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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, November 14, 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**

[**November 14, 2024: Joint Committee and Board Meeting (youtube.com)**](https://www.youtube.com/watch?v=Zka6l-SM5zk)

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

**Communications Committee Members Not Present:** Lavina Taovao (KPD)

**Technical Committee Members Present:** Shawn Kuratani (HFD), Stacy Domingo (HIFD), Tony Ramirez (VSE), Tony Velasco (DIT)

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

**Finance Committee Members Present:** Stephen Courtney (C&C of Honolulu), Matthew Kurihara (HPD), Reed Mahuna (HIPD), Todd Omura (CIO Designee), Tony Velasco (DIT)

**Finance Committee Members Not Present:** Edward Fujioka (EMS), Liz Gregg (AT&T)

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

**Guests:** Francis Alueta (HT), Phillip Banquel (KPD), Nani Blake (T-Mobile), Frannie Chung (EMS), Carla Even (RapidSOS), Stella Kam (AG), Elliott K. Ke (KPD), Ji Sook Kim (Consumer Advocate Designee), Glenn Kobashigawa (HT), Kurt Lager (OS), Gregg Okamoto (MPD), Lorrin Okumura (EMS), Frank Pace (DOD), Sherri Griffith Powell (Mission Critical), Gary Pulford (Mission Critical), Ariel Ramos (KPD), Megan Reilly (EagleView), Corey Shaffer (Verizon), John Talich (HIPD), Keola Tom (MPD)

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 all committees except the Technical Committee.**

1. Review and Approval of October Meeting Minutes

**Board Chair requested a motion to approve October’s Meeting Minutes. Tony Velasco motioned to approve October’s Meeting Minutes. Todd Omura 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 9-1-1 Staffing Crisis Summit Conference, October 22-24, 2024, Fort Worth, TX)

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

**Ah Lan Leong stated that the conference hosted 9-1-1 agencies across the nation that echoed similar challenges primarily with staffing shortages and the stressful work environment. She added that information and solutions were shared including training, accountability, and the use of data analytics for insights pertaining to calls and overtime pay. She further stated that these data results could be used for presentations to emphasize issues that should be addressed.**

**Matthew Kurihara stated that the conference focused on creating a positive employee experience (mindset, workplace environment, etc.) rather than any new recruitment strategies. He suggested that the Board should consider extending the number of conference attendees to other PSAPs with at least 1 representative (supervisor or higher) from each agency. Davlynn Racadio asked Matthew Kurihara if this conference is held annually. Matthew Kurihara responded stating that it was the second annual conference.**

* + 1. Update from Hawaiian Telcom Regarding Personnel and Impact to Statewide Upgrade of 9-1-1 Services

**Davlynn Racadio requested an update from Francis Alueta regarding the item mentioned above. Francis Alueta stated that Hawaiian Telcom is currently undergoing a voluntary separation offer. He added that Efren Pacol and Glenn Kobashigawa elected to accept their individual offers and their last day of employment with Hawaiian Telcom is on 12/31/2024. He further stated that 9-1-1 services will continue to be supported as none of the existing technicians are leaving. However, there will be forthcoming internal reporting changes in terms of projects such as the Viper and UPS upgrades. He plans to hire Efren Pacol and Glenn Kobashigawa on a temporary basis via statement of work through a Hawaiian Telcom business partner during the beginning of 2025 to assist with on the ground installations and upgrade processes for the aforementioned projects. He mentioned that there is a potential new hire from the Midwest who supported 9-1-1 services in the past and could be brought on as a technical expert and/or platform engineer.**

**Davlynn Racadio asked Francis Alueta if there would be a separation of service from Efren Pacol and Glenn Kobashigawa. Francis Alueta responded stating the separation of service will occur after 12/31/2024 until the potential contracting via statement of work mentioned above is completed, which is subject to approval.**

* 1. Technical Committee – Shawn Kuratani
     1. Addition of Stacy Domingo to Technical Committee
     2. Model for Advancing Public Safety (Mission Critical Partners)

**Gary Pulford stated that the presentation will provide an overview of how Mission Critical Partners (“MCP”) develops assessments and preparedness evaluations regarding NG911. He added that MCP has done this for multiple states. He then introduced Sherri Griffith Powell, the presenter from MCP who manages their 9-1-1 services group.**

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**Sherri Griffith Powell stated that she is the manager of MCP’s 9-1-1 services group, which includes project managers and subject matter experts for both government and strategic planning. She added that they work closely with their technical subject matter experts.**

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**Sherri Griffith Powell stated that the presentation will cover an overview of MCP’s approaches when conducting an NG911 assessment. She added that MCP trademarked this proprietary process known as the Model for Advancing Public Safety (“MAPS”). Furthermore, she stated that the MAPS assessment demo in this presentation has not been modified for Hawaii specifically and typically the MAPS assessment is standardized for consistency purposes. She then explained the following bullets below in further detail (please see slide above for reference):**

* **Interview lead assessment**
  + **In-depth discussion with stakeholders to identify what the current stage of NG911 progression is.**
* **Establish a metric to measure progress**
  + **After the interview lead assessment is completed, it can be used as a metric to measure future progress. In addition, MCP compiles all previously completed MAPS into a nationwide report to be used as an equitable gauge.**
* **Gap analysis with a report detailing recommendations to close gaps**
  + **This report highlights both areas that are progressing well and areas that require more attention.**
* **Identify short-term opportunities to focus on while building a long-term vision**
  + **Used to develop and prioritize short-term goals for long-term transition.**
* **Detailed capability assessment across multiple functional areas** 
  + **Multiple functional areas include governance, Next Generation core services, ESInet, call-handling equipment, security, GIS, and operations.**

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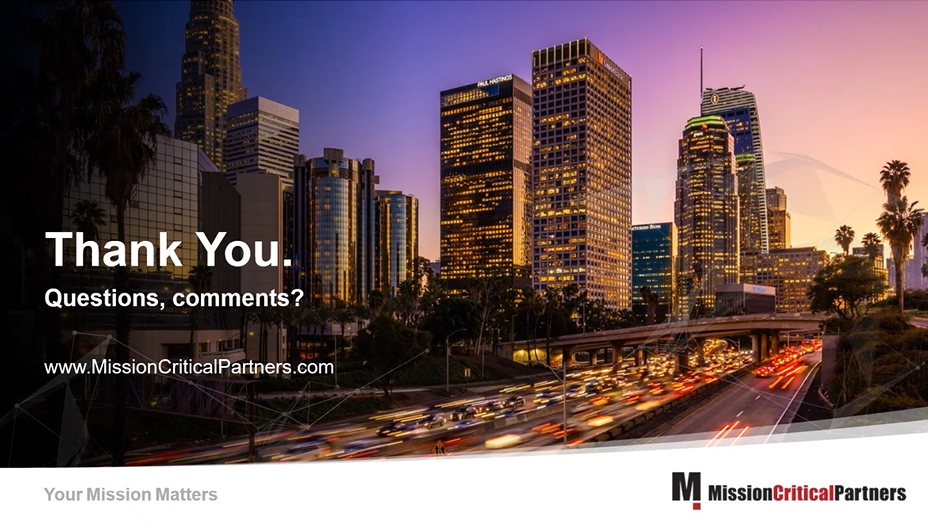
**Sherri Griffith Powell stated that MCP will develop customized questions that are grouped into specific subject matter areas shown in the slide above with security including both physical and cyber. She added that the aforementioned questions are based on industry best practices created by organizations such as the FCC, NENA, and APCO for optimal PSAP architecture.**

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**Sherri Griffith Powell stated that MCP’s assessment will provide a rating for each of the categories (y-axis) above regarding NG911 readiness and transition based on responses to the questions mentioned in the previous slide. She added that MCP developed this matrix with industry feedback from the FCC, NENA, APCO, and NASNA to standardize the key areas for NG911 transition. She then described the categories (x-axis) above in further detail:**

* **Legacy**
  + **Use of selective routers and traditional lookups within a database for location information.**
* **Foundational**
  + **Consideration and planning for NG911 transition.**
* **Transitional**
  + **Initial phases of NG911 transition including procurement and partial implementation of NG911 functionalities.**
* **Intermediate**
  + **Commonly referred to as NG911 ready within the industry and possesses the following: call handling equipment to process data, network, functionality of core services, GIS location-based routing, and i3 compliant. In addition, the FCC recently released a report and order regarding OSP connectivity requirements based on the 911 authority instructions.**
* **End State**
  + **Ability to connect calls, text messages, and/or multimedia via IP, send location information within the call path, and interconnectivity across the nation.**

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**Shawn Kuratani asked Sherri Griffith Powell if MCP has an active contract with the Hawaii Department of Law Enforcement for their MAPS assessment regarding NG911. Both Sherri Griffith Powell and Gary Pulford responded stating that MCP is currently assisting the Hawaii Department of Law Enforcement. Shawn Kuratani stated separately that a similar assessment was done previously with Winbourne Consulting and the MAPS assessment from MCP could potentially offer value to determine a roadmap, timeline, and costs for NG911.**

**Corey Shaffer asked Sherri Griffith Powell what percentage of other states utilize a utility or third party as a turnkey service provider. Sherri Griffith Powell responded stating that she did not have the exact percentage readily available but mentioned AT&T acts as a turnkey service provider for a few areas in the continental U.S. She added that a typical scenario involves turnkey service providers such as Hawaiian Telcom, AT&T, and Lumen providing both the network and core services but each PSAP will independently contract its own call handling equipment. Gary Pulford added that aside from the technology aspect, operations and governance are key areas as well in order to support new processes and emerging opportunities such as artificial intelligence.**

**Corey Shaffer asked Sherri Griffith Powell how MCP would work with Hawaiian Telcom (Hawaii’s ILEC) to complete the MAPS assessment in terms of confidential information and non-disclosure agreements. Sherri Griffith Powell responded stating that MCP has existing non-disclosure agreements with Intrado and would most likely establish a non-disclosure agreement with Hawaiian Telcom to protect any sensitive and proprietary information.**

**Francis Alueta commended MCP for recognizing that end state NG911 requires carriers to utilize SIP interconnections. He added that Hawaii will be near the intermediate stage after the Viper 7 upgrades and A911 changes with the following step to interconnect the OSPs via IP into the system. Gary Pulford stated that MCP’s MAPS assessment provides a framework to create a project plan with dates and action items to progress toward the end state.**

* + - 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.**

**October 2024 Cashflow Statement:**

**Surcharge Collection: $1,087,841**

**Interest Income: $133,942**

**Total Receipts: $1,221,784**

**Total Disbursements: ($684,864)**

**Net Receipts/Disbursements: $536,919**

**Net Encumbrances Adds/(Paydown): ($318,306)**

**Net Cash Inflow/(Outflow): $218,614**

**Outstanding Encumbrances: $13,210,052**

**Net Bank Balance: $45,648,233**

**Unencumbered Cash Balance: $32,438,181**

* + 1. Hawaii Police Department Requesting $4,500.00 for 1 Additional Personnel to Attend 9-1-1 Goes to Washington (GTW) 2025

**Executive Director on behalf of Edward Fujioka stated the item above and asked for a motion to approve. Tony Velasco motioned to approve this request. Stephen Courtney seconded the motion. A voice vote was taken, motion was unanimously approved.**

* + 1. Kauai Police Department Requesting $1,555.00 for Additional APCO Certification Fees

**Executive Director on behalf of Edward Fujioka stated the item above. Ah Lan Leong asked Ariel Ramos if these fees are for the public safety telecommunicator certification. Ariel Ramos responded stating that it is for the public safety telecommunicator certification, which is a course that covers basic skills and knowledge. 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 previously had 1 personnel in training that submitted her resignation recently. She added that they currently have 2 applicants in the background check stage.**

* + 1. Update on Personnel Issues and Vacancies

**Ariel Ramos stated that they currently have 10 full-time dispatchers with 1 of those dispatchers on extended leave. She added that they have 20 total positions, which equates to a 50% vacancy rate.**

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

**Matthew Kurihara stated that they will have 1 new personnel starting in a couple of weeks. He added that after revamping their CritiCall tests, the pass rate is around 40%-50%, which is up from the previous pass rate of ~25%.**

* + 1. Update on Personnel Issues and Vacancies

**Matthew Kurihara stated that they currently have a 34% vacancy rate.**

* 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 recently conducted an EMD class and will be training 4 reliever dispatchers who are field medics that will assist dispatch when necessary.**

* + 1. Update on Personnel Issues and Vacancies

**Lorrin Okumura stated that they currently have 8 vacancies for dispatchers.**

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

**Davlynn Racadio stated that they had 7 new personnel start on 11-1-2024 and 3 new personnel starting on 11-18-2024. She added that they are currently in the process of developing a training schedule to ensure sufficient dispatcher coverage.**

* + 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

**John Talich on behalf of Robert Fujitake stated that they currently have 3 personnel in training with 1 personnel expected to complete training soon. He added that they have a realistic job preview tomorrow.**

* + 1. Update on Personnel Issues and Vacancies

**John Talich on behalf of Robert Fujitake stated they currently have 11 vacancies.**

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

**Stacy Domingo stated that they currently have 3 personnel in training with 1 personnel expected to complete training in January 2025. She added that they are currently unable to handle any additional recruitment since they lack the staff to assist with training. She plans to do more on-the-job training versus classroom training and hopes to alleviate the staffing issue as trainees become experienced.**

* + 1. Update on Personnel Issues and Vacancies

**Stacy Domingo stated that they currently have 9 dispatchers and will be losing 1 personnel soon because that individual turned in her resignation letter yesterday. She added that they currently have 13 open positions.**

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, December 12, 2024 (Combined Meeting)
   2. Future Conference Dates (3 Months of Advanced Approval Required)
   3. Additional Announcements from Meeting Attendees
3. 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

**Board Chair requested a motion to adjourn the meeting. Tony Ramirez motioned to adjourn the meeting. Francis Alueta seconded the motion. A voice vote was taken, adjournment was unanimously approved. The meeting was adjourned.**