

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

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Program ID/Title: AGS-891/Enhanced 911 Board

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I. Goal

The goal of the State of Hawaii Enhanced 9-1-1 Board (the Board) is to provide adequate cost recovery for the wireless service providers (WSP), Voice Over Internet Protocol (VoIP) and 9-1-1 public safety answering points (PSAPs) in order to provide enhanced 9-1-1 service for public access as stipulated in Act 168, SLH 2011 signed into law by the Governor June 27, 2011.

II. Objectives and Policies

The objective of the Board is to administer the collection of the monthly 9-1-1 surcharge for the purposes of ensuring adequate funding to deploy and sustain enhanced 9-1-1 service and to develop and fund new and emerging enhanced 9-1-1 technologies. The disbursements from the Enhanced 9-1-1 Fund (the Fund) pays for the reasonable costs to lease, purchase, or maintain all necessary equipment. This includes computer hardware, software, and database provisioning, required by the public safety answering point to provide technical functionality for the wireless enhanced 9-1-1 service including any expenses associated with the planning phases and training of personnel in any new and emerging technologies pursuant to the Federal Communications Commission order and the Congressional New and Emerging Technologies Act.

III. Action Plan with Timetable

The Board's action plan is to develop and implement the policies and procedures to meet the goals and objectives of the Board.

A. Past Year Accomplishment (FY 2019)

1. The Board collected revenues totaling \$11,468,694:
Wireless revenue - \$9,410,476
VoIP revenue - \$1,554,259
Interest earned - \$503,959
2. The Board incurred expenditures and encumbrances totaling \$7,766,542:

- a. \$6,739,330 PSAP reimbursements.
 - b. \$723,850 Department of Budget and Finance special fund assessments.
 - c. \$190,534 Payroll.
 - d. \$56,227 Wireless Service Provider (WSP) cost recovery.
 - e. \$26,275 Board and Committee member interisland travel
 - f. \$30,327 Other Board administrative expenses.
3. The Board developed and implemented a FY 2020-24-year Strategic Budget Plan for the Enhanced 9-1-1 Fund.
 4. The Board successfully completed the annual Independent CPA audit of the Enhanced 911 Fund.
 5. The Board successfully completed the State Auditor review for their five-year required review of the Enhanced 911 Special Fund.
 6. The Board was awarded its first 911 (Federal) Grant that will be utilized in the transition to Next Generation 9-1-1(NG911) and to establish a training program for 911 call takers, dispatchers and first responders required for NG911.
 7. The Board authorized the release an RFP for a NG911 Consultant to develop a State Plan for the transition to NG911. It will mainly analyze what the estimated costs for Core Services, GSI, and ESInet technologies required for the transition to NG911.

B. Year 1 (2020)

1. The move to the Joint Traffic Management Center (JTMC) new facility has been scheduled for completion in December 2019. The expenses associated with the move will amount to slightly more than \$1,000,000.
2. The Board will continue to monitor and modify as needed the 5-year Strategic Budget Plan through FY2024.
3. The Board will continue to assist PSAPs in planning and facilitation of current and future emerging technologies advancements to improve 9-1-1 services for the public.
4. The Board will continue to assist in the planning, implementation, and community outreach efforts given the expanded capabilities of the new Next Generation IP network that includes multimedia capabilities such as texting, pictures, and video.
5. The Board will develop and make recommendations to the legislature on amendments to Chapter 138, HRS to assure statewide coordination

for 9-1-1 services and further improve the advancements of the IP network implementation for the Next Generation of 9-1-1.

6. The Board will continue to promote public education of Text-to-911 wireless mobile phone service which allows the public to use this technology to protect lives of victims of an active shooter and domestic violence. It will also provide better 911 emergency access to the hearing impaired.
7. The Board will complete the selection a NG911 consultant to create a Next Generation 911 (NG911) State Plan for the transition of the 911 call centers to NG911 statewide and proceed with the completion of the NG911 State Plan.
8. The Board will plan and prepare for a successful completion of the annual CPA audit.
9. The Board will initiate the training program to establish certification training programs for its county PSAPs statewide.

C. Two Years (2020 & 2021)

1. The Board will continue to provide PSAP and WSP reimbursements from the 9-1-1 Fund in order to provide technical functionality for statewide NG911 9-1-1 services.
2. The Board will evaluate the long-term financial needs and make recommendations to the legislature on necessary adjustments to the fund and the monthly surcharge fee.
3. The Board will monitor and modify as needed the 5-year Strategic Budget Plan through FYs 2024, 2025 and 2026.
4. The Board will assist PSAPs in planning and facilitation of current and future technological advances to modernize and improve 9-1-1 services for the State of Hawaii.
5. The Board will develop and make recommendations to the legislature on modifications to Chapter 138, to assure statewide coordination for 9-1-1 services and move the State towards implementation of the Next Generation 9-1-1 technologies that will enable the public to send texts, photos, videos and other data.

6. The Board will establish and implement policies and procedures for the collection of prepaid wireless mobile phone surcharge fees should the legislature pass related legislation.
7. The Board will continue to work for the successful deployment of FirstNet and its interoperability with the PSAPs statewide.
8. The Board will review and approve the NG911 State Plan and begin the process of procuring the hardware and software as recommended in the approved NG911 State Plan.
9. The Board will complete the development of its curriculum for its Certified Training program for the county PSAPs statewide and begin the Certification training classes for new and existing call takers and dispatchers.

D. Five Years (2020 to 2024)

1. The Board will continue to provide PSAP and WSP reimbursements from the 9-1-1 Fund in order to provide technical functionality for statewide NG 9-1-1 services.
2. The Board will reintroduced prepaid legislation as part of the Governor's administrative budget that allows the Board to collect a surcharge fee of 1.5% at point of sale on prepaid wireless mobile phone service to establish parity with surcharge fees collected among postpaid wireless and Voice over Internet Protocol (VoIP) users to ensure the continuity of modernization of PSAP computer hardware and software with new and emerging technologies. If the bill passes, the Board will consider a plan to adjust the rates, if warranted, on the post-paid and pre-paid surcharge fees that is consistent with the 5-year strategic plan.
3. The Board will continue to evaluate its long-term financial needs and make recommendations to the legislature on necessary adjustments to the fund and the monthly surcharge fee.
4. The Board will continue to monitor and modify as needed the 5-year Strategic Budget Plan from FYs 2021 through 2025.
5. The Board will assist PSAPs in planning and facilitation of current and future technological advances to modernize and improve 9-1-1 services for the State of Hawaii.

6. The Board will develop and make recommendations to the legislature on modifications to Chapter 138, to assure statewide coordination for 9-1-1 services and move the State towards implementation of the Next Generation 9-1-1 technologies that will enable the public to send texts, photos, videos and other data.
7. The Board will establish and implement policies and procedures for the collection of prepaid wireless mobile phone surcharge fees should the legislature pass related legislation.
8. The Board will plan and prepare for a successful completion of the annual CPA audit.
9. The Board will be tracking the progress of the telecommunications service providers in satisfying the FCC mandates for location accuracy in locating cell phone users outdoors or indoors for first responder rescues.
10. The Board will continue to work for the successful deployment of FirstNet and its interoperability with the PSAPs statewide.
11. The Board will complete the transition to NG911 for all four county PSAPs.

IV. Performance Measures

The Board developed the following measures of effectiveness, which were reported under the annual performance measure review:

- A. Number of Wireless/VoIP/Wireline 911 calls to county PSAPs.
- B. Number of Public Educational Outreach Programs during fiscal year.
- C. Percent of E911 Funds Disbursed for New Technology for PSAPs.

Furthermore, by the nature of this Board, the standard performance measures of Customer Satisfaction, Program Standard, and Cost Effectiveness are not applicable.

- A. Customer Satisfaction Measure – NA
- B. Program Standard Measure – NA
- C. Cost Effective Measure – NA