

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

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Program ID/Title: AGS-891/ Enhanced 911 Board

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I. Goal

The goal of the Enhanced 911 Board (the Board) is to provide adequate cost recovery to the wireless service providers (WSP) and 9-1-1 public safety answering points (PSAPS) to provide enhanced 911 service 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 future 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 911 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 \$8,909,273 (\$8,268,376 in wireless surcharges, \$637,745 VoIP surcharges and \$3,152 in interest income).
2. Incurred expenditures and encumbrances totaling \$10,966,413
 - a. \$9,664,879 PSAP reimbursements.

- b. \$760,538 Department of Budget and Finance special fund assessments.
 - c. \$155,000 Wireless Service Provider cost recovery.
 - d. \$25,989 Board and Committee member interisland travel
 - e. \$360,007 Board administrative expenses.
3. The board retained a contractor, the TKC Consulting Group, to provide Executive Director Services for the Enhanced 9-1-1 Board through 2013 with the option of an additional year.
 4. TKC Consulting Group retained Ke'aki Technologies to provide services to administer financial and administrative duties.
 5. Developed and implemented a 5 year strategic budget for the Enhanced 911 Fund.

B. Current Year Goals and Objectives

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 new and emerging technologies involving enhanced 9-1-1.
2. Evaluate the long term financial needs of the Fund in order to make recommendations to the legislature on emerging technology improvements to better serve the public through enhanced 9-1-1.
3. Monitor and modify as needed the 5 year spending plan through FY2016.
4. Assist PSAPs in planning and facilitation of current and future emerging technologies advancements to improve for enhanced 911 services.
5. Assist in the planning and implementation with the IP network deployment underway for Hawaiian Telcom and Intrado.
6. 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 of 9-1-1. HB 1000 passed and the Governor signed Act 168, SLH 2011 into law June 27, 2011.

C. FY2013 – 2017 Goals and Objectives

1. Continue to provide reimbursement from the Fund in order to provide technical functionality for statewide enhanced 911 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 spending plan through FY2017.
4. Assist PSAPs in planning and facilitation of current and future technological advances to modernize and improve enhanced 911 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.

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 911 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