



## STATE OF HAWAII

Communications, Technical and Finance Meeting  
(Combined Meeting)  
Kalanimoku Bldg., Room 132 (DLNR Board Room)  
1151 Punchbowl St., Honolulu  
Thursday, March 10, 2016  
10:00 am – 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), Jeff Riewer (AT&T Mobility), Kiman Wong (Oceanic Time Warner Cable), Gary Lum (HFD), Marshall Kanehailua (HiPD) and Kenison Tejada (APCO/NENA Pacific Chapter).

Technical Committee members absent: David Miyasaki (KPD).

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

Finance Committee members absent: Randy Macadangdang (HPD).

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

Guests: Bonnie Young (MPD), Ryan Freitas (Hawaiian Telcom), Arnold Kishi (CIO designee), Travis Ing (HiPD), Diana Chun (ESD), Ben Morgan (Hawaiian Telcom), Allan Nagata (HPD), Wayne Hiras (Consultant), Dean Rickard (MPD), Mark Wong (DIT), Eric Butler (Pictometry), Dave Peck (Pictometry), Gary Lum (HFD), and Ken Peters (Tyler Technologies).

### MEETING MINUTES

- I. Call to Order, Public Notice, Quorum
  - a. The meeting was called to order at 10:02 am by Board Chair Paul Ferreira.
  - b. Public notice has been issued.
  - c. Quorum was present for all committees.
- 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. Mr. Roy Irei motioned to approve the February 2016 meeting minutes. The motion was seconded and approved by voice vote by all Committee members present.

#### V. Committee Updates by Committee Chairs

- a. Communications Committee – Steven Schutte  
Communications Chair Schutte stated there has been success with the prepaid legislation movement in the Senate and the House and turned the update over to Board Chair Ferreira for further discussion.

##### i. **2016 Legislative Investigative Committee update – Paul Ferreira**

1. SB2805 SD1 relating to E911 services has passed the third reading and has been transmitted to the House. As of March 8, 2016 it has been received in the House from the Senate. There is no scheduled hearing, but there is a meeting being held this afternoon at 3:00 with the Committee on Public Safety Chair Gregg Takayama and at 3:30pm with the Consumer Protection and Commerce Chair Angus McKelvey. Everyone is welcome to attend and we are meeting with the Chairs to gather support for scheduling the bill for a hearing. These are the committees that the bill has been referred to in the past and that the companion House bill were also referred. The House bill was only introduced but did not make it to any committee hearings. It is imperative to meet with the Committee Chairs and let them know what the bill is about and what the Enhanced Board is and what we do for the community. The Executive Director was able to secure a meeting with the House Finance Chair Sylvia Luke on March 21, 2016 at 11:00 am. This is a very important meeting because during last year's session, the bill did progress through to the Finance Committee but ultimately was not scheduled for a hearing. The Board Chair thanked everyone for their support and stated he will communicate the hearing schedule to everyone and ask for their continued support at that time. The Executive Director announced that through the efforts of Mr. Kerry Yoneshige with DAGS, we were also able to schedule a meeting with the Vice Chair of Finance on Friday, March 11, 2016 at 10:00 am.

##### ii. **NENA 911 goes to Washington Recap.**

1. Committee Chair Schutte thanked the Committees and the Board for supporting the Hawaii delegation. He explained that they were very proud to be in attendance and represent Hawaii and also mentioned that some states sent no representatives, so our fourteen member Hawaii delegation sent a powerful message on our behalf. They were able to meet with all four members of

Congress and he will have each member of the group give a recap or explain something that they took away from the event. Hawaii is one of three or four states that will be Text-to-911 ready statewide and considering the geographical challenges that we have, it was a great event to attend and show our presence. Here are the individual comments from the Hawaii Delegation:

Mark Begley – In addition to the overwhelming support from our Congressmen and Congresswomen, the biggest item that he noticed during the conference was the support that FirstNet has garnered among various industry professionals as well as NENA and other government representatives. This is something we will all have to prepare for and hopefully guide the shape here in Hawaii.

Kiman Wong – Chair Schutte also announced that Mr. Wong was the group's official photographer. Mr. Wong stated it was a different atmosphere this year and that most individuals in Congress were aware of the issues that we are facing, so it was a nice shared discussion among the different members and not just the Chiefs spoke on the issues. Mr. Wong thought it sent a more powerful message to the delegates that everyone in the group spoke out on the issues.

Thalia Burns – Ms. Burns stated MLTS and the FCC guidelines were addressed in addition to providing update on Text-to-911. The Congressional delegates were very pleased to hear where we are at with Text-to-911. She also thanked the Committees and the Board for the opportunity to attend the conference and feels it is important to continue to attend.

Ryan Freitas – This is Mr. Freitas' third year attending, although it was the first year we had the opportunity to meet with every Congressional delegate. Having two representatives verbally commit to joining the NG911 Caucus was a big win for us.

Dean Rickard – Deputy Chief Rickard was a first time attendee and thought that everyone participating and every PSAP and County represented and sharing their ideas was a very good format and hopes we may continue to use this format for all future conferences. This way all of our Congressmen and Congresswomen hear not just one voice speaking for us, but everyone's voice.

John Jakubczak – A/C Jakubczak felt that all of the Reps and Senators engaged in dialogue about our issues. He would like to recognize Davlynn Racadio for organizing all of their meetings.

He would also like to recognize every member of the group that went and they all were one team and were organized and each member had something to offer and he thinks it shows in what we accomplished.

Marshall Kanehailua – This was his third time attending the event and he stated the previous two years were not as open as this year. He is grateful to the time that Senator Schatz gave to the delegation. He also mentioned that the group is traveling at a time when flights cancelled due to bad weather and they need to have a contingency plan. Moving forward, there should be an agenda item dedicated to planning future trips and costs should be factored the budget for inclement weather or unforeseen instances. Overall, this was a great lobbying session with everyone.

Eleni Papakiristis – Ms. Papakiristis felt that the strong representation and unified voice drove our agenda and it was great to meet with all four of our Congressional delegates.

Travis Ing – This was Sergeant Ing's second time attending the conference, but this time there was much smoother and more relaxed atmosphere talking to the delegates, and he was surprised how much time they gave to the group. It was great to see that two delegates joined 911 caucus and feels the new format with everyone chiming in and talking to them helped them understand the issues at hand.

Gary Lum – It was B/C Lum's first time attending the conference and he believes this was a great opportunity. It was very enlightening, and he was able to help communicate the Fire Service perspective. He thanked the Committees and the Board for allowing him to attend.

Allan Nagata – It was Major Nagata's first time participating in the conference. He welcomed the opportunity in meeting with the delegates. It was interesting to see the process and talk about the services that we provide, especially Text-to-911 and how services are of benefit to entire population of our islands.

Randy Macadangdang – A/C Macadangdang was part of the delegation, but not in attendance to provide an update during the meeting.

2. Chair Schutte stated that format that the group utilized this year would be HPD A/C Randy Macadangdang would address the issues and outline the bullet points and then everyone would

have an opportunity to speak. Touching on what A/C John Jakubczak mentioned, he would like to recognize Ms. Davlynn Racadio for all of her efforts. She did an excellent job in scheduling the meetings with the delegates and this in turn led to the group having more time in front of the delegates.

3. Ms. Davlynn Racadio – Ms. Racadio has provided an update regarding the interactions that she had with all our delegates. Senator Hirono’s office did provide the delegation information regarding applying for Federal appropriations, which she forwarded to the Executive Director. The ASA will provide an update on the status of the Federal appropriations during the Board Meeting under the Executive Director’s report. Ms. Racadio stated that everyone was very positive during the conference and she extended her appreciation the members of the delegation and to the Committees and the Board for having the opportunity to attend.
4. Mr. Tony Ramirez – Mr. Ramirez would like to recognize Ms. Davlynn Racadio for her efforts and also in part because this year, the State of Hawaii was recognized by the National 911 Program’s NG911 Program Management Office during their briefing slides as being part of the nation for reporting 911 progress. Last year, Hawaii was not mentioned for having reported 911 progress. Hawaii is third in the nation (behind Maine and Vermont) for states that have deployed Text-to-911 statewide. It should also be recognized that the State of Hawaii is the first in the nation to deploy Text-to-911 to all the PSAPs on an IP Network, with the texts routing directly to the PSAPs and not a call answering center. He stated that we have 100% representation for our State on the 911 Caucus, which speaks volumes about our progress. During the meetings with our Congressional delegates, the group did discuss prepaid legislation and communicated to them both the parity of access and parity of protection issues in accordance with Federal laws. They communicated that prepaid providers have an unfair advantage in accessing 911 system, since they do not contribute. One delegate brought up that he would look into Federal legislation since 39 states have already passed legislation. This question was also asked by another one of our delegates. These are all positive steps that make Hawaii stand out. NENA’s CEO Brian Fontes from NENA very interested in success stories in Hawaii. The group did solicit the delegates’ endorsements, but they did not want to be seen as directly

participating in State matters. Chair Schutte extended his appreciation to all of the members of the delegation for attending. Board Chair Ferreira also thanked all the individuals for attending the conference and representing our State. Hawaii was speaking as one voice and believes it truly made a difference in all of the individuals speaking to the Congressional delegates.

**Action Item:** Representative Takai's office inquired what states have passed or are attempting to enact prepaid legislation. Ms. Racadio has put his office aide in touch with Executive Director to share information and answer any questions they may have.

**Action Item:** The Executive Director and the ASA have been tasked with sending letters of appreciation to the delegates on behalf of the Board.

**iii.Others:**

The Executive Director asked if the delegation had made contact with the FCC during the trip or if that would take place in a future meeting. Ms. Thalia Burns responded that no contact was made with the FCC during this trip, as the previous Executive Director had handled the meeting arrangements.

**Action Item:** The Executive Director and staff will work to ensure a meeting with the FCC will be on the agenda for future 911 Goes to Washington conferences.

## **b. Technical Committee–Thalia Burns**

### **i. Investigative Regulatory Committee update – Marshall Kanehailua**

1. Committee Chair Burns announced that effective immediately, the Investigative Regulatory Committee Chair Marshall Kanehailua will be stepping down as Chair, although he will continue to be a part of the Committee. Effective immediately, Davlynn Racadio will be serving as the newly elected Chair of the Committee. Committee Chair Burns thanked Chair Racadio for agreeing to serve in her new role.

### **ii. FCC update**

1. The Executive Director provided an FCC update, which centered on the FCC TFOPA report issued on January 29, 2016. The importance of this report is focused on three items: 1) Optimal approach to cybersecurity 2) Optimal approach to NG911 architecture implementation by PSAPs and 3) Optimal approach to NG911 research allocation. Item 3.3 will be beneficial if anything comes up regarding financial projections in anticipation of the bill. In putting together financial projections, the ED feels it will be a focus of attention and we need to cover ourselves regarding potential questions. Two things that back up our financial analysis for the prepaid legislation is 1) HRS Section 138-4, paragraph K which states “when considering whether to discontinue, continue as is, or amend the surcharge, the Board’s recommendation shall be based on the latest available information concerning cost associated with providing Enhanced 911 service and 2) TFOPA Report - Guiding Policies and Principles for any State Funding Mechanism and the ED asterisked the ones that apply to the State of Hawaii that we have implemented including: a) based on a consumer’s ability to request emergency services, funding 911 service should be directed to the potential end user that such service is intended to benefit, such a user fee should be based on the use of any communication service that supports requests for emergency service, b) reasonable equitable and non-discriminatory – 911 fees assessed on end users should be set at a reasonable rate and equitably applied based on non-recurring and recurring costs to deploy 911 services as required by State law c) assessed on all services that can access NG911 service d) technically and competitively neutral – 911 funding policy should support a technologically and competitively neutral service environment and provide 911 agencies an opportunity to deploy and upgrade 911 technologies as advancements are made. Such funding mechanisms also should be flexible enough to accommodate the evolution of communication technologies

e) designed to assure fees can only be used to support 911 systems f) designed to assure revenues collected are sufficient to address transitional, provisional and ongoing operational costs. It should also include replacement of capital equipment and upgrades to 911 systems, which we have implemented. Mr. Tony Ramirez stated that there was a NG911 office report that was distributed to the Board that indicated that fees collected range from \$0.75 to upwards of \$2.50 and it should be noted that Hawaii is on the lower end of the spectrum.

### iii. Text-to-911 update

1. Committee Chair Burns stated that as of March 10, 2016 that we are waiting for Maui to soft launch. HPD has the media extremely interested to talk about Text-to-911. At HPD's Communication Center, they are receiving a lot of texts from individuals who are testing the system. We ultimately need to let the media know that Text-to-911 should be used not as a preference, but as a last resort. As we discussed last month, it takes approximately five to six minutes to process a text while other calls are waiting in the queue. We would like to move forward with educating the public with what Text-to-911 is all about. MPD stated that the delay is regarding the liability and indemnification verbiage in the contract between MPD and HT. We have had success stories, but there are liability issues that need to be resolved before Maui can soft launch. MPD has followed up with their counsel and are looking to move forward as soon as possible. **Board Chair Ferreira** stated that nothing prevents us from speaking with the media and letting them know we are in a testing phase and alerting the public that they should not test the system. **KPD Assistant Chief Rob Gausepohl** stated that Kauai is also having the same issues regarding their Text-to-911 contract, but they had a successful meeting and hope to move forward as soon as possible. Mr. Roy Irei suggested we communicate to the media that we are soft launched and beta monitoring and benchmarking each phase as opposed to testing.

**iv. Request for approval:**

1. NENA/NASNA Conferences, Indianapolis, IN, June 10-16, 2016.
  - a. Executive Director (1) - \$3,300.
  - b. HPD (2) - \$7,000
  - c. MPD (2) - \$7,000.
  - d. KPD (3) - \$10,500.
  - e. Board member (1) - \$3,500.
2. Committee Chair Burns clarified that the NASNA portion of the conference is only for the Executive Director to attend. The Executive Director stated that the two conferences NENA and NASNA run concurrently, so he had to add an additional \$400 to attend the second conference.
3. Hawaii Police Department Deputy Chief Paul Ferreira asked to amend the agenda in order to allow two individuals from HiPD to attend the NENA conference at a total cost of \$7,000.
4. Mr. Tony Ramirez made a motion (keeping in standard practice for the Board that these are standard conferences) to approve the items listed above and the additional \$7,000 for HiPD for two personnel forward to the Finance Committee for approval subject to funding approval by the Finance Committee and final approval by the full Board. The motion was seconded and approved by voice vote by all Technical Committee members present.

**v. Others.**

1. The Committee Chair acknowledged that there were no other items for discussion.

**c. Finance Committee – Kiman Wong**

**i. Review of Monthly Cash Flow & Budget Financial Reports.**

1. Finance Committee Chair Kiman Wong provided the following statistics for the month ending February 29, 2016:  
**Monthly Receipts - \$1,162,193** (little higher than normal due to delayed receipt from January)  
**Disbursements - \$457,104** (27% of budget, which is normal, so please submit your reimbursement requests to the Executive Director)  
**Net Receipts - \$705,090**  
**Net Bank Balance - \$18,242,099**  
**Unencumbered Bank Balance - \$13,502,770**
2. Mr. Roy Irei inquired as to the A/R offset for the \$100.00. The Executive Director explained there was a situation where the vendor sent a check in but it was \$100 short, so that amount represents the payment of the \$100 shortfall during in this period.

3. The Executive Director explained that the unencumbered cash balance is cyclical and the actual unencumbered balance will decrease to approximately \$11,000,000, as the majority of reimbursements tend to be received during the fourth quarter of the fiscal year. The Executive Director is also drafting a financial forecast per the input from the Committee members received today he will indicate this as a footnote on the financial report.

**ii. Request for funding Approval:**

1. NENA/NASNA Conferences, Indianapolis, IN, June 10-16, 2016.
  - a. Executive Director (1) - \$3,300.
  - b. HPD (2) - \$7,000.
  - c. MPD (2) - \$7,000.
  - d. KPD (3) - \$10,500.
  - e. Board member (1) - \$3,500.
2. Mr. Roy Irei made a motion to approve all items listed above subject to final approval by the Board. The motion was seconded and approved by voice vote by all Finance Committee members present.

**d. Others**

- i. **Committee Chair Wong acknowledged that there were no other items for discussion.**

## VI. PSAP Status Updates

**a. Kauai – Mark Begley**

1. Kauai Police Department Assistant Chief Rob Gausepohl stated that they are continuing to work with HT regarding the finalized Text-to-911 contract.

**b. Oahu – Allan Nagata**

1. Honolulu Police Department Major Allan Nagata announced he would like to extend thanks to Ms. Thalia Burns and Ms. Melodey Lewellen. They travelled to Kalihi last night to give Smart911 presentations. The community will be holding a community day of service for the residents and bring additional first responders to educate the community. Major Nagata would like to recognize Ms. Burns for speaking about Text-to-911 and Ms. Lewellen for giving the presentation regarding Phase I and Phase II location information.

**c. Molokai – Dean Rickard**

1. Maui Police Department Deputy Chief Dean Rickard stated they had reported damage on Lanai, but service has been restored. Ms. Bonnie Young stated 911 was not affected, but it did affect landlines on Lanai. Ms. Eleni Papakiristis of HT stated that at 7:33 pm transformer lead had broken and services were restored by 11:13 pm.

**d. Maui – John Jakubczak**

1. Maui Police Department Assistant Chief John Jakubczak is continuing to work on their Text-to-911 contract in order to soft launch.

**e. Hawaii – Paul Ferreira**

1. Hawaii Police Department Sergeant Travis Ing stated that regarding their soft launch for Text-to-911 they have had a success story. On February 27, 2016 at 5:40 pm, Hawaii Fire Department received a text requesting medical assistance, but the individual was lost in Volcanoes National Park. They were with a group who also made voice calls to 911, so they were able to put them in touch with park rangers to assist navigating the group out. The call did plot correctly from an AT&T phone. He stated that they are also continuing to receive accidental texts.

Note: Oahu - HFD Battalion Chief Gary Lum (PSAP representative) stated there is an error on the CAD routing map for Honolulu. The map seems to route directly from Auwaiolimu directly to Papakolea, but that is not possible to the connecting bridge. Mr. Tony Ramirez stated to contact their CAD vendor TriTech directly to have this issue corrected. The Board Chair acknowledged this and asked the Executive Director to provide for B/C Lum's update under PSAP Update section on future agendas.

## VII. Items for Discussion, Consideration and Action

**a. 911 Timeline update.**

- i. The Board Chair requested that the PSAPs report any timeline updates to be posted on the 911 website to the Executive Director.

**b. Others.**

- i. Mr. Tony Ramirez stated that during the conference there was an announcement regarding the National Emergency 911 Address Database (NEAD) and they will be tasking the PSAPs to provide updates for that database once it is implemented. Application software pertaining to Text-to-911 was also addressed at the conference. Due to no national standards regarding these applications, the PSAPs may encounter a transferred text with no information showing. He also announced that the State of Hawaii is currently undergoing Verizon validation testing of their LTE towers. They are presently conducting Maui and Oahu and will be going out to Hawaii next week.

## VIII. Announcements

- a. Meeting dates (10:00am–12:00noon):
  - i. **Tuesday**, April 12, 2016 (Combined meeting)
  - ii. Thursday, May 12, 2016 (Combined meeting)  
**(Note: Meeting Time and Location TBA)**
  - iii. Thursday, June 9, 2016 (Combined meeting)
  - iv. Thursday, July, 14, 2016 (Combined meeting)
  
- b. **FirstNet Update–Victoria Garcia**
  - i. There was no FirstNet Update available at this month’s meeting, as Ms. Garcia was not in attendance.
  
- c. **Others**
  - i. Mr. Tony Ramirez stated that Homeland Security is viewing the 911 system as the initial response for terrorist activities. They are looking at the 911 system as the first means of notification, although this will not be a takeover of the system. This is importance with the convergence of FirstNet and NG911.
  
  - ii. Ms. Thalia Burns announced that April 10-16, 2016 has been reserved for National Public Safety Telecommunicators Week. Governor Ige will be holding a ceremony and signing a proclamation that recognizes the dedicated and diligent efforts of telecommunications staff at the PSAPs. After the April 12, 2016 Board meeting, everyone is invited to be in attendance at Ceremonial Room at the Capitol Building at 1:00 pm. Ms. Burns requested those who will be in attendance to please send her your name and position titles as soon as possible to relay to the Governor. She did send a tentative list, but needs to finalize the list one week prior to the meeting. There is a maximum capacity of 50 individuals.

## 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 for the agenda at the next board meeting to please come forward. No one came forward.

## X. Adjournment

- i. Ms. Thalia Burns motioned to adjourn the meeting. The motion was seconded and approved by voice vote by all Committee members present. The meeting was adjourned at 11:10 am.