



STATE OF HAWAII

**Communications, Technical, and Finance Meeting
(Combined Meeting)
Virtual Meeting -Microsoft Teams
Call-In: 808-829-4853; Phone Conf ID: 584 967 640#
Thursday, February 10, 2022
9:00 am – 12:00 pm**

Meeting Minutes

Communications Committee members present Davlynn Racadio (MPD) Chair; Thalia Burns (HPD); Lavina Taovao (KPD).

Communications Committee absent: none.

Technical Committee members present Thalia Burns (HPD) Chair; David Miyasaki (KPD); Kenison Tejada (FirstNet); and Tony Velasco (DIT).

Technical Committee members absent: Jeffrey Riewer (ATT) and Tony Ramirez (Akimeka).

Finance Committee members present Ken Bugado (HiPD); Edward Fujioka (EMS); Lisa Hiraoka (Consumer Advocate Designee); Clyde Holokai (MPD); and Arnold Kishi (ETS).

Finance Committee members absent: Aaron Farias (HPD).

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

Guests: Stephen Courtney (DIT); Lt. Oshima (HPD); Cindy Alderete (Winbourne); Francis Alueta (HT); Robert Fujitake (HiPD); Liz Gregg (ATT); Vern Hara (HiFD); Julie Heimkes (Winbourne); Everett Kaneshige (DoD); E. Kalani Ke (KPD); Glenn Kobashigawa (HT); Kurt Lager (OSL); Patrick Leddy (LCC); Ah Lan Leong (HPD); Shelby Lewis (ATT); Stacy Perreira (KPD); Andrew Reece (Winbourne); Corey Shaffer (Verizon); Ruth Zipfel (EagleView); Wayne Hirasaka (TBD); and Philip Banquel (KPD).

I. Call to Order, Public Notice

Public notice was given.

II. Public testimony on all agenda items

No public testimony was requested.

III. Roll Call, Quorum

Roll Call was taken, and all three committees had a quorum present.

IV. Review and approval prior meeting minutes.

Thalia Burns motioned to approve the minutes of last month's meeting. Lisa Hiraoka seconded the motion. There was a voice vote taken, and the motion was approved unanimously.

Thalia Burns motioned to delete a line item on the Advisory Committee Section of the minutes and correct the Legislature's spelling in the January 2022 meeting minutes. Francis Alueta seconded the motion, and a voice vote was taken, and the motion was approved unanimously.

V. Winbourne Consulting, LLC Update – Andrew Reece, Cindy Alderete, Julie Heimkes:

- a. February 2022 Board Meeting Agenda
 - i. Summary of Decision Makers Meetings.
 - Winbourne has reached out to all of the PSAPs to schedule meetings with the decision-makers, the following is the status of those meetings:
 - a. Hawaii County-Met with them on November 2.
 - b. Oahu County-Met with them on January 10.
 - c. Maui County-Waiting to schedule a meeting date and time.
 - d. Kauai County-Waiting to schedule a meeting date and time.
 - ii. Status Deliverable 6 overview- ESInet Implementation Plan.
 - Option 1
 - Winbourne can deliver the report with our recommendations for:
 - The Optimal Strategy to obtain NENA i3 compatible CHE equipment aligned with NG911 standards.
 - Discussion on the Strategy for procuring NG911 solution with core services and supporting ESInet for all counties.
 - The report will also detail information regarding a PSAP procuring their own solution as an alternative, but not as a recommended solution.
 - Option 2
 - We can wait until all the decisions have been finalized before delivering the report.
 - Next Project Details
 - The next project is the development of requirements for CHE equipment and NG911 core services. This phase will take some time as we will be developing requirements that are specific for the individual PSAPs as well as acting as a statewide solution.
 - The final decisions could be obtained during this phase.
- iii. March 2021 Meeting Agenda
 1. Summary of Decision Makers Meetings.
 2. Deliverable 6 Overview – ESInet Implementation Plan

Comments:

Thalia Burns recommended waiting until we hear from Maui and Kauai.

Francis Alueta also recommended waiting for all the PSAPs to reply.

Clyde Holokai and Kalani Ke agreed that a deadline for a final decision from their PSAPs is no more than 30-days.

VI. Committee Updates by Committee Chairs

- a. Communications Committee – Davlynn Racadio

January 25 problems with 911 calls that could not be answered:

1. Maui was very frustrated. HT assisted in solving the problem.
2. HPD was able to work through it.
3. HiPD – nothing adverse, just frustration.
4. KPD- Had no significant problems.
5. HFD – No effect.

The cause was with the Intrado software, which was not anticipated to impact Hawaii. Similar software glitches have happened before.

b. Technical Committee – Thalia Burns

i. Educational Investigative Committee – Jeffrey Riewer

Discussion on the estimated costs for all telecommunicators statewide to take the APCO PST 7 course and be recertified every two years.

	Year 1	Year 2	Year 3	Year 4	Year 5	TOTAL
PSAP						
HPD	284,061.20	137,691.12	142,011.12	137,691.12	142,011.12	843,465.68
KPD	38,641.64	19,779.36	20,409.36	19,779.36	20,409.36	119,019.08
Maui	44,655.88	28,038.84	31,326.60	33,324.36	36,612.12	173,957.80
HFD	80,598.76	49,904.28	50,444.28	49,904.28	50,444.28	281,295.88
EMS	9,916.00	5,040.00	5,160.00	5,040.00	5,160.00	30,316.00
HiPD	16,903.80	24,295.20	32,700.84	41,101.44	48,359.48	163,360.76
Total	474,777.28	264,748.80	282,052.20	286,840.56	302,996.36	1,611,415.20

The total cost over 5-years amounts to \$1.6M.

The costs include 40 hours O/T for the initial certification and tuition of \$379.00 per student. Recertification is at 24 hours O/T per year with a \$30 fee per individual every two years.

ii. Advisory Committee- Everett Kaneshige

There are two issues to discuss: We are working on the Telecommunicator Reclassification resolution; and our discussion with Winbourne about their desire to have meetings with the Legislature.

- Status of DHRD Telecommunicator Reclassification Report
 - Stacy Perreira contacted Rep. Nakamura, resulting in a meeting with House legislators representing all counties in the state. The legislators felt that rather than doing anything further on a statutory basis, they were looking to have us work with them to create a resolution that would recommend that telecommunicators be treated as first responders. The resolution would be directed more at the counties because they would need to be involved in any change to the ordinance as well as collective bargaining salary issues.
 - We are waiting for comments from the group. Rep. Nakamura has requested the finished draft be sent to her for distribution.
- Comments on NG911 Video from Winbourne

- Too generic.
 - Did not state why NG911 is essential to the telecommunicators, first responders, and the public.
 - There should be a plan before going to the Legislature.
 - The plan may not require consensus from the PSAPs but could be put together with alternative strategies from which the PSAPs may choose.
 - The Advisory Committee recommends that the board postpone any presentation to the Legislature this legislative session.
- iii. Request for Approval:
1. KPD-CAD Server Upgrade - \$410.07
 2. KPD-CAD Maintenance - \$16,698.73
- Shawn Kuratani motioned to approve. Tony Velasco seconded the motion.
A voice vote was taken, and the motion was approved unanimously.
- c. Finance Committee – TBD**
- i. Report on Monthly and Y-T-D Cash Flow
Lisa Hiraoka and the Executive Director provided an overview of the results of the cash flow for the month and year to date.
The Executive Director also informed the Finance Committee that despite the large bank balance, our funds are protected through collateralization by our bank. We currently have about \$40M of collateral protecting our \$30M bank balance.
 - ii. Request for funding approval:
 1. KPD-CAD Server Upgrade - \$410.07
 2. KPD-CAD Maintenance - \$16,698.73
 Arnold Kishi motioned to approve. Lisa Hiraoka seconded the motion.
A voice vote was taken, and the motion was approved unanimously.

VII. PSAP Status Updates on Recruitment and other Personnel Issues.

- a. Kauai KPD – Stacy Perreira for E. Kalani Ke
As far as staffing, there have been no changes since the last meeting. We still have one opening and one in training. I do want to welcome Lt. Banquel. This is his first meeting and he is trying to learn as much as possible about our operations on a daily basis.
We welcome Lt. Dan Quayle. Unfortunately, we lost two officers, which was difficult for our dispatchers.
- b. Oahu HPD – Thalia Burns
There was nothing to add this month.
- c. Oahu HFD – Shawn Kuratani
There was nothing to add this month.
- d. Oahu EMS – Edward Fujioka
We are in the process of hiring one new dispatcher to fill a vacant position. He is currently going through a background check, and that is all I have.
- e. Maui MPD – Davlynn Racadio
I just have a short update. We have one person that was just recently hired, and she has already started. In the training classes, we have 4 applicants nearing the end of the employment process. So hopefully, we will have more personnel to add to our staffing.
- f. Molokai MPD –Clyde Holokai
We just had an anniversary of their loss, and if there is anything we can do, please let us know.
- g. Hawaii PD – Kenneth Bugado, Jr.

Just an update, we still have our four trainees on the floor. We have seven applicants that we are doing background checks that just finished, so we're looking at doing interviews early next week.

h. Hawaii FD – Vern Hara

We still have our five trainees going through the process and doing well. We are also in the process of hiring some dispatchers. So I think we will have seven applicants, and we're still in the process of filtering through that.

VIII. Items for Discussion, Consideration, and Action

a. 911 Timeline update.

Please send your timelines to Courtney.

b. Others

IX. Announcements

a. Future Virtual Meeting dates/time (9:00 am – 12 noon):

i. Thursday, March 10, 2022 (Combined Meeting)

ii. Thursday, April 14, 2022 (Combined Meeting)

iii. Thursday, May 12, 2022 (Combined Meeting)

iv. Thursday, June 9, 2022 (Combined Meeting)

v. Thursday, July 14, 2022 (Combined Meeting)

vi. Thursday, August 11, 2022 (Combined Meeting)

b. Future Conference Dates (**3 months of advanced approval required**):

i. 911 GTW, March 15-18, 2022, Wash. DC.

ii. IWCE, March 21-24, 2022, Las Vegas, NV

iii. Central Square, March 27-30, 2022, Orlando, FL

iv. Navigator Conference, April 27-29, Nashville, TN

v. NENA Conference, June 11-16, 2022, Louisville, KY.

vi. APCO Conference, August 7-10, 2022, Anaheim, CA

c. Others

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

There was no public testimony.

XI. Adjournment.

Ken Bugado motioned to adjourn the Committee meetings. Corey Shaffer seconded the motion. The Board Chair adjourned the meeting at 10:27 am.