



STATE OF HAWAII

**Communications, Technical and Finance Meeting
(Combined Meeting)
Kalanimoku Bldg., Room 322B
1151 Punchbowl St., Honolulu
Thursday, December 10, 2015
10:00 am to 12:00 pm**

Communications Committee members present: Steven Schutte (Chair), Thalia Burns (HPD), Davlynn Racadio (MPD), and Paul Ferreira (HiPD).
Communications Committee members absent: Lavina Taovao (KPD).

Technical Committee members present: Thalia Burns (Chair), Clement Chan (DIT), Rob Gausepohl (KPD), John Jakubczak (MPD), Ah Lan Leong (HPD), Steven Schutte (Verizon), Eleni Papakiristis (Hawaiian Telcom), Antonio Ramirez (Akimeka), Kenison Tejada (APCO/NENA Pacific Chapter), Jeff Riewer (AT&T Mobility), and Marshall Kanehailua (HiPD).
Technical Committee members absent: Kiman Wong (Oceanic Time Warner Cable), Gary Lum (HFD) and David Miyasaki (KPD).

Finance Committee members present: Mark Begley (Kauai County), Paul Ferreira (HiPD) and Randy Macadangdang (HPD).
Finance Committee members absent: Kiman Wong (Chair), Lisa Hiraoka (Consumer Advocate designee), and Roy Irei (T-Mobile).

Staff Members Present: Courtney Tagupa (E911 Board), Stella Kam (AG) and Kerry Yoneshige (DAGS).

Guests: Victoria Garcia (DoD), Ryan Freitas (Hawaiian Telcom), Arnold Kishi (CIO designee), Alike Akiona (HFD), Travis Ing (HiPD), Diana Chun (ESD), Ben Morgan (Hawaiian Telcom), Ken Schulte (TriTech), Eric Butler (Pictometry), Allan Nagata (HPD), Wayne Hirasa (SIC), Liz Gregg (AT&T), Agnes Lee (Intrado), Dean Rickard (MPD), and Mark Wong (DIT).

Meeting Minutes

- I. **Call to Order, Public Notice, Quorum**
 - a. The Board Chair called the meeting to order at 10:03 am.
 - b. Public notice was issued.
 - c. Quorum was present for all committees, with the exception of the Finance Committee.

II. Public testimony on all agenda items

- a. The Board Chair asked if anyone who wishes to provide testimony on any agenda item to please come forward. No one came forward to testify.

III. Introductions

- a. Introductions were made by everyone present at the request of the Board Chair.

IV. Review and Approval of Last Month's Meeting Minutes

- a. A copy of the November 2015 meeting minutes was sent to everyone via email by the Executive Director. Ms. Thalia Burns proposed an amendment to the meeting minutes in the form of a correction to the spelling of HPD Acting Major Allan Nagata's first name. MPD A/C John Jakubczak made a motion to approve the meeting minutes including the proposed amendment made by Ms. Thalia Burns. This motion was seconded and approved by voice vote by all committee members present.

V. Committee Updates by Committee Chairs

- a. Communications Committee – Steven Schutte
 - i. Presentations from APCO Emerging Tech Forum and NENA Development Conference and Critical Issues Forum.
 - 1. Committee Chair Steven Schutte thanked the Board and Joint Committees for supporting him in attending the APCO forum. He will send information regarding notes on the different presentations to the Executive Director to disseminate to the Board. The group consisted of approximately 150 to 180 individuals. This particular conference was smaller than the regular APCO/NENA events but many similar things. In larger states with larger PSAPs, the discussions are not as minute and discretionary as here in Hawaii. There is an understanding and recognition in the community of how far along Hawaii is with the deployment of Text-to-911, with PSAPs overall and 911 in general. The biggest thing to come out the conference was that technology is not the issue. There exists enough technology, but the issues that arise are down to applications integrating with RMS and PSAPs. The main issue is the policies that are written in place. Although applications can provide multi-level location information with additional details text and video coming in to the PSAP, the issue is who is going to interpret that info at the PSAP in a three to four minute time frame. FCC Commissioner Jessica Rosenworcel who has been renominated by President Obama and served under former Senator Daniel Inouye was present advocating for the PSAPs and making sure technology is incorporated, but at the same time she acknowledged the challenges that technology has in public safety and the decisions that public safety has to make in ensuring that the customers and constituents are being

serviced properly. During the 911 visit last year, it was also nice to meet with FCC Chairman Tom Wheeler. It is imperative to make sure that Hawaii consistently keeps in touch and stays in front of the FCC, especially because Hawaii is prominent in sense that we have Text-to-911 ready to deploy. This conference is offered twice a year, one on west coast and one in east coast. This year, it will be held in Seattle in the Spring and Missouri in the Fall. Committee Chair Schutte recommends strongly that a board member attends this conference during the year and delivers a report during board meetings. Communications Chair Schutte would like to start providing reports on conferences attended during the monthly meetings, as he saw great value in the Executive Director's report from his leadership meeting.

2. Ms. Davlynn Racadio had the opportunity to attend the annual NENA Developmental Conference (NDC) and provided a summary of her experience. The conference lasted for five days from 9:00 am to 5:00 pm and consisted of an array of classes. The first three and a half days were dedicated to protocols and standards NENA is trying to develop. The classes were interactive in soliciting feedback from the participants regarding what works and what does not work for their PSAP. Ms. Racadio mentioned she particularly enjoyed and "majored" in classes on text messaging, locations, accuracy, and classes pertaining to PSAP issues. She "minored" in classes in locations focusing on GIS mapping. She stated that the NDC was also a very small conference with approximately 150 attendees. Input is valued and individuals take notes and ask attendees to participate in conference calls. The main issue presented at this conference was class of service for text messages. She stated we are not the only people experiencing class of service issues, there are issues nationwide, but Hawaii differs because of our geographical location. Ms. Racadio felt it beneficial to attend the NDC and recommends that we continue to send our members and fully maximize our NENA membership.

ii. Legislative Investigative Committee update- Paul Ferreira

1. Committee Chair Paul Ferreira stated that we are still waiting on approval from Governor Ige's office to have the prepaid legislation bill move forward and included in his administration package. The Executive Director met with CTIA and had a conversation about potential issues, but he believes they are minor and can be easily resolved.

b. Technical Committee – Thalia Burns

i. Investigative Regulatory Committee update – Marshall Kanehailua

1. There were no updates at this time, but Mr. Kanehailua announced he would like to hold a meeting with the

Investigative Regulatory Committee to discuss the direction of the committee. He also expressed that there may be a need to seek advice from Ms. Stella Kam of the Office of the Attorney General regarding this issue and will likely have an update during the January committee meeting.

ii. FCC update

1. The Executive Director announced there were no FCC updates at this time.

iii. Text-to-911 update

1. Ms. Thalia Burns – Committee Chair Thalia Burns provided an update on Text-to-911. The Text-to-911 Committee did an outstanding job developing the flyers and frequently asked questions (FAQ). The Text-to-911 flyers went to print and the final product was delivered at the board meeting for the board members to take back to their agencies. On both the flyer and FAQ, they point the public to the Text-to-911 website (hawaiitextto911.com) via the DAGS Enhanced 911 Board website. Ms. Burns extended thanks to the Executive Director and his webmaster who have done an excellent job on the website. The website will be utilized to continually provide additional information to the public. There have been some discussions on doing a soft launch before going live, and the next action item will be to discuss a soft launch date for Text-to-911 at the December 16, 2015 meeting. Committee Chair Burns then turned the meeting over to A/C John Jakubczak from MPD. He stated Ms. Davlynn Racadio brought up the class of service issue. He asked if we proceed with the soft launch and text comes in from a location in the ocean, the issue is if the PSAP is able to provide service to the person. He stated Maui only received their agreement for Text-to-911 yesterday and it must go to corporate counsel to have it reviewed before any agreement can be entered into for the soft launch. Hawaiian Telcom held meetings with Tony Ramirez from Akimeka who did an excellent job briefing HT on class of service issues because they admit they do not have all the answers and need to understand where things are going because the standards are still being developed as we go. After the meeting, HT now understands what the issues are. Mr. Ryan Freitas and Mr. Ben Morgan from HT met with Intrado and their two Vice Presidents there, Tim and Eric, who have been on-island before and agree that class of service is something that we need to address in order to improve location information on text calls. They spoke with their location information expert, Mr. John Snap, and believe Mr. Tony Ramirez's information has pushed this through as a requirement for text nationwide. Intrado stated that the whole country was

behind on acknowledging that class of service is a requirement for text calls. Intrado has agreed with HT that this needs to be developed and in the system. HT communicated with Intrado this week and they do not have a timeline right now, but are committed to getting a timeline by the next board meeting. Mr. Ben Morgan mentioned HT's understanding is that the location information they are getting on text today is better than or equal to all of the other agencies that have launched Text-to-911 nationwide. From HT's perspective, they feel comfortable with a soft launch with the level of service that is being provided regarding location information, but they understand it is not their decision and is ultimately up to the PSAPs on when to launch. Mr. Tony Ramirez stated that he went through and provided a presentation to all of the PSAPs and to Mr. John Snap and senior management of Intrado and it was a positive exchange of information. Mr. Snap did indicate that class of service is something that Hawaii is on the leading edge and is the first state to bring up the class of service issue as a recommendation to make the system better. He echoed Mr. Ben Morgan sentiments that Hawaii is on the leading edge of location information. The PSAPs on Text-to-911 now are getting an incoming device location that transmitted from the PDE (the wireless equivalent) location system. The future enhancements of the system are location based technology or location based systems, which will provide more accurate location info. The device location information that is being provided right now is most likely more accurate that what they are getting on the mainland and enhancements continue to be made. The latest BETA standard that came out in May 2015 that provided introduction to MMS and that is a restricted standard for MMS to the message only. No audio video pictures and he thinks that is why some emoji testing was being done. Mr. Ramirez's assessment of Intrado meeting and training is that they are on the right track and we will make it work. They have agreed to exchange data regarding mapping systems and boundaries to make it more accurate. Presently, boundaries are associated with landmark areas of islands, but they will move those boundaries out so that they can capture any text that comes from a centroid located in the ocean. Mr. Ramirez is waiting for Mr. Snap to get back to him regarding exchange of information. Mr. Kenison Tejada stated he has pressed Mr. Roger Hixon on the class of service issue. Mr. Hixon confirmed during the meeting that they were doing class of service but when Mr. Tejada pressed him as to where, he could not say, so Mr. Tejada is not sure they are really doing this. Ms. Davlynn Racadio and Mr. Tony Ramirez are on the class of service committee and

knows they are definitely working on it. MPD A/C John Jakubczak asked how long the soft launch period will be before going live and should we wait until class of service has been developed? Ms. Thalia Burns stated she does know that we should hold off going live at some point, as we owe this to the disability community to go live and give them an equal chance to reach 911. HPD has tested Text-to-911 and their staff has been trained and the policies and procedures are in place. Going live is only a matter of flipping a switch. Acting Major Allan Nagata stated HPD has MOP's in place and are comfortable with what Mr. Ramirez and Mr. Morgan have said about the location information. He clarified that by initiating a soft launch, we are not publicly announcing we are live and that HPD will be on standby and any texts that come in during this period will be processed. A/C Jakubczak asked if the PSAPs should hold off on displaying the Text-to-911 until the official launch. Ms. Thalia Burns stated the posters were printed purposely with no date in order to not give public false hope. Mr. Mark Begley stated he understands the plan was for all PSAPs to go live at same time, but if the PSAPs are not comfortable they should not be forced to launch early, but said if a large jurisdiction like Honolulu is ready, then he understands the need to not hold off in case someone can utilize it during a potential life-threatening situation. Acting Major Allan Nagata stated not everyone has signed up for Smart 911, but Text-to-911 is available for everyone who has a text-enabled phone. He confirmed HPD is ready for a soft launch and Ms. Thalia Burns announced the next action item will be to discuss a soft launch date for Text-to-911 at the December 16, 2015 meeting.

iv. Request approval-

1. 9-1-1 Goes to Wash.DC. Conference, February 21-24, 2016. Board member (1) – \$3,000.

MPD A/C John Jakubczak motioned to approve one board member to attend the 9-1-1 Goes to Washington D.C. conference at a cost of \$3,000 subject to final approval by the Board. The motion was seconded and approved by voice vote by all technical committee members present.

2. IWCE Conference in Las Vegas, NV, March 21-25, 2016. Board member (1) - \$2,500.

- a. MPD A/C John Jakubczak motioned to approve one board member to attend the IWCE Conference in Las Vegas at a cost of \$2,500 subject to final approval by

the Board. The motion was seconded and approved by voice vote by all technical committee members present.

3. Oahu PSAP –for Pictometry licensing agreement for FY2021 -\$208,600.
 - a. Per the Executive Director, the amount approved in strategic budget plan (attached sheet) and the strategic budget plan only goes to FY 2020, so FY 2021 has not been approved. The Board has already approved \$1.3M, so there is need to have the remaining \$208,600 approved for FY 2021 for this six year contract. Mr. Tony Ramirez asked if this amount was factored into the request to increase the ceiling in FY 2017. The Executive Director responded that this amount has indeed been factored in to the ceiling increase for FY2017.
 - b. MPD A/C John Jakubczak motioned to approve the additional DIT request of \$208,600 subject to final approval by the Board. The motion was seconded and approved by voice vote by all technical committee members present.

v. Others

1. **Ms. Thalia Burns** – Ms. Burns had an announcement that she would like to share with all of the counties. HPD came across a situation earlier in the week in which a registered owner (R.O.) of a vehicle wanted to report his vehicle stolen. The R.O. had a special license plate that spelled HOMIE. The paperwork showed HOMIE, but the physical plate issued by Motor Vehicle reflected a zero “0” in place of the letter “O”. The R.O.’s paperwork and everything in the Motor Vehicle files show the license plate as HOMIE, spelled using the letter O. The Department of Motor Vehicles was contacted and is in the process of performing corrections to make sure that their files, registration paperwork and physical plate all match. Until this situation is corrected, in the interim, counties may need to run inquiries using the letter “O” and the number zero “0”. For HPD, this situation presented an officer safety issue. If the officer ran the license plate only containing the number 0 (zero) spelled HOMIE, there would be no hit on the vehicle that it was reported stolen. If the officer then approached the vehicle, the officer would unknowingly be in a position of engaging suspects in the midst of an auto theft. HPD would like to alert all counties in the interim to run plates with both the letter O and the number 0 (zero) for safety.
2. **Mr. Tony Ramirez** – Mr. Tony Ramirez provided an announcement for the PSAPs that the 1st Q of 2016 (Jan-

Mar) Verizon will be conducting statewide testing of all LTE towers. Verizon coordinate with the PSAPs to set up a schedule and draft plans in order to ensure this testing is completed. This is a statewide effort and there are a large amount of sectors. It will most likely take the full three months for completion.

c. Finance Committee – Kiman Wong

1. Quorum was not present for the Finance Committee, so the items that were approved from the Communications and Technical Committees will be referred to the full Board for final approval.
- ii. Review of Monthly Cash Flow & Budget Financial Reports.
 1. The Executive Director emailed Monthly Cash Flow and Budget Financial reports to everyone prior to the meeting for review. At this time, since quorum is not present, this item will be reviewed during the Board meeting.
- iii. Request Funding:
 1. 9-1-1 Goes to Wash.DC. Conference, February 21-24, 2016.
 - a. Board members (1) – \$3,000.
 2. IWCE Conference in Las Vegas, NV, March 21-25, 2016.
 - a. Board member (1) - \$2,500.
 3. Oahu PSAP – funding for Pictometry licensing agreement for FY 2021 - \$208,600.

Quorum was not present for the Finance Committee, so these three items that were moved to the full Board for final approval.

iv. Others.

1. None

VI. PSAP Status Updates

a. Kauai – Mark Begley

- i. KPD A/C Rob Gausepohl provided an update from the Kauai PSAP. They had an issue regarding their contract. They had a bit of contract negotiation back in May 2015, but they never received the contract back until last week. The revised contract is presently with KPD's county attorney. A/C Gausepohl stated that there is no mention of any kind of upgrades in the contract. He posed the question if any class of service upgrades are made, would this affect the contract pricing? Ms. Eleni Papakiristis from Hawaiian Telcom responded that class of service upgrades would not affect pricing. A/C Gausepohl stated they are also still working on a non-disclosure agreement for Akimeka.

b. Oahu – Allan Nagata

- i. Recruiting update - Honolulu Police Department Acting Major Allan Nagata provided a status update on the 911 dispatcher recruiting efforts. From the period of November 1-19, 2015 they received 543 applications for the position. January 23, 2016 is the 911 police radio dispatcher civil service test and the hope is that all applicants take the test. He would like to congratulate Ms. Thalia Burns on her fantastic marketing efforts to generate interest in the position vacancy and encouraging individuals to apply.
- ii. Smart 911 update – approximately 2,100 registered accounts times three to four phones under each registered account, so this equates to approximately 10,000 registered phones in the state. This is a good number, considering the three month launch.
- iii. Honolulu Hale Christmas Display – A PowerPoint slide show was presented by Acting Major Nagata to everyone in attendance. HPD was assigned the 2015 Christmas display for Honolulu Hale and the personnel were supplied from the communications division. At the end of July, they went to the display coordinator’s meeting and they had to select their space for their tree display. They were selected as number 22 out of 24 slots, which was second to last. The display location fronts South King Street, at the beginning of Honolulu Hale. The theme of this year’s contest was choo choo trains. In 2014, the theme was How the Grinch Stole Christmas. This year, after solicitation from all the watches, they decided to go with a superhero theme. Recyclable materials were used to create ornaments. The dispatchers also used soft drink tabs and hot glue and placed soft drink tabs on to the ornaments. Approximately 110-140 soft drink tabs were used per ornament. This shows creativity and ingenuity on the employees’ part. Dispatchers put the tabs on the ornaments during their down time. They also made something for the keiki who visited the display. They printed several hundred superhero masks and taped them on chopsticks so when the keiki came to the display, they received one mask per child. The soda cans that remained after the tabs were taken off were cut open and had stars drawn on them and were cut and folded to hang on the tree. The leftovers of the comic books were folded into ninja stars and used as additional ornaments. Life-size superheroes of The Hulk and Spider-Man were created using paper mache, chicken wire, newspapers, flour, and white paper and mounted to plywood board for stability. Spider-Man was mounted on the top of display train cabooses to guard the presents and The Hulk is on the inside. The Hulk figure stands at approximately 6’5”. Three lead police dispatchers helped set up the entire display. HPD Chief of Police hung the ceremonial ornament with the recycled materials. At the tree display ceremony, their display did not receive any awards, but it was nice to build the display for Honolulu Hale and the public. Several displays contained minion characters. Best in show was awarded to the Department of

Design and Construction, who had a Thomas the Train display. Acting Major Nagata had the opportunity to return to the display over the weekend and met a family of six from Canada who really appreciated the HPD display because it was unique and interactive in that they could take photos. They also appreciated that they received something from the display (the superhero mask) which was something many displays did not provide. Acting Major Nagata extended thanks to all of the employees who worked so very hard on this year's display.

c. Molokai – Dean Rickard

Maui Police Department Deputy Chief Dean Rickard made an announcement that he just received their service agreement contract today and he will be forwarding the contract to co-counsel.

d. Maui – John Jakubczak

Maui Police Department A/C John Jakubczak provided an update on emergency services dispatcher recruitment. At the beginning of December, five newly hired dispatchers started their training. There is also a continuous recruitment and are they are moving along to fill some of the vacancies. A/C Jakubczak made mention that their lieutenant is retiring at the end of the month, so the communications division will be looking for a new commander.

e. Hawaii – Paul Ferreira

Hawaii Police Department Acting Lieutenant Travis Ing stated HiPD received their service agreement contracts Friday night. He also provided an update on their police radio dispatcher positions. They presently have five openings and will have another opening in the New Year, as a member of their dispatcher team will be transferring to the records division. At this time, background checks are still being conducted on applicants.

VII. Items for Discussion, Consideration and Action

a. 911 Timeline update.

This is a standing item on the agenda. This is a reminder to everyone to please to submit any updates to the Executive Director as soon as possible.

b. Others.

i. None

VIII. Announcements

- a. Meeting dates (10:00am – 12:00noon):
 - i. **Tuesday**, January 12, 2016 (Combined meeting)(**DLNR Conf. Room**)(**10:30am start time**)
 - ii. Thursday, February 11, 2016 (Combined meeting)
 - iii. Thursday, March 10, 2016 (Combined meeting)
 - iv. Thursday, April 14, 2016 (Combined meeting)
- b. Others
 - i. None

IX. Open Forum: Public comment on issues not on the agenda for consideration for Committee meeting agenda at the next meeting.

- i. The board chair asked if there was anyone who wishes to comment on issues not on the agenda for consideration at the next board meeting to please come forward. No one came forward.
- ii. Ms. Victoria Garcia – FirstNet Update
Ms. Victoria Garcia provided an update on FirstNet. They are trying to put together a Board to oversee communications throughout the state so that people are informed of what FirstNet is doing and can help move things forward. Ms. Garcia thinks this will add value to what the Enhanced 911 Board is doing. Ms. Garcia extended thanks to Mr. Paul Ferreira, who has agreed to sit on the newly formed Board in addition to the Adjutant General. The goal is to bring information to the Enhanced 911 Board and individuals in the county and state individuals that deal with communications. The State Point of Contact (SPOC) is General Logan and Ms. Garcia is the coordinator for FirstNet in Hawaii. FirstNet is on schedule to meet their goal of getting their RFP out by the beginning of January and are under Congressional deadlines. FirstNet has been performing data gathering. She would like to extend thanks of those who have provided data that they needed on Hawaii. Next year, as FirstNet goes forward, they will continue to work with the states, but are trying to get more engaged in the user community which is absolutely essential in terms of what the users will need regarding advanced communications that are deployed. FirstNet has gotten many inquiries regarding tying in 911 to national areas. She mentioned that the Federal Department of Defense (DoD) is also trying to work closer with the state and with 911. Federal DoD is trying to do a cybersecurity project that they would like to tie in with the 911 efforts. Ms. Garcia has asked Mr. Paul Ferreira to sit in on the meeting. Mr. Joe Wassel from the Department of Defense is the contact and he has met the Enhanced 911 Board Executive Director at the NASNA meeting. Mr. Wassel is on-island every two to three months because they are trying to tie Hawaii into this national effort with PACOM and NORTHCOM. They had asked to meet one of the PSAPs. Ms. Garcia asked Ms. Thalia Burns if they

could meet with HPD to discuss further discuss their efforts. Since the group touches public safety and communications, Ms. Garcia believes that it is important the group she is dealing with understands what the Enhanced 911 Board is doing and how it in to other operations.

- iii. Mr. Paul Ferreira asked the Executive Director to add this item to future agendas to provide Ms. Garcia the opportunity to present a FirstNet update at future meetings.

X. Adjournment

- a. Mr. Tony Ramirez motioned to adjourn the meeting. The motion was seconded by voice vote of all board members in attendance and the meeting officially adjourned at 10:52 am.