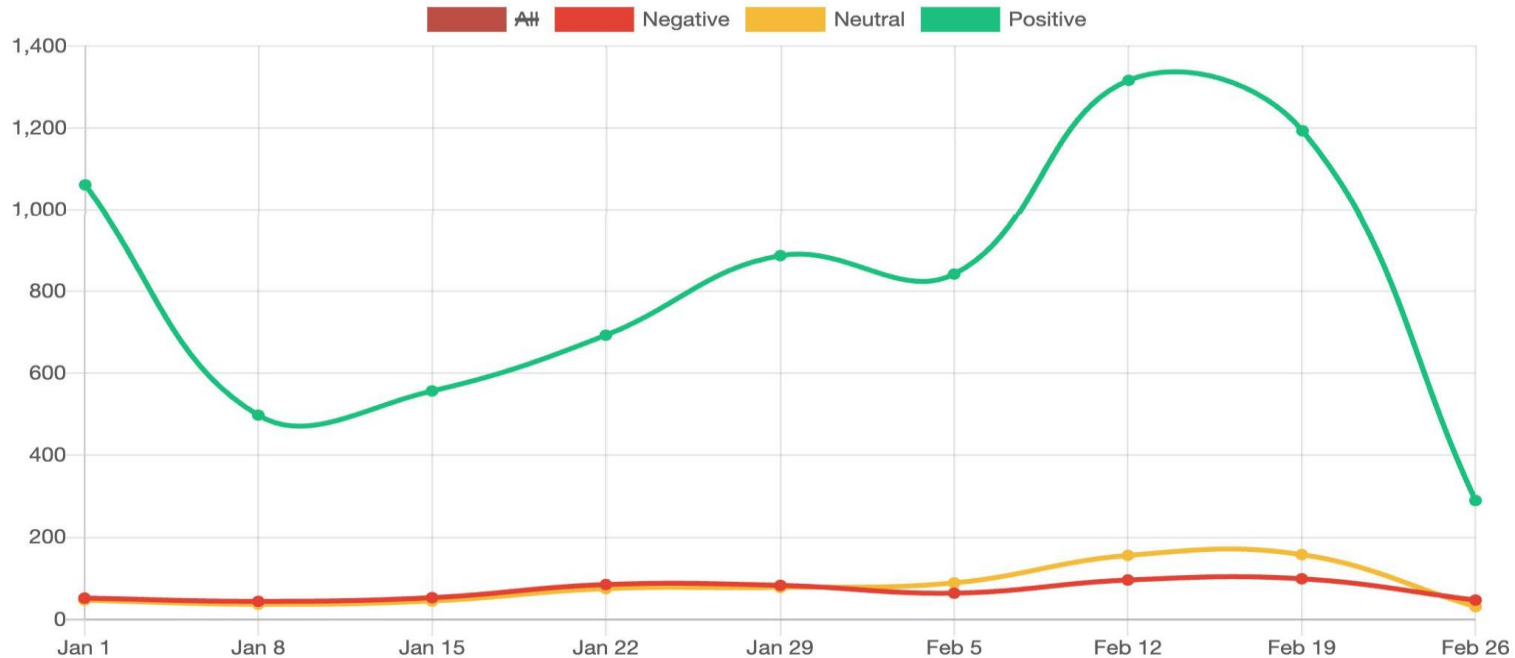
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Previous Period: 1,242  133.25%

Emotional Timeline (Weekly)



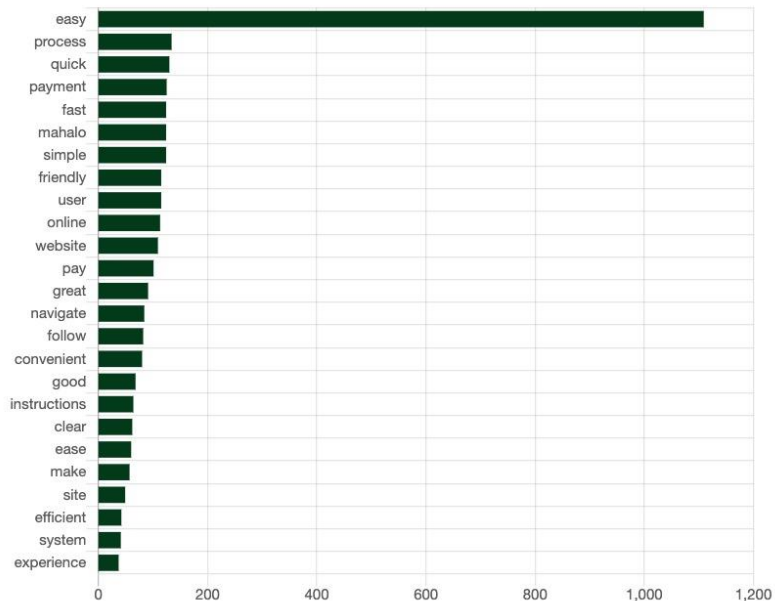
Feedback Submissions (Weekly)



Positive & Negative Sentiment

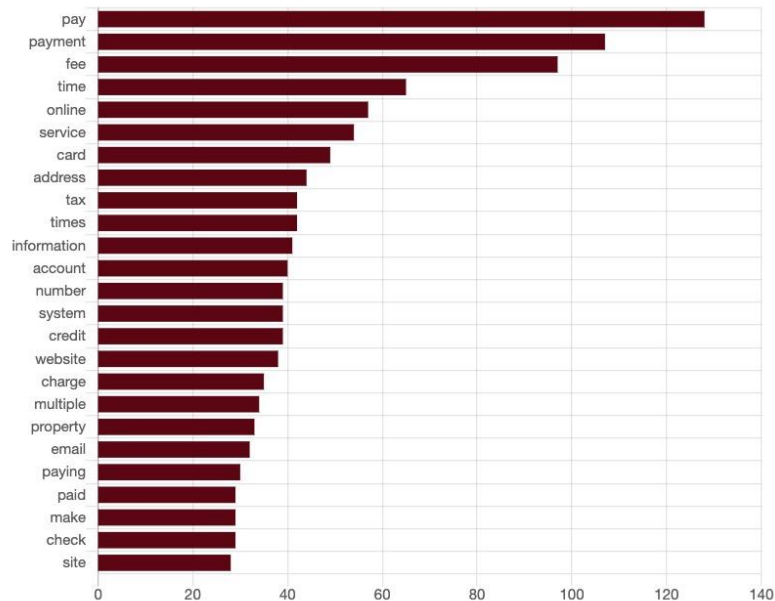
Positive Sentiment

Word Cloud Word Frequency



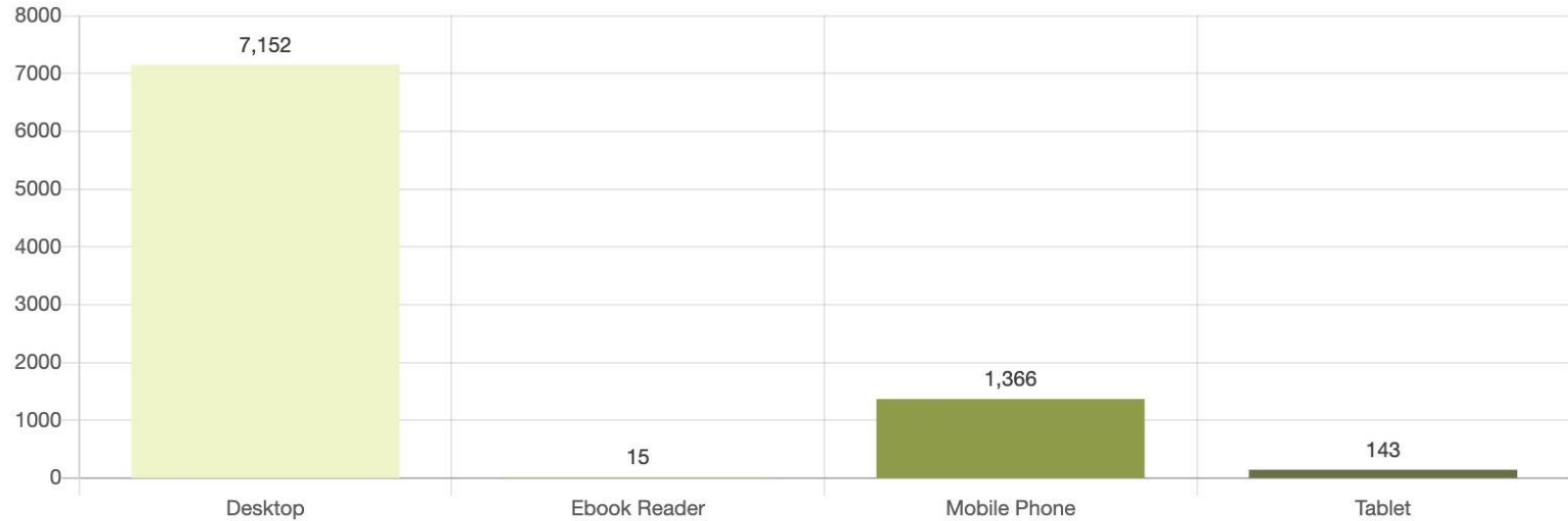
Negative Sentiment

Word Cloud Word Frequency



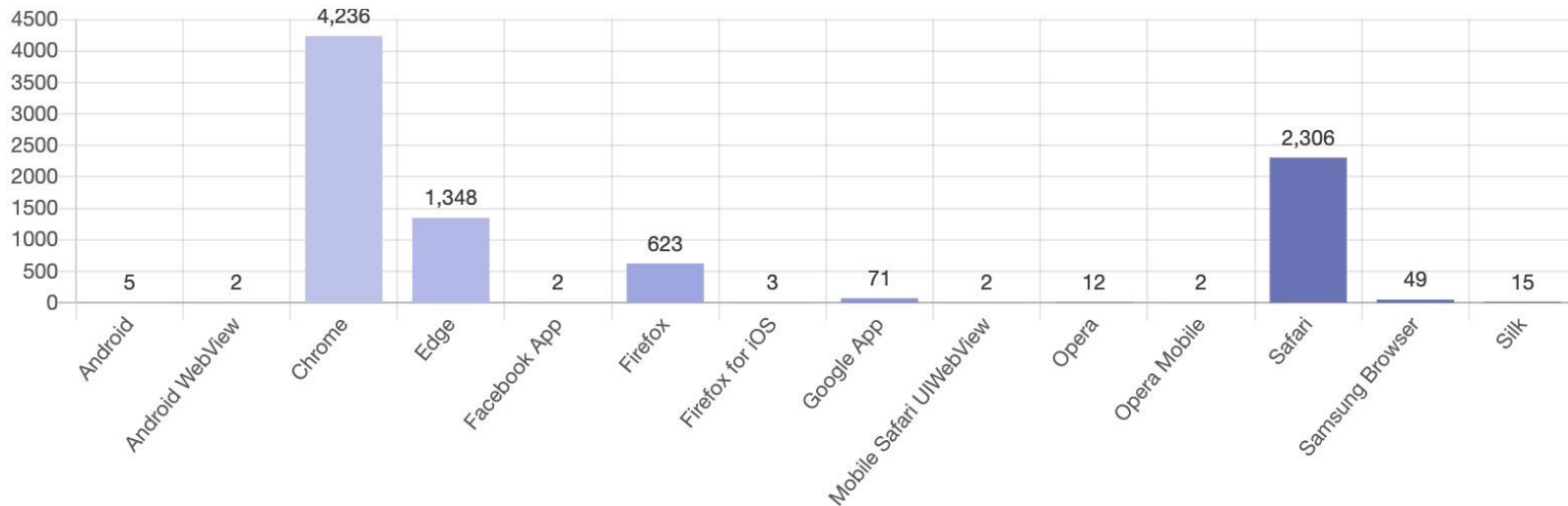
Device Breakdown

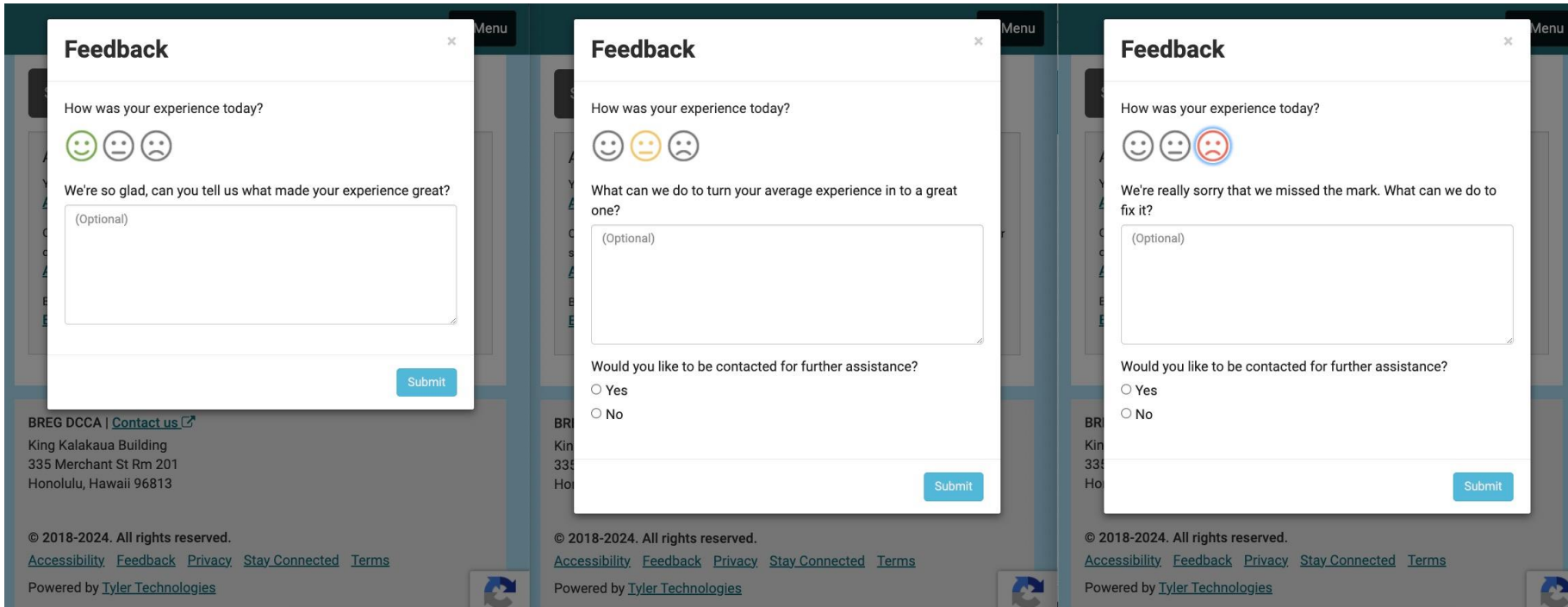
All Negative ⓘ Neutral ⓘ Positive ⓘ



Browser Breakdown

All Negative ⓘ Neutral ⓘ Positive ⓘ





Example Feedback



DCCA - BREG - Annual Business Reports
Device: Desktop Browser: Edge OS: Win10

Thu, Feb 29 2024 - 22:17:27



Hawaii County - RPT - Real Property Tax Payments - Thank You Page
Device: Desktop Browser: Safari OS: macOS

Thu, Feb 29 2024 - 20:21:28



Hawaii County - RPT - Real Property Tax Payments - Thank You Page
Device: Desktop Browser: Safari OS: macOS

Thu, Feb 29 2024 - 20:16:48



DCCA - BREG - Annual Business Reports
Device: Desktop Browser: Safari OS: macOS

Thu, Feb 29 2024 - 19:59:32



Hawaii County - RPT - Real Property Tax Payments - Thank You Page
Device: Desktop Browser: Chrome OS: macOS

Thu, Feb 29 2024 - 17:11:22



DCCA - BREG - Annual Business Reports
Device: Desktop Browser: Chrome OS: Win10
Contact: [Redacted]

Thu, Feb 29 2024 - 14:57:01

FRESHDESK: [2050601](#) (Assignee: Bobby Bundac, Status: Closed, Ticket Last Updated: Thu, Feb 29 2024 - 15:23:20 [Tags](#))



eHawaii.gov Portal
Device: Desktop Browser: Edge OS: Win10
Contact: [Redacted]

Thu, Feb 29 2024 - 08:38:16

been trying to log on to oahu for the past few days. No Joy. is the local system down?

Comment Sentiment Analysis: NEGATIVE

FRESHDESK: [2050489](#) (Assignee: Jamie Kinion, Status: Closed, Ticket Last Updated: Thu, Feb 29 2024 - 08:42:15 [Tags](#))

Example Feedback



Hawaii County - RPT - Real Property Tax Payments - Thank You Page
 Device: Mobile Phone Browser: Safari OS: iOS

Thu, Feb 29 2024 - 22:31:36

So easy to make payments
 Comment Sentiment Analysis: POSITIVE



Hawaii County - RPT - Real Property Tax Payments - Thank You Page
 Device: Mobile Phone Browser: Safari OS: iOS

Thu, Feb 29 2024 - 16:56:07

Aloha
 Comment Sentiment Analysis: NEUTRAL



TylerTech Hawaii - KALA
 Device: Desktop Browser: Chrome OS: macOS

Thu, Feb 29 2024 - 16:42:52

Fast and simple !!
 Comment Sentiment Analysis: POSITIVE



DCCA - BREG - Hawaii Business Express (HBE)
 Device: Desktop Browser: Chrome OS: Win10

Thu, Feb 29 2024 - 16:14:17

Easy online processing
 Comment Sentiment Analysis: POSITIVE



DCCA - BREG - Hawaii Business Express (HBE)
 Device: Desktop Browser: Edge OS: Win10

Thu, Feb 29 2024 - 10:56:50

Smooth and easy transaction
 Comment Sentiment Analysis: POSITIVE



TylerTech Hawaii - Payment Platform - Footer
 Device: Desktop Browser: Chrome OS: Win10

Thu, Feb 29 2024 - 10:35:02

Website is efficient and user friendly Thank you
 Comment Sentiment Analysis: POSITIVE



DCCA - BREG - Hawaii Business Express (HBE)
 Device: Desktop Browser: Chrome OS: macOS

Thu, Feb 29 2024 - 07:50:37

easy
 Comment Sentiment Analysis: POSITIVE



DCCA - BREG - Annual Business Reports
 Device: Desktop Browser: Chrome OS: Win10

Thu, Feb 29 2024 - 07:36:13

I was able to process the payment smoothly.
 Comment Sentiment Analysis: POSITIVE

Empowering people who serve the public[®]



tyler
technologies