



STATE OF HAWAII

E911 Communications, Technical and Finance
Committee Meetings
Kalanimoku Bldg., Room 322B
1151 Punchbowl St., Honolulu
Thursday, August 11, 2016
10:00 am – 12:00 pm

Meeting Minutes

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

Communications Committee members absent: None.

Technical Committee members present: Thalia Burns (Chair), Rob Gausepohl (KPD), Darren Horio (HiPD), John Jakubczak (MPD), Marshall Kanehailua (HiPD), Dave Miyasaki (KPD), Tony Ramirez (Akimeka), Jeff Riewer (AT&T), Steven Schutte (Verizon), Gary Lum (HFD), Tony Velasco (DIT) and Kiman Wong (Charter Comm).

Technical Committee members absent: Ahlan Leong (HPD) and Kenison Tejada (APCO/NENA Pacific Chapter)

Finance Committee members present: Kiman Wong (Chair), Roy Irei, Paul Ferreira, Lisa Hiraoka (Consumer Advocate Designee), and Randall Macadangdang.

Finance Committee members absent: none

Staff members present: Stella Kam (AG), Courtney Tagupa (E911), Kerry Yoneshige (DAGS) and Kellie Rose (E911).

Guests: Michael Contrades (KPD), Roy Halterman (West), Arnold Kishi (ETS), Allan Nagata (HPD), Bonnie Young (MPD), Dean Rickard (MPD), Ben Morgan (HT), Mark Wong (DIT), Andy Nielsen (West), Roy Halterman (West), Clement Chan (DIT), Arnold Kishi (OIMT), Tony Velasco (DIT), Audrey Hidano (DAGS) and Diana Chun (ESD).

I. Call to Order, Public Notice, Quorum

- a. The meeting was called to order at 10:00 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. The Board Chair requested a motion to approve the meeting minutes of the July 14, 2016 meeting. Mr. Kiman Wong moved to approve the July 14, 2016 meeting minutes. The motion was seconded by A/C John Jacobson and approved 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
 - 1. LIC Chair Paul Ferreira stated the following:
 - a. The LIC meeting was held on Tuesday, August 9, 2016 to review the draft bill and accompanying justification and the committee concurred to move forward to submit those items to DAGS for their review following Board approval. The Board can pull the bill back later if the Board so chooses. That option is only available if draft is submitted to DAGS by August 22, 2016.
 - b. The only change from last year's bill is the revised surcharge fee from \$0.66 per connection per month to 2.64% at point-of-sale, which equates to the previous \$0.66 flat fee.
 - c. One of the issues facing the bill this is year is in the previous year's testimony, where we forecasted that the E911 Fund's cash flow would be depleted by the end of FY 2023. However, due to the unforeseen increase from VoIP revenues, E911 funds will not be depleted by the end of FY 2023.
 - d. The Executive Director has been requested to provide the following:
 - i. Data on historical revenue collections going back 5 years or more.
 - ii. Data on wireless and prepaid revenues nationwide for review by the committee.
 - e. To summarize:
 - i. References in the draft bill to E911 Fund being depleted by FY2023 have been stricken.
 - ii. We will be monitoring parity between the prepaid mobile phone users and the postpaid phone users.
 - iii. We will continue to research future technologies such as NG911 for impact and financial challenges to the PSAPs.
 - iv. We have included a budget liability associated with connections service providers seeking reimbursement for enhanced 911 costs incurred, §138-5(c). To date, only one connection service provider has requested reimbursement.
 - ii. Others - None
- 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 provided a summary of the testimony of FCC Chairman Tom Wheeler regarding the transition to NG911 before a Congressional subcommittee. The following points were included:
 - a. Congress should fund a collaborative effort between the FCC and the DOT to create a national 911 map that would be available to every PSAP.
 - b. Congress could bring NG911 ESInets under the DHS Einstein program by funding the deployment of intrusion detection sensors for NG911 networks.
 - c. Congress could establish a nationwide NG911 implementation date such as end of year 2020. He added that Congress should provide matching funds in order for the PSAPs to meet the implementation date.
- iii. Text-to-911 update – Ben Morgan
 1. Ben Morgan stated the following:
 - a. HT has implemented text-to-911 with all PSAPs.
 - b. The WEST Software upgrade should be completed within a week. The smaller counties will be upgraded first; while the larger will be done second. But it should be completed before September 15, 2016 in order to allow for the planning of the text-to-911 launch.
 - c. Although we did experience software issues, the timing of the upgrade and resolution of the issues should be completed before the next Board meeting with sufficient time for everyone to be comfortable with the results of the upgrade.
 2. Thalia Burns stated that once all workstations are upgraded, a decision is needed regarding a publicized official launch date.
- iv. Request for approval:
 1. MPD-Equipment to complete Kihei Comm Center-\$466,438.
 2. A/C Jakubczak stated that:
 - a. The equipment purchase is for backup to the Wailuku Dispatch Center.
 - b. The Hawaiian Tel expenses and additional equipment for the Kihei Comm Center could not be procured in time by fiscal yearend.
 3. Kiman Wong moved to approve the expenditures for the Kihei Comm Center subject to approval for funding by the Finance Committee and final approval by the Board. Tony Ramirez seconded the motion and it was approved by voice vote by all Technical Committee members present.
- v. Others – Ms. Thalia Burns requested to inform the Technical Committee of existing issues regarding the new Next Generation Juvenile Justice Information System (JJIS) that the State deployed on August 9. Ms. Burns stated the following issues:
 1. Searching for juvenile data has been a challenge in that entering names in JJIS may produce two different sets of information.
 2. When an update is entered on a runaway or missing juvenile, some of the updates are not taking.
 3. The system changes inputted information such as dates, time, etc.

4. Whenever a juvenile is wanted, JJIS is required to send the updated information to NCIC, but this is not happening.
5. An experience of missing data happen while Kentucky authorities were searching and finding a reported juvenile runaway. They subsequently accessed NCIC but the juvenile's record was not found. It took a great amount of time to convince Kentucky authorities not to release the juvenile.
6. Two issues arose from the Kentucky experience: the safety of the juvenile if released; and police officer safety if the juvenile was stopped without being warned of the juvenile's criminal record. In addition, who would be responsible for these issues?
7. HPD insisted that JJIS try to resolve the problem and if it can't, HPD will be requiring a roll back.
8. Ms. Burns asked if HPD is only one struggling with this JJIS problem? Davlynn Racadio mentioned that MPD was not getting NCIC messages regarding verifying updates.

c. Finance Committee – Kiman Wong

i. Review of Monthly Cash Flow & Budget Financial Reports

1. The Finance Chair stated the following:
 - a. Revenues for month - \$808,344.
 - b. Disbursements for the month- \$9,654.
 - c. Pay down of encumbrances-\$1,026,759.
 - d. Net Bank Balance - \$19,240,879.
 - e. Unencumbered Cash Balance - \$11,262,104.

ii. Funding Approval for:

1. MPD-Equipment to complete Kihei Comm Center-\$466,438.
2. The Finance Chair requested a motion to approve funding in the amount of \$466,438:
 - a. Roy Irei moved to approve funding for the Kihei Comm Center in the amount of \$466,438 subject to final approval by the Board. D/C Paul Ferreira seconded the motion and it was approved unanimously by voice vote by all Finance Committee members present.
 - b. The Executive Director stated that the requested amount would exceed the FY2017 ceiling of \$10,200,000.
 - c. A/C Jakubczak had recommended that their \$1,500,000 CAD upgrade be deferred to make room for the \$466,438 expenditure.
 - d. Roy Irei moved to amend the agenda to include the request to reduce the board approved FY2017 MPD CAD upgrade budget of \$1,500,000 by \$466,438. The motion was seconded and approved by voice vote by all Finance Committee members present.
 - e. Kiman Wong moved to reduce the approved FY2017 MPD CAD upgrade budget of \$1,500,000 by \$466,438 subject to final approval by the Board. The motion was seconded by D/C Michael Contrades and approved by voice vote by all Finance Committee members present.

- iii. D/C Paul Ferreira moved to add D/C M. Contrades of KPD to the Finance Committee effective immediately. The motion was seconded and approved by voice vote by all Finance Committee members present.
- iv. Others – none.

VI. PSAP Status Updates

- a. Kauai – Michael Contrades
 - i. D/C Contrades stated the amount of dispatcher positions are at 20 with 3 positions unfilled. Testing is ongoing with the prospect of additional hires.
 - ii. CAD upgrade - working on violation code tables and interfaces. Everything is moving smoothly.
 - iii. A/C Rob Gausepohl stated that there is a \$32,000 interoperability software package available to all counties that will provide a solution to querying information from each other but still maintain proprietary information through partitioning.
- b. Oahu HPD – Allan Nagata
 - i. HPD radio dispatchers have 45 positions with 20 vacant positions. 103 perspective candidates have attended the dispatcher orientation at UH Manoa last month. 11 of those candidates are set up for post psychological test job offers.
 - ii. Smart911 update - There are currently 3400 accounts. The two officers who are assigned to Smart911 will be temporarily transferred to other areas, but when they return the numbers should resume its rise.
 - iii. On Aug 22, TV stations KGMB and KHNL will televise “Inside HPD.”
 - iv. The new Captain was requested to discuss the importance of the dispatcher job.
 - v. Two new employees were also asked to share their experiences to the prospective dispatchers.
 - vi. Captain Andy Castro will be the new executive officer.
- c. Oahu HFD – Gary Lum
 - i. B/C Gary Lum announced that one of their dispatch positions has been out on leave.
 - ii. HFD has 33% less capability.
 - iii. No fire dispatch positions are open; however, HFD is working on acquiring a new Captain position.
- d. Molokai – Dean Rickard
 - i. Molokai has been fully staffed for the last 10 years.
 - ii. The HT workstation upgrade is scheduled for August 22.
- e. Maui – John Jakubczak
 - i. T-1 line to Lanai went down and was quickly taken care of.
 - ii. Wailuku has 14 vacancies. Only 2 or 3 are in training.
 - iii. Continuous recruitment is ongoing.
 - iv. JJIS problems exist at MPD as well.
 - v. Text messaging - looking forward to implementation.
 - vi. HT software update scheduled for August 25.
- f. Hawaii – Paul Ferreira
 - i. Hired 4 new dispatchers; 6 vacancy remains.
 - ii. New implementation of CAD and RMS is proceeding well. Training will be required for each dispatcher.

- iii. HT workstation software upgrade will take place on August 17.
- iv. A/C Marshall Kanehailua mentioned that continuous recruitment has dropped drastically over the years. Because of this drop, consideration should be given to the best applicants before there is a further drop off in applicants.

VII. Items for Discussion, Consideration and Action

- a. 911 Timeline update
- b. Others – Tony Ramirez.
 - i. Tony Ramirez thanked Kiman Wong of Charter Communications who sent their ALI database for the State of Hawaii and Akimeka corrected all but 125 TMs of the database.

VIII. Announcements

- a. Meeting dates (10:00am – 12:00noon):
 - i. Thursday, September 15, 2016 (Combined meeting)(date change)
 - ii. Thursday, October 13, 2016 (Combined meeting)
 - iii. Thursday, November 10, 2016 (Combined meeting)(2 holidays, same week)
 - iv. Thursday, December 8, 2016 (Combined meeting)
- 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.
- d. Others

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

- a. The board chair requested if there was anyone in attendance who wishes to comment on issues not on the agenda for consideration for the agenda at the next Committee meeting to please come forward. No one came forward to testify.

X. Adjournment: A/C J. Jakubczak motioned to adjourn. The motion was seconded and approved by voice vote. The meeting was adjourned at 10:48 am.