



## STATE OF HAWAII

Enhanced 911 Board Meeting  
(Combined Meeting)  
Kalanimoku Bldg., Room 322B  
1151 Punchbowl St., Honolulu  
Thursday, July 14, 2016  
10:00 am - 12:00 pm

**Board members present:** Paul Ferreira, Roy Irei, Thalia Burns, Michael Contrades, Lisa Hiraoka (Consumer Advocate Designee), John Jakubczak, Arnold Kishi (CIO Designee), Dean Rickard, Jeff Riewer, Steven Schutte, Kiman Wong and Mark Wong.

**Board members absent:** Ben Morgan.

**Staff members present:** Stella Kam, Courtney Tagupa and Kerry Yoneshige.

**Guests:** Clement Chan (DIT), Ryan Dunkle (Hitech Systems), Victoria Garcia (DoD), Robert Gausepohl (KPD), Roy Halterman (WEST), Darren Horio (HiPD), Agnes Lee (WEST), Melodey Lewellen (HPD), Randy Macadangdang (HPD), David Miyasaki (Kauai County), Allan Nagata (HPD), Andy Nielsen (WEST), Eleni Papakiristis (HT), Davlynn Racadio (MPD), Lavina Taovao (KPD), Kenison Tejada (APCO/NENA Pacific Chapter) and Bonnie Young (MPD).

### Minutes

- I. **Call to Order, Public Notice, Quorum**
  - a. The meeting was called to order at 11:43 am by Board Chairman Paul Ferreira.
  - b. Public notice has been issued.
  - c. Quorum was present for the Board.
- II. **Public testimony on all agenda items**
  - a. Chair Ferreira 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 Chair Ferreira.
- IV. **Review and Approval of Last Month's Meeting Minutes**
  - a. Mr. Roy Irei motioned to approve the June 2016 meeting minutes. The motion was seconded and approved by voice vote by all Board members present.
- V. **Committee Updates by Committee Chairs**
  - a. **Communications Committee – Steven Schutte**

Chair Schutte acknowledged that there were no updates to what was presented at the Joint Committee meeting.

- i. 2017 Legislative Investigative Committee update – Paul Ferreira
  - 1. Chair Ferreira stated there were no updates to what was presented at the Joint Committee meeting.
- ii. Others
  - 1. Chair Schutte acknowledged that there were no other items for discussion.

**b. Technical Committee – Thalia Burns**

Chair Burns acknowledged that there were no updates to what was presented at the Joint Committee meeting.

- i. Hawaiian Telcom outage on June 22, 2016
  - 1. The Committee Chair acknowledged that there were no updates to what was presented at the Joint Committee meeting.
- ii. New Technical Committee member – Lt. Darren Horio (HiPD)
  - 1. The Committee Chair acknowledged that there were no updates to what was presented at the Joint Committee meeting.
- iii. Investigative Regulatory Committee – Davlynn Racadio
  - 1. Chair Racadio acknowledged that there were no updates to what was presented at the Joint Committee meeting.
- iv. FCC update
  - 1. The Committee Chair acknowledged that there were no updates to what was presented at the Joint Committee meeting.
- v. Text-to-911 update
  - 1. The Committee Chair acknowledged that there were no updates to what was presented at the Joint Committee meeting.
- vi. 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. Committee Chair Wong acknowledged that there were no updates to what was presented at the Joint Committee meeting.
- ii. Others
  - 1. Chair Wong thanked everyone for a great job with the budgeting process and submitting their requests for reimbursement for the 2016 fiscal year.

## VI. PSAP Status Updates

- a. Kauai – Michael Contrades
  - 1. The PSAP representative acknowledged that there were no updates to what was presented at the Joint Committee meeting.
- b. Oahu HPD – Allan Nagata
  - 1. The PSAP representative acknowledged that there were no updates to what was presented at the Joint Committee meeting.
- c. Oahu HFD – Gary Lum
  - 1. The PSAP representative acknowledged that there were no updates to what was presented at the Joint Committee meeting.
- d. Molokai – Dean Rickard
  - 1. The PSAP representative acknowledged that there were no updates to what was presented at the Joint Committee meeting.
- e. Maui – John Jakubczak
  - 1. The PSAP representative acknowledged that there were no updates to what was presented at the Joint Committee meeting.
- f. Hawaii – Paul Ferreira
  - 1. The PSAP representative acknowledged that there were no updates to what was presented at the Joint Committee meeting.

## VII. Executive Director's Report

- a. The ED will provide updates on the following items:
  - i. FCC Data Collection Project Update Action Item – PSAP financial data on E911 Operations.
    - 1. The ED communicates with three individuals from the FCC's Public Safety and Homeland Security Bureau on a continual basis, the Bureau Chief Rear Admiral (ret.) David Simpson, Deputy Bureau Chief David Furth and Mr. Timothy May from the Policy and Licensing Division. We have a good working relationship with them they have always been willing to assist should questions arise and are an extremely valuable source of information. Regarding outage reports, they are expanding scope of requirements for audit reports but they are still investigating the cost-benefit analysis. On the issue of MLTS fees, there are a handful of states who have implemented legislation to capture these fees. We have not enacted legislation in HI to collect these fees and this represents a potential revenue opportunity for the Fund. States have assessed various fees per trunk line or lines based on many different matrices. The number of states who have implemented prepaid surcharge fees continues to grow and stands at over 40 and continuing, with HI not among them. In

Indiana, they have completed their text-to-911 deployment and have launched statewide. They have 128 PSAPs in 92 counties and this is a major accomplishment for them. The National 911 Office is track for the upcoming NG911 grant and is drafting the rules later this year. The ED is hopeful we may receive \$1M based upon the previous E911 grant allocations. We need to plan what we would use these grant funds for prior to the December 2017. Ms. Victoria Garcia provided an update on the FirstNet Governor's Report. They are hoping to have a draft state plan after their selection of their vendor by the first or second quarter of next year. Once FirstNet submits the draft plan, her job is to establish a team and review the plan and ensure that the state is comfortable with the plan before the Governor would decide to opt in or out. She would like the Board to participate in the review of the draft and provide feedback.

**Action Item:** The PSAPs would need to plan what they would utilize the potential NG911 grant funds for prior to December 2017 as this would be part of the justification on the grant application.

ii. Encumbrances and FY2016 Accounting Close Update

1. The ED stated that it was a difficult fiscal year accounting closing out and many contracts that were originally budgeted could not be signed by the June 30 date and therefore could not be encumbered. On a positive note, there were contracts that were signed on or before that date that could be encumbered in their place. The ED provided a slide from the monthly financial report and reviewed the contracts that were signed prior to June 30. He noted PSAPs who have encumbrances should track these items and provide periodic status updates. There are outstanding encumbrances that are outstanding from prior years, including fiscal years 2011 (Kauai), 2014 and 2015 that amount to over \$3.5M. These items need to be addressed as soon as possible, in particular the Kauai encumbrance from FY2011. KPD A/C Gausepohl stated they are diligently working on closing out the 2011 encumbrance and unfortunately they were not able to get Pictometry signed for this fiscal year due to their finance and legal teams not in agreement, but they anticipate the contract will be signed shortly. The ED was hoping to encumber all five years for their Pictometry contract, but was able to replace this item with Maui's HT contract encumbrance. Encumbrances that were booked at end of the 2016 fiscal year are highlighted on the monthly financial report. Most contracts were for a five year period with exception of Maui's HT three year contract and Kauai's CAD upgrade. There are approximately \$4.9M of encumbrances that we will be paying down as the fiscal year progresses. The items that were not able to be signed for FY2016 may flow into next year, which we presently do not have room for. Encumbrances help to relieve us from potential ceiling issues and with FY2018 and reestablishing the ceiling, expenditures will have to be closely monitored. The ED thanked the County finance departments and received considerable assistance from Hauoli and Nani from Hawaii, Lesley from Maui and Daurice from Kauai. The ED would have liked to hit \$9M ceiling but unfortunately we were not able to exactly hit the \$9M ceiling but we

were came very close.

iii. NENA/NASNA Conference Update

1. The ED attended the NASNA conference that was held two days prior to NENA. The conference consisted of very informative full day sessions and networking sessions were also held. The main value of NENA is networking and the ability to find out what is happening in other states. In Maine, they had extraordinary performances in their PSAPs. They have a population of approximately 1.3M, but they are about three times the size of HI. They have many accomplishments including they were able to fully integrate to NG911 and were one of the handful of states to fully deploy text-to-911. Regarding interoperability, they have connected all PSAPs to their ESInet which is also a major accomplishment. They are considered the most advanced of states as far as NG911 and they have an excellent management team. They have utilized services of consultants to assist them with interoperability, architecture and technology selection. Another issue that was highlighted was PSAP consolidation. Many states have consolidated voluntarily, with others via legislation. Consolidation of PSAPs mostly focused on rural areas where having multiple PSAPs did not make sense in terms of economies of scale. On the issue of interoperability, many states are in process of establishing ESInet as the main technology for interoperability. This is a process that is continual and very expensive, as this takes a great deal of time and planning.

## VIII. Items for Discussion, Consideration and Action

a. 911 Timeline update

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

b. Request for Approval:

i. APCO Conference, August 14-17, 2016, Orlando, FL

1. Board member (1) - \$3,300
2. Technical Committee Member (1) - \$3,300  
**This request to attend has been withdrawn.**
3. Oahu DIT (1) - \$3,300
4. HFD (1) - \$3,500  
**This request to attend has been withdrawn.**

Deputy Chief Rickard motioned to approve this request. This motion was seconded and approved by voice vote by all Board members present.

ii. NASNA Conference, October 25-26, 2016, Kansas City, MO

1. Executive Director (1) - \$1,800

Mr. Arnold Kishi motioned to approve this request. This motion was seconded and approved by voice vote by all Board members present.

- iii. APCO Colorado Chapter Conference, October 6-7, 2016, Denver, CO
  - 1. HPD (2) - \$5,000

Deputy Chief Contrades motioned to approve this request. This motion was seconded and approved by voice vote by all Board members present.

- c. Jeffrey Riewer: Establishment of Educational Subcommittee
  - i. Mr. Riewer opened the discussion to the possibility of establishing an educational subcommittee. He obtained a list from the NC911 Board of educational courses that are offered through APCO, NENA and various institutions and this was presented to the Board and Committee members. The Board sends various members to conferences but he inquired if the PSAPs have developed this type of course listing and does the Board think this listing would be of benefit if we developed this the local level. His employer AT&T offers online courses and asked if we could possibly offer this to first responders across the board to all PSAPs. Chair Ferreira stated this is a good list to review and stated the decision should be left to the PSAPs to inquire if establishing a subcommittee is a valuable option. Perhaps we could establish this in a similar fashion to the Legislative Committee. What the Board would need ascertain is if the first responders would incur overtime for certain classes or trainings. In the past, the Board funded overtime for this type of request, but we would need to look at this in the future. He stated HiPD sends dispatchers to the conferences because they are on the front lines. Deputy Chief Rickard stated on Maui they do offer and approve web based trainings when they can, but it comes down to the issue of manpower. He stated dispatchers usually come forward with the types of trainings that they would like. Ms. Racadio stated previously they offered a suicide prevention training and it was broadcast on the back wall for all to see. Ms. Hiraoka inquired if there is a telecommunicator certification program. A/C Jakubczak stated there is a requirement to meet to be a PRD, but it is tailored at the County level and the level of training depends on the PSAP and whether they are integrated with medical and/or Fire. A/C Gausepohl stated we will research if there are standardized trainings or certifications in other states and perhaps centralize things further. He stated that the Board does not fully fund training, as the Counties absorb overtime for staff that attend conferences. Chair Ferreira stated a model could possibly follow that of the training coalition in bringing an instructor to the State and have personnel from all islands attend. Deputy Chief Contrades said the PSAPs should review list and determine if it could be standardized to where it is comprehensive for all of the Counties. It should be further reviewed to see if the PSAPs would need funding from the Board in order to facilitate these training requests. Ms. Victoria Garcia offered to be involved on behalf of DoD if the committee is formed to investigate potential shared funding opportunities.

**Action Item:** The PSAPs will share the NC911 Board course listing with their staff and solicit feedback. Once information is received, the Board will engage in further discussion at the August meeting to determine if there is a need to establish the Educational Subcommittee.

d. Others

i. Chair Ferreira acknowledged that there were no other items for discussion.

## IX. Announcements

a. Future meeting dates (10:00 am – 12:00 pm)

- i. Thursday, September 15, 2016 (Combined meeting)(date change)
- ii. Thursday, October 13, 2016 (Combined meeting)
- iii. Thursday, November 10, 2016 (Combined meeting)
- iv. Thursday, December 8, 2016 (Combined meeting)

X. Executive Session: HRS 92-5(a)(4) to consult with the board's attorney on questions and issues pertaining to the board's powers, duties, privileges, immunities, and liabilities.

i. Chair Ferreira announced that an Executive Session was not necessary during this month's Board meeting.

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

i. Chair Ferreira 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. No one came forward.

## XII. Adjournment

i. Deputy Chief Rickard motioned to adjourn the meeting. The motion was seconded and approved by voice vote by all Board members present. The meeting was adjourned at 12:24 pm.