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| JOSH GREEN, M.D.GOVERNORKe Kiaʻāina | **A picture containing logo  Description automatically generated** | KEITH A. REGANCOMPTROLLERKa Luna Hoʻomalu Hana Laulā**MEOH-LENG SILLIMAN**DEPUTY COMPTROLLERKa 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, July 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**

[**July 10, 2025: Joint Committee and Board Meeting (youtube.com)**](https://www.youtube.com/watch?v=8uVGlR7eXOM)

**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), 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), Matthew Kurihara (HPD), Todd Omura (CIO Designee), Tony Velasco (DIT)

**Finance Committee Members Not Present:** Liz Gregg (AT&T), Reed Mahuna (HIPD)

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

**Guests:** Francis Alueta (HT), Marisa Fujimoto (HT), Buck Giles (OS), Roderick Green (KPD), Sherri Griffith Powell (Mission Critical), Wayne Hirasa (Alakaina), Melia Johnson (MPD), David Jones (Mission Critical), Stella Kam (AG), Ji Sook Kim (Consumer Advocate Designee), Rebecca Lieberman (Spectrum), Brian McKee (DIT), Robert Mohr (Exacom), Tamera Neal (Intrado), Gregg Okamoto (MPD), Lorrin Okumura (EMS), Calvin Sung (HPD), Scott Winecoff (T-Mobile)

1. Call to Order, Public Notice

**The meeting was called to order by Shawn Kuratani on behalf of 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 June Meeting Minutes

**Shawn Kuratani on behalf of the Board Chair requested a motion to approve June’s Meeting Minutes. Tony Velasco motioned to approve June’s Meeting Minutes. Matthew Kurihara seconded the motion. A voice vote was taken, motion was unanimously approved.**

1. Committee Updates by Committee Chairs
	1. Communications Committee – Davlynn Racadio
		1. 9-1-1 Outage on 6-5-2025

**Davlynn Racadio requested an update from Corey Shaffer regarding the item above.**

**Corey Shaffer was not present to provide an update and this agenda item will be deferred to next month’s meeting.**

* + 1. Discussion of Hawaiian Telcom Business Lines

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

**Marisa Fujimoto stated that they are currently in the process of working internally to set up a routing for the PSAPs to call one number to reach Hawaiian Telcom for the business lines plus overflow calls, which will be Marisa Fujimoto’s office during business hours and either a cell phone number or Hawaiian Telcom’s Network Operations Center (“NOC”) after business hours.**

**Francis Alueta stated that Hawaiian Telcom previously held an internal meeting to discuss and improve the process of handling calls regarding the PSAPs’ business lines, where they will ingest the appropriate information and then forward it to the care team that will create a ticket to send the applicable technician to resolve the issue. He added that TXT2911 will be put on an Indefeasible Right of Use (“IDRU”) Avaya platform.**

**Davlynn Racadio stated that from onset the PSAPs’ 911 system and landlines were separated by Hawaiian Telcom and they were not given a choice. She mentioned the difficulties of having a separate 911 system and landlines to locate where the call is originating from. She added that she will be having a meeting with Spectrum to discuss their offerings.**

* + 1. Update from Kauai Police Department & Hawaii Police Department regarding Viper 7 Upgrade

**Davlynn Racadio requested an update from Andrew Muraoka regarding the item above.**

**Roderick Green on behalf of Andrew Muraoka stated that the SCC mapping is being worked on by Hawaiian Telcom and Intrado. He added that a service ticket has been created.**

**Davlynn Racadio asked Roderick Green if there were any other outstanding tickets. Roderick Green responded stating that based on the information he was provided by Andrew Muraoka there were no other outstanding tickets regarding Viper 7.**

**Davlynn Racadio asked Stacy Domingo if they had any outstanding tickets and/or issues that need to be addressed. Stacy Domingo responded stating that they are pending resolution regarding SCC mapping issues for the 45-meter radius of their map pinpoints. She added that they are also awaiting a response regarding call transfer challenges for both of their calls from 911 and the admin lines.**

**Davlynn Racadio requested updates from Marisa Fujimoto regarding the aforementioned outstanding tickets and/or issues mentioned above. Marisa Fujimoto responded stating that Intrado has been working on the SCC mapping issues and is currently testing a solution. Tamera Neal stated that they are working on a new ALI format to incorporate unique separate fields for both cell ID and cell tower information, which will be integrated with SCC mapping to resolve the issue since it was not previously showing up on Maplex. She added that they need to coordinate with Hawaiian Telcom to validate the confidence configuration proxy at one of the affected positions before they are able to rollout the entire resolution.**

**Davlynn Racadio asked Tamera Neal what the plotting issues of the current ALI format are. Tamera Neal responded stating that the current ALI information is being populated in a combined field that is compatible with Maplex and not SCC mapping. She added that SCC mapping requires separate information fields for both the cell ID and cell tower.**

**Tony Ramirez asked Tamera Neal why SCC mapping is not able to utilize the street name field since it is cross mapped with the unique name field. Tamera Neal responded stating that Intrado’s engineering team is unable to link SCC mapping with the street name field despite it containing the information for both cell ID and cell tower. She added that the creation of the two unique separate fields for both cell ID and cell tower information should not impact the Viper system. However, she did mention there could be a potential impact for third party vendors utilizing the raw ALI feed since Intrado does not know how they use the data. Tony Ramirez asked Tamera Neal a follow-up question regarding how dispatchable locations using class of service DL1 and DL2 will be mapped and differentiated. Tamera Neal responded stating that she will set up a call with Tony Ramirez and Intrado’s team to further discuss this offline.**

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

**Rebecca Lieberman stated no updates.**

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

**June 2025 Cashflow Statement:**

**Surcharge Collection: $1,041,982**

**Interest Income: $107,813**

**Total Receipts: $1,149,795**

**Total Disbursements: ($163,326)**

**Net Receipts/Disbursements: $986,469**

**Net Encumbrances Adds/(Paydown): ($2,797)**

**Net Cash Inflow/(Outflow): $983,672**

**Outstanding Encumbrances: $15,435,607**

**Net Bank Balance: $48,412,841**

**Unencumbered Cash Balance: $32,977,234**

* + 1. Finance Chair to Conduct Community Outreach at Neighborhood Board Meetings

**Edward Fujioka stated after discussing with the Executive Director that he is planning to attend neighborhood board meetings to give a short presentation to educate the public about 911 plus promote 911 and its dispatchers. He added that he discovered that a significant number of people have never called 911. Furthermore, he stated that he will start with the Salt Lake and Kalihi Valley neighborhood boards and is tentatively looking at meetings in either August 2025 or September 2025.**

* + 1. Hawaii Fire Department Requesting to Transfer $5,000.00 to Hawaii Police Department for APCO Conference

**Edward Fujioka stated the item above and requested an explanation. Stacy Domingo explained that this request was a misunderstanding that it is for APCO 2025 and not APCO 2026. She added that her intention was to send two attendees for APCO 2026. 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. Executive Director Requesting Additional Funds of $375.00 for Increase in NASNA (National Association of State 9-1-1 Administrators) Dues

**Edward Fujioka stated the item above and requested an explanation. The Executive Director explained that this request is due to an approved increase from NASNA. Edward Fujioka asked the Executive Director if these are annual dues. The Executive Director responded stating that the NASNA membership fees are due annually. Edward Fujioka 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. 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

**Roderick Green on behalf of Andrew Muraoka stated that they are waiting to hear back from their HR department regarding potential applicants.**

* + 1. Update on Personnel Issues and Vacancies

**Roderick Green on behalf of Andrew Muraoka stated that they currently have a 50% vacancy rate.**

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

**Matthew Kurihara stated that they recently lost 1 out of their 4 trainees. He added that they have 2 additional trainees on the floor.**

* + 1. Update on Personnel Issues and Vacancies

**Matthew Kurihara stated that they currently have a ~37% 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 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 are currently in the second month of their EMD academy and have lost 1 trainee with a total of 6 trainees remaining.**

* + 1. Update on Personnel Issues and Vacancies

**Lorrin Okumura stated no updates.**

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

**Melia Johnson on behalf of Davlynn Racadio stated 3 out of the 12 trainees from the November 2024 training class were able to go solo within six months and a fourth trainee is anticipated to go solo in the next two weeks. She added that they recently lost 1 trainee from the aforementioned training class. Additionally, she stated that they are planning to conduct a recruitment session in September 2025 for both Maui and Molokai. She hopes to have a total of 10 full-time dispatchers and 3 supervisors after their recruitment efforts are completed.**

* + 1. Update on Personnel Issues and Vacancies

**Melia Johnson on behalf of Davlynn Racadio stated that they are planning to promote 2 personnel to supervisors.**

* 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 not present to provide an update.**

* + 1. Update on Personnel Issues and Vacancies

**Zachary Fernando not present to provide an update.**

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

**Stacy Domingo stated that they received 32 applicants from their HR department and are planning to provide a realistic job preview by the end of this month with interviews beginning in August 2025.**

* + 1. Update on Personnel Issues and Vacancies

**Stacy Domingo stated that they currently have 9 personnel out of their 24 total 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, August 14, 2025 (Combined Meeting)
		2. Thursday, September 11, 2025 (Combined Meeting)
	2. Future Conference Dates (3 Months of Advanced Approval Required)
		1. 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

**Shawn Kuratani on behalf of the 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.**