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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  **State of Hawaii 911 Board Meeting**  **Thursday, April 10, 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**

[**April 10, 2025: Joint Committee and Board Meeting (youtube.com)**](https://www.youtube.com/watch?v=WREJutKsahw)

**Board Members Present:** Corey Shaffer (Verizon), Keola Tom (MPD), Francis Alueta (HT), Stephen Courtney (C&C of Honolulu), Liz Gregg (AT&T), Ji Sook Kim (Consumer Advocate Designee), Matthew Kurihara (HPD), Reed Mahuna (HIPD), Gregg Okamoto (MPD), Todd Omura (CIO Designee)

**Board Members Not Present:** Nani Blake (T-Mobile), Elliott K. Ke (KPD), Rebecca Lieberman (Spectrum)

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

**Guests:** Phillip Banquel (KPD), Brian Boezeman (Intrado), Ruth Cruz (Intrado), Stacy Domingo (HIFD), Zachary Fernando (HIPD), Buck Giles (OSL), Stella Kam (AG), Kevin Kaneshiro (HIFD), Shawn Kuratani (HFD), Patrick Leddy (LCC), Ah Lan Leong (HPD), Brian McKee (DIT), Andrew Muraoka (KPD), Tamera Neal (Intrado), Davlynn Racadio (MPD), Tony Ramirez (V2X), Megan Reilly (EagleView), Kenison Tejada (FirstNet), Tony Velasco (DIT)

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 March Meeting Minutes

**Board Chair requested a motion to approve March’s Meeting Minutes. Liz Gregg motioned to approve March’s Meeting Minutes. Ji Sook Kim 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 Hawaiian Telcom Regarding V2X Report Call Volume Discrepancy
         1. Review of Monthly V2X Reports
      2. Discussion on National Public Safety Telecommunicators Week, April 13-19, 2025
         1. Recognizing Dispatchers as First Responders

**Davlynn Racadio stated no further updates.**

* 1. Technical Committee – Shawn Kuratani
     1. No Updates

**Shawn Kuratani stated no further updates.**

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

**Executive Director on behalf of Rebecca Lieberman stated no updates.**

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

**Board Chair on behalf of Edward Fujioka stated no further updates.**

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
      2. Update on Personnel Issues and Vacancies

**Andrew Muraoka 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 stated no further updates.**

* 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

**Administrative Services Assistant on behalf of Lorrin Okumura 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 – Zachary Fernando
     1. Update on Recruitment Process/Strategies and Personnel Training
     2. Update on Personnel Issues and Vacancies

**Zachary Fernando 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. Discussion of Fiscal Year 2026-2030 Strategic Budget Plan

**Executive Director stated that he discussed the draft strategic budget plan with the finance committee and developed follow-up questions.**

**Executive Director asked Zachary Fernando what the “Laptops” line item is for. Zachary Fernando responded stating that this will be used for CAD emergency laptops to support the new ECC operations.**

**Executive Director asked Stacy Domingo what the “Pro QA Software” line item is for. Stacy Domingo responded stating that it is for the Priority Dispatch System. Executive Director asked Stacy Domingo if she could send him the supporting documents for review.**

**Executive Director asked Matthew Kurihara to elaborate on the “RapidSOS Communicator” line item. Matthew Kurihara responded stating that this entails a language model for translation purposes as well as retention. Executive Director asked Matthew Kurihara if he could send him the supporting documents for review.**

**Executive Director asked Matthew Kurihara to elaborate on the “CAD Consultant” and “CAD Upgrade” line items. Matthew Kurihara responded stating that the consultant cost of $400,000.00 will be used to determine the estimated costs of the CAD upgrade and to ensure both compatibility/usability. He added that the $8,000,000.00 cost for the CAD upgrade itself is a rough estimate. Executive Director asked Matthew Kurihara a follow-up question if the records management system is included within the $8,000,000.00. Matthew Kurihara responded stating that it does not include the records management system.**

**Executive Director stated that out-of-state travel reimbursement costs will be increased by $500.00 for each destination per individual.**

**Executive Director mentioned that each agency may want to re-evaluate their provided quotes due to the ongoing tariff changes under the Trump administration.**

**Executive Director stated that each PSAP will receive an allotted budget for promotional items to be used at job fairs, community outreach events, etc.**

**Shawn Kuratani asked the Executive Director if any budgeted line items are at risk for cuts/decreases. Executive Director responded stating that currently there are no foreseeable cuts/decreases.**

**Stacy Domingo asked the Executive Director if it is possible to procure a statewide RapidSOS contract for all of the PSAPs. Executive Director responded stating that this seems feasible and will inquire with legal counsel. Stella Kam stated that the aforementioned contract will not be held by the state or the 911 Board but instead at the county level.**

**Shawn Kuratani stated that he will discuss with the technical committee regarding features and add-on tools/services being offered from Intrado through the Viper 7 upgrade as compared to RapidSOS’ offerings such as transcription and dictation.**

1. Items for Discussion, Consideration, and Action
   1. Additional Items Proposed by Meeting Attendees

**Corey Shaffer stated that there will be an upcoming executive session during next month’s meeting to discuss the performance review of the Executive Director. He added that he will send out the evaluation form to the board members beforehand.**

1. Announcements
   1. Future Virtual Meeting Dates/Times (9:00AM-12:00PM)
      1. Thursday, May 8, 2025 (Combined Meeting)
      2. Thursday, June 12, 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
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

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