STATE OF HAWAIʻI

ACCESS HAWAIʻI COMMITTEE
AND THE
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

ANNUAL REPORT ON

THE OPERATION OF THE INTERNET PORTAL

FOR THE PERIOD

JANUARY 1, 2016, THROUGH DECEMBER 31, 2016

SUBMITTED TO

THE TWENTY-NINTH STATE LEGISLATURE

IN ACCORDANCE WITH SECTION 27G--5 HAWAIʻI REVISED STATUTES

Introduction
Pursuant to section 27G--5 Hawaiʻi Revised Statutes (HRS), the Access Hawaiʻi Committee (AHC) submits its annual report to the 2017 Legislature. This year's report is comprised of a report by the portal manager/vendor, Hawaiʻi Information Consortium, LLC (HIC), reflecting work it was authorized to perform by the AHC in conjunction with various State and county agencies.

Overview
As defined under chapter 27G, HRS, the legislatively mandated duties of the AHC include the following oversight functions with regard to the State Internet Portal Program: 1) review of the annual strategic plan and periodic reports on potential new applications and services submitted by the portal manager; 2) review and approval of all charges to portal users; 3) review and approval of service level agreements negotiated by government agencies with the portal manager; 4) review of the annual financial reports and audit of the portal manager; 5) review of annual customer satisfaction surveys conducted by the portal manager; and 6) review of performance measures of

the portal submitted as part of the service management plan for portal-wide indicators and application specific indicators.

With the passage of Senate Bill 2807 SD2 (now Act 58, SLH 2016), housekeeping amendments to chapter 27G, include the removal of "ICSD Administrator" from the committee's makeup and new authority provided to the CIO to appoint a Portal Program Manager exempt from chapter 76, which may be funded by the AHC Special Fund.

The Portal Program Manager today assists the AHC with oversight of the portal manager/vendor and provides guidance relating to strategies for online payment processing, electronic document filing, Internet initiatives, paperless initiatives, and web application development. The Portal Program Manager also tracks portal manger/vendor activities to ensure compliance with the terms and conditions of the portal provider contract; reviews the vendor's financial reports; evaluates new statements of work, fee agreements, priorities and service level agreements under negotiation between government agencies and the vendor; and presents findings and recommendations to the committee. Additionally, the Portal Program Manager collaborates with the vendor and government agencies to promote e--governmen and to increase online services that can be easily, conveniently and securely accessed by the public.

The portal program contract was awarded through competitive solicitation and effective January 2008 for the initial five-year period. Two contract extensions were approved by the AHC, with the most recent effective January 4, 2016, for up to an additional three years.

New online government services are continually being added through the portal program. The AHC, ETS, and the business and information technology teams of the State agencies, the counties and the Judiciary work collaboratively with HIC 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, saving time conducting business with government. Citizens who choose to go online can conduct business with government from their homes and offices during the State's business and non-business hours.

2016 Activities
The following sections provide key issues and activities addressed by the AHC from January 1, 2016, through December 31, 2016:

<u>New Governance Applied to Statements of Work (SOW)</u>
It was determined that SOWs for portal program projects initiated by executive branch departments are subject to ETS' IT governance process announced by Gov. David Y. Ige and Chief Information Officer (CIO) Todd Nacapuy in December 2015. In part, this process will increase transparency, provide sufficient oversight without being burdensome, and provide help and information--sharin amongst the departments.

Furthermore, the AHC, which meets quarterly, voted to delegate approval of SOWs to the Portal Program Manager and CIO for an interim period until AHC established a more permanent solution. The intent was to ensure adequate, efficient review of SOWs while facilitating continued progress.

The committee also voted to have a single Master Service Agreement for all Counties and departments, as opposed to the individual Service Level Agreements currently in place. This Master Service Agreement is in development and expected to be complete in 2017.

Preparation for New Request for Proposals (RFP)
At its March 3, 2016, meeting, the AHC formed an investigative committee to begin the process to develop the request for proposals (RFP) for the Portal provider.

At the December 1, 2016, AHC meeting, the committee voted for a request for information (RFI) to be issued as part of RFP preparation to gather information on improving the portal program and alternatives to the current business model.

Senate Resolution (SR) 54
SR 54 of 2016 requested that AHC, HIC, and each State agency who currently has a partnership with HIC collaborate and provide the Legislature with a comprehensive progress report regarding the activities and expenses of the State's Internet Portal

In response to the resolution, HIC has substituted its annual report to the Legislature with this comprehensive progress report (see Exhibit 1).

Biweekly Project Status
AHC members now receive updates on current projects every two weeks to more effectively facilitate their ability to monitor projects beyond quarterly updates in the past.

Accolades
The State portal program earned the following awards in 2016:
- National Association for Court Management (NACM) – Top 10 Court Technology Solutions Award
- Interactive Media Awards – Best In Class
- Digital Government Achievement Award – Winner, Driving Digital Government/State Government

2016 Annual Report by Hawaii Information Consortium, LLC
A comprehensive progress report by HIC regarding the activities and expenses of the portal program is provided as Exhibit 1.

Hawaii Information Consortium

Annual Report 2016

January 1, 2016 – December 31, 2016

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Executive Summary

2016 marks sixteen years of the collaboration between the State of Hawaii, its Counties and the Hawaii Information Consortium, LLC (HIC). In those years, the access to government services via electronic means in Hawaii progressed from one of the worst to being recognized as the best state website in the United States and winning the 2014 Center for Digital Government's Best of the Web. Hawaii has established itself as a leader in state government in the areas of business registration, website design and accessibility, vital records access, mobile applications and licensing/permitting.

When the State issued the original request for proposal (RFP) for a self-funded (funded by fees collected from the fee payer or partner) Internet Portal Provider the HIC answered and won. In 2008, the RFP under which the current contract was awarded, was altered to include self-funded services, marketing and outreach, time and materials projects, hosting services and website design and implementation. Under this model the portal program has grown to provide almost all of the public-facing critical services that the state and counties provide. As the table below indicates, since 2010 the portal has collected $9.53 billion dollars for state and county services. Of this, $9.48 billion (99.55%) was disbursed within two banking days. "**Funds Collected**" indicates total monies collected by the portal and "**Partner Total**" indicates the total amount disbursed to partners. As of June 30, 2016, the portal collected $1.09 billion for our partners.

Table: Annual Funds Collected and Funds Disbursed to Partners

Year	Funds Collected	Partner Total
2010	751,174,040	747,015,378
2011	1,003,797,269	998,537,542
2012	1,345,767,601	1,339,424,575
2013	1,592,519,246	1,586,044,805
2014	1,722,438,503	1,714,395,704
2015	2,016,484,180	2,008,153,427
2016*	1,094,128,625	1,089,478,376
Total	8,180,541,863	9,483,049,807

*Data through June 30, 2016.

The portal program received a commendation from the State House in 2015. This year, the State Senate requested a portal status report via Senate Resolution 54 (SR54). This report attempts to respond to most of that senate resolution as well as provide information that the portal typically provides in our annual report to the Access Hawaii Committee and the Legislature.

The portal provides 121 public services. The breakdown of portal services by department is provided in the table below. The Department of Land and Natural Resources (DLNR) and the Department of Commerce and Consumer Affairs (DCCA) leverage the portal most effectively with 27 and 26 services respectively. The Department of Health (DOH) and the Department of the Attorney General (AG) have been expanding services consistently and offer 10 each. We hope that more divisions of more departments will choose to expand the services offered to the public in the next two years.

Table: Services by Department

Department	Services
Department of Land and Natural Resources (DLNR)	27
Department of Commerce and Consumer Affairs (DCCA)	26
Department of Attorney General (AG)	10
Department of Health (DOH)	10
Judiciary (JUD)	8
Department of Business, Economic Development & Tourism (DBEDT)	6
County of Hawaii	5
Department of Budget and Finance (B&F)	4
Department of Labor and Industrial Relations (DLIR)	4
Department of Taxation (DOTAX)	4
County of Kauai	3
Department of Accounting and General Services (DAGS)	3
City and County of Honolulu	2

Department	Services
Office of the Lieutenant Governor (LG)	2
County of Maui	1
Department of Public Safety (DPS)	1
Department of Transportation (DOT)	1
Enterprise Technology Services (ETS)	1
Ethics Commission	1
Hawaii Teacher Standards Board (HTSB)	1
Office of Information Management and Technology (OIMT)	1
Total	121

As a result of the portal's services our state and county partners realize millions of dollars of savings and avoided costs. These costs include labor associated with data entry, paper, mailing, marketing and outreach costs but do not include any IT related costs/ savings (see the following chart). In 2015, the total avoided costs for our partners were **over $8.7 million**. In the first six months of 2016, avoided costs were **$4.4 million**.

Chart: Avoided Costs by Department by Year
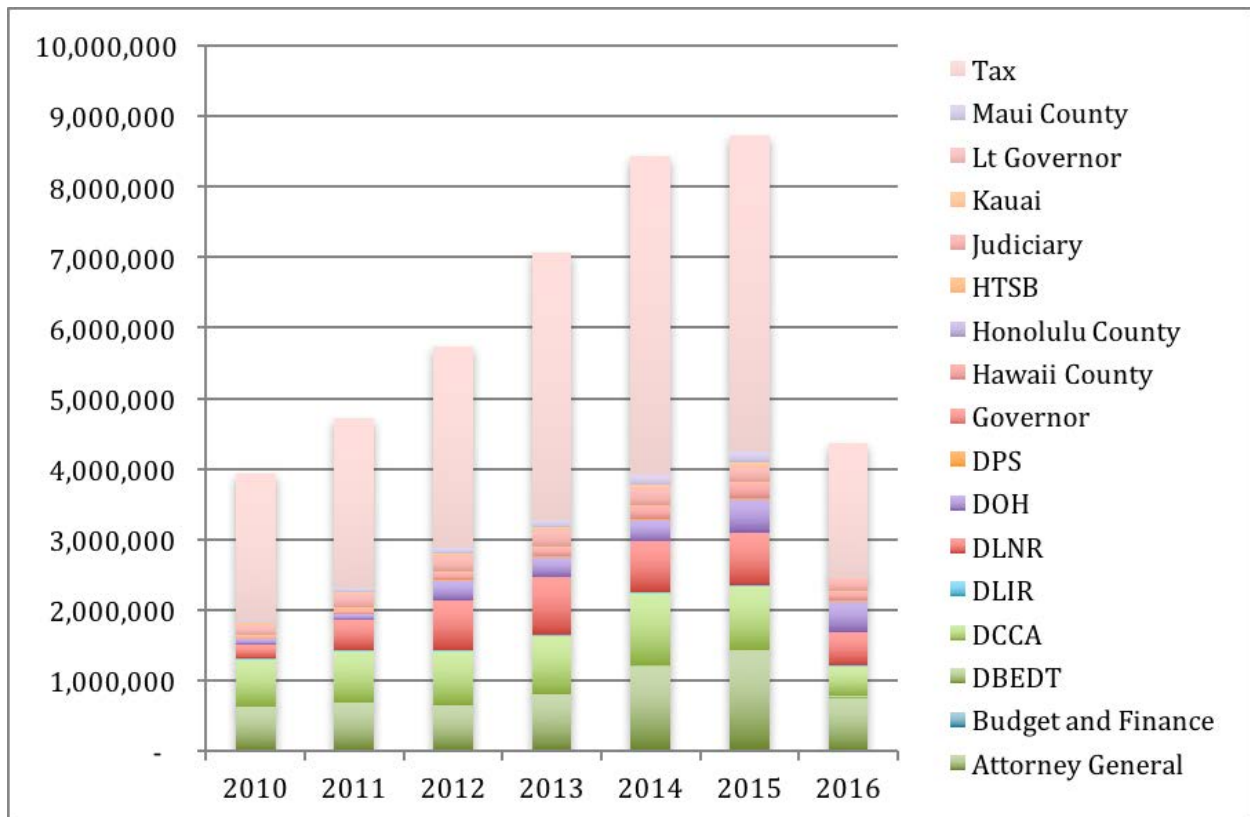
Awards

Hawaii continues to lead the nation in many services. This year the DOH was honored with the Center for Digital Government's Digital Government Achievement Award in the Driving Digital State Government Category for the Online Vital Records System. The City and County of Honolulu's Office of the City Clerk won the Interactive Media Award for the Online Absentee Ballot System.

Why HIC

In 1997, Hawaii was recognized in a national poll as one of the worst states for electronic access to government services in the United States. This was a huge blow to the state where the Internet got its start with Aloha Net. As a result the Executive and Legislative branches reached out to the states that were rated in the top 10 of all states to see what they were doing that was so great. In seven of the 10 states they were leveraging self-funded government through a Portal Manager Program.

Two years later, the State of Hawaii issued a RFP for an Internet Portal Manager to implement self-funded government solutions for any government entity operating in the state. HIC was the winner. Eight years later, the state issued another RFP that expanded the portal program. HIC also won that RFP and continues in its role to deploy self-funded eGovernment for the state, county and federal government in Hawaii.

Why We're Here

At HIC we believe in solving problems in a very different way than other companies.

Our goals are:

- to be the best partner our customers have ever had;
- to be the best place our employees have ever worked; and
- to give the best return on investment in the industry.

We do this by actively partnering with our customers to provide living, evolving services that are elegantly designed, easy to use and require no maintenance from our customers. We provide the best eGovernment services in the country as shown by the dozens of awards we have received over the last few years including the Center for Digital Government's Best Government Website (Best of the Web) in 2014.

Introduction to SR54

The Hawaii State Senate of the 28th Legislature adopted Senate Resolution 54 on April 7, 2016, requesting the Access Hawaii Committee, HIC, and each State agency that currently has a partnership with HIC to collaborate and provide the legislature no later than twenty days prior to the convening of the Regular Session of 2017 with a comprehensive progress report regarding the activities and expenses of the State's Internet Portal. The resolution requested that the progress report contain the following information as it pertains to the State's Internet Portal:

1) Total visits per day, average time expended, bounce rates, new visitor count, and sources of site traffic for each web-based application;
2) Gross amount collected through the portal;
3) Service fees paid by consumers to use each web-based application;
4) Monies paid by consumers to each state agency who currently has a partnership with HIC for licensing, permits, taxes, records, registrations, and certificates for each web-based application;
5) Any other monies collected by HIC relating to the operation of the portal; and
6) Monies paid, itemized by each web-based application, by the State to HIC for building, implementing, operating, maintaining, and hosting the portal.

HIC understands the significance of the SR54 and the information requested. HIC spent over 2,000 hours gathering data and compiling a report that includes the majority of the components requested in the resolution. We believe that transparency is an important element of our relationship with the State of Hawaii. To our knowledge, the Access Hawaii Committee and each State agency that currently utilizes the portal has decided not to respond. Please refer to Appendix A: HIC Response to SR54 for the full progress report.

Funding Portal Operations

Self-Funded Model

When a state or county partner works with HIC to develop a new service, in most cases, there is no upfront cost for development. HIC and our partners collaborate to come up with sustainable solutions. HIC absorbs the risk and cost of developing the service in return for future revenue over the lifecycle of the service.

HIC generates revenue through portal administration 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 partner. Sometimes our services make an existing form available online. Other times we come up with innovative solutions that never existed before, such as Hawaii Compliance Express. The idea of eGovernment is not simply to make existing procedures have electronic analogs. We work with the partner to find ways to streamline existing processes, making the whole system more efficient.

HIC maintains each of the services we develop over the life-cycle of that service. Software licensing fees, operating system upgrades, security scans, etc. are not paid by our partners. HIC staffs a full team of customer service representatives who field calls, emails, and chats 24 hours per day, at no cost to our partners. Finally, HIC provides outreach support for our services, assisting with education, training and marketing efforts to drive awareness and adoption for our services. Some examples include: annual report postcards, email reminders, videos, training, community meetings, industry meetings, posters, and business cards.

HIC also develops some entirely free applications where appropriate. 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, Electronic Bench Warrants, and the state calendar for posting public meeting and events.

Under the self-funded model, it's in both our partner agencies' and HIC's best interest to encourage high adoption. We employ various marketing techniques to encourage people and businesses to use our online services. HIC absorbs the risk in developing an application because if a service is under-utilized or not used at all, HIC does not generate any revenue. This provides a natural incentive to market our services on the agencies' behalf, develop them

rapidly, and improve them often. Our success is tied to our partners' success, and HIC will do everything it takes to make sure we are the best partner they have ever had.

If our partners had to pay for the time that HIC has worked on self-funded projects, not including the infrastructure and common tools, it would have cost almost $2 million per year. The four agencies leveraging the portal the most for self-funded applications are:

- Department of the Attorney General
- Department of Commerce and Consumer Affairs
- Department of Land and Natural Resources
- Department of Health

How the Self-Funded Digital Government Works

1 ENTERPRISE-WIDE APPROACH
- Supports all agencies with digital government needs, not just those with resources
- Most services with transaction revenues are not self-supporting
- Pooled transaction fees allow all agencies to build digital government services that benefit constituents

2 TRANSACTIONAL REVENUE
- Fees applied primarily to business-facing services
- Those who use the services pay -- government pays nothing
- Industries using services: banking, legal, transportation, insurance, and licensed professions
- Covers all costs for digital government buildout & ongoing operation

3 SUSTAINABLE FUNDING STREAM
- Long-term funding source
- Sidesteps recurring government funding challenges and allows digital government to thrive
- No appropriations, tax hikes, or agency allocations needed

4 NO-COST SERVICES
- Majority of services provided at no cost to constituents

5 REINVESTMENT
- Sustainable funding source is reinvested in:
  - Building new services
  - Expanding mobile solutions
  - Strengthening security
  - Adding staff to support evolving digital government priorities

Time and Materials

When transaction fees are not feasible we 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 DLNR was the department that leveraged the portal's T&M services the most followed by the DLIR and AG.

Hosting

Some partners leverage our hosting services for website hosting or HIC developed services that have no revenue base. In certain scenarios, a partner may already have a service developed that only needs a server to be hosted on to continue providing service to the public. Please contact us for more information and pricing on how we can host your existing application.

No Cost Projects

Most portal projects have no development cost associated with them. HIC recovers its costs for development, deployment, hosting and maintenance by portal administration fees for self-funded applications. There are many applications which the portal supports at no cost to the state and which have no way to generate revenue. In select cases, selected by the Access Hawaii Committee and HIC, the portal will support these applications at no cost.

In addition to the maintenance of our existing applications, the portal does work on a limited number of high-value applications at no cost. Examples include:

- AG - CSEA - Child Support Account Information System: csea.ehawaii.gov/iwa
- AG - HCJDC - Covered Offenders Search: sexoffenders.ehawaii.gov
- AG - Supervisor Evaluations
- Boards & Commissions Online Application: boards.hawaii.gov/apply/apply-for-a-board
- Budget and Finance - Unclaimed Property Search: ehawaii.gov/lilo/app
- DCCA - BREG - Agent Search: hbe.ehawaii.gov/agentsearch
- DCCA - INS - Insurance License Search: insurance.ehawaii.gov/hils

- DCCA - INS - Insurance Continuing Education

  Information: www.ehawaii.gov/dcca/insprovider/exe/provider.cgi

- DCCA - INS - License CE Verification: www.ehawaii.gov/dcca/insce/exe/ce.cgi

- DCCA - INS - HIDS Rate and Form Filing Transmittal: insurance.ehawaii.gov/rpa/client

- DCCA - PVL - Insurance Certificate Submittal (Surety): pvl.ehawaii.gov/inikua

- DCCA - PVL - License Search: pvl.ehawaii.gov/pvlsearch

- DCCA - PVL - MyPVL Dashboard: pvl.ehawaii.gov/mypvl

- DLIR - Quarterly Wage Reporting: hui.ehawaii.gov

- DOTAX - Tax License Search: dotax.ehawaii.gov/tls

- DOTAX - Tax Refund Search: tax.ehawaii.gov/hoihoi

- **eHawaii.gov** Single Sign-On Service : login.ehawaii.gov

- **Hawaii.gov** Website: hawaii.gov

- Judiciary - Electronic Bench Warrants: judiciary.ehawaii.gov/warrants

- Judiciary - Policy & Planning - Judge Evaluations

- Judiciary - Volunteers in Public Service: vips.ehawaii.gov

- Kauai eBill Reminder Service: payments.ehawaii.gov/propertytax/kauai/ebill.html

- Statewide Calendar: calendar.ehawaii.gov

Audited Financials by Department

HIC submits its audited financials to the Access Hawaii Committee each year and also submits an annual report to the Hawaii State Legislature regarding the services that the portal provides to our partners. This year the State Senate passed Senate Resolution 54, which requested information about the contract from HIC.

Yearly reports for each department are provided in the tables below. In those tables, "Total Funds Collected" represents the total revenue collected from customers who use a given service. How a partner chooses to pay HIC's portal administration fees is up to the partner: fees may be absorbed by the partner (labeled as "Partner Paid HIC"), or they may be passed on to the customer (labeled as "User Paid HIC"). "Partner Total" represents the funds HIC disbursed to the partner. "HIC Revenue Total" represents the sum of the Partner Paid HIC and User Paid HIC columns.

We are presenting calendar years 2010 to 2015 as audited financials, and January 1 to June 30, 2016 as unaudited financials. HIC is available to discuss any requests for 2008 and 2009 financials.

The numbers in the tables represent a large and time consuming task that HIC has undertaken for the presentation of an accurate, overall financial picture. Some of the numbers will not total up to 100% due to the rounding of the figures.

See Appendix B for yearly reports of financials broken down further by department and by service.

Table: 2010 Transactional Service Revenue

Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
County of Hawaii	$6,405,109	$6,303,541	$0	$101,568	$101,568
County of Kauai	$5,444,937	$5,365,750	$0	$79,187	$79,187
County of Maui	$688,214	$663,605	$0	$24,609	$24,609
Department of the Attorney General	$1,191,554	$1,053,086	$63,267	$75,201	$138,468
Department of Commerce and Consumer Affairs	$11,790,802	$10,180,098	$1,482,465	$128,239	$1,610,704
Department of Labor and Industrial Relations	$45,712,079	$45,665,224	$0	$46,855	$46,855
Department of Land and Natural Resources	$1,266,376	$1,138,400	$39,810	$88,166	$127,976
Department of Health	$369,412	$330,135	$3,319	$35,958	$39,277
Department of Transportation	$2,169	$2,020	$0	$149	$149
Department of Taxation	$673,052,534	$672,509,479	$0	$543,055	$543,055
Hawaii Information Consortium, LLC	$22,994	$0	$22,994	$0	$22,994
Hawaii Teacher Standards Board	$913,314	$820,460	$92,854	$0	$92,854
Judiciary	$3,842,158	$2,983,580	$0	$858,578	$858,578
State Procurement Office	$51,172	$0	$0	$51,172	$51,172
Total	$750,752,824	$747,015,378	$1,704,709	$2,032,737	$3,737,446

Table: 2010 Time & Materials and Hosting Revenue

Department	Partner Paid HIC
Budget & Finance	$2,800
County of Hawaii	$20,700
Department of Business, Economic Development and Tourism	$15,700
Department of Health	$89,750
Department of Land and Natural Resources	$222,428
Hawaii Teachers Standards Board (HTSB)	$55,870
University of Hawaii	$13,968
Total	$421,216

Table: 2011 Transactional Service Revenue

Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
County of Hawaii	$9,984,357	$9,835,741	$0	$148,616	$148,616
County of Kauai	$5,389,478	$5,317,473	$0	$72,005	$72,005
County of Maui	$1,685,902	$1,606,937	$0	$51,965	$51,965
Department of the Attorney General	$1,239,114	$1,089,274	$68,333	$81,507	$149,840
Department of Commerce and Consumer Affairs	$13,022,352	$11,438,611	$1,436,062	$147,679	$1,583,741
Department of Health	$329,619	$294,879	$1,421	$33,319	$34,740
Department of Labor and Industrial Relations	$82,421,094	$82,355,767	$0	$65,327	$65,327
Department of Land and Natural Resources	$2,257,990	$1,772,768	$339,785	$145,437	$485,222
Department of Public Safety	$143,460	$125,886	$17,574	$0	$17,574
Department of Transportation	$20,660	$19,567	$0	$1,093	$1,093
Department of Taxation	$880,257,379	$879,584,772	$0	$672,607	$672,607
Hawaii Information Consortium, LLC	$26,290	$0	$0	$26,290	$26,290
Hawaii Teacher Standards Board	$1,407,985	$1,250,333	$157,651	$0	$157,651
Judiciary	$4,706,337	$3,845,533	$0	$860,804	$860,804
State Procurement Office	$87,498	$0	$0	$87,498	$87,498
Total	$1,002,952,516	$998,537,542	$2,020,825	$2,394,149	$4,414,974

Table: 2011 Time & Materials and Hosting Revenue

Department	Partner Paid HIC
Budget & Finance	$30,000
County of Hawaii	$1,200
Department of the Attorney General	$15,120
Department of Business, Economic Development and Tourism	$17,328
Department of Health	$34,684
Department of Labor and Industrial Relations	$15,706
Department of Land and Natural Resources	$709,278
Hawaii Teachers Standards Board (HTSB)	$26,676
University of Hawaii	($5,238)
Total	$844,753

Table: 2012 Transactional Service Revenue

Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
County of Hawaii	$11,501,528	$11,311,998	$0	$189,530	$189,530
County of Kauai	$5,916,178	$5,844,156	$0	$72,022	$72,022
County of Maui	$3,502,214	$3,415,519	$0	$86,695	$86,695
Department of the Attorney General	$1,184,469	$1,050,473	$51,360	$82,636	$133,997
Department of Commerce and Consumer Affairs	$14,419,039	$12,666,895	$1,588,113	$164,031	$1,752,144
Department of Health	$2,068,419	$1,838,429	$3,463	$226,527	$229,990
Department of Labor and Industrial Relations	$95,030,035	$94,953,854	$0	$76,181	$76,181
Department of Land and Natural Resources	$2,811,805	$1,989,414	$631,960	$190,431	$822,391
Department of Public Safety	$206,580	$181,274	$25,306	$0	$25,306
Department of Taxation	$1,202,281,473	$1,201,442,564	$810,587	$28,323	$838,909
Department of Transportation	$29,878	$28,108	$0	$1,769	$1,769
Hawaii Information Consortium, LLC	$40,085	$0	$40,002	$83	$40,085
Hawaii Teacher Standards Board	$925,772	$823,220	$102,552	$0	$102,552
Judiciary	$4,743,691	$3,878,672	$0	$865,019	$865,019
State Procurement Office	$137,214	$0	$0	$137,214	$137,214
Total	$1,344,798,380	$1,339,424,575	$3,253,345	$2,120,460	$5,373,805

Table: 2012 Time & Materials and Hosting Revenue

Department	Partner Paid HIC
Budget & Finance	$16,609
County of Hawaii	$11,492
Department of the Attorney General	$32,939
Department of Business, Economic Development and Tourism	$155,646
Department of Commerce and Consumer Affairs	$15,000
Department of Health	$178,037
Department of Labor and Industrial Relations	$10,472
Department of Land and Natural Resources	$152,832
Department of Taxation	$10,000
Hawaii Information Consortium, LLC	$9,882
Hawaii Teacher Standards Board	$126,349
Judiciary	$5,177
Office of Information Management and Technology	$138,288
Total	$862,723

Table: 2013 Transactional Service Revenue

Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
County of Hawaii	$14,193,299	$13,965,340	$0	$227,959	$227,959
County of Kauai	$6,920,745	$6,836,917	$0	$83,828	$83,828
County of Maui	$4,156,018	$4,051,951	$0	$104,068	$104,068
Department of Attorney General	$1,268,482	$1,120,030	$19,691	$128,761	$148,452
Department of Business, Economic Development and Tourism	$650	$0	$0	$650	$650
Department of Commerce and Consumer Affairs	$12,422,572	$10,820,257	$1,435,972	$166,343	$1,602,315
Department of Health	$1,953,321	$1,747,311	$1,448	$204,562	$206,010
Department of Labor and Industrial Relations	$116,896,644	$116,812,749	$25,960	$57,935	$83,895
Department of Land and Natural Resources	$3,240,584	$2,390,715	$631,174	$218,695	$849,869
Department of Public Safety	$254,251	$223,068	$31,183	$0	$31,183
Department of Taxation	$1,421,478,225	$1,420,445,049	$892,620	$140,556	$1,033,176
Department of Transportation	$35,426	$33,603	$0	$1,824	$1,824
Hawaii Information Consortium, LLC	$45,358	$178	$9,140	$36,039	$45,179
Hawaii Teacher Standards Board	$666,424	$592,631	$73,793	$0	$73,793
Judiciary	$8,035,661	$7,005,007	$0	$1,030,654	$1,030,654
State Procurement Office	$150,436	$0	$0	$150,436	$150,436
Total	$1,591,718,096	$1,586,044,805	$3,120,982	$2,552,309	$5,673,291

Table: 2013 Time & Materials and Hosting Revenue

Department	Partner Paid HIC
Budget & Finance	$6,436
County of Hawaii	$2,454
Department of the Attorney General	$47,472
Department of Business, Economic Development and Tourism	$67,909
Department of Commerce and Consumer Affairs	$30,000
Department of Health	$54,344
Department of Labor and Industrial Relations	$19,152
Department of Land and Natural Resources	$152,497
Department of Taxation	$55,000
Hawaii Teacher Standards Board	$7,539
Judiciary	$5,177
Office of Information Management and Technology	$353,171
Total	$801,149

Table: 2014 Transactional Service Revenue

Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
County of Hawaii	$18,619,058	$18,309,254	$0	$309,804	$309,804
County of Kauai	$11,847,602	$11,746,929	$0	$100,673	$100,673
County of Maui	$5,223,532	$5,090,256	$0	$133,277	$133,277
Department of the Attorney General	$1,830,959	$1,564,558	$28,830	$237,571	$266,401
Department of Business, Economic Development & Tourism	$3,040	$0	$0	$3,040	$3,040
Department of Commerce and Consumer Affairs	$15,932,344	$13,830,126	$1,913,219	$188,998	$2,102,217
Department of Health	$2,091,468	$1,860,479	$3,130	$227,858	$230,989
Department of Labor and Industrial Relations	$85,214,263	$85,121,479	$11,432	$81,353	$92,784
Department of Land and Natural Resources	$3,506,696	$2,721,165	$557,712	$227,818	$785,530
Department of Public Safety	$357,872	$313,315	$44,557	$0	$44,557
Department of Transportation	$28,917	$26,715	$0	$2,201	$2,201
Department of Taxation	$1,566,470,233	$1,565,326,356	$978,099	$165,778	$1,143,877
Hawaii Information Consortium, LLC	$52,960	$0	$0	$52,960	$52,960
Hawaii Teacher Standards Board	$551,543	$486,877	$6,047	$58,619	$64,666
Judiciary	$9,033,883	$7,960,945	$0	$1,072,938	$1,072,938
Office of the Lieutenant Governor	$40,975	$37,250	$0	$3,725	$3,725
State Procurement Office	$380,363	$0	$0	$380,363	$380,363
University of Hawaii	$15,857	$0	$15,857	$0	$15,857
Total	$1,721,201,564	$1,714,395,704	$3,558,883	$3,246,977	$6,805,861

Table: 2014 Time & Materials and Hosting Revenue

Department	Partner Paid HIC
Budget & Finance	$30,106
City & County of Honolulu	$22,635
County of Hawaii	$2,454
Department of the Attorney General	$29,257
Department of Business, Economic Development and Tourism	$152,682
Department of Commerce and Consumer Affairs	$24,351
Department of Health	$255,000
Department of Labor and Industrial Relations	$230,007
Department of Land and Natural Resources	$226,614
Department of Taxation	$10,000
Hawaii Teachers Standards Board (HTSB)	$59,376
Judiciary	$5,000
Office of Information Management & Technology	$189,457
Total	$1,236,939

Table: 2015 Transactional Service Revenue

Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
County of Hawaii	$24,845,714	$24,479,879	$0	$365,835	$365,835
County of Kauai	$15,832,796	$15,716,324	$0	$116,471	$116,471
County of Maui	$6,078,324	$5,928,330	$0	$149,994	$149,994
Department of the Attorney General	$2,292,410	$1,971,787	$51,335	$269,288	$320,623
Department of Business, Economic Development & Tourism	$6,750	$0	$0	$6,750	$6,750
Department of Commerce and Consumer Affairs	$15,685,967	$13,727,855	$1,761,465	$196,646	$1,958,111
Department of Health	$2,625,337	$2,247,246	$1,725	$376,366	$378,091
Department of Labor and Industrial Relations	$71,423,146	$71,320,554	$93,900	$8,692	$102,591
Department of Land and Natural Resources	$4,289,031	$3,314,571	$758,317	$216,143	$974,460
Department of Public Safety	$410,055	$359,814	$50,241	$0	$50,241
Department of Transportation	$8,991	$8,091	$0	$899	$899
Department of Taxation	$1,860,596,002	$1,859,303,936	$421,953	$870,113	$1,292,066
Hawaii Information Consortium, LLC	$61,493	$0	$0	$61,493	$61,493
Hawaii Teacher Standards Board	$635,554	$557,355	$78,199	$0	$78,199
Judiciary	$10,332,971	$9,166,983	$0	$1,165,987	$1,165,987
Office of the Lieutenant Governor	$55,770	$50,700	$0	$5,070	$5,070
State Procurement Office	$480,971	$0	$0	$480,971	$480,971
Total	$2,015,661,280	$2,008,153,427	$3,217,134	$4,290,719	$7,507,852

Table: 2015 Time & Materials and Hosting Revenue

Department	Partner Paid HIC
Budget & Finance	$27,471
City & County of Honolulu	$2,513
County of Hawaii	$2,454
Department of the Attorney General	$127,877
Department of Business, Economic Development and Tourism	$61,482
Department of Commerce and Consumer Affairs	$11,983
Department of Health	$176,649
Department of Labor and Industrial Relations	$161,120
Department of Land and Natural Resources	$132,166
Department of Taxation	$10,000
Ethics Commission	$26,571
Hawaii Health Systems Corporation	$2,513
Hawaii Teachers Standards Board (HTSB)	$2,256
Judiciary	$26,815
Office of Enterprise Technology Services	$51,378
Total	$822,901

Table: 2016 Transactional Service Revenue - Unaudited

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
County of Hawaii	$11,683,284	$11,494,988	$0	$188,296	$188,296
County of Kauai	$7,460,226	$7,404,555	$0	$55,672	$55,672
County of Maui	$3,207,850	$3,119,319	$0	$88,531	$88,531
Department of the Attorney General	$1,177,450	$1,008,280	$26,286	$142,884	$169,170
Department of Business, Economic Development & Tourism	$3,480	$0	$0	$3,480	$3,480
Department of Commerce and Consumer Affairs	$8,766,649	$7,599,990	$1,062,768	$103,891	$1,166,658
Department of Health	$1,494,412	$1,286,330	$79	$208,003	$208,083
Department of Labor and Industrial Relations	$33,673,485	$33,622,180	$5,375	$45,931	$51,306
Department of Land and Natural Resources	$3,370,084	$2,923,795	$320,627	$125,662	$446,289
Department of Public Safety	$200,890	$176,279	$24,611	$0	$24,611
Department of Transportation	$1,882	$1,694	$0	$188	$188
Department of Taxation	$1,016,254,928	$1,015,591,285	$0	$663,643	$663,643
Hawaii Information Consortium, LLC	$41,095	$0	$0	$41,095	$41,095
Hawaii Teacher Standards Board	$306,025	$268,445	$37,580	$0	$37,580
Judiciary	$5,551,709	$4,946,042	$0	$605,667	$605,667
Office of the Lieutenant Governor	$31,625	$28,750	$0	$2,875	$2,875
State Procurement Office	$390,042	$6,444	$0	$383,598	$383,598
Total	$1,093,615,117	$1,089,478,376	$1,477,326	$2,659,415	$4,136,742

Table 14: 2016 Time & Materials and Hosting Revenue - Unaudited

Department	Partner Paid HIC
Budget and Finance	$43,176
City and County of Honolulu	$6,178
County of Hawaii	$723
Department of the Attorney General	$76,094
Department of Business, Economic Development & Tourism	$23,245
Department of Health	$38,272
Department of Labor and Industrial Relations	$5,864
Department of Land and Natural Resources	$241,477
Department of Taxation	$2,500
Ethics Commission	$131
Hawaii Health Systems Corporation	$1,257
Hawaii State Public Library System	$29,068
Hawaii Teachers Standards Board	$1,178
Judiciary	$6,613
Office of Enterprise Technology Services	$17,709
University of Hawaii	$20,024
Total	$513,508

New Applications/Services Launched in 2016 (14)

Name	Agency	Non Native Mobile App	Description	URL	Launch Date
Medical Marijuana Dispensary Licensing Application	DOH OHCA	Yes	Obtain and submit an online application for a medical marijuana dispensary licenses.	mmjdisp.ehawaii.gov	01/11/16
RSS Alerts Service	HIC	Yes	Monitor RSS feeds, such as Hawaii Government News.	rss-alerts.ehawaii.gov	02/16/16
District Court and Per Diem Judge Evaluation	Judiciary Policy & Planning Division	N/A	Evaluation of 11 District Court Judges via online survey.	N/A	04/05/16
ACA Conversion Service	DHRD	N/A	Convert a text file containing Affordable Care Act information into an XML file that can be uploaded to the IRS via the IRS's tax file upload UI.	N/A	04/08/16
Surplus Public Auction	Surplus Property Office	No	Bid on and purchase items that were abandoned at neighbor island airports.	sposurplusauction.ehawaii.gov	04/18/16
PVL Initial Application	DCCA	Yes	Apply for a Security Guard license.	pvl.ehawaii.gov/mypvl/welcome.html	04/25/16
Charity Retrievals	AG Tax & Charities Division	Yes	Retrieve tax files related to charities in Hawaii, and either archive and/or import the files into the existing Charity Registry system	agcharity.ehawaii.gov	04/28/16
eBench Warrants Web Service	CCHNL HPD	Yes	Query the eBW database via a web service to find potential matches without having to log into the eBW application itself.	ebw.ehawaii.gov/ebw-webservice/service/hpd/search.do	05/17/16
Circuit Court Judge Evaluation	Judiciary Policy & Planning Division	N/A	Evaluation of 10 Circuit Court Judges via online survey.	N/A	06/21/16

Name	Agency	Non Native Mobile App	Description	URL	Launch Date
Online Ordering System	DCCA HPEAP	Yes	Request and pay for student transcripts from Hawaii accredited, degree-granting post-secondary institutions which are no longer active.	hpeap.ehawaii.gov	08/08/16
Firearms Permit	Hawaii HCPD	N/A	Complete a fillable PDF of the application worksheet for a Permit to Acquire Firearms and Importation.	N/A	08/19/16
Trails Day Use Permits	DLNR DOFAW	No	Purchase day use permits for access to Hawaii's Division of Forestry and Wildlife (DLNR) trails, access roads and restricted watersheds.	trails.ehawaii.gov	09/19/16
Certification Application	DLIR HMOAB	Yes	Submit an application or renew your hoisting machine operator certification, or search for hoisting machine operators.	hmoab.ehawaii.gov/cert	09/21/16
EUTF Program Payments	B&F EUTF	Yes	Submit your health benefit premium payment or reimbursement overpayment for your Medicare Part B premium.	eutf.ehawaii.gov/eutfpay	11/03/16

New Websites Launched in 2016 (4)

Name	Agency	URL	Launch Date
Employees' Retirement System	Budget and Finance	ers.ehawaii.gov	01/26/16
Judiciary Website	Judiciary	www.courts.state.hi.us	03/30/16
Hoisting Machine Operators Advisory Board Website	Hoisting Machine Operators Advisory Board	hmoab.hawaii.gov	09/21/16
Hawaii State Public Library System	Hawaii State Public Library System	librarieshawaii.org	10/06/16

Major Application Upgrades in 2016 (19)

Name	Agency	Description	URL	Launch Date
eFile	DOTAX	Annual updates to all forms and fields for 2016.	dotax.ehawaii.gov /efile/user	01/04/16
Na Ala Hele Trails	DLNR DOFAW	Redesign/modernization of the trails system.	dofaw.ehawaii.go v/trails	01/19/16
Pavilion Day Use Permits	DLNR DSP	Reserve and purchase day use permits for open pavilions located on park grounds for picnicking and group gatherings in Hawaii's State Parks.	camping.ehawaii. gov	01/19/16
Self-Service Benefits Portal	Budget & Finance ERS	Implemented a secure portal account login by integrating eHawaii.gov's single sign-on service	ers.ehawaii.gov/m ember	01/26/16
QHTB 317 Form	DBEDT HTDC	2016 annual form updates	forms.ehawaii.gov /view.php?id=198 89	02/03/16
BARS Vessel Management Tool	DLNR DOBOR	Edit vessel information and remove duplicate vessels that were entered into the system.	dobor.ehawaii.go v	03/09/16
Hunt Application System	DLNR	Created an encrypted database for collection of PII and built reports into the system. Also, added save for later functionality and a page to review applications.	hunthawaii.ehawa ii.gov	03/17/16
eRecording	HIC	Integration of our single sign-on eHawaii.gov user account and the ability to route payment from a state agency to the end user.	erecording.ehawa ii.gov	04/19/16
Commercial Marine Licensing System (CMLS)	DLNR DAR	This licensing system originally launched in 2004 was written in Perl. The new Java based system is integrated with the public licensing module with an updated look and feel using responsive web design.	dlnr.ehawaii.gov/c mls-public	06/27/16

Name	Agency	Description	URL	Launch Date
CMLS Online Fishing Reporting System	DLNR DAR	The original reporting system was launched in 2010. Based on the fishermen's requests, the reporting process was redesign with a tabular view with the conversion from monthly reporting to trip based report. Additional report types were added, including TUNA, Net Trap & Dive, and Cash Sales.	dlnr.ehawaii.gov/cmls-fr	06/27/16
Online Absentee Ballots - 2016 Primary Election	Honolulu City Council	Allow Absentee Voters to download their personalized waiver, correct ballot, and an envelope panel to fill out and mail in to vote in the 2016 Primary Election.	avb.ehawaii.gov	06/27/16
HBE Tax changes	DCCA/DOTAX/DLIR	Updates include removal of DOTAX BB1 from Quickfile section of HBE.	hbe.ehawaii.gov	08/02/16
Hunting License App	DLNR DOFAW	Allows the purchase of a game bird stamp after a license is already purchased.	hunting.ehawaii.gov	09/19/16
HIJIS Federated Query	AG HCJDC	Provide external users the ability to access the system via an eHawaii.gov user account.	hijis.ehawaii.gov	09/21/16
Online Absentee Ballots - 2016 General Election	Honolulu City Council	Allow Absentee Voters to download their personalized waiver, correct ballot, and an envelope panel to fill out and mail in to vote in the 2016 General Election.	avb.ehawaii.gov	09/21/16
Mauna Kea Cabin Permits	Hawaii	Allows individuals to reserve and purchase permits for cabins and bunkhouses located on at the Mauna Kea Recreation Area on the island of Hawaii.	hawaiicounty.ehawaii.gov	12/01/16

Name	Agency	Description	URL	Launch Date
Notary	Attorney General	Updated Payment Page to allow easier payment for users, and admin user interface for easier processing.	https://notary.ehawaii.gov/notary/public/welcome.html	12/01/16
HIePro	SPO	Added a 'User Management' module to the vendor dashboard that allows the ability to manage the users within a company. Redesigned the vendor dashboard with the following modules: My Opportunities, My Offers, My Awards, and My Payments. Added a copy of the HCE certificate (at the time of award) to the Award Summary Report.	https://hiepro.ehawaii.gov/	12/01/16
Elevator Permitting and Inspection System	DLIR	Upgraded the admin user interface for easier processing and navigation. Created new fiscal modals for invoicing credit card and check payments including multi-invoice module. Implemented edit tools to allow staff to correct or update data.	https://hiosh.ehawaii.gov/hiosh/#/	12/01/16

Background

Who We Are

eHawaii.gov, the State of Hawaii Internet portal was initially launched in 2000. Since then over 100 web-based services have been deployed and over 2.5 million citizens visit our site annually. The portal manager is the HIC a Hawaii corporation located in downtown Honolulu and wholly owned subsidiary of eGovernment firm NIC Inc. (NASDAQ: EGOV).

NIC, a leading eGovernment solutions provider, has similar agreements with 32 other states, including Alabama, Arkansas, Bibb County (Georgia), Clark County (Nevada), Colorado, Connecticut, Dekalb County (Georgia), Greene County (Ohio), Idaho, Indiana, Kansas, Kentucky, Louisiana, Maine, Maryland, Michigan Secretary of State, Mississippi, Montana, Nebraska, New Jersey, New Mexico MVD, North Carolina Admin Office Court, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, Tennessee, Texas, US Department of Transportation, Utah, Vermont, Virginia, West Virginia & Wisconsin.
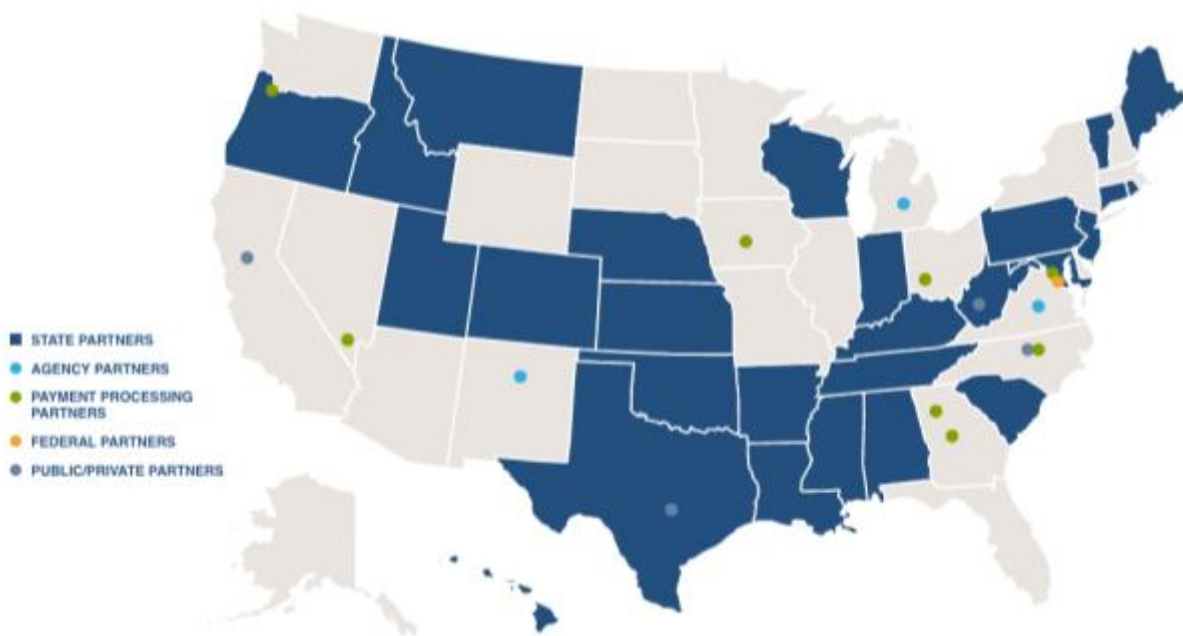
Our Goals

We enable citizens and businesses to conduct business with the government securely and efficiently using all digital channels. We also manage the official website for the State of Hawaii. Our goal is to make interacting with the government easier for the public by bringing services online and improving government efficiency. We leverage our self-funded model to deliver services to our government partners with very little risk or cost for development.

What We Do

While we operate as a for-profit company, state agencies, counties and local government can in many cases, work with us at no cost by utilizing our unique self-funded model.

- Build customized online services (e.g., searching for data, submitting forms, renewing licenses, buying permits, mobile applications and paying taxes)
- Provide managed enterprise services (e.g. licensing, document management, secure data)
- Process electronic payments including credit cards, eChecks, invoiced payments and paper checks
- Outreach and marketing of online services on behalf of our partners
- Offer customer service through phone, email, and live chat
- Offer consulting services to help improve government websites and online services
- Build and design websites for government agencies as well as offering content management services to easily manage the website after completion (for non-technical users)
- Website and application hosting & development

Oversight of Our Operation

The twentieth 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 the activities of HIC and the departments and agencies that utilize the Portal. The committee provides oversight of the portal manager including:

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

Portal Staff

As of November 2016, HIC has 33 full time employees.

Leadership

Burt Ramos
General Manager

Teri Berschneider
Director of Portal Operations

Zheng Fang
Director of Development

Customer Service and Office Administration

Rosie Warfield
Manager of eGovernment
Services & Customer Services

Jamie Kinion
Customer Liaison

Gabriel Bundac
Customer Service

Norman Razon
Customer Service

Emily DaSilva
Office Manager

Ann Yuasa
Assistant Office Administrator

Portal staff (continued)

Partner Liaisons

Laurenz Bacungan
Partner Liaison

Carrie Miyasato
Partner Liaison

Julie Shohet
Partner Liaison

Jing Xu
Partner Liaison

Project Management

Janet Pick
Project Management Office
(PMO) Manager

Amy Hsu
Project Manager

Tony Tran
Project Manager
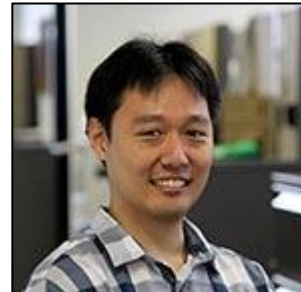
Ken Wada
Project Manager

Designers and System Administrators

Patrick Nakamura
Manager of Creative Services

Rachael Siciliano
User Experience Designer

Matt Taniguchi
Systems Administrator

Jerome Koehler
Systems Administrator

Portal staff (continued)

Front-end Developers and Web CMS Specialist

Jenly Chen
Application Developer

Corey Rothwell
Application Developer

Rika Torres
Front-end Developer

Christopher Cosner
Web Coding Specialist

Developers

Ernest Criss
Lead Developer

BJ Peter DeLaCruz
Developer

Sebastien How
Developer

Ilin Rusev
Developer

Xintong Shi
Developer

Matt Skoda
Developer

Isaac Strauss
Developer

Aga Wichrowska
Developer

Closing Statement

We are thankful for the ongoing opportunity to be a part of Hawaii's digital government. The many accomplishments of 2016 transpired amidst a rapidly changing environment. Technology continues to change and reshape the world we live in. Interpersonal relationships are both strengthened and weakened by the speed of change. Organizations, processes and established business norms are put in question and sometimes rendered as outdated. User experiences in everyday life drive new consumer expectations of how government should work. Although this environment of rapid change creates excitement, the success of Hawaii's digital government lies in the ability of key players to collaborate and execute real solutions.

Innovation and new opportunities are everywhere, some simple, some highly complex. Hawaii should be cautious that we are not in a zero-sum game, but rather searching for as many win-win situations as possible. As a long-time partner to the State of Hawaii, we are hopeful that the Access Hawaii Committee, ETS, the agencies, and HIC continue the progress towards a more efficient and effective digital government program in 2017 and beyond.

Contact Information

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Appendices

Appendix A: HIC Response to SR54

Appendix B: Portal Financial Information

Appendix C: Customer Service Statistics

Appendix D: Marketing and Outreach

Appendix E: Glossary

Appendix A: HIC Response to SR54

The Hawaii State Senate of the 28th Legislature adopted Senate Resolution 54 (SR54) on April 7, 2016, requesting the Access Hawaii Committee, Hawaii Information Consortium, LLC (HIC), and each State agency that currently has a partnership with HIC to collaborate and provide the legislature no later than twenty days prior to the convening of the Regular Session of 2017 with a comprehensive progress report regarding the activities and expenses of the State's Internet Portal. The resolution requested that the progress report contain the following information as it pertains to the State's Internet Portal:

1. Total visits per day, average time expended, bounce rates, new visitor count, and sources of site traffic for each web-based application;
2. Gross amount collected through the portal;
3. Service fees paid by consumers to use each web-based application;
4. Monies paid by consumers to each state agency who currently has a partnership with HIC for licensing, permits, taxes, records, registrations, and certificates for each web-based application;
5. Any other monies collected by HIC relating to the operation of the portal; and
6. Monies paid, itemized by each web-based application, by the State to HIC for building, implementing, operating, maintaining, and hosting the portal.

HIC understands the significance of the SR54 and the information requested. HIC spent over 2,000 hours gathering data and compiling a report that includes the majority of the components requested in the resolution as presented in the following pages. We believe that transparency is an important element of our relationship with the State of Hawaii. To our knowledge, the Access Hawaii Committee and each State agency that currently utilizes the portal has decided not to respond.

Department of Budget and Finance

Since early 2000, HIC has partnered with three divisions within the Department of Budget and Finance to launch six projects. Of these, four were with the Employees' Retirement System (ERS), where we worked closely with the ERS team to deliver quality online services on time and within the budget, even with short notices due to last-minute legislative changes. In 2010, due to security vulnerabilities found in the existing application and hosting environment at ERS, ERS engaged HIC to convert, maintain, and host the benefits calculator service. It was completed in less than three months. Since the launch, the service has received multiple updates due to plan changes. In 2013, the calculator service also received a makeover with a new mobile responsive design.

The member benefits portal was launched in 2011 to serve the 110,000 members, enabling members to access current balance information 24/7, without having to call ERS for the information. In 2015, it was integrated with the portal account management module, enabling account access with an email address and password.

In 2012, HIC partnered with ERS to redesign an existing Employees' Retirement System website. Prior to this, the site was published using static HTML plus Active Server Pages (ASP) for the retirement-benefits calculator functionality. The website was hosted on an MS Windows server that ran IIS at the ICSD data center. Project goals were to move to a less cumbersome and more flexible Content Management System (CMS) platform and facilitate the easy publishing of content to the public. Built in the CMS WordPress, this site was live for four years.

In 2016, we rebuilt the website with minimal design changes in order to address ADA issues and move the site into the State template framework. In addition, we created an accessibility request form and conducted a training session for how to create accessible PDF documents.

In 2015, HIC partnered with the Employer Union Health Benefits Trust Fund to redesign their existing website. Prior to the redesign, the website was already built within WordPress using the State template, which was hosted and maintained by the state IT division, ETS. The three main project goals were to: 1) present information from a user's perspective, 2) present information in

an action-oriented format, and 3) make the most important information easier to find. This involved us working closely with the agency to analyze their existing content—rewriting, eliminating, consolidating and updating information where needed.

List of Services

Table: Services List for Budget and Finance

Division	Service Name	Launched Date	URL
Unclaimed Property	Unclaimed Property Search	July 17, 2006	ehawaii.gov/lilo/app
ERS	Benefits Calculator	March 24, 2010	ers.ehawaii.gov/resources/benefits-calculator
ERS	Self-Service Benefits Portal	December 23, 2011	ers.ehawaii.gov/member/login.html
ERS	Employees' Retirement System Website	March 20, 2012	ers.ehawaii.gov
EUTF	EUTF Website	October 1, 2015	eutf.hawaii.gov

Timeline: Budget and Finance Project Launches

2006 January
Unclaimed Property Search
Allows the public to search for individuals and businesses with unclaimed property.

2010 March
ERS Benefits Calculator
Use the site to generate an estimate of your future retirement benefits.

2011 December
ERS Self Service Benefits Portal
Allows ERS members to access their retirement account information online.

2012 March
ERS Employees' Retirement System Website
Users can visit the site to learn more about ERS, their benefits, investments, events and more.

2015 October
EUTF Website
HIC partnered with the Employer Union Health Benefits Trust Fund to redesign their existing website.

2016 January
Update to ERS Employees' Retirement System Website
We rebuilt the existing ERS website and moved it in to the state template framework.

Budget and Finance Financial Data

Table: Development and Ongoing Costs – Department Level

Service Name	Development	Maintenance/Hosting	Total
Unclaimed Property Search	N/A	N/A	N/A
ERS Benefits Calculator	$2,800	$0	$2,800
ERS Self-Service Benefits Portal	$40,785.32	$5,236	$46,021
ERS Website	$12,995	$0	$12,995
EUTF Website	$28,950	$1,200 annually	$30,150
Update to ERS Website	$5,497	$1,200 annually	$6,697
Total	**91,027**	**$7,636**	**$98,663**

Budget and Finance Avoided Costs

In Fiscal Year 2016, the ERS Benefit Services portal had 80,940 page-views from 16,528 unique users. It's estimated that ERS is able to save a three-minute phone call inquiry for every self-serviced account balance checked. Since the launch of the Benefits Portal, the estimated avoided cost in labor is $135,000.

For the three website projects, the agency paid actual costs via time and materials, so no cost savings are recorded here.

Table: Avoided Costs – Department Level

Service Name	Development	Maintenance/Hosting	Total
Unclaimed Property Search	N/A	N/A	N/A
ERS Benefits Calculator	N/A	N/A	N/A
ERS Self-Service Benefits Portal	$135,000	N/A	$135,000

Service Name	Development	Maintenance/Hosting	Total
ERS Website	N/A	$0	$0
EUTF Website	N/A	$0	$0
Update to ERS Website	N/A	$0	$0
Total	$135,000	$0	$135,000

Department Closing

HIC looks forward to our continued partnership with Budget and Finance.

City & County of Honolulu

HIC has been working with the City & County of Honolulu since 2014. At the request of the Honolulu City Council Office of the City Clerk (OCC), we eliminated a mostly manual, time-consuming process for providing absentee ballots to Hawaii voters abroad. The award-winning Absentee Voter Ballot application has now been used multiple times, for both primary and general elections, and is accessible to both international and local voters. It has significantly reduced administrative time, as well as voter queries. During the 2016 Primary, 463 voters downloaded ballots and the OCC avoided costs of $4,813. The benefits of the application are expected to increase as it is used for international and local voters in the future.

Also in 2014, HIC partnered with the City & County of Honolulu, Department of Community Services, WorkHawaii Division to build a website at no cost besides domain name setup ($121) for their YouthBuild program. No website existed prior to this and all outreach had been done via paper and word of mouth. YouthBuild is an alternative education and occupation skills training program that focuses on preparing non-high school graduates, ages 17.5 to 24 to become part of a critical "young adult pipeline" of workers. The main goal was to create a highly visual site targeted to this group that provided information about the program and a method for signing up. Built in the content management system WordPress, this site is still live today.

The eBench Warrants (eBW) web service allows law enforcement officers and criminal justice agencies to search for and view traffic and non-felony criminal warrants. In May 2016, a web service was created to allow the City & County of Honolulu's Police Department (HPD) staff to query the eBW database to find potential matches without having to log in to the eBW application itself. This change meant that HPD could avoid logging in to multiple systems to perform these tasks.

HIC looks forward to working with the City & County of Honolulu to continue to improve citizen access to services.

List of Services

Table: Services List for City & County of Honolulu

Service Name	Description	URL	Launch Date
Absentee Voter Ballot System	Allows upload of voter records and ballots, which are emailed automatically to intl & military voters. Also allows voters to download ballots from the web.	https://avb.ehawaii.gov	September 15, 2014
Youthbuild Web Site	A highly visual site targeted to non-high school graduates that provided information about the Youthbuild educational and career program and a method for signing up.	http://youthbuildhonolulu.org	January 21, 2015
eBench Warrants (eBW) Web Service	Allows the City & County of Honolulu's Police Department (HPD) staff to query the eBenchWarrants database to find potential matches without having to log into the eBW application itself	NA	May 17, 2016

Timeline: City & County of Honolulu Project Launches

City & County of Honolulu

2014 September

Absentee Voter Ballot Application

This application allows absentee voters to obtain their ballots through email and download options

2015 January

Youthbuild Website

The Youthbuild website supports an alternative education and occupation skills training program that focuses on preparing non-high school graduates, ages 17.5 to 24 to become part of a critical "young adult pipeline" of workers.

2016 May

eBench Warrants Web Service

The eBench Warrants (eBW) web service allows Honolulu Police Department (HPD) staff to query the eBW database via a web service to find potential matches without having to log into the eBW application itself.

Department Awards

The Absentee Voter Ballot application won the Best in Class Interactive Media Award (IMA) in 2016. This is the top award bestowed by the IMA, and reflects the combined efforts of HIC and the OCC to produce an easy to use, well-designed application that meets customer needs.

Department Financial Data

The cost to develop the Absentee Voter Ballot application was $20,000, paid in 2014. Annual maintenance is $2,500 plus Hawaii General Excise Tax (GET), totaling $2513.12, and there is a fee of $1,200 plus GET, for switching from to General or from General to Primary during election season. The eBench Warrants web service cost was $4,921. There were no charges to build the Youthbuild website besides domain name setup of $121.

**Table: Time & Materials and Hosting Paid
by City & County of Honolulu by Year**

Year	City & County of Honolulu Paid HIC
2014	$22,635
2015	$ 2,513
2016*	$6,178
Total	$31,326

*Data through June 30, 2016.

Department Avoided Costs

The majority of avoided costs are due to the automatic preparation and sending of ballot emails for the OCC. The overall amount of avoided cost is likely to grow substantially as this tool is provided to a larger pool of voters. Avoided costs for the eBW Service will grow as more HPD officers avail themselves of it, and the Youthbuild website will reduce calls to Community Services since information and sign up are available at the website.

Table: Avoided Costs

Year	Avoided Costs
2014	$ 2,388
2015	$0
2016*	$4,813
Total	$ 7,201

*Data through June 30, 2016 (includes Primary).

Absentee Voter Ballots
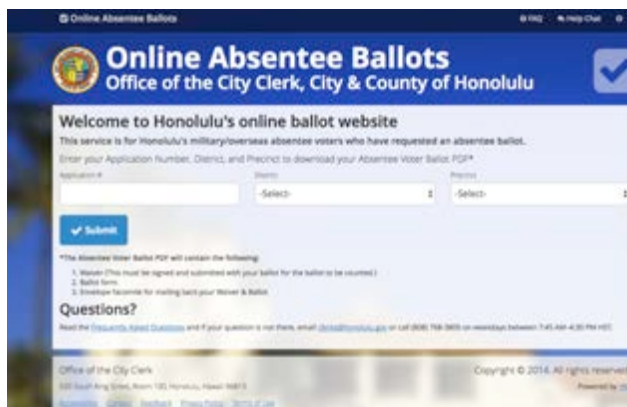
URL: avb.ehawaii.gov

Funding Type: Time & Materials

Launched: September 15, 2014

Features: Voter Record Upload & Search, Voting Document & Ballot Upload, Voter Ballot Download

The OCC requested the Absentee Voter Ballot application (AVB) to alleviate the burden of managing the international and military voter database and ballot distribution manually. It also helped the office prepare to meet new requirements allowing access to online, downloadable voter ballots. AVB allows administrators to upload and search unique voter records and prepare the voters' election documents for both primary and general elections. It also emails downloadable ballots to eligible voters abroad. Voters who do not receive the email can visit a website to download their voting documents.

Awards

Interactive Media Awards – Best in Class Winner

> *The Interactive Media Awards has named Hawaii Information Consortium (eHawaii.gov) as a Best in Class winner in the Government category for its work in partnership with the Office of the City Clerk, City and County of Honolulu, on the Online Absentee Ballot Delivery system. The award is the highest honor bestowed by IMA and represents the very best in planning, execution, and overall professionalism.*

No. of Unique Voter Downloads **463** Primary Election 2016	Adoption Rate **100%** International & Military Voters	Avoided Costs **$4,813** Primary Election 2016

# of Voters Eligible for AVB **120,000** Primary Election 2016	Cost to Partner **$2,513** 2015 Total
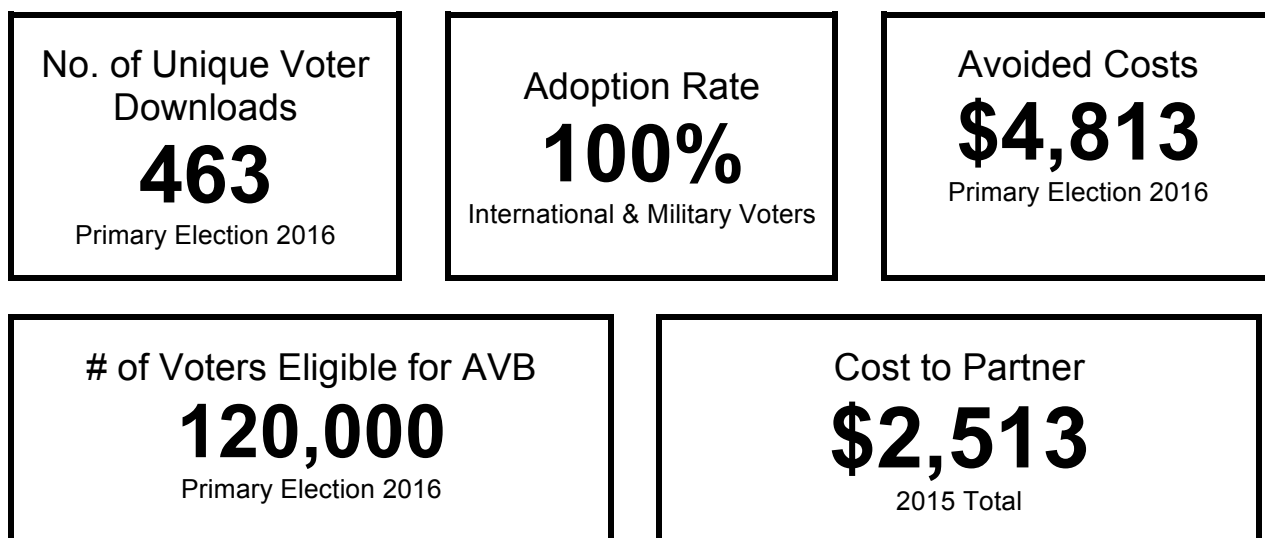
Why

The OCC wanted to alleviate the burden of managing the international and military voter database and expedite ballot distribution. The office was also required to fulfill a legislative mandate to offer online ballots. Prior to AVB, OCC had to manually compile and send a packet containing a ballot, affidavit and return envelope to international voters. Database updates and searches were also time-consuming. The OCC requested a system that would efficiently, reliably and securely serve voters during elections, when immediate turnaround is critical.

Partners

HIC worked with the OCC to complete this project.

Solution

HIC built a solution that allowed the OCC to manage certain tasks at will and other tasks automatically. Voter records may be uploaded at any time, and a notification with details about the uploaded data is immediately sent to administrators. Admins may search the database at will. Administrators may also upload information to be automatically provided in the scheduled notification sent to the voter. Voters may access a user-friendly website to download their ballot.

Functions include the ability for the election officials to upload zipped ballot files that will be unzipped automatically, so technical challenges—such as uploading more than 100 ballot styles—now require only a few zip files to be uploaded. Voting documents will be automatically

compiled and personalized via a background process into a single, unique PDF for delivery to the voter.

Outreach Activity

At their request, the OCC handles outreach activity due to the sensitive nature of managing voter participation and the need to maintain the integrity of elections.

Results

The ABV was created to aid both citizens and government officials. The system facilitates voting for Hawaii residents and deployed military by letting them securely download their absentee ballots and eliminating the need for postal delivery. For administrators, the system helps election staff easily fulfill absentee voter ballot requests from overseas voters, who are faced with unique time constraints and postal delivery challenges. The process is simple and efficient; election officials upload ballots, secrecy waivers and other documents, and voters are notified when those documents are available.

The intuitive interface has virtually eliminated questions from both election administrators and voters and utilizes responsive web design, displaying an optimal screen view whether the voter visits the page on a desktop, smartphone or other device.

Avoided Costs

The majority of avoided costs are due to the automated preparation and sending of emails for the OCC. However, searches of the database and email updates are now more efficient, and these are expected to increase as more voters provide email addresses. The overall amount of avoided cost is likely to grow substantially as a larger pool of voters, including local voters, take advantage of the AVB.

Table: Avoided Costs

Calendar	Email Prep	Other Admin Tasks	Automated Emails Sent	Total
2014 General	$1,125	$13	$1,250	$2,388
2016 Primary	$3,465	$98	$1,250	$4,813
Total	$4,590	$111	$2,500	$7,201

Accolades

The Interactive Media Awards has named Hawaii Information Consortium as a Best in Class winner in the Government category for its work on the AVB in partnership with the OCC.

Customer Service Statistics

The OCC has requested that all inquiries be directed to them. They confirm that they've received few inquiries, a significant improvement from the time when international and military voters would contact them with questions.

Cost to Develop

The cost to develop this application was $20,000, paid in 2014. Annual maintenance is $2,500 plus GET. During election season there is a fee of $1,200 plus GET, for switching from Primary to General or General to Primary during election season.

Table: Development and Ongoing Costs

Year	Development	Maintenance	Primary/ General Switch	Total
2014	$20,000	$2,513		$22,513
2015		$2,513		$2,513
2016*			$1,257	$1,257
Total	$20,000	$5,026	$1,257	$26,283

* Through June 30, 2016

Street Value of the Service

Based on competitive market rates of $195/hour, the street value to develop the AVB is estimated to be $65,500. Combined maintenance and switchover fees are estimated to be $10,000 annually.

Department Closing

At this time, HIC has built several applications for the City & County of Honolulu. Each has proved successful, and we anticipate other projects in the future that allow citizens to access county services more efficiently.

County of Hawaii

Since 2008, HIC has assisted the County of Hawaii to provide services that reduced long lines for customers, increased efficiencies for county staff, collected statutory fees totaling $119,180,136 and avoided $833,311 in costs. HIC developed these services at no cost to the county. In addition, HIC developed four websites for a total cost of $15,338.

Timeline: County of Hawaii Services

2008 June
Real Property Tax Payment
The service allows property owners to make pay their property tax online. payments.ehawaii.gov/propertytax/hawaii

2010 July
Motor Vehicle Registration Renewals
This service allows vehicle owners to renew their vehicle registrations online. mvr.ehawaii.gov/renewals/index.html?county=hawaii

2010 August
Flood Awareness Website
The website is a platform for communicating with the public about important safety topics such as flood preparedness, flood insurance, flood zones and other critical news and announcements via twitter and a blog feature. flood.hawaiicounty.gov

2010 August
Traffic and Roadwork Website
The website is a platform for communicating with Hawaii Island drivers about critical information including, road work schedules, delays and even warning users of lava flows on roads. traffic.hawaiicounty.gov

2011 February
Hawaii Water Bill Payments
This service allows property owners to pay their water bills online. payments.ehawaii.gov/waterbill/hawaii

2011 July
Hawaii County Police
The website goals were to migrate to SquareSpace, a less cumbersome content management system that facilitated the easy publishing of content to the public as well as to address ADA compliance issues. hawaiipolice.com

2012 January
Hawaii County Police
A second site design was completed at no additional cost and migrated the site to WordPress, a content management system. hawaiipolice.com

2012 December
Hawaii Online Reservation System
This service allows individuals to reserve and purchase camping and cabin permits online. hawaiicounty.ehawaii.gov/camping

2013 February
Hawaii County Permit Payments
This service allows contractors and property owners to pay for their building permits online. papaaukahi.hawaiicounty.gov

Department Financial Data

Table: Transaction Quantity, Funds Collected, Partner Revenue and HIC Revenue by Year

Year	Transaction Quantity	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2010	6,062	$6,405,109	$6,303,541	$0	$101,568	$101,568
2011	13,620	$9,984,357	$9,835,741	$0	$148,616	$148,616
2012	18,180	$11,501,528	$11,311,998	$0	$189,530	$189,530
2013	26,707	$14,193,299	$13,965,340	$0	$227,959	$227,959
2014	35,827	$18,619,058	$18,309,254	$0	$309,804	$309,804
2015	43,309	$24,845,714	$24,479,879	$0	$365,835	$365,835
2016*	22,140	$11,683,284	$11,494,988	$0	$188,296	$188,296
Total	165,845	$97,232,349	$95,700,741	$0	$1,531,608	$1,531,608

*Data through June 30, 2016.

Table: Time and Materials & Hosting Paid by County of Hawaii by Year

Year	County of Hawaii Paid HIC
2010	$19,500
2010	$1,200
2011	$1,200
2012	$1,200
2012	$7,838
2012	$1,254
2012	$600
Total	$41,477

*Data through June 30, 2016.

County of Hawaii Avoided Costs

Table: Avoided Costs by Service by Year

Year	Real Property Tax Payments	Motor Vehicle Registration Renewals	Hawaii Water Bill Payments	Hawaii Online Reservation System	Hawaii County Permit Payments	Total
2010	$29,070	$1,421				$30,491
2011	$39,835	$21,365	$3,230			$64,430
2012	$44,730	$39,626	$5,133	$9,417		$98,906
2013	$51,770	$48,864	$6,569	$15,084	$2,185	$124,472
2014	$64,315	$73,591	$8,042	$17,778	$10,355	$174,081
2015	$73,015	$88,565	$10,014	$18,540	$20,705	$210,839
2016*	$30,850	$49,377	$6,540	$11,985	$5,800	$104,552
Total	$333,585	$322,585	$39,527	$72,804	$39,045	$807,771

*Data through June 30, 2016.

Real Property Tax Payments

URL:

payments.ehawaii.gov/propertytax/hawaii

Funding Type: Self-funded

Launched: June 2008

Features: Bill Presentment, Online

Payment, Payment Processing

The Hawaii Real Property Tax Payment service allows property owners to make timely payments online and provides the County of Hawaii with an efficient method of property tax collection.

> *The Hawaii Real Property Tax Payment service saves substantial county staff hours by processing transactions that would otherwise be done over the counter. Citizens and businesses also save time and travel by using the online service.*

No. of Transactions	Adoption Rate	Avoided Costs
14,603	**9%**	**$219,045**
January – December 2015	July 2015 – June 2016	January – December 2015

Statutory Fees Collected	Cost to Partner
$20,255,782	**$0**
January – December 2015	January – December 2015
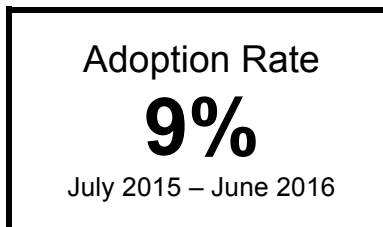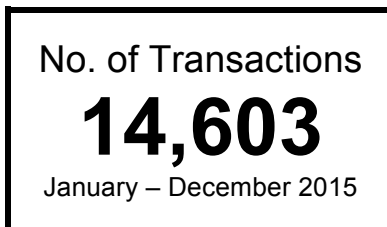
Why

The County of Hawaii property owners must pay their property taxes twice a year. Before the Hawaii Real Property Tax Payment service launched, individual property owners could pay their taxes only by mail or walk-in at an agency office.

Partners

The Hawaii Real Property Tax Payment service was developed in collaboration with the Finance Department.

Solution

The service allows for timely collection and expedited payment by allowing property owners to review their tax bills and pay online by credit card or e-check. The Hawaii Real Property Tax Payment service saves substantial county staff hours by processing transactions that would otherwise have to be handled over the counter. Individuals and businesses also save time and travel by using the online service.

Outreach Activity

Marketing and outreach activity includes email reminders of payments due and a link on hawaii.gov, the official state website.

Results

Between the time the Hawaii Real Property Tax Payment service launched in June 2008 and June of 2016, property tax bill transactions totaled 73,692, with $87,377,834 in taxes collected. For Fiscal Year 2016, the Hawaii Real Property Tax Payment service reduced combined mail-in and walk-in payments by 9% (based on $21,709,859 in taxes collected and the county's projected property tax revenue of $245,500,000).

Table: Transaction Quantity, Funds Collected, Partner Revenue and HIC Revenue by Year

Year	Transaction Quantity	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2010	5,814	$6,278,124	$6,193,473	$0	$84,651	$84,651
2011	7,967	$9,092,839	$8,990,048	$0	$102,791	$102,791
2012	8,946	$9,835,495	$9,718,113	$0	$117,382	$117,382
2013	10,354	$11,952,693	$11,820,636	$0	$132,057	$132,057
2014	12,863	$15,115,472	$14,943,557	$0	$171,915	$171,915
2015	14,603	$20,452,366	$20,255,782	$0	$196,584	$196,584
2016*	6,170	$8,831,759	$8,752,533	$0	$79,226	$79,226
Total	66,717	$81,558,748	80,674,142	$0	$884,606	$884,606

*Data through June 30, 2016.

Avoided Costs

Between January 2010 and June 2016, the County of Hawaii avoided an estimated $971,685 in avoided costs from staff hours that would have been required to manually process 66,717 transactions.

Table: Avoided Costs by Year

Year	Avoided Costs
2010	$58,140
2011	$119,505
2012	$134,190
2013	$155,310
2014	$192,945
2015	$219,045
2016*	$92,550
Total	$971,685

*Data through June 30, 2016.

Customer Service Statistics

HIC's customer service agents assist Hawaii Real Property Tax Payment service users who request help in completing online payments.

Table: Customer Service Statistics*

Calls Answered	Emails Answered	Chats Answered	Total
650	104	218	972

*September 2012 to June 2016

Estimated Cost to Develop

HIC developed the Hawaii Real Property Tax Payment service at no cost to Hawaii County, however an estimated $15,600 worth of labor was invested in building this service.

Street Value of the Service

Based on competitive market rates of $195/hour, the street value to develop the Hawaii Real Property Tax Payment service is estimated to be $30,420.

Motor Vehicle Registration Renewals

URL: mvr.ehawaii.gov

Funding Type: Self-funded

Launched: July 2010

Features: Motor Vehicle Registration Renewal, Payment Processing

The County of Hawaii Motor Vehicle Registration Renewals (MVR) service allows customers to renew their motor vehicle registrations online and pay online via credit card.

No. of Transactions	Adoption Rate	Avoided Costs
12,408	**6%**	**$92,828**
July 2015 – June 2016	Of all registered vehicles	July 2015 – June 2016

Statutory Fees Collected	Cost to Partner
$2,271,087	**$0**
January – December 2015	January – December 2015

Why

With the successful launch of the County of Maui and County of Kauai MVR services, the County of Hawaii was ready to allow registered owners to renew their registrations online. At the time, motor vehicle registrations were renewed by mail only. Renewal forms were mailed to registered owners 45 days prior to their vehicle's registration expiration. Registered owners had to mail the renewal application form back along with a check for the amount due.

Partners

HIC partnered with the County of Hawaii Department of Finance Vehicle Registration and Licensing Division to develop this service.

Solution

The County of Hawaii MVR was launched in 2010, allowing registered owners to renew their vehicle registration online, saving them time by avoiding lines at the Vehicle Registration and Licensing Division office and long waits associated with mail-in renewals.

Outreach Activity

Marketing and outreach activity includes: color posters, email reminders, inserts in existing mailed renewal notices, press releases and direct links on the State of Hawaii and County of Hawaii websites.

Results

Since the launch of MVR in 2010, nearly 45,000 registrations have been renewed online, totaling over $8 million in fees collected. There has been steady increase in adoption each year, and it continues to grow.

Table: Transaction Quantity, Funds Collected, Partner Revenue and HIC Revenue by Year

Year	Transaction Quantity	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2010	248	$30,111	$28,827	$0	$1,284	$1,284
2011	3,500	$483,027	$463,637	$0	$19,390	$19,390
2012	5,787	$989,559	$953,289	$0	$36,269	$36,269
2013	7,026	$1,234,539	$1,189,781	$0	$44,758	$44,758
2014	9,886	$1,952,574	$1,884,846	$0	$67,728	$67,728
2015	11,877	$2,352,605	$2,271,087	$0	$81,517	$81,517
2016	6,592	$1,315,604	$1,270,144	$0	$45,461	$45,461
Total	44,916	$8,358,019	$8,061,611	$0	$296,407	$296,407

* Data through June 30, 2016.

Avoided Costs

The Vehicle Registration and Licensing Division has saved $322,800 since the launch of MVR in 2010.

Table: Avoided Cost by Year

Year	Avoided Cost
2010	$1,421
2011	$21,365
2012	$39,626
2013	$48,864
2014	$73,591
2015	$88,565
2016	$49,377
Total	$322,800

*Data through June 30, 2016.

Estimated Cost to Develop

The estimated cost to develop this service is $146,080.

Table: Estimation of Work

Role	Rate	Hours	Cost
Developer	$80	1,408	$112,640
Project Manager	$80	352	$28,160
Admin	$60	88	$5,280
Total		1,848	$146,080

Street Value of the Service

Based on competitive market rates of $195/hour, the street value to develop this service is estimated to be $360,360.

Water Bill Payments

URL:

payments.ehawaii.gov/waterbill/hawaii

Funding Type: Self-funded

Launched: February 2011

Features: Bill Presentment, Payment
Processing, Admin Module, Search,
Reports

The County of Hawaii Water Bill Payments service allows customers to pay their water bill online. Customers may pay via credit card or e-check.

No. of Transactions	Adoption Rate	Avoided Costs
7,849	**3%**	**$47,464**
July 2015 – June 2016	Water Bills Paid Online	July 2015 – June 2016

Statutory Fees Collected	Cost to Partner
$1,053,211	**$0**
January – December 2015	Completely Self-funded

Why
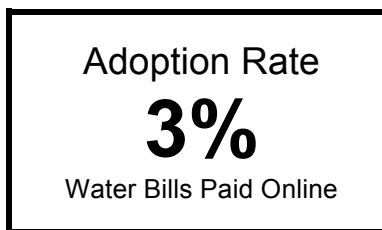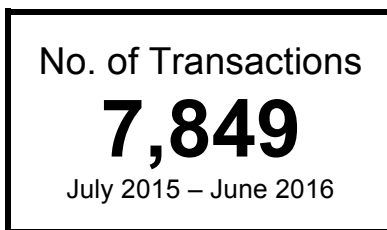
Prior to the launch of the Hawaii Water Bill Payments service, a customer who received a water bill from the County of Hawaii Department of Water Supply (DWS) would either have to come to the county office to pay their bill or pay through mail. Many account holders live on the mainland, so DWS needed a faster way to serve out-of-state customers.

Partners

This service was developed in partnership with the County of Hawaii DWS.

Solution

The Hawaii Water Bill Payments service allows users to pay their County of Hawaii water bill online. The customer enters their bill information and is presented with the bill, which they may pay via credit card or e-check. The application also has an admin module that allows county staff to query for past transactions, run fiscal reports and track Automated Clearing House returns.

Outreach Activity

HIC worked with the DWS to add the online payment URL to the paper bill mailed out to customers.

Results

Since the launch of the Hawaii Water Bill Payments service in 2011, over $4.6 million in statutory fees has been processed on behalf of DWS.

Table: Transaction Quantity, Funds Collected, Partner Revenue and HIC Revenue by Year

Year	Transaction Quantity	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2011	2,153	$318,468	$306,823	$0	$11,644	$11,644
2012	3,422	$573,462	$553,932	$0	$19,530	$19,530
2013	4,379	$741,416	$715,733	$0	$25,683	$25,683
2014	5,361	$909,893	$878,720	$0	$31,173	$31,173
2015	6,676	$1,091,669	$1,053,211	$0	$38,458	$38,458
2016	4,360	$1,167,658	$1,131,899	$0	$35,579	$35,579
Total	26,351	$4,802,566	$4,640,318	$0	$162,067	$162,067

* Data through June 30, 2016.

Avoided Costs

Because the service charges a fee for users paying by credit card, DWS saved over $20,000 in payment processing fees in 2015. When factoring in the time saved by DWS staff, the total avoided cost for this service is $31,030.

Table: Avoided Cost by Year

Year	Avoided Cost
2011	$3,831
2012	$15,630
2013	$20,792
2014	$25,197
2015	$31,030
2016*	$30,924
Total	$127,404

* Data through June 30, 2016.

Customer Service Statistics

Table: Customer Service Volume*

Call	Chat	Email	Total
167	14	24	205

*September 2012 to June 2016

Estimated Cost to Develop

The estimated cost to develop the Hawaii Water Bill Payments service is $185,920.

Street Value of the Service

Based on competitive market rates of $195/hour, the street value to develop this service is estimated to be $458,640.

Department of Parks and Recreation

HIC's partnership with the County of Hawaii Department of Parks and Recreation began in late 2000. In 2001, the county and HIC launched a Big Island Camping System that allowed the public to purchase permits online and agency staff to enter permits, run reports and issue refunds. In 2012, the current Online Reservation System replaced the Big Island Camping System. The new system is more streamlined, giving the county more flexibility in managing and issuing permits and providing the public with better service.

List of Services

Table: Services List for Department of Parks and Recreation

Service Name	Description	URL	Launch Date
Big Island Camping System	Reserve and purchase camping and cabin permits for Hawaii County Department of Parks and Recreation.	N/A	2001
Online Reservation System (Camping)	Reserve and purchase camping and cabin permits for Hawaii County Department of Parks and Recreation.	hawaiicounty.ehawaii.gov	December, 2012

Online Reservation System (Camping)
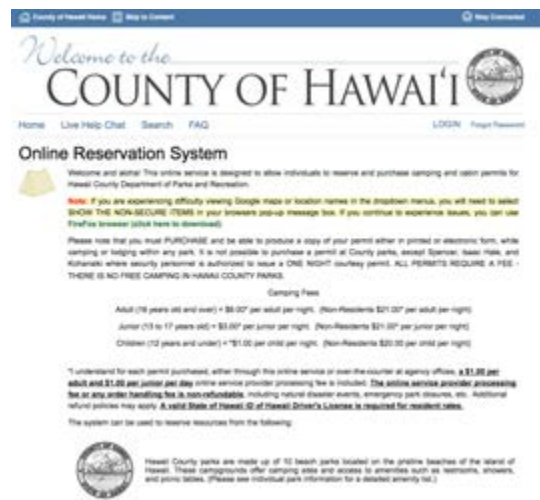
URL: hawaiicounty.ehawaii.gov

Funding Type: Self-funded

Launched: December 2012

Features: Online Payments, Permits, Single Sign-On, Self-managing Features, Flexible Fee Structure, Admin Module, Simple & Unified Permitting Process

The Online Reservation Service is an enterprise-level system that enables both individual online purchases and over-the-counter staff issuance of camping, cabin and pavilion permits for Hawaii County's Department of Parks and Recreation.

> *Your site is very well organized and easy to navigate. … Thank you for putting so much thought into your site. Very much appreciated! –Online Reservation Service user, December 2013*

No. of Transactions	% Purchased by Public User*	Avoided Costs
6,463	**90%**	**$20,064**
July 2015 – June 2016	July 2015 – June 2016	July 2015 – June 2016

Statutory Fees Collected	Cost to Partner
$245,503	**$0**
January 2015 – December 2015	January 2015 – December 2015

*100% of permits are purchased by the public or issued by the agency using the online system. In FY16, public users purchased 90% of permits using online self-service features.

Why

Hawaii County wanted to replace its old permitting system with a more robust service that would allow it to issue a larger number permits online. The new service allows the public to purchase permits without visiting an agency office or having to mail a check, and it eliminates inefficiencies for county staff issuing permits over the counter.

Partner

HIC developed in partnership with Hawaii County Department of Parks and Recreation.

Solution

The Online Reservation System provides a convenient means for the both the resident and visiting public to obtain camping and cabin permits at no cost to the county. Permits are now available 24/7. The public can read general information and guidelines, view maps, check real-time site availability, manage reservation history and submit secure payments online. This service also includes an admin module that allows staff to issue permits, accept payments, view reports, manage inventory and access data for enforcement purposes.

Results

The online system eliminates the need to complete and mail paper forms or to write paper checks to pay for permits. This service also improved efficiencies within the county by reducing the need for manual data entry, check handling and reconciling financial information. It provides the county with a method for accepting credit card payments. More than 6,000 permits were issued via this service in 2015.

Table: Transaction Quantity, Total Fees, Partner Revenue, and HIC Revenue by Year

Year	Transaction Quantity	Total Fees Collected	Partner Total	Partner Paid HIC	User Paid HIC	Total HIC Revenue
2012	3,319	$103,013	$86,664	$0	$16,349	$16,349
2013	4,511	$155,485	$132,385	$0	$23,100	$23,100
2014	5,646	$260,374	$229,842	$0	$30,532	$30,532
2015	6,012	$279,825	$245,503	$0	$34,322	$34,322
2016*	3,858	$174,797	$151,371	$0	$23,426	$23,426
Total	20,052	$973,494	$845,765	$0	$127,729	$127,729

*Data through June 30, 2016.

Table: Adoption Rate by Year

Year	Number of Permits Purchased by Public	Number of Permits Issued OTC	Adoption Rate
2012	3,319	1,213	73.23%
2013	4,373	650	87.06%
2014	5,414	747	87.88%
2015	5,834	617	90.44%
2016**	3,765	338	91.76%
Total	19,415	2,353	89.19%

*Data through June 30, 2016.

Avoided Costs

The avoided costs include all permits issued through HIC and take into account the time that would have been required for manual data entry.

Table: Avoided Costs by Year

Year	Avoided Costs
2012	$9,417
2013	$15,084
2014	$17,778
2015	$18,540
2016*	$11,985
Total	$72,804

*Data through June 30, 2016.

Customer Service Statistics

HIC provides 24/7 customer service and technical support. Collection of customer service statistics began in September 2012.

Table: Customer Service Inquiries by Year

Year	Number of Calls	Number of Chats	Number of Emails	Total Inquiries
2012	6	2	4	12
2013	29	99	64	192
2014	60	1363	136	359
2015	43	247	218	508
2016*	2	128	101	231
Total	140	639	523	1,302

*Data through June 30, 2016.

Estimated Cost to Develop

The cost to develop this service is estimated to be $26,560. The annual cost to host, support, enhance and maintain this service is estimated to be $8,900.

Public Works Permitting Payments

URL: http://papaaukahi.hawaiicounty.gov

Funding Type: Self-funded

Launched: February 2013

Features: Payment Processing

HIC worked with the Department of Public Works to provide a payment engine for their permitting service.

Statutory Fees Collected	Cost to Partner
$654,296	**$0**
January - December 2015	January - December 2015

Results

Table: Online Transactions & Statutory Fees Collected by Year

Year	Transaction Quantity	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2013	437	$109,167	$106,806	$0	$2,361	$2,361
2014	2,071	$380,745	$372,289	$0	$8,456	$8,456
2015	4,141	$669,250	$654,296	$0	$14,955	$14,955
2016*	1,160	$193,465	$189,042	$0	$4,424	$4,424
Total	7,809	$1,352,627	$1,322,433	$0	$30,196	$30,196

*Data through June 30, 2016.

County of Kauai

Hawaii Information Consortium (HIC) has been working with the County of Kauai since 2006. The Online Sewer Service Payments application was launched in April 2006, followed by the Real Property Tax Payments (RPT) service in August of that same year. A few years later, the Motor Vehicle Registration Renewals (MVR) service was launched.

Since 2006, 16,069 sewer payments, 36,744 real property tax payments and 11,889 motor vehicle registration renewals have been processed online. As of June 30, 2016, nearly $60 million in statutory fees have been paid to the county.

County of Kauai Timeline of Events

2006 April
Sewer Payments Service
Pay for your bimonthly Kauai sewer service bill instantly online.

2006 August
Real Property Tax Payments
Pay your biannual property tax bill online for the County of Kauai.

2009 February
Motor Vehicle Registration Renewals
Online motor vehicle registration system for the County of Kauai.

2013 May
Kauai Summer Enrichment Program
Register your children in the Kauai County Summer Enrichment Program

County of Kauai Financial Data

Table: Transaction Quantity, Funds Collected, Partner Revenue and HIC Revenue by Year

Year	Transaction Quantity	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2010	11,549	$5,444,937	$5,365,750	$0	$79,187	$79,187
2011	4,327	$5,389,478	$5,317,473	$0	$72,005	$72,005
2012	4,796	$5,916,178	$5,844,156	$0	$72,022	$72,022
2013	5,407	$6,920,745	$6,836,917	$0	$83,828	$83,828
2014	5,800	$11,847,602	$11,746,929	$0	$100,673	$100,673
2015	7,054	$15,832,796	$15,716,324	$0	$116,471	$116,471
2016*	8,272	$7,460,226	$7,404,555	$0	$55,672	$55,672
Total	47,205	$58,811,962	$58,232,104	$0	$579,858	$579,858

*Data through June 30, 2016.

Avoided Costs

Figure: Avoided Cost by Division by Year
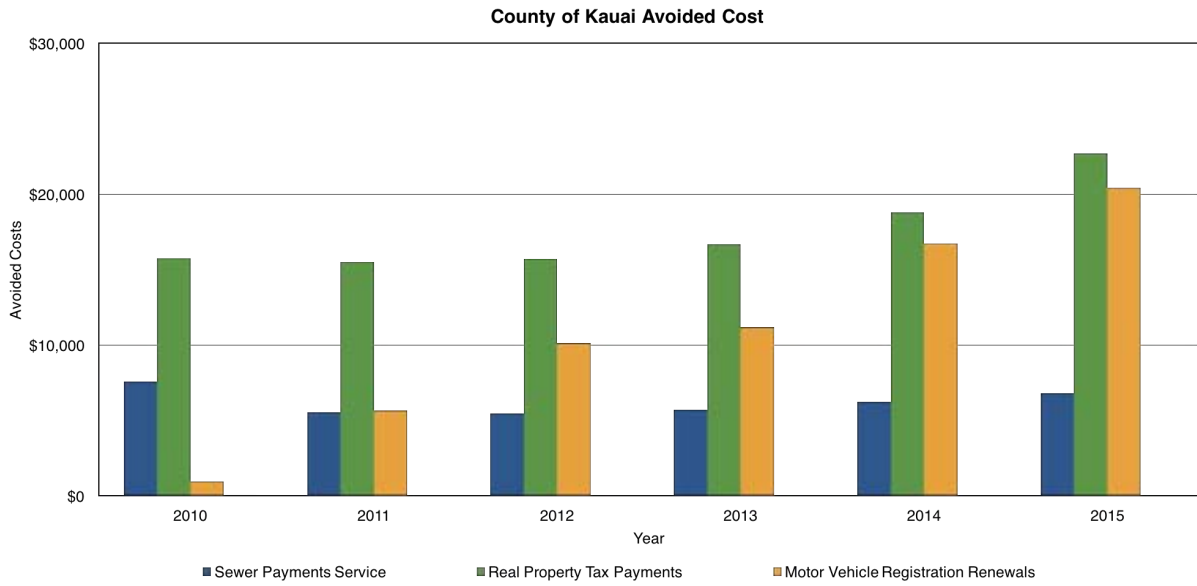
List of Services

Table: Service List for the County of Kauai

Service Name	Description	URL	Launch Date
Online Sewer Service Payments	Allows users to pay their bimonthly Kauai sewer bill online via credit card or e-check.	payments.ehawaii.gov/kauaisewer	April 15, 2006
Real Property Tax Payments	Allows users to pay their Kauai real property taxes online	payments.ehawaii.gov/propertytax/kauai	August 1, 2006
Motor Vehicle Registration Renewals	Allows users to renew their Kauai motor vehicle registration online	mvr.ehawaii.gov	February 2, 2009
Summer Enrichment Program (Retired)	Allows parents to register their children in the Kauai County Summer Enrichment Program	kpr.ehawaii.gov	May 15, 2013

Online Sewer Service Payments

URL:

https://payments.ehawaii.gov/kauaisewer

Funding Type: Self-funded

Launched: April 2006

Features: Bill Presentment, Online Payment, Payment Processing

The County of Kauai Online Sewer Service Payments application allows property owners to make timely payments and provide the County of Kauai with an efficient method of collection.

> *The County of Kauai Online Sewer Service Payments application saves a substantial amount of County staff hours by processing transactions that would otherwise be done over-the-counter. Citizens and businesses also save time and travel by using the online service.*

# of Transactions	Adoption Rate	Avoided Costs
908	**7%**	**$6,810**
January – December 2015		January – December 2015

Statutory Fees Collected	Cost to Partner
$189,960	**$0**
January – December 2015	January – December 2015

Why

Prior to the launch of the Online Sewer Service Payments application in 2006, approximately 24,000 sewer payments were manually processed each year. This was a time consuming process.

Partners

The Online Sewer Service Payments application was developed in collaboration with the County of Kauai's Department of Finance.

Solution

The Online Sewer Service Payments application allows for timely collection and faster payment processing by allowing property owners to retrieve and review their sewer bill online and pay by credit card or electronic check. The Online Sewer Service Payments application saves a substantial amount of County staff hours by processing transactions that would otherwise be done over-the-counter. Citizens and businesses also save time and travel by using the online service rather than having to visit an agency office or pay for their sewer bill via U.S. mail.

Outreach Activity

Marketing and outreach activity for the Online Sewer Service Payments application includes: mailers and a link on hawaii.gov, the official state website.

Results

For the period of January 1, 2010 through June 30, 2016, sewer payment transactions totaled 12,300 and $872,204 in statutory fees were collected. On average, the adoption rate is 6.5%.

Table: Transaction Quantity, Funds Collected, Partner Revenue, and HIC Revenue by Year

Year	Transaction Quantity	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2010	1,007	$123,156	$118,321	$0	$4,836	$4,836
2011	736	$96,412	$92,765	$0	$3,647	$3,647
2012	727	$111,064	$107,295	$0	$3,769	$3,769
2013	759	$118,994	$114,903	$0	$4,092	$4,092
2014	828	$139,871	$135,240	$0	$4,631	$4,631
2015	908	$195,084	$189,960	$0	$5,124	$5,124
2016*	484	$87,623	$84,905	$0	$2,718	$2,718
Total	5,449	$872,204	$843,389	$0	$28,817	$28,817

*Data through June 30, 2016.

Avoided Costs

For the period of January 1, 2010 through June 30, 2016, it is estimated that the County of Kauai avoided approximately $92,250 in manual labor costs by processing 12,300 transactions online.

Table: Avoided Costs

Year	Avoided Costs
2010	$7,553
2011	$5,520
2012	$5,452
2013	$5,692
2014	$6,210
2015	$6,810
2016*	$3,630
Total	$40,867

*Data through June 30, 2016.

Estimated Cost to Develop

HIC developed the Online Sewer Service Payments application at no cost to the County of Kauai; however, the cost to develop this service is estimated to be $15,600.

Street Value of the Service

Based on competitive market rates of $195/hour, the street value to develop the Online Sewer Service Payments application is estimated to be $30,420.

Real Property Tax Payments

URL:

payments.ehawaii.gov/propertytax/kauai

Funding Type: Self-funded

Launched: August 2006

Features: Bill Presentment, Online Payment, Email Notification

The County of Kauai Real Property Tax Payments (RPT) service allows property owners to make timely online payments and offers the County of Kauai an efficient collection method.

> *The Kauai Real Property Tax Payment service saves a substantial amount of County staff hours by processing transactions that would otherwise be done over-the-counter. Citizens and businesses also save time and travel by using the online service.*

# of Transactions	Adoption Rate	Avoided Costs
4,534	**13%**	**$22,670**
January – December 2015	July1, 2015 – June 30, 2016	January – December 2015

Statutory Fees Collected	Cost to Partner
$14,918,741	**$0**
January – December 2015	January – December 2015

Why

Twice a year, County of Kauai property owners pay taxes on 32,000 parcels. Prior to the launch of the RPT service, individual property owners could pay their bills only by mail or in person at the Real Property Collections Office in Lihue.

Partners

The RPT service was developed in collaboration with the County of Kauai Department of Finance's Real Property Collections Office.

Solution

The RPT service allows for timely collection and expedited payment processing by allowing property owners to review their property tax bill and pay by credit card or electronic check online. The RPT service saves a substantial amount of County staff hours by processing transactions that would otherwise be done over-the-counter. Citizens and businesses also save time and travel by using the online service.

Outreach Activity

Marketing and outreach activities for the RPT service include email reminders of payments due and a link on hawaii.gov, the official website of the State of Hawaii.

Results

For the period of January 1, 2010 and June 30, 2016, the RPT service collected $55,160,508 in property taxes via 23,163 transactions. For fiscal year 2016, the RPT service reduced mail-in and walk-in payments by 13.03% combined (based on $14,646,788 collected and the County's projected property tax revenue of $112,700,000).

Table: Transaction Quantity, Funds Collected, Partner Revenue and HIC Revenue by Year

Year	Transaction Quantity	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2010	3,149	$5,300,224	$5,226,727	$0	$73,497	$73,497
2011	3,099	$5,145,865	$5,082,753	$0	$63,112	$63,112
2012	3,143	$5,517,670	$5,458,978	$0	$58,693	$58,693
2013	3,334	$6,436,519	$6,371,604	$0	$64,915	$64,915
2014	3,758	$11,225,475	$11,144,487	$0	$80,988	$80,988
2015	4,534	$15,010,751	$14,918,741	$0	$92,010	$92,010
2016*	2,146	$6,998,477	$6,957,218	$0	$41,259	$41,259
Total	23,163	$55,634,981	$55,160,508	$0	$474,474	$474,474

*Data through June 30, 2016.

Avoided Costs

For the period of January 1, 2010 and June 30, 2016, the RPT service helped the County of Kauai avoid approximately $115,815 in manual labor costs by processing 23,163 transactions online.

Table: Avoided Costs by Year

Year	Avoided Costs
2010	$15,745
2011	$15,495
2012	$15,715
2013	$16,670
2014	$18,790
2015	$22,670
2016*	$10,730
Total	$115,815

*Data through June 30, 2016.

Customer Service Statistics

HIC's Customer Service Team assists RPT service users who request help in completing an online payment.

Table: Customer Service Inquiries*

Calls Answered	Emails Answered	Chats Answered	Total
650	104	218	972

*September 2012 – June 2016

Estimated Cost to Develop

HIC developed the RPT service at no cost to the County of Kauai; however, the cost to develop this service is estimated to be $15,600.

Street Value of the Service

Based on competitive market rates of $195/hour, the street value to develop the Kauai Real Property Tax Payment service is estimated to be $30,420.

Online Motor Vehicle Registration Renewals

URL: mvr.ehawaii.gov/renewals/kauai

Funding Type: Self-funded

Launched: 02-02-2009

Features: Vehicle Registration Renewal, Payment Processing

The County of Kauai Motor Vehicle Registration Renewals (MVR) service allows customers to renew their motor vehicle registrations online. Renewals can be paid with credit card or e-check.

No. of Transactions	Adoption Rate	Avoided Costs
4,271	**4%**	**$26,124**
July 2015 – June 2016	Of all registered vehicles	July 2015 – June 2016

Statutory Fees Collected	Cost to Partner
$607,623	**$0**
January 2015 – December 2015	January 2015 – December 2015

Why

The County of Kauai brought some of its services online as part of an overall plan to improve efficiency. Following the successful launch of the County of Maui MVR service, the County of Kauai Treasury Division elected to become the next county to allow vehicle owners to renew their registrations online.

Partners

This service was developed in partnership with the County of Kauai Treasury Division Motor Vehicle Registration Section and HIC.

Solution

The County of Kauai MVR service was launched in 2009, allowing registered vehicle owners to renew online by entering their license plate number and the last four digits of their Vehicle Identification Number (VIN). Renewals may be paid via credit card or e-check.

Outreach Activity

Marketing and outreach activity includes: color posters, email reminders, inserts in existing mailed renewal notices, press releases and direct links on the State of Hawaii and County of Kauai websites.

Results

Since the County of Kauai MVR service launched in 2009, over 11,000 registrations have been renewed online, totaling over $2 million in funds collected with no costs to the Treasury Division.

Table: Transaction Quantity, Funds Collected, Partner Revenue and HIC Revenue by Year

Year	Transaction Quantity	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2010	171	$21,557	$20,703	$0	$855	$855
2011	961	$147,201	$141,955	$0	$5,246	$5,246
2012	1,537	$287,443	$277,883	$0	$9,560	$9,560
2013	1,707	$318,766	$308,200	$0	$10,566	$10,566
2014	2,468	$482,256	$467,202	$0	$15,054	$15,054
2015	2,830	$626,961	$607,623	$0	$19,338	$19,338
2016*	1,689	$374,126	$362,432	$0	$11,694	$11,694
Total	11,363	$2,258,310	$2,185,998	$0	$72,313	$72,313

*Data through June 30, 2016.

Avoided Costs

Because the service charges a merchant fee to users paying by credit card, the County of Kauai avoided $8,490 in payment processing fees in 2015. When factoring in the time saved by the Treasury Division staff, the total avoided costs for this service is approximately $20,432.

Table: Avoided Cost by Year

Year	Avoided Cost
2009	$2,919
2010	$930
2011	$5,656
2012	$10,146
2013	$11,177
2014	$16,699
2015	$20,432
2016*	$12,225
Total	$80,184

* Data through June 30, 2016

Estimated Cost to Develop

The cost to develop this service is estimated to be $172,640.

Table: Estimation of Work

Role	Rate	Hours	Cost
Developer	$80	1,664	$133,120
Project Manager	$80	416	$33,280
Admin	$60	104	$6,240
Total		2,184	$172,640

Street Value of the Service

Based on competitive market rates of $195/hour, the street value to develop this service is estimated to be $425,880.

Department Closing

Since 2006, HIC has worked closely with the County of Kauai to bring several services online. The Real Property Tax Payments service alone has processed over $50 million in statutory fees and nearly $60 million in statutory fees has been processed overall for all services, all at no cost to the County of Kauai.
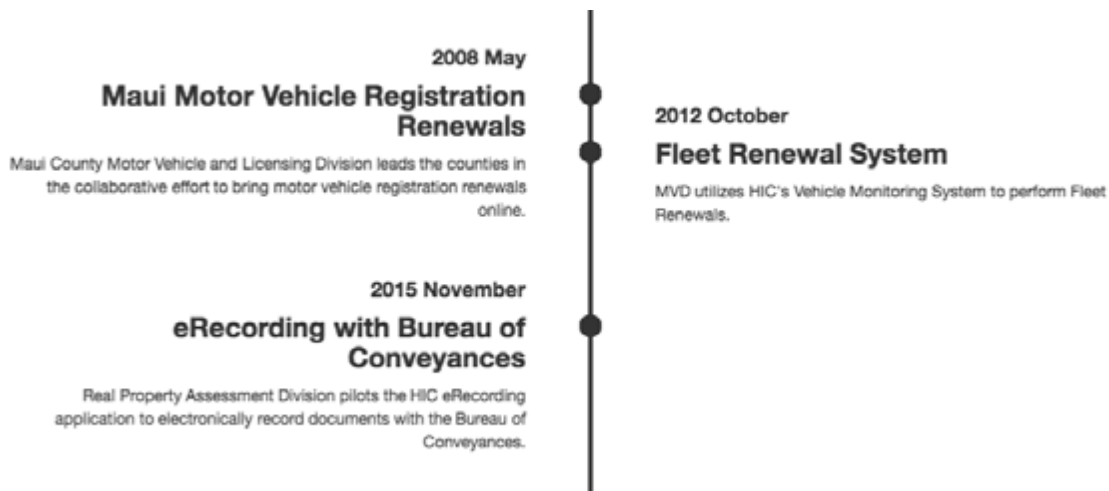
County of Maui

The portal has been working with the County of Maui for the entirety of the current portal contract period. The County of Maui Motor Vehicle and Licensing Division (MVD) chose to lead the other counties in the collaboration on the Motor Vehicle Registration Renewal (MVR) service, and later on the Fleet Renewal service. Additionally, the County of Maui Real Property Assessment Division was the first among the counties to electronically record documents with the Bureau of Conveyances with the HIC's eRecording service.

Since the launch of the County of Maui MVR service in 2008, over 88,400 registrations have been renewed online, totaling over $20 million in statutory fees paid to the County of Maui.

The CIO of the County of Maui serves on the Access Hawaii Committee and is included in the communications loop for all new potential services. HIC electronically disburses funds to the County daily and processed over $5 million for the County in fiscal year 2016.

Timeline: County of Maui

2008 May
Maui Motor Vehicle Registration Renewals
Maui County Motor Vehicle and Licensing Division leads the counties in the collaborative effort to bring motor vehicle registration renewals online.

2012 October
Fleet Renewal System
MVD utilizes HIC's Vehicle Monitoring System to perform Fleet Renewals.

2015 November
eRecording with Bureau of Conveyances
Real Property Assessment Division pilots the HIC eRecording application to electronically record documents with the Bureau of Conveyances.

List of Services

Table: Services List for the County of Maui

Division	Service Name	Launch Date	URL
Motor Vehicle and Licensing Division	Motor Vehicle Registration Renewals	May, 2008	mvr.ehawaii.gov
Motor Vehicle and Licensing Division	Fleet Renewals	October, 2012	vms.ehawaii.gov
Real Property Assessment Division	HIC eRecording	November, 2015	erecording.ehawaii.gov

County of Maui Financial Data

Table: Transaction Quantity, Funds Collected, Partner Revenue and HIC Revenue by Year

Year	Transaction Quantity	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2010	4,375	$688,214	$663,605	$0	$24,609	$24,609
2011	8,006	$1,685,902	$1,606,937	$0	$51,965	$51,965
2012	13,896	$3,502,214	$3,415,519	$0	$86,695	$86,695
2013	17,100	$4,156,018	$4,051,951	$0	$104,068	$104,068
2014	21,214	$5,223,532	$5,090,256	$0	$133,277	$133,277
2015	24,458	$6,078,324	$5,928,330	$0	$149,994	$149,994
2016*	12,295	$3,207,850	$3,119,319	$0	$88,531	$88,531
Total	101,344	$24,542,054	$23,875,917	$0	$639,139	$639,139

*Data through June 30, 2016.

Motor Vehicle Renewals

URL: mvr.ehawaii.gov

Funding Type: Self-funded

Launched: May 21, 2008

Redesigned: 2012

Features: Motor Vehicle Registration Renewals, Payment Processing

Since the launch of the online Motor Vehicle Registration Renewals (MVR) service in 2008, HIC and the MVD have worked closely to direct users away from office visits and mail-based renewals. The system has been remarkably effective, and in 2016 over 20,000 vehicles will be renewed online, all at no cost to the County.

No. of Transactions	Adoption Rate	Avoided Costs
21,238	**10%**	**$165,292**
July 2015 – June 2016	Of all registered vehicles	July 2015 – June 2016

Statutory Fees Collected	Cost to Partner
$4,776,703	**$0**
January 2015 – December 2015	January 2015 – December 2015
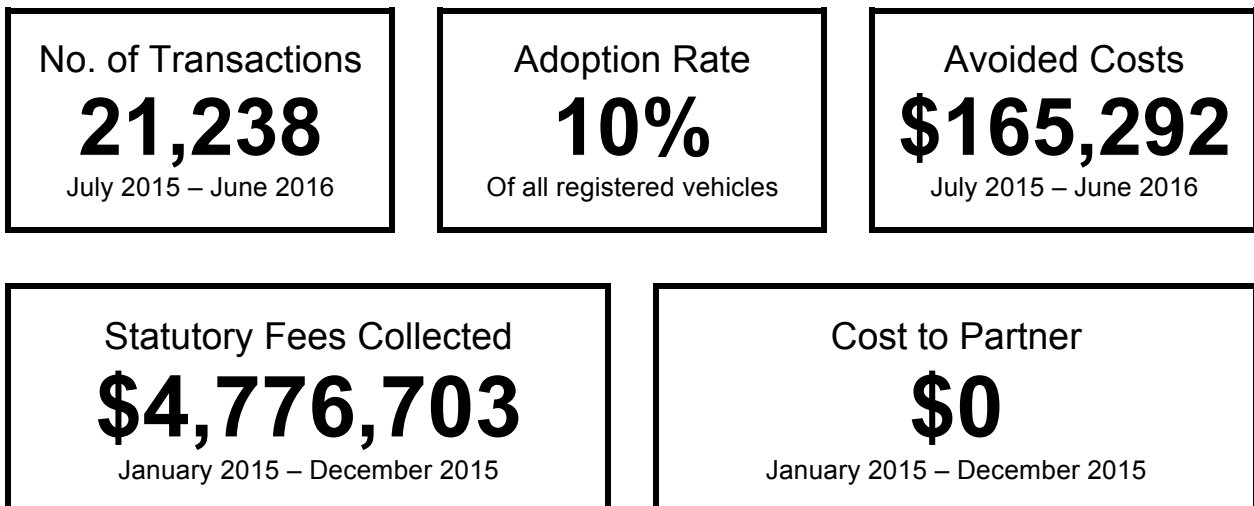
Why

In 2006, the County of Maui was experiencing population growth and its accompanying growing pains. All four Hawaii counties collaborated on initiatives to offer the public alternative methods for doing business with the counties. The County of Maui chose to lead the effort for online motor vehicle registration renewals.

Partners

The County of Maui's Department of Finance MVD partnered with HIC to prototype and launch the online MVR system in 2008. In 2009, the system was launched for the County of Kauai and the County of Hawaii.

Solution

The MVR service has been improved over the years. Most significant was the addition of the rental car renewal system. In its first year, the number of vehicles renewed increased by 42%, to equal more than 17,000 renewals. HIC has also worked with the MVD to add plate replacement orders to the renewal process.

In 2016, HIC expects to collect approximately $5 million in MVR fees for the County. The breakdown of renewals by online credit card and e-check payments has been consistent over the years, at 83% credit card transactions each year.

Chart: County of Maui MVR Revenue Collected

Maui MVR Revenue Collected

■ Credit ■ Echeck
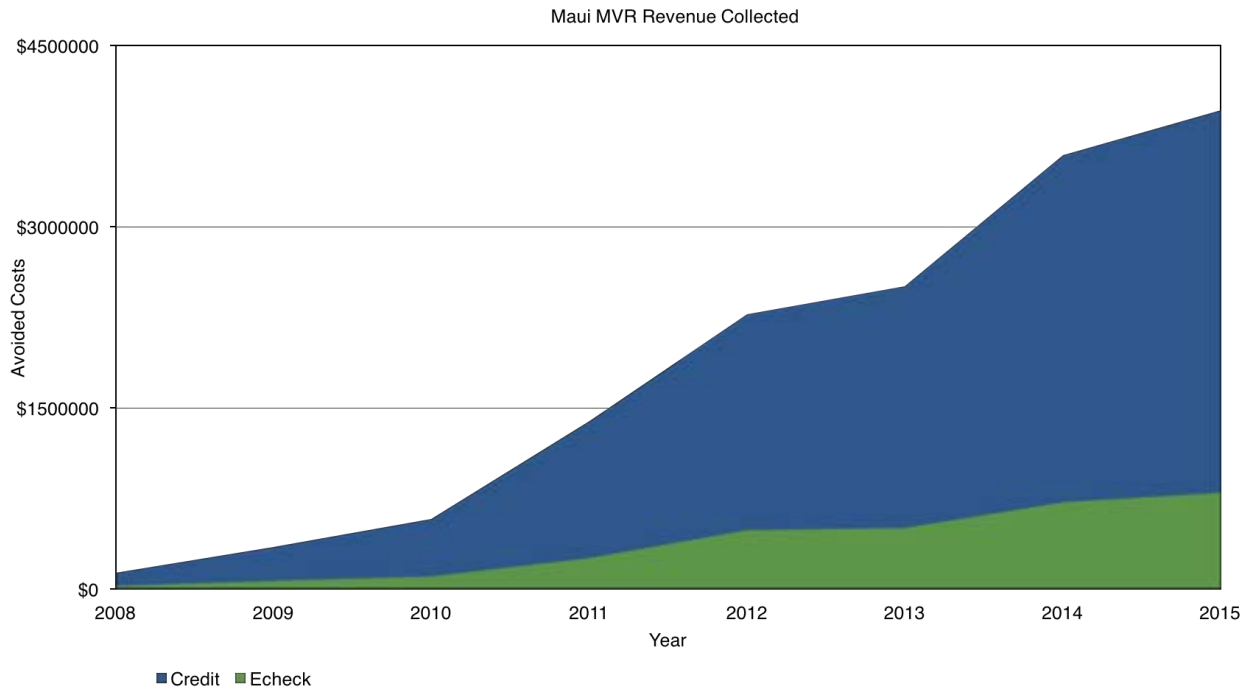
Outreach Activity

Marketing and outreach activities for the County of Maui MVR service includes: color posters, email reminders, inserts in existing mailed renewal notices, press releases and direct links on the State of Hawaii and County of Maui websites.

Results

The high rate of adoption year after year is a testament to the service's simple user interface, integrated marketing efforts and continual improvements.

Table: Transaction Quantity, Funds Collected, Partner Revenue and HIC Revenue by Year

Year	Transaction Quantity	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2010	4,375	$688,219	$663,605	$0	$24,614	$24,614
2011	8,006	$1,685,902	$1,606,937	$0	$51,965	$51,965
2012	11,278	$2,770,659	$2,690,007	$0	$80,652	$80,652
2013	12,288	$3,023,926	$2,936,124	$0	$87,802	$87,802
2014	17,416	$4,326,312	$4,200,631	$0	$125,681	$125,681
2015	19,068	$4,776,703	$4,638,488	$0	$138,215	$138,215
2016*	11,746	$3,063,704	$2,976,273	$0	$87,431	$87,431
Total	84,177	$20,335,425	$19,712,065	$0	$596,360	$596,360

*Data through June 30, 2016

Avoided Costs

The County avoided over $90,000 in payment processing fees in 2015 because the service charges the users the credit card fees. In addition, it is estimated the MVD staff avoided approximately $146,401 in manual labor costs.

Table: Maui MVR Avoided Costs by Year

Year	Avoided Costs
2010	$26,253
2011	$55,371
2012	$85,068
2013	$93,238
2014	$133,057
2015	$146,401
2016*	$92,497
Total	$631,885

*Data through June 30, 2016.

Accolades

In 2013, the County of Maui placed second in Governing Magazine's Best of the Web Survey in the Best County category.

Estimated Cost to Develop

The cost to develop this service is estimated to be $159,360.

Table: Estimation of Work

Role	Rate	Hours	Cost
Developer	$80	1,536	$122,880
Project Manager	$80	384	$30,720
Admin	$60	96	$5,760
Total		2,016	$159,360

Estimated Street Value

Based on competitive market rates of $195/hour, the street value to develop this service is estimated to be $393,120.

HIC eRecording

URL: erecording.ehawaii.gov

Funding Type: Self-funded

Launched: 11-01-2015

Features: Electronic Recording, Payment Processing, History, Digital Download

The HIC eRecording application allows state and county partners to electronically record documents with the Bureau of Conveyances (BOC), significantly reducing turnaround time to within two business days. The application also stores a copy of every successfully recorded document.

No. of Transactions	Documents Recorded	Cost to Partner
89	**89**	**$0**
July 2015 – June 2016	July 2015 – June 2016	July 2015 – June 2016

Why

In 2014, the County of Maui Real Property Assessment Division sought a more efficient way to record tax liens and other documents with the BOC. Documents recorded with the BOC previously had to be submitted by mail with an average processing time of two weeks. Electronic recording was gaining popularity nationwide, and the BOC was already accepting abstract documents electronically. The Real Property Assessment Division wished to submit documents electronically and volunteered to pilot the HIC eRecording application.

Partners

- County of Maui Real Property Assessment Division
- Bureau of Conveyances

Solution

The HIC eRecording application allows state and county partners to record approved document types with the BOC electronically. The application can submit conveying and non-conveying abstract documents individually or in batches, and it stores PDFs of each document recorded in the user's history. A clear explanation is provided to the user for any document the BOC rejects, and users can easily resubmit corrected documents.

Outreach Activity

Marketing and outreach activity for HIC eRecording includes: business cards with links to the BOC eRecording information page.

Results

The Real Property Assessment Division has successfully eRecorded 89 documents with the BOC.

Estimated Cost to Develop

The cost to develop this service is estimated to be $29,080.

Table 6: Estimation of Work

Role	Rate	Hours	Cost
Developer	$80	280	$22,400
Project Manager	$80	70	$5,600
Admin	$60	18	$1,080
Total		368	$29,080

Estimated Street Value

Based on competitive market rates of $195/hour, the street value to develop this service is estimated to be $71,760.

Department Closing

The County of Maui MVR service continues to perform well, and adoption continues to increase year after year. Though the HIC eRecording is still gaining traction, there is potential for the application to grow. With HIC's long and successful history with the County of Maui, we look forward to working together to bring more services online in the future.

Department of Accounting & General Services

The Department of Accounting & General Services (DAGS) contains a division that has one of the most successful eHawaii.gov partnerships to date: the State Procurement Office (SPO).

In August 2005, SPO launched Hawaii Compliance Express (HCE), a one-stop electronic solution for vendors who are interested in doing business with the State of Hawaii. This service enables users to quickly obtain proof of their compliance status from four agencies:

- Department of Commerce and Consumer Affairs Business Registration (DCCA BREG)
- Department of Taxation (DOTAX)
- Internal Revenue Service (IRS)
- Department of Labor and Industrial Relations (DLIR)

In April 2013, SPO soft-launched the Hawaii Electronic Procurement System (HIePRO) as a replacement to the first-generation eProcurement site known as HEPS. HIePRO's release established a platform for rapid and innovative evolution of electronic procurement in Hawaii. Today, HIePRO growth continues as user experience improvements and ongoing functionality upgrades attract a wider range of users to the system.

SPO opened the Surplus Property Auction service in April 2016. The Surplus Property Office uses the online auction to post and sell items recovered by the TSA from local airports. Interest in the auctions have been fueled by local media coverage and word of mouth. Like HCE and HIePRO, the Surplus Property Auction is a self-funded application.

In September 2016, the SPO signed a Statement of Work (SOW) and kicked off the Hawaii Awards and Notices Data System (HANDS) project—the next major development cycle toward a unified electronic procurement platform for Hawaii. Requirements and initial design steps are underway and preliminary deliverables are scheduled for the spring and summer of 2017.

Timeline: DAGS over time

Year	Service	Event
2005	HCE	August 2005 – Hawaii Compliance Express launched for public use.
2013	HIePRO	April 2013 – HIePRO launched for public use via a phased approach to migrate users to the new electronic procurement solution. Vendor registration module is opened first and the HIC customer support process is set up to handle the expected increase of interactions.
2014	HIePRO	SPO's HIePRO team of Mara Smith, Bonnie Kahakui, and Stacey Kauleinamoku are named Team of the Year
2015	HIePRO	HIePRO enables NAICS codes for system use.
2016	Surplus Property Auction	April 2016 – Surplus Property Auction.
2016	HANDS	September 2016 – Hawaii Awards and Notices Data System (HANDS) SOW signed.

DAGS Financial Data

There has been no cost to DAGS for HCE, HIePRO, and Surplus Property Auction. HCE and HIePRO are critical applications to the Hawaii vendor landscape that use these systems on a regular basis. Although the HIePRO transaction numbers listed in the table below appear small at first glance, there are thousands of daily electronic interactions that don't result in a completed transaction.

Table: Transactions and Cost by Year

Year	HCE Transactions	HIePRO Transactions*	Surplus Auction Transactions	Cost to DAGS
2008	2,998	N/A	N/A	$ 0
2009	3,578	N/A	N/A	$ 0
2010	4,266	N/A	N/A	$ 0
2011	7,295	N/A	N/A	$ 0
2012	11,441	N/A	N/A	$ 0
2013	12,539	7	N/A	$ 0
2014	13,113	772	N/A	$ 0
2015	14,352	884	N/A	$ 0
2016**	13,193	779	67	$ 0
Total	82,775	2,442	67	$0

*Defined as awards to vendors

**Data through June 30, 2016.

Customer Support

Between September 2012 and June 2016, HIC has provided 35,942 customer support interactions for HCE and HIePRO in the form of phone, email, and online chats. This service is provided at no cost to DAGS or SPO.

Table: Customer Support (Phone, Email, & Online Chat)

Year	HCE	HIePRO	Cost to DAGS
2012	1,695	0	$ 0
2013	8,887	141	$ 0
2014	9,173	835	$ 0
2015	9,383	792	$ 0
2016*	4,568	469	$ 0
Total	33,706	2,237	$ 0

State Procurement Office (SPO)

The SPO has been a long-standing partner and we are proud of the core solutions that we have collaborated on over the past 10+ years.

Table: Services List for SPO

Service Name	Description	URL	Launch Date
Hawaii Compliance Express (HCE)	One-stop solution for vendors who are interested in doing business with the State to obtain compliance status with DCCA BREG, TAX, IRS, and DLIR.	vendors.ehawaii.gov	08/05/2005
Hawaii Electronic Procurement System (HIePRO)	Electronic procurement system that promotes open competition and transparency when purchasing goods, services, and construction.	hiepro.ehawaii.gov	04/09/2013
Surplus Property Auction	Online auction to post and sell items recovered by the TSA from local airports.	sposurplusauction.ehawaii.gov	04/18/2016

Hawaii Compliance Express (HCE)

URL: vendors.ehawaii.gov

Funding Type: Self-Funded

Launched: April 2013

Features: Vendor Registration, Solicitations, Awards, Workflow Approval Queues, Notifications, Online Payments

HCE allows vendors to quickly furnish proof of compliance via an online "Certificate of Vendor Compliance" for the business entity. Rather than have to go through the manual process of obtaining individual clearances from four different agencies, HCE's single certificate serves as clearance with the IRS, DOTAX, DLIR, and the DCCA. Email notifications and real-time monitoring of a company's status of compliance is included.

> *HCE saves me and my company so much time, and we truly appreciate the concept and creation of an online certificate. This beats calling or going to each of the agencies!*

Transactions	Phone Calls/Month	Online Chats/Month
14,352	**343**	**259**
January – December 2015	January – December 2015	January – December 2015

Emails/Month	Cost to Partner
180	**$0**
January – December 2015	January – December 2015

Partners

The HCE system was developed in collaboration with the SPO and many members of the procurement team.

Solution

In order for companies to do business with the State of Hawaii, vendors, contractors, and service other providers must provide proof of compliance. State agencies are required to verify that the company is in compliance. The HCE is an electronic system that allows companies to quickly and easily document that they are compliant with applicable laws through a "Certificate of Vendor Compliance". Registered HCE vendors receive a full year of service, auto-enrollment to relevant government certifying agencies, automatic email notification of status changes, and unlimited access by State and County government entities to print the certificate for their use. For vendors with contracts for health and human services, the Certificate of Vendor Compliance serves as proof of tax clearance and good standing as a vendor/provider doing business in the State of Hawaii.

Estimated Cost to Develop

The HIC team developed HCE at no cost to the SPO; however, an estimated $252,000 worth of effort was devoted to the initial development of this service. The additional annual maintenance cost for the system is $100,800.

Street Value of the Service

Based on competitive market rates of $195/hour, the street value to develop the HCE is estimated to be $491,400; the annual maintenance cost is estimated to be $196,560.

Hawaii eProcurement System (HIePRO)

URL: hiepro.ehawaii.gov

Funding Type: Self-Funded

Launched: April 2013

Features: Vendor Registration, Solicitations, Awards, Workflow Approval Queues, Notifications, Online Payments

HIePRO is a complex electronic procurement system that centralizes and manages the Hawaii procurement process. A suite of components is tailored to the very different needs of the Hawaii procurement user base. The mobile-first approach puts the system and the information in the hands of the people who need it, when they need it.

> *HIePRO allows our company to hear about, and look up, solicitations and new work opportunities from wherever we are. It has been easy to use and makes a big difference to be able to see information from anywhere in the State.*
>
> *–HIePRO vendor*

Buyers in HIePRO	Vendors in HIePRO	Solicitations Posted
520	**5,886**	**1,585**
July 2015 – June 2016	July 2015 – June 2016	July 2015 – June 2016

Awards Made	Cost to Partner
1,175	**$0**
July 2015 – June 2016	July 2015 – June 2016

Why

The SPO sought to upgrade the existing electronic procurement system so a modern and scalable platform could be established for the future. In addition, the goals were:

- Enable rapid development of custom modules as needed.
- Provide a user interface with greater ease of use for the procurement community.
- Allow users to access the system from their mobile devices as needed.

Partners

The HIePRO service was developed in collaboration with the SPO and many members of the procurement team.

Solution

The HIePRO system was launched on April 9, 2013. The quiet launch marked the first step in the transition to an eProcurement solution that better serves the needs and reality of the rapidly changing digital government landscape in Hawaii and the United States. Although the previous vendor was entrenched in several other states, the new HIePRO platform provides many key improvements. Clean and easy-to-use interfaces make the user experience more efficient and intuitive. Rapid development cycles allow modifications or feature requests to quickly become available to users. Future components can be easily added to the scalable platform to help realize strategic goals.

The SPO and HIC continued a long-standing relationship to develop and release a web-based solution that better serves the State of Hawaii. During this process, the high level of interaction between the vendor communities, buyers, and SPO has fostered a newfound sense of collaboration that will continue to open doors and opportunities statewide.

HIePRO is a complex application that centralizes and manages the Hawaii procurement process via a series of components tailored to the very different needs of the procurement user base. The mobile-first approach puts the system and the information in the hands of the people who need it, when they need it.

In the fall of 2011, the SPO and HIC set out to review, design, and develop the HIePRO as a cost-effective alternative to an aging, under-utilized, and difficult-to-use system. The State of Hawaii and SPO needed a robust and scalable web-based solution that empowered users via ease of use, mobile capabilities, and potentially high levels of user support on a fluctuating basis. The SPO and HIC also sought a new collaborative environment that fast-tracked development and improvement cycles, while being able to balance long-term strategic initiatives on both the Hawaii and national electronic procurement landscapes. Finally, the SPO and HIC wanted a new electronic procurement solution that several key State departments could easily adopt, as they had either been non-users or reluctant participants of the previous system.

HIePRO successfully replaced the previous electronic procurement system. HIePRO was implemented and is maintained by the HIC at no cost to the State of Hawaii or SPO. All functionality that was available in the previous system can be handled in the HIePRO. Numerous process steps have been streamlined and enhanced, producing a consistently positive user experience and making the service both useable and accessible (ADA) was a priority.

Extensive workflow processes have been migrated into the system to reduce unnecessary manual steps. Innovative ideas have been recorded for future development on a platform that has gained national interest from numerous states across the country. A cohesive and well-trained Customer Support team effectively uses online chat, web-based collaboration and ticketing systems, text messaging and email to work with the SPO and the HIC project teams to ensure the highest levels of user satisfaction.

A successful pattern of improvements/enhancements continues to push HIePRO to the forefront of electronic procurement solutions. Most importantly, the users and SPO regularly and consistently compliment the HIC on the ease of use, and now have become part of the collaborative fabric by requesting new features or subtle adjustments for future consideration.

Some of the other system benefits include a public search function, which allows the general public to search for solicitations and awards. The information in the public search contains limited information and users must login to the system to see detailed information. This real-time

presentation of public information resolved many issues regarding the double posting of information and the varied lag times related to the processes of the previous system.

A key feature of the vendor profile includes up-to-the-minute crosschecking of the compliance status with another HIC-SPO collaborative service, Hawaii Compliance Express (vendors.ehawaii.gov). One of the key requirements for vendors to be awarded a contract is vendor compliance as required by the State of Hawaii and, specifically, the SPO. Most of the vendors who use HIePRO were already users of the HCE system and were able to use the same login for HIePRO.

HIePRO also features online chat, an email form and the phone number to the HIC Customer Support team. This enables HIC to field and respond to the many calls that the previous system's vendor support person handled. The total communication inquiries made via HIePRO's communication channels were drastically lower than the initial 2014 projections.

In 2014, HIePRO passed the projected first-year goals for Dollar Amount of Contracts awarded. This successful milestone has pleasantly surprised the SPO team, who were concerned that vendors and new users would be slow to embrace the new electronic procurement solution.

In 2015, HIePRO continued to perform at a very high level. Continued feature enhancements are released monthly via the HIC agile methodology; bugs or other incidents reported by the SPO or the system users are rare.

The biggest 2015 event was the switch from using NIGP codes to NAICS codes. The significance of this initiative is that the commodity codes are the glue that connect a complex set of notifications, solicitation and award process steps and functional searching. The transition was needed quickly and was loaded with risk. At the SPO's request, the HIC team worked on both the development and the outreach front to ensure that communication was timely and on point. Beyond the planning, implementation and extensive testing required on the development side, the HIC worked closely with the SPO to craft a message series that prepared the system users of the changes as they happened. Weekly emails were sent to all users for eight weeks to provide updates and provide assurance that the transition was on schedule.

The switchover was extremely easy for partners and vendors alike. SPO eProcurement Manager Bonnie Kahakui later commented, "…we expected calls and emails and problems, but it happened so smoothly, it's like nothing happened at all."

As 2016 progresses, HIePRO improvements continue to be rolled out via monthly development sprints. Upgrades during this calendar year have focused both on improvements to the overall user experience as well as platform preparation for the anticipated 2017 improvements.

Outreach Activity

Outreach with the HIePRO users is driven by the SPO and handled with assistance from the HIC team as needed. The system generates an entire automated notification suite for vendors, buyers and administrative team members.

Results

Since the HIePRO launch in April 2013, the service has seen steady growth in adoption and number of solicitations and awards.

Table: Solicitations, Awards and Partner Cost by Year

Year	Solicitations	Awards	Partner Cost
2013*	32	7	$0
2014	1,156	772	$0
2015	1,218	884	$0
2016**	1,047	779	$0
Total	3,453	2,442	$0

*Data 4/2013 through 12/2013

**Data 1/2016 through 6/2016

Estimated Cost to Develop

The HIC developed HIePRO at no cost to the SPO; however, an estimated $403,000 worth of effort was devoted to the initial development of this service. An additional annual maintenance cost of $226,798 is estimated for 2015 and 2016. The total estimated development cost through 2016 is $856,596.

Street Value of the Service

Based on competitive market rates of $195/hour, the street value to develop the HIePRO service is estimated to be $1,670,362.

Surplus Public Auction

URL: sposurplusauction.ehawaii.gov

Funding Type: Self-Funded

Launched: April 2016

Features: Online Auction, Email Notifications, Payment Processing, Fiscal Reporting

The Surplus Public Auction service provides a means to auction off state property that is no longer used and to dispose of abandoned or surrendered items at TSA checkpoints in Hilo, Kona, Kahului and Lihue airports.

> *The proceeds of auctioned items, which would otherwise take up warehouse space, go to help staff the Surplus Property Office.*

# of Transactions
67
April – June 2016

Adoption Rate
100%
April – June 2016

Revenue
$6,445
April – June 2016

Cost to Partner
$0
Self-Funded

Why

The Surplus Property Office administered a program to dispose of items abandoned or surrendered at TSA checkpoints at neighbor island airports and re-used unused State property. An auction service would help them to:

- Dispose of TSA items in a more efficient and cost-effective manner.
- Reach a larger audience to bid for unused State property.
- Reduce the cost of auctioning unused State vehicles.

Partners

The Surplus Public Auction service was developed in collaboration with the State Procurement Office and the Surplus Property Office.

Solution

The Surplus Public Auction service allows the Surplus Property Office to post scheduled auctions or on-demand auctions. Users can view and bid on items, as well as subscribe to receive email notifications on upcoming auctions. Bidders receive email notifications when they have been outbid on an item. Winning bidders receive email notifications and reminders to make a payment. Credit card payments and processing are handled by the service. The proceeds of auctioned items, which would otherwise take up warehouse space, go to help staff the Surplus Property Office.

Outreach Activity

Marketing and outreach activity includes: email notifications of upcoming auctions and a link on hawaii.gov, the official state website.

Results

Within weeks of launching in April 2016, the Surplus Public Auction service began producing a significant revenue stream that helps to support the operation of the Surplus Property Office.

Table: Online Transactions and Revenue by Year

Year	Transactions	Revenue	Partner Cost
2016*	67	$6,445	$0

*Data 4/2016 through 6/2016.

Estimated Cost to Develop

HIC developed the Surplus Public Auction service at no cost to the Surplus Property Office; however, an estimated $119,520 worth of effort was devoted to building this service.

Street Value of the Service

Based on competitive market rates of $195/hour, the street value to develop Surplus Public Auction service is estimated to be $233,064.

DAGS Closing

Successful engagements are often directly correlated to the agency partner's level of commitment and collaboration to implement key initiatives and projects. Over the past decade the DAGS executive, IT and project teams have played critical roles as needed in each project. We look forward to continuing our partnership with DAGS in the years ahead.

Department of Attorney General

The Department of Attorney General (AG) has been a partner to the portal since the 2000 launch of the Sex Offender application. We have consistently added new services for the AG at very little cost to the State. Most services are self-funded; that is, funded by service fees paid by the customer.

Our partnership has resulted in many benefits. The three most significant are:

- **Responsiveness to AG Constituents**: Clearly, the widespread and continued increases in adoption of AG web applications year after year are a testament to the public's positive reaction to the AG's applications.
- **Speeding up processing time:** As a result of the eCrim, Sex Offender, State ID and Charity applications, many requests are handled electronically and other services require much less AG staff time; as a result, processing time and costs have plummeted for the AG—even as the demand for services has increased.
- **Saving Money:** Each year our applications save significant labor costs for the AG. In 2015, our applications resulted in over $1.4 million in avoided labor costs.

The following AG divisions have partnerships with HIC:
- Administrative Services Office
- Commerce and Economic Development Division
- Child Support Enforcement Agency (CSEA)
- Hawaii Criminal Justice Data Center (HCJDC)
- Tax & Charities Division

Timeline of Events: AG

2000 July
Covered Offender Registry Launched
sexoffenders.ehawaii.gov

2005 September
Criminal History Record Search (eCrim) Launched
ecrim.ehawaii.gov

2007 December
State ID Card Express Launched
stateid.ehawaii.gov

2008 March
Child Support Account Information System Launched
csea.ehawaii.gov

2009 March
Charity Registration System Launched
ag.ehawaii.gov/charity

2012 October
State ID Card Express Service Retired
Due to the issuance of State ID cards shifting from the AG Hawaii Criminal Justice Data Center to the Department of Transportation, the State ID Card Express service was retired.

2013 July
Notary Registration System Launched
notary.ehawaii.gov

2013 July
AG Supervisor Evaluations Launched
Evaluation of AG supervisors

2013 August
HIJIS Federated Query System Launched
hijis.ehawaii.gov - HIJIS (Hawaii Integrated Justice Information System) was developed in partnership with SEARCH.org. HIC hosts the service.

2013 August
Bulk Covered Offender Registry Launched
hcjdc.ehawaii.gov/bulkcor

2013 September
AG and Deputy AG Evaluations
Evaluation of the AG and Deputy AG

2013 December
Hawaii Sex Offender Search Mobile App Launched
Available in Google Play and iTunes Stores

2013 December

Hawaii Charity Finder Mobile App Launched

Available in Google Play and iTunes Stores

2014

Hawaii Sex Offender Search wins Best Information Services Award

Mobile Web Award for Best Information Services Mobile Application presented by the Web Marketing Association

2015 February

Covered Offender Registry Redesign

Mobile responsive redesign of the Covered Offender Registry

2015 May

Charity Registration Update

Allow online application for exemption from registration

2015 May

Professional Fundraiser Registration System Launched

ag.ehawaii.gov/fundraiser

2015 August

HCJDC Symposium Event Registration System Launched

events.egov.com/eventreg/HI/login.htm

2015 August

HCJDC Symposium Website Launched

hcjdcsymposium.ehawaii.gov

2015

Hawaii Sex Offender Search wins Best Government Mobile Application Award

Mobile Web Award for Best Government Mobile Application presented by the Web Marketing Association

2015

Hawaii Sex Offender Search wins Best Information Services Award

Mobile Web Award for Best Information Services Mobile Application presented by the Web Marketing Association

2016 April

Charity Registration Retrieval System Launched

agcharity.ehawaii.gov/charity-retrieve

AG Awards

Best Information Services Mobile App

Hawaii Sex Offender Search

Best Government Mobile App

Hawaii Sex Offender Search

Best Information Services Mobile App

Hawaii Sex Offender Search

In 2014, the Web Marketing Association awarded the Mobile Web Award for Best Information Services Mobile Application to the Hawaii Sex Offender Search application. In 2015, the Hawaii Sex Offender Search application again won the Mobile Web Award for Best Information Services Mobile Application. In addition, the mobile application also won in the category of Best Government Mobile Application in 2015.

AG Financial Data

Table: Transactions, Funds Collected and Revenue by Year

Year	Transaction Quantity	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2010	44,506	$1,191,554	$1,053,086	$63,267	$75,201	$138,468
2011	47,783	$1,239,114	$1,089,274	$68,333	$81,507	$149,840
2012	41,837	$1,184,469	$1,050,473	$51,360	$82,636	$133,997
2013	66,471	$1,268,482	$1,120,030	$19,691	$128,761	$148,452
2014	119,528	$1,830,959	$1,564,558	$28,830	$237,571	$266,401
2015	134,688	$2,292,410	$1,971,787	$51,335	$269,288	$320,623
2016*	72,311	$1,177,450	$1,008,280	$26,286	$142,884	$169,170
Total	527,124	$10,184,438	$8,857,488	$309,102	$1,017,848	$1,326,951

*Data through June 30, 2016

Table: Time & Materials and Hosting Revenue by Year

Year	TOTAL
2010	0
2011	$15,120
2012	$32,939
2013	$47,472
2014	$29,257
2015	$127,877
2016*	$76,094
Total	$328,759

*Data through June 30, 2016

AG Avoided Costs

Avoided costs include printing, postage, data entry and marketing costs. No IT-related costs are considered.

Table: Avoided Costs by Year

Year	TOTAL
2010	$637,011
2011	$683,473
2012	$655,790
2013	$807,220
2014	$1,201,103
2015	$1,424,220
2016*	$741,961
Total	$6,150,778

*Data through June 30, 2016

Administrative Services Office

In 2013, on behalf of the AG, HIC conducted an online evaluation of nineteen AG supervisors and the Attorney General and Deputy Attorney General. These evaluations allowed employees an opportunity to provide comments and feedback on their supervisors for the purposes of assessment and improvement with regard to a number of important parameters. The evaluation results were provided to the administrative services manager.

List of Services

Table: Services List for Administrative Services Office

Service Name	Description	URL	Launch Date
Supervisor Evaluation	Online performance evaluation of 19 AG supervisors.	N/A	07/26/2013
AG and Deputy AG Evaluation	Online performance evaluation of the AG and Deputy AG.	N/A	09/10/2013

Commerce and Economic Development Division

In 2013, HIC collaborated with the Notaries Public to implement a service allowing the public to submit new notary applications, renewals, and to make payments for applications and exams. Notaries Public staff also had the ability to enter new notary applications and update payment status in the new system.

List of Services

Table: Service List for Commerce and Economic Development Division

Service Name	Description	URL	Launch Date
Notary Registration System	Allows the public to submit new notary applications, renewals, and make online payments for applications and exams.	notary.ehawaii.gov	07/09/2013

Public Notary
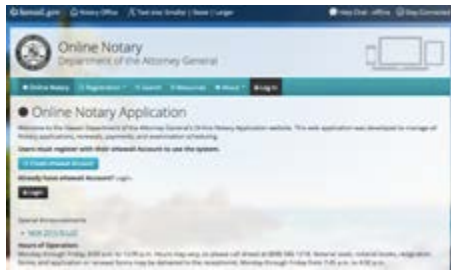
URL: notary.ehawaii.gov/

Funding Type: Self-funded

Launched: 07-09-2013

Features: Commission Applications, Renewals, Online Payments, Notifications

On July 9, 2013, the State of Hawaii Department of the Attorney General (AG) launched the administration module of the Online Notary registration system and on September 10, 2013 launched the online application to the public. The Online Notary project enabled the AG to work with Hawaii State Portal Manager, the Hawaii Information Consortium (HIC), to develop and release a web-based system that allows the public and the Notary staff to efficiently manage the most common and time-consuming steps in the process via online submissions and a secure administration module.

> *The Online Notary project was developed at no cost to us, and today HIC provides customer service and support, hosting, maintenance and ongoing project upgrades. The HIC team's professional approach and responsiveness makes them a great extension of our team.   - Shari Wong, Deputy AG*

# of Transactions	Adoption Rate	Avoided Cost
1,560	**78%**	**$11,415**
July 2015 – June 2016	July 2015 – June 2016	July 2015 – June 2016

Statutory Fees Collected	Cost to Partner
$75,190	$0
January 2015 – December 2015	January 2015 – December 2015

Why

The previously used Notary registration and filing system consisted of 5x7 notecards and a partially used Microsoft Access database. Updates to the Notary contact information was scratched out on many notecards and updated with handwritten notes. The Access database contained partial information; there was uncertainty as to which record (notecard or Access database record) was the most current.

The communication and management system was entirely paper-based, as well as supported by monthly mailings and phone conversations. The limited hours for personal interaction with the Notary staff was a source of frustration for both new applicants, notaries renewing their commissions, and the Notary team.

Partners

HIC worked with a number of groups within the department to plan and complete this project.

Table: AG Notary Stakeholders

Working Groups	Primary Functions
AG IT	Assistance with database
AG Executive Team	Project oversight and guidance
Core Notary Project Team	Communication, requirements, deliverables, testing
Notary Support Team	Testing

Solution

On July 9, 2013, the State of Hawaii Department of the Attorney General (AG) launched the administration module of the Online Notary registration system, and on September 10, 2013 launched the online application to the public. The previously used Notary registration and filing system consisted of 5x7 notecards and a partially used Microsoft Access database. In addition, the communication and management system was entirely paper-based, as well as supported by monthly mailings and phone support. The Online Notary project enabled the AG to work with HIC to develop and release a web-based system that allows the public and the Notary staff to efficiently manage the most common and time-consuming steps in the process via online submissions and a secure administration module.

Today, renewal reminders and applications, new applications and exam scheduling/check-ins are handled via the Online Notary system. Nearly 80% of all applications arrive electronically and the few paper applications received are entered into the system by the Notary team via the easy-to-use administration module. Since the Notary commissions are valid for a period of four years, the ongoing cycle of monthly renewals occur via the Online Notary System and enable the much-needed step of updating each Notary's information with the data that was not stored in the previous MS Access database.

The scalable Online Notary platform also enables HIC and the Notary team to look forward, plan additional improvements, and quickly roll out new features if, and when, requested. The system is the definitive record of Public Notaries in the state of Hawaii.

Outreach Activity

There has been tremendous success with the outreach activity. The approach to user adoption has been based on simple, but effective, word-of-mouth communications, a posting on the main Attorney General website, and inclusion of the URL in reminder letters. An email notification goes out to all commissioned notaries as their renewal date approaches and they can go directly to the system to complete the renewal. A recorded phone message references the URL to let callers know that an online channel is available and simple to use.

Results

The system is used by the Notary Office and support staff, as well as new applicants and notaries renewing their commissions and/or information. All users, including Notary staff, are able to go online anytime and interact with the system. The system records approximately 1,500 transactions and interactions per calendar year and continues to grow year over year.

The system's function as the Notary's primary database of record makes the capture of data easy to complete and, more importantly, easy to find. Each change or update to the system is captured via a Change Log so the Notary administrators are able to see exactly who modified an item, what it was and when it was modified.

Table: Online Transactions and Fees by Year

Year	Transactions	Fees Collected	Partner Cost
2013	130	$2,520	$0
2014	1,238	$37,150	$0
2015	1,410	$75,190	$0
2016*	851	$52,930	$0
Total	3,629	$167,790	$0

*Data through June 30, 2016

Avoided Costs

The system saves the Notary staff time primarily in regards to data entry. Paper submissions require the staff to manually input the data received on a four-page form. Because the service eliminates this time requirement for online applications and other change requests, this saved the Notary staff nearly 400 hours in between July 2015 and June 2016. The avoided cost from data entry alone for the period of September 2013 to June 2016 is $27,217.

Customer Service Statistics

The number of customer service interactions for the period September 2013 to June 2016 is listed below.

Table: Customer Service Interactions

Interaction Type	Number
Phone calls	1,623
Emails	476
Chats	550
Total	2,649

*Data through June 30, 2016

Estimated Cost to Develop and Maintain

The initial cost to develop the system was $336,000. Annual maintenance costs have been approximately $32,000 per year, none of which is charged to the AG. For the time period of September 2013 to June 2016, the total cost of development and maintenance is $415,983.

Table: Development and Maintenance Costs

Year	Effort (Hours)	Cost

2012-2013	3,360	$336,000
2014	319	$31,983
2015	320	$32,000
2016*	160	$16,000
Total	4,159	$415,983

*Data through June 30, 2016

Street Value of the Service

The estimated street value of the Online Notary service development, calculated at $195 per hour, is $655,200. The estimated street value of the annual maintenance is $62,400.

Table: Estimated Street Value

Year	Effort (Hours)	Cost
2012-2013	3,360	$655,200
2014	319	$62,205
2015	320	$62,400
2016*	160	$31,200
Total	4,159	$811,005

*Data through June 30, 2016

Child Support Enforcement Agency

In 2007, HIC assisted CSEA in replicating their Interactive Voice Response (IVR) system to a self-servicing online application. This service provides the online user the same information as the IVR system in regards to obtaining child support account information regarding payments, case status, hearings, enforcement actions, and form requests. The look and feel of the application was updated in 2013.

List of Services

Table: Service List for CSEA

Service Name	Description	URL	Launch Date
Child Support Account Information System	Allows users to obtain information on their child support account regarding payments, case status, hearings, enforcement actions, and form requests.	csea.ehawaii.gov/iwa	03/18/2008

Hawaii Criminal Justice Data Center

HCJDC has been a valued partner since the inception of HIC in 2000. HIC collaborated with HCJDC to improve public safety via the Covered Offender Registry, which was developed at no cost to the State. The success of two self-funded applications, eCrim and State ID Express, drastically decreased foot traffic to the HCJDC office.

List of Services

Table: Service List for HCJDC

Service Name	Description	URL	Launch Date
Covered Offender Registry	Search sex offenders and other covered offenders registered with the State of Hawaii.	sexoffenders.ehawaii.gov	July 2000
Criminal History Search (eCrim)	Search for and purchase individual's conviction information from the HCJDC's criminal history record files.	ecrim.ehawaii.gov	09/01/2005
State ID Express	Apply and pay for a Hawaii State ID card online.	N/A	12/11/2007 (Retired 10/01/2012)
HIJIS Federated Query System	Federated query on criminal history from multiple data sources.	Private URL	08/12/2013
Bulk Covered Offender Registry	Download bulk data on Hawaii sex offenders and other covered offenders.	hcjdc.ehawaii.gov/bulkcor	08/21/2013
Mobile Sex Offender Search	Native mobile application to search for Hawaii sex offenders and other	Google Play and iTunes stores: Hawaii Sex Offender Search	12/31/2013

Service Name	Description	URL	Launch Date
	covered offenders.		
Event Registration	Allow users to register for the 2015 HCJDC Symposium.	events.egov.com/eventreg/HI/login.htm	08/20/2015
WordPress Website	2015 HCJDC Symposium site including schedule, agenda, location, and speakers.	hcjdcsymposium.ehawaii.gov	08/24/2015

Sex Offender & Other Covered Offender Search

URL: sexoffenders.ehawaii.gov/

Funding Type: Hybrid

Launched: July 2000

Redesigned: 2005, 02-09-2015

Features: Mobile App, Online Service, Alert Subscription, Free to Users

HCJDC's (Hawaii Criminal Justice Data Center) Sex Offender application allows the public to search for sex offenders via name or address. Users can also get email alerts on offenders. Before HIC created this application, public information on registered sex offenders was only available at the HCJDC and main county police stations via public access terminals; therefore, the information was not widely accessible by the public. It is now accessible via the application as well as a mobile application, Hawaii Sex Offender Search. Hawaii Sex Offender Search allows users to view nearby offenders and search for offenders registered with the State of Hawaii. The app is available for Apple and Android operating systems from the Google Play or iTunes stores—and also allows users to sign up for alerts.

Awards

Best Information Services Mobile App

Hawaii Sex Offender Search

Best Government Mobile App

Hawaii Sex Offender Search

Best Information Services Mobile App

Hawaii Sex Offender Search

In 2014, the Web Marketing Association awarded the Mobile Web Award for Best Information Services Mobile Application to the Hawaii Sex Offender Search application. In 2015, the Hawaii Sex Offender Search application again won the Mobile Web Award for Best Information Services Mobile Application. In addition, the mobile application also won in the category of Best Government Mobile Application in 2015.

# of Mobile App Downloads	Email Notification Subscribers	Avoided Costs
14,647	**531**	**$254,360**
July 2015 - June 2016	As of November 2016	July 2015 – June 2016

# of Searches Online & Via Mobile App	Cost to Partner
412,262	**$25,500**
July 2015 – June 2016	January 1, 2015 – December 31, 2015

Why

Chapter 846E of the Hawaii Revised Statutes mandates that the Hawaii Criminal Justice Data Center maintain a central repository of covered offenders in the State of Hawaii. As mentioned, before HIC created this application, public information on registered sex offenders was only available at the HCJDC and main county police stations via public access terminals; therefore,

the information was extremely inconvenient to obtain and not widely accessible by the public.

Any assistance required by the public took HCJDC staff time.

Partners

HIC worked with the HCJDC staff to create this application.

Solution

In July 2000, HIC provided a web-based system that allowed the public to perform searches on sex offenders and other offenders both by name and by proximity. The site was redesigned in 2005. In February 2009, a new feature was introduced on the application: email subscriptions to be notified when a covered offender updates their information or moves into the searcher's area. In January 2014, HCJDC and HIC created an award-winning mobile app, which allowed mobile users to perform a Hawaii Sex Offender Search. An extensive re-skin of both the online application and the mobile app (costing $25,500) was completed in February 2015. Beginning in April 2015, mobile app users were able to subscribe to alerts about covered offenders.

Outreach Activity

HIC worked with HCJDC to create and publish press releases and department announcements.

Results

Email subscribers have grown from 144 in 2009 to 531 in 2016. Over the past two and a half years, there have been over 60,000 downloads of the Hawaii Sex Offender Search mobile application. Other than the $25,500 cost of the redesign that launched in 2015, the site and mobile application were provided free of charge to HCJDC; no maintenance charges accrue.

Table: Sex Offender Search Mobile App Downloads

Year	Google Play	Apple iOS	Total
2014	8,327	5,401	13,728
2015	42,892	564	43,456
2016*	7,014	373	7,387
TOTAL	58,233	6,338	64,571

*Data through June 2016

Table: Online Sex Offender Searches & via Mobile App

Year	Users	Total Searches
2008*	1,135	2,456
2009	90,742	519,092
2010	102,745	460,699
2011	111,658	457,954
2012	116,044	423,228
2013	99,884	365,727
2014	94,216	369,266
2015	123,734	447,513
2016**	53,839	218,817
Total	793,997	3,264,752

*Beginning October 2008 (no earlier statistics available)

**Data through June 2016

Table: Covered Offender Email Notification Subscribers

Year	Email Subscribers
2009*	144
2010	229
2011	309
2012	371
2013	435
2014	470
2015	524
2016*	531
Total	2,713

*Beginning February 2009

**Data through June 2016

Avoided Costs

Managing inquiries about sex offenders would take many hours for HCJDC personnel, even with the assumption of no more than 5 minutes of help per public system user. A well-designed, 24/7 online and mobile accessible system eliminates many hours of staff time annually.

Table: Avoided Costs of Assisting System Users

Year	Users	Avoided Cost of 5 Minute Assistance at $30/hour
2008*	1,135	$2,838
2009	90,742	$226,855
2010	102,745	$256,863
2011	111,658	$279,145
2012	116,044	$290,110
2013	99,884	$249,710
2014	94,216	$235,540
2015	123,734	$309,335
2016**	53,839	$134,598
Total	793,997	$1,984,993

*Beginning October 2008 (No Earlier Statistics Available)

**Data through June 2016

Customer Service Statistics

The straightforward design and functionality of the application and mobile app have produced relatively few customer service contacts.

Table: Customer Service Statistics

Year	Calls	Emails	Chats	Total
2012*	2	3	2	7
2013	34	9	15	58
2014	24	14	8	46
2015	8	23	13	44
2016**	3	11	10	24
Total	71	60	48	179

*Statistics Available Beginning September 2012

**Statistics Through June 2016

Estimated Cost to Develop

There was no initial development cost and there are no maintenance costs for this application.

The only cost to date was for an updated look and feel of the application and mobile app

in 2015.

Table: Development & Maintenance Costs

Year	Development	Maintenance	Total
2000	$0	$0	$0
2001	$0	$0	$0
2002	$0	$0	$0
2003	$0	$0	$0
2004	$0	$0	$0
2005	$0	$0	$0
2006	$0	$0	$0
2007	$0	$0	$0
2008	$0	$0	$0
2009	$0	$0	$0
2010	$0	$0	$0
2011	$0	$0	$0
2012	$0	$0	$0
2013	$0	$0	$0
2014	$0	$0	$0
2015	$25,500	$0	$25,500
2016*	$0	$0	$0
TOTAL	$25,500	$0	$25,500

*Data through June 30, 2016.

Street Value of the Service

We estimate that other vendors would have charged HCJDC approximately $100,800 for the development and maintenance of the site and the mobile app based on typical hourly costs incurred for online work.

Bulk Covered Offender Service

In 2013, HIC worked with HCJDC to introduce the Bulk Covered Offender Service, which allows eHawaii.gov users the ability to download all current covered offender records for a flat fee. The file is refreshed on a weekly basis.

Table: Bulk Covered Offender Downloads

Year	Quantity	Amount Collected For Partner
2013	10	$500
2014	35	$1,750
2015	40	$2,000
2016*	37	$1,850
TOTAL	122	$6,100

*Data through June 2016

eCrim Service

URL: ecrim.ehawaii.gov
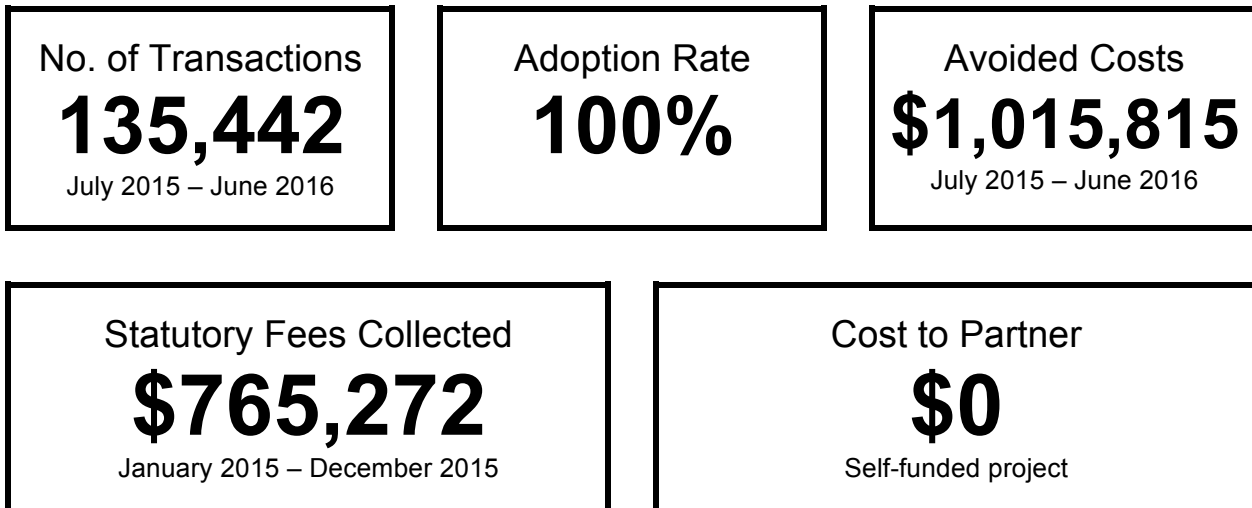
Funding Type: Self-funded

Launched: 2005

Redesigned: 2014

Features: Login, tracking, online stored payments

This online service allows users to view an individual's conviction and purchase a certified copy of the record. The user can search the Hawaii Criminal Justice Data Center's (HCJDC) criminal history records by name, social security number, date of birth and/or gender. Results exclude Hawaii Sex Offender and Other Covered Offender Registration information.

> *HIC has been an invaluable resource that we can count on to make an effective, sound and timely solution for any request made to their team. They are very responsive in resolving all issues that arise during the design, development and implementation of our applications. … HIC has been especially involved in the public access components of our systems and now manages our Adult Conviction Information Website, known as eCrim. [They] have been quick to provide solutions for any issues encountered and have even suggested enhancements that will benefit the public.*
>
> *– Liane M. Moriyama, Administrator, HCJDC, in reference letter to the Access Hawaii Committee*

No. of Transactions	Adoption Rate	Avoided Costs
135,442	**100%**	**$1,015,815**
July 2015 – June 2016		July 2015 – June 2016

Statutory Fees Collected	Cost to Partner
$765,272	**$0**
January 2015 – December 2015	Self-funded project

Why

Prior to launch of eCrim, anyone who needed to view criminal justice data or obtain certified copies of criminal records had to physically visit either the HCJDC or main police stations. HCJDC personnel also had to work closely with those requesting records; as demand for records increased, those requests demanded more labor. HCJDC and HIC started eCrim planning and development in 2003 and launched in September 2005.

Partners

HIC collaborated with HCJDC to complete this project and conducted numerous stakeholder meetings. Agency personnel were involved in requirements gathering, prioritization of functionality, and front end and back end structure of the data distribution process.

Solution

eCrim provides a comprehensive, web-based account and database access system for online searches and purchases of records. Searches and record requests are created and managed online, and recent searches are stored in a user's account. Users have the opportunity to review the name and other search data before submitting payment, which reduces errors. Once users determine which record(s) to certify, they may place them in a shopping cart and perform further searches, which reduces the transaction time.

Outreach Activity

Marketing and outreach includes color posters and business cards highlighting this service.

Results

eCrim has transformed the process of searching for and obtaining certified criminal records in Hawaii. There is no need to visit offices, eliminating significant time and labor for both users and staff. The public can log in 24/7, conduct a search, review results, select records and purchase certified records. There is no wait nor any delay in delivery. The system records over 100,000 transactions annually, with over half a million dollars in statutory fee collection.

Table: Online ECRIM Transactions and Statutory Fees by Year

Year	Transactions	Statutory Fees Collected	Partner Cost
2010	27,429	$265,241	$0
2011	28,683	$288,900	$0
2012	28,234	$300,459	$0
2013	64,484	$411,186	$0
2014	115,835	$578,318	$0
2015	129,910	$663,072	$0
2016*	68,883	$350,251	$0
Total	463,458	$2,858,427	$0

*Data through June 30, 2016.

Avoided Costs

Avoided costs for eCrim comprise the time that agency staff once spent assisting people with requests for searches and certified record copies as well as with answering questions and addressing problems. eCrim has eliminated the need for users to visit the agency office or police stations.

Table: Avoided Costs due to Online eCrim Transactions by Year

Year	Transactions	Avoided Costs
2010	27,429	$205,718
2011	28,683	$215,123
2012	28,234	$211,755
2013	64,484	$483,630
2014	115,835	$868,763
2015	129,910	$974,325
2016*	68,883	$516,623
TOTAL	463,458	$3,475,937

*Data through June 30, 2016.

Partner Review

The partner is very happy with the application and the support HIC offers. HIC continues to work closely with HCJDC on this and other ventures to improve public access to government information and increase efficiency.

Customer Service Statistics

Customer service statistics for eCrim have been collected since September 2012. Despite significant increases in eCrim usage over this period, the volume of calls, emails, and chats has not increased in parallel.

Table: eCrim Customer Service Statistics

Year	Calls	Chats	Emails	Total
2012*	19	54	30	103
2013	603	276	104	983
2014	683	333	188	1,204
2015	697	363	326	1,386
2016**	482	310	292	1,084
Total	2,484	1,336	940	4,760

* Beginning in September 2012

**Data through June 30, 2016

Estimated Cost to Develop

eCrim was developed and enhanced at no cost to HCJDC.

Street Value of the Service

Based on the length of time involved in building, testing, modifying and re-skinning the application over the 11 years it has been in operation, the street value to develop this service is estimated to be $403,000.

Hawaii State ID Card Express

URL: N/A - No longer in service

Funding Type: Self-funded

Launched: December 11, 2007
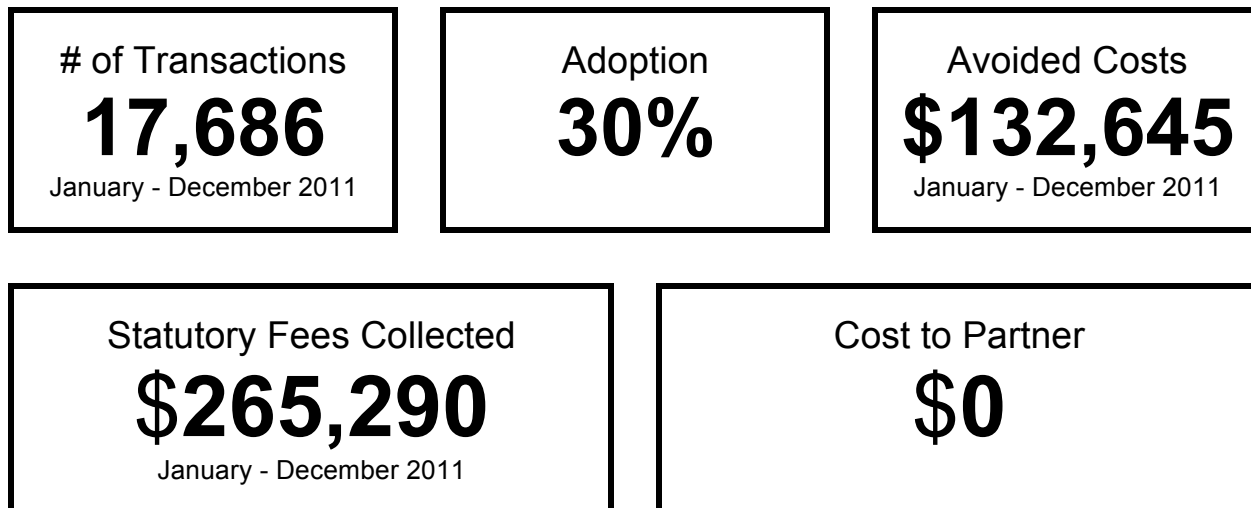**Redesigned**: August 15, 2011
Retired: October 12, 2012
Features: Online payments, State ID, Time Saving

On average, the State of Hawaii issues 60,000 new ID cards each year. To reduce the waiting time and frustration on behalf of Hawaii's citizens, the Attorney General (AG) Hawaii Criminal Justice Data Center (HCJDC), which operates the State ID card office, worked with the State Portal Manager, Hawaii Information Consortium, LLC (HIC), to create the online State ID Card Express service in 2007. Hawaii State ID Card Express provided an electronic means for the public to apply and pay for a Hawaii State ID card. Due to continuing long lines and wait times, an enhancement to the system was launched on August 15, 2011, which allowed users to schedule an appointment at processing locations to present their necessary documents, greatly reducing the amount of time spent waiting in line. Staff workflow became more efficient as employees no longer had to re-enter applicant information into their system. In turn, fewer cards have to be reprinted due to typos or incorrect information—saving resources, time, and greatly increasing overall customer satisfaction.

When the City and County of Honolulu took the responsibility for State ID from the Office of the Attorney General, the service was offered to Honolulu Motor Vehicle Division at no cost. They chose to decommission the service.

> *Our use of web-based technology will cut down on wait times and make life easier for our State ID customers. This kind of better, faster, and smarter service is an example of this administration's commitment to transforming government.*

> ~ *David Louie, Attorney General*

# of Transactions	Adoption	Avoided Costs
17,686	**30%**	**$132,645**
January - December 2011		January - December 2011

Statutory Fees Collected	Cost to Partner
$265,290	**$0**
January - December 2011	

Why

Prior to the State ID Card Express, in order to obtain a Hawaii ID, applicants were required to go to a State ID office along with the proper documentation, fill out a paper application form and wait in line to go to a service counter. At times, the line was so long, the entire building lobby would fill up. It was not uncommon for the process to take up to an hour before the applicant even reached the counter. Upon reaching the counter, the office staff then reviewed the application and documentation. If the application information was correct and met all of the requirements, the applicant would pay for the ID and get fingerprinted. The staff then manually entered the application data into the State ID system. Once completed, the applicant would be called to have a picture taken and the ID was issued a few minutes later. Unfortunately, if an applicant did not bring the appropriate (or incomplete) documentation, they would have to return to the office at a later time. Return trips in cases such as these contributed to the long waiting time and were a major source of frustration for the public.

Partners

To reduce the waiting time and frustration on behalf of Hawaii's citizens, the Department of the Attorney General Hawaii Criminal Justice Data Center (HCJDC) worked with the State Portal Manager, Hawaii Information Consortium, LLC (HIC), to create the online State ID Card

Express. Less than a year after the initial concept, State ID Card Express was completed and launched in December 2007.

Solution

State ID Card Express allows applicants to fill in an online application form, pay by credit card, and obtain a customized list of required documents before going to the State ID Card office to complete the final steps of the application process. Upon arriving, individuals entered an expedited line, making the new system fast and easy. It reduced wait time by eliminating the need for staff to process cash payments and manually re-enter application information into the state ID system, which typically took over one hour and 15 minutes. It also reduced incidents of incomplete documentation because the system tells applicants which documents they need to bring based on the information they enter in the online application. Overall, it has reduced lines at the HCJDC State ID office and resulted in dramatically shorter waiting times for all. In 2011, the ability to make an appointment was also added, which further sped up processing.

Outreach Activity

Marketing and outreach activity includes: color posters, informational cards, press releases and direct links on the State of Hawaii and AG websites.

Table: Outreach Activity

Description	Deployment	Cost to Partner
Print Posters	Sent to points of interest, libraries, DMV offices, etc.	$0
Printed Cards	Available at point of service, sent to social workers, embassy and consul representatives. Inserted in correspondence.	$0
Press Releases	Upon launch and updates	$0
Award Applications	Annually	$0

Results

Since the launch of Hawaii State ID Card Express, HCJDC created an express line at the Oahu State ID office, which expedited the processing of the applications. Applicants no longer needed to wait in the long lines, which sometimes exceeded an hour. They could enter the express lane, expedite the process, and receive their new card in 15 minutes or less. After the 2011 enhancements, they could make an appointment. This significantly reduced the time the applicant needed to take off from their day to have the application processed. The customers left happy and satisfied. The State ID staff reported increased productivity of their clerks due to not having to re-enter the applicant's information into the State ID database. By decreasing the total processing time, the staff spent more time on other more pertinent tasks.

Because applicants entered their information online, the chance of typos or incorrect information being printed on the State ID cards decreased. This saved the State money by decreasing the need to reprint cards issued due to typos or incorrect information.

The online application informed the user which documents are required to be presented at the time of processing, so this eliminated the occurrence of applicants needing to return to the State ID office a second (or third time) due to insufficient documents. Hawaii State ID Card Express was continuously being enhanced to provide an intuitive interface for the user to apply for a

State ID card. The customers, as well as State ID office staff, were very satisfied with the online system. The program was expanded to the neighbor islands, addressing Hawaii's unique geographical limitations.

Recap:

- Hawaii State ID Express provided 24x7 access to the system.
- Decreased waiting time and long lines at the State ID office.
- Eliminated the need for State ID clerks to re-enter applicant information into the State ID database.
- More accurate State ID cards due to the elimination of human error.
- Convenient KIOSK to expedite the application process and allow users to pay via credit card.
- Social workers no longer needed to assist their clients at the Oahu State ID office to complete the application.
- Expedited process saves customers time waiting in line.
- Increases productivity of clerks – saves staff/clerk time in re-entering info.
- Decreases likelihood of reprinting State ID cards due to typos or incorrect information.
- Saved customers time in returning to office a second time because of insufficient documents.
- Customer satisfaction – priceless!

Table: State ID Orders By Year

Month	2008	2009	2010	2011	2012[1]
Jan	245	570	988	1540	1453
Feb	338	453	1240	1471	1276
Mar	645	666	1476	1860	1315
Apr	481	644	1066	1414	1236
May	477	603	1206	1641	1311
Jun	624	925	1815	1913	1334
Jul	639	1145	1523	1916	1370
Aug	455	872	1411	1523	1157
Sep	348	786	1273	1096	1062
Oct	419	655	1468	1095	171
Nov	351	514	1133	1009	179
Dec	375	654	1229	1208	142
Total	5397	8487	15828	17686	12006

Table: Online Transactions By Year

Year	Transactions	Partner Fees Collected	Partner Cost
2008	5,397	$80,955	$0
2009	8,487	$127,305	$0
2010	15,828	$237,420	$0
2011	17,686	$265,290	$0
2012	12,006	$180,090	$0
Total	59,404	$891,060	$0

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[1] HCJDC stopped making new appointments in the fall of 2012

Avoided Costs

The chart below details avoided labor costs as a result of decreased data entry and scheduling time.

Figure: Avoided Cost
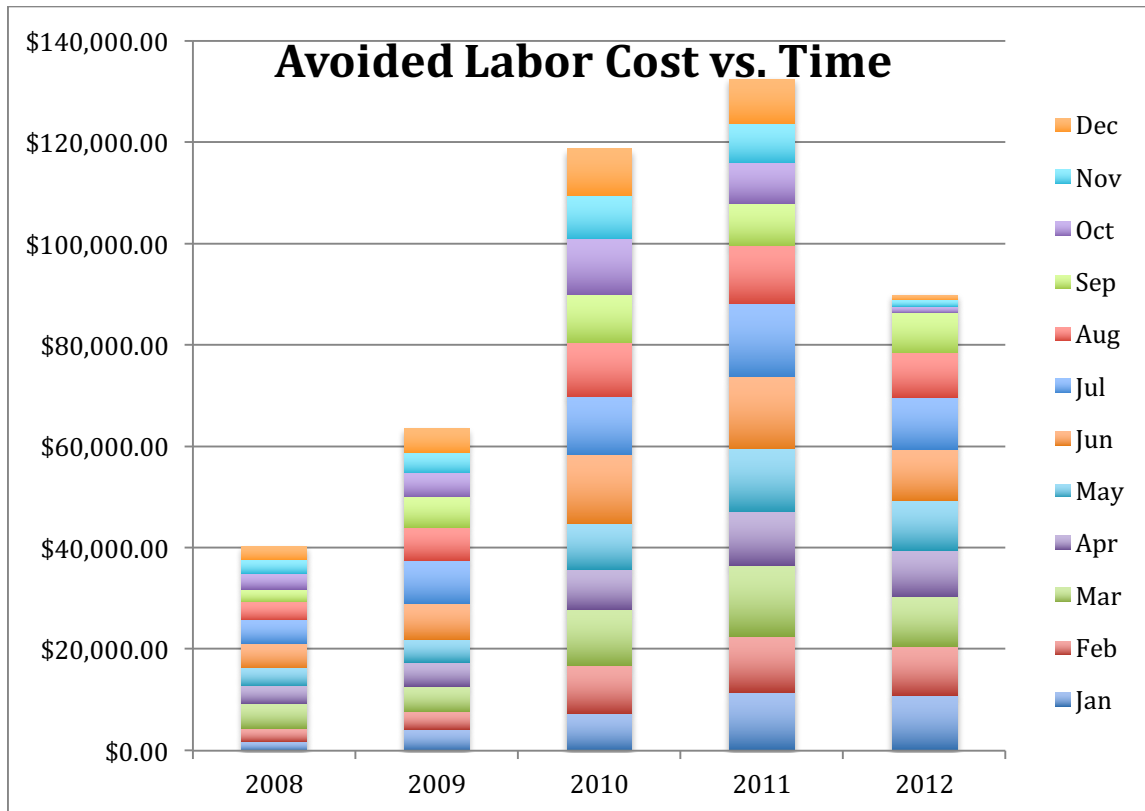
*2016 information through 8/2016.

Street Value of the Service

This service was developed at no cost to the state. Given the estimated hours it took to develop the service originally, it would have cost at least $285,000 to develop, $60,000 for annual maintenance, $5,000 for payment processing and $85,000 for the scheduling enhancements in 2011. That is a total of approximately **$680,000** over the five years that the service was running.

HIJIS Federated Query System

The HIJIS (Hawaii Integrated Justice Information Sharing) Federated Query system was built as an enterprise-wide information sharing system to:

- Improve public safety and homeland security

- Enhance efficiency of operations

- Leverage national information sharing standards and best practices.

The search query was developed by SEARCH.org. HIC assisted with two main components of the system, the Shibboleth login authentication and Electronic Bench Warrants adapter. HIC also hosts the application for HCJDC. A need for external users to access the HIJIS system brought on an enhancement to the system in 2016 when HIC implemented an external log-in component and user management system.

HCJDC Symposium Event Registration

HIC collaborated with HCJDC to create both an event registration system and a Content Management System (CMS) site to promote and prepare for the 2015 HCJDC Symposium event. The event registration system also allowed HCJDC to create custom events for the public to register. A total of 256 people registered online for the 2015 HCJDC Symposium.

Tax & Charities Division

Since 2008, HIC has enabled the Tax & Charities Division to more efficiently regulate the registered charities and permitted the division to transform most of the forms and reports required by charities into a paperless electronic system. The Hawaii Charity Finder mobile application was developed in less than a month, allowing the Tax & Charities Division to be the first Attorney General's office in the nation to deploy a mobile application that provides access to a State charity registration database. These online applications also allow donors to make more informed decisions regarding their donations.

List of Services

Table: Service List for Tax & Charities

Service Name	Description	URL	Launch Date
Charity Registry	Allows charities to pay annual registration fees online and apply for an exemption from registration. Also, the public can search registered and exempt charitable organizations in Hawaii.	ag.ehawaii.gov/charity	03/22/2009
Mobile Charity Search App	Native mobile application to search for charities registered in Hawaii.	Google Play and iTunes stores: Hawaii Charity Finder	12/13/2013
Professional Fundraiser Registration	Professional Fundraising Counsels and Solicitors may apply for and pay annual registration fees. The public may view a directory of	ag.ehawaii.gov/fundraiser	5/26/2015

Service Name	Description	URL	Launch Date
	registered organizations.		
Charity Registration Retrieval System	The purpose of this app is to migrate the agency's charity retrieval system to a new automated retrieval system to directly integrate with the IRS MEF Program and the Hawaii Charities Online system.	agcharity.ehawaii.gov	04/28/2016

Charity Registry

URL: ag.ehawaii.gov/charity

Funding Type: Time & Materials

Launched: March 2009

Features: Online Form Intake, Payment Processing, Search, Workflow

The service allows the public to search for information on registered charities and exempted charities. It allows registered charities to pay annual registration fees and charities to submit an application for exemption from registration.

> *The public availability of registration information, in an easily accessible form, helps bring greater transparency to charities and helps donors make better informed decisions about their charitable giving.* – Attorney General Mark Bennett

# of Transactions	Adoption Rate	Avoided Costs
3,134	**100%**	**$125,360**
January – December 2015		January – December 2015

Statutory Fees Collected	Cost to Partner
$1,085,000	**$46,485**
January – December 2015	January – December 2015

Why

A service was needed to host a publicly searchable registry as required by law and provide payment processing. Later, the service was expanded to allow charities to submit an application for exemption to registration.

Partners

HIC developed the Charity Registry in collaboration with the Tax & Charities Division of the Office of the Attorney General.

Solution

This service allows members of the public to search the registry for registered and exempt charitable organizations. Charitable organizations use the service to pay the annual registration fees or submit an application for exemption from registration.

Outreach Activity

Marketing and outreach activity includes: email reminders about due payments and a link on hawaii.gov, the official website of the Aloha State.

Results

From launch in March 2009 through June 2016, the service processed 13,544 transactions and collected $4,949,228 in statutory fees.

Table: Transactions and Statutory Fees by Year

Year	Transactions	Statutory Fees
2009	426	$142,779
2010	1,249	$557,365
2011	1,414	$544,109
2012	1,597	$586,437
2013	1,847	$677,524
2014	2,420	$846,540
2015	3,134	$1,085,000
2016*	1,457	$509,474
Total	13,544	$4,949,228

*Data through June 30, 2016.

Avoided Costs

From March 2008 through June 2016, it is estimated that the Tax & Charities Division avoided $571,760 in manual staff hours by processing 13,544 transactions.

Table: Avoided Costs by Year

Year	Avoided Costs
2009	$11,280.00
2010	$55,720.00
2011	$56,560.00
2012	$63,880.00
2013	$73,880.00
2014	$96,800.00
2015	$125,360.00
2016*	$58,280.00
Total	541,760.00

*Data through June 30, 2016.

Estimated Cost to Develop

HIC developed the Charity Registry service at a cost of $102,220.

Street Value of the Service

Based on competitive market rates of $195/hour, the street value to develop the Charity Registry service is estimated to be $199,329.00.

Professional Fundraiser

URL: ag.ehawaii.gov/fundraiser

Funding Type: Time & Materials

Launched: May 2015

Features: Online Registration and Payments, Public Search, Administration Review and Reports

The Professional Fundraiser Registration service supports the Tax & Charities Division of the Office of the Attorney General to regulate fundraising practices in Hawaii by providing online registration and payment of annual registration fees and a review process for the Tax & Charities staff.

> The Professional Fundraiser Registration System will allow donors to make better informed decisions about their charitable giving. It will allow the nonprofit sector to better evaluate professional fundraisers offering their services.
>
> ~ Attorney General Douglas S. Chin

# of Transactions	Adoption Rate	Avoided Costs
370	**100%**	**$29,600**
May 2015 – June 2016	May 2015 – June 2016	370 Staff Hours

Statutory Fees Collected	Cost to Partner
$43,650	**$4,850**
January – December 2015	January – December 2015

Why

A service was needed to simplify the administrative burdens of registration for professional fundraisers and facilitate their compliance with Hawaii law.

Partners

HIC developed the Charity Registry in collaboration with the Office of the Attorney General, Tax & Charities Division.

Solution

The service saves a significant amount of time for the fundraiser and Tax & Charities staff with the intake and payment of registration applications—as well as facilitating the review and management of applications with an electronic repository, email notification system and on-demand reporting. It also provides a service to the public with an open search function of registered fundraisers.

The features allow:

- Professional solicitors and fundraisers to electronically register and file annual renewals with the Department of the Attorney General by completing a simple online process and uploading copies of their contracts with registered charities, surety bonds, end-of-solicitation campaign financial reports, and other applicable documents—as well as paying annual fees.

- The Tax & Charities Division staff to review pending registrations, send email notifications to applications regarding all aspects of their registration and access on-demand reports.

- Members of the public to search and view all of the registration data, contracts, and financial reports filed by paid professional solicitors and fundraising counsel that provide services to registered charities soliciting contributions from donors in Hawaii.

Outreach Activity

Marketing and outreach activity includes: email reminders of payment due and a link on hawaii.gov, the official website of the Aloha State.

Results

Through June 2016, 370 transactions were processed and $84,375 collected in statutory fees.

Table: Transactions and Statutory Fees by Year

Year	Transactions	Statutory Fees
2015	190	$43,650
2016	180	$40,725
Total	370	$84,375

*Data through June 30, 2016.

Avoided Costs

The Tax & Charities Division avoided $29,600 in staff hours by not having to manually process 370 transactions and by having an electronic review and management workflow.

Table: Avoided Costs by Year

Year	Avoided Costs
2015	$15,200.00
2016*	$14,400.00
Total	$29,600.00

*Data through June 30, 2016.

Estimated Cost to Develop

HIC developed the Professional Fundraiser service at a cost of $121,250.

Street Value of the Service

Based on competitive market rates of $195/hour, the street value to develop the Professional Fundraiser service is estimated to be at $236,438.

Retrievals

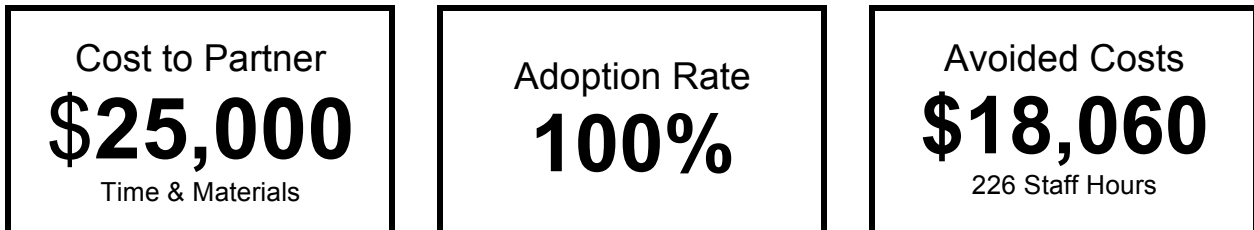**URL**: agcharity.ehawaii.gov/charity-retrieve

Funding Type: Time & Materials

Launched: April 2016

Features: Secured integration with IRS and Charity Registry

The Retrievals service allows Tax & Charities staff to retrieve and review IRS charity filings and import them into the Charity Registry.

> *Prior to the launch of the Retrievals service, the process of IRS file retrieval, review and importation into the Charity Registry service was a manual and time-consuming process—each step occurring within separate systems.*

Cost to Partner	Adoption Rate	Avoided Costs
$25,000	**100%**	**$18,060**
Time & Materials		226 Staff Hours

Why

Prior to the launch of the Retrievals service, the process of IRS file retrieval, review and importation into the Charity Registry service was a manual and time-consuming process—each step occurring within separate systems.

Partners

HIC developed the Retrievals service in collaboration with the Tax & Charities Division of the Office of the Attorney General.

Solution

The Retrievals service allows for an integrated system that: retrieves registration data from IRS MEF Program; facilitates registration review and file management by Tax & Charities Division staff; and automates transfer of registration files into the Charity Registry service.

Avoided Costs

The integration of systems and automation of processes enabled by the Retrievals service saves a significant amount of time. From its launch in April 2016 through June 2016, the savings in staff hours is estimated at 226 and the avoided costs at $18,060.

Table: Avoided Costs by Year

Year	Avoided Costs
2016*	$18,060.00
Total	$18,060.00

*Data through June 30, 2016.

Estimated Cost to Develop

HIC developed the Retrievals service at a cost of $25,000.
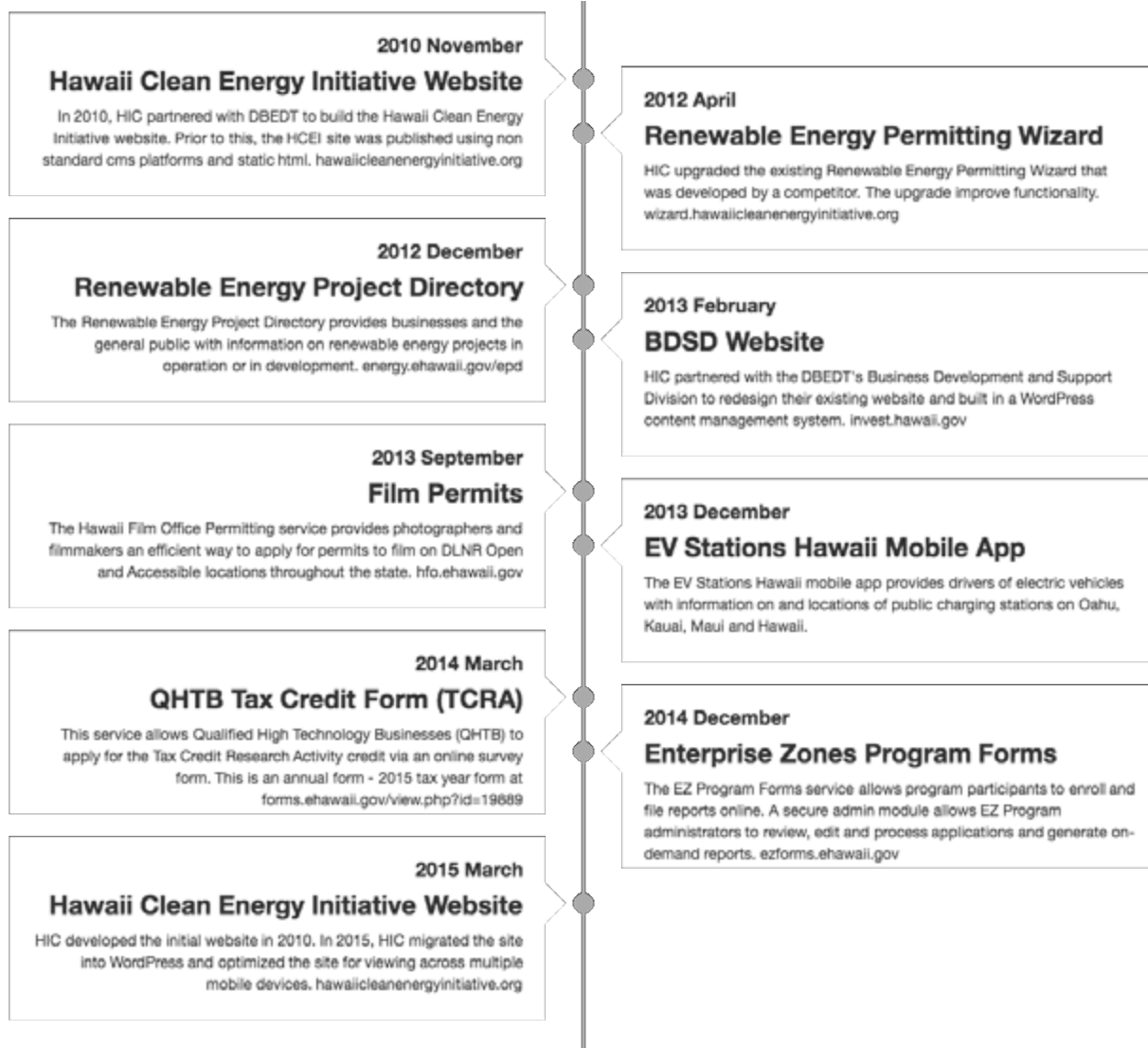
Street Value of the Service

Based on competitive market rates of $195/hour, the street value to develop the Retrievals service is estimated to be at $48,750.

AG Closing

Over the past 16 years, HIC has provided the Department of Attorney General with very important public-facing applications to improve public safety and streamline processes for the AG staff. HIC continues to improve existing AG services and implement new services with the support and collaboration with the AG. HIC is currently working toward enhancing the Charity Registration System with an invoicing and co-venturer application module—as well as implementing a new Offender Information Management System for HCJDC.

Department of Business, Economic Development and Tourism (DBEDT)

Timeline: DBEDT Services

2010 November
Hawaii Clean Energy Initiative Website

In 2010, HIC partnered with DBEDT to build the Hawaii Clean Energy Initiative website. Prior to this, the HCEI site was published using non standard cms platforms and static html. hawaiicleanenergyinitiative.org

2012 April
Renewable Energy Permitting Wizard

HIC upgraded the existing Renewable Energy Permitting Wizard that was developed by a competitor. The upgrade improve functionality. wizard.hawaiicleanenergyinitiative.org

2012 December
Renewable Energy Project Directory

The Renewable Energy Project Directory provides businesses and the general public with information on renewable energy projects in operation or in development. energy.ehawaii.gov/epd

2013 February
BDSD Website

HIC partnered with the DBEDT's Business Development and Support Division to redesign their existing website and built in a WordPress content management system. invest.hawaii.gov

2013 September
Film Permits

The Hawaii Film Office Permitting service provides photographers and filmmakers an efficient way to apply for permits to film on DLNR Open and Accessible locations throughout the state. hfo.ehawaii.gov

2013 December
EV Stations Hawaii Mobile App

The EV Stations Hawaii mobile app provides drivers of electric vehicles with information on and locations of public charging stations on Oahu, Kauai, Maui and Hawaii.

2014 March
QHTB Tax Credit Form (TCRA)

This service allows Qualified High Technology Businesses (QHTB) to apply for the Tax Credit Research Activity credit via an online survey form. This is an annual form - 2015 tax year form at forms.ehawaii.gov/view.php?id=19689

2014 December
Enterprise Zones Program Forms

The EZ Program Forms service allows program participants to enroll and file reports online. A secure admin module allows EZ Program administrators to review, edit and process applications and generate on-demand reports. ezforms.ehawaii.gov

2015 March
Hawaii Clean Energy Initiative Website

HIC developed the initial website in 2010. In 2015, HIC migrated the site into WordPress and optimized the site for viewing across multiple mobile devices. hawaiicleanenergyinitiative.org

DBEDT Financial Data

The only DBEDT service that is collecting transactional fees is the Film Permits service.

Table: Transactions, Funds Collected and Revenue by Year

Year	Transaction Quantity	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2013	65	$650	$0	$0	$650	$650
2014	304	$3,040	$0	$0	$3,040	$3,040
2015	675	$6,750	$0	$0	$6,750	$6,750
2016*	347	$3,480	$0	$0	$3,480	$3,480
Total	1,392	$13,920	$0	$0	$13,920	$13,920

*Data through June 30, 2016.

Table: Time & Materials & Hosting Revenue Paid by DBEDT by Year

Year	DBEDT Paid HIC
2010	$15,700
2011	$17,328
2012	$155,646
2013	$67,909
2014	$152,683
2015	$61,482
2016*	$23,244
Total	$493,992

*Data through June 30, 2016.

DBEDT Avoided Costs

Table: Avoided Costs by Service by Year

Year	Film Permits	QHTB Tax Credit	EZ Program Forms	TOTAL

Year	Film Permits	QHTB Tax Credit	EZ Program Forms	TOTAL
2013	$975			$975
2014	$4,560	$150	$2,640	$7,350
2015	$10,140	$240	$1,350	$11,730
2016*	$5,220	$180	$3,990	$9,390
Total	$20,895	$570	$7,980	$29,445

*Data through June 30, 2016.

DBEDT Awards

DBEDT received the following awards for the EV Stations Mobile App for two consecutive years.

Best Energy Mobile Application
Web Marketing Association

Best Energy Mobile Application
Web Marketing Association

List of Services

Table: Service List for Creative Industries

Service	Description	URL	Launch Date
Film Permits	The service provides photographers and filmmakers an efficient way to apply for permits.	hfo.ehawaii.gov	September 2013

Table: Service List for Business Development Support Division

Service	Description	URL	Launch Date
Enterprise Zones Program Forms	The service allows program participants to enroll and file reports. A secure admin area allows staff to review, edit and process applications.	ezforms.ehawaii.gov	December 2014
Website	HIC redesigned the website and built it within the WordPress content management system.	invest.hawaii.gov	February 2013

Table: Service List for State Energy Office

Service	Description	URL	Launch Date
Hawaii Clean Energy Initiative	Developed initial website in Squarespace system. Site was live for 4.5 years before retiring.	hawaiicleanenergyinitiative.org	November 2010

Service	Description	URL	Launch Date
Website			
Renewable Energy Project Directory	Provides businesses and the public with information on projects in operation or in development.	energy.ehawaii.gov/edp	December 2012
EV Stations Hawaii Mobile App	Provides electric vehicle drivers with information on and locations of public charging stations.	Mobile app	December 2013
Hawaii Clean Energy Initiative Website	In 2015, HIC migrated the existing site from 2010 in to WordPress and optimized it for multiple devices.	hawaiicleanenergyinitiative.org	March 2015
Renewable Energy Permitting Wizard	HIC upgraded the existing wizard and improved functionality.	wizard.hawaiicleanenergyinitiative.org	April 2012

Table: Service List for High Technology Development Corporation

Service	Description	URL	Launch Date
QHTB Tax Credit Form	Allows for qualified high-technology businesses to apply for the Tax Credit Research Activity credit via an online form.	2015 form at: forms.ehawaii.gov/ view.php?id=19889	March 2014

Renewable Energy Project Directory

URL: energy.ehawaii.gov/epd/

Funding Type: Time & Materials

Launched: December 2012

Features: Search, Reporting, Admin Module

The Renewable Energy Project Directory records information about existing and planned projects across eight renewable energy sectors: biofuel, biomass, geothermal, hydroelectric, ocean, solar, waste-to-energy and wind.

> *To support the state's goal of 100% clean energy by 2045, the Renewable Energy Projects Directory provides businesses and the public with information on existing and proposed renewable energy projects throughout the state.*

Estimated Street Value	Cost to Partner
$31,042	**$15,919**

Why

To meet the state's goal of 100% clean energy by 2045 through reducing Hawaii's dependence on fossil fuel, the Hawaii State Energy Office (HSEO) wanted a site to track existing and proposed renewable energy projects.

Partners

HIC developed the Renewable Energy Projects Directory in collaboration with the DBEDT State Energy Office.

Solution

To meet the state's goal of 100% clean energy by 2045, the Renewable Energy Projects Directory provides businesses and the public with information on existing and proposed renewable energy projects throughout the state. A search feature allows the public to search by renewable energy technology, island, project name and project status.

The directory has an admin module that allows HSEO staff to enter new projects and update their progress through the development stages from proposal to completion or discontinuation.

Outreach Activity

Marketing and outreach activity includes press releases and presence on hawaii.gov, the official website of the Aloha State.

Results

The directory contains 112 projects, 66 of which are in operation and 46 planned or under development.

Estimated Cost to Develop

The time and materials required to develop the Renewable Energy Projects Directory
cost $15,919.

Estimated Street Value

Based on competitive market rates of $195/hour, street value to develop the service is
estimated to be $31,042.

Film Permits

URL: hfo.ehawaii.gov

Funding Type: Hybrid

Launched: September 2013

Features: 24/7 Online Application,
Expedited Application Process

The Hawaii Film Office's Film Permit service offers photographers and filmmakers an efficient way to apply for permits to film on Department of Land and Natural Resources Open and Accessible locations throughout the state.

> *The film permits service expedites the permit approval process by helping productions to navigate DLNR location restrictions.*

No. of Transactions	Adoption Rate	Avoided Costs
676	**100%**	**$10,140**
January – December 2015		January – December 2015

Street Value	Cost to Partner
$216,639	**$111,097**
	Development Costs

Why

The Hawaii Film Office issues permits to photographers and filmmakers who wish to film on DLNR-managed Open and Accessible lands. Due to location restrictions, the application process requires a complex evaluation. The Hawaii Film Office wanted to streamline the permitting process.

Partners

HIC developed the Film Permits service in collaboration with the Creative Industries Division of DBEDT.

Solution

The Film Permits service allows the public to apply for a permit to film on all DLNR Open and Accessible lands across the state and to generate and print a permit. The service allows Hawaii Film Office administrators to search for permits by date, location or permit number and to search and edit vendor information.

Outreach Activity

Marketing and outreach activity includes presence on hawaii.gov, the official state website.

Results

The Film Permits service expedites the permit approval process by helping productions to navigate DLNR location restrictions.

Table: Transactions, Funds Collected and Revenue by Year

Year	Transaction Quantity	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2013	65	$650	$0	$0	$650	$650
2014	304	$3,040	$0	$0	$3,040	$3,040
2015	675	$6,750	$0	$0	$6,750	$6,750
2016*	347	$3,480	$0	$0	$3,480	$3,480
Total	1,392	$13,920	$0	$0	$13,920	$13,920

Table: Permits by Year

Year	Number of Permits
2013	65
2014	304
2015	675
2016*	347
Total	1,392

*Data through June 2016

Avoided Costs

Table: Avoided Costs by Year

Year	Avoided Costs

Year	Avoided Costs
2013	$975
2014	$4,560
2015	$10,140
2016*	$5,220
Total	$20,895

*Data through June 2016

Customer Service Statistics

HIC's customer service agents assist Film Permits service users who request help in completing a successful online permit application.

Table: Customer Service Inquiries*

Calls	Emails	Chats
135	22	123

*From September 2013 through June 2016.

Estimated Cost to Develop

HIC developed the Film Permits service using a hybrid model at a development cost of $111,097.

Estimated Street Value of the Service

Based on competitive market rates of $195/hour, street value to develop the Film Permits service is estimated to be $216,639.

EV Stations Hawaii Mobile Application
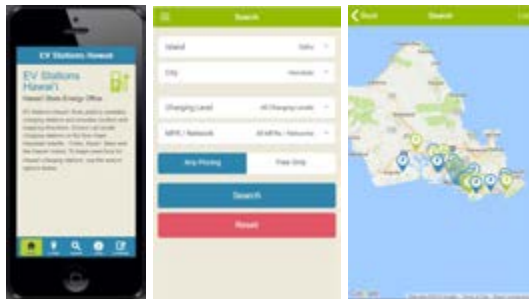
Funding Type: Time & Materials

Launched: December 2013

Features: Mobile App

The EV Stations Hawaii mobile app allows drivers of electric vehicles to find public charging stations on four major islands: Oahu, Kauai, Maui and Hawaii.

Awards

Best Energy Mobile Application
Web Marketing Association

Best Energy Mobile Application
Web Marketing Association

Users	Sessions	Screen Views
114	**475**	**3,109**
Monthly Average 7/1/2015 – 6/30/2016	Monthly Average 7/1/2015 – 6/30/2016	Monthly Average 7/1/2015 – 6/30/2016

Street Value	Cost to Partner
$23,400	**$12,000**
	Development Cost
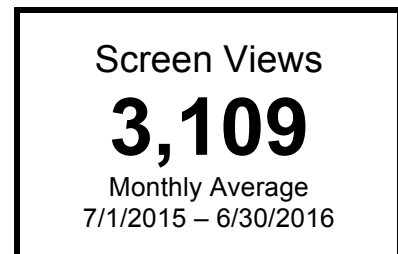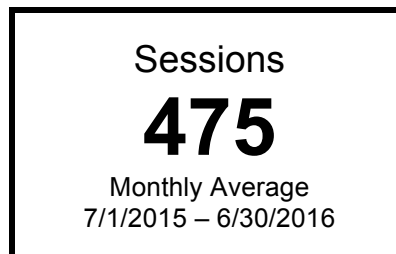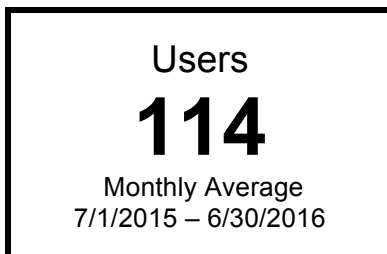
Why

The State of Hawaii has set a goal of 100% clean energy by 2045. Electric vehicles (EVs) are a key component in reducing the demand for fossil fuel. The project partners wanted to provide a

mobile app that assists EV owners in locating charging stations on Oahu, Kauai, Maui and Hawaii.

Partners

HIC developed the EV Stations Hawaii mobile app in collaboration with DBEDT State Energy Office, Honolulu Clean Cities and Office of Information Management and Technology open data movement.

Solution

The EV Stations Hawaii mobile app allows EV drivers to find public charging stations by providing maps and directions on four major islands: Oahu, Kauai, Maui and Hawaii. EV Stations Hawaii mobile app users can search for EV charging stations by island, city, station charging level and pricing.

Outreach Activity

Marketing and outreach activity includes press releases and a link on hawaii.gov, the official state website.

Results

Analytics report a monthly average of 114 users and 475 sessions between July 1, 2015 and June 30, 2016.

Estimated Cost to Develop

The EV Stations mobile app was a time and materials project developed for $12,000.

Estimated Street Value of the Service

Based on competitive market rates of $195/hour, street value to develop the service is estimated to be $23,400.

QHTB Form

URL: forms.ehawaii.gov/view.php?id=19889

Funding Type: Time and Materials
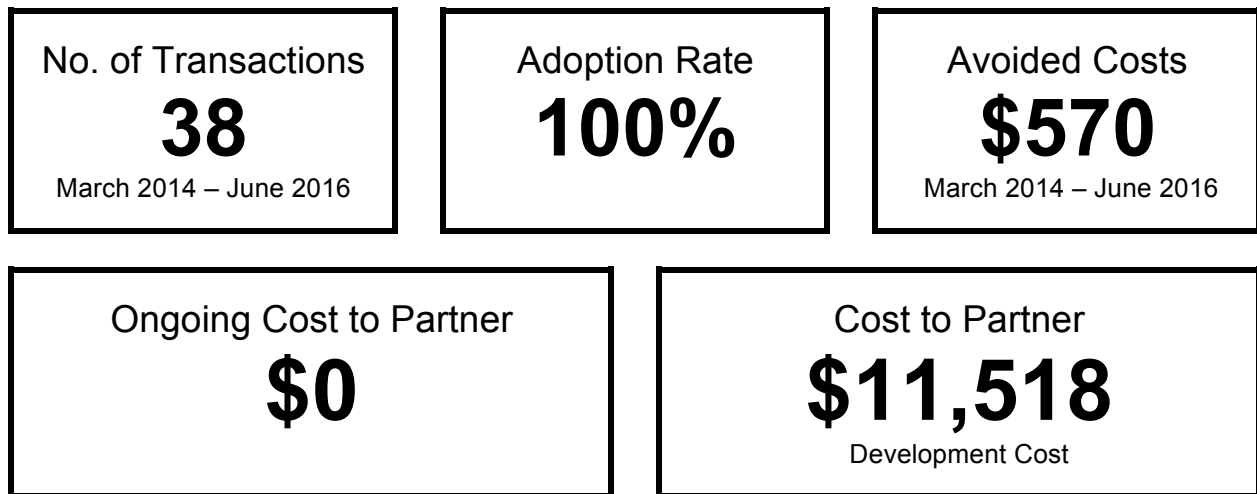
Launched: March 2014

Features: Online Form, Confirmation Email, Easily Accessible Submission Data

In 2014, the Research and Economic Analysis Division (READ) of DBEDT became responsible for managing the Statement by a Qualified High Technology Business (QHTB) form previously managed by the Department of Taxation (DOTAX). Businesses use the form to apply for the Tax Credit Research Activity (TCRA) Credit. In consultation with the High Technology Development Corporation (HTDC), READ chose to contact HIC. HIC worked closely with both READ and HTDC to create an online version of the form that would be helpful for both applicants and the agency.

> *By putting the [QHTB] form online, we are giving Hawaii businesses a greater level of convenience and ease. --DBEDT Director Richard C. Lim*

> *Electronic submissions reduce paper waste and make data analysis much more efficient. --DBEDT Press Release, March 14, 2014*

No. of Transactions	Adoption Rate	Avoided Costs
38	**100%**	**$570**
March 2014 – June 2016		March 2014 – June 2016

Ongoing Cost to Partner	Cost to Partner
$0	**$11,518**
	Development Cost

Why

By moving management of the form from DOTAX to DBEDT READ, the information in the form can be shared by both agencies. To improve the user experience and encourage businesses to apply, READ and HTDC selected HIC to bring the form online.

Partners

HIC worked with READ and HTDC to produce the online QHTB form.

Table: QHTB Form Stakeholders

Working Groups	Primary Functions
READ	SMEs for key functionality, testing
HTDC	Technical details

Solution

HIC built an online form that is easy for businesses to access, complete and submit and that collects information READ requires. Both DBEDT and DOTAX can access the data.

Results

Applicants can go online 24/7 to complete and submit the QHTB form without the need for a paper document. READ can easily access and perform analyses on the submitted data.

Table: Online QHTB Form Submissions

Year	Submissions
2014	10
2015	16
2016*	12
Total	38

* Data through June 30, 2016

Avoided Costs

Avoided costs for the partner are calculated based on the time and labor saved by eliminating the need to manually enter data submitted on paper into an online system. Time saved per submission is estimated to be 30 minutes. Total time saved over the three years the form has been available online is shown below.

Table: Avoided Costs

Year	Hours Saved	Costs Avoided
2014	5	$150
2015	8	$240
2016*	6	$180
Total	19	$570

* Data through June 30, 2016

Praise from Partner

In a 2016 reference letter from DBEDT, HIC received positive feedback:

> *DBEDT has contracted with HIC for at least nine different projects since 2011. These projects range from designing, hosting and posting a division website to developing complex applications benefitting DBEDT's external customers.*
>
> *The feedback I have received regarding the HIC Service Agreements from project managers in DBEDT has been very positive. They have found the HIC staff to be professional, helpful and flexible.*
>
> *DBEDT's ICSD-hosted portal page contains links that direct customers to HIC-created and -hosted applications that are easy to navigate and are in compliance withstate rules and policies.*
>
> *HIC's staff is knowledgeable about DBEDT programs and has established effective working relationships with our staff.*
>
> *–Mary Alice Evans, Deputy Director, DBEDT*

Cost to Develop

The amount charged for developing this form was $11,000 plus GET, totaling $11,518.32. There was no charge for maintenance.

Estimated Street Value of the Service

Based on competitive market rates of $195/hour, the street value of this service is estimated to be $33,600.

Enterprise Zones Program Forms

URL: ezforms.ehawaii.gov

Funding Type: Time & Materials

Launched: December 2014

Features: Online Forms, Approval Workflow, On-Demand Reporting

The EZ Forms service allows EZ Program participants to enroll in the program and file reports online. A secure admin module allows EZ Program administrators to review, edit and process applications and generate on-demand reports.

> *The EZ Program Forms service creates efficiencies for the Business Development & Support Division staff by providing a means to follow the progress of eligible businesses throughout their tenure in the program and providing on-demand reports for timely analysis.*

No. of Transactions	Adoption Rate	Avoided Costs
176	**100%**	**$2,640**
January – December 2015		January – December 2015

Street Value	Cost to Partner
$138,649	**$71,102**
	Development Cost

Why

The Enterprise Zones Program (EZ) is a joint state-county effort intended to stimulate, via tax and other incentives, certain types of business activity, job preservation and job creation in areas where they are most appropriate or needed. To become eligible for EZ and certified for tax credits, business must complete an application and file annual reports. Prior to the launch of the EZ Program Forms service, businesses filled out paper forms. Managing the program via paper forms was time-consuming for Business Development & Support Division (BDSD) staff.

Partners

HIC developed the EZ Forms service in collaboration with BDSD.

Solution

The EZ Program Forms service provides businesses with a way to file and keep track of their applications and annual reports electronically. The service provides a workflow that allows BDSD staff to review forms and to apply statuses, e.g. approved/denied. The service also improves efficiency by providing a means to track the progress of eligible businesses throughout their participation in the program and by making reports available on demand.

Outreach Activity

Marketing activity includes a link on hawaii.gov, the official state website.

Results

Table: Applications/Reports by Year

Year	Number of Applications/Reports
2015	176
2016*	90
Total	266

*Data through June 30, 2016.

Avoided Costs

Table: Avoided Costs by Year

Year	Avoided Costs
2015	$2,640
2016*	$1,350
Total	$3,990

*Data through June 30, 2016.

Estimated Cost to Develop

HIC developed the EZ Program Forms service at a time and materials cost of $71,102.

Estimated Street Value of the Service

Based on competitive market rates of $195/hour, street value to develop the service is estimated to be $138,649.

Department Closing

HIC continues to support DBEDT with updates to all of their services.

Department of Commerce and Consumer Affairs

The Department of Commerce and Consumer Affairs' (DCCA) services have annually set national trends, broken online adoption records and avoided costs. Over the years, DCCA and HIC have focused on improving overall user experiences by integrating many of the DCCA's online services with the award-winning my.hawaii.gov, where customers can access their business filings, professional vocational licensing (PVL) information and transactions using a single eHawaii.gov account.

In April 2016, DCCA launched its first initial licensing service for security guards. Almost all PVL license types are now renewable through the MyPVL service. The service allows licensees to manage multiple licenses with a single eHawaii.gov portal account, to search and renew licenses and to access continuing education services from a single dashboard. Over 90% of all licensees now renew online.

In addition, the Business Registration Division (BREG) service suites are being improved, including a redesigned, responsive Annual Business Filings service featuring a shopping cart that allows business users to file multiple annual reports in a single transaction. The improved Annual Business Filings service is scheduled to launch in December 2016.

HIC and the DCCA Insurance Division (INS) are also discussing potential integration and service improvements for INS services.

HIC continues to work with PVL, BREG and INS to mail postcard and email notifications to individuals to file or submit renewals. DCCA is seeing continuous growth in online adoption, reaching higher than **90%** for both insurance and PVL renewals and **89%** for online Annual Business Filings.
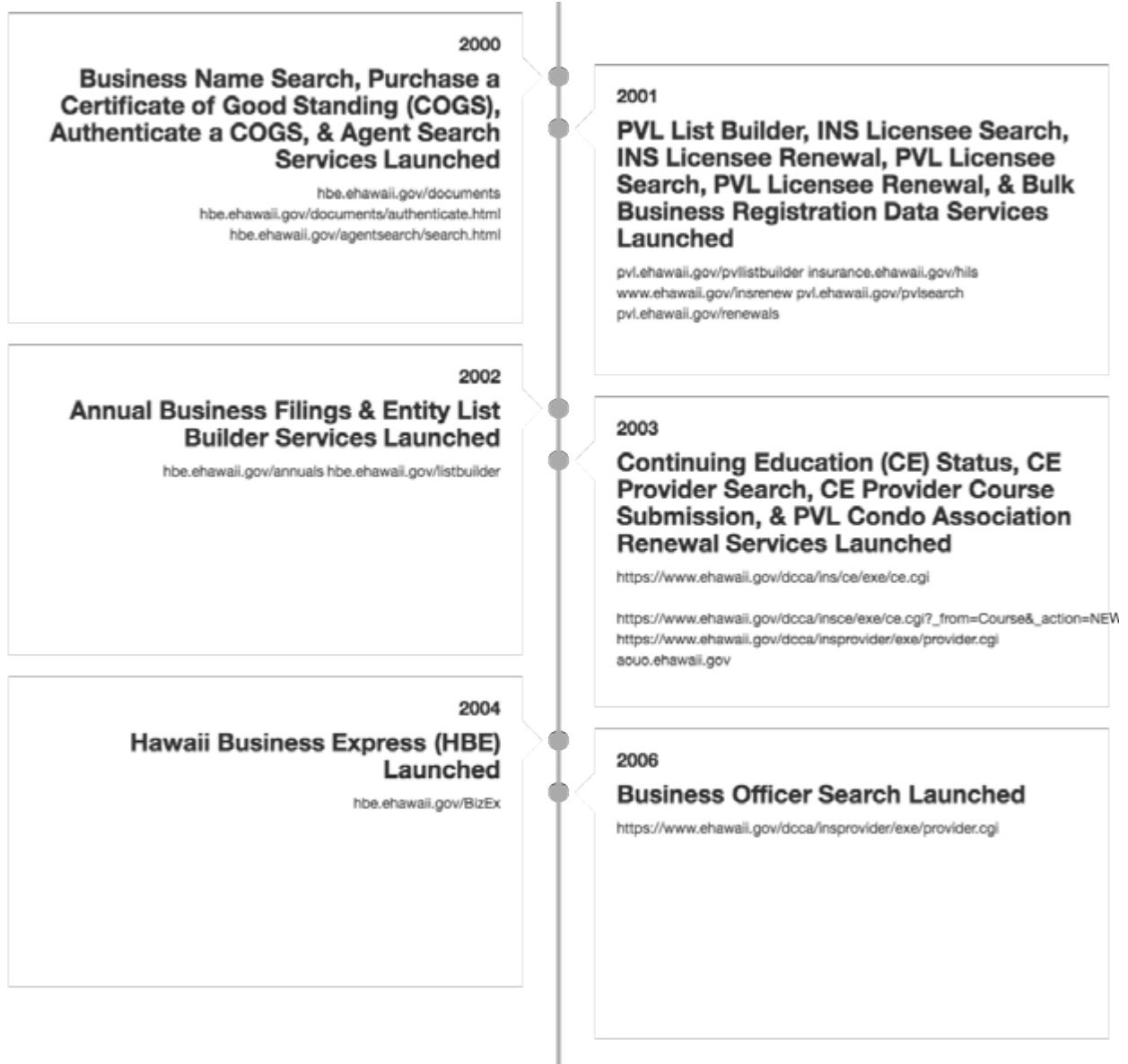
In 2015, DCCA **avoided over $850,000** in printing, postage and manual data entry costs through partnerships with HIC. The portal **processed over $16 million dollars** in statutory fees, and is projected to surpass these numbers in 2016.

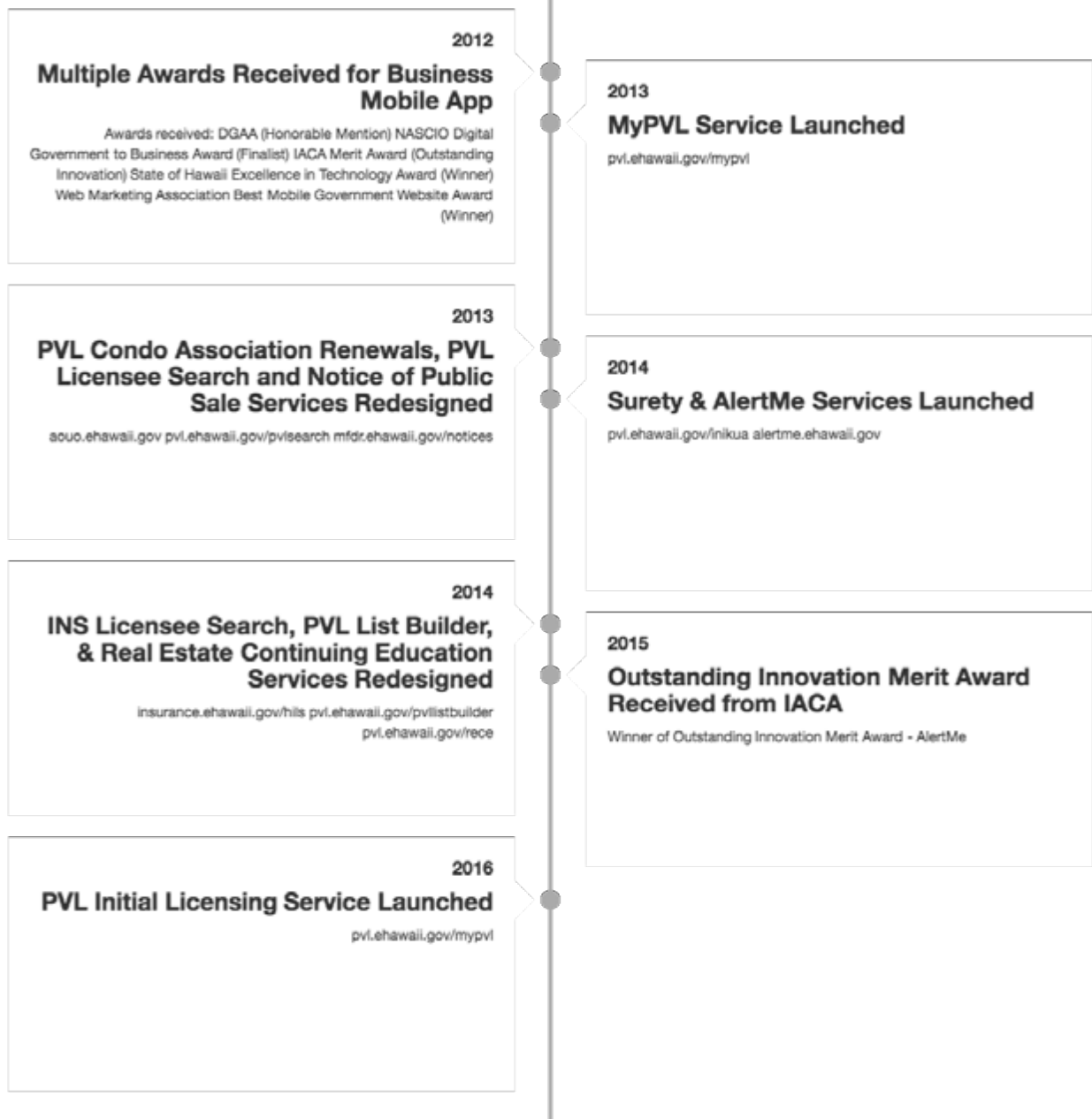The following DCCA divisions, offices and programs have partnerships with HIC:

- Business Registration Division (BREG)
- Cable Television Division (CATV)
- Hawaii Post-Secondary Education Authorization Program (HPEAP)

- Insurance Division (INS)

- Professional Vocational Licensing Division (PVL)

- Real Estate Board (REB)

- Office of Administrative Hearings (OAH)

- Division of Financial Institutions (DFI)

- Regulated Industries Complaints Office (RICO)

- Information Systems and Communications Office (ISCO)

DCCA Timeline of Events

2000

Business Name Search, Purchase a Certificate of Good Standing (COGS), Authenticate a COGS, & Agent Search Services Launched

hbe.ehawaii.gov/documents
hbe.ehawaii.gov/documents/authenticate.html
hbe.ehawaii.gov/agentsearch/search.html

2001

PVL List Builder, INS Licensee Search, INS Licensee Renewal, PVL Licensee Search, PVL Licensee Renewal, & Bulk Business Registration Data Services Launched

pvl.ehawaii.gov/pvllistbuilder insurance.ehawaii.gov/hils
www.ehawaii.gov/insrenew pvl.ehawaii.gov/pvlsearch
pvl.ehawaii.gov/renewals

2002

Annual Business Filings & Entity List Builder Services Launched

hbe.ehawaii.gov/annuals hbe.ehawaii.gov/listbuilder

2003

Continuing Education (CE) Status, CE Provider Search, CE Provider Course Submission, & PVL Condo Association Renewal Services Launched

https://www.ehawaii.gov/dcca/ins/ce/exe/ce.cgi

https://www.ehawaii.gov/dcca/insce/exe/ce.cgi?_from=Course&_action=NEW
https://www.ehawaii.gov/dcca/insprovider/exe/provider.cgi
aouo.ehawaii.gov

2004

Hawaii Business Express (HBE) Launched

hbe.ehawaii.gov/BizEx

2006

Business Officer Search Launched

https://www.ehawaii.gov/dcca/insprovider/exe/provider.cgi

2007

**Most Navigable Business Registration
Site Award Received from IACA**

Finalist for the Most Navigable Business Registration Site Award -
Hawaii Business Express

2008

**Real Estate Continuing Education
Service Launched**

pvl.ehawaii.gov/rece

2008

**Outstanding Innovation Merit Award
Received from IACA**

Winner of Outstanding Innovation Merit Award for the Business Entity
and Documents Search.

2010

**PVL Bulk Data & Mortgage Broker and
Solicitor Renewals Services Launched**

URL for PVL Bulk Data not available. dfi.ehawaii.gov

2010

**Mortgage Broker and Solicitor
Renewals Service Retired**

dfi.ehawaii.gov

2011

**Mortgage Foreclosure Dispute
Resolution Service Launched**

mfdr.ehawaii.gov

2012

Notice of Public Sale Service Launched

mfdr.ehawaii.gov/notices

2012

Multiple Awards Received for Business Mobile App

Awards received: DGAA (Honorable Mention) NASCIO Digital Government to Business Award (Finalist) IACA Merit Award (Outstanding Innovation) State of Hawaii Excellence in Technology Award (Winner) Web Marketing Association Best Mobile Government Website Award (Winner)

2013

MyPVL Service Launched

pvl.ehawaii.gov/mypvl

2013

PVL Condo Association Renewals, PVL Licensee Search and Notice of Public Sale Services Redesigned

aouo.ehawaii.gov pvl.ehawaii.gov/pvlsearch mfdr.ehawaii.gov/notices

2014

Surety & AlertMe Services Launched

pvl.ehawaii.gov/inikua alertme.ehawaii.gov

2014

INS Licensee Search, PVL List Builder, & Real Estate Continuing Education Services Redesigned

insurance.ehawaii.gov/hils pvl.ehawaii.gov/pvllistbuilder pvl.ehawaii.gov/rece

2015

Outstanding Innovation Merit Award Received from IACA

Winner of Outstanding Innovation Merit Award - AlertMe

2016

PVL Initial Licensing Service Launched

pvl.ehawaii.gov/mypvl

DCCA Awards

In 2007, BREG won the International Association of Commercial Administrators (IACA) Most Navigable Business Registration Site Award for its Hawaii Business Express (HBE) service.

In 2008, BREG received the IACA Merit Award for Outstanding Innovation for the Business Entity and Documents Search service.

In 2012, BREG won the following awards for its Annual Business Filings and Business Name Search mobile app:

- Digital Government Achievement Award (DGAA): Honorable Mention
- National Association of State Chief Information Officers (NASCIO) Digital Government to Business Award: Finalist
- IACA Merit Award: Outstanding Innovation
- State of Hawaii Excellence in Technology Award: Winner
- Web Marketing Association Best Mobile Government Website Award: Winner

In 2015, BREG won the IACA Merit Award for Outstanding Innovation for its AlertMe services.

DCCA Financial Data

Table: Transactions, Funds Collected and Revenue by Year

Year	Transaction Quantity	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2010	144,412	$11,790,802	$10,180,098	$1,482,465	$128,239	$1,610,704
2011	156,829	$13,022,352	$11,438,611	$1,436,062	$147,679	$1,583,741
2012	164,913	$14,419,039	$12,666,895	$1,588,113	$164,031	$1,752,144
2013	165,533	$12,422,572	$10,820,257	$1,435,972	$166,343	$1,602,315
2014	201,214	$15,932,344	$13,830,126	$1,913,219	$188,998	$2,102,217
2015	202,453	$15,685,967	$13,727,855	$1,761,465	$196,646	$1,958,111
2016*	183,065	$8,766,649	$7,599,990	$1,062,768	$103,891	$1,166,658
Total	1,218,419	$92,039,725	$80,263,832	$10,680,064	$1,095,827	$11,775,890

*Data through June 30, 2016.

Table: Time and Materials & Hosting Paid by DCCA by Year

Year	DCCA Paid HIC
2010	$0
2011	$0
2012	$15,000
2013	$30,000
2014	$24,351
2015	$11,983
2016*	$0
Total	$81,334

*Data through June 30, 2016.

DCCA Avoided Costs

Avoided costs include printing, postage, data entry and marketing costs. No IT-related costs are considered.

Table: Avoided Costs by Division by Year

Year	BREG	INS	PVL	TOTAL
2008	$363,482.20	$23,017.50	$161,591	$548,090.70
2009	$421,985.15	$34,913.25	$142,508	$599,406.40
2010	$458,300.25	$32,904.50	$129,504.50	$620,709.25
2011	$502,217.70	$42,419.50	$125,251.50	$669,888.70
2012	$540,163.30	$51,798	$130,394.50	$722,355.80
2013	$589,266.05	$48,444	$130,638.50	$768,348.55
2014	$698,322.15	$56,155.50	$158,561.50	$913,039.15
2015	$753,293.85	$54,057.50	$139,838	$859,981.10
2016*	$416,145.95	$40,651.50	$93,572	$550,369.45
Total	$4,743,176.60	$384,361.25	$1,211,859.50	$6,339,297.35

*Data through June 30, 2016.

Business Registration Division (BREG)

DCCA BREG and HIC have worked very closely on multiple projects for more than a decade. HIC has established at minimum quarterly meetings to conduct a whole BREG application suite review with Commissioner of Securities, Ty Nohara, Business Registration Supervisor, Kristyne Tanaka and ISCO Custom Applications Supervisor, Todd Rasmussen. Much of the success of BREG's online services derives from this constant communication and collaboration.

In the first and second quarters of 2016, DCCA BREG has achieved:

- increased online adoption of initial business filings by 4%

- increased total number of online initial business filings by 7%

- increased online document orders by 14%

- increased online certificate of good standing orders by 17%

- increased mobile and tablet site visits by 11%

List of Services

Table: Services List for BREG

Service Name	Description	URL	Launch Date
Agent Search	Create a list of Hawaii businesses that are represented by a given agent or set of agents. Each list costs $2 plus $.05 per business record.	hbe.ehawaii.gov/agentsearch	04/01/2000
AlertMe	Receive alerts any time information about a business changes in the official state business registry and receive reminders when it is time to file your annual business report. Alerts cost $25 per business for a one-year subscription. Reminders cost $2.50 per business for a one-year subscription.	alertme.ehawaii.gov	12/15/2014
Annual Business Filings	File your annual business report online with the DCCA.	hbe.ehawaii.gov/annuals	01/01/2002
Authenticate a Document	Confirm the authenticity of a Certificate of Good Standing or certified document by entering the authentication code or Document ID number. This free service was developed and implemented at no	hbe.ehawaii.gov/documents/authenticate.html	03/01/2000

Service Name	Description	URL	Launch Date
	cost to BREG.		
Bulk Business Registration Data	Sign up to receive a weekly download of the entire DCCA BREG database via an FTP site. Lists include data about all businesses registered in the State of Hawaii. This service is a monthly fixed cost of $1,000.	N/A	10/01/2001
Business Name Search/ Online Document Purchases	Obtain business information and then purchase a Certificate of Good Standing or other business documents.	hbe.ehawaii.gov/documents	03/01/2000
Entity List Builder	Create a customized list of businesses registered in Hawaii. The cost of your list is $.05 per business record.	hbe.ehawaii.gov/listbuilder/	09/01/2002
Hawaii Business Express	Register a new business, trade name, trademark, service mark, etc., or file amendments for existing businesses using this one-stop, multi-agency business registration service.	hbe.ehawaii.gov/BizEx	10/06/2004
Officer Search	Search for officer names of business entities registered in Hawaii. This service is primarily used to gather information for criminal investigations and is restricted to authorized users. This free service was developed and implemented at no cost to BREG.	ehawaii.gov/dcca/officer/exe/officer.cgi	08/07/2006

BREG Avoided Costs

Avoided costs include printing, postage, data entry and marketing costs. No IT-related costs are considered.

Figure: Avoided Costs for Business Registration by Year
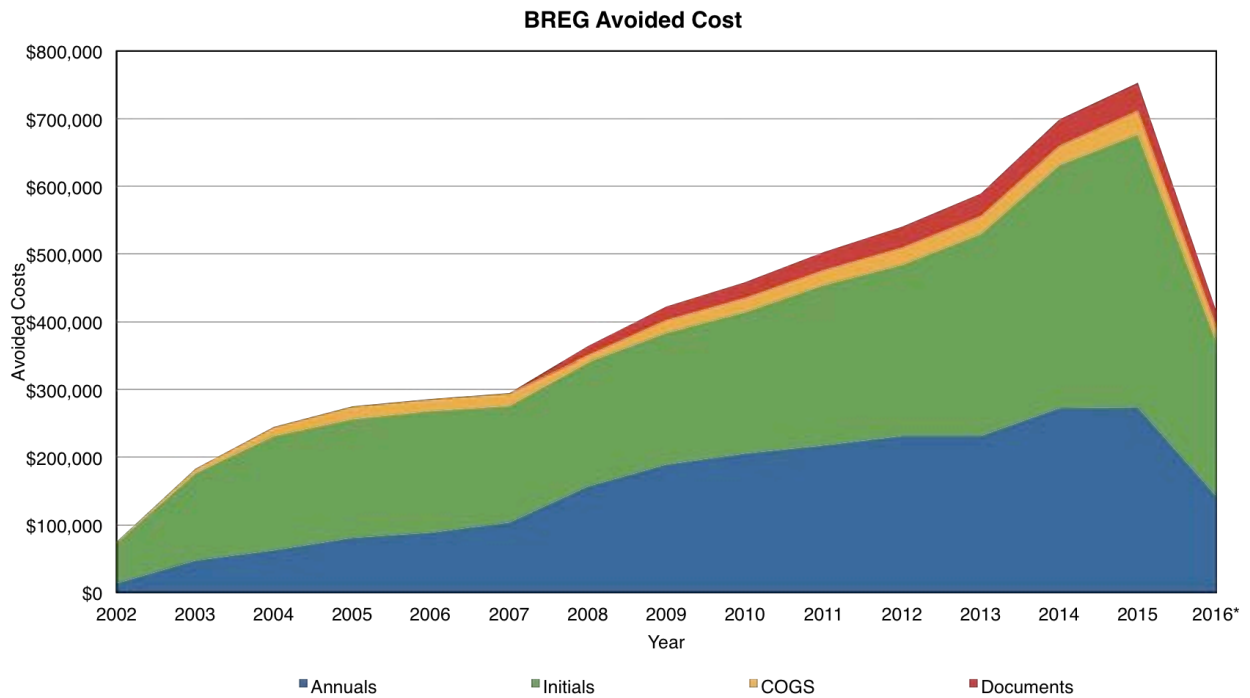
*Data through June 30, 2016.

AlertMe (MyBusiness Alerts)
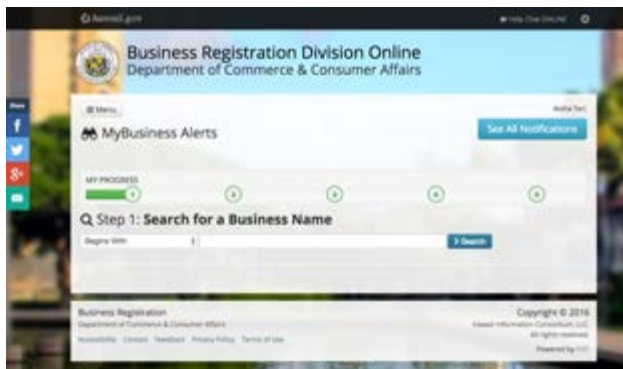
URL: alertme.ehawaii.gov

Funding Type: Self-funded

Launched: December 15, 2014

Features: Mobile First, Business Monitoring, Reminders, Alerts, Notifications, Text Message, Email, Social Media, Payments

AlertMe is a mobile-friendly notification service that allows customers to virtually monitor and manage their businesses at low cost and with high efficiency. Through AlertMe, consumers can sign up to receive near real-time emails and text messages that notify them when someone makes a change to a company's official state business registration record and when the annual business report is due.

> *This system was designed as a direct response to the needs of our customers.*
>
> *– Catherine Awakuni Colón, DCCA Director*

Awards

Merit Award, Outstanding Innovation, 2015

Online Transactions **406** July 2015 – June 2016	Notifications Sent **139,483** July 2015 – June 2016
Statutory Fees Collected **$0** July 2015 – June 2016	Cost to Partner **$0** July 2015 – June 2016

Why

AlertMe notification services were developed because of growing customer demand and because the technology now exists to meet it. Text messages and emails are growing in popularity, and customers wish to do business in real-time and on the go. Customers had been contacting agency offices with requests for such services for a number of reasons:

1) **Urgent business**: Customers were urgently calling for real-time updates about the progress of a loan or license or the sale of their businesses. Many needed filings completed immediately and wished to be notified as soon they were approved.

2) **Watching the business**: Business owners called because they were travelling, lived part-time outside Hawaii or were managing many different businesses. They wanted to ensure that their local lawyer, secretary or other agents were filing properly.

3) **Identity theft**: Business owners who discovered that someone else had made false filings called in a panic. If thieves create a false filing, they can take out loans, enter contracts and arrogate the authority of the company. Victims were calling to reverse such filings, and they demanded a service that would alert them of any future filings.

4) **Internal dispute**: If a business had an internal dispute, the disputing parties would try to track the other side's actions in real time.

5) **Hire lawyers, agents, etc.**: Lawyers and other representatives requested a service to monitor the businesses of their many clients.

6) **Government programs**: A number of law enforcement and other government agencies wanted a service to alert them to changes within companies they were tracking.

For these reasons, agency staff was constantly fielding the request, "Can someone just call me the next time anyone does a filing for company X?" The answer, of course, was "no." The agency does not have the staff to answer such inquiries, but the technology now exists to respond through text messages and emails.

Partners

Various working groups conducted regular stakeholder meetings to gather requirements and prioritize the project schedule, tasks and deliverables.

Table: Stakeholders

Working Groups	Primary Functions
DCCA BREG	High-level oversight
ISCO	Technical details, database

Solution

Keeping owners in the loop is vitally important to maintaining a robust business registry. The agency wants businesses to file on time and to be aware of filings regarding their companies, and owners wanted the same thing. The AlertMe notification services are part of the effort to achieve these goals.

Through AlertMe, consumers can receive near real-time emails and text messages to alert them when a change has been made to a company's official state business registration record and notify them when a company's annual business report is due. Monitoring alerts cost $25 per business for one year of alerts. Reminder notifications cost $2.50 per business for one year of reminders.

In addition, the notification management module lets users manage their accounts, alerts and reminders in one place. This innovative and unique module allows consumers to:

- view all the companies for which they are receiving an alert or a reminder

- see where and when the last messages were sent

- change their email address or phone number

- add more companies to the list

- delete companies

- suspend notifications

- re-enroll notifications for the next year

- change services

The module includes other features that allow consumers to easily manage multiple companies. It allows smaller, single-business owners to manage their services online, easily and inexpensively, without wasting their resources on calling or visiting agency offices.

Outreach Activity

Marketing and outreach activity for AlertMe includes: color posters, business cards and flyers for display and distribution at agency offices, press releases and direct links on the State of Hawaii websites.

Results

More than 55,000 people have subscribed since the launch of AlertMe. By June 2016, the services sent over 200,000 email and text message alerts.

The benefit to business owners are clear, but there are also major benefits for the agency. For every 1% increase in online annual business filings, the agency avoids approximately $3,200 in paper, printing and data entry costs. Over a third of all business reports submitted are a direct result of the filing party receiving an email reminder and clicking the renewal link. The more individuals leverage the reminder service, the better compliance seen by the state.

Table: Online Transactions by Year

Year	Service Name	Number of Transactions
2014	MyBusiness Alerts	15
2014	MyBusiness Reminders	13
2015	MyBusiness Alerts	160
2015	MyBusiness Reminders	240
2016*	MyBusiness Alerts	85
2016*	MyBusiness Reminders	156
Total		669

*Data through June 30, 2016.

Table: Notifications Sent by Year

Year	Service Name	Message Type	Number Sent
2014	MyBusiness Alerts	EMAIL	15
2014	MyBusiness Reminders	EMAIL	136
2014	MyBusiness Alerts	TEXT	11
2015	MyBusiness Alerts	EMAIL	184
2015	MyBusiness Reminders	EMAIL	97,655
2015	MyBusiness Alerts	TEXT	58
2015	MyBusiness Reminders	TEXT	82
2016*	MyBusiness Alerts	EMAIL	122
2016*	MyBusiness Reminders	EMAIL	120,857
2016*	MyBusiness Alerts	TEXT	40
2016*	MyBusiness Reminders	TEXT	131
Total			219,291

*Data through June 30, 2016.

Avoided Costs

The AlertMe services are developed, maintained and supported at no cost to the agency. The cost to develop this service over a period of eight months is estimated to be $106,240. The estimated cost of ongoing annual maintenance is $3,320.

Accolades

In 2015, DCCA BREG was awarded a Merit Award for Outstanding Innovation from the International Association of Commercial Administrators (IACA).

Estimated Cost to Develop

The cost to develop this service is estimated to be $106,240. The cost of annual maintenance is estimated to be $3,320.

Table: Estimation of Work

Role	Rate	Hours	Cost
Developer	$80	1,024	$81,920
Project Manager	$80	256	$20,480
Admin	$60	64	$3,840
Total			$106,240

Estimated Street Value of the Service

Based on competitive market rates of $195/hour, the street value to develop these services is estimated to be $258,880.

Annual Business Filings

URL: hbe.ehawaii.gov/annuals

Funding Type: Self-funded

Launched: January, 2002

Mobile App Launched: March, 2012

Redesigned: In progress

Features: Forms, Payments, Business Filings, Email Reminders, Postcard Reminders, Mobile App

The Annual Business Filings system allows business owners to file annual reports with the DCCA online.

> *This system to do my annual filing was a pleasure to use. Easy, straightforward and quick.*
>
> – *Online filer, October 2015*

Awards

Honorable Mention, 2012

Digital Gov't to Business, 2012

Outstanding Innovation, 2012

Best Mobile Website, 2012

Excellence in Technology, 2012

Online Filings	Adoption Rate	Avoided Costs
85,412	**88%**	**$361,489**
July 2015 – June 2016	July 2015 – June 2016	July 2015 – June 2016

Statutory Fees Collected	Cost to Partner
$1,230,671	**$406,503**
January 2015 – December 2015	January 2015 – December 2015
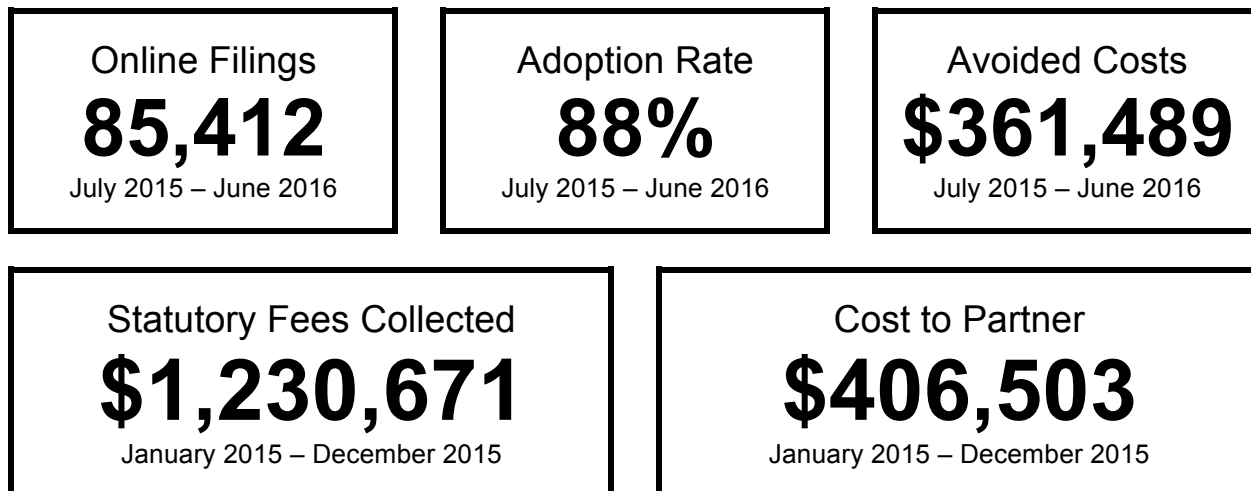
Why

The disadvantages of a paper-based annual business report system are:

- high cost
- lost filings
- security issues
- storage issues
- time required to access data
- slower delivery (mail, fax, walk-in)
- lower compliance
- editing /fixing filing errors

Because more than 70,000 reports are filed annually statewide, DCCA BREG sought an online solution that would significantly reduce staff workload and eliminate the yearly backlog, thus offering improved service to Hawaii business owners.

The Annual Business Filings mobile app was later developed to allow users to conduct business via their mobile devices and to grow online usage of BREG services. The web version works well for those using a PC, while the mobile app offers more flexibility for those on the move.

Partners

Various working groups conducted regular stakeholder meetings to gather requirements and prioritize the project schedule, tasks and deliverables.

Table: Stakeholders

Working Groups	Primary Functions
DCCA BREG	High-level oversight
ISCO	Technical details, database

Solution

The Annual Business Filings service allows users to file annual business reports with DCCA BREG online using a credit card, e-check or subscriber account. The application transfers information from the state business registry database and presents it to the customer in an online form. The customer updates the information or indicates no changes, selects the processing speed, enters contact information and submits payment. The resulting annual business report is sent to the BREG's workflow system for processing.

The Annual Business Filings mobile application allows owners to file their report via any device. Custom design and workflow optimizes the service using touch-screen technology. The mobile app does not require downloading from an app store. If someone accesses the website from a smartphone or tablet, the online service automatically optimizes the layout for a given device's screen. The official State Portal Manager worked with BREG to develop this service at no cost. Access to the mobile application is free.

Outreach Activity

Marketing and outreach activity for the Annual Business Filings service includes: quarterly email reminders, quarterly postcard reminders, quarterly press releases and design and printing of business cards, flyers and posters.

Results

Business owners can go online 24/7 and submit and pay for their annual reports. Over 702,700 filings have been submitted since the Annual Business Filings service launched in 2001. The service has improved efficiency, increased compliance and enhanced the quality of service at DCCA BREG. By optimizing design and processes for touch-screens and smaller screens, BREG has produced a suite of mobile web services that make the state's online business registration services easy to use through any mobile device, resulting in greater usage without increasing Help Desk support.

Table: Transaction Quantity, Fees Collected, Partner Revenue and HIC Revenue by Year

Year	Transaction Quantity	Total Fees Collected	Partner Total	Partner Paid HIC*	User Paid HIC	HIC Revenue Total
2010	63,255	$838,834	$536,372	$302,462	$0	$302,462
2011	67,122	$887,330	$567,895	$319,435	$0	$319,435
2012	71,344	$950,032	$608,180	$341,852	$0	$341,852
2013	71,381	$982,943	$640,138	$342,804	$0	$342,804
2014	83,865	$1,228,932	$826,132	$402,800	$0	$402,800
2015	84,291	$1,230,671	$824,168	$406,503	$0	$406,503
2016**	44,093	$658,182	$444,543	$213,639	$0	$213,639
Total	485,351	$6,776,924	$4,447,428	$2,329,495	$0	$2,329,495

*Includes payment processing fees and service fees.

**Data through June 30, 2016.

Table: Online Adoption Rate by Year

Year	Number of Online Transactions	Adoption Rate
2008	48,392	62%
2009	58,427	74%
2010	63,255	76%
2011	67,122	78%
2012	71,344	80%
2013	71,381	84%
2014	83,865	86%
2015	84,291	89%
2016*	44,093	88%
Total	592,170	

*Data through June 30, 2016.

Table: Web vs. Mobile Filings by Year

Year	Number of Web Filings	Number of Mobile Filings	Total Online Filings
2012	70,348	996	71,344
2013	69,553	1,828	71,381
2014	80,999	2,866	83,865
2015	80,890	3,401	84,291
2016*	42,005	2,088	44,093
Total	343,795	11,179	354,974

*Data through June 30, 2016.

Avoided Costs

Avoided costs include printing, postage, data entry and marketing costs. No IT-related costs are considered.

Table: Avoided Costs by Year

Year	Avoided Costs
2008	$157,574
2009	$190,188
2010	$205,879
2011	$218,447
2012	$232,168
2013	$232,288
2014	$272,861
2015	$274,246
2016*	$143,452
Total	$1,927,103

*Data through June 30, 2016.

In addition to the avoided costs detailed in the following table, the Annual Business Filings service has been undergoing an extensive redesign since 2013 at no cost to DCCA BREG. The redesigned service is expected to launch by the end of 2016 and will include an updated mobile-responsive framework, enhanced search function, a shopping cart for multiple filings in a single transaction, updated content and help information and an enhanced workflow.

Table: Avoided Costs for Annuals Redesign Project by Year

Year	Role	Rate	Hours	Cost
2013	Developer	$80	93	$7,440
2013	Project Manager	$80	82	$6,560
2013	Senior Developer	$100	49	$4,900
2013	System Administrator	$100	8	$800
2013	Senior Project Manager	$120	29	$3,480
2014	Developer	$80	285	$22,800
2014	Project Manager	$80	27	$2,160
2014	Senior Developer	$100	55	$5,500
2014	System Administrator	$100	9	$900
2014	Senior Project Manager	$120	108	$12,960
2015	Developer	$80	334	$26,720
2015	Project Manager	$80	33	$2,640
2015	Senior Developer	$100	43	$4,300
2015	System Administrator	$100	4	$400
2015	Senior Project Manager	$120	214	$25,680
2016*	Developer	$80	399	$31,920
2016*	Project Manager	$80	25	$2,000
2016*	System Administrator	$100	3	$300
2016*	Senior Project Manager	$120	53	$6,360
Total			1,750	$167,820

*Data through June 30, 2016.

Accolades

In 2012, DCCA BREG was recognized for the following awards for the Annual Business Filings service:

- Digital Government Achievement Award (DGAA): Honorable Mention
- National Association of State Chief Information Officers (NASCIO) Digital Government to Business Award: Finalist
- International Association of Commercial Administrators (IACA) Merit Award: Outstanding Innovation
- State of Hawaii Excellence in Technology Award: Winner
- Web Marketing Association Best Mobile Government Website Award: Winner

Customer Service Statistics

The Annual Business Filings service includes 24/7 customer service and technical support. Collection of customer service statistics began in September 2012.

Table: Customer Service Inquiries by Year

Year	Number of Calls	Number of Chats	Number of Emails	Total Inquiries
2012*	31	118	42	191
2013	559	415	238	1,212
2014	489	436	316	1,241
2015	586	434	448	1,468
2016**	343	230	295	868
Total	2,008	1,633	1,339	4,980

*Starting in September 2012.

**Data through June 30, 2016.

Estimated Cost to Develop

The cost to develop this service is estimated to be $318,720. The annual maintenance cost to host, support, enhance, and maintain this service is estimated to be $26,560.

Estimated Street Value of the Service

Based on competitive market rates of $195/hour, the street value to develop this service is estimated to be $786,240.

Business Entity & Documents Search

URL: hbe.ehawaii.gov/documents

Funding Type: Self-funded

Launched: March, 2000

Mobile App: September, 2011

Features: Mobile App, Online Payments, Search, Business Information, Documents, Cogs

Obtain information about a business and purchase a certificate of good standing (COGS) or other official records and documents.

> *These online services are so convenient. From start to end, I received my COGS in a matter of five minutes, whereas in the past we had to drive downtown, search for parking, pay the meter and stand in line.*
>
> *– Business user, Sept 2015*

Awards

IACA
Outstanding Innovation, 2008

NASCIO
Digital Gov't to Business, 2012

webaward
Best Mobile Website, 2012

DGAA
Honorable Mention, 2012

IACA
Outstanding Innovation, 2012

IMT
Excellence in Technology, 2012

No. of Documents Ordered Online **31,600** July 2015 – June 2016	Adoption Rate **73%** July 2015 – June 2016	Avoided Costs **$81,743** July 2015 – June 2016

Statutory Fees Collected **$153,297** January 2015 – December 2015	Cost to Partner **$0** July 2015 – June 2016
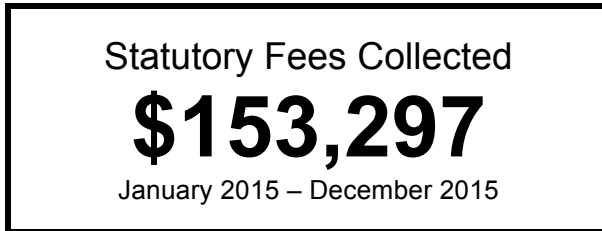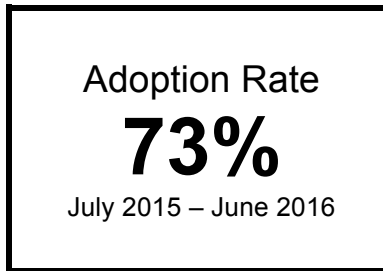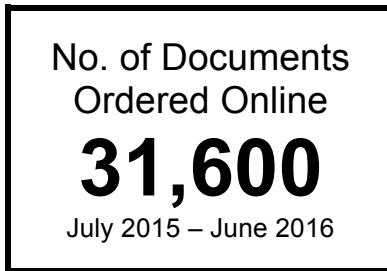
Why

Prior to the online system, the DCCA BREG received on average 1,000 document requests each month. Each document costs the consumer $0.25 cents per page. Because BREG offices did not accept credit cards, anyone who could not physically come to the office to request a document needed to request the document by phone, then mail in a physical check. When a document request was called in, agency staff had to search for the paper document, count the number of pages and tell the customer to mail a check for the given amount. The staff then had to write down the customer's information and the requested document's name, then wait for the check to arrive. Once the check was received, it had to be sent to a bank. When the check cleared, the document would be copied and mailed to the requestor. The original document would be filed away. Customers also could visit the office in person to request the document and pay in cash.

Partners

The online Business Entity and Document Search service was developed in partnership with the DCCA BREG, ISCO and the official State Portal Manager, HIC.

Table: Stakeholders

Working Groups	Primary Functions
DCCA BREG	High-level oversight
ISCO	Technical details, database

Solution

Web version

The Business Entity and Document Search service is an innovative solution that provides the customers with online access to public business documents. It enables users to preview, order and receive a copy of the requested document electronically. Online documents cost $3 per document. Customers also have the option to purchase certified copies for an additional $10 certification fee. Certificates of good standing cost $7.50 each. The Business Entity and Document Search service has significantly improved the speed and convenience of the ordering process by incorporating an internal workflow for redaction and back-scanning.

The Business Entity and Document Search service was initially developed as a certificate of good standing issuance application and then expanded to include the majority of public business records. Now users can easily purchase most BREG documents online. Buyers begin with a simple business name search. Upon finding a match, the buyer can review the company's information along with a list of available documents (including certificates of good standing, annual business filings, trade names, trademarks, service marks and initial business registrations) for purchase. The buyer may see a document preview before purchase. The preview feature is available only on documents that BREG staff has redacted or previously reviewed. After payment, the user may download the available document instantly. Any requested documents that are not yet publicly available are placed into a redaction or back-scan queue for processing by BREG. These documents are reviewed, scanned, and/or redacted and stored in the electronic image repository. The system automatically emails the requested documents to the buyer once they become available.

In addition to the simple ordering process, the internal DCCA BREG workflow was re-engineered and streamlined to accommodate electronic processing. A Documents-on-Demand queue notifies staff when an order needs to be filled by back-scanning. Online orders have a

higher priority than other document requests, so those orders are filled quickly. Once the document is scanned, staff mark the document as available, triggering the fulfillment process that retrieves the scanned documents and sends them to the customer. The same document is then permanently available for future preview or purchase.

The Business Entity and Document Search service allows customers to request documents online, pay by credit card and download the document instantly if it is available. Otherwise the back-scanned document will be delivered within two business days, and the same document will be available instantly for the next purchase online. The system eliminates the need for someone to come to the office, find and pay for parking, wait in line and pay only by cash or check. For remote orders, users no longer need to wait for a check to clear or for both the check and documents to arrive by mail.

The system also improves the document imaging workflow within BREG. In addition to the existing predetermined schedule of document conversion, the public is helping BREG to identify and prioritize documents in greater demand. Once the document is ordered, scanned and stored, the same document will not require further review/scan to fulfill future orders. This frees staff to concentrate on the task at hand without interruption.

Mobile App

BREG launched its first mobile app in September 2011—the first mobile app available for any state or county agency in Hawaii and one of the first in the country for business registration. The mobile app enables users to search by business name and purchase business documents from our web online services, but features a simpler layout that optimizes touch-screen technology such as larger text, bigger buttons and improved working screens with simpler page layouts and quick transitions between screens. The mobile app makes it easy for the public to get information on a filed entity or name and allows them to instantly purchase certificates of good standing or other filed documents associated with that entity or name. Many purchased documents can be downloaded immediately. Documents are also emailed to the user directly, so they are accessible via a mobile device either way.

Another innovation is that the mobile app does not require downloading, which can be a hassle for some users. When users access BREG's traditional desktop business registration website

on a smartphone or tablet, the service will automatically recognize the device and provide a customized layout optimized for that device.

Results

The Business Entity and Document Search service was developed at no cost to the taxpayer. The mobile-optimized business name search has resulted in approximately 20% more traffic to the online document service. Many accesses can be traced back to IP addresses at the State Capitol and Hawaii State Judiciary, where tablets are becoming standard.

Table: Documents Ordered, Fees Collected, Partner Revenue and HIC Revenue by Year

Year	Number of Documents Ordered	Total Fees Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2010	17,168	$90,161	$60,110	$0	$30,051	$30,051
2011	18,488	$95,607	$63,741	$0	$31,866	$31,866
2012	21,601	$112,034	$74,675	$0	$37,359	$37,359
2013	23,150	$118,624	$79,080	$0	$39,544	$39,544
2014	25,717	$131,316	$87,547	$0	$43,768	$43,768
2015	29,272	$153,297	$102,202	$0	$51,095	$51,095
2016*	17,523	$93,398	$62,267	$0	$3,553	$3,553
Total	152,919	$794,437	$529,622	$0	$237,236	$237,236

*Data through June 30, 2016.

Table: Adoption Rate by Fiscal Year

Fiscal Year	Documents Ordered Online	Documents Ordered OTC	Online Adoption Rate
2010	15,684	13,670	53%
2011	18,162	14,149	56%
2012	20,113	9,092	69%
2013	22,373	11,486	66%
2014	24,506	13,028	65%
2015	27,930	12,688	69%
2016	31,600	11,736	73%
Total	160,368	85,849	65%

Avoided Costs

Avoided costs include printing, postage, data entry and marketing costs. No IT-related costs are considered.

Table: Avoided Costs by Year

Year	COGS Avoided Costs	Documents Avoided Costs
2008	$10,276	$13,595
2009	$17,798	$20,296
2010	$19,867	$24,314
2011	$20,725	$27,057
2012	$24,359	$31,444
2013	$25,993	$34,017
2014	$28,185	$38,491
2015	$34,287	$41,575
2016*	$21,522	$23,895
Total	$203,013	$254,683

*Data through June 30, 2016.

Accolades

In 2008, DCCA BREG received the International Association of Commercial Administrators (IACA) Merit Award—Outstanding Innovation for the Business Entity and Documents Search service.

In 2012, DCCA BREG received following awards for the Business Entity and Documents Search mobile app:

- Digital Government Achievement Award—Honorable Mention
- National Association of State Chief Information Officers (NASCIO) Digital Government to Business Award—Finalist
- International Association of Commercial Administrators (IACA) Merit Award—Outstanding Innovation
- State of Hawaii Excellence in Technology Award—Winner
- Web Marketing Association Best Mobile Government Website Award—Winner

Customer Service Statistics

The service includes 24/7 customer service and technical support. Collection of customer service statistics began in September 2012. The customer service statistics in the following table also include general business inquiries.

Table: Customer Service Inquiries by Year

Year	Number of Calls	Number of Chats	Number of Emails	Total Inquiries
2012*	77	222	181	480
2013	842	858	344	2,044
2014	1,070	1,306	578	2,954
2015	1,453	1,233	626	3,312
2016**	600	653	327	1,580
Total	4,042	4,272	2,056	10,370

*Starting in September 2012.

**Data through June 30, 2016.

Estimated Cost to Develop

The cost to develop this service is estimated to be $318,720. The annual maintenance cost to host, support, enhance and maintain this service is estimated to be $4,710.

Estimated Street Value of the Service

Based on competitive market rates of $195/hour, the street value to develop this service is estimated to be $786,240.

Hawaii Business Express

URL: hbe.ehawaii.gov/BizEx

Funding Type: Self-funded

Launched: October 6, 2004

Features: Online Payments, Business Filings, Single Sign-On, Multi-Agency, DCCA, DOTAX, DLIR

Hawaii Business Express (HBE) is a multi-agency government application providing online, one-stop registration services for new and existing businesses.

> *You made the process of applying for a business license really simple. Thank you. Government applications can be really difficult. Yours was refreshingly easy. Mahalo nui loa!*
>
> *—HBE user, October 2015*

Awards

Most Navigable Business Registration Site, Finalist, 2007

No. of Online Filings	Adoption Rate	Avoided Costs
48,386	**69%**	**$417,650**
July 2015 – June 2016	July 2015 – June 2016	July 2015 – June 2016

Statutory Fees Collected	Cost to Partner
$888,198	**$274,404**
January 2015 – December 2015	January 2015 – December 2015

Why

Problems with the previous manual business registration system included:

- high number of business registrations
- inconsistency in data entry, room for errors and mis-keying of information
- reduction in sharing information and customer services
- time-consuming and costly
- weak security
- duplication of data entry

Online registration forms with validations allow business users to complete them quickly and efficiently, with fewer errors. Online form submission, reduced error rates and the elimination of fee distribution in turn reduces the agency's workload. Online payment reduces the need to correct over and underpayment or deal with bounced checks. Additionally, because only one document at a time can be processed through the web portal, the inherent complexity associated with one-check-to-many-documents is eliminated.

Finally, integrating online filing back-end workflow saves significant time. The system pulls documents filed online into the workflow system, reducing worker intervention by eliminating manual paper handling, scanning and data entry. The results in faster processing for the customer and provides email notification once the document is registered.

Participating Agencies

Three agencies currently use HBE:

- DCCA BREG
- Department of Taxation (DOTAX)
- Department of Labor and Industrial Relations (DLIR)

Solution

HBE is an online one-stop solution where users can register a new business, establish trade names, trademarks and service marks, file amendments for existing services, apply for a state tax ID, file with the DLIR, and much more. HBE users do not need to know which forms each agency requires. Rather, they can use the simple, step-by-step wizard tool that will guide them through the process of registering a business in Hawaii.

The following business entities can be registered and amended electronically:

- sole proprietorship
- general partnership
- limited partnership
- limited liability partnership
- foreign limited partnership
- foreign limited liability partnership
- limited liability company
- foreign limited liability company
- domestic for-profit corporation
- domestic nonprofit corporation
- foreign corporation

Additional forms that can be filed electronically:

- Registration of Trademark—New & Renewal
- Registration of Trade Name—New & Renewal
- Registration of Service Mark—New & Renewal
- Assignment of Trade Name, Trademark or Service Mark
- Name Reservation
- Transfer of Name Reservation
- Statement of Change of Registered Agent
- Statement of Change of Non-commercial Registered Agent's Business Address or Name
- Statement of Resignation of Registered Agent
- Commercial Registered Agent Listing Statement
- Commercial Registered Agent Termination Statement
- Statement of Change by Commercial Registered Agent

Users receive email notifications when filing with DCCA BREG and also when the filing has been processed. HBE also includes a My Filings feature, where customers may review and download copies of past filings, check on the status of a filing or complete a saved filing.

Business Owner Benefits of HBE:

- easier and faster to register a business
- reduces redundant points of entry into state government agencies
- eliminates time, expense and risk of managing paper and postage
- faster processing

State Agency Benefits of HBE:

- more accurate information
- less time spent on data entry and processing
- developed at no cost to the agency
- streamlines processes and improves efficiency

Outreach Activity

Marketing and outreach activity for HBE includes press releases, design and printing of business cards, flyers and posters.

Results

Users can go online 24/7 to register a business. Since HBE launched in 2004, more than 226,134 filings have been submitted online. HBE has improved efficiencies, increased compliance and enhanced the quality of service at the DCCA BREG.

Table: Online Transactions, Fees Collected, Partner Revenue and HIC Revenue by Year

Year	Number of Online Filings	Total Fees Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2010	18,218	$575,540	$405,965	$169,576	$0	$169,576
2011	19,403	$622,763	$437,369	$185,393	$0	$185,393
2012	20,211	$657,050	$457,534	$199,516	$0	$199,516
2013	26,683	$735,754	$509,642	$226,112	$0	$226,112
2014	44,221	$814,988	$558,790	$256,198	$0	$256,198
2015	47,740	$888,198	$613,794	$274,404	$0	$274,404
2016*	25,235	$471,690	$328,063	$143,626	$0	$143,626
Total	201,711	$4,765,983	$3,311,157	$1,454,825	$0	$1,454,825

*Data through June 30, 2016.

Table: Online Adoption Rate by Year

Year	Number of Online Filing	Adoption Rate
2008	18,446	49.19%
2009	17,131	49.71%
2010	18,218	49.41%
2011	19,403	53.46%
2012	20,211	55.01%
2013	26,683	61.85%
2014	44,221	65.64%
2015	47,740	67.71%
2016*	25,235	69.93%
Total	237,288	

*Data through June 30, 2016.

Avoided Costs

Avoided costs include printing, postage, data entry and marketing costs. No IT-related costs are considered.

Table: Avoided Costs by Year

Year	Avoided Costs
2008	$182,338
2009	$194,003
2010	$208,541
2011	$236,289
2012	$252,492
2013	$297,268
2014	$359,084
2015	$403,486
2016*	$313,547
Total	$2,447,049

*Data through June 30, 2016.

Accolades

In 2007, DCCA BREG was recognized as a finalist in the International Association of Commercial Administrators (IACA) Merit Award category of Most Navigable Business Registration Site for HBE.

Customer Service Statistics

This service includes 24/7 customer service and technical support. Collection of customer service statistics began in September 2012.

Table: Customer Service Inquiries by Year

Year	Number of Calls	Number of Chats	Number of Emails	Total Inquiries
2012*	45	135	102	282
2013	867	1,102	264	2,233
2014	730	842	312	1,884
2015	1,161	1,044	326	2,531
2016**	438	526	199	1,163
Total	3,241	3,649	1,203	8,093

*Starting in September 2012.

**Data through June 30, 2016.

Estimated Cost to Develop

The cost to develop this service is estimated to be $403,200. The annual maintenance cost to host, support, enhance and maintain this service is estimated to be $33,050.

Estimated Street Value of the Service

Based on competitive market rates of $195/hour, the street value to develop this service is estimated to be $982,800.

Cable Television (CATV) Broadband Division

The partnership between HIC and CATV began in 2014.

List of Services

Table: List of Services for CATV

Service Name	Description	URL	Launch Date
CATV Broadband Division Website	Redesign of the digital literacy resources section of existing website.	cca.hawaii.gov/broadband	January 30, 2015

Broadband Division Website
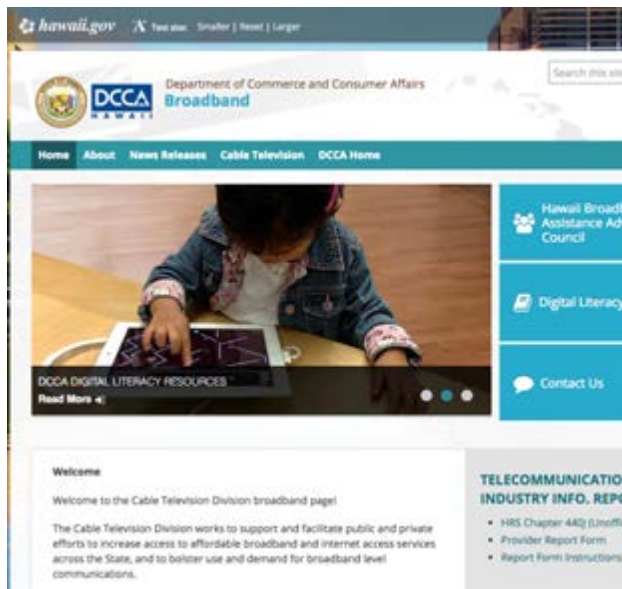
URL: cca.hawaii.gov/broadband/

Funding Type: Time and Materials

Launched: January 30, 2015

Features: WordPress

Awards: None

Initial Costs Paid by the State: $2,275.36

Ongoing Costs Paid by the State: $0

Estimated Street Value: $6,000*

*Based on an overall estimated project time duration of two weeks.

In 2014, HIC partnered with the DCCA CATV Broadband Division for a limited engagement project to redesign the digital literacy resources section of their existing website located at cca.hawaii.gov/broadband/digital-literacy-resources/. DCCA CATV was looking to update the section to have a better layout and incorporate the use of tile graphics and beautiful imagery.

Hawaii Post-Secondary Education Authorization Program (HPEAP)

The partnership between HIC and HPEAP began in early 2016 with the Online Transcript Ordering System, launched in August 2016. HPEAP's old processes were completely manual, relying on paper forms and Excel spreadsheets. The new service automates these processes, saving time for staff and travel time for customers who until the system's launch had to visit the agency's office to request a transcript.

List of Services

Table: List of Services for HPEAP

Service Name	Description	URL	Launch Date
Online Transcript Ordering System	Former students of Hawaii accredited, degree-granting post-secondary institutions that are no longer active, can order and pay for student transcripts.	hpeap.ehawaii.gov/hpeap	August 2016

Insurance Division (INS)

The Insurance Division (INS) is one of the earliest agencies to embrace the eHawaii.gov program. The Continuing Education suite of services was the model for the Real Estate Branch's Continuing Education System. INS avoids an average of $50,000 in costs annually.

List of Services

Table: List of Services for INS

Service Name	Description	URL	Launch Year/ Redesign Year
Rate and Form Filing Transmittal	Insurance providers submit rates filing form	Insurance.ehawaii.gov/rpa/client	2002
Licensee Renewal	Online renewal of insurance license, both resident and non-resident types	www.ehawaii.gov/insrenew	2001
Licensee Search	Public search of licensee information with mobile-responsive design	insurance.ehawaii.gov/hils	2001/ 2014
CE Status	Check continuing education status of licensed agents	https://www.ehawaii.gov/dcca/insce/exe/ce.cgi	2003
CE Provider Search	Continuing education course search	https://www.ehawaii.gov/dcca/insce/exe/ce.cgi?_from=Course&_action=NEW	2003
CE Provider Course Submission	CE provider course schedule and attendee info submission	https://www.ehawaii.gov/dcca/insprovider/exe/provider.cgi	2003

Avoided Costs

Figure: Avoided Costs for INS by Year

Insurance Avoided Costs
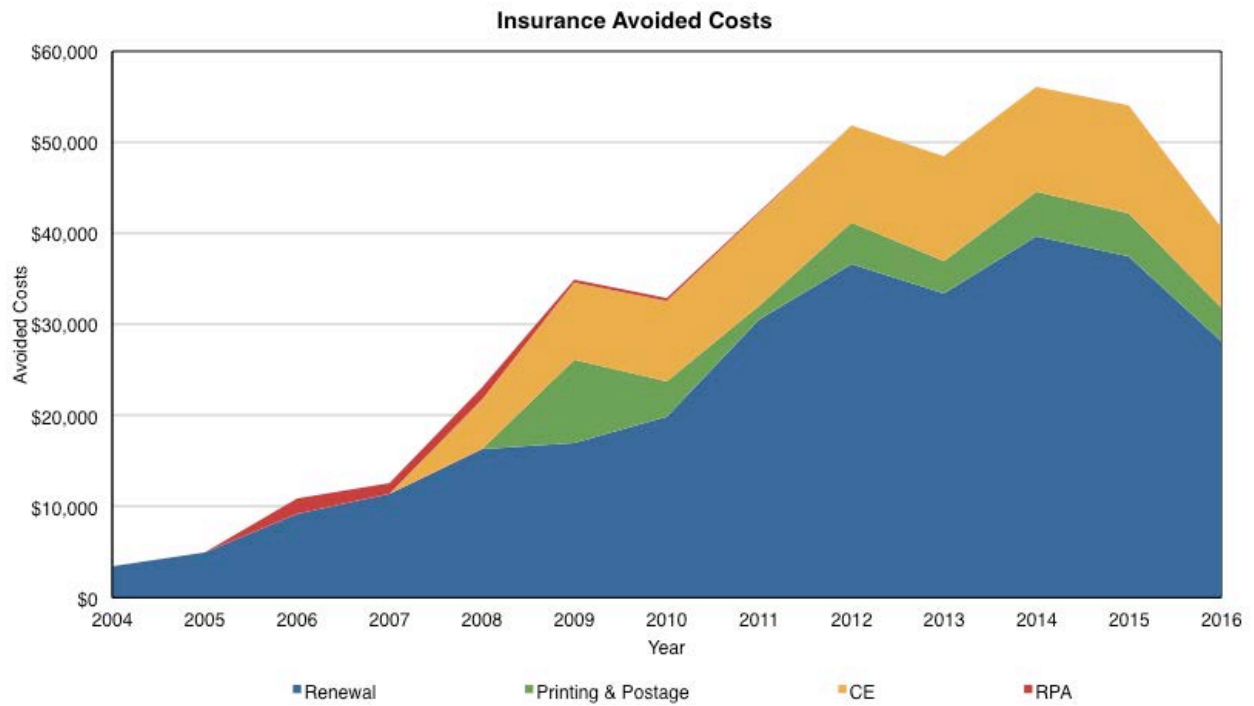
*Data through June 30, 2016.

Insurance License Renewal

URL: www.ehawaii.gov/insrenew

Funding Type: Self-funded

Launched: June 1, 2001

Features: License Renewal, Payment Processing, Data Replication

Online license renewal and extension service for licensed insurance agents and companies in Hawaii. Licensee may pay for renewal by credit card, e-check or by printing out the form and mailing it in with a check.

No. of Transactions **11,235** Number of licensees renewed online in CY2016*	Adoption Rate **92%** Percentage of renewals completed online	Avoided Cost **$28,087** Dollar equivalent from savings in paper, print, postage and labor required for manual data entry

Statutory Fees Collected **$2,689,068** January 2015 – December 2015	Cost to Partner **$130,261** January 2015 – December 2015

*Calendar Year 2016 through June 30, 2016.

Why

The service provides an efficient means for many out-of-state licensees to renew online, thus reducing paper renewals that require staff processing.

Partners

- DCCA, Insurance Division
- DCCA, Information Systems & Communications Office (ISCO)

Solution

The renewal service allows not only insurance agents and producers, but also insurance companies to file online. Upon renewal, transaction information along with any address changes are transferred to the Insurance Licensing System through a direct database replication process. Information is updated in near real-time, or every 30 minutes.

Outreach Activity

There are total of seven renewal groups in each year. Prior to the start of each group, postcard notifications are printed and mailed to the licensees at no cost to INS. Email reminders are also sent to each individual.

Results

The renewal service adoption rate has been at 90% or higher. HIC continues to provide maintenance, updating, hosting, postcard printing and mailing and customer support. All are self-funded through online renewal transactions at no cost to INS.

Table: Transaction Quantity, Fees Collected, Partner Revenue and HIC Revenue by Year

Year	Transaction Quantity	Total Fees Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2010	7,932	$3,718,697	$3,540,798	$177,899	$0	$177,899
2011	12,214	$4,109,424	$3,922,970	$186,455	$0	$186,455
2012	14,674	$4,914,804	$4,699,398	$215,406	$0	$215,406
2013	13,380	$2,607,430	$2,499,742	$107,688	$0	$107,688
2014	15,882	$3,685,115	$3,512,655	$172,460	$0	$172,460
2015	15,002	$2,689,068	$2,558,807	$130,261	$0	$130,261
2016*	11,235	$1,744,873	$1,657,288	$87,584	$0	$87,584
Total	90,319	$23,469,411	$22,391,658	$1,077,753	$0	$1,077,753

*Data through June 30, 2016.

Avoided Costs

INS has avoided $418,470 in costs over the past seven years. Avoided cost is calculated based on the number of online transactions completed. Online renewals do not require manual data entry. Postcard printing and mailing services are also provided by HIC at no cost to INS.

Table: Avoided Cost by Year

Year	Printing & Mailing	Dollar Equivalent of Labor Hours Saved	Avoided Cost
2010	$3,917	$19,830	$23,747
2011	$1,587	$30,535	$32,122
2012	$4,568	$36,685	$41,253
2013	$3,519	$17,485	$21,004
2014	$4,803	$39,705	$44,508
2015	$4,695	$37,505	$42,200
2016*	$3,804	$28,087.50	$31,891.50
Total	$26,893	$391,577.50	$418,470.50

*Data through June 30, 2016.

Customer Service Statistics

HIC provides customer service through phone, email and live chat.

Table: Customer Service Volume by Year

Year	Calls	Chats	Emails	Total
2012	7	10	4	21
2013	102	61	21	184
2014	239	253	187	679
2015	292	296	222	810
2016*	142	151	136	429
Total	782	771	570	2,123

*Data through June 30, 2016.

Estimated Cost to Develop

The cost to develop this service is estimated to be $228,000.

Insurance Continuing Education System
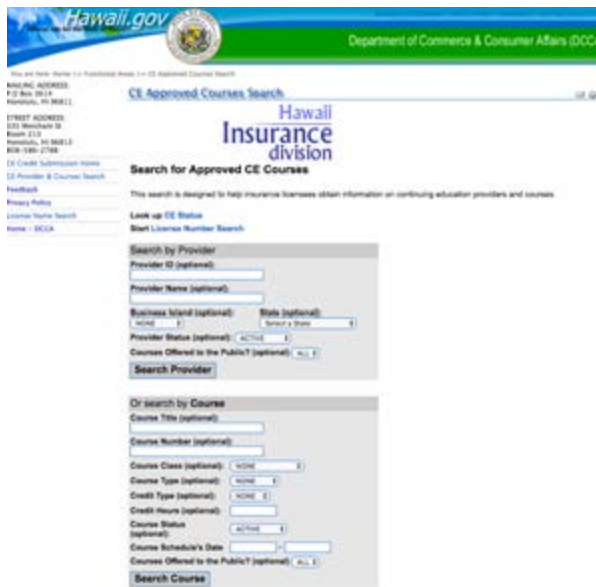
URLs:
ehawaii.gov/dcca/insce/exe/ce.cgiehawaii.gov/dcca/insce/exe/ce.cgi?_from=Course&_action=NEW

ehawaii.gov/dcca/insprovider/exe/provider.cgi

Funding Type: Free

Launched: 2003

Features: Secure Login, Continuing Education, Course/Attendee Submission, Real-time Status Check, Public Search, Data Replication

The Insurance Continuing Education (CE) system consists of three services: public search for scheduled classes, licensee continuing education status check and provider class and attendee submission.

No. of Classes	Adoption Rate	Avoided Cost
1,168	**100%**	**$8,760**
Number of Classes offered in 2016*	Percentage of Course and Attendee Information Submitted Online	Dollar Equivalent from Savings in Labor Required for Manual Data Entry

Initial Cost to Partner	Ongoing Cost to Partner
$0	**$0**
Total Cost of the System	Total Maintenance and Hosting Paid

*Data through June 30, 2016.

Why

The Insurance Division was among the first agencies to take to benefit from HIC's ability to develop, maintain and host online applications as well as improve an agency's internal efficiency. CE was one of the first services HIC created, and it became the design template for DCCA's Real Estate Education System.

Partners

- DCCA, Insurance Division (INS)
- DCCA, Information Service & Communication Office (ISCO)

Solution

CE enables insurance agents to search for continuing education classes offered in the future as well as check on their continuing education status in real time. Providers use the system to schedule courses and submit attendee information. Submitted information is transferred to INS through a direct database replication process; no manual data entry is required.

Results

Table: Classes and Attendees by Year

Year	Classes	Attendees
2008	734	7,736
2009	1,110	12,801
2010	1,177	13,877
2011	1,339	14,034
2012	1,406	14,838
2013	1,530	13,645
2014	1,553	13,178
2015	1,581	13,072
2016*	1,168	7,989
Total	11,598	111,176

*Data through June 30, 2016.

Avoided Costs

INS has saved $86,985 in the past eight years. Avoided cost is calculated based on the number of classes with attendees submitted completed. Online submittals do not require manual data entry by staff.

Table: Avoided Cost by Year

Year	Avoided Cost
2008	$5,505
2009	$8,325
2010	$8,827.50
2011	$10,042.50
2012	$10,545
2013	$11,475
2014	$11,647.50
2015	$11,857.50
2016*	$8,760
Total	$86,985

*Data through June 30, 2016.

Estimated Cost to Develop

The cost to develop this service is estimated to be $226,000.

License Search
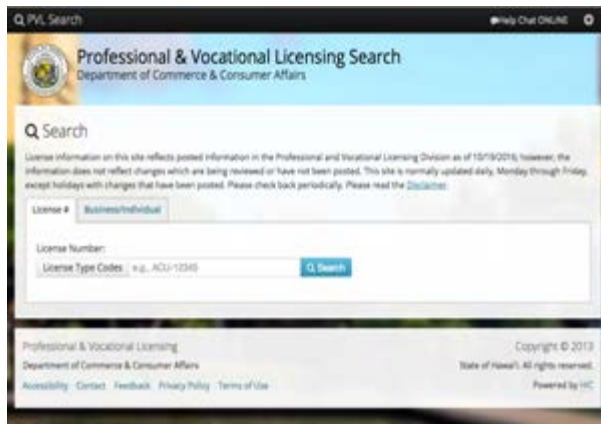
URLs:

Professional and Vocational License Search
pvl.ehawaii.gov/pvlsearch

Insurance License Search

insurance.ehawaii.gov/ils

Funding Type: Free

Launch Date: February, 2001

Redesigned: November 1, 2013

Features: Search, CAPTCHA, Public Information, Responsive Design
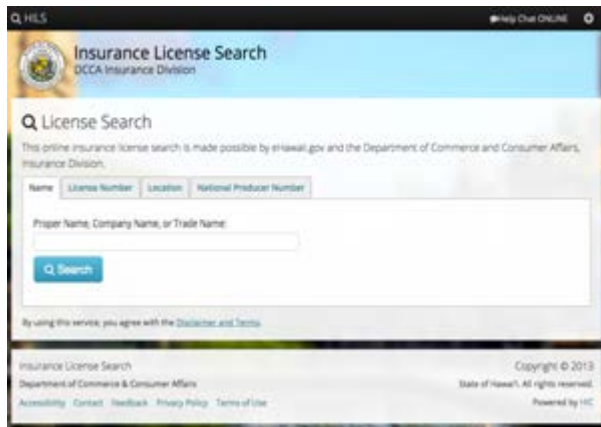
Number of Page Views

24,056,534

Since January 2009

License Search allows the public to verify whether a licensed professional is in good standing with the supervising authority. Whether it is an insurance agent or a contractor, the public can easily obtain the information needed to ensure they are dealing with a licensed professional.

Avoided Cost	Cost to Partner
$12,028,267	**$0**
Dollar Equivalent from Savings in Time Required to Complete a Phone Verification	Total Portal Administration Fee Paid

Why

Prior to License Search, the public had to contact the agencies directly to verify whether a contractor, doctor or other professional were licensed and in good standing. Online search and verification provides both consumer protection and public safety.

Partners

- DCCA, Professional and Vocational Licensing Division
- DCCA, Insurance Division
- DCCA, Information Systems & Communications Office

Solution

License Search not only improves public access, it empowers state agencies. The Narcotics Enforcement Agency, for example, can easily verify whether physicians are indeed licensed before they are granted the ability to prescribe controlled substances, medical marijuana, etc.

Results

Table: Page Views by Year

Year	PVL	INS	Total
2009	2,236,006	N/A	2,236,006
2010	3,410,242	N/A	3,410,242
2011	3,393,763	537,166	3,930,929
2012	3,646,398	609,824	4,256,222
2013	4,009,704	594,222	4,603,926
2014	2,210,639	Not available	2,210,692
2015	2,024,105	Not available	2,024,105
2016*	1,235,309	149,103	1,384,412
Total	22,166,166	1,890,368	24,056,534

*Data through June 30, 2016.

Avoided Costs

DCCA has avoided over $12,000,000 in costs in time and labor saved from responding to license verification requests.

Table: Avoided Costs by Year

Year	Page Views	Labor Hours Saved	Avoided Cost
2009	2,236,006	37,266.77	$1,118,003
2010	3,410,242	56,837.37	$1,705,121
2011	3,930,929	65,515.48	$1,965,464.50
2012	4,256,222	70,937.03	$2,128,111
2013	4,603,926	76,732.10	$2,301,963
2014	2,210,692	36,844.87	$1,105,346
2015	2,024,105	33,735.08	$1,012,052.50
2016*	1,384,412	23,073.53	$692,206
Total	24,056,534	4,009,42.23	$12,028,267

*Data through June 30, 2016.

Estimated Cost to Develop

The cost to develop this service is estimated to be $108,000.

Professional and Vocational Licensing Division (PVL)

PVL and HIC have been working together for longer than 15 years. PVL has always been at the vanguard in applying technology to improve customer service and internal efficiency. With the launch of MyPVL and the Initial Application services, users can manage the complete life cycle of a professional licensee from a single dashboard. The annual avoided cost for the PVL Division is estimated at $140K.

Table: List of Services for PVL

| Service Name	Description	URL	Launch Year/ Redesign Year
Licensee Search	Public access of licensee information through a search process, re-launched in 2013 with responsive design	pvl.ehawaii.gov/pvlsearch	2001/ 2013
License Renewal	Online renewal of over 200 types of licenses within 46-plus boards with payment by credit card and e-check	pvl.ehawaii.gov/renewals	2001
List Builder	Building of custom data set from public licensee information for bulk mailing and marketing purposes. Re-launched in 2014 with mobile- responsive design.	pvl.ehawaii.gov/pvllistbuilder/	2001/ 2014
Bulk Data	Download complete data set of public licensee information for bulk mailing and marketing purposes	N/A	2010
MyPVL	PVL licensee dashboard to access information and services	pvl.ehawaii.gov/mypvl	2014
Surety	Insurance information submittal for contractors	pvl.ehawaii.gov/inikua	2014
Initial Application	Online initial licensing application system	pvl.ehawaii.gov/mypvl	2016

Real Estate Branch (REB)*

Table: List of Services for REB

Service Name	Description	URL	Launch Year/ Redesign Year
AOUO Registration	Biennial registration of condo associations, re-launched in 2013 with mobile-responsive design.	aouo.ehawaii.gov	2003/ 2013
Real Estate Continuing Education	Role-based continuing education system allows providers to manage future course submission of attendee information as well as individual licensee's continuing education status check. Re-launched in 2014 with MyPVL integration and pre-licensing options	pvl.ehawaii.gov/rece	2008/ 2014

*REB is part of the PVL Division.

Figure: Avoided Costs for PVL Division by Year
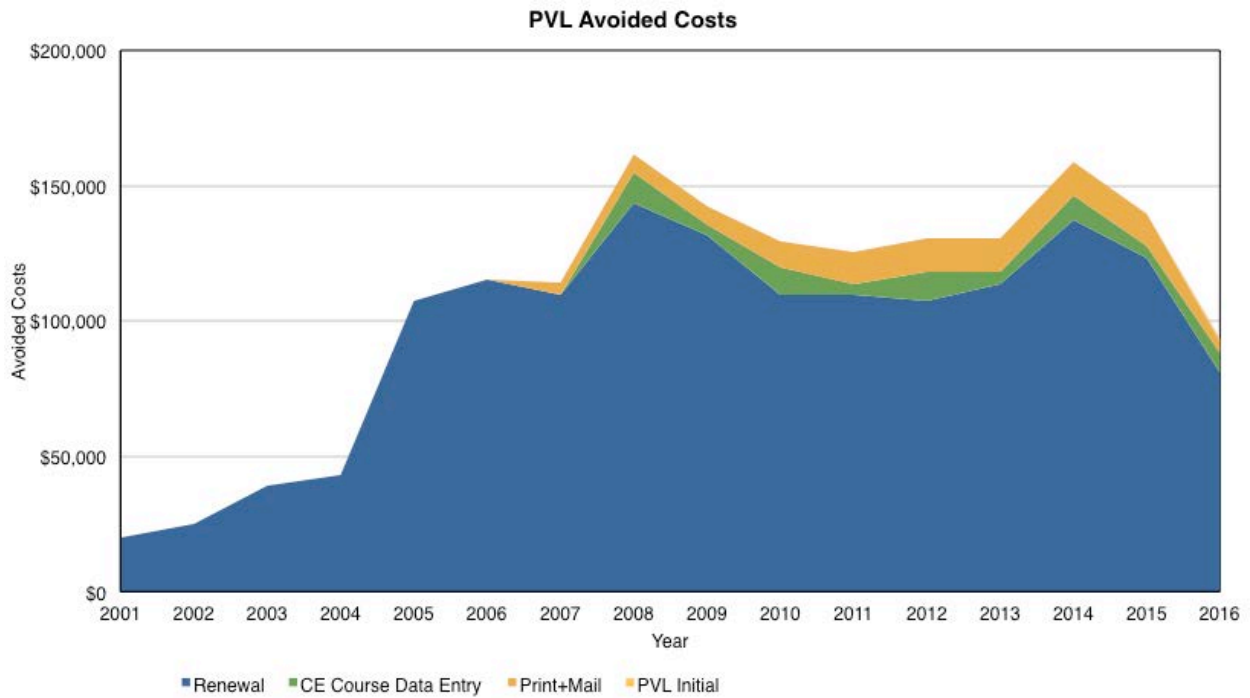
*Data through June 30, 2016.

Professional and Vocational License Renewal
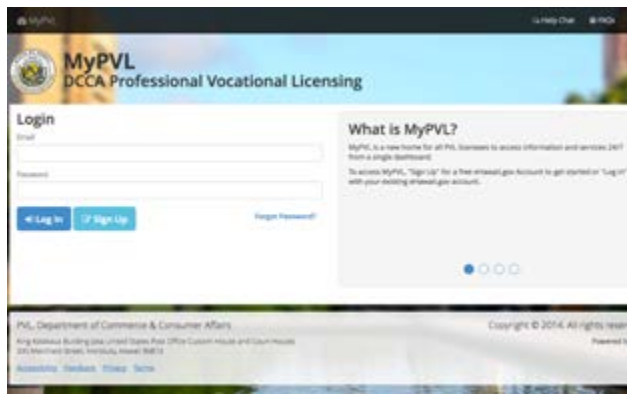
URL: pvl.ehawaii.gov/mypvl

Funding Type: Self-funded

Launched: April 1, 2001

Redesigned: November 1, 2013

Features: MyPVL, Secure Login, Dashboard, Payment Processing, Data Replication, Continuing Education, History, Information Portal.

A single dashboard for the 140,000 plus professional and vocational licensees certified by the DCCA Professional and Vocational Licensing Division (PVL). Licensees can view license status information, access copies of past renewals, complete renewals and check on their continuing education status, all from a single access portal.

> *The success of MyPVL service is clear. We continue to maintain a 90%-plus online adoption rate for all of our renewal groups. MyPVL will enable more services online and continue to help the public to do business more efficiently with the state government.*
>
> *--Celia Suzuki, PVL Licensing Administrator*

No. of Transactions	Adoption Rate	Avoided Cost
58,242	**92%**	**$180K**
Number of Licensees Renewed Online in FY2016*	Percentage of Renewals Completed Online	Dollar Equivalent From Savings in Paper, Print, Postage and Labor Required for Manual Data Entry

Statutory Fees Collected	Cost to Partner
$8,840,895	**$902,561**
January 2015 – December 2015	January 2015 – December 2015

*Fiscal Year 2016 (July 1, 2015 to June 30, 2016).

Why

The PVL renewal service was launched in 2001. HIC and PVL have been working closely together to promote online renewal services year after year. With over 90% of all renewals online, both HIC and PVL staff noted that many user support calls are related to login procedures and passcodes, as licensees often forget them. To address this, the existing three-factor login (license type, number and passcode) will be replaced by a login based on a user-provided email address and password.

Partners

- DCCA, Professional and Vocational Licensing Division
- DCCA, Real Estate Branch
- DCCA, Information Systems & Communications Office
- DAGS, Information & Communication Services Division

Solution

The PVL renewal service was integrated into the new MyPVL service in 2013. MyPVL is an integrated service suite designed for professional and vocational licensees. MyPVL is a single, sign-on dashboard where licensees can manage all of their licenses under a single account and access the online services related to those licenses. Users can view their current license information, complete renewals, retrieve copies of past renewals, check their continuing education status and view employee/employer information. Licensees may also reset their passwords without having to call HIC or PVL, allowing the support staff to answer more specific licensing related questions. The goal is to continuously enhance PVL's online services and customer support while improving the agency's internal efficiency.

Outreach Activity

There are six renewal cycles in each two-year period; two occur in odd-numbered years, four in each even-numbered year. Prior to each renewal cycle, HIC coordinates with PVL to finalize renewal notification postcards before they are printed and mailed to the licensees, all at no cost to PVL. A second round of reminders are also printed and mailed to ensure every licensee has the opportunity to renew their licenses online before the expiration date. Email reminders are also sent to each licensee's subscription email address. HIC helps PVL to draft and issue press releases for each cycle both locally and nationally.

Table: Outreach Activities by Date

Date	Type	Description	Quantity
04/01/15	Postcards	June 2015 Renewal Notice	33,657
04/08/15	Email	June 2015 Renewal Notice	23,875
05/17/15	Postcards	June 2015 Reminders	20,376
11/04/15	Postcards	Dec 2015 Renewal Notice	36,391
11/04/15	Email	Dec 2015 Renewal Notice	31,482
11/09/15	Press Release	cca.hawaii.gov/blog/news-release-license-renewals-available-for-more-than-36000-professionals-at-mypvl/	N/A
03/07/16	Postcards	April 2016 Renewal Notice	9,909
03/07/16	Email	April 2016 Renewal Notice	8,308
03/07/16	Press Release	cca.hawaii.gov/blog/news-release-architects-professional-engineers-landscape-architects-and-land-surveyors-to-renew-licenses-online-at-mypvl/	N/A
05/09/16	Postcards	June 2016 Renewal Notice	30,714
05/09/16	Email	June 2016 Renewal Notice	28,499
05/17/16	Press Release	cca.hawaii.gov/blog/release-more-than-30000-licensed-professionals-are-urged-to-renew-their-license-online-at-mypvl/	N/A
Total			223,211

Results

The introduction of MyPVL and changes to login procedures did not affect the renewal service adoption rate. Licensees now manage their own accounts. The updated user interface has improved the overall service for all PVL licensees. HIC continues to provide periodic

maintenance, updating, hosting, printing and mailing of postcards and customer support funded through online renewal transactions at no cost to PVL.

Table: Transaction Quantity, Fees Collected, Partner Revenue and HIC Revenue by Year

Year	Transaction Quantity	Total Fees Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2010	43,949	$6,424,856	$5,592,317	$832,539	$0	$832,539
2011	43,825	$6,603,215	$5,888,286	$714,929	$0	$714,929
2012	43,011	$7,598,488	$6,767,148	$831,339	$0	$831,339
2013	45,543	$6,917,965	$6,190,788	$727,177	$0	$727,177
2014	54,903	$9,756,557	$8,679,836	$1,076,721	$0	$1,076,721
2015	49,282	$8,840,895	$7,938,334	$902,561	$0	$902,561
2016*	32,420	$5,651,966	$5,035,563	$616,403	$0	$616,403
Total	312,933	$51,793,942	$46,092,272	$5,701,669	$0	$5,701,669

*Data through June 30, 2016.

Avoided Costs

PVL has avoided more than $1,000,000 in costs over the past eight years. Avoided cost is calculated based on the number of online transactions completed. Online renewals do not require manual data entry by staff. HIC also provides postcard printing and mailing services at no cost to PVL.

Table: Avoided Costs by Year

Year	Printing & Mailing	Dollar Equivalent of Labor Hours Saved	Avoided Costs
2008	$6,693	$106,970	$113,663
2009	$6,706	$89,672.50	$96,378.50
2010	$9,559	$109,872.50	$119,431.50
2011	$11,879	$109,562.50	$121,441.50
2012	$12,119	$107,527.50	$119,646.50
2013	$12,258	$113,857.50	$126,115.50
2014	$11,996	$137,257.50	$149,253.50
2015	$12,298	$123,205	$135,503
2016*	$3,987	$81,050	$85,037
Total	$87,495	$978,975	$1,066,470

*Data through June 30, 2016.

Customer Service Statistics

HIC provides 24/7 customer service via phone, email and live chat.

**Table: Customer Service Volume by Year**

Year	Calls	Chats	Emails	Total
2012	91	734	233	792
2013	2,423	1,419	586	4,428
2014	3,999	3,879	2,007	9,885
2015	4,615	3,236	2,656	10,507
2016*	3,137	2,158	2,155	7,450
Total	14,265	11,426	7637	33,062

*Data through June 30, 2016.

Estimated Street Value of Service

The street value of this service provided by HIC over the past 16 years is estimated to be over $3.8 million.

Guards Initial Application
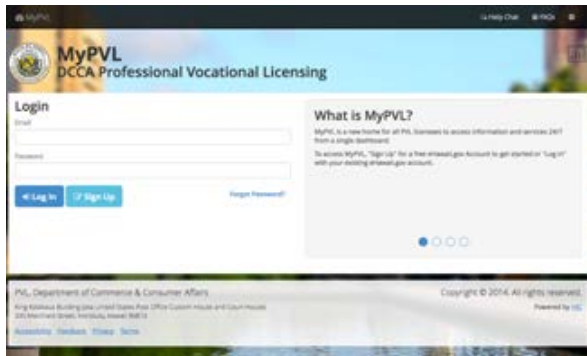
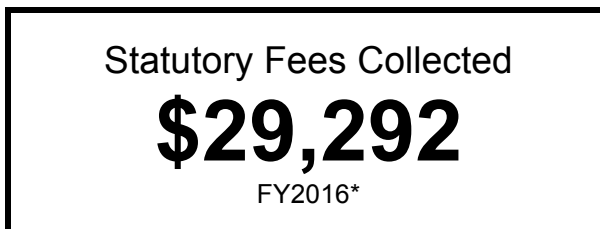**URL**: pvl.ehawaii.gov/mypvl
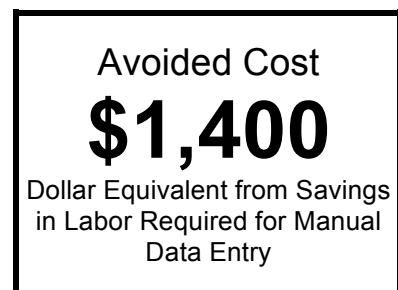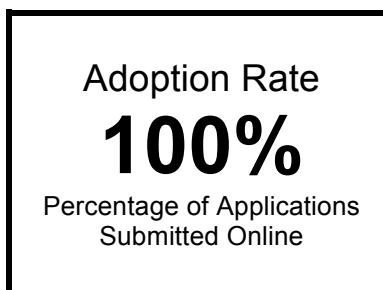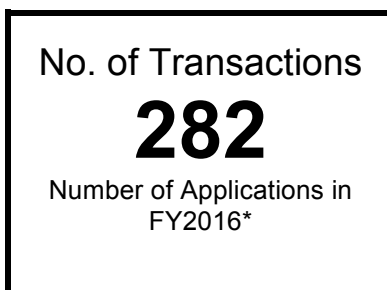
Funding Type: Self-funded

Launched: April 23, 2016

Features: MyPVL, Secure Login, Dashboard, Payment Processing, Data Replication, Form, Application Process, Review, Work Flow, Field Print, Third-party Verification

Online application submittal for guard's employee applicants, including form completion, payment, application status tracking, private messaging and admin staff approval workflow process.

> *This welcome feature will greatly allow us to streamline our professional and vocational licensing system. With its success, we plan to continue to expand registration into other licensing areas.*
>
> *--Celia Suzuki, PVL Licensing Administrator*

No. of Transactions	Adoption Rate	Avoided Cost
282	**100%**	**$1,400**
Number of Applications in FY2016*	Percentage of Applications Submitted Online	Dollar Equivalent from Savings in Labor Required for Manual Data Entry

Statutory Fees Collected	Cost to Partner
$29,292	**$2,929**
FY2016*	Total Portal Administration Fees Paid (FY2016*)

*Fiscal Year 2016 - July 1, 2015 to June 30, 2016.

Why

In 2014, PVL was tasked for the application and licensing of the guard's employees. Due to the industry's high turnover rate, PVL was receiving between three and four hundred applications a month. Many were incomplete, requiring follow-up by the staff. Without additional agency recourses, there was a backlog of more than two thousand applications.

Partners

- DCCA, Professional and Vocational Licensing Division
- Fieldprint

Solution

HIC launched the online process for guard's employee applications in April 2016. Applicants may create an account, complete and pay for theie application and track their application's progress through MyPVL. The service also offers a private email inbox for messages from PVL if there is any needed follow-up on the application. Upon licensing, users may review license history or renew licenses through MyPVL.

The online application process ensures that all of the required information is provided, along with attachments if necessary, and payments are made by credit card or subscriber account. With the additional integration with Fieldprint, a fingerprinting service company, a unique OTN number can be retrieved electronically without staff assistance. PVL staff can process applications within the queues and assign status to move applications throughout the workflow. The online process improves customer service and improves the agency's efficiency.

Outreach Activity

Upon launch of the service, PVL contacted all of its security contractors regarding the new online application process. HIC also helped PVL to draft and issue press releases for the launch both locally and nationally.

Results

The introduction of MyPVL and changes to login procedures did not affect the renewal service adoption rate. Licensees now manage their own accounts. The updated user interface has improved the overall service for all PVL licensees. HIC continues to provide periodic maintenance, updating, hosting, printing and mailing of postcards and customer support funded through online renewal transactions at no cost to PVL.

Table: Transaction Quantity and Fees Since Launch

Month	Transaction Quantity	Total Fees Collected	Portal Admin Fees
April 2016	3	$258	$25.80
May 2016	51	$4,386	$438.60
June 2016	102	$8,772	$877.20
July 2016	126	$15,876	$1,587.60
Total	282	$29,292	$2,929.20

Avoided Costs

PVL has avoided over $1,400 in costs over the four months since its launch. Avoided cost is calculated based on the number of online transactions completed. Online applications do not require manual data entry.

Table: Avoided Cost Since Launch

Month	Hours Saved	Dollar Equivalent of Labor Hours Saved	Avoided Cost
April 2016	0.5	$15	$15
May 2016	8.5	$255	$255
June 2016	17	$510	$510
July 2016	21	$630	$630
Total	47	$1,410	$1,410

Estimated Street Value of Service

The street value of the Guards Initial Applications service is estimated to be over $140,000. This service was developed at no cost to PVL.

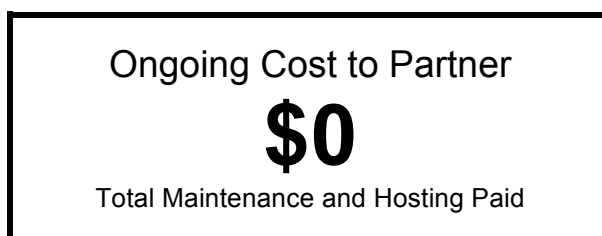# Real Estate Education System
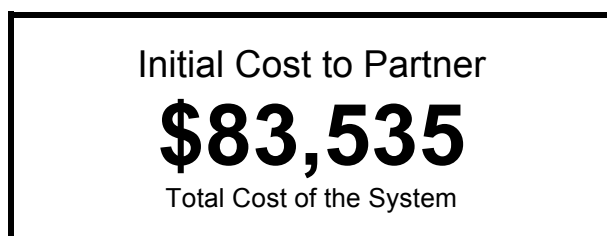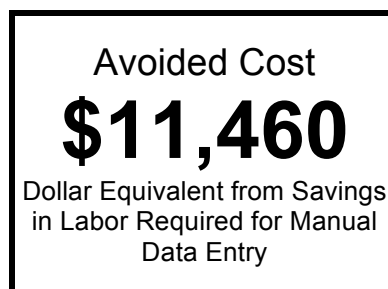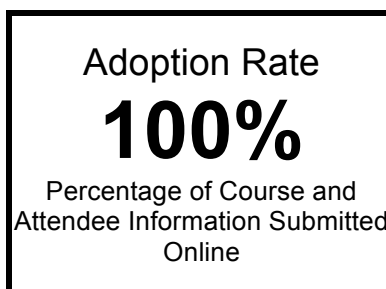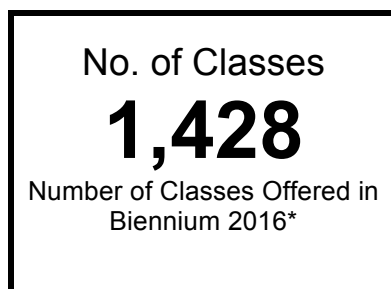

URL: pvl.ehawaii.gov/rece

Funding Type: T&M

Launched: August 25, 2008

Redesigned: November 1, 2013

Features: Secure Login, Role Based, Continuing Education, Subject/Course/Attendee Management, Real-Time Status Check

The Real Estate Education System was developed to manage all Continuing Education (CE) and Pre-license Education programs. Pre-licensing schools and CE providers can manage approved subjects, scheduled classes and attendee information. The site provides updated information classed to be offered in the future as well as CE status for real estate sales agents or brokers.

No. of Classes	Adoption Rate	Avoided Cost
1,428	**100%**	**$11,460**
Number of Classes Offered in Biennium 2016*	Percentage of Course and Attendee Information Submitted Online	Dollar Equivalent from Savings in Labor Required for Manual Data Entry

Initial Cost to Partner	Ongoing Cost to Partner
$83,535	**$0**
Total Cost of the System	Total Maintenance and Hosting Paid

*Biennium 2016, (January 2015 to December 2016).

Why

Every two years, real estate licensees are required to complete a set of continuing education hours to meet their license renewal requirements. In the second year of each biennium, licensees would scramble to visit the Real Estate Branch (REB) website to view a PDF of scheduled classes. REB staff would manually compile the course list after collecting schedules from CE providers. Upon completion of the class, attendees would submit information by paper to REB, which would manually input the data into MS Access. Licensees would also call the REB office to check whether they had logged sufficient CE hours for their license renewals.

Partners

- DCCA, Professional and Vocational Licensing Division
- DCCA, Real Estate Branch

Solution

HIC created the Real Estate Continuing Education System in 2008. It allows the public, licensees, CE providers and administrators to access a single, role-based system. In the new system, the public can search for scheduled classes; licensees can view classes in which they've enrolled and how many credits they've earned; providers can schedule classes, print out rosters and submit completed classes with accurate attendee information; and administrators can manage approved subjects for the providers, provider accounts and export data for the licensing division. With the inclusion of pre-licensing schools in 2013, the Continuing Education System was renamed the Education System. Anyone who is interested in becoming a real estate professional can now register to earn pre-licensing credits within the system.

Results

Table: Classes and Attendees by Year

Year	Classes	Attendees
2008	1,546	49,843
2009	578	10,221
2010	1,343	37,712
2011	508	10,830
2012	1,433	55,996
2013	603	12,907
2014	1,241	66,002
2015	578	14,276
2016*	950	31,961
Total	8,780	289,748

*Data through June 30, 2016.

Avoided Costs

REB has avoided $65,850 in costs over the past eight years. Avoided cost is calculated based on the number of classes with attendees submitted and completed. Online submittals do not require manual data entry by staff.

Table: Avoided Costs by Year

Year	Avoided Cost
2008	$11,595
2009	$4,335
2010	$10,073
2011	$3,810
2012	$10,748
2013	$4,523
2014	$9,308
2015	$4,335
2016*	$7,125
Total	$65,850

*Data through June 30, 2016.

Estimated Cost to Develop

The cost to develop this service is estimated to be $226,000.

Office of Administrative Hearing (OAH)

The relationship between HIC and OAH was established when the Mortgage Foreclosure Dispute Resolution Program (MFDR) was created. In 2011, HIC designed, created and launched the MFDR application within six months of the initial request at no cost to the partner. In 2012, HIC launched the Notice of Public Sale portion of the program within three months of the initial request. In October 2013, HIC launched the second phase of the Notice of Public Sale module, enabling title companies and condo associations to file notices of public sale.

Table: List of Services for OAH

Service Name	Description	URL	Launch Date/ Redesign Date
MFDR Service	Enables all parties to a foreclosure (including lender, owner, neutral and OAH staff) to resolve and record the dispute electronically.	mfdr.ehawaii.gov	October 2011
Notice of Public Sale	Enables creditors to electronically file a notice of public sale. Also enables the public to search for upcoming sale events.	mfdr.ehawaii.gov/notices	August 2012 / October 2013

Division of Financial Institution (DFI)

HIC assisted DFI during the transition of mortgage industry licensees from PVL to DFI.

Table: List of Services for DFI

Service Name	Description	URL	Launch Date	Retired Date
Mortgage Broker and Solicitor Renewals	Migrated existing mortgage-related licensing renewal service from PVL to DFI	dfi.ehawaii.gov	October 2010	December 2010

Regulated Industries Complaints Office (RICO)

The partnership between HIC and RICO began in 2002. In 2003, HIC and RICO launched the Business Licensee & Complaints History Search. RICO and the Office of Consumer Protection (OCP) provide complaint forms and receive complaints from the public regarding licensing, unlicensed and unregulated industries. This service created by HIC allowed the public to search the complaint history records of persons or entities. The system was live from March 2003 through August 2012.

List of Services

Table: List of Services for RICO

Service Name	Description	URL	Launch Date / Retired Date
Business & Licensee Complaints History Search	Search complaint history records.	N/A	March 5, 2003 August 24, 2012

Information Systems and Communications Office (ISCO)

The relationship between ISCO and HIC is vital to the portal's success and better meets public demand for both information and services. Almost all DCCA online services take advantage of the direct bilateral database replication process. From business name search to insurance continuing education submissions, both the public and DCCA have access to real-time information.

Table: ISCO Integration Points

Integration	Type	Frequency
BRIMS	Database Replication	30 minutes
HILS	Database Replication	30 minutes
ALIAS	Database Replication	30 minutes

Closing

DCCA continues to lead in providing eGovernment services to customers nationwide and has received numerous awards for innovation. The State of Hawaii DCCA is one of only a handful of government entities in the United States to offer business registration filings online. In addition, DCCA was the first government agency in the State of Hawaii and county governments to provide a mobile application in online app stores. In 2015, DCCA avoided nearly $1 million in costs as a result of moving their services online, and the agency continues to see significantly high adoption rates and processes millions of dollars worth of transactions online.

Department Labor & Industrial Relations

HIC and the Department of Labor & Industrial Relations (DLIR) have a long-standing partnership that dates back to 2006. Different divisions are currently engaged and using HIC services. The DLIR's Unemployment Insurance division launched the Hawaii Unemployment Insurance (HUI) Express system in 2004 as an easy and secure channel to file wage reports, pay contributions and file amended reports.

In late December 2011, the Research and Statistics Division launched a web-based Directory of Green Employers as part of its Hawaii Green Jobs Initiative. Green employers who work in areas such as renewable energy production and natural resource conservation post profiles in the Directory that describe their operations, specify their core occupations, and describe the skills and education they want in employees. Jobseekers access the employer profiles to learn about these companies and the workers they require.

In 2013, the Occupational Safety and Health Division launched the first phase of the elevator permitting application. This online form served as the initial step in moving elevator inspections and installation requests away from an entirely paper-based process.

Phase two of the elevator inspection and permitting system was launched in 2014 with major enhancements continuing throughout 2015 and 2016. Known as "HIOSH", the elevator and permitting system has provided internal agency transparency on critical data fronts and garnered the 2015 Web Marketing Award for Outstanding Mobile Website. Today, the system is a completely functioning electronic elevator inspection and permitting system that is as good as anything found in the United States.

In September 2016, the Hoisting Machine Operators Advisory Board (HMOAB) developed and launched a new website that includes online forms for new and renewal certifications, administrative review and approval, and acceptance of online payments. Most recently, the Workforce Development Division has been working on a new service where an eApplication will allow both employers and their consultants to apply for a Work Opportunity Tax Credit (WOTC) online and enable DLIR staff to manage WOTC applications and reporting.

To date, over $570 million in statutory fees have been paid by users of the various DLIR applications. Projected numbers for 2017 are expected to increase as user adoption grows for the HIOSH elevator and permitting system.

DLIR Over Time

Table: Timeline

Year	Service	Event
2004	Hawaii Unemployment Insurance	Hawaii Unemployment Insurance (HUI) Express launched, allowing employers to file wage reports, pay contributions and file amended reports online.
2011	Green LMI	Directory of Green Employers launched enabling employers and job seekers the ability to post and search the online directory of green employers in Hawaii.
2013	Hawaii Occupational Safety	First phase of the elevator inspection and permitting application launched.
2013	Hawaii Occupational Safety	Second phase of the elevator inspection and permitting application launched.
2016	WorLDS	Creation of the WorLDS with the P-20 SLDS system and various other agency-sourced data systems.
2016	WOTC	Application in development allows both employers and their consultants to apply for a Work Opportunity Tax Credit (WOTC) online and enable DLIR staff to manage WOTC applications and reporting.
2016	HMOAB	Hoisting Machine Operators Advisory Board (HMOAB) launches a new website that includes online submission of new applications, renewal applications and online payments

DLIR Awards

In 2015, the Web Marketing Association named the HIOSH Inspection and Elevator System as the winner of the Outstanding Mobile Website award.

Web Marketing Association

DLIR Financial Data

Table: Transaction Quantity, Funds Collected, Partner Revenue and HIC Revenue by Year

Year	Transaction Quantity	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2010	12,356	$45,712,079	$45,665,224	$0	$46,855	$46,855
2011	15,833	$82,421,094	$82,355,767	$0	$65,327	$65,327
2012	18,705	$95,030,035	$94,953,854	$0	$76,181	$76,181
2013	21,020	$116,896,644	$116,812,749	$25,960	$57,935	$83,895
2014	23,360	$85,214,263	$85,121,479	$11,432	$81,353	$92,784
2015	25,387	$71,423,146	$71,320,554	$93,900	$8,692	$102,591
2016*	20,225	$33,673,485	$33,622,180	$5,375	$45,931	$51,306
Total	154,983	$530,370,746	$529,851,807	$136,667	$382,274	$518,939

Table: Time & Materials and Hosting Paid by DLIR

Year	DLIR Paid HIC
2010	$0
2011	$15,706
2012	$10,472
2013	$19,152
2014	$230,007
2015	$161,120
2016*	$5,864
Total	154,983

*Data through June 30, 2016.

Unemployment Insurance Division (UI)

The partnership with the Unemployment Insurance Division and HIC began in 2003 to provide an online service for quarterly wage report submittals. In 2006, the Quarterly Wage Reporting System was expanded to add the ability for users to pay their Unemployment Insurance payments online.

List of Services

Table: Services List for UI

Service Name	Description	URL	Launch Date
Quarterly Wage Reporting System	Upload and transfer wage reports.	hui.ehawaii.gov/hui	2004
Hawaii Unemployment Insurance (HUI) Express	File your Quarterly Wage, Contribution and Employment and Training Assessment Report and Form UC-B6—as well as make payments online.	hui.ehawaii.gov/hui	October 2006
Unemployment Insurance Reminders	Receive email or text message reminders to submit your Unemployment Tax form.	Sign up at login.ehawaii.gov or hui.ehawaii.gov/hui	July 2014

Hawaii Unemployment Insurance (HUI) Express

URL: hui.ehawaii.gov/hui/app/

Funding Type: Self-Funded

Launched: October 2006

Features: Online Payments, Employer Filings, Single Sign-On, Notifications

Hawaii Unemployment Insurance (HUI) Express is a secure and easy way to file your Quarterly Wage Report, Contribution and Employment and Training Assessment Report, Form UC-B6 and make payments on-line.

> *My first time using QWRS was easy to navigate and, of course, the help line was very knowledgeable and was able to assist me effortlessly.*
>
> *– Online user, April 2015*

Online Transactions	Avoided Costs
24,966	**$31,718**
July 2015 – June 2016	July 2015 – June 2016

Statutory Fees Collected	Cost to Partner
$71,360,054	**$88,270**
January 2015 – December 2015	January 2015 – December 2015

Why

Business Process

Prior to the Hawaii Unemployment Insurance (HUI) Express online application, the Department of Labor and Industrial Relations (DLIR) Unemployment Insurance (UI) Division was receiving UI data in various media—such as floppy disk, reel to reel, cartridge, and hard paper copies. Once the data was received, it was checked to ensure it met DLIR UI file specifications. If the data met the requirements, it was amended to a file that was submitted to the mainframe located at ICSD.

Technical Environment

In 1988, the computer system required ASCII-formatted data on a 5 ¼" diskette and the ability to operate on a PC utilizing MS-DOS or PC-DOS Version 2.0 or above. Since then, the QWRS system evolved to the following: Windows '95 O/S utilizing Turbo Pascal to convert data received from the various employers. Data was received in a variety of media: UC-B6 and UC-B6A forms, 5 ¼" diskettes, 3 ½" ASCII and EBCIDIC text files. These files had a variety of delimiters that had to be stripped out and saved. In addition, the data was verified for validity and forms were scanned into an ASCII text file. The Employer Services processed over 600,000 records of data a quarter. About 55.9% were from magnetic tape, 7.3% scanned via an OCR, 11.4% processed via Unix, and 23% received via diskettes.

Legal / Statutory / Regulatory

Information provided by the employer is considered confidential pursuant to section 383-95, Hawaii Revised Statutes ("HRS"), and administrative rules 12-5-215, 12-5-219, and 12-5-220—and disclosure is subject to civil and criminal sanctions as provided by section 383-144, HRS.

Partners

Regular stakeholder meetings were conducted with various working groups to gather requirements and prioritize the project schedule, tasks and deliverables.

Table: Stakeholders

Working Groups	Primary Functions
DLIR UI	High level oversight
Electronic Data Processing Systems Office	Technical oversight

Solution

The Hawaii Unemployment Insurance (HUI) Express service is a secure and easy way for businesses to file their Unemployment Insurance (UI) reports and pay contributions through the state's official website at https://hui.ehawaii.gov. Employers and Authorized Transmitters (accountants, service providers, etc.) must apply to obtain a username and password to file Quarterly Wage and Contribution and Employment and Training Assessment Reports and pay contributions online.

Through the Internet, employers and authorized transmitters may send the wage file with the employee detail data, submit the contribution report and pay contributions online. Payments can only be made with a contribution report. Users can download the QWRS software program from the HUI Express to create the reports to submit online. The program allows a single employer and accountants or service providers with multiple employer accounts to file online. Single filers need a Department of Labor (DOL) number, Federal Employer Identification Number (FEIN) and an email address. Multiple filers who are not employers in Hawaii need an email address.

Outreach Activity

In 2014, Unemployment Insurance Reminders were implemented and integrated with the HUI Express service at no cost to the agency. Reminders are sent quarterly (April, July, October, January) to remind HUI users that their Unemployment Tax form is due. Users can sign up to receive reminders via email or text message for free. Users can sign up through the HUI Express service or through the eHawaii.gov Notification Center. Reminders are integrated with my.hawaii.gov.

Table: Unemployment Insurance Reminders Sent by Year

Year	Notification Type	Number Sent	Number of Users
2014	Email	36	35
2014	SMS	9	9
2015	Email	777	754
2015	SMS	59	59
2016*	Email	658	642
2016*	SMS	53	53
Total		1,592	1,552

* Data through June 30, 2016

Results

Table: Online Transactions, Fees Collected, Partner Revenue and HIC Revenue by Year

Year	Number of Online Transactions	Total Fees Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2010	12,356	$45,712,079	$45,665,224	$0	$46,855	$46,855
2011	15,833	$82,421,094	$82,355,767	$0	$65,327	$65,327
2012	18,705	$95,030,035	$94,953,854	$0	$76,181	$76,181
2013	21,013	$116,893,494	$116,809,914	$25,645	$57,935	$83,580
2014	23,317	$85,184,413	$85,094,614	$8,447	$81,353	$89,799
2015	25,293	$71,368,746	$71,271,784	$88,270	$8,692	$96,961
2016*	12,098	$33,619,735	$33,573,805	$0	$45,931	$45,931
Total	128,615	$530,229,596	$529,724,962	$122,362	$382,274	$504,634

*Data through June 30, 2016.

Avoided Costs

Because the service charges HUI users for the credit card processing fee, DLIR saved over $30,000 in payment processing fees in 2015.

Table: Payment Processing Fees Collected by Year

Year	Payment Processing Fees Collected
2008	$6,665.16
2009	$9,299.13
2010	$15,964.57
2011	$25,744.55
2012	$29,419.70
2013	$30,512.00
2014	$30,864.38
2015	$33,088.85
2016*	$15,413.37
Total	$196,971.71

*Data through June 30, 2016.

Customer Service Statistics

Collection of customer service statistics began in September 2012.

Table: Customer Service Inquiries by Year

Year	Number of Calls	Number of Chats	Number of Emails	Total Inquiries
2012	20	44	54	118
2013	206	270	118	594
2014	171	260	123	554
2015	164	192	110	466
2016*	77	142	57	276
Total	638	908	462	2,008

*Data through June 30, 2016.

Estimated Cost to Develop

The estimated cost to develop the HUI Express and Quarterly Wage Report services was $398,400. The estimated annual maintenance cost to host, support, enhance, and maintain these services is $6,975. The estimated cost to develop the Unemployment Insurance Reminders service was $13,900.

Estimated Street Value of the Service

Based on competitive market rates of $195/hour, the estimated street value to develop these services is $1,009,305.

Occupational Safety and Health

The relationship with the Hawaii Occupational Safety and Health (HIOSH) started in 2011 with gathering the requirements and the eventual implementation of Phase 1 of the Elevator Inspection and Permitting System. The online form and payment platform was the first step toward an eventual end-to-end solution. Phase 2 has been a successful series of multi-iteration implementations using an agile methodology. Today, the HIOSH system is among the most innovative and forward-looking elevator inspection and permitting systems in the country.

Table: Occupational Safety and Health Services List

Service Name	Description	URL	Launch Date
HIOSH Elevator Inspection Phase 1	Simple form and online payment.	hiosh.ehawaii.gov	2012
HIOSH Elevator Inspection Phase 2	Multiple iterations that set up installation and inspection requests, ePermitting, electronic workflows, agency business re-engineering, data visualization, invoicing and payment processing.	hiosh.ehawaii.gov	2014
HIOSH Collections	Project in progress to allow invoice/company lookup on delinquent accounts and attach a cover letter on demand.	hiosh.ehawaii.gov	2016

Elevator Inspection and Permitting System (HIOSH)

URL: hiosh.ehawaii.gov

Funding Type: Hybrid

Launched: December 15, 2014

Features: Mobile First, Business Monitoring, Reminders, Alerts, Notifications, Text Message, Email, Social Media, Payments

The HIOSH Elevator Inspection and Permitting System is an ongoing project developed by HIC in close collaboration with DLIR. Much of the current workflow processes and data management methods previously used were outdated and extremely inefficient.

This mobile-friendly web application is designed to allow installation and inspection requests to be submitted online by elevator companies. It allows the partner to route and track the requests through the entire workflow via electronic means and accept online payments. The system allows users to search for elevator equipment, view inspection histories, assign inspectors to specific jobs, and see a dashboard of critical information.

> *It is important we move to the new HIOSH system because the old system has a lot of data that we cannot access. In addition, the future is online and we want to be ready for that. – HIOSH Boiler and Elevator team member*

Online Transactions	Statutory Fees Collected	Cost to Partner
94	**$48,770**	**$5,630**
January – December 2015	January – December 2015	January – December 2015

Why

The purpose of the Hawaii Inspection & Permitting System Phase 2 was to create a unified application that allows inspections and permits to be applied for, logged, scheduled and issued. The impetus behind this system was a directive to replace and improve a proprietary system that was aging and had major data-quality issues. Due to these problems, approximately 75% of the elevators and 50% of the boilers in Hawaii were operating without a current operation permit because their inspections were overdue and their permits delayed.

There was a very large backlog for performing mandatory and critical tests throughout the State. The new system is intended to improve the administrative efficiency of the inspection and permitting process within HIOSH. Another objective is to provide transparency for the users so they will have access to data to improve business efficiency as well as public safety. The system would also allow the inspectors to complete the submission of inspection findings via a mobile device.

Partners

Various working groups conducted regular stakeholder meetings to gather requirements and prioritize the project schedule, tasks and deliverables.

Table: Stakeholders

Working Groups	Primary Functions
DLIR IT	Technical details, FOCUS database, access levels,
DLIR Fiscal	Financial processes, disbursements
DLIR Executive Team	High-level oversight
HIOSH Leadership Team	Project oversight and prioritization
HIOSH Administrative Team Members	User stories and current process flows
HIOSH Inspectors	User stories and current process flows
HIOSH Project Team	Day to day contact, overall project vision and health

Solution

The Hawaii Inspection and Permitting System is a web-based solution developed over time using an agile development process. The first phase of this project focused on the back-office

operations, specifically on improving the tracking process from receiving a request to completion. This was a critical part of the project, and it established the new and more efficient process before any additional online services or requests were accepted. Agency staff buy-in was identified as a key element of success and, in the beginning, was difficult to achieve. The continuous release of major modules has been a tremendous help in having key HIOSH staff members buy into the project. Over the course of four additional iterations in 2015, an end-to-end solution has been developed and implemented for the HIOSH team.

The major modules that are now available and operational in the system are listed below:
1. Installations Requests
2. Form Builder and Form Management Module
3. Scheduler Module
4. FOCUS Database Integration
5. Inspection Requests
6. Invoicing Module
7. Payment Processing
8. Electronic Workflow Routing and Notifications
9. Data Visualizations
10. Reports

Project Funding

The HIOSH Project Phase 2 was funded by the DLIR via a request for development funds from the Office of Information Management Technology (OIMT) for $140,000. DLIR also absorbs a 10% fee for every online transaction handled by the system.

Results

The elevator community has responded well to the online system. Several training visits were conducted by HIC staff to onboard the company users. An ongoing communication channel between the HIC project team and the elevator companies exists today and numerous improvements have resulted from company suggestions.

Table: Transaction Quantity, Funds Collected, Partner Revenue and HIC Revenue by Year

Year	Transaction Quantity	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2013	7	$3,150	$2,835	$315	$0	$315
2014	44	$29,850	$26,865	$2,985	$0	$2,985
2015	94	$54,400	$48,770	$5,630	$0	$5,630
2016*	68	$53,750	$48,375	$5,375	$0	$5,375
Total	213	$141,150	$126,845	$14,305	$0	$14,305

*Data through June 30, 2016

Estimated Cost to Develop

The cost to develop this service is estimated to be $255,360. The annual maintenance cost for 2017 is estimated to be $75,000.

Estimated Street Value of the Service

Based on competitive market rates of $195/hour, the street value to develop this service is estimated to be $497,952. The annual maintenance cost for 2017 is estimated to be $146,250.

Other DLIR Divisions and Services

Table: Services List

Division	Service Name	Description	URL	Launch Date
Research and Statistics	Green LMI	Search the online directory of green employers in Hawaii.	lmi.ehawaii.gov	December 29, 2011
Workforce Development	WOTC	This application will allow both employers and their consultants to apply for a Work Opportunity Tax Credit (WOTC) online and enable DLIR staff to manage WOTC applications and reporting.	TBD	In progress
Hoisting Machine Operators Advisory Board	HMOAB Web Site	Informational website that can be updated by the HMOAB web admin.	hmoab.hawaii.gov	September 21, 2016
Hoisting Machine Operators Advisory Board	HMOAB Online Certification	Online certification application and renewal. Administrative review of applications, notifications and payment processing.	hmoab.ehawaii.gov	September 21, 2016
HIOSH	HIOSH Collections	Creation of on-demand lookup, invoicing and cover-letter functionality.	hiosh.ehawaii.gov	In progress

Hoisting Machine Operators Advisory Board (HMOAB)

The Hoisting Machine Operators Advisory Board (HMOAB) approached us in late 2015 with a request to create a website for the Board and to provide an online platform to apply for, renew and pay for certifications.

Closing

The solid and long-standing relationship with DLIR is one of critical importance to HIC. During our conversations on existing projects, we can see other pain points within the department that we can likely assist with in 2017 and beyond.

Department of Land and Natural Resources

The Department of Land and Natural Resources (DLNR) has been an important partner to the portal for over a decade. The applications and services for the Bureau of Conveyances (BOC), Division of State Parks (DSP), Division of Forestry and Wildlife (DOFAW) and the Division of Aquatic Resources (DAR) allow us to assist DLNR on many fronts and with a wide range of customers. Our relationship with DLNR continues in 2016 with ongoing improvements to numerous applications.

We strongly believe our mission, common goals and strong partnerships will continue assisting DLNR in achieving its current and future plans and initiatives, both within the department and its public interface.

From the DSP to the BOC, the more services we bring online, the more dramatically we improve DLNR's services and public approval while increasing internal efficiencies and staff job satisfaction. With efficiency improvements, the DLNR staff is freed from mundane labor and can focus on other, more important tasks.

In 2015, DLNR **avoided over $719,600** in labor and postage costs as a result of eight key online services the portal provides. Much more cost was avoided through other DLNR services. The portal **processed over $4.2 million dollars** through **more than 65,000 transactions** for DLNR in 2015. Continued deployment of online services will avoid further cost, which we anticipate will total well over $800,000 in 2016.

The following DLNR offices, divisions and programs have partnerships with HIC:

- Administrative Proceedings Office (APO)
- Bureau of Conveyances (BOC)
- Division of Aquatic Resources (DAR)
- Division of Boating and Ocean Recreation (DOBOR)
- Division of Forestry and Wildlife (DOFAW)
- Division of State Parks (DSP)
- Engineering Division

- Division of Conservation and Resources Enforcement (DOCARE) Hunter Education Program
- Land Division
- Office of Conservation and Coastal Lands

DLNR Timeline of Events

2000 July
Freshwater Game Fishing License Launched
freshwater.ehawaii.gov/freshwater

2004 December
Commercial Marine License System (CMLS) – Admin Launched
dlnr.ehawaii.gov/cmls-public/admin

2006 May
Na Ala Hele Trail & Access System
cttaccess.ehawaii.gov

2006 June
Online Hunting License Applications Launched
hunting.ehawaii.gov

2007 August
Vessel Registration Renewals Launched
http://vessel.ehawaii.gov

2008 November
CMLS – Public Launched
dlnr.ehawaii.gov/cmls-public/app/welcome.html

2008 November
Commercial Beach Activity / Wedding Permits (Wiki Permits) Launched
dlnr.ehawaii.gov/permits
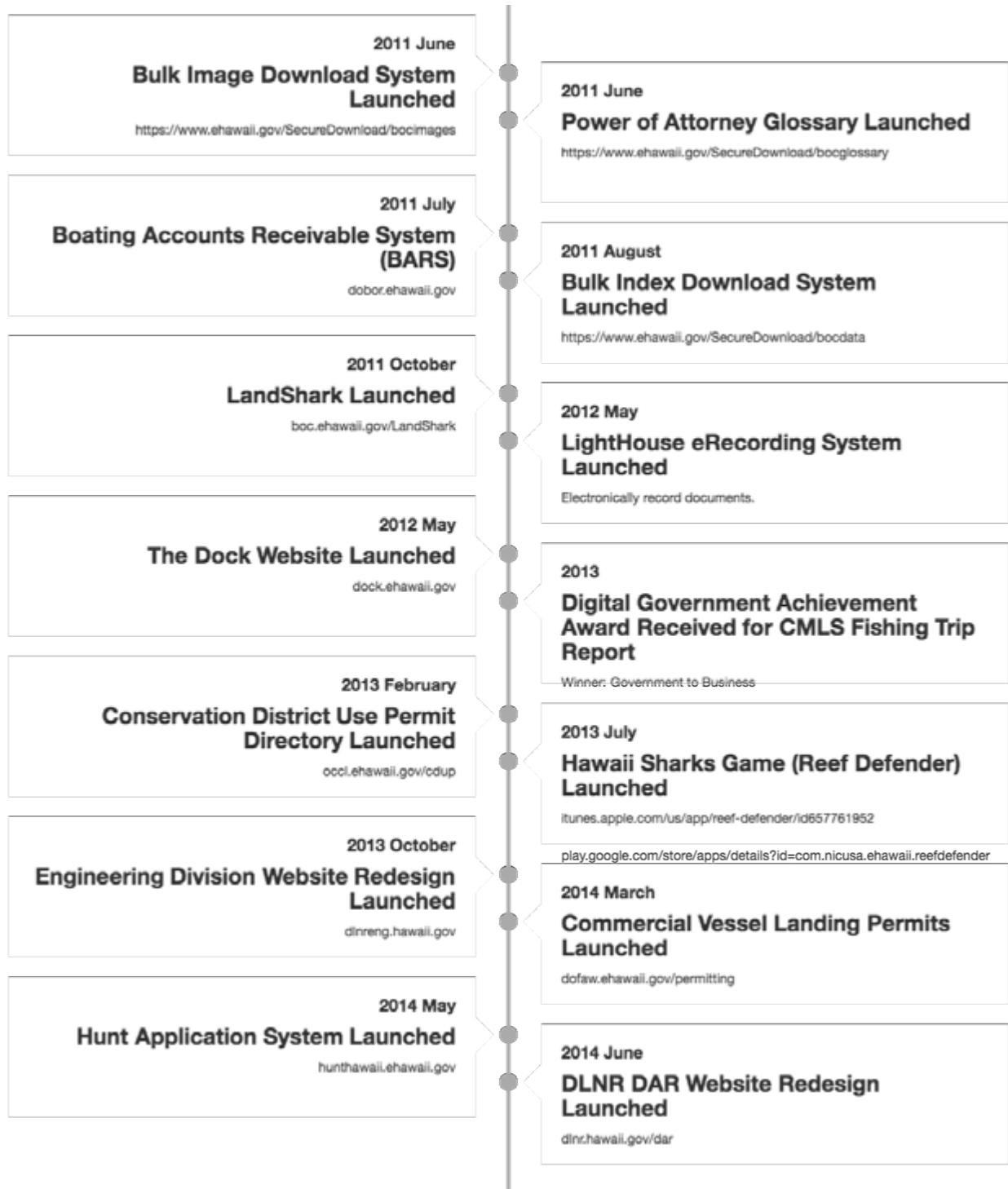
2009 July
Online Uniform Commercial Code Recording System Launched
boc.ehawaii.gov/ucc-recording

2010 January
Online Search and Ordering System Launched
boc.ehawaii.gov/docsearch

2010 February
CMLS Fishing Reports Launched
dlnr.ehawaii.gov/cmls-fr

2010 March
Online Reservation System (Camping) Launched for Division of State Parks
camping.ehawaii.gov

2010 May
Online Reservation System (Camping) Launched for Division of Forestry & Wildlife
camping.ehawaii.gov

2010 July
Civil Resource Violation System Launched
crvs.ehawaii.gov

2011 May
LandLink Record Management System Launched
Backend Title and Records Management System

2011 June

Bulk Image Download System Launched

https://www.ehawaii.gov/SecureDownload/bocimages

2011 June

Power of Attorney Glossary Launched

https://www.ehawaii.gov/SecureDownload/bocglossary

2011 July

Boating Accounts Receivable System (BARS)

dobor.ehawaii.gov

2011 August

Bulk Index Download System Launched

https://www.ehawaii.gov/SecureDownload/bocdata

2011 October

LandShark Launched

boc.ehawaii.gov/LandShark

2012 May

LightHouse eRecording System Launched

Electronically record documents.

2012 May

The Dock Website Launched

dock.ehawaii.gov

2013

Digital Government Achievement Award Received for CMLS Fishing Trip Report

Winner: Government to Business

2013 February

Conservation District Use Permit Directory Launched

occl.ehawaii.gov/cdup

2013 July

Hawaii Sharks Game (Reef Defender) Launched

itunes.apple.com/us/app/reef-defender/id657761952

play.google.com/store/apps/details?id=com.nicusa.ehawaii.reefdefender

2013 October

Engineering Division Website Redesign Launched

dlnreng.hawaii.gov

2014 March

Commercial Vessel Landing Permits Launched

dofaw.ehawaii.gov/permitting

2014 May

Hunt Application System Launched

hunthawaii.ehawaii.gov

2014 June

DLNR DAR Website Redesign Launched

dlnr.hawaii.gov/dar

2014 July

Hawaii Sharks Website Redesign Launched

dlnr.hawaii.gov/sharks

2015 March

State Parks Website Redesign & Website Admin Launched

dlnr.hawaii.gov/dsp

2015 October

Pavilion Day Use Permits Launched

camping.ehawaii.gov

2015 December

Online Course Registration and Records Management System Launched

huntered.ehawaii.gov

2015 December

Special Use Permitting System Launched

sups.ehawaii.gov

2015 December

Na Ala Hele Trail & Access System Redesign Launched

hawaiitrails.org

2016 September

Trail Day Use Permits Launched

trails.ehawaii.gov

DLNR Awards

In 2013, DAR won the Digital Government Achievement Award (DGAA) in the Government-to-Business category for its Commercial Marine Fishing License service.

DLNR Financial Data

Table: Transactions, Funds Collected, and Revenue by Year

Year	Transaction Quantity	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	Total HIC Revenue
2010	31,059	$1,266,376	$1,138,400	$39,810	$88,166	$127,976
2011	39,849	$2,257,990	$1,772,768	$339,785	$145,437	$485,222
2012	51,304	$2,811,805	$1,989,414	$631,960	$190,431	$822,391
2013	58,629	$3,240,584	$2,390,715	$631,174	$218,695	$849,869
2014	63,752	$3,506,696	$2,721,165	$557,712	$227,818	$785,530
2015	68,214	$4,289,031	$3,314,571	$758,317	$216,143	$974,460
2016*	61,716	$3,370,084	$2,923,795	$320,627	$125,662	$446,289
Total	374,523	$20,742,566	$16,250,828	$3,279,385	$1,212,352	$3,784,737

*Data through June 30, 2016.

Table: Time and Materials & Hosting Paid by DLNR by Year

Year	Amount Paid by DLNR
2010	$222,428
2011	$709,278
2012	$152,832
2013	$152,497
2014	$226,614
2015	$132,166
2016*	$241,477
Total	$1,837,292

*Data through June 30, 2016.

DLNR Avoided Costs

Avoided costs include printing, postage, data entry and marketing costs. No IT-related costs are considered.

Table: Avoided Costs by Service by Year

Year	Fishing Reports	Hunting Licenses	Wedding Permits	Camping Permits	Fishing Licenses	Total
2008		$13,623	$1,311		$5,688	$20,622
2009		$16,374	$21,381		$8,577	$46,332
2010	$52,304	$17,019	$22,578	$78,589	$2,988	$173,478
2011	$93,394	$19,908	$23,679	$90,562	$2,943	$230,486
2012	$111,609	$23,178	$25,299	$99,808	$3,951	$263,845
2013	$123,859	$22,320	$21,960	$109,810	$4,860	$282,809
2014	$127,400	$27,129	$25,404	$111,346	$5,208	$296,487
2015	$127,399	$27,933	$25,224	$112,456	$5,526	$298,538
2016*	$115,006	$8,028	$12,669	$83,539	$3,378	$222,620
Total	$750,974	$175,512	$179,505	$686,110	$43,119	$1,835,220

*Data through June 30, 2016.

Table: BOC Avoided Costs by Service by Year

Year	Document Search	LandShark	LightHouse	TOTAL
2010	$11,775	$0	$0	$11,775
2011	$18,088	$177,533	$0	$195,621
2012	$28,160	$397,328	$3,956	$429,444
2013	$34,018	$476,370	$24,016	$534,404
2014	$36,728	$362,470	$26,214	$425,412
2015	$40,453	$340,723	$44,978	$426,154
2016*	$21,685	$197,008	$23,902	$242,595
Total	$190,907	$1,951,432	$123066	$2,265,405

*Data through June 30, 2016.

Figure: DLNR Avoided Costs by Service by Year

DLNR Avoided Costs
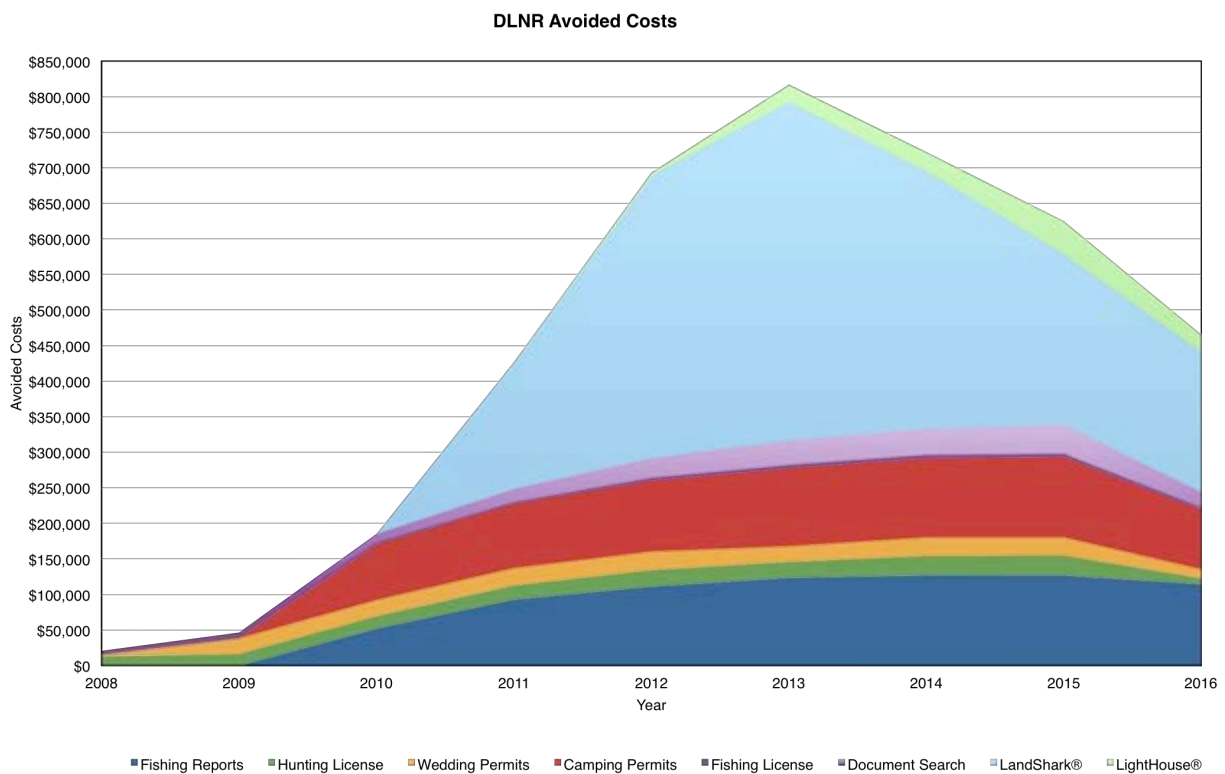
Administrative Proceedings Office (APO)

List of Services

Table: Services List for APO

Service	Description	URL	Launch Date
Civil Resource Violation System	Allows users to view and pay for CRVS citations online.	crvs.ehawaii.gov	July 21, 2010

Civil Resource Violation System

URL: crvs.ehawaii.gov

Funding Type: Self-Funded

Launched: July 21, 2010

Features: Payment Processing

The Civil Resource Violation System (CRVS) is an online application that allows users to view and pay for citations online. The application is also a case-management system for the APO, which allows them to create new violations and citations, update case statuses and much more.

No. of Transactions	Adoption Rate	Avoided Costs
902	**43%**	**$1,804**
July 2015 – June 2016	Citations Paid Online	July 2015 – June 2016

Statutory Fees Collected	Cost to Partner
$14,430	**$14,430**
January 2015 – December 2015	Completely Self-funded

Why

In 2009, DLNR received approval to create a civil administrative system that could better handle non-criminal violations of laws governing natural and cultural resources. At the time, civil resource violators either received a criminal citation in court or a civil citation to appear before the Board of Land and Natural Resources. These two venues were an inefficient way of dealing with DLNR's enforcement cases.

Partners

- DLNR APO

Solution

CRVS was launched in 2010, allowing APO to manage civil resource violations by enabling them to create new citations and violations, view and update existing cases, search for violations and view respondents' profiles. CRVS also allows APO to print violations in batches and view reports.

CRVS allows the public to view and submit a response to citations online. Users can comply and pay fines for citations, comply and request mitigation or contest citations. Users can also upload supporting documents with their responses.

Results

Since CRVS launched in 2010, nearly 4,000 citations have been processed online. The number of citations paid online has steadily increased over the years, and adoption is presently at 43%. Over $59,200 has been paid to APO in statutory fees.

Table: System Transactions and Fees Collected

Year	Citations Paid	Total Fees Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2010	276	$5,370	$2,468	$2,903	$0	$2,903
2011	394	$9,577	$4,789	$4,789	$0	$4,789
2012	433	$12,100	$6,050	$6,050	$0	$6,050
2013	627	$17,155	$8,578	$8,578	$0	$8,578
2014	688	$24,745	$12,373	$12,373	$0	$12,373
2015	811	$28,859	$14,430	$14,430	$0	$14,430
2016*	499	$14,780	$7,390	$7,390	$0	$7,390
Total	3,728	$112,586	$56,078	$56,513	$0	$56,513

*Data through June 30, 2016.

Avoided Costs

APO has avoided over $7,800 since CRVS's launch in 2010.

Table: Avoided Cost by Year

Year	Avoided Cost
2010	$552
2011	$788
2012	$866
2013	$1,254
2014	$1,376
2015	$1,622
2016*	$998
Total	$7,456

*Data through June 30, 2016.

Estimated Cost to Develop

The cost to develop this service is estimated to be $302,440.

Table: Estimation of Work

Role	Rate	Hours	Cost
Developer	$80	2915	$233,175
Project Manager	$80	729	$58,295
Admin	$60	182	$10,930
Total		3,826	$302,440

Estimated Street Value of the Service

Based on competitive market rates of $195/hour, the street value to develop CSRV is estimated to be $746,070.

Bureau of Conveyances (BOC)

The partnership between HIC and BOC began in 2003, with HIC handling payment processing for BOC's document search site. HIC has since worked closely with BOC on several projects.

In 2008, HIC developed and deployed the Online Uniform Commercial Code (UCC) Recording System. The UCC Recording System allows users to electronically file UCC-1 documents with BOC. This was a first step in helping BOC to reduce their backlog. The UCC Recording System was later updated in 2015 to electronically record UCC-1 documents with BOC.

Later in 2010, the Online Search & Ordering System for land title documents was deployed, allowing customers to order documents recorded by BOC online. The system was a great help to BOC, as prior to launch customers would have to wait in line to order documents. With the online ordering system in place, the lines were greatly reduced. The system currently has an 84% adoption rate.

In the same year, the BOC was in critical need of a new records management system. Their existing system was on its last leg and was no longer being supported by their previous vendor. HIC worked closely with the BOC to select and implement the LandLink Records Management System developed by Trimin Solutions. This led to a dramatic increase in productivity, which in turn led to significant reduction in BOC's backlog of indexed documents and certificates.

In 2011, the BOC deployed the Bulk Image and Bulk Index Download Systems, the Power of Attorney Glossary and part of Trimin Land Records Suite of products, LandShark, which allows users to purchase documents and certificates online.

LightHouse, the final piece of the Trimin suite of products, was deployed in 2012. LightHouse allows authorized e-recording vendors to submit documents to the BOC electronically. Documents are recorded and returned to customers usually within 48 hours.

List of Services

Table: Services List for BOC

Service Name	Description	URL	Launch Date
Online Uniform Commercial Code Recording System	Allows users to complete a UCC financing statement (UCC-1, UCC-1AD) and submit payment via credit card or e-check.	boc.ehawaii.gov/ucc-recording	July 1, 2009
Online Search and Ordering System	Allows users to purchase document images recorded by BOC	boc.ehawaii.gov/docsearch	January 11, 2010
LandLink Records Management System	Back-end title and records management system that allows BOC to cashier, record and index documents as well as create certificates.	Not Available	May 24, 2011
Bulk Image Download System	Download bulk image documents recorded by the BOC.	https://www.ehawaii.gov/SecureDownload/bocimages	June 1, 2011
Power of Attorney Glossary	Allows users to download the Power of Attorney Glossary.	https://www.ehawaii.gov/SecureDownload/bocglossary	June 7, 2011
Bulk Index Download System	Download bulk indexed data for documents recorded by BOC	https://www.ehawaii.gov/SecureDownload/bocdata	August 8, 2011
LandShark	Allows users to purchase recorded document images as well as certificates	boc.ehawaii.gov/LandShark	October 21, 2011
LightHouse e-Recording System	Allows BOC to electronically record documents.	Not Available	May 3, 2012

BOC Financial Data

Table: Transaction Quantity, Funds Collected, Partner Revenue and HIC Revenue by Year

Year	Transaction Quantity	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2010	4,754	$85,594	$74,932	$211	$10,450	$10,661
2011	78,507	$467,505	$127,778	$290,075	$49,653	$339,727
2012	544,108	$1,146,951	$484,933	$579,628	$82,389	$662,017
2013	579,198	$1,220,861	$551,735	$570,749	$98,376	$669,126
2014	490,816	$1,094,347	$519,579	$476,478	$98,289	$574,768
2015	523,713	$1,683,256	$1,052,242	$532,777	$98,238	$631,015
2016*	266,713	$1,926,669	$1,617,542	$257,978	$51,149	$309,127
Total	2,487,809	$7,625,183	$4,428,741	$2,707,896	$488,544	$3,196,441

*Data through June 30, 2016.

BOC Avoided Costs

Table: Avoided Costs by Application by Year

Year	Document Search	LandShark	LightHouse	TOTAL
2010	$11,775	$0	$0	$11,775
2011	$18,088	$177,533	$0	$195,621
2012	$28,160	$397,328	$3,956	$429,444
2013	$34,018	$476,370	$24,016	$534,404
2014	$36,728	$362,470	$26,214	$425,412
2015	$40,453	$340,723	$44,978	$426,154
2016*	$21,685	$197,008	$23,902	$242,595
Total	$190,907	$1,951,432	$123066	$2,265,405

*Data through June 30, 2016.

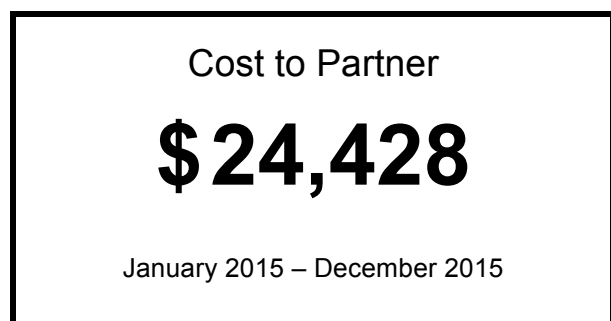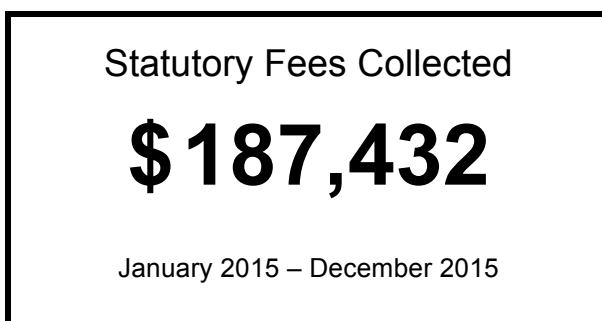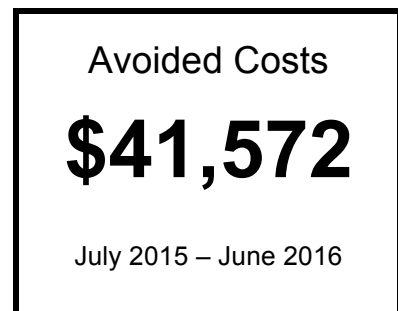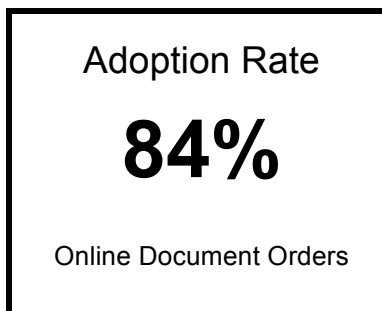## Land Title Records Online Search & Ordering System

URL: boc.ehawaii.gov/docsearch

Funding Type: Self-funded

Launched: January 11, 2010

Features: Document Search, Payment Processing, Login, History, Digital Download

The Land Title Records Online Search and Ordering System allows users to conveniently order documents recorded by the BOC online. Users can search by name or document number and choose between printed and certified copies or electronic non-certified PDF copies that can be downloaded directly from the site.

No. of Transactions	Adoption Rate	Avoided Costs
16,629	**84%**	**$41,572**
July 2015 – June 2016	Online Document Orders	July 2015 – June 2016

Statutory Fees Collected	Cost to Partner
$187,432	**$24,428**
January 2015 – December 2015	January 2015 – December 2015

Why
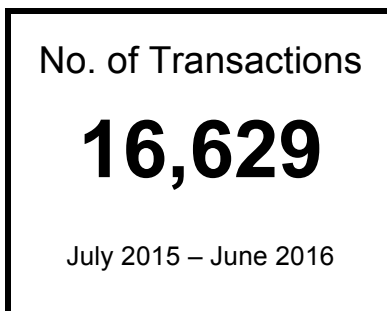
Prior to the launch of the Land Title Records Online Search & Ordering System, customers who needed to purchase a document from BOC would have to endure long lines and extremely long wait times to access the BOC public reference room. BOC had a difficult time handling the constant influx of customers and needed to offer customers a way to order documents online.

Partners

- DLNR BOC

Solution

The Land Title Records Online Search & Ordering System launched in 2010, allowing customers to search online for documents recorded with BOC by individual/business name or by document number. Customers can purchase certified documents, which are printed and mailed via USPS, or opt for non-certified, electronic copies that they can download upon payment. Customers may pay via credit card or subscriber account.

Customers can use their eHawaii login to keep a history of their document purchases and access copies of their digital documents for up to 10 days. The application has an admin module that allows BOC to fulfill certified document orders and run reports.

Results

The Land Title Records Online Search & Ordering System has been a great success. With the ability to purchase documents online, fewer customers visit BOC to purchase documents, reducing the time staff must spend assisting them.

Table 12: Documents Ordered, Funds Collected, Partner Revenue and HIC Revenue by Year

Year	Number of Documents Ordered	Total Fees Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2010	4,710	$74,308	$65,100	$211	$8,996	$9,207
2011	7,235	$109,114	$95,912	$8,506	$4,697	$13,202
2012	11,264	$157,728	$138,826	$18,682	$220	$18,902
2013	13,607	$191,364	$168,542	$22,444	$378	$22,822
2014	14,691	$202,642	$178,299	$23,647	$695	$24,343
2015	16,181	$212,824	$187,432	$24,428	$965	$25,393
2016*	8,674	$116,152	$102,383	$13,274	$495	$13,769
Total	76,362	$1,064,132	$936,494	$111,192	$16,446	$127,638

*Data through June 30, 2016.

Avoided Costs

Table 13: Avoided Cost by Year

Year	Avoided Cost
2010	$11,775
2011	$18,088
2012	$28,160
2013	$34,018
2014	$36,728
2015	$40,453
2016*	$21,685
Total	$190,907

*Data through June 30, 2016.

Customer Service Statistics

Table 14: Customer Service Volume from 2012 to 2016*

Calls	Chats	Emails	Total
2,053	3,886	1,027	6,966

*Data through June 30, 2016.

Estimated Cost to Develop

The cost to develop this service is estimated to be $79,680.

Table 15: Estimation of Work

Role	Rate	Hours	Cost
Developer	$80	768	$61,440
Project Manager	$80	192	$15,360
Admin	$60	48	$2,880
Total		1,008	$79,680

Estimated Street Value of the Service

Based on competitive market rates of $195/hour, the street value to develop this service is estimated to be $196,560.
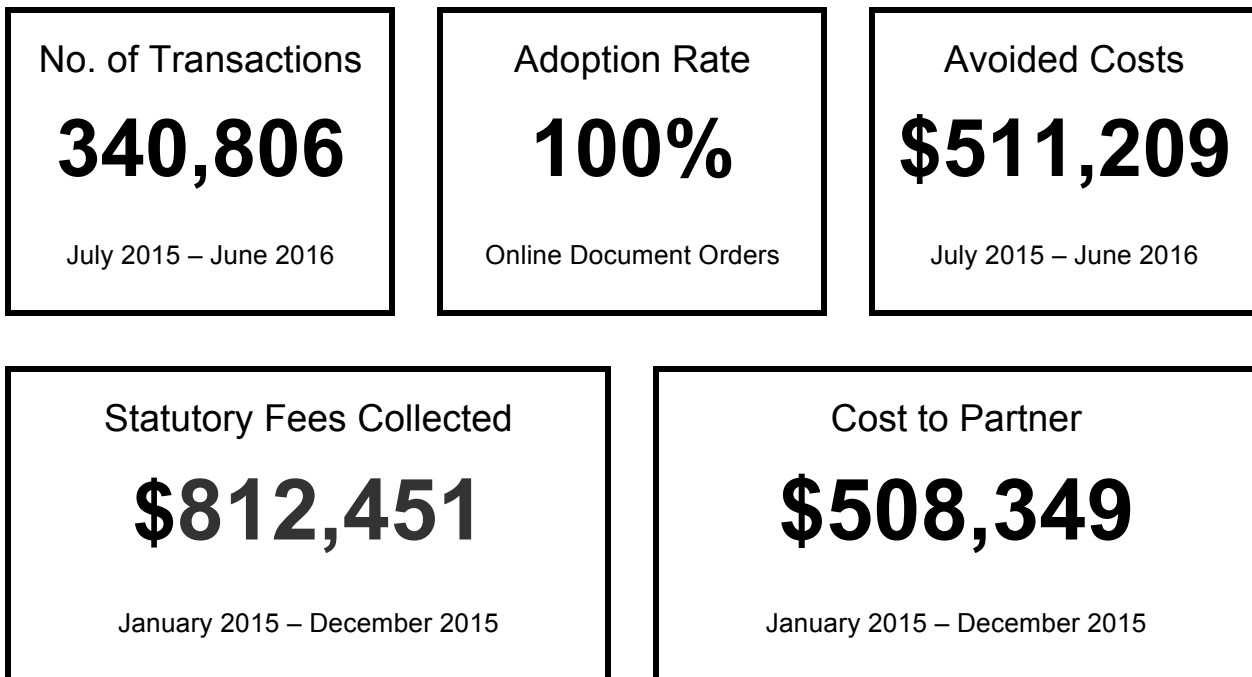
LandLink Records Management System

URL: Not Available

Funding Type: Hybrid

Launched: May 24, 2011

Features: Records Management System, Cashiering, Payment Processing

LandLink is BOC's record management system. LandLink allows BOC to cashier, record and index documents as well as create certificates.

No. of Transactions	Adoption Rate	Avoided Costs
340,806	**100%**	**$511,209**
July 2015 – June 2016	Online Document Orders	July 2015 – June 2016

Statutory Fees Collected	Cost to Partner
$812,451	**$508,349**
January 2015 – December 2015	January 2015 – December 2015

Why

In 2011, BOC's records management system (RMS) needed to be replaced, as their previous vendor was no longer providing support. DLNR collaborated with HIC to evaluate record management system that could replace the old system.

Partners

- DLNR BOC
- Trimin Solutions
- Century Computers

Solution

HIC and the BOC chose LandLink RMS, developed by Trimin Solutions, to replace their old records management system. A year into the relationship, Trimin Solutions discontinued support. HIC then purchased the LandLink source code in order to continue development and support for the BOC.

LandLink is robust RMS that allows the BOC to perform a variety of tasks. The BOC staff can record, cashier and endorse documents over the counter. LandLink allows the BOC staff to record documents individually or in batches. Certificates can be issued for land court documents. For cashiering, LandLink can accept a wide variety of payments, such as cash, credit card, check and e-check.

Documents are scanned into the LandLink database using Century Computers' Kofax software. Once scanned, the documents are available to the BOC staff within LandLink. When indexing, a digital image of a document is automatically displayed, so the BOC staff can easily view it and enter the indexing information. Once indexed, document images can be queried within LandLink.

Certificate writers can create and edit certificates within the Torrens section of LandLink. After a certificate is created, it can be queried and viewed digitally. Completed certificates can be purchased on LandShark.

LandLink can also e-record documents via LightHouse. Documents are electronically submitted to the BOC and processed within LightHouse. The history view allows BOC staff to view all documents that have been e-recorded within LightHouse.

Results

LandLink was a major step forward for the BOC. It greatly reduced their backlog, particularly with regard to indexing documents; that backlog went from being years behind to three weeks delayed. Since LandLink's deployment in 2011, more than 1.5 million documents have been recorded, with over $770 million cashiered.

Table 16: Documents Recorded, Total Fees Cashiered, Partner Revenue and HIC Revenue by Year

Year	Documents Recorded	Total Fees Cashiered	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2011	187,304	$8,704,332	$8,423,376	$280,956	$0	$280,956
2012	368,150	$104,397,849	$103,846,278	$551,571	$0	$551,571
2013	359,150	$135,665,630	$135,127,979	$537,651	$0	$537,651
2014	314,961	$181,893,013	$181,448,135	$444,878	$0	$444,878
2015	345,170	$139,070,784	$138,568,956	$501,828	$0	$501,828
2016*	165,066	$77,200,094	$76,958,933	$241,161	$0	$241,161
Total	1,739,801	$646,931,702	$644,373,657	$2,558,045	$0	$2,558,045

*Data through June 30, 2016.

Table 17: Documents Recorded, Payment Fees Collected, Partner Revenue and HIC Revenue by Year

Year	Documents Recorded	Total Fees Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2011	126	$ 11,896	$11,283	$613	$0	$613
2012	3,590	$310,285	$300,909	$9,375	$0	$9,375
2013	3,801	$342,045	$331,413	$10,654	$(23)	$10,632
2014	2,985	$297,486	$289,533	$7,953	$0	$7,953
2015	3,459	$818,972	$812,451	$6,521	$0	$6,521
2016*	1,952	$1,489,572	$1,486,029	$3,543	$0	$3,543
Total	15,913	$3,270,256	$3,231,618	$38,659	$(23)	$38,637

*Data through June 30, 2016.

Avoided Costs

Table 18: Avoided Costs by Year

Year	Avoided Costs
2011	$25,427
2012	$552,225
2013	$538,725
2014	$472,442
2015	$517,755
2016*	$247,599
Total	$2,354,173

*Data through June 30, 2016.

Estimated Cost to Develop

The cost to develop the LandLink Records Management System is estimated to be $440,000.

This estimate includes the cost to develop LandShark and LightHouse.
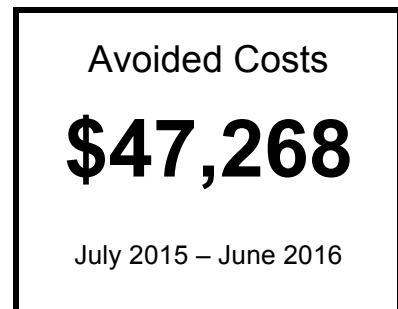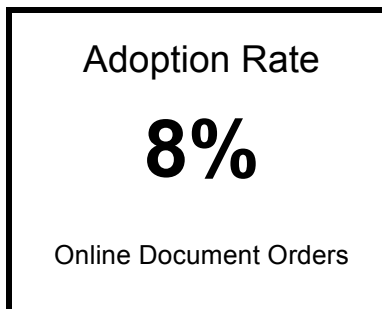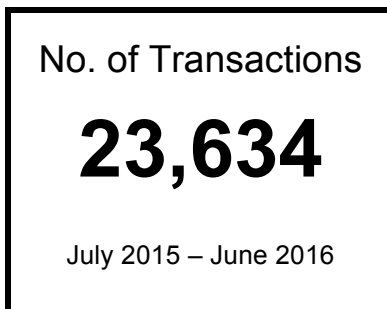
LightHouse eRecording

URL: Not Available

Funding Type: Hybrid

Launched: May 3, 2012

Features: Electronic Recording

LightHouse eRecording allows the BOC to electronically record documents submitted by authorized users.

No. of Transactions	Adoption Rate	Avoided Costs
23,634	**8%**	**$47,268**
July 2015 – June 2016	Online Document Orders	July 2015 – June 2016

Why

In 2010, e-recording was gaining recognition nationwide. Electronic recording has proven to be much faster than traditional methods. The BOC wanted to bring e-recording to the State of Hawaii, which would especially benefit those who submit documents by mail.

Partners

- DLNR BOC
- Trimin Solutions
- Simplifile
- Corporation Service Company
- eRecording Partners Network
- Indecomm Global Services

Solution

HIC and the BOC initially collaborated with Simplifile to bring e-recording into the agency's processes. The BOC retired Simplifile shortly after it deployed its new records management system, LandLink.

One component of LandLink is LightHouse. LightHouse allows authorized e-recording vendors to submit abstract documents electronically to the BOC. Once the document is received, the BOC staff can process it, view a digital image and approve or reject it. If a document is rejected, the BOC can state the reason of the rejection so that the user can correct the mistake and resubmit the document. Once a document is processed, it's given an electronic label and returned to the submitter.

The history view allows the BOC to look at all documents e-recorded in LightHouse. Staff can also easily create a history report that displays documents recorded during a specific date range.

Results

Since LandLink launched in 2012, adoption has steadily increased to its current 8% rate. At present, the BOC accepts only abstract documents for e-recording. When Torrens e-recording becomes available, we anticipate the adoption rate to increase significantly over the next few years.

Table 19: Adoption Rate by Year

Year	Documents E-recorded	Documents recorded OTC	E-recording Adoption Rate
2012	1,978	366,172	1%
2013	12,008	347,142	3%
2014	13,107	301,854	4%
2015	22,489	322,681	7%
2016*	11,951	153,115	8%
Total	61,533	1,490,964	5%

*Data through June 30, 2016.

Avoided Costs

Table 20: Avoided Costs by Year

Year	Avoided Costs
2012	$3,956
2013	$24,016
2014	$26,214
2015	$44,978
2016*	$23,902
Total	$123,066

*Data through June 30, 2016.

LandShark

URL: boc.ehawaii.gov/LandShark

Funding Type: Hybrid

Launched: October 21, 2011

Features: Document Ordering, Certificate Ordering, Image Download

LandShark allows HIC subscribers to purchase document and certificate images.

No. of Transactions	Avoided Costs
144,352	**$340,393**
July 2015 – June 2016	July 2015 – June 2016

Statutory Fees Collected	Cost to Partner
$40,772	**$0**
January 2015 – December 2015	January 2015 – December 2015

Why

Though the public can purchase document images via the Land Title Records Online Search & Ordering System, they cannot purchase certificate images. An online method of ordering certificate images was needed.

Partners

- DLNR BOC
- Trimin Solutions

Solution

LandShark is part of the Trimin Solutions Land Records Suite. LandShark allows HIC subscribers to purchase documents and certificate images the BOC has recorded. HIC subscribers can purchase individual documents and certificates for $2 per image, or they may pay a $500 a month for unlimited downloads.

Results

Since the service launched in 2011, nearly 800,000 document and certificate images have been purchased through LandShark.

Table 21: Documents Ordered & Fees Collected by Year

Year	Documents Ordered	Single Doc Fees	Bulk Fees
2011	71,013	$8,936	$25,516
2012	158,931	$26,370	$59,000
2013	190,548	$38,164	$74,000
2014	144,988	$40,014	$71,000
2015	136,289	$41,944	$66,000
2016*	78,803	$25,892	$32,000
Total	780,572	$181,320	$327,516

*Data through June 30, 2016.

Avoided Costs

Table 22: Avoided Costs by Year

Year	Avoided Costs
2011	$177,398
2012	$397,033
2013	$475,993
2014	$362,115
2015	$340,393
2016*	$196,848
Total	$1,949,780

*Data through June 30, 2016.

Division of Aquatic Resources

One focus of DAR since 2010 has been promoting the Online Fishing Catch Reporting System to encourage more fishermen to file their activities and report their catch online.

DLNR DAR received the 2013 Center for Digital Government, Digital Government Achievement Award for its effort in maintaining sustainable fisheries through electronic fishing trip reporting.

Based on the feedback from the fishermen, in 2016 DAR and HIC launched a totally redesigned fishing reporting system, shifting from a monthly reporting to a trip-based reporting procedure and adding three more report types: the Tuna Hand-Lining Report, the Net Trap Dive Report and the Cash Sales Report.

The Commercial Marine Licensing System (CMLS), including both the public module and back office licensing and daily operation module, was also redesigned and launched in 2016 using new technology. The underlying code has been switched from PERL to JAVA, the user interface has been updated to match with DLNR's website.

Of all fishing activity reported, 66% is done through the CML System and 40% of licenses are renewed online avoiding $138,000 in costs annually for DAR.

Awards

Table 23: List of Awards for DAR

Award Name	Category	Service
2013 Digital Government Achievement Award	Government to Business	Commercial Marine License Fishing Trip Report System

List of Services

Table 24: List of Services & Websites for DAR

Service	Description	URL	Launch Date
CMLS Back Office	Allows DAR to manage commercial marine licenses.	dlnr.ehawaii.gov/cmls-public/admin/	December 31, 2004
CMLS Fishing Reports	Allows commercial fishermen to reporting fishing activity and catch online.	dlnr.ehawaii.gov/cmls-fr	February 18, 2010
CMLS Public	Allows users to apply and renew licenses including Bottom Fishing Vessel Registration.	dlnr.ehawaii.gov/cmls-public/app/welcome.html	November 1, 2008
DLNR DAR Website	Redesign of DAR website	dlnr.hawaii.gov/dar	June 9, 2014
Freshwater Game Fishing License	Allows users to purchase freshwater fishing licenses online.	freshwater.ehawaii.gov/freshwater	July 1, 2000
Hawaii Sharks Game (Reef Defender)	Educational mobile application educates the public about reef protection.	itunes.apple.com/us/app/reef-defender/id657761952 play.google.com/store/apps/details?id=com.nicusa.ehawaii.reefdefender	July 9, 2013
Hawaii Sharks Website	Redesign of existing DAR Hawaii Sharks Website	dlnr.hawaii.gov/sharks	July 16, 2014

DAR Financials

Table 25: Transaction Quantity, Funds Collected, Partner Revenue and HIC Revenue by Year for DAR

Year	Transaction Quantity	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2010	1,940	$83,013	$79,721	$0	$3,292	$3,292
2011	2,211	$100,656	$96,857	$0	$3,800	$3,800
2012	2,601	$113,477	$109,015	$0	$4,462	$4,462
2013	3,034	$136,321	$130,881	$0	$5,440	$5,440
2014	2,467	$135,618	$130,145	$0	$5,473	$5,473
2015	2,510	$163,497	$126,637	$31,414	$5,446	$36,860
2016*	1,399	$72,405	$54,130	$15,707	$2,569	$18,275
Total	16,162	$804,987	$727,386	$47,121	$30,482	$77,602

*Data through June 30, 2016.

Avoided Costs

Avoided cost are calculated based on the number of online transactions, licenses issued, filings or use of any other self-help services that eliminate the need for manual data entry, print, mailing and postage costs. Since CMLS' launch, the online reporting adoption has grown from the initial 33% to the current 66%. This has reduced manual data entry for staff as well the number of printed booklets required to be distributed to the fishermen. DAR has avoided an estimated $825,821 in cost since 2008 through the online services provided by HIC.

Table 26: Avoided Costs by Year by Service for DAR

Year	Licensing Area	Fishing Report	Print & Postage for Booklets	Total Avoided Cost
2008	$6,111			$6,111
2009	$10,137			$10,137
2010	$5,820	$48,766.20	$3,538	$58,124.20
2011	$6,633	$81,028.80	$12,365.60	$100,027.40
2012	$7,803	$97,190.70	$14,418.80	$119,412.50
2013	$8,928	$106,610.40	$17,249.20	$132,787.60
2014	$10,356	$110,685.30	$16,715.60	$137,756.90
2015	$10,878	$111,623.70	$15,776	$138,277.70
2016*	$8,181	$101,178.90	$13,827.20	$123,187.10
Total	$74,847	$657,084	$93,890.40	$825,821.40

*Data through June 30, 2016.

Hawaii Division of Aquatic Resources Website
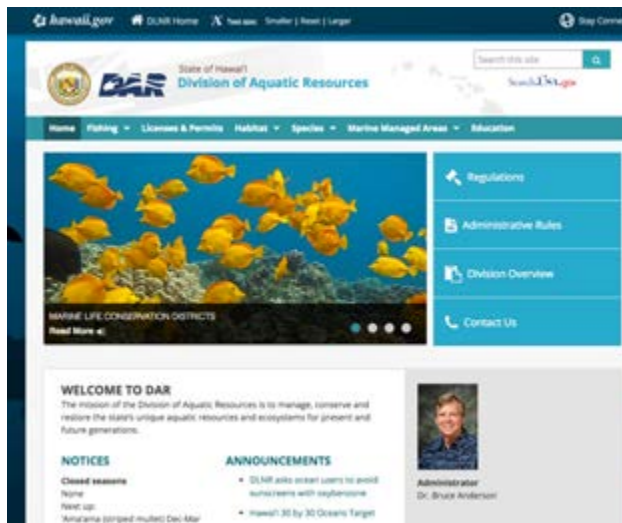
URL: dlnr.hawaii.gov/dar

Funding Type: Time and Materials

Launched: June 9, 2014

Features: WordPress

Awards: None

Initial Costs Paid by the State: $15,593.84

Ongoing Costs Paid by the State: $0

Estimated Street Value: $24,000*

*Based on overall estimated project time duration of 2 months.

In 2014, HIC partnered with DLNR DAR to redesign its existing website. Prior to the redesign, the site was hosted on DLNR's own web server and maintained using Dreamweaver. Project goals included rebuilding the site according to the state's template to match the look and feel of other state websites. Built using the WordPress content management system, the DAR site is still live.

Freshwater Game Fishing License

URL: freshwater.ehawaii.gov

Funding Type: Self-funded

Launched: July 2000

Redesigned: January 2014

Features: Mobile Responsive, Online Payments, Single Sign-On, Order Licenses, Retrieve Lost Licenses, Find License Agents, Manage Locations

The Freshwater Game Fishing License application allows users to purchase licenses for freshwater fishing without visiting a DAR office or license agent location.

No. of Transactions	No. of Licenses Sold
1,130	**1,827**
July 2015 – June 2016	July 2015 – June 2016

Statutory Fees Collected	Cost to Partner
$10,140	**$0**
January 2015 – December 2015	January 2015 – December 2015

Why

DAR was laboring against a cumbersome and inefficient workflow related to manual license distribution. It was no better for the user, who would have to visit a DAR office or sporting goods store to purchase a license. The new system significantly reduced staff workload, improved reporting procedures and provided an opportunity for the public to buy freshwater fishing licenses online.

Partners

HIC developed Freshwater Game Fishing Licenses service in partnership with DLNR DAR Oahu main office.

Solution

The Freshwater Game Fishing Licenses service allows minors, residents, non-residents, seven-day tourists, 30-day tourists and senior citizens to purchase freshwater game fishing licenses online. Users can also obtain the liability waiver required to fish at the Wahiawa Public Fishing Area; search for licensed agent locations where they can purchase a license over the counter; or retrieve a copy of a lost license using a license lookup. A $1 service fee is charged for each license purchased online.

Results

The public can go online 24/7 to obtain freshwater game fishing licenses. Since the Freshwater Game Fishing License's launch in 2000, more than 20,900 licenses have been sold online.

Table 27: Transaction Quantity, Funds Collected, Partner Revenue and HIC Revenue by Year

Year	Transaction Quantity	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2010	996	$6,493	$5,497	$0	$996	$996
2011	981	$6,706	$5,725	$0	$981	$981
2012	1,317	$8,637	$7,320	$0	$1,317	$1,317
2013	1,678	$10,901	$9,224	$0	$1,677	$1,677
2014	1,086	$11,158	$9,419	$0	$1,739	$1,739
2015	1,134	$11,983	$10,140	$0	$1,843	$1,843
2016*	684	$6,948	$5,822	$0	$1,126	$1,126
Total	7,876**	$62,826	$53,147	$0	$9,679	$9,679

*Data through June 30, 2016.

**More than one license can be purchased in a single transaction.

Customer Service Statistics

HIC provides 24/7 customer service and technical support for the Freshwater Game Fishing License service.

Table 28: Customer Service Inquiries by Year

| Year	Number of Calls	Number of Chats	Number of Emails	Total Inquiries
2014	8	5	11	24
2015	28	19	25	72
2016*	9	10	9	28
Total	45	34	45	124

*Data through June 30, 2016.

Estimated Cost to Develop

The cost to develop the Freshwater Game Fishing License service in 2000 is estimated to be $53,120. The cost to redesign the service in 2014 is estimated to be $39,840. The annual cost to host, support, enhance and maintain this service is estimated to be $2,100.

DAR Hawaii Shark Website
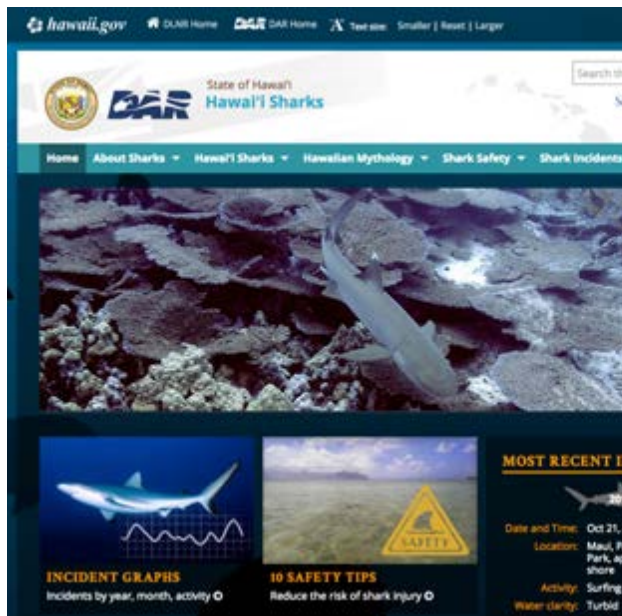
URL: dlnr.hawaii.gov/sharks

Funding Type: Time and Materials

Launched: July 16, 2014

Features: WordPress

Awards: None

Initial Costs Paid by the State: $13,414

Ongoing Costs Paid by the State: $0

Estimated Street Value: $24,000*

*Based on overall estimated project time duration of 2 months.

In 2014, HIC partnered with DAR to redesign its Hawaii Sharks website. Project goals included rebuilding the site in WordPress to simplify management by non-technical users, addressing online accessibility requirements and facilitating near real-time publishing of content for the public. The website had to be fully responsive and display beautifully on most mobile devices, eliminating the need to develop separate mobile versions.

Division of Boating and Ocean Recreation (DOBOR)

DOBOR and HIC have worked very closely on the Vessel Registration system and the Boating Accounts Receivable System (BARS).

During the time period 2007 to 2016, DOBOR has achieved the following:

- BARS handles more than 75,000 walk-in and online transactions per year
- BARS processes more than $10 million per year through the system
- BARS has processed over $52 million in transactions since its launch in July 2010
- 100% adoption by DOBOR staff for the BARS system
- Online payments account for 9% of the total BARS payments and interest, and adoption is growing
- Vessel Registration handled over 7,500 transactions in 2015

List of Services

Table 29: Services List for DOBOR

Service Name	Description	URL	Launch Date
Vessel Registration Renewal System	Submit vessel registration renewals and new applications. Online payments and agency administration via a management module.	vessel.ehawaii.gov	August 7, 2007
Boating Accounts Receivable System (BARS)	Full featured account administration of all small harbor boating accounts in the state of Hawaii. Modules include a point of sale (over the counter) system, online payments, scheduled invoicing, reports, real time account updates.	dobor.ehawaii.gov	July 25, 2011

Boating Accounts Receivable System (BARS)

URL: http://dobor.ehawaii.gov
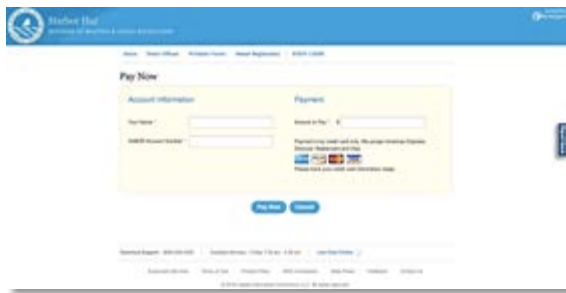
Funding Type: Hybrid

Launched: July 27, 2011

Features: Online payments, account ledgers
and histories, and permits, advanced account management

The Boating Accounts Receivable System (BARS) allows the DOBOR team to manage all accounts on all islands through a centralized web-based system. Permission levels are granted to DOBOR staff members to enable them to record account changes electronically. The system runs a rules engine that generates fees and invoices automatically. BARS also provides a convenient method for boaters to make payments to their accounts online.

"I use the boating online payment link to save myself time and energy. It's simple to use and I don't have to check the harbor office hours or stand in line to make my monthly payments." – DOBOR customer, 2015

# of Transactions	Avg. Transaction Amt	Customers Helped
76,177	**$156.19**	**197**
January – December 2015	January – December 2015	January – December 2015

Statutory Fees Processed	Annual Cost to Partner
$11,898,233	**$93,200**
January – December 2015	January – December 2015

Why

DOBOR faced many challenges in 2010, specifically an aging accounts receivable process, manual and inefficient workflow processes, inaccurate and/or problematic record keeping, inconsistent fee interpretation, and massive uncollected balances. DOBOR and HIC started the planning and development of BARS in 2010 and launched in late July 2011.

Partners

The DOBOR stakeholders are distributed across multiple locations on the various islands. Each group has specific priorities and their own workflows, so HIC and the DOBOR Core Project Team had to conduct numerous stakeholder meetings to gather requirements and identify priorities across all relevant groups.

Table 30: DLNR Stakeholders

Working Groups	Primary Functions
DLNR IT	High level oversight
DOBOR IT	Technical details, database and spreadsheets
DOBOR Central Office	SMEs for key functionality, testing
DOBOR District Offices	SMEs for key functionality
DOBOR Core Project Team	Communication, requirements, deliverables, testing

Solution

BARS provides a comprehensive web-based account and harbor management system. Boating accounts, vessels and all related activities can be created and managed online. DOBOR staff members log in to the system via their individual accounts and a queue of tasks is generated for each location. Online payments can be made by boaters to alleviate the end-of-month in person visits. A module of real time, web-based reports provides visibility into key business processes, such as expiring reports, transactions, account balances, and many other items.

Results

The system is used by the Central Office, the District Offices and the Harbors across all the islands. The boating public is able to go online 24/7 and make payments towards their account. The system records over $10 million dollars in boating transactions annually and since 2013, the online payments module has grown at a steady pace, representing close to 9% of the total monthly transactions.

Table 31: System Transactions and Amounts Paid

Year	Transactions	Fees Processed	Notes
2011	41,151	$5,378,749	*July–Dec 2011 only
2012	83,863	$11,397,848	
2013	80,147	$10,751,864	
2014	77,935	$10,924,523	
2015	76,177	$11,898,234	
2016*	39,226	$6,639,163	*Jan-Aug 2016 only
Totals	398,499	$56,990,381	

*Data through June 30, 2016.

Customer Service Statistics

Interactions happen on multiple levels. The HIC team fielded many direct calls and emails from DOBOR staff. The customer service interactions below are public inquiries that were handled by the HIC Customer Service team for both the DOBOR BARS and Vessel Registration systems.

Table 32: Customer Service Interactions

Year	Phone Calls	Online Chats	Emails
2012	4	15	2
2013	139	21	21
2014	128	31	33
2015	145	28	24
2016	131	13	37
Total	547	108	117

*Data through June 30, 2016.

Estimated Cost to Develop

The cost to develop the Boating Accounts Receivable System is estimated to be $604,800. The target annual maintenance costs are $93,200.

Table 33: Estimated Cost

Year	Hours	Estimated Cost
2010-11	6,048	$600,480.00
2012	1,368	$136,800.00
2013	1,243	$124,300.00
2014	914	$ 91,400.00
2015	730	$ 73,000.00
2016*	0	$ 0
Total	10,303	$1,025,980.00

*Data through June 30, 2016.

Street Value of the Service

Based on competitive market rates of $195/hour, the street value to develop this service is estimated to be $2,009,280.

Table 34: Estimated Street Value

Year	Hours	Estimated Cost
2010-11	6,048	$1,179,360.00
2012	1,368	$ 266,760.00
2013	1,243	$ 242,385.00
2014	914	$ 178,230.00
2015	730	$ 142,350.00
2016*	0	$ 0
Total	10,303	$2,009,280.00

*Data through June 30, 2016.

Vessel Registration System

URL: http://vessel.ehawaii.gov

Funding Type: Hybrid

Launched: August 7, 2007

Features: Online payments, account ledgers and histories, and permits

The Vessel Registration Renewal System was launched in 2007 and enables boaters to quickly submit renewal applications and make online payments. In 2014, the ability to add new applications was introduced. Today boaters and DOBOR staff members use both the Vessel Registration System and the Boating Accounts Receivable System (BARS) to manage customer accounts.

> *"Keeping my boat registered and current is pretty easy using the online stuff. I'm too busy to go to the offices to do renewals or make payments so I like that I can do it online." – Vessel Registration Renewal customer, 2015*

# of Transactions	Avg. Transaction Amt	Customers Helped
7,873	**$26.21**	**197**
January – December 2015	January – December 2015	January – December 2015

Statutory Fees Processed	Annual Cost to Partner
$206,386	**$15,470**
January – December 2015	January – December 2015

Why

The DLNR's Department of Boating and Ocean Recreation (DOBOR) first project with HIC was the creation of an online renewal system. The annual renewal process for boaters was both paper based and time consuming. DOBOR was looking for a way to speed up the steps so in order to help boaters stay current with the registration documents.

Partners

The DOBOR stakeholders are distributed across multiple locations on the various islands. Each group has specific priorities and their own workflows, so HIC and the DOBOR Core Project Team had to conduct numerous stakeholder meetings. Requirements gathering and priority identification needed to be conducted across all relevant groups.

Table 35: DLNR Stakeholders

Working Groups	Primary Functions
DOBOR IT	Technical details, database and spreadsheets
DOBOR Central Office	SMEs for key functionality, testing
Vessel Project Team	Communication, requirements, deliverables, testing

Solution

The Vessel Registration System allows for web based vessel account renewals, new applications, payments and management. Vessel documents can be started and renewed online and payments can be completed. DOBOR staff members can log into the system via their individual permissions manage the applications. Online payments reduce the in person visits. Real time web based reports display annual registrations, homebuilt vessels, credit card transaction summaries, stolen vessel listings, vessel registrations by length and/or location, and several other reports.

Results

The Vessel Registration System has shown consistent growth since 2010. The system trans actions and amounts paid are shown below.

Table 36: System Transactions and Amounts Paid

Year	Transactions	Amount Paid	Notes
2010	2,495	$122,360	
2011	3,056	$152,309	
2012	3,581	$179,101	
2013	3,788	$188,981	
2014	3,800	$190,626	
2015	4,178	$206,386	
2016*	1,905	$96,267	*Jan-Aug 2016 only
Total	22,803	$1,136,030	

*Data through June 30, 2016.

Customer Service Statistics

Interactions happen on multiple levels. The HIC team fielded many direct calls and emails from DOBOR staff. The customer service interactions below are public inquiries that were handled by the HIC CS team for both the DOBOR BARS and Vessel Registration systems.

Table: Customer Service Interactions

Year	Phone Calls	Online Chats	Emails
2012	4	15	2
2013	139	21	21
2014	128	31	33
2015	145	28	24
2016*	131	13	37
Total	547	108	117

*Data through June 30, 2016.

Estimated Cost to Develop

The estimated cost to develop the Vessel Registration Renewal System is $65,000. The target annual maintenance costs are $4,000. The total estimated cost to develop and maintain the system is $103,000.

Table: Estimated Cost

Year	Hours	Estimated Cost
2007	650	$65,000
2008	40	$ 4,000
2009	40	$ 4,000
2010	40	$ 4,000
2011	40	$ 4,000
2012	40	$ 4,000
2013	40	$ 4,000
2014	100	$10,000
2015	40	$ 4,000
2016*	0	$ 0
Total	1,030	$103,000

*Data through June 30, 2016.

Street Value of the Service

The total estimated street value of the system calculated at the market rate of $195/hour is shown is estimated to be $200,850.

DOBOR Dock Website

URL: dock.ehawaii.gov

Funding Type: Free

Launched: May, 2012

Features: WordPress

Awards: None

Initial Costs Paid by the State: $0

Ongoing Costs Paid by the State: $0

Estimated Street Value: $6,000*

*Based on overall estimated project time duration of 2 weeks.

HIC developed DOBOR's Dock website in 2012 to provide status updates for the boating accounts receivable system (which HIC also built). Built using WordPress the content management system, it was developed at no cost to the state. The site is still live and hosted by HIC.

Division of Forestry and Wildlife (DOFAW)

For more than 10 years, DLNR DOFAW and HIC have collaborated to provide a variety of online services to the public. This partnership has allowed DOFAW to offer enhanced service to customers and convenient ways for the public to access Hawaii's protected lands.

List of Services

Table: List of Services for DOFAW

Service	Description	URL	Launch Date
Commercial Vessel Landing Permits	Allows users to register and purchase landing permits for DLNR sanctuaries.	dofaw.ehawaii.gov/permitting	March 3, 2104
Hunt Application System	Allows users to apply online for a lottery for game mammal hunting.	hunthawaii.ehawaii.gov	May 28, 2014
Online Hunting License Applications	Allows users to purchase and obtain hunting licenses depending on residency status and age.	hunting.ehawaii.gov	June 26, 2006
Online Reservation System (Camping Permits)	Allows users to reserve and purchase camping, cabin and pavilion permits.	camping.ehawaii.gov	May, 2010
Na Ala Hele Trail & Access System	Allows users to access information about Na Ala Hele trails and roads and apply for use permits. Includes a module for commercial trail tour operators to purchase tickets for tour groups.	hawaiitrails.org	Original: May, 2006 Redesign: December 10, 2015
Trail Day-Use Permits	Purchase day-use permits to access Hawaii's trails, access roads and restricted watersheds.	trails.ehawaii.gov	9/14/2016

Commercial Vessel Landing Permits
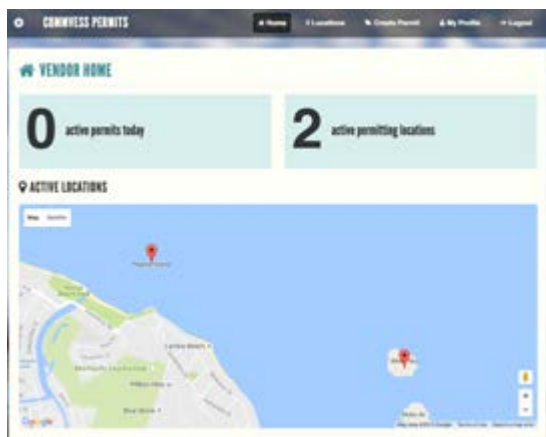
URL: dofaw.ehawaii.gov/permitting

Funding Type: Self-funded

Launched: March 3, 2014

Features: Mobile Responsive, Online Payments, Permits, Single Sign-On, Admin Module

The Commercial Vessel Landing Permits system provides an expedient way for vendors to register and purchase landing permits to DLNR-regulated wildlife sanctuaries.

> *Our system provides improved access to our services for commercial vendors and helps us monitor the number of landings a day to DLNR's offshore islet wildlife sanctuaries. In addition, the service encourages our vendors to comply with state regulations and helps us protect the natural beauty of Hawaii's wildlife sanctuaries for future generations.*
>
> *— Jason Misaki, DLNR Wildlife Manager, May, 2015*

No. of Transactions	Adoption Rate
1,362	**100%**
July 2015 – June 2016	July 2015 – June 2016

Statutory Fees Collected	Cost to Partner
$107,066	**$10,756**
January 2015 – December 2015	January 2015 – December 2015

Why

DLNR DOFAW manages several online permitting applications for commercial activities on state-owned, unencumbered lands. Any commercial activity on these lands requires a DLNR permit. In the past, all permits were issued using manual, paper-based processes. As part of the DLNR's e-permitting initiatives, DOFAW is automating and streamlining their permitting processes by bringing them online.

DOFAW partnered with HIC to design and develop an online permitting solution to replace the manual permitting processes for commercial vessel activities and kayak landings in DLNR-regulated wildlife sanctuaries. The Commercial Vessel Landing Permits system allows approved vendors to obtain landing permits at DOFAW sanctioned locations as well as manage location inventory online.

Partners

HIC developed The Commercial Vessel Landing Permits system in partnership with the DOFAW Oahu office.

Solution

In March 2014, DOFAW and HIC launched the Commercial Vessel Landing Permits system, allowing vendors acquire permits, obtain copies of their company's liability insurance certificate as well as review their contact information, projected commercial activity and citations for past violations. The system's admin module allows agency staff to review, approve or deny new or renewing permit applications, activate or deactivate vendor profiles, download copies of a vendor's permit and run reports. Approved and active vendors can reserve landing permits, submit secure payments online, view their reservation history and update their vendor profile.

Outreach Activity

HIC provided multiple training sessions for admin and vendor users prior to launch of the system in 2014.

Results

The project was initially scoped with 200 hours of development time and an initial target launch date of June 2013. Due to business rule changes, HIC had to redesign the application workflow to include a vendor module and admin approval processes. Since the Commercial Vessel Landing Permits' launch in March 2014, 3,311 landing permits have been purchased online and nine vendors have registered with the system.

Table: Transaction Quantity, Funds Collected, Partner Revenue and HIC Revenue by Year

Year	Transaction Quantity	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2014	1,243	$89,996	$80,977	$9,019	$0	$9,019
2015	1,393	$107,066	$96,310	$10,756	$0	$10,756
2016*	675	$51,083	$45,944	$5,139	$0	$5,139
Total	3,311	$248,145	$223,231	$24,914	$0	$24,914

*Data through June 30, 2016.

Estimated Cost to Develop

The cost to develop Commercial Vessel Landing Permits system is estimated to be $106,240. DOFAW was not charged for development costs.

Table: Estimation of Work for Initial Development

Role	Rate	Hours	Cost
Developer	$80	1,160	$92,800
Project Manager	$80	360	$28,800
System Administrator	$100	20	$2,000
Senior Architect	$120	2	$240
Total		1,549	$123,840

The cost of continued maintenance for Commercial Vessel Landing Permits system since its launch is estimated to be $19,180; costs include general system maintenance, enhancements and ongoing support. DOFAW is not charged for maintenance costs.

Table: Estimation of Work for Ongoing Support

Year	Role	Rate	Hours	Cost
2014	Developer	$80	11	$880
2014	Project Manager	$80	17	$1,360
2014	System Administrator	$100	3	$300
2015	Developer	$80	12	$960
2015	Project Manager	$80	13	$1,040
2015	System Administrator	$100	2	$200
2016*	Developer	$80	161	$12,880
2016*	Project Manager	$80	17	$1,360
2016*	System Administrator	$100	2	$200
Total			238	$19,180

*Data through June 30, 2016.

Hunt Application System

URL: hunthawaii.ehawaii.gov

Funding Type: Self-funded

Launched: May 28, 2014

Features: Hunt Lottery Applications, Online Payments, Single Sign-On, Application History

The Hunt Application System allows individuals to submit an electronic application to be entered into a lottery for game mammal hunting on Lanai.

> *The new system has not only streamlined the application process, but also resulted in significant cost savings and efficiencies for our staff by eliminating duplicate submissions, reducing paper and printing costs and decreasing manual data entry and the time required to process each application.*
>
> *—Shane DeMattos, DLNR Wildlife Biologist, May 2015*

No. of Transactions	Adoption Rate
1,065	**40.6%**
July 2015 – June 2016	July 2015 – June 2016

Statutory Fees Collected	Cost to Partner
$33,590	**$3,359**
July 2015 – June 2016	July 2015 – June 2016

Why

During hunting season, DLNR DOFAW receives approximately 7,500 applications for hunting permits by lottery drawing each year. Before the online system, it would take the agency approximately four to five weeks to manually enter all applications into the old lottery MS-DOS system, generate reports and prepare for each individual lottery. Lottery applications would be accepted only by paper, which the hunters had to pick up at a district office and then either mail in or drop off.

Partners

HIC created the Hunt Application System in partnership with DLNR DOFAW's Maui office.

Solution

DOFAW launched the Hunt Application System in 2014, allowing individuals to apply for participation in a lottery for game mammal hunting in Hawaii. The service is integrated with the single sign-on eHawaii.gov account system. Hunters can review general information, hunting locations, hunt dates, photos and other information about each hunting season. Hunters sign in to submit an application and pay via credit card. The statutory fee of each application is $10 per hunter listed on the application. The portal administration fee is 10% of the total transaction and is absorbed by DOFAW. After submission, hunters can view their application history. This service also includes an admin module that allows staff to manage hunting season inventory; create, edit or deactivate hunting seasons; set business rules; submit applications; run reports and more.

Results

The online Hunt Application System reduced the time required to manually prepare for the lottery from four to six weeks to one to two weeks by streamlining the reports. The service offers a convenient alternative for hunters to apply online, thus reducing the number of paper applications DOFAW receives.

Table: Applications Submitted, Statutory Fees Collected & Partner Costs by Year

Year	Number of Applications Submitted Online	Statutory Fees Collected	Partner Costs
2014	990*	$0**	$3,755
2015	805	$9,850**	$3,444
2016***	728	$23,740	$2,374
Total	1,072	$33,590	$9,573

*Admin used this service in 2014 only.

**Statutory fees were not implemented until October, 2015. DOFAW was invoiced the portal administration fee.

***Data through June 30, 2016.

Table: Adoption Rate by Year

Year	Number of Applications Submitted Online (Public)	Number of Applications Submitted via Paper	Adoption Rate
2014	0	990	0%
2015	337	468	41.9%
2016*	285	443	39.1%
Total	622	1,901	32.7%

*Data through June 30, 2016.

Estimated Cost to Develop

The cost to develop the Hunt Application System is estimated to be $16,800. The annual maintenance cost to host, support, enhance and maintain this service is estimated to be $8,400.

Online Hunting License Applications

URL: hunting.ehawaii.gov

Funding Type: Self-funded

Launched: June 26, 2006

Features: Hunting Licenses, Online Payments, Letter Of Exemption Requests, Admin Module, Single Sign-On

The Online Hunting License Applications service allows authorized users to purchase and obtain a hunting license online, depending on certification and age.

No. of Transactions	Adoption Rate	Avoided Costs
8,910	**79%**	**$27,495**
July 2015 – June 2016	July 2015 – June 2016	July 2015 – June 2016

Statutory Fees Collected	Cost to Partner
$183,569	**$21,389**
January 2015 – December 2015	January 2015 – December 2015
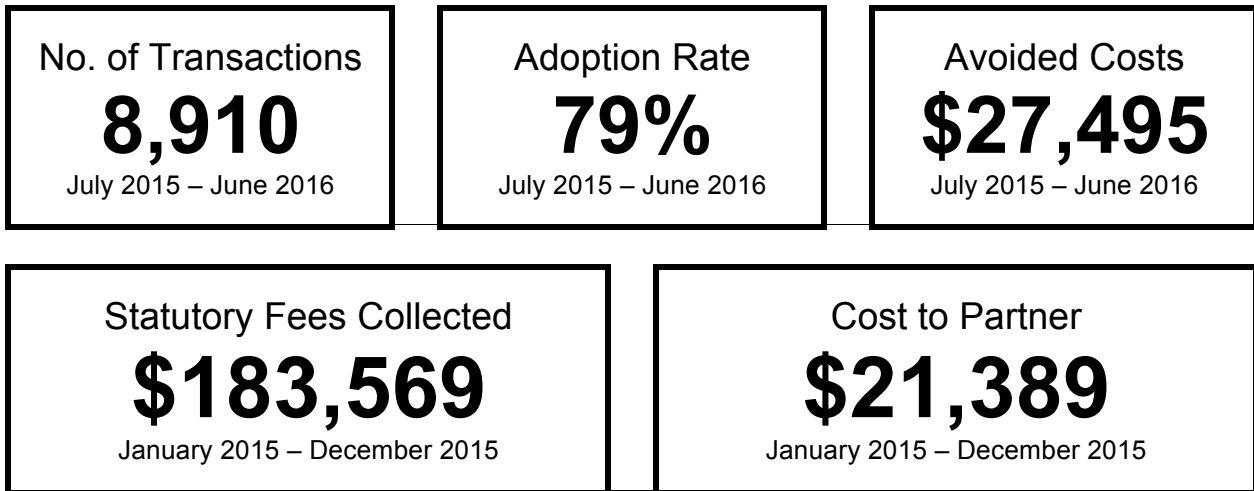
Why

The major objectives for developing the Online Hunting License Applications were: to reduce the number of phone inquiries to DLNR regarding hunting licenses, to offer hunters an alternative method for purchasing hunting licenses, to streamline and automate the manual processes required to issue hunting licenses over the counter and to improve reporting.

Partners

HIC developed this service in partnership with DLNR DOFAW's Oahu office.

Solution

The Online Hunting License Applications service allows users to purchase DLNR hunting licenses online. Users must provide specific personal information, which is run against the Hunter Education Program database to verify that the applicant is certified or has a letter of exemption as required by law to hunt in Hawaii. If there's confirmation, the applicant may purchase a hunting license, Wildlife Conservation Stamp or Game Bird Stamp and download it for printing. Duplicate licenses can also be purchased online. The service includes an administrative module that allows staff to search the Hunter Education Program database for hunter records and license purchases, to issue licenses over the counter, to input paper licenses that were issued at licensed agent locations and to run reports. A letter of exemption request form was added to the system in 2016 to allow out of state hunters who have completed hunter education in their home states to apply for exemptions from the Hawaii Hunter Education Course. Administrators can access an exemption request queue, where they can review, approve or deny exemption requests. Licenses are $10 for residents, $95 for non-residents and free or seniors and Kalaupapa patients. Wildlife Conservation Stamps and Game Bird Stamps are $10 each for all users.

Results

The hunting public is able to go online 24/7 and purchase hunting licenses. In fiscal year 2016, over 9,000 hunting licenses were issued online.

Table: Transaction Quantity, Funds Collected, Partner Revenue and HIC Revenue by Year

Year	Transaction Quantity	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2010	5,342	$54,495	$47,619	$6,876	$0	$6,876
2011	6,275	$74,657	$65,973	$8,684	$0	$8,684
2012	7,299	$85,302	$75,485	$9,817	$0	$9,817
2013	7,515	$100,317	$89,451	$10,866	$0	$10,866
2014	8,431	$104,387	$92,471	$11,916	$0	$11,916
2015	8,900	$183,569	$162,180	$21,389	$0	$21,389
2016*	2,720	$60,496	$53,586	$6,910	$0	$6,910
Total	46,482	$663,223	$586,765	$76,458	$0	$76,458

*Data through June 30, 2016.

Table: Online Adoption Rate by Fiscal Year

Fiscal Year	Number of Online Licenses Sold	Number of Paper Licenses Sold	Adoption Rate
2008	3,888	5,258	42.5%
2009	4,814	4,993	49.1%
2010	5,549	4,687	54.2%
2011	5,789	4,645	55.5%
2012	6,649	4,552	59.4%
2013	8,125	3,380	70.6%
2014	8,198	4,007	67.2%
2015	9,119	2,852	76.2%
2016*	9,165	2,380	79.4%
Total	61,296	36,754	62.5%

*Data through June 30, 2016.

Avoided Costs

Avoided costs include all licenses issued through HIC and factor in the time that would have been required to enter data manually.

Table: Avoided Costs

Year	Avoided Costs
2008	$13,623
2009	$16,374
2010	$17,019
2011	$19,908
2012	$23,178
2013	$22,320
2014	$27,129
2015	$27,933
2016*	$8,028
Total	$175,512

*Data through June 30, 2016.

Customer Service Statistics

HIC provides 24/7 customer service and technical support for the Online Hunting License Applications service. Collection of customer service statistics began in September 2012.

Table: Customer Service Inquiries by Year

Year	Number of Calls	Number of Chats	Number of Emails	Total Inquiries
2012*	7	29	3	39
2013	170	33	39	242
2014	227	21	67	315
2015	212	48	76	336
2016**	94	7	48	149
Total	710	138	233	1081

*Starting in September 2012.

**Data through June 30, 2016.

Estimated Cost to Develop

The cost to develop the Online Hunting License Applications service is estimated to be $119,520. The annual maintenance cost to host, support, enhance and maintain this service is estimated to be $3,175.

Estimated Street Value of the Service

Based on competitive market rates of $195/hour, the street value to develop this service is estimated to be $294,840.

Online Reservation System (Camping)

URL: camping.ehawaii.gov/camping

Funding Type: Self-funded

Launched: May 2010

Features: Online Payments, Permits, Single Sign-On, Self-managing Features, Flexible Fee Structure, Admin Module, Simple & Unified Permitting Process

The Online Reservation Service is an enterprise-level system that enables both individual online purchases and over-the-counter staff issuance of camping, cabin and pavilion permits for DLNR.

See the Division of State Parks section for more information.

Na Ala Hele Trail and Access System

URL: hawaiitrails.org, cttaccess.ehawaii.gov

Funding Type: Hybrid

Launched: 2006

Redesigned: January 2016

Features: Mobile Responsive, Online Payments, Interactive Map, Single Sign-On, Admin Module, Vendor Module, Trails

The Na Ala Hele Trail and Access System includes detailed information about trails and access roads managed by the Na Ala Hele Program, including: approved trail use activities, trail features, amenities, timely weather updates, safety and hazard warnings and trailhead directions via GPS.

> *All the trails you find on this site are open and maintained for public safety and enjoyment. That's the place to go. We're the one-stop shop.*
>
> *–Aaron Lowe, acting Na Ala Hele Program Manager, June 2016*

No. of Transactions	Adoption Rate	Avoided Costs
928	**100%**	**$254,500**
July 2015 – June 2016	July 2015 – June 2016	July 2015 – June 2016

Statutory Fees Collected	Cost to Partner
$35,725	**$40,000**
January 2015 – December 2015	January 2015 – December 2015

Why

As part of the Na Ala Hele's goal to ensure adequate public access to Hawaii's coastal and mountain areas, DOFAW wanted to build a website that offers accurate, up-to-date information on Na Ala Hele trails and access roads in a modern, user-focused way.

Partners

HIC developed this service in partnership with DOFAW's Oahu office.

Solution

Redesigned in 2015, hawaiitrails.org is a custom built, map-based resource that provides the public detailed information on sanctioned and improved trails in Hawaii. The site compiles State of Hawaii Geographic Information System (GIS) planning data and Keyhole Markup Language (KML) files to illustrate trail route lines on a Google Maps layer. Custom trailhead markers incorporating the Na Ala Hele logo highlight the program. Renowned local author, Stuart Ball, and DOFAW trail specialists from each island provide narrative content for each trail. The trail details view provides GPS directions to each trailhead and information about trail length, elevation gain, history, photos, simple icons for activities, hazards, features, etc., historical points of interest, terrain and more. Visual decisions were driven by user-centered design to ensure all content is engaging, timely and appropriate. The website also includes announcements to provide real-time information to users in the event of an emergency, or notify users about maintenance, safety concerns or other general information about a trail. This website includes a robust administrative module that allows staff to manage trail inventory, announcements and more.

The cttaccess.ehawaii.gov application allows authorized commercial trail tour operators to purchase trail reservations for groups. The app also includes an admin module that allows staff to manage authorized vendors and trail inventory and to run reports. A vendor module being implemented at hawaiitrails.org is expected to go live by the end of 2016 and will eventually replace cttaccess.ehawaii.gov. This development work also includes administrative features that will allow admin to manage vendors and reservations and to run reports.

Outreach Activity

HIC provided extensive training sessions for program managers and trail specialists across all islands.

Results

The public can view trail information any time at hawaiitrails.org. The fully responsive website provides an immersive and adaptive experience optimized for different browsers. In 2015, commercial trail tour operators submitted more than 790 trail reservations online at cttaccess.ehawaii.gov. As more hikers have been using Hawaii's trails alone or in self-organized groups, reservations by commercial trail tour operators have decreased over the years.

Table: Transaction Quantity, Statutory Fees Collected & Cost to Partner by Year

Year	Transaction Quantity	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2010	1,671	$85,183	$77,329	$0	$7,854	$7,854
2011	1,679	$73,796	$67,087	$0	$6,709	$6,709
2012	1,781	$84,729	$77,026	$0	$7,703	$7,703
2013	1,480	$63,556	$57,778	$0	$5,778	$5,778
2014	947	$45,804	$41,640	$0	$4,165	$4,165
2015	798	$39,193	$35,725	$40,000*	$3,468	$3,468
2016**	490	$22,814	$20,740	$0	$2,074	$2,074
Total	8,846	$472,309	$377,325	$40,000	$37,751	$37,751

*Portion of development costs of the Na Ala Hele Trail and Access System redesign paid by DOFAW.

**Data through June 30, 2016.

Avoided Costs

The Na Ala Hele Trail and Access System redesign began in June 2015. DOFAW agreed to pay a portion of the development costs or $40,000. Actual development costs totaled $294,500. Therefore, DOFAW avoided $250,000 in development costs for the redesign project.

Table: Actual Development Costs of Na Ala Hele Trail and Access System Redesign Project

Role	Rate	Hours	Cost
Project Manager	$80	496	$39,680
Senior Project Manager	$120	482	$57,840
Developer	$80	2,416	$193,280
System Administrator	$100	37	$3,700
Total		3,431	$294,500

Customer Service Statistics

HIC provides 24/7 customer service and technical support. Collection of customer service statistics began in September 2012.

Table: Customer Service Inquiries by Year

Year	Number of Calls	Number of Chats	Number of Emails	Total Inquiries
2012*	3	0	1	4
2013	30	14	8	52
2014	5	4	3	12
2015	9	0	4	13
2016**	7	0	1	8
Total	54	18	17	89

*Starting in September 2012.

**Data through June 30, 2016.

Hawaii Trails Day Use Permits

URL: trails.ehawaii.gov

Funding Type: Self-funded

Launched: September 14, 2016

Features: Day Use Permits, Online Payments, Map, Single Sign-On, Admin Module, Lulumahu Falls

The Hawaii Trails Day Use Permits service allows users to submit online applications for day use permits for access to Hawaii's DOFAW trails, access roads and restricted watersheds. A $2.50 service fee is applied for each permit application.

Division of State Parks (DSP)

For more than seven years, DSP and HIC have enjoyed a productive relationship, collaborating on three successful projects: 1) an online reservation system; 2) a redesign of the official DSP website; and 3) the Special Use Permits System (SUPS).

Beginning in 2008, DSP and HIC developed the Online Reservation System (Camping). HIC not only provides development and hosting for the state's reservation program but also offers maintenance, support and customer service at no cost to DSP. Prior to the online camping system, users seeking permits would literally camp outside the agency's offices and wait in lengthy lines. The online system eliminated these lines, allowing DSP staff to focus on other important initiatives.

In 2014, DSP partnered with HIC to redesign its official website. Launched in March 2014, the new website is fully responsive, mobile friendly and eliminates the need for separate mobile versions—it displays beautifully across most mobile devices. The park and camp pages have been enhanced, with more information at the public's fingertips, including: real-time weather feeds for each park or hike location, maps, photos and simple icons for activities, facilities, hazards and prohibitions for each location.

Most recently, in 2015, DSP partnered with HIC to develop SUPS, which provides an electronic means for users to apply for and obtain special use permits, such as vehicle access permits for Kaena Point State Park. This online system streamlines the bureaucratic process and makes obtaining special use permits more user-friendly.

List of Services

Table: List of Services for DSP

Service	Description	URL	Launch Date
Pavilion Day Use Permits	Allows users to purchase permits for day use of open pavilions located on state park grounds for picnics and group gatherings.	camping.ehawaii.gov/camping	October 29, 2015
Special Use Permitting System	Allows users to apply online for vehicle access special use permit for Kaena Point State Park.	sups.ehawaii.gov/dlnr-sup	December 1, 2015
Statewide Camping Reservation System	Allows individuals to reserve and purchase camping and cabin permits for Hawaii's DLNR.	camping.ehawaii.gov/camping	March 1, 2010
State Parks Website Redesign & Website Admin	Redesign of DLNR DSP website	dlnr.hawaii.gov/dsp	March 11, 2015

Online Reservation System (Camping)

URL: camping.ehawaii.gov/camping

Funding Type: Self-funded

Launched: March 8, 2010

Features: Online Payments, Permits, Single Sign-On, Self-managing Features, Flexible Fee Structure, Admin Module, Simple & Unified Permitting Process

The Online Reservation Service is an enterprise-level system that enables both individual online purchases and over-the-counter staff issuance of camping, cabin & pavilion permits for DLNR.

Prior to the online camping system, prospective campers eager to get permits would camp outside agency offices and wait in lengthy lines to purchase a camping permit. The online system that HIC developed has eliminated these lines, allowing DSP to repurpose staff for other important initiatives.

—Curt Cottrell, Assistant Administrator, May 2015

No. of Transactions	% Purchased by Public User*	Avoided Costs
32,449	**96%**	**$112,999**
July 2015 – June 2016	July 2015 – June 2016	July 2015 – June 2016

Total Fees Collected	Cost to Partner
$1,121,082	**$0**
January 2015 – December 2015	January 2015 – December 2015
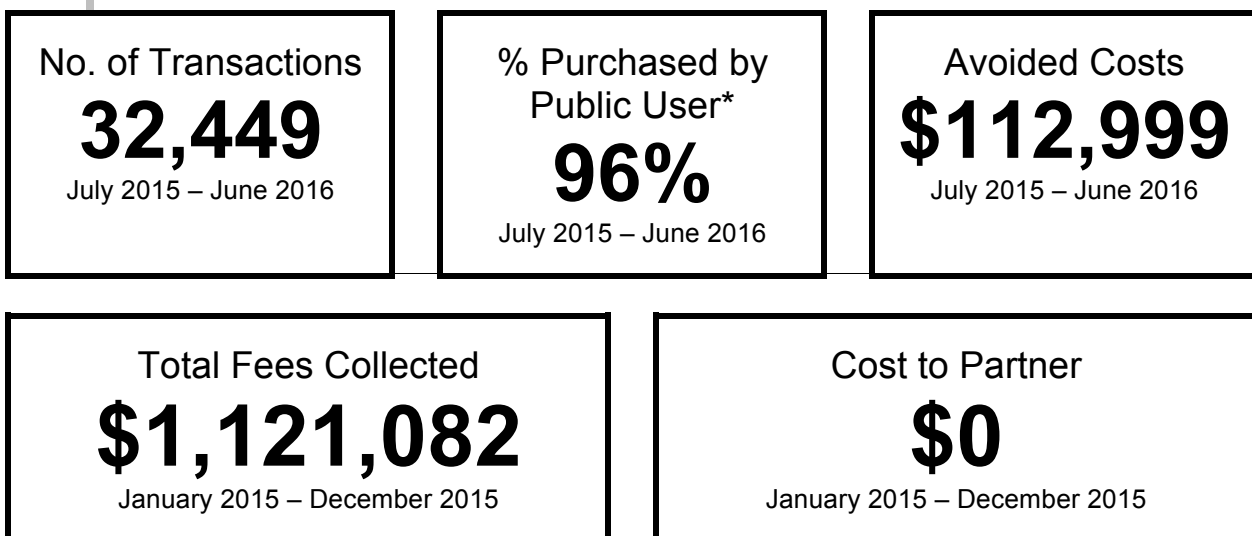
*100% of permits are purchased by public users or issued by the agency using the online system. Public users purchased 96% of permits using the online self-service features.

Why

The Online Reservation System was among the most requested services by the public for the State of Hawaii. The previous vendor, the Lange Group, charged the state $40,000 a year in licensing for and $250 per hour to support its old and inadequate client/server-based system, which was both costly and ineffective. At the same time, those seeking permits would camp outside agency offices to be first in line to purchase permits for popular holiday weekends. To reduce cost and better serve the public DLNR wanted to move its permitting system online.

Partners

The Online Reservation System is a multi-tenant solution that currently consists of three participating agencies:

- DSP (camping.ehawaii.gov)
- DOFAW (camping.ehawaii.gov; hunthawaii.ehawaii.gov; trails.ehawaii.gov)
- County of Hawaii Department of Parks & Recreation (hawaiicounty.ehawaii.gov; see County of Hawaii section for more information)

Solution

The Online Reservation System allows users to reserve and purchase camping, cabin and day use permits for Hawaii's state and county parks and forest reserves. This service also allows hunters to apply online to enroll in a lottery for game mammal hunting. Users can read general information and guidelines, view maps, check real-time availability, manage reservation history and submit secure payments online. The reservation system also includes an admin module that allows agency staff to manage reservation inventory; create unique business rules and restrictions; view, edit and issue reservations; process refunds and run daily reports.

Watch an overview video for State Parks & Forest Reserves Camping at
http://youtu.be/_qO1bue0-wo

Results

DLNR's main and district offices on all islands use the Online Reservation System. The public can go online and purchase permits 24/7. The system processes over $1 million in reservation transactions annually. In 2015, more than 22,000 permits were issued online.

Table: Online Reservations, Total Funds Collected, Partner Revenue and HIC Revenue by Year

Year	Number of Online Reservations	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2010	11,561	$662,002	$595,652	$0	$66,350	$66,350
2011	14,952	$872,430	$787,154	$0	$85,276	$85,276
2012	17,679	$999,122	$903,245	$0	$95,877	$95,877
2013	20,888	$1,129,287	$1,020,186	$0	$109,101	$109,101
2014	21,142	$1,211,209	$1,091,317	$0	$119,892	$119,892
2015	22,201	$1,121,082	$1,012,090	$0	$108,991	$108,991
2016*	13,694	$728,718	$658,849	$0	$69,870	$69,870
Total	122,117	$6,723,850	$6,068,493	$0	$655,357	$655,357

*Data through June 30, 2016.

Avoided Costs

The avoided costs include all permits issued through HIC and factor in the time that would be required to enter data entry manually. Avoided costs also account for eliminating the annual maintenance fee associated with the old reservation system.

Table: Avoided Costs by Year

Year	Avoided Costs
2010	$78,589
2011	$90,562
2012	$99,808
2013	$109,810
2014	$111,346
2015	$112,456
2016*	$83,539
Total	$686,110

*Data through June 30, 2016.

Customer Service Statistics

HIC provides 24/7 customer service and technical support. Collection of customer service statistics began in September 2012.

Table: Customer Service Inquiries by Year

Year	Number of Calls	Number of Chats	Number of Emails	Total Inquiries
2012*	125	100	158	383
2013	338	1178	939	2455
2014	391	1285	1157	2833
2015	539	1564	1444	3547
2016**	359	1088	1004	2451
Total	1752	5215	4702	11669

*Starting in September 2012.

**Data through June 30, 2016.

Estimated Cost to Develop

The cost to develop this service is estimated to be $132,800. The annual cost to host, support, enhance and maintain this service is estimated to be $73,300.

Estimated Street Value

Based on competitive market rates of $195/hour, the street value to develop this service is estimated to be $327,600.

Special Use Permits System (SUPS)
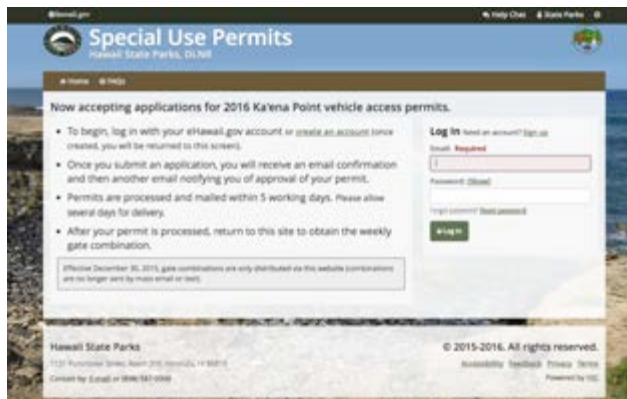
URL: sups.ehawaii.gov

Funding Type: Time & Materials

Launched: December 1, 2015

Features: Permits, Saved Data for Renewals

DLNR requested SUPS to facilitate issuance of Kaena Point State Park vehicle permits for locals and visitors. The system allows those seeking a year-long permit to enter their information and submit the request online to Hawaii State Parks. Users can renew annually without re-entering their information. Hawaii State Park personnel can also use the service to issue short-term permits for visitors and year-long permits for those who cannot submit their own requests online.

No. of Permits	Adoption Rate	Avoided Costs
3,880	**100%**	**$41,225**
Dec 2015 – June 2016	All Permits Are Issued Through SUPS	Dec 2015 – June 2016

No. of Gate Combination Requests	Cost to Partner
7,388	**$27,435**
December 2015 – June 2016	December 2015 – June 2016

Why

DSP faced many challenges in 2015, among them fielding approximately 3,000 permit requests a year and managing constant calls from applicants requesting information about the status of their application and/or gate lock combinations so that permit-holders could enter a park. Permits had to be manually entered into a database and mailed, which meant that staff had to prepare envelopes by hand. DSP and HIC started SUPS planning and development in early October 2015 and launched the application on December 1, 2015.

Partners

HIC worked with the DSP to complete this project. In addition to meeting with DSP personnel for planning, the short timeline meant that frequent interactions were necessary throughout the development and testing process as well.

Solution

SUPS is a comprehensive web-based account, notification and permit management system. Users create an account, input their information and submit applications online. They receive automatic status updates and other information relating to a permit. DSP staff review and approve permit applications, then mail a permit along with a decal, rules and maps. Agency staff work directly with those requesting short-term permits. Once users receive their permits, they can look up the weekly gate combination 24/7 without having to contacting DSP or looking for emails/texts with this information. DSP staff no longer field questions about permit request status or gate combinations, nor must they send out gate information manually. Permit-holders can make changes or renew annually by logging in and revising any information submitted previously; they do not need to fill out the form again from scratch. DSP staff can log into the system and view a queue of applications, along with tabs for approvals, rejections and revocations. Once a permit is approved, staff print, fold and insert it into a windowed envelope. A module of real-time web based reports provides information about the quantity of permits issued and the number of gate lookups.

Outreach Activity

Apart from featuring SUPS on the DSP website, there is no outreach. This is due to the desire to limit issuance of vehicle permits only to those who are interested in visiting the park.

Results

SUPS is used for all Kaena Point State Park vehicle permit requests. Users can go online 24/7 to request a permit, make a change or view the gate combination. They receive notifications regarding the status of their permit or change request. DSP staff do not have to input annual permit data into the system, field inquiries regarding application status and gate lock combinations or manually prepare envelopes with permit information. In addition to approving permits quickly and easily, staff can look up detailed information about permits in the reports section and perform an upload annually or as needed for the gate combinations.

Table: Permits Issued

Year	Annual Permits	Short Term Permits	Total Issued
2015*	760	2	762
2016**	3097	21	3118
Total	3857	23	3880

*Launched December 1, 2015.

**Data through June 30, 2016.

Table: Gate Combination Requests

Year	Number of Requests
2015*	153
2016**	7,235
Total	7,388

*Launched December 1, 2015.

**Data through June 30, 2016.

Avoided Costs

Because SUPS allows users to fill out their own forms, staff do not invest as much effort into managing permit requests despite increasing volumes. Considering the time DSP staff saves by not having to respond to calls, the total cost avoided by this service is $46,075.

Table: Avoided Costs

Year	Permit Issuance	Calls	Total
2015*	$5,715	$3,334	$9,049

Year	Permit Issuance	Calls	Total
2016**	$23,385	$13,641	$37,026
Total	$29,100	$16,975	$46,075

*Launched December 1, 2015.

**Data through June 30, 2016.

Customer Service Statistics

Due to the relatively small number of inquiries, calls regarding this application are not tracked.

Estimated Cost to Develop

This application was a time and materials project that cost DSP $25,000 plus General Excise Tax. Ongoing annual maintenance is $1,200 plus GET. The actual cost to develop this service is estimated to be $52,000.

Table: Cost to Partner

Year	Development + GET	Maintenance + GET	Total
2015*	$5,236	$0	$5,236
2016**	$20,942	$1,257	$22,199
Total	$26,178	$1,257	$27,435

*Launched December 1, 2015.

**Data through June 30, 2016.

Table: Actual Development Costs

Role	Rate	Hours	Value
Developer	$80	271	$21,680
Senior Developer	$100	6	$600
Project Manager	$80	163	$13,040
Senior Project Manager	$120	94	$11,280
System Administrator	$100	15	$1,500
General Manager	$240	18	$4,320
Total		567	$52,420

Estimated Street Value of the Service

Based on competitive market rates of $195/hour, the street value of SUPS is estimated to be $110,565. Annual maintenance fees are estimated to be $6,500.

Hawaii Division of State Parks Website

URL: dlnr.hawaii.gov/dsp

Funding Type: Time and Materials

Launched: March 11, 2015

Features: State Parks, WordPress

Awards: None

Initial Costs Paid by the State: $30,298.33

Ongoing Costs Paid by the State: $0

Estimated Street Value: $72,000*

*Based on overall estimated project time duration of 6 months.

In 2014, HIC partnered with DSP to redesign its website, which was built and hosted by another vendor. Project goals included rebuilding the site according to the state template to maintain a look and feel consistent with other state websites and incorporating features such as weather alerts, dynamic announcements for critical events (like park closures) and the inclusion of FAQs. Built in the WordPress content management system, this site is still live.

Engineering Division

List of Services

Table: List of Services for Engineering Division

Service	Description	URL	Launch Date
Engineering Division Website	Redesign of existing Engineering Division website	dlnreng.hawaii.gov	October 21, 2013

DLNR Engineering Division Website

URL: dlnreng.hawaii.gov

Funding Type: Time and Materials

Launched: October 21, 2013

Features: WordPress

Awards: None

Initial Costs Paid by the State: $16,261.12

Ongoing Costs Paid by the State: $1,200 (annual hosting)

Estimated Street Value: $36,000*

*Based on overall estimated project time duration of 3 months.

In 2013, HIC partnered with DLNR's Engineering Division to redesign its website. Project goals included moving to more user-friendly system that also addressed ADA requirements. Built in the WordPress content management system, this site is still live and hosted by HIC.

Hunter Education Program

The Hunter Education Program partnered with HIC in 2014 to develop the Hunter Education Online Course Registration and Records Management System. Launched in December 2014, this system automated and streamlined the tedious, manual process of registering students for hunter education courses and eliminated paper processing for letters of exemption and replacement certifications. The new system has avoided significant costs and allows the Hunter Education Program to focus on better serving Hawaii residents.

List of Services

Table: List of Services for Hunter Education Program

Service Name	Description	URL	Launch Date
Online Course Registration and Records Management System	The online course registration system has a single interface for class scheduling and management and student registration/certification. It is integrated with the existing online hunting license system.	huntered.ehawaii.gov	December 2, 2015

Hunter Education Online Course Registration and Records Management System

URL: huntered.ehawaii.gov/huntered/

Funding Type: Hybrid

Launched: December 2, 2015 (Phase I)

Phase II: Target launch in February 2017

Features: Mobile Responsive, Forms, Classes, Hunter Education, Scheduling

The Hunter Education Online Course Registration and Records Management system allows staff to register students for hunter education courses and automates class scheduling, management and student certification. Phase II will allow students to register themselves online and access their own hunting documents, freeing staff for more public outreach.

> *Once the system is live it will automate and streamline the current tedious and manual processes of registering students for hunter education courses and … will result in significant cost and resource savings for the Hunter Education Program. … The attention to detail and dedication HIC has continuously shown to our Hunter Education Program has provided a significant boost to staff morale.*
>
> *–Andrew Choy, Program Manager, May 15, 2015*

No. of Students Registered Online	Avoided Costs
2,110	**$291,000**
December 2015 – June 2016	July 2015 – June 2016

Statutory Fees Collected	Cost to Partner
$0	**$53,000**
January 2015 – December 2015	January 2015 – December 2015

Why

DLNR's Hunter Education Program promotes hunter safety and responsibility through mandatory hunter certification classes for those born after December 31, 1971. These free classes are offered statewide and held twice a year for a period of six months. After students take the class and pass the exam, they receive their certification in the mail. They may use this certification to purchase a hunting license or a handgun. Residents born before December 31, 1971 and who were at one time licensed to hunt can acquire a letter that exempts them from taking the class and allows them to purchase a hunting license.

The processes required to administer hunter education classes were inefficient. Data were stored in an obsolete, unstable, redundant and non-centralized MS Access database, resulting in duplicate records, disproportionate distribution of work, slow processing times and frustration for both staff, who had to manually generate and send a file weekly, and for students, who struggled to get into classes and waited weeks to receive certification.

Partners

HIC developed this service in partnership with DLNR's Hunter Education Program.

Solution

HIC replaced the MS Access database with a streamlined, secure, relational database that all the staff can access and update simultaneously. This involved tedious cleaning and migrating of more than 70,000 records. A user-centered design process allowed the partner to analyze its intricate offline processes and standardize them for online delivery. The new interface is highly customized for the Hunter Education Program's workflow, yet general enough that any staff member can do the work of any other. Work can be more evenly distributed, improving staff morale.

With a clean database to work with, HIC created an Application Program Interface (API) for the hunting license database to call the information it needed directly from the hunter education

database, thus eliminating a manual and flawed process. The new system has resulted in better access to hunter education classes, more timely certifications; better staff collaboration and morale; professional development opportunities; more staff time for public outreach; opportunity for integration with other divisions; and improved accountability and administrative oversight. The new system has created a scalable foundation so that rapid progress can be made toward Phase II, which will allow users to register themselves for classes and access their own documents.

Stakeholders

Working Groups	Primary Functions
Hunter Education Program Staff	High-level oversight, program and system requirements and feedback
Volunteer Course Instructors	Program requirements and feedback

Outreach Activity

A full week of hands-on training sessions were provided to the entire Hunter Education Program staff. The new system was also presented to Hunter Education Program volunteer instructors and other users at their annual meeting.

Results

The Hunter Education Online Course Registration and Records Management System is used by the main Hunter Education Program office on Oahu and one outer island office on Hawaii. 3,000 to 6,000 students are registered in Hunter Education courses in Hawaii each year.

Table: Students Registered Online by Year

Year	Number of Students Registered Online
2015*	225
2016**	1,885
Total	2,110

*Launched December 2, 2015.

**Data through June 30, 2016.

Table: Cost to Partner by Year

Year	Costs to Partner
2015	$53,000
2016*	$24,375
Total	$77,375

*Data through June 30, 2016.

Avoided Costs

The Hunter Education Program was responsible for only a portion of the system development costs to. Upon completion of Phase II, the public registration module, the system will institute a nominal $5 portal administration fee.

Table: Avoided Development Costs by Year

Year	Avoided Costs
2015	$306,969
2016*	$70,509
Total	$377,478

*Data through June 30, 2016.

Estimated Cost to Develop

The cost to develop the Hunter Education Online Course Registration and Records Management System is estimated to be $359,969.

Estimated Street Value of the Service

Based on competitive market rates of $195/hour, the street value to develop this service is estimated to be $769,734.

Land Division

The partnership between the DLNR Land Division and HIC began in 2008 when DLNR needed an efficient online system to manage the high volume of permit requests for commercial activity and beach weddings. Throughout the years, the Wiki Permits system has issued more than 50,000 permits, including 8,400 in calendar year 2015.

List of Services

Table: List of Services for the Land Division

Service	Description	URL	Launch Date
Commercial Beach Activity/Wedding Permits (Wiki Permits)	Allows authorized applicants to reserve and purchase right-of-entry (ROE) permits online for commercial activity on unencumbered land, specifically state public beaches.	dlnr.ehawaii.gov/permits	November, 2008

Commercial Activity/Beach Wedding Permits (Wiki Permits)

URL:
dlnr.ehawaii.gov/permits/welcome.html

Funding Type: Self-funded

Launched: November, 2008

Features: Online Payments, Permits, Single Sign-On

The Commercial Beach Activity/Wedding Permits System (Wiki Permits) allows authorized applicants to reserve and purchase right-of-entry (ROE) permits for commercial activity on unencumbered lands, specifically state public beaches.

> *We continue to get many compliments on Wiki Permits from our permittees on ease-of-use, simplicity and efficiency of the system.*
>
> *–Steve Molmen, Supervising Land Agent, May 2015*

No. of Transactions	Adoption Rate	Avoided Costs
6,421	**100%**	**$19,263**
July 2015 – June 2016	July 2015 – June 2016	July 2015 – June 2016

Statutory Fees Collected	Cost to Partner
$173,848	**$22,600**
January 2015 – December 2015	January 2015 – December 2015
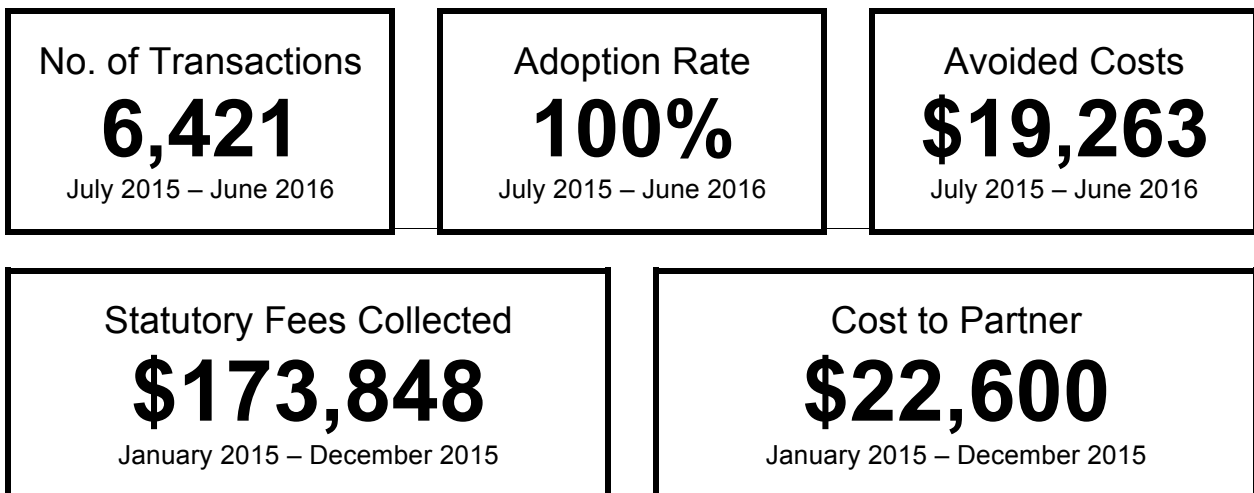
Why

Since 2002, commercial activity on state unencumbered lands required a permit. Vendors were had to show proof of insurance and purchase a permit through DLNR. When it became clear that many businesses were operating on state unencumbered lands without permits, DLNR reassessed its permitting process with a view to promoting greater compliance. In August 2008, chairperson Laura Thielen initiated a permitting system to regulate beach weddings. The Land Division needed an efficient online permitting system to manage the large number of requests. Before the online system, applicants had to visit the DLNR website, obtain an application form and either mail in the application or visit a local office. Payments were accepted only in cash or check, and all permits were issued manually. Due to high demand and inefficient processes, many commercial beach wedding businesses were operating on state unencumbered lands without permits.

Partners

HIC developed Wiki Permits in partnership with DLNR Land Division.

Solution

Wiki Permits service is a one-stop online permitting application for DLNR Land Division and the public. It allows authorized commercial vendors to submit and purchase a ROE permit online using secure payment processing. The service includes an admin module that allows staff to verify whether a permit is authentic; manage authorized vendors; issue paper permits; modify capacity limits and edit new/existing resources; and generate and download usage reports.

Results

Wiki Permits is available 24/7. In 2015, 8,418 ROE permits were issued online.

ROE permits are charged a non-refundable statutory fee based on $.10/sq. ft. per event per day, with a minimum fee of $20 per event.

Table: Permits Issued, Total Funds Collected, Partner Revenue and HIC Revenue by Year

Year	Number of ROE Permits Issued	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2010	7,422	$157,291	$136,793	$20,499	$0	$20,499
2011	7,827	$162,064	$140,959	$21,105	$0	$21,105
2012	8,340	$176,793	$153,809	$22,983	$0	$22,983
2013	7,932	$166,502	$144,856	$21,645	$0	$21,645
2014	8,493	$177,187	$154,102	$23,084	$0	$23,084
2015	8,418	$173,848	$151,248	$22,600	$0	$22,600
2016*	4,149	$86,286	$75,069	$11,217	$0	$11,217
Total	52,581	$1,099,971	$956,836	$143,133	$0	$143,133

*Data through June 30, 2016.

Table: Adoption Rate by Year

Year	Number of Online Permits Issued	Number of Paper Permits Issued	Adoption Rate
2008	329	0	100%
2009	6,458	65	99%
2010	7,318	104	98.6%
2011	7,759	68	99.1%
2012	8,291	49	99.4%
2013	7,923	9	99.9%
2014	8,493	0	100%
2015	8,418	0	100%
2016*	4,149	0	100%
Total	59,138	295	99.5%

*Data through June 30, 2016.

Avoided Costs

Avoided costs include all permits issued through HIC and factor in the time that would have been required to enter data manually.

Table: Avoided Costs by Year

Year	Avoided Costs
2008	$1,311
2009	$21,381
2010	$22,578
2011	$23,679
2012	$25,299
2013	$21,960
2014	$25,404
2015	$25,224
2016*	$12,669
Total	$179,505

*Data through June 30, 2016.

Customer Service Statistics

HIC provides 24/7 customer service and technical support for Wiki Permits. Collection of customer service statistics began in September 2012.

Table: Customer Service Inquiries by Year

Year	Number of Calls	Number of Chats	Number of Emails	Total Inquiries
2012*	1	5	7	13
2013	39	28	17	84
2014	44	139	45	228
2015	17	89	56	162
2016*	15	99	40	154
Total	116	360	165	641

*Starting in September 2012.

**Data through June 30, 2016.

Estimated Cost to Develop

The cost to develop this service is estimated to be $101,800. The annual cost to host, support, enhance and maintain this service is estimated to be $4,500.

Estimated Street Value of the Service

Based on competitive market rates of $195/hour, the street value to develop this service is estimated to be $195,560.

Office of Conservation and Coastal Lands (OCCL)

List of Services

Table: List of Services for OCCL

Service	Description	URL	Launch Date
Conservation District Use Permit Directory	Allows users to to purchase permit copies and any related information.	occl.ehawaii.gov/cdup	February 14, 2003

Closing

For more than a decade, DLNR has been an exceptional partner to the portal. Together we have launched 33 services and processed over $20 million in statutory fees. HIC will continue supporting DLNR as it improves its existing services and develops innovative, award-winning new services to provide better public service for those who wish to enjoy Hawaii's lands and natural resources.

Department of Health

The Department of Health (DOH) has been an important partner to the portal since 2002. Since 2006, HIC has expanded from working with a single division partner to 10 great partners. Together we've been able to develop award-winning, efficient and customer-focused online services through the portal program.

The Center for Digital Government awarded the Vital Records Ordering and Tracking service a 2016 Digital Government Achievement Award (DGAA) in the Driving Digital Government category for the service's use of technology to re-conceptualize, transform and digitize the way government agencies serve their customers.

Also in 2016, HIC launched the online Medical Marijuana Dispensary Online Application Form in less than three months. The service successfully processed 72 applications and supporting documents electronically for eight dispensary licenses issued by DOH.

As of June 2016, HIC has collected over $1.28 million in statutory fees for DOH through the 10 online services. At the same time, DOH has avoided $475,052 in costs from labor saved and eliminating hosting fees.

Our DOH partners include:
- Office of Health Status Monitoring (OHSM)
- Harm Reduction Services (HRS)
- Office of Health Care Assurance (OHCA)
- Tuberculosis Branch (TB)
- State Lab Division (SLD)
- Waste Water Branch (WWB)
- Disability Communication Access Board (DCAB)
- Alcohol & Drug Abuse Division (ADAD)
- Hawaii Health Systems Corporation (HHSC)
- Safe Drinking Water Branch (SDWB)

Timeline: Department of Health

2002
Online Vital Records Ordering System
Online ordering of certified copies of birth and marriage certificates

2006
Electronic Death Registration System
A role-based electronic death reporting system with reporting by funeral home directors, certification by medical certifiers/examiners/coroner's physicians, and review by DOH

2007
Digital Government Achievement Award
Electronic Death Registration System won the 2007 Digital Government Achievement Award, Government to Government category

2008
IWS Filing Service
A web based Individual Wastewater System Filing Service with payment processing and file transfer

2008
SLD Payment Service
Payment processing service for State Lab Division License renewal service

2012
TB Client Tracking System (RFP)
A web based system for the TB Branch, from client profile creation to clearance issuance and treatment tracking

2012
Electronic Marriage/Civil Union Registration System
From initial application, license issuance, to completion of the ceremony; an end-to-end marriage/civil union registration system including performer registration and same sex marriage applications

2013
Digital Government Achievement Award
2013 Digital Government Achievement Award, Government to Citizen category, Electronic Marriage and Civil Union Registration System

2015
New Vital Records Ordering and Tracking System
All-new vital records ordering system with tracking feature, a single system to process all orders from online, mail-in, and over-the-counter

2015
Disabled Parking Placard Registration System
Statewide registry and issuance system for disabled parking placards

2015
Medical Marijuana Patient Registry
Patients and doctors submit applications to obtain DOH approval for medical marijuana use, including internal workflow to approve or deny applications

2015
leahi.hhsc.org & maluhia.hhsc.org
Website hosting of two HHSC sites

2016
Medical Marijuana Dispensary License Application
Online application for the Medical Marijuana Dispensary License with the ability to attach supporting documentation

2016
Digital Government Achievement Award
2016 Digital Government Achievement Award, Driving Digital Government, Vital Records Ordering and Tracking System

DOH Awards

Table: Awards Received

Name	Category	Service	Division
2016 Digital Government Achievement Award	Driving Digital Government	Vital Records Ordering and Tracking System	OHSM
2013 Digital Government Achievement Award	Government to Citizen	Electronic Marriage/Civil Union Registration System	OHSM
2007 Digital Government Achievement Award	Government to Government	Electronic Death Registration System	OHSM

DOH Financial Data

Since 2010, HIC has helped to collect over $10.6 million for DOH in statutory fees through online transactions.

Table: Transaction Summary by Year

Year	Transaction Quantity	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2010	18,056	$369,412	$330,135	$3,319	$35,958	$39,277
2011	16,555	$329,619	$294,879	$1,421	$33,319	$34,740
2012	74,470	$2,068,419	$1,838,429	$3,463	$226,527	$229,990
2013	71,384	$1,953,321	$1,747,310	$1,448	$204,562	$206,010
2014	75,839	$2,091,468	$1,860,479	$3,130	$227,859	$230,989
2015	125,071	$2,625,338	$2,247,246	$1,725	$376,367	$378,092
2016*	113,521	$1,494,413	$1,286,330	$79	$208,004	$208,083
Total	378,121	$10,931,990	$9,604,809	$14,585	$1,312,595	$1,327,181

*Data through June 30, 2016.

Table: Time and Materials & Hosting Paid by DOH by Year

| Year	Paid to HIC
2010	$89,750
2011	$34,684
2012	$178,037
2013	$54,344
2014	$255,000
2015	$176,649
2016*	$38,272
Total	$826,736

*Data through June 30, 2016.

DOH Avoided Costs

By using online services offered through the eHawaii.gov portal, DOH has avoided an estimated $500,000 per year in costs starting in 2015. Since 2008, DOH has avoided over $2.4 million in labor costs that would have been required for manual data entry, and the department avoided costs associated with hosting its services.

Table: Avoided Cost by Year

Year	Avoided Costs
2010	$80,927.00
2011	$78,155.00
2012	$315,940.00
2013	$306,479.50
2014	$323,017.00
2015	$509,790.50
2016*	$475,052.50
Total	$2,431,182.00

*Data through June 30, 2016.

Figure : Department Avoided Cost by Year*
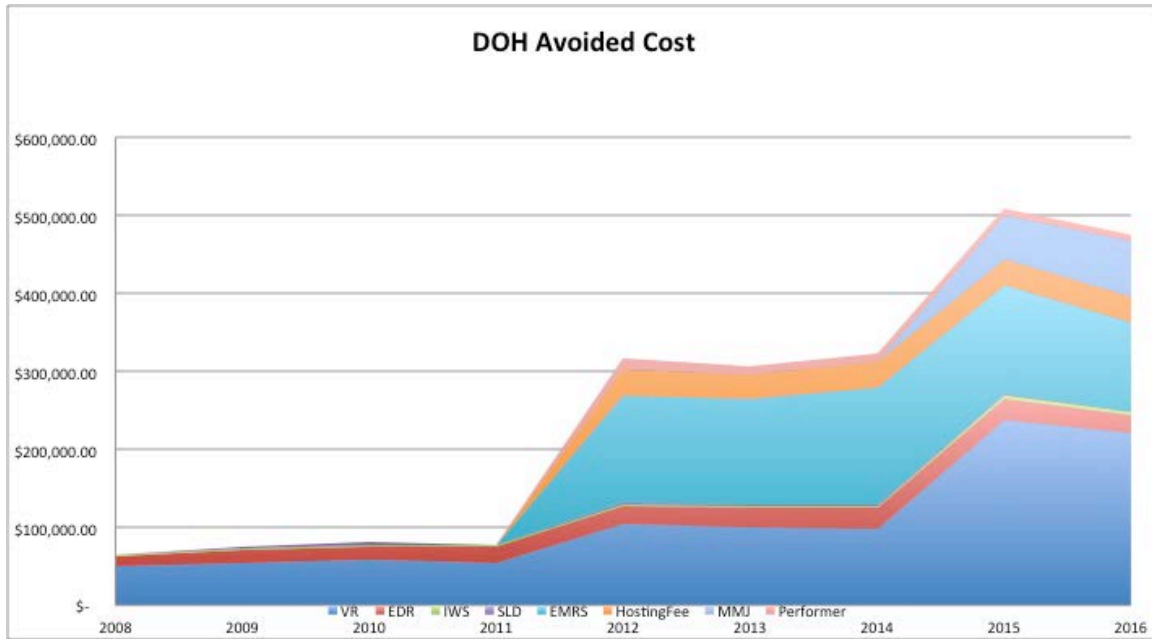
*Data through June 30, 2016

Office of Health Status Monitoring (OHSM)

HIC and OHSM started collaborating 2001. The partnership has been strengthening since 2006 with the launch of the Electronic Death Registration System, followed by the Electronic Marriage/Civil Union Registration System in 2012 and most recently the Vital Records Ordering and Tracking System in 2015. All three services received a national Digital Government Achievement Award. Annually OHSM avoids more than $400,000 in costs through its online services.

Table: OHSM Awards

| Name	Category	Service
2016 Digital Government Achievement Award	Driving Digital Government	Vital Records Ordering and Tracking System
2013 Digital Government Achievement Award	Government to Citizen	Electronic Marriage/Civil Union Registration System
2007 Digital Government Achievement Award	Government to Government	Electronic Death Registration System

Table: OHSM List of Services

Service	Description	URL	Launch Date
Electronic Death Registration System	A role-based electronic death reporting system accessible by funeral home directors, medical certifiers/examiners/coroner's physicians and DOH.	edrs.ehawaii.gov	2006
Electronic Marriage/Civil Union Registration System	From initial application to license issuance to the completion of the ceremony, this is an end-to-end marriage/civil union registration system	emrs.ehawaii.gov	2012
Performer Registration System	Allows performers/officiants to register and renew their registration	emrs.ehawaii.gov	2012
Vital Records Ordering and Tracking System	Ordering and tracking system with admin access and order fulfillment process	vitrec.ehawaii.gov	2002 / 2015

Avoided Costs

Avoided costs are calculated based on the time saved by an electronic transaction, which eliminates the need for staff to process a paper-based death case, process vital records orders, record payments and prepare deposits.

Figure: Avoided Costs by Year*
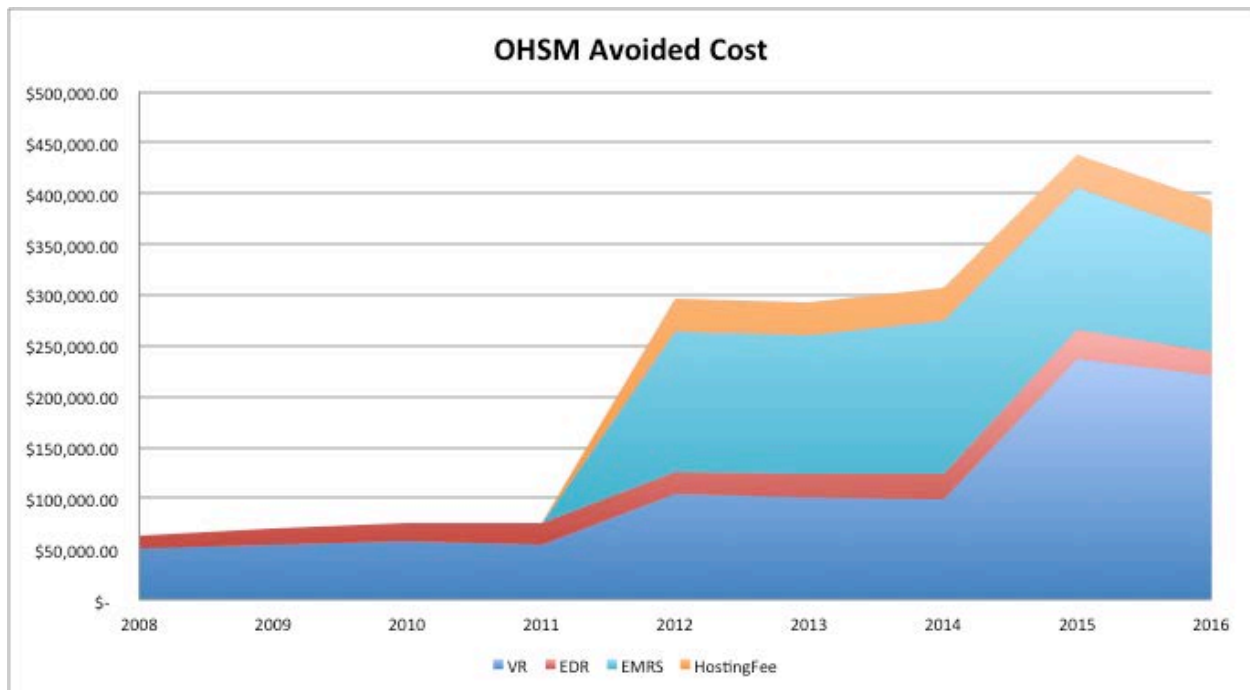
*Data through June 30, 2016.

Tuberculosis Branch

HIC earned the opportunity to work with the Tuberculosis Branch (TB) through the public Request for Proposal (RFP) process in 2012. HIC successfully completed the modernization project by replacing the existing LAN-based DB2 system to a web-based system in six months. Nurses can access the system statewide and track a patient from one island to another. HIC was the third vendor to attempt the project but the only one to complete it.

TB List of Services

Service	Description	URL	Launch Date
TB Client Tracking System	A web-based application that allows TB Branch staff to create client profiles, issue clearances and track treatments.	tb.ehawaii.gov	2012

Wastewater Branch

HIC has been working with the Wastewater Branch (WWB) since 2008. The Individual Wastewater System Filing Service (IWS) was launched in 2008, allowing licensed and current professional engineers to complete filings, attach drawings and pay electronically. DOH also receives the filings and drawings electronically through secure, direct data transfer in an entirely paperless process. Since the launch of the service, nearly 100% of all filings are completed online. The public engineers' licenses are authorized and validated electronically through the Department of Commerce and Consumer Affairs Professional and Vocational Licensing Division.

Table: WWB List of Services

Service	Description	URL	Launch Date
IWS Filing Service	A web-based Individual Wastewater System Filing Service with payment process.	wastewater.ehawaii.gov	2008

State Lab Division

Since 2008, the State Lab Division (SLD) has used HIC's payment processor to register and renew lab technician licenses. HIC has processed over 4,200 transactions

Table: SLD List of Services

Service	Description	URL	Launch Date
Payment Service	Payment processing service for SLD renewal service		2008

Disability & Communication Access Board

The Disability & Communication Access Board (DCAB) contacted HIC based on a referral from the TB Branch in January 2015. DCAB wanted a web-based online parking card permitting system to replace its outdated system. The project was completed on time, and the new system launched in less than six months.

The project replaced the existing LAN-based FileMaker system with a web-based system, enabling staff and county DMV offices to record placard issuances and replacements in a single statewide system. With the added permission levels, the system also improved data integrity and access control. All of the historical data were also migrated into the new system.

Table: DCAB List of Services

Service	Description	URL	Launch Date
Disabled Parking Placard Registration System	Statewide registry and issuance system for the disabled placards.	dcab.ehawaii.gov	2015

Alcohol and Drug Abuse Division

HIC and the Alcohol and Drug Abuse Division (ADAD) initiated a project in 2015 to create an online licensing system that would modernize ADAD's business processes. The Clean and Sober Home Registration and Licensing System implements electronic solutions for application, registration, monitoring, complaint investigation and reporting on clean and sober homes. The public can access information on ADAD.

Table: ADAD List of Services

Service	Description	Status	Launch Date
Clean and Sober Home Registration and Licensing System	A statewide registry that allows the public to search for clean and sober homes.	Requirement Gathering	TBD

Hawaii Health Systems Corporation (HHSC)

From 2014 to 2016, HIC partnered with the Hawaii Health Systems Corporation (HHSC) to host two WordPress websites. HHSC's hosting contract was about to end, and they wished to leverage HIC's infrastructure to create more economical and improved hosting services. No custom web development or ongoing work was required; this project was solely for hosting services. The hosting contract ended in 2016.

Table: HHSC List of Services

Service	Description	Status	Launch Date
www.leahi.hhsc.org	Website Hosting	Hosting ceased in August 2016	October 6, 2015
www.maluhia.hhsc.org	Website Hosting	Hosting ceased in August 2016	October 6, 2015

Harm Reduction Services Branch

Since 2014, HIC and the Harm Reduction Services Branch (HRS) have worked very closely to move the Medical Marijuana Registry from the Department of Public Safety (DPS) to DOH. When the online registry launched on January 1, 2015, access was restricted to doctors only. Before the end of the year, the patient application system was operational.

By mid-2016, patient applications comprised more than 75% of all applications submitted; almost all remaining applications are submitted by doctors.

Table: HRS List of Services

Service	Description	URL	Launch Date
Medical Marijuana Registry	Allows patients and doctors to submit applications to obtain DOH approval for medical marijuana use.	medmj.ehawaii.gov	January 1, 2015

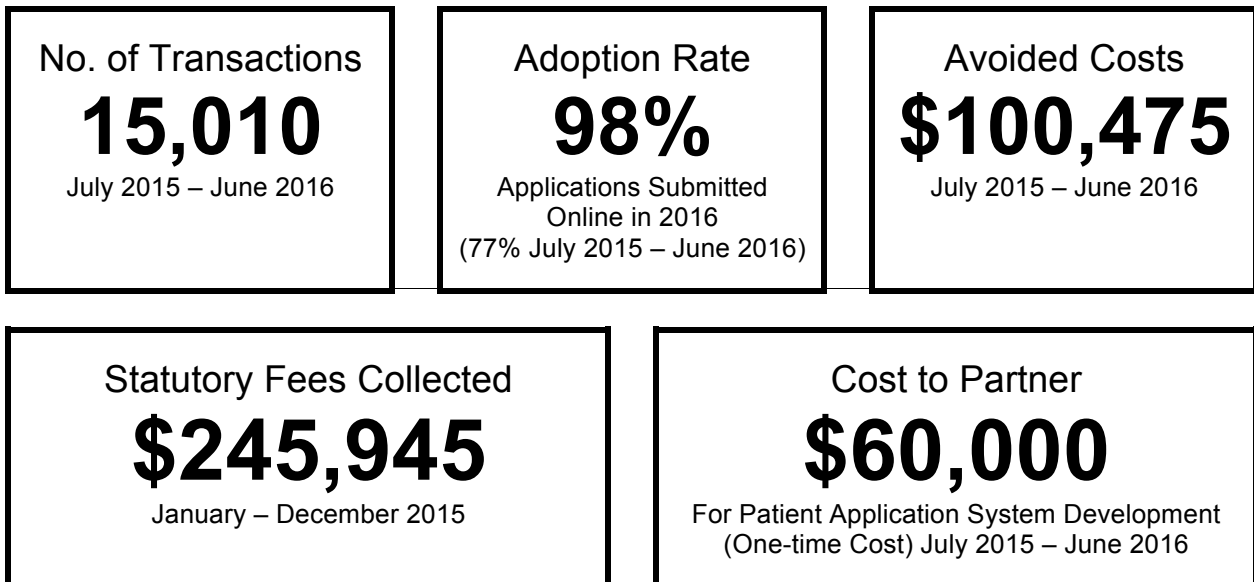## Medical Marijuana Patient Registry Service

URL: medmj.ehawaii.gov

Funding Type: Hybrid: Fixed Fee & Self-funded

Launched: January 1, 2015

Features: Responsive Design, Online Payments

HIC created the online Medical Marijuana Patient Registry (MMR) for HRS when DOH took over the program, which had been managed manually, at the start of 2015. With the advent of the MMR, doctors submitted patient applications online and mailed in supporting documentation. Later in 2015, the doctor submission process was upgraded and the patient application process was rolled out so that patients and physicians could enter information, upload documents and certify and submit applications online.

No. of Transactions	Adoption Rate	Avoided Costs
15,010	**98%**	**$100,475**
July 2015 – June 2016	Applications Submitted Online in 2016 (77% July 2015 – June 2016)	July 2015 – June 2016

Statutory Fees Collected	Cost to Partner
$245,945	**$60,000**
January – December 2015	For Patient Application System Development (One-time Cost) July 2015 – June 2016

Why

The Hawaii State Legislature determined that the Medical Marijuana Registry should be moved from DPS to DOH. The change took effect January 1, 2015. Prior to this time, DPS employees had to manually enter all patient applications into a database. It was critical that the new system allow DOH to focus their time on reviewing and approving the thousands of submissions rather than waste time on data entry. DOH also needed to update registrations when patient information changed.

Partners

HIC worked closely with both DPS and the HRS to understand the legacy database, design a new database and consider the tasks needed for DOH to maintain, update, search and report on the information.

Table: Applications Processed by Year

Year	Applications	Paid Changes	Total
2015	12,583	340	12,923
2016*	7,736	265	8,001
Total	20,319	605	20,924

*Data through June 30, 2016.

Solution

HIC built a Java-based system using a MYSQL database to store confidential patient data for DOH. Initially, doctors entered patient data and submitted supporting documentation online for DOH approval. This allowed the small DOH staff to review and approve applications without having to enter each application manually. Later in 2015, the patient application system was launched, allowing patients to enter their own data and certify it online. These online applications were then automatically forwarded to the doctor's office for review and certification. Once the doctor reviewed and submitted an application, DOH could review and approve it. DOH could return erroneous applications to patients and doctors for correction online. These features—including online certification when doctors and patients submit and acceptance of uploaded supporting PDFs—have eliminated manual workload and made the system more efficient for all three types of participants.

Outreach Activity

HIC prepared multiple videos and PowerPoint presentations for use by DOH to teach doctors and patients how to use the new system. In 2016, over 75% of applications were initiated by patients, 20% by doctors and less than 5% by DOH staff.

Table: Adoption Rate

Year	Total Applications	Applications by DOH	% Submitted online
2015	12,583	5,543	56%
2016*	7,736	161	98%
Totals	20,319	5,704	72%

*Data through June 30, 2016.

Results

With limited staff, DOH manages a registry that continues to grow. Over 1,000 applications and renewals are submitted on average every month, with 98% now entered by patients and doctors. Patients can go online 24/7 to enter their information, save it and return to complete the application as needed. Validation on date fields prevents errors. Users can pay by credit card or e-check. Patients can return to view the status of their application, reducing calls to DOH. Doctors can also go online to review and submit pending applications 24/7.

Table: Online Transactions and Fees by Year

Year	Transactions	DOH Fees Collected	HIC Fee
2015	12,923	$245,945	$44,532
2016*	8,001	$265,125	$27,474
Total	20,924	$511,490	$72,023

*Data through June 30, 2016.

Avoided Costs

DOH no longer collects paper documents from the thousands of patients who apply for registration annually, avoiding time spent reviewing paper applications, manually entering data online, comparing documents against online versions and storing paper documents. Patients now enter data online and submit their applications for doctor/Advanced Practice Registered Nurse (APRN) review. Doctors review applications online and forward them to DOH. If an online

submission contains errors, DOH can email the patient or the doctor and return the application electronically. If patients have questions about submitting online, HIC customer service handles the calls instead of DOH. When law enforcement can directly perform searches on patients, caregivers and registration numbers.

Avoided costs for the partner are comprised of data entry time (estimated conservatively at 15 minutes per six-page application), customer service time, legal search savings and postage. Avoided costs occur annually because patients resubmit applications annually. Significant growth is expected as medical marijuana becomes available through new distribution channels.

Table: Avoided Costs

Year	Data Entry Saved	Legal Searches Saved	Customer Service Saved	Postage for corrections Saved	Total Savings
2015	$52,800	$1,063	$3,480	$39	$57,382
2016*	$56,813	$640	$12,918	$356	$70,727
Total	$109,613	$1,703	$16,398	$395	$128,109

*Data through June 30, 2016.

Customer Service Statistics

Throughout most of 2015, only doctors and DOH staff could access the MMR application. Now that the application is used by thousands of patients, the volume of customer service inquiries has increased. HIC answers users' questions about completing the application online. The volume of calls is expected to increase in the short term until patients become familiar with the process, which involves identifying their physician/APRN, entering their data, uploading attachments and paying for the application.

Table: Customer Service Statistics

Year	Calls	Chats	Emails
2015	368	83	71
2016*	1,386	333	219
Total	1,754	416	290

*Data through June 30, 2016.

Estimated Cost to Develop

The MMR was developed in two separate phases with a total development cost of $157,000. The on-going maintenance, hosting, and payment processing, estimated an annual cost of $80,000, are provided by HIC at ZERO cost to DOH. This is made possible by utilizing the portal's self-funded transaction model.

Division Office of Health Care Assurance (OHCA)

HIC and OHCA worked very quickly in the final quarter of 2015 to prepare the online Medical Marijuana Dispensary License Application (MMJDISP). The application was live for approximately three weeks in January 2016 and allowed applicants from all islands to compete for dispensary licenses on a level playing field when submitting their extensive information and supporting documentation. OHCA effectively managed the submissions to determine which entities would be granted dispensary licenses.

Table: OHCA List of Services

Service	Description	URL	Launch Date
Medical Marijuana Dispensary License Application	Allows applicants to submit their data and supporting documentation to OHCA during the allotted window.	mmjdisp.ehawaii.gov	January 12, 2016 to January 29, 2016

Medical Marijuana Dispensary Application

URL: mmjdisp.ehawaii.gov

Funding Type: Time & Materials

Launched: January 11, 2016

Features: Online Application Submission with Attachments

HIC built the Medical Marijuana Dispensary License Application (MMJDISP) for OHCA, which wanted an online form to be used by applicants competing for eight dispensary slots. Applicants had to submit their information and supporting documents electronically within a three-week window. They could save and update their applications prior to submission. OHCA staff and other parties reviewed the applications and supporting materials after the close of the submission period.

No. of Completed Applications	Adoption Rate	Avoided Costs
72	**100%**	**$6,050** Manual Entry & Copying

Estimated Pages Saved	Cost to Partner
56,880 Through Online Review	**$36,272** Development Cost Including First-Year Maintenance Fee

Why

OHCA was tasked with creating a process to apply for a license to open one or more medical marijuana dispensaries in Hawaii. Applicants were allowed a three-week window to submit the required information, which included a substantial number of supporting documents. Reviewers needed to view the applications and supporting documents to award the licenses.

Partners

HIC team worked with OHCA to create the online submission form. Numerous stakeholder meetings were held regularly during the time allotted to develop the form.

Solution

HIC prepared an online form that was accessible 24/7 until the close of the three-week window in January 2016. Modifications could be made until the form and its attachments were submitted. At the close of the three-week window, unfinished applications were no longer accessible, and completed submissions were reviewed by those with approved permissions.

Outreach Activity

DOH managed promotional activity during the three-week window.

Results

Applicants created an eHawaii.gov account (unless they already had one) and could go online 24/7 to add or change their information during the three-week submission period. Logging in with their account information ensured security. Because the form was online, those located on Oahu's neighbor islands were not disadvantaged by having to mail their submissions earlier than Oahu residents.

Avoided Costs

Avoided costs from creation of the online MMJDISP are comprised of savings from manual data entry, eliminating the need for extensive document copying and reducing the number of customer service inquiries. A conservative estimate of these avoided costs is $6,050.

Table: Avoided Costs

Type	Avoided Cost
Data Entry	$4,320
Copying	$300
Customer Service	$1,430
Total	$6,050

Customer Service Statistics

During the three-week period that the application was available, HIC fielded calls, emails and chats. The group handled inquiries smoothly, especially given the compressed time frame.

Table: Customer Service Statistics–2016*

Calls	Chats	Emails	Total
76	19	12	107

*The three-week period for submission was in January 2016.

Estimated Cost to Develop

This project was priced at $28,000 (plus $272.24 GET) to create the application. The first-year maintenance fee was $8,000. The total cost is $36,272.24.

Estimated Street Value of the Service

Based on competitive market rates of $195/hour, the street value to develop this service is estimated to be $65,520.

Safe Drinking Water Branch

In 2015, the Safe Drinking Water Branch (SDWB) reached out to HIC to design and host a service that would allow attendees to sign up for an annual conference as well as allow SDWB staff to manage the attendees. The SDWB holds their annual Joint Government Water Conference on Maui, Hawaii Island, Kauai and Oahu. HIC and SDWB collaborated and were able to quickly launch the registration site within two months of the initial discussions.

Table: SDWB List of Services

Service	Description	URL	Launch Date
Event Registration	Allows users to register for the annual SDWB conferences that are held on each of the islands usually occurring in the month of August.	N/A – this event is now closed	07/13/15

Closing

DOH continues to be an important partner to HIC and an anchor tenant in the ehawaii.gov portal program. We will continue to develop forward-thinking, innovative and award-winning services that provide better eGovernment services to Hawaii residents and to visitors from around the world.
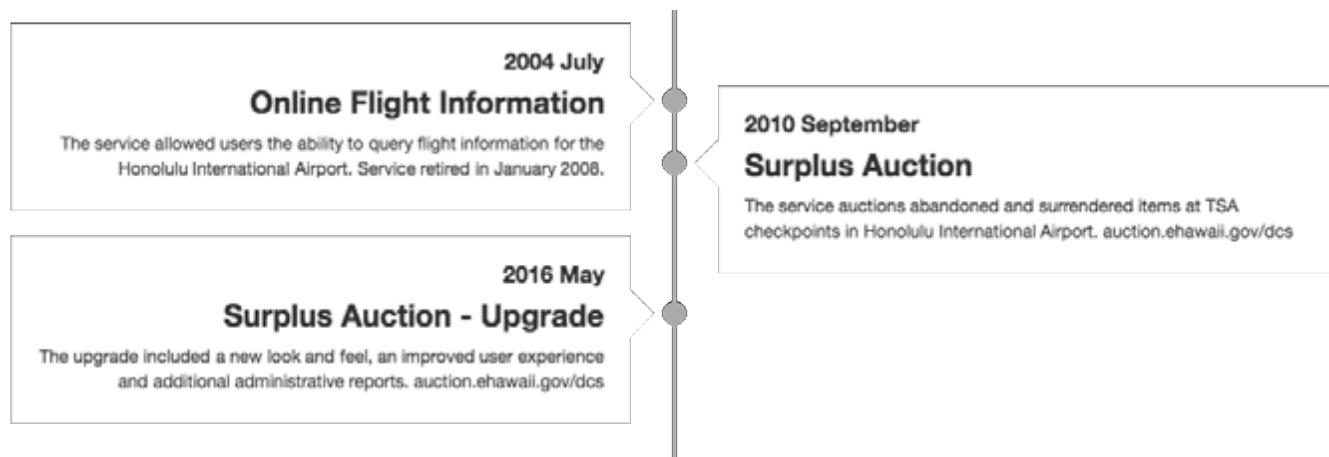
Department of Transportation

HIC's collaboration with the Department of Transportation (DOT) began with the Online Flight Information service for the Airports Division. This service allowed users the ability to query flight information for the Honolulu International Airport. The service was launched in July 2004 and retired in January 2008.

In 2010, HIC developed the Surplus Auction service for the Airports Division. Surplus Auction is a platform for auctioning abandoned and surrendered items at TSA checkpoints in the Honolulu International Airport. The service was developed at no cost to the DOT.

In 2016, HIC upgraded the Surplus Auction service with an updated look and feel, an increased user experience, and improved reporting for the Airports Division's staff. The upgrade was developed at no cost to the DOT.

Through June 2016, the Surplus Auction service has generated revenue totaling $119,798 from the sale of small miscellaneous items such as used pocket knives, belts and sunglasses. Proceeds from this service go into the General Fund. HIC works closely with the Airports Division's Lost & Found Office to upgrade and maintain the Surplus Auction service.

Timeline: DOT

2004 July
Online Flight Information
The service allowed users the ability to query flight information for the Honolulu International Airport. Service retired in January 2008.

2010 September
Surplus Auction
The service auctions abandoned and surrendered items at TSA checkpoints in Honolulu International Airport. auction.ehawaii.gov/dcs

2016 May
Surplus Auction - Upgrade
The upgrade included a new look and feel, an improved user experience and additional administrative reports. auction.ehawaii.gov/dcs

DOT Financial Data

Table: Transaction Quantity, Funds Collected, Partner Revenue and HIC Revenue by Year

Year	Transaction Quantity	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2010	24	$2,169	$2,020	$0	$149	$149
2011	136	$20,660	$19,567	$0	$1,093	$1,093
2012	249	$29,878	$28,108	$0	$1,769	$1,769
2013	218	$35,426	$33,603	$0	$1,824	$1,824
2014	168	$28,917	$26,715	$0	$2,201	$2,201
2015	59	$8,991	$8,091	$0	$899	$899
2016*	10	$1,882	$1,694	$0	$188	$188
Total	864	$127,923	$119,798	$0	$8,123	$8,123

*Data through June 30, 2016.

Surplus Auction
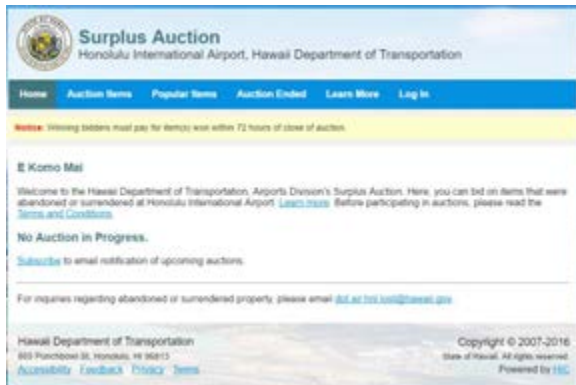
URL: auction.ehawaii.gov/dcs

Funding Type: Self-funded

Launched: September 2010

Features: Online Auction, Email Notifications, Payment Processing

The Surplus Auction service provides a means for the DOT Airports Division's Lost and Found Office to auction off abandoned or surrendered property at Honolulu International Airport's TSA checkpoints.

> *The Surplus Auction service enables the DOT Airports Division's Lost and Found Office to dispose of surrendered or abandoned property while generating revenue that goes into the General Fund.*

Revenue	Cost to Partner
$8,091	**$0**
January – December 2015	January – December 2015

Why

The Lost and Found Office in the Honolulu International Airport was looking for a way to dispose of items abandoned or surrendered at TSA checkpoints.

Partners

The Surplus Auction service was developed in collaboration with the DOT Airports Division's Lost and Found Office.

Solution

The Surplus Auction service allows the Lost and Found Office to post scheduled auctions or on-demand auctions. The public can view and bid on items. Bidders receive email notifications when they have been outbid on an item. Winning bidders receive email notifications and reminders to make a payment. Credit card payments and processing are handled by the service. The proceeds of auctioned items, which would otherwise take up warehouse space, go into the General Fund.

Outreach Activity

Marketing and outreach activity includes: email notifications of upcoming auctions and a link on hawaii.gov, the official state website.

Results

Since the Surplus Auction service launched in 2010 at no cost to the DOT, it has processed 864 transactions and generated $119,798 in revenue through June of 2016.

Table: Transaction Quantity, Funds Collected, Partner Revenue and HIC Revenue by Year

Year	Transaction Quantity	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2010	24	$2,169	$2,020	$0	$149	$149
2011	136	$20,660	$19,567	$0	$1,093	$1,093
2012	249	$29,878	$28,108	$0	$1,769	$1,769
2013	218	$35,426	$33,603	$0	$1,824	$1,824
2014	168	$28,917	$26,715	$0	$2,201	$2,201
2015	59	$8,991	$8,091	$0	$899	$899
2016*	10	$1,882	$1,694	$0	$188	$188
Total	864	$127,923	$119,798	$0	$8,123	$8,123

*Data through June 30, 2016.

Customer Service Statistics

HIC's Customer Service Team assist users of the Surplus Auction service who request help in completing a successful online payment.

Table: Customer Service Inquiries from September 2010 – June 2016

Calls Answered	Emails Answered	Chats Answered	Total
33	9	18	60

Estimated Cost to Develop

The cost to develop the Surplus Auction service is estimated to be $159,360.

Street Value of the Service

Based on competitive market rates of $195/hour, the street value to develop the Surplus Auction service is estimated to be $310,752.

DOT Closing

HIC continues to look for ways to update and upgrade the Surplus Auction service and continue to support and improve efficiencies at the DOT in future.
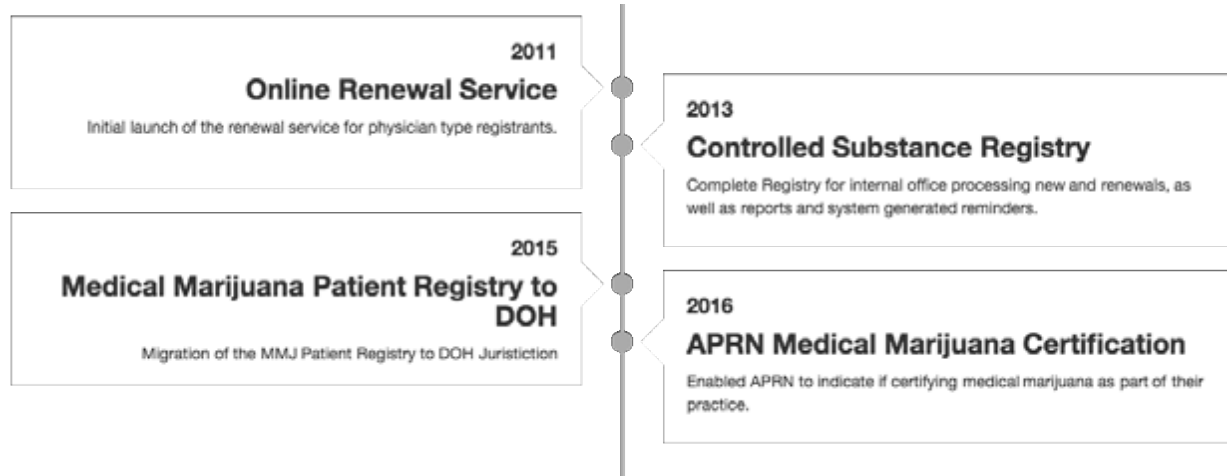
Department of Public Safety

HIC and the State of Hawaii Department of Public Safety (DPS) have been collaborating since 2009. The Controlled Substances Registration System was launched in February 2011. Two years later, HIC uploaded the MS Access-based registry into a web-based system, integrating both the public renewal and internal back-office operation into a single registry system. HIC created both services under the portal contract with the State at no cost to the DPS.

In 2014, HIC worked with DPS and DOH in anticipation of the transfer of the Medical Marijuana Patient Registry. On January 1, 2015, the program was successfully transferred with a new online patient registry system.

In 2016, Advanced Practice Registered Nurse (APRN) online renewal was enabled, along with the ability to indicate if certifying the use of medical marijuana is part of their practice.

As of June 2016, 22,531 renewals have been processed through the online registration system, with an estimated $90,000 saved from printing, mailing and labor costs.

DPS Timeline of Events

2011
Online Renewal Service
Initial launch of the renewal service for physician type registrants.

2013
Controlled Substance Registry
Complete Registry for internal office processing new and renewals, as well as reports and system generated reminders.

2015
Medical Marijuana Patient Registry to DOH
Migration of the MMJ Patient Registry to DOH Juristiction

2016
APRN Medical Marijuana Certification
Enabled APRN to indicate if certifying medical marijuana as part of their practice.

List of Services

Table: Services List for DPS

Division	Service name	Launch date	URL
Narcotics Enforcement	Controlled Substances Registry System	February, 2011	https://ned.ehawaii.gov

DPS Financial Data

Table: Transaction Volume by Year

Year	Trans. quantity	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2011	2,378	$143,460	$125,886	$17,574	$0	$17,574
2012	3,420	$206,580	$181,274	$25,306	$0	$25,306
2013	4,227	$254,251	$223,068	$31,183	$0	$31,183
2014	5,785	$357,872	$313,315	$44,557	$0	$44,557
2015	6,511	$410,055	$359,814	$50,241	$0	$50,241
2016*	3,229	$200,890	$176,279	$24,611	$0	$24,611
Total	22,531	$1,573,108	$1,198,362	$168,166	$0	$168,166

*Data through June 30, 2016

Table: Avoided Cost by Year

Year	Print & Postage	Dollar Equivalent of Labor Hours Saved	Total Avoided Cost
2011	$1,189	$8,323	$9,512
2012	$1,710	$11,970	$13,680
2013	$1,949	$13,643	$15,592
2014	$2,260.50	$15,823.50	$18,084
2015	$2,782.50	$19,477.50	$22,260
2016*	$1,374.50	$9,621.50	$10,996
Total	$11,265.50	$78,858.50	$90,124

*Data through June 30, 2016

Figure: Avoided Cost by Year

*Costs are avoided by enabling registrants to complete their own renewals and pay by credit card online. No physical data entry and no mailing of certificates are required, as registrants may print their certificates upon renewal.

Controlled Substances Registration System

URL: https://ned.ehawaii.gov
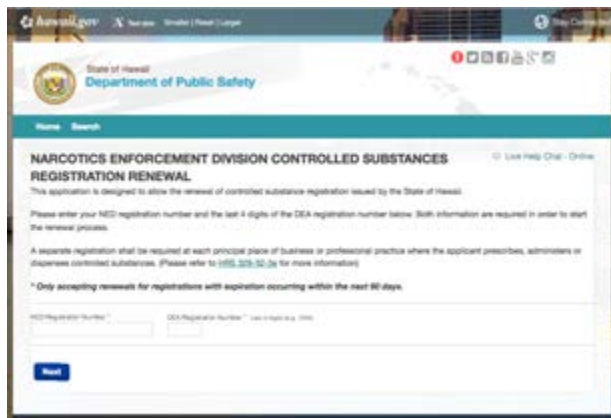
Funding Type: Self-funded

Launched: 02-01-2011

Features: Secure login, forms, online payment, third-party validation, electronic certificates, cross-agency validation

The Controlled Substances Registration System (CSRS) is an online renewal and public search service intended for use by professional entities that prescribe, administer or dispense controlled substances. The CSRS uses cross-agency data validation with the federal Drug Enforcement Agency (DEA) and the Hawai'i Department of Commerce and Consumer Affairs, Professional & Vocational License Division (PVL) to ensure that registrants are current and in good standing with the authorizing entities. 86 percent of registrants self renew online, and the agency can process the remaining 14 percent within the system's admin module.

Number of transactions:	Adoption rate:	Avoided cost:
5,639	**86%**	**$22,556**
Number of registrants renewed online in FY2016*	Percentage of registrations renewed online	Dollar equivalent in savings from paper, print, postage and labor for manual data entry

Statutory fees collected:	Cost to partner:
$410,055	$50,241
January – December 2015	Total portal administration fees paid in 2015

*Fiscal Year 2016: July 1, 2015 to June 30, 2016

Why

The Narcotics Enforcement Division's (NED) launched the CSRS in February 2011 to streamline the renewal process. Before then, NED required paper applications for both initial applications and renewals. Renewals accounted for more than 90 percent of the applications received. For each renewal, NED staff needed to check with the DCCA PVL's public search service to ensure that registrant was still licensed and in good standing, then check the DEA's website for the registrant's DEA status, which was both tedious and time-consuming. Payments were accepted by check only, requiring additional preparation and tracking of daily deposits. Once the bank cleared the check after a few days, paper certificates would be mailed via US Postal Service. Printing and postage cost more than $3,200.00 annually.

Partners

- DPS, Narcotics Enforcement Division
- DCCA, Professional and Vocational Licensing Division
- DEA, Federal Drug Enforcement Agency

Solution

HIC piloted the initial online renewal and credit card payment services with physicians only. After reviewing the data quality within the existing MS Access database, HIC created procedures allowing NED to export renewal due data through secure file transfer. Data were transferred once a month. NED generated reminder letters that included the URL for online renewal. The online renewal process included real-time verification with PVL licensing and DEA registration, but only valid and current registrants could renew by credit card. The pilot was a success, but staff still had to manually input the renewal information into the MS Access database.

In October 2013, after two years of trust-building, HIC completed the admin module of the registration system and migrated the MS Access database into Oracle. A single system now processes all new registrations and renewals, and it allows credit payments and online renewal for all registrants.

Renewing registrants may now also download their own certificates; no certificates need to be sent by mail. Automated email alerts now remind registrants to renew sixty days prior to their license expiration.

Outreach Activity

Email reminders are sent to registrants sixty days prior to their registration expiration date.

Results

Table: Transaction Volume by Year

Year	Trans. quantity	Online adoption	Total statutory amount
2011	2,378	30%	$143,460
2012	3,420	55%	$206,580
2013	4,227	92%	$254,251
2014	5,785	78%	$357,872
2015	6,511	85%	$410,055
2016*	3,229	85%	$200,890
Total	22,531		$1,573,108

*Data through June 30, 2016.

Table: Avoided Cost by Year

Year	Print & postage	Dollar equivalent of labor hours Saved	Avoided cost
2011	$1,189.00	$8,323.00	$9,512.00
2012	$1,710.00	$11,970.00	$13,680.00
2013	$1,949.00	$13,643.00	$15,592.00
2014	$2,260.50	$15,823.50	$18,084.00
2015	$2,782.50	$19,477.50	$22,260.00
2016*	$1,374.50	$9,621.50	$10,996.00
Total	$11,265.50	$78,858.50	$90,124.00

*Data through June 30, 2016.

Customer Service Statistics

HIC provides customer service through phone, email and live chat.

Table: Customer Service Volume (2012-2016)

Calls	Chats	Emails	Total
797	1,242	5,89	2,628

Street Value of the Service

Based on competitive market rates of $195/hour, the street value to develop the Controlled Substances Registration System is estimated to be $624,000.

Closing

HIC is committed to work with the DPS to offer additional user-friendly, customer focused online services to the constituents of the State of Hawaii. We look forward our continuous partnership in 2017.

Hawaii Teacher Standards Board

The Hawaii Teacher Standards Board (HTSB) and Hawaii Information Consortium (HIC) started our partnership in 2008 when HTSB contacted HIC in dire need after their last vendor turned off their email access and handed over all licensee information on scanned PDFs.
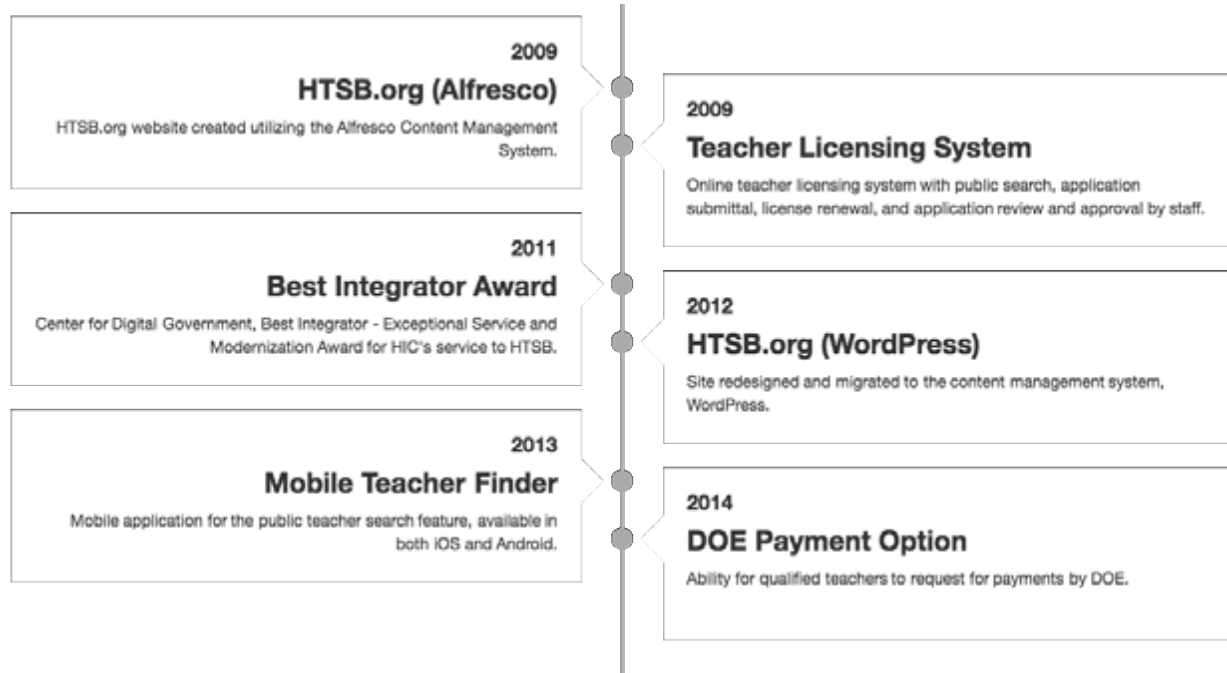
As a good partner, HIC provided temporary staffing resources to assist in the data conversion and customer support, all while developing a licensing system. In less than a year, HIC was able to launch the HTSB Teacher Licensing System, which provided services for teachers, HTSB staff, and the general public.

In 2009, HIC first built the HTSB website in the Alfresco CMS platform. In 2012, HIC completed a second site redesign and migrated the site to WordPress; this site is still live today.

As a result of the successful partnership, HIC was the recipient of the 2011 Center for Digital Government, Best Fit Integrator – Exceptional Service and Modernization Award after being nominated by HTSB.

In 2016, HSTB successfully migrated the email service from the HIC-hosted solution to the State of Hawaii, ETS-hosted Office 365 service.

HTSB Timeline of Events

HTSB List of Services

Name	Description	URL	Launch Date
HTSB.org Website (Retired)	HTSB website created and maintained within the Alfresco Content Management System.	htsb.org	September 9, 2009
HTSB Teacher Licensing System	Licensing system for the teachers to complete new and renewal applications, complete payments; public can perform public search; admin can review and approve applications, as well as bulk email services.	htsb.ehawaii.gov	September 11, 2009
HTSB.org Website	Newly designed HTSB website replaced the Alfresco CMS with WordPress.	htsb.org	December 6, 2012
HTSB Teacher Finder	A teacher finder mobile application available in both iOS and Android stores.	N/A	December 23, 2013

HTSB Financial Data

The Portal Administration Fee was initially passed on to the licensee. In 2012, HSTB started to absorb the Portal Administration Fee. In 2014, the Portal Administration Fee was passed on to the users. In 2015, the Department of Education (DOE) paid for the annual licensing cost, including the Portal Administration Fee for qualified teachers.

Table: Transaction Quantity, Funds Collected, Partner Revenue and HIC Revenue by Year

Year	Transaction Quantity	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2010	10,551	$913,314	$820,460	$92,854	$0	$92,854
2011	13,749	$1,407,985	$1,250,333	$157,651	$0	$157,651
2012	7,104	$925,772	$823,220	$102,552	$0	$102,552
2013	5,339	$666,424	$592,631	$73,793	$0	$73,793
2014	5,799	$551,543	$486,877	$6,047	$58,619	$64,666
2015	8,971	$635,554	$557,355	$78,199	$0	$78,199
2016*	6,310	$306,025	$268,445	$37,580	$0	$37,580
Total	57,823	$4,740,193	$3,383,470	$372,331	$58,619	$607,295

*Data through June 30, 2016.

Table: Time and Material & Hosting Paid by HTSB by Year

Year	Paid to HIC
2010	$55,870
2011	$26,676
2012	$126,349
2013	$7,539
2014	$59,376
2015	$2,256
2016*	$1,178
Total	$279,244

*Data through June 30, 2016.

HTSB Avoided Costs

One hundred percent of the application and renewal transactions are completed online. Avoided costs are related to printing, postage, data entry, and marketing costs saved through the online services. No IT-related costs are considered.

Table: Avoided Costs by Year

Year	Avoided Cost
2010	$26,377
2011	$34,372
2012	$17,760
2013	$13,347
2014	$14,497
2015	$22,427
2016*	$15,775
Total	$144,555

HTSB - Hawaii Teacher Licensing System

URL: htsb.ehawaii.gov

Funding Type: Self-Funded

Launched: 09-11-2009

Features: Renewal, Payment Processing, Notifications, Public Search, Admin Module, License Management

The HTSB Hawaii Teacher Licensing System allows teachers to renew their teaching license online. The application also allows the general public to perform a licensee search and read the latest announcements from HTSB. The licensing system features MyHTSB, which allows teachers to apply for a standard or provisional license, pay fees, setup renewal reminders—as well as print copies of their license.

Awards

Center for Digital Government, Best Fit Integrator, Exceptional Service and Modernization Award, 2011

# of Transactions	Adoption Rate	Avoided Costs
10,811	**100%**	**$27,027**
July 2015 – June 2016	Teacher Renewals	July 2015 – June 2016

Statutory Fees Collected	Cost to Partner
$635,554	**$78,199**
January 2015 – December 2015	January 2015 – December 2015

Why

In 2008, the contract between HTSB and their previous vendor was terminated. When returning HTSB's data, the vendor returned the data in scanned image files (PDFs). This left HTSB in a tough situation, since not only was their data not in a readable format, but they also needed a new webhost for their site and services.

Partners

This service was developed in partnership with HTSB and HIC.

Solution

Web Version

In 2008, HIC was the selected vendor to provide webhosting services to HTSB. Because the previous vendor returned HTSB's data in scanned PDFs rather than a readable digital format, HIC assisted with the monumental task of importing the information from the scanned PDFs into their database.

While working with HIC, HTSB realized they needed a licensing system for managing HTSB licenses, as well as provide HTSB licensees with an online method to communicate with HTSB staff. In 2009, HIC developed and launched the HTSB Teacher Licensing System, which provided several services for teachers, HTSB staff and the general public.

MyHTSB allows teachers to renew their teaching licenses online as well as download a PDF copy of their license. Teachers can also apply for a standard or provisional license, set up renewal reminders and contact HTSB directly within the application. The general public can use the HTSB service to search for teachers online and view the latest announcements from HTSB.

The HTSB Teacher Licensing System allows HTSB staff members to search for licensees, manage licensee information and renew teaching licenses. HTSB staff members can also add new applicants, contact licensees directly and send out email notifications to all licensees.

Mobile App

In 2013, the Teacher Finder mobile application was launched on Android and iOS. The Teacher Finder mobile application allows users to search for teachers and verify they are licensed by HTSB.

Outreach Activity

Marketing and outreach activity for HTSB includes: postcards, email reminders and press releases.

Results

Over 57,800 teaching license renewals and applications have been processed since the launch of the HTSB Teacher Licensing System in 2010, totaling over $4.7 million in fees collected.

Table: Transaction Quantity, Funds Collected, Partner Revenue and HIC Revenue by Year

Year	Transaction Quantity	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2010	10,551	$913,314	$820,460	$92,854	$0	$92,854
2011	13,749	$1,407,985	$1,250,333	$157,651	$0	$157,651
2012	7,104	$925,772	$823,220	$102,552	$0	$102,552
2013	5,339	$666,424	$592,631	$73,793	$0	$73,793
2014	5,799	$551,543	$486,877	$6,047	$58,619	$64,666
2015	8,971	$635,554	$557,355	$78,199	$0	$78,199
2016*	6,310	$306,025	$268,445	$37,580	$0	$37,580
Total	57,823	$4,740,193	$3,383,470	$372,331	$58,619	$607,295

*Data through June 30, 2016.

Avoided Costs

Table: Avoided Cost by Year

Year	Avoided Cost
2010	$26,377
2011	$34,372
2012	$17,760
2013	$13,347
2014	$14,497
2015	$22,427
2016*	$15,775
Total	$144,555

*Data through June 30, 2016.

Accolades

In 2011, HTSB nominated HIC for its exceptional service and was recognized for the following award for the HTSB Teacher Licensing System:

- The Center for Digital Government Best Fit Integrator Award – Exceptional Service and Modernization Award in Portals and Online Services.

Customer Service Statistics

Table: Customer Service Volume (2012 – 2016*)

Calls	Chats	Emails	Total
1,805	2,717	546	6,797

*Data through June 30, 2016.

Estimated Cost to Develop

The estimated cost to develop this licensing service is $403,220.

Table: Estimation of Work

Role	Rate	Hours	Cost
Developer	$80	3,886	$310,880
Project Manager	$80	972	$77,760
Admin	$60	243	$14,580
Total			$403,220

Street Value of the Service

Based on competitive market rates of $195/hour, the street value to develop these services is estimated to be $994,695.

Closing

HIC is committed to its support of HTSB by providing the best solutions for both HTSB and teachers in Hawaii. As we continue to provide value to HTSB, we look forward to 2017.

Hawaii State Judiciary

The Hawaii State Judiciary (JUD) is one of the portal's first and most important partners. The portal has collaborated with JUD on a number of projects, including: making automobile driver information available to insurance companies; improving public safety via the Electronic Bench Warrants System; managing volunteers (VIPS); making online ordering and payment available; building JUD's award-winning website; migrating to JUD's next-generation case management system and more.

Over the past six years, the portal services developed in partnership with JUD have collected more than $46 million, earned three national awards and helped the agency avoid more than $4 million in costs.

Judiciary List of Services

The following is a table of the services on which HIC and JUD have collaborated. More complete information on most services appears later in this report.

Table: List of Services for JUD

Service	Funding Model	URL/Description	Launch Year
Bulk Traffic Abstracts	Self-funded	portal.ehawaii.gov/home/online-services/bulk-traffic-abstracts	2005
JIMS Support	Free	Ongoing support for JIMS initiatives	2005
Volunteers in Public Service	No Cost	portal.ehawaii.gov/home/online-services/volunteer-with-the-judiciary/	2007
Judicial Evaluations	No Cost	Online Judicial Surveys	2007
Vehicle Monitoring Service	Self-funded	portal.ehawaii.gov/home/online-services/traffic-citation-payment-system	2008
Electronic Bench Warrants	No Cost	m.hi.gov/24w	2009
Document Ordering/ eFiling	Self-Funded	courts.state.hi.us/legal_references/efiling	2011
eTraffic	Self-Funded	etraffic.ehawaii.gov	2013
eCitation Support	No Cost	Support for eCitations with police departments	2013

Service	Funding Model	URL/Description	Launch Year
Website Upgrade	Time and Materials	Upgrade website from Alfresco to WordPress	2016

Judiciary Awards Received

2010

2010

2016

JUD services have won multiple awards, including:

- 2010 Bright Ideas Award for Hawaii Electronic Bench Warrants (eBW)

- 2010 Digital Government Achievement Award (eBW)

- 2016 National Association for Court Management's Top 10 Court Technology Solutions Awards for Best in Nation

Judiciary Department Financial Data

Table: Transactional Revenue by Year

Year	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2010	$3,842,158	$2,983,580	$0	$858,578	$858,578
2011	$4,706,337	$3,845,533	$0	$860,804	$860,804
2012	$4,743,691	$3,878,672	$0	$865,019	$865,019
2013	$8,035,661	$7,005,007	$0	$1,030,654	$1,030,654
2014	$9,033,883	$7,960,945	$0	$1,072,938	$1,072,938
2015	$10,332,971	$9,166,983	$0	$1,165,987	$1,165,987
2016*	$5,551,709	$4,946,042	$0	$605,667	$605,667
Total	$46,246,410	$39,786,762	$0	$6,459,647	$6,459,647

*Data through June 30, 2016.

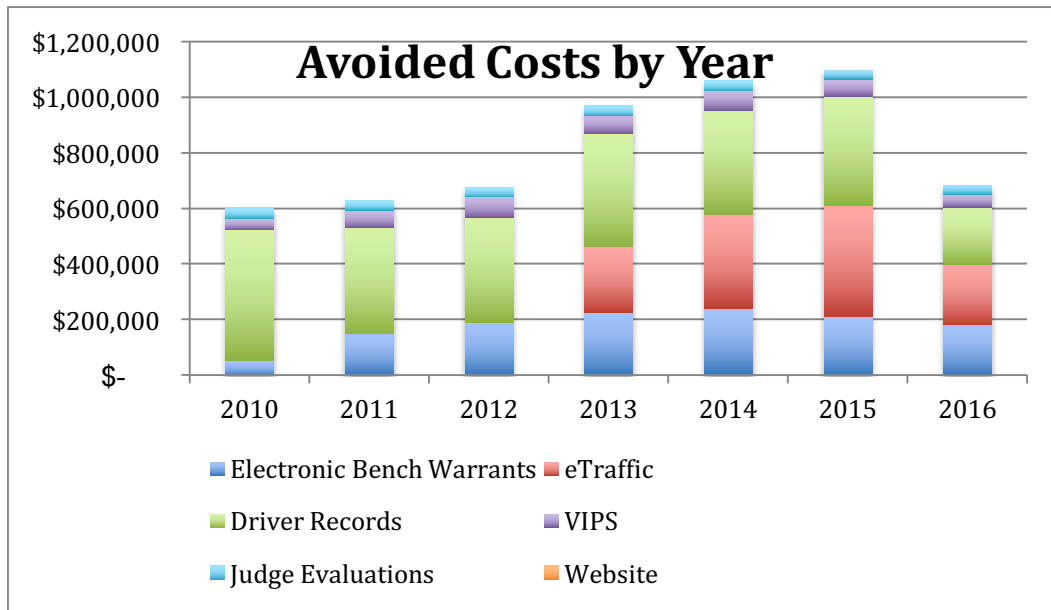### Table: Time & Materials and Hosting Revenue by Year

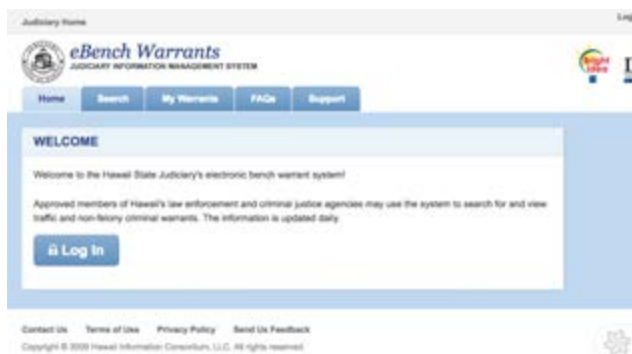| Year	Total Funds Collected
2010	$0
2011	$0
2012	$5,177
2013	$5,177
2014	$5,000
2015	$26,815
2016*	$6,613
Total	$48,782

*Data through June 30, 2016.

Avoided Costs

Avoided costs are calculated based on labor saved and any credit card fees that would otherwise have been charged. Avoided costs for 2015 were $637,197 and $4.1 million between January 2010 and June 2016.

Figure: Avoided Costs by Year

Avoided Costs by Year

Legend:
- Electronic Bench Warrants
- eTraffic
- Driver Records
- VIPS
- Judge Evaluations
- Website

Electronic Bench Warrants (eBW)

URL: Private

Funding Type: No Cost

Launched: 2009

Features: Electronic Delivery of Warrants

The eBW service aims to give law enforcement a way to quickly and easily access traffic warrant data and images. The system needed to be developed quickly and leverage traffic warrant data from JUD's existing case management system, Judiciary Information Management System (JIMS).

> *The Judiciary has placed a tool in the hands of the Sheriff Division that allows us to make more arrests in a shorter period of time. Scofflaws who previously thought they had time on their side when ignoring court dates and bench warrants should take notice. Because of the eBench Warrant system, we'll be seeing them sooner rather than later.*
>
> *–James L. Propotnick, Deputy Director of Law Enforcement, Department of Public Safety*

No. of Warrants Served	Hours Saved	Avoided Costs
23,191	**7,029**	**$3.03M**
2015	2015	2009 – June 2016

Warrants Served via eBW	Cost to Partner
99%	**$0**
2016	2009 –2016

Why

In July/August 2006, there was a backlog of more than 70,000 bench warrants, which had accumulated for a number of reasons including understaffing. A statewide Bench Warrant Task Force comprising of various state and local agencies convened in 2006 to address the problem. The task force identified a number of contributing factors, including:

- lack of a centralized warrant database

- existing warrant data were not comprehensive

- the majority of warrants creating the backlog were for traffic violations

- the warrant generation and delivery systems were inefficient

- law enforcement and DPS needed to conduct warrant checks for detained or incarcerated individuals

- violators were disregarding their responsibilities to the justice system

Moreover, the procedure for handling warrants was inefficient. To file a warrant, agency staff had to physically pick up warrants each day from the court, make two copies of each warrant and finally alphabetize and organize the warrants in fifteen to twenty file cabinets full of active warrants. To pull a warrant, staff had to search the file cabinets for a copy. Preparing for sweeps took three days and was also inefficient: Hard copies of warrants were filed by zip code, so staff had to pull warrants and sort them by street address, then manually type a sheet with the names and addresses listed on the warrants.

With the launch of eBW, JUD have staff saved substantial amounts of time—approximately four hours per day by not having to pick up warrants from courts and sort them, and three days per month by not having to manually prepare warrants for sweeps.

Partners

The project began in August of 2007. Members of the Bench Warrant Task Force met with HIC to brainstorm and provide feedback on the proposed solution. Several eBW beta versions were released prior launch in March 2009, and representatives from the various agencies listed in table below submitted comments and suggestions throughout the development process.

Table: Participating Agencies

Department	Staff
AG–HCJDC	2
DPS–Sheriffs	4
Public Defender	1
Kauai Prosecuting Attorney	1
Hawaii Prosecuting Attorney	1
Maui Prosecuting Attorney	1
Honolulu Prosecuting Attorney	1
Kauai Police	2
Hawaii Police	2
Maui Police	2
Honolulu Police	2
Department of Transportation	2
Hawaii State Judiciary	8
Hawaii Paroling Authority	1
Total	30

Solution

eBW had three main goals: to help law enforcement access traffic warrant data and images quickly; to develop the new system quickly; and to leverage the Judiciary's existing case management system (JIMS) for clearing traffic warrants.

eBW features include:

- traffic warrant data available online 24/7

- warrant images available starting November 2005 (inception of JIMS)

- daily, automatic update of data and images

- search by different criteria and export data for reporting/sweeps

- map view to locate addresses and plan sweeps

- agencies can manage their own users

- different users can have different access levels based on roles/permissions

- actions automatically logged in an activity log

- ability to add notes to a warrant

- ability to print a warrant remotely

- training videos to assist users

The Sheriff Division serves most traffic warrants during periodic sweeps in a targeted geographic area. Prior to eBW, staff had to spend hours sorting paper warrants to prepare for a sweep. eBW eliminates this manual process and allows traffic warrants to be easily sorted by individuals with multiple warrants or streets where a large concentration of outstanding warrants exist. Much time is saved using eBW to gather information for the sweeps, and more violators are arrested and more warrants are served.

Police officers also serve warrants during traffic stops. When police stop a motorist, the officer calls a dispatcher to check for outstanding warrants. If one exists, a police officer must drive to the Sheriff Division office and pull the certified warrant to serve the offender. With eBW, Honolulu Police Department (HPD) can view and print certified copies 24/7 from any location. This has proven to be convenient and effective for law enforcement.

The Sheriff's Division also benefits by not having to file paper warrants into cabinets at the Sheriff's office. Warrants can be marked as served and electronically filed.

eBW has resulted in a number of demonstrable improvements:

- Oahu Sheriffs arrested about 12-15 people and served 20-25 warrants on average during a typical sweep prior to eBW. These numbers have more than doubled.
- Using eBW's search and sorting capabilities, Oahu Sheriffs save about 40 hours of prep time for each sweep.
- Warrant data is available 24/7 (paper copies are available only when the sheriff's office is open).
- Data and images no longer require double data entry or filing and are accessible immediately.
- eBW's search and reporting capabilities make it easier to find warrant and defendant information and provides more data than what was previously available.
- Improved delivery system means that JUD staff no longer need to deliver paper warrants to law enforcement, sheriffs no longer need to pickup paper warrants from courts and file them into cabinets and there is no lag time for hard copies to be made, delivered and filed.
- Simplified recall procedure eliminates phone calls between JUD staff and sheriffs.
- HPD no longer needs to call sheriffs to check on a warrant.
- eBW allows for remote printing of traffic warrants for service.
- Improved public safety: eBW prioritizes violators by highest number of warrants and highest bail amount so that law enforcement can target these individuals. eBW also allows for geographical searches, and real-time status updates reduce the risk of false arrests.

eBW is now a statewide system with close to 1500 users. Traffic and district court criminal warrants are currently available via eBW. In early 2017, circuit court and family court criminal warrants will be added to the system to coincide with the availability of these warrant types in the Judiciary JIMS system.

Outreach Activity

Because eBW is used internally by state, county and federal users, there has been relatively little public outreach. However, HIC has developed extensive training modules and presented the system to many partner groups over the years. HIC staff also travel to neighbor islands to help counties integrate new Records Management Systems (RMS). The service has won multiple awards as well.

Results

eBW has been an amazing help to law enforcement since 2010, when the system serviced only Honolulu warrants. Over the years, the neighbor islands adopted the system, and by 2016 over 99% of all warrants statewide were served through eBW.

Figure: Warrants Served
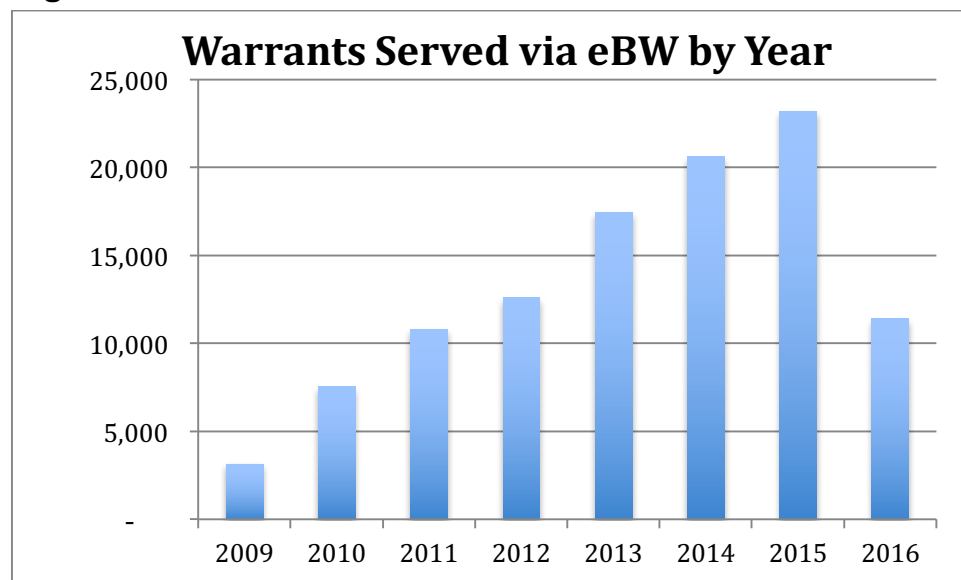
*Data through June 30, 2016.

Avoided Costs

This service has avoided $1.5 million in costs for JUD, even without considering IT costs. Avoided IT costs over the life of the project are approximately $1.53 million, for a total avoided cost of $3.03 million.

Table: Avoided Costs by Year

Year	Daily Labor	Sweep Labor	Dispatch Labor	Labor Subtotal	Hosting/ Support	Security	Develop- ment	Support Subtotal	Total
2009	$43,680		$8,020	$51,700	$60,000	$7500	$600,000	$667,500	$719,200
2010	$87,360	$43,200	$18,893	$149,453	$63,000	$7,875	$200,000	$270,875	$420,328
2011	$120,120	$43,200	$27,045	$190,365	$66,150	$8,269	$12,000	$86,419	$276,784
2012	$152,880	$43,200	$31,498	$227,578	$69,458	$8,682	$12,500	$90,640	$318,217
2013	$152,880	$43,200	$43,655	$239,735	$82,000	$9,116	$11,800	$102,916	$342,651
2014	$152,880	$43,200	$51,540	$247,620	$86,100	$9,572	$25,000	$120,672	$368,292
2015	$152,880		$57,978	$210,858	$90,405	$10,051	$23,400	$123,856	$334,713
2016*	$152,880		$28,533	$181,413	$47,463	$10,553	$7,200	$65,216	$246,628
Total	$1,015,560	$216,000	$267,160	$1,498,720	$564,575	$71,618	$891,900	$1,528,093	$3,026,813

*Data through June 30, 2016.

Estimated Cost to Develop & Estimated Street Value of the Service

Table: Development, Maintenance, Support and Street Value

Item	Value of Support	Street Value	Notes
Development	$800,000	$1,560,000	Plan, Develop, Launch
2009	$67,500	$94,500	Hosting/Technical Support
2010	$70,875	$99,225	Hosting/Technical Support
2011	$86,416	$121,00	Hosting/Technical Support
2012	$90,640	$127,000	Hosting/Technical Support
2013	$102,916	$144,940	Hosting/Technical Support
2014	$120,672	$168,941	Hosting/Technical Support
2015	$123,856	$173,398	Hosting/Technical Support
2016*	$65,216	$91,203	Hosting/Technical Support
Total	$1,528,000	$2,139,000	

*Data through June 30, 2016.

Driver Abstracts and Monitoring Service (DAMS)

URL: traffic.ehawaii.gov

Funding Type: Self-funded

Launched: November 1, 2005

Features: Request submission, XML, Batch Processing

The online bulk driver abstract service was implemented in 2005 when JUD upgraded to a new case management system provided by vendor ACS. The service was implemented so as to require as few changes as possible from the core code that ACS provided. In 2010 a monitoring service was implemented that allows existing bulk traffic abstract customers to inquire about whether a driver has had any moving violations in the past 12 months. If a driver has had any violations, the system automatically orders a driver abstract.

No. of Monitor Requests	Abstracts Ordered	Avoided Costs
1.6M	**102,797**	**$205,594**
January - June 2016	January - June 2016	January - June 2016

Statutory Fees Collected	Cost to Partner
$2.3M	**$0**
January - June 2016	January - June 2016

Why

The method by which the Traffic Violations Branch (TVB) provided traffic abstracts to insurance companies was completely manual. Implementing a new case management system (JIMS) availed the opportunity to automate the process.

In 2009, JUD asked the Legislature to increase the fee for public driver records requests to fund the IT operations that support the courts. But rather than modestly increasing the existing $9 fee ($2 of which went to the IT fund), the Legislature raised the fee to $18, and no additional fees were devoted to IT. To make matters worse, the higher fee led to a 30% decrease in the number of driver records requested by the industry. Once implemented, DAMS offered insurance companies a way to monitor the status of their clients, and orders increased though not back to their previous levels.

Partners

HIC worked with several JUD departments to implement DAMS. HIC maintains ongoing relationships with the departments listed below to support the application.

Table: Participating JUD Departments

Department	Staff
TVB	4
Fiscal	3
JIMS	3
Total	10

Solution

The portal implemented the electronic ordering and delivery system in 2005. This reduced the time required to deliver reports from three days to a few hours and eliminated over 95% of the labor associated with generating the reports. Portal staff worked with JUD staff (JIMS and TVB), the vendor ACS and insurance companies at no cost to the state. Companies ordering a traffic abstract must pay a $3 fee. The system also handles all billing electronically, previously a labor-intensive and error-prone process.

To recoup the revenue JUD lost when the statutory fee rose and the number of orders decreased, HIC and JUD implemented the monitoring service to allow companies to pay for a search on an individual for as far back as one year. If that search finds a violation, the driver record is automatically ordered. DAMS was developed at no cost to JUD and is funded by a $.15 per month/person transaction fee.

Outreach Activity

HIC worked with existing abstract customers on the launch and testing in 2005. We continue to attend the regional and national AAMVA meetings and work to locate new customers. Since 2005 the portal has doubled the number of customers. HIC works with all existing customers to design the monitoring service and communicates the new service to all of the existing driver abstract services. User documentation and test scripts were also provided.

Results

The number of driver records rebounded by 15%, and JUD was able to recover lost fees to support JIMS (which serves all of the courts). The insurance industry provided positive feedback.

Table: Number of Transactions Paid

Year	Monitor Requests	Abstract Orders	Judiciary Revenue	General Fund Revenue
2008	0	209,937	$1,469,669	$419,874
2009	2,393	312,216	$2,185,512	$624,432
2010	1,688,330	236,373	$1,654,611	$1,827,619
2011	1,942,447	190,851	$1,335,957	$2,862,765
2012	2,009,375	189,043	$1,323,301	$2,835,645
2013	2,145,306	203,564	$1,424,948	$3,053,460
2014	2,390,653	187,078	$1,309,546	$2,806,170
2015	2,538,938	195,632	$1,369,424	$2,934,480
2016*	1,516,053	102,797	$719,579	$1,541,955
Total	14,233,495	1,724,694	$12,792,437	$18,906,400

*Data through June 30, 2016.

Avoided Costs

This self-funded application has avoided $264,096 time and labor costs for JUD.

Table 9: Avoided Costs by Year

Year	Avoided Cost
2008	$419,874
2009	$624,432
2010[2]	$472,746
2011	$381,702
2012	$378,086
2013	$407,128
2014	$374,156
2015	$391,264
2016*	$205,594
Total	$3,654,982

*Data through June 30, 2016.

Estimated Cost to Develop and Maintain

The cost to HIC to develop the Driver Monitoring Service is estimated to be $100,800 in addition to ongoing fiscal and technical support shown below.

Table: Maintenance, Support and Development

Year	Hours	Value*	Notes
2005	1850	$185,000	Initial Development
2009	1,148	$114,800	Monitoring Development
2010	280	$28,000	Hosting/ Fiscal/ Marketing/ Tech support
2011	310	$31,000	Hosting/ Fiscal/ Marketing/ Tech support
2012	292	$29,200	Hosting/ Fiscal/ Marketing/ Tech support
2013	182	$18,200	Hosting/ Fiscal/ Marketing/ Tech support
2014	295	$29,500	Hosting/ Fiscal/ Marketing/ Tech support
2015	240	$24,000	Hosting/ Fiscal/ Marketing/ Tech support
2016	105	$10,500	Hosting/ Fiscal/ Marketing/ Tech support
Total	4,702	$470,200	

*Based on an average HIC rate of $100/hour.

Volunteer in Public Services (VIPS)

URL: vips.ehawaii.gov

Funding Type: Free

Launched: March 7, 2007

Features: Application, Approval, Placements, Reporting

Online registration and placement for the Volunteer in Public Services to the Courts (VIPS) was launched In March 2007 track and place court volunteers. Prospective volunteers can apply, be interviewed and placed through the online system.

No. of Placements	No. of Volunteers	Adoption Rate
3,215	**4,326**	**56%**

Volunteer Hours	Cost to Partner
402,978 2008 – 2016*	**$0**

*Data through June 30, 2016.

Why

VIPS was created to expedite the application tracking and placement of volunteers in the court system. The Excel spreadsheet being used prior was inadequate for tracking the hundreds volunteers and logging the thousands of hours they reported.

Partners

HIC worked with VIPS and JIMS to complete the project, and we continue to collaborate with these departments to support the application.

Solution

VIPS replaced the existing Excel spreadsheet. Volunteers can now apply online. Staff can review the applications, schedule interviews and place volunteers according to their preferred schedules. Each year VIPS logs around 50,000 volunteer hours, avoiding costs for the courts.

Outreach Activity

HIC issued press releases both locally and nationally upon the launch of VIPS. The program manager has directed individual callers to the online registration system.

Results

Over 56% of the volunteers registered online and logged over 50,000 hours per year.

Table: Number of Placements and Hours by Year

Year	Placements	Hours Logged
2008	189	30,338
2009	277	38,487
2010	264	42,226
2011	408	45,947
2012	480	54,974
2013	424	51,626
2014	474	47,919
2015	403	56,295
2016*	296	35,166
Total	3,215	402,978

*Data through June 30, 2016.

Estimated Street Value of the Service

Based on competitive market rates of $195/hour, the street value of the service is estimated to be $151,200.

Judicial Evaluations

Funding Type: Free

Launched: July 31, 2007

Features: Annual Evaluations, Online Survey

In July 2007, HIC partnered with JUD to conduct online judge evaluations for district, circuit, appellate, family and per diem judges. Previously, all of these evaluations were created on paper. Allowing attorneys to complete the evaluation process online has resulted in a faster response rate, and users are pleased by the ease with which they can provide valuable feedback on the judges.

> *HIC is responsive and provides a level of quality that users didn't realize was possible.*
>
> *--Michael Oki, Judiciary Policy & Planning Department*

Online Responses	Paper Sheets Saved	Avoided Costs
753	**23,250**	**$35,075**
July 2015 – June 2016	July 2015 – June 2016	July 2015 – June 2016

Statutory Fees Collected	Cost to Partner
$0	**$0**
July 2015 – June 2016	July 2015 – June 2016

Why

The Judicial Performance Program promotes excellence among Hawaii state judges by allowing attorneys to confidentially evaluate all full-time (and some per diem) judges before whom they've appeared. Prior to the implementation of the online system, the performance review process was time-consuming and conducted manually. JUD typically conducted three rounds of evaluation per year; each round required printing of 1,500 evaluations (equating to 7,500 pieces of paper) for each group of 10 judges. JUD also absorbed the cost of labeling and stuffing envelopes to mail the evaluations. Manual evaluation was also laborious for the attorneys, who had to answer seven pages of questions per evaluation and then mail the completed forms back to JUD. Once JUD received results were via mail, agency staff spent a considerable amount of time to manually tally the results and analyze the data. JUD asked HIC to streamline this process.

Partners

HIC partnered with the Judiciary Policy & Planning Department to move judge evaluations online. The Hawaii State Bar Association provided HIC with an initial list of attorney email addresses and periodically sends HIC an updated list.

Solution

HIC streamlined the review process by building a web-based survey. This eliminated the need to print paper evaluations and mail the forms to attorneys.

Approximately three times per year, JUD provides HIC with evaluation questions, judges' names and an email template to be sent to the attorneys. HIC then creates the online evaluation. Attorneys receive an email with a link to the evaluation, where they can evaluate multiple judges by clicking through a series of questions. HIC complies the results and sends them to JUD. The survey is anonymous, and results do not include information regarding the identity of the reviewing attorney.

Results

The judicial review process is no longer constrained by the costs associated with printing and mailing. Links to the online evaluations can be emailed to as many attorneys as needed, resulting in a higher and faster response rate. Evaluation results are easily obtained via SurveyMonkey, and JUD receives the results within days of the closing of the evaluation cycle.

At the end of each evaluation, attorneys can provide feedback on the evaluation process itself. There has been an overwhelmingly positive response.

Table: Online Responses by Year

Year	Rounds of Evaluations	Number of Judges Evaluated	Number of Online Responses
2008	2	9	657
2009	3	25	1,373
2010	2	21	976
2011	4	35	1,736
2012	3	29	791
2013	2	23	495
2014	3	34	831
2015	3	35	720
2016*	2	21	432
Total	24	232	8,011

*Data through June 30, 2016.

Table: Paper Saved by Year

Year	Number of Judges Evaluated	Printed Pages per Judge	Sheets of Paper Saved
2008	9	750	6,750
2009	25	750	18,750
2010	21	750	15,750
2011	35	750	26,250
2012	29	750	21,750
2013	23	750	17,500
2014	34	750	25,500
2015	34	750	26,250
2016*	21	750	15,750
Total	232		174,000

*Data through June 30, 2016.

Avoided Costs

The Judicial Evaluations were created and are maintained annually at no cost to JUD or to those who use the service. JUD therefore realizes 100% of avoided costs.

In addition, for each round of evaluation (approximately 10 judges evaluated), 7,500 sheets of paper are saved (worth approximately $45). JUD avoids approximately $1,300 of costs associated with address labels, postage and envelopes per round of evaluation. JUD staff saves approximately 150 hours (worth $4,500) by not having to print the evaluations, or address and stuff envelopes. Another 150 hours ($4,500) are saved by not having to manually consolidate the results into a report. The sum of these avoided costs is $11,545 per round of evaluation, or $35,075 annually (including an additional $440 in annual fees related to the mailing of the evaluations).

Estimated Cost to Develop

The cost to develop this service is estimated to be $3,760. The cost of ongoing annual maintenance is estimated to be $4,600.

Table: Development Costs

Role	Rate	Hours	Cost
Senior Project Manager	$120	30	$3,600
Designer	$80	2	$160
Total			$3,760

Table: Support and Maintenance*

Role	Rate	Hours	Cost
Senior Project Manager	$120	38	$4,600
Total			$4,600

*Based on three rounds of evaluations per year

Estimated Street Value of the Service

Based on competitive market rates of $195/hour, the street value to develop this service is estimated to be $6,240. The street value to maintain this service is estimated to be $7,410.

eTraffic

URL: etraffic.ehawaii.gov/etraffic/home

Funding Type: Self-funded

Launched: March 23, 2013

Features: Online Payments

In March 2013, eTraffic replaced an outdated system that was experiencing serious performance issues. eTraffic allows motorists to pay traffic and parking violations online via credit card. The system queries the JUD database for citation and violation details, and the database is updated after payment. Today, eTraffic is one of the strongest performing and most stable among eHawaii.gov systems. It is also a model for self-funded applications.

> *Although I hate paying a parking ticket, the eTraffic site was really quick and made it painless for me. Why can't other Hawaii government things run like this?*
>
> *--eTraffic user*

No. of Transactions	Hours Saved	Avoided Costs
143,350	**23,891**	**$1,096,789**
March 2013 – June 2016	March 2013 – June 2016	March 2013 – June 2016

Statutory Fees Collected	Cost to Partner
$14,616,915	**$0**
March 2013 – June 2016	March 2013 – June 2016

Why

The Traffic Violations Bureau (TVB) wanted to replace its aging and unstable platform for electronic payments. The original vision was to replace the existing system, create a platform for rapid future enhancements and avoid costs for JUD.

Partners

HIC worked with TVB, Fiscal and JIMS to complete the project, and continue to interact with those departments to support the service.

Solution

HIC started rebuilding eTraffic in 2012 and launched the service on March 27, 2013. The project is a model for self-funded eGovernment applications and illustrates how a well-planned project supported by a fruitful relationship can benefit the state. eTraffic has avoided more than $300,000 in costs per year for JUD.

Outreach Activity

There has been relatively little outreach for this service at HSJ's request. Its success is the result of HIC's real-time customer support, a strong FAQ and most importantly, a simple and efficient system to pay traffic citations online. Numerous enhancements have been discussed and will be revisited in 2017.

Results

eTraffic has shown strong growth since March 2013. The number of transactions 2016 is projected to be approximately 49,000, and the amount the public remits to JUD is expected to be around $5.2 million.

Table: Transactions by Year

| Year	Transactions	Amount Paid
2013	28,677	$2,765,438
2014	41,257	$4,028,750
2015	47,608	$5,047,665
2016*	25,808	$2,775,062.75
Total	143,350	$14,616,915.75

*Data through June 30, 2016.

Avoided Costs

This self-funded application has helped JUD avoid $1,193,598 in costs in the form of credit card fees and staff members not having to service walk-in customers.

Table: Avoided Costs by Year

Year	Avoided Fees	Labor Cost Savings	Total Avoided Costs
2013	$73,274	$161,297	$234,571
2014	$106,722	$232,099	$338,820
2015	$133,731	$267,795	$401,526
2016*	$73,523	$145,159	$218,682
Total	$387,249	$808,349	$1,193,598

*Data through June 30, 2016.

Figure: Avoided Costs
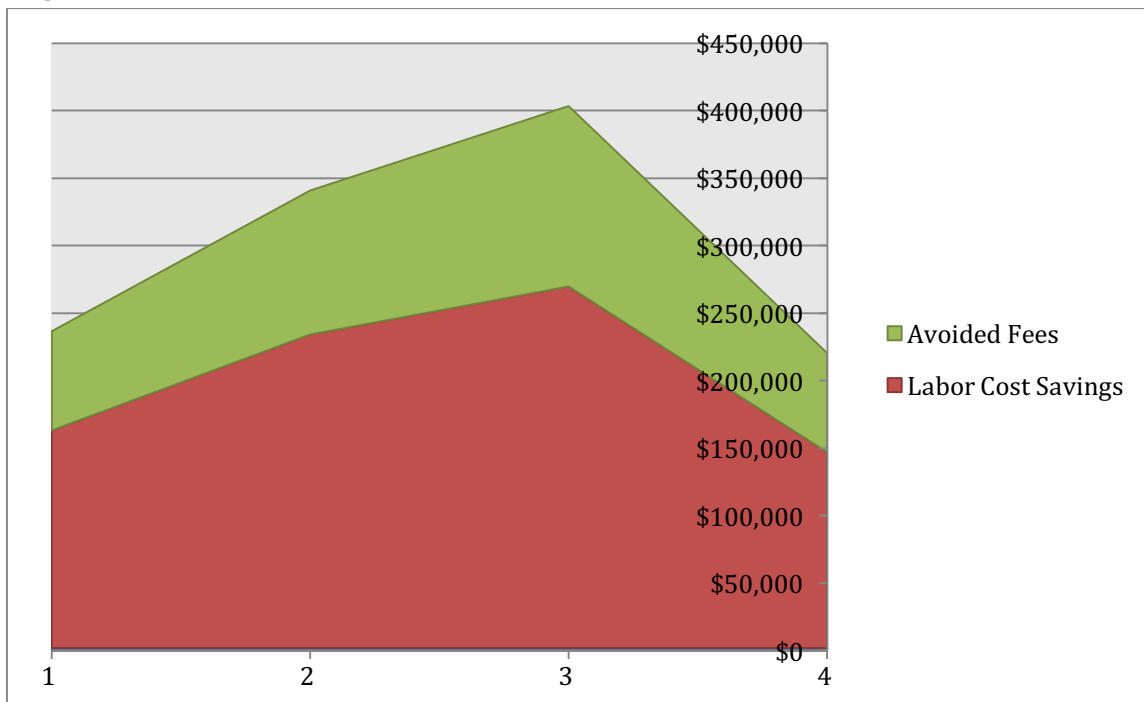
Customer Service Statistics

HIC provides customer service on behalf of TVB, fielding calls, answering email and online chat sessions between 7:30 a.m. and 4:30 p.m.

Table: Customer Service Interactions

Interaction	Number Completed
Phone Calls	238
Emails	972
Chats	1,136
Total	2,346

*Data through June 30, 2016.

Estimated Cost to Develop and Maintain

The cost to develop and maintain the eTraffic application is estimated to be $253,200.

Table: Development and Maintenance

Item	Number of Hours	Cost*	Notes
Development	2,014	$201,400	Plan, Develop and Launch
7/1/13 – 6/30/14	196	$19,600	Fiscal/Technical Support
7/1/14 – 6/30/15	188	$18,800	Fiscal/Technical Support
7/1/15 – 6/30/16	134	$13,400	Fiscal/Technical Support
Total	2,532	$253,200	

*Based on an average HIC rate of $100/hour

Estimated Street Value of the Service

Table: Street Value*

Description	Hours	Estimated Street Value*
Development and Testing	2,014	$392,730
Support 7/1/13 – 6/30/14	196	$38,220
Support 7/1/14 – 6/30/15	188	$36,660
Support 7/1/15 – 6/30/16	134	$26,130
Total	2,532	$493,740

*Based on competitive market rates of $195/hour.

Hawaii State Judiciary Website

URL: courts.state.hi.us

Funding Type: Time and Materials

Launched: January 1, 2010

Redesigned: March 30, 2016

Features: Courts, Forms, WordPress

HIC first partnered with HSJ in 2008 to build its website. Built in the content management system Alfresco, this site was live for 6 years. In 2015, at the agency's request we migrated the site in to WordPress.

> *In part, the success of the Hawaii State Judiciary's website was due to the innovations Hawaii has used to significantly improve access to the courts— especially for self-represented litigants and those with limited English proficiency. Hawaii certainly includes information in more languages than the majority of U.S. courts and the website is easy to navigate. While some sites have lots of bells and whistles, Hawaii's website is clear, concise and information is easy to find. – Kevin J. Bowling, Joint Technology Committee Co-chair, Hawaii State Judiciary*

No. of Visitors	Page Views	Avg. Visit Duration
1,917,231	**5,274,320**	**2:49m**
July 2015 – June 2016	July 2015 – June 2016	July 2015 – June 2016

Pages Per Session	Cost to Partner
2.75	**$32,078**
Avg No. of Pages Viewed During a Session	Total Price Paid for Entire Original Website Redesign and Migration of Site to New System

History

Over the years, HIC has worked with JUD on multiple websites, but the Judiciary site has the distinction of being the first website HIC completed after the portal contract was renewed in 2007.

Beginning in 2008, the website was originally published using a content management system called Interloom, which was hosted through a third-party vendor at a cost of approximately $5,000 per month. JUD asked HIC to help move to a less expensive, less cumbersome and more flexible CMS platform.

At the agency's request, HIC migrated the site in to WordPress in 2015; the site is still live.

Partners

HIC developed the Judiciary website in collaboration with JUD.

Results

HIC redesigned the website from scratch in 2010. Project goals included: addressing ADA requirements, providing a calendaring solution and facilitating the easy and nearly instantaneous publication of content for the public. Built in the Alfresco content management system, the site was live for six years. Upon the site's launch, JUD significantly decreased the annual hosting and maintenance costs.

In 2015, at the agency's request, HIC began migrating the site to WordPress—a newer, faster and user-friendly content management system. The new site was designed to be fully responsive, work on a range of mobile devices and meet ADA accessibility requirements. JUD was eager to transition from Alfresco due to performance issues. HIC migrated the site without redesigning its overall look and feel, and staff prefers the ease with which the WordPress site can be maintained and updated. The hosting rate was also negotiated down even further to $4,000 annually. Additional website enhancements are scheduled for 2016.

Accolades

The JUD website was voted number one in the National Association for Court Management's Top 10 Court Technology Solutions Awards for 2016.

Estimated Cost to Develop

The 2010 redesign predates the implementation of HIC's time tracking system, so no actual numbers were recorded. The project duration spanned from August 2008 through Jan 2010. JUD paid a very low one-time fee of $5,900.

The fee for migrating the site to WordPress in 2015 was $25,000. The fee is based on initial project estimates and was agreed to by both parties.

Below is a table showing the cost to migrate the website to WordPress based on the actual hours worked. The agency avoided $55,460 in costs during this phase alone.

Table: Hours by Role

Role	Hours	Rate	Total
Senior Project Manager	58	$120	$6,960
Senior Developer	687	$100	$68,700
Web/Creative Designer	9	$100	$900
Developer	20	$80	$1,600
Systems Administrator	23	$100	$2,300
Total	797		$80,460

*Data through June 30, 2016.

Street Value of the Service

The estimated street value is based only on the work completed for the website migration in 2015 between May 19, 2015 and March 30, 2016 (797 hours). Based on competitive market rates of $195/hour, the street value of the service is estimated to be $155,415.
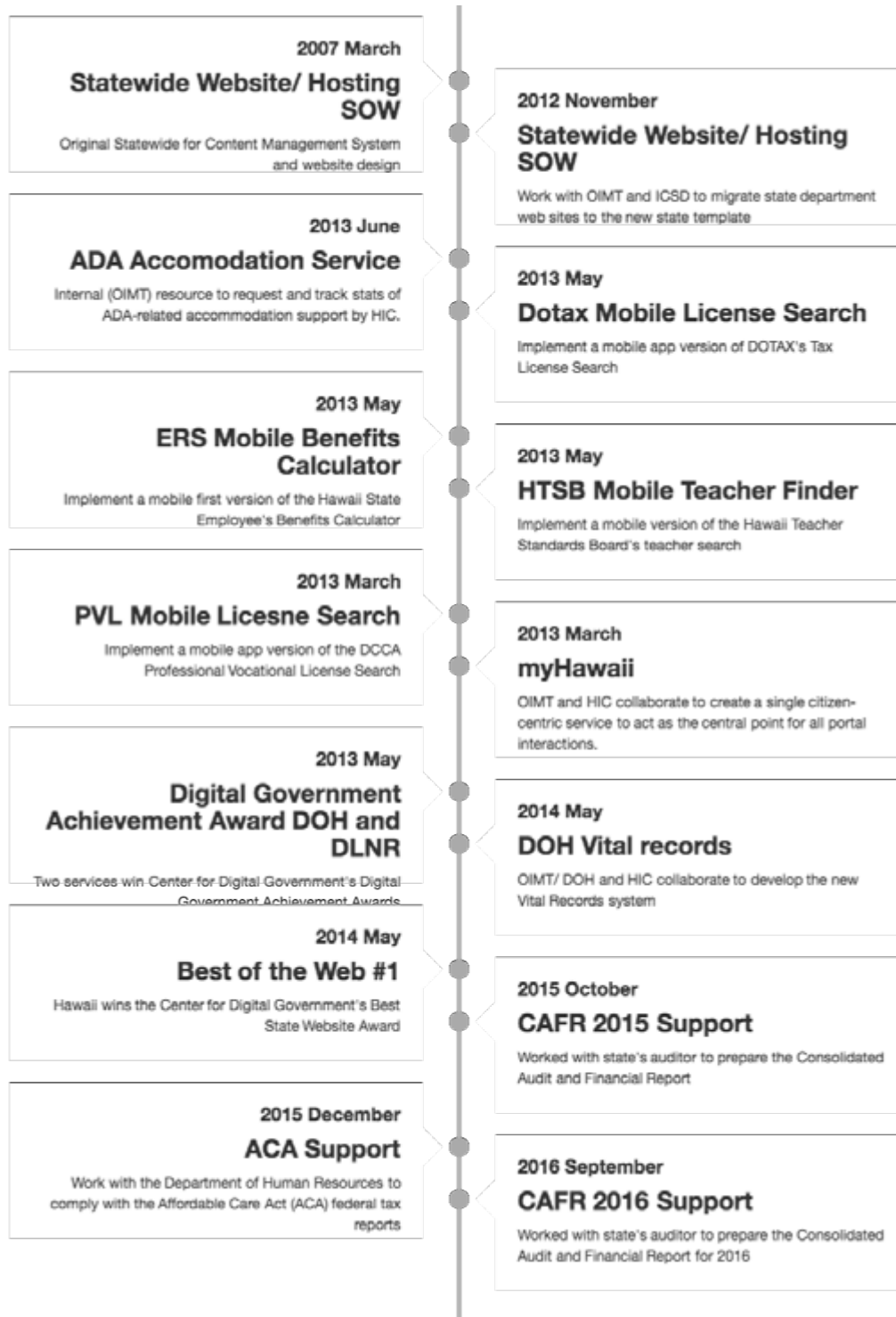
Office of Enterprise Technology Services

Over the past 16 years, the portal has worked closely with Information and Communication Services Division (ICSD), followed by the Office of Information Management and Technology (OIMT) and most recently the Office of Enterprise Technology Services (ETS). Until 2014, the head of ICSD was a member of the Access Hawaii Committee (AHC) and served as the primary contact for the portal. From 2000 to 2013, the administrator of ICSD and the portal's General Manager met monthly to discuss potential and new projects, governor's initiatives, structure of the AHC meeting agenda, and other related topics.

In 2011, Governor Abercrombie created OIMT and appointed the State's first Chief Information Officer (CIO). The CIO replaced the ICSD administrator as the chair of the AHC. During monthly meetings between the CIO and the portal's General Manager, the State portal website, eHawaii.gov, accessibility and migration to a new standardized web content-management system were discussed. It was this partnership that led to winning two Digital Government Achievement Awards (DGAA) in 2013, Best of the Web in 2014 (the best State website in the United States), and 22 other awards from 2012 through 2015. OIMT worked closely with the portal to design the current statewide website templates, policies and procedures in 2012-2013. The portal also collaborated with OIMT and other partners to create mobile apps for DCCA PVL, DCCA BREG, HTSB, B&F, Department of the Attorney General, DOTAX and DLNR from 2013-2014.

In 2015, Governor Ige created ETS, which replaced ICSD and OIMT. In addition, a Portal Program Manager was hired, a position paid for by the portal. The portal staff meets weekly with the Portal Program Manager to discuss reporting, review project status and answer special requests.

Timeline: ICSD/OIMT/ETS

2007 March

Statewide Website/ Hosting SOW

Original Statewide for Content Management System and website design

2013 June

ADA Accomodation Service

Internal (OIMT) resource to request and track stats of ADA-related accommodation support by HIC.

2013 May

ERS Mobile Benefits Calculator

Implement a mobile first version of the Hawaii State Employee's Benefits Calculator

2013 March

PVL Mobile Licesne Search

Implement a mobile app version of the DCCA Professional Vocational License Search

2013 May

Digital Government Achievement Award DOH and DLNR

Two services win Center for Digital Government's Digital Government Achievement Awards.

2014 May

Best of the Web #1

Hawaii wins the Center for Digital Government's Best State Website Award

2015 December

ACA Support

Work with the Department of Human Resources to comply with the Affordable Care Act (ACA) federal tax reports

2012 November

Statewide Website/ Hosting SOW

Work with OIMT and ICSD to migrate state department web sites to the new state template

2013 May

Dotax Mobile License Search

Implement a mobile app version of DOTAX's Tax License Search

2013 May

HTSB Mobile Teacher Finder

Implement a mobile version of the Hawaii Teacher Standards Board's teacher search

2013 March

myHawaii

OIMT and HIC collaborate to create a single citizen-centric service to act as the central point for all portal interactions.

2014 May

DOH Vital records

OIMT/ DOH and HIC collaborate to develop the new Vital Records system

2015 October

CAFR 2015 Support

Worked with state's auditor to prepare the Consolidated Audit and Financial Report

2016 September

CAFR 2016 Support

Worked with state's auditor to prepare the Consolidated Audit and Financial Report for 2016

ETS Awards

2016

[Digital Government Achievement Award (DGAA)](#) – Winner in Driving Digital Government State Government Category

Website Name: [Vital Records Ordering and Tracking System](#)

2015

[Web Marketing Association](#) – MobileWebAwards Outstanding Mobile Website

Website Name: [HIOSH Inspections and Permits](#)

[W3 Awards](#) – Gold Award

Website Name: [eHawaii.gov](#)

[Web Marketing Association](#) – Government Standard of Excellence

Website Name: [Hawaii.gov](#)

[Interactive Media Awards](#)

Website Name: [Hawaii.gov](#)

[International Association of Commercial Administrators (IACA) Merit Award](#)

Application Name: [MyBusiness Alerts](#)

[Bright Ideas Award Recipient](#) – My.hawaii.gov

Application Name: [My.hawaii.gov](#)

2014

[Web Marketing Association](#) – MobileWebAwards Best Energy Mobile Application

Application Name: [EV Stations Hawaii](#)

[Web Marketing Association](#) – MobileWebAwards Best Information Services Mobile Application

Application Name: [Hawaii Sex Offender Search](#)

[Davey Awards](#) – Silver Award

Website Name: Hawaii.gov

Center for Digital Government, Best of the Web – Best State Website

Website Name: Hawaii.gov

Web Marketing Association – Best Government Website

Website Name: Hawaii.gov

National Association of Government Webmasters (NAGW) STATE/NGO Category – Members'

Choice

Website Name: Hawaii.gov

Interactive Media Awards – Best in Class – Government

Website Name: eHawaii.gov

[Communicator Awards](#) - Gold Award of Excellence – Websites – Government

Website Name: [eHawaii.gov](#)

[Telly Awards](#) - Bronze Award Winner – Internet/Online Video – Informational

Video Name: [The New Hawaii.gov Website](#)

2013

[Web Marketing Association](#) – Best Energy Mobile Application

Application Name: [EV Stations Hawaii](#)

[Davey Awards](#) – Gold Award Winner

Website Name: [eHawaii.gov](#)

[National Association of Government Webmasters (NAGW)](#) STATE/NGO Category – Pinnacle

Award

Website Name: [eHawaii.gov](#)

[W3 Awards](#) – Silver Winner

Website Name: [eHawaii.gov](#)

[Digital Government Achievement Award (DGAA)](#) – Government-to-Citizen State Government

Category

Application Name: [Hawaii Electronic Marriage and Civil Union Registration System](#)

[Digital Government Achievement Award (DGAA)](#) – Government-to-Business Category

Application Name: [Commercial Fishing License Services](#)

Best of the Web – Finalist – State Portal Category

Website Name: eHawaii.gov

CSS Award – Nominee

Website Name: eHawaii.gov

CSS Design Award – Nominee

Website Name: eHawaii.gov

2012

Digital Government Achievement Award (DGAA) – Honorable Mention

Application Name: Hawaiʻi Mobile App for Annual Business Renewal

NASCIO – Digital Government to Business (Finalist)

Application Name: Mobile Applications for Annual Business Filings

International Association of Commercial Administrators (IACA) Merit Award

Application Name: Mobile Applications for Annual Business Filings

Web Marketing Association – Best Mobile Government Website

Application Name: Mobile Applications for Annual Business Filings

State of Hawai'i Excellence in Technology Award

Application Name: Mobile Applications for Annual Business Filings

List of Services

Table: List of Services for ETS

Service Name	Description	URL	Launch Date
Hawaii.Gov	Redesigned, award-winning portal for the State of Hawaii created at no cost to the state	Hawaii.gov	April 2013
State Template	WordPress Template available to State departments to offer improved look, feel and efficiency in providing online information to citizens	Multiple	January 2013
Accessibility Accommodation Request	Form to request that an online State document be made ADA-compatible	https://forms.ehawaii.gov/view.php?id=85	June 2013
myHawaii.gov	Tracks user's interactions with state government and savings from visiting online services instead of agencies	myHawaii.gov	August 2013
ACA Support	Service takes a flat file and converts it to XML at set times and DHRD then uploads this file to the IRS via a GUI.	N/A	April 2016

ETS Financial Data

Table: Time & Materials and Hosting Paid by ETS by Year

Year	ETS paid HIC
2012	$138,288
2013	$353,171
2014	$189,457
2015	$51,378
2016*	$17,709
Total	$750,003

*Data through June 30, 2016.

Hawaii.gov

URL: portal.ehawaii.gov

Funding Type: Free

Launched: January 2000
Redesigned: April 26, 2013 & April 3, 2014

Features: Online Services, Calendar, Geolocation, Alerts, Social Media, Gamification

Designed for mobile and built for touch, speech, and accessibility for all users, Hawaii.gov showcases the very best in web-design thinking. The site allows the public and businesses to re-imagine how they interact with Hawaii government. In October 2014, Hawaii.gov was honored to be named the best website in the nation by the Center for Digital Government, and has been the winner of 17 awards since its launch.

> *Hawaii's official website puts the design of all other State websites to absolute, soul-crushing shame. – L. Rinaldi (Twitter user)*

Awards

2015

- W3 Awards – Gold Award

- Web Marketing Association – Government Standard of Excellence

- Interactive Media Awards

- Bright Ideas Award Recipient – My.hawaii.gov

2014

- Davey Awards – Silver Award

- Center for Digital Government, Best of the Web – Best State Website

- Web Marketing Association – Best Government Website

- National Association of Government Webmasters (NAGW) STATE/NGO Category – Members' Choice

- Interactive Media Awards – Best in Class – Government

- Communicator Awards – Gold Award of Excellence - Websites – Government

- Telly Awards – Bronze Award Winner – Internet/Online Video - Informational

2013

- Davey Awards – Gold Award Winner

- National Association of Government Webmasters (NAGW) STATE/NGO Category – Pinnacle Award

- W3 Awards – Silver Winner

- Best of the Web – Finalist – State Portal Category

- CSS Award – Nominee

- CSS Design Award – Nominee

# of Visitors to Site	Page Views	Avg. Visit Duration
874,171	**1,974,029**	**3 min 9s**
July 2015 – June 2016	July 2015 – June 2016	July 2015 – June 2016

Actions per visit	Cost to Partner
3.6	**$0**
Page-views, Downloads, Out-links and Internal Site Searches Per Visit	All Work Has Been Completed at No Cost to the State of Hawaii.

History

In 2013, Hawaii set a new standard for State websites by delivering the most striking changes and groundbreaking enhancements to a web portal in recent history. Our shift was to a dynamic, living, breathing portal that made distinct connections between government, data sets and information—all while being free for all to use, hack and build on to make new connections between Hawaiian citizens and their government. The design also brought the beauty of the Hawaiian Islands to the forefront.

Continuing with our ambitious goal of the reinvention of government as we know it, we upped our game to bring the focus to the individual user in 2014. With the promise of "Your Government – Your Way," we proudly released a personalized addition to Hawaii.gov— my.hawaii.gov. A first-of-its-kind approach to the gamification of government, leveraging the existing portal architecture and integrating our Single Sign-On system, my.hawaii.gov integrates with seven of the 17 departments and includes a rich history of all business a citizen has conducted online with the State.

While gamification typically incorporates elements like points, leaderboards and badges, our primary focus was on citizen engagement. Instead of forcing citizens to search for what they need, what if we provided them with personalized information that was directly relevant to them? My.hawaii.gov is a one-stop shop allowing Hawaii residents to completely customize how they

interact online with the State based on the services they need on any device, anywhere, anytime—securely and reliably.

MySavings, a service within my.hawaii.gov, aims to show citizens exactly how much they are saving by conducting their business with the government online. This is done by creating awareness around the amount of paper, miles, and time saved. It even gives helpful, Hawaii-centric tips for what users can do with their newfound time.

Partners

Hawaii.gov was a product of the collaboration between OIMT and HIC.

Solution

The mission of Hawaii.gov is to enhance the lives of Hawaii citizens by improving their interactions with government. Online services are the key to success, so the online services area was completely redesigned to include links to how-to videos that play directly on screen, as well as links to detailed information pages for each service offered. Navigation between the 60 mobile apps, 110+ online services, and trending data is easier than ever.

The site continues to be first and foremost designed for mobile and tablets with larger touch-sensitive zones to make navigation easier. Search results, leveraging search.usa.gov, are presented in easily navigable pages and modal windows that make accessing more detailed information simple.

Hawaii.gov is driven by feeds, consuming its own public API to build pages. A key component of this is that others can build and "slice and dice" the new Hawaii.gov into new ideas, apps, and services. We built a developer section to encourage the use of both our own datasets and those published at data.hawaii.gov by developers, white-hat hackers and bloggers.

Our search is "supercharged"; that is, we include multimedia search results, pre-programmed results for the most popular search terms, and a predictive search that pre-populates common search terms based on the first few characters typed.

If at any time users need assistance, we have a robust help center available to them as well as our most lauded service, live help chat. Anytime during business hours, users can come to our site and chat live with our customer support team to ask questions and get the answers they need. Telephone support is available 24/7/365.

To help citizens stay connected to their government, we offer 276 social media pages, 1,500+ Twitter followers, a Flickr photo pool and 40+ YouTube videos.

The portal continues to be the beautiful, sty-namic (static + dynamic) ambassador of Hawaii to the Internet. It provides rock-solid performance because it is rebuilt from the ground up every 15 minutes (when there is a change to propagate). We leverage text, SQL, JSON, RSS and ATOM data sources for our content. Git is our source repository. Markdown, a lightweight markup language, provides the functionality to combine the dynamic data sources, our Liquid templates and static content. We employ Jenkins, an open-source continuous integration tool, to re-generate the entire site with updated data feeds every hour or on demand by invoking Jekyll to stitch everything together into a static HTML5 website.

Hawaii.gov uses the latest in CSS standards, HTML 5, font-glyphs, JSON, and XML to deliver rich content. The use of ZURB's Foundation framework provides a clean, flexible 12-grid layout without the use of tables. Other standards include site search, user friendly URLs, tables and forms all built on our responsive framework that is optimized for all mobile and tablet devices. We even support all major versions of browsers, including IE back to version 7.

Results

In October 2014, Hawaii.gov was honored to be named the best website in the nation by the Center for Digital Government, which recognizes the best of all government websites across the country. The awards program is the original and most respected State and local government website competition in the United States, honoring outstanding government portals and websites based on their innovations, functionality and efficiencies.

Hawaii.gov has been the recipient of 17 awards since its launch.

Accolades

We have received a significant amount of press for our work on Hawaii.gov. A sampling can be found below:

- www.govtech.com/internet/Hawaii-Gamified-to-Drive-Up-Online-Adoption.html
- gcn.com/Articles/2014/10/17/Hawaii-gamification.aspx
- www.govtech.com/internet/2014-Best-of-the-Web-Award-Winners-Announced.html
- statescoop.com/hawaii-updates-homepage-includes-personalized-dashboard
- transformhawaiigov.org/3-lessons-hawaii-learned-from-gamifying-government

Estimated Cost to Develop

The portal project has been ongoing since 2001 and regular updates occur as needed. For the purposes of this section, the estimated cost to develop is based on the actual work completed between January 1, 2013 – May 31, 2015. This was the period in which active development occurred (as opposed to ongoing updates and maintenance).

The estimated initial cost to develop Hawaii.gov was approximately $180,000, based on our standard hourly rates.

Table: Hawaii.gov – HIC Hours Worked by Role*

Role	Hours	Rate	Total
Senior Project Manager	689	$120	$82,680
Senior Developer	686	$100	$68,600
Software Architect	7	$100	$700
Project Manager	20	$80	$1,600
General Manager	19	$240	$4,560
Financial Management/Billing Specialist/Support Staff	2	$70	$140
Web/Creative Designer	333	$60	$19,980
Systems Administrator	21	$100	$2,100
Sub-total	1,777		$180,360

*January 1, 2013 - May 31, 2015

Street Value of the Service

The portal project has been ongoing since 2001 and regular updates occur continually as needed. For the purposes of this section, street value is estimated based on the work completed between January 1, 2013 – May 31, 2015. This was the period during which active development occurred (as opposed to ongoing updates and maintenance).

The value of work completed during the active development period on Hawaii.gov by HIC is estimated to be over $346,000 (for 1,775 hours of work).

All work was completed at no cost to the State of Hawaii.

State Template

URL: Variable

Funding Type: Time & Materials

Launched: Jan 01, 2013

Features: WordPress, Website, Template

With a comprehensive template and style guide, the State of Hawaii can provide a consistent look and feel across all government websites. Our template is fully featured, mobile-friendly and ADA compliant. By adhering to design standards, our goal is to help citizens find what they're looking for—efficiently and intuitively.

> *When it comes to our State's website presence, Hawaii is maintaining a level of excellence shared by few other States. This latest recognition [Best in Class Win for Interactive Media Awards' government category] for Hawaii.gov demonstrates how the State of Hawaii can succeed when we combine innovation and responsiveness to the public's needs. The eHawaii.gov team's collaborative work with various departments across the State is an example of applying technology effectively to improve public access to government data and services and to promote transparency.*
>
> *Todd Nacapuy – State of Hawaii, CIO*

# of Sites Launched	# of WordPress installs
450+	**80+**
Since 2012	Since 2012

Why

Our story begins prior to the summer of 2011 when the Aloha State had yet to appoint a CIO. Chief Information Officer (CIO) is a job title commonly given to the person in an enterprise responsible for the information technology and computer systems that support enterprise goals. While there were several individuals acting in a CIO-like role, none had the backing from the governor or the authority to enforce statewide policies. This all changed in 2011 when a new Sheriff arrived in town—and his name was Sonny Bhagowalia. Upon his arrival, HIC responded to a proposal to develop a new design template. With roughly six months to build and implement everything, we succeeded. As of Jan 01, 2013, 28 sites were launched and hosted in Hawaii's public cloud.

Partners

- Office of Information Management and Technology (now ETS)
- Information Communications and Services Division (now ETS)

Solution

All websites built using the State Template are responsive and display beautifully across a variety of tablets and mobile devices, while continuing to meet strict ADA requirements and standards.

Prior to the redesign, the Hawaii executive agency sites were neither mobile-friendly nor action-oriented. Most department sites had little or no Hawaiian imagery and few standards for contacts, design or structure. Division sites were migrated from servers that had little, if any, version or operating system consistency.

The move to WordPress gave us an opportunity to give the State department and division webmasters the control they desperately wanted without the enormous cost and training associated with a commercial enterprise CMS. The open-source aspects of WordPress actually made it easier to develop and deploy new templates and enforce accessibility and style requirements regardless of the technical level of the specific webmaster.

Along the way, we have also been able to share the open-source love by giving back to the community. Two custom plugins were created and are available for everyone in the WordPress plugin directory.

- Hawaiian Diacritics Button: wordpress.org/plugins/hawaiian-diacritics-button
- Check Image Alt Text: wordpress.org/plugins/check-image-alt-text

Results

As of 2016, we have over 80 WordPress installs hosting over 450 sites—and ALL State agencies are now using WordPress.

By using open-source software, Hawaii has saved hundreds of thousands of dollars compared to what a commercial CMS would have cost. The simple WordPress system made the administration of the sites incredibly simple, eliminating hundreds of hours of training. HIC estimates the total savings realized by leveraging an open-source CMS at about $1.3M and growing.

Accolades

On Valentine's Day 2014, HIC was invited to present our success story at the first-ever Hawaii WordCamp on Maui. Our talk was titled "How We Converted an Entire State to WordPress" and we were able to speak to over 200+ attendees. View the entire presentation at m.hi.gov/wordcamp.

Cost to Develop

HIC originally contracted with OIMT (now ETS) to provide a new OIMT website, State department website template, and style guide. OIMT wished to leverage HIC's flexible and open-source CMS platform, hosting and web expertise to redesign and host department websites. The agreement laid the foundation for any State department staff to work directly with HIC to facilitate the migration from the prior Plone CMS environment to WordPress. The amount in the original contract was not to exceed $400,000 and all services were billed on a time-and-materials basis and invoiced to OIMT monthly. The end goals for the engagement were:

- WordPress child/parent theme – framework for State Template.

- Migrate 18 primary landing pages for executive branch departments to WordPress by January 15, 2013.

- Migrate all identified websites completely to WordPress or assist the State with implementations that comply with the standards and the style guide.

- Make department information and services much easier to find and sites easier to navigate.

- Leverage a user-centric approach, that allows the public to interface with the government on their terms, not a structure imposed by a department.

- Evangelize COPE philosophy—Create once, publish everywhere—by utilizing responsive web design and a mobile-first approach.

- Provide site templates that address Americans with Disabilities Act (ADA) accessibility requirements.

- Make inclusion of other State assets (such as a calendar and widgets) easy for webmasters.

- Web style guide – styleguide.ehawaii.gov
    - A style guide website was created to provide guidance on best practices in accessibility, usability, and graphic/web design. We recommend that all Hawaii agency webmasters, content editors, designers & developers follow this guide, particularly with the State Template delivered as part of this contract.

Upon successful completion of the deliverables above, HIC and OIMT worked closely together in two additional areas:

- State Procurement Office website redesign
- State Template V 2.0
    - Rebuilt the original template from the ground up. Improvements included:
        - Lower overhead
        - Creation of a framework that has a separation of front end and back end
        - Better integration with the multi-site search
        - Better commenting

After finishing all major development above and addressing over 240 unique feature requests and issues throughout the project, a new contract was signed with OIMT in July 2014 to

continue our support to the State. This amount was not to exceed $70,375.23 and support included:

- Remote System Administration
- Theme/Template Maintenance
- Information Architecture
- ADA Compliance
- Training and Workshops

With these five approaches to handling CMS support, the State of Hawaii continues to be a leader in government websites throughout the nation. To this day, we continue to work closely with ETS (as needed) in a support role, assisting with bug fixes and feature requests.

Street Value of the Service

The amount that the State of Hawaii paid to HIC for this project was $470,375.23 with an average billing rate of $100/hour. If another vendor was to complete the same work, the costs are estimated to be $917,000 for approximately 4,704 hours of work.

Department Closing

HIC has a passion for creating web sites that transform the user experience when dealing with government. We look forward to working with ETS on the next set of challenges so that Hawaii will continue to be in the forefront in design, usability, and efficiency.

Office of the Governor

HIC has had the privilege of working with three administrations since 2002.

Our first service was launched in 2009 with the Lingle administration. The request was to build a system for the public to submit messages, comments, and requests for meetings—as well as commendations and proclamations. The staff was able to manage each request through a simple-to-use interface. At the end of Governor Lingle's term, the system was retired. This work was completed at no cost to the State.

In 2010, Governor Abercrombie took office and ushered in a new era for the portal. He appointed Hawaii's first Chief Information Officer (CIO) in 2011, Sonny Bhagowalia, and established a new division, the Office of Information Management and Technology (OIMT). One of the Abercrombie administration's first actions was to make his office more accessible to the public. As a result, HIC implemented the constituent communication system that was used by the Governor and the Lieutenant Governor. This service allowed members of the public to make requests, schedule appointments, tours and events, and request proclamations and commendations. These services were developed at no cost to the State. The estimated value of development of these services for the Governor and Lieutenant Governor was $38,000.

In July 2011, HIC worked closely with the Boards and Commissions office to develop an application form for the public to apply to serve on a board. This work was completed at no cost to the State and remains in use to this day.

Another highlight during this administration occurred when HIC, working directly with OIMT, brought national attention to Hawaii by winning a highly coveted award for the best website in the nation. This was for Hawaii.gov in 2014.

With Governor Ige's administration, we continue to support the existing system for submitting forms for messages, commendations, proclamations, tours of the capitol and more. We also continue to support the application form for the public to apply to serve on a board and developed the template for the redesign of Ige's official website (in partnership with the Office of Enterprise Technology Services (ETS)).
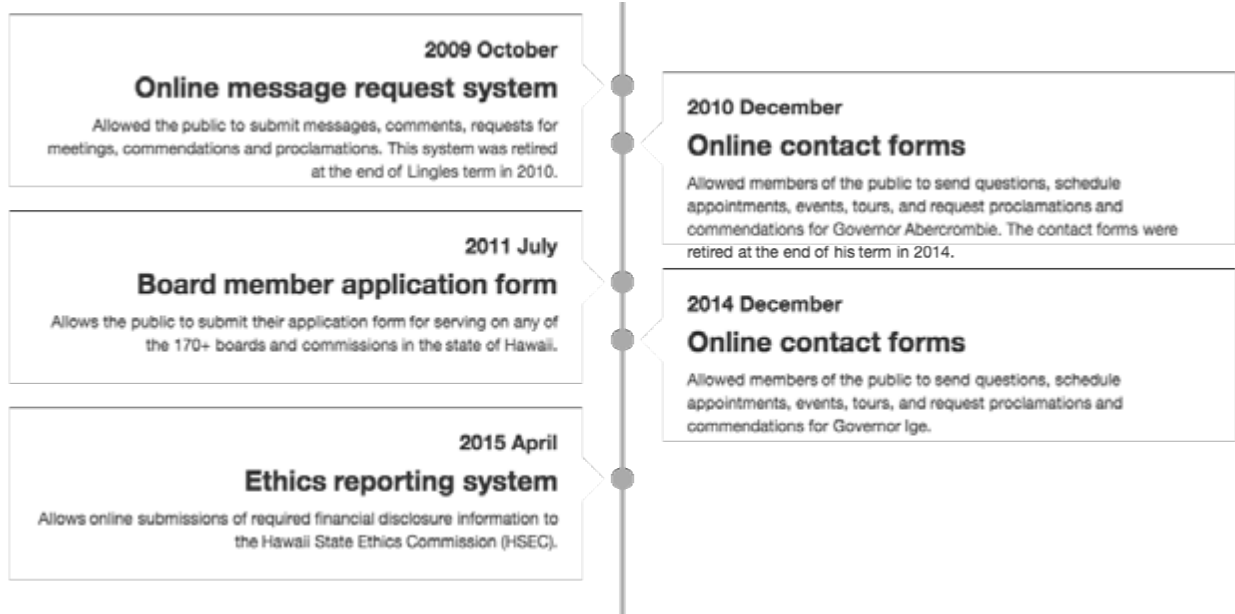
In 2015, the ethics disclosure service significantly improved the process for submitting required financial disclosure information to the Hawaii State Ethics Commission (HSEC). Now, submitters can complete online forms instead of a downloadable PDF that could not always be accepted by the HSEC record management system. In contrast to the old system, the online forms are accessible to all submitters regardless of the type of computer, email, and operating system. Submitters also receive an immediate email confirmation of receipt.

Gubernatorial Office History

- Linda Lingle (R) - Term: 2002 - 2010
- Neil Abercrombie (D) - Term: 2010 - 2014
- David Ige (D) - Term: 2014 - present

Timeline: Office of the Governor Project Launches

2009 October

Online message request system

Allowed the public to submit messages, comments, requests for meetings, commendations and proclamations. This system was retired at the end of Lingles term in 2010.

2010 December

Online contact forms

Allowed members of the public to send questions, schedule appointments, events, tours, and request proclamations and commendations for Governor Abercrombie. The contact forms were retired at the end of his term in 2014.

2011 July

Board member application form

Allows the public to submit their application form for serving on any of the 170+ boards and commissions in the state of Hawaii.

2014 December

Online contact forms

Allowed members of the public to send questions, schedule appointments, events, tours, and request proclamations and commendations for Governor Ige.

2015 April

Ethics reporting system

Allows online submissions of required financial disclosure information to the Hawaii State Ethics Commission (HSEC).

Office of the Governor Financial Data

Governor Lingle's online message-request system was developed at no cost to the State. Governor Abercrombie's online contact forms were developed at no cost to the State. The Boards and Commissions application form was developed at no cost to the State. Governor Ige's online contact forms were developed at no cost to the State. The ethics reporting system was developed for $25,000.

Table: Development and Ongoing Costs

Service	Development	Maintenance/Hosting	Total
Gov. Lingle online message-request system	$0	$0	$0
Gov. Abercrombie online contact forms	$0	$0	$0
Boards and Commissions application form	$0	$0	$0
Gov. Ige online contact forms	$0	$0	$0
Ethics reporting system	$25,000	$1,571	$26,571
Total	$25,000	$1,571	$26,571

Office of the Governor Avoided Costs
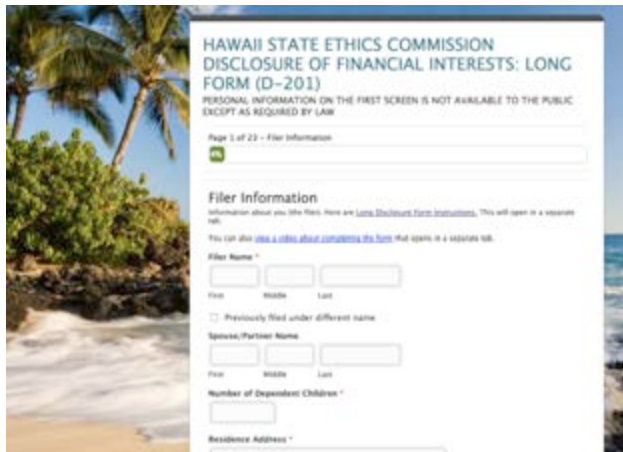
Table: Avoided Costs

Service	Development/ Ongoing	Maintenance/ Hosting	Total
Gov. Lingle online message-request system	N/A	$1,200	$1,200
Gov. Abercrombie online contact forms	$9,755	$1,200	$10,955
Boards and Commissions application form	$8,375	$1,200	$9,575
Gov. Ige online contact forms	$30,948	$1,200	$32,148
Ethics reporting system	$15,125	$3,000	$19,670
Total	$64,203	$7,800	$73,548

Office of the Governor List of Services

Table: Services List

Governor	Service Name	Launched Date	URL
Lingle	Online message-request system	October 2009	N/A - Retired
Abercrombie	Online contact forms	December 2010	N/A - Retired
Abercrombie	Board member application form	July 2011	forms.ehawaii.gov/pages/board-survey
Ige	Online contact forms	December 2014	governor.hawaii.gov/contact-us
Ige (Ethics Commission)	Ethics reporting system	May 2015	ethics.ehawaii.gov

Ethics Forms Service

URL: ethics.ehawaii.gov

Funding Type: Time & Materials

Launched: May 12, 2015

Features: Online submission of forms, confirmation email, automated entry of data

In April 2015, HIC agreed to develop two frequently used online forms for the Hawaii State Ethics Commission (HSEC). The 2015 deadline for submission was fast approaching, but the forms were created and used by many submitters—with the volume rising significantly in 2016. The forms allowed users who had previously been limited to submitting online only with certain browsers and email vendors to submit regardless of browser and email vendor. In addition, the HSEC was able to have information automatically updated in their forms database, reducing a previously manual effort.

# of Forms Submitted	Adoption Rate	Avoided Costs
1,726	**88%**	**$8,630**
July 2015 – June 2016	2016 through 11/2/16	July 2015 – June 2016

Cost to Partner
$26,571
January – December 2015
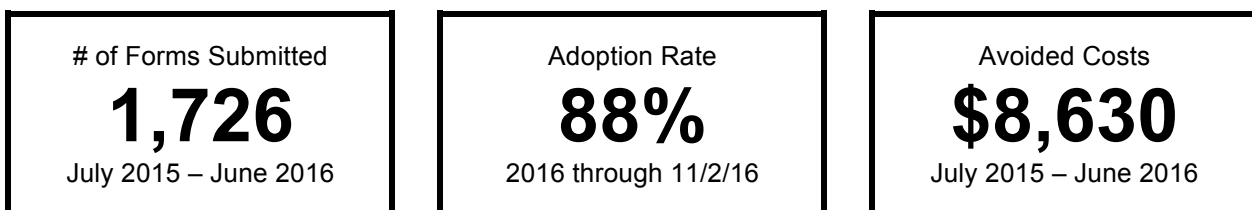
Why

The Hawaii State Ethics Commission (HSEC) wanted to improve the process for accepting financial disclosure information from State employees and State board/commission members. Their system only worked for IE users with Outlook and forms were often lost, leading to frustration for both staff and submitters—as well as multiple follow-up calls handled by staff. By moving to HIC's fully online forms, submitters were able to successfully submit their required data and HSEC staff members were able to eliminate various manual tasks. HSEC and HIC created two modified forms, plus improvements to accommodate aspects of the HSEC database, within seven weeks.

Partners

HIC worked with the HSEC to complete this project.

Solution

Instead of reading through extensive, detailed descriptions of how to submit using specific versions of IE and Outlook, visitors needing to submit the two forms clicked a link and could begin filling out their information online. Once complete, they submit their form and immediately receive a confirmation email, adding to the confidence in the system. The data was sent to staff and set up for entry into their SharePoint database. If, for some reason, there was a need to resend the data to staff, a simple mechanism was set up for this purpose.

Results

Calls and complaints to the HSEC regarding these two forms ceased. The form users are able to go online 24/7, prepare their data and submit, without follow up and concern about loss of data.

Table: Number of Forms Submitted

Year	Short Form	Long Form	All Forms
2015	672	244	916
2016*	55	1,288	1,343
Total	727	1,532	2,259

*Data through June 30, 2016.

Adoption Rate

The vast majority of filers immediately shifted to HIC forms from the options of downloadable PDFs and the complex online form system previously in place. As shown in the table below, usage increased over 10 points from 2015 to 2016.

Table: Adoption Rate

Year	Short Form	Long Form	Average
As of 6/10/15*	76%	77%	76%
As of 11/2/16*	92%	87%	88%
Average	79%	87%	85%

*Calculated based on snapshots of data provided by HSEC

Avoided Costs

HSEC staff saved many hours of working with frustrated submitters and entering data into their system.

Table: Avoided Costs

Year	Short Form	Long Form	Total
2015	$3,360	$1,830	$5,190
2016*	$275	$9,660	$9,935
Total	$3,635	$11,490	$15,125

*Data through June 2016.

Estimated Cost to Develop

The two forms were developed for $25,000, with an annual maintenance fee of $1,500 + GET.

Table: Development Costs

Year	Development	Maintenance	Total
2015	$25,000	$1,571	$26,571
2016*	$0	$0	$0
Total	$25,000	$1,571	$26,571

*Data through June 30, 2016.

Street Value of the Service

If the HSEC had worked with another vendor to create the two forms and the support system for their Sharepoint database, it would have cost approximately $63,000. Typical rates are near $200 per hour. In addition, ongoing maintenance would have been three times the $1,500 that HIC charges.
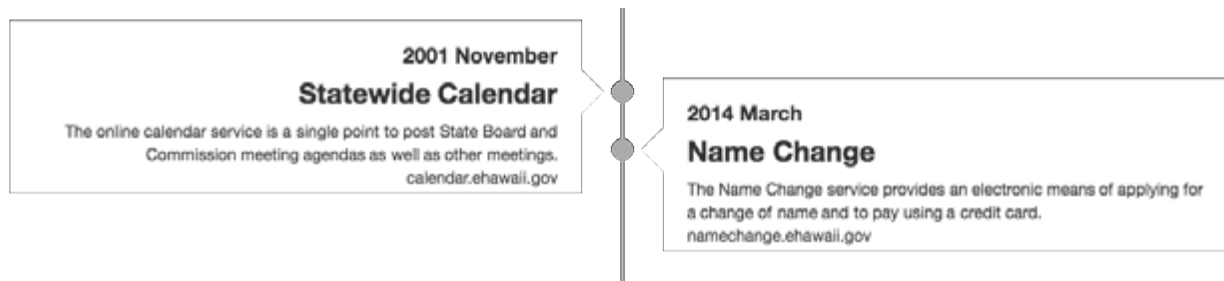
Closing

HIC looks forward to continuing our partnership with Governor Ige and eagerly anticipates serving future administrations in Hawaii.

Office of the Lieutenant Governor

Since 2010, the HIC has worked with the Office of the Lieutenant Governor (LGO) to enhance the capabilities of the LGO and improve service to its constituency via online services.

Timeline: Office of the Lieutenant Governor

2001 November
Statewide Calendar
The online calendar service is a single point to post State Board and Commission meeting agendas as well as other meetings.
calendar.ehawaii.gov

2014 March
Name Change
The Name Change service provides an electronic means of applying for a change of name and to pay using a credit card.
namechange.ehawaii.gov

LGO Financial Data

Table: Transaction Quantity, Funds Collected Partner Revenue and HIC Revenue by Year

Year	Transaction Quantity	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2014	745	$40,975	$37,250	$0	$3,725	$3,725
2015	1,014	$55,770	$50,700	$0	$5,070	$5,070
2016*	575	$31,625	$28,750	$0	$2,875	$2,875
Total	2,334	$128,370	$116,700	$0	$11,670	$11,670

*Data through June 30, 2016.

LGO Avoided Costs

Table: Avoided Costs by Year

Year	Avoided Costs
2014	$11,220
2015	$15,165
2016*	$8,625
Total	$35,010

*Data through June 30, 2016.

LGO List of Services

Table: Services List

Service Name	Description	URL	Launch Date
Statewide Calendar	The service is a single point to post State Board and Commission meeting agendas, as well as other meetings.	calendar.ehawaii.gov	November 2001
Name Change	The service provides an electronic means of applying for a change of name and to pay using a credit card.	namechange.ehawaii.gov	March 2014

Name Change Application
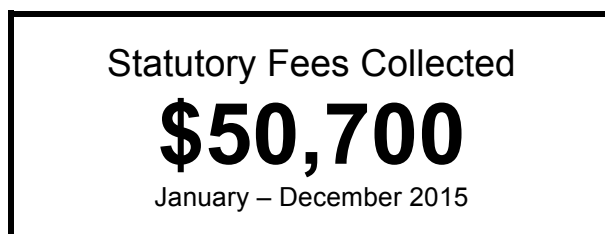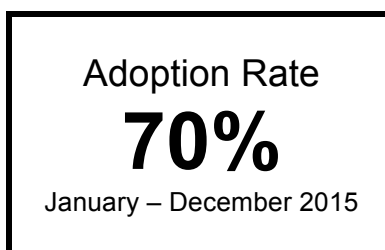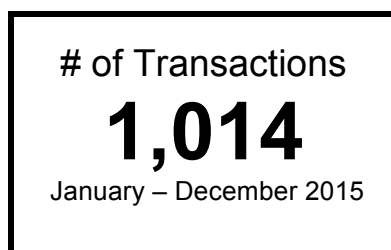

URL: namechange.ehawaii.gov

Funding Type: Self-funded

Launched: March 2014

Features: Online Forms, Credit Card Payment and Processing, Email Notifications, Application Tracking

The Name Change service provides the public with an electronic means of applying for a change of name. The admin module of the system provides an electronic way for the staff of the LGO to track applications and communicate with constituents.

> *The Name Change service reduces errors and generates efficiencies by validating information entered and ensuring required information is collected, and by populating all documents required for the name change process.*

# of Transactions	Adoption Rate	Avoided Costs
1,014	**70%**	**$15,165**
January – December 2015	January – December 2015	January – December 2015

Statutory Fees Collected	Cost to Partner
$50,700	**$0**
January – December 2015	January – December 2015

Why

The LGO processes, on average, 150 name change applications per month. Prior to the online Name Change service, constituents requesting a change of name obtained a paper application and attendant forms from the LGO's office or website. Paper submissions were subject to errors on the part of petitioners and illegibility of handwritten applications. Accepted forms of payment were restricted to cash or money order, which placed the burden on the petitioner to hand-deliver application documents and pay with cash—or obtain a money order to submit with the mail-in application documents.

Partners

HIC collaborated with the LGO to develop the Name Change system.

Solution

The Name Change service allows individuals and couples seeking to change their name to fill out an application online. The service reduces errors and generates efficiencies by validating information entered, ensuring all required information is collected, and by populating all documents required for the name change process (i.e., Fact Sheet, Petition, Notice of Name Change and the Name Change Order). In addition, the system tracks the progress of the application and notifications are sent regarding the next action step required by the petitioner. Payment by credit card is a convenience for petitioners. If additional information or corrections to the petition are required, petitioners can make the changes online and resubmit their application at no extra charge.

Outreach Activity

Marketing and outreach activities include: business cards and a link on hawaii.gov, the official state website.

Results

Table: Transaction Quantity, Funds Collected, Partner Revenue and HIC Revenue by Year

Year	Transaction Quantity	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
2014	745	$40,975	$37,250	$0	$3,725	$3,725
2015	1,014	$55,770	$50,700	$0	$5,070	$5,070
2016*	575	$31,625	$28,750	$0	$2,875	$2,875
Total	2,334	$128,370	$116,700	$0	$11,670	$11,670

*Data through June 30, 2016.

Avoided Costs

During the period of March 2014 through June 2016, it is estimated that the LGO avoided $35,010 in staff hours by not having to manually process the 2,334 applications that were handled by the Name Change service.

Table: Avoided Costs by Year

Year	Avoided Costs
2014	$11,220
2015	$15,165
2016*	$8,625
Total	$35,010

*Data through June 30, 2016.

Customer Service Statistics

HIC's Customer Service Team assists users of the Name Change service who request help in completing a successful online payment. HIC also fields questions related to the service. Inquiries are received via phone calls, emails and online chats.

Table: Customer Service Inquiries*

Calls Answered	Emails Answered	Chats Answered	Total
188	105	150	443

*September 2012 – June 2016

Estimated Cost to Develop

The Name Change service was developed at no cost to the LGO; however, the cost to develop this service is estimated to be $150,000.

Street Value of the Service

Based on competitive market rates of $195/hour, the street value to develop the Name Change service is estimated to be $290,882.

Closing

The HIC continues to seek out opportunities to assist the LGO in serving their constituency.

Web Analytics

The table below presents pageviews by year for 15 services with high transaction quantities and usage. HIC is available to discuss any requests for additional web analytics or any other services not listed below.

Table: Pageviews by Service

Service Name	2008	2009	2010	2011	2012	2013	2014	2015	2016*
Portal			1,435,788	1,645,345	1,734,505	1,852,136	2,183,866	1,918,185	1,071,343
Camping			671,499	980,763	1,338,656	1,795,822	1,875,451	2,095,229	1,270,763
Hawaii Business Express	3,224,833	4,034,010	2,436,433	2,443,153	2,093,875	2,164,267	2,428,821	2,645,809	1,361,477
Annual Business Filings	1,834	1,832	1,194	1,328	1,454	1,889	2,989	12,982	23,554
eCrim	408,761	1,950,138	2,410,027	2,089,100	2,230,156	1,885,710	5,867,970	7,852,126	2,854,053
Marriage Licenses			65,797,617	40,317,969	16,642,009	918,180	979,449	944,630	499,444
Medical Marijuana Registry							13,559	250,955	396,598
Hawaii Water Bill Payments				22,602	28,192	36,448	43,733	53,122	32,741
Wedding Permits		72,140	99,946	106,444	112,665	99,100	107,177	119,161	70,203

Appendix B: Portal Financial Information

HIC submits its audited financials to the Access Hawaii Committee each year and also submits an annual report to the Hawaii State Legislature regarding the services that the portal provides to our partners. This year the State Senate passed Senate Resolution 54, which requested information about the contract from HIC. We hope this report will provide insight into how the portal works, explain the services it provides and highlight the enormous value it brings to the state and counties of Hawaii.

HIC processed over $2 billion in payments to our partners in 2015, and $1.9 billion of that money was in the State's bank account the next business day. The fastest way to process payments—faster than over the counter payments, too—is through the portal.

Funds Collected	Percentage of Funds
$2.016B	**99.6%**
Collected in CY2015	Percentage of Collected Funds Disbursed to Partners

Funds Disbursed	Quick Disbursement
$2.008B	**$1.9B**
Disbursed to Partners in CY2015	Funds Disbursed in One Business Day in CY2015

The portal manages about 80 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 a given year, the portal has anywhere from 40 to 60 hosting, and/or time and materials projects. The sum of all the revenue from hosting and time and materials projects has always comprised 9.9% to 15.9% of the portal's gross revenue.

Payment Processing Need

The ability to process payments is a core requirement of the State's portal contract with HIC. The portal has standardized paying for services online across the state or counties, thereby avoiding costs for our partners. HIC's portal services are integrated directly into the partners' financial systems, thus enabling the partners to disburse funds more quickly, reconcile payments and returns automatically, handle customer questions and billing disputes and more.

Our 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. The portal has uploaded a video explaining our payment processing system at http://m.hi.gov/pay.

Figure: Enterprise Payment Video

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

Revenue Sources

The portal receives three types of revenue to support its operations: transactional, time and materials and hosting. In 2015, 89% of portal revenue was transactional, 9% was time and materials and 1% was hosting.

Portal Gross Revenue by Type and Year
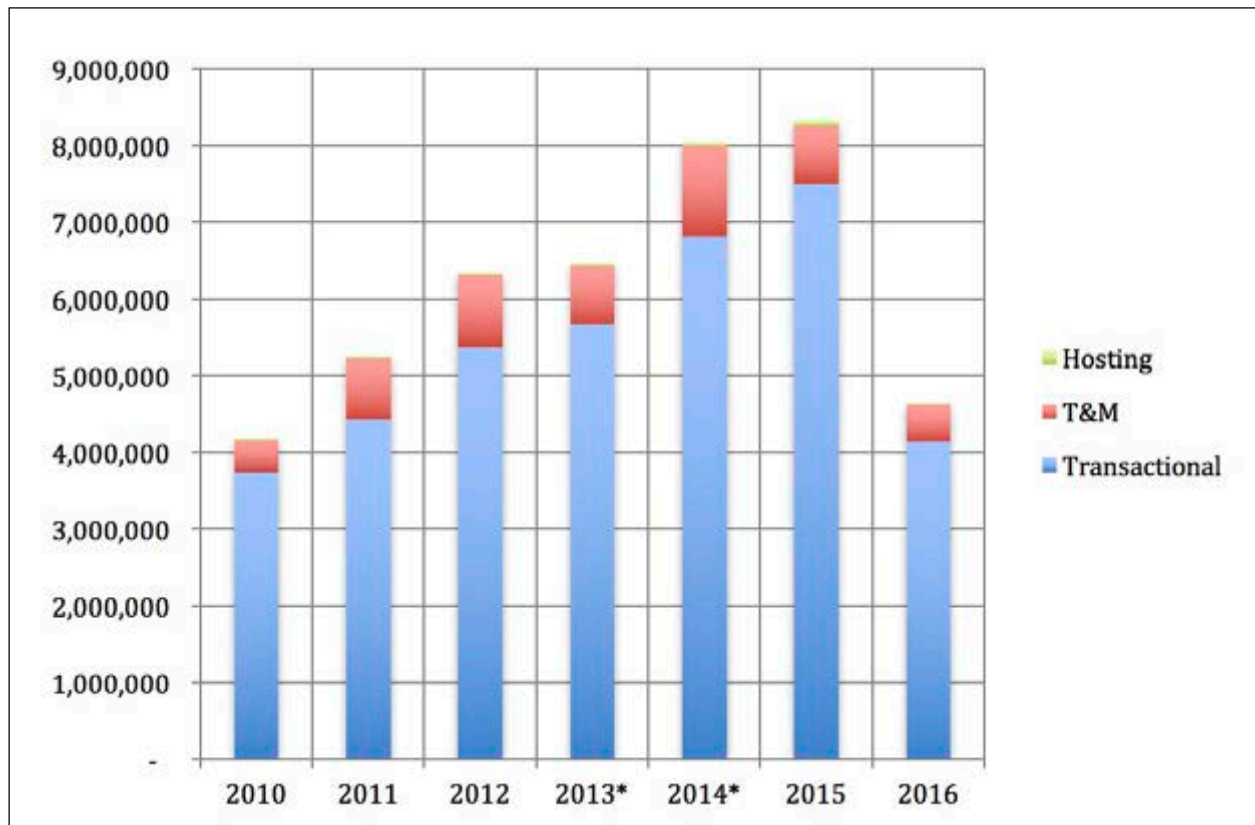
Transactional revenue is collected for services that charge a portal administration fee on each transaction. Self-funding depends primarily on transactional revenue. Time and materials revenue is collected for projects that cannot justify a transaction fee, for example, services that do not involve a 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.[1]

Yearly reports for each service are provided at the end of this section. In those reports, "funds collected" represents the total revenue collected from customers who use a given service. How a partner chooses to pay HIC's portal administration fees is up to the partner: Fees may be absorbed by the partner (labeled as "Partner Paid HIC"), or they may be passed on to the customer (labeled as "User Paid HIC"). "Partner Total" represents the funds HIC disbursed to the partner. "HIC Revenue Total" is the sum of Partner Paid HIC and User Paid HIC columns.

Table: Funds Collected and Disbursed to Partners by Year

Year	Funds Collected	Partner Total
2010	$751,174,040	$747,015,378
2011	$1,003,797,269	$998,537,542
2012	$1,345,661,103	$1,339,424,575
2013	$1,592,519,246	$1,586,044,805
2014	$1,722,438,503	$1,714,395,704
2015	$2,016,484,180	$2,008,153,427
2016[*]	$1,094,128,625	$1,089,478,376
Total	$9,526,202,966	$9,493,049,807

*Data through June 30, 2016

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[1] In 2013 and 2014, HIC was awarded two contracts via RFP that are not described herein because this report pertains only to the portal contract. Those contracts are represented in HIC's audited financials.

2010 Financials

Total Funds Collected: $**751,174,040**

Partner Total: $**747,015,378**

Partner Paid HIC: $**2,125,925**

User Paid HIC: $**2,032,737**

Total HIC Revenue: $**4,158,662**

Table: 2010 Transactional Service Revenue

County of Hawaii

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Online Reservation System (Camping)	$96,875	$81,241	$0	$15,634	$15,634
Motor Vehicle Registration Renewals	$30,111	$28,827	$0	$1,284	$1,284
Real Property Tax Payments	$6,278,124	$6,193,473	$0	$84,651	$84,651
Total	**$6,405,109**	**$6,303,541**	**$0**	**$101,568**	**$101,568**

County of Kauai

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Motor Vehicle Registration Renewals	$21,557	$20,703	$0	$855	$855
Real Property Tax Payments	$5,300,224	$5,226,727	$0	$73,497	$73,497
Sewer Payments	$123,156	$118,321	$0	$4,836	$4,836
Total	**$5,444,937**	**$5,365,750**	**$0**	**$79,187**	**$79,187**

County of Maui

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Motor Vehicle Registration Renewals	$688,219	$663,605	$0	$24,614	$24,614
Vehicle Monitoring Service	$(5)	$0	$0	$(5)	$(5)
Total	**$688,214**	**$663,605**	**$0**	**$24,609**	**$24,609**

Department of the Attorney General

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Adult Criminal Information Search (eCrim)	$340,042	$265,241	$0	$74,801	$74,801
Charity Registration	$573,277	$557,365	$15,912	$0	$15,912
Sex Offender Bulk Data	$1,200	$800	$0	$400	$400
State ID	$277,035	$229,680	$47,355	$0	$47,355
Total	**$1,191,554**	**$1,053,086**	**$63,267**	**$75,201**	**$138,468**

Department of Commerce and Consumer Affairs

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Annual Business Filings	$838,834	$536,372	$302,462	$0	$302,462
Business Bulk Data	$48,000	$0	$0	$48,000	$48,000
Business Documents	$90,161	$60,110	$0	$30,051	$30,051
Business Entity List Builder	$4,209	$0	$0	$4,209	$4,209
Division of Financial Institutions Surcharge Payments (Credit Card)	($200)	($200)	$0	$0	$0
Division of Financial Institutions Surcharge Payments (eCheck)	($200)	($190)	($10)	$0	($10)

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Hawaii Business Express (DCCA)	$575,540	$405,965	$169,576	$0	$169,576
Hawaii Insurance License Renewals	$3,718,697	$3,540,798	$177,899	$0	$177,899
Professional Vocational Licensing Bulk Data	$23,000	$11,500	$0	$11,500	$11,500
Professional Vocational Licensing List Builder	$67,905	$33,426	$0	$34,479	$34,479
Professional Vocational Licensing Renewals	$6,424,856	$5,592,317	$832,539	$0	$832,539
Total	**$11,790,802**	**$10,180,098**	**$1,482,465**	**$128,239**	**$1,610,704**

Department of Labor and Industrial Relations

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Hawaii Unemployment Insurance (HUI) Express	$45,712,079	$45,665,224	$0	$46,855	$46,855
Total	**$45,712,079**	**$45,665,224**	**$0**	**$46,855**	**$46,855**

Department of Land and Natural Resources

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Bureau of Conveyances eRecording	$11,286	$9,832	$0	$1,454	$1,454
Bureau of Conveyances Land Title Records Online Search & Ordering System	$74,308	$65,100	$211	$8,996	$9,207
Civil Resource Violations System	$5,370	$2,468	$2,903	$0	$2,903
Commercial Activity/Beach Wedding Permits (Wiki Permits)	$157,291	$136,793	$20,499	$0	$20,499

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Commercial Marine Licensing System	$76,520	$74,224	$0	$2,296	$2,296
Freshwater Game Fishing Licenses	$6,493	$5,497	$0	$996	$996
Na Ala Hele Trail & Access System	$85,183	$77,329	$0	$7,854	$7,854
Online Hunting License Applications	$54,495	$47,619	$6,876	$0	$6,876
Online Reservation System (Camping)	$662,002	$595,652	$0	$66,350	$66,350
Uniform Commercial Code Filings	$1,546	$1,326	$0	$220	$220
Vessel Registrations	$131,882	$122,560	$9,321	$0	$9,321
Total	**$1,266,376**	**$1,138,400**	**$39,810**	**$88,166**	**$127,976**

Department of Health

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Clinical License Renewals	$25,530	$22,211	$3,319	$0	$3,319
Vital Records Ordering System	$274,382	$243,984	$0	$30,398	$30,398
Waste Water Permits	$69,500	$63,940	$0	$5,560	$5,560
Total	**$369,412**	**$330,135**	**$3,319**	**$35,958**	**$39,277**

Department of Transportation

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Surplus Auction System	$2,169	$2,020	$0	$149	$149
Total	**$2,169**	**$2,020**	**$0**	**$149**	**$149**

Department of Taxation

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
eFile	$672,860,184	$672,337,584	$0	$522,600	$522,600
Hawaii Business Express (DOTAX)	$192,350	$171,895	$0	$20,455	$20,455
Total	**$673,052,534**	**$672,509,479**	**$0**	**$543,055**	**$543,055**

Hawaii Information Consortium, LLC

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Adjustments	($336)	$0	($336)	$0	($336)
Reimbursements	$381	$0	$381	$0	$381
Subscriber Fees	$22,950	$0	$22,950	$0	$22,950
Total	**$22,994**	**$0**	**$22,994**	**$0**	**$22,994**

Hawaii Teacher Standards Board

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Hawaii Teacher Standards Board License Renewals	$913,314	$820,460	$92,854	$0	$92,854
Total	**$913,314**	**$820,460**	**$92,854**	**$0**	**$92,854**

Judiciary

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Driver Monitoring	$161,788	$0	$0	$161,788	$161,788
Filing Payments	$3,135	$3,035	$0	$100	$100
Traffic Abstracts	$3,677,235	$2,980,545	$0	$696,690	$696,690
Total	**$3,842,158**	**$2,983,580**	**$0**	**$858,578**	**$858,578**

State Procurement Office

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Hawaii Compliance Express (HCE)	$51,172	$0	$0	$51,172	$51,172
Total	**$51,172**	**$0**	**$0**	**$51,172**	**$51,172**

Grand Total

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Grand Total	**$750,752,824**	**$747,015,378**	**$1,704,709**	**$2,032,737**	**$3,737,446**

Table: 2010 Time & Materials and Hosting Revenue

Budget and Finance

Service Name by Department	Partner Paid HIC
Employees' Retirement System	$2,800
Total	**$2,800**

County of Hawaii

Service Name by Department	Partner Paid HIC
Public Works Development	$19,500
Public Works Hosting	$1,200
Total	**$20,700**

Department of Business, Economic Development and Tourism

Service Name by Department	Partner Paid HIC
Film Permitting System	$5,000
Renewable Energy Permitting Wizard Development	$9,500
Renewable Energy Permitting Wizard Hosting	$1,200
Total	**$15,700**

Department of Health

Service Name by Department	Partner Paid HIC
Electronic Death Registration System	$33,000
Electronic Marriage Registration System	$56,750
Total	**$89,750**

Department of Land and Natural Resources

Service Name by Department	Partner Paid HIC
Boating Accounts Receivable System Development	$100,000
Bureau of Conveyances Development	$50,000
Commercial Marine Licensing System Development	$44,928
Commercial Marine Licensing System Maintenance	$27,500
Total	**$222,428**

Hawaii Teacher Standards Board (HTSB)

Service Name by Department	Partner Paid HIC
HTSB Customer Service Support	$55,000
HTSB Website Hosting	$870
Total	**$55,870**

University of Hawaii

Service Name by Department	Partner Paid HIC
John A. Burns School of Medicine Survey	$13,968
Total	**$13,968**

Grand Total: $421,216

2011 Financials

Total Funds Collected: $**1,003,797,269**

Partner Total: $**998,537,542**

Partner Paid HIC: $**2,865,578**

User Paid HIC: $**2,394,149**

Total HIC Revenue: $**5,259,727**

Table: 2011 Transactional Service Revenue

County of Hawaii

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Motor Vehicle Registration Renewals	$483,027	$463,637	$0	$19,390	$19,390
Online Reservation System (Camping)	$90,024	$75,233	$0	$14,791	$14,791
Real Property Tax Payments	$9,092,839	$8,990,048	$0	$102,791	$102,791
Water Bill Payments	$318,468	$306,823	$0	$11,644	$11,644
Total	**$9,984,357**	**$9,835,741**	**$0**	**$148,616**	**$148,616**

County of Kauai

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Motor Vehicle Registration Renewals	$147,201	$141,955	$0	$5,246	$5,246
Real Property Tax Payments	$5,145,865	$5,082,753	$0	$63,112	$63,112
Sewer Payments	$96,412	$92,765	$0	$3,647	$3,647
Total	**$5,389,478**	**$5,317,473**	**$0**	**$72,005**	**$72,005**

County of Maui

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Motor Vehicle Registration Renewals	$1,685,902	$1,606,937	$0	$51,965	$51,965
Total	**$1,685,902**	**$1,606,937**	**$0**	**$51,965**	**$51,965**

Department of the Attorney General

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Adult Criminal Information Search (eCrim)	$369,207	$288,900	$0	$80,307	$80,307
Charity Registration	$559,585	$544,109	$15,476	$0	$15,476
Sex Offender Bulk Data	$2,400	$1,200	$0	$1,200	$1,200
State ID	$307,922	$255,065	$52,857	$0	$52,857
Total	**$1,239,114**	**$1,089,274**	**$68,333**	**$81,507**	**$149,840**

Department of Commerce and Consumer Affairs

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Annual Business Filings	$887,330	$567,895	$319,435	$0	$319,435
Business Bulk Data	$56,000	$0	$0	$56,000	$56,000
Business Documents	$95,607	$63,741	$0	$31,866	$31,866
Business Entity List Builder	$5,717	$0	$0	$5,717	$5,717
Condominium Association Registration and Renewals	$535,900	$506,050	$29,850	$0	$29,850
Hawaii Business Express (DCCA)	$622,763	$437,369	$185,393	$0	$185,393
Hawaii Insurance License Renewals	$4,109,424	$3,922,970	$186,455	$0	$186,455
Professional Vocational Licensing Bulk Data	$21,000	$10,500	$0	$10,500	$10,500
Professional Vocational Licensing List Builder	$85,396	$41,800	$0	$43,596	$43,596
Professional Vocational Licensing Renewals	$6,603,215	$5,888,286	$714,929	$0	$714,929
Total	**$13,022,352**	**$11,438,611**	**$1,436,062**	**$147,679**	**$1,583,741**

Department of Health

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Clinical License Renewals	$10,660	$9,239	$1,421	$0	$1,421
Vital Records Ordering System	$257,959	$229,520	$0	$28,439	$28,439
Waste Water Permits	$61,000	$56,120	$0	$4,880	$4,880
Total	**$329,619**	**$294,879**	**$1,421**	**$33,319**	**$34,740**

Department of Labor and Industrial Relations

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Hawaii Unemployment Insurance (HUI) Express	$82,421,094	$82,355,767	$0	$65,327	$65,327
Total	**$82,421,094**	**$82,355,767**	**$0**	**$65,327**	**$65,327**

Department of Land and Natural Resource

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Boating Accounts Receivable System	$333,452	$329,864	$3,588	$0	$3,588
Bureau of Conveyances eRecording	$8,617	$0	$0	$8,617	$8,617
Bureau of Conveyances Image Bulk	$17,500	$5,250	$0	$12,250	$12,250
Bureau of Conveyances Index Bulk	$1,910	$573	$0	$1,337	$1,337
Bureau of Conveyances Land Title Records Online Search & Ordering System	$109,114	$95,912	$8,506	$4,697	$13,202
Bureau of Conveyances LandShark	$8,936	$4,468	$0	$4,468	$4,468
Bureau of Conveyances LandShark Bulk	$25,516	$7,655	$0	$17,861	$17,861
Bureau of Conveyances Title & Records Management System	$280,956	$0	$280,956	$0	$280,956
Bureau of Conveyances Title & Records Management System Payments	$11,896	$11,283	$613	$0	$613
Civil Resource Violation System	$9,577	$4,789	$4,789	$0	$4,789
Commercial Activity/Beach Wedding Permits (Wiki Permits)	$162,064	$140,959	21,105	$0	$21,105
Commercial Marine Licensing System	$93,950	$91,132	$0	$2,819	$2,819
Freshwater Game Fishing Licenses	$6,706	$5,725	$0	$981	$981
Na Ala Hele Trail & Access	$73,796	$67,087	$0	$6,709	$6,709

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
System					
Online Hunting License Applications	$74,657	$65,973	$8,684	$0	$8,684
Online Reservation System (Camping)	$872,430	$787,154	$0	$85,276	$85,276
Uniform Commercial Code Filings	$3,060	$2,637	$0	$423	$423
Vessel Registrations	$163,854	$152,309	$11,545	$0	$11,545
Total	**$2,257,990**	**$1,772,768**	**$339,785**	**$145,437**	**$485,222**

Department of Public Safety

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Controlled Substances Registration System	$143,460	$125,886	$17,574	$0	$17,574
Total	**$143,460**	**$125,886**	**$17,574**	**$0**	**$17,574**

Department of Transportation

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Surplus Auction System	$20,660	$19,567	$0	$1,093	$1,093
Total	**$20,660**	**$19,567**	**$0**	**$1,093**	**$1,093**

Department of Taxation

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
eFile	$880,037,287	$879,389,292	$0	$647,994	$647,994
Hawaii Business Express (DOTAX)	$220,093	$195,480	$0	$24,613	$24,613
Total	**$880,257,379**	**$879,584,772**	**$0**	**$672,607**	**$672,607**

Hawaii Information Consortium, LLC

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Adjustments	($2,804)	$0	$0	($2,804)	($2,804)
Late Fees	$6	$0	$0	$6	$6
Non-Sufficient Funds Fees	$1,788	$0	$0	$1,788	$1,788
Subscriber Fees	$27,300	$0	$0	$27,300	$27,300
Total	**$26,290**	**$0**	**$0**	**$26,290**	**$26,290**

Hawaii Teacher Standards Board

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Hawaii Teacher Standards Board License Renewals	$1,407,985	$1,250,333	$157,651	$0	$157,651
Total	**$1,407,985**	**$1,250,333**	**$157,651**	**$0**	**$157,651**

Judiciary

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Document Payments	$1,142	$1,113	$0	$29	$29
Driver Monitoring	$286,683	($280)	$0	$286,963	$286,963
Filing Payments	$29,100	$27,820	$0	$1,280	$1,280
Traffic Abstracts	$4,389,412	$3,816,880	$0	$572,532	$572,532
Total	**$4,706,337**	**$3,845,533**	**$0**	**$860,804**	**$860,804**

State Procurement Office

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Hawaii Compliance Express (HCE)	$87,498	$0	$0	$87,498	$87,498
Total	**$87,498**	**$0**	**$0**	**$87,498**	**$87,498**

Grand Total

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Grand Total	**$1,002,952,516**	**$998,537,542**	**$2,020,825**	**$2,394,149**	**$4,414,974**

Table: 2011 Time & Materials and Hosting Revenue

Budget and Finance

Service Name by Department	Partner Paid HIC
Employees' Retirement System	$30,000
Total	**$30,000**

County of Hawaii

Service Name by Department	Partner Paid HIC
Public Works Hosting	$1,200
Total	**$1,200**

Department of the Attorney General

Service Name by Department	Partner Paid HIC
Hawaii Integrated Justice Information Sharing	$15,120
Total	**$15,120**

Department of Business, Economic Development and Tourism

Service Name by Department	Partner Paid HIC
energy.hawaii.gov Website Hosting	$1,200
Film Permits	$4,000
Renewable Energy Permitting Wizard Hosting & Support Services	$2,200
Strategic Industries Division Hosting Services	$9,928
Total	**$17,328**

Department of Health

Service Name by Department	Partner Paid HIC
Vital Records Ordering System	$1,684
Electronic Death Registration System	$33,000
Total	**$34,684**

Department of Labor and Industrial Relations

Service Name by Department	Partner Paid HIC
Green Business Directory	$15,706
Total	**$15,706**

Department of Land and Natural Resources

Service Name by Department	Partner Paid HIC
Boating Accounts Receivable System Development	$467,274
Bureau of Conveyances Development	$125,000
Bureau of Conveyances Hosting	$20,000
Commercial Marine Licensing System Development	$67,004
Commercial Marine Licensing System Maintenance	$30,000
Total	**$709,278**

Hawaii Teachers Standards Boared (HTSB)

Service Name by Department	Partner Paid HIC
HTSB Customer Service Support	$16,205
HTSB Website Maintenance	$10,471
Total	**$26,676**

University of Hawaii

Service Name by Department	Partner Paid HIC
University of Hawaii Credit	($5,238)
Total	**($5,238)**

Grand Total

Service Name by Department	Partner Paid HIC
Grand Total	**$844,753**

2012 Financials

Total Funds Collected: $**1,345,661,103**

Partner Total: $**1,339,424,575**

Partner Paid HIC: $**4,116,068**

User Paid HIC: $**2,120,460**

Total HIC Revenue: $**6,236,528**

Table: 2012 Transactional Service Revenue

Department of the Attorney General

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Adult Criminal Information Search (eCrim)	$382,503	$300,459	$0	$82,044	$82,044
Charity Registration	$603,255	$586,437	$16,818	$0	$16,818
Sex Offender Bulk Data	$1,192	$600	$0	$592	$592
State ID	$197,519	$162,977	$34,542	$0	$34,542
Total	**$1,184,469**	**$1,050,473**	**$51,360**	**$82,636**	**$133,997**

Department of Commerce and Consumer Affairs

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Annual Business Filings	$950,032	$608,180	$341,852	$0	$341,852
Business Bulk Data	$60,000	$0	$0	$60,000	$60,000
Business Documents	$112,034	$74,675	$0	$37,359	$37,359
Business Entity List Builder	$4,495	$0	$0	$4,495	$4,495
Hawaii Business Express (DCCA)	$657,050	$457,534	$199,516	$0	$199,516
Hawaii Insurance License Renewals	$4,914,804	$4,699,398	$215,406	$0	$215,406
Professional Vocational Licensing List Builder	$85,136	$41,459	$0	$43,677	$43,677

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Professional Vocational Licensing Bulk Data	$37,000	$18,500	$0	$18,500	$18,500
Professional Vocational Licensing Renewals	$7,598,488	$6,767,148	$831,339	$0	$831,339
Total	**$14,419,039**	**$12,666,895**	**$1,588,113**	**$164,031**	**$1,752,144**

Department of Labor and Industrial Relations

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Hawaii Unemployment Insurance (HUI) Express	$95,030,035	$94,953,854	$0	$76,181	$76,181
Total	**$95,030,035**	**$94,953,854**	**$0**	**$76,181**	**$76,181**

Department of Land and Natural Resources

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Boating Accounts Receivable System	$788	$749	$38	$0	$38
Bureau of Conveyances eRecording	$1,073	$0	$0	$1,073	$1,073
Bureau of Conveyances Image Bulk	$32,000	$9,600	$0	$22,400	$22,400
Bureau of Conveyances Index Bulk	$5,400	$1,620	$0	$3,780	$3,780
Bureau of Conveyances LandShark	$26,370	$13,185	$0	$13,185	$13,185
Bureau of Conveyances LandShark Bulk	$59,500	$17,850	$0	$41,650	$41,650
Bureau of Conveyances Land Title Records Online Search & Ordering System	$157,728	$138,826	$18,682	$220	$18,902
Bureau of Conveyances Title & Records Management System	$551,571	$0	$551,571	$0	$551,571

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Bureau of Conveyances Title & Records Management System Payments	$310,285	$300,909	$9,375	$0	$9,375
Civil Resource Violation System	$12,100	$6,050	$6,050	$0	$6,050
Commercial Activity/ Beach Wedding Permits (Wiki Permits)	$176,793	$153,809	$22,983	$0	$22,983
Commercial Marine Licensing System	$104,840	$101,695	$0	$3,145	$3,145
Freshwater Game Fishing Licenses	$8,637	$7,320	$0	$1,317	$1,317
Na Ala Hele Trail & Access System	$84,729	$77,026	$0	$7,703	$7,703
Online Hunting License Applications	$85,302	$75,485	$9,817	$0	$9,817
Online Reservation System (Camping)	$999,122	$903,245	$0	$95,877	$95,877
Uniform Commercial Code Filings	$3,024	$2,943	$0	$81	$81
Vessel Registration	$192,545	$179,101	$13,443	$0	$13,443
Total	**$2,811,805**	**$1,989,414**	**$631,960**	**$190,431**	**$822,391**

Department of Health

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Clinical License Renewals	$26,310	$22,847	$3,463	$0	$3,463
Marriage Licenses	$1,468,520	$1,338,849	$0	$129,671	$129,671
Marriage Performer Licenses	$39,270	$0	$0	$39,270	$39,270
Vital Records Ordering System	$469,719	$417,302	$0	$52,418	$52,418
Waste Water Permits	$64,600	$59,432	$0	$5,168	$5,168
Total	**$2,068,419**	**$1,838,429**	**$3,463**	**$226,527**	**$229,990**

Department of Transportation

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Surplus Auction	$29,878	$28,108	$0	$1,769	$1,769
Total	**$29,878**	**$28,108**	**$0**	**$1,769**	**$1,769**

Department of Taxation

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Bulk Tax Filing	$992	$0	$992	$0	$992
eFile	$1,202,027,972	$1,201,218,376	$809,595	$0	$809,595
Hawaii Business Express (DOTAX)	$252,510	$224,188	$0	$28,323	$28,323
Total	**$1,202,281,473**	**$1,201,442,564**	**$810,587**	**$28,323**	**$838,909**

County of Hawaii

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Online Reservation System (Camping)	$103,013	$86,664	$0	$16,349	$16,349
Motor Vehicle Registration Renewals	$989,559	$953,289	$0	$36,269	$36,269
Real Property Tax Payments	$9,835,495	$9,718,113	$0	$117,382	$117,382
Water Bill Payments	$573,462	$553,932	$0	$19,530	$19,530
Total	**$11,501,528**	**$11,311,998**	**$0**	**$189,530**	**$189,530**

Hawaii Information Consortium, LLC

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Adjustments	$(1,761)	$0	$0	$(1,761)	$(1,761)
Late Fees	$184	$0	$0	$184	$184
Non-Sufficient Funds Fees	$1,660	$0	$0	$1,660	$1,660
Service Fees	$9,058	$0	$9,058	$0	$9,058
Subscriber Fees	$30,945	$0	$30,945	$0	$30,945
Total	**$40,085**	**$0**	**$40,002**	**$83**	**$40,085**

Hawaii Teacher Standards Board

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Hawaii Teacher Standards Board License Renewals	$925,772	$823,220	$102,552	$0	$102,552
Total	**$925,772**	**$823,220**	**$102,552**	**$0**	**$102,552**

Judiciary

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Document Payments	$12,500	$12,182	$0	$318	$318
Driver Monitoring	$295,149	$0	$0	$295,149	$295,149
Filing Payments	$96,229	$93,790	$0	$2,439	$2,439
Traffic Abstracts	$4,339,814	$3,772,700	$0	$567,114	$567,114
Total	**$4,743,691**	**$3,878,672**	**$0**	**$865,019**	**$865,019**

County of Kauai

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Motor Vehicle Registration Renewals	$287,443	$277,883	$0	$9,560	$9,560
Real Property Tax Payments	$5,517,670	$5,458,978	$0	$58,693	$58,693
Sewer Payments	$111,064	$107,295	$0	$3,769	$3,769
Total	**$5,916,178**	**$5,844,156**	**$0**	**$72,022**	**$72,022**

County of Maui

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Maui MVR	$2,770,659	$2,690,007	$0	$80,652	$80,652
Motor Vehicle Bulk Renewals	$630,953	$625,717	$0	$5,236	$5,236
Vehicle Monitoring Service	$100,602	$99,795	$0	$807	$807
Total	**$3,502,214**	**$3,415,519**	**$0**	**$86,695**	**$86,695**

Department of Public Safety

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Controlled Substances Registration System	$206,580	$181,274	$25,306	$0	$25,306
Total	**$206,580**	**$181,274**	**$25,306**	**$0**	**$25,306**

State Procurement Office

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Hawaii Compliance Express (HCE)	$137,214	$0	$0	$137,214	$137,214
Total	**$137,214**	**$0**	**$0**	**$137,214**	**$137,214**

Grand Total

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Grand Total	**$1,344,798,380**	**$1,339,424,575**	**$3,253,345**	**$2,120,460**	**$5,373,805**

Table: 2012 Time & Materials and Hosting Revenue

Department of the Attorney General

Service Name by Department	Partner Paid HIC
Hawaii Integrated Justice Information Sharing	$32,939
Total	**$32,939**

Budget and Finance

Service Name by Department	Partner Paid HIC
Employees' Retirement System Development	$10,173
Employees' Retirement System Hosting	$6,436
Total	**$16,609**

Department of Business. Economic Development and Tourism

Service Name by Department	Partner Paid HIC
Community Based Economic Development Applications	$15,675
Community Based Economic Development Form Processing	$10,471
Community Based Economic Development WordPress Site Development	$10,733
Energy Office Technical Services	$88,000
Film Permits	$6,000
Hawaii Clean Energy Website Hosting	$1,257
Hosting Fees	$2,565
Project Portfolio and Data Repository	$13,445
READ Website	$7,500
Total	**$155,646**

Department of Commerce and Consumer Affairs

Service Name by Department	Partner Paid HIC
DCCA Electronic Publishing of Public Notice	$10,000
Real Estate Branch Licensing System	$5,000
Total	**$15,000**

Department of Labor and Industrial Relations

Service Name by Department	Partner Paid HIC
Green Employers Directory	$10,472
Total	**$10,472**

Department of Land and Natural Resources

Service Name by Department	Partner Paid HIC
Boating Accounts Receivable System	$104,860
Commercial Marine Licensing System	$25,000
Commercial Marine Licensing System Maintenance	$7,500
State Historic Preservation Division Historic Properties	$15,472
Total	**$152,832**

Department of Health

Service Name by Department	Partner Paid HIC
Electronic Death Registration System Development	$97,730
Office of Health Monitoring Development	$50,360
Tuberculosis Control Program	$29,947
Total	**$178,037**

Department of Taxation

Service Name by Department	Partner Paid HIC
Resident Reporting Application	$10,000
Total	**$10,000**

County of Hawaii

Service Name by Department	Partner Paid HIC
Public Works Hosting	$1,200
Hosting Fees	$2,454
County of Hawaii Development	$7,838
Total	**$11,492**

Hawaii Information Consortium, LLC

Service Name by Department	Partner Paid HIC
University of Hawaii Cycle Survey	$9,882
Total	**$9,882**

Hawaii Teacher Standards Board

Service Name by Department	Partner Paid HIC
HTSB Licensing System Customer Service & Support	$94,239
HTSB Website Redesign	$27,970
HTSB Hosting	$4,140
Total	**$126,349**

Judiciary

Service Name by Department	Partner Paid HIC
Hosting Fees	$5,177
Total	**$5,177**

Office of Information Management and Technology

Service Name by Department	Partner Paid HIC
State Template	$138,288
Total	**$138,288**

Grand Total

Service Name by Department	Partner Paid HIC
Grand Total	**$862,723**

2013 Financials

Total Funds Collected: $1,592,519,246

Partner Total: $1,586,044,805

Partner Paid HIC: $3,922,132

User Paid HIC: $2,552,309

Total HIC Revenue: $6,474,440

Table: 2013 Transactional Service Revenue

Department of Attorney General

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Adult Criminal Information Search (eCrim)	$527,195	$411,186	$0	$116,009	$116,009
Bulk Covered Offender Registry Data	$1,300	$800	$0	$500	$500
Charity Registration	$697,215	$677,524	$19,691	$0	$19,691
Notary	$2,772	$2,520	$0	$252	$252
Unlimited Criminal History Search	$40,000	$28,000	$0	$12,000	$12,000
Total	**$1,268,482**	**$1,120,030**	**$19,691**	**$128,761**	**$148,452**

Department of Business, Economic Development and Tourism

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Film Permits	$650	$0	$0	$650	$650
Total	**$650**	**$0**	**$0**	**$650**	**$650**

Department of Commerce and Consumer Affairs

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Annual Business Filings	$982,943	$640,138	$342,804	$0	$342,804
Business Bulk Data	$59,000	$0	$0	$59,000	$59,000
Business Documents	$118,624	$79,080	$0	$39,544	$39,544
Business Entity List Builder	$4,282	$0	$0	$4,282	$4,282
Condominium Association Registration and Renewals	$868,552	$836,526	$32,026	$0	$32,026
Hawaii Business Express (DCCA)	$735,754	$509,642	$226,112	$0	$226,112
Hawaii Insurance License Renewals	$2,607,430	$2,499,742	$107,688	$0	$107,688
Professional Vocational Licensing List Builder	$84,723	$41,206	$0	$43,517	$43,517
Professional Vocational Licensing Bulk Data	$40,000	$20,000	$0	$20,000	$20,000
Professional Vocational Licensing Renewals	$6,917,965	$6,190,788	$727,177	$0	$727,177
Mortgage Foreclosure Dispute Resolution Public Notice	$3,300	$3,135	$165	$0	$165
Total	**$12,422,572**	**$10,820,257**	**$1,435,972**	**$166,343**	**$1,602,315**

Department of Labor and Industrial Relations

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Hawaii Installation & Inspection Permitting System	$3,150	$2,835	$315	$0	$315
Hawaii Unemployment Insurance (HUI) Express	$116,893,494	$116,809,914	$25,645	$57,935	$83,580
Total	**$116,896,644**	**$116,812,749**	**$25,960**	**$57,935**	**$83,895**

Department of Land and Natural Resources

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Boating Accounts Receivable System	$203,428	$198,267	$5,161	$0	$5,161
Bureau of Conveyances eRecording	$2,777	$0	$0	$2,777	$2,777
Bureau of Conveyances Image Bulk	$30,000	$9,000	$0	$21,000	$21,000
Bureau of Conveyances Index Bulk	$4,800	$1,440	$0	$3,360	$3,360
Bureau of Conveyances Land Title Records Online Search & Ordering System	$191,364	$168,542	$22,444	$378	$22,822
Bureau of Conveyances LandShark	$38,164	$19,082	$0	$19,082	$19,082
Bureau of Conveyances LandShark Bulk	$74,000	$22,200	$0	$51,800	$51,800

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Bureau of Conveyances Title & Records Management System	$537,651	$0	$537,651	$0	$537,651
Bureau of Conveyances Title & Records Management System Payments	$342,045	$331,413	$10,654	$(23)	$10,632
Civil Resource Violation System	$17,155	$8,578	$8,578	$0	$8,578
Commercial Activity/Beach Wedding Permits (Wiki Permits)	$166,502	$144,856	$21,645	$0	$21,645
Commercial Marine Licensing System	$125,420	$121,657	$0	$3,763	$3,763
Freshwater Game Fishing Licenses	$10,901	$9,224	$0	$1,677	$1,677
Na Ala Hele Trail & Access System	$63,556	$57,778	$0	$5,778	$5,778
Online Hunting License Applications	$100,317	$89,451	$10,866	$0	$10,866
Online Reservation System (Camping)	$1,129,287	$1,020,186	$0	$109,101	$109,101
Uniform Commercial Code Filings	$60	$58	$0	$2	$2
Vessel Registration	$203,157	$188,981	$14,175	$0	$14,175
Total	**$3,240,584**	**$2,390,715**	**$631,174**	**$218,695**	**$849,869**

Department of Health

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Clinical License Renewals	$11,010	$9,562	$1,448	$0	$1,448
Electronic Death Registration System	$11,969	$11,078	$0	$891	$891
Marriage Licenses	$1,374,894	$1,253,592	$0	$121,302	$121,302
Marriage Performer Licenses	$27,640	$0	$0	$27,640	$27,640
Vital Records Ordering System	$448,108	$399,755	$0	$48,353	$48,353
Waste Water Permits	$79,700	$73,324	$0	$6,376	$6,376
Total	**$1,953,321**	**$1,747,311**	**$1,448**	**$204,562**	**$206,010**

Department of Transportation

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Surplus Auction	$35,426	$33,603	$0	$1,824	$1,824
Total	**$35,426**	**$33,603**	**$0**	**$1,824**	**$1,824**

Department of Taxation

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Bulk Tax Filings	$4,045	$0	$0	$4,045	$4,045
eFile	$1,421,072,862	$1,420,180,241	$892,620	$0	$892,620
Hawaii Business Express (DOTAX)	$295,073	$264,808	$0	$30,265	$30,265
Modernized eFile	$106,246	$0	$0	$106,246	$106,246
Total	**$1,421,478,225**	**$1,420,445,049**	**$892,620**	**$140,556**	**$1,033,176**

County of Hawaii

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Building Permit Payments	$109,167	$106,806	$0	$2,361	$2,361
Motor Vehicle Registration Renewals	$1,234,539	$1,189,781	$0	$44,758	$44,758
Online Reservation System (Camping)	$155,485	$132,385	$0	$23,100	$23,100
Real Property Tax Payments	$11,952,693	$11,820,636	$0	$132,057	$132,057
Water Bill Payment	$741,416	$715,733	$0	$25,683	$25,683
Total	**$14,193,299**	**$13,965,340**	**$0**	**$227,959**	**$227,959**

Hawaii Information Consortium, LLC

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Adjustments	$0	$178	$0	$(178)	$(178)
Late Fees	$461	$0	$0	$461	$461
Non-Sufficient Funds Fees	$1,788	$0	$0	$1,788	$1,788
Service Fees	$9,140	$0	$9,140	$0	$9,140
Subscriber Fees	$33,969	$0	$0	$33,969	$33,969
Total	**$45,358**	**$178**	**$9,140**	**$36,039**	**$45,179**

Hawaii Teacher Standards Board

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Hawaii Teacher Standards Board License Renewals	$666,424	$592,631	$73,793	$0	$73,793
Total	**$666,424**	**$592,631**	**$73,793**	**$0**	**$73,793**

Judiciary

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Document Payments	$16,895	$16,466	$0	$429	$429
Driver Monitoring	$315,845	$0	$0	$315,845	$315,845
eTraffic Payments	$2,865,221	$2,765,226	$0	$99,995	$99,995
Filing Payments	$156,152	$152,195	$0	$3,957	$3,957
Traffic Abstracts	$4,681,548	$4,071,120	$0	$610,428	$610,428
Total	**$8,035,661**	**$7,005,007**	**$0**	**$1,030,654**	**$1,030,654**

County of Kauai

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Motor Vehicle Registration Renewals	$318,766	$308,200	$0	$10,566	$10,566
Real Property Tax Payments	$6,436,519	$6,371,604	$0	$64,915	$64,915
Sewer Payments	$118,994	$114,903	$0	$4,092	$4,092
Summer Fun Registrations	$46,465	$42,210	$0	$4,255	$4,255
Total	**$6,920,745**	**$6,836,917**	**$0**	**$83,828**	**$83,828**

County of Maui

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Motor Vehicle Bulk Renewals	$1,132,092	$1,115,826	$0	$16,266	$16,266
Motor Vehicle Registration Renewals	$3,023,926	$2,936,124	$0	$87,802	$87,802
Total	**$4,156,018**	**$4,051,951**	**$0**	**$104,068**	**$104,068**

Department of Public Safety

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Controlled Substances Registration System	$254,251	$223,068	$31,183	$0	$31,183
Total	**$254,251**	**$223,068**	**$31,183**	**$0**	**$31,183**

State Procurement Office

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Hawaii Compliance Express (HCE)	$150,436	$0	$0	$150,436	$150,436
Total	**$150,436**	**$0**	**$0**	**$150,436**	**$150,436**

Grand Total

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Grand Total	**$1,591,718,096**	**$1,586,044,805**	**$3,120,982**	**$2,552,309**	**$5,673,291**

Table: 2013 Time & Materials and Hosting Revenue

Department of the Attorney General

Service Name by Department	Partner Paid HIC
Hawaii Integrated Justice Information Sharing	$30,718
Hawaii Integrated Justice Information Sharing Hosting	$9,424
Solicitors Registration System	$7,330
Total	**$47,472**

Budget and Finance

Service Name by Department	Partner Paid HIC
Budget and Finance	$6,436
Total	**$6,436**

Department of Business, Economic Development and Tourism

Service Name by Department	Partner Paid HIC
Business Development & Support Division	$3,290
Community Based Economic Development Hosting	$1,257
Department of Business, Economic Development & Tourism	$15,529
EV Stations Hosting	$1,257
Film Permits	$50,097
FTZ9 Hosting	$628
Hawaii Clean Energy Initiative Website Hosting	$1,257
READ Website Credit	$(7,500)
Renewable Energy Permitting Wizard Hosting (Pro-rated)	$2,094
Total	**$67,909**

Department of Commerce and Consumer Affairs

Service Name by Department	Partner Paid HIC
Mortgage Foreclosure Dispute Resolution	$10,000
Real Estate Board	$20,000
Total	**$30,000**

Department of Labor and Industrial Relations

Service Name by Department	Partner Paid HIC
Green Employers Hosting	$1,257
WorLDS System	$17,895
Total	**$19,152**

Department of Land and Natural Resources

Service Name by Department	Partner Paid HIC
Boating Accounts Receivable System	$70,998
Commercial Marine Licensing System	$42,796
Commercial Marine Licensing System Catch Report	$20,000
Commercial Marine Licensing System License Updates	$4,700
Commercial Marine Licensing System Mobile Sharks	$(993)
Engineering Division	$10,058
Engineering Division Hosting (Pro-rated through 2013)	$209
Engineering Division WordPress Site	$6,204
State Historic Preservation Division Historic Properties Credit	$(1,475)
Total	**$152,497**

Department of Health

Service Name by Department	Partner Paid HIC
Electronic Death Registration System Development	$20,061
Hosting Fees	$6,283
Public Survey	$13,000
Vital Records Ordering System Maintenance	$15,000
Total	**$54,344**

Department of Taxation

Service Name by Department	Partner Paid HIC
Mobile Department of Taxation	$15,000
Resident Reporting	$40,000
Total	**$55,000**

County of Hawaii

Service Name by Department	Partner Paid HIC
Hawaii Police Department Hosting	$1,254
Public Works Hosting	$1,200
Total	**$2,454**

Hawaii Teacher Standard Board

Service Name by Department	Partner Paid HIC
Hosting Fees	$7,539
Total	**$7,539**
Judiciary	
Hosting Fees	$5,177
Total	**$5,177**

Office of Information Management and Technology

Service Name by Department	Partner Paid HIC
Access Accommodation	$11,634
Hawaii Teacher Standards Board Mobile Application	$7,500
IQ Integration	$6,000
Mobile Applications	$65,000
Mobile Charity Submission	$15,000
Mobile Covered Offender Registry	$24,500
Mobile Department of Taxation	$15,000
Mobile Hawaii Insurance License Renewals	$15,000
Mobile Hawaii Teacher Standards Board	$7,500
Mobile Professional Vocational Licensing	$7,500
myHawaii.gov	$172,464
State Template Hosting Fees	$6,073
Total	**$353,171**

Grand Total

Service Name by Department	Partner Paid HIC
Grand Total	**$801,149**

2014 Financials

Total Funds Collected: $1,722,438,503

Partner Total: $1,714,395,704

Partner Paid HIC: $4,795,822

User Paid HIC: $3,246,977

Total HIC Revenue: $8,042,800

Table: 2014 Transactional Service Revenue

County of Hawaii

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Building Permit Payments	$380,745	$372,289	$0	$8,456	$8,456
Motor Vehicle Registration Renewals	$1,952,574	$1,884,846	$0	$67,728	$67,728
Online Reservation System (Camping)	$260,374	$229,842	$0	$30,532	$30,532
Real Property Tax Payments	$15,115,472	$14,943,557	$0	$171,915	$171,915
Water Bill Payments	$909,893	$878,720	$0	$31,173	$31,173
Total	**$18,619,058**	**$18,309,254**	**$0**	**$309,804**	**$309,804**

County of Kauai

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Motor Vehicle Registration Renewals	$482,256	$467,202	$0	$15,054	$15,054
Real Property Tax Payments	$11,225,475	$11,144,487	$0	$80,988	$80,988
Sewer Payments	$139,871	$135,240	$0	$4,631	$4,631
Total	**$11,847,602**	**$11,746,929**	**$0**	**$100,673**	**$100,673**

County of Maui

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Motor Vehicle Bulk Renewals	$897,221	$889,625	$0	$7,596	$7,596
Motor Vehicle Registration Renewals	$4,326,312	$4,200,631	$0	$125,681	$125,681
Total	**$5,223,532**	**$5,090,256**	**$0**	**$133,277**	**$133,277**

Department of the Attorney General

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Adult Criminal Information Search (eCrim)	$767,286	$578,318	$0	$188,968	$188,968
Bulk Covered Offender Registry Data	$3,400	$1,700	$0	$1,700	$1,700
Charity Registration	$875,370	$846,540	$28,830	$0	$28,830
Notary	$40,903	$37,150	$0	$3,753	$3,753
Sex Offender Bulk Data	$0	$50	$0	($50)	($50)
Unlimited Criminal History Search	$144,000	$100,800	$0	$43,200	$43,200
Total	**$1,830,959**	**$1,564,558**	**$28,830**	**$237,571**	**$266,401**

Department of Business, Economic Development and Tourism

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Film Permits	$3,040	$0	$0	$3,040	$3,040
Total	**$3,040**	**$0**	**$0**	**$3,040**	**$3,040**

Department of Commerce and Consumer Affairs

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Agent List Builder	$583	$274	$0	$308	$308
Annual Business Filings	$1,228,932	$826,132	$402,800	$0	$402,800
Business Bulk Data	$54,000	$0	$0	$54,000	$54,000
Business Documents	$131,316	$87,547	$0	$43,768	$43,768

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Business Entity List Builder	$18,780	$0	$0	$18,780	$18,780
Hawaii Insurance License Renewals	$3,685,115	$3,512,655	$172,460	$0	$172,460
Hawaii Business Express (DCCA)	$814,988	$558,790	$256,198	$0	$256,198
Mortgage Foreclosure Dispute Resolution Public Notices	$100,215	$95,175	$5,040	$0	$5,040
Professional Vocational Licensing Bulk Data	$38,000	$19,000	$0	$19,000	$19,000
Professional Vocational Licensing List Builder	$103,859	$50,717	$0	$53,142	$53,142
Professional Vocational Licensing Renewals	$9,756,557	$8,679,836	$1,076,721	$0	$1,076,721
Total	**$15,932,344**	**$13,830,126**	**$1,913,219**	**$188,998**	**$2,102,217**

Department of Health

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Clinical License Renewals	$23,980	$20,850	$3,130	$0	$3,130
Electronic Death Registration System	$23,599	$21,832	$0	$1,767	$1,767
Marriage Licenses	$1,468,637	$1,339,341	$0	$129,296	$129,296
Marriage Performer Licenses	$28,720	$0	$0	$28,720	$28,720
Medical Marijuana Registry	$4	$0	$0	$4	$4
Vital Records Ordering System	$456,514	$395,756	$0	$60,758	$60,758
Waste Water Permits	$90,014	$82,700	$0	$7,314	$7,314
Total	**$2,091,468**	**$1,860,479**	**$3,130**	**$227,858**	**$230,989**

Department of Labor and Industrial Relations

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Hawaii Installation & Inspection Permitting System	$29,850	$26,865	$2,985	$0	$2,985
Hawaii Unemployment Insurance (HUI) Express	$85,184,413	$85,094,614	$8,447	$81,353	$89,799
Total	**$85,214,263**	**$85,121,479**	**$11,432**	**$81,353**	**$92,784**

Department of Land and Natural Resources

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Boating Accounts Receivable System	$418,543	$407,936	$10,606	$0	$10,606
Bureau of Conveyances eRecording	$3,527	$0	$0	$3,527	$3,527
Bureau of Conveyances Image Bulk	$27,500	$8,250	$0	$19,250	$19,250
Bureau of Conveyances Index Bulk	$7,300	$2,190	$0	$5,110	$5,110
Bureau of Conveyances Land Title Records Online Search & Ordering System	$202,642	$178,299	$23,647	$695	$24,343
Bureau of Conveyances LandShark	$40,014	$20,007	$0	$20,007	$20,007
Bureau of Conveyances LandShark Bulk	$71,000	$21,300	$0	$49,700	$49,700
Bureau of Conveyances Title & Records Management System	$444,878	$0	$444,878	$0	$444,878
Bureau of Conveyances Title & Records Management System Payments	$297,486	$289,533	$7,953	$0	$7,953
Civil Resource Violation System	$24,745	$12,373	$12,373	$0	$12,373
Commercial Activity/Beach Wedding Permits (Wiki Permits)	$177,187	$154,102	$23,084	$0	$23,084
Commercial Marine Licensing System	$124,460	$120,726	$0	$3,734	$3,734

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Commercial Vessel Landing Permits	$89,996	$80,977	$9,019	$0	$9,019
Freshwater Game Fishing Licenses	$11,158	$9,419	$0	$1,739	$1,739
Na Ala Hele Trail & Access System	$45,804	$41,640	$0	$4,165	$4,165
Online Hunting License Applications	$104,387	$92,471	$11,916	$0	$11,916
Online Reservation System (Camping)	$1,211,209	$1,091,317	$0	$119,892	$119,892
Vessel Registrations	$204,862	$190,626	$14,236	$0	$14,236
Total	**$3,506,696**	**$2,721,165**	**$557,712**	**$227,818**	**$785,530**

Department of Public Safety

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Controlled Substances Registration System	$357,872	$313,315	$44,557	$0	$44,557
Total	**$357,872**	**$313,315**	**$44,557**	**$0**	**$44,557**

Department of Transportation

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Surplus Auction System	$28,917	$26,715	$0	$2,201	$2,201
Total	**$28,917**	**$26,715**	**$0**	**$2,201**	**$2,201**

Department of Taxation

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Bulk Tax Filings	$2,957	$0	$0	$2,957	$2,957
eFile	$1,565,977,695	$1,564,999,596	$978,099	$0	$978,099
Hawaii Business Express (DOTAX)	$368,248	$326,760	$0	$41,488	$41,488
Modernized eFile	$121,334	$0	$0	$121,334	$121,334

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Total	**$1,566,470,233**	**$1,565,326,356**	**$978,099**	**$165,778**	**$1,143,877**

Hawaii Information Consortium, LLC

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Adjustments	($1,280)	$0	$0	($1,280)	($1,280)
eHawaii.gov Notification Service	$248	$0	$0	$248	$248
Late Fees	$93	$0	$0	$93	$93
Non-Sufficient Funds Fees	$1,463	$0	$0	$1,463	$1,463
Service Fees	$18,011	$0	$0	$18,011	$18,011
Subscriber Fees	$34,425	$0	$0	$34,425	$34,425
Total	**$52,960**	**$0**	**$0**	**$52,960**	**$52,960**

Hawaii Teacher Standards Board

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Hawaii Teacher Standards Board License Renewals	$551,543	$486,877	$6,047	$58,619	$64,666
Total	**$551,543**	**$486,877**	**$6,047**	**$58,619**	**$64,666**

Judiciary

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Document Payments	$18,372	$17,905	$0	$468	$468
Driver Monitoring	$340,074	$0	$0	$340,074	$340,074
eTraffic Payments	$4,194,939	$4,028,350	$0	$166,589	$166,589
Filing Payments	$182,146	$177,530	$0	$4,616	$4,616
Traffic Abstracts	$4,298,352	$3,737,160	$0	$561,192	$561,192
Total	**$9,033,883**	**$7,960,945**	**$0**	**$1,072,938**	**$1,072,938**

Office of the Lieutenant Governor

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Name Change	$40,975	$37,250	$0	$3,725	$3,725
Total	**$40,975**	**$37,250**	**$0**	**$3,725**	**$3,725**

State Procurement Office

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Hawaii Compliance Express (HCE)	$157,274	$0	$0	$157,274	$157,274
Hawaii eProcurement System (HIePro)	$223,089	$0	$0	$223,089	$223,089
Total	**$380,363**	**$0**	**$0**	**$380,363**	**$380,363**

University of Hawaii

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
University of Hawaii Survey	$15,857	$0	$15,857	$0	$15,857
Total	**$15,857**	**$0**	**$15,857**	**$0**	**$15,857**

Grand Total

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Grand Total	**$1,721,201,564**	**$1,714,395,704**	**$3,558,883**	**$3,246,977**	**$6,805,861**

Table: 2014 Time & Materials and Hosting Revenue

Budget and Finance

Service Name by Department	Partner Paid HIC
Employees' Retirement System Development	$15,756
Employees' Retirement System Hosting	$1,200
Employees' Retirement System Self Service Hosting	$5,236
Employer Union Benefits Trust Fund	$7,915
Total	**$30,106**

City and County of Honolulu

Service Name by Department	Partner Paid HIC
Absentee Ballot System	$20,000
Absentee Ballot System Hosting	$2,513
Youthbuild Website Domain Setup	$121
Total	**$22,635**

County of Hawaii

Service Name by Department	Partner Paid HIC
Hawaii Police Department Hosting	$1,254
Public Works Hosting	$1,200
Total	**$2,454**

Department of the Attorney General

Service Name by Department	Partner Paid HIC
Charity Registration Retrieval System	$12,971
Hawaii Integrated Justice Information Sharing	$2,495
Hawaii Integrated Justice Information Sharing Portal Hosting	$9,424
Volunteer and Employee Criminal History Service	$4,366
Total	**$29,257**

Department of Business, Economic Development and Tourism

Service Name by Department	Partner Paid HIC
Business Development & Support Division Website Maintenance	$19,005
Community Based Economic Development	$40,838
Community Based Economic Development Hosting	$1,257
Film Permits	$33,273
EV Stations	$12,000
EV Stations Hosting	$1,257
Film Tax Credit	$15,000
FTZ9 Hosting	$1,257
Hawaii Clean Energy Initiative Website	$4,712
Hawaii Clean Energy Initiative Website Hosting	$1,257
Renewable Energy Permitting Wizard Hosting	$5,026
Renewable Energy Permitting Wizard Redesign	$6,283
Qualified High Technology Business Form	$11,518
Total	**$152,682**

Department of Commerce and Consumer Affairs

Service Name by Department	Partner Paid HIC
Real Estate Board Continuing Education	$24,351
Total	**$24,351**

Department of Health

Service Name by Department	Partner Paid HIC
Medical Marijuana Registration System	$97,000
TB Branch Hosting	$8,000
Vital Records Ordering System Improvements	$150,000
Total	**$255,000**

Department of Labor and Industrial Relations

Service Name by Department	Partner Paid HIC
Green LMI Hosting	$1,257
Hawaii Installation & Inspection Permitting System	$52,500
WoRLDS	$116,250
World Opportunity Tax Credit Form Application	$60,000
Total	**$230,007**

Department of Land and Natural Resources

Service Name by Department	Partner Paid HIC
Boating Accounts Receivable System Maintenance	$97,592
Bureau of Conveyances Development	$5,000
Bureau of Conveyances Hardware Setup	$2,400
Commercial Marine Licensing System	$67,094
Division of Aquatic Resources Website Redesign	$16,272
Division of Aquatic Resources Sharks Website	$7,507
Division of State Parks Website	$29,493
Engineering Division WordPress Site Hosting	$1,257
Total	**$226,614**

Department of Taxation

Service Name by Department	Partner Paid HIC
Resident Reporting Hosting and Maintenance	$10,000
Total	**$10,000**

Hawaii Teachers Standards Board (HTSB)

Service Name by Department	Partner Paid HIC
HTSB Enhancements	$54,237
HTSB Hosting	$5,139
Total	**$59,376**

Judiciary

Service Name by Department	Partner Paid HIC
Hosting Fees	$5,000
Total	**$5,000**

Office of Information Management and Technology

Service Name by Department	Partner Paid HIC
Access Accommodation	$3,544
Credit	$(7,500)
Freshwater Game Fishing Licenses Redesign	$7,500
myHawaii.gov	$185,914
Total	**$189,457**

Grand Total

Service Name by Department	Partner Paid HIC
Grand Total	**$1,236,939**

2015 Financials

Total Funds Collected: $2,016,484,180

Partner Total: $2,008,153,427

Partner Paid HIC: $4,040,034

User Paid HIC: $4,290,719

Total HIC Revenue: $8,330,753

Table: 2015 Transactional Service Revenue

County of Hawaii

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Building Permit Payments	$669,250	$654,296	$0	$14,955	$14,955
Motor Vehicle Registration Renewals	$2,352,605	$2,271,087	$0	$81,517	$81,517
Online Reservation System (Camping)	$279,825	$245,503	$0	$34,322	$34,322
Real Property Tax Payments	$20,452,366	$20,255,782	$0	$196,584	$196,584
Water Bill Payments	$1,091,669	$1,053,211	$0	$38,458	$38,458
Total	**$24,845,714**	**$24,479,879**	**$0**	**$365,835**	**$365,835**

County of Kauai

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Motor Vehicle Registration Renewals	$626,961	$607,623	$0	$19,338	$19,338
Real Property Tax Payments	$15,010,751	$14,918,741	$0	$92,010	$92,010
Sewer Payments	$195,084	$189,960	$0	$5,124	$5,124
Total	**$15,832,796**	**$15,716,324**	**$0**	**$116,471**	**$116,471**

County of Maui

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Motor Vehicle Bulk Renewals	$1,301,621	$1,289,841	$0	$11,779	$11,779
Motor Vehicle Registration Renewals	$4,776,703	$4,638,488	$0	$138,215	$138,215
Total	**$6,078,324**	**$5,928,330**	**$0**	**$149,994**	**$149,994**

Department of the Attorney General

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Adult Criminal Information Search (eCrim)	$878,435	$663,072	$0	$215,363	$215,363
Bulk Covered Offender Registry Data	$4,000	$2,000	$0	$2,000	$2,000
Charity Registration	$1,131,485	$1,085,000	$46,485	$0	$46,485
Hawaii Criminal Justice Data Center Event Registration	$750	$675	$0	$75	$75
Notary	$83,240	$75,190	$0	$8,050	$8,050
Solicitors Registration System	$48,500	$43,650	$4,850	$0	$4,850
Unlimited Criminal History Search	$146,000	$102,200	$0	$43,800	$43,800
Total	**$2,292,410**	**$1,971,787**	**$51,335**	**$269,288**	**$320,623**

Department of Business, Economic Development and Tourism

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Film Permits	$6,750	$0	$0	$6,750	$6,750
Total	**$6,750**	**$0**	**$0**	**$6,750**	**$6,750**

Department of Commerce and Consumer Affairs

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Agent List Builder	$206	$87	$0	$119	$119
Annual Business Filings	$1,230,671	$824,168	$406,503	$0	$406,503

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Business Bulk Data	$60,000	$0	$0	$60,000	$60,000
Business Documents	$153,297	$102,202	$0	$51,095	$51,095
Business Entity List Builder	$5,787	$0	$0	$5,787	$5,787
Condominium Association Registration and Renewals	$1,579,080	$1,535,468	$43,612	$0	$43,612
Hawaii Insurance License Renewals	$2,689,068	$2,558,807	$130,261	$0	$130,261
Hawaii Business Express (DCCA)	$888,198	$613,794	$274,404	$0	$274,404
Mortgage Foreclosure Dispute Resolution Public Notices	$82,200	$78,075	$4,125	$0	$4,125
Professional Vocational Licensing Bulk Data	$36,000	$18,000	$0	$18,000	$18,000
Professional Vocational Licensing List Builder	$120,565	$58,920	$0	$61,645	$61,645
Professional Vocational Licensing Renewals	$8,840,895	$7,938,334	$902,561	$0	$902,561
Total	**$15,685,967**	**$13,727,855**	**$1,761,465**	**$196,646**	**$1,958,111**

Department of Health

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Clinical License Renewals	$13,134	$11,409	$1,725	$0	$1,725
Electronic Death Registration System	$24,567	$22,752	$0	$1,815	$1,815
Marriage Licenses	$1,343,085	$1,224,759	$0	$118,326	$118,326
Marriage Performer Licenses	$26,440	$0	$0	$26,440	$26,440
Medical Marijuana Registry	$290,477	$245,945	$0	$44,532	$44,532
Vital Records Ordering System	$822,635	$645,789	$0	$176,846	$176,846
Waste Water Permits	$105,000	$96,592	$0	$8,408	$8,408
Total	**$2,625,337**	**$2,247,246**	**$1,725**	**$376,366**	**$378,091**

Department of Labor and Industrial Relations

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Hawaii Installation & Inspection Permitting System	$54,400	$48,770	$5,630	$0	$5,630
Hawaii Unemployment Insurance (HUI) Express	$71,368,746	$71,271,784	$88,270	$8,692	$96,961
Total	**$71,423,146**	**$71,320,554**	**$93,900**	**$8,692**	**$102,591**

Department of Land and Natural Resources

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Boating Accounts Receivable System	$566,807	$457,324	$109,482	$0	$109,482
Bureau of Conveyances eRecording	$5,630	$0	$0	$5,630	$5,630
Bureau of Conveyances Image Bulk	$30,000	$9,000	$0	$21,000	$21,000
Bureau of Conveyances Index Bulk	$4,800	$1,440	$0	$3,360	$3,360
Bureau of Conveyances Land Title Records Online Search & Ordering System	$212,824	$187,432	$24,428	$965	$25,393
Bureau of Conveyances LandShark	$41,944	$20,972	$0	$20,972	$20,972
Bureau of Conveyances LandShark Bulk	$66,000	$19,800	$0	$46,200	$46,200
Bureau of Conveyances Title & Records Management System	$501,828	$0	$501,828	$0	$501,828
Bureau of Conveyances Title & Records Management System Payments	$818,972	$812,451	$6,521	$0	$6,521
Civil Resource Violation System	$28,859	$14,430	$14,430	$0	$14,430
Commercial Activity/Beach Wedding Permits (Wiki Permits)	$173,848	$151,248	$22,600	$0	$22,600
Commercial Marine Licensing System	$151,514	$116,497	$31,414	$3,603	$35,017
Commercial Vessel Landing Permits	$107,066	$96,310	$10,756	$0	$10,756

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Freshwater Game Fishing Licenses	$11,983	$10,140	$0	$1,843	$1,843
Na Ala Hele Trail & Access System	$39,193	$35,725	$0	$3,468	$3,468
Online Hunting License Applications	$183,569	$162,180	$21,389	$0	$21,389
Online Reservation System (Camping)	$1,121,082	$1,012,090	$0	$108,991	$108,991
Uniform Commercial Code Filings	$1,258	$1,147	$0	$111	$111
Vessel Registrations	$221,856	$206,386	$15,470	$0	$15,470
Total	**$4,289,031**	**$3,314,571**	**$758,317**	**$216,143**	**$974,460**

Department of Public Safety

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Controlled Substances Registration System	$410,555	$359,814	$50,241	$0	$50,241
Total	**$410,055**	**$359,814**	**$50,241**	**$0**	**$50,241**

Department of Transportation

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Surplus Auction System	$8,991	$8,091	$0	$899	$899
Total	**$8,991**	**$8,091**	**$0**	**$899**	**$899**

Department of Taxation

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Bulk Tax Filings	$3,833	$0	$0	$3,833	$3,833
eFile	$1,859,634,364	$1,858,940,866	$0	$693,498	$693,498
Hawaii Business Express (DOTAX)	$410,408	$363,070	$0	$47,338	$47,338
Modernized eFile	$547,398	$0	$421,953	$125,445	$547,398
Total	**$1,860,596,002**	**$1,859,303,936**	**$421,953**	**$870,113**	**$1,292,066**

Hawaii Information Consortium, LLC

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Adjustments	$1,768	$0	$0	$1,768	$1,768
eHawaii.gov Notification Service	$4,598	$0	$0	$4,598	$4,598
Late Fees	$359	$0	$0	$359	$359
Non-Sufficient Funds Fees	$2,013	$0	$0	$2,013	$2,013
Service Fees	$22,306	$0	$0	$22,306	$22,306
Subscriber Fees	$30,450	$0	$0	30,450	$30,450
Total	**$61,493**	**$0**	**$0**	**$61,493**	**$61,493**

Hawaii Teacher Standards Board

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Hawaii Teacher Standards Board License Renewals	$635,554	$557,355	$78,199	$0	$78,199
Total	**$635,554**	**$557,355**	**$78,199**	**$0**	**$78,199**

Judiciary

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Document Payments	$19,551	$19,053	$0	$498	$498
Driver Monitoring	$370,733	$0	$0	$370,733	$370,733
eTraffic Payments	$5,249,975	$5,047,220	$0	$202,755	$202,755
Filing Payments	$191,175	$186,330	$0	$4,845	$4,845
Traffic Abstracts	$4,501,537	$3,914,380	$0	$587,157	$587,157
Total	**$10,332,971**	**$9,166,983**	**$0**	**$1,165,987**	**$1,165,987**

Office of the Lieutenant Governor

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Name Change	$55,770	$50,700	$0	$5,070	$5,070
Total	**$55,770**	**$50,700**	**$0**	**$5,070**	**$5,070**

State Procurement Office

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Hawaii Compliance Express (HCE)	$172,188	$0	$0	$172,188	$172,188
Hawaii eProcurement System (HIePro)	$308,783	$0	$0	$308,783	$308,783
Total	**$480,971**	**$0**	**$0**	**$480,971**	**$480,971**

Grand Total

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Grand Total	**$2,015,661,280**	**$2,008,153,427**	**$3,217,134**	**$4,290,719**	**$7,507,852**

Table: 2015 Time & Materials and Hosting Revenue

Budget and Finance

Service Name by Department	Partner Paid HIC
Budget and Finance Hosting Fees	$6,436
Employer Union Benefits Trust Fund	$21,035
Total	**$27,471**

City and County of Honolulu

Service Name by Department	Partner Paid HIC
Absentee Ballot System Hosting	$2,513
Total	**$2,513**

County of Hawaii

Service Name by Department	Partner Paid HIC
Hawaii Police Department Hosting	$1,254
Public Works Hosting	$1,200
Total	**$2,454**

Department of the Attorney General

Service Name by Department	Partner Paid HIC
Charity Registration System	$12,500
Hawaii Integrated Justice Information Sharing	$4,013
Hawaii Integrated Justice Information Sharing Portal Hosting	$9,424
Solicitors Registration System	$76,440
Mobile Covered Offender Registry Application	25,500
Total	**$127,877**

Department of Business, Economic Development and Tourism

Service Name by Department	Partner Paid HIC
Business Development & Support Division Website Maintenance	$12,573
Community Based Economic Development Form	$4,118
Film Permits	$12,727

Service Name by Department	Partner Paid HIC
Hosting Fees	$6,597
Energy Project Directory	$3,581
FTZ9 Hosting	$943
Hawaii Clean Energy Initiative Website	$4,712
Hawaii Clean Energy Initiative Website Hosting	$524
Solar Water Heater Variance	$15,707
Total	**$61,482**

Department of Commerce and Consumer Affairs

Service Name by Department	Partner Paid HIC
Cable Television Broadband Website	$2,383
Professional Vocational Licensing Initial Guard Application	$9,600
Total	**$11,983**

Department of Health

Service Name by Department	Partner Paid HIC
Disability Parking Permits	$31,414
Disability Parking Permits Hosting	$12,000
Event Registration Development	$4,188
Event Registration Hosting	$1,047
Health Care Facilities Licensing System	$10,000
Medical Marijuana Patient Application System	$50,000
Medical Marijuana Registry	$10,000
TB Branch Hosting	$8,000
Vital Records Ordering System Improvements	$50,000
Total	**$176,649**

Department of Labor and Industrial Relations

Service Name by Department	Partner Paid HIC
Green LMI Hosting	$1,257
Hawaii Installation & Inspection Permitting System	$87,500

Service Name by Department	Partner Paid HIC
Hoisting Machine Operators Advisory Board Website	$5,236
WoRLDS	$67,128
Total	**$161,120**

Department of Land and Natural Resources

Service Name by Department	Partner Paid HIC
Commercial Marine Licensing System	$16,283
Division of State Parks Website Redesign	$805
Engineering Division WordPress Site Hosting	$1,257
Hunter Education Online Course Registration and Records Management System	$52,880
Na Ala Hele Trail & Access System Redesign	$42,618
Special Use Permitting System	$18,325
Total	**$132,166**

Department of Taxation

Service Name by Department	Partner Paid HIC
Resident Reporting Hosting and Maintenance	$10,000
Total	**$10,000**

Ethics Commission

Service Name by Department	Partner Paid HIC
Hawaii State Ethics Commission Development	$25,000
Hawaii State Ethics Commission Hosting	$1,571
Total	**$26,571**

Hawaii Health Systems Corporation

Service Name by Department	Partner Paid HIC
Hawaii Health Systems Corporation Development	$594
Hawaii Health Systems Corporation Hosting	$1,571
Total	**$2,513**

Hawaii Teachers Standards Board (HTSB)

Service Name by Department	Partner Paid HIC
HTSB Infrastructure Support	$333
HTSB Hosting Fees	$1,923
Total	**$2,256**

Judiciary

Service Name by Department	Partner Paid HIC
Hosting Fees	$5,000
Judiciary Website Maintenance	$21,815
Total	**$26,815**

Office of Enterprise Technology Services

Service Name by Department	Partner Paid HIC
Access Accommodation	$1,257
myHawaii.gov	$10,461
State Template	$39,661
Total	**$51,378**

Grand Total

Service Name by Department	Partner Paid HIC
Grand Total	**$822,901**

2016 Financials

Total Funds Collected: $1,094,128,625

Partner Total: $1,089,478,376

Partner Paid HIC: $1,990,834

User Paid HIC: $2,659,415

Total HIC Revenue: $4,650,250

Table: 2016 Transactional Service Revenue

County of Hawaii

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Building Permit Payments	$193,465	$189,042	$0	$4,424	$4,424
Online Reservation System (Camping)	$174,797	$151,371	$0	$23,426	$23,426
Real Property Tax Payments	$8,831,759	$8,752,533	$0	$79,226	$79,226
Motor Vehicle Registration Renewals	$1,315,604	$1,270,144	$0	$45,461	$45,461
Water Bill Payments	$1,167,658	$1,131,899	$0	$35,579	$35,579
Total	**$11,683,284**	**$11,494,988**	**$0**	**$188,296**	**$188,296**

County of Kauai

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Motor Vehicle Registration Renewals	$374,126	$362,432	$0	$11,694	$11,694
Real Property Tax Payments	$6,998,477	$6,957,218	$0	$41,259	$41,259
Sewer Payments	$87,623	$84,905	$0	$2,718	$2,718
Total	**$7,460,226**	**$7,404,555**	**$0**	**$55,672**	**$55,672**

County of Maui

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Motor Vehicle Bulk Renewals	$144,146	$143,046	$0	$1,100	$1,100
Motor Vehicle Registration Renewals	$3,063,704	$2,976,273	$0	$87,431	$87,431
Total	**$3,207,850**	**$3,119,319**	**$0**	**$88,531**	**$88,531**

Department of the Attorney General

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Adult Criminal Information Search (eCrim)	$463,260	$350,251	$0	$113,009	$113,009
Bulk Covered Offender Registry Data	$2,000	$1,000	$0	$1,000	$1,000
Charity Registration	$531,235	$509,474	$21,761	$0	$21,761
Notary	$58,705	$52,930	$0	$5,775	$5,775
Solicitors Registration System	$45,250	$40,725	$4,525	$0	$4,525
Unlimited Criminal History Search	$77,000	$53,900	$0	$23,100	$23,100
Total	**$1,177,450**	**$1,008,280**	**$26,286**	**$142,884**	**$169,170**

Department of Business, Economic Development and Tourism

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Film Permits	$3,480	$0	$0	$3,480	$3,480
Total	**$3,480**	**$0**	**$0**	**$3,480**	**$3,480**

Department of Commerce and Consumer Affairs

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Agent List Builder	$28	$9	$0	$19	$19
Annual Business Filings	$658,182	$444,543	$213,639	$0	$213,639
Business Bulk Data	$35,000	$0	$0	$35,000	$35,000
Business Documents	$93,398	$62,267	$0	$31,130	$31,130

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Business Entity List Builder	$3,553	$0	$0	$3,553	$3,553
Hawaii Insurance License Renewals	$1,744,873	$1,657,288	$87,584	$0	$87,584
Hawaii Business Express (DCCA)	$471,690	$328,063	$143,626	$0	$143,626
Mortgage Foreclosure Dispute Resolution Public Notices	$30,300	$28,785	$1,515	$0	$1,515
MyPVL	$12,814	$11,533	$0	$1,281	$1,281
Professional Vocational Licensing Bulk Data	$19,000	$9,500	$0	$9,500	$9,500
Professional Vocational Licensing List Builder	$45,846	$22,439	$0	$23,407	$23,407
Professional Vocational Licensing Renewals	$5,651,966	$5,035,563	$616,403	$0	$616,403
Total	**$8,766,649**	**$7,599,990**	**$1,062,768**	**$103,891**	**$1,166,658**

Department of Health

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Clinical License Renewals	$530	$451	$79	$0	$79
Electronic Death Registration System	$19,585	$18,100	$0	$1,485	$1,485
Marriage Licenses	$672,718	$613,758	$0	$58,960	$58,960
Marriage Performer Licenses	$15,110	$0	$0	$15,110	$15,110
Medical Marijuana Registry	$292,599	$265,125	$0	$27,474	$27,474
Vital Records Ordering System	$440,371	$339,676	$0	$100,695	$100,695
Waste Water Permits	$53,500	$49,220	$0	$4,280	$4,280
Total	**$1,494,412**	**$1,286,330**	**$79**	**$208,003**	**$208,083**

Department of Labor and Industrial Relations

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Hawaii Installation & Inspection Permitting System	$53,750	$48,375	$5,375	$0	$5,357
Hawaii Unemployment Insurance (HUI) Express	$33,619,735	$33,573,805	$0	$45,931	$45,931
Total	**$33,673,485**	**$33,622,180**	**$5,375**	**$45,931**	**$51,306**

Department of Land and Natural Resources

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Boating Accounts Receivable System	$293,739	$286,296	$7,444	$0	$7,444
Bureau of Conveyances eRecording	$2,990	$0	$0	$2,990	$2,990
Bureau of Conveyances Image Bulk	$15,000	$4,500	$0	$10,500	$10,500
Bureau of Conveyances Index Bulk	$2,400	$720	$0	$1,680	$1,680
Bureau of Conveyances Title & Records Management System	$241,161	$0	$241,161	$0	$241,161
Bureau of Conveyances Title & Records Management System Payments	$1,489,572	$1,486,029	$3,543	$0	$3,543
Bureau of Conveyances LandShark	$25,892	$12,946	$0	$12,946	$12,946
Bureau of Conveyances LandShark Bulk	$32,000	$9,600	$0	$22,400	$22,400
Bureau of Conveyances Land Title Records Online Search & Ordering System	$116,152	$102,383	$13,274	$495	$13,769
Civil Resource Violation System	$14,780	$7,390	$7,390	$0	$7,390

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Commercial Activity/Beach Wedding Permits (Wiki Permits)	$86,286	$75,069	$11,217	$0	$11,217
Commercial Marine Licensing System	$65,457	$48,308	$15,707	$1,443	$17,149
Commercial Vessel Landing Permits	$51,083	$45,944	$5,139	$0	$5,139
Freshwater Game Fishing Licenses	$6,948	$5,822	$0	$1,126	$1,126
Hunt Application System	$9,709	$7,983	$1,726	$0	$1,726
Na Ala Hele Trail & Access System	$22,814	$20,740	$0	$2,074	$2,074
Online Hunting License Applications	$60,496	$53,586	$6,910	$0	$6,910
Online Reservation System (Camping)	$728,718	$658,849	$0	$69,870	$69,870
Uniform Commercial Code Filings	$1,502	$1,364	$0	$138	$138
Vessel Registrations	$103,384	$96,267	$7,116	$0	$7,116
Total	**$3,370,084**	**$2,923,795**	**$320,627**	**$125,662**	**$446,289**

Department of Public Safety

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Controlled Substances Registration System	$200,890	$176,279	$24,611	$0	$24,611
Total	**$200,890**	**$176,279**	**$24,611**	**$0**	**$24,611**

Department of Transportation

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Surplus Auction	$1,882	$1,694	$0	$188	$188
Total	**$1,882**	**$1,694**	**$0**	**$188**	**$188**

Department of Taxation

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Bulk Tax Filings	$2,115	$0	$0	$2,115	$2,115
eFile	$1,016,011,471	$1,015,379,225	$0	$632,246	$632,246
Hawaii Business Express (DOTAX)	$241,343	$212,060	$0	$29,283	$29,283
Total	**$1,016,254,928**	**$1,015,591,285**	**$0**	**$663,643**	**$663,643**

Hawaii Information Consortium, LLC

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Adjustments	$2,035	$0	$0	$2,035	$2,035
Late Fees	$570	$0	$0	$570	$570
eHawaii.gov Notification Service	$2,515	$0	$0	$2,515	$2,515
Service Fees	$17,310	$0	$0	$17,310	$17,310
Subscriber Fees	$16,650	$0	$0	$16,650	$16,650
Non-Sufficient Funds Fees	$2,015	$0	$0	$2,015	$2,015
Total	**$41,095**	**$0**	**$0**	**$41,095**	**$41,095**

Hawaii Teacher Standards Board

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Hawaii Teacher Standards Board License Renewals	$306,025	$268,445	$37,580	$0	$37,580
Total	**$306,025**	**$268,445**	**$37,580**	**$0**	**$37,580**

Judiciary

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Document Payments	$14,472	$14,104	$0	$368	$368
Driver Monitoring	$183,434	$0	$0	$183,434	$183,434
eTraffic Payments	$2,885,429	$2,774,609	$0	$110,821	$110,821

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Filing Payments	$103,883	$101,250	$0	$2,633	$2,633
Traffic Abstracts	$2,364,492	$2,056,080	$0	$308,412	$308,412
Total	**$5,551,709**	**$4,946,042**	**$0**	**$605,667**	**$605,667**

Office of the Lieutenant Governor

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Name Change	$31,625	$28,750	$0	$2,875	$2,875
Total	**$31,625**	**$28,750**	**$0**	**$2,875**	**$2,875**

State Procurement Office

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Hawaii Compliance Express (HCE)	$99,012	$0	$0	$99,012	$99,012
Hawaii eProcurement System (HIePro)	$283,870	$0	$0	$283,870	$283,870
Surplus Auction	$7,161	$6,444	$0	$717	$717
Total	**$390,042**	**$6,444**	**$0**	**$383,598**	**$383,598**

Grand Total

Service Name by Department	Total Funds Collected	Partner Total	Partner Paid HIC	User Paid HIC	HIC Revenue Total
Grand Total	**$1,093,615,117**	**$1,089,478,376**	**$1,477,326**	**$2,659,415**	**$4,136,742**

Table: 2016 Time & Materials and Hosting Revenue

Budget and Finance

Service Name by Department	Partner Paid HIC
Employees' Retirement System	$13,487
ers.ehawaii.gov Website	$5,497
ers.ehawaii.gov Website Hosting	$600
Self-Service System Hosting	$2,618
Solicitors Registration System	$20,974
Total	**$43,176**

City and County of Honolulu

Service Name by Department	Partner Paid HIC
Absentee Ballot System	$1,257
eBench Warrants Service	$4,921
Total	**$6,178**

County of Hawaii

Service Name by Department	Partner Paid HIC
flood.hawaiicounty.gov Website	$100
Hawaii Police Department Hosting	$523
traffic.hawaiicounty.gov Website	$100
Total	**$723**

Department of the Attorney General

Service Name by Department	Partner Paid HIC
Charity Registration Retrieval System	$5,236
Co-Venturer Written Consent Form	$13,890
Hawaii Integrated Justice Information Sharing	$18,806
Volunteer and Employee Criminal History Search	$8,330
Sex Offender Information Management System	$29,832
Total	**$76,094**

Department of Business, Economic Development and Tourism

Service Name by Department	Partner Paid HIC
Business Development & Support Division Website Hosting	$813
Business Development & Support Division Website Maintenance	$6,423
EV Stations Hosting	$628
EZ Forms	$1,157
FTZ9 Hosting	$629
Hawaii Clean Energy Initiative Website Hosting	$628
Renewable Energy Permitting Wizard Hosting	$628
Renewable Energy Projects Directory	$12,338
Total	**$23,245**

Department of Health

Service Name by Department	Partner Paid HIC
Medical Marijuana Dispensary Licensing System	$28,272
Medical Marijuana Dispensary Licensing System Hosting	$4,000
TB Branch Enhancements	$2,000
TB Branch Hosting	$4,000
Total	**$38,272**

Department of Labor and Industrial Relations

Service Name by Department	Partner Paid HIC
Green LMI Hosting	$628
Hoisting Machine Operators Advisory Board Website	$5,236
Total	**$5,864**

Department of Land and Natural Resources

Service Name by Department	Partner Paid HIC
Commercial Marine Licensing System	$204,226
Engineering Division WordPress Site Hosting	$628
Hunt Lottery Drawing System	$2,618
Hunter Education Online Course Registration and Records Management System	$25,524

Service Name by Department	Partner Paid HIC
Special Use Permitting System	$7,853
Special Use Permitting System Hosting	$628
Total	**$241,477**

Department of Taxation

Service Name by Department	Partner Paid HIC
Resident Reporting Maintenance & Hosting	$2,500
Total	**$2,500**

Ethics Commission

Service Name by Department	Partner Paid HIC
Hawaii State Ethics Commission	$131
Total	**$131**

Hawaii Health System Corporation

Service Name by Department	Partner Paid HIC
leahi.hhsc.org & maluhia.hhsc.org Websites Hosting	$1,257
Total	**$1,257**

Hawaii State Public Library System

Service Name by Department	Partner Paid HIC
Hawaii State Public Library System Website Redesign	$29,068
Total	**$29,068**

Hawaii Teachers Standards Board

Service Name by Department	Partner Paid HIC
HTSB Website Hosting Fees	$1,178
Total	**$1,178**

Judiciary

Service Name by Department	Partner Paid HIC
Judiciary Website Support	$4,363

Service Name by Department	Partner Paid HIC
Hosting Fees	$2,250
Total	**$6,613**

Office of Enterprise Technology Services

Service Name by Department	Partner Paid HIC
ACA Support	$10,000
myHawaii.gov	$6,079
State Template	$1,630
Total	**$17,709**

University of Hawaii

Service Name by Department	Partner Paid HIC
University of Hawaii Survey	$20,024
Total	**$20,024**

Grand Total

Service Name by Department	Partner Paid HIC
Grand Total	**$513,508**

Appendix C: Customer Service Statistics

HIC believes that customer service is key to being a great company and our #1 goal is to provide top-notch support to the public and to our partners. Our contract requires that we run a help desk to assist individuals on weekdays from 7:30 AM to 4:30 PM and that we respond to all requests within two business days. Our highly trained and enthusiastic customer support team knows our services inside and out. If a customer has a question or problem while using one of our services, our team is available to help via telephone, email, or live chat during work hours. We also contract with a virtual answering service to offer 24/7 phone support to ensure citizens receive the help they need 24/7, day or night.

Fielding an average of over **6,700 requests** (monthly) via emails, phone calls and online chats for 110+ services, our team surpasses the requirement set in our contract of returning calls within two business days. We return any missed communications the same day and the next business day for communications that come in after business hours. Our email **average response time is 1 hour and 53 minutes**. The team strives to provide accurate and effective information in a timely and professional manner, whether dealing with the public or working with our partners. From January 1, 2016 to October 31, 2016, HIC's customer service department handled 67,419 inquiries, an increase of over 14,576 since 2015.

And it's not only questions about the services we personally provide that we support - we also serve as an informal state helpline and excel at answering just about any question a citizen can have - from which beaches are most dog friendly, to who to contact for potholes, tree trimming on public property, and even responding to kids requests for homework help.

Read the customer service statistics in the Total Requests by Service section for a full report of customer service requests broken down by service.

Feedback

With FreshDesk, when an inquiry is made, the user is eligible to rate the customer service representative that handled the questions and provide supporting comments. FreshDesk also gives points to the customer service team members and rates them as *Most Valuable Player*, *Customer Wow Champion*, *Sharpshooter* and *Speed Racer.* This is an added motivator and encourages the team to answer tickets promptly, courteously, and efficiently.

Below is a sampling of comments given to our HIC team members by actual customers.

> *The gentleman, Nick, whom answered the phone was AAA service. I appreciated talking with him and he resolved the issue within 3 minutes and had me ready to go before he hung up with me.*
>
> *Great customer service. Gives me more faith in my state government.*
>
> *Awesome job guys!!!! Keep up the good work!!!! Appreciate the work you guys do to make things easier and better for the local people and the rest of the public. From the "Alipio" ohana Mahalo nui!!!!!!*
>
> *Awesome, I had a response very fast, and the web site was laid out easy, I had no trouble navigating, customer support was excellent. I never leave a review so that means a lot!!*
>
> *Being a senior citizen, I am not good at all this computer stuff so I am ever so grateful for any and all the help I can get. You have been awesome with providing me with the services that I need at hand. Mahalo nui!*
>
> *All licensees that have dealt with Bobby (the other representatives are great too!) have had their issues resolved swiftly and efficiently. Great help! Mahalo!*
>
> *Jamie is exceptionally efficient, succinct, and helpful. Fast service today!*
> *Terrific online experience. Thank you for having that [live chat] feature available.*
>
> *Norman researched my request very quickly and resolved my issue. Much appreciated. Mahalo.*
>
> *As we all know its very frustrating trying to get to a site and not being able to I called Bobby several times and each time he was very patient and understanding, and I thank him for that, that's when you know a person loves his job and not only there for a paycheck. Have an awesome day.*

Total Requests by Service

Below is a chart showing the total number of customer service requests (phone, chat and emails) from January 1, 2016 to October 31, 2016 with percentage breakdown by service.
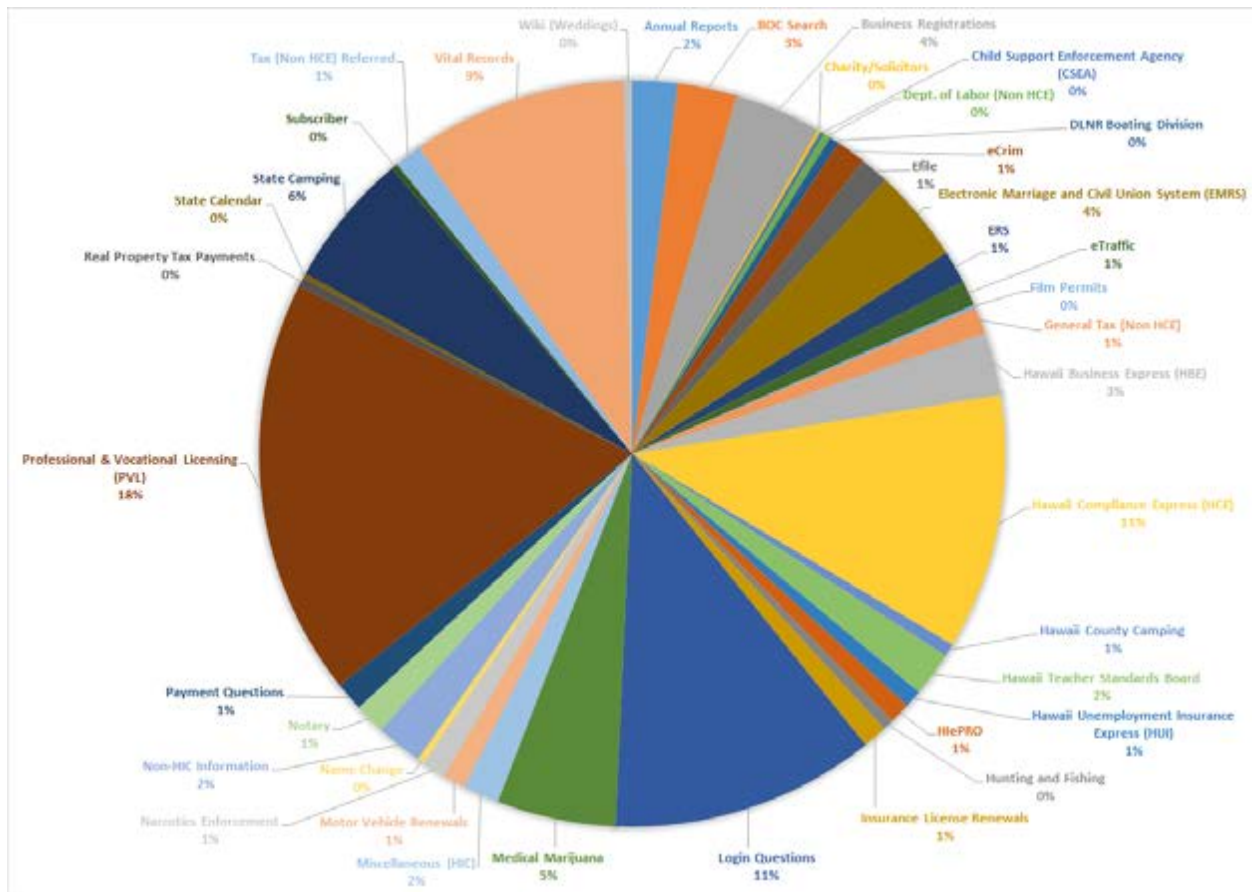
Number of Requests by Service

Below are the customer service requests (phone, chat and emails) from January 1, 2016 to October 31, 2016 by service. service.

Service	Number of Contacts
Professional & Vocational Licensing (PVL)	12,139
Login Questions	7,701
Hawaii Compliance Express (HCE)	7,437

Service	Number of Contacts
Vital Records	6,236
State Camping	3,936
Medical Marijuana	3,464
Electronic Marriage and Civil Union System (EMRS)	2,724
Business Registrations	2,519
Hawaii Business Express (HBE)	1,827
BOC Search	1,728
Non-HIC Information	1,353
Annual Reports	1,313
Hawaii Teacher Standards Board	1,300
Miscellaneous (HIC)	1,045
ERS	953
Notary	896
eCrim	869
Efile	836
Payment Questions	835
Tax (Non HCE) Referred	807
General Tax (Non HCE)	772
eTraffic	733
Insurance License Renewals	700
Narcotics Enforcement	691
Motor Vehicle Renewals	660
HIePRO	607
Hawaii Unemployment Insurance Express (HUI)	510
Hawaii County Camping	366
Hunting and Fishing	332
DLNR Boating Division	292

Service	Number of Contacts
Real Property Tax Payments	274
Wiki (Weddings)	249
Dept. of Labor (Non HCE)	207
Name Change	205
Subscriber	183
State Calendar	129
Child Support Enforcement Agency (CSEA)	116
Film Permits	102
Total	**67,147**

*14 other services had less than 100 contacts each, accounting for 282 contacts total.

Appendix D: Marketing and Outreach

2016 Portal Notifications

The Portal sends postcards, reminders, alerts and other notices on behalf of many of our partners. These include U.S. postal mail, email, and automated email and text messages via the eHawaii.gov Notification Service. The eHawaii.gov Notification Service is integrated with my.hawaii.gov where portal users can view a history of automated notifications received from the Portal. The table below lists all notifications sent from January - November 2016.

Agency	Service Name	Description	Message Type(s)	Messages Sent
County of Kauai	Real Property Tax eBill (payments.ehawaii.gov/propertytax/kauai)	Email eBill notice County of Kauai property owners.	Email	5,955
DCCA BREG	AlertMe (alertme.ehawaii.gov)	Near real-time business activity monitoring alerts of business registration filings and reminders to file your annual business report.	Email, Text Message	165,504
DCCA BREG	Annual Business Filings (hbe.ehawaii.gov/annuals)	Email reminder to file your annual business report.	Email	4,474
DCCA BREG	Annual Business Filings (hbe.ehawaii.gov/annuals)	Postcard reminder to file your annual business report.	Postcard	133,162
DCCA INS	Hawaii Insurance License Renewals (www.ehawaii.gov/insrenew)	Email Reminder to renew your Hawaii insurance license.	Email	40,096
DCCA INS	Hawaii Insurance License Renewals (www.ehawaii.gov/insrenew)	Postcard reminder to renew your Hawaii insurance license.	Postcard	33,670
DCCA PVL	PVL License Renewals (pvl.ehawaii.gov/renewals)	Email reminder to renew your professional vocational license.	Email	58,233
DCCA PVL	PVL License Renewals (pvl.ehawaii.gov/renewals)	Postcard reminder to renew your professional vocational license.	Postcard	107,359

Agency	Service Name	Description	Message Type(s)	Messages Sent
DLIR UI	Hawaii Unemployment Insurance Express (hui.ehawaii.gov)	Reminder to employers that your Unemployment Insurance form is due.	Email, Text Message	1,810
DOTAX	eFile (dotax.ehawaii.gov)	Reminders to file your G45 or G49 tax forms.	Email, Text Message	169,897
DPS NED	Controlled Substances Registration System (ned.ehawaii.gov)	Notice regarding change in registration fees for prescribers of narcotics.	Email	6,412
SPO	HIePro (hiepro.ehawaii.gov)	Newsletters, overdue payment notices, service improvement notices, surveys, and other announcements to HIePro users.	Email	28,235
SPO	Surplus Auction Service (sposurplusauction.ehawaii.gov)	Notice announcing upcoming auction.	Email	940
State of Hawaii	RSS Alerts (portal.ehawaii.gov)	Alert of State of Hawaii government news.	Email, Text Message	6,684
Total				**762,431**

2016 Press Releases

Title	Link	Date
Hawaii Attorney General wins Best Government Mobile Application and Best Information Services Mobile Application	hic.ehawaii.gov/2016/01/06/hawaii-attorney-general-wins-best-government-mobile-application-and-best-information-services-mobile-application	01/06/16
Hawaii Medical Marijuana Dispensary License Application Now Available Online	hic.ehawaii.gov/2016/01/14/hawaii-medical-marijuana-dispensary-license-application-now-available-online	01/14/16
First Quarter Hawaii Annual Business Reports Due	hic.ehawaii.gov/2016/01/15/first-quarter-hawaii-annual-business-reports-due	01/15/16
Hawaii DOH Continues to Improve Vital Records Online Ordering System	businesswire.com/news/home/20160210005200/en/Hawaii-Department-Health-Continues-Improve-Vital-Records	02/10/16
Hawaii Architects, Professional Engineers, Landscape Architects and Land Surveyors Can Now Renew Their Licenses Online	hic.ehawaii.gov/2016/03/10/hawaii-architects-professional-engineers-landscape-architects-and-land-surveyors-can-now-renew-their-licenses-online	03/10/16
Second Quarter Hawaii Annual Business Reports Due	hic.ehawaii.gov/2016/04/20/second-quarter-hawaii-annual-business-reports-due	04/20/16
New Guard Employee Application Process Available Online at MyPVL	hic.ehawaii.gov/2016/04/26/new-guard-employee-application-process-available-online-at-mypvl	04/26/16
Hawaii Launches Online Heald College Transcript Ordering System	hic.ehawaii.gov/2016/08/15/hawaii-launches-online-heald-college-transcript-ordering-system	08/16/16
Hawaii Contractors Are Urged To Renew Early Online At MyPVL	finance.yahoo.com/news/hawaii-contractors-urged-renew-early-120000981.html	08/16/16
Online Absentee Ballot Delivery Honored for Excellence in Government by the Interactive Media Awards	hic.ehawaii.gov/2016/08/31/online-absentee-ballot-delivery-honored-for-excellence-in-government-by-the-interactive-media-awards	08/31/16
Hawaii Department of Health Receives 2016 Digital Government Achievement Award	hic.ehawaii.gov/2016/09/07/dgaa-award	09/07/16
Fourth Quarter Hawaii Annual Business Reports Due	hic.ehawaii.gov/2016/10/18/fourth-quarter-reports	10/14/16

2016 Awards Received

Award	URL	App / Company Name	Status
Interactive Media Awards	interactivemediaawards.com	Absentee Voter Ballot	Best in class
Judiciary	courts.state.hi.us/news_and_reports/press_releases/2016/08/hawaii-state-judiciary-website-voted-1-in-the-nation	Judiciary Website	Winner of National Association for Court Management's (NACM) Top 10 Court Technology Solutions Awards for 2016
Digital Government Achievement Award	erepublic.co1.qualtrics.com/SE/?SID=SV_ctOZlmWnpAEdXWl	Vital Records	Winner - Driving Digital Government State Government
Healthiest Employers	healthiestemployers.co1.qualtrics.com/SE/?SID=SV_6XX5qR4H4xgGj09	HIC	Finalist - 5th place
Best Places to Work - Quantum Workplace	quantumworkplace.com/best-places-to-work	HIC	Finalist - 8th place

Appendix E: Glossary

Avoided Costs – Costs avoided in regards to labor associated with data entry, paper, mailing, marketing and outreach. This does not include any IT related costs/savings.

HIC Revenue Total – Sum of "Partner Paid HIC" and "User Paid HIC"

Partner – State or County agency

Partner Paid HIC – Amount partner pays HIC which may include Portal Administration Fee if absorbed by the partner

Partner Total – Amount disbursed by HIC to partner

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)

Statutory Fees Collected – Statutory Fees collected by HIC on behalf of the partner

Street Value – Cost of the service if the state outsourced to an external vendor based on an estimated $195/hour rate

Time and Materials – Funds paid by partner based upon fixed cost or hourly contract rates

Total Funds Collected – Total monies collected through the portal

Transactional Revenue – Funds generated through transaction fees paid by the customer or partner to HIC

User – Customer or public user of the service

User Paid HIC – Amount user pays in Portal Administration Fees