

DPP MODERNIZATION UPDATE

One Year After HNL Build: From Implementation to Transformation

Committee on Government Efficiency & Government Services
September 23, 2026



A YEAR AGO...

"I am absolutely terrified of what the Department will be approving with this barely-complete workflow in place."

An anonymous Honolulu permitting department engineer

Permit Pileup

'Complete Failure': Honolulu Permit Workers Say Tech Upgrade Is A Bust



ONE YEAR LATER ...

 **System Stabilization**

 **System Performance
& Reliability**

 **User Adaptation**

From Implementation to Management

MANAGEMENT PHASE

Fully functional system; ongoing enhancements/bug fixes

Managed Services Contract

Tier 2 Support

Troubleshooting, triage support, and training.

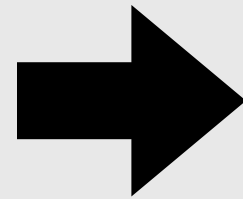
Tier 3 Support

Escalated support of code modification or configuration changes.

Enhancement Support (40 Hours/Month)

New requests, modifications to existing functionality.

HNL Build Registered Users



System Stabilization & Enhancements

Archive server

Data Migration from POSSE

Building Permit Application updates

Improved ease-of-use page
layouts

Enhance visibility of Record/Task History

Letter Templates updates

Request for Investigation workflow – Ind.
NOV/NOO

Workflow corrections and fine-tuning

Building

- Solar/PV
- Emergency repair
- Application clarifications and instructions

Site Development

- Subdivision permit workflows
- Grading permit workflows
- Wastewater Review applications

Zoning

- Fee payment workflow
- Application workflow

Approval Applications

- Address Change Request
- Ohana Pre-Check Application

Licenses

- Short-term rental & NUC applications

Supporting Users

Emails

15,000+

Phone Calls

5,300+

10+

Training Sessions

100+

User Acceptance Testers

14+

Updated Workflows/Procedures Created

14+

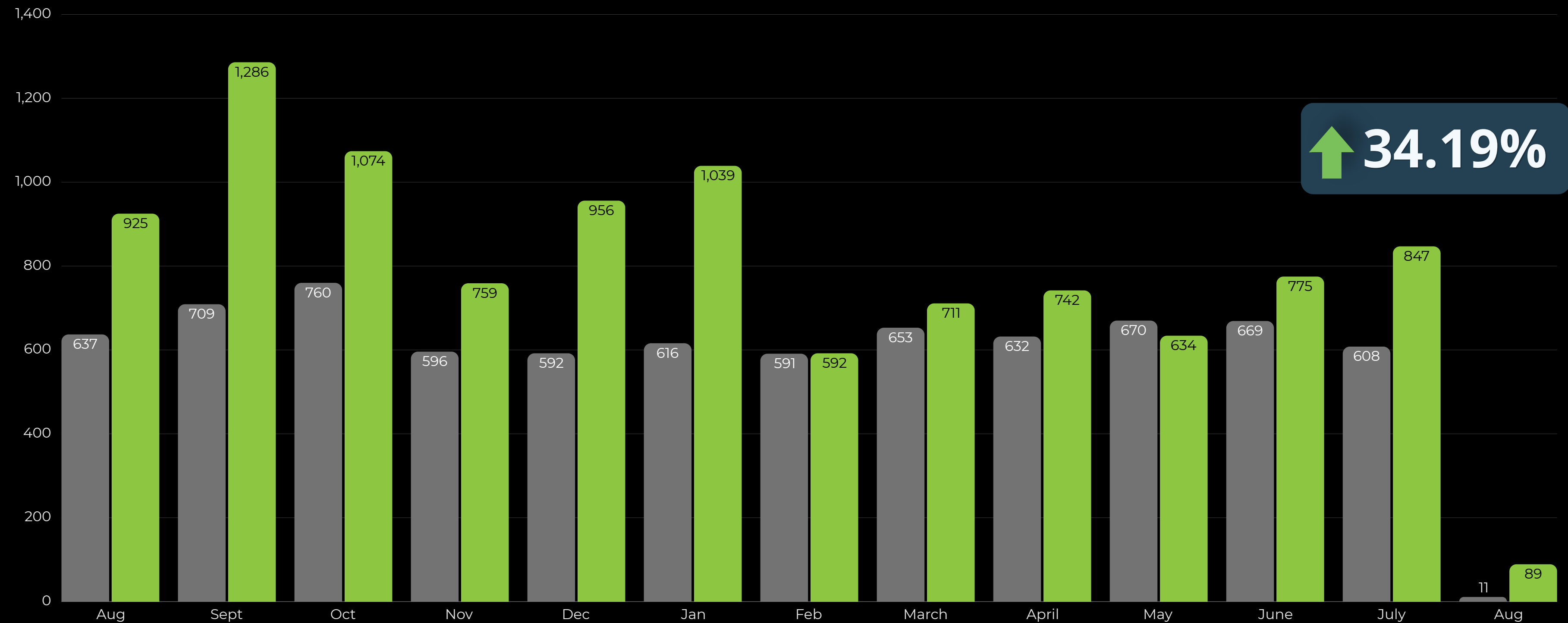
Step-by-Step Guides

10+

Video Tutorials

Building Permit Applications Submitted

Before and After HNL Build (Not including Quick)

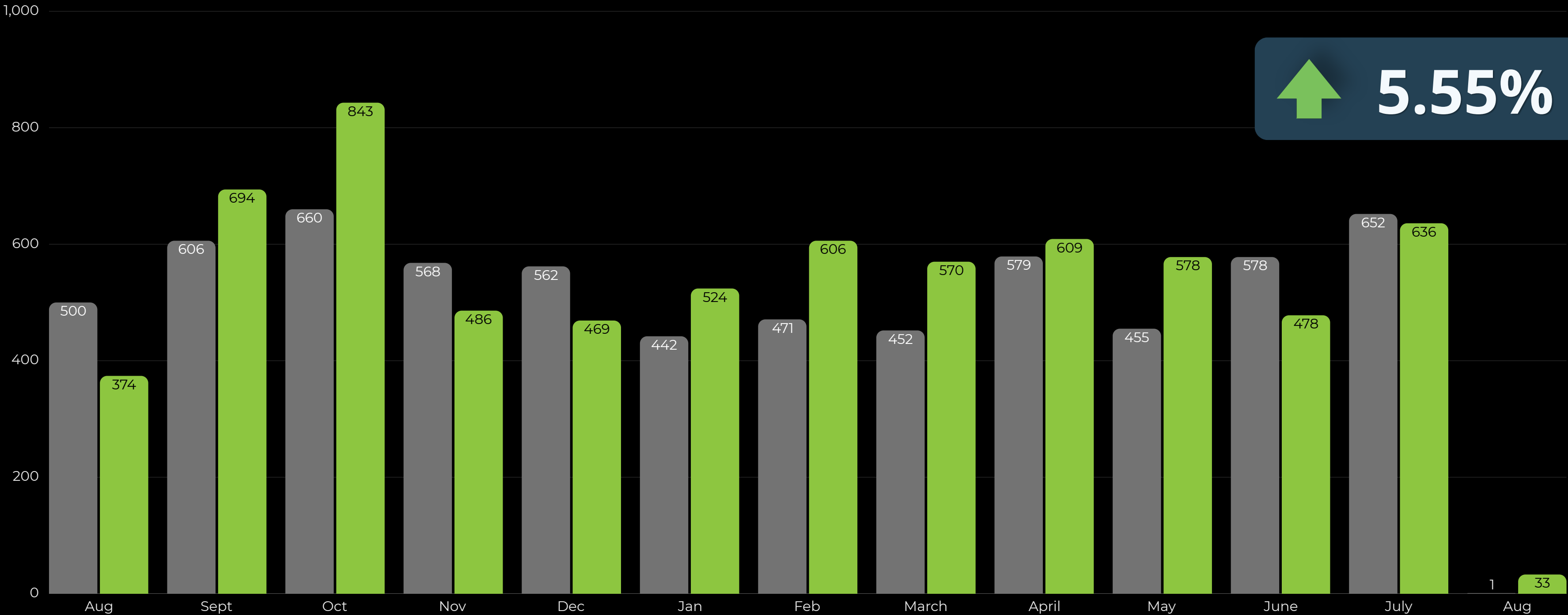


Pre-HNL Build: **7,744 applications submitted**

HNL Build: **10,386 applications submitted**

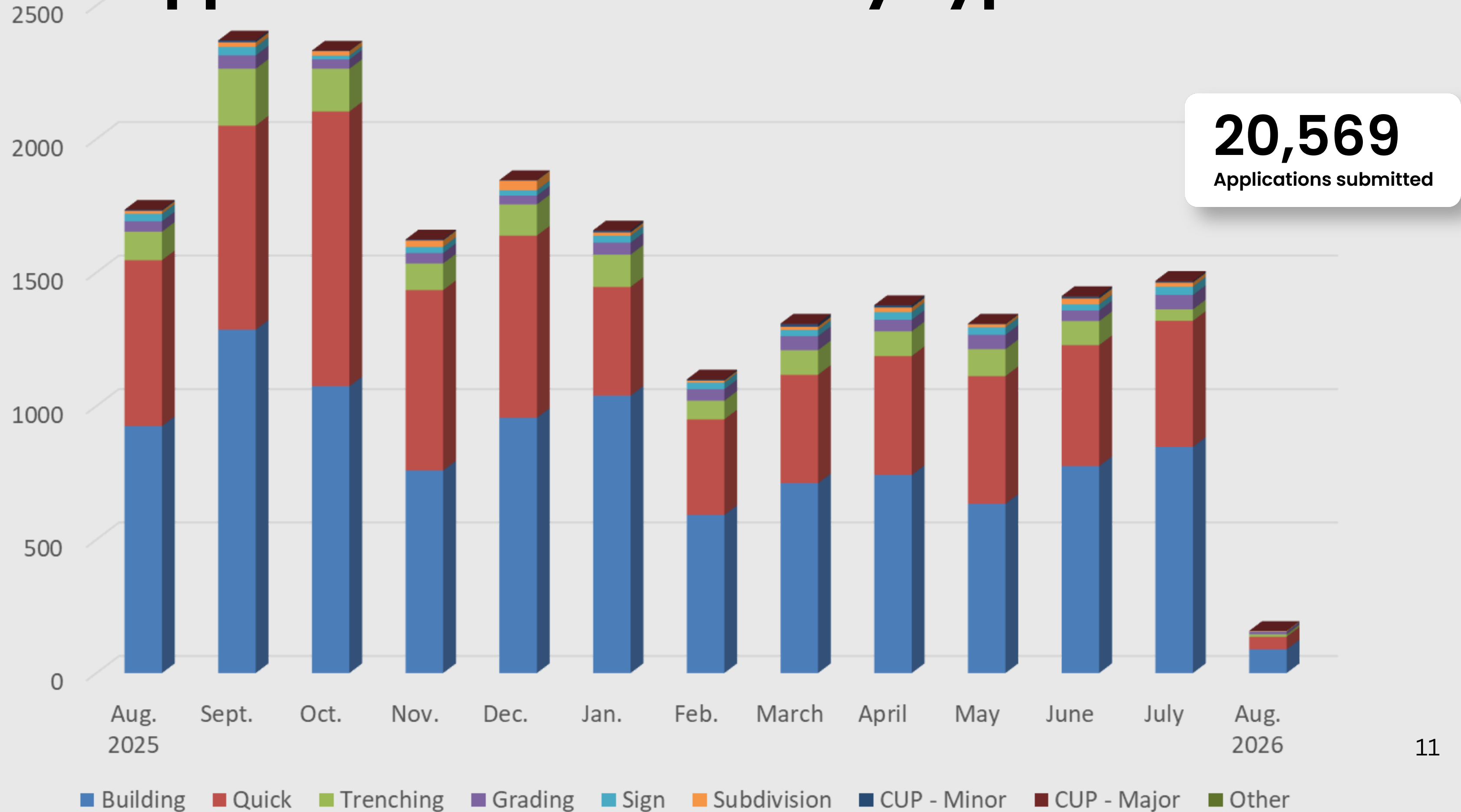
Building Permits Issued

Before and After HNL Build (Not including Quick)

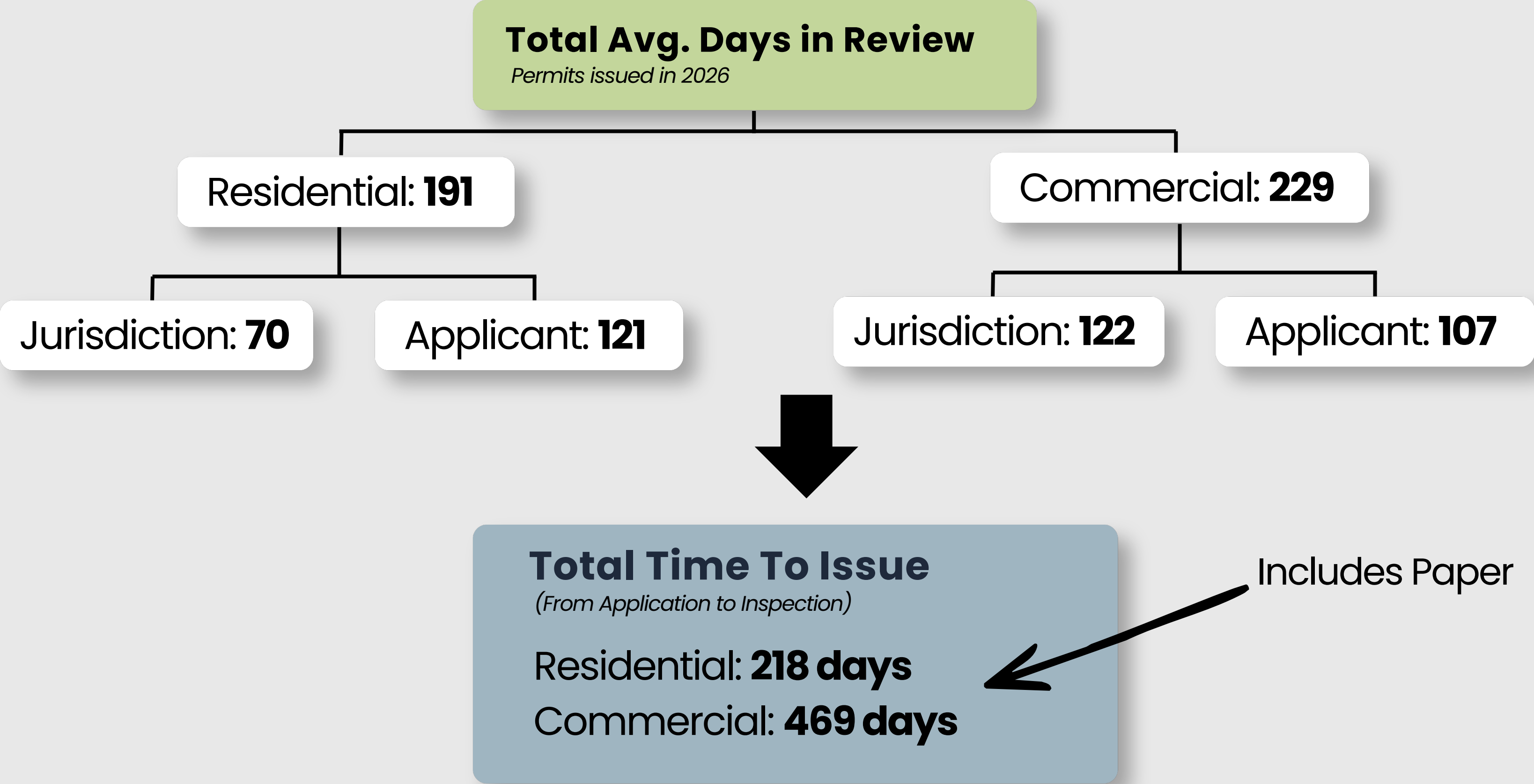


Pre-HNL Build: **6,525 building permits issued**
HNL Build: **6,887 building permits issued**

Total Applications Submitted by Type



Current Average Processing Times



Agency Review Breakdown

Avg. Review (1 cycle)	
Pre-Screen	11.84
Residential Plans Examiner	8.66
Commercial Plans Examiner	8.32
Mechanical	21.88
Electrical	41.67
Civil Engineering (PIS)	2.39
DPP-LUAB	11.97
DPP-UDB	7.91
DPP-ZRPB	4.93
Traffic	6.34
Zoning	9.31
Wastewater	3.33
Gasco	9.67
Board of Water Supply	10.56
HFD	8.23
DOE	16.92
DOH (AC Vent.)	10.18
DOH (Sanitation)	12.57
DOH (Wastewater)	3.23

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Total Avg. Review Cycles

Residential: 3.3
Commercial: 3.7

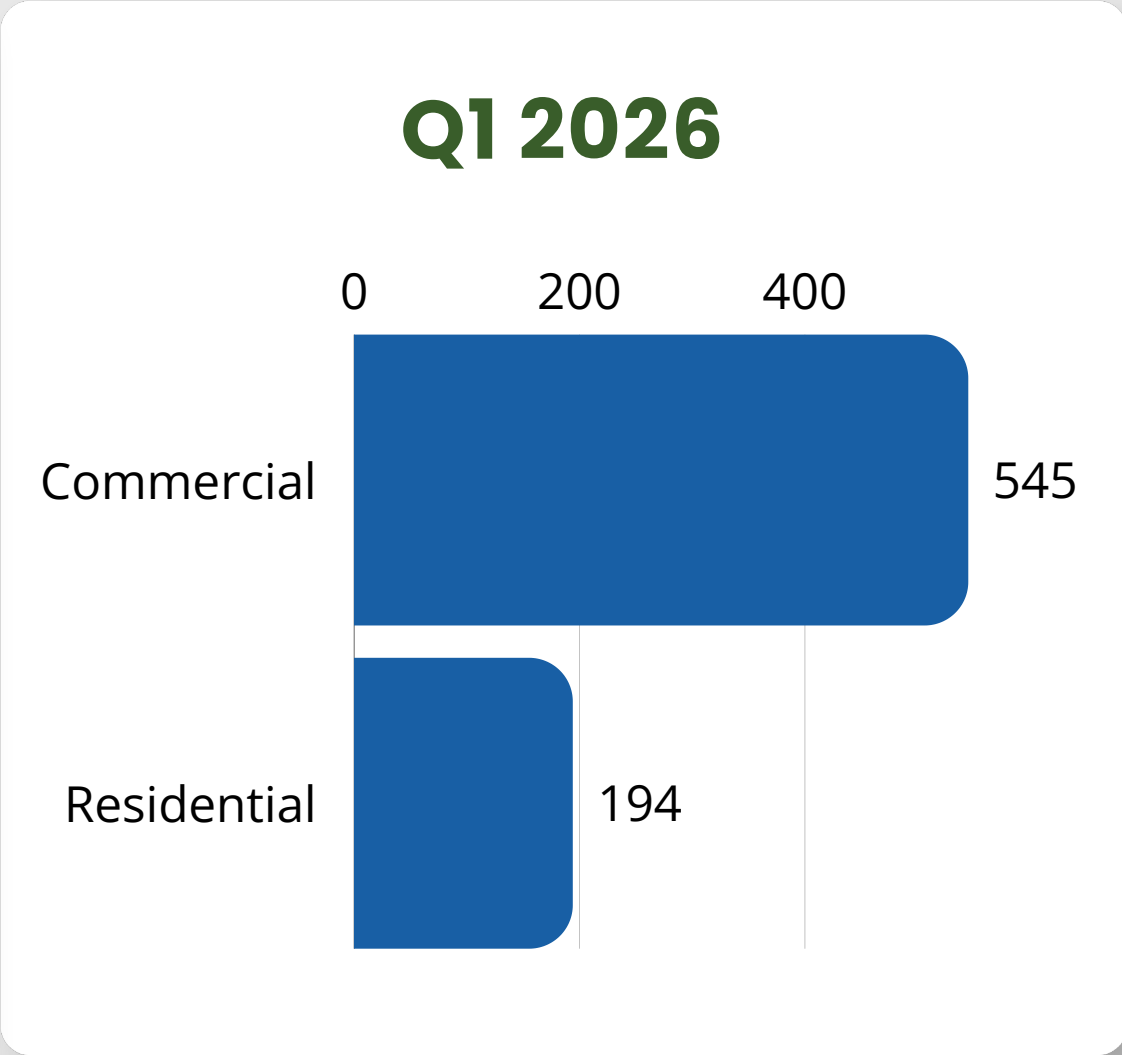
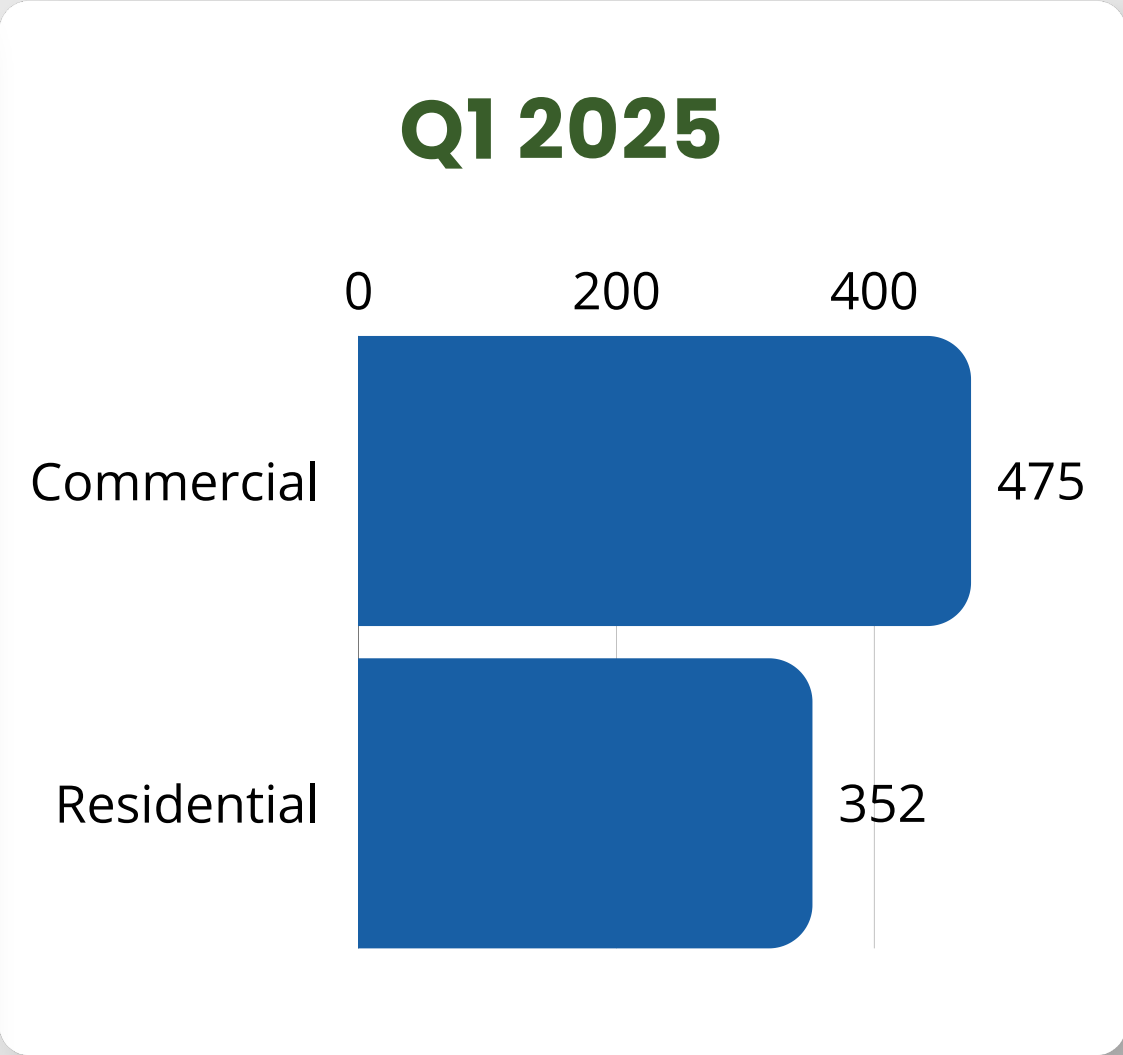
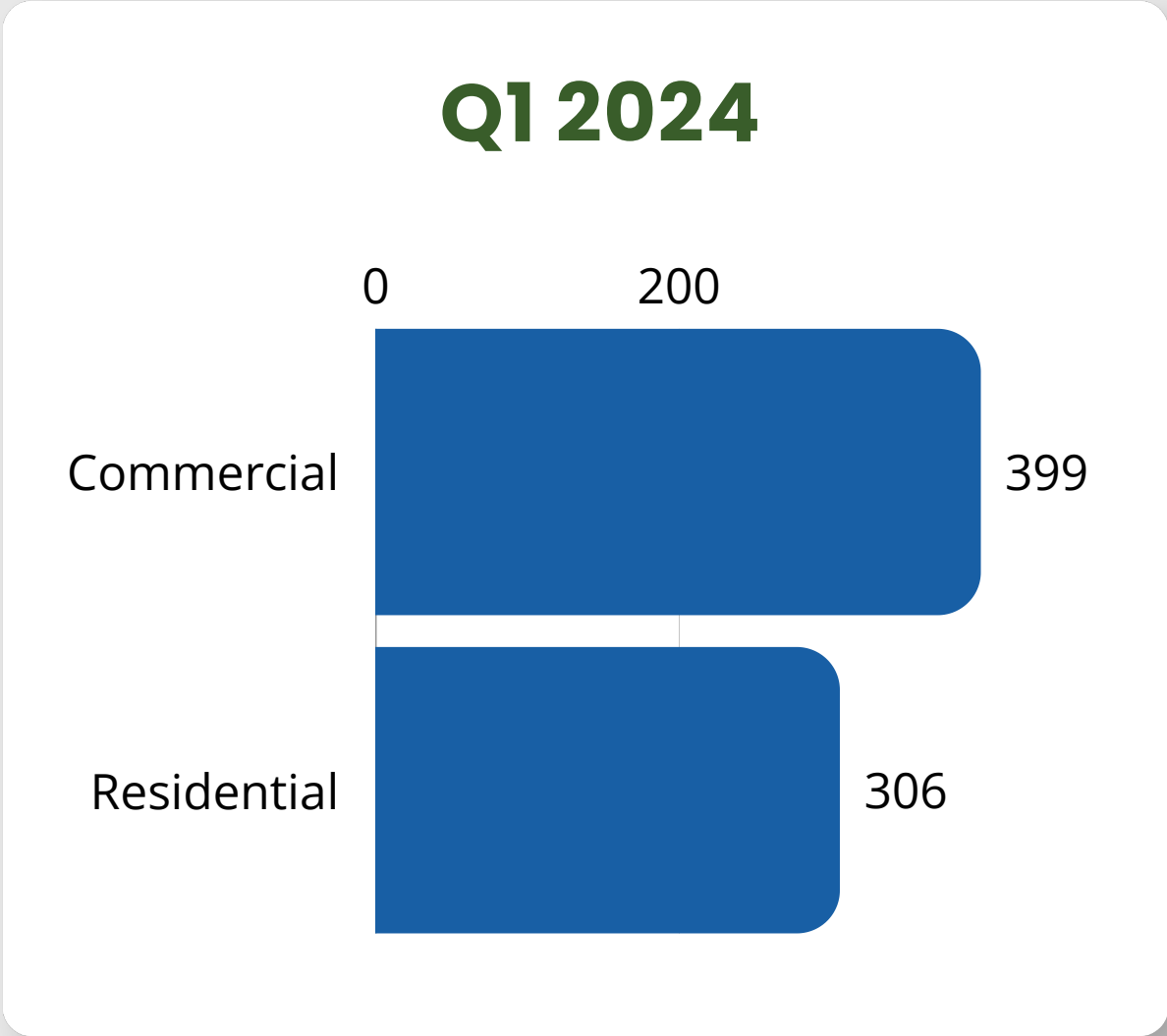
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Total Avg. Time w/ Jurisdiction

Permits issued in 2026
Residential: 70
Commercial: 122

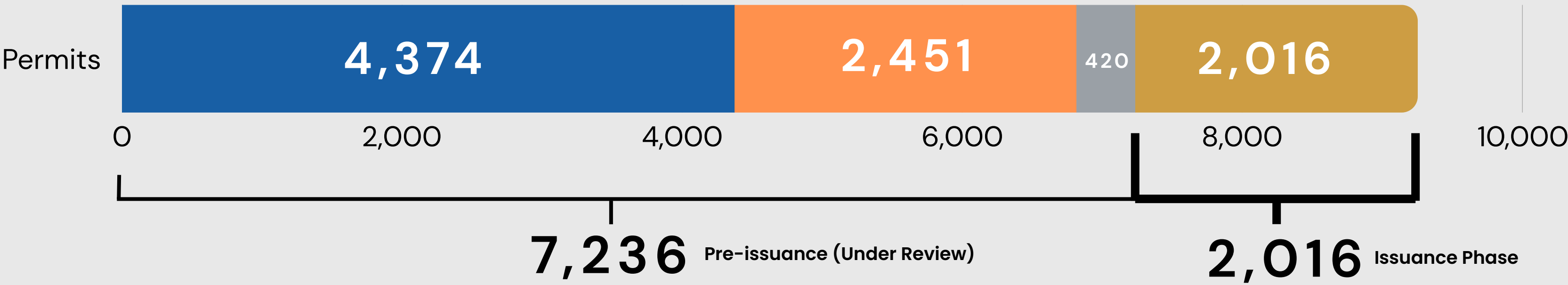
Processing Times Comparison

Application to Inspection – Permits Issued in Q1 (Jan 1 – March 31)



Q1 2026 was significantly impacted by a 2017 project that had nine associated permits, each open for 3,200+ days. Excluding this project, the commercial average for Q1 2026 would be 493 days.

Understanding & Cleaning Up the 9,252 Building Permit “Backlog”



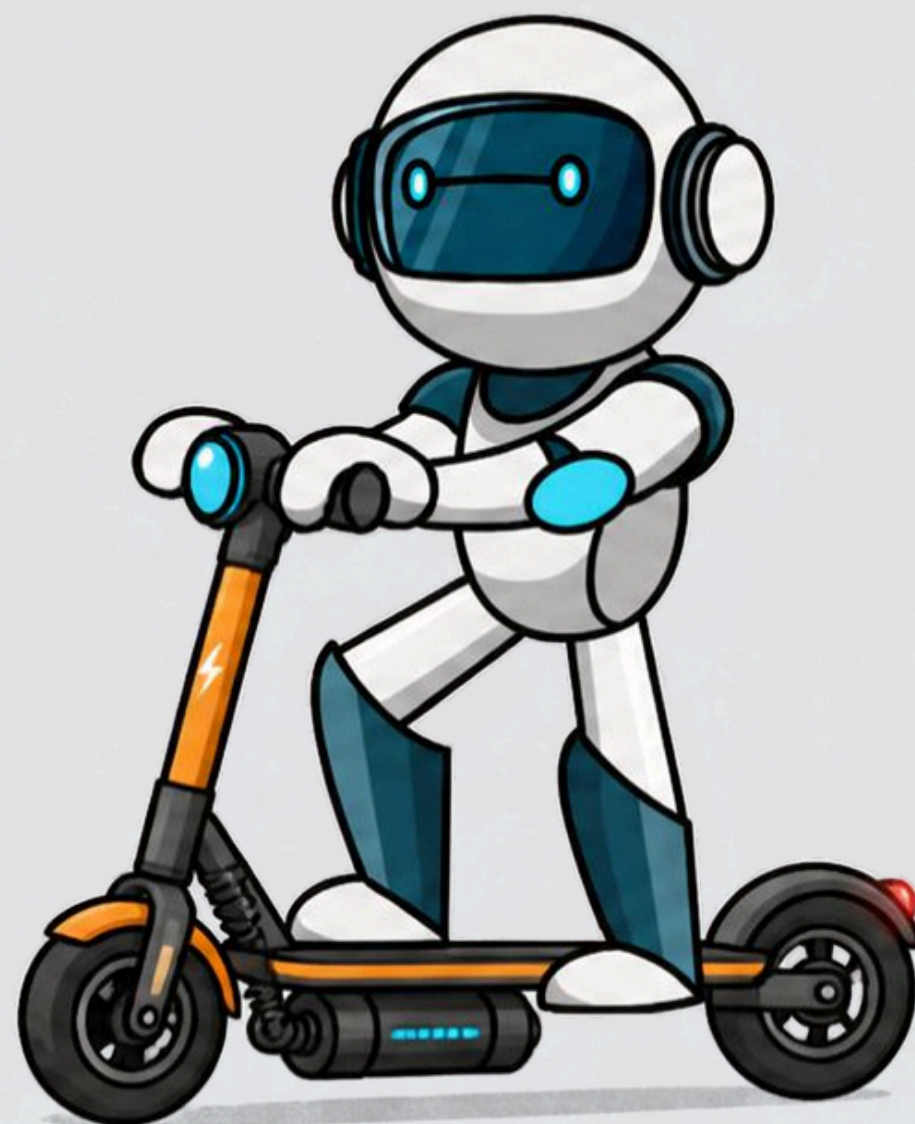
4,374
Active within 1 year
(genuinely live)

2,451
In review status, idle
over 1 year

420
No electronic review
record (legacy/never
started)

2,016
In Issuance

CivCheck AI = Quality + Completeness = ***Speed***



CivCheck Performance

160 +

Registered Users

130 +

Submitted Applications

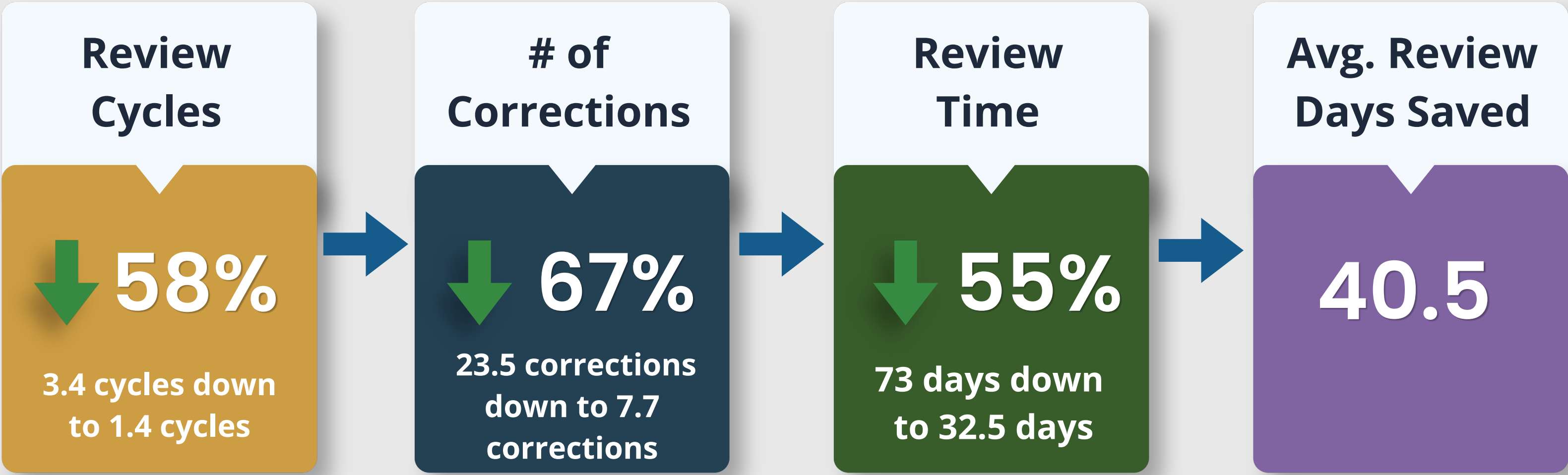


**Commercial Projects
Coming Soon!**

CivCheck Residential Project Types:

- One- and two-family new construction, additions, and alterations.
- ADUs and 'Ohana units

CivCheck Performance



Based on 19 CivCheck-processed residential permits compared against 17 non-CivCheck projects with sufficient data for comparison.

2026

CENTER FOR
PUBLIC
SECTOR

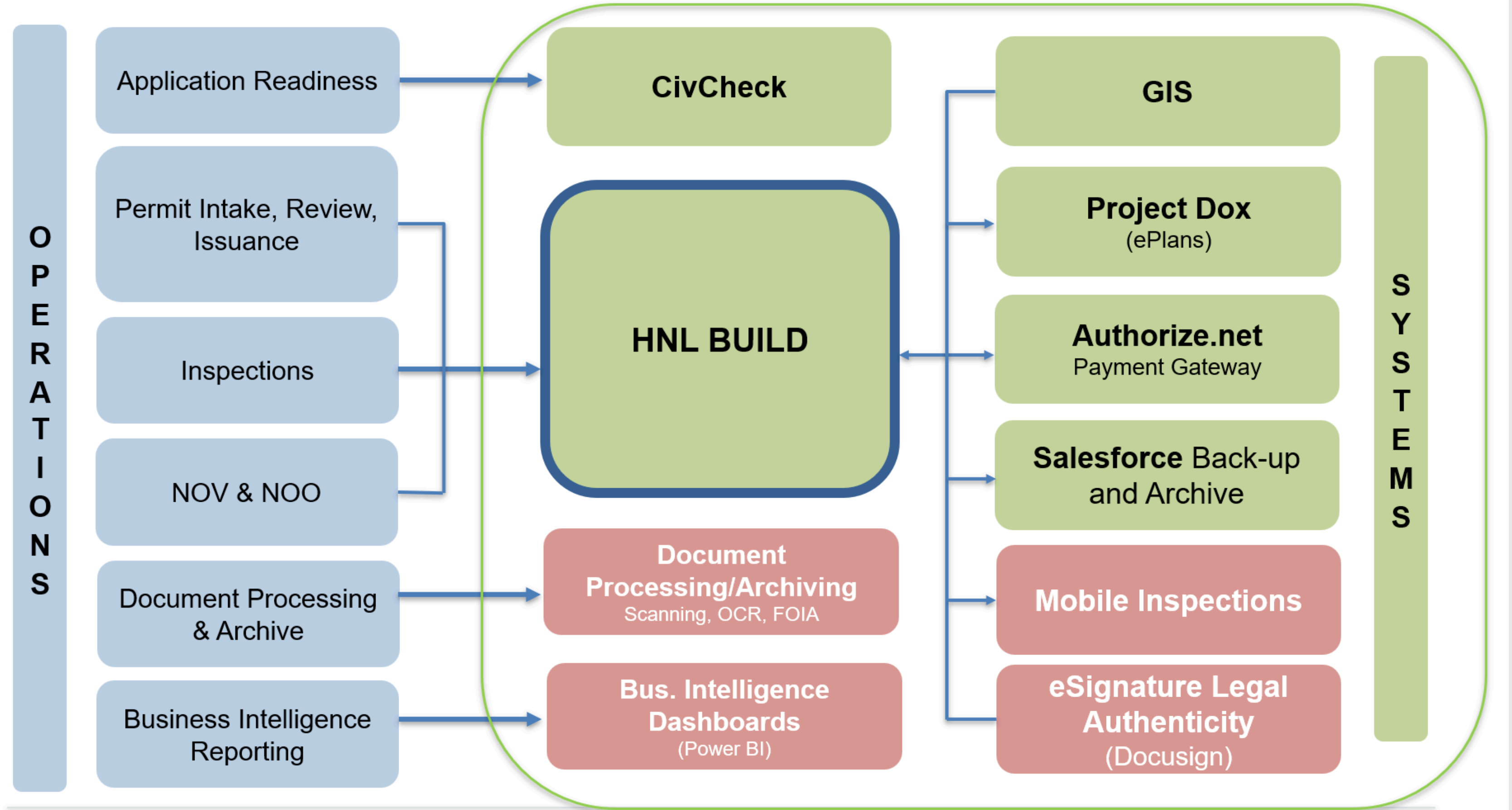
AI

50

PROJECT
WINNER

govtech.com/cpsai

Building One Integrated Permitting Ecosystem



System Cost – Contracted / Paid

System	Cost	Funding Source
HNL Build Implementation, Licesning, & Hypercare	\$5,419,400 (3 years)	Federal Recovery Funds
HNL Build Enhancements	\$250,000	City Operational Funds
ProjectDox ePlans Upgrade	\$208,880	Federal Recovery Funds
CivCheck	\$1,604,533	Federal Recovery Funds
TOTAL:	\$7,482,813	

System Costs – Planned Future Costs Under Review

HNL Build Licensing, Managed Services & Future Enhancements	\$1,346,371
Avolve ProjectDox Licenses & Client Success Subscription	\$160,996
Salesforce Archive/Backup License	\$62,000
CivCheck Licenses (Annual/Future)	\$1,207,720
Enterprise Intelligent Document Processing & Archival	~\$250,000
Enterprise System Architecture Middleware	~\$300,000
FOIA Response Support	~\$25,000
Zendesk Customer Support Tracking	~\$28,000
Orange = anticipated core/operational costs Blue = capabilities under evaluation TOTAL:	~\$3,380,087

Developing a Sustainable Funding Model

FUTURE FEE REVIEW FRAMEWORK

Inflation-Adjusted Base Fee (Consumer Price Index)

+

Allocated Technology/System Cost (Tech Fee)

+

Service/Review Cost Adjustment (Wage Increases)

DPP Awarded H.U.D. Grant



Automated Permitting Systems
Demonstration
Notice of Funding Opportunity (NOFO)
(PDR-2600-DC-0290)

\$856,694.00 (\$71,659 City cost share)

- Expand AI-assisted plan review to commercial housing projects;
- Configure reviews for applicable local housing programs;
- Incorporate flood review;
- Strengthen analytics for operational decision-making and streamlining;
- Establish an evaluation program to independently measure project outcomes.

One Year Later: Foundation Built. Transformation Underway.

MODERNIZED THE FOUNDATION

- Replaced decades-old technology
- Digitized permitting workflows
- Established modern permitting platform

TRANSFORMING HOW WE WORK

- AI-assisted plan review
- Workflow optimization
- Backlog cleanup
- Performance measurement

BUILDING ON THE FOUNDATION

- Integrated systems & data
- Expanded AI capabilities
- Better customer experience
- Continuous improvement

MAHALO

