

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES, AND POLICIES

January 2024

Program ID/Title: AGS-891/Enhanced 911 Board

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I. Goal

The goal of the State of Hawaii Enhanced 9-1-1 Board (the Board) is to provide adequate cost recovery for the wireless service providers (WSP), Voice Over Internet Protocol (VoIP), and 9-1-1 Public Safety Answering Points (PSAPs) to provide enhanced 9-1-1 service for public access as stated in Act 168, SLH 2011 signed into law by the Governor June 27, 2011.

II. Objectives and Policies

The Board's objective is to administer the monthly 9-1-1 surcharge collection to ensure adequate funding to deploy and sustain enhanced 9-1-1 service and develop and fund new and emerging enhanced 9-1-1 technology. The Enhanced 9-1-1 Fund (the Fund) disbursements pay for the reasonable costs to lease, purchase, or maintain all necessary equipment. This includes computer hardware, software, and database provisioning, required by the public safety answering point to provide technical functionality for the wireless enhanced 9-1-1 service, including any expenses associated with the planning phases and training of personnel in any new and emerging technologies according to the Federal Communications Commission order and the Congressional New and Emerging Technologies Act.

III. Action Plan with Timetable

The Board's action plan is to develop and implement the policies and procedures to meet the Board's goals and objectives.

A. Past Year Accomplishments (FY 2023)

1. The Board collected revenues totaling \$12,611,338
 - a. \$11,379,693 – Enhanced 911 Surcharge Collected
 - c. \$1,231,644 Interest Revenue

2. The Board incurred expenditures and encumbrances totaling \$8,189,417
 - a. \$7,214,760 PSAP Reimbursements.
 - b. \$736,400 Department of Budget and Finance Special Fund Assessments.
 - c. \$215,409 Payroll.
 - d. \$22,848 Other Board Administrative Expenses.

3. The Board developed and implemented an FY 2024-28 Strategic Budget Plan for the Enhanced 9-1-1 Fund.

The Board completed the annual Independent CPA audit of the Enhanced 911 Fund for FY 2022 and is currently in the process of procuring a new auditor to conduct the audit of FY 2023.

6. 5. Winbourne Consulting LLC submitted all Deliverables to the Board regarding NG 9-1-1 State Plan. PSAPs are currently in the process of creating an RFP (Request for Proposal) for Next Generation 9-1-1 Services. Next Generation 9-1-1 is the future framework for 9-1-1 call delivery, an opportunity to upgrade the ability for people in distress to use modern technology and send data such as text messages and photos to help first responders more quickly locate people in need. Enhanced 911 Board is in the process of moving the Enhanced 911 Fund from First Hawaiian Bank to Central Pacific Bank. Decision was made by the Board due to increased securities and features offered by Central Pacific Bank.

B. Year 1 (2024)

1. The Board will continue to monitor and revise the 5-year Strategic Budget Plan through FY2028 as needed.
2. The Board will continue to assist PSAPs in planning and facilitating current and future emerging technologies advancements and training of personnel.
3. The Board is in the process of submitting amendments to Chapter 138 HRS to the legislature to ensure PSAPs are able to receive funding for Next Generation 9-1-1 and any future technologies.
4. The Board will continue to promote educational outreach programs in order to educate the public on all 9-1-1 services that are available to the public to utilize.
5. The Board will move forward with the Next Generation 9-1-1 State Plan by the end of FY 2024-2025.
6. The Board will plan and prepare for the successful completion of the annual CPA audit. Currently in the process of procuring a new auditor to conduct FY 2023 audit.

C. Two Years (2025-2026)

1. The Board will continue to provide PSAP and WSP reimbursements from the 9-1-1 Fund to provide technical functionality for statewide Next Generation 9-1-1 services.
2. The Board will evaluate the long-term financial needs and recommend necessary adjustments to the Fund and the monthly surcharge fee to the legislature. In FY 2026 the Board will recommend a permanent ceiling increase due to increase of recurring maintenance costs of the PSAPs. Changes in legislation to include prepaid wireless charges will need to be researched and considered as cost for new and emerging technology increases.
3. The Board will assist the PSAPs in planning and facilitating current and future technological advances to modernize and improve 9-1-1 services for the State of Hawaii.
4. The Board will monitor and revise the current and future 5-Year Strategic Budget Plan as needed.

D. Five Years (2024 to 2028)

1. The Board will continue to provide PSAP and WSP reimbursements from the 9-1-1 Fund to provide technical functionality for statewide Next Generation 9-1-1 services.
2. The Board will continue to evaluate its long-term financial needs and make recommendations to the legislature on necessary adjustments to the Fund and the monthly surcharge fee.
3. The Board will continue to monitor and revise the 5-Year Strategic Budget Plan from FYs 2024 through 2028.
4. The Board will continue to assist PSAPs in planning and facilitating current and future technological advances to modernize and improve 9-1-1 services for the State of Hawaii.
5. The Board will plan and prepare for the successful completion of the annual CPA audits.
6. The Board will complete the transition to Next Generation 9-1-1 for all Primary and Secondary PSAPs.

IV. Performance Measures

The Board developed the following measures of effectiveness, which were reported under the annual performance measure review:

- A. Number of Wireless/VoIP/Wireline 911 calls to County PSAPs.
- B. Number of Public Educational Outreach Programs During the Fiscal Year.
- C. Percent of E911 Funds Disbursed for New Technology for PSAPs.

Furthermore, by this Board's nature, the standard performance measures of Customer Satisfaction, Program Standard, and Cost Effectiveness are not applicable.

- A. Customer Satisfaction Measure – NA
- B. Program Standard Measures – NA
- C. Cost-Effective Measure - NA