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|  | **STATE OF HAWAII**  **Communications, Technical, and Finance Meeting (Combined Meeting)**  **Friday, August 12, 2022**  **9:00 am – 12:00 pm** |  |

**MEETING MINUTES**

**Communications Committee Members Present:** Davlynn Racadio (MPD) Chair, Thalia Burns (HPD)

**Communications Committee Not Present:** Lavina Taovao (KPD)

**Technical Committee Members Present:** Shawn Kuratani (HFD) Chair, Thalia Burns (HPD), Tony Ramirez (Akimeka), Tony Velasco (DIT)

**Technical Committee Not Present:** Kenison Tejada (FirstNet) David Miyasaki (KPD)

**Finance Committee Members Present:** Lisa Hiraoka (Consumer Advocate Designee) Chair, Edward Fujioka (EMS), Todd Omura (CIO Designee), Kenneth Bugado (HIPD), Aaron Farias (HIPD)

**Staff:** Courtney Tagupa (E911), Royce Murakami (E911), Stella Kam (AG)

**Guests:** Cindy Alderete (Winbourne), Nani Blake (T-Mobile), Kenneth Bugado (HIPD), Stephen Courtney (C&C of Honolulu), Diana Chung (EMS), Robert Fujitake (HIPD), Liz Gregg (ATT), Geoffrey Shon (EMS), Vern Hara (HIFD), John Holland (ATT), Everett Kaneshige (DOD), E. Kalani Ke (KPD), Kurt Lager (OSL), Patrick Leddy (LCC), Ah Lan Leong (HPD), Rebecca Liberman (Charter), Lorrin Okumura (EMS), Stacy Perreira (KPD), Andrew Reece (Winbourne), Jeff Reeve (ATT), Corey Shaffer (Verizon), Ruth Zipfel (Eagle View), Keola Tom (MPD), Todd Kazuo (HIFD).

1. Call to Order, Public Notice

**The meeting was called to order by the Chair. Public notice was given.**

1. Public Testimony Will Be Taken on All Agenda Items as Those Items Occur During the Meeting
2. Roll Call, Quorum

**A roll call was taken, and a quorum was present for all three committees.**

1. Review and Approval of July’s Meeting Minutes

**Everett Kaneshige stated a revision to the July Meeting Minutes. Under the Advisory Committee he requests to emit first sentence in relation to the bargaining unit. Tony Ramirez motioned to approve the July 2022 Meeting Minutes. Corey Shaffer seconded the motion. A voice vote was taken, and the motion was approved unanimously.**

1. Committee Updates by Committee Chairs
   1. Communications Committee – Davlynn Racadio
      1. Failure that occurred on July 18, 2022

**Davlynn Racadio from MPD stated that the failure of the 911 system for Maui occurred at 12:20PM and was affected till 3:00PM. During the failure 27 calls were rerouted to Molokai. Some of those calls were test calls to try and investigate what was causing the problem however, several of those calls were emergency calls. The operator on Molokai was trying to handle her island as well as the calls that were being rerouted and was not able to reroute the call back to Maui because the call would bounce back directly to them. Hawaiian Telcom is actively pursuing the cause of the failure and to resolve the issue. Davlynn Racadio stated that she wishes to hear how other PSAPs were affected by the failure.**

* + - 1. Hawaiian Telcom’s input and the effects on the PSAPs

**Ah Lan Leong from HPD stated that they initially noticed that the map was not launching for their staff and then received the notification that calls weren’t coming in. In the process of activating their Black Phones there were also receiving overflow calls from Pearl Harbor and the Intrado side. She stated that the overflow was being pushed to the mainland and then rerouted to them on Intrado which caused confusion with their staff because they were receiving three different calls and was unsure on which one to answer. Ah Lan Leong stated that her biggest concern was getting bombarded with all the overflow calls while managing the Intrado calls. Lastly, she stated that Hawaiian Telcom was trying to switch over to the Black Phones so that they could operate however, there was too much confusion during that time. Davlynn Racadio asked Ah Lan Leong if Hawaiian Telcom provided a list of abandoned calls. Ah Lan Leong responded that they received a list from Hawaiian Telcom and had her staff attempt to recontact them however, majority of the calls they were met with a voicemail.**

**Robert Fujitake from HIPD stated that the failure occurred around 11:06AM when one of their supervisors received a call from Intrado stating that they were working on an issue with the 911 System. At 11:45AM they started to receive complaints from the public that they were not able to get through to 911. Robert Fujitake also stated that they had the same experience as HPD with the doubling up of calls causing confusion between staff. He stated that he is unsure on the exact time frame that this occurred but was able to get a list from Hawaiian Telcom of the abandon calls and was able to recontact them. However, he is unsure on the full extent of the failure that occurred.**

**Stacy Perreira from KPD stated that she is unsure when the failure occurred because they were already affected when she came into work at 7:45AM. Initially they were just receiving a busy signal on their 911 lines and eventually their nonemergency line was affected. Like HPD and everyone else the process to switch over to the Black Phones proved to be difficult. The issue was resolved as they were still trying to switch over to their Black Phones. Regarding receiving a list from Hawaiian Telcom on abandon calls they did not receive a list.**

**Davlynn Racadio wanted to also inform the Board that MPD only had three abandoned calls one was a drop and two were service calls and that they were able to recontact and apologize to the caller. She added that an analysis of the failure was sent out later stating that the error was found in the SIP Trunks which is the connection between the A911 selective router and the PSAP that needed to be restored. Thalia Burns, that after hearing from all the agencies that there was an issue getting to the backup phones, she inquired if the issue was a training issue or technical issue. Davlynn Racadio stated that she does not think that it was a training issue because each PSAP experienced it when they tried to push the 911 calls to the backup phones. Furthermore, she stated that she believes all PSAPs check the backup phone system and believe it was some type of connection issue regarding the entire state trying to go on to the backup lines. Thalia Burns stated that she will reach out to Francis Alueta for an answer since no one is present in today’s meeting from Hawaiian Telcom if it was an issue with switching from primary to backup lines.**

* 1. Technical Committee – Shawn Kuratani
     1. Update on Central Square reimbursement and request payment be processed through the City’s E911 Account

**Shawn Kuratani stated that the check has been received from Central Square that is paid out to the City and County of Honolulu. Budget and Fiscal (BFS) requested that this money gets paid back to the State E911 through the City and County’s E911 Account. However, this account is not established for Fiscal Year 2023 until the Fiscal 2023 Budget is approved and would require six weeks after that for changes to be made. Shawn Kuratani is requesting to the Board that the City & County of Honolulu produces the check to the E911 Board from that account after the Strategic Budget Plan has been approved. He added that he has created memos approving BFS to cut that check to the E911 Board and as soon as the Strategic Budge Plan and that process has been approved. Thalia Burns asked Stella Kam if Board approval is needed for Shawn Kuratani’s request since this is just a follow up of information. Stella Kam stated that this is just a delay of time and that a Board vote is not necessary because it was discussed and decided that the check is not going to be cut until the budget is approved and the account is set-up.**

**Shawn Kuratani stated that in approximately six weeks after the Strategic Budget Plan is approved and a memo is sent out from the Executive Director on all approved items to the PSAPs the Board will receive the check from the City & County of Honolulu and the case will be closed.**

* + 1. Discussion on Transition to NG 911 to include Next Steps and RFP

**Thalia Burns stated that she would like a discussion on the RFP that was submitted in the meeting handouts and wanted clarification on who submitted the RFP. She believes that the RFP made the Board responsible and does not believe that it is the Board’s responsibility to procure and to be responsible for what the agencies do. Furthermore, she stated that the Board’s authority is limited to a funding mechanism and that the Board does not have the authority over any of the agencies. She is requesting that Technical Committee Chair Shawn Kuratani establish a working group to craft an RFP or review the current RFP that was submitted.**

**Andrew Reece responded that the Executive Director asked for an RFP to be submitted as part of Winbourne’s warp up activities. The RFP that was submitted is a baseline to allow either the board or a committee to start the process of developing the RFP. The RFP submitted was intended to be a very generic and high-level document that could be used to frame the overall discussion.**

**Shawn Kuratani responded if the Advisory Committee should take on this task or should a new committee be formed. Thalia Burns stated that the Advisory Committee has enough tasks that they are working and her opinion on the matter is that this should be handled by the Technical Committee and asks for others input if this should be moved to the Advisory Committee. Corey Shaffer responded saying that he believes that this will be a difficult task compared to what the committee has gone through over the past several years and wants to make a point that members of this new committee are prepared and committed to put the work in on this project. He recommends that a dedicated committee be formed unless everyone in the Advisory and Technical Committee is ready to take on this task. Shawn Kuratani responded by recommending that all members that are interested in becoming a part of the dedicated committee to reach out to him and if there is not enough participation, he will reach out to some of the advisory committee member to participate both ways. Thalia Burns clarified that a committee be formed under the Technical Committee as a subcommittee.**

**Everett Kaneshige responded and addressed a question to Stella Kam stating if this is set up within the Technical Committee or a Sub Committee if we are subject to not having more than two board members because of the Sunshine Laws. Stella responded that she believes that a Permitted Interaction Group (PIG) be established because of the need to have more than two board members because of their knowledge and interest on the subject. She also stated to the Board to her understanding that two RFPs would need to be constructed. One is for the procurement of a consultant to help draft an RFP and to guide whoever through the solicitation process and thought contract management and the other RFP is going to be for the actual vendor who is going to help the PSAP set it up. Corey Shaffer responded asking Stella Kam if the Board would be able to use Winbourne and continue to work with them to develop an RFP. Stella Kam responded that the development of the RFP is not in Winbourne’s contact and only a sample was provided to the Executive Director. Everett Kaneshige added that he agrees with Thalia Burns comment on the Board not having the authority to enter an RFP on behalf of the PSAPs and believes that the dedicated committee could address the RFP to procure the consultant. Furthermore, that all PSAPs need to come to an agreement and that the role of the Board in this procurement process should be a part of the discussion. However, that discussion should occur in the first phase in conjunction with the consultant and needs to take place before there is any procurement to prepare an RFP. In response to Everett Kaneshige’s explanation, Corey Shaffer stated that he agrees with Everett’s statement and wanted to emphasize that there is no ambiguity between the PSAPs and that the biggest question are the legal aspects of the RFP because the board can’t sign on behalf of the PSAPs due to them being all individual entities. Stella Kam responded, stating that a cooperative purchase would be necessary. A PSAP selected to go through the process should obtain details from the State Procurement Office to advise them on how to implement a cooperative purchase. Furthermore, the PSAPs should reach out to the State Procurement Office and ask when it would be appropriate for them to assist and if they have the resources to do so. All these questions would need to be answered by the dedicated committee before coming to any firm conclusions. In closing of this discussion Stella Kam stated that Shawn Kuratani will be reaching out to the PSAPs and other board members to form the dedicated committee and if more than two board members will be participating a PIG will be formed to avoid any violations of the Sunshine Laws.**

* 1. Educational Investigative Committee – TBD

**Executive Director stated that there is nothing to report at this time for the Educational Investigative Committee.**

* 1. Advisory Committee – Everett Kaneshige
     1. 911 Telecommunicator Reclassification Update

**Everett Kaneshige stated that a draft is being put together with the assistance of the PSAPs to submit to Representative Nakamura for her input and possible assistance in setting up a preliminary meeting with HGEA.**

* + 1. 911 Information PowerPoint

**Everett Kaneshige stated that a draft was created for informational awareness and circulated to the committee members with the assistance of Tony Ramirez. Once a second and third draft is created it will be presented to the Board so that it can receive broader comments and input.**

* + 1. RADO Class Update

**Everett Kaneshige stated that for the RADO Class each county was represented including the State, FEMA, National Guard, and Amateur Radio from Maui. He also shared a photo in the meeting and stated that the class was a success.**

* + 1. ITSL Class: November 1-4, 2022

**Everett Kaneshige stated that the ITSL Class was created for information technology squad leaders or section leaders. He advised everyone that this will be a four-day class that requires ICS 300 to be completed.**

* + 1. FCC CSRIC VIII Public Safety Benefits Workgroup Update

**Everett Kaneshige stated that he attended the meeting recently and will be putting together the information for an update at the next Board meeting.**

* 1. Finance Committee – Lisa Hiraoka
     1. Review of Monthly Y-T-D Cash Flow

**Executive Director is speaking on behalf of Lisa Hiraoka who is not currently present for the meeting. Executive Director stated that the expenses in the first month of the Fiscal Year are usually low due to many of those expenses are to satisfy encumbrances that had been set-up prior to the end of the Fiscal Year.**

**Expenses July 2022: $8,506**

**Enhanced 911 Surcharge Collection: $936,518**

**Interest Income: $37,471**

**Proposed Annual Budget Interest Income: $400,000**

**Net Encumbrances Adds/(Paydown): ($751,469)**

**Net Cash Inflow/(Outflow): $214,014**

**Net Bank Balance $32,732,690**

**Outstanding Encumbrances/Accruals: ($11,992,909)**

**Unencumbered Cash Balance: $20,739,781**

* + 1. Review and Approval of Winbourne’ s Deliverable 7 for $45,728

**Executive Director stated that the total contract value of Winbourne is $228,640 and the $45,728 is the last requirement for the contact. He asked the board and committee members if anyone had a concern that Winbourne had not fulfilled their contractual obligations. Edward Fujioka responded by asking the Executive Director if there was a summary at the end of the consultation or timeline. Cindy Alderete stated that she recalls going through the various deliverables and presenting recaps at the end to show a timeline of the deliverables. She stated that she will confirm with Andrew Reece on this matter. Stella Kam responded, stating that a summary and timeline requirement must be confirmed before the Board can vote on approving payment to Winbourne. Executive Director responded and stated that he will pursue that request and get back to the Board.**

1. PSAP Status Updates on Recruitment and other Personnel Issues
   1. Kauai KPD – Stacy Perreira

**Stacy Perreira stated that two of her staff attended the RADO Class and had an excellent experience attending the class. Regarding the APCO Conference she stated that two of her staff attended for the first time and had an excellent experience attending the conference. She added that all 18 dispatchers completed the APCO PST1 Certification Process and all reported great feedback. In terms of recruitment, she reported that there is one opening left in the dispatch center with open recruitment for the position currently.**

* 1. Oahu PD – Aaron Farias

**Aaron Farias stated that four staff attended the APCO Conference and is awaiting their reports. He is also requiring them to create a presentation to share with their personnel their experiences and knowledge gained at the conference that they can implement to improve their services to the public at their PSAP. In terms of staffing currently running at twenty nine percent vacancy on their civilian side. A recruitment committee as been formed that is part of their training group of PCO’s that are attending with their human resources division job fairs.**

* 1. Oahu HFD – Shawn Kuratani

**Shawn Kuratani stated that they are filling one supervisor (Captain) position and starting 8/22/22 will go through training. Total of five personnel attended the RADO Class and all commented that they had an excellent experience attending the class. Regarding the APCO Conference one staff member attended and will have an after-action review of what they experienced.**

* 1. Oahu EMS – Lorrin Okumura, Diana Chun, Frannie Chung

**Lorrin Okumura stated two staff members attended the APCO Conference and that he is expecting a report from them that will be presented in next month’s meeting. On August 21st three positions will be posted for a dispatcher, dispatch supervisor, and District Chief of Communications the position formerly occupied by Edward Fujioka. In terms of training, they are allowing new hires to shadow dispatchers for them to listen in for one shift to see what the communication center does in hopes that they will understand and respect what the dispatchers do.**

* 1. Maui MPD – Davlynn Racadio

**Davlynn Racadio stated that she believes that attending APCO was beneficial not only for Maui County but for the state because many of the activities at the conference were done as a team. While at APCO she stated that she was able to reach out to the vendors that support their center and resolve a lot of the issues that Maui County has been experiencing. In terms of training, she stated that they are still actively recruiting.**

**Regarding the NG911 Transition, Davlynn Racadio asked that the PSAPs be more cognizant of reimbursements requested from the Board to ensure that funds are saved for future NG expenses.**

* 1. Molokai MPD – Davlynn Racadio

**Please see above for update on Molokai MPD.**

* 1. Hawaii PD – Robert Fujitake

**Robert Fujitake stated that two staff attended the APCO Conference and is awaiting their report. In terms of staffing there are sixteen total vacancies that are all in open recruitment. About a couple weeks ago six individuals were hired and began training under a new training process. During this process they will use two trainers to allow them to get trainees out of the training room and expose them sooner to their actual work. In the past many trainees would leave due to the sudden change in environment however, this process allows them to increase the retention of trainees. In closing, recruitment has been successful as they have been getting a lot more applicants coming forward.**

* 1. Hawaii FD – Vern Hara

**Vern Hara is not present currently to share update for HIFD.**

1. Items for Discussion, Consideration, and Action
   1. 911 Timeline Update
   2. Others
      1. **988 Suicide Crisis Line**

**Thalia Burns stated that the deployment of the 988 number for the Suicide Crisis Line could have an impact on E911 Funds because of what was conveyed during the APCO conference that other states were using E911 Funds to pay for the deployment of the line. She is stating this to make all board and committee members aware that the FCC is looking into making sure that the interpretation of their rules is conveyed correctly because some states have already interpreted that they could use E911 Funds to fund the 988 number. Davlynn Racadio stated she believes that the cost should not come out of the E911 Fund because it is a federal program and should receive federal backing.**

**Additionally, a problem brought to Davlynn Racadio’s attention about the 988 number is that if a Las Vegas area code caller is calling from Hawaii the call will go to Las Vegas instead of here. Thalia Burns added that currently there is no capability to send that call back to Hawaii and that is a huge issue especially because of the amount of out of state people that arrive here. Davlynn Racadio responded that the FCC mentioned that they are looking at sending the call to a 10-digit number, however, Davlynn stated that she did not agree with the method and suggested that the do a hot button for all the agencies to use to send the call back.**

**Davlynn Racadio stated that the state needs to recognize the situation because the Department of Health statewide is reaching out to each of the PSAPs to have a meeting with them to determine how they can successfully run this program without any guidance. Furthermore, she stated that this project was pushed though without proper planning on how each PSAP will handle this program. Davlynn requested that all the PSAPs have a conference call with the Department of Health at the same time to ensure that everyone is on the same page and has a full understanding of the situation and come to a solution on any problems.**

**Aaron Farias, Stacy Perreira, and Kenneth Bugado all agreed to Davlynn’s request to have a conference call with the Department of Health. The call should include Hawaiian Telcom for their suggestions and recommendations on how to handle this problem.**

* + 1. **E911 Funds**

**Thalia Burns stated that she discovered through her classes at the APCO Conference that some states were using E911 Funds to purchase radio and ancillary equipment. Regarding the Board, she stated that when the guidelines and criteria are released that it is made clear to all agencies what the board will and will not fund moving forward.**

1. Announcements
   1. Future Virtual Meeting Dates/Times (9:00AM-12:00PM)
      1. Thursday, September 8, 2022 (Combined Meeting)
      2. Thursday, October 13, 2022 (Combined Meeting)
      3. Thursday, November 10, 2022 (Combined Meeting)
      4. Thursday, December 8, 2022 (Combined Meeting)
   2. Future Conference Dates (3 Months of Advanced Approval Required)
      1. 911 GTW Conference, February 26-March 1, 2023, Arlington, VA
   3. Others
2. Open Forum: Public comment on issues not on the Committee Meeting Agenda

**There was no public comment on issues on the agenda.**

1. Adjournment

**Tony Ramirez motioned to adjourn the meeting. Kenneth Bugado seconded the motion. A voice vote was taken, and the adjournment was unanimously approved. The meeting was adjourned.**