



STATE OF HAWAII

Communications, Technical, and Finance Meeting (Combined Meeting) Thursday, March 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) Vice Chair; David Miyasaki (KPD); Kenison Tejada (FirstNet); Jeffrey Riewer (ATT); Tony Ramirez (Akimeka); and Tony Velasco (DIT).

Technical Committee members absent: None

Finance Committee members present Ken Bugado (HiPD); Edward Fujioka (EMS); Lisa Hiraoka (Consumer Advocate Designee); Aaron Farias (HPD); and Arnold Kishi (CIO Designee).

Finance Committee members absent: None

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

Guests: Stephen Courtney (DIT); Lt. Oshima (HPD); Cindy Alderete (Winbourne); Robert Fujitake (HiPD); Liz Gregg (ATT); Vern Hara (HiFD); Julie Heimkes (Winbourne); Everett Kaneshige (DoD); Kurt Lager (OSL); Patrick Leddy (LCC); Ah Lan Leong (HPD); Shelby Lewis (ATT); Stacy Perreira (KPD); Andrew Reece (Winbourne); Corey Shaffer (Verizon); Anthony Krau (MPD); Ruth Zipfel (EagleView); and Nani Blake (T-Mobile).

I. Call to Order, Public Notice

Vice-Chair Thalia Burns called the meeting to order at 9:00 am. A public notice was given.

II. Public testimony on all agenda items

There was no testimony on any agenda item.

III. Roll Call, Quorum

The roll call was taken and all three committees had a quorum.

IV. Review of the results of the CPA Audit for FY 2020-21 – Owen Fukumoto, CPA

a. Scope of the Engagement

1. Audit of the financial statements of the Enhanced 911 Fund for the year ended June 30, 2021. This was the fourth year of the contract, with one option year remaining.
 2. The audit was performed in accordance with auditing standards generally accepted in the United States of America, and Government Auditing Standards.
- b. Engagement Objectives
1. Assist the Board of Directors in fulfilling its fiduciary duty.
 2. Ensure that internal controls have been established to safeguard the E911 Fund's assets and to insure the proper usage of the funds.
 3. Ensure that all receipts and expenditures were properly recorded in the financial records of the E911 Fund, and were in accordance with laws, rules and regulations, and policies and procedures of the State of Hawaii.
- c. Highlights
1. Cash balance at June 20, 2021 was approximately \$28.6M. This was an increase of approximately \$310K from the prior year. Of this balance, \$11.4M has been encumbered for future uses.
 2. Surcharge revenues increased by approximately \$301K due to an increase in subscribers of 38k.
 3. Interest income decreased by approximately \$281k due to reduced interest rates.
 4. Total expenditures increased by approximately \$2.5M, primarily due to increase in PSAP reimbursements.
 5. The E911 Fund continues to utilize a lockbox system to collect surcharge revenues (approximately 99% of total revenues), and cash in the financial institution is fully insured and collateralized.
 6. The Board continues to utilize a dual signature policy on all disbursements and monthly review of bank statements and reconciliations.
- d. Auditor's Reporting on the Engagement
1. Financial Audit – financial statements were fairly presented. As a result, the Auditors issued an "Unmodified" opinion (best opinion you can receive) on the financial statements.
 2. Report on Internal Controls and Compliance
During the audit, the Auditors noted no material or significant weaknesses in the E911 Funds' internal controls. No instances of noncompliance or other matters required to be reported under Government Auditing Standards were noted during the audit.

V. Review and approval prior month's meeting minutes.

There was a motion to approve the minutes of the prior month's meeting. The motion was seconded. There was a voice-vote taken and the motion was unanimously approved.

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

- a. March 2022 Committee Meeting Agenda.
 - i. Summary of Decision Makers Meetings.
 - ii. Update on Legislative items
 - iii. Deliverable 6 overview- ESInet Implementation Plan.

VII. Committee Updates by Committee Chairs

- a. Communications Committee – Davlynn Racadio
 - i. Request an update from HT on what occurred on 1/25/22 and the solution to the issue:

Francis Alueta stated that the issue was caused by a change Intrado made that night to the media servers. This change was expected to be non-service impact. Intrado did not notify us of a new software being implemented on our media servers, so trouble shooting took longer than usual. This software was found to have a bug when it was activated and caused the intermittent 911 voice calls to drop.

We have stressed the importance of Intrado keeping us informed of upcoming changes, regardless of whether they expect service impacts or not. We are now being copied on ALL network change records going forward, to mitigate troubleshooting time frames. We have also re-iterated the need for more testing prior to implementing changes in the network, regardless of how small the change is expected to be, since this is a 911 and public safety network.

- b. Technical Committee – Thalia Burns
 - i. HPD would like to inform the Board that it desires to purchase cable channels as part of the sit-stand desk purchase that the Board approved funding in the SBP for FY2022 for HPD's alternate facility in Kapolei. HPD does not want any additional funds but would like to purchase these channels along with the desk. The channel holds cabling for the CAD and 911 equipment. There was no action required from the Board.
 - ii. Educational Investigative Committee – Jeffrey Riewer
There will be a discussion about moving forward with the existing funding for the APCOPST7 online dispatcher training state-wide for FY 2022. In addition, we would like to discuss including the projections of the estimated costs for online training for each PSAP in the SBP for future years.
 - iii. Advisory Committee- Everett Kaneshige
 1. Report on the status of the Telecommunicator reclassification resolution that we drafted at the request of Rep. Nakamura regarding Act 63 DHRD Reclassification Report.
Stacy did follow up with Rep. Nakamura and we had a meeting on Monday with Rep. Nakamura and legislators from the House representing every island and the discussion was very productive. The legislators felt that rather than doing anything further on a statutory basis, they were looking to have the committee work with them to create a resolution which would do two things: it would recommend that telecommunicators be treated as first responders but the resolution would be directed more at the counties because, the counties would need to be involved as far as any type of change to the ordinance as well as any issues related to collective bargaining.
- c. Finance Committee – TBD
 - i. Report on Monthly and Y-T-D Cash Flow
 1. Discussion of the return of \$112,621.89 to the E911 Fund – Shawn Kuratani.

The refund was the result of the excess in the Central Squares' maintenance pool. It was decided that instead of refunding the amount directly to the E911 Fund, a credit memo would be issued to be used to reduce future maintenance expense.

2. Refund of \$213,583.09 due to computational errors by the communications service provider from 2017-18.

The Executive Director advised that there was no recourse regarding preventing a refund to the communications service provider. The Finance Committee recommended that both the ASO Business Manager and the auditor be advised of the situation.

3. Credits from WSP Cost Recovery and Furlough of ASA.

The Executive Director advised that as the result of the merger between T-Mobile and Sprint, the decision was made to discontinue future requests for cost recovery from the Board. The annual savings amounted to about \$63k. In addition, the Board realized a savings of \$109.0k over a two period+3

due to the furlough of the ASA as mandated by the Governor's office at the start of the pandemic.

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

- a. Kauai KPD – Stacey Perreira for E. Kalani Ke.
Sgt. Perreira stated that KPD was down to one vacancy and one in training.
- b. Oahu HPD – Aaron Farias
- c. Oahu HFD – Shawn Kuratani
There was nothing to report.
- d. Oahu EMS – Edward Fujioka
- e. Maui MPD – Davlynn Racadio
- f. Molokai MPD – Davlynn Racadio
- g. Hawaii PD – Kenneth Bugado, Jr.
HiPD is at 24 personnel and 16 vacancies. There are currently 3 in training.
- h. Hawaii FD – Vern Hara

IX. Items for Discussion, Consideration, and Action

- a. 911 Timeline update.
- b. Others

X. Announcements

- a. Future Virtual Meeting dates/time (9:00 am – 12 noon):
 - i. Thursday, April 14, 2022 (Combined Meeting)
 - ii. Thursday, May 12, 2022 (Combined Meeting)
 - iii. Thursday, June 9, 2022 (Combined Meeting)
 - iv. Thursday, July 14, 2022 (Combined Meeting)
 - v. Thursday, August 11, 2022 (Combined Meeting)
 - vi. Thursday, September 8, 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

- XI. **Open Forum: Public comment on issues not on the Committee meeting agenda at the next Meeting.**

- XII. **Adjournment.**