

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

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Program ID/Title: AGS-891/ Enhanced 9-1-1 Board

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I. Goal

The goal of the State of Hawaii Enhanced 9-1-1 Board (the Board) is to provide adequate cost recovery for the wireless service providers (WSP), Voice Over Internet Protocol (VoIP) and 9-1-1 public safety answering points (PSAPs) in order to provide enhanced 9-1-1 service for public access as stipulated in Act 168, SLH 2011 signed into law by the Governor June 27, 2011.

II. Objectives and Policies

The objective of the Board is to administer the collection of the monthly 9-1-1 surcharge for the purposes of ensuring there is adequate funding to deploy and sustain enhanced 9-1-1 service and to develop and fund new and emerging enhanced 9-1-1 technologies. The Board disbursements from the fund pay for the reasonable costs to lease, purchase, or maintain all necessary equipment. This includes computer hardware, software, and database provisioning, required by the public safety answering point to provide technical functionality for the wireless enhanced 9-1-1 service including any expenses associated with the planning phases and training of personnel in any new and emerging technologies pursuant to the Federal Communications Commission order and the Congressional New and Emerging Technologies Act.

III. Action Plan with Timetable

The Board's action plan is to develop and implement the policies and procedures to meet the goals and objectives of the Board.

A. Past Year Accomplishment

1. Collected revenues totaling \$9,303,586 (\$8,409,794 in wireless surcharges, \$892,586 VoIP surcharges and \$1,206 in interest income).
2. Incurred expenditures and encumbrances totaling \$8,799,488:
 - a. \$7,684,428 PSAP reimbursements.
 - b. \$611,829 Department of Budget and Finance special fund assessments.

- c. \$344,575 Consulting
 - d. \$76,026 Wireless Service Provider cost recovery.
 - e. \$25,483 Board and Committee member interisland travel
 - f. \$57,147 Other Board administrative expenses.
3. The Board obtained approval to hire an Executive Director and an Administrative Service Assistant as state employees to replace the TKC Consulting Group at the conclusion of their contract with the State of Hawaii.
 4. Developed and implemented a 5 year strategic budget plan for the Enhanced 9-1-1 Fund.
 5. Successfully completed the annual CPA audit of the Enhanced 911 Fund.
- B. Year 1
1. Continue reimbursements to the PSAP's and WSP's from the 9-1-1 Fund in order to provide technical functionality for enhanced 9-1-1 service and enhanced 9-1-1 new and emerging technologies.
 2. Evaluate the long term financial needs of the 9-1-1 Surcharge and the Enhanced 9-1-1 Fund in order to make recommendations to the legislature on emerging technology improvements to better serve the public through 9-1-1.
 3. Monitor and modify as needed the 5 year Strategic Budget Plan through FY2021.
 4. Assist PSAPs in planning and facilitation of current and future emerging technologies advancements to improve 9-1-1 services for the public.
 5. Assist in the planning, implementation, and community outreach efforts given the expanded capabilities of the new Next Generation IP network that includes texting, pictures, and video.
 6. Develop and make recommendations to the legislature on modifications to HRS 138, to assure statewide coordination for 9-1-1 services and further improve the advancements of the IP network implementation for the Next Generation of 9-1-1. HB 1000 passed and the Governor signed Act 168, SLH 2011 into law June 27, 2011.

7. Reintroduce legislation to allow the Board to collect a surcharge fee of 66 cents at point of sale on prepaid wireless mobile phone service to establish parity with surcharge fees collected among postpaid wireless and Voice over Internet Protocol (VoIP) users and to ensure the continuity of modernization of PSAP computer hardware and software with new and emerging technologies.
8. To complete public education and deployment of text-to-911 wireless mobile phone service by December 2015.
9. To plan and prepare for the successful completion of the annual CPA audit.

C. Year 2 to 5

1. Continue to provide PSAP and WSP reimbursements from the 9-1-1 Fund in order to provide technical functionality for statewide NG911 9-1-1 services.
2. Evaluate the long term financial needs and make recommendations to the legislature on necessary adjustments to the fund and the monthly surcharge.
3. Monitor and modify as needed the 5 year Strategic Budget Plan through FYs 2022, 2023 and 2024.
4. Assist PSAPs in planning and facilitation of current and future technological advances to modernize and improve 9-1-1 services for the State of Hawaii.
5. Develop and make recommendations to the legislature on modifications to HRS 138, to assure statewide coordination for 9-1-1 services and move the State towards implementation of the Next Generation 9-1-1 technologies that will enable the public to send texts, photos, videos and other data.
6. Establish and implement policies and procedures for the collection of prepaid wireless mobile phone surcharge fees should the legislature pass related legislation.

IV. Performance Measures

The Board developed the following measures of effectiveness, which were reported under the annual performance measure review:

- A. Percent of Public Safety Answering Points (PSAPs) that are maintaining Phase II compliancy.
- B. Percent IP infrastructure implementation to ensure Hawaii's 9-1-1 system can accept new and emerging technologies.
- C. Percent of WSPs that are Phase II and NG911 compliant with all PSAPs.
- D. Estimate percent of next generation 9-1-1 capable PSAPs, WSP, and Public utility provider.

Furthermore, by the nature of this Board, the standard performance measures of Customer Satisfaction, Program Standard, and Cost Effectiveness are not applicable.

- A. Customer Satisfaction Measure – NA
- B. Program Standard Measure – NA
- C. Cost Effective Measure – NA