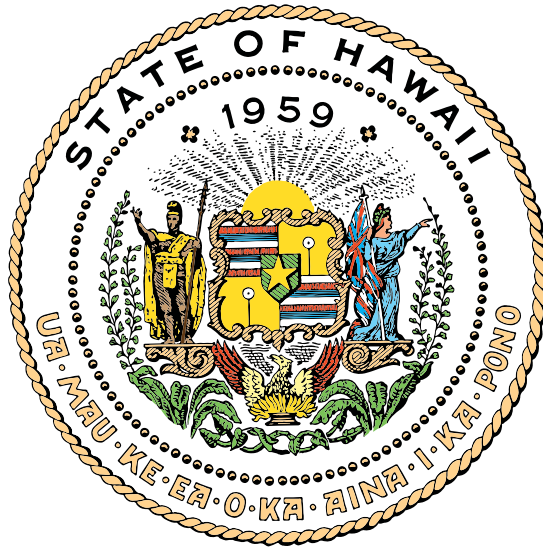




STATE OF HAWAI'I
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON
THE STATE OF HAWAI'I 9-1-1 BOARD
FOR THE PERIOD OF
JULY 1, 2024, THROUGH JUNE 30, 2025

SUBMITTED TO
THE THIRTY-THIRD LEGISLATURE
IN RESPONSE TO SECTION 138-6, HAWAII REVISED STATUTES

FY 2024-2025 Annual Legislative Report on The State of Hawai'i 9-1-1 Board

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FOR THE PERIOD OF JULY 1, 2024, THROUGH JUNE 30, 2025

According to Section 138-6, HRS, the State of Hawai'i 9-1-1 Board shall submit an annual report to the legislature no later than twenty days before convening of each regular session. The State of Hawai'i 9-1-1 Fund is comprised of monthly surcharges imposed on communications service connections, except connections of the public utility providing telecommunications and landline 9-1-1 Services. For this report, The State of Hawai'i 9-1-1 Fund will be referred to as "The Fund" the Public Safety Answering Points as "PSAPs", the Wireless Connection Service Providers as "WSPs", and the Voice over Internet Protocol Connection Service Providers as "VoIP".

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I. Executive Summary

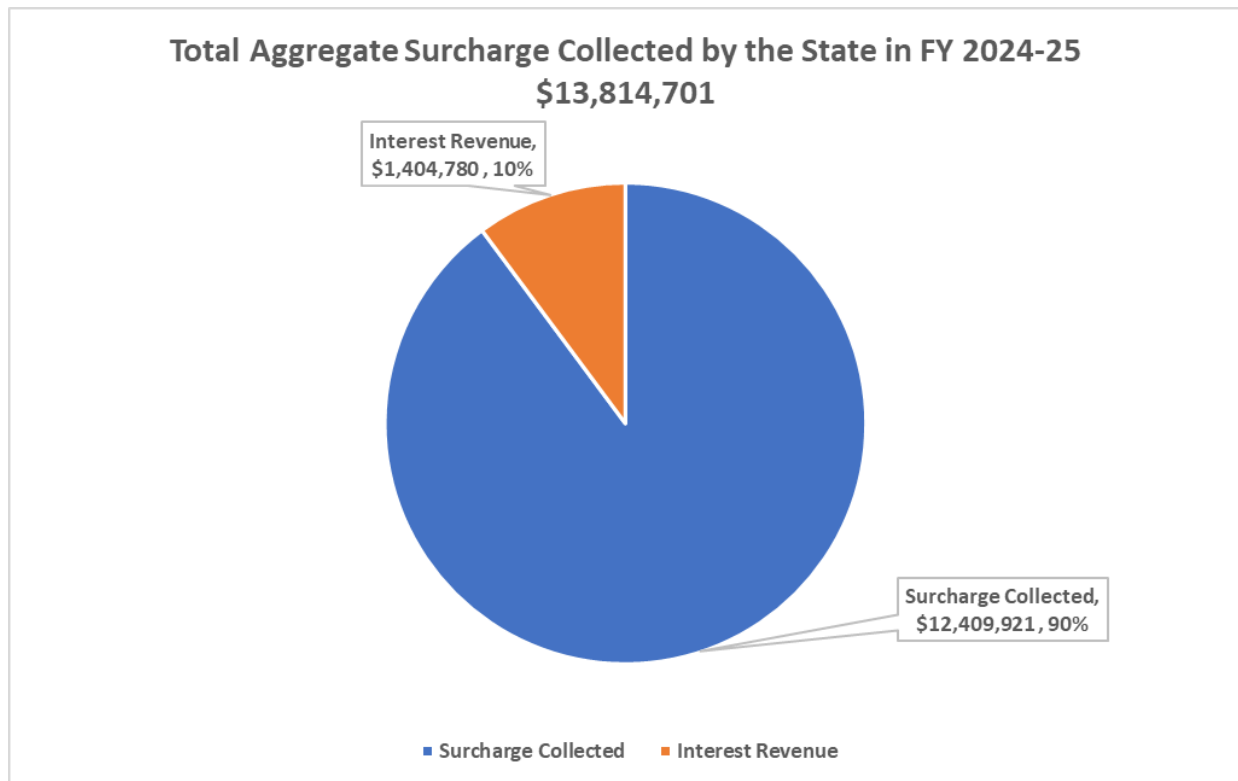
Act 168, Session Laws of Hawai'i 2011 created the Enhanced 9-1-1 Board (The Board) on June 27, 2011. Act 066 Session Laws of Hawai'i 2024 removed the term "enhanced" in reference to 911 services to allow funding of all 9-1-1 technologies. The Board is attached to the Department of Accounting and General Services (DAGS) for administrative purposes. Furthermore, the State of Hawai'i 9-1-1 fund was established outside of the State treasury as a Special Fund.

The purpose of the State of Hawai'i 9-1-1 Board is to oversee the operations and implementation of 9-1-1 services provided by communications connections including landline, wireless, VoIP, and new emerging technologies. The Board oversees the PSAPs by administering policies and statutes applicable to the Board relating to 911 services to the five Primary PSAPs and three Secondary PSAPs. The Board collects 9-1-1 surcharge from wireless and VoIP providers and distributes the funds to maintain, operate, and upgrade the 9-1-1 system to identify and locate 9-1-1 callers.

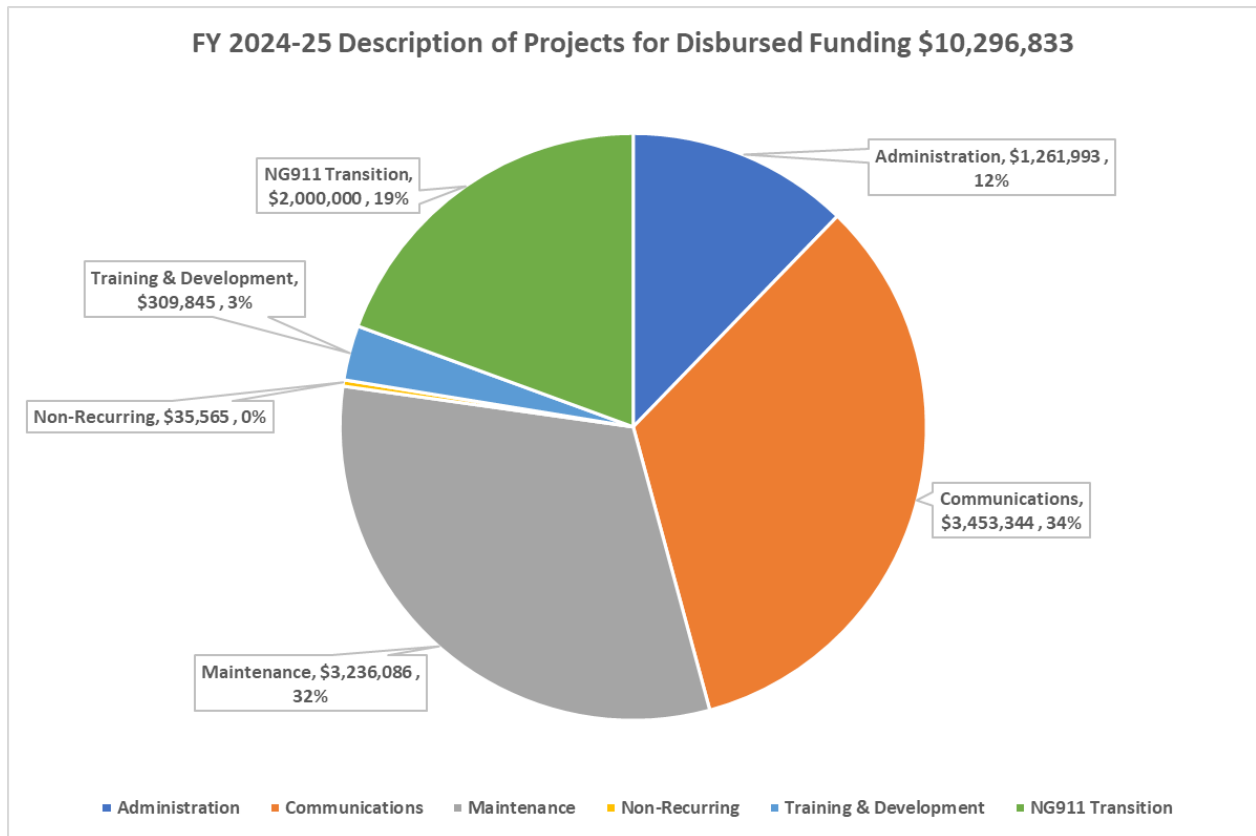
The Board is comprised of thirteen voting members appointed by the Governor. Six members are from the public safety answering points (PSAPs) of which two members are from O'ahu, and one member is appointed from the islands of Hawai'i, Kauai, Maui, and Moloka'i. Three members are appointed from the wireless carriers, one member is appointed from the local exchange carrier (Hawaiian Telcom), and one member is appointed from an Interconnected Voice Over Internet Protocol (VOIP) provider. The Chief Information Officer and the State Consumer Advocate are Board members pursuant to Act 022, Session Laws of Hawai'i 2013. The Board currently has the following members:

- Corey Shaffer, Verizon Service Provider Representative, Board Chair
- Keola Tom, Assistant Chief, Maui Police Department, Vice Chair
- Elliott K. Ke, Interim Chief of Police, Kauai County Police Department
- Matthew Kurihara, Captain, Honolulu Police Department
- Reed Mahuna, Interim Chief of Police, Hawai'i County Police Department
- Scott Winecoff, T-Mobile Service Provider Representative (Pending Appointment)
- Gregg Okamoto, Assistant Chief, Maui County Police Department
- Francis Alueta, Hawaiian Telcom Service Provider Representative
- Elizabeth Gregg, FirstNet Solutions Representative (AT&T)
- Rebecca Liberman, VoIP (Voice over Internet Protocol) Service Provider Representative (Spectrum)
- Michael Angelo, Executive Director, State of Hawai'i, DCCA/Division of Consumer Affairs
- Stephen Courtney, Deputy CIO, City & County of Honolulu
- Christine Sakuda, CIO, Office of Enterprise Technology Services

II. The Total Aggregate Surcharge Collected by the Fund in FY 2024-2025



III. Projects for Disbursed Funding in FY 2024-2025



IV. Project Descriptions

Item	Description of Disbursements	Recipient
	Next Generation 9-1-1 Equipment (Current System Expenses Carried into Next Generation 9-1-1)	
Viper Equipment	Upgrade, maintenance, and technical support for the 911 system software, servers, and computer equipment.	All PSAPs
PSAP 911 Database Provisioning	Update and maintenance of database containing landmarks, scenic points, streets, address, cellular tower locations, and associated latitude/longitude information. Information is delivered with the 911 call and is vital to locating caller and/or incident.	All PSAPs
CAD Maintenance & Support	Upgrade, maintenance, and technical support of the Calltaker's call handling system. Allow 911 center personnel to generate incidents with information that is retrieved from the caller for dispatching first responders.	All PSAPs
Item	Description of Disbursements	Recipient
	Other Expenses	
Imagery License Agreement	Update and maintenance of database containing aerial views of a specific address or location. Allows Call taker the ability to zoom in or pan an image to aid the caller in identifying where assistance is needed.	All PSAPs
Hawaiian Telcom TXT2911	Upgrade and maintenance of software that allows the 911 center to receive and send text messages. Text messaging is vital when calls are received from deaf and / or speech impaired individuals, victims of domestic violence or when a voice call is not possible.	All PSAPs
Logging Recorder	Upgrade and maintenance of software that allows the 911 center to receive and send text messages. Text messaging is vital when calls are received from deaf and / or speech impaired individuals, victims of domestic violence or when a voice call is not possible.	All PSAPs
Tower Lease	City & County Fiber provides network connections between EMS and other O'ahu PSAP which enables them to share data and information.	O'ahu

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Miscellaneous Maintenance	Maintenance of various components and applications of the 911 system.	All PSAPs
Training	Conferences & Training allow PSAPs to remain informed on national standardization efforts and receiving training in day-to-day operational 911 issues impacting their PSAP. In addition, training provides network opportunities with subject matter experts and with fellow PSAPs in the US and worldwide.	All PSAPs
Non-Recurring	Refresh of computers, furniture, and equipment necessary to operate the 911 center.	All PSAPs
Next Generation 9-1-1 Transition	Cost related to the transition to Next Generation 9-1-1. Costs include increasing current Bandwidth and additional applications for PSAPs with NG911 capabilities.	All PSAP's
Next Generation 9-1-1 Consultant	Consultation on procurement of NG911 compliant vendors/ applications.	All PSAPs
Item	Description of Disbursements	Recipient
	Administrative Expenses	
Revenue Assessment	Department of Budget & Finance Revenue Assessment: Authorized under Section 36-27, HRS: 5% of total revenue	State of Hawai'i General Fund
Administrative Assessment	Department of Budget & Finance Revenue Assessment: Authorized under Section 36-30, HRS: 2.7925% of total 9-1-1 Fund disbursements.	State of Hawai'i General Fund
Executive Director & Staff Payroll	The Executive Director and staff positions provide essential support to the Board which includes: 1. Legislative agenda, policy, and regulatory support to PSAPs 2. Lead the statewide initiative on new and emerging 9-1-1 technologies 3. Accounting 4. Surcharge revenue collection services 5. Banking relations 6. Drafting legislation 7. Board & Committee agendas and minutes 8. Supervision of audits 9. Cash disbursements 10. Record keeping 11. Strategic Budget Planning	State of Hawai'i Payroll
Annual CPA Audit	Independent CPA Audit services to perform an annual audit in accordance with acceptable accounting principles (GAAP).	Akamine, Oyadomari, & Kosaki CPA's Inc.

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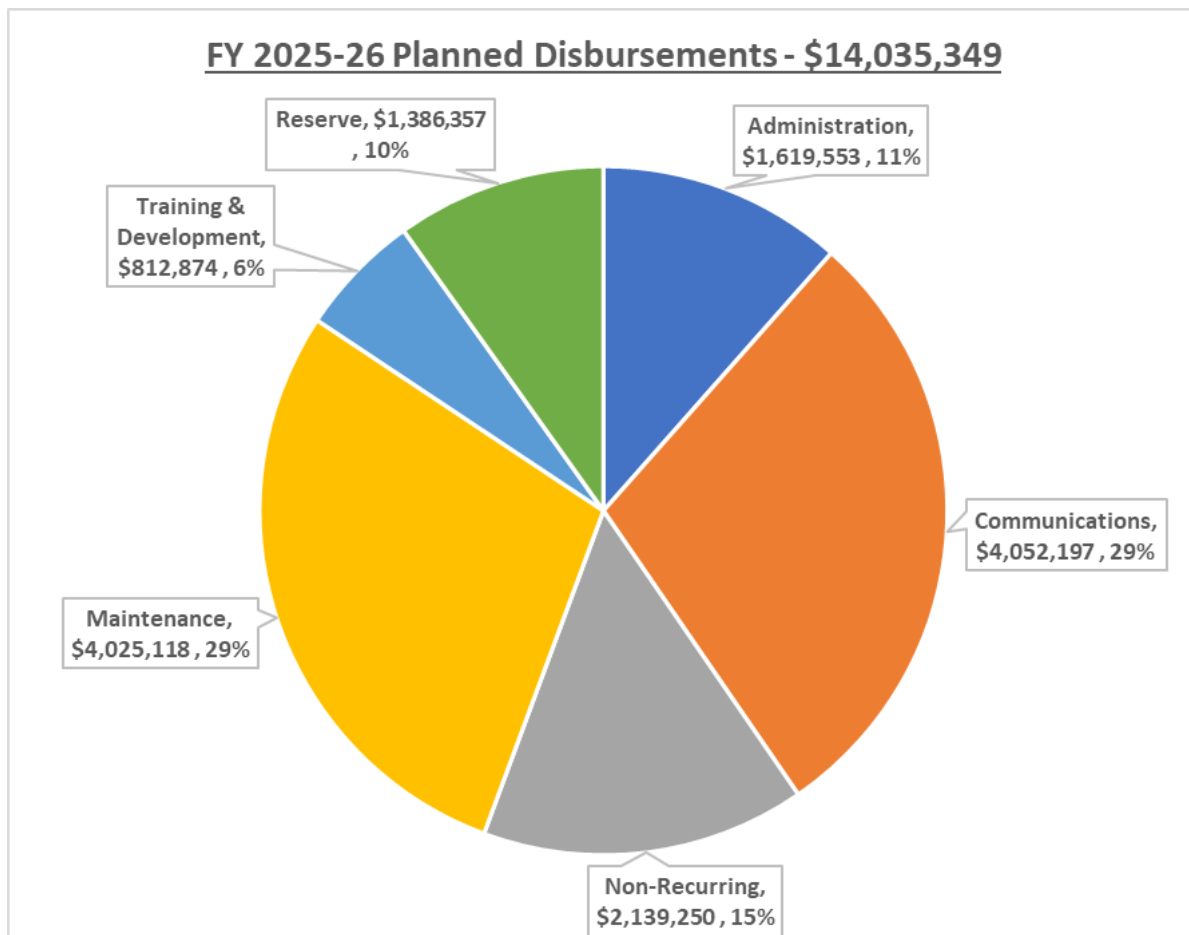
Conference Expenses	New & Emerging Technologies Conference expenses are necessary to keep PSAP personnel abreast of legislative and technological issues impacting 9-1-1 centers and updates in training.	Various Conferences
Office Supplies	Office Supplies/Xerox/ Office Equipment	Various Vendors

V. Conditions if Placed by the Board on Disbursements from the Fund

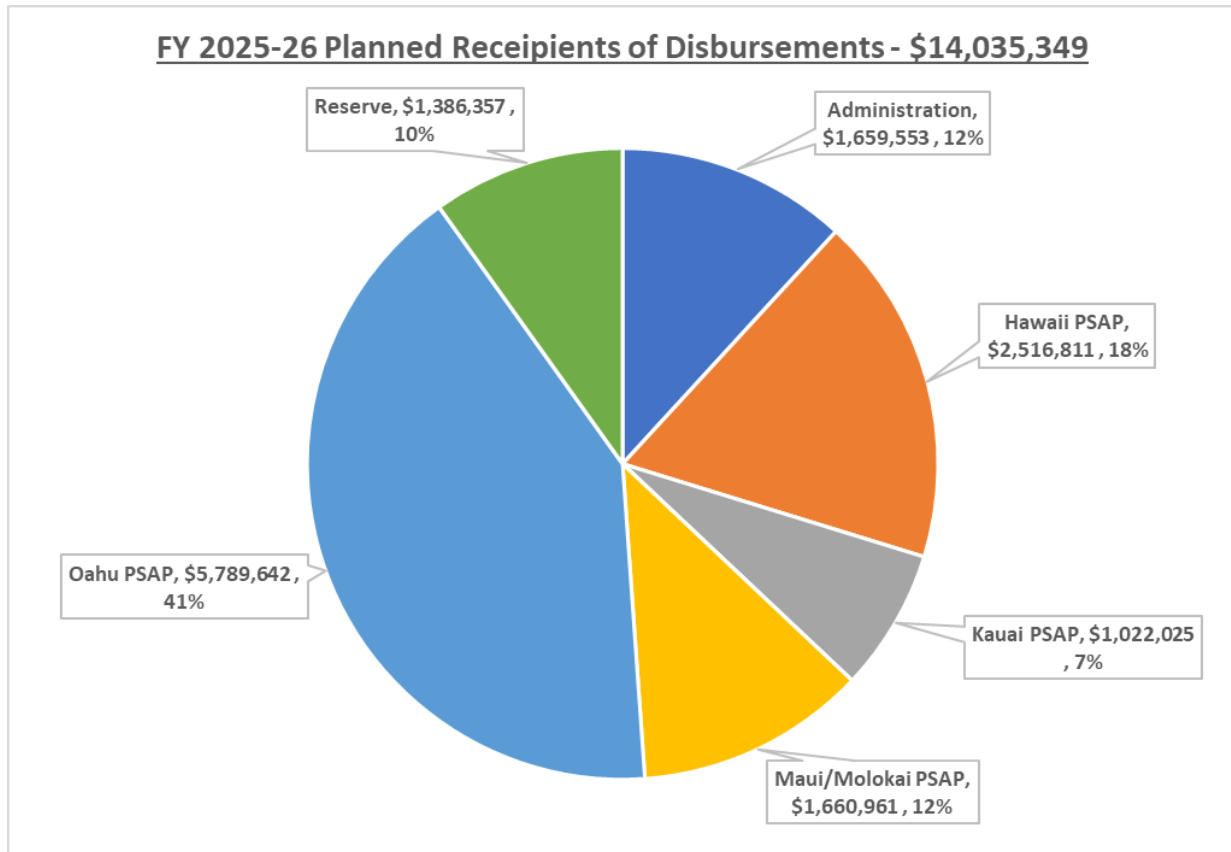
The Board has implemented policies and procedures for the PSAPs, WSPs, VoIPs, and approved vendors seeking reimbursement from the Fund. The Board requires the following for disbursements:

1. Must be authorized under Hawai'i Law.
2. Sufficient funds are available for disbursement.
3. Subject to review and approval by the Technical and Finance Committee, as well as the Board.
4. Approval of reimbursement request for payment by two authorized board members.
5. A valid invoice or receipt of payment approved by the appropriate PSAP authorized official(s).
6. Two Board approved signatories must sign reimbursement check.
7. All disbursements are subject to audit.

VI. Planned Expenditures for FY 2025-2026



VII. Planned Recipients of Disbursements in FY 2025-2026



VIII. Amount of Unexpended Funds Carried Forward for FY 2025-2026

	<u>Actual</u>
<u>Bank Balance Analysis:</u>	FY 2024-2025
Beginning Cash Balance : July 1, 2024	\$43,444,720
Net Bank Balance:	\$48,412,841
Net Cash Receipts/(Disbursements):	\$4,968,121
Outstanding Encumbrances/Accruals:	\$15,435,607
Unencumbered Cash Balance:	\$32,977,234

The amount of remaining 9-1-1 Funds carried forward to FY 2026 was \$48,412,841. Outstanding Encumbrances at the end of FY 2025 amounted to \$15,435,607, reducing the Unencumbered Cash Balance to be carried forward to FY2026 to \$32,977,234.

IX. A Cost Study to Guide the Legislature Towards Necessary Adjustments to the Fund and the Monthly Surcharge

The State of Hawai'i is part of the national movement to transition to a Next Generation 9-1-1 internet protocol (IP) system that will improve emergency response, save lives, and reduce property damage and/or loss. Transitioning to Next Generation 9-1-1 will enable the PSAPs to receive photos and videos from the public, which increases personnel efficiency and allows for more effective management of critical resources. Migrating to an IP-based system allows faster call routing to the closest PSAP which avoids delays and misdirected calls. These are some of the benefits of migrating to Next Generation 9-1-1, as new technologies that emerge from this system will be able to accommodate those features that are currently in testing phases.

Consequently, the Board has chosen to conserve its cash balance in anticipation of these significant cash outflows necessary due to the transition to Next Generation 9-1-1. Funding will be needed to increase circuit costs for higher Bandwidth connections to support photo and videos as we move forward to becoming i3 compliant and begin implementing Next Generation 9-1-1 enhancements. Furthermore, funding will be needed to establish a statewide ESI (Emergency Services IP) Network and procure a vendor to provide Next Generation 9-1-1 core services. Due to the uncertainties associated with the transition to this new emergency response system and revenue collections, the Board will recommend that the surcharge fee remain at the current level for the next fiscal year until full scope of transition costs are clear.

The Board has contracted with MCP (Mission Critical Partners) to conduct a MAPS (Model for Advancing Public Safety) Assessment to track current progress of the Next Generation 9-1-1 transition. MAPS is a proprietary assessment methodology developed by MCP for determining where an organization stands regarding numerous critical factors based on industry standards, formalized accreditation programs, best practices, and MCP's collective expertise. Full report can be viewed on the State of Hawai'i 9-1-1 Board website.

[Hawaii NG9-1-1-MAPS-Assessment-Report 26SEP2025 Final-v2.pdf](#)

X. Status Report on Jurisdictional Capabilities for 9-1-1 Services, Including Public Safety Answering Points and Communications Service Providers.

All requirements of FCC Order 94-102 have been met by the Public Safety Answering Point (PSAPs), Wireless Service Providers (WSPs), and the Incumbent Local Exchange Carrier (ILEC). The State of Hawai'i is currently Phase II capable throughout the State, and each PSAP can use the data elements being transmitted by the WSPs and delivered by the ILEC. All WSPs (AT&T, T-Mobile/Sprint, and Verizon) provide Phase II services in all counties and jurisdictions with limited coverage, radio frequency interference, and terrain anomalies. The WSPs continue to expand their existing networks by steadily adding additional sites in each jurisdiction. Advancements in technology in the wireless industry have also placed demands on the PSAPs by WSPs deploying new and improved networks that support broadband capabilities such as the wireless 3G, 4G, and 5G Wireless technology networks deployed by majority of the WSPs. These advancements have deployed to the Hawai'i market, and it has been difficult for the PSAPs to forecast their needs and related costs in this environment.

The State of Hawai'i 9-1-1 service has graduated from a Wireless Phase II maintenance phase to Wireless Phase II expansion and New Wireless Technology implementation phase. This wireless expansion phase has opened the door for the PSAPs to start receiving New and Emerging Technology 9-1-1 services such as Voice over Internet Protocol (VoIP) telephone calls and Telemetric emergency services. Also, the following recent technologies have been added or are in the development stages:

1. Location Accuracy (horizontal & vertical) – improved location accuracy to multi-level structures such as hotels and shopping centers throughout the State by providing the floor and suite and/or apartment number. In addition, telecommunications service providers must meet the timeline for development and completion, as established by the FCC.
2. Text-to-911 allows the 911 caller to contact the 911 call center to avoid an active shooter's detection or domestic abuse. Hawai'i was one of the first in the nation to deploy Text-to-911 statewide.
3. Real-Time Texting allows vast improvement in the deaf and hard-of-hearing communications capability compared to the (Teletypewriter) TTY legacy system.
4. Smart911 – Establishes a database of information on the caller's medical condition, residence, or other information that would be useful by first responders to facilitate a quick and safe response.

5. Kari's Law Enforcement – Mandates multi-line telephone service (MLTS) to eliminate dialing an outside phone line before dialing 911.
6. Third-party location apps. Companies such as Uber and Apple have partnered with RapidSOS to provide Apps to improve location accuracy in 911 callers' smartphones.
7. Location-Based routing - Uses caller location, not cell tower location, as the basis for initial 911 call routing. This technology can significantly reduce the number of wireless 911 calls transferred from one PSAP to another and enable geospatial routing in the NG911 environment.

Majority of these new 9-1-1 services have been deployed, while others are in the later stages of development. The PSAPs have responded expeditiously to keep pace with the demands of new technologies. As such, the primary activities being undertaken by the PSAPs have been concentrated on maintaining and developing all their 9-1-1 databases into i3 compliance as part of Next Generation 9-1-1 service implementation. The PSAPs have performed and are maintaining database synchronizations with each of the Communication Service Providers (CSPs) and GIS improvements to improve location accuracy and dispatch 9-1-1 resources efficiently and effectively to the via a Computer Aided Dispatch System (CADS) at each PSAP.

The Enhanced 9-1-1 Board is now the State of Hawai'i 9-1-1 Board with the passage of HB 2339 HD1 SD2 CD1, and the Governor signing Act 66 Session Laws of Hawai'i 2024 into law on June 21, 2023. The broadening of scope for the 9-1-1 Board's responsibilities allows the leadership to improve and modernize the current 9-1-1 system, improve emergency response, save lives, and reduce property damage. In addition, the 9-1-1 Board has undertaken the responsibilities associated with the investigation and recommendations of preparing the State of Hawai'i Strategic Plan for the migration of the State of Hawai'i's 9-1-1 resources into New and Emerging Technology 9-1-1 services such as Next Generation 9-1-1. Act 66 Session Laws of Hawai'i 2024 gives the Board the authority to allow funding of all future 9-1-1 technologies by deleting the term "enhanced" in reference to 911 services.

XI. FY 2024-2025 Independent Audit Report Summary

Section 138-7(b) HRS, requires the Board to perform an audit every two years to determine whether the Special Fund is being managed in accordance with chapter 138, HRS. The Board has elected to conduct an audit every year to provide additional assurance to the Board and the Legislature of the integrity of its oversight over the fund. All independent audits have resulted in "clean" or unqualified opinions.

The subsequent independent audit report will cover July 1, 2024, through June 30, 2025, and is scheduled for completion before December 31, 2025.

Current and past audit reports are posted on the State of Hawai'i 9-1-1 website.

<https://ags.hawaii.gov/hawaii-9-1-1-board/Annual%20Legislative%20Report/>

Glossary of Terms

ALI – Automatic Location Identification
CAD- Computer Assisted Dispatch
CDMA-Code Division Multiple Access
GIS-Geographic Information Systems
GSM-Global System for Mobile
ESI- Emergency Services IP Network

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Reviewed and Approved by:



**Corey Shaffer, Chair
State of Hawai'i 911 Board**

10/24/2025

Date