

**State of Hawaii
Department of Land and Natural Resources**

Hawaii Wiki Permits

Digital Government: Government to Business

B. Executive Summary

The Department of Land and Natural Resources (DLNR) Hawaii Wiki Permits (<https://dlnr.ehawaii.gov/permits>) is a first-of-its-kind online permitting solution that allows wedding planners to easily obtain the required state permits for beach ceremonies.

Each year, Hawaii hosts thousands of weddings on its state-managed beaches. Wiki Permits makes the permitting process painless and immediate by providing wedding planners with 24/7/365 access to reserve and purchase right-of-entry (ROE) permits for wedding events taking place on state beaches. The permits are issued in real-time and have saved hundreds of hours of staff time. Previously, DLNR staff had to manually process paper applications for ROE permits and planners had to wait as long as three days to receive their permits – which was often a deal-breaking delay for Hawaii's highly competitive wedding planning industry. Since the eGovernment service was launched, over 94% of all ROE permits have been issued online, making the Wiki Permits one of the State's most successful online services.

When this project was announced, wedding planners statewide voiced serious concerns about the ability of the state to provide a service that would not get in the way of their business. With this in mind, the DLNR and state portal manager Hawaii Information Consortium, LLC (HIC) designed Wiki Permits to make the industry's job easier. The service was launched with nearly unanimous positive feedback from users. Recommendations for additional features were acted on immediately and were implemented within months of the first release. Wiki Permits has, in less than 6 months, already won over the industry completely.

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

Hawaii is one of the world's premier wedding destinations and tourism-related wedding planning is one of the state's largest industries. Thousands of visitors come to the state annually to get married or renew their vows on many of Hawaii's pristine beaches and use a commercial wedding planner to arrange their events.

The Department of Land and Natural Resources (DLNR) has the public trust to protect Hawaii's natural resources, provide public access to the resources in a manner that promotes public safety, and ensure that commercial activities on public resources do not affect the general public's recreational activity.

Hawaii Administrative Rules (HAR) §13-221-35 requires persons conducting commercial activities on State unencumbered land to obtain a permit from the DLNR. Beginning August 1, 2008 all commercial weddings on state beaches were required to have a Right-Of-Entry (ROE) permit from the DLNR.

As a result of the requirement, the DLNR was overwhelmed by the number of permit requests. Between July and October 2008, more than 2,700 permits were issued by the one-person staff. Each application had to be received, reviewed, and approved before a permit was typed and issued by mail; a time consuming process. A copy of proof of insurance and the issued permits were filed and indexed by applicant. The wedding industry members were also frustrated with the application process that many of them chose to operate without proper permits.

To address this problem, The DLNR quickly reassessed the existing permitting process and sought out an electronic solution to streamline the process. The DLNR partnered with the state portal manager, Hawaii Information Consortium, LLC, a subsidiary of the eGovernment firm NIC, to develop a user-friendly online system to process these requests. The Hawaii Wiki Permits service launched in November 2008, allowing approved wedding planners to make reservations, submit payments securely, and obtains real-time permits in PDF format that can be printed immediately and brought to the event.

In addition, the system helps to ensure each event is private and serene by providing GIS and Google Maps functionality that allows planners to view event reservations for any date & time by pinpointing a location across any of the state's beaches. Schedule adjustments can also be made to reduce beach overcrowding during peak periods.

The Wiki Permits also enables the DLNR staff to manage beach locations and applicants' profiles within the administrator's module. Staff also has access to all permits issued by island, date range, and location. The DLNR no longer needs to worry if an applicant's insurance coverage is valid for the purchased permit because the new system validates insurance and prevents access to the system until the proof of

insurance is updated. The system also insures events can not be scheduled beyond the insurance expiration date.

The DLNR worked with the Governor's Tourism Liaison and HIC to quickly put a marketing plan in place to promote the electronic permitting process which has proven extremely successful.

D. Significance: How did the project improve the operation of government? Note any new, innovative approach to the business need.

Wiki Permits has significantly reduced the DLNR's manual workload. With an offline permit typically requiring 10 minutes to process, the online service has saved over 354 hours of agency staff time since November 2008 and has allowed employees to focus on other activities such as resource and applicant management. It has also eliminated printing and mailing costs for all 2,969 permits that have been processed online (as of May 2009) since Wiki Permits' launch.

Staff also have access to all issued permits and share the information with enforcement officers to ensure compliance with permitting requirement for all beach events. The permit data will be reviewed to further develop the program, determine carrying capacity and demand for select locales. This will allow DLNR to better manage the use of the fragile and precious natural beach resources in the future.

The Hawaii wedding planners can obtain permits in real-time without the prior seven days advance requirement that posed a challenge for last-minute events. They can access the system anytime 24/7/365. The Google maps feature is intuitive in helping to select and pinpoint the beach locations across all islands. Having access to all scheduled events by any date and/or location is vital to event planning.

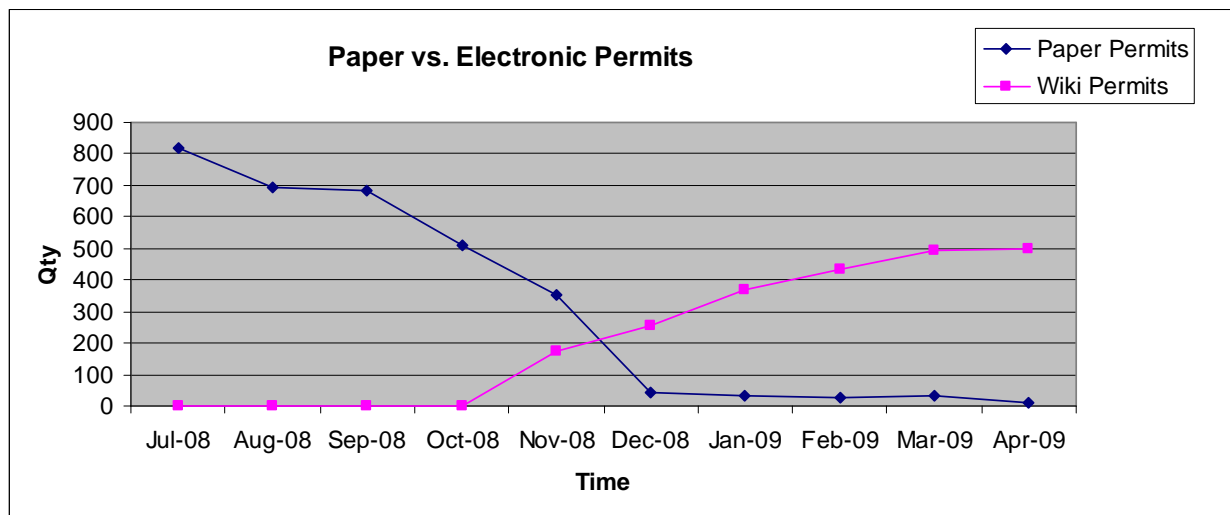
The user-friendly service has been warmly received by the wedding industry, as captured by the feedback from this wedding planner who recently used the system: "I REALLY like the new system; it is quick and easy to get the permits and I LOVE knowing who will be out there and what time so we don't all show up at once. You did it. And you did it WELL!"

E. Benefit of the Project: What does the organization give back to the public for the resources invested in IT projects? Quantitative and qualitative performance measurements are appropriate here.

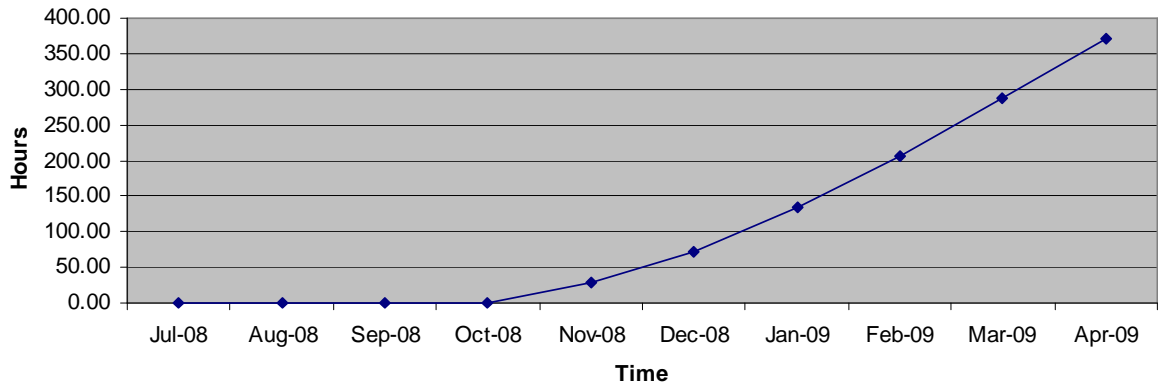
The Hawaii Wiki Permits was developed at no cost to the State of Hawaii. The portal manager utilizes the unique self-funded business model to develop, host, and maintain the application without use of tax payers' money. The service is constantly being reviewed and enhanced to improve the online experience and to provide better service to the wedding industry members of Hawaii. It contributes to the promotion of government efficiency and improves the experience of doing business with the State government.

The number of permits issued online versus paper permits speaks highly of the applications success. Beginning at zero percent in August 2008 to increasing to 94% in April 2009, makes it one of the state's most successful and quickly adopted online services. It is projected to have a total saving of over 700 hours of staff time by the end of the 2009 and \$1,690.00 in postage. The Hawaii Wiki Permits is setting a framework for the future permitting applications for the State of Hawaii. Currently the same model is being considered for surfing schools reservation, boating slip permits, as well as a statewide camping system.

Hawaii is one of the leading wedding destinations in the world, and Wiki Permits is making the permitting process effortless for the Hawaii wedding industry.



Time Saved From Issuing Paper Permits



Money Saved From Postage

