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| JOSH GREEN M.D. GOVERNOR  Ke Kiaʻāina | **A picture containing logo  Description automatically generated** | KEITH A. REGAN COMPTROLLER  Ka Luna Hoʻomalu Hana Laulā  **MEOH-LENG SILLIMAN**  DEPUTY COMPTROLLER  Ka 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  **Communications, Technical, and Finance Meeting (Combined Meeting)**  **Thursday, April 13, 2023**  **9:00 am – 12:00 pm** |  |

**MEETING MINUTES**

**Communications Committee Members Present:** Davlynn Racadio (MPD)

**Communications Committee Members Not Present:** Thalia Burns (HPD), Lavina Taovao (KPD)

**Technical Committee Members Present:** Shawn Kuratani (HFD) Chair, Tony Ramirez (Akimeka), Tony Velasco (DIT), Kenison Tejada (FirstNet), David Miyasaki (KPD), Thalia Burns (HPD)

**Technical Committee Members Not Present:** Tony Velasco (DIT)

**Finance Committee Members Present:** Lisa Hiraoka (Consumer Advocate Designee) Chair, Todd Omura (CIO Designee)

**Finance Committee Members Not Present:** Aaron Farias (HPD), Edward Fujioka (EMS)

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

**Guests:** Stephen Courtney (C&C of Honolulu), Frannie Chung (EMS), Stacy Domingo (HIPD), Robert Fujitake (HIPD), Liz Gregg (ATT), Vern Hara (HIFD), Wayne Hirasa (Alakaina), Everett Kaneshige (DOD), E. Kalani Ke (KPD), Kimberly Lee (HPD), Matthew Kurihara (HPD), Shelby Lewis (ATT), Glenn Kobashigawa (HT), Kurt Lager (OSL), Patrick Leddy (LCC), Rebecca Lieberman (Charter), Reed Mahuna (HIPD), Lorrin Okumura (EMS), Gregg Okamoto (MPD), Corey Shaffer (Verizon), Valerie Taylor (Intrado), Keola Tom (MPD), Jeff Reeve (ATT),), Miranda Winn (NGA), Geoffrey Shon (EMS), Julie Heimkes (Winbourne), Norman Skorge (OSL), Jeff Bruns (Covey911), Chris Dew (Convey911), Colleen Mulvihill (Convey911).

1. Call to Order, Public Notice

**The meeting was called to order by the Vice 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 not present for the Finance and Communications Committee.**

1. Convey911 Language Translation Solutions for 911 & Beyond Presentation (Chris Dew)

**Chris Dew stated that he is the Director of Sales for Convey911 and added that his other members of his team that are present are CEO & Co-Founder Jeff Bruns and Colleen Mulvihill who is a partner of Convey911. He added that he formed this team of public safety professionals to address concerns about how we can communicate with the public how are unable to communicate with us. This is an ever-growing problem due to the number of diverse languages that they encounter daily.**

**Colleen Mulvihill stated that she would like to share a personal experience about her first time receiving a call from someone who did not speak English. During the call she stated that she called the language line and created a conference bridge, however, was unable to determine the language the caller was speaking to request the appropriate interpreter for. After the interpreter was on the line with the caller, she determined that it was not the correct interpreter, the interpreter was disconnected, and the process started over again. After a few years from this incident, she stated that she came to the realization that the process was identical to how calls were handled back in 1989. In conclusion, stated that majority of the county only has this process to be able to communicate effectively with someone that does not speak English as their native language and believes that this concern has plagued public safety professionals for way too long.**

**Chris Dew stated that he believes if a community doesn’t have the ability to communicate with government services or with local services it creates a lack of trust which then also create marginalized communities that are not receiving the same level of service from local government. He added that another problem we are facing currently is being able to handle the increase in calls every year due to staffing shortages. In relation to staffing shortages he stated that Text to 9-1-1 exists in our industry however, we have been slow to inform the public that it is an option for people that do not speak English as their native language.**

**Chris Dew stated that the answer to this problem is through a technology forward platform that utilizes applications/resources available to us such as Text to 9-1-1, text to a 10-digit number, and text back from the 9-1-1 center using video with translation and transcription built in. Convey911’s mission is to enable public safety and public sector agencies to communicate in any language over text, video, and voice. He stated that Convey911 is a communications platform that is very lightweight and portable cloud-based platform that integrates into many call handling systems. Convey911 can be an over-the-top solution or a completely standalone solution that would allow the public to communicate in their native language using a bidirectional translated conversation.**

**Jeff Bruns stated that the platform is built off a hub and spoke type of architecture in the Gov Cloud. He added that they are close working partners with AWS (Amazon Web Services) that has a specific business unit dedicated to public safety 9-1-1. Each spoke extends to a provider that is given access to the ability to provide text and 911 service through TCC (Taleo Connect Client) Intergration. Furthermore, providing single sign, data based around calling parties location, device language, and other important data points. In relation to language there is currently no standard benchmark that states machine-based translation must meet these requirements however, it does exist for human interpreters. Jeff Bruns stated that their approach is to integrate as many language translation providers as possible so that they can measure which is the most accurate. Currently they have integrated about five providers that allow them to be able to support about 140 languages in various dialects and determine and compare which translation is the most accurate. In conclusion stated that the platform is all in the Gov Cloud and meets all compliance standards to ensure mission critical service at the level of reliability that we need for public safety.**

**Chris Dew stated that he would like to discuss some of the other features of Convey911. The first feature that he discussed was the capability to assign a language to a phone number after initial contact with that person, which can also be applied to a 10-digit number. The second feature he discussed was the capability of live location updating that gives X, Y, and Z axis and populates a 3D map of the location of the caller. The third feature that he discussed was streaming video from a caller directly to the call taker, however, still requires a workflow that is initiated with a link to begin a video session. He added that currently they are in beta testing with language translation transcription during a live video session that is about a month and a half away from being available. The fourth feature that is available is an application that allows a human based interpreter to immediately go through either a voice or video call session immediately. He added that the language translation transcription will be applied to the application soon to give that capability to first responders in the field. The last feature that he discussed is a human based interpreter service that has 22,000 interpreters across the country that speak 350 languages that is forwarded to the appropriate interpreter. In conclusion, he stated that he believes that we will be able to bridge the language gap with this platform. However, the public safety answering points and public need to be aware of the capabilities that it offers.**

**Jeff Bruns stated that he wanted to discuss the common difference between 9-1-1 and 9-8-8 and how to ensure interoperability as many agencies and jurisdictions begin to think about this problem. To ensure interoperability with Convey911 he stated that they will leverage key partners like NGA (Next Generation Advanced) and their capabilities such as Text to 9-1-1 to ensure they connect law enforcement response appropriately. He added that they want to ensure interoperability because today 9-8-8 does not route based on callers’ location only area code and are looking to connecting both 9-8-8 and 9-1-1 to ensure the safety of personnel in the field.**

**Rebecca Lieberman stated a question asking if any statistics were available for Hawaii on a percentage of people that do not speak English as their native language. Chris Dew responded stating that he does not have the information on hand but will guess that number would be substantially higher in Hawaii. He added that he and Jeff Bruns will get back to her regarding that information. No further questions were asked regarding the presentation of Convey911.**

1. Review and Approval of March’s Meeting Minutes

**Vice Chair requested a motion to approve March’s Meeting Minutes. Lisa Hiraoka responded stating that a revision should be made to the minutes regarding Owen Fukumoto’s response the word Gatsby should be spelled Gasby. Liz Gregg responded stating that a revision to the minutes should be made regarding her attendance at the meeting. Lisa Hiraoka motioned to approve the March 2023 Meeting Minutes. Liz Gregg seconded the motion. A voice vote was taken, and the motion was approved unanimously.**

1. Committee Updates by Committee Chairs
   1. Communications Committee – Davlynn Racadio
      1. Update National Telecommunicators Week April 9-15, 2023; Volunteer Agency Needed to Draft the Proclamation for the Governor’s Signature.

**Davlynn Racadio stated that all the preparations for the proclamation are complete and set to the Board Chair to approve and sent to Ah Lan Leong. Matthew Kurihara responded stating that he will follow up on this matter due to Ah Lan Leong being out of office.**

* 1. Technical Committee – Shawn Kuratani
     1. Hawaii Police Department Requesting Funding for Reed Mahuna to attend Hearing for Confirmation to the Enhanced 911 Board Total of $175

**Shawn Kuratani stated that this item will be deferred to next month’s meeting due to the Finance Committee not having quorum.**

* + - 1. Advisory Committee – Everett Kaneshige
         1. HB 1398 – Status

**Everett Kaneshige stated that the bill was introduced to create a separate bargaining unit for 9-1-1 Telecommunicators and the status of the bill is that it was heard in the House and crossed over to the Senate. He added that it went to the subject matter committee and did not receive a hearing by the deadline and is deferred. Three other bills including this bill were introduced from various group that had requested legislation to form a separate bargaining unit. The House Committee Chair responded to these bills stating that there is no standard guiding them to approve or disapprove these types of requests causing all bills to be deferred.**

* + - * 1. HCR 61 – Status

**Everett Kaneshige stated that in relation to HB 1398. House Concurrent Resolution 61 was introduced by the same Committee Chair Scott Matayoshi to request the Hawaii Labor Relations Board to do a report on what the standards should be. He added that it was not the outcome everyone wanted. However, next session after the report is submitted and standards are set will help us move forward. Corey Shaffer stated a question regarding HCR 61 and if there is a timeline for the report and if it will be completed before next legislative session. Everett Kaneshige responded stating that the hearing in the Senate for HCR 61 is next week and assuming that it is approved, and Hawaii Labor Relations completes the report it is due before next legislative Session. He added if HCR 61 is approved the Advisory Committee will meet and reach out to see if they are able to provide any direct input.**

* + - * 1. HGEA Newsletter & Police Chief Comments

**Everett Kaneshige stated that he added this agenda item because as HB1398 was going through session it received favorable press and support. Randy Pereira from HGEA conducted a radio interview on Hawaii Public Radio expressing the need for 9-1-1 Telecommunicators to have their own bargaining unit. He also added that into the HGEA Newsletter which he was not directed to include. In conclusion, stated that KHON News has conducted interviews with chiefs from Honolulu and Maui Police Department were asked about some of the most important events happening this year. Both chiefs responded stating that reclassification of 9-1-1 Telecommunicators and forming a separate bargaining unit as a topic.**

* + - * 1. Appointment of Joe Wassel as CEO of FirstNet Authority

**Everett Kaneshige stated that he just wanted to announce the appointment of Joe Wassel as CEO of FirstNet Authority due to his previous history with the Board.**

* 1. Finance Committee – Lisa Hiraoka
     1. Review of Monthly Y-T-D (Year to Date) Cash Flow

**March 2023 Cash Flow Statement:**

**Surcharge Collection: $925,375**

**Interest Income: $113,913**

**Total Receipts: $1,039,287**

**Total Disbursements: ($260,067)**

**Net Receipts/Disbursements: $779,220**

**Net Encumbrance Adds/Paydowns: ($55,543)**

**Net Cash Inflow/(Outflow): $723,728**

**Unencumbered Cash Balance: $27,121,517**

* + 1. Hawaii Police Department Requesting Funding for Reed Mahuna to attend Hearing for Confirmation to the Enhanced 911 Board Total of $175

**Agenda item was moved to next month’s meeting due to the Finance Committee not having quorum.**

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

**Elliot K. Ke on behalf of Ariel Ramos stated that they are still conducting continuous recruitment and have been referred applicants that they will move forward with in their interview process.**

* + 1. Update on Personnel Issues and Vacancies

**Elliot K. Ke on behalf of Ariel Ramos stated that they currently have three vacancies with the most recent occurring on April 1, 2023, due to an internal move.**

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

**Matthew Kurihara stated on behalf of Aaron Farias that they completed another information session with 14 applicants, however, only 6 attended the session. Currently one personnel finished all their training and is fully operational.**

* + 1. Update on Personnel Issues and Vacancies

**Matthew Kurihara stated on behalf of Aaron Farias that they are still struggling to recruit personnel.**

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

**Shawn Kuratani stated that four personnel completed their APCO Dispatcher Recertification this month.**

* + 1. Update on Personnel Issues and Vacancies

**Shawn Kuratani stated that they have one vacancy currently.**

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

**Lorrin Okumura stated that they recently promoted two or their Dispatchers to Dispatch Supervisors and are both currently in their positions.**

* + 1. Update on Personnel Issues and Vacancies

**Lorrin Okumura stated that they currently have six vacancies that they will be positing internally and will report the number of candidates in next month’s meeting.**

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

**Davlynn Racadio stated that they currently have two personnel in communications training that started about a month ago. She added that in another two and a half months two more personnel will begin training with one each going to Molokai and Maui. Furthermore, on March 20, 2023, four more personnel will begin in May and will conduct background checks and receive lists to conduct interviews soon.**

* + 1. Update on Personnel Issues and Vacancies

**Davlynn Racadio stated that they are progressing with filling their vacancies.**

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

**Please see above update for Maui Police Department**

* + 1. Update on Personnel Issues and Vacancies

**Please see above update for Maui Police Department**

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

**Robert Fujitake stated that they are continuing to conduct continuous recruitment and hired two new personnel that are in training effective April 3, 2023. He added that there are currently five personnel in training that have now moved on to radio training. Furthermore, he stated that they just promoted one personnel from a Police Communications Officer II to a supervisor.**

* + 1. Update on Personnel Issues and Vacancies

**Robert Fujitake stated that they currently have eleven vacancies.**

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

**Stacy Domingo on behalf of Vern Hara stated they just hired six new personnel that are currently in training.**

* + 1. Update on Personnel Issues and Vacancies

**Stacy Domingo on behalf of Vern Hara stated that they currently have nine vacancies in their dispatch center.**

1. Items for Discussion, Consideration, and Action
   1. 911 Timeline Update (Akimeka)
      1. Status Reports on All Counties
   2. Additional Items Proposed by Meeting Attendees
2. Announcements
   1. Future Virtual Meeting Dates/Times (9:00AM-12:00PM)
      1. Thursday, May 11, 2023 (Combined Meeting)
      2. Thursday, June 8, 2023 (Combined Meeting)
   2. Future Conference Dates (3 Months of Advanced Approval Required)
      1. Navigator Conference April 18-20th, Denver, CO
      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
3. 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

**Elliott K. Ke motioned to adjourn the meeting. Lisa Hiraoka seconded the motion. A voice vote was taken, and the adjournment was unanimously approved. The meeting was adjourned.**