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# A BILL FOR AN ACT

MAKING AN APPROPRIATION FOR DEVELOPMENT OF A NON-EMERGENCY  
REPORTING SYSTEM, KNOWN AS 3-1-1.

**BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF HAWAII:**

1           SECTION 1. In 1997, the federal communications commission  
2 designated 3-1-1 as a non-emergency, one-stop phone number for  
3 public services. As such, the city and county of Honolulu  
4 proposed to develop a 3-1-1 system to better serve the residents  
5 of the State of Hawaii.

6           The city and county of Honolulu, through the mayor's office  
7 and the department of customer services, is currently defining  
8 requirements for a 3-1-1 system, working together with first  
9 responders and neighbor island counties.

10           Initially, this system can be used to relieve the 9-1-1  
11 system of non-emergency phone calls, which number over one  
12 million calls annually. Subsequently, the services could expand  
13 to include all of the services offered by each county, which may  
14 include but are not limited to:

- 15           (1) Water and sewer services;  
16           (2) Park permit requests;  
17           (3) Department of motor vehicles services;



- 1 (4) Voter registration;
- 2 (5) Public transportation services, schedules, and routes;
- 3 (6) Building permit information;
- 4 (7) Public golf courses;
- 5 (8) Community outreach programs;
- 6 (9) Employment opportunities with local government;
- 7 (10) Property tax information;
- 8 (11) Road repairs and pothole reporting;
- 9 (12) Event permits; and
- 10 (13) Generally hazardous conditions, such as lights not
- 11 working at a park, hanging tree limbs, and street sign
- 12 graffiti.

13 Future phases of the 3-1-1 system can be expanded to  
14 support state of Hawaii functions, including but not limited to:

- 15 (1) General excise tax licensing inquiries;
- 16 (2) Income tax filing information;
- 17 (3) Department of health inquiries;
- 18 (4) Registering business in Hawaii; and
- 19 (5) Driving directions to Aloha stadium.

20 The legislature further finds that a 3-1-1 system is  
21 necessary to protect the public health, safety, and welfare,  
22 while providing better access to public services.



1 SECTION 2. (a) The purpose of this Act is to provide a  
2 grant-in-aid appropriation to the city and county of Honolulu to  
3 develop a 3-1-1 non-emergency reporting system, including a  
4 study to develop a request for proposal for the system. The 3-  
5 1-1 non-emergency reporting system shall include but not be  
6 limited to:

- 7 (1) A 3-1-1 call function to receive non-emergency phone  
8 requests;
- 9 (2) A website that includes:
- 10 (A) Information on public services; and  
11 (B) An online form to be filled out by the public;
- 12 (3) Personnel to handle phone-in requests;
- 13 (4) Call management and records management systems;
- 14 (5) A database of information to support the 3-1-1 system;
- 15 (6) Improved 9-1-1 and 3-1-1 information in telephone  
16 directories to instruct the public on usage of the  
17 phone systems; and
- 18 (7) An educational program and services to inform users  
19 about the new system and how to access and use the  
20 system.



1 (b) To accomplish all of the requirements for the 3-1-1  
2 system, the study to develop a request for proposal shall  
3 include but not be limited to:

- 4 (1) Researching systems that would address the  
5 requirements of a 3-1-1 system;
- 6 (2) Financial analysis of the costs to design, develop,  
7 and implement such a 3-1-1 system, and also a  
8 financial analysis showing ongoing costs, such as  
9 maintenance and operating expenses;
- 10 (3) Recommendations for an optimum schedule (hours of  
11 operation) for the 3-1-1 system;
- 12 (4) Summary of expected benefits and possibly a return on  
13 investment;
- 14 (5) Recommend approaches (turnkey vs. wholly owned, or a  
15 hybrid) with pros and cons for each, and if  
16 applicable, best practices of other 3-1-1 systems; and
- 17 (6) Investigate additional funding sources to offset the  
18 cost of the 3-1-1 system; and

19 SECTION 3. There is appropriated out of the general  
20 revenues of the state of Hawaii the sum of \$2,000,000 or so much  
21 thereof as may be necessary for fiscal year 2006-2007 for a  
22 grant-in-aid to the city and county of Honolulu for the



1 development of a 3-1-1 non-emergency reporting system, including  
2 a study to develop a request for proposal for the system.

3 The sum appropriated shall be expended by the city and  
4 county of Honolulu for the purposes of this Act.

5 SECTION 4. Limitation of liability. Notwithstanding any  
6 law to the contrary, in no event shall any wireless provider,  
7 reseller, or their respective employees, directors, officers,  
8 assigns, affiliates, or agents, except in cases of gross  
9 negligence or wanton and wilful misconduct, be liable for any  
10 civil damages or criminal liability resulting from death or  
11 injury to a person or from damage to property incurred by any  
12 person in connection with any act or omission in developing,  
13 designing, adopting, establishing, installing, participating in,  
14 implementing, maintaining, or providing access to 3-1-1 service  
15 as defined by the federal communications commission.

16 In addition, no wireless provider, reseller, or their  
17 respective employees, directors, officers, assigns, affiliates,  
18 or agents shall be liable for civil damages or criminal  
19 liability in connection with the release of customer information  
20 to any governmental entity, including any public safety  
21 answering point, as required by this Act.

22 SECTION 5. This Act shall take effect on July 1, 2020.



**Report Title:**

Appropriation; Non-Emergency Reporting System

**Description:**

Provides a grant-in-aid to the City and County of Honolulu development costs of a 311 non-emergency reporting system, including a study to develop an RFP. Effective July 1, 2020.  
(SB2074 HD2)

