



STATE OF HAWAII  
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES  
ANNUAL REPORT ON  
THE ENHANCED 9-1-1 BOARD  
FOR THE PERIOD OF  
JULY 1, 2020 THROUGH JUNE 30, 2021

SUBMITTED TO  
THE THIRTY-FIRST LEGISLATURE  
IN RESPONSE TO SECTION 138-6, HAWAII REVISED STATUTES

**STATE OF HAWAII  
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**According to Section 138-6, HRS, the Enhanced 9-1-1 (E911) Board (the Board) shall submit an annual report to the legislature no later than twenty days before convening of each regular session. The Enhanced 9-1-1 Fund is comprised of monthly surcharges imposed on every commercial mobile radio and VoIP service connection. For this report, the Enhanced 9-1-1 Fund will be referred to as "the Fund," the Public Safety Answering Points as "PSAPs," the Wireless connection service providers as "WSPs," and the Voice over Internet Protocol connection service providers as "VoIPs."**

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## I. Executive Summary

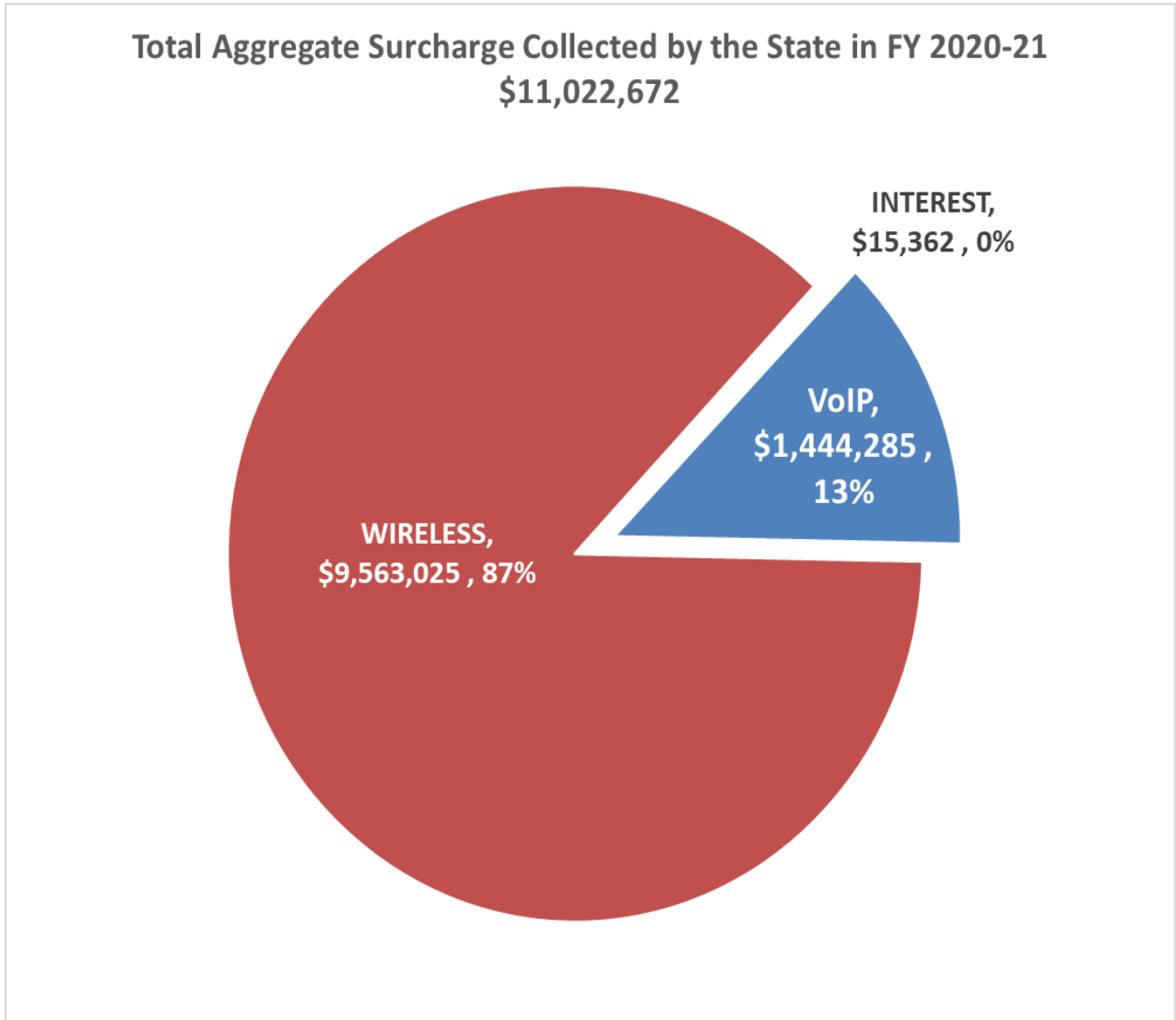
Act 168/SLH 2011 (the Act) created an Enhanced 9-1-1 Board (the Board) on June 27, 2011, which is administratively attached to the Department of Accounting and General Services (DAGS). The Enhanced 9-1-1 Board supersedes the Wireless Enhanced 9-1-1 Board created by Act 159/SLH 2004.

The purpose of the Enhanced 9-1-1 Board is to manage, administer, provide technical expertise, and perform fiscal duties necessary for the collection of 9-1-1 surcharge tax revenue. In addition, the Board manages the distribution of the Fund in accordance with the law to the five primary and three secondary county public safety answering points in Hawaii and the wireless/VoIP carriers providing service to the public. The Enhanced 9-1-1 Fund was established outside of the state treasury as a Special Fund.

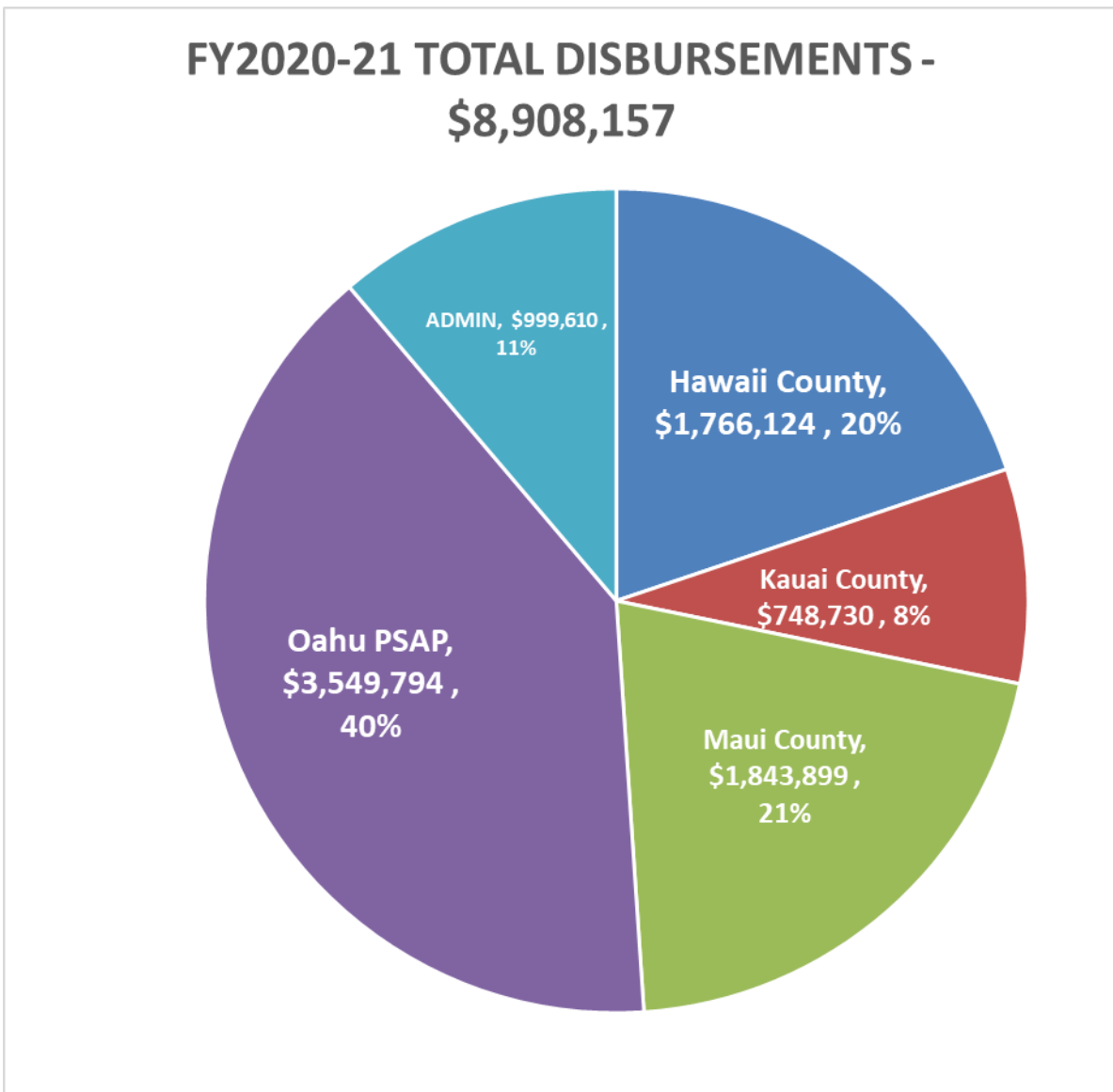
The Enhanced 9-1-1 Board is comprised of thirteen members appointed by the Governor. The members of the Board represent each county PSAP, three wireless service providers, one VoIP representative, Hawaiian Telcom, City & County of Honolulu, and two permanent seats consisting of the Director, State Department of Consumer Affairs, and the State Chief Information Officer. The current board members are:

- Elliott K. Ke, Assistant Chief of Police, Kauai County Police Department, E911 Board Chair.
- Clyde Holokai, Assistant Chief of Police, Maui County Police Department, E911 Board Vice-Chair.
- Ken Bugado, Deputy Chief of Police, Hawaii County Police Department
- Nani Blake, T-Mobile/Sprint Service Provider Representative.
- John Jakubczak, Assistant Chief of Police Dept., Maui County.
- Francis Alueta, Hawaiian Telcom Service Provider Representative.
- Mark Wong, City & County of Honolulu, Chief Information Officer.
- Thalia Burns, Honolulu Police Department, Technical Committee Chair.
- Dean Nishina, State of Hawaii, Department of Commerce and Consumer Affairs, Division of Consumer Advocacy, Executive Director.
- Douglas Murdock, State of Hawaii, Chief Information Officer.
- Jeffrey Riewer, Hawaii Lead Engineer Network Sales Support, AT&T.
- Kiman Wong, Charter VoIP Service Provider Representative.
- Corey Shaffer, Verizon Service Provider Representative.

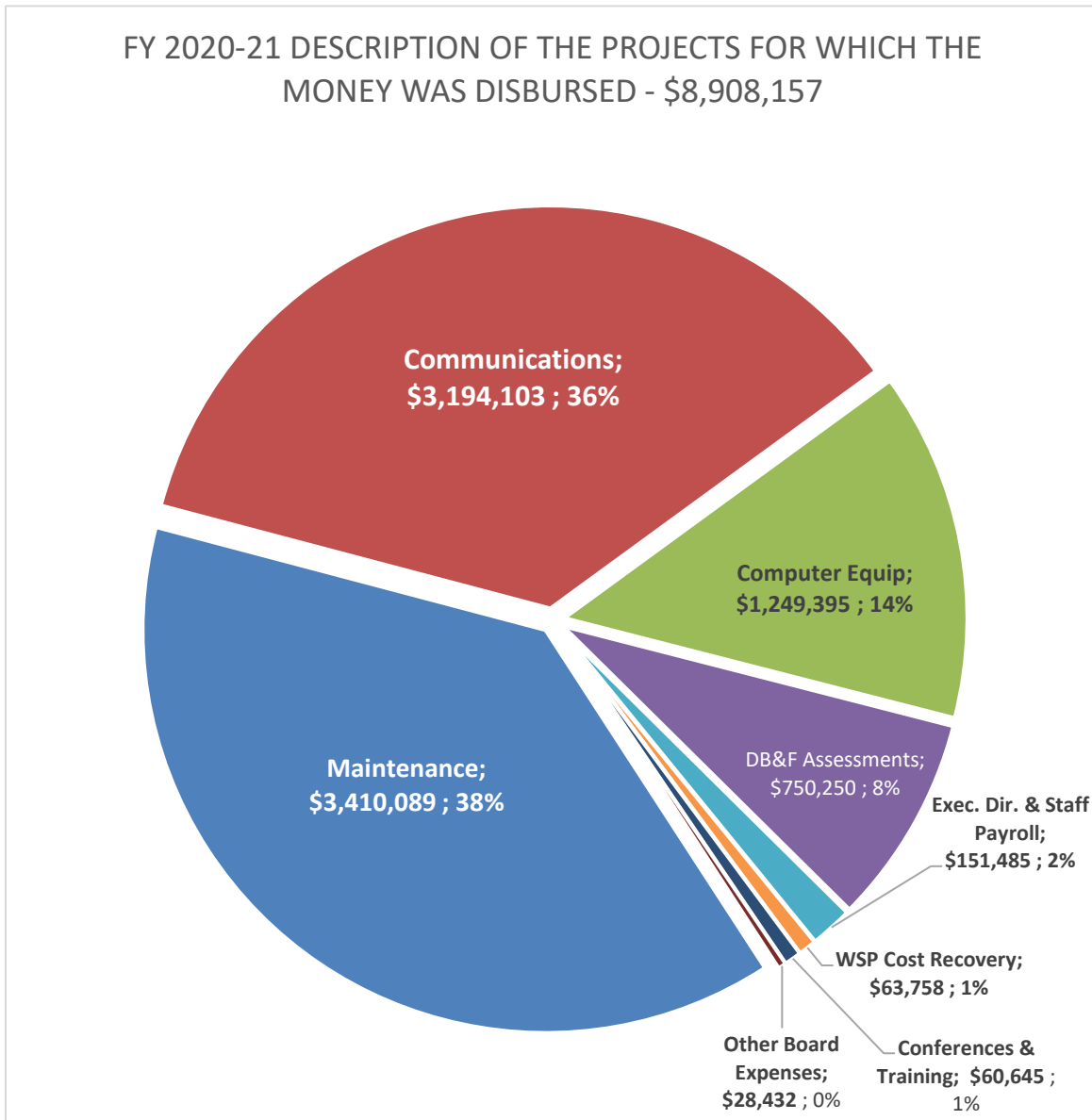
**II. The total aggregate surcharge collected by the Fund in FY 2020-21.**



**III. The amount and recipient of the disbursements from the Fund in FY 2020-21.**



**IV. Projects for which the money was disbursed in FY2020-21.**



## **V. Project Descriptions**



Item	Amount	Description of Disbursements	Recipient
<b>Computer Hardware/Software/CADS</b>			
<b>Computer Hardware and Software</b>	\$ 1,249,395	Hawaii, Kauai and Oahu PSAPs are undergoing modernization of its CAD systems for its PSAP to continue to provide first responders with the services necessary to assist in the rescue of its endangered citizens and visitors.	<b>All PSAPs</b>
<b>Maintenance</b>			
<b>Program Mgt. Consulting Services</b>	\$ 1,390,321	Akimeka, LLC provides continued Enhanced 911 Program Management Services and Geographic Information Systems Services for the counties of Hawaii, Maui, Honolulu and Kauai. The services rendered include: 1. Program mgmt. support. 2. PSAP Day-to-Day Operational support. 3. Geographic Information System (GIS) services. 4. Master Street Address Guide (MSAG) services. 5. Database synchronization. Benefits include: 1. Up-to-date location information on emergency calls received by the respective dispatch center. 2. Current GIS information. 3. Coordination for implementation and testing of new additions to the network with wireline, wireless, VoIP and Telemetric service providers. 4. Dealing with only one company with which to coordinate activities and issues.	<b>All PSAPs</b>
<b>Imagery Data Base</b>	\$ 1,026,702	Pictometry database software is a powerful tool for the first responder which provides detailed imagery of every square foot of a region and can navigate quickly and easily between views of a map to images associated with its specific features contained within images such as doors, manholes, fences, and fire hydrants. With this capability, first responders may be directed to the emergency in the most direct route and in the case of high rise buildings, the software will acknowledge any obstacles that may impede a rapid response.	<b>Hawaii PSAP</b>
<b>Computer Hardware and Software Maintenance</b>	\$ 993,066	Maintenance support from vendors is essential to keep hardware and software running efficiently and provide immediate troubleshooting support.	<b>ALL PSAPs</b>
	\$ 3,410,089	<b>Subtotal Maintenance</b>	

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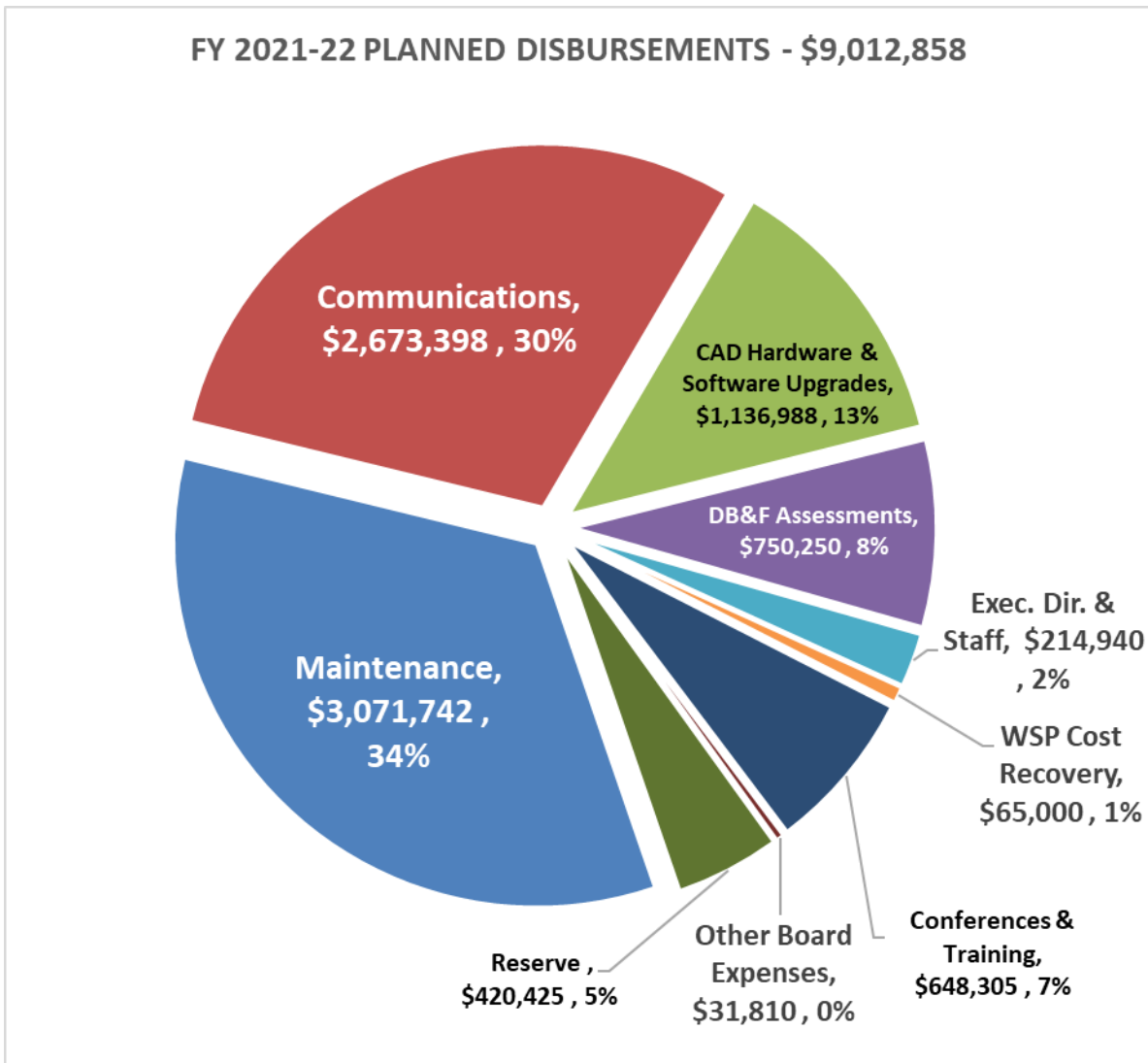
Item	Amount	Communications	Recipient
<b>Telecom Service Connections</b>	\$ 2,995,206	Hawaiian Telecom tariff, network and equipment costs necessary for PSAPs to receive Enhanced 911 calls.	ALL PSAPs
<b>SMART 911 Database Software</b>	\$ 191,697	SMART911 Database software provides first responders with the ability to access the SMART 911 Database for information on the victim that will enable the first responders to determine the appropriate life-saving measures to ensure the victims recovery.	Oahu PSAP
<b>EMS Tower Lease</b>	\$ 7,200	EMS tower lease provides network connections between EMS facility at the airport to the City's data center at the FASI Municipal Building to connect the EMS PSAP with other Oahu PSAPs in order to share data and information.	Oahu PSAP
	\$ 3,194,103	Subtotal Communications	
		<b>Conferences &amp; Training</b>	
<b>New &amp; Emerging Technology Training</b>	\$ 54,960	Conferences & Training attended by PSAPs offers an effective opportunity to stay abreast of national standardization efforts and receive training in day-to-day operational 9-1-1 issues impacting their PSAPs, specifically in regards to new and emerging technologies. In addition, it provides networking opportunities with subject matter experts and with fellow PSAPs in the US and worldwide.	ALL PSAPs
	\$ 7,908,547	Subtotal PSAP Expenses	
Item	Amount	E911 Board Administrative Expenses	Recipient
<b>Revenue Assessment</b>	\$ 573,850	Dept. of Budget & Finance Revenue Assessment : Authorized under §36-27, HRS.; 5% of total revenue.	State of Hawaii General Fund
<b>Administrative Assessment</b>	\$ 176,400	Dept. of Budget & Finance Administrative Assessment: Authorized under §36-30, HRS; 2.6085% of total E911 Fund disbursements.	State of Hawaii General Fund
	\$ 750,250	Subtotal DB&F Assessments	
<b>E911 Executive Director &amp; Staff Payroll</b>	\$ 151,485	The Executive Director and Staff positions provide essential support to the Board which includes: 1. Legislative agenda, policy and regulatory support to PSAPs. 2. Lead the statewide initiative on new and emerging 911 technologies. 3. Accounting. 4. Surcharge revenue collection services. 5. Banking relations. 6. Drafting Legislation. 7. Board & Committee Agendas and Minutes. 8. Supervision of Audits. 9. Cash Disbursements. 10. Record keeping. 11. Provide expert counsel on E911 issues. 12. Strategic Budget Planning .	State of Hawaii Payroll
<b>WSP Cost Recovery</b>	\$ 63,758	WSP Cost Recovery: Authorized under §138-5 HRS, requires that 1/3rd of the net proceeds of the WSP surcharge revenue (after Board administrative expenses) are to be set aside for potential cost recovery claims by the WSPs and VoIP service providers.	T-Mobile/Sprint
<b>Annual CPA Audit</b>	\$ 14,000	Independent CPA Audit services to perform an annual audit in accordance with generally acceptable accounting principles (GAAP).	EGAMI & ICHIKAWA, CPAs, Inc.
<b>Conference Expenses</b>	\$ 5,685	New & Emerging Technologies Conference expenses necessary to keep administrative personnel abreast of current and future issues regarding public safety and administration.	Various Conferences
<b>Office Supplies</b>	\$ 5,000	Office Supplies/Xerox Copier/Office Equipment	Various Vendors
	\$ 360	Phone Charges	T-Mobile
<b>Other</b>	\$ 9,071	Other ADMIN Expenses	Various Vendors
<b>Total Admin</b>	\$ 999,609	Subtotal Board Administrative Expenses	
	\$ 8,908,156	<b>Total Disbursements</b>	

**VI. The conditions, if any, are placed by the Board on disbursements from the Fund.**

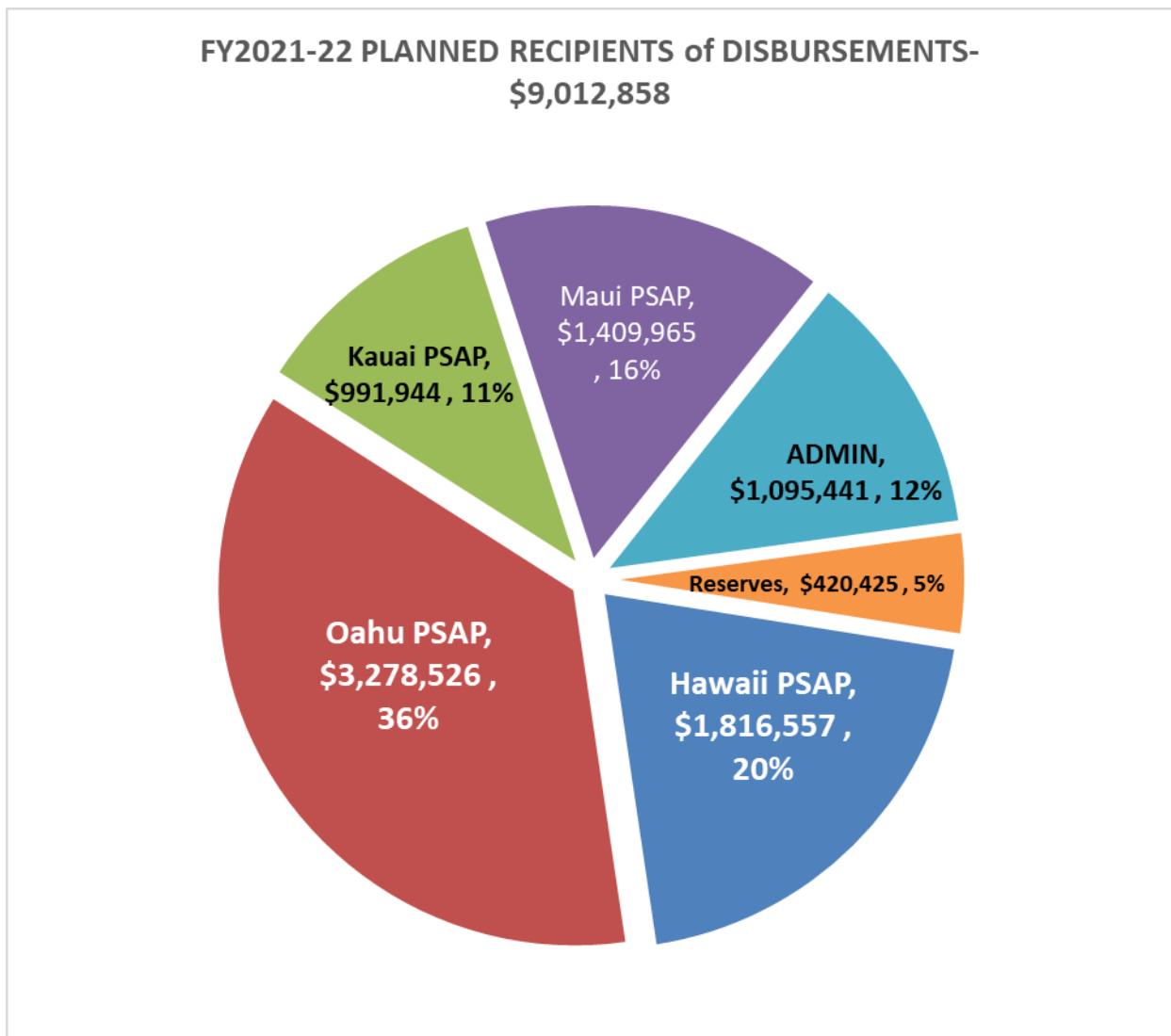
The Board has implemented policies and procedures for the PSAPs, WSPs, VoIPs, and approved vendors seeking reimbursement from the Fund. The Board requires the following for disbursements:

1. Be permitted under Hawaii law.
2. Have sufficient funds available for disbursement.
3. Be reviewed and approved by the Technical and Finance Committee(s), subject to the Board's final approval.
4. Final approval by the E9-1-1 Board in its 5-year Strategic Budget Plan.
5. Approval for payment by the Board Chair, Finance Committee Chair, and an authorized Board member. Signed approval from two of the three individuals mentioned.
6. A valid invoice or receipt of payment approved by the appropriate PSAP authorized official(s).
7. The disbursement check must be signed by two Board approved signatories.
8. All disbursements are subject to audit.

**VII. The planned expenditures from the Fund for FY2021-22.**



**VIII. The planned recipients of disbursements from the E9-1-1 Fund in FY 2021-22.**



**IX. The amount of any unexpended funds to be carried forward for FY 2021-22.**

		<b>Estimated</b>
<b>Cash Flow:</b>		<b>FY2021-22</b>
<b>Beginning Cash July 1, 2020</b>		<b>\$ 28,382,884</b>
<b>Net Cash Receipts/(Disbursements)</b>		<b>309,877</b>
<b>Ending Cash June 30, 2021</b>		<b>28,692,761</b>
<b>Total Encumbrances Outstanding</b>		<b>(11,401,728)</b>
<b>Unencumbered Cash to be Carried Forward to FY 2021-22</b>		<b>\$ 17,291,033</b>

The total amount of unexpended E9-1-1 Funds carried forward for FY2022 was \$28,692,761. However, unexpired encumbrances at the end of FY2020 amounted to \$11,401,728, which reduced the unencumbered cash amount to be carried forward to FY2022 to \$17,291.033.

**X. A cost study to guide the legislature towards necessary adjustments to the fund and the monthly surcharge.**

A majority of the E9-1-1 strategic budget plan funding is necessary to modernize the current voice-based 9-1-1 systems' aging equipment and software to meet or exceed the PSAP public safety goals and the continuing training needs of the PSAPs to keep abreast of technological changes.

The State of Hawaii is part of the national movement to transition to the Next Generation 9-1-1 (NG9-1-1) system significantly improves emergency response, saves lives, and reduces property damage. A fully operational NG9-1-1 system enables the public to send texts, photos, videos, and other data to 9-1-1 centers in the same manner as the public can communicate with each other today. The Board has engaged a consulting firm to estimate the costs to update our 911 call centers statewide to become NG9-1-1 i3 compliant. The fundamental element of the i3 architecture is an Emergency Service IP network designed as an IP-based inter-network shared by all public safety agencies involved in an emergency. Consequently, the Board has chosen to conserve cash in anticipation of this significant cash outflow due to the transition to NG9-1-1. The National Highway Traffic Safety Board Commissioned the NG9-1-1 Cost Estimate Report to Congress in October 2018 that estimated the lifecycle NG9-1-1 costs would amount to \$13.5 - \$16 billion nationwide. NG9-1-1 costs for deployment nationwide will amount to \$9.5-\$12 billion. Due to the uncertainties associated with the transition to this new emergency response system and revenue collections, the Board will recommend the current surcharge fee rate remain at the current level for the fiscal year.

**XI. A status report of jurisdictional capabilities for enhanced 9-1-1 services, including public safety answering points and communications service providers.**

All requirements of FCC Order 94-102 have been met by the Public Safety Answering Point (PSAPs), Wireless Service Providers (WSPs), and the Incumbent Local Exchange Carrier (ILEC). The State of Hawaii is currently Phase II capable throughout the State, and each PSAP can use the data elements being transmitted by the WSPs and delivered by the ILEC. All WSPs (AT&T, T-Mobile/Sprint, and Verizon) provide Phase II services in all counties and jurisdictions and are limited by coverage, RF interference, and terrain anomalies. The WSPs continue to expand their existing networks by adding additional sites in each jurisdiction steadily.

Advancements in technology in the wireless industry have also placed demands on the PSAPs by WSPs deploying new and improved networks that support broadband capabilities such as the wireless 3G, 4G, and 5G Wireless technology networks deployed by most of the WSPs. These advancements are rapidly coming to the market, and it has been difficult for the PSAPs to forecast their needs and related costs in this environment.

The State of Hawaii Wireless 9-1-1 service has graduated from a wireless Phase I maintenance phase to Wireless Phase II expansion and New Wireless Technology implementation phase. This wireless expansion phase has opened the door for the PSAPs to start receiving New and Emerging Technology 9-1-1 services such as Voice over Internet Protocol (VoIP) and Telemetric emergency services. Also, these new technologies have been added or in the development stages:

1. Location Accuracy (horizontal & vertical) – improved location accuracy will benefit both low and high-rise condos/hotels in Waikiki and Kakaako neighborhoods. In addition, telecommunications service providers must meet the timeline for development and completion, as established by the FCC.
2. Text-to-911 allows the 911 caller to contact the 911 call center to avoid an active shooter's detection or domestic abuse situations. Hawaii was one of the first in the nation to deploy Text-to-911 statewide.
3. Real-Time Texting allows vast improvement in the deaf and hard-of-hearing communications capability compared to the TTY legacy system.
4. Smart911 – establishes a database of information on the caller's medical condition, residence, or other information that would be useful by first responders to facilitate the caller's rescue.
5. Kari's Law Enforcement – mandates multi-line telephone service (MLTS) to eliminate dialing an outside phone line before dialing 911.
6. Third-party location apps. Companies such as Uber and Apple have partnered with RapidSOS to provide Apps to improve location accuracy in 911 callers' smartphones.
7. Location-Based routing - uses caller location, not cell tower location, as the basis for initial 911 call routing. This technology can significantly reduce the number of wireless 911 calls transferred from one PSAP to another and enable geospatial routing in the NG911 environment.

Most of these new 9-1-1 services have been deployed, while others are in the later stages of development. The PSAPs have responded expeditiously to keep pace with the demands of the New Technologies. As such, the primary activities being undertaken by the PSAPs have been concentrated on bringing all their 9-1-1 databases into i3 compliance



as part of the New Next Generation 9-1-1 service implementation. The PSAPs must perform these database synchronizations and GIS improvements to improve location accuracy and dispatch 9-1-1 resources efficiently and effectively.

The Wireless E9-1-1 Board is now the Enhanced 9-1-1 Board with the passage of HB 1000, and the Governor signed Act 168 (11) into law on June 27, 2011. This statute established a single entity to administer enhanced 9-1-1 services for the State along with expanding board membership. The broadening of scope for the Enhanced 9-1-1 Board's responsibilities allows the leadership to improve and modernize the current 9-1-1 system, improve emergency response, save lives, and reduce property damage. In addition, the E9-1-1 Board has undertaken the responsibilities associated with the investigation and recommendations of preparing the State of Hawaii Strategic Plan for the migration of the State of Hawaii's E9-1-1 resources into New and Emerging Technology 9-1-1 services referred to as NG 9-1-1.

## **XII. FY2020-21 Independent Audit Report Summary.**

Chapter 138, HRS requires the Board to perform an audit every two years to determine whether the Special Fund is being managed under this chapter. Accordingly, the Board has elected to conduct an audit every year to provide additional assurance to the Board and the Legislature of the integrity of its oversight over the fund. All independent audits have resulted in "clean" or unqualified opinions.

The subsequent independent audit report will cover July 1, 2020, through June 30, 2021, and is scheduled for completion on March 11, 2022.

Current and past audit reports are posted on the E911 website (<http://ags.hawaii.gov/hawaii-enhanced-9-1-1-board/>).

### **Glossary of Terms**

ALI – Automatic Location Identification  
CAD- Computer Assisted Dispatch  
CDMA-Code Division Multiple Access  
GIS-Geographic Information Systems  
GSM-Global System for Mobile  
iDEN-Integrated Digital Enhanced Network  
LEC-Local Exchange Carrier  
NG9-1-1-Next Generation 9-1-1

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PSAP-Public Safety Answering Point

VoIP-Voice over Internet Protocol

WBB-Wireless Broadband

WSP-Wireless Connection Service Provider

VoIP – Voice over Internet Protocol Connection Service Provider

**Reviewed and approved by:**

\_\_\_\_\_  
**Kiman Wong, E911 Board Finance Committee Chair**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**E. Kalani Ke, E911 Board Chairman**

\_\_\_\_\_  
**Date**