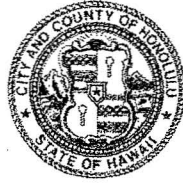


POLICE DEPARTMENT
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March 17, 2008

The Honorable Robert N. Herkes, Chair
and Members
Committee on Consumer Protection and
Commerce
House of Representatives
State Capitol
Honolulu, Hawaii 96813

LATE TESTIMONY

Dear Chair Herkes and Members:

Subject: Senate Bill No. 2958, S.D. 1, H.D. 1, Relating to Wireless Enhanced 9-1-1 (WE9-1-1) Services for Mobile Telephones

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

The HPD supports Senate Bill No. 2958, S.D. 1, H.D. 1. 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 WE9-1-1 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 enhanced 9-1-1 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 WE9-1-1 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 manner currently prescribed. Monies from the wireless fund should be able to be efficiently dispersed to

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and Members
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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.

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 9-1-1 wireless 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 enhanced 9-1-1 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.

Thank you for giving us the opportunity to testify.

Sincerely,


KENNETH SIMMONS, Major
Communications Division

APPROVED:

for: 
BOISSE P. CORREAD
Chief of Police