



STATE OF HAWAII  
E911 Joint Communications, Technical  
and Finance Committee Meetings  
Kalanimoku Building, Room 322B  
1151 Punchbowl St., Honolulu  
Thursday, April 12, 2018  
10:00 a.m. – 1:00 p.m.

Minutes

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

Communications Committee members absent: 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); Dean Rickard (MPD Molokai); and Kiman Wong (Spectrum).

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

Guests: Kevin Chan (DIT), Kristina Donovan (TEKSystems), Edward Fujioka (Honolulu ESD), Liz Gregg (AT&T), Byron Higa (Spectrum), Jim Howe (HESD), Everett Kaneshige (SWIC, DOD), Alan Kimura (HiFD), Arnold Kishi (DAGS/CIO), Glenn Kobashigawa (HawTel), Walter Kuong (DIT), Patrick Leddy (Leeward CC), Etta Moiha (HPD), Ben Morgan (HawTel), Lorrin Okumura (Honolulu ESD), Stacy Perreira (KPD), Jason Samala (HFD), Corey Shaffer (Verizon), Geoffrey Shon (HFD), Wendy-Liz Tancayo-Mebille (MPD), Nancy Vo (DIT), Mark Wong (DIT), and Andy Yip (DIT).

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

- A. Chair John Jakubczak called the meeting to order at 10:00 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.

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

John Jakubczak called for any additions/corrections to the March 8, 2018 meeting minutes. Corey Shaffer's name will be corrected. Jeffrey Riewer motioned to adopt. Davlynn Racadio seconded. The motion was approved by voice vote by all Committee Members present.

## V. Committee Updates by Committee Chairs

### A. Communications Committee – Davlynn Racadio

Recent issues with incorrectly routed text messages and answered/serviced calls going to abandoned call logs on Hawaii, Maui, Molokai, and Oahu.

Maui:

- some Maui island texts routed to Molokai
- worked with Hawaiian Telcom and West
- issue was resolved within hours
- some calls for Maui island which were answered and serviced ended in abandoned call files

HPD:

- some calls waiting to be answered went to abandoned files
- called back even though calls answered and serviced

Glenn Kobashigawa:

- rebooted server which solved problem
- no answer as to why but Hawaiian Telcom still researching
- West will tell what changes were made to Hawaiian Telcom

Kauai: no problems

Tony Ramirez: some Maui island calls were routed to Hawaii Island.

John Jakubczak: some of the issues were training exercises, not actual calls

Ben Morgan:

- issues with routers which were undersized for load
- replaced with larger ones which resolved some issues
- sort of understand what happened but not why
- many issues are unique to Hawaii because equipment is located locally not remotely

Davlynn Racadio: refer text message questions to TCS?

Ben Morgan: no; refer to ENOC and escalate as necessary

Thalia Burns: Verizon says there are nationwide issues with digits dropping off

## B. Technical Committee – Thalia Burns

1. Educational Investigative Committee update – Jeffrey Riewer  
Subcommittee will meet with Patrick Leddy after Board meeting.
2. Investigative Committee – Tony Ramirez for Everett Kaneshige.  
Thanks to Tony Ramirez for doing update.

Tony Ramirez:

- 5 consultant presentations
- different consultants have different strengths (legislative, budgeting/administrative, technology)
- some vendors recommended complete overhaul/replacement of current equipment
- some vendors seemed biased with their own solutions

Everett Kaneshige:

- mentioned Department of Homeland Security (DHS) Office of Emergency Communications (OEC) workshop
- suggest no action until workshop and meeting with OEC staff.

3. Request for Approval  
EMS – 1 Voice Router \$14,233.84  
Not necessary. Issue was addressed in March.

4. New HNL Information APP – Mark Wong
  - replaces City & County's Nixle alerts
  - iOS; Android; internet
  - contains notification system
  - system can send up to 250,000 messages/second via Google Cloud
  - user can select/unselect certain alert categories
  - no charge

Jeffrey Riewer: application next step; simple alerts

Tony Ramirez: 911 systems only handle a maximum of 10 digits, so systems cannot handle some non-US phone numbers

C. Finance Committee – Sherri Sakamoto

1. Review of Monthly Cash Flow & Budget Financial Reports.

Enhanced 911 Surcharge Collection	900,588
Interest Income	22,221
New & Emerging Tech. Training	(5,743)
Non-Recurring Expenses	(33,725)
Recurring Expenses: Administration	(52,132)
Maintenance	(475,220)
Telecommunications	(96,399)
Net Bank Balance	24,436,342
Outstanding Encumbrances/Accruals	(7,400,652)
Unencumbered Cash Balance	17,035,690

Proposed legislation (HB 1652) increases of Central Services deduction from 5% to 7%, roughly \$500,000 to \$700,000 for 2018.

Will obtain AG's opinion regarding use of E911 funds for non-E911 expenses, which goes against federal/FCC regulations.

2. Request funding approval for 2 year extension of legal services (Spiegel & McDiarmid, LLP) contract - \$25,000.

Stella:

- Tim Lay sends updates, items of interest/importance
- 2016: \$6,400
- 2017: \$4,800
- don't regularly expend money for services from Spiegel & McDiarmid, LLP, but it is beneficial to have contract in place
- defer to Tim only when needed
- already in DC so lobbying/representation, when needed, is quicker and more efficient

Jeffrey Riewer motioned to approve. Kenneth Bugado seconded. Motion passed.

## VI. PSAP Status Updates

A. Kauai PD – Rob Gausepohl:

- introduce Sgt. Stacy Perreira who will be in charge of PSAP
- non-emergency line went down for 1 ½ hours
- tech issue resolved

- making improvements; double redundancy
- B. Oahu HPD – Gerald Kaneshiro:
  - Nothing to report.
- C. Oahu HFD – Jason Samala:
  - Nothing to report.
- D. Oahu ESD – Lorrin Okumura:
  - attended Tricon conference
  - met with new account manager
  - Field Ops app:
    - GPS tracking will help ocean safety
    - need to update version
- E. Molokai PSAP – Dean Rickard:
  - Thanks to Davlynn Racadio for resolving issues with Maui island texts being routed to Molokai
- F. Maui County – Davlynn Racadio:
  - Nothing to report
- G. Hawaii County PD – Kenneth Bugado:
  - class with 3 dispatch trainees starts Monday April 16
  - losing 1 dispatcher to another position
- 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.

## VIII. Announcements

- A. Future Meeting dates:  
All meetings in Kalanimoku Building, Room 322B from 10:00 a.m. to 1:00 p.m. unless specified.
  1. Thursday, May 10, 2017 (Combined meeting)
  2. Thursday, June 14, 2018 (Combined meeting)
  3. Thursday, July 12, 2018 (Combined meeting)
  4. Thursday, August 9, 2018 (Combined meeting)
- B. Future Conference Dates (**3 months advanced approval required**):
  1. Rave Summit, April 16-18, 2018, Denver, CO.
  2. Navigator Conference, April 24-26, 2018, Las Vegas, NV.
  3. HxGN Live Conference, June 12-15, 2018, Las Vegas, NV.
  4. NENA Conference, June 16-21, 2018, Nashville, TN.
  5. APCO Conference, Aug 5-8, 2018, Las Vegas, NV.
  6. 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 10:55 a.m.

DRAFT