



STATE OF HAWAII
E911 Joint Communications, Technical
and Finance Committee Meetings
Kalanimoku Building, Room 322B
1151 Punchbowl St., Honolulu
Thursday, February 8, 2018
10:00 a.m. – 1:00 p.m.

Minutes

Communications Committee members present: Davlynn Racadio, Chair (MPD); Thalia Burns (HPD); Sherri Sakamoto (Consumer Advocate Designee); and Lavina Taovao (KPD).

Technical Committee members present: Thalia Burns, Chair (HPD); Rob Gausepohl (KPD); John Jakubczak (MPD); Kim Kitagawa (HPD); David Miyasaki (KPD); Tony Ramirez (Akimeka); Jeffrey Riewer (AT&T); Kenison Tejada (APCO/NENA Pacific Chapter); and Tony Velasco (DIT).

Technical Committee members absent: Shawn Kuratani (HFD);

Finance Committee members present: Sherri Sakamoto, Chair (Consumer Advocate Designee); Kenneth Bugado (HiPD); Rob Gausepohl (KPD); Gerald Kaneshiro (HPD); and Kiman Wong (Spectrum).

Finance Committee members absent: Dean Rickard (MPD Molokai).

Staff members present: Stella Kam (AG), Courtney Tagupa (E911), and Brandon Sekiya (E911).

Guests: Serena Chan (IDA), Vic Freeland (RDC), Edward Fujioka (Honolulu ESD), Liz Gregg (AT&T), Everett Kaneshige (SWIC, DOD), Alan Kimura (HiFD), Arnold Kishi (CIO Designee), Glenn Kobashigawa (HawTel), Tom Lawless (US DHS), Patrick Leddy (Leeward CC), Ben Morgan (HawTel), Lorrin Okumura (Honolulu ESD), Jason Samala (HFD), Corey Schaffer (Verizon), Geoffrey Shon (HFD), Joe Wassel (US DOD), Mark Wong (DIT), and Ruth Zipfel (Pictometry).

I. Call to Order, Public Notice, Quorum

- A. Chair John Jakubczak called the meeting to order at 10:01 a.m.
- B. Public Notice was posted.
- C. Quorum was present for all Committees.

II. Public testimony on all agenda items

John Jakubczak asked if anyone had testimony to submit. No one came forward to testify.

III. Introductions

Introductions were made by everyone present, at the request of John Jakubczak. Courtney Tagupa introduced Joe Wassel, from the U.S. Department of Defense.

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

John Jakubczak called for any additions/corrections to the January 11, 2018 meeting minutes. Thalia Burns noted that "die" in section VI part B should read "due." Jeffrey Riewer motioned to adopt as amended. Thalia Burns seconded. The motion was approved by voice vote by all Committee Members present.

V. Committee Updates by Committee Chairs

A. Communications Committee – Davlynn Racadio

Attendee comments – NENA NG9-1-1 Standards and Best Practices Conference

Davlynn Racadio:

- Hawaii is the only state currently transitioning to NG911 statewide.
- Hawaii's IP system is unique
- Conference prepared attendees with what is to come

Everett Kaneshige:

- Dynamic working groups, as opposed to static lectures, were great

Jeffrey Riewer:

- Noted that Everett Kaneshige paid his way to attend the conference and thanked him for his dedication.

B. Technical Committee – Thalia Burns

1. Educational Investigative Committee update – Jeffrey Riewer
Subcommittee will meet after Board meeting.

2. Investigative Committee –Everett Kaneshige.
2 more vendor presentations in February/March. Report should be ready by early March.

3. Smart911 Presentation – RAVE
Presentation cancelled.

4. Open discussion on false alarm on January 13.

Corey Schaffer:

- Verizon looking into why some phones did not receive alerts.

Tony Ramirez:

- 911 handled ~8000 calls
- ~5600 answered by dispatch
- ~2700 went to abandoned status due to limited trunks
- Discovered 2 carriers have extended service plan which routed overflow to Colorado, but Colorado couldn't return calls to PSAP
- PSAPs working with West
- For amount of calls, HawTel and West deserve credit for system not failing.
- Dispatchers deserve recognition.
- Some calls were not processed correctly in FMCC.
- 6 towers not operating.

Davlynn Racadio:

- HawTel and dispatchers were exceptionally prepared
- Asked for HawTel to get callback numbers more quickly
- 1 cell phone caller complained that s/he was in Waikiki but MPD called
- Most people grateful for callbacks

Ben Morgan:

- Several points where calls come in
- Processing of data and numbers is manual, but HawTel is working on automation

Everett Kaneshige:

- Executive Order review in process; working with Governor Ige regarding false alarm.
- Looking into reasons why some phones did not receive alert

John Jakubczak:

- Recognized dispatchers
- Fortunate that this highlights deficiencies

Rob Gausepohl:

- Issue was compounded on Kauai due to major traffic accident, which held up dispatchers
- Reevaluate how agencies respond in similar incidents in the future
- Dispatchers did a great job

5. Request for Approval

- a. Oahu ESD – (\$24,800 total)
Navigator Conference (3) – \$1,500 for preconference classes.
- b. NENA Conference attendee – (1) \$3,500.
- c. Priority Dispatch training (2 Classes) - \$10,000.
- d. CAD Laptop (2) - \$8,000.
- e. Mi Fi (Wi-Fi hotspot) (2) \$1,800.

Honolulu ESD will be returning ~\$290,000 for items approved for JTMC.
Jeffrey Riewer motioned to approve. John Jakubczak seconded. Motion passed.

C. Finance Committee – Sherri Sakamoto
Collected fees for returned check.

1. Review of Monthly Cash Flow & Budget Financial Reports.
Note an increase in VoIP receipts.

Enhanced 911 Surcharge Collection	957,937
Interest Income	21,361
New & Emerging Tech. Training	(26,432)
Non-Recurring Expenses	(36,650)
Recurring Expenses: Administration	(21,807)
Maintenance	(142,728)
Telecommunications	(226,072)
Net Bank Balance	23,488,895
Outstanding Encumb./Accruals	(7,494,688)
Unencumbered Cash Balance	15,994,207

2. Request transfer of \$32,000 of funding from EMS Viper budget for Mediant Gateway and Router for DIT (no additional funding is requested). There is approximately \$298K of unused FY 2018 EMS budget that will be returned to the E911 Fund due mainly to the JTMC construction delay.

Rob Gausepohl motioned to approve. Kenneth Bugado seconded. Motion passed.

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Motion to approve and seconded was passed by all Finance Committee members present.

VI. PSAP Status Updates

- A. Kauai PD – Rob Gausepohl:
Nothing further.
- B. Oahu HPD – Gerald Kaneshiro:
HPD working to identify any gaps in response to emergency like the missile alert. HPD is working with HiEMA.
- C. Oahu HFD – Jason Samala:
Filled most vacancies after promotions.
- D. Oahu ESD – Lorrin Okumura:
Interviewing for dispatch vacancies on Friday, February 9, 2018.
- E. Molokai PSAP – Davlynn Racadio:
Fully staffed.
- F. Maui County – Davlynn Racadio:
Conducted fast track application on January 27, 2018.
 - 19 signed up
 - 2 prequalified
 - 17 tested
 - 12 passed
 - 10 offered training
 - 5 failed
 - Second testing date: February 23, 2018
- G. Hawaii County PD – Kenneth Bugado:
Commend dispatchers who answered 1,100 calls regarding missile alert.
County administration pushing for new communications center.
Interviews for vacant positions; 8 applicants so far
- H. Hawaii County FD: (not present)

VII. Items for Discussion, Consideration and Action

- A. 911 Timeline update.
Please continue to refer any timeline updates to the Executive Director.
- B. Other items.
Davlynn Racadio: Currently have meetings with Senators Hirono and Schatz at the same time during Washington, DC visit; will try to reschedule one so all meeting attendees are able to meet both Senators. Senator Schatz will be the guest speaker at a Conference gathering.

VIII. Announcements

- A. Future Meeting dates:
 - 1. Thursday, March 8, 2018 (Combined Meeting)
11:00am-2:00pm
DLNR Board Room 132
 - 2. Thursday, Apr 12, 2018 (Combined meeting)
 - 3. Thursday, May 10, 2017 (Combined meeting)
 - 4. Thursday, June 14, 2018 (Combined meeting)
- B. Future Conference Dates (**3 months advanced approval required**):

1. 911 Goes to Washington, DC, February 14-17, 2018, Washington, DC.
2. TRICON, March 19-21, 2018, Anaheim, CA.
3. APCO Western Regional Conference, March 27-30, 2018, Tacoma, WA.
4. Rave Summit, April 16-18, 2018, Denver, CO.
5. Navigator Conference, April 24-26, 2018, Las Vegas, NV.
6. HxGN Live Conference, June 12-15, 2018, Las Vegas, NV.
7. NENA Conference, June 16-21, 2018, Nashville, TN.
8. FutureView 2018 Conference, Aug 27-30, 2018, Austin, TX.

C. Others – none.

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

John Jakubczak requested that any member of the public here today who wished to comment on issues not on the agenda for consideration for the Committee meeting agenda at the next meeting, please come forward to testify. No one came forward.

X. Adjournment

Thalia Burns motioned to adjourn. Jeffrey Riewer seconded. Motion was carried. The meeting was adjourned at 10:38 a.m.

DRAFT