



## STATE OF HAWAII

### Communications, Technical, and Finance Meeting (Combined Meeting) Thursday, April 14, 2022 9:00 am – 12:00 pm

#### MEETING MINUTES

**Communications Committee members present:**

Davlynn Racadio (MPD) Chair; and Lavina Taovao (KPD)

**Communications Committee members absent:** Thalia Burns (MPD)

**Technical Committee members present** Shawn Kuratani (HFD); David Miyasaki (KPD); Tony Ramirez (Akimeka); Jeffrey Riewer (ATT); Kenison Tejada (FirstNet); and Tony Velasco (DIT).

**Technical Committee members absent:** Thalia Burns (MPD) Chair.

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

**Finance Committee members absent:** None

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

**Guests:** Cindy Alderete (Winbourne); Stephen Courtney (DIT); Vern Hara (HiFD); Robert Fujitake (HiPD); Liz Gregg (ATT); Julie Heimkes (Winbourne); John Holland (ATT); Wayne Hirasaka (Alakaina); Everett Kaneshige (DoD); E. Kalani Ke (KPD); Kurt Lager (OSL); Patrick Leddy (LCC); Kimberly Lee (HPD); Ah Lan Leong (MPD); Shelby Lewis (ATT); Gregg Okamoto (MPD); Stacy Perreira (KPD); Andrew Reece (Winbourne); Jeff Reeve (ATT); Megan Reilly (EagleView); Corey Shaffer (Verizon); Ruth Zipfel (EagleView); Rebecca Lieberman (Charter); Keola Tom (MPD) and Kiman Wong (Guest).

#### I. Call to Order, Public Notice

The meeting was called to order at 9:00 pm. Public notice was given.

#### II. Public testimony on all agenda items

There was no public testimony on any agenda item.

#### III. Roll Call, Quorum

Roll call was taken, and a quorum was present for all three committees.

#### IV. Review and approve last month's meeting minutes.

Jeffrey Riewer motioned to approve. Arnold Kishi seconded the motion. A voice vote was taken, and the motion was approved by all committee members present.

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

- April 2022 Committee Meeting Agenda.
  - a. Summary of Decision Makers Meetings.

Winbourne has reached out to all PSAPs to schedule meetings with the Decision Makers. During the meetings, we discussed: NGCS Vendor Selection & Procurement Options, NGCS Vendor Procuring Mechanism Options, CHE Vendor Selection, and Procurement. As a result of the Decision Maker meetings, the Counties unanimously agreed to procure a statewide NGCS vendor and a statewide CHE, utilizing cooperative contract(s) as the procurement mechanism.
  - b. Deliverable 6 overview- Winbourne started reviewing Deliverable 6 but was stopped when it was discovered that the committee members had not received the report. It was decided to continue the review of Deliverable 7 during the May meeting.
  - c. Winbourne requested clarification on one item in Deliverable 7-Presentation of Recommendations and Plans
  - d. Assistance with Public Education
    - What Winbourne will do: As part of the NG9-1-1 Plan, Winbourne Consulting is prepared to assist the Board with a campaign focusing on how NG9-1-1 can improve public safety and national security, the benefits of NG9-1-1, the consequences of delayed NG9-1-1 deployment and the importance of sufficient and sustainable funding.
    - Scope Clarification-The development and delivery of a public education program would be more appropriate during the NG9-1-1 implementation phase. We are proposing that Winbourne would develop an education plan for State Legislators to provide an overview of NG9-1-1 and describes the benefits of migrating to NG9-1-1. In addition, Winbourne will develop a detailed outline of the proposed changes to current legislation to support NG9-1-1. This outline will also include a recommended timeframe for completing these changes, in alignment with the implementation of NG9-1-1

#### VI. Committee Updates by Committee Chairs

- Communications Committee – Davlynn Racadio
  - a. Davy expressed concern regarding the increased costs for the NENA Conferences that may limit participation by the PSAPs.
  - b. Davy also wished everyone a Happy National Telecommunicators Week
- Technical Committee – Corey Schaffer

As you all know, 911 is our most critical service, so I want to make sure we understand the processes here and the Board's role in oversight regarding the service affecting the incident on January 25, 2022

Questions regarding the service affecting the incident on 1/25/2022

  1. Discuss whether the Board should request HawTel to provide a formal RFO (Reason for Outage) for the issues on 1/25/2022.
    - What is our role in oversight for service?
    - Do we think that the Board should request an RFO?

Recommendation:

  - a. I would like to see more detail to determine what the cause was, what the resolution was, and how to prevent the problem in the future.

- b. The carriers are held to a national standard in that carriers have to submit an outage scenario.
  2. Discuss whether the Board should establish specific criteria for when HawTel should provide formal RFOs (for example, if a PSAP loses all connectivity for more than 5 minutes, or loses ALI/ANI for more than 60 minutes, etc.)
 

Comments:

    - a. Do we need an SLA in the event of an outage?
    - b. HawTel would be responsible for providing SLA and when it would be required.
  3. Discuss the requirement that HawTel conducts a formal internal MOP (Method of Procedure) review for activities impacting any network elements that have a potential impact on PSAP service (software or hardware upgrades, transport network changes, etc.). HawTel may do this already.
 

Comments:

    - a. How much detail should HawTel provide regarding their MOP reviews as part of the Board oversight?
    - b. Follow up with HawTel to review the tariff document(s) to determine if the carriers are meeting their obligations.
    - c. Recommend that a Technical subcommittee follow up with the tariff document and or PUC document from HawTel to determine the trigger points for the 1/25/22 event and request that HawTel provide the required documents, such as the RFO.
- Educational Investigative Committee – Everett Kaneshige
  1. 2022 CISA Courses: Radio Operator (RADO) & Information Technology (ITSL)  
2-day in-person course July 20 & 21 for Emergency Response Personnel familiar with Incident Command. There are prerequisites. It will be a hands-on class.
  2. Information Technology Service Unit Leader.  
4-day in-person class. Oct-Nov timeframe. Must complete ICS 300 as a prerequisite.
  3. District of Columbia: ICS 300 & 400 Virtual Classes  
Self-paced class for part 1. One day 8-hour session after part 1. Final exam required.
  4. State of Hawaii COMU Credentialing  
Get people certified in their positions, which will go into a national database, and then it can be used by other states and other jurisdictions for mutual aid.
- Advisory Committee- Everett Kaneshige
  1. Telecommunicator Reclassification Resolutions: HCR105 & HR101.  
Neither of the House resolutions made it out of the committee. However, Rep. Nakamura was able to persuade the Senate SR72 (was passed) and SCR79 (not passed) to introduce two identical resolutions. Everett will report on the next steps at next month's meeting. Everett also shared a letter from the FCC Chairwoman supporting the job reclassification for dispatchers.
- Finance Committee – TBD
  1. Report on Monthly and Y-T-D Cash Flow  
The ED reviewed the monthly and Y-T-D Cash Flow.
  2. Discussion with Meoh-Ling Silliman regarding refund to the communications service provider and the Central Square retention of 911 funds since 2013
  3. Meoh-Ling recommended the following disclosures:
    - i. Auditor
    - ii. Deputy AG
    - iii. Proper documentation

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

- Kauai KPD – Stacey Perreira for E. Kalani Ke  
Lavina wished everyone a Happy Telecommunicators Week and that there were no updates for KPD.
- Oahu HPD – Aaron Farias  
A proclamation from the Honolulu Mayor was issued for National Public Telecommunicators Week. There are 25% vacancies for PCO1; 27% for ERO; opened up recruitment for EROs and received 30 applicants within 3days; PCO1 positions are still undergoing continuous recruitment. Promotions are anticipated within a few weeks.
- Oahu HFD – Shawn Kuratani  
Shawn acknowledged one vacancy, which will be filled shortly. HFP also celebrated National Telecommunicators Week along with their colleagues. HFD did experience price inflation during their travel request for the NENA conference. As a result, Shawn had to reduce participation at NENA from three to two. Shawn had foreshadowed an increase in travel expenses for the next fiscal year.
- Oahu EMS – Edward Fujioka had nothing new to report. Fire and Ocean Safety experienced inflationary prices for the Central Squire conference fees. EMS is anticipated to attend the NENA and Navigator conferences but anticipates inflationary pressures and will request additional funding from the Board.
- Maui MPD – Davlynn Racadio  
Davlynn is having problems scheduling her crew for the APCO PST7 course. Recruiting has increased.
- Molokai MPD –Davlynn Racadio  
Nothing to report.
- Hawaii PD – Rob Fujitake  
There have been seventeen vacancies for several months. Staff is working overtime.
- Hawaii FD – Vern Hara  
Personnel vacancies are high. We had five trainees but lost one. Continuous recruitment is still active.

## VIII. Items for Discussion, Consideration, and Action

- 911 Timeline update.
- Others

## IX. Announcements

- Future Virtual Meeting dates/time (9:00 am – 12 noon):
  - a. Thursday, May 12, 2022 (Combined Meeting)
  - b. Thursday, June 9, 2022 (Combined Meeting)
  - c. Thursday, July 14, 2022 (Combined Meeting)
  - d. Thursday, August 11, 2022 (Combined Meeting)
  - e. Thursday, September 8, 2022 (Combined Meeting)
  - f. Thursday, October 13, 2022 (Combined Meeting)
- Future Conference Dates (**3 months of advanced approval required**):
  - ii. NENA Conference, June 11-16, 2022, Louisville, KY.
  - iii. APCO Conference, August 7-10, 2022, Anaheim, CA
- Others

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

**There were no requests for public comment.**

**XI. Adjournment.**

Is there a motion to adjourn? Tony Ramirez motioned to adjourn. Lisa Hiraoka seconded the motion, and the meeting was adjourned.