|  |  |  |
| --- | --- | --- |
| ffJOSH 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, October 10, 2024**  **9:00 am – 12:00 pm**  **Virtually Held Meeting with Physical Location at**  **Kalanimoku Building Room 426, 1151 Punchbowl Street, Honolulu, Hawaii 96813 is available to the public and is guaranteed to be connected to the remote virtual meeting.** |  |

**MEETING MINUTES**

[**October 10, 2024: Joint Committee and Board Meeting (youtube.com)**](https://www.youtube.com/watch?v=Pmn0ATnXk1Q&t)

**Communications Committee Members Present:** Davlynn Racadio (MPD), Ah Lan Leong (HPD)

**Communications Committee Members Not Present:** Thalia Burns (APCO/NENA), Lavina Taovao (KPD)

**Technical Committee Members Present:** Shawn Kuratani (HFD), Tony Ramirez (VSE), Kenison Tejada (FirstNet), Tony Velasco (DIT)

**Technical Committee Members Not Present:** Thalia Burns (APCO/NENA), David Miyasaki (KPD)

**Finance Committee Members Present:** Edward Fujioka (EMS), Stephen Courtney (C&C of Honolulu), Liz Gregg (AT&T), Matthew Kurihara (HPD), Tony Velasco (DIT)

**Finance Committee Members Not Present:** Reed Mahuna (HIPD), Todd Omura (CIO Designee)

**Staff:** Royce Murakami (911 Board), Benson Leung (911 Board), Stella Kam (AG)

**Guests:** Eddie Abe (HIFD), Francis Alueta (HT), Brandon Asuka (DLE), Phillip Banquel (KPD), Ruth Cruz (Intrado), Stacy Domingo (HIFD), Robert Fujitake (HIPD), Buck Giles (OSL), Wayne Hirasa (Alakaina), David Jones (Mission Critical), Stella Kam (AG), Kevin Kaneshiro (HIFD), Elliott K. Ke (KPD), Ji Sook Kim (Consumer Advocate Designee), Glenn Kobashigawa (HT), Jordan Lowe (DLE), Jeffrey Luers (Intrado), Lorrin Okumura (EMS), Gary Pulford (Mission Critical), Ariel Ramos (KPD), Megan Reilly (EagleView), Dawn Spurlin (C&C of Honolulu), Calvin Sung (HPD), Michael Vincent (DLE), Ruth Zipfel (EagleView)

1. Call to Order, Public Notice

**The meeting was called to order by Shawn Kuratani on behalf of 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 all committees except the Communications Committee.**

1. Review and Approval of September Meeting Minutes

**Shawn Kuratani on behalf of the Board Chair requested a motion to approve September’s Meeting Minutes. Tony Velasco motioned to approve September’s Meeting Minutes. Stephen Courtney seconded the motion. A voice vote was taken, motion was unanimously approved.**

1. Committee Updates by Committee Chairs
   1. Communications Committee – Davlynn Racadio
      1. Update from Conference Attendees (APCO Conference August 4-7, 2024, Orlando, FL)

**Davlynn Racadio requested updates from conference attendees regarding the event mentioned above.**

**Matthew Kurihara stated that he attended alongside a few of his staff. He highlighted a class that featured helpful recruitment methods implemented by Sacramento Fire and EMS, which involved the use of third-party vendors such as Indeed. He mentioned upcoming trends including artificial intelligence and automated call answering. He provided an example that utilizes a recording based on a predetermined geo radius to eliminate redundant call volumes that pertain to the same reported freeway traffic accident. He added that he is attending an APCO 9-1-1 staffing crisis summit in about two weeks and will provide updates afterwards.**

**Stacy Domingo stated that they sent one individual to the conference who was formerly a supervisor and developed the desire to become a supervisor again post conference. She added that this individual would like to apply the lessons gained from the conference in terms of leadership and dispatch culture.**

**Glenn Kobashigawa highlighted a specific session from the conference regarding Maui wildfire response with a panel consisting of members from FirstNet, California Riverside Fire Department, a first responder authority, etc. that discussed their response to challenges caused by fire including damaged fiber backhaul cables and equipment shipping to Maui. He added that they commended the great work of the Maui first responders and PSAP.**

* + 1. Kauai Police Department Viper 7 Upgrade Comments on Deployment

**Davlynn Racadio requested an update from Ariel Ramos regarding the item stated above. Ariel Ramos stated that the layout of Viper 7 is mostly familiar and has added options such as pre-recorded messages.**

**Ariel Ramos mentioned a separate issue experienced recently that prevented their PSAP from receiving 9-1-1 calls due to a non-functioning unit, which did not allow cellphone carriers to transfer calls. She added that a few 9-1-1 calls were received through the admin line but were unable to generate the ANI/ALI information since the calls showed a prefixed phone number of 808-511. In conclusion, she said that Hawaiian Telcom has resolved this issue via part replacement and reported no further issues.**

**Tony Ramirez asked Ariel Ramos if she considers the** **Viper 7 Upgrade and Deployment as a success. Ariel Ramos responded stating that it was a successful deployment and she has not received any complaints from the dispatchers. Tony Ramirez posed the same question to Glenn Kobashigawa regarding if Hawaiian Telcom deems the Viper 7 Upgrade and Deployment a success. Glenn Kobashigawa responded stating that he concurs with the successful deployment of the Viper 7 Upgrade.**

**Tony Ramirez asked Glenn Kobashigawa which PSAP(s) are slated next for Viper 7 Upgrade and Deployment. Glenn Kobashigawa responded stating that it could potentially be either Hilo or Maui.**

**Tony Ramirez asked Glenn Kobashigawa if Hawaii is considered a Next Generation 911 transitional state or if the transition is already in progress. Glenn Kobashigawa relayed the question to Francis Alueta who responded stating that Hawaii currently does not meet i3 compliance standards but Kauai’s Viper 7 Upgrade and Deployment is a key step in the right direction for i3 compliance with call handling.**

* + 1. Addition of Ah Lan Leong to Communications Committee

**Davlynn Racadio announced that Ah Lan Leong has joined the Communications Committee. Ah Lan Leong stated that Kristine Pagano from the Disability and Communication Access Board requested TXT2911 presentations for the disability community and would like this to occur in 2025 either before or after the upcoming legislative session.**

**Davlynn Racadio mentioned to Glenn Kobashigawa that there have been issues with information updates on the monthly reports and requested resolution with Intrado through Hawaiian Telcom. Glenn Kobashigawa stated that he was not aware of the issue and will work on resolving this.**

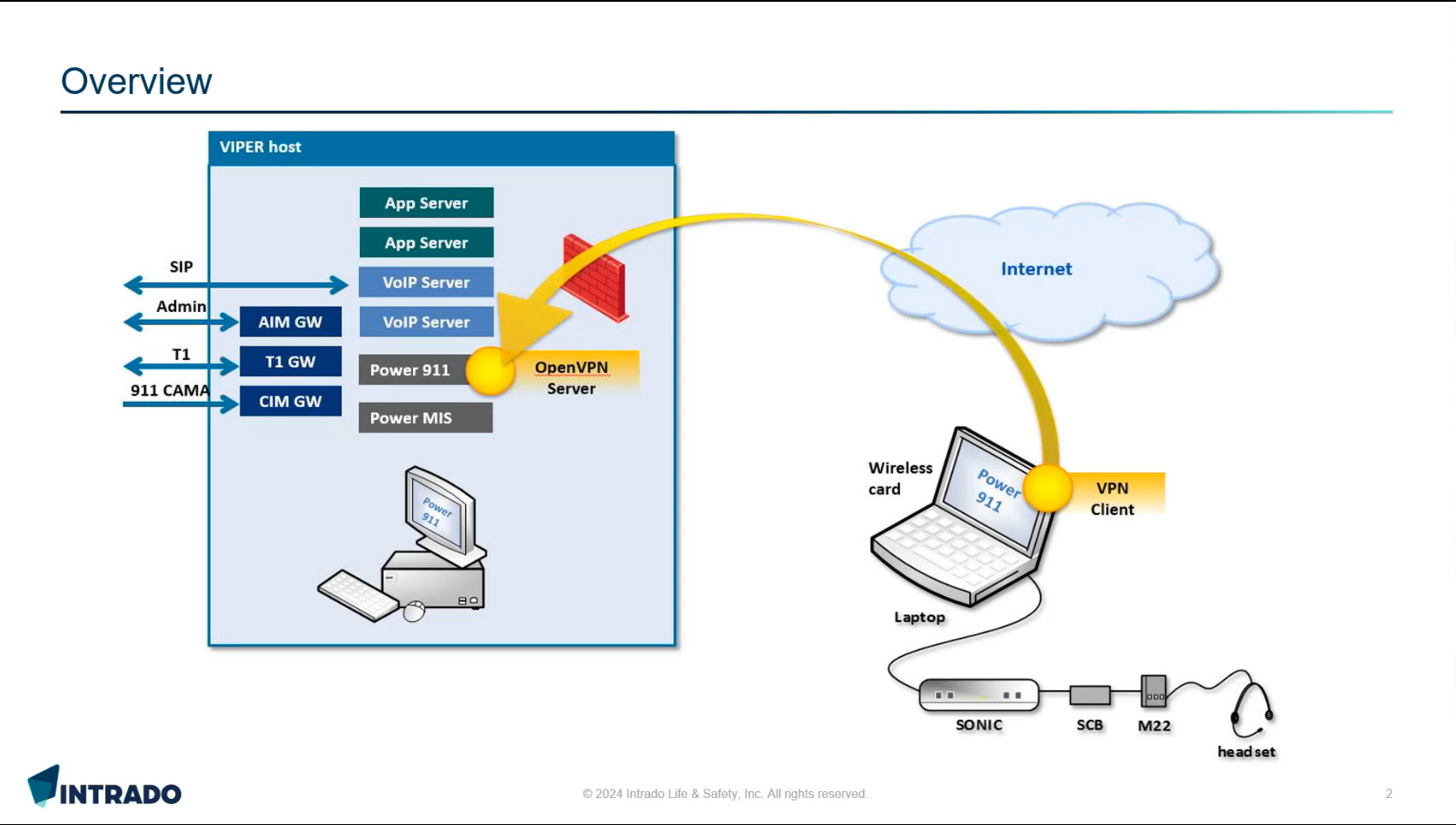
**Davlynn Racadio stated that Jill Tokuda visited the Maui PSAP and expressed the importance of the ongoing effort to classify 9-1-1 call takers as emergency first responders.**

* 1. Technical Committee – Shawn Kuratani
     1. Intrado Laptop Solution (Hawaiian Telcom)

**Shawn Kuratani mentioned the continuing initiative to employ Intrado’s laptop solution and requested for additional background from Glenn Kobashigawa. Glenn Kobashigawa stated that Intrado offers laptops as portable Viper workstations, which has been vetted to be in alignment with Hawaiian Telcom’s policies, procedures, and security requirements. He then introduced Jeffrey Luers, who is an engineer from Intrado.**

****

**Jeffrey Luers stated that Intrado has offered this VPN Laptop Solution for a few years and mentioned that it was useful during COVID.**

****

**Jeffrey Luers stated that the laptop being used as a Power 911 workstation is connected to the host location through a VPN server component. The host location would most likely be housed in a Hawaiian Telcom facility where the Viper backend and hosts are situated. Sufficient internet connection to the VPN client on the laptop will establish a secured tunnel, which allows the laptop to be used as a Viper workstation and users are able to log in with their Power 911 credentials. He added that the audio connections hardware used in the PSAP is the same and compatible with the laptop. He expressed the goal is to emulate as much as possible the same user experience as compared to sitting within the PSAP.**

**Graphical user interface, diagram

Description automatically generated**

**Jeffrey Luers stated that connectivity between Viper and the laptop is created via the internet with a solid hard wired internet connection being the best for reliability. He added that other types of internet connection include a dedicated commercial grade LTE access point and standard Wi-Fi. In addition, he alluded to success stories involving the use of Wi-Fi.**

**Graphical user interface

Description automatically generated**

**Jeffrey Luers used the images above to showcase examples of the hardware. He stated that there are different case options such as a backpack or the one featured above in the left image is a waterproof hardened Pelican branded case. In addition to the selected case option, the hardware consists of the laptop, sonic box, headset jack box, handset, headset plus base, and external speaker. He added that the hardware provided is compatible with headsets that utilize dual prong cords.**

**Graphical user interface

Description automatically generated**

**Jeffrey Luers stated that during COVID the Intrado VPN Laptop Solution provided both mobility and flexibility, which was used to keep operations running while maintaining social distancing. He used Palm Beach County, Florida as an example since they evacuated an entire PSAP, shuffled personnel amongst the PSAPs to ensure adequate staffing levels, and operated out of temporary locations such as meeting rooms, public libraries, etc.**

**A picture containing graphical user interface

Description automatically generated**

**Jeffrey Luers featured Hamilton County, Ohio, that utilized Intrado’s VPN Laptop Solution to limit the number of staff within a PSAP during COVID for social distancing purposes. Post COVID, the laptops are being used for training purposes. He stated that deployment will require considerations such as connectivity, bandwidth, use case(s), etc.**

**Shawn Kuratani asked Jeffrey Luers if Intrado’s VPN Laptop Solution requires the user to remotely log into an existing console and are there any limitations regarding the rolodex, interfaces, etc. Jeffrey Luers responded stating that the laptop is an additional standalone workstation and the software functionality is identical to the desktop version. He added that Intrado offers a docking station option for users that want to connect a second monitor.**

**Shawn Kuratani asked Jeffrey Luers if a CRD or mini CRD can establish network connectivity for Intrado’s VPN Laptop Solution. Jeffrey Luers responded stating that this is possible but is subject to bandwidth and latency.**

**Ah Lan Leong asked Jeffrey Luers if Intrado’s VPN Laptop Solution can be used on an everyday basis or is it recommended for emergency deployment purposes only. Jeffrey Luers responded stating that everyday use is possible and mentioned there are existing Intrado clients that utilize the laptop as the sole workstation. He added that the location of the VPN server component will need to be strategically placed.**

**Stacy Domingo asked Jeffrey Luers if there are any mobility limitations for Intrado’s VPN Laptop Solution if it were to be used as a permanent standalone workstation between the PSAP and its backup center. Jeffrey Luers responded stating that there aren’t any technical limitations regarding mobility but the internet connectivity type needs to be considered for speed and reliability purposes.**

**Stacy Domingo asked Jeffrey Luers if there is a significant cost difference between Intrado’s VPN Laptop Solution versus its stationary workstations. Jeffrey Luers responded stating that he does not have the price quotes readily available. He added that the laptop solution might have increased costs due to additional maintenance and software.**

**Stephen Courtney asked Jeffrey Luers what the system cost for Intrado’s VPN Laptop Solution is. Jeffrey Luers relayed the question to Glenn Kobashigawa who responded stating that pricing has not been finalized yet.**

**Edward Fujioka asked Jeffrey Luers if Intrado’s VPN Laptop Solution requires additional user licenses or is it possible to use existing backup licenses. Jeffrey Luers responded stating that each laptop workstation is licensed individually and does not have the capability to utilize any other licenses.**

**Edward Fujioka asked Jeffrey Luers if Intrado’s VPN Laptop Solution is only compatible with laptops provided by Intrado or if users can supply their own laptops. Ruth Cruz on behalf of Jeffrey Luers responded stating that the laptops must be provided by Intrado. Jeffrey Luers corroborated Ruth Cruz’s response.**

**Francis Alueta asked Jeffrey Luers if a user that establishes a hardwired connection is required to connect via VPN for Intrado’s VPN Laptop Solution. Jeffrey Luers responded stating that the user will have to connect via VPN even with a hardwired connection.**

* + - 1. Advisory Committee – Rebecca Lieberman
         1. Updates on Legislative Session

**Rebecca Lieberman not present to provide an update.**

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

**Executive Director on behalf of Edward Fujioka provided the monthly cash flow update.**

**September 2024 Cashflow Statement:**

**Surcharge Collection: $1,048,719**

**Interest Income: $128,929**

**Total Receipts: $1,177,648**

**Total Disbursements: ($92,925)**

**Net Receipts/Disbursements: $1,084,723**

**Net Encumbrances Adds/(Paydown): ($227,118)**

**Net Cash Inflow/(Outflow): $857,605**

**Outstanding Encumbrances: $13,546,263**

**Net Bank Balance: $45,429,619**

**Unencumbered Cash Balance: $31,883,357**

* + 1. Maui Police Department Requesting $25.32 for Hawaiian Telcom TXT2911 Contract Additional Taxes

**Executive Director on behalf of Edward Fujioka stated the item above and explained that the request consisting of invoices from the prior fiscal year is attributed to Maui’s GET increase effective January 2024, which was not accounted for. Executive Director on behalf of Edward Fujioka asked for a motion to approve. Tony Velasco motioned to approve this request. Matthew Kurihara seconded the motion. A voice vote was taken, motion was unanimously approved.**

* + 1. Emergency Medical Services Requesting $3,793.54 for CentralSquare ENGAGE Conference

**Executive Director on behalf of Edward Fujioka stated the item above and explained that the request was caused by miscommunication between the Executive Director and Lorrin Okumura leading to the omission of an Ocean Safety staff member. Executive Director on behalf of Edward Fujioka asked for a motion to approve. Tony Velasco motioned to approve this request. Matthew Kurihara seconded the motion. A voice vote was taken, motion was unanimously approved.**

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

**Ariel Ramos stated that they currently have 1 personnel in training that is expected to complete field training by the end of November 2024. She added that there have been no new applicants.**

* + 1. Update on Personnel Issues and Vacancies

**Ariel Ramos stated that they currently have 10 dispatchers and 1 dispatcher on extended leave with a modified schedule. She added that they receive assistance from 5 former dispatchers employed within the county and 5 sworn personnel to alleviate staffing shortages.**

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

**Matthew Kurihara stated that they currently do not have any pending applicants.**

* + 1. Update on Personnel Issues and Vacancies

**Matthew Kurihara stated that they currently have a 35% vacancy rate. He added that they will be losing 1 personnel in about a week.**

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

**Shawn Kuratani stated no updates.**

* + 1. Update on Personnel Issues and Vacancies

**Shawn Kuratani stated that they currently are fully staffed.**

* 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 are having difficulties filling open positions.**

* + 1. Update on Personnel Issues and Vacancies

**Lorrin Okumura stated no updates.**

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

**Davlynn Racadio stated that they hosted a one-stop shop for recruitment last month and received 40 applications for ESD positions. Of those 40 applicants, 18 individuals received same day offers. She added that 5 personnel are anticipated to start in November 2024 and 7 potential personnel are currently being reviewed.**

* + 1. Update on Personnel Issues and Vacancies

**Davlynn Racadio stated no updates.**

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

**Please see updates under Maui Police Department.**

* + 1. Update on Personnel Issues and Vacancies

**Please see updates under Maui Police Department.**

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

**Robert Fujitake stated that they recruit continuously through the county website. He added that they currently have 2 personnel starting soon and 3 personnel in various training stages.**

* + 1. Update on Personnel Issues and Vacancies

**Robert Fujitake stated that they currently have a 24% vacancy rate. He added that this equates to 11 open positions.**

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

**Stacy Domingo stated that they currently have 4 personnel in training.**

* + 1. Update on Personnel Issues and Vacancies

**Stacy Domingo stated that they currently have 9 dispatchers and an approximate 50% vacancy rate.**

1. Items for Discussion, Consideration, and Action
   1. Additional Items Proposed by Meeting Attendees.
2. Announcements
   1. Future Virtual Meeting Dates/Times (9:00AM-12:00PM)
      1. Thursday, November 14, 2024 (Combined Meeting)
      2. Thursday, December 12, 2024 (Combined Meeting)
   2. Future Conference Dates (3 Months of Advanced Approval Required)
   3. Additional Announcements from Meeting Attendees

**Glenn Kobashigawa informed Tony Ramirez that updates for the Spatial Command & Control project with Intrado are forthcoming, schedule timelines were met, and training will take place shortly. Tony Ramirez affirmed Glenn Kobashigawa’s notice.**

Graphical user interface, application

Description automatically generated

**Tony Ramirez congratulated Kauai and Hawaiian Telcom for the successful Viper 7 Upgrade and Deployment. Megan Reilly echoed the same congratulatory sentiments and offered EagleView’s imagery integration option with the Spatial Command & Control interface setup. She added that after the domain for the hosted application is provided, EagleView will provide an API key for users to plug into the configurations for Intrado. The image above showcases a demo of full integration, which allows the user to view high resolution imagery and overlay GIS layers.**

**Francis Alueta announced Tracy Asato’s upcoming retirement in November 2024.**

1. 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

**Shawn Kuratani on behalf of the Board Chair requested a motion to adjourn the meeting. Tony Ramirez motioned to adjourn the meeting. Matthew Kurihara seconded the motion. A voice vote was taken, adjournment was unanimously approved. The meeting was adjourned.**