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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, March 13, 2025**  **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**

[**March 13, 2025: Joint Committee and Board Meeting (youtube.com)**](https://www.youtube.com/watch?v=NxpfcnEERAY)

**Communications Committee Members Present:** Davlynn Racadio (MPD)

**Communications Committee Members Not Present:** Ah Lan Leong (HPD), Lavina Taovao (KPD)

**Technical Committee Members Present:** Shawn Kuratani (HFD), Stacy Domingo (HIFD), Tony Ramirez (V2X), 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), Reed Mahuna (HIPD), Tony Velasco (DIT)

**Finance Committee Members Not Present:** Matthew Kurihara (HPD), Todd Omura (CIO Designee)

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

**Guests:** Francis Alueta (HT), Phillip Banquel (KPD), Brian Boezeman (Intrado), Zachary Fernando (HIPD), Marisa Fujimoto (HT), David Jones (Mission Critical), Stella Kam (AG), Kevin Kaneshiro (HIFD), Ji Sook Kim (Consumer Advocate Designee), Rebecca Lieberman (Spectrum), Kainoa Lopes (OSL), Brian McKee (DIT), Andrew Muraoka (KPD), Sherryann Murphy (EMS), Tamera Neal (Intrado), Gregg Okamoto (MPD), Lorrin Okumura (EMS), Corey Shaffer (Verizon), Calvin Sung (HPD), Douglas Tom (SWIC), 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 Communications Committee.**

1. Review and Approval of February Meeting Minutes

**Board Chair requested a motion to approve February’s Meeting Minutes. Tony Velasco motioned to approve February’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 for 9-1-1 Goes to Washington (GTW), February 23-26, 2025, Arlington, VA

**Davlynn Racadio on behalf of all 9-1-1 GTW conference attendees expressed gratitude to the 911 Board for allowing and supporting this business trip. She then requested updates from conference attendees.**

**Reed Mahuna expressed his appreciation regarding the support of the 911 Board to attend this conference. He added that this conference in particular is of the utmost importance due to the anticipated interaction with elected officials/staff team and to maintain a consistent presence. Lastly, he stated that this conference was very beneficial and a lot was accomplished.**

**Stacy Domingo echoed the same sentiment of thankfulness to the 911 Board for sponsoring this work trip. She added that this conference was enlightening and garnered new perspectives to support and advocate for her workforce through politicians, legislation, and government starting at a local level.**

**Calvin Sung stated that the overall experience was positive but thought it would have been more impactful if they were able to meet with elected officials rather than their respective staff teams. He added that it was a worthwhile experience to learn about the legislative process. He also conveyed his thanks to the 911 Board.**

**Davlynn Racadio corroborated that the expectation was to meet with elected officials but stated that their staffers were knowledgeable, supportive, and willing to provide information. She stated that the U.S. congress introduced Senate Bill 725, which includes the recognition of dispatch personnel as emergency responders. She added that this is a sister bill to the House Bill HR 540 and will keep tabs on progress for both of these bills. She then proposed hosting a pre-travel meeting for briefing purposes to discuss goals/expectations as a unified team for the State before next year’s 9-1-1 GTW conference. Lastly, she inquired about permission from the PSAPs to provide January 2025’s monthly call data/statistics from V2X to the elected officials’ staff teams. There was no objection from any of the PSAPs. The Board Chair thanked the 9-1-1 GTW team for their participation and the updates. He then requested to discuss the aforementioned call data/statistics during next month’s joint committee and board meeting in April 2025.**

* + 1. Update from Hawaiian Telcom Regarding V2X Report Call Volume Discrepancy

**Davlynn Racadio requested an update from Francis Alueta regarding the item above.**

**Francis Alueta stated Intrado discovered that V2X’s calculations are based on a percentage decline from 2023 to 2024 on a statewide level with each PSAPs’ percentage individually being averaged resulting in a total decline of 23%. He added that on a raw call volume basis the decline was a downward trend of 7%. He further stated that it seems to be an issue related to reporting and not data collection. Lastly, he mentioned that Intrado will continue to investigate this matter and will report back on their findings.**

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

**Rebecca Lieberman stated no updates. She mentioned that the confirmation hearings for the 911 board members went well last week and the Board Chair’s confirmation hearing is coming up on 3-25-2025.**

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

**February 2025 Cashflow Statement:**

**Surcharge Collection: $1,024,636**

**Interest Income: $99,519**

**Total Receipts: $1,124,155**

**Total Disbursements: ($1,054,246)**

**Net Receipts/Disbursements: $69,909**

**Net Encumbrances Adds/(Paydown): ($182,746)**

**Net Cash Inflow/(Outflow): ($112,837)**

**Outstanding Encumbrances: $11,916,679**

**Net Bank Balance: $47,111,824**

**Unencumbered Cash Balance: $35,195,146**

* + 1. Kauai Police Department Requesting $13,500.00 for 3 Additional Personnel to Attend NENA Conference

**Edward Fujioka stated the item above and requested an explanation. Andrew Muraoka explained that this request was not originally included in the budget for this year. Edward Fujioka confirmed with Andrew Muraoka that this is for 3 attendees total and not 3 additional personnel. Edward Fujioka asked for a motion to approve. Reed Mahuna motioned to approve this request. Tony Velasco 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 – Andrew Muraoka
      1. Update on Recruitment Process/Strategies and Personnel Training

**Andrew Muraoka stated that he has 1 personnel that started training in March 2025. He added that they have a total of 17 call takers, which is inclusive of the sworn officers from the recent call taker training.**

* + 1. Update on Personnel Issues and Vacancies

**Andrew Muraoka stated that they currently have 10 full-time dispatchers and 1 dispatcher on leave.**

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

**Calvin Sung on behalf of Matthew Kurihara stated that they currently have 1 personnel in training due to the other trainee deciding to resign and accept a position elsewhere. He added that they have additional 2 personnel slated to start training in April 2025. Furthermore, there are 5 potential trainees from sworn personnel to assist with call taking who will be undergoing training. Lastly, they continue to push for contract hires of recent retirees.**

**Edward Fujioka asked Calvin Sung if the recruitment incentive for police officers includes dispatch positions or not. Calvin Sung responded stating that the recruitment incentive does not include positions for dispatch. He added that this is an initiative they are trying to pursue regarding retention pay, new hire incentives, etc.**

* + 1. Update on Personnel Issues and Vacancies

**Calvin Sung on behalf of Matthew Kurihara stated that they currently have a 38% vacancy rate.**

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

**Shawn Kuratani stated that they were able to fill their recent vacancy.**

* + 1. Update on Personnel Issues and Vacancies

**Shawn Kuratani stated that they are currently 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 completed training for 3 out of the 4 reliever dispatchers with a few more forthcoming. He added that they hosted an open recruitment for dispatchers with 5 total applicants but only ended up interviewing 1 candidate who will make their decision shortly. Furthermore, they are in the final stages of starting their dispatch academy, which should attract around 10 to 12 potential candidates.**

* + 1. Update on Personnel Issues and Vacancies

**Lorrin Okumura stated that they currently have 1 dispatch supervisor vacancy with an interview occurring in the next couple of weeks.**

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

**Davlynn Racadio stated that they currently have 10 personnel in training with an anticipated 4 to 5 personnel that will progress to the next training stage around May 2025.**

* + 1. Update on Personnel Issues and Vacancies

**Davlynn Racadio stated that the request for help from other areas to alleviate staffing shortages should not be misconstrued as a job security threat to the existing staff of call takers and dispatchers. Andrew Muraoka stated that the sworn personnel assisting in the PSAPs typically gain greater appreciation and connection with the call takers and dispatchers. Calvin Sung agreed with both perspectives from Davlynn Racadio and Andrew Muraoka.**

* 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 – Zachary Fernando
     1. Update on Recruitment Process/Strategies and Personnel Training

**Zachary Fernado stated that 2 out of their 3 trainees have graduated from call taking and will start training on radio consoles. He added that they recently started training for 2 personnel in early March 2025.**

* + 1. Update on Personnel Issues and Vacancies

**Zachary Fernado stated that they currently have 6 dispatcher vacancies.**

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

**Stacy Domingo stated that they currently have 1 personnel in training who is expected to be reallocated or promoted to dispatcher around April 2025. She added that they have opened their recruitment for new personnel.**

* + 1. Update on Personnel Issues and Vacancies

**Stacy Domingo stated that they currently have 8 full-time dispatchers. She added that they currently have a ~70% 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. [Tentative] Thursday, April 10, 2025 (Combined Meeting)
      2. Thursday, May 8, 2025 (Combined Meeting)
   2. Future Conference Dates (3 Months of Advanced Approval Required)
      1. Summit Conference (Motorola Solutions) May 12-15, 2025, Grapevine, TX
      2. NENA Conference (National Emergency Number Association) June 21-26, 2025, Long Beach, CA
      3. APCO Conference (Association of Public-Safety Communications Officials) July 27-30, 2025, Baltimore, MD
   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 Velasco motioned to adjourn the meeting. Tony Ramirez seconded the motion. A voice vote was taken, adjournment was unanimously approved. The meeting was adjourned.**