



STATE OF HAWAII  
DEPARTMENT OF ACCOUNTING  
AND GENERAL SERVICES  
P.O. BOX 119  
HONOLULU, HAWAII 96810-0119

TESTIMONY  
OF  
RUSS K. SAITO, COMPTROLLER  
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES  
TO THE  
SENATE COMMITTEE  
ON  
COMMERCE, CONSUMER PROTECTION, AND AFFORDABLE HOUSING  
ON  
March 13, 2008  
H.B. 3367, H.D. 2

RELATING TO WIRELESS ENHANCED 911

Chair Kokubun and members of the Committee, thank you for the opportunity to testify on H.B. 3367, H.D. 2.

The Department of Accounting and General Services (DAGS) appreciates the Legislature's desire to ensure that the Wireless Enhanced 911 fund is used as intended by the Wireless Enhanced 911 Board (Board).

DAGS would like to point out that the Board already employs the provisions of 138-7, HRS pertaining to audits. Specifically, 138-7(b) states the following:

b) The Board shall select an independent third party to audit the fund every two years to determine whether the fund is being managed in accordance with this chapter. The Board may use the audit to determine whether the amount of the surcharge assessed on each commercial mobile radio service connection is required to be adjusted. The costs of the audit shall be an administrative cost of the Board recoverable from the fund.

In addition to the independent audits, 138-6, HRS requires the Board to report annually to the Legislature as follows:

[§138-6] Report to the legislature. The board shall submit an annual report to the legislature, including:

- (1) The total aggregate surcharge collected by the State in the last fiscal year;
- (2) The amount of disbursement from the fund;
- (3) The recipient of each disbursement and a description of the project for which the money was disbursed;
- (4) The conditions, if any, placed by the board on disbursements from the fund;
- (5) The planned expenditures from the fund in the next fiscal year;
- (6) The amount of any unexpended funds carried forward for the next fiscal year;
- (7) A cost study to guide the legislature towards necessary adjustments to the fund and the monthly surcharge; and
- (8) A progress report of jurisdictional readiness for wireless E911 services, including public safety answering points, wireless providers, and wireline providers. The report shall include the status of requirements outlined in the Federal Communications Commission Order 94-102 and subsequent supporting orders related to phase I and phase II wireless 911 services.

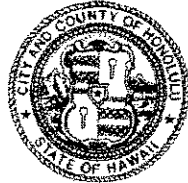
DAGS is not opposed to an additional audit, if the Auditor's scarce resources will allow it without any increases in appropriation that would take away from programs in the administration's submittal.

Thank you for the opportunity to testify on this matter.

POLICE DEPARTMENT  
CITY AND COUNTY OF HONOLULU

801 SOUTH BERETANIA STREET · HONOLULU, HAWAII 96813  
TELEPHONE: (808) 529-3111 · INTERNET: www.honolulu-pd.org

MUFI HANNEMANN  
MAYOR



BOISSE P. CORREA  
CHIEF

PAUL D. PUTZULU  
MICHAEL D. TUCKER  
DEPUTY CHIEFS

OUR REFERENCE KS-LS

**LATE**

March 13, 2008

The Honorable Russell S. Kokubun, Chair  
and Members  
Committee on Commerce, Consumer Protection,  
and Affordable Housing  
The Senate  
State Capitol  
Honolulu, Hawaii 96813

Dear Chair Kokubun and Members:

Subject: House Bill No. 3367, H.D. 2, Relating to Wireless Enhanced 9-1-1

I am Kenneth Simmons, Major of the Communications Division of the Honolulu Police Department (HPD), City and County of Honolulu.

The HPD supports House Bill No. 3367, H.D. 2. We believe that a financial and management audit would help clarify the role of the board as well as direct the future planning on how the surcharge funds may be used to best benefit our community.

We believe that the Enhance 9-1-1 Wireless Board (E9-1-1 Board) is operating within the law and serving a very vital purpose. We also feel that the board should continue to oversee the surcharge funds that will be used to stay current with emerging technologies (includes new computers, monitors, databases, and software). Hawaiian TelCom collects and keeps all of the surcharge funds for wire-line calls and is in good faith supposed to update its technology to provide the best possible service to the community. As such, the E9-1-1 wireless funds should be continuously recovered to assist the Public Safety Answering Points (PSAPs) with wireless technology updates in equipment, systems, and software.

The current E9-1-1 Board has been formulated to allow PSAPs a voice in the choices and the equipment that would best serve our operational needs. As such, we believe that the purchase of products for use by the PSAPs should be allowed via the wireless fund rather than through reimbursements by the counties. The budget process for the City and County of Honolulu is almost always a two-year projection and does not leave room for reimbursements in the matter currently prescribed. Monies from the wireless fund should be able to be efficiently dispersed to provide for appropriate requests. Also, the audit should help to provide the legal review of the board's operations and practical suggestions to get the funds to the PSAPs more efficiently so that we may provide excellent service to the community.

*Serving and Protecting With Aloha*

The Honorable Russell S. Kokubun, Chair  
and Members  
Page 2  
March 13, 2008

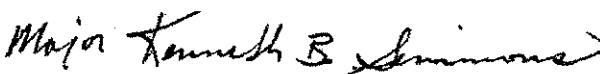
The HPD, which is the main PSAP for the State of Hawaii, received just under a million calls for service last year. We have only just begun to see the effects and identify the problems from deploying the Enhanced Wireless 9-1-1 (E9-1-1) system. We would not have been able to anticipate this need two years ago. We had to go through the experience and evaluate our current equipment and system before asking for funds to make changes. We now believe that our Computer Aided Dispatch System (CADS) is inadequate. Because the cost for a system of this size is extensive, we moved to investigate other possibilities before coming to the conclusion that we will need to have a new system. The estimated cost for the new CADS is approximately \$14 million. Prior to our deployment of the E9-1-1 system, our PSAP would not have needed a new system. However, since deployment, more than 60 percent of all 9-1-1 calls are from wireless telephones.

There will always be costs to maintain a system that is able to provide excellent service to the community at the level that they expect. This technology saves lives, and we are in the business of saving lives. The community does not resent paying a surcharge for a service. However, they do expect service in a time of need. As such, we are requesting that you equip the board to be able to serve the public's emergency needs.

The HPD is committed to providing the best communications to deliver expeditious emergency services to every call. We have had numerous successful stories since we deployed the E9-1-1 system. One of our favorites was when we received a cellular telephone call from a female at 10:28 a.m. She stated that she and another male hiker were in trouble and had been up on Mount Ka'ala overnight. The telephone's battery was dying, but we were able to get a location with a latitude and longitude to the police helicopter team who spotted the couple by 10:40 a.m. The Honolulu Fire Department was notified, and the couple was rescued by 12:35 p.m. Without the E9-1-1 system, the outcome could have been a front-page tragedy and civil lawsuit instead of this happy ending.

Thank you for giving us the opportunity to express our support as well as concern for this bill.

Sincerely,

  
KENNETH SIMMONS, Major  
Communications Division

APPROVED:

  
for: BOISSE P. CORREA  
Chief of Police