

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) 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 Board's objective is to administer the monthly 9-1-1 surcharge collection to ensure adequate funding to deploy and sustain enhanced 9-1-1 service and develop and fund new and emerging enhanced 9-1-1 technology. The Enhanced 9-1-1 Fund (the Fund) disbursements pay 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 according 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 Board's goals and objectives.

A. Past Year Accomplishments (FY 2021)

1. The Board collected revenues totaling \$11,022,672.90
 - a. \$9,908,929 Wireless Revenue
 - b. \$1,224,628 VoIP Revenue
 - c. \$65,459 Interest Revenue
2. The Board incurred expenditures and encumbrances totaling \$8,911,408.94
 - a. \$7,751,753 PSAP reimbursements.
 - b. \$734,798 Department of Budget and Finance special fund assessments.

- c. \$156,281 Payroll.
- d. \$28,308 Wireless Service Provider (WSP) cost recovery.
- g. \$44,358 Other Board administrative expenses.

3. The Board developed and implemented an FY 2023-27 Strategic Budget Plan for the Enhanced 9-1-1 Fund.
4. The Board completed the annual Independent CPA audit of the Enhanced 911 Fund for FY 2021 and is currently in the audit process for FY 2022.
5. The Board completed the selection of the NG911 Consultant to develop the NG9-1-1 State Plan. The consultants will analyze the estimated costs for i3 compatible Core Services, GSI, and ESInet technologies to transition to NG911.
6. The position of Administrative Services Assistant was reestablished at the conclusion of the state's financial crisis.

B. Year 1 (2023)

1. The Board will continue to monitor and modify, as needed, the 5-year Strategic Budget Plan through FY2027.
2. The Board will continue to assist PSAPs in planning and facilitating current and future emerging technologies advancements to improve the public's 9- 1-1 service.
3. The Board will develop and plan to make recommendations to the legislature on amendments to Chapter 138, HRS, to ensure statewide coordination for 9-1-1 services and further improve the IP network implementation advancements for the Next Generation of 9-1-1.
4. 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 the lives of victims of an active shooter and domestic violence. It will also provide better 911 emergency access to the hearing impaired.
5. The Board will move forward with the Next Generation 911 (NG911) State Plan by the end of FY 2023.
6. The Board will plan and prepare for the successful completion of the annual CPA audit successfully.
7. The Board will initiate the training program to establish certification training programs for its county PSAPs statewide.

8. COVID-19 has resulted in the loss of one staff member, and the possibility of the downsizing of the State systemwide will result in several challenges for the E911 Board.

C. Two Years (2024-2025)

1. The Board will continue to provide PSAP and WSP reimbursements from the 9-1-1 Fund to provide technical functionality for statewide NG911 9-1-1 services.
2. The Board will evaluate the long-term financial needs and recommend necessary adjustments to the Fund and the monthly surcharge fee to the legislature.
3. The Board will assist the PSAPs in planning and facilitating current and future technological advances to modernize and improve 9-1-1 services for the State of Hawaii.
4. The Board will monitor and modify, as needed, the current and future 5-year Strategic Budget Plan.
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 implementing the Next Generation 9-1-1 technologies that will enable the public to send texts, photos, and videos data in the interest of public safety.
6. The Board will establish policies and procedures for collecting 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 NG9-1-1 State Plan and begin the process of procuring the hardware and software as recommended in the approved NG911 State Plan.
9. The Board will utilize the services of APCO training for its Certified Training program for the county PSAPs statewide and continue the Certification training classes for new and existing call takers and dispatchers.

D. Five Years (2023 to 2027)

1. The Board will continue to provide PSAP and WSP reimbursements from the 9-1-1 Fund to provide technical functionality for statewide NG 9-1-1 services.

2. The Board will reintroduce 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 post-paid 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 prepaid surcharge fees consistent with the 5-year Strategic Budget Plan from FYs 2023 through 2027.
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 2023 through 2027.
5. The Board will assist PSAPs in planning and facilitating 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 a modification to Chapter 138 to ensure statewide coordination for 9-1-1 services and move the State towards implementing the Next Generation 9-1-1 technologies that will enable the public to send text photos and videos, and other data in the interest of public safety .
7. The Board will establish policies and procedures for collecting prepaid wireless mobile phone surcharge fees should the legislature pass related legislation.
8. The Board will plan and prepare for the successful completion of the annual CPA audits.
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 NG9-1-1 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 the fiscal year.
- C. Percent of E911 Funds Disbursed for New Technology for PSAPs.

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

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