



STATE OF HAWAII  
E911 Joint Communications, Technical  
and Finance Committee Meetings  
Kalanimoku Building, Room 132  
1151 Punchbowl St., Honolulu  
Monday, April 15, 2019  
10:00 a.m. – 1:00 p.m.

Minutes

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

Technical Committee members present: Thalia Burns, Chair (HPD); John Jakubczak (MPD); Kim Kitagawa (HPD); Shawn Kuratani (HFD); Tony Ramirez (Akimeka); Kenison Tejada (APCO/NENA Pacific Chapter); and Tony Velasco (DIT)

Technical Committee members absent: David Miyasaki (KPD) and Jeffrey Riewer (AT&T).

Finance Committee members present: Kiman Wong, Chair (Spectrum); Kenneth Bugado, Jr. (HiPD); Edward Fujioka (HESD); Arnold Kishi (CIO); and Dean Rickard (MPD Molokai).

Finance Committee members absent: Gerald Kaneshiro (HPD).

Staff members present: Courtney Tagupa (E911) and Brandon Sekiya (E911).

Guests: Francis Alueta (HawTel), Karen Bugado (HiFD), Andrew Chyterbok (Motorola), John Foster (MPD), Vic Freeland (RDC CNRH), Liz Gregg (AT&T), Audrey Hidano (DAGS), Jon Itomura (Consumer Advocate), Melvin Kaku (DTS), Miriam Kanaeholo (HiPD), Everett Kaneshige (DOD), Kalani Ke (KPD), Sterling Kiyota (MPD), Glenn Kobashigawa (HawTel), Chris Lentz (Motorola), Chris Lodge (Motorola), Fred Miller (Motorola), Etta Moiha (HPD), Doug Murdock (ETS), Allan Nagata (HPD), Lorrin Okumura (HESD), Todd Omura (ETS), Dave Peck (Eagle View), Stacy Pereira (KPD), Kathy Ragragole (KPD), Jason Samala (HFD), Corey Shaffer (Verizon), Anthony Signorelli (Motorola), Elizabeth Songvilay (AT&T), Wendy-Liz Tancayo-Mebille (MPD), and Mark Wong (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

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.

Chair John Jakubczak recognized and thanked dispatchers throughout the State for their work and dedication.

## IV. Review and approval of last month's meeting minutes.

Chair John Jakubczak called for any additions/corrections to the March 14, 2019 meeting minutes. None were offered. Thalia Burns motioned to adopt. Corey Shaffer seconded. The motion was approved by voice vote by all Committee Members present.

## V. Committee Updates by Committee Chairs

A. Communications Committee – Davlynn Racadio  
Thanks for recognition of dispatchers' work.

Maui & Hawaii counties having issues with PowerOps not working

- Honolulu & Kauai not affected
- Davlynn Racadio spoke with Glenn Kobashigawa (HawTel)
- If issues are not resolved by June 1, would like software pulled
- System has been down for 1 ½ months
- Glenn Kobashigawa will update Davlynn Racadio

B. Technical Committee – Thalia Burns

1. Educational Investigative Committee update – Courtney Tagupa for Jeffrey Riewer  
Grant application has been submitted.  
Will go over grant and education/certification budget during Board meeting.

2. Investigative Committee –Everett Kaneshige  
ETS (Office of Enterprise Technology Services) will work with the Enhanced 911 Board regarding procurement of consultant.

a. ETS consultant procurement assistance for NG911 State Plan – Douglas Murdock

- ETS already has procurement staff in place
- Auditor report highlights need for self-sufficiency

- Issue transferring funds to General Fund raised by Department of Budget & Finance (B&F)
  - B&F mentioned using ETS
  - The Board requested the investigative committee to meet with ETS to finalize the procurement arrangements.
3. Vesta Presentation – Andrew Chyterbok
- Motorola Solutions  
 Update on 911 call taking  
 Easier to use tools  
 Vesta is a call-taking tool  
 Horizontal redundancy with multiple geographic data  
 Vertical redundancy using multiple servers; different systems; multiple ethernet  
 No statewide outages due to many states having multiple redundancies  
 Ability to transfer texts  
 Locating via TCC  
 RapidSOS integration for location  
 Smart911 personal data integrated  
 System will be able to be integrated into Hawaii's current setup  
 Voice & text data stored in Vesta Analytics  
 Mobile availability on rugged laptop connected via VPN over Wi-Fi  
 Upgrades based on login credentials
4. Request approval:
- a. 1 HPD personnel to attend NENA in June 2019 at a cost of \$3,500.  
 HPD will use \$3,000 originally approved and allotted for DIT. Requesting an increase of \$500  
 John Jakubczak motioned to approve. Davlynn Racadio seconded. The request was forwarded to the Finance Committee.

C. Finance Committee –Kiman Wong

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

Enhanced 911 Surcharge Collection	854,015
Interest Income	43,452
New & Emerging Tech. Training	(13,718)
Non-Recurring Expenses	0
Recurring Expenses: Administration	(46,112)
Maintenance	499
Telecommunications	(299,404)
Net Bank Balance	25,505,040
Outstanding Encumb./Accruals	(13,999,511)
Unencumbered Cash Balance	12,541,102

2. Request funding for:
  - a. 1 HPD personnel to attend NENA in June 2019 at a cost of \$3,500.  
HPD will use \$3,000 originally approved and allotted for DIT. Requesting an increase of \$500  
Dean Rickard motioned to approve. John Jakubczak seconded. The request was forwarded to the Board.

## VI. PSAP Status Updates

- A. Kauai PD – Stacy Perreira:
  - 1 new trainee
  - 1 trainee lost
  - 5 applicants to be tested
  - Telecommunicators ceremony on Tuesday
  - Lunch on Wednesday
- B. Oahu HPD – Alan Nagata:
  - KITV segment on dispatch center operations and job openings aired 4/10/19
- C. Oahu HFD – Jason Samala:
  - Nothing
- D. Oahu ESD – Edward Fujioka:
  - Call-taking training
  - Updating operating policies
  - Stressed that call-taking is the first step in emergency medical care
- E. Molokai PSAP – Dean Rickard:
  - 5 dispatchers on job
  - Expressed appreciation for the work of dispatchers throughout the State
- F. Maui County – Davlynn Racadio:
  - 15 dispatchers on job
  - 1 in CTO program; scheduled to complete in 4 months
  - 4 in training
  - 19 total staff; 19 vacancies
  - 2 officers in dispatch center on light-duty
    - 1 officer from Lanai overwhelmed by call-taking
    - Good for relationship between dispatchers & officers
  - Open house in May
  - During the week of April 7, a boat experienced trouble off of Molokai
    - Tracked via RapidSOS
    - Maui Fire was first on scene
- G. Hawaii County PD – Kenneth Bugado, Jr.:
  - Luncheon & ceremony morning of April 15
  - Currently 6 trainees, down from 8
  - 7 vacancies
  - 14 applicants; 8 submitted all required documents
  - Asking county for 5 additional dispatcher positions & 1 supervisor
- H. Hawaii County FD – Karen Bugado

- 2 trainees
  - 10 positions filled
  - 3 possible candidates
  - During Telecommunicators Week, something every day for staff
- I. Hickam-Pearl Harbor RDC – Vic Freeland
- Construction ahead of schedule
  - Targeted completion: September 2019
  - Since October, 11 offered positions; 4 hired

## VII. Items for Discussion, Consideration and Action

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

## 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 9, 2019 (Combined meetings)
  2. Thursday, June 6, 2019 (Combined meetings) **\*note earlier date**
  3. Thursday, July 11, 2019 (Combined Meetings)
- B. Future Conference Dates (**3 months advanced approval required**):
1. Navigator: April 24-26, 2019; National Harbor, MD.
  2. NASNA: June 14-15, 2019; Orlando, FL.
  3. NENA Conference: June 16-20, 2019; Orlando, FL.
  4. APCO Conference: August 11-14, 2019; Baltimore, MD.
- C. Others.

## IX. 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. No one came forward.

## X. Adjournment

There being no further business, Chair John Jakubczak requested adjournment. Thalia Burns motioned. Dean Rickard seconded. Motion was carried. The meeting was adjourned at 11:13 a.m.