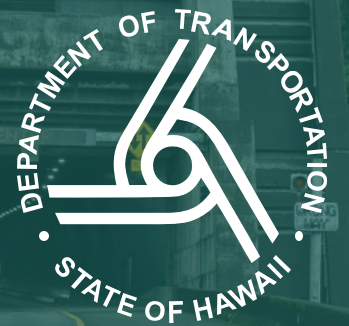


# Recipe for Success: HiRUC Implementation

## Hawai'i's Road Usage Charge Program

Vermont Senate Transportation Committee  
January 7, 2025

Mindy Kimura, HiRUC Program Manager  
Hawai'i Department of Transportation





# From Foundations to Program Launch

## HiRUC Demonstration

Pilot engagement led to broad understanding and acceptance.

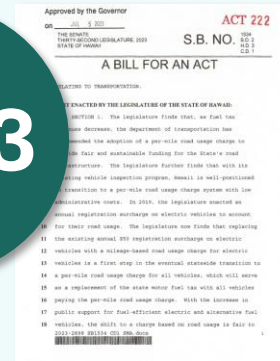
2018



## Act 222

Hawai'i becomes the fourth state to adopt RUC.

2023



## PROGRAM LAUNCH!

HiRUC is the country's first mandatory program.

July 1,  
2025





# From **Pilot to Policy**: How we enacted RUC legislation:



**A strong foundation** of research, analysis, and feedback.



**Regular communication** and briefings with legislative stakeholders.



Pilot and research were thorough and **focused on robust stakeholder outreach**.

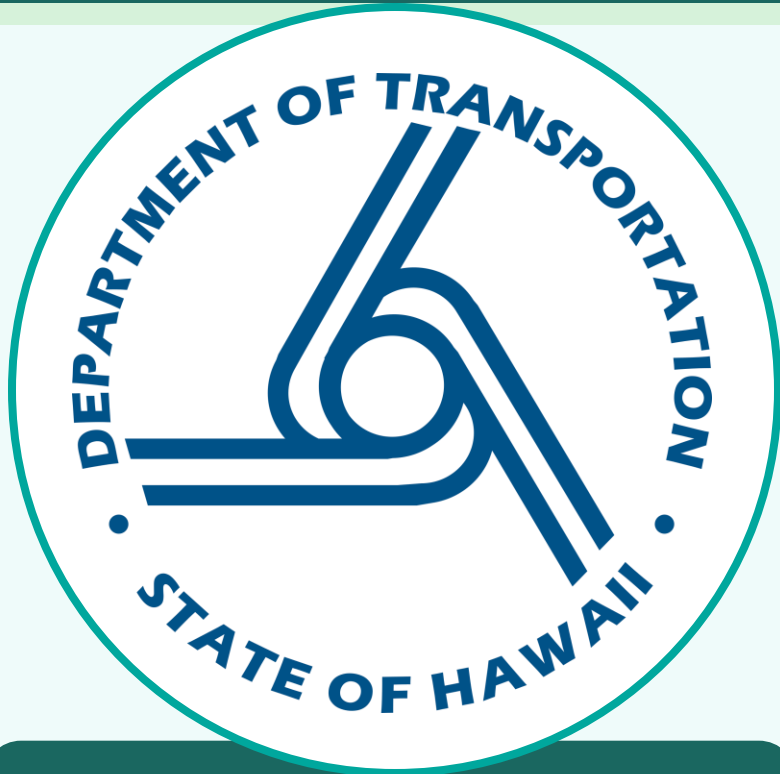


Developed modest, **well-crafted legislation**.

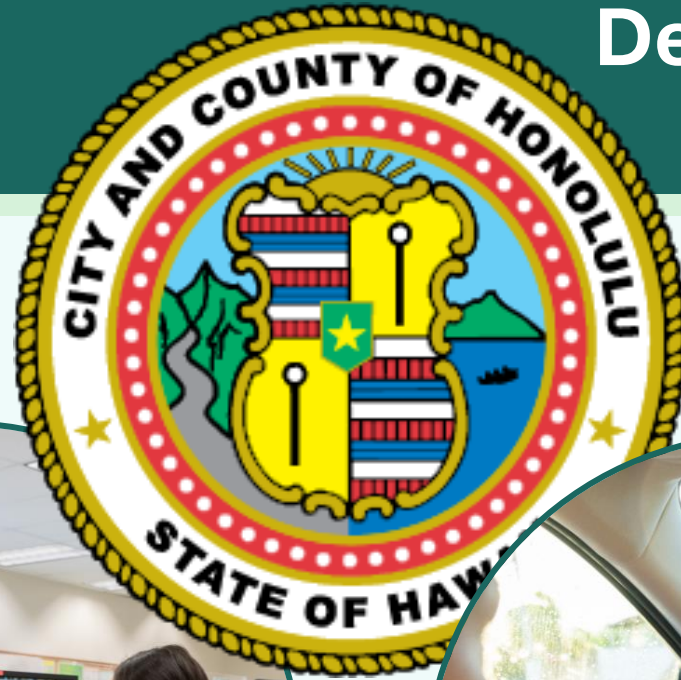


# Program Administration and Partners

Honolulu  
Department  
of IT



Program  
Administrator



County DMVs



EV Owners

# Partners in Implementation

## STATE OF HAWAII



Department of  
Transportation

HDOT

Departments:

- Motor Vehicle Safety Office (MVSO)
- Finance
- Highways
- Administration

## CITY AND COUNTY OF HONOLULU



Department  
of Customer Service

**Motor Vehicle,  
Licensing and Permits  
Public Comms. Division**

Department of  
Information Technology  
(DIT)

Department of Budget  
and Fiscal Services

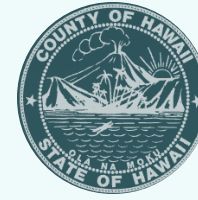
## COUNTY OF KAUAI



Department  
of Finance

**Department of  
Motor Vehicles  
Information Technology  
Division**

## COUNTY OF HAWAII



Department  
of Finance

**Vehicle Registration  
and Licensing**

Department of  
Information Technology  
(DIT)

## COUNTY OF MAUI



Department  
of Finance

**Motor Vehicle and Licensing  
Division**

Information Technology  
Services Division  
(ITSD)

# Supporting Vendors for Implementation

## Periodic Motor Vehicle Inspections

---

Inspection Stations & Agents

Inspection System  
Administrator

## Registration Management

---

Renewal Notice Mailing

Print On-Demand

Kiosk Provider

Bulk Registration Certificate  
& Decal Fulfillment

Online Registration Website Host

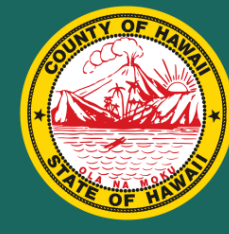
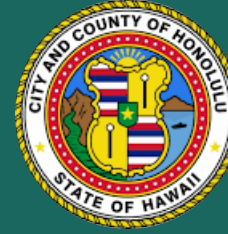
## Financial & Cashiering

---

Cashiering System

Merchant Services Provider

# Implementation Working Group



- Met **13 times** over an 18-month period.
- Provided a venue for **problem solving** during launch.
- Enabled **active engagement and collaboration**.





# Implementation Working Group

## Key Takeaways



### **Adapting Over Time**

DMV leadership enabled collaborative adaptation (**e.g., interim solution**) throughout implementation.



### **Connecting Agencies**

The IWG actively bridged gaps between county DMVs, DIT, and the Program Team.

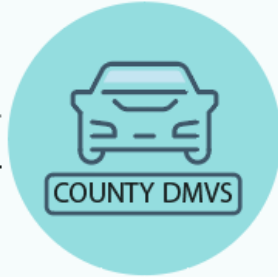


### **Effective Communication**

Open, flexible communication channels kept implementation on track.

## RUC INVOICING AND PAYMENT

### Hawai'i Vehicle Registration and Renewal Process



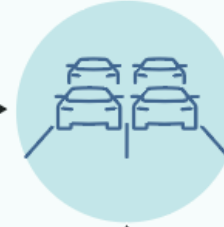
Hawai'i, Honolulu,  
Kaua'i, Maui

### Register/Renew EV



Customer  
Service

### Drive



Annual Vehicle  
Inspection



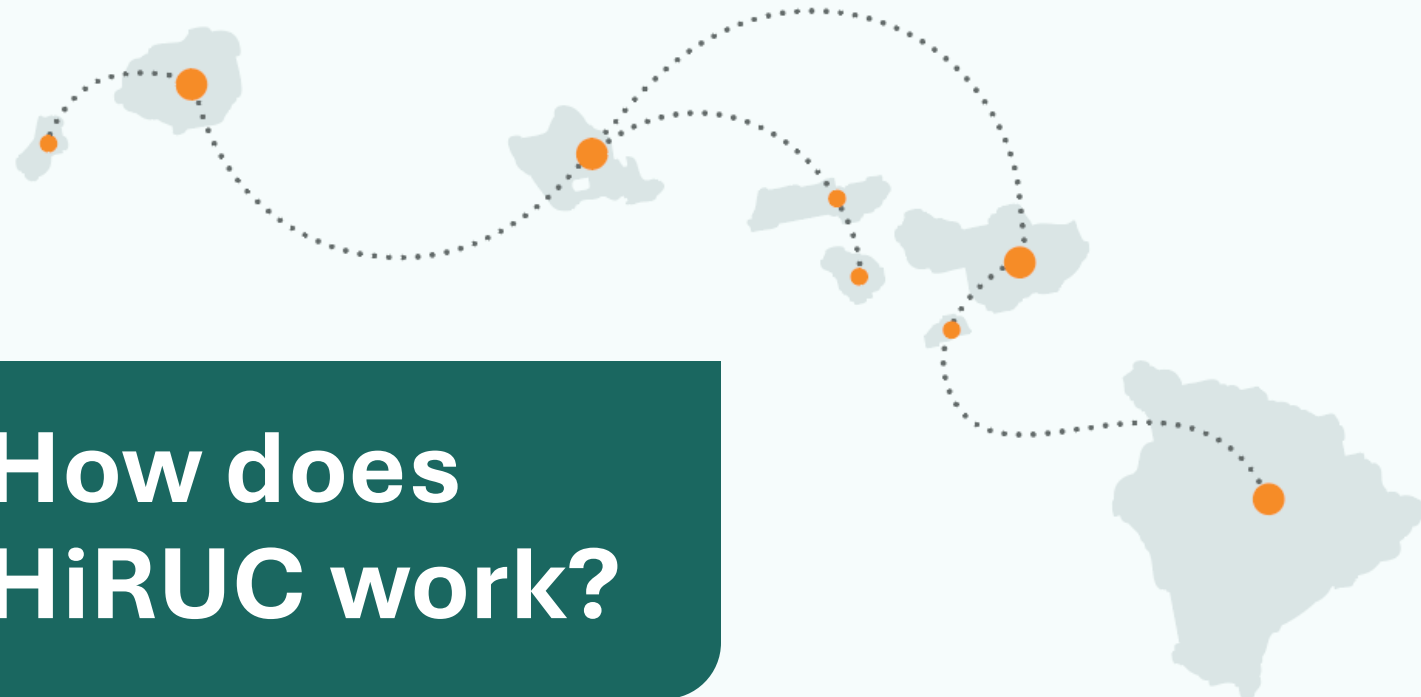
PMVI  
Inspection

### HiRUC Processing by C&C Honolulu DIT



PMVI  
Servers

Inspection  
Data



How does  
HiRUC work?



**No enrollment  
needed!**

Vehicle  
odometer  
recordings  
captured at  
annual safety  
inspections  
inform the HiRUC  
choice.



# HiRUC Program

## EV Owner Experience

### Notice

Starting July 1, 2025, eligible EV owners will see RUC **on their registration renewal notice.**



### Choose

Most EV drivers may be offered a choice:

- Default per-mile RUC (capped at \$50)
- Flat annual RUC choice (\$50)



### Pay

RUC owed will be added to the vehicle registration payment process.



### Complete

Registration renewal can be completed using **any existing renewal method.**



# EV Drivers: Registration Renewal Notice

RUC024 TSTAUTOSBLITIA024  
NISS IND 2018

**TO AVOID PENALTY,  
RENEW ON OR BEFORE:**

**06/30/2025**

**TOTAL AMOUNT DUE:**

**\$313.02**

The following additional form(s) must be submitted to renew your vehicle registration:

**\*SUBMIT CURRENT SAFETY CHECK IF REGISTERING AFTER JUN 2025** The motor vehicle computer files indicate that the vehicle's safety inspection has expired or will expire on the last day of the month indicated above. Submit a photocopy of the current Hawaii Vehicle Inspection certificate if renewing the registration after the safety inspection Expiration Date indicated on the inspection certificate.

**\*\*IMPORTANT EV ACTION REQUIRED\*\* for STATE ROAD USAGE CHARGE (RUC)** As of July 1, 2025, a charge of \$8 for every 1,000 miles driven (0.8¢ per mile) is active for all electric vehicles. Learn more at <https://hiruc.org/>. Based on your most recent vehicle safety inspection, you drove 5,955 miles in your current registration period (calculated as of May 19, 2025). Your total amount due of \$313.02 includes a per-mile RUC of \$47.64 this year, which is capped at \$50 per year.

☐ I prefer to pay a \$50 flat annual RUC instead (a payment of \$315.38 must be included).

**Once you choose the per-mile RUC program, this vehicle will remain in per-mile RUC which is capped at \$50 per year.**

☐ YES! I'll Give the Gift of Life. I have added \$1 to my registration fee to support Organ/Issue donation education in HI.



TSTAUTOSBLITIA02400313020031538106

**15,000+** HiRUC  
eligible vehicles  
received registration  
renewals for the first 4-  
months of the program

**CHOICE  
SHOWN**



# HiRUC Program Implementation Communications



Ensure EV drivers **understand** Hawai'i's RUC program.



Support a **positive** customer experience.



Encourage **EV** drivers to **choose RUC**.



**Inform, educate, and engage all audiences** about road usage charging in Hawai'i.



# HiRUC Program

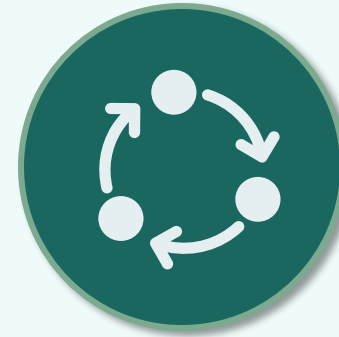
## Communications Approach



**County-  
based  
outreach and  
focus.**



**Partner with  
County  
DMVs.**



**Integrate  
into existing  
systems and  
processes.**

# HiRUC Estimator

@  
[www.hiruc.org](http://www.hiruc.org)



## EV ROAD USAGE CHARGE ESTIMATOR

Compare for yourself

How many miles do you drive each year?

8900

Average

In each state:

- Hawaii
- Honolulu
- Maui
- Kauai

Estimate

### YOUR ESTIMATED ANNUAL RUC COST

Based on **8,900 miles** driven each year:

#### State per-mile RUC

**\$50 ~~\$71~~**

Per-mile state RUC capped at \$50

Total miles driven 8,900

Per mile RUC rate x \$0.008

**Total annual RUC \$50 ~~\$71~~**

OR

#### State flat annual RUC

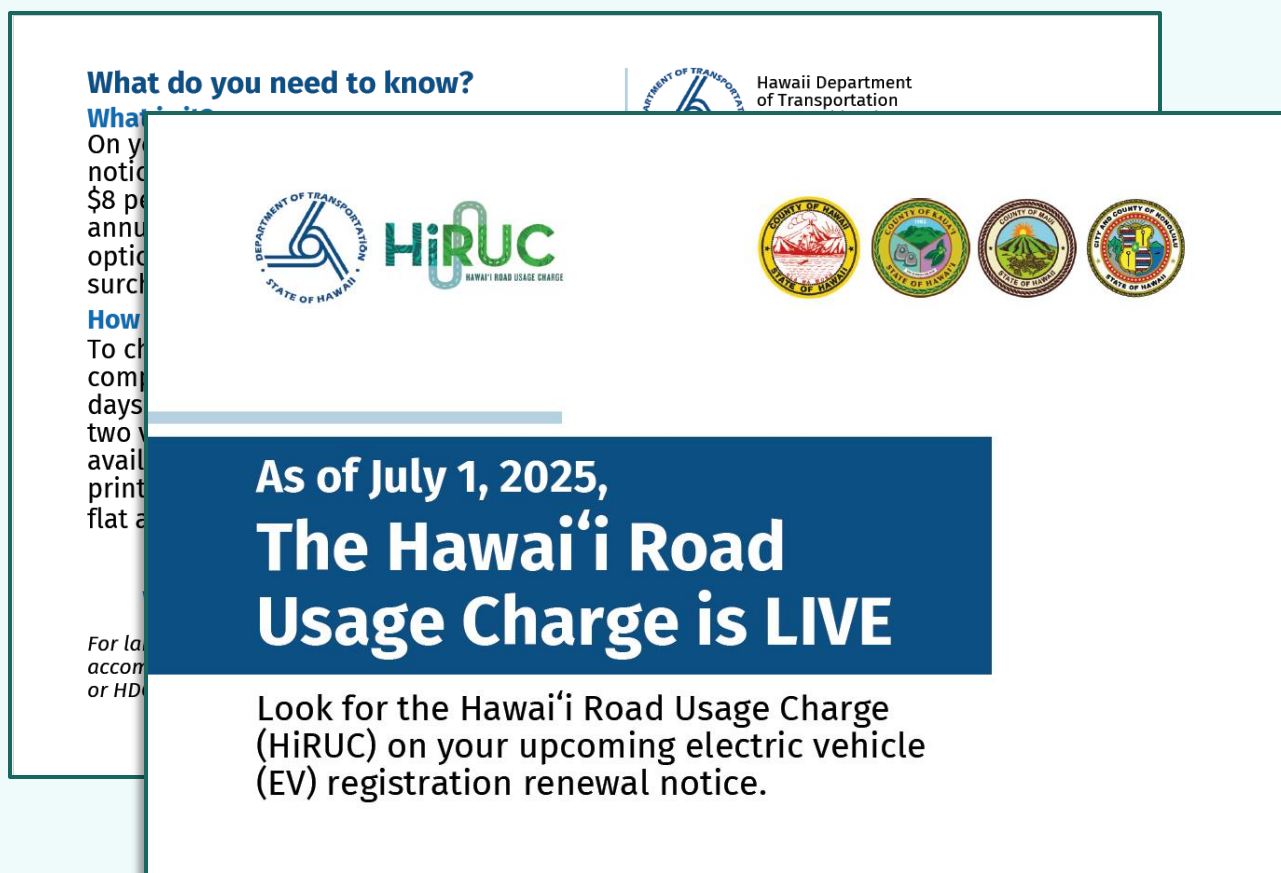
**\$50**

Flat rate no longer available  
June 30, 2028

Flat rate road usage charge \$50

**Total annual RUC \$50**

# HiRUC Postcards



Monthly postcards distributed to EV drivers.



Adapted over time based on inquiries received.



24,000+ postcards sent to date.



# DMV Customer Communications Materials



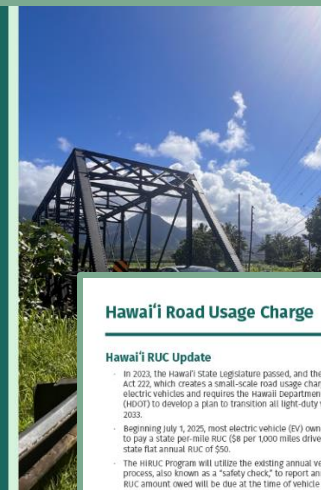
## Hawai'i Road Usage Charge (HiRUC) For Electric Vehicle Drivers

### What is RUC?

A road usage charge (RUC) is a per-mile fee drivers pay to fund roads and bridges.



www.hiruc.org



### Hawai'i Road Usage Charge

#### Hawai'i RUC Update

In 2023, the Hawai'i State Legislature passed, and the Governor signed, Act 22, which creates a small-scale road usage charge (RUC) program for electric vehicles and requires the Hawaii Department of Transportation (HDOT) to develop a plan to transition all light-duty vehicles to a RUC by 2033.

Beginning July 1, 2025, most electric vehicle (EV) owners will have a choice to pay a state per-mile RUC (\$8 per 1,000 miles driven, capped at \$50) or a state flat annual RUC of \$50.

The HiRUC Program will utilize the existing annual vehicle inspection process, also known as a "safety check," to report annual miles driven. The RUC amount owed will be due at the time of vehicle registration renewal, and payments can be processed by any existing registration renewal method (kiosk, online, in-person, mail/drop box).

Beginning July 1, 2025, the state per-mile RUC becomes mandatory for all EV drivers. The option of the state flat annual RUC of \$50 will be removed.

#### What does this mean for EV owners?

Vehicle registration renewal can be completed as usual, using any existing renewal method (kiosk, online, in-person, or mail/drop box).

Notice	Choose	Pay	Complete
Starting July 1, 2025, eligible EV owners will see a RUC on their vehicle registration renewal notice.	EV owners to choose: State per-mile RUC (\$8 per 1,000 miles driven, capped at \$50) OR State flat annual RUC (\$50)	RUC amount owed will be added to the vehicle registration payment process.	RUC choice captured and registration certificate printed.

#### What is RUC?

A road usage charge, a new way to pay for roads. Drivers pay a fee instead of annual EV or fuel taxes.

#### Why is Hawai'i implementing RUC?

Hawai'i's fuel tax currently provides significant revenue to maintain and improve our roads and bridges. EV owners pay annual registration surcharges, which do not contribute to how much. As our state's cars become more fuel-efficient, hybrid, or electric, revenues to maintain our roads and bridges will decline. A RUC helps ensure fair, sustainable funding for roads.

#### Learn more



Visit [www.hiruc.org](http://www.hiruc.org) to learn more.



www.hiruc.org

County of Maui

June 2025

**For EV drivers!**

### Hawai'i Road Usage Charge Begins July 1, 2025

Look for the Hawai'i Road Usage Charge (HiRUC) choice on your upcoming electric vehicle (EV) registration renewal notice.

#### What does this mean for EV drivers?

Vehicle registration renewal can be completed as usual, using any existing renewal method (kiosk, online, in-person, or mail/drop box).

**Notice** Starting July 1, 2025, eligible EV owners will see a road usage charge (RUC) on their vehicle registration renewal notice.

**Choose** At the time of annual registration renewal, most EV drivers will have the choice between paying:

**State per-mile RUC** (\$8 per 1,000 miles driven, capped at \$50) **OR** **State flat annual RUC** (\$50)

Both options replace the state's current \$50 EV registration surcharge.

**Pay** RUC amount owed will be added to the vehicle registration payment process.

**Complete** RUC choice captured and registration certificate printed.

www.hiruc.org

✓ DMV Customer Service Training & Materials  
✓ Customer Facing Communications

# Stakeholder Engagement

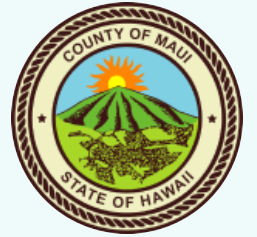


## Elected Official Briefings



## Stakeholder Briefings

Program rollout was driven by **policymaker leadership** and is strengthened by ongoing collaboration.



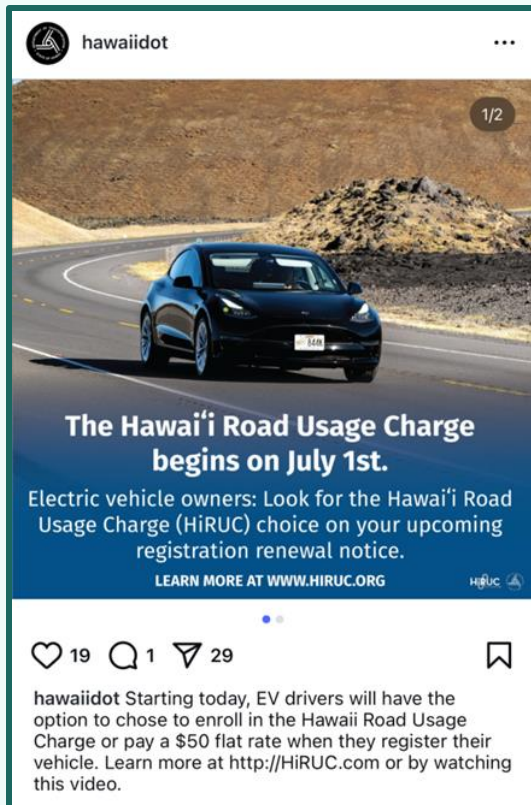
**HAWAII APPLESEED**  
CENTER FOR LAW & ECONOMIC JUSTICE



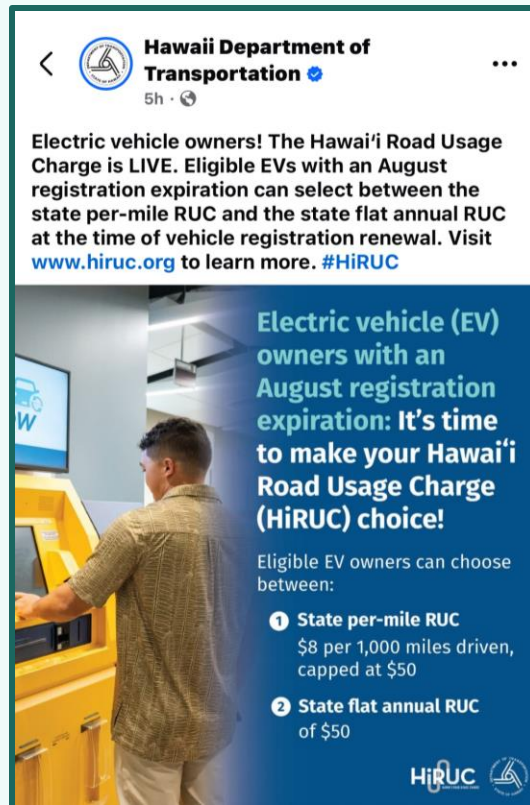
**Hawaiian  
Electric**



# Social Media



HDOT, July 1



HDOT, July 29



Counties post & increase visibility





# HiRUC.org: Web Stats

HiRUC web sessions during launch (**June 1 to July 22**)

**3K**

SESSIONS

↑ 302.2%

**2,434**

TOTAL USERS

↑ 284.5%

**2,390**

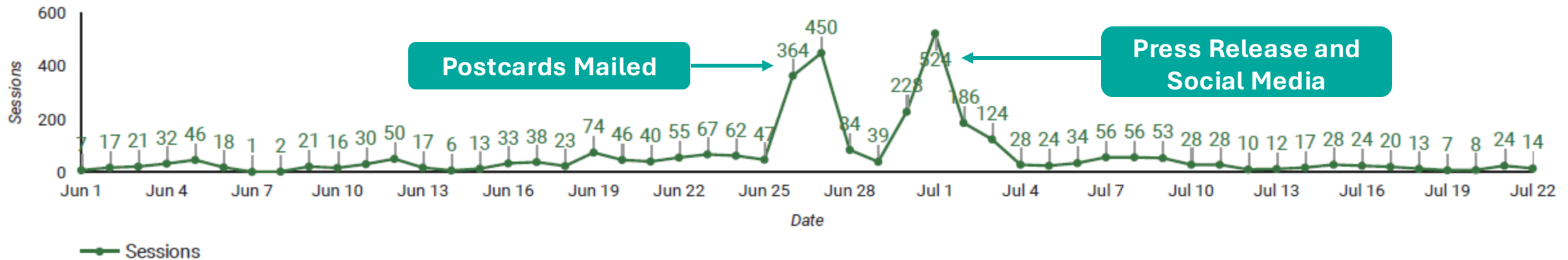
NEW USERS

↑ 295.7%

**2K**

ACTIVE USERS

↑ 288.8%



# HiRUC.org: Customer Inquiries

**87+** questions since launch

**92%** of inquiries neutral



**31** Safety check timing



**26** General / other



**12** New EV renewals



**11** Mileage calculations

# Key Ingredients for Successful Implementation



Just because it is run directly via DMV(s), **doesn't mean it's easy.**



**Use pilot insights** to shape program concepts.



**Test** as much as possible!



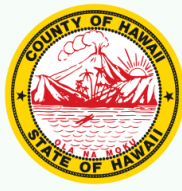
**Transparent and responsive communication** helps customers.

# Long-Term Transition Advisory Group

The HDOT's Long-Term Transition Advisory Group (LTAG) helped inform the LTTP.

## LTAG Members

*Not all listed*





# The Long-Term Transition Plan “North Star”

The Long-Term Transition Plan (LTTP) proposes to the Legislature a **transition plan for all light-duty vehicles to a per-mile road usage charge** by 2033, that is:



**Financially sustainable,**



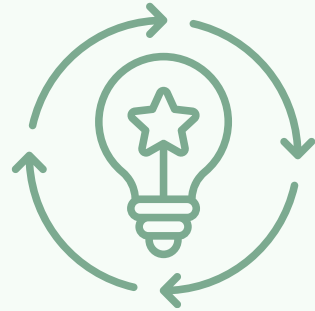
**Operationally feasible, and**



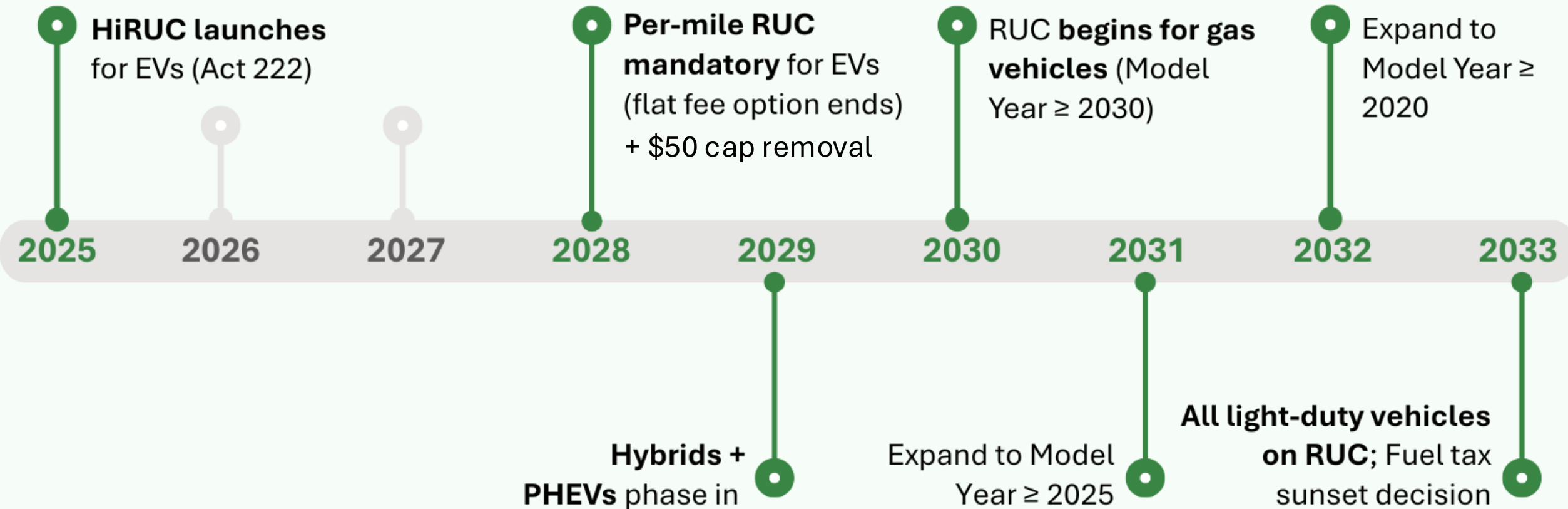
**Publicly acceptable.**

# LTPP Recommendations Summary

- PHEVs and hybrids next, then all other light-duty vehicles by 2033.
- Continue with \$8 per 1,000 mile state RUC rate, revenue neutral with gas tax at first, then indexed to inflation.
- Remove the existing \$50 cap.
- Credit fuel tax payments made against the RUC owed.
- Integrate consistent rate-setting methodologies across the state and counties (if a county RUC is enacted in the future).
- No new exemptions, discounts, or refunds.
- Monitor and revisit future possible changes related to compliance, fuel tax removal, and installment payments.



# Recommended Implementation Timeline



# What's next for HiRUC research?

HDOT is the recipient of a \$5.76M **Strategic Innovation for Revenue Collection (SIRC) grant** that will assist with expanding RUC in Hawai'i. The funding will support:



Technical  
implementation  
of key program  
features



Policy research  
and analysis



Continued  
stakeholder  
outreach and  
education



# Mahalo!



Learn more at:  
[www.hiruc.org](http://www.hiruc.org)

**Mindy Kimura**

HiRUC Program Manager  
Hawai'i Department of Transportation

