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Update from the Department of Information Technology: Technological Resources for the Public

Enhancing Accessibility and Efficiency Through Online Services

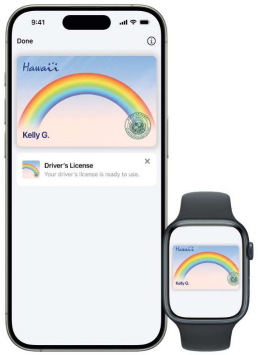
Department of Information Technology
May 29, 2025

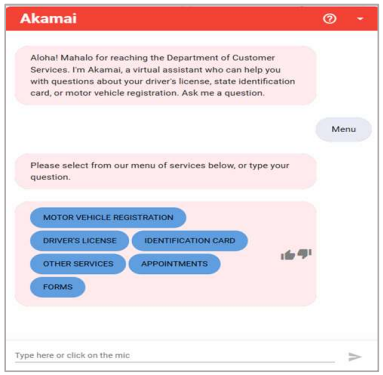
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Modernizing Public Services for Honolulu Residents

- DIT is improving access to services through three tools:
  - **HNL Pay** – Secure online payments and service requests.
  - **Mobile Driver's License (mDL)** – A digital alternative to physical licenses, **implemented by DIT on behalf of the State of Hawaii**.
  - **Chatbot** – Instant support for navigating city websites (DL/MVR for now).

HNL PAY





Overview of HNL Pay

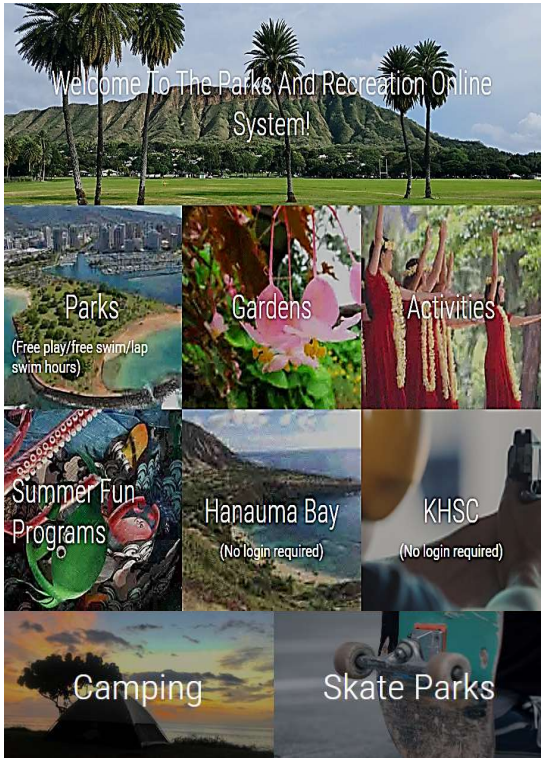
HNL PAY

Key Points:

- **What is HNL Pay?** A secure, user-friendly platform for online payments and service requests.
- **Why it matters:** Reduces in-person visits, streamlines processes, and ensures **privacy and security**.
- **Target Audience:** Residents, businesses, and organizations interacting with city services.
- **Awarded** 1st Runner-up for 2024 Project of the Year by Project Management Institute Hawaii

HNL Pay: Streamlining Transactions for Public Services

- **Purpose:** Enable residents to pay fees or submit requests **online** without visiting city offices.
- **Integrations:**
  - **Parks and Recreation Online System (PROS)**
    - Hanauma Bay Ticketing System
    - Activities
    - Summer Fun
    - Events
    - Camping Permit

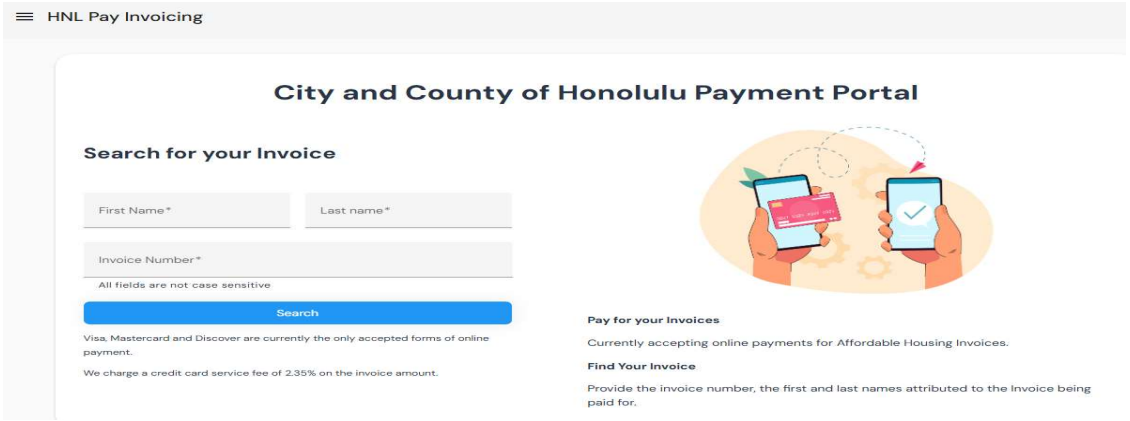


HNL Pay Integrations

- Autopsy Report

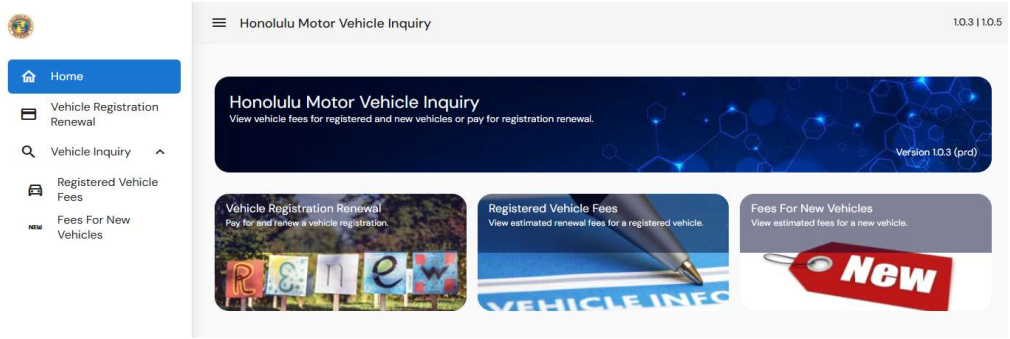


- HNL Invoicing
  - Affordable Housing



HNL Pay Integrations

- Motor Vehicle Registration



- Real Property Appeals



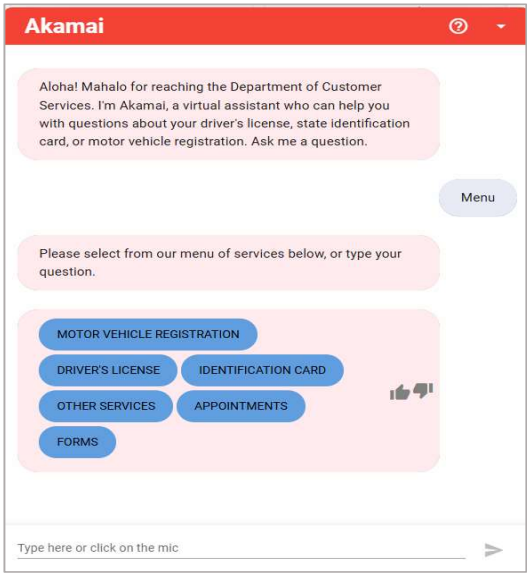
Mobile Driver's License (mDL): A Secure, Convenient Alternative (Implemented by DIT for the State of Hawaii)

- **What is mDL?** A **digital version of your driver's license** stored on your phone via the **Apple Wallet**.
- **How It Works:**
  - DIT collaborated with the **State of Hawaii** to implement and manage this service.
  - Setup through a secure app with **biometric authentication** (facial recognition).
  - Valid for identification at TSA Checkpoints at Airports.
- **Benefits:**
  - **No need to carry a physical driver's license for TSA Checkpoints** (mDL is voluntary and you must still carry your physical driver's license.)
  - **Reduced wait times** at Airport.
  - **Enhanced security** with encryption and tamper-proof design.



Chatbot: Your 24/7 Digital Assistant

- **Current Scope:** The chatbot is **currently limited to driver's license and motor vehicle registration**.
- **How It Works:**
  - AI-powered responses to questions like:
    - "How do I renew my license?"
    - "What documents are needed for registration?"
  - **No personal data stored**.
- **Benefits:**
  - **Faster access** to information.
  - **Reduced need for in-person visits**.



Protecting Your Privacy and Data

- **HNL Pay:**
  - Secure, encrypted transactions.
- **Mobile Driver's License (mDL):**
  - Encrypted digital format.
- **Chatbot:**
  - No storage of personal data.
- **Legal Safeguards:**
  - Data access is restricted to authorized personnel only.

What's Next? Expanding Digital Services

- **HNL Pay:**
  - Expand to more services (e.g., **Film Office**).
- **Mobile Driver's License (mDL):**
  - Explore **interoperability** with other mobile platforms.
- **Chatbot:**
  - **Future scope:** Potential integration with additional services (e.g., Building Permit Requests).
- **Public Feedback:**
  - DIT encourages residents to suggest new tools or improvements.

Benefits for the Public

- **Convenience:** Complete tasks **remotely** (no office visits required).
- **Efficiency:** Faster processing and reduced wait times.
- **Security: Privacy and data protection** for sensitive transactions.
- **Accessibility:** Tools are designed for all residents, including those with limited mobility or busy schedules.
- **Innovation: Honolulu's unique role** in implementing mDL for the state.