

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. The Board collected revenues totaling \$9,656,016:
 - a. Wireless revenue - \$8,562,300.
 - b. VoIP revenue - \$1,071,335.
 - c. Interest earned - \$22,381.
2. The Board incurred expenditures and encumbrances totaling \$8,885,388:

- a. \$7,960,153 PSAP reimbursements.
 - b. \$618,255 Department of Budget and Finance special fund assessments.
 - c. \$136,118 Payroll.
 - d. \$82,372 Wireless Service Provider cost recovery.
 - e. \$34,918 Board and Committee member interisland travel
 - f. \$53,571 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, LLC, who provided those services previously, at the conclusion of their contract with the State of Hawaii.
 4. The Board hired an Executive Director as a state employee on August 3, 2015.
 5. The Board developed and implemented a 5 year strategic budget plan for the Enhanced 9-1-1 Fund.
 6. The Board successfully completed the annual CPA audit of the Enhanced 911 Fund.
 7. The Honolulu Police Department successfully deployed the Smart911 program for the City & County of Honolulu on September 9, 2015. It is a service that allows members of the public to provide safety information readily viewable to first responders in case of an emergencies.
 8. The Kauai PSAP began its Computer Aided Dispatch (CAD) upgrade.

B. Year 1

1. The Board will hire a full-time Administrative Services Assistant who reports to the Executive Director.
2. The Board will organize a Governor's Press Conference for the Statewide Launch of Text-to-911 on October 13, 2016.
3. The Board will continue to monitor and modify as needed the 5 year Strategic Budget Plan through FY2021.
4. The Board will continue to assist PSAPs in planning and facilitation of current and future emerging technologies advancements to improve 9-1-1 services for the public.

5. The Board will continue to 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. The Board will develop and will make recommendations to the legislature on amendments to Chapter 138, HRS 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.
7. The Board will reintroduce prepaid legislation as part of the Governor's administrative budget that allows the Board to collect a surcharge fee of 2.64% 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 to ensure the continuity of modernization of PSAP computer hardware and software with new and emerging technologies.
8. The Board will promote public education of Text-to-911 wireless mobile phone service by December 2016.
9. The Board will plan and prepare for a successful completion of the annual CPA audit.
10. The Board will review and determine whether to exercise its option to renew its existing contract with its CPA firm for one year or to start the procurement process for another CPA firm to perform its annual audit of the E911 Fund.

C. Year 2 to 5

1. The Board will 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. The Board will evaluate the long term financial needs and make recommendations to the legislature on necessary adjustments to the fund and the monthly surcharge.
3. The Board will monitor and modify as needed the 5 year Strategic Budget Plan through FYs 2022, 2023 and 2024.
4. The Board will 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. The Board will develop and make recommendations to the legislature on modifications to Chapter 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. The Board will 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. Number of Wireless/VoIP/Wireline 911 calls to county PSAPs.
- B. Number of Public Educational Outreach Programs during fiscal year.
- C. Percent of E911 Funds Disbursed for New Technology for PSAPs.

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