

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

Contact Person/Phone No.: Thera G. Bradshaw, Executive Director, 213-840-0683
Courtney Tagupa, Deputy Executive Director, 808-447-8919

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 the 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 \$9,097,023 (\$8,317,732 in wireless surcharges, \$772,986 VoIP surcharges and \$6,305 in interest income).
2. Incurred expenditures and encumbrances totaling \$7,399,326
 - a. \$6,234,625 PSAP reimbursements.
 - b. \$583,279 Department of Budget and Finance special fund assessments.

- c. \$169,142 Wireless Service Provider cost recovery.
- d. \$27,451 Board and Committee member interisland travel
- e. \$384,829 Board administrative expenses.

- 3. The board retained a contractor through the RFP process retaining TKC Consulting Group, to provide Executive Director Services for the Enhanced 9-1-1 Board through 2014.
- 4. TKC Consulting Group retained Ke'aki Technologies to provide financial and administrative services.
- 5. Developed and implemented a 5 year strategic budget plan for the Enhanced 9-1-1 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 FY2018.
- 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 and implementation with the IP network deployment underway for Hawaiian Telcom and Intrado. All counties to cutover to the NG9-1-1 network by February 2014.
- 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.

C. Year 2 to 5

- 1. Continue to provide reimbursement from the 9-1-1 Fund in order to provide technical functionality for statewide enhanced 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 FY2018.
4. Assist PSAPs in planning and facilitation of current and future technological advances to modernize and improve enhanced 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. HB 1000 passed and Act 168, SLH 2011 was signed into law June 27, 2011.
6. Establish parity of surcharge fees collected on 9-1-1 for technologies the public utilizes to connect to 9-1-1 including wireless, VoIP, and prepaid connection service providers.

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 compliant with all PSAPs.
- D. Estimated percentage of wireless phone users that have enhanced 9-1-1 Phase II service.
- E. Estimate percent of next generation 9-1-1 capable PSAP's, 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