



STATE OF HAWAII

E911 Communications, Technical and Finance
Committee Meetings
Kalanimoku Bldg., Room 322B
1151 Punchbowl St., Honolulu
Thursday, October 13, 2016
9:00 am – 10:30 am

Meeting Minutes

Communications Committee members present: Steven Schutte (Chair), Thalia Burns (HPD), Paul Ferreira (HiPD), Davlynn Racadio (MPD) and Michael Contrades (KPD)

Communications Committee members absent: Lavina Taovao (KPD)

Technical Committee members present: Thalia Burns (Chair), Ahlan Leong (HPD), Rob Gausepohl (KPD), John Jakubczak (MPD), Tony Ramirez (Akimeka), Steven Schutte (Verizon), Gary Lum (HFD), Tony Velasco (DIT)I, Kenison Tejada (APCO/NENA Pacific Chapter) and Kiman Wong (Charter Com)

Technical Committee members absent: Marshall Kanehailua (HiPD), Darren Horio (HiPD), Dave Miyasaki (KPD), Jeff Riewer (AT&T)

Finance Committee members present: Kiman Wong (Chair), Roy Irei (T-Mobile), Paul Ferreira (HiPD), Lisa Hiraoka (Consumer Advocate Designee), and Michael Contrades (KPD)

Finance Committee members absent: Randall Macadangdang (HPD)

Staff members present: Kerry Yoneshige (DAGS), Courtney Tagupa (ED, E911), and Melvia Kawashima (E911)

Guests: John V. Freeland (Regional Dispatch Center), Darryl Perry (KPD), Ken Peters (Tyler Tech), Arnold Kishi (ETS), Allan Nagata (HPD), Bradly Hirata (HPD), Bonnie Young (MPD), Dean Rickard (MPD), Ben Morgan (HT), Glenn Kobashigawa (HT), Annette Rausch (WEST), Agnes Lee (West), Arnold Kishi (OIMT), and Diana Chun (ESD)

I. Call to Order, Public Notice, Quorum

- a. The meeting was called to order at 9:00 am by the Board Chair.
- b. Public Notice has been posted.
- c. Quorum was present for all Committees.

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 the Board Chair.

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

- a. John Jakubczak noted that September Joint Committee Minutes showed him present, but he was not. Board Chair called for approval of the September 15, 2016 meeting minutes

as corrected. Minutes were approved as corrected by voice vote by all Committee members present.

V. Committee Updates by Committee Chairs

- a. Communications Committee – Steven Schutte
 - i. 2017 Legislative Investigative Committee update – Paul Ferreira
 - a. For the 2017 session, a bill amending Chapter 138, HRS, to include a surcharge fee for prepaid card telecom services, will be introduced by DAGS, under the Governor’s Admin package.
 - b. The bill brings parity to fees charged for all other telecommunications services that support E911 emergency services.
 - c. The budget justification for FY17-18 ceiling increase accommodates expected rolling upgrades of PSAPs’ systems to accommodate texting capability.
- b. Technical Committee – Thalia Burns
 - i. Investigative Regulatory Committee update – Davlynn Racadio
 1. IRC Chair had nothing to report.
 - ii. FCC update
 1. The Executive Director Tagupa had nothing to report.
 - iii. Text-to-911 update – Courtney Tagupa
 - a. Public education efforts will be reported under regular Board Meeting business.
- c. Finance Committee – Kiman Wong
 - i. Review of Monthly Cash Flow & Budget Financial Reports
 1. The Finance Chair stated the following:
 - a. Receipts for month - \$816,111
 - b. Disbursements for the month- \$200,107
 - c. Net Receipts - \$616,005
 - d. .Net Bank Balance - \$20,631,536
 - e. Outstanding encumbrances/accruals - \$7010,287
 - f. Unencumbered Cash Balance - \$13,621,249
 - ii. Request for Funding Approval for Public Education:
 - a. ED Tagupa requested to amend the Finance Committee Agenda item to increase Public Education/Admin Budget by \$40,000 for a consultant from the current \$10,000 budgeted, to support a public education effort for Text-to-911. Without knowing specific plans and costs for promoting a public education program, a sufficient amount of funding should be assured for program efforts.
 - b. Mr. Jakubczak cautioned that this amount (\$50,000) may not be enough for consultant fees, and wondered about the timeframe and scope of services.
 - c. Ms. Thalia Burns cautioned spending money on consultant services should wait until a review of what each county can do with in-kind services to promote the text to 911 initiative. Ms. Burns recommended that we reach out to all the agencies for in-kind services before any monies are spent on a media consultant.

- d. D/C Ferreira concurred with Ms. Thalia Burns and recommended that the funds be spent on brochures and other public educational materials before engaging a media consultant.
- e. D/C Ferreira moved to amend the Finance Comm. Agenda request for funding approval by \$90,000 for a total of \$100,000 for public education planning efforts.
- f. A/C Jakubczak requested that funds be open ended and not be tied to consultant services; D/C Ferreira concurred, that a consultant may direct us to efforts already known or underway.
- g. Finance Chair Kiman Wong called for a motion to amend the Finance Committee Agenda's to request for funding approval in the amount of \$90,000 additional for the Public Education budget. D/C Paul Ferreira motioned to approve the amendment to the Finance Committee agenda to increase the Public Education budget by \$90,000 for a total of \$100,000. The motion was seconded and approved by voice vote by all Finance Committee members present.
- h. Finance Chair Kiman Wong called for the motion to increase the public education budget for Text-to-911 by \$90,000 for a total of \$100,000. Subject to final approval by the board. D/C Ferreira so moved to approve the additional budget of \$90,000 subject to final approval by the full Board. The motion was seconded and approved by voice vote by all the Finance Committee members present.

VI. PSAP Status Updates

- a. Kauai – Michael Contrades
 - i. A/C Contrades reported training on November 15-18 with plans to go “live” December 5th. Thank you to Tony Ramirez for his informative presentation.
- b. Oahu HPD – Allan Nagata
 - i. Maj. Nagata reported that SMART911 accounts are now approaching 4,000. He noted that the October 6th Midweek magazine article featured the Smart911 service and the outstanding efforts of Officers' Spencer Andersen and Taylor Hoopii, as lauded by Hawaii Hotel & Lodging Industry Exec Director Mufi Hannemann.
 - ii. He expressed his thank you to the Board for supporting this program's costs for the second year of service.
 - iii. He also expressed gratitude to the Board as they enabled training travel to Colorado for two police radio dispatchers from the Communications Division.
 - iv. Police Radio Dispatch Class 45 (PRD45) is the new training class that started on October 10th. The new class has five new hire employees.
 - v. HPD's pilot program for continuous recruitment has about 35 persons going through the employment process and that class (PRD46) may start in February 2017 to fill about 20+ vacancies.
- c. Oahu HFD – Gary Lum
 - i. B/C Gary Lum reported that West's MIS was updated in September. Metrics for both admin and 911 calls are 30% less than reported for previous months. Also, count of 911 calls transferred from 911 screeners to HFD dispatch do not match in

coming 911 calls at HFD dispatch. HawaiianTelcom and West need to look into these issues to confirm if stats from the MIS reports are correct.

- d. Molokai – Dean Rickard
 - i. D/C Rickard reported that their Dispatch Center server shut down on Oct. 4th which affected its ability to accept 911 calls. Everything was up and running the next morning.
- e. Maui – John Jakubczak
 - i. A/C Jakubczak reported MPD's entering into contract with Hawaiian Tel for backup dispatch in Kihei.
- f. Hawaii – Paul Ferreira
 - i. D/C Ferreira reported that Hawaii County entered into contract with Spillman On September 9th, with start date in January to provide more training time for patrolmen.
 - ii. D/C Ferreira reported that on October 19, 911 "Hacking" that jammed lines with 21 calls in a matter of a minute with threat contents that were referred to FBI. While speculating these calls were tech savvy pranksters probably using an App to auto dial phone calls consistently, the matter was seriously addressed. Tracking calls were problematic.

VII. Items for Discussion, Consideration and Action

- a. None

VIII. Announcements

- a. Meeting dates (10:00am – 12:00noon):
 - i. Thursday, November 10, 2016 (Combined meeting)
 - ii. Thursday, December 15, 2016 TBD (Combined meeting)
 - iii. Thursday, January 12, 2017
 - iv. Thursday, February 9, 2017
- b. Future Conference dates(**3 months advance approval required**):
 - i. 911 Goes to Wash DC, Feb 26 – Mar. 1, 2017.
 - ii. NENA Conference, June 3 – 8, 2017, San Antonio, TX.
 - iii. APCO Conference, August 13 -16, 2017, Denver, CO.
- c. FirstNet Update – Victoria Garcia was not present.

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

- i. The Board Chair requested if anyone wishes to comment on issues not on the agenda for consideration for the Committee meeting agenda at the next meeting to please come forward to testify. No one came forward to testify.

X. Adjournment: Having no further business, Chair Ferreira adjourned the meeting.