



## STATE OF HAWAII

### Communications, Technical, and Finance Meeting (Combined Meeting) Thursday, September 9, 2021 9:00 am – 12:00 pm

### MEETING MINUTES

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

**Communications Committee members absent** None

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

**Technical Committee members were absent.** None

**Finance Committee members present** Kiman Wong (Charter) Chair; Arnold Kishi (CIO Designee); Ken Bugado (HiPD); Edward Fujioka (ESD); Lisa Hiraoka (Consumer Advocate Designee); Clyde Holokai (MPD); and Aaron Farias (HPD).

**Finance Committee members absent** None

**Staff members present** : Courtney Tagupa (E911) and Stella Kam (AG).

**Guests:** Everett Kaneshige (DoD); Corey Shaffer (Verizon); Cindy Alderete (Winbourne); Andrew Reece (Winbourne); Robert Fujitake (HiPD); Liz Gregg (AT&T); Glenn Kobashigawa (HT); Frances Alueta (HT); Kalani Ke (KPD); Kurt Lager (OSL); Patrick Leddy (LCC); Ah Lan Leong (HPD); Wayne Hirasa (HT); Stacey Perreira (KPD); Ken Schulte (Tritech); Ian Smith (HiFD); Steve Douglas (HT); Ruth Zipfel (EagleView); and David Miyasaki (KPD).

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

The meeting was called to order by Chair Kalani Ke. Public Notice was given.

#### II. **Public testimony on all agenda items**

No one came forward to testify.

#### III. **Roll Call, Quorum**

The Board Chair requested a roll call, and quorum was present for all three committees.

#### IV. **Review and approval prior meeting minutes.**

Thalia Burns requested that the July minutes include more information that Winbourne provided in their presentation. The approval of the minutes was deferred until the October meeting.

**V. Update on Kauai Transition to NG911 – E. Ke**

There are no updates currently.

**VI. Winbourne Consulting, LLC Update – Andrew Reece, Cindy Alderete, Julie Heimkes**

- a. Agenda
  - i. Legislative Meetings Discussion
  - ii. ESInet Cost Discussion
  - iii. Update on Procurement & Decision Maker Questionnaire
  - iv. Next Steps - Decision Making as it pertains to each county
  - v. October 2021 Committee Draft Agenda
- b. Outline Framework for Upcoming Legislative Meetings
  - i. Goal-Deliver one common message from all Counties and the Board to the State Legislature regarding the ESInet Migration Plan
  - ii. Logistics:
    1. November 2021 timeframe
    2. Preference for in person versus remote meeting
    3. Recommend single person coordinate while working with local agency representatives.
    4. Important that local agency representatives are present – Agency Chiefs and other key personnel.
    5. Need to reactivate the legislative Committee to assist Winbourne with developing this message.
  - iii. Educational/Discussion Topics for Legislators
    1. Winbourne would like to work with the legislative committee to develop this outline. See draft outline below.
    2. Background information
      - a. What is ESInet?
        - i. basic description of what is ESInet and how it is different then the current 911 system.
        - ii. Telecommunication provider are migrating to an IP based infrastructure
      - b. Why does the State need to change?
        - i. Current system is nonstandard
        - ii. Current system is approaching its end of life.
      - c. Benefit to Citizens & First Responders
        - i. Will serve as the infrastructure to support the receipt of 911 calls for Emergency Communications Centers
        - ii. Allow the full integration of IP based communications from citizens.
        - iii. Will improve the receipt of calls during Natural Disasters-being able to contact appropriate agencies like the Coast Guard. Lifeguards, Public Works, Hawaiian Electric Company. Not to have to worry if the phone lines are over loaded.
      - d. County/Board Vision for Migrating to ESInet.

- e. Cost Estimates
- f. Legislative Changes – State Legislators to approve enabling Legislation to give Board authority to serve as a Technical Clearing house and resource for the implementation of the ESInet.
- g. Issues and Risks?
- iv. ESInet Cost Estimation Development
  - 1. Option 1- Provide the Board generic costs based on other jurisdictions deployment – Note that Hawaii is unique and so costs may not be applicable to support budgetary estimations.
  - 2. Option 2 – Poll a cross section of ESInet providers to determine estimated costs. Will need the following info to provide as a baseline for their estimates:
    - a. Mainland verses Hawaii located infrastructure and redundancy and diversity requirements
    - b. Applications other than call delivery across the network.
    - c. Shared CPE or individual CPE.
- v. Counties Procurement Status
  - 1. Maui – Respectfully declined
  - 2. Hawaii – Hawaii County Procurement assist Kauai County Procurement with the procurement.
  - 3. Oahu – Respectfully declined.
  - 4. Kauai – Has offered to procure and is able to have a selection committee made up with representatives from other Counties.
- vi. County Decision Makers
  - 1. Maui – Clyde Holokai, A/C Support Services, Davlynn Racadio. Supervising Emergency Services Dispatcher.
  - 2. Hawaii – County Finance Director Deanna Sako and Purchasing Agent Diane Nakagawa, Police Chief Paul Ferreira, Deputy Chief Kenneth Bugado, with input from Lt. Robert Fujitake.
  - 3. Oahu- Major Aaron Farias (Commander of Communications Division)
  - 4. Kauai- Chief Raybuck, A/C E. Kalani KE
- vii. Comments by Everett Kaneshige regarding new legislation for NG911.
  - 1. Preparing for discussions with legislators
    - a. Background document with an explanation of why the NG911 is needed and that the board has examined all the options and supports the bill.
    - b. A strategic plan is a critical document prior to the discussions with the legislature that also reflects support from all stakeholders.

## **VII. Committee Updates by Committee Chairs**

- a. Communications Committee – Davlynn Racadio  
 Chair Racadio shared NENA and APCO’s push to pass the 911 Saves Act since no one from Hawaii is supporting the bill. Ed Case needs to be contacted for his support. We also need to contact the other congressmen. Here are a couple other related acts that needs our support:  
 Lift America Act requests funding for NG911.  
 Protect Act requests support for mental health issues that includes telecommunicators as well.
- b. Technical Committee – Thalia Burns
  - i. Educational Investigative Committee – Jeffrey Riewer.

Comments were favorable from the attendees of the PST course. Both Maui and Kauai favored continuing support of the PST course across all agencies before the counties consider advanced courses. We will need the following information to complete the cost analysis:

1. Tuition cost.
2. The total amount of attendees from each agency.
3. Overtime costs for each agency.
4. Recertification costs for each agency.

This is deferred for further discussion for next month.

- ii. ICTE Investigative Committee- Everett Kaneshige  
Report to the legislature regarding the reclassification of telecommunicators. NENA is pursuing their own initiatives as well as other states. There has been a sharing of the language of their bills and other resource materials that could be part of the package of information to DHRD. NHTSA has materials that would be supportive of reclassification of telecommunicators. However, those materials must be requested.
- iii. Establishment of an Advisory Committee:  
Definitions:

PIG (permitted interaction group) allows two or more board members (but less than quorum) to meet at the direction of the board to discuss board issues that must be specific and the PIG dissolves after fulfilling its purpose. No secret meetings. Must report back to the board.

An advisory committee is not a formal group and may consist of no more than one board member and reports their findings to the board or sub committees. The board may or not adopt their findings. The advisory committee does not dissolve after presenting their findings.

- iv. Presentation – HT 911 Platform & Other project – Francis Alueta/Steven Douglas.
  1. Agenda
    - a. Existing platform
      - i. Telephone Based
        1. CAMA/TDM CORE
      - ii. Originating Service Providers (OSP) trunks are TDM based
      - iii. HT MPLS Network – ESInet equivalent
      - iv. MSAG/ALI Routing to PSAP
      - v. Wireline, Wireless, VoIP Calls, TXT-2-911
      - vi. HT Considerations and Discussions
        1. Refresh of call taking equipment is required in a few years.
        2. Contract with our existing vendor is coming up for renewal at end of 2023.
        3. More information on what's required to migrate to i3 standards and vendors that can support it.
        4. Desire for more SLA's on the platform and increasing resiliency.
    - b. 911 Platform Discussions
      - i. Platform
        1. Platform that is NENA i3 compliant
        2. Refresh of Backroom Hardware; equipment in HT facilities
        3. Refresh of Call Taking Hardware; equipment at PASPs

4. Continue to have Primary and Secondary nodes – existing diversity
  - a. Geo-Diverse Node (added Resiliency)
5. Migration path from MSAG/ALI based routing to Geo-Spatial (ECRF)
6. Continue to leverage HT MPLS network as ESInet.
7. Cloud based routing and resiliency use cases (e.g. loss of connectivity to cloud)
8. Inter-State Call Processing Capabilities
  - a. Default routing to Hawaii PSAP's via ESInet.
9. Continue to support Carrier TDM Inter-connections at HT Tandem
  - a. Transition to Carrier SIP Inter-Connection at HT Tandem Switches
    - i. Possible secondary connections on the mainland
10. Continued support and integration of PSAP admin lines and backup phones.
11. Improved vendor network visibility into NG911 platform
12. All fiber access into PSAP's and Bandwidth Upgrade.
13. Dual Entrance into PSAP's.
- ii. 911 Services Discussion
  1. Support for existing PSAP services and applications
    - a. Call statistic reporting
    - b. TXT2911
    - c. EagleView (aka Pictometry)
    - d. Agent Roaming
    - e. Smart911
  2. Compatibility for future services that require i3 compatible platform
    - a. Hosted recordings
    - b. Video integration
  3. ECRF (Geo-Spatial) database services
  4. Improvements in GIS 911 call display capabilities
  5. Mobile PSAP support – address security issues
  6. Integration and interoperability with non-traditional 911 systems
    - a. Integration with other County or State agencies
  7. Additional SLAs
  8. 911 platform Change and Incident Management
  9. Vision and Roadmap of future capabilities and services
- iii. Implementation Discussion
  1. Migration/Upgrade vs. Replacement
  2. Source of GIS data for ECRF application
  3. Pre and Post implementation support
  4. Technical Training
  5. PSAP Training
  6. PSAP owned equipment or system changes
    - a. Support for any i3 ALI format changes.
- c. Next Steps
  - i. Solicit input from PSAP's for CORE call handling requirements
    1. 911 Call taker view
    2. Supervisor/Manager view
  - ii. Solicit input from PSAP's on NG911 call handling requirements.
  - iii. Look at PSAP Space, power and environmental requirements.
  - iv. Incorporate Winbourne observations and findings

- v. Request approval for:
  - 1. DIT - EMS Screen capture project freight charges - \$986.71.  
J. Jakubczak motioned to approve. Jeffrey Riewer seconded the motion. A roll call vote resulted in a majority vote approving the motion by all Technical Committee members present.
  - 2. EMS – (2) Laptops - \$3,516.29.  
Tony Ramirez motioned to approve. John Jakubczak seconded the motion. A roll call vote resulted in a majority vote approving the motion by all Technology Committee Members present.
- c. Finance Committee – Kiman Wong
  - i. Report on Monthly and Y-T-D Cash Flow  
Chair Kiman Wong provided an explanation of the revenues and disbursements for the month and year to date.
  - ii. Meeting with FHB on alternatives to declining interest rates.  
Kiman Wong attended a meeting with FHB seeking to increase the interest rate in the E911 Fund bank account. Our corporate banker could not increase interest rates due to the FED's low interest rates.
  - iii. Request funding approval for:
    - 1. DIT - EMS Screen capture project freight charges - \$986.71  
Arnold Kishi motioned to approve. Lisa Hiraoka seconded the motion. A roll call vote resulted in a majority vote approving the motion by all Finance Committee members present.
    - 2. EMS – (2) Laptops - \$3,516.29.  
Arnold Kishi motioned to approve. Lisa Hiraoka seconded the motion. A roll call vote resulted in a majority vote approving the motion by all Finance Committee members present.

## VIII. PSAP Status Updates

- a. Kauai KPD – Stacey Perreira for E. Kalani Ke  
2 opening, interviews are continuing; HT completed the console upgrade project.
- b. Oahu HPD – Aaron Farias  
Vacancies - 23 police comm off ;6 ERO openings. Still recruiting police comm officers. Onsite restrictions regarding COVID-19 requires vendors; contractors; or consultants must comply with the City vaccination policy if onsite for more than 15 minutes.
- c. Oahu HFD – Shawn Kuratani  
no update
- d. Oahu EMS – Edward Fujioka  
Losing 1 dispatcher; the EMS director is considering approving 4 more positions in the comm center are being considered. Month of August Call volume increased near 50%.
- e. Maui MPD – Davlynn Racadio for John Jakubczak  
Purchased logging recorder. Continue to support Molokai by Maui communications. Spent 187 in support of Molokai.
- f. Molokai MPD –Clyde Holokai  
nothing to report
- g. Hawaii PD – Rob Fujitake  
Month of July impacted by COVID-16 with sick leave. 4 trainees hired with 5 more new hires anticipated in October.
- h. Hawaii FD – Ian Smith  
nothing to report.

## **IX. Items for Discussion, Consideration, and Action**

- a. 911 Timeline update.
- b. Others

## **X. Announcements**

- a. Future Virtual Meeting dates/time (9:00 am – 12 noon):
  - i. Thursday, October 14, 2021 (Combined Meeting)
  - ii. Wednesday, November 10, 2021 (Combined Meeting)
  - iii. Thursday, December 9, 2021 (Combined Meeting)
  - iv. Thursday, January 13, 2022 (Combined Meeting)
  - v. Thursday, February 10, 2022 (Combined Meeting)
  - vi. Thursday, March 11, 2022 (Combined Meeting)
- b. Future Conference Dates (**3 months of advanced approval required**):
  - i. NENA Standards & Best Practices Conference, Jan 17-20, 2022, San Diego, CA
  - ii. E911 GTW, February 13-16, 2022, Wash.DC.
  - iii. NENA Conference, June 11-16, 2022, Louisville, KY.
- c. Others

## **XI. Open Forum: Public comment on issues not on the agenda for the Committee meeting agenda at the next meeting.**

There was no public comment.

## **XII. Adjournment.**

John Jakubczak and Tony Ramirez motioned to approve. Chair Ke approved the motion to adjourn.