



STATE OF HAWAII  
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES  
ANNUAL REPORT ON  
THE ENHANCED 9-1-1 BOARD  
FOR THE PERIOD OF  
JULY 1, 2012 THROUGH JUNE 30, 2013

SUBMITTED TO  
THE TWENTY-SEVENTH LEGISLATURE  
IN RESPONSE TO SECTION 138-6, HAWAII REVISED STATUTES

**STATE OF HAWAII  
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES  
ANNUAL REPORT ON THE ENHANCED 9-1-1 BOARD  
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**Pursuant to Section 138-6, HRS, the Enhanced 9-1-1 Board (the Board) is required to submit an annual report to the legislature no later than twenty days prior to convening of each regular session. The Enhanced 9-1-1 Fund is comprised of monthly surcharges imposed on every commercial mobile radio and VoIP service connection. For the purposes of this report, the Enhanced 9-1-1 Fund will be referred to as “the Fund”, the Public Safety Answering Points as “PSAPs”, the Wireless connection service providers as “WSPs”, and the Voice over Internet Protocol connection service providers as “VoIPs”.**

## Table of Contents

I. Executive Summary .....	1
II. The total aggregate surcharge collected by the E9-1-1 Fund in FY 2013. ....	2
III. The amount and recipient of the disbursements from the E9-1-1 Fund in FY2013. ....	3
IV. A description of the projects for which the money was disbursed in FY2013. ....	4
V. Project Descriptions.....	5
VI. The conditions, if any, placed by the board on disbursements from the E9-1-1 Fund. ....	8
VII. The planned expenditures from the E9-1-1 Fund for FY2014. ....	9
VIII. The planned recipients of disbursements from the E9-1-1 Fund in FY2014. ....	10
IX. The amount of any unexpended funds carried forward for FY2014. ....	11
X. A cost study to guide the legislature towards necessary adjustments to the fund and the monthly surcharge. ....	11
XI. A status report of jurisdictional capabilities for enhanced 9-1-1 services, including public safety answering points and communications service providers. ....	12
XII. FY2013 Independent Audit Report Summary.....	13
XIII. Glossary of Terms .....	14

## **FY2013 Annual Report on the E9-1-1 Board**

### **I. Executive Summary**

Act 168/SLH 2011 (the Act) created an Enhanced 9-1-1 Board (the Board on June 27, 2011 which is administratively attached to Department of Accounting and General Services (DAGS). The Enhanced 9-1-1 Board supersedes the Wireless Enhanced 9-1-1 Board created by Act 159/SLH 2004.

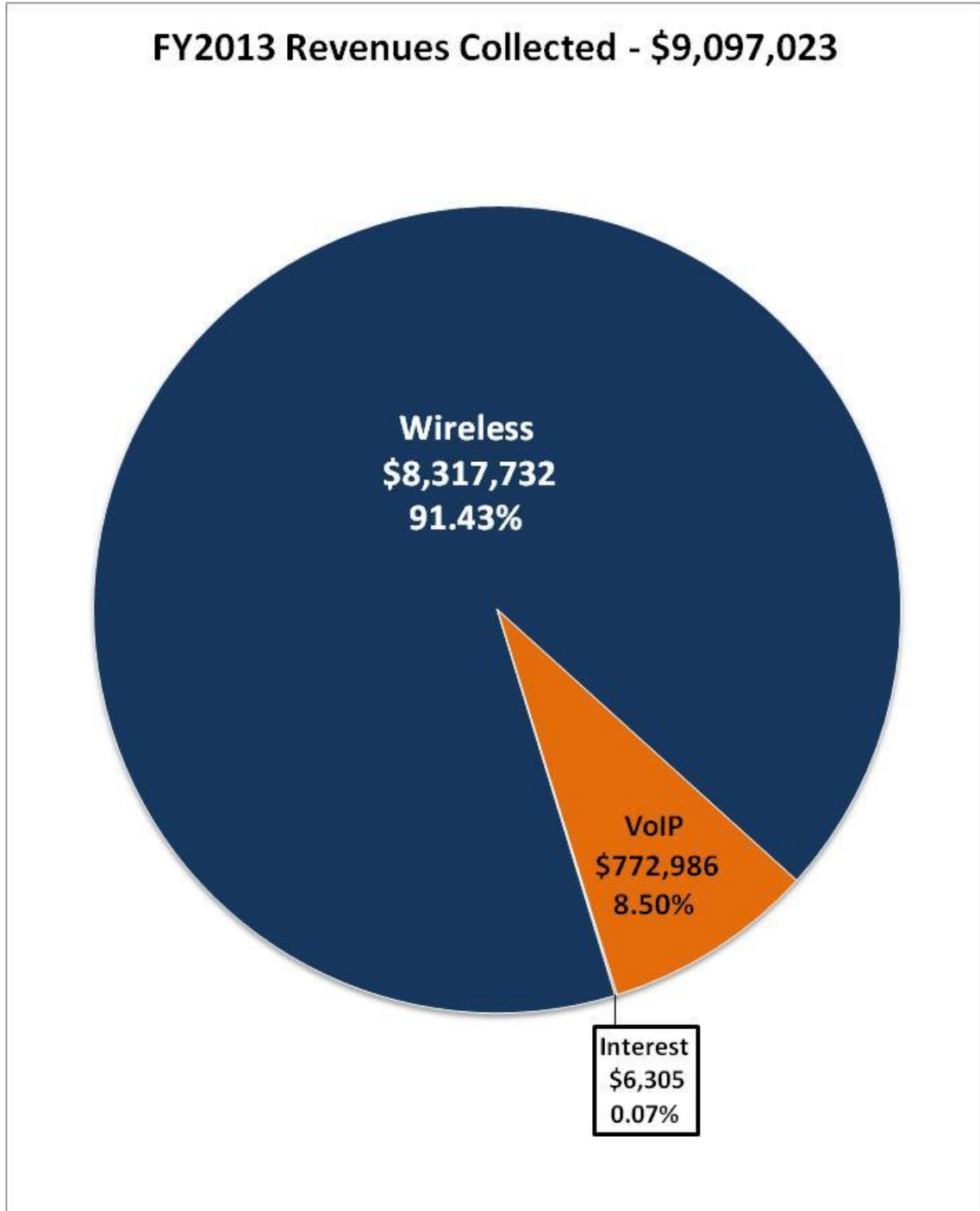
The purpose of the Enhanced 9-1-1 Board is to manage, administer, provide technical expertise and perform fiscal duties necessary for the collection of 9-1-1 surcharge tax revenue. The Board manages distribution of the Enhanced 9-1 Fund in accordance with the law to the six primary and three secondary county public safety answering points in Hawaii and the wireless carriers providing service to the public. The Enhanced 9-1-1 Fund is established outside the state treasury as a special fund.

The Enhanced 9-1-1 Board is comprised of thirteen members appointed by the Governor. The members of the Board represent each county, three wireless service providers, Hawaiian Telcom, with two permanent seats including the State Department of Consumer Affairs and the State Chief Information Officer. The current board members are:

Clayton Tom, Deputy Chief Maui County Police, Board Chair  
Roy Irei, General Manager T-Mobile, Board Vice-Chair  
Marshall Kanehailua, Assistant Chief Hawaii County Police, Communications Committee Chair  
Victor Ramos, Assistant Chief, Molokai, Chair Technical Committee  
Kiman Wong, General Manager Oceanic Time Warner, Chair Finance Committee  
Mark Begley, Kauai County  
Ryan Freitas, Director Network Reliability Hawaii Telcom  
Mark Wong, City & County of Honolulu Chief Information Officer  
David Kajihiro, Deputy Chief, Honolulu Police Department  
Steven Schutte, Government Account Executive Verizon Wireless  
Jeffrey Ono, Director, State of Hawaii Department Consumer Affairs  
Sanjeev Bhagowalia, State of Hawaii Chief Information Officer

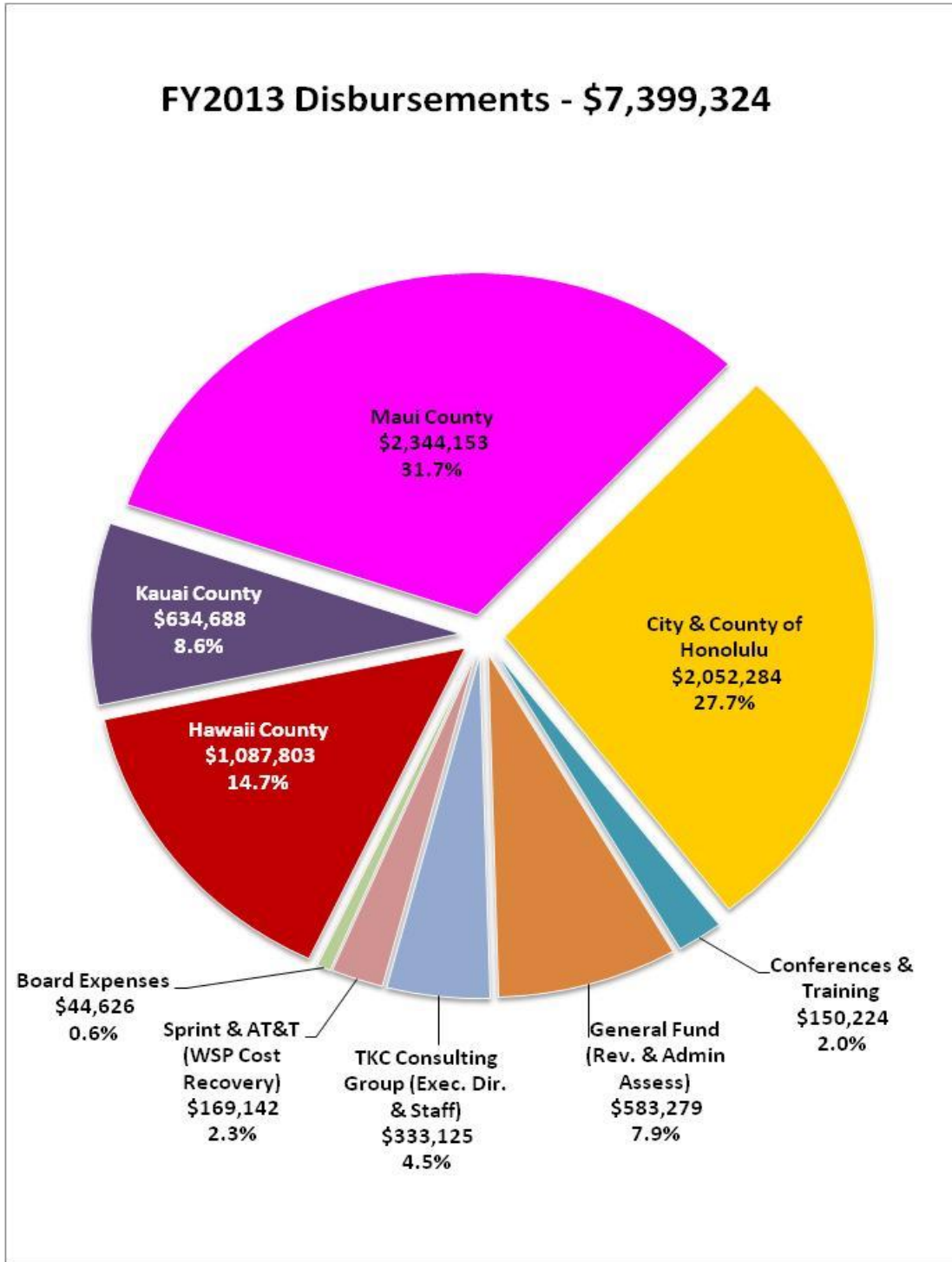
**FY2013 Annual Report on the E9-1-1 Board**

**II. The total aggregate surcharge collected by the E9-1-1 Fund in FY 2013.**



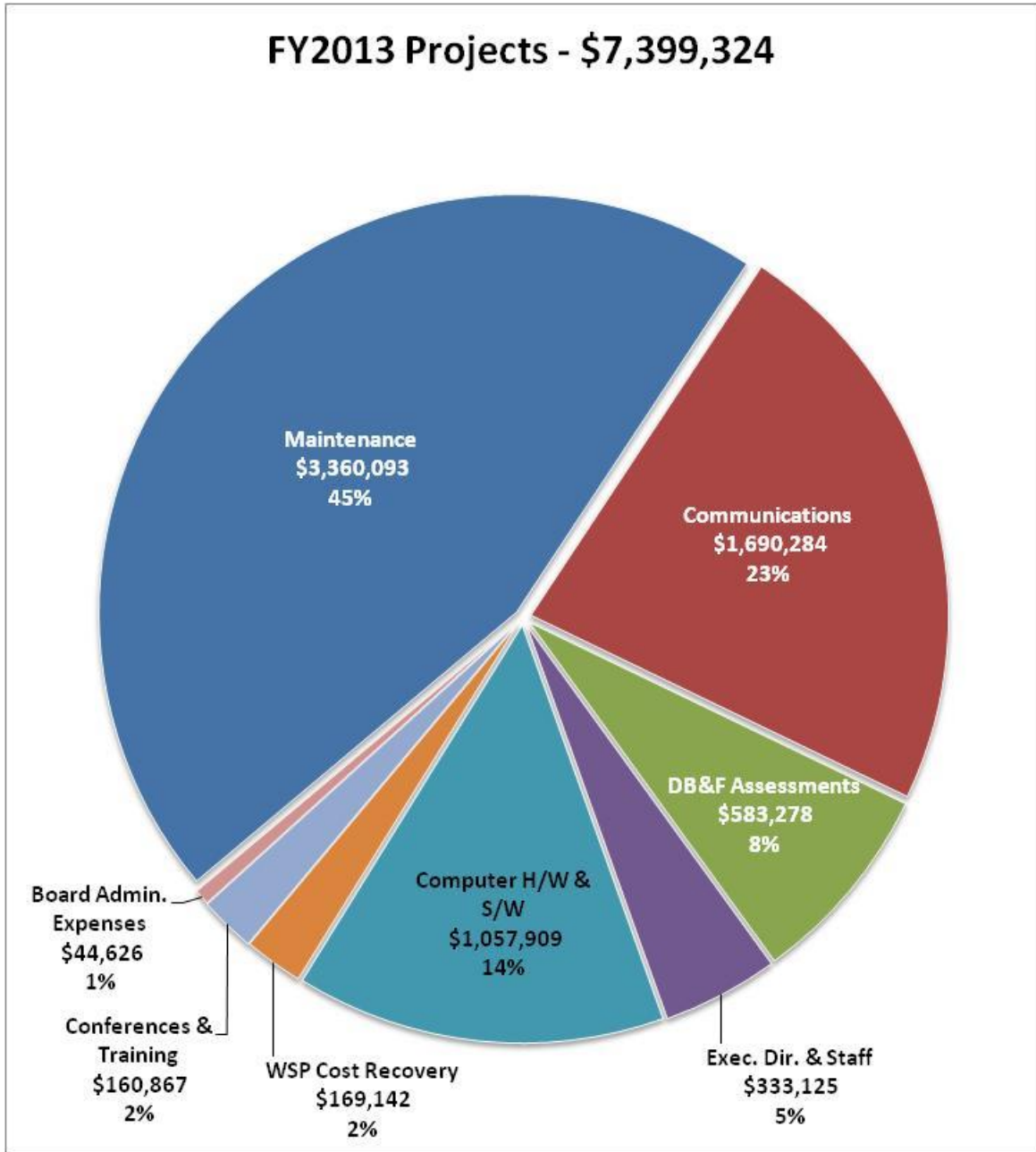
FY2013 Annual Report on the E9-1-1 Board

III. The amount and recipient of the disbursements from the E9-1-1 Fund in FY2013.



**FY2013 Annual Report on the E9-1-1 Board**

**IV. A description of the projects for which the money was disbursed in FY2013.**



**FY2013 Annual Report on the E9-1-1 Board**

## **V. Project Descriptions**



## FY2013 Annual Report on the E9-1-1 Board

	Amount	Description of Disbursements	Payee
Computer Hardware and Software	\$ 1,057,909	Maui County is undergoing modernization of its CAD systems for its PSAP to continue to provide first responders with the services necessary to assist in the rescue of its endangered citizens and visitors.	MAUI PSAP
		<b>Maintenance</b>	
Program Mgt. Consulting Services	\$ 1,767,026	Akimeka, LLC provides continued Wireless E911 Program Management Services and Geographic Information Systems Services for the counties of Hawaii, Maui, Honolulu and Kauai. The services rendered include: 1. Program mgmt. support. 2. PSAP Day-to-Day Operational support. 3. Geographic Information System (GIS) services. 4. Master Street Address Guide (MSAG) services. 5. Database synchronization. Benefits include: 1. Up-to-date location information on emergency calls received by the respective dispatch center. 2. Current GIS information. 3. Coordination for implementation and testing of new additions to the network with wireline, wireless, VoIP and Telemetrics service providers. 4. Dealing with only one company with which to coordinate activities and issues.	Hawaii, Maui, Kauai and Oahu PSAPs
Imagery Data Base	\$ 1,136,623	Pictometry software is a powerful tool for the first responder which provides detailed imagery of every square foot of a region and can navigate quickly and easily between views of a map to images associated with its specific features contained within images such as doors, manholes, fences, and fire hydrants. With this capability, first responders may be directed to the emergency in the most direct route and in the case of high rise buildings, the software will acknowledge any obstacles that may impede a rapid response.	Hawaii, Maui, Kauai and Oahu PSAPs
Computer Hardware and Software Maintenance	\$ 456,444	Maintenance support from vendors is essential to keeping hardware and software running efficiently and providing immediate troubleshooting support.	Hawaii, Maui, Kauai and Oahu PSAPs
	\$ 3,360,093	Subtotal Maintenance	
		<b>Communications</b>	
Telecom Service Connections	\$ 1,682,745	Hawaiian Telecom tariff, network and equipment costs necessary to receive Enhanced 911 calls by the PSAPs	Hawaii, Maui, Kauai and Oahu PSAPs
EMS Tower Lease	\$ 7,539	EMS tower lease and network connection between EMS facility at the airport to the City's data center at the FASI Municipal Building to connect the EMS PSAP with other Oahu PSAPs in the sharing of data and information	Oahu PSAP
	\$ 1,690,284	Subtotal Communications	

## FY2013 Annual Report on the E9-1-1 Board

	Amount	Description of Disbursements
		<b><i>E911 Board Administrative Expenses</i></b>
<b><i>E911 Executive Director &amp; Staff</i></b>	\$ 333,125	The Executive Director Contract was approved by the E911 Board of Directors to provide essential support to the Board which includes: 1. Accounting 2. Surcharge revenue collection services 3. Banking relations 4. Drafting Legislation 5. Board & Committee Agendas and Minutes 6. Supervision of Audits 7. Cash Disbursements 8. Record keeping 9. Creating and maintaining E911 website 10. Provide expert counsel on E911 issues 11. Budget & Planning 12. Strategic Planning.
<b><i>WSP Cost Recovery</i></b>	\$ 169,142	WSP Cost Recovery: Authorized under §138-5 HRS, requires that 1/3rd of the net proceeds of the WSP surcharge revenue (after Board administrative expenses) are to be set aside for potential cost recovery claims by the WSPs and VoIPs.
<b><i>Other Board of Directors Admin Expenses:</i></b>	\$ 27,451	Board & Committee Member Travel Expense (interisland) for required attendance of neighbor island PSAPs at the Board and sub Committee meetings held in Honolulu.
	\$ 12,500	Independent CPA Audit services to perform an annual audit in accordance with generally acceptable accounting principles (GAAP).
	\$ 205	Membership Dues to NASNA, a professional organization that promotes information sharing amongst those states with programs dedicated to implementing 9-1-1 emergency telephone systems.
	\$ 100	Parking permits for Board and Committee members to attend meetings at State buildings.
	\$ 245	Board & Committee Meeting Expenses for luncheon meetings necessary to maximize the limited time availability of the volunteer Board and Committee members.
	\$ 3,842	E9-1-1 Logo/Slogan Contest : This was a public relations effort focused on secondary and elementary students at public schools throughout the State to build awareness of the value and importance of the 911 system's contribution to saving lives.
	\$ 180	Electronic Signature Software to allow Board authorized signatories to approve disbursements or other documents remotely.
	\$ 103	E911 Fund Bank Charges for additional services.
\$ 546,893	Subtotal Board Administrative Expenses	

## FY2013 Annual Report on the E9-1-1 Board

	Amount	Description of Disbursements	Payee
		<b>DB&amp;F Assessments</b>	
<b>Revenue Assessment</b>	\$ 454,851	Dept. of Budget & Finance Revenue Assessment : Authorized under §36-27, HRS. 5% of total revenue.	State of Hawaii General Fund
<b>Administrative Assessment</b>	\$ 128,427	Dept. of Budget & Finance Administrative Assessment: Authorized under §36-30, HRS; 2.7% of total E911 Fund disbursements.	State of Hawaii General Fund
	\$ 583,278	Subtotal DB&F Assessments	
		<b>Conferences &amp; Training</b>	
<b>Conferences &amp; Training</b>	\$ 160,867	Conferences & Training provide the PSAPs with an effective opportunity to stay abreast of national standardization efforts and training in regards to day-to-day operational 9-1-1 issues impacting their PSAPs, specifically in regards to new and emerging technologies. In addition, it provides networking opportunities with subject matter experts and fellow PSAPs in teh US and worldwide.	Hawaii, Maui, Molokai, Kauai, Oahu PSAPs
	\$ 7,399,324	<b>Total Disbursements</b>	

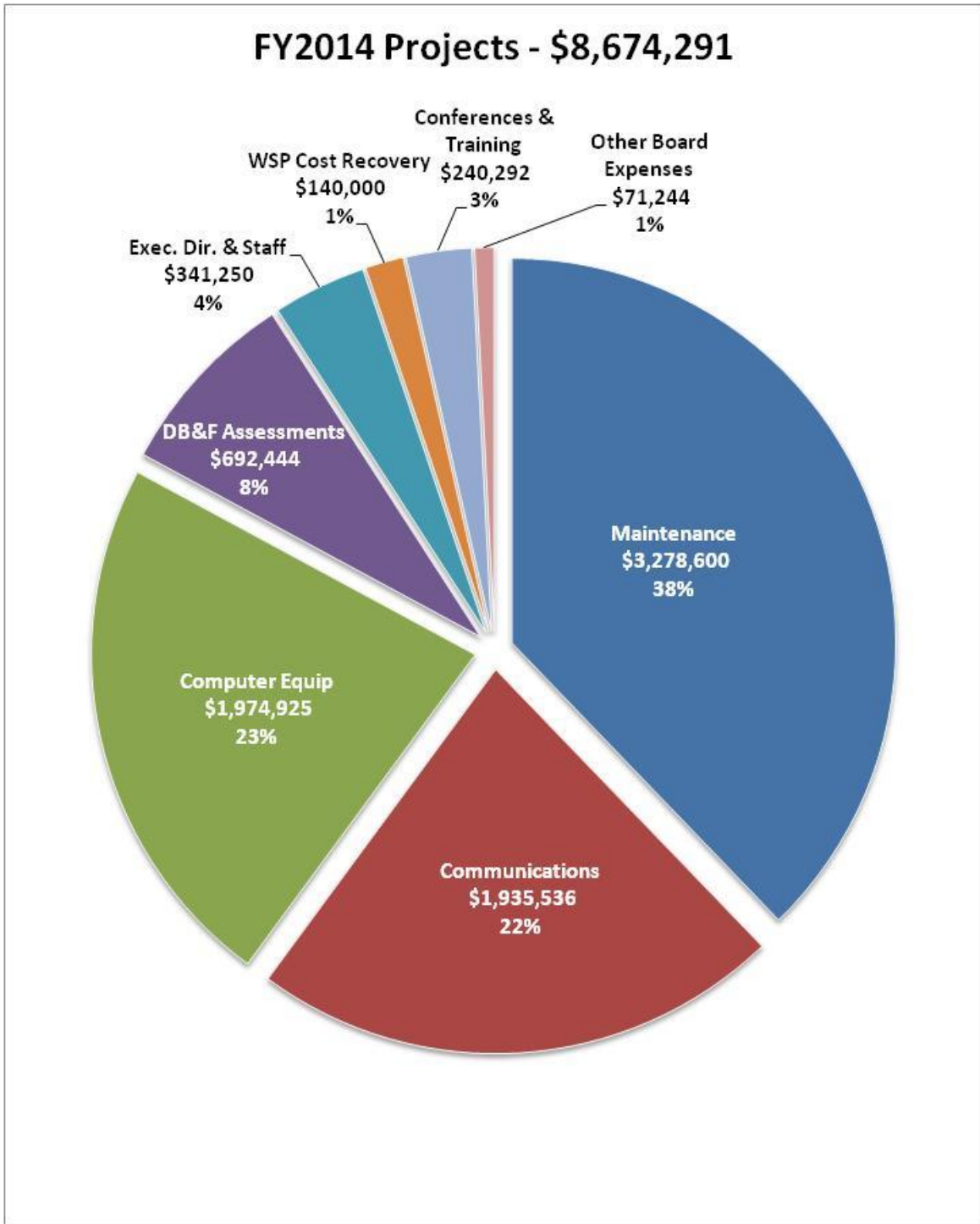
## VI. The conditions, if any, placed by the board on disbursements from the E9-1-1 Fund.

The Board has implemented policies and procedures for the PSAPs, WSPs, VoIPs and approved vendors seeking reimbursement from the E9-1-1 Fund. The Board requires the following for disbursements:

1. Be permitted under Hawaii State statute.
2. Have sufficient funds available for disbursement.
3. Be reviewed and approved by the Technical and/or Finance Committee subject to final approval by the Board.
4. Final approval by the E9-1-1 Board.
5. Approval for payment by the Board Chair, Finance Committee Chair and Executive Director. Signed approval from 2 of the three individuals mentioned.
6. A valid invoice or receipt of payment approved by the appropriate PSAP authorized official(s).
7. The disbursement check must be signed by 2 Board approved signatories.
8. All disbursements are subject to audit.

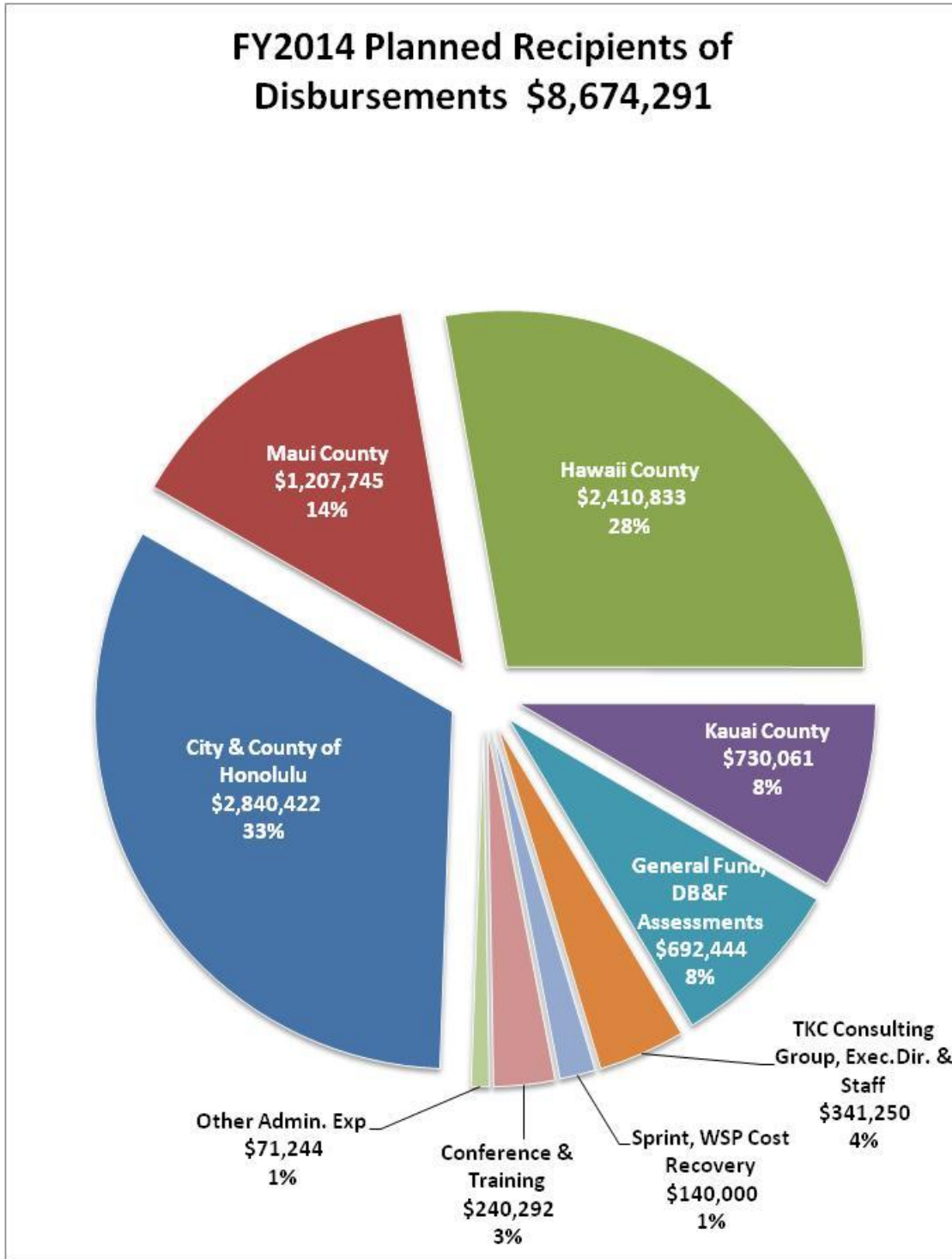
FY2013 Annual Report on the E9-1-1 Board

VII. The planned expenditures from the E9-1-1 Fund for FY2014.



FY2013 Annual Report on the E9-1-1 Board

**VIII. The planned recipients of disbursements from the E9-1-1 Fund in FY2014.**



**FY2013 Annual Report on the E9-1-1 Board**

**IX. The amount of any unexpended funds carried forward for FY2014.**

<b>Cash Flow:</b>	<b>FY2013Actuals</b>
<b>Beginning Cash</b>	<b>\$ 10,859,535</b>
<b>Cash Receipts</b>	<b>9,097,023</b>
<b>Cash Disbursements</b>	<b>(6,994,061)</b>
<b>Encumb. FY2013 Paydown</b>	<b>(3,614,749)</b>
<b>Ending Cash</b>	<b>9,347,748</b>
<b>Total Encumbrances Outstanding</b>	<b>(2,067,697)</b>
<b>Total Unencumbered Cash</b>	<b>\$ 7,280,051</b>

The total amount of unexpended E9-1-1 Funds carried forward for FY2014 was \$9,347,748. However, unexpired encumbrances at the end of FY2013 amounted to \$2,067,697 which reduced the unencumbered cash amount to be carried forward to FY2014 to \$7,280,051.

**X. A cost study to guide the legislature towards necessary adjustments to the fund and the monthly surcharge.**

A majority of the E9-1-1 strategic budget plan funding is necessary to modernize the current voice-based 9-1-1 systems' aging equipment and software in order to meet or exceed the PSAP public safety goals and the continuing training needs of the PSAPs to keep abreast of technological changes.

The State of Hawaii is part of the national movement to transition to Next Generation 9-1-1 system to significantly improve emergency response, saving lives and reducing property damage. NG9-1-1 enables the public to send texts, photos, videos, and other data to 9-1-1 centers just as the

## **FY2013 Annual Report on the E9-1-1 Board**

public is able to communicate with each other today. Consequently the Board has chosen to conserve cash in anticipation of this cash outflow as a result of the transition to NG9-1-1.

Due to the uncertainty associated with the transition to this new emergency response system and the increased revenue collections due to the enactment of Act 168(11), we continue to recommend the existing rate remain at the current level for the fiscal year.

### **XI. A status report of jurisdictional capabilities for enhanced 9-1-1 services, including public safety answering points and communications service providers.**

All requirements of FCC Order 94-102 have been met by the Public Safety Answering Point (PSAPs), Wireless Service Providers (WSPs) and the Local Exchange Carrier (LEC). The State of Hawaii is currently Phase II capable throughout the state and each PSAP has the capability to make useful the data elements being transmitted by the WSPs and delivered by the LEC. All WSPs (AT&T, Mobi-PCS, Nextel, Sprint, T-Mobile, and Verizon) are providing Phase II services in all Counties and Jurisdictions and are only limited by coverage, RF interference, and terrain anomalies. The WSPs continue to expand their existing networks by adding additional sites in each of the jurisdictions at a steady pace. Some of the WSPs have tripled the number of communications sites and sectors on the Neighbor Islands within the State of Hawaii since the original deployment of the Phase II service. Advancements in technology in the wireless industry have also placed demands on the PSAPs by WSPs deploying new and improved networks that support broadband capabilities such as the wireless 3G, 4G, and LTE Wireless technology networks deployed by most of the WSPs.

The State of Hawaii Wireless 9-1-1 service has graduated from a wireless Phase II maintenance phase to Wireless Phase II expansion and New Wireless Technology implementation phase. This wireless expansion phase has opened the door for the PSAPs to start receiving New and Emerging Technology 9-1-1 services such as Voice over Internet Protocol (VoIP) and Telemetric emergency services. These new 9-1-1 services are already being delivered to one of the PSAPs and introduced to others within the State. The PSAPs have responded in an expeditious manner to keep pace with the demands for keeping pace with the New Technologies. As such, the primary activities being undertaken by the PSAPs have been concentrated on bringing all their 9-1-1 databases into i3 compliancy for the New Next Generation 9-

## **FY2013 Annual Report on the E9-1-1 Board**

1-1 service implementation. The PSAPs must perform these database synchronizations and GIS improvements in order to improve location accuracy and to improve the dispatch of 9-1-1 resources efficiently and effectively.

The Wireless E9-1-1 Board is now the Enhanced 9-1-1 Board with the passage of HB 1000 and the Governor signing Act 168 (11) into law June 27, 2011. This established a single entity to administer enhanced 9-1-1 services for the State along with expanding board membership. The broadening of scope for the Enhanced 9-1-1 Board's responsibilities provides the leadership to improve and modernize the current 9-1-1 system improving emergency response, saving lives and reducing property damage. The E9-1-1 Board has undertaken the responsibilities associated with the investigation and recommendations of preparing the State of Hawaii Strategic Plan for the migration of the State of Hawaii's E9-1-1 resources into the futuristic New and Emerging Technology 9-1-1 services referred to as Next Generations 9-1-1 (NG 9-1-1).

## **XII. FY2013 Independent Audit Report Summary.**

The E9-1-1 Fund has completed the transition from cash basis accounting to generally acceptable accounting principles (GAAP) or accrual basis accounting. In addition, the Enhanced 9-1-1 Board elected to undergo an annual independent CPA audit rather than a biennial audit as required by §138-7(b), HRS.

The latest audit which covered the period from July 1, 2012 through June 30, 2013 achieved an unqualified opinion which confirms that the E9-1-1 Fund is being managed in accordance with §138, HRS.



## **FY2013 Annual Report on the E9-1-1 Board**

### **XIII. Glossary of Terms**

ALI – Automatic Location Identification

CAD- Computer Assisted Dispatch

CDMA-Code Division Multiple Access

GIS-Geographic Information Systems

GSM-Global System for Mobile

iDEN-Integrated Digital Enhanced Network

LEC-Local Exchange Carrier

NG9-1-1-Next Generation 9-1-1

PSAP-Public Safety Answering Point

VoIP-Voice over Internet Protocol

WBB-Wireless Broadband

WSP-Wireless Connection Service Provider

VoIP – Voice over Internet Protocol Connection Service Provider

## FY2013 Annual Report on the E9-1-1 Board

I have reviewed and approved the FY 2013 Annual Report on the Enhanced 9-1-1 Board for the period of July 1, 2012 to June 30, 2013:

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*Deputy Chief Clayton Tom* 11/15/2013  
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Clayton Tom, Chairman, E9-1-1 Board

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*Kiman Wong* 11/14/2013  
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Kiman Wong, Chairman, E9-1-1 Finance Committee

DocuSigned by:  
*Thera Bradshaw* 11/16/2013  
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Thera Bradshaw, Executive Director, E9-1-1 Board