

JOSH GREEN, M.D.
GOVERNOR
KE KIA'ĀINA



DEPT. COMM. NO. 219

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 | Ph: (808) 586-6000 | Fax: (808) 586-1922 | ETS.HAWAII.GOV

December 12, 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 of the House 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/enterprise-technology-services/>.

Sincerely,

Keith A. Regan
Comptroller

Christine M. Sakuda
Chief Information Officer

Attachment

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

ANNUAL REPORT ON
THE OPERATION OF THE INTERNET PORTAL
FOR THE PERIOD

JULY 1, 2024 THROUGH JUNE 30, 2025

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 INTERET PORTAL
FOR THE PERIOD FROM JULY 1, 2024 THROUGH JUNE 30, 2025

Introduction

Pursuant to section 27G-5, Hawai'i Revised Statutes (HRS), the Access Hawai'i Committee (AHC) submits its annual report to the 2026 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, Session Laws of Hawaii (SLH) 2000 to exercise oversight of the portal manager. Initially, 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, Act 164 (SLH 2011) created the Portal Program Manager position during the 2011 legislative session 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 continuously being added through the portal program. State and County agencies along with their employees working with Tyler Hawaii have identified new online services and work hand-in-hand with Tyler Hawaii throughout the planning, implementation, and operational phases for these services. As a result, government has become more accessible to the public and offers greater convenience. Citizens can conduct business with the 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 became effective in January 2008 for an initial five-year period. Six contract extensions have been 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 2025 Activities

The following sections provide key issues and activities addressed by the AHC from July 1, 2024 through June 30, 2025.

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) by extending 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.

On August 1, 2024, ETS reported that its team is reviewing the price list structure, underlying legislation (Hawaii Revised Section 27G) and the portal architecture. The ETS team initiated a comprehensive discussion with Tyler Hawaii to verify architectural aspects and ensure all elements are in place as the current contract is set to expire in January 2027. This review aims to ensure the continuity of services for existing customers while leveraging advancements in chatbot and other methodologies such as Artificial Intelligence to encourage innovation. Additionally, ETS is establishing an evaluation team, defining its operational framework and beginning to develop a procurement plan and strategy.

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.

On April 6, 2025, ETS and Tyler Hawaii successfully completed the integration and launched 96 citizen portal services using the myHawaii, the ETS Citizen Identity solution for single sign-on. The myHawaii platform provides a more secure and streamlined method for accessing services. It simplifies access to state and county digital services with a secure, single login, ensuring efficiency and user convenience.

Executed Agreements

A total of ten (10) Statements of Work (SOWs) were reviewed and signed by the AHC for this fiscal year. Funding for the 10 SOWs was as follows: seven (7) were transaction-based while three (3) were fixed rate projects. Additionally, one (1) Project Change Request (PCR) was signed.

Accolades:

The State portal program earned the following awards in FY2025:

- Hawaii Technology Development Corporation (HTDC) Website Redesign - Department of Business, Economic Development, & Tourism, HTDC

- Communicator Award – Award of Distinction
- Horizon Interactive Award – GOLD

- Hawaii Police Department Website Redesign - County of Hawaii, Police Department
 - Hermes Award – GOLD
 - Global Excellence Award – GOLD

2025 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 2025



July 1, 2024 – June 30, 2025

Submitted by:

Tyler Hawaii

Burt Ramos, General Manager

Honolulu, HI 96813

Enterprise Technology Services Letter

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

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2025 Annual Report by Tyler Hawaii

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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 25-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.



25

Years of Partnership



161

Online Services



15

New/Updated Services

Today, the eHawaii.gov portal program provides 161 online services. We launched 15 new services and major updates in FY2025. 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 28 services. The County of Hawaii, Department of Commerce and Consumer Affairs (DCCA), the Department of Health (DOH), the Department of the Attorney General (AG), the Department of Business, Economic Development & Tourism (DBEDT), the Hawaii State Judiciary (JUD) and County of Kauai each have 10 or more services via this program.

The information in this report covers the time period from July 1, 2024 to June 30, 2025.

Table 1: Number of Services by Department

Department, County, and Tyler	FY2025 Services*
Department of Land and Natural Resources (DLNR)	28
County of Hawaii (Hawaii)	11
Department of Commerce and Consumer Affairs (DCCA)	11
Department of Health (DOH)	11
Department of Attorney General (AG)	11
Department of Business, Economic Development & Tourism (DBEDT)	11
County of Kauai (Kauai)	10
Judiciary (JUD)	10
Department of Accounting and General Services (DAGS)	8
City and County of Honolulu (CCHNL)	7
Department of Budget and Finance (B&F)	6

Department, County, and Tyler	FY2025 Services*
Department of Labor and Industrial Relations (DLIR)	6
Department of Education (DOE)	3
Enterprise Technology Services (ETS)	3
County of Maui (Maui)	2
Department of Taxation (DOTAX)	2
Department of Transportation (DOT)	2
Office of the Governor (GOV)	2
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
Grand Total	161

*Services include online applications and WordPress websites

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

Throughout FY2025, Tyler Hawaii's customer service team worked over 7,900 hours to support Hawaii citizens, businesses, visitors, and State and County agencies. Averaging 4,947 interactions each month, the team handled inquiries and questions via phone, online chat, and email.

Interactions grew during the 2025 fiscal year, as many local citizens and visitors availed themselves of the upgraded online auction platform as well as the new transient accommodations tax payments site.

In addition to service upgrades, new services, and providing superior customer service and financial services, Tyler Hawaii continued major system upgrades in FY2025. We collaborated closely with the Office of Enterprise Technology Services (ETS) on the statewide single sign on (SSO) initiative launched on April 6th, 2025.

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 95 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 2025, the portal collected \$722,370,356 and disbursed \$709,011,154 to the State and County agencies. Tyler Hawaii portal revenue was \$13,359,203 in FY2025 and expenses were \$10,078,159 resulting in an operating income of \$3,281,044.



\$722.37M

Funds collected in FY2025



98%

Percent of funds disbursed to agencies



\$709M

Funds disbursed to agencies in FY2025

Table 2: Financial Summary by Fiscal Year (FY2025 – Unaudited)*

Description	Amount
Funds Collected	\$722,370,356
Disbursed to Agency	\$709,011,154
Tyler Hawaii Revenue	\$13,359,203
Tyler Hawaii Expenses	\$10,078,159
Operating Income	\$3,281,044
Less Income Tax Expense	\$723,890
Net Income	\$2,557,153

* Please see [Appendix H: Glossary](#) for a more detailed explanation of the items in the table.

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 95% of Tyler Hawaii's Revenue in FY2025 is comprised of transactional revenue while 5% is from funds collected through time and materials work, hosting and maintenance fees.

FY2025 Revenue by Funding Model (Unaudited)

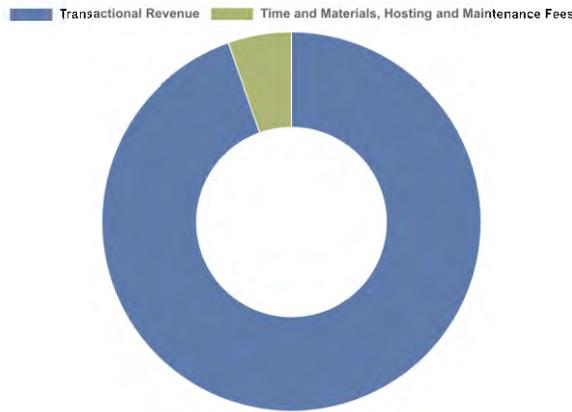


Table 3: FY2025 Revenue by Funding Model (Unaudited)

Category	Amount	Percentage
Transactional Revenue	\$12,636,179	95%
Time and Materials, Hosting and Maintenance Fees	\$723,024	5%
Total Tyler Hawaii Revenue	\$13,359,203	100%

Tyler Hawaii's monthly revenue and expenses in FY2025 are displayed 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.

FY2025 Monthly Revenue and Expenses (Unaudited)

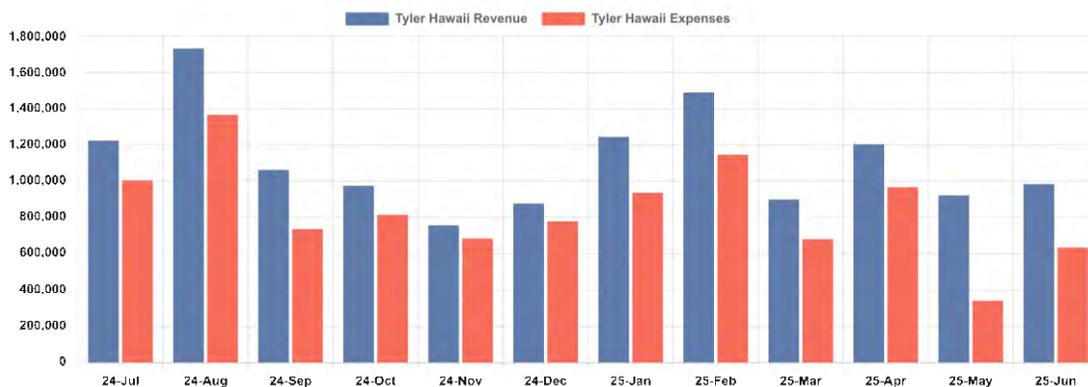


Table 4: FY2025 Monthly Revenue and Expenses (Unaudited)

Month	Tyler Hawaii Revenue	Tyler Hawaii Expenses
July 2024	\$1,223,310	\$1,004,308
August 2024	\$1,732,040	\$1,365,212
September 2024	\$1,061,814	\$734,206
October 2024	\$973,540	\$813,083
November 2024	\$755,267	\$682,618
December 2024	\$875,575	\$777,535
January 2025	\$1,243,965	\$935,388
February 2025	\$1,489,259	\$1,144,695
March 2025	\$897,867	\$678,668
April 2025	\$1,203,028	\$965,580
May 2025	\$920,757	\$344,003
June 2025	\$982,780	\$632,864
Totals	\$13,359,202	\$10,078,159

Revenue by Service

The FY2025 transactional revenue by service is listed below:

Table 5: FY2025 Transactional Revenue by Service (Unaudited)

Service Name by Department	Funds Collected (\$)	Disbursed to Agency(\$)	Agency Paid TylerHI (\$)	User Paid TylerHI (\$)	TylerHI Revenue (\$)
Budget and Finance	\$917,531	\$893,399	-	\$24,131	\$24,131
Employer-Union Health Benefits Trust Fund Payment	\$917,531	\$893,399	-	\$24,131	\$24,131
City and County of Honolulu	\$211,984,953	\$210,696,838	-	\$1,288,116	\$1,288,116
Real Property Tax Payments	\$211,984,953	\$210,696,838	-	\$1,288,116	\$1,288,116
County of Hawaii	\$189,764,659	\$188,697,689	\$166,737	\$900,233	\$1,066,970
Gross Liquor Sales Payments	\$63,977	\$60,098	-	\$3,879	\$3,879
Hawaii Road Test Scheduler	\$75,869	\$64,310	-	\$11,559	\$11,559
Liquor Licensing and Permitting	\$141,214	\$133,466	-	\$7,748	\$7,748
Motor Vehicle Registration Renewals	\$4,927,693	\$4,760,957	\$166,737	-	\$166,737
Online Reservation System (Camping)	\$388,356	\$342,545	-	\$45,812	\$45,812
Real Property Tax Payments	\$167,694,226	\$166,914,683	-	\$779,543	\$779,543
Transient Accommodations Tax Payments	\$16,473,324	\$16,421,632	-	\$51,692	\$51,692
County of Kauai	\$87,099,462	\$86,712,951	-	\$386,511	\$386,511
Commercial Refuse Payments	\$87,659	\$86,116	-	\$1,543	\$1,543
Gross Liquor Sales Payments	\$34,459	\$31,988	-	\$2,471	\$2,471
Kauai Red/Blue Card Exam and ID Card Payments	\$4,663	\$4,320	-	\$343	\$343
Landfill Payments	\$383,095	\$382,248	-	\$846	\$846
Liquor Licensing and Permitting	\$110,061	\$103,475	-	\$6,586	\$6,586
Motor Vehicle Registration Renewals	\$1,902,693	\$1,847,287	-	\$55,406	\$55,406
Real Property Tax Payments	\$82,397,756	\$82,126,472	-	\$271,284	\$271,284
Sewer Payments	\$2,179,078	\$2,131,045	-	\$48,033	\$48,033
County of Maui	\$7,624,836	\$7,462,049	-	\$162,787	\$162,787
eRecording with DLNR Bureau of Conveyances	\$5	-	-	\$5	\$5
Motor Vehicle Bulk Renewal	\$1,187,151	\$1,180,223	-	\$6,928	\$6,928
Motor Vehicle Registration Renewals	\$6,437,680	\$6,281,826	-	\$155,854	\$155,854

Service Name by Department	Funds Collected (\$)	Disbursed to Agency(\$)	Agency Paid TylerHI (\$)	User Paid TylerHI (\$)	TylerHI Revenue (\$)
Department of Business,Economic Development and Tourism	\$732,535	\$707,298	\$10,980	\$14,257	\$25,237
Aloha Stadium Online Store	\$42	\$36	-	\$6	\$6
EZ Forms	\$940	-	\$940	-	\$940
Film Permits	\$5,720	-	-	\$5,720	\$5,720
FTZ9 Bill Presentment	\$624,923	\$617,408	-	\$7,515	\$7,515
Solar Water Heater Variance	\$31,375	\$21,335	\$10,040	-	\$10,040
Tax Credit Hub	\$69,534	\$68,519	-	\$1,015	\$1,015
Department of Commerce and Consumer Affairs	\$7,638,922	\$6,647,895	\$835,752	\$155,274	\$991,026
Agent List Builder	\$1,158	\$492	-	\$666	\$666
Annual Business Filings	\$2,970,160	\$2,648,490	\$321,671	-	\$321,671
Business Bulk Data	\$144,000	-	-	\$144,000	\$144,000
Business Documents	\$277,143	\$221,714	\$55,429	-	\$55,429
Business Entity List Builder	\$10,608	-	-	\$10,608	\$10,608
Condominium Association Registrations	\$1,923,492	\$1,875,248	\$48,244	-	\$48,244
Hawaii Business Express (DCCA)	\$2,312,361	\$1,901,952	\$410,409	-	\$410,409
Department of Education	\$35,501	\$32,162	-	\$3,339	\$3,339
McKinley Community School for Adults Registration Payments	\$13,099	\$12,008	-	\$1,090	\$1,090
Waipahu Community School for Adults Registration Payments	\$22,402	\$20,153	-	\$2,249	\$2,249
Department of Health	\$4,997,768	\$4,410,609	\$29,283	\$557,876	\$587,159
Clinical License Renewals	\$200	\$174	\$26	-	\$26
Electronic Death Registration System	\$192,619	\$172,046	-	\$20,573	\$20,573
Facility Access Plan Submission and Review System	\$509,382	\$495,222	\$14,161	-	\$14,161
Marriage Licenses	\$1,080,565	\$985,887	-	\$94,678	\$94,678
Marriage Performer Licenses	\$238,200	\$197,800	-	\$40,400	\$40,400
Medical Cannabis Registry	\$1,331,388	\$1,209,795	-	\$121,593	\$121,593
Vital Records Ordering System	\$1,456,714	\$1,176,082	-	\$280,633	\$280,633
Waste Water Permits	\$188,700	\$173,604	\$15,096	-	\$15,096
Department of Labor and Industrial Relations	\$1,224,558	\$1,165,455	\$48,257	\$10,846	\$59,103
Hawaii Installation & Inspection Permitting System	\$457,821	\$412,039	\$45,782	-	\$45,782

Service Name by Department	Funds Collected (\$)	Disbursed to Agency(\$)	Agency Paid TylerHI (\$)	User Paid TylerHI (\$)	TylerHI Revenue (\$)
Hawaii Occupational Safety and Health Payments	\$181,103	\$176,393	-	\$4,709	\$4,709
Hoisting Machine Operators Advisory Board Website	\$24,750	\$22,275	\$2,475	-	\$2,475
Unemployment Insurance Overpayment Collections	\$560,884	\$554,747	-	\$6,137	\$6,137
Department of Land and Natural Resources	\$97,052,137	\$95,818,532	\$251,788	\$981,818	\$1,233,606
Bureau of Conveyances Land Title Records Online Search & Ordering System	\$262,433	\$242,678	\$19,755	-	\$19,755
Bureau of Conveyances Over the Counter Payments	\$81,551,636	\$81,527,195	\$24,441	-	\$24,441
Bureau of Conveyances Payment Platform	\$436,958	\$376,196	\$54,000	\$6,762	\$60,762
Civil Resource Violation System	\$55,690	\$42,490	\$13,200	-	\$13,200
Commercial Activity/Beach Wedding Permits (Wiki Permits)	\$429,130	\$373,341	\$55,790	-	\$55,790
Commercial Marine Licensing System	\$325,900	\$316,048	\$9,852	-	\$9,852
Commercial Vessel Landing Permits	\$77,597	\$69,837	\$7,761	-	\$7,761
Diamond Head Park Reservations	\$5,914,636	\$5,474,725	-	\$439,911	\$439,911
Freshwater Game Fishing Licenses	\$14,779	\$12,877	-	\$1,902	\$1,902
Hawaii Cultural Resource Information System Payments	\$54,230	\$49,300	-	\$4,930	\$4,930
Hunt Application System	\$535,748	\$481,217	\$54,532	-	\$54,532
Hunt Lottery Drawing System	\$55,230	\$49,707	\$5,523	-	\$5,523
Hunter Education Online Course Registration and Records Management System	\$69,060	\$62,125	\$6,935	-	\$6,935
Iao Valley Park Reservations	\$1,800,119	\$1,688,741	-	\$111,378	\$111,378
Na Ala Hele Trail & Access System	\$42,446	\$37,510	-	\$4,936	\$4,936
Online Reservation System (Camping)	\$1,963,674	\$1,746,949	-	\$216,725	\$216,725
Tree Seedling Payments	\$497	\$480	-	\$17	\$17
Waianapanapa State Park Reservations	\$3,462,375	\$3,267,118	-	\$195,257	\$195,257
Department of Law Enforcement	\$1,053,442	\$923,723	\$129,719	-	\$129,719

Service Name by Department	Funds Collected (\$)	Disbursed to Agency(\$)	Agency Paid TylerHI (\$)	User Paid TylerHI (\$)	TylerHI Revenue (\$)
Controlled Substances Registration System	\$1,053,442	\$923,723	\$129,719	-	\$129,719
Department of Taxation	\$87,392,249	\$85,231,980	-	\$2,160,269	\$2,160,269
eFile	\$87,392,249	\$85,231,980	-	\$2,160,269	\$2,160,269
Department of the Attorney General	\$3,729,418	\$3,318,592	\$106,195	\$304,631	\$410,826
Adult Criminal Information Search (eCrim)	\$979,798	\$744,890	-	\$234,908	\$234,908
Bulk Covered Offender Registry Data	\$4,500	\$2,250	-	\$2,250	\$2,250
Charities Special Invoice Payment System	\$8,500	\$8,213	\$287	-	\$287
Charity Registration	\$2,148,650	\$2,062,675	\$85,976	-	\$85,976
Collections Payments	\$49,294	\$46,602	-	\$2,692	\$2,692
Notary	\$190,351	\$170,270	-	\$20,081	\$20,081
Online Auction	\$137,565	\$123,809	\$13,757	-	\$13,757
Solicitors Registration System	\$61,760	\$55,584	\$6,176	-	\$6,176
Unlimited Criminal History Search	\$149,000	\$104,300	-	\$44,700	\$44,700
Department of Transportation	\$92,264	\$85,607	\$1,488	\$5,169	\$6,657
Harbors Payments	\$77,390	\$72,220	-	\$5,169	\$5,169
Surplus Auction	\$14,874	\$13,387	\$1,488	-	\$1,488
Judiciary	\$17,908,631	\$16,040,503	-	\$1,868,128	\$1,868,128
Civil Payments	\$5,010,952	\$4,883,969	-	\$126,983	\$126,983
Document Payments	\$249,930	\$243,539	-	\$6,391	\$6,391
Document Subscription Payment	\$171,214	\$166,875	-	\$4,339	\$4,339
Driver Monitoring	\$781,691	-	-	\$781,691	\$781,691
eTraffic Payments	\$6,023,457	\$5,793,100	-	\$230,357	\$230,357
Filing Payments	\$203,275	\$198,140	-	\$5,135	\$5,135
Traffic Abstracts	\$5,468,112	\$4,754,880	-	\$713,232	\$713,232
Office of the Lieutenant Governor	\$81,424	\$74,154	-	\$7,270	\$7,270
Name Change	\$81,424	\$74,154	-	\$7,270	\$7,270
State Procurement Office	\$2,262,208	\$91,718	\$10,190	\$2,160,301	\$2,170,491
Hawaii Compliance Express (HCE)	\$244,972	-	-	\$244,972	\$244,972
Hawaii eProcurement System (HlePro)	\$1,915,329	-	-	\$1,915,329	\$1,915,329
Surplus Auction	\$101,908	\$91,718	\$10,190	-	\$10,190

Service Name by Department	Funds Collected (\$)	Disbursed to Agency(\$)	Agency Paid TylerHI (\$)	User Paid TylerHI (\$)	TylerHI Revenue (\$)
Tyler Hawaii	\$54,834	-	\$177	\$54,657	\$54,834
Late Fees	\$177	-	\$177	-	\$177
Miscellaneous Adjustments / Collection Fees	\$11,823	-	-	\$11,823	\$11,823
eHawaii.gov Notification Service	\$8,025	-	-	\$8,025	\$8,025
Non-Sufficient Funds Fees	\$7,448	-	-	\$7,448	\$7,448
Service Fees	\$8,977	-	-	\$8,977	\$8,977
Subscriber Fees	\$18,384	-	-	\$18,384	\$18,384
Grand Total	\$721,647,332	\$709,011,154	\$1,590,565	\$11,045,614	\$12,636,179

Table 6: FY2025 Time and Materials, Hosting & Maintenance Revenue (Unaudited)

Service Name by Department	Tyler HI Revenue (\$)
Budget and Finance	\$6,146
Employees' Retirement System Website Hosting	\$6,146
City and County of Honolulu	\$16,600
Honolulu Emergency Services Department Website Hosting	\$2,000
Honolulu Fire Department Website Hosting	\$2,000
Legislative Document Access Hosting	\$12,600
County of Hawaii	\$52,551
Hawaii County Police Department Website Hosting	\$3,331
Hawaii County Police Department Website Implementation	\$49,220
County of Kauai	\$46,160
Kauai Department of Water Website Hosting and Maintenance	\$1,675
Kauai Department of Water Website Implementation	\$44,485
Department of Business, Economic Development and Tourism	\$130,488
Business Development & Support Division Website Hosting	\$1,574
Business Development & Support Division Website Maintenance	\$20,780
Energy Permitting Wizard Hosting	\$2,400
FTZ9 Website Hosting	\$1,200
Hawaii Technology Development Corporation Maintenance Hosting	\$3,200
Hawaii Technology Development Corporation Website Implementation	\$42,135
Standard Film Permit Implementation	\$45,000
Tax Credit Hub Maintenance and Hosting	\$14,200
Department of Commerce and Consumer Affairs	\$8,000
Professional & Vocational Licensing Hosting	\$8,000

Service Name by Department	Tyler HI Revenue (\$)
Department of Education	\$40,000
Commerce Platform and Payment System Hosting & Maintenance	\$40,000
Department of Health	\$64,740
Clean and Sober Home Registry Hosting	\$26,740
Disability Parking Permit System	\$12,000
Facility Access Plan Submission and Review System Maintenance	\$18,000
Tuberculosis Branch Hosting	\$8,000
Department of Labor and Industrial Relations	\$19,200
Green LMI Hosting	\$1,200
Unemployment Insurance Overpayment Collections Implementation	\$6,000
Unemployment Insurance Overpayment Collections Maintenance	\$12,000
Department of Land and Natural Resources	\$76,650
Commercial Marine Licensing System Hosting & Maintenance	\$45,840
Engineering Division Website Hosting	\$1,200
Hunt Lottery Drawing System	\$1,200
Hunter Education Online Course Registration and Records Management System	\$24,000
Hunter Education Records Management System Enhancements	\$3,610
Special Use Permitting System Hosting	\$800
Department of the Attorney General	\$9,200
Hawaii Integrated Justice Information Sharing Hosting	\$9,000
Hawaii Integrated Justice Information Sharing Maintenance	\$200
Department of Transportation	\$685
Airports Payment Processing	\$685
Hawaii State Public Library	\$1,200
Hawaii State Public Library System Website Hosting	\$1,200
Judiciary	\$4,000
Judiciary Website Hosting	\$4,000
Office of Enterprise Technology Services	\$247,403
Hawaii Website Theme Support	\$23,015
myHawaii Single Sign-On Service - Phase 2.2	\$196,388
myHawaii Single Sign-On Service Customer Support	\$18,000
myHawaii Single Sign-On Service Maintenance	\$10,000
Grand Total	\$723,024

Featured Story



Modernizing Government Access

How myHawaii Single Sign-On Improves Citizen Services

Single-Sign On

Providing online government services is crucial in today's digital world. However, for the public, navigating multiple government websites can create a frustrating experience. The need for multiple accounts, passwords, and authentications can lead to account lockouts, calls to customer support, and even abandonment of online services.



Logging in with just one account to access government services can make a big difference to the public. To meet that goal, the Office of Enterprise Technology Services (ETS) partnered with Tyler Technologies in a multi-year effort that culminated in the launch of myHawaii, Hawaii's Single Sign-on (SSO) service, on April 6, 2025. With the implementation of myHawaii SSO, users no longer need to manage multiple accounts to access government web sites – they can use just one. myHawaii SSO serves as the State's centralized digital identity platform, and is critical for security identification and identify theft prevention. It is an important component of the State's Citizen Identity Initiative.

With capabilities that include multi-factor authentication via an authenticator app, voice call or text message, the service is now available on over 90 web applications Tyler Technologies supports that offer a login feature. Some of these include:

- ◆ Statewide Camping Reservations
- ◆ Hawaii Business Express
- ◆ Vital Records Ordering and Tracking System
- ◆ Real Property Tax Payments
- ◆ Surplus Public Auction for the State Procurement Office, Department of Transportation, and Attorney General

In order to ensure a smooth transition to myHawaii and provide ongoing support for the portal program, this spring Tyler Technologies increased our Customer Service team from 3.5 members to 5.5 members. During April alone, 829 SSO inquiries were handled, including phone calls, emails, online chats, and feedback channels. In May, SSO volume decreased 20% to 665 inquiries, rising 6% in June to 708 inquiries.

The Customer Service team continues to be an important asset at Tyler, responding to citizen questions and concerns in a timely manner.

Tyler supports ETS in the continual improvements to myHawaii to better serve our partners and constituents. Recent enhancements to SSO include:

- ◆ Multi-factor authentication method of passkeys for desktop and mobile devices. This allows for authentication using any of the following: a device's built-in screen lock such as fingerprint, face recognition or Personal Identification Number

(PIN), Fast Identity Online 2 (FIDO2) portable security key, Windows desktop profile, web browser, or third-party password manager.

Last login time so that residents can view the timestamp they last logged into their profile

Emailed one-time passcodes (OTP) instead of one-time links for password resets and account verifications

-
-

Our partnership with the State's Enterprise Technology Services continues to evolve as we ensure that the public can safely and securely access their data.

New & Upgraded Services and Websites

A total of 15 services were launched as new services or with major upgrades this year. Of these, 6 were transaction-based funded, 7 were fixed rate projects, and 2 were no cost.

Table 7: Count of New/Upgraded/Retired Services

Category	Number
New Services	8
Major Service Upgrades	7
Retired Services	4

8 New Services

Unemployment Insurance Overpayment Collection Payments

Department of Labor and Industrial Relations Unemployment Insurance

Launch Date: 7/16/24

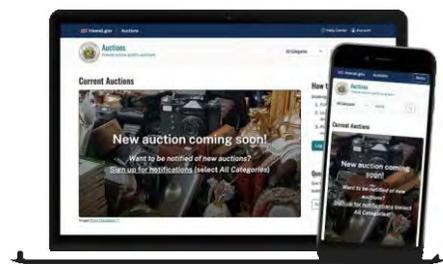
Description: This project enables the Unemployment Insurance division to securely connect and pass an individual's balance due within their existing UI system to the secure eHawaii.gov payment processor for online credit card and echeck payments.

Judicial District Court Judge Evaluation

Judiciary

Launch Date: 09/03/24 – 09/27/24

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



AG Online Auction

Department of the Attorney General

Launch Date: 09/12/24

Description: The Attorney General Civil Recoveries Division's Asset Forfeiture Program has transitioned from traditional in-person auctions to an innovative online auction platform, making it easier for the public to participate and bid on seized assets.

URL: <https://auctions.ehawaii.gov/ag/welcome.html>



Hawaii Police Department Website Redesign

Hawaii Police Department

Launch Date: 11/12/24

Description: This project was to redesign the Hawaii Police Department website in the content management system WordPress.

URL: <https://www.hawaiipolice.gov/>



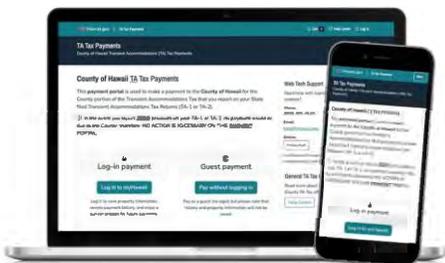
Kauai Commercial Refuse Payments

County of Kauai, Solid Waste Division

Launch Date: 11/18/24

Description: Service that allows County of Kauai Commercial Refuse customers to review their invoices, complete payments, and track their payment history online using Payment Platform.

URL: <https://kauairefuse.ehawaii.gov/>



Transient Accommodations Tax Payments

County of Hawaii

Launch Date: 01/13/25

Description: The new online transient accommodations tax payment system enhances usability for both the agency and users. It allows guest and logged-in users to make payments and access their history seamlessly. The agency can also export reports to improve operational efficiency.

URL: <https://tat.ehawaii.gov/tat/>



Kauai Department of Water Website Redesign

Kauai Board of Water Supply

Launch Date: 03/24/25

Description: This project was to redesign the Kauai Department of Water website in the content management system WordPress.

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

Judicial Family Court Judge Evaluation

Judiciary

Launch Date: 05/06/25 – 05/30/25

Description: The online judge evaluation provides attorneys with a convenient and easy method to complete the evaluation of 14 family court judges. This online process results in a greater response rate.

7 Upgraded Services



HunterEd

Department of Land and Natural Resources

Launch Date: 07/25/24

Description: Prior to this enhancement all hunts were displayed in one table, making it difficult to identify which hunts were still accepting applications. This update separated the hunts into two tables: one for hunts accepting applications and another for hunts already in progress making it easier for hunters to quickly find and apply for open hunts.

URL: <https://gohunthawaii.ehawaii.gov/public/hunts>



HunterEd

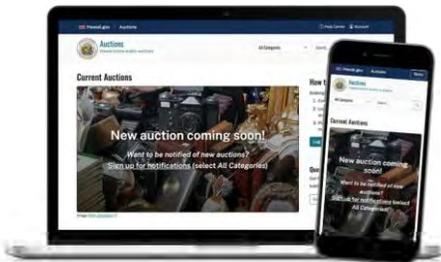
Department of Land and Natural Resources

Launch Date: 10/17/24

Description: Previously, if there were multiple hunters that have the same data for first name (case insensitive), last name (case insensitive), and DOB then they were put in the duplicate hunter report.

This update was to modify the functionality such that If multiple hunters have the same DOB then they will be added to the duplicate hunter report regardless of their name.

URL: <https://gohunthawaii.ehawaii.gov/public/welcome.html>



DOT Online Auction

Department of Transportation

Launch Date: 03/24/25

Description: The new Department of Transportation auction site was upgraded with a modern look and feel and enhanced functionality.

URL: <https://auctions.ehawaii.gov/dot>



SPO Online Auction

Department of Accounting and General Services

Launch Date: 03/24/25

Description: The new State Procurement Office auction site was upgraded with a modern look and feel and enhanced functionality.

URL: <https://auctions.ehawaii.gov/spo>



Invest Hawaii Website Redesign

Department of Business, Economic Development & Tourism

Launch Date: 03/25/25

Description: Collaborated with vendor Becker Communications to launch a new version of the invest.hawaii.gov website and migrate the site into Pantheon. We also migrated in the additional subsite, Made in Hawaii, to the new site.

URL: <https://invest.hawaii.gov/>



myHawaii Single Sign-On Support

Office of Enterprise Technology Services

Launch Date: 04/06/25

Description: Tyler integrated the eHawaii.gov login with the Office of Enterprise Technology Services' single sign-on solution to centralized the authentication of our applications with the State's citizen identity solution.

URL: <https://my.hawaii.gov/>



Honolulu Legislative Document Access

City & County of Honolulu, Office of the City Clerk

Launch Date: 05/01/25

Description: Added a new notification to track specific bills/resolutions, other notification and search enhancements, and pre-formatted reports for the public. Improved administrative document management, and provided custom reports and more testimony viewing capabilities and reports to Council members and staff.

URL: <https://hnlldoc.ehawaii.gov/hnlldoc/>

4 Retired Services

The following 4 services were retired from use during fiscal year 2025:

Table 8: Retired Services

Service	Date Retired
Department of Land and Natural Resources, Division of State Parks - Special Use Permits System	March 3, 2025
Office of the Attorney General, Hawaii Criminal Justice Data Center - Sex Offender Information Management System	November 22, 2024
Department of Health, State Council on Mental Health Website	September 1, 2024
Department of Defense, Office of Homeland Security Website	August 1, 2024

Major Initiatives

Single Sign-On Initiative

MyHawaii launched on April 6, 2025 by Tyler Technologies in collaboration with the Office of Enterprise Technology Services (ETS), is a multi-year effort that culminated as Hawaii's Single Sign-on (SSO) service. This service serves as the State's centralized digital identity platform. Portal users are able to use one set of login credentials for all portal services along with any other State service using the State's SSO service.

Maintenance / Upgrade Efforts

Our Hawaii.Gov Web Analytics Portal used for capturing site visitor traffic has been upgraded to use Google Analytics. These statistics are used in the Access Hawaii Committee meetings.

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 26 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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Burt Ramos, General Manager

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A: Customer Service Statistics

Overview

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



7,900+

Labor hours



4,947

Interactions per month



161

Web Services
Supported

The following are statistics from FY2025:

- Tyler Hawaii provided over **7,900** labor hours via a 3.5 person customer service team. 2 extra customer service support team members were hired in April 2025 for the launch of MyHawaii Single Sign On (SSO). The customer service team is now a total of 5.5 persons.
- There were **59,360** total interactions (phone calls, online chats, emails, and application feedback), which represented an **6% increase from FY2024**. This was due in large part to the following:
 - MyHawaii Single Sign On (SSO) Launched in April 6th, 2025 accounted for 2,209 requests or 4% for the total of support
 - Miscellaneous support grew from a total of 2,087 in FY2024 to 2,753 in FY2025 for a net increase of 32% (+666)
 - Vital Records grew from a total of 3,795 in FY2024 to 4,583 in FY2025 for a net increase of 21% (+788) partially due to the Department of Health Vital Records office printer malfunctions in early FY2025, leading to further delays in issuing certificates and increased customer inquires.
 - Launching new services such as Attorney General Auctions and Transient Accommodations Tax (TAT) increased inquiries by 35 and 345 respectively.
 - GoState Park Issues accounted for 6,718 inquiries
 - Issues related to non-residents purchasing entry only tickets when visitors are required to buy entry and parking fees from May to July 2024.
 - Honolulu Marathon on December 8th. Due to road closures, ticket holders were unable to access the park and subsequently requested refunds in December 2024.
 - A winter storm led to a surge in volume, prompting numerous refund requests from customers from January to February 2025.
 - State Camping inquires also increased to 699 due to the winter storm.
- There were, on average, **4,947 interactions each month**, which is about **288** interactions per week per customer service team member
- Phone call inquiries totaled **16,049 (27%)**
- Over three quarters of email inquiries are resolved on the first contact (**80% 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 2 hours and 25 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, 2024 to June 30, 2025 with count and percentage breakdown by interaction type.

Total Interactions by Channel

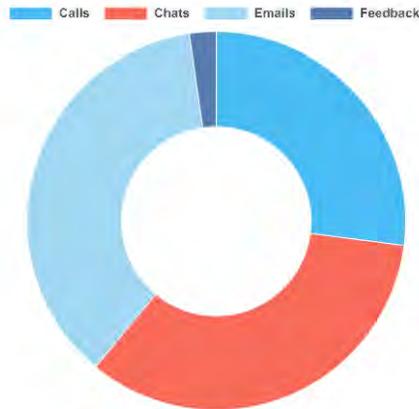


Table A-1: Total Interactions by Channel

Interaction Type	Number	Percentage	Change from FY2024
Calls	16,049	27.00%	Down -2.4%
Chats	20,153	34.00%	Up 5.6%
Emails	21,806	36.70%	Up 13.2%
Feedback	1,352	2.30%	Up 16.3%
Total	59,360		Up 6.1%

Top 10 Customer Service Inquiries

The following diagram and table show that 60% of our customer service inquiries span 10 services.

Top 10 Customer Service Inquiries

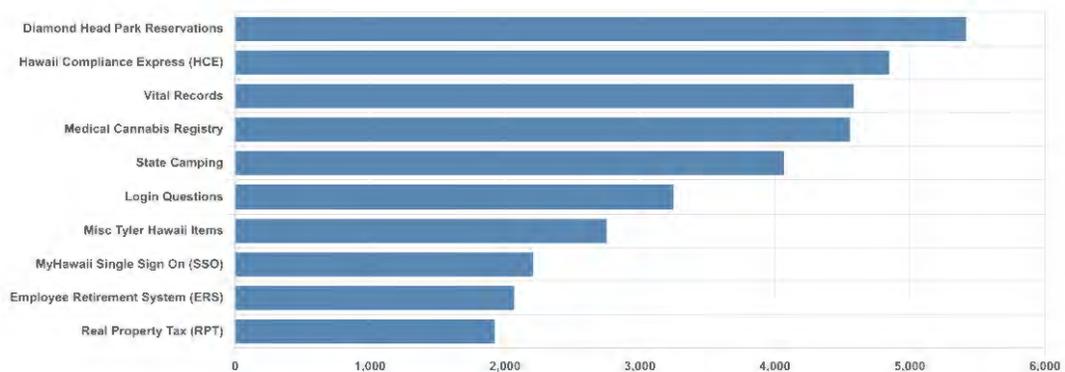
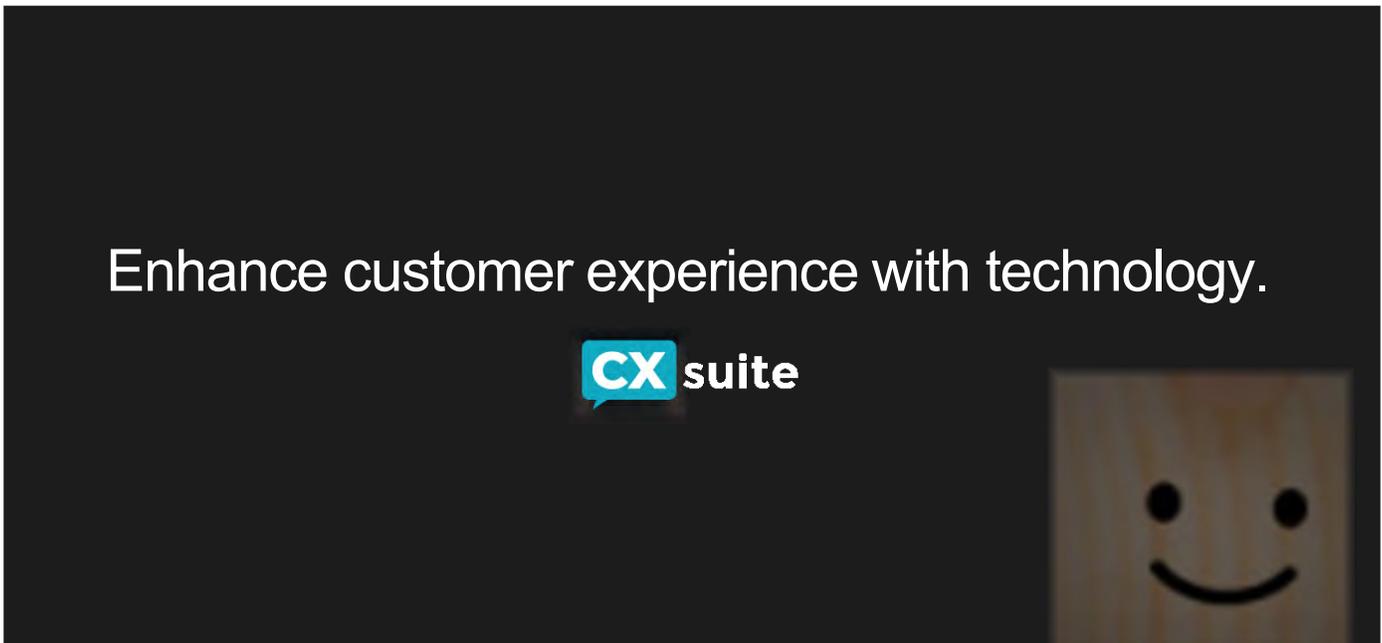


Table A-2: Top 10 Customer Service Inquiries

Service	Number	Percent
Diamond Head Park Reservations	5,416	9%
Hawaii Compliance Express (HCE)	4,848	8%
Vital Records	4,583	8%
Medical Cannabis Registry	4,556	8%
State Camping	4,067	7%
Login Questions	3,248	5%
Misc Tyler Hawaii Items	2,753	5%
MyHawaii Single Sign On (SSO)	2,209	4%
Employee Retirement System (ERS)	2,068	3%
Real Property Tax (RPT)	1,924	3%
Other	23,688	40%
Total	59,360	100%

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 FY2025.

- **37,217 feedback submissions** received in FY2025, up 29.4% from 28,762 in FY2024
- **14,344 comments** received in FY2025, up 28.1% from 11,200 in FY2024
- Of the 37,217 visitors who provided feedback, **80.7%** reported they had a **positive** experience, while **12.0%** reported they had a **negative** experience.

FY2025 CXsuite



37,217

Feedback
Submissions

B: Web Analytics

Overview

These are the FY2025 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 FY2025: 22,629,426
- Average Visit Duration: 5.7 minutes

eHawaii.gov Portal and Services Usage by Browser

eHawaii.gov Portal and Services Usage by Browser

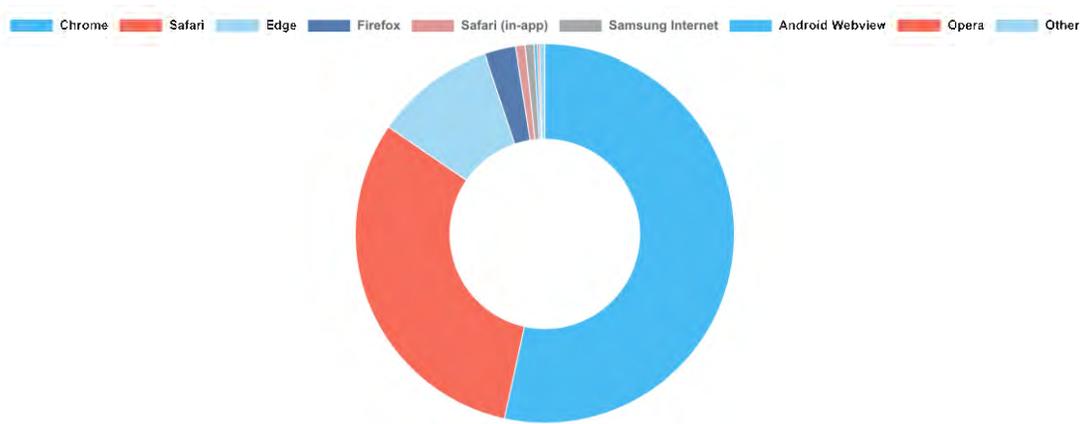


Table B-1: eHawaii.gov Portal and Services Usage by Browser

Browser	Count	Percentage
Chrome	12,121,939	53.5%
Safari	7,065,048	31.2%
Edge	2,338,425	10.3%
Firefox	602,190	2.7%
Safari (in-app)	183,034	0.8%
Samsung Internet	169,808	0.7%
Android Webview	62,509	0.3%
Opera	39,684	0.2%
Other	106,362	0.5%

eHawaii.gov Portal and Services Usage by Device

eHawaii.gov Portal and Services Usage by Device

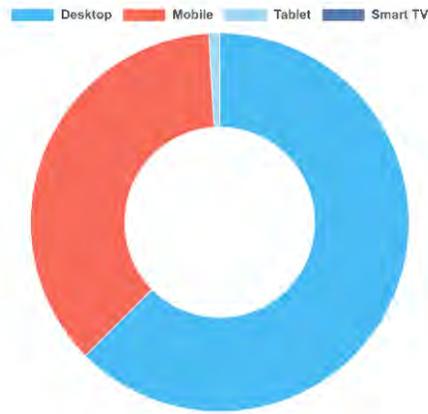


Table B-2: eHawaii.gov Portal and Services Usage by Device

Device	Count	Percent Usage
Desktop	14,155,338	62.6%
Mobile	8,250,424	36.5%
Tablet	208,787	0.9%
Smart TV	480	0.0%

eHawaii.gov Portal Visitor Sessions by Month

eHawaii.gov Portal Visitor Sessions by Month

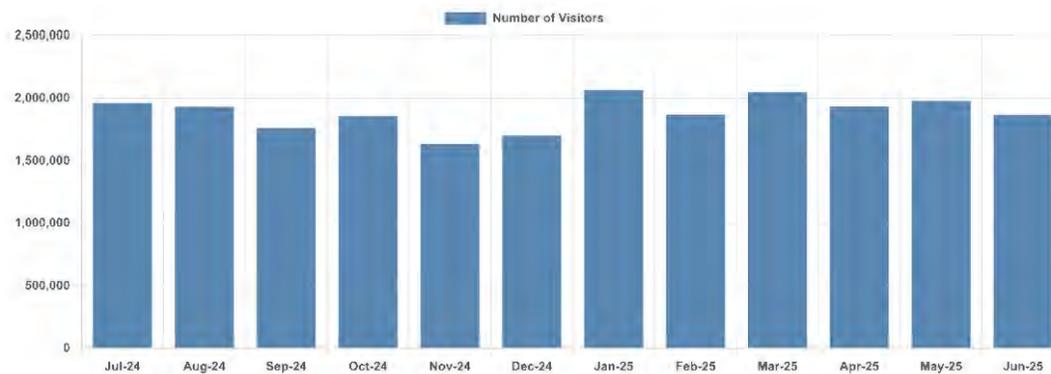


Table B-3: Visitor Sessions

Month	Number of Visitor Sessions
July 2024	1,962,175
August 2024	1,933,818
September 2024	1,762,966
October 2024	1,858,344
November 2024	1,635,569
December 2024	1,702,856
January 2025	2,067,824
February 2025	1,870,675
March 2025	2,050,489
April 2025	1,936,134
May 2025	1,979,877
June 2025	1,868,699
Total	22,629,426

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

Service	Number of Sessions	Pct of Top 5	Pct of Total
Judiciary	3,953,585	32%	17%
Department of Commerce and Consumer Affairs - Business Registration Division	2,812,342	23%	12%
Department of Land and Resources - Division of State Parks - Reservation System	2,167,579	18%	10%
Hawaii State Public Library System	1,723,460	14%	8%
Hawaii.gov - Portal	1,716,813	14%	8%

C: Press Releases & Awards

Press Releases (4)

Title	Date
HTDC Website Recognized at the 31st Annual Communicator Awards	5/14/25
Introducing myHawaii: Hawaii's New Digital Identity Platform	5/9/25
Hawaii Police Department Website Wins Two Awards for Redesign	4/28/25
Hawaii Police Department Website Redesign	11/13/24

Awards (4)



Communicator Awards – Award of Distinction

5/14/25

Department of Business, Economic Development, & Tourism, Hawaii Technology Development Corporation (HTDC)

[Hawaii Technology Development Corporation](#)



Hermes Awards – Gold Award

4/16/25

County of Hawaii, Police Department

[Hawaii Police Department](#)



Global Excellence Awards – Gold Award

3/17/25

County of Hawaii, Police Department

[Hawaii Police Department](#)



Horizon Interactive Awards – Gold Award

1/21/25

Department of Business, Economic Development, & Tourism, Hawaii Technology Development Corporation (HTDC)

[Hawaii Technology Development Corporation](#)

D: Outreach & Community Participation

Hawaii AI & Cloud Innovation Summit



Tyler Hawaii employees attended the Hawaii AI and Cloud summit to align Tyler Tech's AI strategies with local needs and opportunities in Hawaii with respect to public sector and educational applications.

Event: [Hawaii AI Summit](#)

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 7th year of sponsorship and participation allowed us to interact with a talent-rich group at the Hawaii Annual Code Challenge (HACC) last October 2024.

Event: [Hawaii Annual Code Challenge](#)

State Procurement Conference



Tyler Hawaii participated in the state procurement office conference to learn about key insights in the procurement market, build relationships with State Procurement Office staff, state and county agencies, and develop a deeper understanding on their operational needs and challenges.

Making Strides Against Breast Cancer



For the eleventh 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: [Making Strides Against Breast Cancer](#)

Hawaii Digital Government Summit



During December 2024, 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: [2024 Hawaii Digital Government Summit](#)

WiRE Women in Renewable Energy



Tyler Hawaii participated in the WiRE conference to get insights on Hawaii's major transportation initiatives and renewable energy opportunities.

Event: [WiRE Lunch: Navahine v. Hawaii Department of Transportation](#)

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 – 2024 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

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

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

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

**** Please note that FY2022 financials include one project outside of the Portal Contract totaling \$226,767.80 in Tyler Hawaii revenue.

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

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 22 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
- ♦ DLNR – DSP – Special Use Permitting System Interactive Voice Response System
- ♦ 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.

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.

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).