



## STATE OF HAWAII

E911 Communications, Technical and Finance  
Committee Meetings  
Kalanimoku Bldg., Room 132  
DLNR Board Room  
1151 Punchbowl St., Honolulu  
Thursday, January 12, 2016  
10:00 am – 12:00 pm

### Meeting Minutes

**Communications Committee members present:** Steven Schutte (Chair), Thalia Burns, Paul Ferreira (HiPD), Davlynn Racadio (MPD), Lavina Taovao (KPD), Sherri Sakamoto (Consumer Advocate Designee).

**Technical Committee members present:** Thalia Burns (Chair), Rob Gausepohl (KPD), Darren Horio (HiPD), John Jakubczak (MPD), Shawn Kuratani (HFD), David Miyasaki (KPD), Tony Ramirez (Akimeka), Jeff Riewer (AT&T), Steven Schutte (Verizon), Tony Velasco (DIT), Kenison Tejada (APCO/NENA Pacific Chapter, and Kiman Wong (Oceanic Cable; Charter Com).

**Technical Committee members absent:** Ahlan Leong (HPD)

**Finance Committee members present:** Kiman Wong (Chair), Paul Ferreira (HiPD), Sherri Sakamoto (Consumer Advocate Designee), Michael Contrades (KPD), Roy Irei (T-Mobile), and Alan Nagata (HPD).

**Staff members present:** Kerry Yoneshige (DAGS/ASO), Stella Kam (AG), Courtney Tagupa (ED, E911), and Melvia Kawashima (E911).

**Guests:** Kenneth Bugado (HiPD), Victoria Garcia ((DOD/OHS), Vic Freeland (RDC CNRH), Diana Chun (ESD), Sherryann Murphy (EMS), Chris Luan (EMS), Bonnie Young (MPD), Sterling Kiyota (MPD), Dean Rickard (MPD), Ben Morgan (HT), Glenn Kobashigawa (HT) and Arnold Kishi (DAGS/CIO Designee).

### I. **Call to Order, Public Notice, Quorum**

1. The meeting was called to order at 10:00 am by Board Chair Ferreira.
2. Public Notice has been posted.
3. Quorum was present for all Committees.

### II. **Public testimony on all agenda items**

1. Chair Ferreira asked if anyone wishing to provide testimony on any agenda item to please come forward. No one came forward to testify.

### III. Introductions

1. Introductions were made by everyone present, at the request of the Board Chair.

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

1. Board Chair called for any additions/corrections of the December 14, 2016 meeting minutes. Committee Member Tony Ramirez moved to approve the minutes; Technical Committee Chair Thalia Burns seconded the motion; minutes were approved by voice vote by all Committee Members present.

### V. Committee Updates by Committee Chairs

1. Communications Committee – Steven Schutte deferred to Executive Director Courtney Tagupa for Legislative Investigative Committee update:
  - a. Mr. Tagupa reported on legislative activity to date, a high priority, meeting with over 50 representatives and senators out of a total of 75. He highlighted successful meetings with Speaker Joe Souki, attended by Maui PSAP Chiefs John Jakubczak, Dean Rickard and Davlynn Racadio, and with Senate President Ron Kouchi attended by Kauai AC Rob Gausepohl. Positive support was received from leadership and key subject matter committee chairs of both houses as a hopeful start to the 2017 session. Finance Chair Sylvia Luke's meeting was an improved reception and Senate Ways and Means Chair Jill Tokuda meeting is scheduled soon. While over 3000 bills are introduced, only 10% reach adoption. Our bill (prepaid cards surcharge) has received favorable acknowledgement from this session's leadership.
  - b. He further described all Legislators visited having favorable understanding and appreciation for the E911 program, and recent Text911 capability. However, Rep. Romy Cachola will not support the pre-paid surcharge legislation that negatively impacts his district's low-income constituents. Mr. Tagupa will be meeting with the Retail Merchants Assn (RMA) and the the Hawaii Food Industry who are both against the pre-paid surcharge legislation. He also received market data from the Cellular Telecommunication Industry Assn (CTIA) that 49% of prepaid sales come from those earning \$50,000. Mr. Tagupa noted that pre-paid cards are expanding into hybrid services. The general concept that the pre-paid card market should support E911 program was supported by all legislators except those noted.
  - c. Upon research, low income persons affected by wireless communications expenses, can apply for FCC's Lifeline program that allows up to \$20 monthly for such services. This program has been successful in Tribal organizations and through other income eligible government programs such as Medicaid, Food Stamps, and HUD Housing services.
  - d. Mr. Tagupa will be tracking the legislation's progress over the next four months and asked for board permission to negotiate should the legislation be amended in its course through multiple committees and two chambers. Possible amendments include a cost study to justify surcharge fees at the 2.64% rate and/or a lowered percentage rate. Board Chair Paul Ferreira stated that the Legislature's rapid decision making, as in past session experiences, does not lend itself to timely board approvals for changes. Understanding that condition going forward, and that the board has already approved the 2017 legislation, Chair Ferreira asked that Mr. Tagupa keep the board apprised of major actions taken.
  - e. Member Steve Schutte thanked Mr. Tagupa and Melvia Kawashima for their efforts in meeting with legislators and asked whether other board members can lend their support as well. Mr. Tagupa will keep board members apprised of legislative meetings and hearings for which their supportive presence is appreciated, as personal time allows.
2. Technical Committee – Chair Thalia Burns reported no Investigative Regulatory Committee update
  - a. Educational Investigative Committee update – Chair Jeffrey Riewer reported that the group is in process and meets today on PSAP training reports.
  - b. FCC update – Executive Director Courtney Tagupa

Mr. Tagupa reported a new chairman will be named by President-elect Trump; that courtesy resignations are expected; that long time PSAP supporter, Admiral Simpson, is resigning from the Commission; other two members remain until term completion. RTT (Real Time Text-hearing impaired services) remains an agenda item. It was noted that progress was launched after November 22, 1963 when President Kennedy was assassinated and the hearing impaired population was unable to understand television transmissions due to lack of captioning.

- c. Smart911 update – Major Alan Nagata provided a comprehensive power point report on HPD's Communications Operations (137 employees) with 2016 program highlights: seeking CAD vendor; hoping for good results from continuous dispatcher recruitment and three training classes scheduled; Sick Leave Improvement program (SLIP) to address a problem with absences with funding incentives. Smart911 program enrollment increased in 2016 due and thanks to Thalia Burns and the Community Policing Team who promoted the program among DOE, seniors, and the UH safety programs. HGEA and hotel industry unions, radio spots and ten job fairs also supported the many efforts. Maj. Nagata reached out to EMS and HFD to help increase enrollment from a current 4000 plus to possibly 10,000 in three years. Kung Hee Fat Choy to everyone.
- d. Ms. Burns reported that despite the Joint Traffic Management Center (JTMC) construction delay, HPD's requested funds remain, in order to secure their professional services contract with HawaiianTelcom for this move.
- e. Committee member Kenison Tejada initiated a discussion on agency accountability of monies. Member Tejada shared his concerns regarding current practice of 911 funds direct disbursements replacing past practice of reimbursements to counties for board approved projects. He stated that redirecting project's purpose and using remaining unused project funds for new initiatives is a change in past practices. His larger concern, however, was losing the past process of board approved and scheduled projects that benefit PSAP collective learning and experiences, e.g., RFP and vendor selection process, for the benefit of other PSAPs' education. Unlike grant funding where periodic reports of work in progress are required, we may never know what happened to disbursements made. Going straight to disbursements, we lose that accountability. An example of losing track of project information is the changes to HPD's Motorola CAD and the server that were paid for with E911 funds and the CAD to CAD interface with HFD that never materialized. The need to align still exists. Maui's hiring a consultant for assessment of needs was good. But if funds are diverted, a status report to the board should be made. Mr. Tejada suggested that 911 Funding procedures should reflect program purpose accordingly.
  - i. Differences between 911 function and resource management function was clarified as "first mile," and "second mile." We need to research this and clarify and provide guidelines especially if we're pre-approving money.
  - ii. Maj. Nagata stated that he had no answers regarding the servers and CAD discrepancy but will research and report next month to the board.
  - iii. Tony Ramirez recalled the purchase of a new server to support the CAD, as an HPD recommendation per Maj. Aaron Correia, then 911 technical committee member.
  - iv. Ms. Burns said she would check on that issue because it was not her understanding. The current servers are the original ones.
  - v. Board member Roy Irei supported being accountable; he stated that a pre-approval process was established at the time the board was created. That's how funds were encumbered for program's accounting purposes. Mr. Tejada clarified the difference is not the pre-approval process but direct disbursements to counties that may not be using the funds for the original purpose, as opposed to county reimbursements that require counties spending funds for that project.

- vi. Board Chair Ferreira stated that the year-end audits report on all contract funding disbursements and discrepancies. Also, PSAPs must follow county (State) procurement laws; monies cannot transfer between projects. Hawaii County's Spillman Contract is disbursed per contract agreement. They bill the county; the county invoices the 911 fund, a fund check is made to the County of Hawaii, not to the vendor. Ch.138, HRS was changed to "disbursement," from "reimbursements," because some agencies could not meet the expenses.
  - vii. Mr. Tejada noted that contract deliverables can be disputed and there may be a resulting unspent credit balance. All should be reported to the board. My recommendation is to be accountable to the public.
- f. Chair Burns entertained a motion to amend the committee agenda for additional items for approvals per the following list.
- i. A/C Rob Gausepohl requested \$400,000 for replacing Kauai PD Radio Consoles at their alternate dispatch center, as a new agenda. David Miyasaki clarified the request is for radio equipment within the PSAP, for more efficient dispatch to emergency responders; it is not furniture. It is not part of the current strategic budget but with surplus funds from Maui's delayed project gave impetus for this request. The current system is at end of life cycle and no longer being supported, nor compatible with our P25 digital radio system. Life expectancy is 10 years. It is fully integrated to new digital switches and mimics the main center's equipment. A FY2017-18 strategic budget request was suggested however, 2017-18 funds are available. David has an open contract now so the purchase can be expedited.
    - a. Ms. Burns requested a statutory opinion from Dep AG Stella Kam, who reported that the law was broad enough to allow its purchase. Her board notes back to 2009, do not reference any radio equipment purchases. She referenced Mr. Tejada's description of 911 costs as being the "first mile," versus radio equipment, so she has concerns about this purchase. The focus is on answering and processing the call; radio EQ is needed to dispatch first responders, but a line must be drawn between radio equipment and 911.
    - b. A/C Rob Gausepohl asked about whether the statute broad use of "all necessary equipment" suffices.
    - c. Mr. Tejada cited Sec. 138-1, HRS, which defines the 911 system, which doesn't include dispatch radio systems, which is considered a resource to manage. Honolulu just completed its radio upgrades as communications resources as it is not related to the caller and the dispatcher receiving of calls. This body needs to make that distinction otherwise it's not doing its job.
    - d. Victoria Garcia commented that this on-going discussion as it relates to FirstNet and FCC across the board underlines that all systems need communication upgrades that are P25 compatible. Synergy is needed rather than a "911 versus radios" dialogue. Public does not understand these differences. We may have some grant money for radios; but 911 is not for radios. If there's something to help, we need to help.
    - e. Ms. Burns cautioned that if 911 funding of radios becomes a precedent, then it would be opened to all agencies to request their radio funding.
    - f. Chair Ferreira said the fund was strictly limited to incoming calls to 911. It was always separate from radio equipment, which in the past HPD has requested and denied. The Senators are looking at the fund for other related purposes. Once an exemption is made, it will always be raised as a reference for fairness. The Technical Committee should meet and discuss the issue without the board and make recommendations.

- g. A/C Gausepohl raised a "case by case" determination be made depending on the budget, ceiling and available funds. We were worried about how it looks with budgeted items not spent down and to spend out that ceiling, not to cause dissention. He cited Ch. 138 definitions of service costs and thought costs related to 911 service are allowable.
  - h. Mr. Irei agreed with Chair Ferreira that it's a committee decision to make. He said the Board was established to help the front end of this new technology so that the public could communicate with the PSAP.
  - i. Deputy AG Stella Kam commented that the law is written broadly and cannot be written in exact detail what a board should do in managing its funds. It is intended for the board to determine these issues.
  - j. Chair Burns called for a motion to forward this matter to the Finance Comm; following motion failed to carry a second.
- ii. The following travel items were new agenda items was moved by Jeff Riewer, seconded by Kenison Tejada, and passed unanimously.
    - a. NENA Conference (2 attending) - June 8-13, 2017, San Antonio, TX. \$2,500 each
    - b. IWCE conference, HFD (2 attending) – March 27-31, 2017, Las Vegas, NV, \$6,000 total
    - c. Smart911 Conference, HPD (2 attending) – April 24-26, 2017, Atlanta, GA, \$7,000. A total of 4 HPD personnel will be attending, two of whom were already approved in FY 2017-21 SBP (strategic budget plan).
    - d. APCO Western Region Conference, HPD (5) - August 13-16, 2017, Denver, CO, \$6000.
  - iii. Chair Burns welcomed Capt. Shawn Kuratani (HFD) who replaces retired B/C Gary Lum on the Technical Committee.
  - iv. Next Technical Committee meeting should include post Text to 911 projects.
3. Finance Committee – Kiman Wong
- a. Chair Wong presented a review of Monthly Cash Flow & Budget Financial Reports as of December 31, 2016. He reported the following that reflected a good position at 52% of the budget expended:
    - i. Receipts for month - \$884,179
    - ii. Disbursements for the month - \$652,851
    - iii. Net Receipts - \$231,327
    - iv. Net Bank Balance - \$19,469,440
    - v. Outstanding encumbrances/accruals - \$4,868,861
    - vi. Unencumbered Cash Balance - \$15,088,875
  - b. Chair Wong requested funding approvals for the following items that were presented under the Technical Committee; the following actions were taken: Member Mike Contrades, seconded by Member Roy Irei; it passed unanimously
    - i. KPD – Replacement of Radio Consoles for Kauai ADC- \$400,000. Was not passed.
    - ii. Travel funding motion to approve as amended was made by Jeff RIEWER, seconded by Kenison Tejada, and passed unanimously.
    - iii. NENA Conference (2 attending) - June 8-13, 2017, San Antonio, TX. \$2,500 each
    - iv. IWCE conference, HFD (2 attending) – March 27-31, 2017, Las Vegas, NV, \$6,000 total
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    - vi. APCO Western Region Conference, HPD (5) - August 13-16, 2017, Denver, CO, \$6000.

- vii. Ben Morgan (HT) gave an update of HawTelcom's \$23,270 refund to the State of Hawaii for erroneous VOIP services charges made and remitted to the 911 fund. This request is to refund HawTelcom for a deposit made to E911 Funds for VOIP services to the State. Finance Committee member Paul Ferreira asked for documentation of the refund to Hawaiian Telcom's customers. Motion to accept this reimbursement was made by Mike Contrades, seconded by Roy Irei, passed unanimously.
- viii. Chair Kiman Wong welcomed Maj. Alan Nagata (HPD) to the Finance Committee, replacing retired A/C Randy Macadangang.

## VI. PSAP Status Updates

- 1. Kauai – Michael Contrades
  - a. D/C Contrades reported that 2 out of 11 recruits remain; ongoing staffing challenges; that CAD implementation is going well overall, minor things to address; David Miyasato reported that Kauai's P25 Radio System is being finalized.
- 2. Oahu HPD – Allan Nagata
  - a. Maj. Nagata stands on his earlier power point presentation.
- 3. Oahu HFD –Shawn Kuratani
  - a. Acting B/C Kuratani reported 3 new employees are doing well; officially he is in charge of training. During March/April timeframe a new battalion chief replacement should be announced.
- 4. Molokai – Dean Rickard
  - a. D/C Rickard reported positively on communications centers site visits during the past month; Bonnie Young on Molokai continues to advertise Text to 911 capability in local news as a veteran dispatcher and resident.
- 5. Maui – John Jakubczak
  - a. A/C Sterling Kiyoto was introduced; in charge of support bureau that oversees communications; Kihei Dispatch goes live on 2/24/17; Davlynn Racadio invited County Council members for a site visit to see Dispatchers process text messages.
- 6. Hawaii – Paul Ferreira
  - a. D/C Kenneth Bugado was introduced as the new representative from Hawaii County PSAP as Chief Ferreira's board term ends on June 30th. Lt. Darren Horio reported that their radio system is at 91% completion; and that continuous recruitment not making much traction.

## VII. Items for Discussion, Consideration and Action

- 1. 911 Timeline update – Chair Ferreira reiterated the PSAPs responsibilities to continually update their timelines.
- 2. No other items were raised.

## VIII. Announcements

- 1. Board Meeting Dates:
  - a. Thursday, February 9, 2017 (Combined meeting); limited public parking during Legislative session.
  - b. Thursday, March 9, 2017 (Combined meeting)
  - c. Thursday, April 13, 2017 (Combined meeting)
- 2. Future Conference Dates: *please contact ED Tagupa for details, as needed.*
  - a. Pictometry Training Conference, Feb. 6-9, 2017, Nashville, TN
  - b. 911 Goes to Wash DC, Feb. 26, 2017, Arlington, VA
  - c. NENA Conference, June 3 – 8, 2017, San Antonio, TX.
  - d. APCO Conference, August 13-16, 2017, Denver, CO.
- 3. FirstNet Update – Victoria Garcia described FirstNet efforts to date, pending the creation of a

statewide board and council to discuss planning and policy, business practices and board governance, sources of funding raising visibility and issues in support of a FirstNet Plan for Hawaii. Davlynn Racadio and Jeff Riewer expressed interest in participating. By August, better information should be available. She expressed her appreciation in attending E911 Board meetings and said Delores Cook (State Dept. of Defense Homeland Security) will be First Net point of contact as she is resigning and relocating.

4. Others: none.

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

1. Board Chair Ferreira requested if anyone wished to comment on issues not on the agenda for consideration for the Committee meeting agenda at the next meeting to please come forward. No one came forward to testify.

**X. Adjournment:** Having no further business, Chair Ferreira asked for a motion to adjourn the meeting. Mr. Kiman Wong so moved and Mr. Kenison Tejada seconded; motion passed. Meeting adjourned at noon.