



# HNL BUILD:

# Progress & Path Forward

Status Update on the City's New Permitting Platform

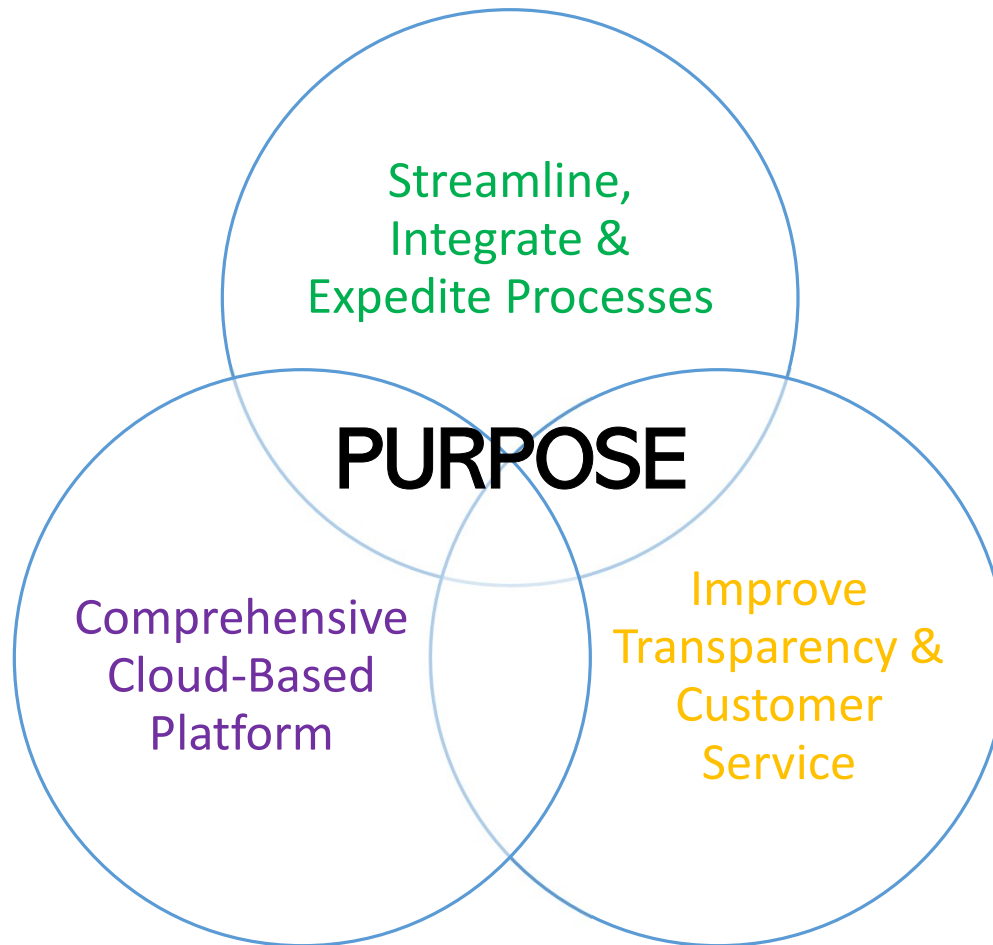
*Modernizing permitting to improve speed, transparency, and service to the public.*

Presented to the Committee on Government Efficiency & Customer Services

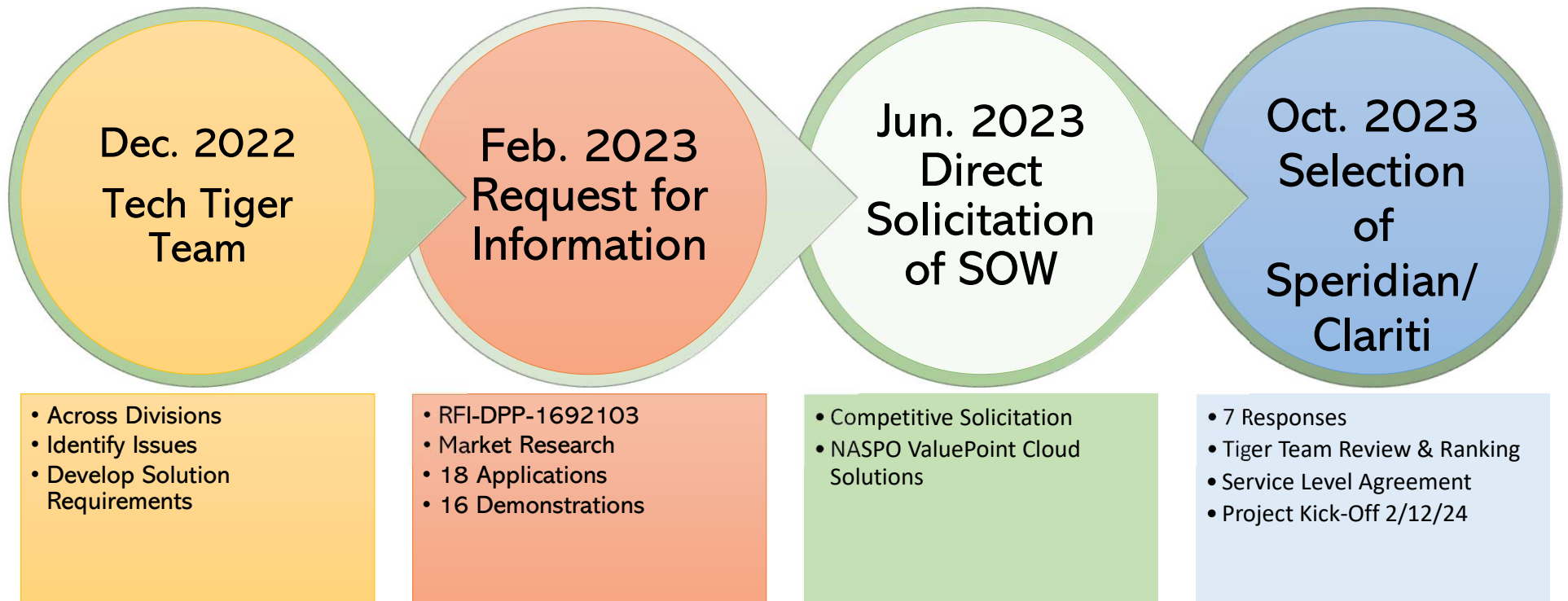
on September 25, 2025

By the Department of Planning & Permitting

# Why it Matters



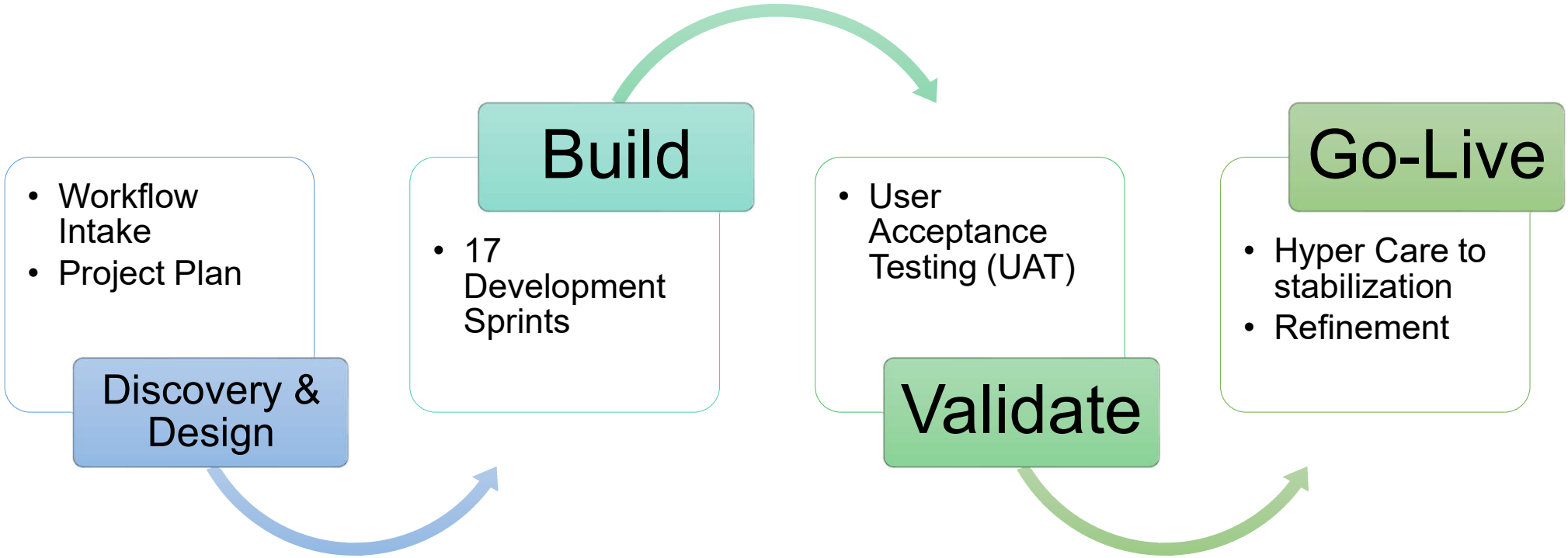
# Vendor Selection Process



# Criteria Used to Select the Vendor

- **Speed & Efficiency** (automation, less manual processing, faster inspections)
- **Transparency & Customer Service** (public portal, dashboards, online signatures)
- **Integration & Accuracy** (GIS, external data imports, payment systems)
- **Future-Readiness** (mobile apps, scalable workflows, compliance with new tech)

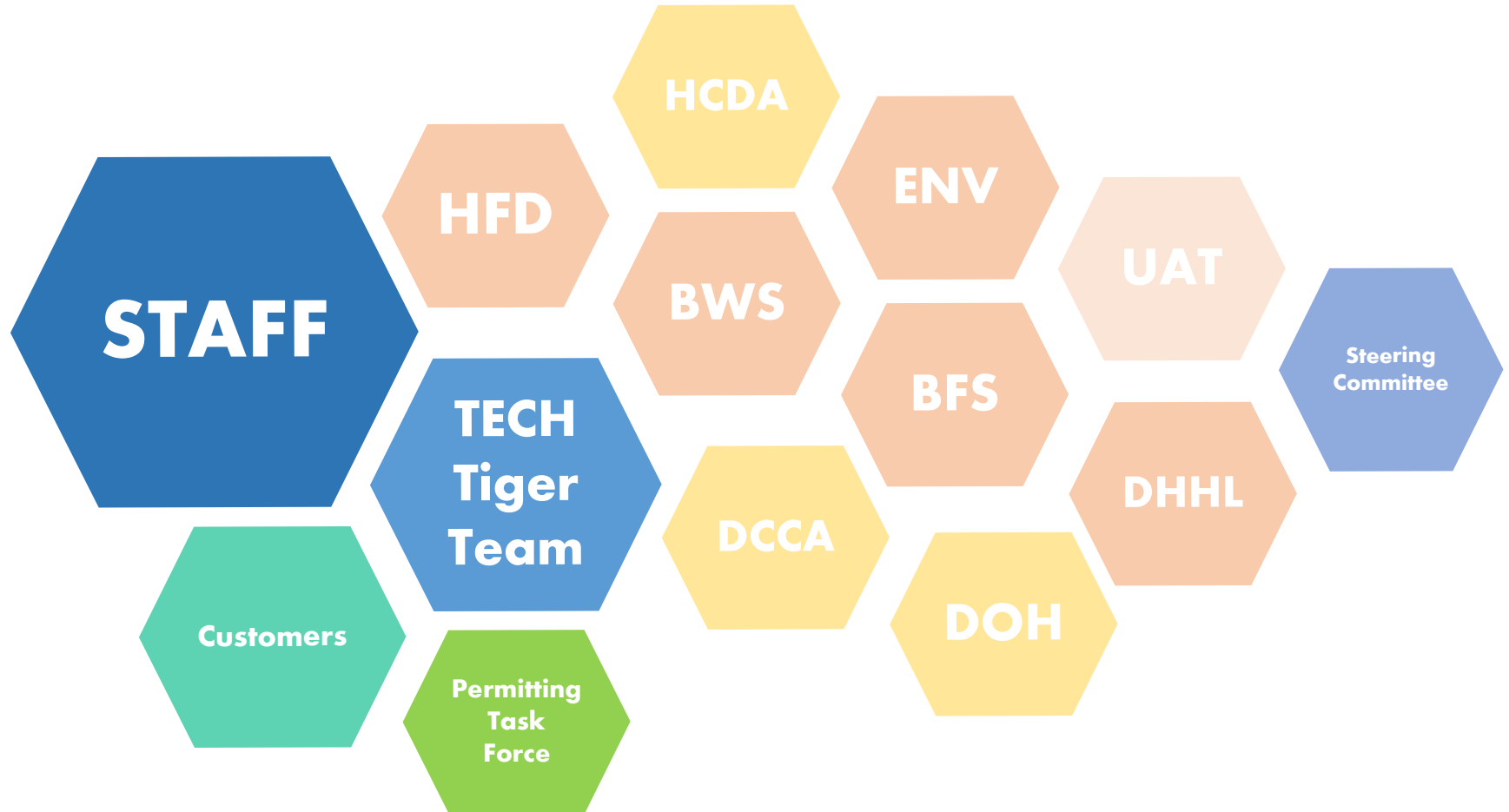
# Software Development Process with Speridian/Clariti



# POSSE

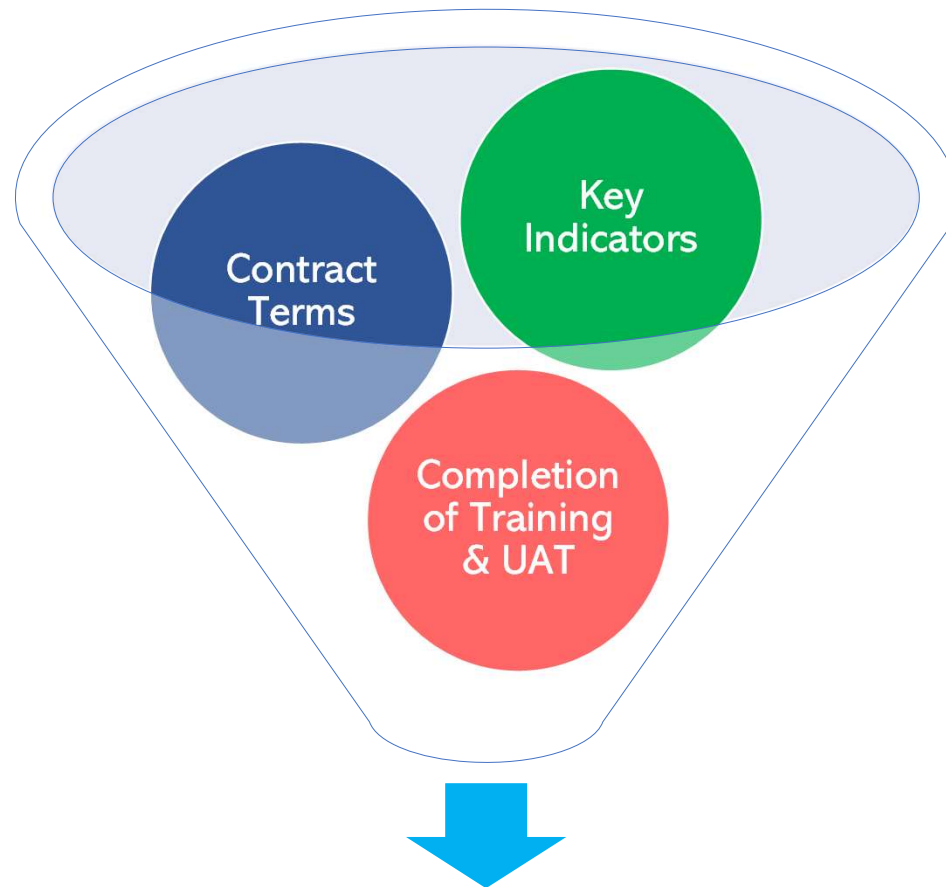


# Stakeholder Involvement



# Cost & Timeline of Contract

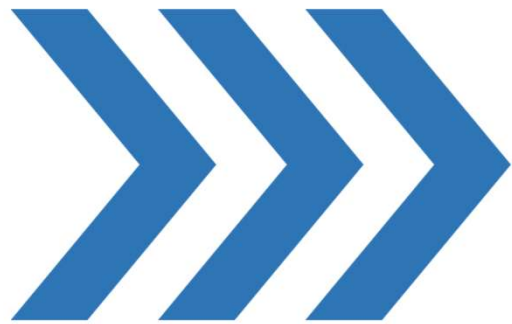
	FRF FUNDED			CITY OPERATIONAL FUNDED		TOTAL
	Year 1	Year 2	Year 3	Year 4	Year 5	
Licensing (Clariti)	\$821,861.00	\$821,861.00	\$854,735.44	\$888,924.86	\$924,481.86	\$4,311,864.16
Services (Speridian)	\$1,738,347.71	\$938,723.86				\$2,677,071.57
HI Taxes	\$120,637.03	\$82,958.76	\$40,275.13	\$41,886.14	\$43,561.59	\$329,318.65
<b>TOTAL:</b>	\$2,680,845.74	\$1,843,543.62	\$895,010.57	\$930,811.00	\$968,043.45	\$7,318,254.38
			<b>\$5,419,399.93</b>		<b>\$1,898,854.45</b>	



**August 4<sup>th</sup> Launch Date**

# Challenges & How We're Addressing Them

Issue	Cause	Action
Data migration errors	Different fields/complexity	Remapping
Account setup difficulties	POSSE lacked accounts	Individual account setup
New process questions	Lack of familiarity	Training



Moving Forward



# Progress Since Launch

## Permits Grouped by Category

Building
Building-Multi App
Conditional Use Permit - Minor
Dewatering Permit
Drainage Connection License
Electrical
Existing Use Permit
Grading Permit
Industrial Waste Discharge Permit
Major Special Management Area
Minor Modification
Minor Shoreline Structure
Minor Special Management Area
Park Dedication
Planned Development
Quick
Shoreline Setback Variance
Sign
Special District Permit - Major
Special District Permit - Minor
Subdivision Permit
Surface Encroachment Authorization
Temporary Use Approval
Trenching Permit
Zoning Adjustment
Zoning Variance
Zoning Waiver

Building	
Phase	Count
Pre - Application	922
Review	116
Issuance	109
Inspection	304
Closed	88
<b>Total:</b>	<b>1,539</b>

Building Multi-App	
Pre - Application	252
Review	41
Closed	8
<b>Total:</b>	<b>301</b>

Grading	
Pre - Application	7
Review	12
Issuance	1
Inspection	55
Closed	2
<b>Total:</b>	<b>77</b>

Minor SMA	
Pre-Review	9
Review	1
File	6
<b>Total:</b>	<b>16</b>

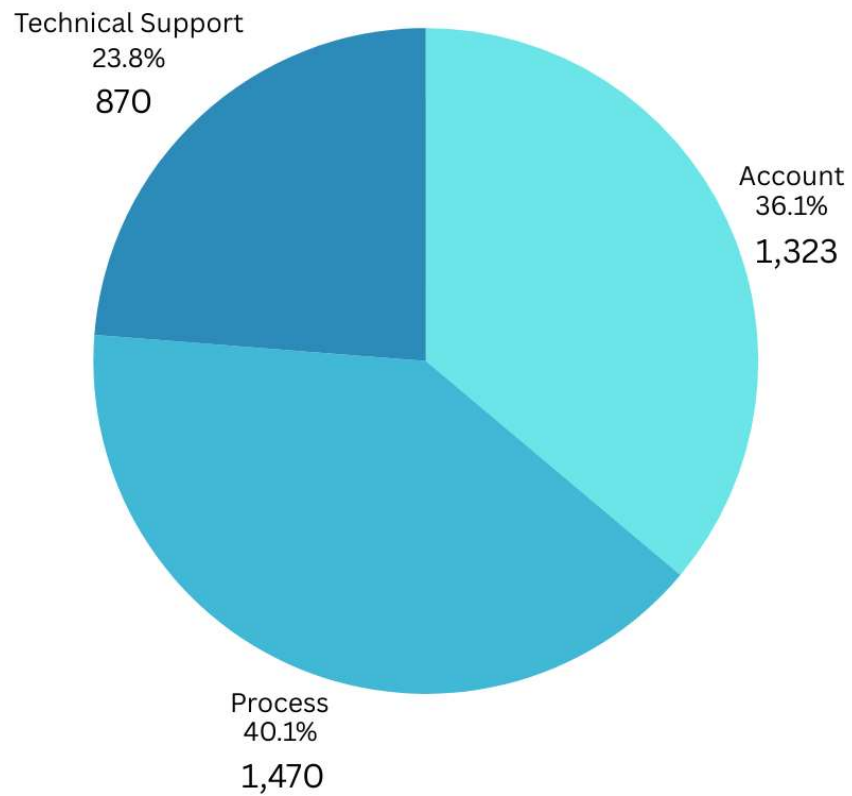
Quick	
Issuance	118
Inspection	990
Closed	46
<b>Total:</b>	<b>1,154</b>

Total # of Permits in HNL Build
<b>3,524</b>

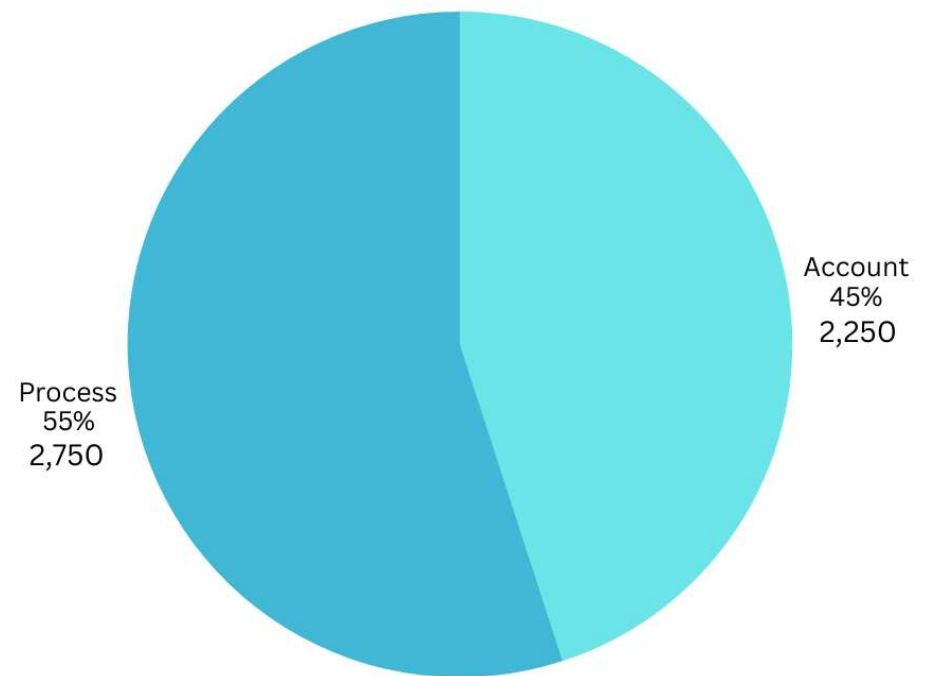
Total # of HNL Build Accounts Registered
<b>3,495</b>

# Implementation Support

## Emails – 3,663



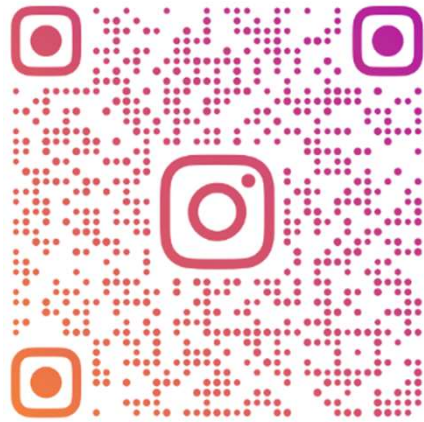
## Phone Calls – 2,970



# Summary



- HNL Build is a major system overhaul.
- Implementation is iterative and ongoing.
- Change is hard.
- We're on track, and are committed to making HNL Build succeed.



HONOLULU.DPP

**Mahalo.**