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| JOSH GREEN, M.D.GOVERNORKe Kiaʻāina | **A picture containing logo  Description automatically generated** | KEITH A. REGANCOMPTROLLERKa Luna Hoʻomalu Hana Laulā**MEOH-LENG SILLIMAN**DEPUTY COMPTROLLERKa Hope Luna Hoʻomalu Hana Laulā |
|  | **STATE OF HAWAIʻI | KA Mokuʻāina o Hawaiʻi****DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES | KA ʻOihana LOIHELU A LAWELAWE Laulā**P.O. BOX 119, HONOLULU, HAWAII 96810-0119**Enhanced 911 Board Meeting****Thursday, February 9, 2023****9:00 am – 12:00 pm** |  |

**MEETING MINUTES**

**Board Members Present:** Thalia Burns (HPD), Nani Blake (T-Mobile), Stephen Courtney (C&C of Honolulu), Liz Gregg (ATT), Lisa Hiraoka (Consumer Advocate Designee), Todd Omura (CIO Designee), Rebecca Lieberman (Charter), E. Kalani Ke (KPD), Gregg Okamoto (MPD)

**Board Members Not Present:** Corey Shaffer (Verizon), Francis Alueta (HT), Keola Tom (MPD)

**Staff:** Royce Murakami (E911), Stella Kam (AG)

**Guests:** Frannie Chung (EMS), Stacy Domingo (HIPD), Aaron Farias (HPD), Edward Fujioka (EMS), Robert Fujitake (HIPD), Vern Hara (HIPD), Everett Kaneshige (DOD), Glenn Kobashigawa (HT), Shawn Kuratani (HFD), Kurt Lager (OSL), Patrick Leddy (LCC), Ah Lan Leong (HPD), Shelby Lewis (ATT), Reed Mahuna (HIPD), Lorrin Okumura (EMS), Ariel Ramos (KPD), Davlynn Racadio (MPD), Tony Ramirez (Akimeka), Kenison Tejada (FirstNet), Tony Velasco (DIT), Ruth Zipfel (Eagle View), Miranda Winn (NGA), Barbara Winn (NGA).

1. Call to Order, Public Notice

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

1. Public Testimony Will Be Taken on All Agenda Items as Those Items Occur During the Meeting
2. Roll Call, Quorum

**A roll call was taken quorum was present for the Board.**

1. Review and Approval of January’s Meeting Minutes

**Board Chair stated that minor grammar corrections were brought to our attention that will be addressed. Board Chair requested a motion to approve January’s Meeting Minutes. Elliot K. Ke motioned to approve the January 2023 Meeting Minutes. Lisa Hiraoka seconded the motion. A voice vote was taken, and the motion was approved unanimously.**

1. Annual Voting of Board Chair & Vice Chair

**Board Chair stated to board members to name nominations for Board Chair and Vice Chair. Liz Greg nominated Thalia Burns to remain as Board Chair. Board Chair responded stating that her term will expire June 30th, 2023, and that the Honolulu Police Department is in the process of appointing someone in her place. Thalia Burns asked for a motion for her to remain as Board Chair until the end of her term June 30, 2023. A voice vote was taken, and the motion was unanimously approved.**

**Board Chair stated that she would like to nominate Corey Shaffer to remain as Vice Chair. Board Chair asked for a motion to approve Corey Shaffer to remain Vice Chair. A voice vote was taken, and the motion was unanimously approved.**

1. Committee Updates by Committee Chairs
	1. Communications Committee – Davlynn Racadio
		1. Update on 9-1-1 GTW (Goes to Washington) Confirmed Meetings Scheduled
		2. Conference Call with Trelaine Ito (Senator Schatz) Regarding Funding, Grants, Proposals for our State with Reference to 9-1-1 Services.
		3. Maui County Resolution 23-29 Urging the Administration to Recognize 9-1-1 Emergency Services Dispatchers as First Responders in the County of Maui.
		4. Next Generation 9-1-1 Standards & Best Practices Conference
			1. Comments & Feedback from Attendees

**Davlynn Racadio stated if Frannie Chung is present and could give her comments and feedback on attending Next Generation 9-1-1 Standards & Best Practices Conference. Frannie Chung responded stating that she enjoyed the conference and presented many interesting subjects. She stated subjects that interested her such as wellness for dispatchers, nationwide shortage on dispatchers, and utilizing satellite for tracking and security for Next Generation 9-1-1. Davlynn Racadio responded stating if Frannie Chug could give comments and feedback regarding to the RFP process for Next Generation 9-1-1. Frannie Chung responded stating that she would not be able to give comments regarding that subject because it was not a priority on her list. She added that she only attended one class and that’s objective was to have discussions within other PSAPs on how they approached the process and did not expand on how to implement an RFP for Next Generation 9-1-1.**

* 1. Technical Committee – Shawn Kuratani
		1. Next Generation 9-1-1 Group Discussion February 1, 2023
		2. Future Change to HRS Chapter 138
		3. Hawaii Police Department Requesting Funding to add Command Central Community from Motorola Solutions to Current CAD (Computer Aided Dispatch) System in the amount of $66,750.

**Shawn Kuratani stated no further updates.**

* 1. Advisory Committee – Everett Kaneshige
		1. Meeting with HGEA Regarding Formation of Bargaining Unit for 9-1-1 Telecommunicators
		2. 2023 Bills Introduced:
			1. Formation of Bargaining Unit for 9-1-1 Telecommunicators (HB 1398, SB1550)
			2. Amendment of Penal Code to Reclassify 9-1-1 Telecommunicators as First Responders (HB162, SB1059)

**Everett Kaneshige stated no further updates.**

* 1. Finance Committee – Lisa Hiraoka
		1. Review of Monthly Y-T-D (Year to Date) Cash Flow
		2. Hawaii Police Department Requesting Funding to add Command Central Community from Motorola Solutions to Current CAD (Computer Aided Dispatch) System in the amount of $66,750.
		3. Board Chair Requesting Approval of $5000 for Assistance Courses with QuickBooks

**Lisa Hiraoka stated no further updates.**

1. Public Service Answering Point Status Updates on Recruitment and other Personnel Issues
	1. Kauai Police Department – Ariel Ramos
		1. Update on Recruitment Process/Strategies and Personnel Training
		2. Update on Personnel Issues and Vacancies

**Ariel Ramos stated no further updates.**

* 1. Oahu Police Department – Aaron Farias
		1. Update on Recruitment Process/Strategies and Personnel Training
		2. Update on Personnel Issues and Vacancies

**Aaron Farias stated no further updates.**

* 1. Oahu Fire Department – Shawn Kuratani
		1. Update on Recruitment Process/Strategies and Personnel Training
		2. Update on Personnel Issues and Vacancies

**Shawn Kuratani stated no further updates.**

* 1. Oahu Emergency Medical Services – Lorrin Okumura, Diana Chun, Frannie Chung
		1. Update on Recruitment Process/Strategies and Personnel Training
		2. Update on Personnel Issues and Vacancies

**Lorrin Okumura stated no further updates.**

* 1. Maui Police Department – Davlynn Racadio
		1. Update on Recruitment Process/Strategies and Personnel Training
		2. Update on Personnel Issues and Vacancies

**Davlynn Racadio stated no further updates.**

* 1. Molokai Police Department – Davlynn Racadio
		1. Update on Recruitment Process/Strategies and Personnel Training
		2. Update on Personnel Issues and Vacancies

**Davlynn Racadio stated no further updates.**

* 1. Hawaii Police Department – Robert Fujitake
		1. Update on Recruitment Process/Strategies and Personnel Training
		2. Update on Personnel Issues and Vacancies

**Robert Fujitake stated no further updates.**

* 1. Hawaii Fire Department – Vern Hara
		1. Update on Recruitment Process/Strategies and Personnel Training
		2. Update on Personnel Issues and Vacancies

**Stacy Domingo stated no further updates on behalf of Vern Hara.**

1. Executive Director’s Report

**Board Chair stated that this will remain on the agenda moving forward. No updates currently.**

1. Items for Discussion, Consideration, and Action
	1. 911 Timeline Update (Akimeka)
		1. Status Report on All Counties
	2. Update on Bank Transition – Meeting with Central Pacific Bank February 2, 2023

**Board Chair stated that her and Royce Murakami met with Central Pacific Bank on February 2, 2023, to discuss a transition plan. Central Pacific Bank recommended a phased approach with phase one being setting up the account and phase two consisting of sending notifications to the providers of updated lockbox information. She added that Central Pacific Bank will be drafting up the letters to the service providers notifying them of the change. Phase three would consist of reconciling what is outstanding with First Hawaiian Bank which could potentially take up to several months according to Central Pacific Bank. Furthermore, stated as we move towards this final phase we will be reaching out to the various agencies if there are any outstanding checks that are being held.**

* 1. Board Chair Requesting Approval of $5000 for QuickBooks Assistance/Courses/Tutorials/Training

**Board Chair requested a motion to approve $5000 for QuickBooks for the assistance that we need in terms of actual eyes on our program and tutorials, course, and training. Lisa Hiraoka motioned to approve this request. Liz Gregg seconded the motion. A voice vote was taken, and the motion was approved unanimously.**

* 1. Update on Policy Committee to Review and Amend Conference and Travel Guidelines

**Board Chair stated the Policy Committee completed the Conference and Travel Guidelines and used the State Procurement Offices guidelines as the foundation of the guidelines below. She added that she is aware that other agencies have stricter guidelines, however, the Board is setting these minimum requirements because they do not want to discourage any agency from attending any conferences. In conclusion, she stated that the policy committee had to come up with a fair way of allowing conference attendance, however, tightening up what items that we’ve come across that were or could be problematic in the future. Below is the Conference and Travel Guidelines that was covered in its entirety.**

**AIRFARE:**

* **Intra-State Travel requires a minimum of two (2) airfare quotes for authorized official business, from two (2) different vendors.**
* **Out-of-State Travel requires a minimum of two (2) airfare quotes for authorized official business, from two (2) different vendors. The employee shall be scheduled to arrive at the out-of-state destination in accordance with Collective Bargaining Agreement (CBA).**
* **Travel Deviations for personal travel requires a minimum of two (2) airfare quotes combining the authorized travel with personal deviations.**
	+ **Personal deviations include but is not limited to air carrier, side trips, routing, schedule, etc.**
	+ **Additional costs, resulting from deviations are the responsibility of the traveler and/or agency.**
* **The most economical airfare shall be selected (unless otherwise justified), based on the itinerary that fits the official business requirements.**
* **Seat selection shall be in regular coach class.**
	+ **Seat upgrades (i.e. preferred, comfort, etc.) shall be the responsibility of the traveler and/or agency.**
* **Baggage is limited to one (1) checked bag for out-of-state travel, based on the airline’s standard weight and linear measurements.**

**PER DIEM:**

* **Intra-State Travel (Same-Day)**
	+ **Whenever employees are required to travel on official business to another island, the traveler shall be entitled to a meal allowance.**
	+ **The meal allowance shall be in accordance with the employees CBA.**
* **Intra-State Travel (Overnight) and Out-of-State Travel**
	+ **Whenever employees are required to travel overnight to another island or out of the State of Hawaii on official business, the traveler shall be provided a per diem.**
	+ **The per diem amount shall be in accordance with the employees’ CBA.**
	+ **Per diem calculations are based on quarter-day periods, with the quarter-day periods measured from midnight. Calculations shall be in accordance with the employees’ CBA.**
	+ **When lodging or meals are provided at no cost to the traveler, per diem rates shall be adjusted.**
		- **For Collective Bargaining Unit members, per diem allowance is not adjusted when meals are included in the conference programs.**
	+ **When activities such as luncheons, networking events, etc. are offered to the traveler on a voluntary basis, costs deriving from attendance to the activity/event shall be the responsibility of the traveler and/or agency.**
	+ **When personal leave is added to the official travel, the per diem amount shall be the same as that which would have been allowed if the authorized leave had not been taken.**

**LODGING – INTRA-STATE AND OUT-OF-STATE TRAVEL:**

* **Requires a minimum of two (2) hotel quotes near the place of official business, conference, etc. unless, using a conference hotel.**
* **The most economical hotel within the vicinity of the official business, conference, etc. shall be selected.**
	+ **Justification is required if the most economical hotel is not selected.**
* **In-room dining/room service, early check-in or late check-out fees and room upgrades will not be a reimbursable expense.**

**TRANSPORTATION – INTRA-STATE AND OUT-OF-STATE TRAVEL:**

* **Travelers shall use the hotel shuttle whenever possible.**
* **If the hotel shuttle is not possible, travelers shall provide an estimated cost for ground transportation (i.e. airport shuttle, taxi, uber, etc.).**
* **When no other cost-effective means are available, a rental car shall be used.**
	+ **If a rental car is required, the traveler/agency shall provide justification, estimate cost (to include parking) and obtain Board approval prior to the authorized travel.**
		- **All rental car policies shall be followed to include but not limited to refueling the vehicle upon return.**
		- **Rental car insurance coverage shall be the responsibility of the traveler’s county/agency.**

**REGISTRATION:**

* **The Board will not require the county/agency to provide membership to the Association of Public Safety Officials (APCO) or the National Emergency Number Association (NENA) for their employees. However, each county/agency is encouraged to provide these memberships for their employees to receive reduced conference rates.**
* **The traveler and/or agency is encouraged to register early to take advantage of lower registration rates.**
* **Attendance to pre and/or post conference course(s) require Board approval prior to the authorized travel.**
	+ **The traveler/agency shall provide justification for attendance, course syllabus and estimated cost. The cost for attendance shall include registration, per diem, lodging and airfare differential.**
	+ **Traveler’s and/or agencies who do not receive prior approval will not be reimbursed for expenses related to the pre and/or post conference course(s) and will not be allowed to request Board approval after the travel is completed.**
* **Attendance and the costs associated with pre and/or post conference social activities such as golf tournaments and runs will not be a reimbursable expense.**

**OUT-OF STATE TRAVEL COST**

* **With inflation and increasing fuel costs, the Board has set costs to travel out of the State of Hawaii, not to exceed:**
	+ **East Coast Travel - $4,500.00**
		- **North and South Carolina, Connecticut, Delaware, Florida, Georgia, Maine, Maryland, Massachusetts, New Jersey, New Hampshire, New York, Pennsylvania, Rhode Island, Vermont, Virginia, and Washington DC**
	+ **Central Region Travel - $4,000.00**
		- **Alabama, Arkansas, North and South Dakota, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Michigan, Minnesota, Mississippi, Missouri, Nebraska, Ohio, Oklahoma, Tennessee, Texas, West Virginia, and Wisconsin**
	+ **West Coast Travel - $3,500.00**
		- **Alaska, California, Oregon, and Washington.**
* **Agencies are encouraged to obtain the lowest travel costs. Costs that exceed the limits set by the Board shall be the responsibility of the agency.**
* **Travel cost limitations will be reevaluated annually during the Strategic Budget process to ensure the cost of travel is in alignment with the economy.**

**REIMBURSEMENT REQUESTS**

* **Upon completion of the travel, the agency shall submit a request for reimbursement via the E911 Board’s request form.**
* **The agency shall attach copies of the following:**
	+ **Airfare, hotel, registration, and ground transportation quotes.**
	+ **Deviation quotes.**
	+ **Pre and/or post conference quotes and Board approval.**
	+ **Statement of completed travel showing the actual expenses related to the authorized travel.**
	+ **Boarding passes, airfare, baggage, hotel, registration, ground transportation and rental car (if applicable) receipts.**
	+ **A one-page memorandum from the traveler(s) with a synopsis of the training or informational sessions attended and the benefit of such to the traveler, agency, and Board.**

**Failure to provide the necessary supporting documentation may result in the request being denied in part or in whole.**

**Board Chair stated if there are any questions regarding the Conference and Travel Guidelines. Reed Mahuna responded stating a question regarding the 24-hour start time of the conference and if it is acceptable if the most reasonable airfare slightly deviates from the 24 hour prior to official business start time. Board Chair stated that she believes a few hours is not unreasonable. However, she wants to avoid extra days of lodging and per diem due to agencies sending personnel a few days in advance of the conference. She added that the Board should not be responsible for those expenses because in the past these expenses were approved if they were in the budgeted amount. In conclusion, she stated that an impending audit of the Enhanced 9-1-1 fund will occur, and she wants to ensure that moving forward these mistakes are corrected so they do not happen in the future. Edward Fujioka responded stating that each agency should refer to your collective bargaining agreement as it states that east coast travel will be extended to a 36-hour time frame. Reed Mahuna responded that he understands and has no further questions.**

**Board Chair stated regarding 9-1-1 Goes to Washington since all arrangements have been made the Conference and Travel Guidelines will be effective starting with the next conference that is scheduled. Furthermore, stated that all agencies should refer to their Collective Bargaining Agreement for guidance.**

**Board Chair requested a motion to adopt the new Conference and Travel Guidelines with the amendment to the section as it relates to the out of state travel and the 24 hours that the 24 hours will be replaced in accordance with the Collective Bargaining Agreement. Rebecca Lieberman motioned to approve this request. Lisa Hiraoka seconded the motion. A voice vote was taken, and the motion was unanimously approved.**

* 1. Discussion on Bills Introduced in Governor’s Package that Add Director of New State Department of Law Enforcement to the E911 Board (SB 1338 & HB 1040)

**Board Chair stated that the bill introduced gives the Director of the New State Department of Law Enforcement a seat on the Enhanced 9-1-1 Board. She added that she will open this item up for discussion. No Board members had any comments on this item.**

* 1. Hawaii Police Department Requesting Funding to add Command Central Community from Motorola Solutions to Current CAD (Computer Aided Dispatch) System in the amount of $66,750.

**Item was removed from the agenda.**

* 1. Strategic Budget Plan Spreadsheet Distribution
		1. February 15, 2023, Deadline to Submit March 31, 2023

**Board Chair stated her, and Royce Murakami will begin working on distributing the spreadsheet for the Strategic Budget Plan for FY 2024-2028 by February 15, 2023. She added that the deadline to submit the spreadsheet will be March 31, 2023, and that our goal is to have the budget approved in the June 2023 meeting before the end of the fiscal year. Furthermore, each new item on the spreadsheet must have a justification and as a reminder in the past the Board does not reimburse radio systems and ancillary equipment. In relation to non-reimbursable items this would include resource management tools and community interactive tools. In conclusion, she stated that all agencies should research the product before bringing it forward to the Board for approval as it must be tied to the processing of a 9-1-1 call with attached justification. Lisa Hiraoka responded stating that the reason for working on the strategic budget plan so early was to have the strategic budget plan by June 30, 2023, for the next year. She added that the past couple years our budgets were not approved until the following fiscal year which made it difficult to reimburse all the PSAPs in a timely manner. Board Chair responded stating in addition there are a lot of moving parts in the next three to four months with the transition to the new bank but also all the PSAPs sending in their reimbursement requests before the end of the fiscal year.**

* 1. Additional Items Proposed by Meeting Attendees.
1. Announcements
	1. Future Virtual Meeting Dates/Times (9:00AM-12:00PM)
		1. Thursday, March 9, 2023 (Combined Meeting)
		2. Thursday, April 13, 2023 (Combined Meeting)
		3. Thursday, May 11, 2023 (Combined Meeting)
		4. Thursday, June 8, 2023 (Combined Meeting)
	2. Future Conference Dates (3 Months of Advanced Approval Required)
		1. 911 GTW (Goes to Washington) Conference, February 26-March 1, 2023, Arlington, VA
		2. Pictometry/EagleView, April 24-27th, San Antonio, TX
		3. NENA (National Emergency Number Association) Conference & Expo, June 17-22nd, Grapevine, TX
		4. APCO (Association of Public-Safety Communications Officials) Conference & Expo, August 6-9th, Nashville, TN
	3. Additional Announcements from Meeting Attendees
2. Open Forum: Public comment on issues not on the Committee Meeting Agenda

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

1. Adjournment

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