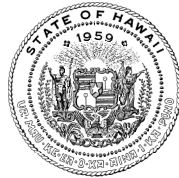


JOSH GREEN, M.D.  
GOVERNOR  
KE KIA'AINA



DEPT. COMM. NO. 289

KEITH A. REGAN  
COMPTROLLER  
KA LUNA HO'OMALU HANA LAULĀ

CHRISTINE M. SAKUDA  
CHIEF INFORMATION OFFICER  
LUNA 'ENEHANA

**STATE OF HAWAII | KA MOKU'ĀINA O HAWAII'**  
**DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES | KA 'OIHANA LOIHELU A LAWELAWE LAULĀ**  
**OFFICE OF ENTERPRISE TECHNOLOGY SERVICES | KE'ENA HO'OLANA 'ENEHANA**  
P.O. BOX 119, HONOLULU, HAWAII 96810-0119

January 3, 2025

The Honorable Governor Josh Green, M.D.

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

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

Aloha Governor Green, Senate President Kouchi, Speaker Nakamura, and Members of the Legislature:

On behalf of the Access Hawaii Committee, chaired by the State Chief Information Officer, the Office of Enterprise Technology Services respectfully submits the attached Annual Summary Report on the Operation of the Internet Portal, pursuant to HRS Section 27G-5.

In accordance with HRS section 93-16, this report may be viewed electronically at <https://ags.hawaii.gov/reports/legislative-reports/>.

Sincerely,

Keith A. Regan  
Comptroller

Christine M. Sakuda  
Chief Information Officer

Attachment (1)

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

ANNUAL REPORT ON  
THE OPERATION OF THE INTERNET PORTAL

FOR THE PERIOD

JULY 1, 2023 THROUGH JUNE 30, 2024

SUBMITTED TO

THE THIRTY THIRD STATE LEGISLATURE

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

STATE OF HAWAI'I  
ACCESS HAWAI'I COMMITTEE AND THE  
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES  
ANNUAL REPORT ON THE OPERATION OF THE INTERNET PORTAL  
FOR THE PERIOD FROM JULY 1, 2023 THROUGH JUNE 30, 2024

**Introduction**

Pursuant to section 27G-5, Hawai'i Revised Statutes (HRS), the Access Hawai'i Committee (AHC) submits its annual report to the 2025 Legislature. This year's annual report contains a report by the portal manager/vendor, Hawaii Information Consortium, LLC dba Tyler Hawaii, reflecting work the vendor was authorized to perform by the AHC in conjunction with various State and County agencies.

**Overview:**

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

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

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

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

In 2011, the Portal Program Manager position was created during the 2011 legislative session by Act 164 (SLH 2011) to assist the AHC with the legislative mandated oversight of the internet portal provider. The Portal Program Manager provides guidance to the AHC relating to strategies for online payment and processing, electronic document filing, internet initiatives, paperless initiatives, and web application development. The Portal Program Manager also monitors portal provider activities to ensure compliance with terms and conditions of the portal provider contract, reviews the portal provider's financial reports, evaluates new and existing Statements of Work, fee agreements, priorities, and Service Level Agreements being negotiated between government agencies and the portal provider. The Portal Program Manager collaborates with the portal provider and government agencies to promote e- government and to increase on-line services that can be easily, conveniently, and securely accessed by the public.

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

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

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

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

## **FY 2024 Activities**

The following sections provide key issues and activities addressed by the AHC from July 1, 2023 through June 30, 2024.



### **Preparation for New Request for Proposals (RFP) / Internet Portal Manager Contract Extension**

On February 1, 2024, AHC agreed to support the procuring agency: SPO and the ETS CIO (Contract Administrator) to extend the contract for an additional two (2) years to further support the continuing plan to release a new RFP. The contract that was set to expire on January 3, 2025 was signed to extend until January 3, 2027.

### **Single Sign-On (SSO) Initiative**

On June 6, 2024, AHC approved the request from ETS to amend the scope and timeline for the single sign-on project. ETS moved away from Azure Active Directory Business to Consumer (AD B2C) to ForgeRock Identity Cloud (ForgeRock) as the underlying identity platform supporting the myHawaii service. This change is intended to enhance the constituent experience and provide a more reliable and cohesive platform moving forward. The production launch is scheduled in February 2025.

### **Executed Agreements**

A total of eight (8) Statements of Work (SOWs) were reviewed and signed by the AHC for this fiscal year. Funding for the 8 SOWs was as follows: three (3) were transaction-based, four (4) were fixed rate projects, and one (1) was hybrid (combination of both transaction-based and fixed rate). Three (3) Project Change Requests (PCRs) were signed.

One (1) Service Level Agreement was signed by the County of Kauai, Department of Water to serve as a memorandum of understanding with respect to the implementation of eHawaii.gov services for the Board of Water Supply, County of Kauai, Department of Water.

### **Accolades:**

The State portal program earned the following awards in FY2024:

- Honolulu Emergency Services Department Website– City and County of Honolulu-Honolulu Emergency Services Department
  - W3 Award – Silver Award
  - DotComm Award – Honorable Mention

### **2024 Annual Report by Tyler Hawaii**

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

eHawaii.gov

# ANNUAL REPORT

FY 2024

July 1, 2023 – June 30, 2024

Submitted by:

**Tyler Hawaii**

Burt Ramos, General Manager



*Improving government services  
and helping people*

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# Executive Summary

Digital government is moving forward at an accelerated pace and Hawaii continues as a leader in access to digital government services. Our **24-year partnership** provides purpose driven technology solutions to Hawaii’s citizens, businesses and our government partners. This report highlights the eHawaii.gov program’s ongoing success stories, particularly in the areas of payments, electronic procurement, licensing & permitting, and website design and accessibility.

The past twelve months show how Hawaii’s digital government growth comes from intentional conversations, cooperation, and collaborations.



Today, the eHawaii.gov portal program provides 159 online services. We launched 11 new services and major updates in FY2024. The breakdown of program services by department is provided in Table 1 below. The Department of Land and Natural Resources (DLNR) leverages the portal most broadly, with 29 services. The Department of Commerce and Consumer Affairs (DCCA), the Department of Health (DOH), the Department of the Attorney General (AG), the Department of of Business, Economic Development & Tourism (DBEDT), and the Hawaii State Judiciary (JUD) each have 10 or more services via this program.

The information in this report covers the time period from July 1, 2023 to June 30, 2024.

Throughout FY2024, Tyler Hawaii’s customer service team worked over 6,700 hours to support Hawaii citizens, businesses, visitors, and State and County agencies. Averaging 4,663 interactions each month, the team handled inquiries and questions via phone, online chat, and email. Interactions grew during the 2024 fiscal year, as many local citizens and visitors availed themselves of the State Park Reservation and Access Management System, covering Diamond Head, ‘Iao Valley, and Wai’anapanapa.

**Table 1: Number of Services by Department**

| Department, County, and Tyler                                  | FY2024 Services* |
|----------------------------------------------------------------|------------------|
| Department of Land and Natural Resources (DLNR)                | 29               |
| Department of Commerce and Consumer Affairs (DCCA)             | 12               |
| Department of Health (DOH)                                     | 12               |
| Department of Attorney General (AG)                            | 11               |
| Department of Business, Economic Development & Tourism (DBEDT) | 11               |
| Judiciary (JUD)                                                | 10               |
| County of Hawaii (Hawaii)                                      | 9                |
| County of Kauai (Kauai)                                        | 8                |
| Department of Accounting and General Services (DAGS)           | 8                |
| City and County of Honolulu (CCHNL)                            | 7                |
| Department of Budget and Finance (B&F)                         | 6                |
| Department of Labor and Industrial Relations (DLIR)            | 5                |
| Department of Education (DOE)                                  | 3                |
| County of Maui (Maui)                                          | 2                |
| Department of Taxation (DOTAX)                                 | 2                |
| Department of Transportation (DOT)                             | 2                |
| Enterprise Technology Services (ETS)                           | 2                |
| Office of the Governor (GOV)                                   | 2                |
| Department of Defense (DOD)                                    | 1                |
| Department of Law Enforcement (DLE)                            | 1                |
| Hawaii State Public Library (HSPLS)                            | 1                |
| Legislative Reference Bureau (LRB)                             | 1                |
| Office of the Lieutenant Governor (LG)                         | 1                |
| Tyler Hawaii (Tyler HI) Enterprise Applications and Other**    | 13               |
| <b>Grand Total</b>                                             | <b>159</b>       |

\* Services include online applications and WordPress websites

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

In addition to service upgrades, new services, and providing superior customer service and financial services, Tyler Hawaii continued major system upgrades in FY2024. We collaborated closely with the Office of Enterprise Technology Services (ETS) on the statewide single sign on (SSO) initiative.

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

# Portal Financial Information

## Overview of Revenue

Tyler Hawaii submits financial reports to the Access Hawaii Committee each year. In turn, the Access Hawaii Committee submits an annual report to the Hawaii State Legislature regarding the services that the portal provides to our agencies along with our unaudited financial reports. The portal manages 89 services that feature online payments. We refer to services that include a payment system as “transactional services”. Transactional services are typically self-funded, in whole or part.

In fiscal year 2024, there were over 1.7 million transactions on portal services, averaging 4,648 a day. The portal collected \$594,692,594 and disbursed \$582,820,681 to the State and County agencies. Tyler Hawaii portal revenue was \$11,871,912 in FY2024 and expenses were \$9,753,879, resulting in an operating income of \$2,118,033.



**Table 2: Financial Summary by Fiscal Year\* (FY2024 – Unaudited\*\*)**

| Description             | Amount        |
|-------------------------|---------------|
| Funds Collected         | \$594,692,594 |
| Disbursed to Agency     | \$582,820,681 |
| Tyler Hawaii Revenue    | \$11,871,912  |
| Tyler Hawaii Expenses   | \$9,753,879   |
| Operating Income        | \$2,118,033   |
| Less Income Tax Expense | \$550,078     |
| Net Income              | \$1,567,956   |

\* Please see Appendix H: Glossary for a more detailed explanation of the items in the table.

\*\* Please note that all financial numbers in FY2024 exclude projects outside of the Portal Contract.

## Solution

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

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

## Sources

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

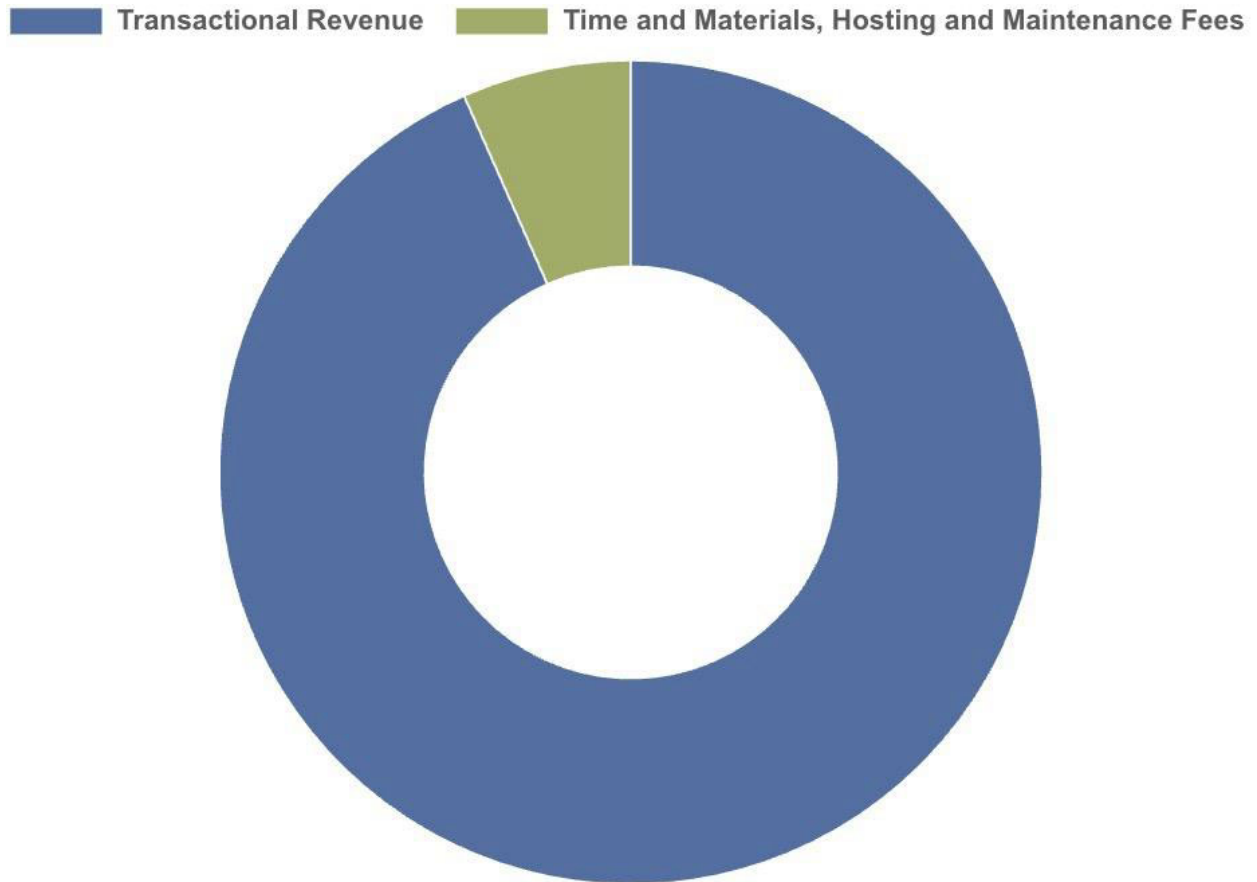
- **Transactional revenue** is collected for services that charge a portal administration fee on each transaction. Self-funding depends primarily on transactional revenue.
- **Time and materials revenue** is collected for projects that cannot justify a transaction fee, for example, services that do not involve a financial transaction or that serve a population too small to sustain self-funding. In most cases these projects benefit from the portal's hourly rates and take advantage of our existing services and infrastructure.
- **Hosting and maintenance revenue** is collected for hosting and maintaining websites or services that are not supported by transactions; it accounts for less than 3% of the portal's overall revenue. In some cases, a hybrid approach may be applied; a service that cannot pay for itself is funded partly by time and materials while hosting and maintenance is supported by transactional revenue.

## Payments Made to the Portal

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

The table below shows that 93% of Tyler Hawaii’s Revenue in FY2024 is comprised of transactional revenue while 7% is from funds collected through time and materials work, hosting and maintenance fees.

**Chart: FY2024 Revenue by Funding Model (Unaudited)**



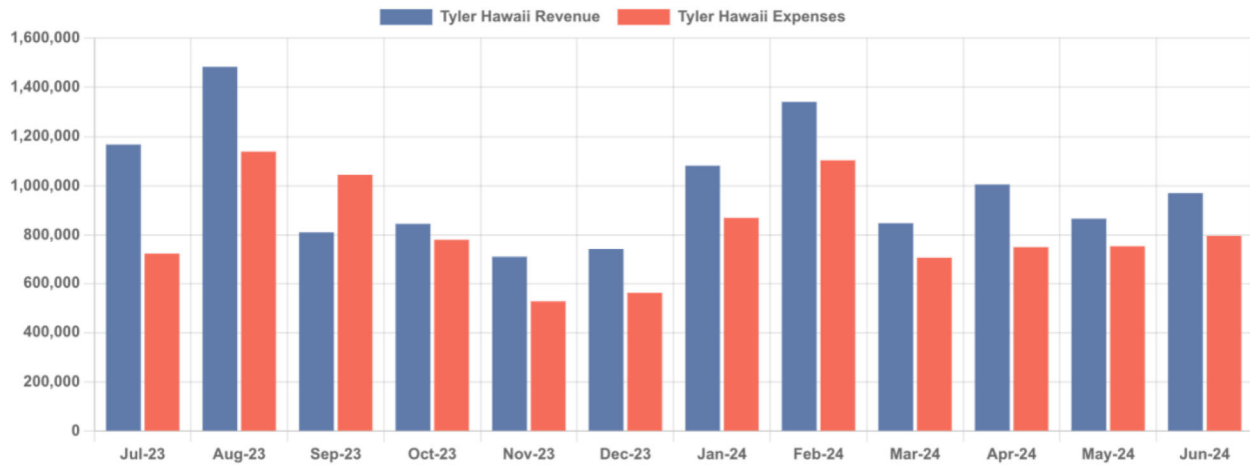
**Table 3: FY2024 Revenue by Funding Model (Unaudited)**

| Category                                         | Amount                 | Percentage  |
|--------------------------------------------------|------------------------|-------------|
| Transactional Revenue                            | \$11,083,353.59        | 93%         |
| Time and Materials, Hosting and Maintenance Fees | \$788,558.89           | 7%          |
| <b>Total Tyler Hawaii Revenue</b>                | <b>\$11,871,912.48</b> | <b>100%</b> |

Tyler Hawaii’s monthly revenue and expenses in FY2024 are displayed above and in the table below. Monthly revenue fluctuates based on the number of transactions processed per service as well as the amount of work performed on time and materials projects.



**Chart: FY2024 Monthly Revenue and Expenses (Unaudited)**



**Table 4: FY2024 Monthly Revenue and Expenses (Unaudited)**

| Month          | Tyler Hawaii Revenue | Tyler Hawaii Expenses |
|----------------|----------------------|-----------------------|
| July 2023      | \$1,167,852          | \$721,298             |
| August 2023    | \$1,482,896          | \$1,138,930           |
| September 2023 | \$811,344            | \$1,045,003           |
| October 2023   | \$845,844            | \$781,019             |
| November 2023  | \$708,488            | \$527,634             |
| December 2023  | \$740,929            | \$561,836             |
| January 2024   | \$1,082,100          | \$870,265             |
| February 2024  | \$1,340,724          | \$1,103,882           |
| March 2024     | \$848,630            | \$704,118             |
| April 2024     | \$1,005,758          | \$749,484             |
| May 2024       | \$866,667            | \$753,154             |
| June 2024      | \$970,681            | \$797,257             |
| <b>Totals</b>  | <b>\$11,871,912</b>  | <b>\$9,753,879</b>    |

# Revenue by Service

The FY2024 transactional revenue by service is listed below:

**Table 5: FY2024 Transactional Revenue by Service (Unaudited)**

| Service Name by Department                                      | Funds Collected (\$)    | Disbursed to Agency (\$) | Agency Paid Tyler HI (\$) | User Paid Tyler HI (\$) | Tyler HI Revenue (\$) |
|-----------------------------------------------------------------|-------------------------|--------------------------|---------------------------|-------------------------|-----------------------|
| <b>Budget and Finance</b>                                       | <b>\$928,540.80</b>     | <b>\$903,664.20</b>      | -                         | <b>\$24,876.60</b>      | <b>\$24,876.60</b>    |
| Employer-Union Health Benefits Trust Fund Payment               | \$928,540.80            | \$903,664.20             | -                         | \$24,876.60             | \$24,876.60           |
| <b>City and County of Honolulu</b>                              | <b>\$167,536,744.41</b> | <b>\$166,419,176.63</b>  | -                         | <b>\$1,117,567.78</b>   | <b>\$1,117,567.78</b> |
| Real Property Tax Payments                                      | \$167,536,744.41        | \$166,419,176.63         | -                         | \$1,117,567.78          | \$1,117,567.78        |
| <b>County of Hawaii</b>                                         | <b>\$150,005,210.71</b> | <b>\$149,059,045.30</b>  | <b>\$44,350.00</b>        | <b>\$901,815.41</b>     | <b>\$946,165.41</b>   |
| Gross Liquor Sales Payments                                     | \$106,064.06            | \$100,403.07             | -                         | \$5,660.99              | \$5,660.99            |
| Hawaii Road Test Scheduler                                      | \$83,140.60             | \$70,498.18              | -                         | \$12,642.42             | \$12,642.42           |
| Liquor Licensing and Permitting                                 | \$90,453.94             | \$84,890.00              | -                         | \$5,563.94              | \$5,563.94            |
| Motor Vehicle Registration Renewals                             | \$5,059,520.58          | \$4,887,718.17           | \$44,350.00               | \$127,452.41            | \$171,802.41          |
| Online Reservation System (Camping)                             | \$408,745.50            | \$366,138.30             | -                         | \$42,607.20             | \$42,607.20           |
| Real Property Tax Payments                                      | \$144,257,286.03        | \$143,549,397.58         | -                         | \$707,888.45            | \$707,888.45          |
| <b>County of Kauai</b>                                          | <b>\$74,320,198.69</b>  | <b>\$73,957,103.13</b>   | -                         | <b>\$363,095.56</b>     | <b>\$363,095.56</b>   |
| Gross Liquor Sales Payments                                     | \$190,790.47            | \$180,404.03             | -                         | \$10,386.44             | \$10,386.44           |
| Kauai Red/Blue Card Exam and ID Card Payments                   | \$10,008.01             | \$9,270.00               | -                         | \$738.01                | \$738.01              |
| Landfill Payments                                               | \$62,852.40             | \$62,692.82              | -                         | \$159.58                | \$159.58              |
| Liquor Licensing and Permitting                                 | \$99,330.75             | \$93,390.00              | -                         | \$5,940.75              | \$5,940.75            |
| Motor Vehicle Registration Renewals                             | \$1,955,864.85          | \$1,898,666.02           | -                         | \$57,198.83             | \$57,198.83           |
| Real Property Tax Payments                                      | \$70,168,174.18         | \$69,922,887.52          | -                         | \$245,286.66            | \$245,286.66          |
| Sewer Payments                                                  | \$1,833,178.03          | \$1,789,792.74           | -                         | \$43,385.29             | \$43,385.29           |
| <b>County of Maui</b>                                           | <b>\$7,980,350.45</b>   | <b>\$7,807,645.46</b>    | -                         | <b>\$172,704.99</b>     | <b>\$172,704.99</b>   |
| Motor Vehicle Bulk Renewal                                      | \$1,224,248.19          | \$1,216,555.69           | -                         | \$7,692.50              | \$7,692.50            |
| Motor Vehicle Registration Renewals                             | \$6,756,102.26          | \$6,591,089.77           | -                         | \$165,012.49            | \$165,012.49          |
| <b>Department of Business, Economic Development and Tourism</b> | <b>\$595,688.47</b>     | <b>\$573,917.09</b>      | <b>\$10,012.00</b>        | <b>\$11,759.38</b>      | <b>\$21,771.38</b>    |
| Aloha Stadium Online Store                                      | \$288.29                | \$258.00                 | -                         | \$30.29                 | \$30.29               |
| EZ Forms                                                        | \$940.00                | -                        | \$940.00                  | -                       | \$940.00              |
| Film Permits                                                    | \$5,630.00              | -                        | -                         | \$5,630.00              | \$5,630.00            |
| FTZ9 Bill Presentment                                           | \$560,480.18            | \$554,381.09             | -                         | \$6,099.09              | \$6,099.09            |
| Solar Water Heater Variance                                     | \$28,350.00             | \$19,278.00              | \$9,072.00                | -                       | \$9,072.00            |
| <b>Department of Commerce and Consumer Affairs</b>              | <b>\$5,389,516.45</b>   | <b>\$4,480,395.56</b>    | <b>\$767,963.50</b>       | <b>\$141,157.39</b>     | <b>\$909,120.89</b>   |
| Agent List Builder                                              | \$1,246.60              | \$538.06                 | -                         | \$708.54                | \$708.54              |
| Annual Business Filings                                         | \$2,632,052.50          | \$2,332,527.00           | \$299,525.50              | -                       | \$299,525.50          |
| Business Bulk Data                                              | \$123,000.00            | -                        | -                         | \$123,000.00            | \$123,000.00          |

| Service Name by Department                                                | Funds Collected (\$)   | Disbursed to Agency (\$) | Agency Paid Tyler HI (\$) | User Paid Tyler HI (\$) | Tyler HI Revenue (\$) |
|---------------------------------------------------------------------------|------------------------|--------------------------|---------------------------|-------------------------|-----------------------|
| Business Documents                                                        | \$277,402.50           | \$221,922.00             | \$55,480.50               | -                       | \$55,480.50           |
| Business Entity List Builder                                              | \$15,853.85            | -                        | -                         | \$15,853.85             | \$15,853.85           |
| Hawaii Business Express (DCCA)                                            | \$2,325,606.00         | \$1,912,648.50           | \$412,957.50              | -                       | \$412,957.50          |
| Hawaii Business Express (DOTAX)                                           | \$14,355.00            | \$12,760.00              | -                         | \$1,595.00              | \$1,595.00            |
| <b>Department of Education</b>                                            | <b>\$34,223.62</b>     | <b>\$30,996.86</b>       | <b>-</b>                  | <b>\$3,226.76</b>       | <b>\$3,226.76</b>     |
| McKinley Community School for Adults Registration Payments                | \$10,189.89            | \$9,320.70               | -                         | \$869.19                | \$869.19              |
| Waipahu Community School for Adults Registration Payments                 | \$24,033.73            | \$21,676.16              | -                         | \$2,357.57              | \$2,357.57            |
| <b>Department of Health</b>                                               | <b>\$4,719,662.03</b>  | <b>\$4,215,180.23</b>    | <b>\$30,486.55</b>        | <b>\$473,995.25</b>     | <b>\$504,481.80</b>   |
| Clinical License Renewals                                                 | \$1,720.00             | \$1,496.40               | \$223.60                  | -                       | \$223.60              |
| Electronic Death Registration System                                      | \$144,615.50           | \$132,614.00             | -                         | \$12,001.50             | \$12,001.50           |
| Facility Access Plan Submission and Review System                         | \$582,118.28           | \$565,935.33             | \$16,182.95               | -                       | \$16,182.95           |
| Marriage Licenses                                                         | \$1,028,685.00         | \$948,798.00             | -                         | \$79,887.00             | \$79,887.00           |
| Marriage Performer Licenses                                               | \$178,165.00           | \$141,575.00             | -                         | \$36,590.00             | \$36,590.00           |
| Medical Cannabis Registry                                                 | \$1,499,580.50         | \$1,362,455.00           | -                         | \$137,125.50            | \$137,125.50          |
| Vital Records Ordering System                                             | \$1,108,777.75         | \$900,386.50             | -                         | \$208,391.25            | \$208,391.25          |
| Waste Water Permits                                                       | \$176,000.00           | \$161,920.00             | \$14,080.00               | -                       | \$14,080.00           |
| <b>Department of Labor and Industrial Relations</b>                       | <b>\$646,782.10</b>    | <b>\$590,574.55</b>      | <b>\$51,441.35</b>        | <b>\$4,766.20</b>       | <b>\$56,207.55</b>    |
| Hawaii Installation & Inspection Permitting System                        | \$486,563.50           | \$437,907.15             | \$48,656.35               | -                       | \$48,656.35           |
| Hawaii Occupational Safety and Health Payments                            | \$132,368.60           | \$127,602.40             | -                         | \$4,766.20              | \$4,766.20            |
| Hoisting Machine Operators Advisory Board Website                         | \$27,850.00            | \$25,065.00              | \$2,785.00                | -                       | \$2,785.00            |
| <b>Department of Land and Natural Resources</b>                           | <b>\$95,196,099.20</b> | <b>\$93,999,202.58</b>   | <b>\$250,853.00</b>       | <b>\$946,043.62</b>     | <b>\$1,196,896.62</b> |
| Bureau of Conveyances Land Title Records Online Search & Ordering System  | \$264,301.00           | \$232,520.98             | \$31,780.02               | -                       | \$31,780.02           |
| Bureau of Conveyances Over the Counter Payments                           | \$81,005,925.35        | \$80,983,180.74          | \$22,744.61               | -                       | \$22,744.61           |
| Bureau of Conveyances Payment Platform                                    | \$456,080.15           | \$388,696.69             | \$60,000.00               | \$7,383.46              | \$67,383.46           |
| Civil Resource Violation System                                           | \$58,040.00            | \$44,840.00              | \$13,200.00               | -                       | \$13,200.00           |
| Commercial Activity/Beach Wedding Permits (Wiki Permits)                  | \$360,606.90           | \$313,728.00             | \$46,878.90               | -                       | \$46,878.90           |
| Commercial Marine Licensing System                                        | \$252,340.00           | \$244,739.80             | \$7,600.20                | -                       | \$7,600.20            |
| Commercial Vessel Landing Permits                                         | \$82,060.00            | \$73,848.60              | \$8,211.40                | -                       | \$8,211.40            |
| Diamond Head Park Reservations                                            | \$6,833,107.81         | \$6,321,308.35           | -                         | \$511,799.46            | \$511,799.46          |
| Freshwater Game Fishing Licenses                                          | \$36,213.00            | \$31,058.00              | -                         | \$5,155.00              | \$5,155.00            |
| Hawaii Cultural Resource Information System Payments                      | \$57,062.50            | \$51,875.00              | -                         | \$5,187.50              | \$5,187.50            |
| Hunt Application System                                                   | \$488,338.00           | \$438,598.50             | \$49,739.50               | -                       | \$49,739.50           |
| Hunt Lottery Drawing System                                               | \$47,920.00            | \$43,128.00              | \$4,792.00                | -                       | \$4,792.00            |
| Hunter Education Online Course Registration and Records Management System | \$63,000.00            | \$57,093.63              | \$5,906.37                | -                       | \$5,906.37            |

| Service Name by Department                | Funds Collected (\$)   | Disbursed to Agency (\$) | Agency Paid Tyler HI (\$) | User Paid Tyler HI (\$) | Tyler HI Revenue (\$) |
|-------------------------------------------|------------------------|--------------------------|---------------------------|-------------------------|-----------------------|
| Iao Valley Park Reservations              | \$1,536,456.41         | \$1,440,683.47           | -                         | \$95,772.94             | \$95,772.94           |
| Na Ala Hele Trail & Access System         | \$46,009.28            | \$40,695.00              | -                         | \$5,314.28              | \$5,314.28            |
| Online Reservation System (Camping)       | \$2,095,823.62         | \$1,868,552.82           | -                         | \$227,270.80            | \$227,270.80          |
| Tree Seedling Payments                    | \$385.62               | \$370.00                 | -                         | \$15.62                 | \$15.62               |
| Waianapanapa State Park Reservations      | \$1,512,429.56         | \$1,424,285.00           | -                         | \$88,144.56             | \$88,144.56           |
| <b>Department of Law Enforcement</b>      | <b>\$1,006,530.00</b>  | <b>\$883,064.95</b>      | <b>\$123,465.05</b>       | <b>-</b>                | <b>\$123,465.05</b>   |
| Controlled Substances Registration System | \$1,006,530.00         | \$883,064.95             | \$123,465.05              | -                       | \$123,465.05          |
| <b>Department of Taxation</b>             | <b>\$63,291,782.83</b> | <b>\$61,739,596.62</b>   | <b>-</b>                  | <b>\$1,552,186.21</b>   | <b>\$1,552,186.21</b> |
| eFile                                     | \$63,291,782.83        | \$61,739,596.62          | -                         | \$1,552,186.21          | \$1,552,186.21        |
| <b>Department of the Attorney General</b> | <b>\$3,481,010.49</b>  | <b>\$3,079,605.05</b>    | <b>\$85,500.20</b>        | <b>\$315,905.24</b>     | <b>\$401,405.44</b>   |
| Adult Criminal Information Search (eCrim) | \$992,020.00           | \$752,417.00             | -                         | \$239,603.00            | \$239,603.00          |
| Bulk Covered Offender Registry Data       | \$4,500.00             | \$2,250.00               | -                         | \$2,250.00              | \$2,250.00            |
| Charities Special Invoice Payment System  | \$10,250.00            | \$9,882.50               | \$367.50                  | -                       | \$367.50              |
| Charity Registration                      | \$1,990,990.00         | \$1,911,112.30           | \$79,877.70               | -                       | \$79,877.70           |
| Collections Payments                      | \$61,318.49            | \$57,480.75              | -                         | \$3,837.74              | \$3,837.74            |
| Notary                                    | \$207,382.00           | \$185,767.50             | -                         | \$21,614.50             | \$21,614.50           |
| Solicitors Registration System            | \$52,550.00            | \$47,295.00              | \$5,255.00                | -                       | \$5,255.00            |
| Unlimited Criminal History Search         | \$162,000.00           | \$113,400.00             | -                         | \$48,600.00             | \$48,600.00           |
| <b>Department of Transportation</b>       | <b>\$58,593.16</b>     | <b>\$54,952.84</b>       | <b>\$2,133.89</b>         | <b>\$1,506.43</b>       | <b>\$3,640.32</b>     |
| Harbors Payments                          | \$37,269.13            | \$35,762.70              | -                         | \$1,506.43              | \$1,506.43            |
| Surplus Auction                           | \$21,324.03            | \$19,190.14              | \$2,133.89                | -                       | \$2,133.89            |
| <b>Judiciary</b>                          | <b>\$16,669,392.10</b> | <b>\$14,887,954.68</b>   | <b>-</b>                  | <b>\$1,781,437.42</b>   | <b>\$1,781,437.42</b> |
| Civil Payments                            | \$4,300,851.95         | \$4,191,858.00           | -                         | \$108,993.95            | \$108,993.95          |
| Document Payments                         | \$218,877.60           | \$213,281.83             | -                         | \$5,595.77              | \$5,595.77            |
| Document Subscription Payment             | \$155,439.00           | \$151,500.00             | -                         | \$3,939.00              | \$3,939.00            |
| Driver Monitoring                         | \$747,933.30           | -                        | -                         | \$747,933.30            | \$747,933.30          |
| eTraffic Payments                         | \$5,768,312.38         | \$5,547,099.85           | -                         | \$221,212.53            | \$221,212.53          |
| Filing Payments                           | \$197,499.87           | \$192,495.00             | -                         | \$5,004.87              | \$5,004.87            |
| Traffic Abstracts                         | \$5,280,478.00         | \$4,591,720.00           | -                         | \$688,758.00            | \$688,758.00          |
| <b>Office of the Lieutenant Governor</b>  | <b>\$69,902.00</b>     | <b>\$63,567.00</b>       | <b>-</b>                  | <b>\$6,335.00</b>       | <b>\$6,335.00</b>     |
| Name Change                               | \$69,902.00            | \$63,567.00              | -                         | \$6,335.00              | \$6,335.00            |
| <b>State Procurement Office</b>           | <b>\$1,934,234.75</b>  | <b>\$75,038.60</b>       | <b>\$8,341.80</b>         | <b>\$1,850,854.35</b>   | <b>\$1,859,196.15</b> |
| Hawaii Compliance Express (HCE)           | \$236,438.00           | -                        | -                         | \$236,438.00            | \$236,438.00          |
| Hawaii eProcurement System (HlePro)       | \$1,614,416.35         | -                        | -                         | \$1,614,416.35          | \$1,614,416.35        |
| Surplus Auction                           | \$83,380.40            | \$75,038.60              | \$8,341.80                | -                       | \$8,341.80            |
| <b>Tyler Hawaii</b>                       | <b>\$39,572.66</b>     | <b>-</b>                 | <b>\$2,075.33</b>         | <b>\$37,497.33</b>      | <b>\$39,572.66</b>    |
| eHawaii.gov Notification Service          | \$8,607.50             | -                        | -                         | \$8,607.50              | \$8,607.50            |
| Late Fees                                 | \$2,075.33             | -                        | \$2,075.33                | -                       | \$2,075.33            |
| Miscellaneous Adjustments                 | \$3,724.39             | -                        | -                         | \$3,724.39              | \$3,724.39            |

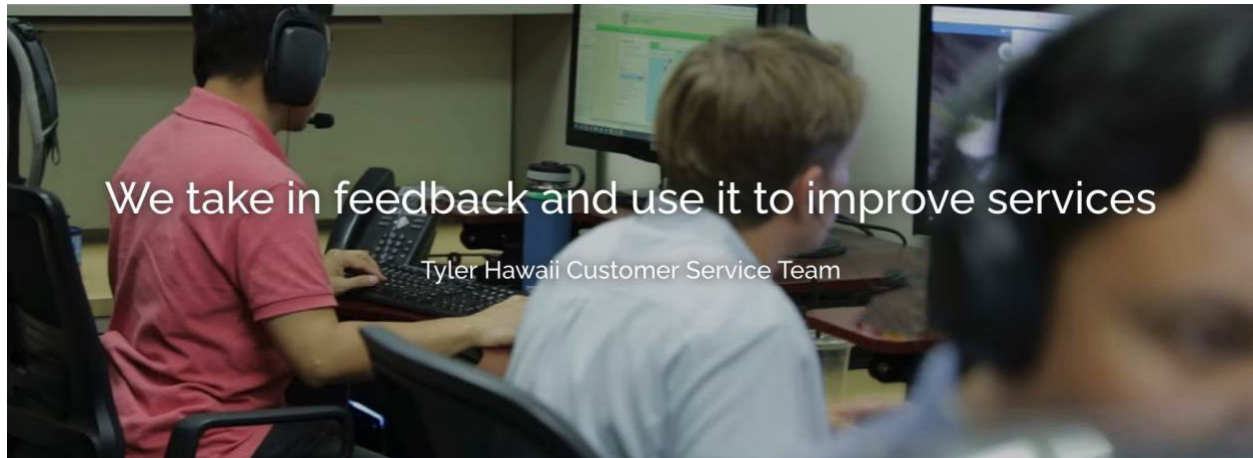
| Service Name by Department | Funds Collected (\$)    | Disbursed to Agency (\$) | Agency Paid Tyler HI (\$) | User Paid Tyler HI (\$) | Tyler HI Revenue (\$)  |
|----------------------------|-------------------------|--------------------------|---------------------------|-------------------------|------------------------|
| Non-Sufficient Funds Fees  | \$6,191.19              | -                        | -                         | \$6,191.19              | \$6,191.19             |
| Service Fees               | \$3,248.25              | -                        | -                         | \$3,248.25              | \$3,248.25             |
| Subscriber Fees            | \$15,726.00             | -                        | -                         | \$15,726.00             | \$15,726.00            |
| <b>Grand Total</b>         | <b>\$593,904,034.92</b> | <b>\$582,820,681.33</b>  | <b>\$1,376,622.67</b>     | <b>\$9,706,730.92</b>   | <b>\$11,083,353.59</b> |

**Table 6: FY2024 Time and Materials, Hosting & Maintenance Revenue (Unaudited)**

| Service Name by Department                                      | Tyler HI Revenue (\$) |
|-----------------------------------------------------------------|-----------------------|
| <b>Budget and Finance</b>                                       | <b>\$6,145.96</b>     |
| Employees' Retirement System Website Hosting                    | \$6,145.96            |
| <b>City and County of Honolulu</b>                              | <b>\$21,360.00</b>    |
| e-Bench Warrants Web Service                                    | \$4,760.00            |
| Honolulu Emergency Services Department Website Hosting          | \$2,000.00            |
| Honolulu Fire Department Website Hosting                        | \$2,000.00            |
| Legislative Document Access Hosting                             | \$12,600.00           |
| <b>County of Hawaii</b>                                         | <b>\$1,197.53</b>     |
| Hawaii County Police Department Website Hosting                 | \$1,197.53            |
| <b>Department of Business, Economic Development and Tourism</b> | <b>\$141,185.79</b>   |
| Business Development & Support Division Website Hosting         | \$1,200.00            |
| Business Development & Support Division Website Maintenance     | \$32,570.00           |
| Energy Permitting Wizard Hosting                                | \$2,949.10            |
| EZ Forms Enhancements                                           | \$3,800.00            |
| FTZ9 Website Hosting                                            | \$1,200.00            |
| Tax Credit Hub                                                  | \$90,000.00           |
| Tax Credit Hub Maintenance and Hosting                          | \$9,466.69            |
| <b>Department of Commerce and Consumer Affairs</b>              | <b>\$12,000.00</b>    |
| Professional & Vocational Licensing Hosting                     | \$12,000.00           |
| <b>Department of Education</b>                                  | <b>\$40,000.00</b>    |
| Commerce Platform and Payment System Hosting & Maintenance      | 40,000.00             |
| <b>Department of Health</b>                                     | <b>\$63,239.96</b>    |
| Clean and Sober Home Registry Hosting                           | \$26,739.96           |
| Disability Parking Permit System                                | \$12,000.00           |
| Facility Access Plan Submission and Review System Maintenance   | \$16,500.00           |
| Tuberculosis Branch Hosting                                     | \$8,000.00            |
| <b>Department of Labor and Industrial Relations</b>             | <b>\$9,366.62</b>     |
| Green LMI Hosting                                               | \$1,200.00            |
| Work Opportunity Tax Credit Form Application                    | \$8,166.62            |
| <b>Department of Land and Natural Resources</b>                 | <b>\$101,114.00</b>   |
| Commercial Marine Licensing System Hosting & Maintenance        | \$45,840.00           |
| Engineering Division Website Hosting                            | \$1,200.00            |
| Freshwater Game Fishing License Hosting                         | \$764.00              |

| Service Name by Department                                                | Tyler HI Revenue (\$) |
|---------------------------------------------------------------------------|-----------------------|
| Hunt Lottery Drawing System                                               | \$1,200.00            |
| Hunter Education Online Course Registration and Records Management System | \$24,000.00           |
| Hunter Education Records Management System Enhancements                   | \$3,240.00            |
| Special Use Permitting System Hosting                                     | \$1,200.00            |
| Tree Seedling Payments                                                    | \$23,670.00           |
| <b>Department of the Attorney General</b>                                 | <b>\$9,125.00</b>     |
| Hawaii Integrated Justice Information Sharing Hosting                     | \$9,000.00            |
| Hawaii Integrated Justice Information Sharing Maintenance                 | \$125.00              |
| <b>Hawaii State Public Library</b>                                        | <b>\$1,200.00</b>     |
| Hawaii State Public Library System Website Hosting                        | \$1,200.00            |
| <b>Judiciary</b>                                                          | <b>\$4,000.00</b>     |
| Judiciary Website Hosting                                                 | \$4,000.00            |
| <b>Office of Enterprise Technology Services (ETS)</b>                     | <b>\$378,624.03</b>   |
| ehawaii.gov Single Sign-On Service - Phase 2.2                            | \$330,466.54          |
| ehawaii.gov Single Sign-On Service Customer Support                       | \$24,000.00           |
| ehawaii.gov Single Sign-On Service Maintenance                            | \$9,887.49            |
| Hawaii Website Theme Support                                              | \$14,270.00           |
| <b>Grand Total</b>                                                        | <b>\$788,558.89</b>   |

## Featured Success Story



### Customer Service

Governments rely on web services to provide many things to citizens, including information and the ability to purchase licenses, permits, and documents 24/7. Agencies also want to ensure that they are providing the public with a high level of customer satisfaction, and a positive user experience. This has grown in importance as citizens rely heavily on web services to interact with the government.

Tyler Hawaii recognizes this. We provide multiple ways for the public to express their satisfaction level and to have their questions answered. We host a 3.5 person Customer Service team that relies on both traditional and new ways to support our web services. Traditional ways include answering phone calls and emails. Our response time for emails is within approximately 1.5 hours, and over 75% of inquiries are handled within a single interaction.

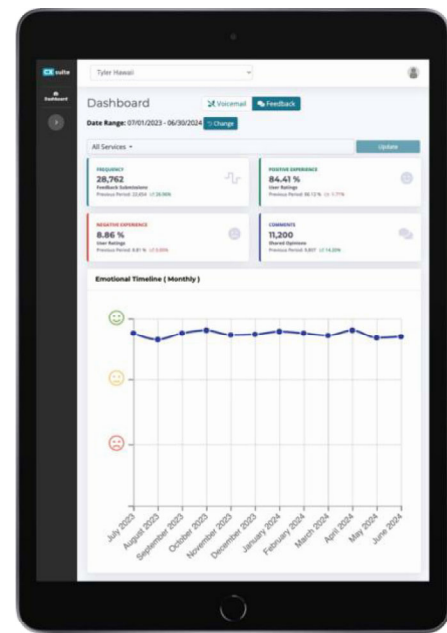


Email response time is within 1.5 hours, and 78% of email inquiries are handled within a single interaction. This covers 159 web services.

These methods are complemented by online chat and the public's ability to quickly and easily submit feedback at any time while using our 159 web services. Almost 25 years of working with Hawaii government and the public have positioned us well to handle all kinds of inquiries, even when the issue is outside of web service support and we need to refer sometimes frustrated users to the right source of information. This was particularly important after the Maui fire occurred in August 2023 as we continued to receive inquiries for months after the tragedy.

We make it easy for users to provide feedback. They can contact an agent or simply select a happy, neutral, or unhappy face on the site, adding an additional message if desired. This year we began reporting on user feedback at our bi-monthly Access Hawaii Committee (AHC) meetings, sharing public sentiment with the AHC board, agencies, and the public.

We use the feedback to communicate with agencies, improve services, and update information shown to users. Our Customer Service team saw that some Hawaii Compliance Express vendor users did not understand how to comply with the requirements, so we revised Frequently Asked Questions and online contextual help. We then worked with an agency to bring its offline form online, and saw a high level of positive feedback result. Information was added to the Narcotics Enforcement Division license renewal service, again resulting in an improved user experience and a happier public. In another case, our Customer Service team recommended that online camping information be revised, and again users' views of the process improved.



The Customer Service team is anything but passive. They are goal-oriented and when there are inquiries or problems, they pursue solutions as well as providing immediate responses. When heavy rains closed a park for four days, a thousand refund requests came in. The team stayed organized and dedicated a considerable amount of time to processing these refunds. This was on top of the normal daily workload. Our customers were very grateful that they were refunded in a timely manner without having to jump through extra hoops.

We are proud of our team and believe that if you find yourself interacting with them, you will be impressed too.



# New & Upgraded Services and Websites

A total of 11 services were launched as new services or with major upgrades this year. Of these, 4 were transaction-based funded, 4 were fixed rate projects, and 3 were no cost.

**Table 7: Count of New/Upgraded/Retired Services**

| Category               | Number |
|------------------------|--------|
| New Services           | 7      |
| Major Service Upgrades | 4      |
| Retired Services       | 4      |

## 7 New Services

### Tax Credit Hub

Department of Business, Economic Development & Tourism – Creative Industries Division

Launch Date: 10/25/2023



**Description:**

This service allows film production companies to apply for tax credits online and for DBEDT staff to review the submissions, certify the tax credits, provide the final certification letter, and generate reports.

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

### Reservation and Access Management System

Department of Land & Natural Resources – Division of State Parks

Launch Date: 11/30/2023



**Description:**

The State hiking and parking reservation system for individual visitors and Public Utility Commission tour operators was enhanced to include Wai'anapanapa (Maui County).

**URL:** <https://gostateparks.hawaii.gov/waianapanapa>

## Tree Seedling Payments

Department of Land and Natural Resources – Division of Forestry & Wildlife

Launch Date: 11/30/2023



### Description:

This service will be used by DOFAW to charge customers for purchases of Tree Seedlings.

URL: <http://treeseedlingpayments.ehawaii.gov>

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## PhonePay Interactive Voice Response

Tyler Hawaii

Launch Date: 01/02/2024

### Description:

The *PhonePay* Interactive Voice Response system allows citizens to make payments over-the-phone for government services. It offers a configurable workflow and customized scripting with automated prompts. It is currently implemented for Honolulu Real Property Tax payments.

---

## Judicial Circuit Court Judge Evaluation

Judiciary

Launch Date: 02/06/2024 – 03/01/2024

### Description:

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

---

## Family Court Judge Evaluation

Judiciary

Launch Date: 04/02/2024 – 04/26/2024

### Description:

The online judge evaluation provides attorneys with a convenient and easy method to complete the evaluation of 9 family court judges. This online process results in a greater response rate.

---

## Hawaii Technology Development Corporation Website Redesign

Department of Business, Economic Development & Tourism – Hawaii Technology Development Corporation

Launch Date: 06/18/2024



### Description:

Redesigned the HTDC website in the content management system WordPress. Highlights include a “dark mode” website design, job board, event calendar, and an appointment scheduling tool for free legal services.

URL: <https://www.htdc.org/>

---

## 4 Upgraded Services

### eBench Warrants Web Interface

City and County of Honolulu – Honolulu Police Department (HPD)

Launch Date: 10/12/2023



**Description:**

The existing eBW web service was enhanced to add Warrant Status, Bail Amount, and Ordered Date as query parameters so HPD can perform more targeted searches.

---

### Tax Credit Hub Phase II

Department of Business, Economic Development & Tourism – Creative Industries Division

Launch Date: 02/09/2024



**Description:**

A second form called the Hawaii Production Report was brought online. This allows Film Companies to complete their Tax Credit application for productions filmed in Hawaii.

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

---

### HlePRO

State Procurement Office

Launch Date: 02/15/2024



**Description:**

The procedures for price list/vendor lists were not previously in HlePRO. Therefore, all the reporting and payments were done manually outside the system by vendors, agencies, and Tyler Hawaii. Now everything can be done within HlePRO. Agencies can mark an award as a PL/VL award. Vendors can upload their quarterly reports on the award in HlePRO.

**URL:** <https://hiepro.ehawaii.gov>

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### Namechange Application

Office of the Lieutenant Governor

Launch Date: 04/23/2024



**Description:**

A third form, Change of Name for Minor by Both Parents, was brought online. This will make it easier for submitters to ensure they have included all required information, and will assist administrators in reviewing the documents.

**URL:** <https://namechange.ehawaii.gov>

## 4 Retired Services

The following 4 services were retired from use during fiscal year 2024:

**Table 8: Retired Services**

| Service                                                                                                      | Date Retired      |
|--------------------------------------------------------------------------------------------------------------|-------------------|
| Department of the Attorney General, Child Support Enforcement Agency (CSEA) - AG CSEA Interactive Website    | November 30, 2023 |
| Tyler Hawaii - Hawaii Driver Record Correction Request form                                                  | December 14, 2023 |
| Department of Labor & Industrial Relations - Workforce Development Division Workforce Opportunity Tax Credit | January 24, 2024  |
| Office of Enterprise Technology Services - MyHawaii website                                                  | February 2, 2024  |

# Major Initiatives

## Single Sign-On Initiative

In 2023 the State Office of Enterprise Services (ETS) kicked off their Single Sign On (SSO) initiative to provide a more unified login experience for constituents. Additionally, this SSO solution provides streamlined access to services, enhanced security and fraud prevention, and administrative efficiencies.

Tyler Hawaii continues to collaborate with ETS to integrate the eHawaii.gov login with the State's SSO solution. In the last quarter of Fiscal Year 2024, ETS made the determination to move away from the Microsoft Azure Active Directory Business-to-Consumer login solution to a better long-term solution, ForgeRock Ping Identity services. Together we have rebuilt the technical infrastructure to retain portal service functionality while integrating the State's new central identity service to authenticate through ForgeRock Ping Identity.

Tyler Hawaii has migrated over half of the 80+ portal services in the test environment and is on track to complete the migration for all services in the production environment by the new target date of February 2025. At that time, portal users will be able to use one set of login credentials for all portal services along with any other State service using the State's SSO service.

## Looking Forward

Tyler Technologies' successes in Hawaii and across the country provide a wide array of problem-solving approaches and solutions. We look forward to both the partnership and the challenges that drive Hawaii's digital government journey. The eHawaii.gov program and our partnership help provide continuity in the delivery of digital government services for the citizens and businesses in our community.

Tyler has been 100% dedicated to the needs of Hawaii agencies and the public for almost 25 years. Our experience, expertise, and resources are the best in the industry, and we look forward to a future where we continue to partner with the state and counties to offer high quality online interactions to citizens.

## Contact Information

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808-695-4620

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**Burt Ramos**, General Manager

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(808) 695-4616

# Appendix A: Customer Service Statistics

## Overview

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



The following are statistics from FY2024:

- Tyler Hawaii provided over **6,700 labor hours** via a 3.5 person customer service team.
- There were **55,959 total interactions** (phone calls, online chats, emails, and application feedback), which represented an **11.2% increase from FY2023**. This was due in large part to the following:
  - Diamond Head Park Reservations questions increased more than 150%, (+3,930), dwarfing other changes in volume
  - Miscellaneous calls grew by 13% (+240)
  - Professional Vocational Licensing (PVL) grew by 11% (+248) because larger groups had license renewals
  - Decreases in visitor arrivals led to 16% decreases in both State Camping (-788) and Electronic Marriage and Civil Union Registration System (EMRS) (-411)
- There were, on average, **4,663 interactions each month**, which is about 321 interactions per week per customer service team member
- Phone call inquiries totaled 16,456 (29.4%)
- Over three quarters of email inquiries are resolved on the first contact (**78% First Contact Resolution rate**)
- One of our primary customer service goals is to respond to emailed inquiries within one business day. Over the past year, the average **first response time was within 1 hour 35 minutes**.



### Total Interactions by Channel

The diagram and table below show the total number of customer service interactions (phone calls, chats, emails, and app feedback) from July 1, 2023 to June 30, 2024 with count and percentage breakdown by interaction type.

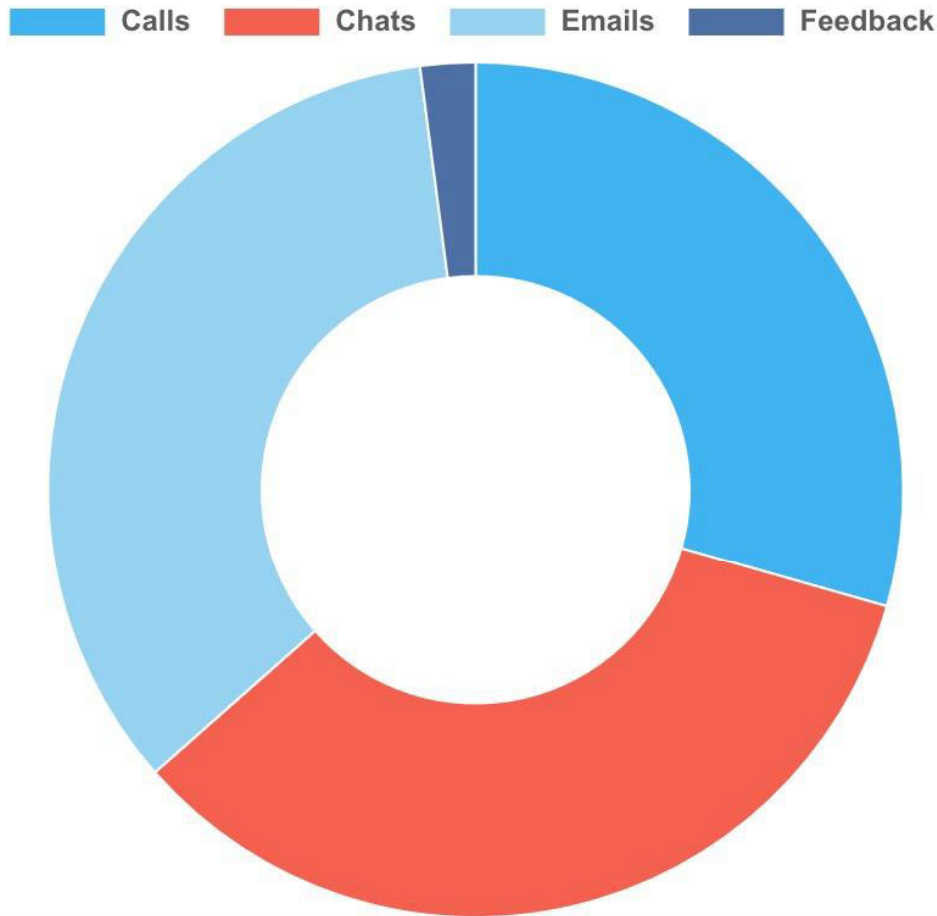


Table A-1: Total Interactions by Channel

| Interaction Type | Number        | Percentage | Change from FY2023 |
|------------------|---------------|------------|--------------------|
| Calls            | 16,456        | 29.4%      | Up 7.8%            |
| Chats            | 19,076        | 34.1%      | Up 13.0%           |
| Emails           | 19,264        | 34.4%      | Up 12.7%           |
| Feedback         | 1,163         | 2.1%       | Up 7.6%            |
| <b>Total</b>     | <b>55,959</b> |            | <b>Up 11.2%</b>    |

The following diagram and table show that 68% of our customer service inquiries span 10 services.

### Top 10 Customer Service Inquiries

The following diagram and table show that 67% of our customer service inquiries span 10 services.

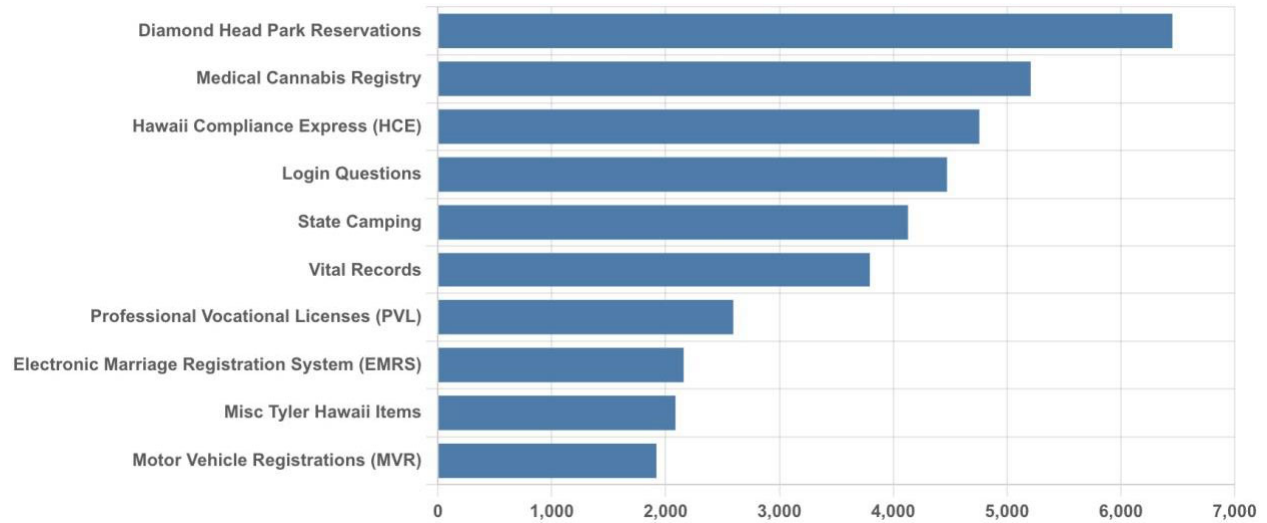
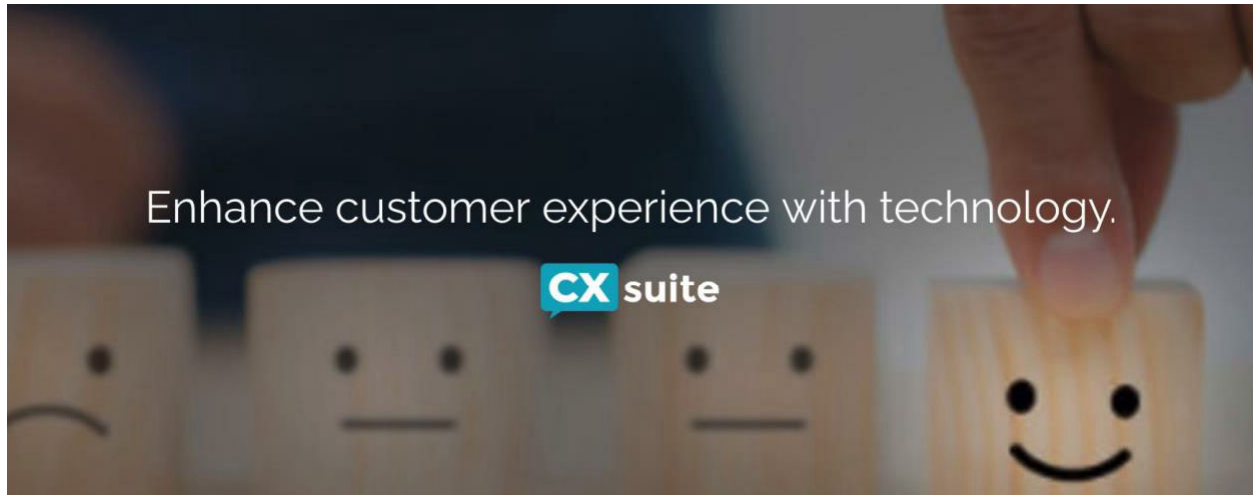


Table A-2: Total Interactions by Channel

| Service                                        | Number        | Percent     |
|------------------------------------------------|---------------|-------------|
| Diamond Head Park Reservations                 | 6,453         | 12%         |
| Medical Cannabis Registry                      | 5,208         | 9%          |
| Hawaii Compliance Express (HCE)                | 4,757         | 8%          |
| Login Questions                                | 4,473         | 8%          |
| State Camping                                  | 4,130         | 7%          |
| Vital Records                                  | 3,795         | 7%          |
| Professional Vocational Licenses (PVL)         | 2,595         | 5%          |
| Electronic Marriage Registration System (EMRS) | 2,159         | 4%          |
| Misc Tyler Hawaii Items                        | 2,087         | 4%          |
| Motor Vehicle Registrations (MVR)              | 1,920         | 3%          |
| Other                                          | 18,382        | 33%         |
| <b>Total</b>                                   | <b>55,959</b> | <b>100%</b> |

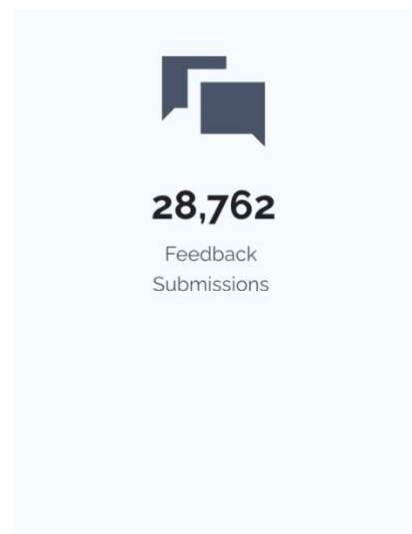
## Customer Experience Feedback



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

This is a snapshot of the feedback submitted by users in FY2024.

- **28,762 feedback submissions** received in FY2024, up 27.3% from 22,595 in FY2023
- **11,200 comments** received in FY2024, up 14.5% from 9,782 in FY2023
- Of the 28,762 visitors who provided feedback, **84.4%** reported they had a **positive** experience, while **8.9%** reported they had a **negative** experience.



# Appendix B: Web Analytics

## Overview

These are the FY2024 web traffic statistics from the portal website, ehawaii.gov, and the many ehawaii.gov services created under the State of Hawaii portal contract.

- Visitor Sessions in FY2024: **15,740,462**
- Average Visit Duration: 6.9 minutes

### eHawaii.gov Portal and Services Usage by Browser

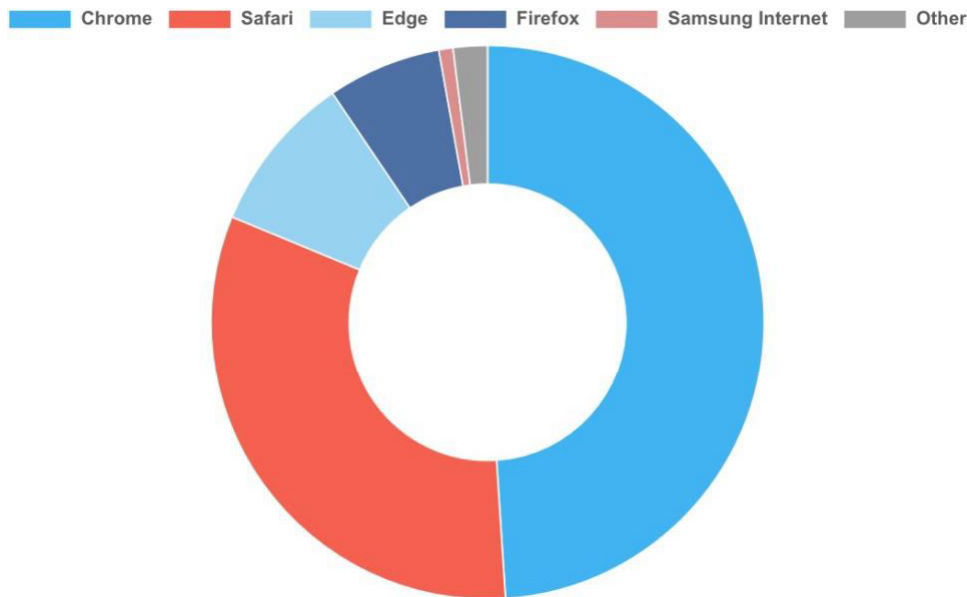


Table B-1: eHawaii.gov Portal and Services Usage by Browser

| Browser           | Count     | Percentage |
|-------------------|-----------|------------|
| Chrome            | 7,755,404 | 49.0%      |
| Safari            | 5,111,448 | 32.3%      |
| Edge              | 1,471,505 | 9.3%       |
| Firefox           | 1,053,251 | 6.0%       |
| Samsung Internet  | 132,215   | 0.8%       |
| Safari (in-app)   | 102,910   | 0.6%       |
| Internet Explorer | 98,934    | 0.6%       |
| Android Webview   | 31,120    | 0.2%       |
| Opera             | 22,629    | 0.1%       |
| Other             | 60,076    | 0.4%       |

### eHawaii.gov Portal and Services Usage by Device

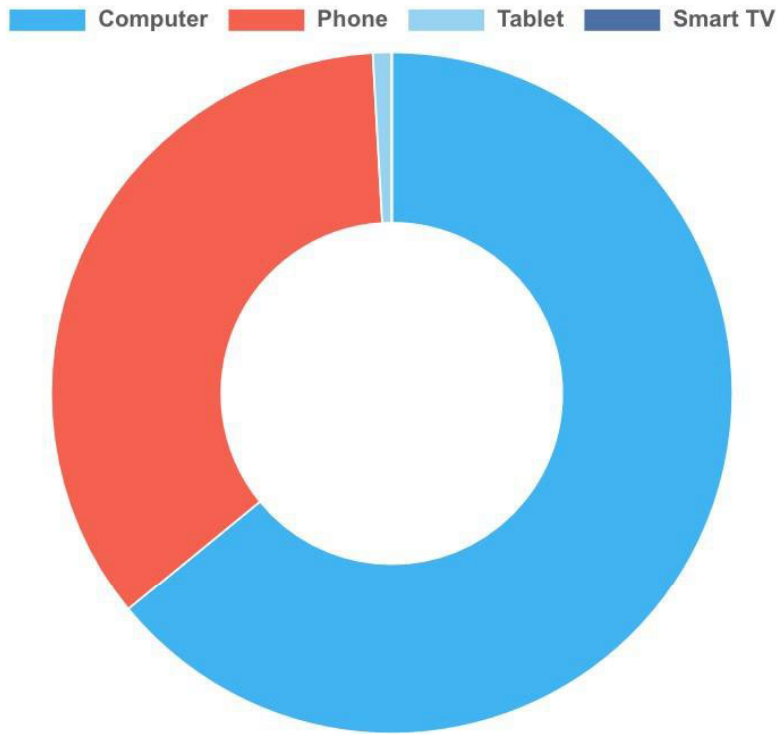


Table B-1: eHawaii.gov Portal and Services Usage by Browser

| Device   | Count      | Percent Usage |
|----------|------------|---------------|
| Computer | 10,152,226 | 64.1%         |
| Phone    | 5,550,526  | 35.0%         |
| Tablet   | 141,314    | 0.9%          |
| Smart TV | 160        | 0.0%          |

### eHawaii. Portal Visitor Sessions by Month

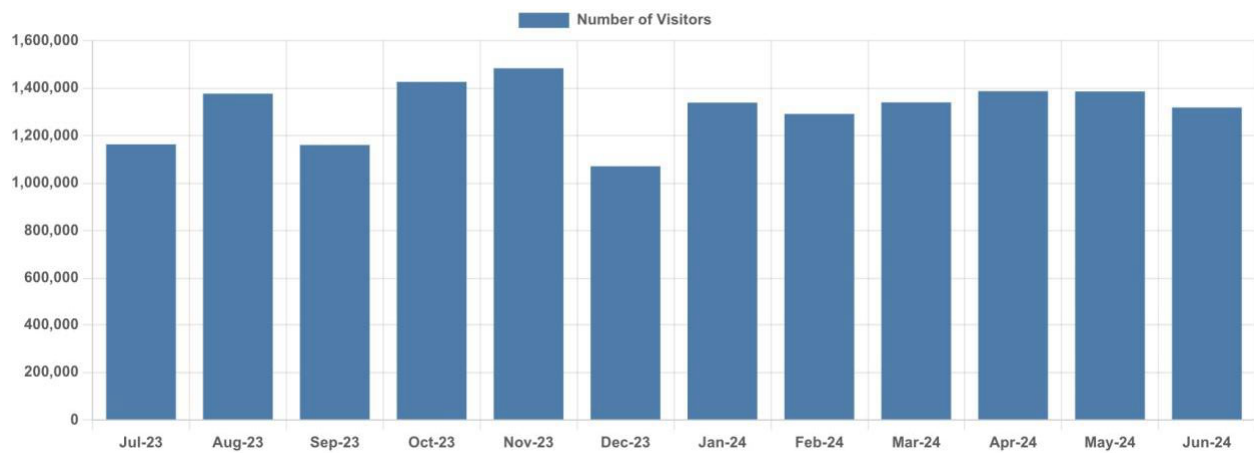


Table B-3: Visitor Sessions

| Month          | Number of Visitor Sessions |
|----------------|----------------------------|
| July 2023      | 1,163,103                  |
| August 2023    | 1,376,481                  |
| September 2023 | 1,160,456                  |
| October 2023   | 1,426,050                  |
| November 2023  | 1,483,252                  |
| December 2023  | 1,070,860                  |
| January 2024   | 1,338,562                  |
| February 2024  | 1,291,178                  |
| March 2024     | 1,339,667                  |
| April 2024     | 1,386,970                  |
| May 2024       | 1,385,746                  |
| June 2024      | 1,318,137                  |
| <b>Total</b>   | <b>15,740,462</b>          |

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



| Service                                           | Number of Sessions | Percent of Total |
|---------------------------------------------------|--------------------|------------------|
| DCCA - BREG                                       | 3,055,150          | 19%              |
| DLNR - DSP - Reservation System - Diamond head    | 1,765,546          | 11%              |
| DLNR - DSP - Statewide Camping Reservation System | 1,313,486          | 8%               |
| DAGS - SPO - Hawaii Compliance Express (HCE)      | 369,022            | 2%               |
| DAGS - SPO - HlePRO (eProcurement System)         | 347,520            | 2%               |

# Appendix C: Press Releases & Awards

## Press Releases (2)

| Title                                                                                                                                                                                                                                                                                                | Date       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| Hawaii Technology Development Corporation Launches Redesigned Website<br>URL: <a href="https://tylerhawaii.com/htdc-launches-redesigned-website">tylerhawaii.com/htdc-launches-redesigned-website</a>                                                                                                | 06/19/2024 |
| Honolulu Emergency Services Department Website Redesign Wins Silver W3 Award<br>URL: <a href="https://tylerhawaii.com/honolulu-emergency-services-department-website-redesign-wins-silver-w3-award">tylerhawaii.com/honolulu-emergency-services-department-website-redesign-wins-silver-w3-award</a> | 11/02/2023 |

## Awards (2)

| Award Logo                                                                        | Award Description                 | Agency / Service                                                                                                                                                                                    | Award Date |
|-----------------------------------------------------------------------------------|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
|  | W3 Award – Silver Award           | City and County of Honolulu, Honolulu Emergency Services Dept<br>Honolulu Emergency Services Department<br>URL: <a href="https://emergencyservices.honolulu.gov">emergencyservices.honolulu.gov</a> | 10/19/2023 |
|  | DotComm Award – Honorable Mention | City and County of Honolulu, Honolulu Emergency Services Dept<br>Honolulu Emergency Services Department<br>URL: <a href="https://emergencyservices.honolulu.gov">emergencyservices.honolulu.gov</a> | 07/21/2023 |

## Appendix D: Outreach & Community Participation

### Hawaii Annual Code Challenge (HACC)

Tyler Hawaii seeks to support programs that develop IT awareness, opportunities, and career paths. The youth of our Hawaii community will lead us into tomorrow, and our 6th year of sponsorship and participation allowed us to interact with a talent-rich group at the Hawaii Annual Code Challenge (HACC) last October 2023.

Event: [hacc.hawaii.gov](http://hacc.hawaii.gov)



### Hawaii Digital Government Summit (DGS)

During September 2023, Tyler Hawaii was again a sponsor of the Hawaii Digital Government Summit (DGS). The DGS allows the government and tech communities to learn from each other and to describe successful partnerships that have paid off for citizens and administrators.

Event: [www.transformhawaii.gov.org/2023-hawaii-digital-government-summit](http://www.transformhawaii.gov.org/2023-hawaii-digital-government-summit)



### Making Strides Against Breast Cancer

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

Event: [makingstrideswalk.org](http://makingstrideswalk.org)



### Adopt a Family Gift Wrapping

Tyler Hawaii staff also made time to volunteer in FY2024. For the twelfth year in a row, we continued our holiday tradition as employees purchased and wrapped holiday gifts for delivery to local families.

Event: [tylerhawaii.com/adopt-a-family-2023](http://tylerhawaii.com/adopt-a-family-2023)





# Appendix E: Historical Financials

The below tables provide a historical financial summary from Tyler Hawaii’s audited financial statements for calendar years (CY) 2010 to 2017 and unaudited financials for fiscal year (FY) 2018 to 2024. “Funds Collected” indicates total monies collected by the portal and “Disbursed to Agency” indicates the total amount disbursed to the State and County agencies.

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

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

**Table E-2: Financial Summary by Fiscal Year (2018 – 2023 Unaudited)**

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

Please see Appendix H: Glossary for a more detailed explanation of the column headings.

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

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

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

\*\*\*\* FY2022 financials include seven projects outside of the Portal Contract totaling \$226,767.80 in Tyler Hawaii revenue.

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

# Appendix F: Funding Portal Operations

## Transaction Funded Model (Self-Funded)

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

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

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

1. Modest efficiency or transaction fees are applied to a limited number of services, which cover the cost of building, maintaining, and expanding the entire digital government platform at no cost to government.
2. Transaction fees create a sustainable funding stream to support long-term digital government growth.

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

## Time and Materials

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

## Hybrid Funding Model

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

## Hosting

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

## No Cost Projects

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

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

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

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

## Appendix G: Portal Oversight

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

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

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

## Appendix H: Glossary

- **Agency Paid Tyler Hawaii**— Amount State or County agency pays Tyler Hawaii, which may include Portal Administration Fee if absorbed by the agency.
- **Avoided Costs** – Costs avoided by the State or County agency with regard to labor associated with data entry, paper, mailing, marketing and outreach. This does not include any IT related costs/savings.
- **CMS (Content Management System)** – A system of software that provides website authoring, collaboration, and administration tools to help users with little/ no knowledge of web coding to create, edit and manage website content. WordPress is the CMS used by Tyler Hawaii.
- **Disbursed to Agency** – Statutory fees collected on behalf of a State or County agency and disbursed by Tyler Hawaii to the agency.
- **External Contracts** – Contracts between Tyler Hawaii and state/county agencies that are procured outside of the eHawaii.gov program and SPO Vendor List Contract 08-13, using vehicles such as NASPO, Sole Source, RFP, etc.
- **External Expense** – Expenses allocated to Tyler Hawaii projects performed outside of the eHawaii.gov program and SPO Vendor List Contract 08-13.
- **External Project** – Tyler Hawaii project contracted and completed outside of the eHawaii.gov program and SPO Vendor List Contract 08-13.
- **External Revenue** – Revenue earned by Tyler Hawaii via State or County engagements outside of the eHawaii.gov program and SPO Vendor List Contract 08-13.
- **Funds Collected** – Total amount of monies collected through the portal. This includes all statutory fees, credit card or eCheck fees, and convenience fees.
- **Hybrid Funding Model** – The combination of using both the transaction funded and time and materials models together.
- **Infrastructure as a Service (IaaS)** – A software environment that hosts all of the applications, such as Amazon Web Services.
- **Platforms** – Software systems that enable smaller web applications to run.
- **Platform as a Service (PaaS)** – Access to a cloud-based system for developing and managing web applications.

- **Portal Administration Fee** – Sum of service fee (i.e. convenience fee of using the service) and transaction fee (i.e. credit card or eCheck fee).
- **Portal Contract** (via AHC) – Refers to SPO Vendor List Contract 08-13. Contract currently held by Tyler Hawaii that was created in 2000 to expedite introduction of digital government services that improve citizen interactions with government. It allows State and County agencies to procure services from the company, without the requirement to go through the RFP process. This is provided that the Statement of Work between the agency and the company is reviewed and approved by the Access Hawaii Committee.
- **Service** – A service is an online application or a CMS website.
- **Software as a Service (SaaS)** – Web applications that reside in the cloud and are available for use by different entities, who subscribe to pay for the service.
- **Statutory Fees Collected** – Statutory Fees collected by Tyler Hawaii on behalf of the State or County agency and disbursed to the agency.
- **Time and Materials** – Funds paid by State or County agency for a project or other work based upon fixed cost pricing or hourly contract rates.
- **Transactional Revenue** – Revenues generated through transaction fees paid by the customer or State or County agency to Tyler Hawaii.
- **Tyler Hawaii Portal Revenue** – Tyler Hawaii income (“Funds Collected” amount minus the “Disbursed to Agency” amount).
- **User** – Customer or public user of the service.
- **User Adoption** – A situation in which users adopt a new process that works to fill a specific need. They transfer from an old system and migrate to a system that is newer, better, faster, more comprehensive, and altogether more efficient.
- **User Paid Tyler Hawaii** – Amount that a user pays to Tyler Hawaii in Portal Administration Fees.
- **Web Application** – An application that utilizes web technologies to allow users to perform tasks over the internet using their web browser (e.g., searching for data, submitting forms, renewing licenses, buying permits, paying statutory fees).