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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, December 12, 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**

[**December 12, 2024: Joint Committee and Board Meeting (youtube.com)**](https://www.youtube.com/watch?v=Ax944PeiTTA)

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

**Communications Committee Members Not Present:** None

**Technical Committee Members Present:** Shawn Kuratani (HFD), Tony Ramirez (V2X), Kenison Tejada (FirstNet), Tony Velasco (DIT)

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

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

**Finance Committee Members Not Present:** None

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

**Guests:** Francis Alueta (HT), Frannie Chung (EMS), Ruth Cruz (Intrado), Carla Even (RapidSOS), Robert Fujitake (HIPD), Buck Giles (OSL), David Jones (Mission Critical), Stella Kam (AG), Wesley Kawachi (AOK), Elliott K. Ke (KPD), Ji Sook Kim (Consumer Advocate Designee), Glenn Kobashigawa (HT), Patrick Leddy (LCC), Rebecca Lieberman (Spectrum), Andrew Muraoka (KPD), Gregg Okamoto (MPD), Lorrin Okumura (EMS), Megan Reilly (EagleView), Corey Shaffer (Verizon), Calvin Sung (HPD), Douglas Tom (DOD), Keola Tom (MPD), Kiman Wong (UH), 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 all committees.**

1. Review and Approval of November Meeting Minutes

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

1. Presentation Regarding FY 2022-2023 and FY 2023-2024 Independent Audit Reports

**Wesley Kawachi from Akamine, Oyadomari & Kosaki CPA’s, Inc. (“AOK”) introduced himself as the auditor who concurrently conducted the FY 2022-2023 and FY 2023-2024 independent audit reports for the State of Hawaii 911 Board. Additionally, he stated that AOK performs audit and tax services for individuals, small businesses, and governments and has been around for about 50 years with roughly 20 employees.**

**Wesley Kawachi stated that the audit consisted of ensuring that revenue (predominantly surcharge collection from wireless and VoIP service providers) was properly recorded and verifying expenditures through supporting documentation and the required approvals. He added that the financial statement adjustments were primarily attributed to the conversion from cash basis accounting to accrual basis. Furthermore, due to this aforementioned conversion and Executive Director transition in FY 2022-2023 (previous files were not properly maintained upon succession), it resulted in a reported deficiency regarding internal controls for recordkeeping that payables and receivables should be timely accrued and reconciled. He mentioned that the Executive Director and Administrative Services Assistant have already taken the necessary steps to address this deficiency for the current fiscal year of 2024-2025 by implementing solutions approved by the auditor. In conclusion, the auditor stated that the audit report is considered unmodified (i.e. “clean”) resulting in an opinion that the financial statements present fairly, in all material respects, the financial position of the State of Hawaii 911 Board.**

**Tony Ramirez asked Wesley Kawachi why the accounting method was converted to accrual basis and if cash basis or accrual basis is better. Wesley Kawachi responded stating that cash basis is easier to understand and prepare but declined to express an opinion on which is better or worse. He added that accrual basis financial statements are generally accepted and referenced other State of Hawaii government agencies requiring accrual basis.**

**Edward Fujioka asked Wesley Kawachi if the accruals are related to encumbrances. Wesley Kawachi responded stating that they are slightly different because encumbrances reserve cash for specific uses/users that have not been incurred yet while accruals account for incurred income/expenses. Edward Fujioka asked Wesley Kawachi a follow-up question if the accruals and encumbrances should be separated in the monthly cash flow statements. Welsey Kawachi responded stating that this is not necessary because the State of Hawaii 911 Board does not have cash flow issues.**

**Francis Alueta asked Wesley Kawachi what frequency is required to track the accruals. Wesley Kawachi responded stating that it will occur at the end of each fiscal year. Corey Shaffer asked the Executive Director and Administrative Services Assistant a follow-up question regarding how they are tracking the additional data throughout each fiscal year that is required to prepare the annual accruals. Executive Director responded stating that himself and the Administrative Services Assistant collaborated with the auditor to develop supplementary internal controls to achieve the corrective action plan.**

1. Committee Updates by Committee Chairs
   1. Communications Committee – Davlynn Racadio
      1. Update from Hawaiian Telcom Regarding 9-1-1 Outage on 11/17/2024

**Francis Alueta stated that Hawaiian Telcom’s (“HT”) Oahu and state tandem used to process calls experienced signal lost, which impacted the SS7 signaling and prohibited the use of 10-digit dialing through the network to the 911 system. He added that the 911 system itself did not encounter any issues or downtime. The outage affected wireless calls and calls to/from the admin lines on Oahu while the outer islands were unaffected. During the first week of December, HT implemented a software patch recommended by their vendor to address the cause of the problem and included additional alarming from those cards. In addition, HT is currently in the process of improving the alarming in their systems to receive earlier advance regarding notifications of symptoms as well as strengthening additional guardrails for alarms processing.**

**Edward Fujioka asked Francis Alueta if the affected cards have a scheduled end of life replacement or not. Francis Alueta responded stating that there is no recommendation to replace the cards but HT is in the process of potentially virtualizing the dedicated hardware and equipment regarding the tandem’s complex and platform. Additionally, the aforementioned virtualization process is a part of HT’s voice transformation to address their legacy TDM Class 5 switches, which is anticipated to take place next year.**

**Stephen Courtney asked Francis Alueta if the software patch included firmware updates for the affected cards. Francis Alueta responded stating it was included. Stephen Courtney asked Francis Alueta a follow-up question if this equipment is necessary for NG911. Francis Alueta responded stating that it is required since the impacted equipment is a part of HT’s voice network and is not specifically tied to the 911 system.**

**Shawn Kuratani asked Francis Alueta if it is possible to provide future alerts to the PSAPs earlier than this recent incident. Francis Alueta responded stating that they are actively working on improving the response time to the PSAPs and have plans to open an incident bridge line to facilitate communication and discussion. Shawn Kuratani added that the PSAPs located at JTMC huddled together to brainstorm how to activate this bridge line quickly. Calvin Sung expanded further and stated that they will notify other agencies after HT contacts JTMC. In conclusion, Davlynn Racadio expressed the importance of maintaining open communication to effectively troubleshoot, resolve issues expeditiously, and improve teamwork.**

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

**Rebecca Lieberman stated that the upcoming legislative session starts on January 15th and she will be monitoring any bills that are related to 911 services. In addition, she will be tracking the progress of the Hawaii Department of Law Enforcement’s bill(s) to become a special fund. Lastly, she mentioned that the State of Hawaii 911 Board did not request the introduction of any new bills for the upcoming legislative session.**

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

**November 2024 Cashflow Statement:**

**Surcharge Collection: $1,028,536**

**Interest Income: $121,418**

**Total Receipts: $1,149,954**

**Total Disbursements: ($298,224)**

**Net Receipts/Disbursements: $851,730**

**Net Encumbrances Adds/(Paydown): ($302,299)**

**Net Cash Inflow/(Outflow): $549,431**

**Outstanding Encumbrances: $12,803,372**

**Net Bank Balance: $46,197,664**

**Unencumbered Cash Balance: $33,394,291**

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

**Davlynn Racadio withdrew this request since it is no longer needed.**

* + 1. Executive Director Requesting $2,500.00 for DCCA Consumer Protection Fair Promotional Items Regarding Community Outreach

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**Edward Fujioka stated the item above and explained that the funds will be used to purchase promotional items to be used at upcoming State of Hawaii 911 Board community outreach events. He added that we are currently pending a confirmation response to host a table at the DCCA Consumer Protection Fair, which is slated to occur in March 2025. Executive Director stated that other community outreach events include the TXT2911 presentation for DCAB. 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

**Andrew Muraoka on behalf of Ariel Ramos stated that they have 3 potential dispatchers in various stages of the hiring process.**

* + 1. Update on Personnel Issues and Vacancies

**Andrew Muraoka on behalf of Ariel Ramos stated that they currently have 10 dispatchers and 10 vacancies.**

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

**Matthew Kurihara stated that they had 2 new personnel start in December 2024.**

* + 1. Update on Personnel Issues and Vacancies

**Matthew Kurihara stated that they are still short staffed.**

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

**Shawn Kuratani stated that they are conducting interviews tomorrow and are expecting to fill the recent vacancies shortly.**

* + 1. Update on Personnel Issues and Vacancies

**Shawn Kuratani stated that they lost 2 personnel due to promotion and retirement, respectively.**

* 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 posted a job opening for a dispatch supervisor position. He added that they are working on the academy for their dispatchers, which is anticipated to be released next year.**

* + 1. Update on Personnel Issues and Vacancies

**Lorrin Okumura stated that they completed EMD certification training for 6 of their relievers and are currently training 4 of those 6 personnel on consoles.**

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

**Davlynn Racadio stated that they currently have 11 personnel in training and 1 ESD who completed training in December 2024. She added that there is a recruitment pause due to a lack of training resources.**

* + 1. Update on Personnel Issues and Vacancies

**Davlynn Racadio stated that 1 of their personnel from Maui relocated to Molokai. She added that Molokai now has a total of 4 personnel.**

* 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 currently have 5 personnel in training (3 in the classroom and 2 on the floor).**

* + 1. Update on Personnel Issues and Vacancies

**Robert Fujitake stated that they currently have 32 personnel and 13 vacancies. He added that he will be retiring on 12/31/2024.**

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

**Stacy Domingo not present to provide an update.**

* + 1. Update on Personnel Issues and Vacancies

**Stacy Domingo not present to provide an update.**

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. [Tentative] Thursday, January 9, 2025 (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

**Kiman Wong expressed his gratitude for the State of Hawaii 911 Board’s continued efforts and hard work to maintain and improve the 911 system.**

1. Adjournment

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