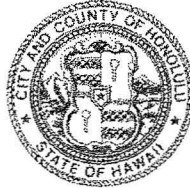


POLICE DEPARTMENT
CITY AND COUNTY OF HONOLULU

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LATE TESTIMONY

MUFI HÄNNEMANN
MAYOR



BOISSE P. CORREA
CHIEF

PAUL O. PUTZULU
MICHAEL D. TUCKER
DEPUTY CHIEFS

OUR REFERENCE **KS-LS**

January 31, 2008

The Honorable Cindy Evans, Chair
and Members
Committee on Public Safety and
Military Affairs
House of Representatives
State Capitol
Honolulu, Hawaii 96813

Dear Chair Evans and Members:

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

The HPD opposes House Bill No. 3367, Relating to Wireless Enhanced 9-1-1. This bill would suspend the current \$.66 surcharge from each commercial mobile radio service connection or cellular telephone. It would also require a two-year plan for expenditures for fiscal years 2010 and 2011. Although we agree with some of the comments made, we feel that the proposed changes in this legislation are not viable solutions.

The HPD, which is the main Public Safety Answering Point (PSAP) for the State of Hawaii, has only just begun to see the effects and identify the problems from deploying the Enhanced Wireless 9-1-1 system. We have yet to even successfully deploy this system at our alternate communications center.

Although the first carrier went live in January 2007, it was several months later when all wireless carriers had tested and activated their systems. During that time period, we noted that our current Computer Aided Dispatch System (CADS) was no longer receiving information directly from our SeNTinel 9-1-1 Computational Methods Limited workstation. This meant that every call location and telephone number had to be retyped into the CADS instead of the seamless flow that we had experienced with our wire-line calls. This may seem like a small thing; however, when over 60 percent of three quarters of a million calls are received for service, it creates a significant work increase for our already overtaxed dispatchers. After months of investigating and working with vendors, it was determined that we need to have a new CADS, estimated at \$14 million, that can integrate with this current technology and accept the stream of information sent via wireless carriers. Using monies from the wireless fund to purchase a new CADS would be appropriate. Additionally, we would not have discovered this need if we had not deployed the system.

LATE TESTIMONY

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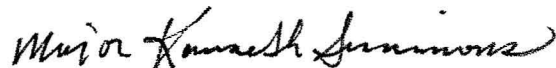
Because 60 percent of all calls received by the 9-1-1 system are from wireless service providers, we believe that this fund will need to be continued in some form. It may not have to be at \$.66 or \$.43. There will always be costs to maintain a system that is able to provide excellent service to the community at the level that they expect. This technology saves lives, and we are in the business of saving lives. We have had incredible experiences in just the past few months because we deployed this system when we did. It was a responsible decision to deploy wireless 9-1-1 and not a choice as was implied in the proposed legislation.

The HPD urges this committee to reconsider reducing, not suspending, the surcharge this year so that our PSAP and other PSAPs will have an opportunity to request reimbursement for equipment and systems that we did not realize would have to be replaced now because of the deployment. We have no problem with providing a report on the jurisdictional readiness for wireless E9-1-1 services. Actually, we welcome the opportunity to share with the Legislature what is working and what is not so that you will be able to better decide what level of surcharge will need to be maintained along with possible future costs.

The HPD is committed to providing the best communications to deliver expeditious emergency services to every call.

Thank you for giving us the opportunity to express our opposition to this bill.

Sincerely,



KENNETH SIMMONS, Major
Communications Division

APPROVED:

for: 
BOISSE P. CORREA
Chief of Police