



STATE OF HAWAII
E911 Joint Communications, Technical
and Finance Committee Meetings
Kalanimoku Building, Room 132
1151 Punchbowl St., Honolulu
Thursday, February 7, 2019
10:00 a.m. – 1:00 p.m.

Minutes

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

Communications Committee members absent: none.

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

Technical Committee members absent: none.

Finance Committee members present: Kiman Wong, Chair (Spectrum); Kenneth Bugado, Jr. (HiPD); Edward Fujioka (HESD); Gerald Kaneshiro (HPD); and Arnold Kishi (CIO).

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

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

Guests: Francis Alueta (HawTel), Nani Blake (Sprint), Vic Freeland (RDC CNRH), Liz Gregg (AT&T), Alex Hamlin (RapidSOS), Wayne Hirasa (Hookui Solutions), Melvin Kaku (DTS), Everett Kaneshige (DOD), Kalani Ke (KPD), Sterling Kiyota (MPD), Glenn Kobashigawa (HawTel), Etta Moiha (HPD), Micah Mokuahi (KFD), Dave Peck (Pictometry), Stacy Pereira (KPD), Jeff Reeve (RapidSOS), Jason Samala (HFD), Corey Shaffer (Verizon), Geoffrey Shon (HESD), Wendy-Liz Tancayo-Mebille (MPD), Kazuo Todd (HiFD), Raymond Vesck (KFD), 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

Chair 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 Chair John Jakubczak.

IV. Committee Updates by Committee Chairs

A. Communications Committee – Davlynn Racadio Maui conducted an active shooter exercise.

Francis Alueta: Currently no alert if text-to-911 system is down.
Tony Ramirez: Just West equipment or Comtech as well?
Francis Alueta: Looking into whether or not problems are with West and/or Comtech.

Thalia Burns: No alarm monitoring text side of system?
Francis Alueta: Alarm is only on voice calls.
Thalia Burns: Why is there no alarm for text side?
Francis Alueta: Notified when West alarm activated, but Hawaii Telcom has no control over West equipment. Will ask West for additional, more proactive alarms.

Thalia Burns: If the text-to-911 system is down, is the sender notified?
Glenn Kobashigawa: Yes.
Davlynn Racadio: During the exercise, the sender received a notification approximately 1 minute after original text was sent.
Corey Shaffer: What did bounce back text message say?
Glenn Kobashigawa: "Please make a voice call to 911. There is no text-to-911 service at this time."

David Miyasaki: It has been more than 1 week since text-to-911 issue revealed.
There should be more answers.

Francis Alueta: Hawaiian Telcom has a call scheduled after Board meeting and will get more answers.

David Miyasaki: West should have alarms that texts are not being processed.

B. Technical Committee – Thalia Burns Nothing.

1. Educational Investigative Committee update – Jeffrey Riewer
Educational Investigative Committee to convene after Board meeting.

2. Investigative Committee –Everett Kaneshige
Still working on process with DAGS ASO. Once completed, needs to be signed by Comptroller, then to Department of Budget & Finance, then Governor.
3. RapidSOS Presentation on past/present accomplishments and future plans – Jeff Reeve, Public Safety Manager; and Alex Hamlin, Public Safety Strategic Partner

RapidSOS overview:

- CAD integration
- 2000+ PSAPs currently using system
- 40+ vendor partners
- More than 200 million Americans covered
- Free to PSAPs
- Available for Android, Apple, Google products
 - Android 4.0+
 - Apple iOS 12+: already imbedded in OS
- Android text-to-911 supported in RapidLite

RapidSOS Clearinghouse: Between cell phone users and PSAPs

RapidLite Emergency Interface:

- CAD integration
- Type in phone number and search, tracks in 8-10 seconds
- Estimated address, accuracy

Corey Shaffer: How long does information stay in system?

Alex Hamlin: Stays in system until 10-15 minutes after window/session closed.
Will stay in system as long as window/session not closed.

Kenison Tejada: Is this supplemental CPE information?

Alex Hamlin: Yes, this is in addition to, not in place of, ALI/carrier data.

Kazuo Todd: Is there Motorola/Spillman integration?

Alex Hamlin: Spillman currently in development; targeted deployment later in 2019.

Vic Freeland: Is there Valor integration?

Alex Hamlin: Currently, no. Need to speak with and suggest to Valor.

Vic Freeland: Due to military/federal security issues, concerned whether or not RapidSOS can/will pull information from PSAPs.

Alex Hamlin: No.

Vic Freeland: Landline integration/service?

Alex Hamlin: Currently working on landline integration and working with U.S. Coast Guard and Departments of Homeland Security and Defense.

Francis Alueta: Do devices (phones, smart watches, etc.) automatically send data?
 Alex Hamlin: Depends on individual device settings.
 * Apple iOS 12+: already installed & enabled

Tony Ramirez: Is the data from the Clearinghouse for Apple phones USPS/street address?
 Alex Hamlin: No address; location data is in latitude/longitude.

Thalia Burns: Honolulu PD has RapidSOS turned off because all calls opened Smart911, which covered MapFlex window.
 Alex Hamlin: Currently, working on a solution to that problem with partner group. Part of the reason RapidSOS team is in Hawaii.

Kazuo Todd: Is this web-based?
 Alex Hamlin: Yes, RapidLite uses a browser.

Everett Kaneshige: Is there FirstNet certification?
 Jeff Reeve: In discussion with FirstNet.

Davlynn Racadio: Maui's experience with RapidSOS has been positive, including situation with an overturned boat.

C. Finance Committee –Kiman Wong

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

Enhanced 911 Surcharge Collection	864,969
Interest Income	44,020
New & Emerging Tech. Training	(7,116)
Non-Recurring Expenses	0
Recurring Expenses: Administration	(28,965)
Maintenance	0
Telecommunications	(157,906)
Net Bank Balance	26,311,359
Outstanding Encumb./Accruals	(14,803,863)
Unencumbered Cash Balance	11,507,496

2. State Auditor Report No. 18-21: Review of Special Funds, Revolving Funds, Trust Funds, and Trust Accounts of the Department of Accounting and General Services found that the Enhanced 911 Fund meets the criteria for a special fund.

<http://files.hawaii.gov/auditor/Reports/2018/18-21.pdf>

V. PSAP Status Updates

- A. Kauai PD – Stacy Perreira:
 - Just started using RapidSOS
 - Quicker response than with Phase 1
- B. Oahu HPD – Gerald Kaneshiro:
 - As of February 4, 3 new hires in training
 - Operating out of Kapolei alternate center for the week of February 4-8
- C. Oahu HFD – Jason Samala:
 - Nothing
- D. Oahu ESD – Edward Fujioka:
 - Planning for move to JTMC
 - Field operations training with Honolulu Fire and Ocean Safety
- E. Molokai PSAP – Wendy-Liz Tancayo-Mebille:
 - Nothing
- F. Maui County – Davlynn Racadio:
 - Thanked the Maui County Police administration
 - Communications Division was named Team of the Year
 - Recognized by The Maui News as people who made a difference
[\[http://www.mauinews.com/news/people-who-made-a-difference/2018/12/answering-the-call/\]](http://www.mauinews.com/news/people-who-made-a-difference/2018/12/answering-the-call/)
- G. Hawaii County PD – Kenneth Bugado, Jr.:
 - Change in command for communications
 - Lt. Alan Kimura replaced by Robert Fujitake who will attend next meetings
 - Class of 8 finishing with 6
- H. Hawaii County FD –Kazuo Todd
 - List of 12 applicants made it
 - New class targeted to start in March
- I. Hickam-Pearl Harbor RDC – Vic Freeland
 - (not present)

VI. Items for Discussion, Consideration and Action

- A. 911 Timeline update.
Please continue to refer any timeline updates to the Executive Director.
- B. Others.
Nothing.

VII. 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, March 14, 2019 (Combined meetings)

2. Thursday, April 11, 2019 (Combined meetings) *possibly moving date to 18th due to conferences on Oahu/Kauai
 3. Thursday, May 9, 2019 (Combined meetings)
 4. Thursday, June 6, 2019 (Combined meetings) *note earlier date
- B. Future Conference Dates (3 months advanced approval required):
1. Tricon: March 17-20, 2019; San Antonio, TX.
 2. Navigator: April 24-26, 2019; National Harbor, MD.
 3. NASNA: June 14-15, 2019; Orlando, FL.
 4. NENA Conference: June 16-20, 2019; Orlando, FL.
 5. APCO Conference: August 11-14, 2019; Baltimore, MD.
- C. Others.

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

Chair 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.

Tony Ramirez noted that Hawaii is now above 99.5% synchronized between wireline and GIS databases. 100% synchronized with wireless and VoIP.

IX. Adjournment

There being no further business, Chair John Jakubczak requested adjournment. Jeffrey Riewer motioned. Thalia Burns seconded. Motion was carried. The meeting was adjourned at 11:17 a.m.