



**State of Hawaii**  
**Attorney General**  
**Hawaii State ID Card Express**

***Digital Government: Government to Citizen***

**Highlights:**

- *Hawaii State ID Card Express provides an electronic means for the public to apply for a Hawaii State ID Card.*
- *Users can now pay via credit card (previously only cash was accepted).*
- *It saves citizens' time by eliminating the need to go to the State ID office to fill out an application.*
- *Users know ahead of time which documents they are required to bring to the processing location.*
- *Users can enter an expedited line to have their documents verified and photo taken.*

**B. Executive Summary**

The Attorney General (AG), Hawaii Criminal Justice Data Center (HCJDC), which operates the State ID card office, issues close to 80,000 cards each year. Hawaii State ID Card Express provides an electronic means for the public to apply for a Hawaii State ID Card and can be found at <https://stateid.ehawaii.gov>. It is a state-wide application.

The public can complete an application for a State ID card online and pay the \$13 (age 65 or older) or \$18 fee via credit card. If the user selects to be processed at the main State ID office on Oahu, he/she will go directly to the express line with a printed confirmation page with the confirmation number and then staff will capture a photograph, signature, and fingerprints. The ID card will then be generated.

An outreach location may also be selected as the designated site to process the application. These outreach locations are provided to improve services to the public and to give outer island residents, as well as Oahu residents, closer alternatives instead of driving to town. In order to be processed at the Outreach event, the applicant must submit their application online by 2pm the day before the outreach. The only difference in the process is that when obtaining an ID from an outreach location, the cards will be mailed to the user 5-10 working days afterwards. If the applicant misses the designated Outreach location, the confirmation number is still valid at any other Outreach event or at the main office on Oahu.

Hawaii State ID Card Express provides a fast, easy, and convenient solution for Hawaii residents.

### **C. Description of the business problem and solution, including the length of time in operation**

The Aloha State has a population of over 1.3 million and attracts over 7 million visitors each year, many of whom fall in love with the islands and relocate to work and live here. It is estimated on average that the Hawaii population is increasing by almost 17,000 people annually. 6,000 of them move here from other countries, 2,000 arrive from within the US, and the remaining 9,000 are directly attributed to the population growth rate (births minus deaths). On average, the State issues 80,000 new ID cards each year. Prior to the State ID Card Express, to obtain a Hawaii State ID Card, applicants were required to go to a State ID office along with the proper documentation, fill out a paper application form and wait in line to go to a service counter. At times, the line was so long, it extended all the way out and around the outside of the building. It was not uncommon for the process to take up to an hour before the applicant even reached the counter. Once reaching the counter, the office staff then reviews the application and documentation. If the application information is correct and meets all of the requirements, the applicant will pay for the ID and get finger printed. Staff then manually enters the application data into the State ID system. Once completed, the applicant will be called to have the picture taken and the ID is issued a few minutes after. Unfortunately if an applicant does not bring appropriate or incomplete documentation they must return to the office at a later time. Return trips in cases such as these contribute to the long waiting time and are a major source of frustration for the public.

To reduce the waiting time and frustration on behalf of Hawaii's citizens, the AG HCJDC worked with the State Portal Manager, Hawaii Information Consortium, LLC (HIC) to create the online State ID Card Express. Less than a year after the initial concept, State ID Card Express was completed and launched in December 2007.

State ID Card Express allows applicants to fill in an online application form, pay by credit card, and obtain a customized list of required documents *before* going to the state ID card office to complete the final steps of the application process. Upon arriving, they can enter an expedited line making the new system fast and easy. It reduces applicants' wait time by eliminating the need for staff to process cash payments and manually re-enter application information into the state ID system. It also reduces incidents of incomplete documentation because the system tells applicants which documents they need to bring based on the information they enter in the online application. Overall, it has reduced lines at the HCJDC state ID office and resulted in dramatically shorter waiting times for all.

**Recap:**

- *Business Problem:*
  - *Applicants had to fill out a paper application form and could only pay with cash, in person*
  - *Heavy demand for state ID cards often caused long lines*
  - *Some applicants brought in incomplete documentation and had to return to the office at a later time*
- *Business Solution:*
  - *Hawaii State ID Card Express was created to allow applicants to fill out an online form and pay via credit card*
  - *After printing out an online receipt with confirmation number, the applicant could enter the express line at the HCJDC office for expedited service*
  - *Hawaii State ID Card Express informs the user of exactly which documents are necessary, thus avoiding going to the HCJDC office with incomplete documentation*
- *Hawaii State ID Card Express was launched in December 2007.*

#### **D. Significance to the improvement of the operation of government**

Hawaii State ID Card Express is a complete web based system and offers 24x7 access. To fill out an application, users previously had to visit a State ID office during normal business hours (which on Oahu are limited to 8:00 a.m. - 2:00 p.m. HST, Monday – Friday and through the end of July 2008, open Thursdays until 6:00 p.m.). As a result of the new online system, users can go to the State ID Card website and apply for a card any time of the day or week. This is especially useful during the weekends when the State ID staff is not working.

With more people using the online system, the processing lines are not as long and there is less foot traffic at the State ID offices.

When the applicant uses the online system to complete the application form, the data is automatically entered into the State ID database. This saves time for the State ID clerk not having to re-enter all of the information in the database manually, as they previously did. Also, since the clerks are not re-typing the information, there is less likelihood of typos on State ID cards issued due to human error in transferring the information from the paper format to the State ID database.

Hawaii State ID Card Express allows the user to pay via credit card. In addition, the Oahu State ID office provides a KIOSK on site for applicants to use to expedite their applications by applying online.

Hawaii social workers often find themselves escorting their clients to the State ID office to assist in filling out the paper application. With the new online system, they no longer need to walk their clients down to the office. They assist with the online application and the clients head to the State ID office on their own with the online receipt and required documents. This allows the clients to complete the application process independently.

***Recap:***

- *Hawaii State ID Express provides 24x7 access to the system.*
- *Decreased waiting time and long lines at the State ID office.*
- *Eliminates the need for State ID clerks to re-enter applicant information into State ID database.*
- *More accurate State ID cards due to elimination of human error.*
- *Convenient KIOSK to expedite the application process and allow users to pay via credit card.*
- *Social workers no longer need to assist their clients to the Oahu State ID office to complete the application.*

**E. Benefits of the Project – In this section please address the financial and non-financial reasons why this project was worthy of the investment made.**

Since the launch of Hawaii State ID Card Express, HCJDC has created an express line at the Oahu State ID office which expedites the processing of the applications. Applicants no longer need to wait in the long lines sometimes exceeding an hour. They can now enter the express lane, expedite the process, and receive their new card in 15 minutes or less. This significantly reduces the time the applicant needs to take off from their day to have the application processed. The customers leave happy and satisfied.

The State ID staff has reported increased productivity of their clerks due to not having to re-enter the applicant's information into the State ID database. By decreasing the total processing time, the staff can spend more time on other more pertinent tasks.

Because applicants are entering their information online, the chance of typos or incorrect information being printed on the State ID cards decreases. This saves HCJDC money by decreasing the need to reprint cards issued due to typos or incorrect information.

The online application informs the user which documents are required to be presented at the time of processing, so this eliminates the occurrence of applicants needing to return to the State ID office a second or third time due to insufficient documents.

Hawaii State ID Card Express is continuously being enhanced to provide an intuitive interface for the user to apply for a State ID card. The customers, as well as State ID office staff, are very satisfied with the new online system. The same program is also

currently being expanded to the neighbor islands as well. Provided the unique Hawaii geographical limitations, it is a constant goal of the State of Hawaii to serve its citizens with superior, more convenient, and efficient online services.

***Recap:***

- *Expedited process saves customer's time waiting in line.*
- *Increases productivity of clerks – saves staff/clerk time in re-entering info.*
- *Decreases likelihood of reprinting State ID cards due to typos or incorrect information.*
- *Saves customer's time in returning to office 2<sup>nd</sup> time because of insufficient documents.*
- *Customer satisfaction – priceless!*
- *Future expansion of this great service to neighbor islands.*