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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  **Enhanced 911 Board Meeting**  **Thursday, March 14, 2024**  **9:00 am – 12:00 pm** |  |

**MEETING MINUTES**

**Board Members Present:** Corey Shaffer (Verizon),Francis Alueta (HT), Stephen Courtney (C&C of Honolulu), Matthew Kurihara (HPD), Rebecca Lieberman (Charter), Liz Gregg (ATT), Todd Omura (CIO Designee), Reed Mahuna (HIPD)

**Board Members Not Present:** Nani Blake (T-Mobile), Ji Sook Kim (Consumer Advocate Designee), Elliott K. Ke (KPD),Gregg Okamoto (MPD), Keola Tom (MPD)

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

**Guests:** Frannie Chung (EMS), Stacy Domingo (HIFD), Edward Fujioka (EMS), Robert Fujitake (HIPD), Wayne Hirasa (Alakaina), Glenn Kobashigawa (HT), Kurt Lager (OSL), Ah Lan Leong (HPD), Davlynn Racadio (MPD), Ariel Ramos (KPD), Tony Ramirez (VSE), Tony Velasco (DIT), Calvin Sung (HPD) Ruth Zipfel (Eagleview),

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 February’s Meeting Minutes

**Board Chair requested a motion to approve February’s Meeting Minutes. Rebecca Lieberman motioned to approve February’s Meeting Minutes. Francis Alueta seconded the motion. A voice vote was taken, motion was unanimously approved.**

1. Committee Updates by Committee Chairs
   1. Communications Committee – Davlynn Racadio
      1. Updates from Attendees 9-1-1 Goes to Washington February 25-28, 2024, Ritz Carlton, Pentagon City

**Davlynn Racadio stated that she would like Matthew Kurihara to share his thoughts on attending 9-1-1 Goes to Washington. Matthew Kurihara responded stating that he believes that they had a great group that attended the conference and learned about how to communicate with your politicians. He added that they were able to meet with Representative Ed Case and believes that they were able to answer all his questions.**

**Davlynn Racadio stated that she would like to notify the Board that Representative Jill Tokuda created a minute speech supporting 9-1-1 in Hawaii that is available on her website.**

**Davlynn Racadio stated regarding the Intrado Viper Upgrade that has launched they have encountered a couple of issues; however, they are internal issues with her staff that will be addressed. Ruth Cruz responded stating that if she is being well supported in the efforts to resolve those issues. Davlynn Racadio responded stating she is receiving support to resolve those issues.**

* 1. Technical Committee – Shawn Kuratani
     1. No Updates
        1. Advisory Committee – Rebecca Lieberman
           1. Updates on Legislative Session

**Rebecca Lieberman stated no further updates.**

* 1. Finance Committee – Edward Fujioka
     1. Review of Monthly Y-T-D (Year to Date) Cash Flow
     2. DIT (Department of Information Technology) Requesting $53,003.20 for JTMC Special Construction

**Edward Fujioka 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 – Matthew Kurihara
     1. Update on Recruitment Process/Strategies and Personnel Training
     2. Update on Personnel Issues and Vacancies

**Matthew Kurihara 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 no present to give update.**

* 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

**Frannie Chung 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 – Stacy Domingo
     1. Update on Recruitment Process/Strategies and Personnel Training
     2. Update on Personnel Issues and Vacancies

**Stacy Domingo stated no further updates.**

1. Executive Director’s Report
   1. Update on New Contract for Auditor

**Executive Director stated that he has posted the solicitation to procure the new auditor on HIePro on March 1, 2024. He added that the solicitation will be posted by the end of April 2024 and hopefully that we will receive some offer. After a vendor is selected begin the contract effective May 6, 2024.**

* 1. eCall / SOS Car Manufacturer Honda Capabilities to Call 9-1-1

**Executive Director stated this topic has been discussed in several other states because many compliance agencies that submit surcharge fees on behalf of the service provider had questions on who would be responsible for remitting fees. Below is a section from the user manual for Honda’s eCall/SOS system.**

**“If your vehicle is involved in a collision, the vehicle will attempt to connect to a Public Safety Answering Point (PSAP) operator. Once a connection is established, your location information will be sent to a PSAP operator with whom you will be able to speak.”**

**Upon further discussion with the Board Chair, he discovered that the Honda Link Assist System uses the driver’s phone to connect to the PSAP and send the driver’s location. He added that no additional lines are involved and that the service is purchased when the customer purchases the car and would be considered a prepaid service that our statute does not support and would not be able to collect any surcharge fees from.**

**Francis Alueta responded stating that he is unsure if NENA is considering IOT devices in terms of recovery because it is not a person calling 9-1-1 but another device that can call 9-1-1 through a customer’s Wi-Fi. He added that as a service provider we need to address these issues to ensure the network does not get flooded with these IOT devices dialing 9-1-1. Board Chair responded stating that Verizon’s IOT devices are restricted to a certain APN and do not have that capability. He added regarding Wi-Fi calling many manufactures have been reluctant to adopt that due to the risk of being responsible the location is received by the PSAP correctly. In conclusion, stated that this is a topic that they should watch closely because car manufactures are beginning to move in this direction.**

* 1. Establishment of a Department of Ocean Safety – RES24-050

**Executive Director asked Edward Fujioka to brief the Board on this agenda item.**

**Edward Fujioka stated that at the City Council, City and County of Honolulu there is a resolution to establish a department of Ocean Safety that will be effective January 1, 2025, if approved through an executive order by the mayor or will be added to the ballot for charter amendment. He added that he wants to ensure that Ocean Safety establishes their own department if there are qualifications to become a Secondary PSAP. Executive Director responded stating that he wanted to have a discussion on this topic because he wanted to confirm if Ocean Safety’s intention to establish a department is to become a Secondary PSAP because according to the P.U.C Tariff Section 9 it states that a Secondary PSAP must operate 24/7 which they do not and would not be eligible to receive funding from the Board.**

**Tony Ramirez stated that EMS designated Ocean Safety as a Public Safety Dispatch Point and not a Public Safety Answering Point because they did not meet the requirement to operate 24 hours 7 days a week. He added by designating Ocean Safety as a dispatch point it allowed them to receive funding to install Viper equipment because they are administratively attached to EMS. Francis Alueta responded that he believes the current arrangement would not change if Ocean Safety became their own entity separate from EMS. However, added that he would need to conduct research before making that determination. Board Chair responded asking Kurt Lager if he understands the issue with Ocean Safety establishing its own department. Kurt Lager responded stating that he does not understand what would prohibit Ocean Safety from becoming a Public Safety Answering Point. Executive Director responded stating that the tariff does not provide the exact verbiage, however, information can be found on NENA and 911.gov on information on becoming a Secondary PSAP.**

**Stephen Courtney responded stating there was a task force that was established regarding making the recommendation to the mayor on establishing a department for Ocean Safety however, the Board was not able to have any input. Board Chair stated after hearing everyone’s input and concerns he wants to ensure that Ocean Safety understands that if they separate from EMS there could be potential implications. These implications could potentially eliminate funding from the Board, or they will need to convert themselves into a PSAP. Tony Ramirez responded stated that DIT is not a Public Safety Answering Point. Stella Kam responded stating that the Board must have made the decision that recognizes that DIT’s involvement with the Oahu’s PSAPs is necessary and eligible to receive reimbursement. She added that herself and the Executive Director can investigate this and report their findings at the next Board meeting.**

1. Items for Discussion, Consideration, and Action
   1. DIT (Department of Information Technology) Requesting $53,003.20 for JTMC Special Construction

**Board Chair asked for a motion to approve DIT’s request of $53,003.20 for JTMC Special Construction. Rebecca Lieberman motioned to approve DIT’s request. Reed Mahuna seconded the motion. A voice vote was taken, motion was unanimously approved with one abstain from Stephen Courtney.**

* 1. Additional Items Proposed by Meeting Attendees.

**Tony Ramirez stated that he would like to notify the Board that VSE went through an acquisition and sold a portion of itself to V2X.**

1. Announcements
   1. Future Virtual Meeting Dates/Times (9:00AM-12:00PM)
      1. Thursday, April 11, 2024 (Combined Meeting)
   2. Future Conference Dates (3 Months of Advanced Approval Required)
      1. NENA (National Emergency Number Association) Conference June 28 – July 3, 2024, Kissimmee, Florida
      2. APCO (Association of Public-Safety Communications Officials) Conference August 4-7, 2024, Orlando Florida
   3. Additional Announcements from Meeting Attendees
2. Open Forum: Public comment on issues not on the Board Meeting Agenda

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

1. Adjournment

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