

STATE OF HAWAII

**Communications, Technical, and Finance Meeting
(Combined Meeting)**

**Friday, October 21, 2022
9:00 am – 12:00 pm**

MEETING MINUTES

Communications Committee Members Present: No Members Present

Communications Committee Members Not Present: Davlynn Racadio (MPD) Chair, Thalia Burns (HPD), Lavina Taovao (KPD)

Technical Committee Members Present: Tony Ramirez (Akimeka), Tony Velasco (DIT)

Technical Committee Members Not Present: Shawn Kuratani (HFD), Thalia Burns (HPD), David Miyasaki (KPD), Kenison Tejada (First Net)

Finance Committee Members Present: Edward Fujioka (EMS), Todd Omura (CIO Designee), Aaron Farias (HIPD)

Finance Committee Members Not Present: Kenneth Bugado (HIPD), Lisa Hiraoka (Consumer Advocate Designee) Chair

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

Guests: Francis Alueta (HT), Nani Blake (T-Mobile), Stacy Domingo (EMS), Robert Fujitake (HIPD), Vern Hara (HIFD), Julie Heimkes (Winbourne), Wayne Hirasaka (Alakaina), John Holland (ATT), Kurt Lager (OSL), Everett Kaneshige (DOD), Patrick Leddy (LCC), Rebecca Lieberman (Charter), Lorrin Okumura (EMS), Gregg Okamoto (MPD), Corey Shaffer

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(Verizon), Stacy Perreira (KPD), Keola Tom (MPD), Kevin Kaji (FHB), Janelle Ares (FHB), John Flanigan (BOH), John Hulihee (CPB), Diana Culverhouse (Central Square)

I.Call to Order, Public Notice

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

II.Public Testimony Will Be Taken on All Agenda Items as Those Items Occur During the Meeting

III.Roll Call, Quorum

A roll call was taken, quorum was not met for the Communications, Technical, and Finance Committee. Quorum is only present for the Advisory Committee.

IV.Review and Approval of September's Meeting Minutes

September's Meeting Minutes was not approved due to the Communications, Technical, and Finance Committees not having quorum. Approval of September's Meeting Minutes will be moved to next Joint Committee Meeting on November 10, 2022.

V.Proposal for Banking Services from Central Pacific Bank (John Hulihe'e)

a. Presentation on Proposal for Banking Services Offered (10-15 Minute Presentation)

John Hulihe'e stated that he will be presenting a relationship banking proposal from Central Pacific Bank for banking services for the State of Hawaii Wireless Enhanced 911 Fund. He believes that Central Pacific Bank can improve and digitize transactions to provide greater efficiency processing payments both for incoming and outgoing payments. Furthermore, stated that the relationship management team would consist of himself (Primary Relationship Officer), Tina Nakahara (Cash Management Vice President and Manager), and Joseph Jose (Business Client Service Center Assistant Vice President and Manager).

Deposit Management

Deposit Management. Central Pacific Bank is focused on institutional and commercial deposit clients. Managing deposit-based clients takes a unique understanding of liquidity, structure and best opportunities to improve a business's earnings and funds availability needs.

Deposit processing is a critical and timely function that is handled using an advanced operational team. Years of experience and a track record of being accurate is a confidence you can experience with us.

Your Primary Relationship Officer will coordinate the Deposit Management team in providing you with a unique relationship contact to better understand market changes and trends. You will also experience the difference of continued consultation and best practice in the focus of improving your Cash Management services and its benefit to your organization.

Our focus is helping your business to grow through increases in earnings or best utilization of your deposit assets to improve your finance function.

Depository Services. Deposits received at vault locations by the cut-off times indicated below will have same day credit to your Central Pacific Bank checking or savings account.

Monday through Thursday	2:00 pm HST
Friday (or Thursday if Friday is a holiday)	4:00 pm HST
¹ ATM Deposit (Monday through Friday)	8:00 pm HST
¹ Remote Deposit Central (same day credit)	5:00 pm HST

¹ ATM and Remote Deposit Central deposits are digitally captured and submitted by cut-off time

Account Analysis Settlement. Net settlement for services rendered through Account Analysis may be settled monthly and or quarterly.

Central Pacific Bank

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John Hulihe'e stated that the above shows Central Pacific Bank's Deposit Management. The above slide specifically shows cut off times for settlement and crediting of transactions.

Cash Management Services

Introduction. Effective Cash Management is the administration of your cash flow operating cycle, security and profitability of the cash flow timeline.

The primary objectives of Cash Management are:

Increase the collection of receivables
Control disbursements
Maintain control of cash flows with access to data
Account and information security

Current Trends in Treasury Management

Primary Initiatives – Shifting focus from Risk & Regulatory issues to managing expenses, increasing earnings and improving working capital management.

Performance Reviews – Periodic reviews promote new opportunities to improve operating efficiencies and controls over essential treasury functions

Cash Management Products & Services

Receivables Mgmt

ACH Services
Lockbox Services
Merchant Services
Remote Deposit Central

Payables Mgmt

ACH Services
Wire Transfers

Account Services

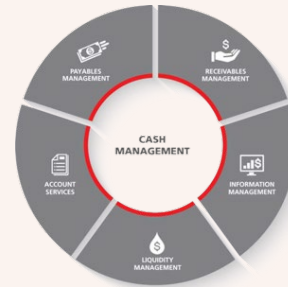
Zero Balance Accts
ACH & Check
Positive Pay Service

Liquidity Mgmt

Account Analysis
Trust Sweep Investment

Information Mgmt

iBusiness Central
EDI Reporting



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John Hulihe'e stated the above shows Central Pacific Bank's philosophy for cash management and how the effectiveness of your cash flow cycle. Furthermore, the managing and processing of payments while controlling any risk or fraudulent activities.

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On the bottom of the slide shows the different types of products that meet these different areas listed within their cash management products and services.

Cash Management Services

Information and Control Services. The best management of your treasury operations involves having easy access to the information and transaction capability for your accounts. The online, mobile and data reporting solutions include:

iBusiness Central. Business portal to your account balances and transactions.

- Summary and detail information
- Intra-Day Updates Real Time
- Account to Account Transfers
- Check Imaging –Paid Check & Deposit Images
- 18 Months of history
- Export Data to .CSV file format
- Stop Payment Origination
- ACH Debit & Credit Origination
- Wire Transfer Origination
- Positive Pay Exception Disposition
- Remote Deposit Central
- Single Sign-On Platform
- Soft-Token Dual Authentication Security
- ACH Positive Pay
- Mobile Application

ACH Debit Positive Pay Service. The best tool in preventing ACH debit fraud electronically. ACH debits are authorized for payment and added as a filter for future auto posting. Any exceptions or discrepancies identified will generate an email alert notification to all iBC authorized users and will require that a pay or no pay decision be made by the cut-off time 9:00 a.m HST. The bank will follow your default instructions should an item not be decided.

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John Hulihe'e stated that the above shows specific products that were discussed between him and the Executive Director regarding the operation of the Enhanced 911 Fund. A key product that would be used highly and for various situations is iBusiness Central. iBusiness Central is an online balance reporting platform that would be used to retrieve information, understand balance information, and view transaction history. This platform can store up to 18 months of history and is equipped with imaging capabilities that allows you to look at every type of deposit or check that is issued off the account. Furthermore, not only is this platform just an information portal but it is a transactional portal that allows you to issue stop payments, originate ACH, and initiate wire transfers. In relation to the bank's online business banking platform, it was proposed in unison that the iBusiness Central would be the primary method for accessing account data and the business banking could be another option or tool for being able to download QuickBooks reporting. This would then be utilized to do account reconciliation and automate some of that process creating a much more efficient and quicker means of reconciling the accounts on either a daily basis or on the frequency that the team there would do.

John Hulihe'e stated that they are proposing an ACH Debit Positive Pay Service which would be used in conjunction with iBusiness Central as a risk management and fraud tool. He noted that this is a different type of ACH control or risk management product in

that it doesn't just provide oversight of all incoming ACH debits to your account but allows you to manage that by doing a disposition of it very similarly to check positive pay so you can pay and return incoming ACH debits prior to it posting to the account. Also allowing yourself to set up any transaction as a filter for future auto posting. Furthermore, stated that this product would give us the control over revoking that transaction in the future if that transaction no longer was valid or authorized. He added that he believes that this ACH Debit Positive Pay is an improved product of being able to manage any of the incoming ACH debits that are posting to the account and to ensure that they are legitimate to prevent potential losses from fraudulent or unauthorized ACH debits.

Cash Management Services

Accounts Receivable Management Services . Designed to increase the speed of collecting and processing payments from customers . Using these services accelerates the availability of your funds while improving the information on your cash flow. Accounts Receivable services include :

Remote Deposit Central. Capture the image of check deposits at your business and transmit them electronically to the bank for deposit into your account. This process is secure and convenient. You eliminate the transportation of checks and delays experienced with this process.

Features	Benefits
Simple to Install	Easy connection to PC
Improved funds availability	Extended banking hours
Eliminates errors in deposits	Automatic balancing of deposits
View deposit history reports	Online access to deposit images
Daily Deposit vs. Batch processing	Decrease idled funds
Decrease costs with reduction in transportation expense	Improved security and control

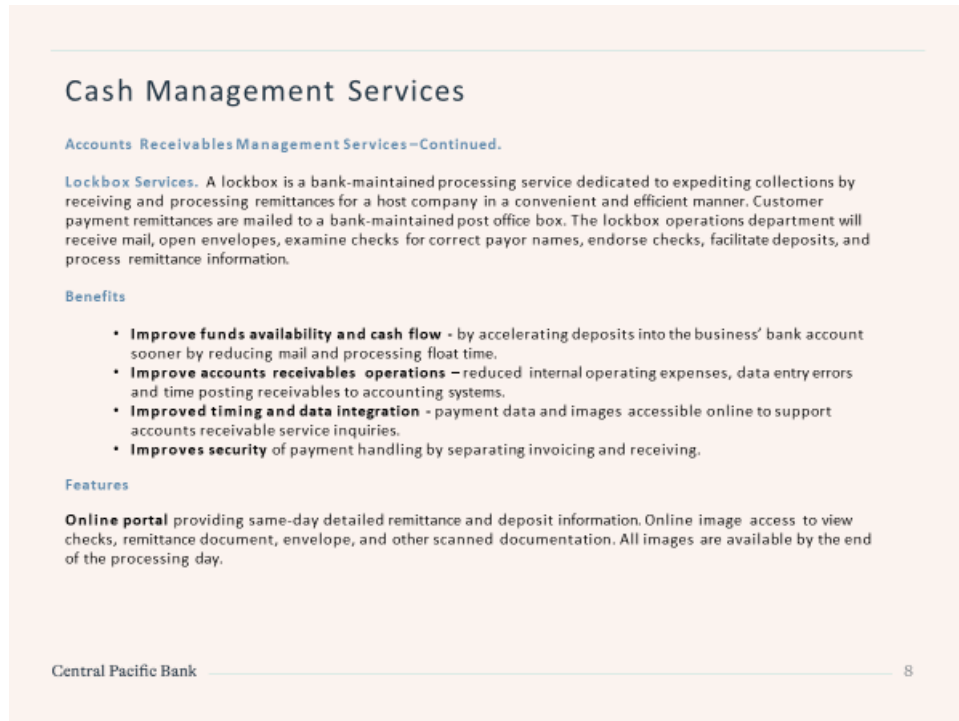
ACH Services. Electronic payments using the FED payments system between banks. ACH can be used to electronically collect payments to enhance customer satisfaction and convenience. ACH processing has the highest adaption rate and has the least cost per transaction for your business and your clients.

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John Hulihe'e stated another product that is being presented in proposed are Remote Deposit Central. This will give the Enhanced 911 Finance Team there to be able to scan checks and be able to transmit that to the bank without physically going to the bank. This feature is central to the iBusiness Central platform that you would access to activate a scanner that would be installed to a desktop or laptop and be able to scan checks and transmit it over to the bank.

John Hulihe'e stated for ACH services listed above describes ACH origination this means being able to send transactions electronically or funds electronically. He noted that the payments that are currently being issued by the Enhanced 911 Fund are mostly checks that are going out to the participants and or carriers. Regarding those established relationships it was discussed with the Executive Director to convert those

to ACH transactions that would allow us as an organization to improve controls and reduce potential fraud because the checks and account numbers on the checks would not be publicly viewed and create a one-on-one relationship with those payees that are being issued payments to every single month. Furthermore, he added that we would be able to retain our current procedure regarding custody controls that would allow the Executive Director to originate or queue these transactions into the system for board members to approve these transactions.

A screenshot of a webpage titled "Cash Management Services" from Central Pacific Bank. The page has a light orange background. Under the title, it says "Accounts Receivables Management Services—Continued." The main section is "Lockbox Services," which describes a bank-maintained processing service for expediting collections. Below this, there are two sections: "Benefits" and "Features." The "Benefits" section lists four bullet points: 1. Improve funds availability and cash flow - by accelerating deposits into the business' bank account sooner by reducing mail and processing float time. 2. Improve accounts receivables operations - reduced internal operating expenses, data entry errors and time posting receivables to accounting systems. 3. Improved timing and data integration - payment data and images accessible online to support accounts receivable service inquiries. 4. Improves security of payment handling by separating invoicing and receiving. The "Features" section describes an "Online portal" providing same-day detailed remittance and deposit information, and online image access to view checks, remittance documents, envelopes, and other scanned documentation. At the bottom left, it says "Central Pacific Bank" and at the bottom right, the number "8".

Cash Management Services

Accounts Receivables Management Services—Continued.

Lockbox Services. A lockbox is a bank-maintained processing service dedicated to expediting collections by receiving and processing remittances for a host company in a convenient and efficient manner. Customer payment remittances are mailed to a bank-maintained post office box. The lockbox operations department will receive mail, open envelopes, examine checks for correct payor names, endorse checks, facilitate deposits, and process remittance information.

Benefits

- **Improve funds availability and cash flow** - by accelerating deposits into the business' bank account sooner by reducing mail and processing float time.
- **Improve accounts receivables operations** - reduced internal operating expenses, data entry errors and time posting receivables to accounting systems.
- **Improved timing and data integration** - payment data and images accessible online to support accounts receivable service inquiries.
- **Improves security** of payment handling by separating invoicing and receiving.

Features

Online portal providing same-day detailed remittance and deposit information. Online image access to view checks, remittance document, envelope, and other scanned documentation. All images are available by the end of the processing day.

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John Hulihe'e stated above describes another product that would be utilized to collect payments which is a Lock Box that is fully imaged with an online portal. This product will enable us to take payments, process, and post all those items into the portal so that the Enhanced 911 team can access the information and be able to make those payment postings directly into our QuickBooks System. He believes that this system works very efficiently with all the upgrades that were made and will improve the operational function of the Enhanced 911 Board.

Pro Forma Analysis September 2022

SEPTEMBER 2022 PRO FORMA ANALYSIS	STATE OF HAWAII WIRELESS ENHANCED 911 FUND CPB Proposed		
Average Ledger Balance			\$ 34,199,433.39
Less Average Float			\$ 107,700.20
Average Funds Advanced			\$ -
Average Collected Balance			\$ 34,091,733.19
Less 10% Reserve			\$ 3,409,173.32
Investable Balance			\$ 30,682,559.87
Service Description	Units	Per Item	Fees
Maintenance Fee	1	12.50	\$ 12.50
Deposit Assessment	34,199	0.067	\$ 2,291.33
Checks Paid	39	\$ 0.10	\$ 3.90
Deposits Received	18	\$ 0.85	\$ 15.30
Checks Deposited - On Us	2	\$ 0.04	\$ 0.08
Checks Deposited - Local Banks	4	\$ 0.06	\$ 0.24
Checks Deposited - Other Banks	81	\$ 0.07	\$ 5.67
ACH Credits	0	\$ 0.033	\$ -
ACH Debits	0	\$ 0.033	\$ -
Outgoing Wire Transfer	0	25.00	\$ -
Incoming Wire Transfer	0	10.00	\$ -
Proposed Cash Management Services			
ACH Debit Positive Pay	1	15.00	\$ 15.00
Lockbox Service	1	101.10	\$ 101.10
Online Balance Reporting	2	15.00	\$ 30.00
Wire Module	0	10.00	\$ -
Wire (Per Account)	0	2.00	\$ -
ACH Module	1	10.00	\$ 10.00
ACH (Per Account)	1	2.00	\$ 2.00
Services Provided Total			\$ 2,487.12
Earnings Credit Rate @ 0.50%			\$ 13,029.58
Net Account Analysis Position			\$ 10,542.46
Net Interest Paid on Average Collected Balance @ 2.8055% APY			\$ 79,703.63

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John Hulihe'e stated above shows a Pro Forma Analysis of the September 2022 statement that was provided by the Executive Director. He noted that all service fees would be offset so there would be no hard dollar charge to the Enhanced 911 Fund.

Average Ledger Balance: \$34,199,433.39

Average Cash Balance: \$3,409,173.32

Less 10% Reserve: \$30,682,559.87

Earnings Credit Rate 0.50%: \$13,029.58

Services Provided Total: \$2487.12

Net Interest Paid on Average Collected Balance 2.8005%: \$79,703.63

Executive Director stated that he recently discovered that Central Pacific Bank had a significant upper management change and asked John Hulihe'e how does this impact him. John Hulihe'e responded that the current president Arnold Martinez will effectively become the CEO and still hold the title of president effective January 1st, 2023. He believes this succession of their executive management has been in the plans for the organization for several years now as Arnold has moved up from a divisional leader to now president. He added that the current CEO and Chairman Paul Yonamine is planning to remain on the board of directors for the bank. In conclusion he believes that the change in management will have no impact to the organization because Paul and Arnold have worked together in tandem through the transitional process of rebranding and

moving to a more digital focus. Executive Director responded that he has not further questions.

Edward Fujioka asked John Hulihe'e if the Earning Credit Rate fluctuate depending on the federal rate. John Hulihe'e responded saying that it is a bank managed rate is not tied to the federal rate. He also noted that the Enhanced 911 Fund's current bank's Earning Credit Rate is tied to the 90-day term bill which is an index that all banks used to use for the Earning Credit Rate. However, Central Pacific Bank's Earning Credit Rate is different from the interest that they are paying and would be paying interest on the account. Edward Fujioka responded asking if the Board would be able to change their position on the account and move funds into a regular checking account temporarily. John Hulihe'e responded that the investable balances shown above is inconsequential due to all fees are being waived and the funds in the general account would be tied to the 2.8055%. He added that the difference with the Enhanced 911 Fund's current bank is that you are earning off the entire collected balance and not just off the industrial balance net of fees. Edward Fujioka responded that he has no further questions.

VI. Proposal for Banking Services from Bank of Hawaii (John Flanigan)

a. Presentation on Proposal for Banking Services Offered (10-15 Minute Presentation)

John Flanigan stated that he will be presenting a relationship banking proposal from Bank of Hawaii for banking services for the State of Hawaii Wireless Enhanced 911 Fund. He stated that he is the Relationship Manager at the Commercial Deposit Management Center. Jeff Kelangan is present as well and is the Senior Vice President and Manager at the Commercial Deposit Manager Center. He added that the Bank of Hawaii focuses on non-borrowing customers and key business segments and government. Government accounts are his responsibility as a Relationship Manager with the assistance of a service team that is dedicated to servicing government accounts.

Proposal Summary

Summary of 15 Page Proposal Submitted 10-07-22



- Government Banking Program
 - Fully collateralized
 - Pays interest at a market rate
 - Online banking
 - Receivables management services
 - Payables management services
 - Fraud management services

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John Flanigan stated the above shows Bank of Hawaii's Government Banking Program. Highlights of that program are that the accounts are fully collateralized while offering interest at a market rate and providing online banking services as well as management services for receivables, payables, and fraud.

Checking Account Interest

Financial Proposal - Value Comparison



- Bank of Hawaii pays interest on 100% of your collected balance (balance less check float) compared to 90%
- The bank uses a short-term treasury bill rate index and adjusts monthly
- Bank of Hawaii would have returned \$8,170 and \$8,007 more than your current bank in August & September, respectively
- Annualized, the Enhanced 911 fund could potentially earn \$97,000 more if Bank of Hawaii was your financial services partner

	Bank of Hawaii	Current Bank
Earning Credit Rate(Aug/Sept2022)	2.45% / 2.90%	2.3113% / 2.8055%
Excess Paid (Aug/Sept2022)	\$67,699 / \$78,697	\$59,529 / \$70,690
Services Provided	Lockbox and Online Banking	Lockbox and Online Banking

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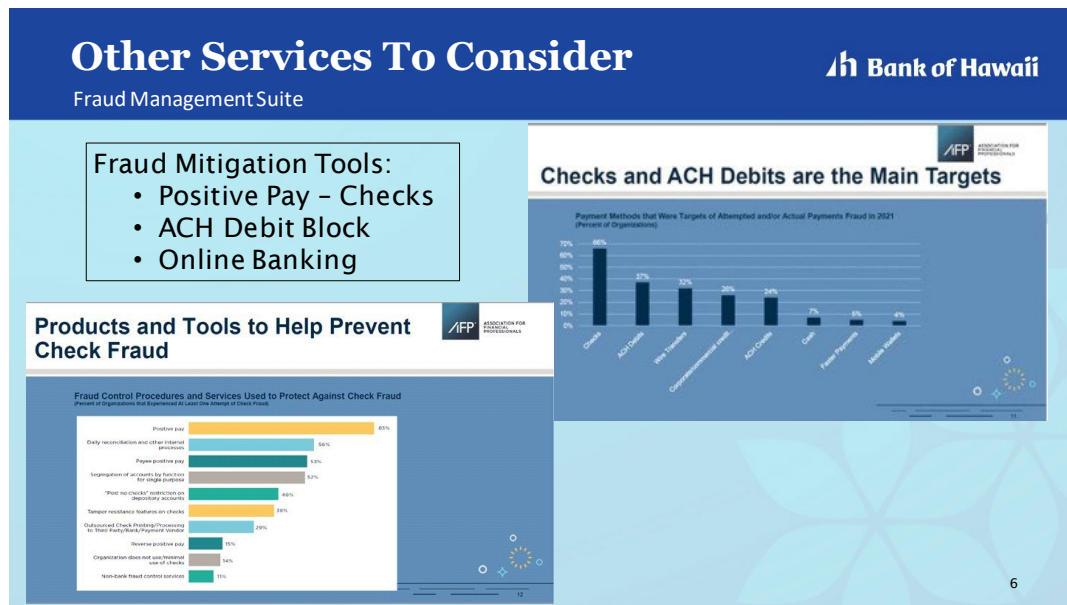
John Flanigan stated that above shows a comparison between the Enhanced 911 Fund's current bank. He added that Bank of Hawaii can offer significantly more value than our current financial institution. Furthermore, regarding the Earning Credit Rate Bank of Hawaii will pay interest on 100% of the collected balance and will use a short-term treasury bill rate index that will adjust monthly. In terms of Excess paid for the months of August and September Bank of Hawaii would have returned \$8,170 and \$8,007 more

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than First Hawaiian Bank with a potential to have a bank of void return over \$100,000 on an annualized basis.



John Flanigan stated that Bank of Hawaii can offer two fraud mitigation tools which are Positive Pay and ACH Debit Block. Positive Pay is a check fraud prevention service and ACH Debit Block which is an electronic network automated clearing house that manages transactions. However, ACH networks are monitored by fraudsters which is why the ACH Debit block is an important feature. In the above image there are two graphs that are from the Association of Financial professionals that highlight payment services that are most targeted which are ACH debits, wire transfers and commercial card. Furthermore, the graphs show a survey of from respondents reporting over 80% used check positive pay and over 50% reconcile their accounts daily.

- We have been in business 125 years
- Financially secure, stable, and trusted
- Rated Aa3 by Moody's for long-term deposits
- No other local bank is rated higher
- 100% of deposit balances earn interest
- Market rate of interest
- Seamless transition of services

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John Flanigan stated to summarize Bank of Hawaii's presentation he wanted to note that they have been in business for 125 years and is financially secure stable and trusted as noted by their Aa3 rating by Moody's for long-term deposits. He added that no other bank is rated higher and in terms of the value proposal as stated earlier in the presentation that a 100% of the Enhanced 911 Fund's deposits will earn interest at a market rate of interest. Furthermore, added this rate is indexed to a market rate that the bank chooses and noted that they are well experienced in seamless transition of services.

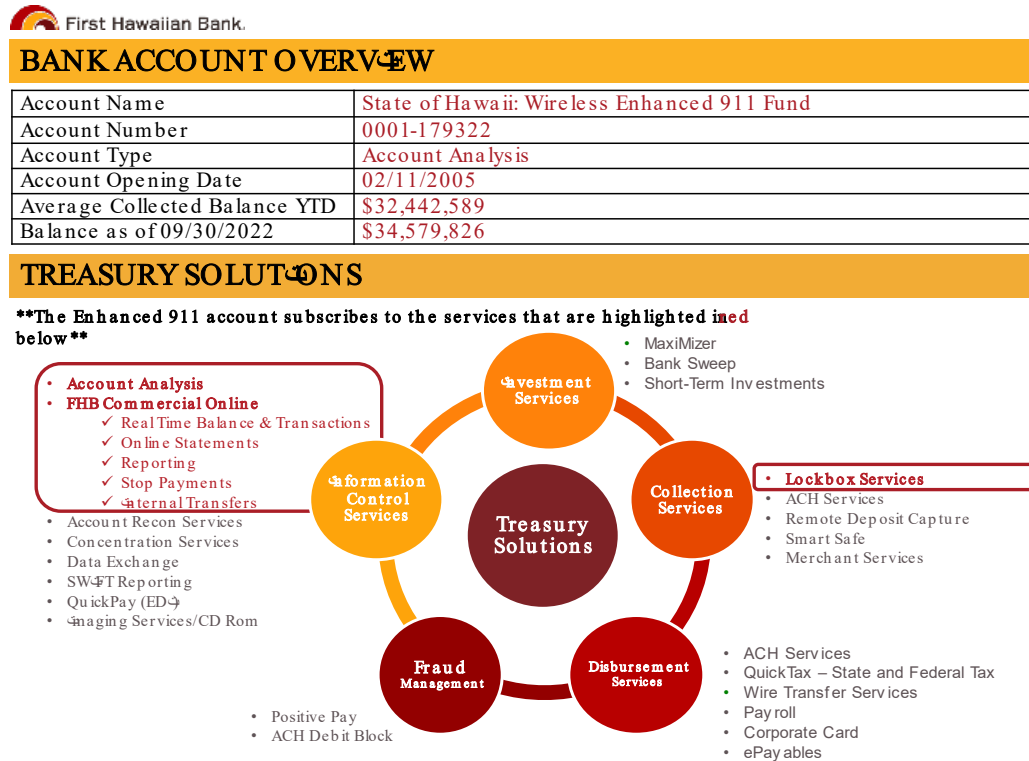
Francis Alueta asked John Flanigan regarding ACH process if two authorizations are needed for check approval and during the disbursement or the approval will the board members have access to the supporting documentation. John Flanigan responded that yes you would have segregation of duties and the ability for a dual control as well as a very rich reporting feedback feature. Francis Alueta responded saying that he has not further questions.

VII. Proposal for Banking Services from First Hawaiian Bank (Kevin Kaji)

a. Presentation on Proposal for Banking Services Offered (10-15 Minute Presentation)

Kevin Kaji stated that he will be presenting a relationship banking proposal from Bank of Hawaii for banking services for the State of Hawaii Wireless Enhanced 911 Fund. He added that Jason Haruki who was not able to attend the meeting however added input and feedback to this presentation. Janelle Ares is present and is the Vice President of Cash Management Sales Officer. He stated the three people involved in this proposal

have reviewed and looked at the various features and benefits of the relationship with the Enhanced 911 Fund.



Kevin Kaji stated that the current services provided to the Enhanced 911 Board are highlighted in red above and other services that are available are not highlighted. First Hawaiian Bank Commercial Online allows the Executive Director and ASA to access and gain the information they need on this account with the addition of the Lockbox Services set up. Janelle Ares added that the Enhanced 911 Fund has been with First Hawaiian Bank since 2005 and that the Lockbox service was implemented in 2019. Since the implementation of the Lockbox about 900 check deposits have processed every year from various wireless service providers that average about 10-11 million every year. Currently there are no fees to the Lockbox Services and with this service there is no need to have someone collect and open all payments from the various service providers as well as make deposits.

VALUE DRIVERS

- ✓ FEE WAIVERS
- ✓ MONTHLY PAYOUT OF EXCESS EARNINGS CREDIT

2022	ECR Payout
TOTAL YTD	\$283,594.09
Sept	\$70,690.35
Aug	\$59,529.30
July	\$49,784.59
June	\$37,471.07
May	\$23,563.39
April	\$18,035.05
March	\$10,966.05
Feb	\$6,946.42
Jan	\$3,011.18

WIRELESS ENHANCED 911 FUND ANALYSIS STATEMENT: SEPT 2022

ANALYSIS STATEMENT For the period 9/1/22 through 9/30/22				
BALANCE SUMMARY				
Average Ledger Balance	34,199,483.39			
Less Average Float	107,700.20			
Average Collected Balance	34,091,783.19			
Less Reserve Allocation (10%)	(3,409,173.32)			
Investable Balance	30,682,559.87			
RESULTS SUMMARY				
Earnings Credit Allowance	2.8055	Charge	\$ 70,750.62	Balance Required
Less Total Analyzed Fees			\$ 60.27	26,137.41
Total Fees Due ->			\$ -	
Total Interest Credit Posted to Your Account			\$ 70,690.35	
Excess Balance to Support Other Services				30,656,422.21
SERVICE DESCRIPTION				
GENERAL ACCOUNT SERVICES				
Monthly Maintenance Fee	1	12.5	\$ 12.50	WAIVED
Regulatory Fee	34,199	0.0372	\$ 1,272.20	WAIVED
Deposit Services				
Deposits	18	0.9000	\$ 16.20	WAIVED
Checks Paid With CheckStorage	39	0.1200	\$ 4.68	WAIVED
Check Deposited	4	0.0400	\$ 0.16	69.39
Checks Deposited - On FHB	2	0.0600	\$ 0.12	52.04
Checks Deposited - Other HI Inst	81	0.0800	\$ 6.48	WAIVED
Additional Services				
Image Enclosure Fee	1	3.5000	\$ 3.50	WAIVED
CASH MANAGEMENT SERVICES				
Lockbox Service	1	164.8300	\$ 164.83	WAIVED
FHB Commercial Online				
- Base Fee	1	29.0000	\$ 29.00	12,576.49
- Entitlement for ACH Service & Rep	1	25.0000	\$ 25.00	10,841.80
FHB Online Service - Basic Banker	1	5.9900	\$ 5.99	2,597.70
SUMMARY OF CHARGES				
Analyzed Fees (Assessed)		Charge	\$ 1,540.66	Balance
Analyzed Fees (Waived)			\$1,480.39	26,137.41
Total Analyzed Fees			\$60.27	

Kevin Kaji stated that above is the Analysis Statement for the month of September 2022 and that notable points are highlighted.

Earnings Credit Allowance 2.8055

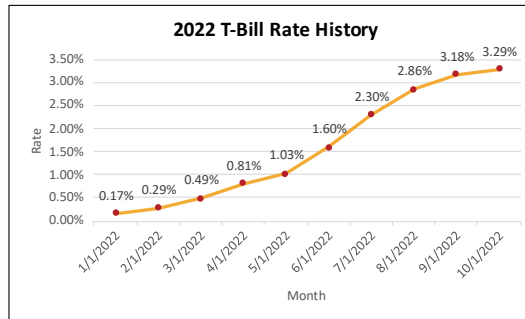
Total Analyzed Fees: \$60.27

Total Interest Credit: \$70,690.35

Total YTD Monthly Payout of Excess Earning Credit: \$ 283,594.09

**91-Day or 13-Week T-Bill Rates as of:**

DATE	RATE
1/1/2005	2.42%
1/1/2010	0.07%
1/1/2015	0.005%
1/1/2019	2.34%
1/1/2020	1.51%
1/1/2021	0.048%
1/1/2022	0.173%
2/1/2022	0.288%
3/1/2022	0.493%
4/1/2022	0.808%
5/1/2022	1.03%
6/1/2022	1.60%
7/1/2022	2.298%
8/1/2022	2.86%
9/1/2022	3.18%
10/1/2022	3.288%

**SAMPLE CALCULATION (EST)****Earnings Credit Allowance (ECR) Formula:**

- 90.5% of the 91 -day T Bill monthly average rate
- $3.1\% \times 90.5\% = 2.8055\%$
- Investable Balance: \$30,656,422.21
- $\$30,656,422.21 \times 2.8055\% = \$860,066$ (Annual Return)
/12 months = \$71,673 monthly credit (Interest)

Kevin Kaji stated that above shows a 91 day or 13-week T Bill Rate Historic. The data begun in five-year increments starting in January 2005 up until 2019 where single year increments were used pre-pandemic and in 2020 at the start of the pandemic. He added that all rates in different points in time can be varied. In conclusion, the sample calculation above would give an estimate of the annual return and monthly return of the Earnings Credit Allowance.

TREASURY SOLUTIONS FOR CONSIDERATION

FRAUD MANAGEMENT

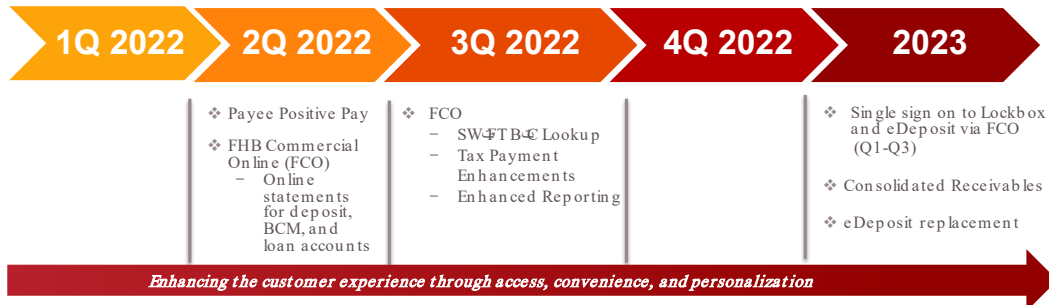
ACH Debit Block

This valuable electronic fraud prevention service blocks unauthorized ACH debits from posting against your company's account, thereby maintaining the security and integrity of your account. With the full block feature, all electronic debits will be rejected before posting to your account and returned to the originator. The ACH Filter options gives you the flexibility to only authorize specific companies to initiate ACH debits to your account.

Positive Pay

This is an automated check matching service that is designed to detect fraudulent checks. Fraudulent checks are identified when the bank compares the checks presented for payment against your file of checks issued. Positive pay also allows your company to review potentially fraudulent checks and then decide whether to pay or return the posted transaction on OBC.

FUTURE PRODUCT ROADMAP



Janelle Ares stated with cybercrime on the rise it is especially important that she let you know that there are tools to protect your account. Two tools that she wanted to highlight are ACH Debit Block that prevents from fraudulent ACH transactions. She added that there has not been any fraudulent activity on the Enhanced 911 Fund. The second tool that she wanted to highlight was positive pay which is specific to combating check fraud. Furthermore, stated that if anyone has any questions to reach out and have an offline conversation to have a more detailed explanation of the tools that were just covered.

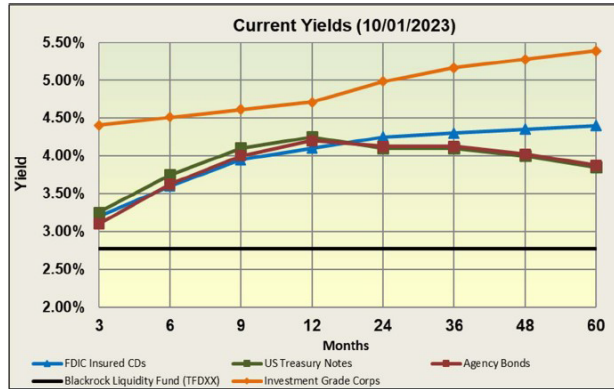
Janelle Ares stated that below the two fraud management tools discussed is the future product road map. During the second quarter First Hawaiian Bank completed its core conversion after years of preparation to move towards their goal of digital transformation allowing them to have new capabilities to enhance current services. Most recently their online banking platform was enhanced to allow improved reporting and streamline text payments.

CURRENT SPOT YIELDS

Current Spot Yields*

Information as of 10/01/2022

	Maturity							
	3 mos	6 mos	9 mos	1 Year	2 Year	3 Year	4 Year	5 Year
FDIC Insured Brokered Certificate of Deposit	3.20%	3.60%	3.95%	4.10%	4.25%	4.30%	4.35%	4.40%
U.S. Treasury Obligations	3.25%	3.75%	4.10%	4.25%	4.10%	4.10%	4.00%	3.85%
U.S. Government Agency Obligations	3.10%	3.63%	4.00%	4.20%	4.13%	4.13%	4.02%	3.88%
Investment Grade Corporates**	4.41%	4.51%	4.61%	4.71%	4.99%	5.17%	5.28%	5.39%



The information provided is for informational purposes only and does not represent a commitment on the part of First Hawaiian Bank. Information shown are the current market yields offered in the market and are subject to change daily. Please consult with a First Hawaiian Bank Investment Officer for current yield information, including investment objectives, risks, and fees that should be carefully considered before investing. A loss of principal may occur, and performance will vary depending on individual securities selection and the applicable fee schedule.

* Indicated yields are before annual FHB management fee applicable to investment management accounts.

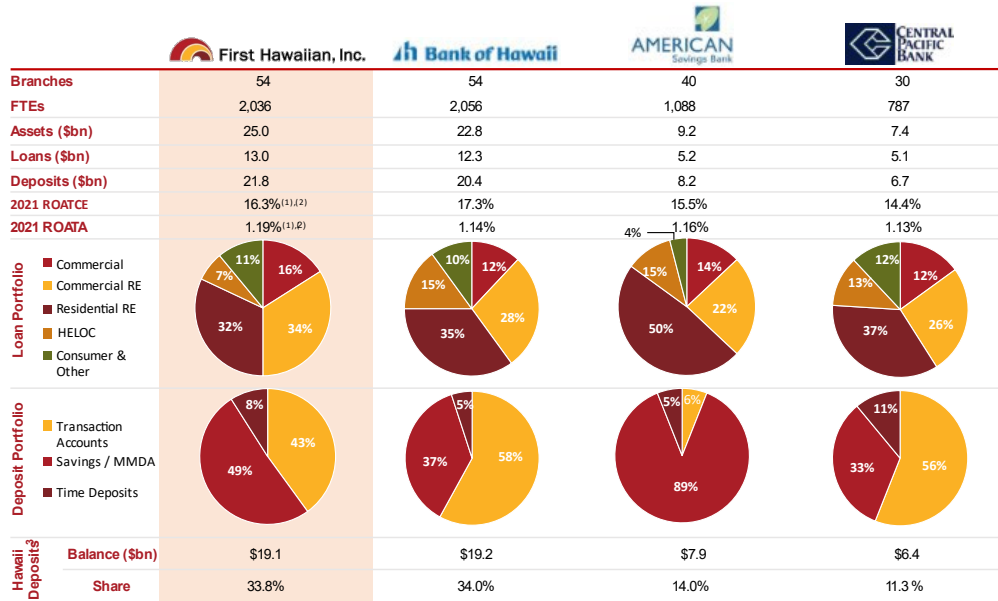
** Investment grade refers to bonds traded with a credit rate of BBB- or better by S&P or Baa3 or better by Moody's rating agencies.

NOT A DEPOSIT OF OR GUARANTEED BY FIRST HAWAIIAN BANK
NOT INSURED BY FDIC OR ANY GOVERNMENT AGENCY
MAY LOSE VALUE

Kevin Kaji stated that the above shows the current spot yield of what is available in the market. He stated that he is aware that the Hawaii revised statutes implements a limitation on FDIC insured products and wanted to make the Board aware of the options that are available right now based on the economy.

A LEADER IN HAWAII

The banking market in Hawaii is dominated by local banks, with the top 4 banks accounting for ~93% of deposits



Sources: S&P Global Market Intelligence, FDIC, SEC and company filings. Company filings used for peers where available, otherwise regulatory data used.

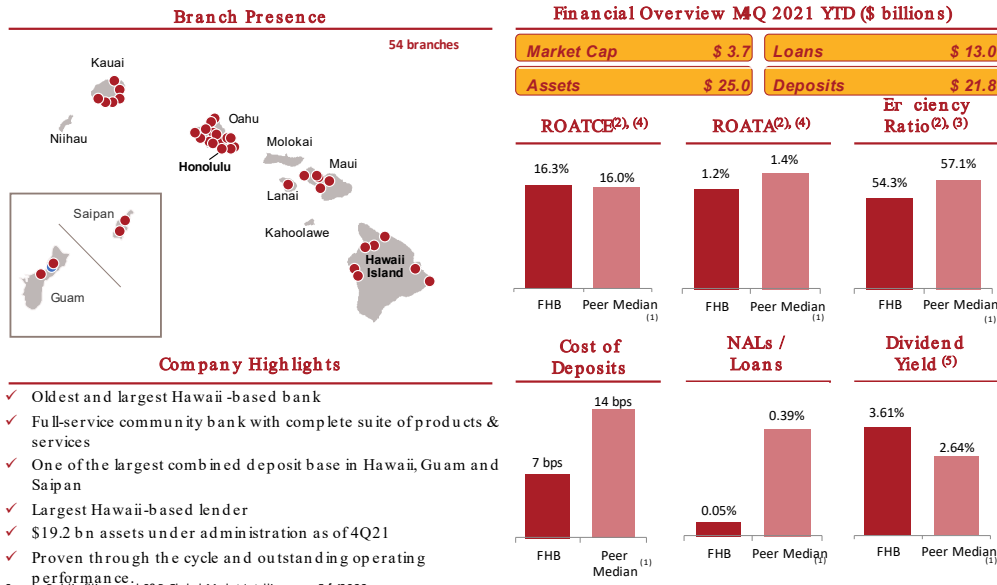
Note: Financial data as of 30 Dec-2021.

(1) ROATCE (return on average tangible common equity) and ROATA (return on average tangible assets) are GAAP financial measures.

(2) FHB ROATCE and ROATA shown as core. Core excludes certain expenses, gains and time items.

(3) Deposit market share based on FDIC data as of 30th-2021.

STRONG PERFORMER IN ATTRACTIVE MARKET



Company Highlights

- ✓ Oldest and largest Hawaii-based bank
- ✓ Full-service community bank with complete suite of products & services
- ✓ One of the largest combined deposit base in Hawaii, Guam and Saipan
- ✓ Largest Hawaii-based lender
- ✓ \$19.2 bn assets under administration as of 4Q21
- ✓ Proven through the cycle and outstanding operating performance

Sources: Public filings and S&P Global Market Intelligence as of Feb-2022

Note: Financial data as of 30 Dec-2021. Market data as of 4-Feb-2022.

(1) Peer median is based on public banks \$10-\$50bn in assets constituted as of 2021; excludes merger targets.

(2) FHB ratios shown as core. Core operating measures exclude certain gains, expenses and time items.

(3) Core efficiency ratio is a non-GAAP financial measure. We compute our core efficiency ratio as the ratio of core noninterest expense to the sum of core net interest income and core noninterest income.

(4) ROATA (Return On Average Tangible Assets) and ROATCE (Return On Average Tangible Common Equity) are GAAP financial measures.

(5) Dividend yield based on dividend paid in 4Q 2021 and closing market price Feb-2022.

If you need an auxiliary aid/service or other accommodation due to a disability, contact Royce Murakami at 808-586-0630 or at royce.m.murakami@hawaii.gov as soon as possible. Requests made as early as possible will allow adequate time to fulfill your request.

Upon request, this notice is available in alternate formats such as large print, Braille, or electronic copy.

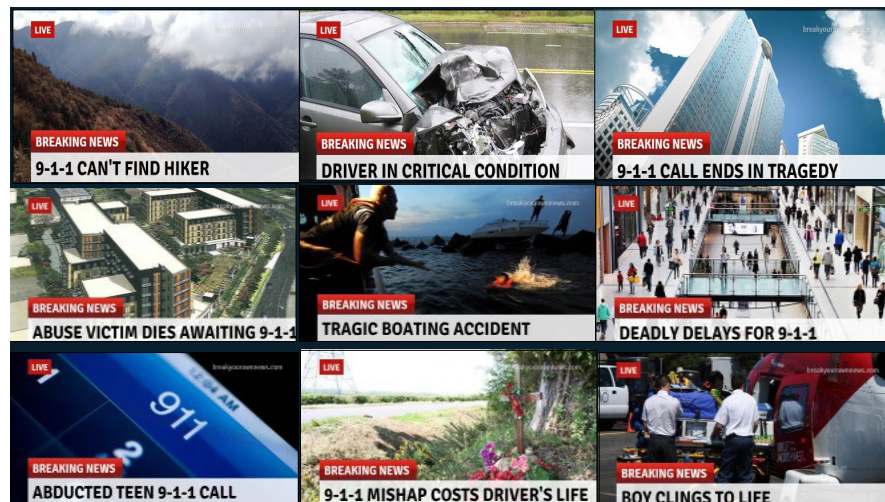
Kevin Kaji stated that the two above diagrams show First Hawaiian Bank's current position on the marketplace and added that they are a very strong regional bank here in Hawaii that is well established. In conclusion, he asked meeting attendees if there are any questions. No further questions were asked.

Executive Director stated that he will be sending a comparison analysis of the three banks that the board members can use as a means of making a decision.

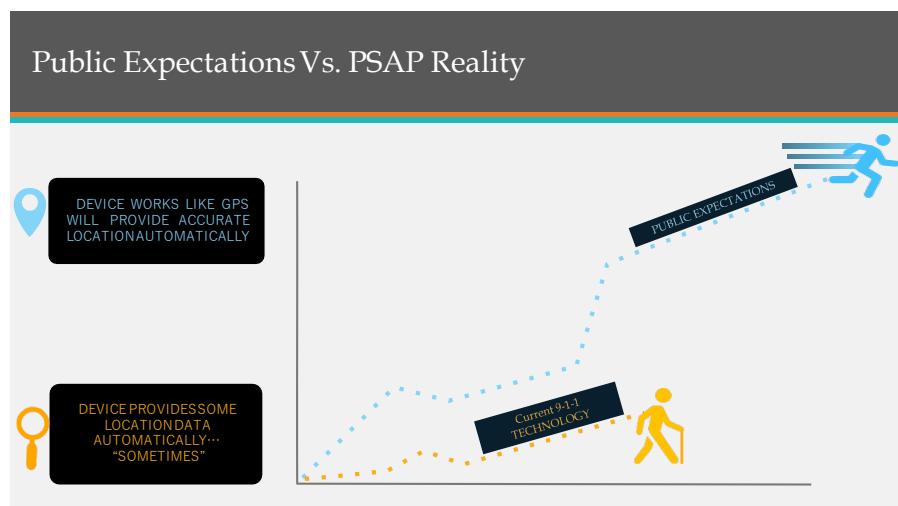
VIII. Committee Updates by Committee Chairs

- a. Communications Committee – Davlynn Racadio
 - i. No Updates to Report
- b. Technical Committee – Shawn Kuratani
 - i. Quorum Not Met
- c. Educational Investigative Committee – (Chair of Educational Investigative Committee Undecided)
 - i. No Updates to Report
- d. Advisory Committee – Everett Kaneshige
 - i. 911 Educational Presentation on How a Call to 911 Works (10-15 Minutes)
Everett Kaneshige stated that the Advisory Committee has met for several informal meetings to have discussions on the two projects that they have been pursuing. The first involves the telecommunicator reclassification project which they are moving forward with after they received additional information from Honolulu EMS and Honolulu Fire. He believes that they have enough information to put together the informational presentation that Representative Nakamura requested. He noted that they did not have the opportunity to meet with her and as a committee decided that they would put together a very general high-level presentation with the assistance of Tony Ramirez.

Everett Kaneshige stated that if no one has any objections he will begin the process of scheduling a meeting with Representative Nakamura and others while there is an opportunity before the new legislative session begins.



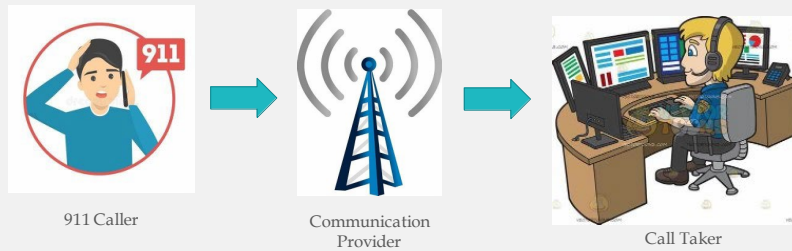
Everett Kaneshige stated that the above shows some scenarios that dispatchers and first responders see daily. He noted that one of the PSAP's personnel commented on this stating that they believe it is an accurate portrayal of some situation's dispatchers and first responders experience.



Everett Kaneshige stated that the above gives a visual representation of the incorrect expectations the public has for PSAP's. For example, a comment was mentioned stating how do Uber drivers find their passengers, but first responders have difficulty finding me? Everett Kaneshige responded stating that due to technology and the use of GPS technology and how it is sourced and leveraged is different. The reasoning behind discussing this topic first is to arrange possible statutory and regulation changes as part of NG 9-1-1 and potentially funding issues that may be associated with these changes.

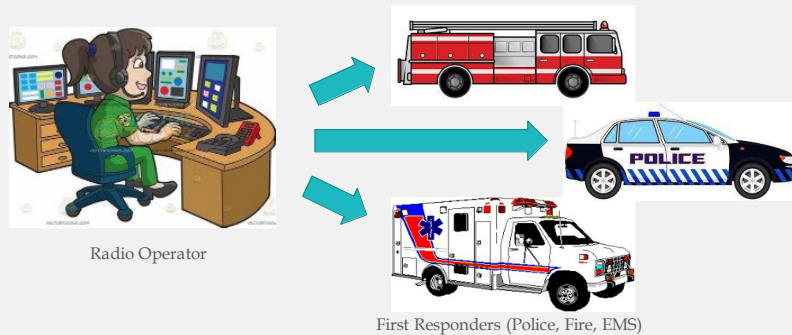
911 Emergency Services – Two Parts to Every Call: Part 1

- 9-1-1 Call Delivery Service (by the Communication Providers)



911 Emergency Services – Two Parts to Every Call: Part 2

- 9-1-1 Dispatch and Response Service (PSAP Operations)



Everett Kaneshige stated the above shows a visual representation of the Call Flow of 911 Emergency Services and emphasize the intake of the call taker and dispatch side.

911 Telecommunicators Security Clearance & Training

• 911 Telecommunicators are Highly Trained



- Telecommunicators require security clearance to access various databases.
- Call Takers and Radio Operators receive between 6 months to 1 year of training.
- Training consists of Classroom and On the Job Training.
- Telecommunicators are currently undergoing Statewide certification.



9-1-1 Public Safety Equipment

• Specialized Equipment. What does this mean?

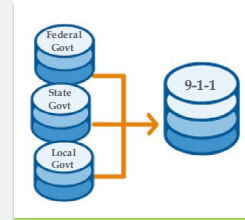
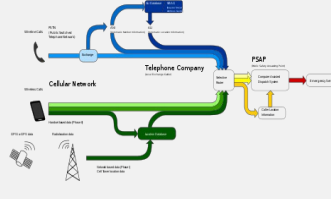
- **Call Handling System.** The system that delivers the 9-1-1 call (voice and data) to the Public Safety Agency.
 - **Computer Aided Dispatch System (CADs).** A 9-1-1 Response Management Resource system. Used to track, monitor, and manage 9-1-1 calls and resources during 9-1-1 events.
 - **Voice Recording Systems.** Used to record the 9-1-1 call and pulled for immediate review or for litigation purposes.
 - **Radio Console.** Provides two-way radio communication between Dispatch and Responders and facilitates interoperability with other responding agencies.
 - **Mobile Data Terminals and Automatic Vehicle Location systems.** Use for transmitting 9-1-1 call data from the CAD to the Responder and provides location services for the vehicles to locate 9-1-1 callers.
 - **Record Management System (RMS).** A records program used by the Public Safety Agencies to preserve, store and retrieve vital agency information.
 - **Information Systems.** Provides access to Public Safety Agencies for queries to Federal, State, Local or Agency specific databases to retrieve information such as firearms, wanted persons, medical history, etc.
- **Note: Not all specialized equipment is funded by the 911 Board!**



Everett Kaneshige stated that above image labeled 911 Telecommunicators Security Clearance and Training gives some information on how qualified and specialized 911 Telecommunicators are. The following image above gives information about the equipment 911 Telecommunicators use to show the complexity of the work environment. Furthermore, to give an introduction into all the various equipment and technology that goes into operating a successful 911 PSAP.

9-1-1 Public Safety DatabaseResources

- **DatabaseResources**
 - LocationGIS databasesfor all 9-1-1 CustomerPremiseEquipmentand PublicSafety Agencyneeds.
 - 9-1-1 Databasecoordinationwith CommunicationServicesand LocationProvidersfor device locationdetermination.
 - Access to Federal,State, County,9-1-1, and CommunicationService ProviderDatabasesfor locationupdates.



Everett Kaneshige stated that the above is to show some aspects of the GIS Database and how it is incorporated with 911 Operations.

Telecommunicatorsare the First – First Responders on all 9-1-1 Calls (Search & Rescue)



Honolulu firefighters rescue 5 boys from rushing waters of Palolo Stream

By Peter Boylan · Dec. 6, 2021 · Updated 5:12 am · 26 Comments

The boys were not injured and their parents took them home. [Read more](#)

- Honolulu Fire Department (HFD) received 9-1-1 Call at **2:22 p.m.**
- 911 caller reported a young boy was clinging to tree in Palolo Stream behind **1976 9th Ave.**
- First HFD unit dispatched and arrived at the stream at **2:27 p.m.**
- A total of five boys reported struggling in the fast-moving stream!
- HFD Rescuers setup a staging area in the stream **behind Jarrett Middle School.**
- First boy (who let go of the branch) rescued by HFD personnel.
- Second boy was rescued downstream with a ladder by firefighters from Engine 33.
- Three boys rescued by Engine 5 found in the rushing water.
- A total of five boys, ages 9 to 10, were rescued and not injured!



Telecommunicatorsare the First – First Responders on all 9-1-1 Calls (Delivering Babies)

Pre-Arrival Instructions for a woman in Delivery

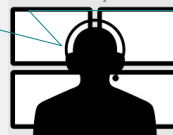


Hawaii News Now

911 dispatcher whose calm voice helped parents deliver baby gets an in-person thanks

HONOLULU (HawaiiNewsNow) - Kelii Kenney and his wife, Dana, visited EMS headquarters Wednesday to meet the dispatcher who helped them...

How many months is the patient?
Has the baby been born yet?
If no, get some clean towels and a thick cord, string or shoelace.
Have the mother lay down and take deep breaths.....



If you need an auxiliary aid/service or other accommodation due to a disability, contact Royce Murakami at 808-586-0630 or at royce.m.murakami@hawaii.gov as soon as possible. Requests made as early as possible will allow adequate time to fulfill your request.

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Everett Kaneshige stated the above two stories he wanted to include in this presentation to show some local examples of successful responses by dispatchers and first responders.

Next Generation 911 (NG911) is Changing the Rules

NG911 will take 9-1-1 Telecommunicators to the scene "Virtually"

Crash Notification



Caller: "There is a bad accident on the H1...several people are injured. Someone is laying on the ground"



Next Generation 911 (NG911) is Changing the Rules

NG911 will allow Smartphones Apps to activate the caller's phone and video cameras where 9-1-1 Telecommunicators will be able to view live crime scenes

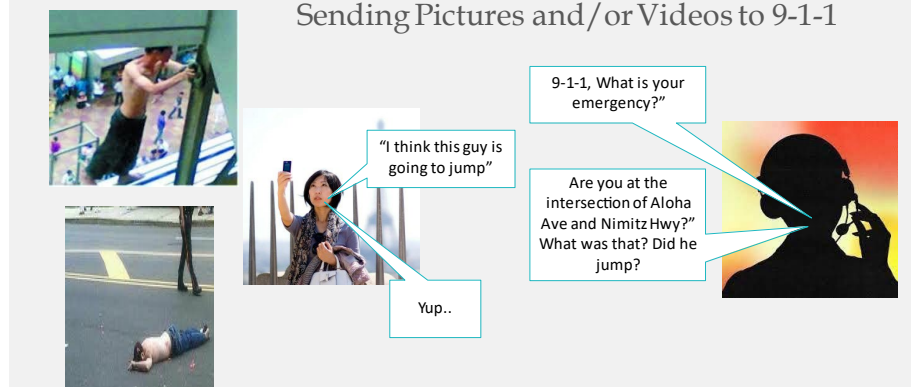
Caller: That's the guy!! He bombed the building!!

911: Police, Fire and EMS are on the way!! "All units, the male suspect, described as medium build, wearing a checkered shirt and white shorts appears to be fleeing the scene."



Next Generation 9-1-1 (NG9-1-1) is Changing the Rules

Sending Pictures and/or Videos to 9-1-1



Everett Kaneshige stated that the above shows an introduction into the transition into Next Generation 9-1-1

Telecommunicator Staffing Shortages is both a Hawaii and a National Concern

Idaho sheriff: Lack of dispatchers, deputies limits us

The Kootenai County, Idaho, Sheriff's Office had difficulty responding to a recent double shooting that left a man dead because of a shortage of deputies, and the office needs more dispatchers as well so deputies don't have to fill those vacancies, according to Sheriff Robert Norris. The county also needs to increase pay so the office can hire enough deputies to handle the increase in population and crime in the county, Norris says.

9-1-1 centers in Wash., Mont. need more dispatchers

The Southeast Communications Center in Washington is "in a crisis right now" with 17 full-time dispatcher vacancies and has had to reprioritize some services as a result, according to manager Kim Lettrick. In Billings, Mont., the 9-1-1 center needs 15 more dispatchers to be fully staffed, and the current 20 are working 60 to 70 hours per week,

Working "a lot of overtime" takes a toll on dispatchers

9-1-1 centers in Gadsden, Ala., Middletown, Ohio, and Boone County, Mo., are all understaffed, forcing dispatchers to work overtime. Some dispatchers have quit due to the stress from overtime work, according to Gadsden Police Chief Lamar Jaggears.

Report: Staffing is "most severe challenge" for 9-1-1

9-1-1 centers face challenges including cybersecurity, outdated equipment and a lack of government support and understanding, but the worst by far is "a nationwide personnel shortage that has reached a crisis stage," according to a new report by Mission Critical Partners. The report recommends having dedicated recruiters who understand the particular needs of emergency call centers.

Vt. state police, dispatch centers short on staff

The Vermont State Police and most of the state's local police departments are dealing with severe staffing shortages, with the state police needing to fill 48 vacancies and 51 of the state's 70 law enforcement agencies also attempting to fill positions. The state police's two dispatch centers are also dealing with shortages and are having trouble managing call volume.

Cities across US need more dispatchers, police officers

Police departments in Dallas, Atlanta, Seattle and other major US cities need hundreds of officers to be fully staffed, as well as more 9-1-1 dispatchers and operators. Agencies are offering bonuses and incentives for officers, and the Kansas City, Mo., Police Department is recruiting more veterans, students at historically Black colleges and universities, and women.

Vacancy rate at Santa Fe, N.M., 9-1-1 center is 67%

The staff vacancy rate at the Santa Fe, N.M., Regional Emergency Communications Center has increased to 67%, with all but one of 11 Level 3 emergency communications specialist positions needing to be filled. The center's board is searching for a new permanent director, while the center is recruiting via social media and administrators and temporary workers are helping with dispatch.

Kansas City, Mo., faces worsening 9-1-1 staff shortage

The Kansas City, Mo., Police Department has a shortage of 22 9-1-1 employees, compared with a shortage of three a year ago. Officials say mandatory overtime, a tight labor market and difficulties obtaining child care are contributing to the problem, and stakeholders are considering how to educate people about what the jobs entail, as well as finding accessible child care for new hires.

Everett Kaneshige stated that the above shows examples from various PSAPs that even though the technology aspect of 911 Services are advancing the main problem that needs to be addressed is to address personnel that conduct day-day operations. He added that including this information into the presentation would be beneficial to what they are trying to achieve with the 911 Telecommunicator Reclassification.

In Summary

No matter where you are in Hawaii (City, Town, Country, Mountain, or Ocean), Hawaii 9-1-1 Call Takers and Telecommunicators will use advanced technology and questioning skills to quickly and accurately determine your location!

9-1-1 Telecommunicators and Radio Operators will then provide immediate life saving techniques over the telephone or dispatch the appropriate number and types of Public Safety Agency Resources almost simultaneously send help where it is needed!

Everett Kaneshige stated that he would like to end the presentation with a direct quote from one of our PSAP personnel shown above. He believes that this quote portrays how PSAP personnel feel and how dedicated they are to their profession.

Rebecca Lieberman asked Everett Kaneshige what is the immediate ask of the legislature and if this presentation would be used to ask to reclassify PSAP workers. Everett Kaneshige responded that the objective of this presentation was to create an informative presentation that could be shown to legislators that were supportive and signed the resolution last time regarding reclassification to give them a better understanding of the entire 911 process. To summarize the process that occurred last year he stated that they were successful moving the resolution forward until it reached the House were a senator felt that this was more on an employment issue. Due to this occurring, he stated they have pivoted from asking the legislation for a specific language to meeting with HGEA and get their input on whether if this is a task that can be handled as part of a collective bargaining through creating another bargaining unit. However, if that is not a recommended avenue in addition, they many need to get support to conduct a legislative amendment. He added that this presentation was created to give an introduction about what 911 is all about regarding reclassification more specific language will be used when brought forward to the legislature. Rebecca Lieberman asked what the resolution number was and who was the member that was not supportive of the resolution. Everett Kaneshige responded that he would research and communicate that information to her. Rebecca Lieberman responded that she believes now is the time to act before legislators become too preoccupied after election. She added that if we wish to pursue a legislative solution, she will volunteer to assist on that because she works very closely with the legislature. However, she wants to be cautious even though we have a relationship with Representative Nakamura to be prepared with an ask rather than an

informational presentation. Furthermore, she stated that the meetings with the Union should happen as soon as possible if they will support a legislative change. Everett Kaneshige responded stating that the Union did come out in favor of it last time it was presented to them so he feels comfortable that they will support the concept. However, he stated that the issue is how do we move forward to the next step which is why the item regarding the bargaining unit was brought to his attention. Rebecca Lieberman responded saying that she will communicate with Everett Kaneshige offline and offer her support on this matter.

- ii. Further Discussion on Meeting with Hawaii Legislators on 911 Telecommunicator Reclassification
Refer to Educational Presentation on How a Call to 911 Works.

- e. Finance Committee – Lisa Hiraoka
 - i. Quorum Not Met

IX. Public Service Answering Point Status Updates on Recruitment and other Personnel Issues

- a. Kauai Police Department – Stacy Perreira
 - i. **Update on Recruitment Process/Strategies and Personnel Training**
Stacy Perreira stated that they are currently conducting ongoing recruitment and have not heard any updates from Human Resources. She added that one personnel for the Telecommunicators will be undergoing training through APCO starting in November. Furthermore, stated that she is conducting training for current personnel to keep them up to date on various training. Training includes EagleView, Pictometry, Verbal Judo, and Blue Pause.
 - ii. **Update on Personnel Issues and Vacancies**
Stacy Perreira stated that there are currently two vacancies due to losing one dispatcher to another position.
- b. Oahu Police Department – Aaron Farias
 - i. **Update on Recruitment Process/Strategies and Personnel Training**
Aaron Farias stated that they are currently moving forward with continuous recruitment advertised on the honolulupd.org website for all career opportunities within HPD.
 - ii. **Update on Personnel Issues and Vacancies**
Aaron Farias stated There are vacancies in the Emergency Response Operator and Police Communications Officer positions. He added that they will have interviews for advancement for the PCO II to move up to a supervisory level to fill those vacancies. Three PCO II's graduated from radio training and will be moving on to fill vacancies for the PCO II positions.
- c. Oahu Fire Department – Shawn Kuratani
 - i. **Update on Recruitment Process/Strategies and Personnel Training**
Shawn Kuratani is not present. Notified ASA no updates to report.
 - ii. **Update on Personnel Issues and Vacancies**
Shawn Kuratani is not present. Notified ASA no updates to report.

- d. Oahu Emergency Medical Services – Lorrin Okumura, Diana Chun, Frannie Chung
 - i. Update on Recruitment Process/Strategies and Personnel Training
Lorrin Okumura stated that there is no update on recruitment process/strategies and personnel training.
 - ii. Update on Personnel Issues and Vacancies
Lorrin Okumura stated that they conducted an interview for a dispatch position and intend to hire that applicant from an internal positing. He also added that they are planning to interview for their district Chief of Communications the position formerly held by Edward Fujioka. In conclusion, stated that they will also be planning to interview for their communications supervisor position.
- e. Maui Police Department – Davlynn Racadio
 - i. Update on Recruitment Process/Strategies and Personnel Training
Davlynn Racadio is not present. No update currently.
 - ii. Update on Personnel Issues and Vacancies
Davlynn Racadio is not present. No update currently.
- f. Molokai Police Department – Davlynn Racadio
 - i. Update on Recruitment Process/Strategies and Personnel Training
Davlynn Racadio is not present. No update currently.
 - ii. Update on Personnel Issues and Vacancies
Davlynn Racadio is not present. No update currently.
- g. Hawaii Police Department – Robert Fujitake
 - i. Update on Recruitment Process/Strategies and Personnel Training
Robert Fujitake stated that currently have six PCO I in classroom training and will be transitioning next month to call taker training.
 - ii. Update on Personnel Issues and Vacancies
Robert Fujitake stated that they will be losing a couple of veteran dispatchers including one internally that will be moving to their radio shop section. He added that there is a total of 11 vacancies at their center and look forward to filling some of those vacancies with the 4 applicants that they just received.
- h. Hawaii Fire Department – Vern Hara
 - i. Update on Recruitment Process/Strategies and Personnel Training
Vern Hara is not present. No update currently.
 - ii. Update on Personnel Issues and Vacancies
Vern Hara is not present. No update currently.

X.Items for Discussion, Consideration, and Action

- a. 911 Timeline Update (Akimeka)
 - i. Status Reports on All Counties
Tony Ramirez not present. No update currently.
- b. Additional Items Proposed by Meeting Attendees
No additional items proposed by meeting attendees.

XI. Announcements

- a. Future Virtual Meeting Dates/Times (9:00AM-12:00PM)
 - i. Thursday, November 10, 2022 (Combined Meeting)
 - ii. Thursday, December 8, 2022 (Combined Meeting)
- b. Future Conference Dates (3 Months of Advanced Approval Required)
 - i. 911 GTW (Goes to Washington) Conference, February 26-March 1, 2023, Arlington, VA
 - ii. Pictometry/EagleView, April 24-27th, San Antonio, TX
- c. Additional Announcements from Meeting Attendees
No additional announcements from meeting attendees.

XII. Open Forum: Public comment on issues not on the Committee Meeting Agenda

There was no public comment on issues not on the agenda.

XIII. Adjournment

Rebecca Lieberman motioned to adjourn the meeting. Keola Tom seconded the motion. A voice vote was taken, and the adjournment was unanimously approved. The meeting was adjourned.