'25JUN24 PM 12:51 CITY CLERK

Overview of the City's Systems for Public Access

Department of Information Technology
June 25, 2025

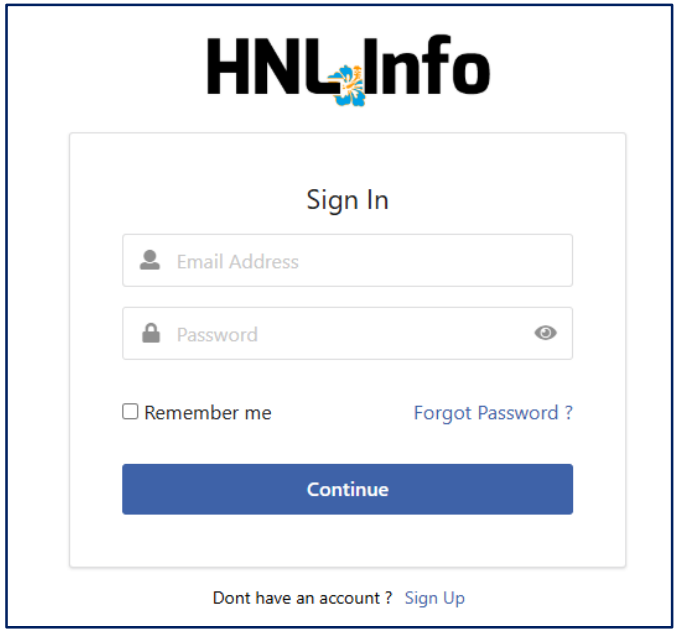
Brian McKee
Director and CIO

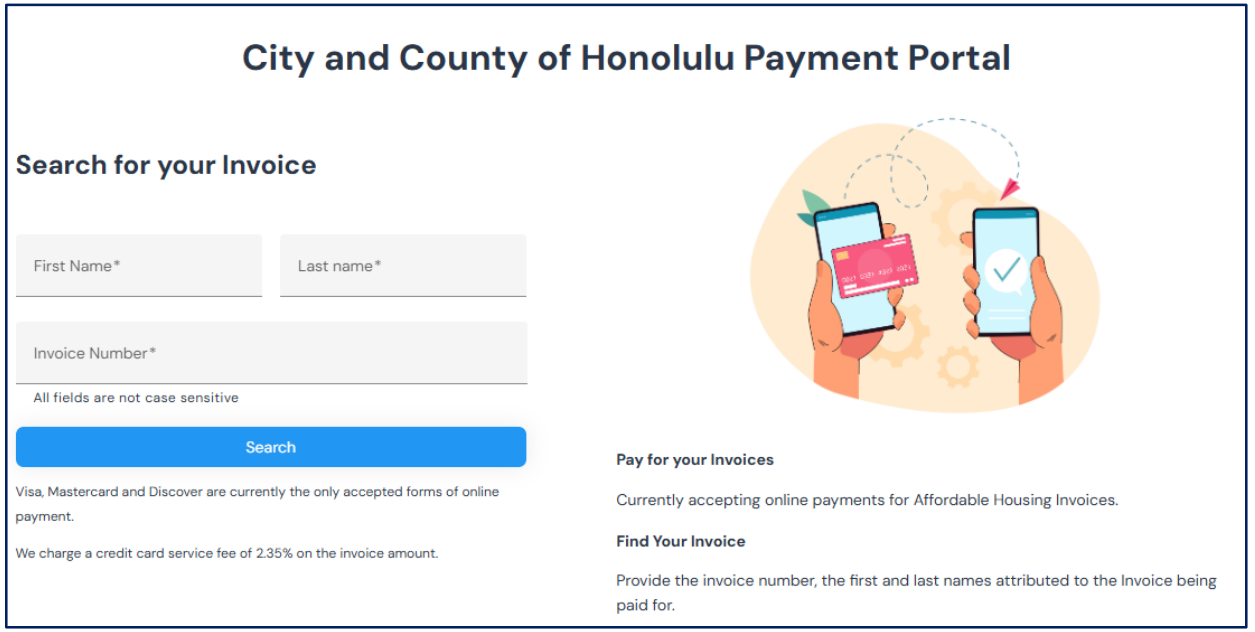
Submitted by the Department of Information Technology for Informational Briefing No. 3
Committee on Infrastructure, Transportation & Technology | June 25, 2025

DEPT. COM. 476
ITT

HNL Software Suite

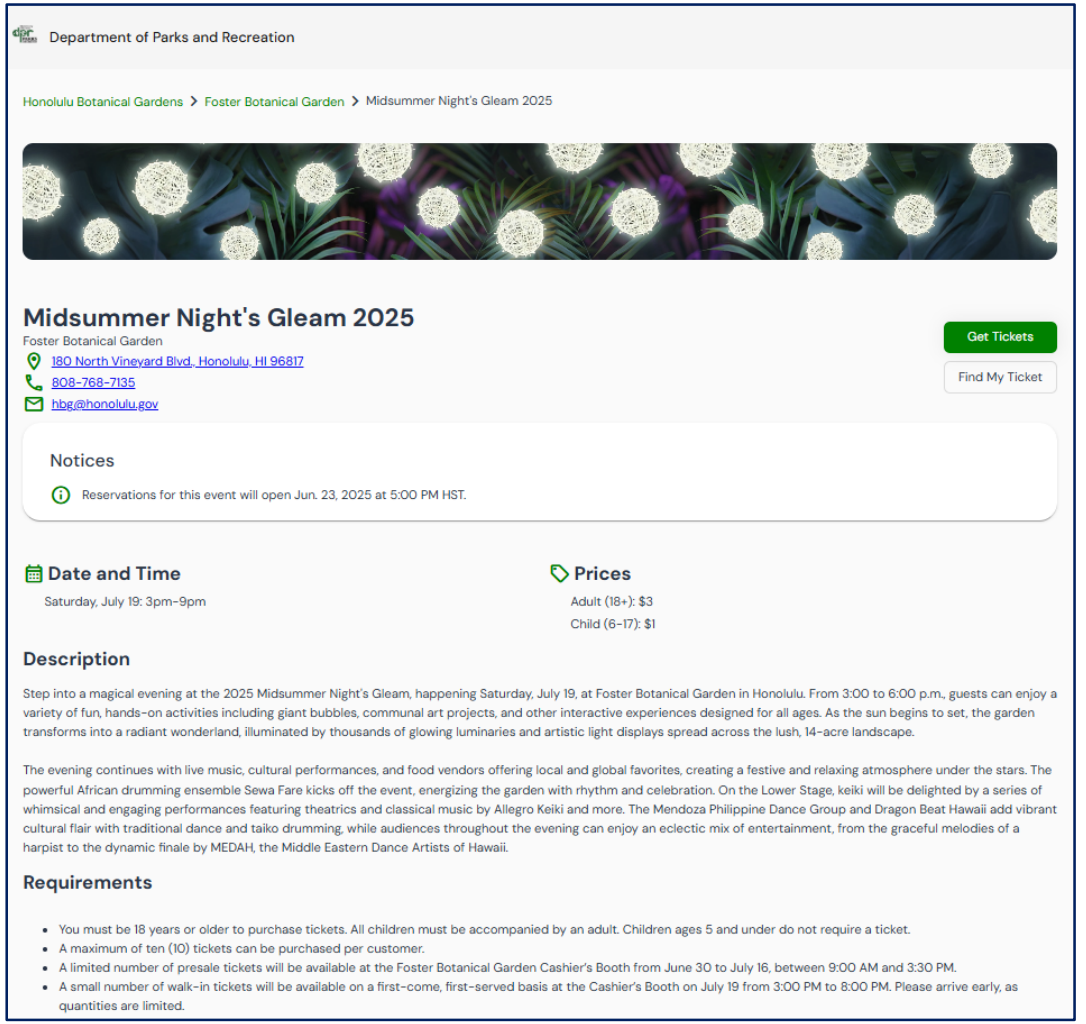
- HNL Pay
- HNL Info
- HNL Invoicing





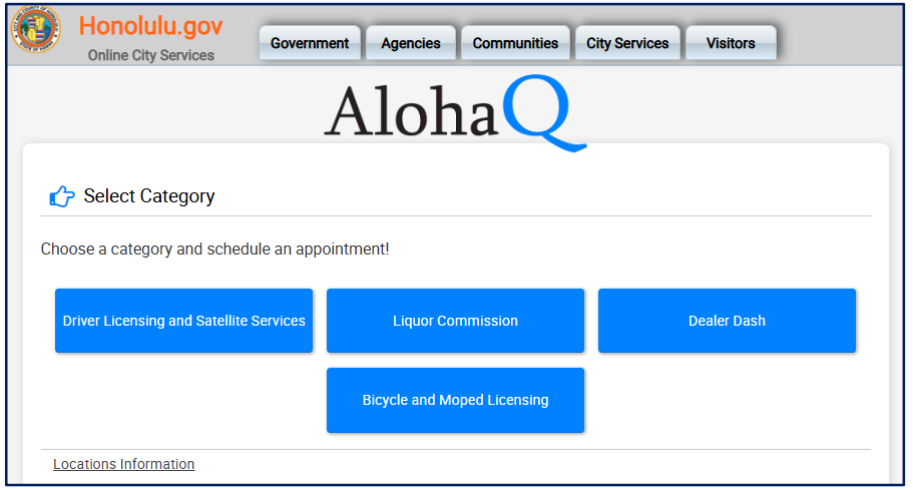
HNL Software Suite

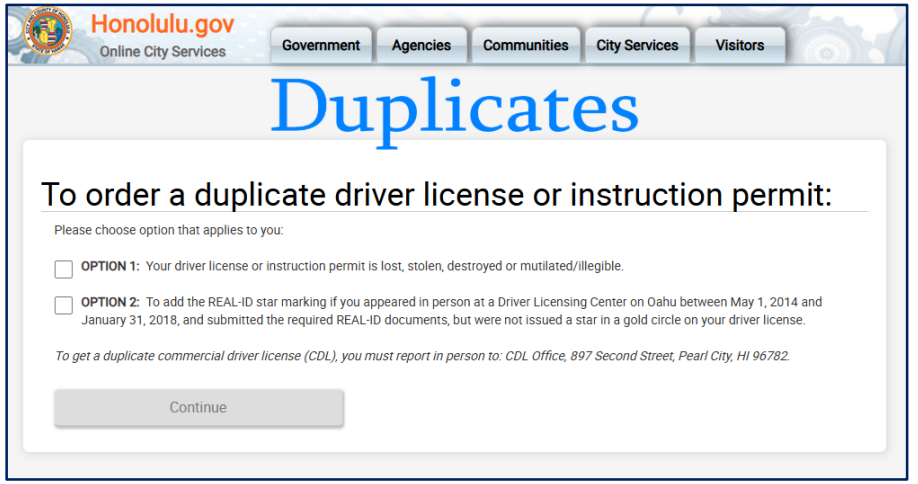
- HNL Events Ticketing
  - Fishing Reservations
  - Hānauma Bay Reservations
  - Koko Head Range Reservations
  - Botanical Gardens



Getting More Done Online

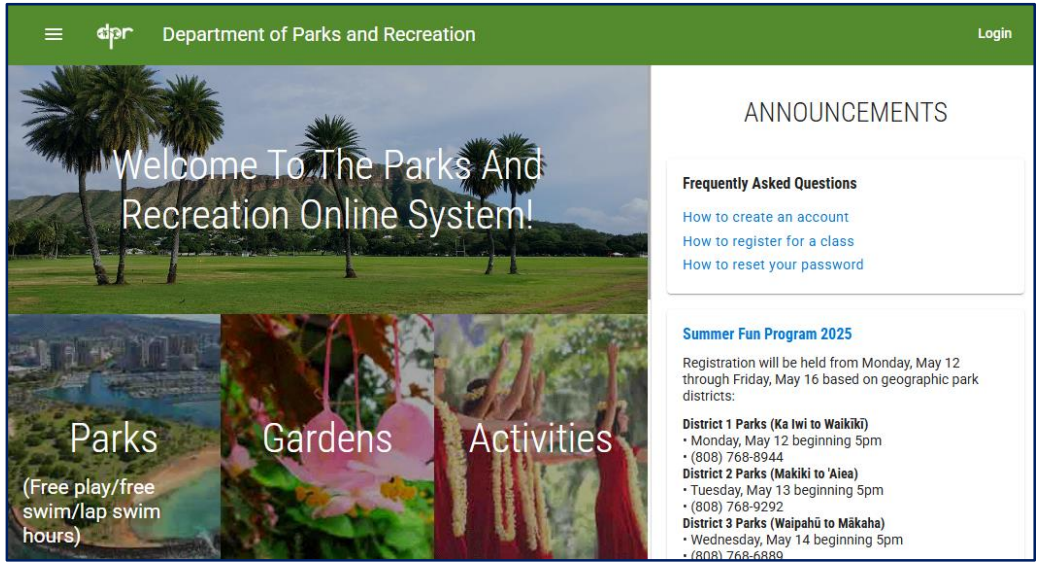
- AlohaQ
  - Department of Customer Service
  - Liquor Commission
- Motor Vehicle Systems
  - Vehicle Registration Renewal
  - Fee Calculator
  - Duplicate Driver's License

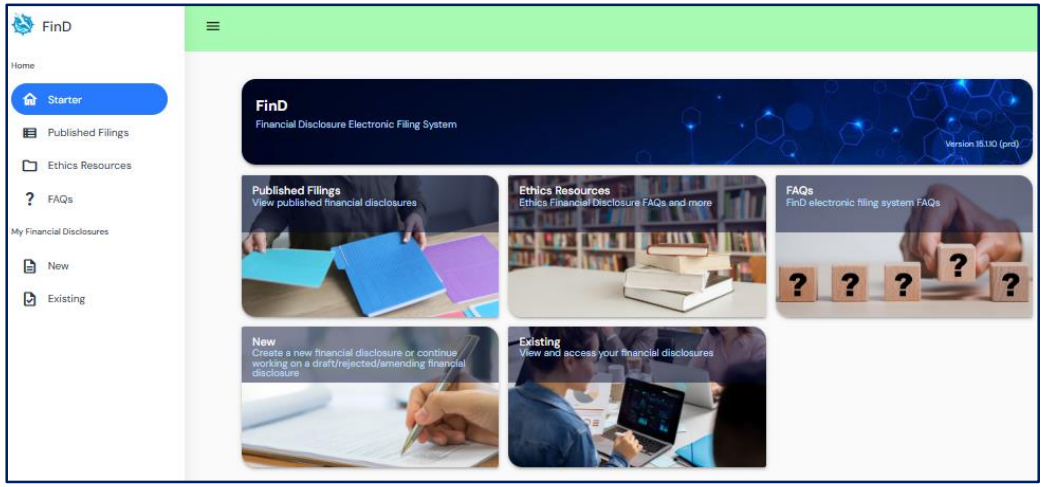




Getting More Done Online

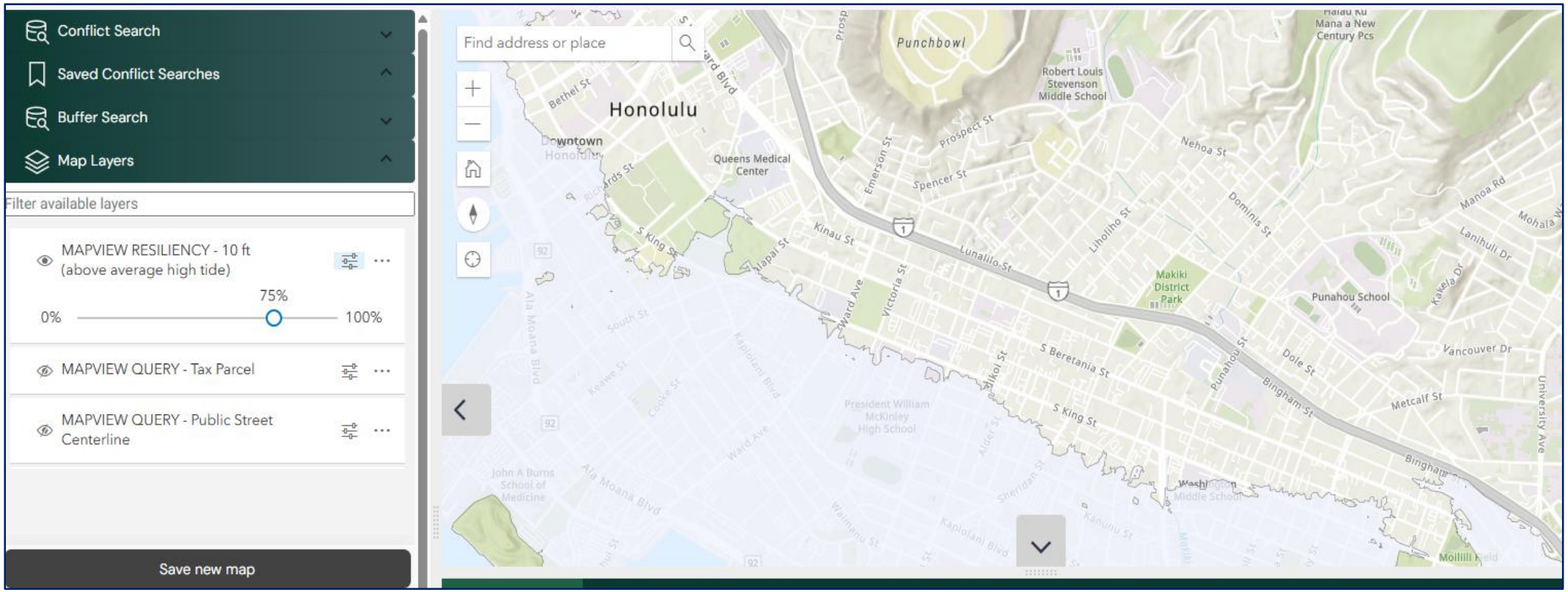
- DPR Reservation System
  - Summer Fun
  - Park Activities
  - Camping Permits
  - Facilities Reservations
- Ethics Filing System
  - Financial Disclosure
  - Lobbyist Registration





Lōkahi

Managing projects, events, assets, analysis, planning, communication, response, and permitting across the enterprise, through a unified interface that simplifies access to geographic information systems (GIS) and multidimensional datasets.



311 Dart Replacement

- Modernize, easy to use interface
- Integration with work order systems
- Communication tracking capabilities
- Increase transparency



Chat Bots and Artificial Intelligence



- Chat Bots are now answering public inquiries at the Department of Customer Services (CSD).
- We are developing an AI voice assistant which will take the majority of public inquiries and FAQs, 24 hours a day. This will free up CSD personnel for other duties, and handle the majority of the 800 calls per day they receive.



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Brian McKee
Director and CIO