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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, 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)

**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 (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), 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:** Maileann Ah Mook Sang-Frank (RDC), Phillip Banquel (KPD), Brian Boezeman (Intrado), Ruth Cruz (Intrado), Zachary Fernando (HIPD), Marisa Fujimoto (HT), Buck Giles (OSL), Sherri Griffith Powell (Mission Critical), Wayne Hirasa (Alakaina), Stella Kam (AG), Kevin Kaneshiro (HIFD), Ji Sook Kim (Consumer Advocate Designee), Patrick Leddy (LCC), Brian McKee (DIT), Andrew Muraoka (KPD), Tamera Neal (Intrado), Michael Notarstefano (RapidSOS), Gregg Okamoto (MPD), Lorrin Okumura (EMS), Brooke Pashman (RapidSOS), Gary Pulford (Mission Critical), Megan Reilly (EagleView), Corey Shaffer (Verizon), 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.**

1. Review and Approval of March Meeting Minutes

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

1. Update from Mission Critical Partners

**Sherri Griffith Powell stated that the kick-off meeting for the NG911 assessment took place and the next steps will be to hold separate breakout meetings with each PSAP, Hawaiian Telcom, the GIS provider, and the Executive Director to discuss governance. She added that the report will be completed after this due diligence period and the analysis of the information gathered, which will include the estimated cost for end state NG911.**

**Corey Shaffer asked Sherri Griffith Powell if the meeting with Hawaiian Telcom will include Intrado or not. Sherri Griffith Powell responded stating that the intention is to include Intrado but they have not been confirmed for this meeting yet. She added that if Intrado does not attend then they could have a separate meeting with them.**

**Sherri Griffith Powell asked Davlynn Racadio if Hawaiian Telcom provides the call handling equipment to the PSAPs or not. Davlynn Racadio responded stating that Hawaiian Telcom does provide the call handling equipment to the PSAPs. Sherri Griffith Powell added that she will reach out to the respective PSAP if additional follow-up is necessary after the meeting with Hawaiian Telcom.**

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

**Davlynn Racadio requested an update from Marisa Fujimoto regarding the item above.**

**Marisa Fujimoto stated that the discrepancy is caused by the parameters used to generate this report and further mentioned that V2X did not include no value calls without a class of service. She added that they are working with V2X to resolve this issue through training and have been investigating the cause of these calls without a class of service.**

**Davlynn Racadio asked Brian Boezeman what are the amount of calls without a class of service for each county. Brian Boezeman responded stating that Big Island for example has ~20,000 of these calls without a class of service. He added that there are two common reasons for these calls without a class of service, which are admin line calls and in situations when ANI/ALI is unavailable. Additionally, he stated that they are working with the carriers/providers to ensure proper 10-digit phone numbers are being used in order to obtain the ANI/ALI information.**

**Davlynn Racadio asked Marisa Fujimoto to check the trunking configuration for calls without a class of service. Marisa Fujimoto responded stating that this feeds into another report known as the trunk group report and would not affect the amount of calls without a class of service. Brian Boezeman affirmed this to be true and stated that it would count towards the no value amount for the trunk group identifier.**

**Marisa Fujimoto stated that they are working with Lumen to update their format to deliver 10-digit phone numbers with ANI/ALI information. Davlynn Racadio asked Tony Ramirez if the issues with providing 10-digit numbers stemmed from the Lumen incident last year. Tony Ramirez confirmed this and mentioned that Lumen is responsible for delivering all of the VoIP calls.**

* + 1. Discussion of National Public Safety Telecommunicators Week, April 13-19, 2025
       1. Recognizing Dispatchers as First Responders

**Davlynn Racadio stated that she made arrangements with Senator Schatz to send congratulatory messages to each PSAP, which will be sent directly to each chief via email and disseminated to the telecommunicators. Shawn Kuratani stated that Oahu’s mayor will deliver a proclamation at JTMC. Andrew Muraoka stated that Kauai’s mayor will have a proclamation. Stacy Domingo stated that Zachary Fernando has been coordinating the blessing of Big Island’s new call center, which will kick-off the week for them. Additionally, the Executive Director stated that he plans to request a formal state proclamation from the governor for next year’s National Public Safety Telecommunicators Week.**

* 1. Technical Committee – Shawn Kuratani
     1. No 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

**March 2025 Cashflow Statement:**

**Surcharge Collection: $994,616**

**Interest Income: $110,399**

**Total Receipts: $1,105,015**

**Total Disbursements: ($432,879)**

**Net Receipts/Disbursements: $672,137**

**Net Encumbrances Adds/(Paydown): ($206,891)**

**Net Cash Inflow/(Outflow): $465,246**

**Outstanding Encumbrances: $11,709,788**

**Net Bank Balance: $47,577,070**

**Unencumbered Cash Balance: $35,867,282**

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 they have 1 personnel in training and have maintained continuous recruitment for dispatcher positions.**

* + 1. Update on Personnel Issues and Vacancies

**Andrew Muraoka stated no updates.**

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

**Matthew Kurihara stated that they have 3 personnel in training after losing 1 trainee.**

* + 1. Update on Personnel Issues and Vacancies

**Matthew Kurihara stated that they currently have a 38% vacancy rate and have maintained continuous recruitment. He added that they lost 2 personnel due to retirement and resignation, respectively.**

* 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 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 have 1 personnel in training as a reliever dispatcher and have recently completed training for 4 reliever dispatchers. He added that they are slated to start their inaugural EMD Academy in June 2025 and will start with 9 new hires that could possibly qualify for their dispatch center.**

* + 1. Update on Personnel Issues and Vacancies

**Lorrin Okumura stated that no updates.**

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

**Davlynn Racadio stated that they have 4 personnel in training with an anticipated completion time around the second week of May 2025. She added that they have maintained continuous recruitment.**

* + 1. Update on Personnel Issues and Vacancies

**Davlynn Racadio stated that they lost 4 personnel due to resignation.**

* 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 Fernando stated that they have 2 personnel in training and 2 additional trainees that started in March 2025. He added that they have maintained continuous recruitment.**

* + 1. Update on Personnel Issues and Vacancies

**Zachary Fernando stated that they currently have 6 vacancies.**

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

**Stacy Domingo stated that they have open recruitment and are currently awaiting a referred list from their HR department to begin the hiring process.**

* + 1. Update on Personnel Issues and Vacancies

**Stacy Domingo stated that they currently have 15 vacancies.**

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, 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

**Davlynn Racadio stated that she would like to further the initiative to recognize dispatchers as first responders and have garnered support from their department chiefs, mayor, and county council. She inquired if the PSAPs would be interested in unifying and combining their efforts to advance this proposal.**

**Corey Shaffer asked Davlynn Racadio what the most significant barrier is. Davlynn Racadio responded stating that amended legislation is of the utmost importance and greatest hurdle. She added that having an ally to push the aforementioned legislation would be vital as well as the support from the Department of Public Safety.**

**Corey Shaffer asked Davlynn Racadio a follow-up question regarding the status of a previous proposal to add additional bargaining unit groups for dispatchers to be reclassified from clerks. Davlynn Racadio responded stating the aforementioned proposal did not gain any traction since it was being done at a county level and the recommendation was to reintroduce it on a state level.**

**Ji Sook Kim suggested that Davlynn Racadio should reach out to Senator McKelvey for his thoughts and potential sponsorship of a bill to recognize dispatchers as first responders since he is the current Chair of Government Operations, which includes the 911 Board. Davlynn Racadio responded stating that she will connect with Senator McKelvey.**

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

**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.**