

# **GM 363**

**GOLDIE K. CROSS**

**Submitting for consideration and confirmation to  
the Wireless Enhanced 911 Board,  
Gubernatorial Nominee, GOLDIE K. CROSS,  
for a term to expire 6-30-2010.**

LINDA LINGLE  
GOVERNOR



RUSS K. SAITO  
Comptroller

KATHERINE H. THOMASON  
Deputy Comptroller

**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  
PUBLIC SAFETY AND MILITARY AFFAIRS  
ON  
March 17, 2009

G.M. 363

SUBMITTING FOR CONSIDERATION AND CONFIRMATION TO THE WIRELESS  
ENHANCED 911 BOARD, GUBERNATORIAL NOMINEE, GOLDIE K.  
CROSS, FOR A TERM TO EXPIRE 6-30-2010

Chair Espero and members of the Committee, thank you for the opportunity to  
testify before you on G.M. 363.

As Director of the Department of Accounting and General Services, I support the  
confirmation of Goldie K. Cross to the Wireless Enhanced 911 Board (Board).

HRS Section 138-2 requires that the Board have three members from wireless  
carriers. Ms. Cross is employed by AT&T Wireless and fulfills the statutory requirement  
for representation. Because of her position, Ms. Cross has the technical knowledge to  
address the wireless technology aspects for continued and improved wireless enhanced  
911 service.

Thank you for the opportunity to testify on this matter.

February 16, 2009

The Honorable Will Espero  
Chairman Public Safety and Military Affairs Committee  
Hawaii State Legislature  
415 South Beretania Street  
Honolulu, HI 96813

Re: Reference Code - GM# 363

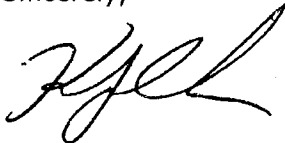
Dear Chairman and Committee:

This letter is my personal recommendation for Goldie Cross to serve on the State of Hawaii's Wireless Enhanced 911 board. I have worked very closely with Goldie for over three years as her immediate supervisor/manager in Cingular Wireless (now AT&T) in Atlanta. I found her to be consistently pleasant, customer focused, logical, hard working, knowledgeable, and tackles all assignments with dedication and passion.

Goldie is a take-charge person who is able to develop creative solutions, present ideas and communicate the benefits, and can be relied on to follow through. She has successfully developed and deployed several products including GSM prepaid. The success of deploying GSM prepaid was a direct result of her effort and dedication. Goldie was able to ensure the prepaid product supported E911, CALEA, and marketing's requirements for the service. She has been very active in the area of 911 in Hawaii recently and is quite knowledgeable on the wireless network and processes.

Though she was an asset to our product team, Goldie was also extraordinarily helpful in other areas of the company. I highly recommend Goldie to serve on the State of Hawaii's Wireless Enhanced 911 board. She is a team player and would make a great asset to any organization.

Sincerely,



Kenneth J. DiPrima, Jr.  
Executive Director AT&T  
Product Realization  
1057 Lenox Park Blvd  
Atlanta, GA 30319  
404-713-4600



AT&T Mobility  
500 Kahalu Avenue  
Mililani, HI 96789-3938

[www.att.com/wireless](http://www.att.com/wireless)

February 25, 2009

The Honorable Will Espero  
Chairman  
Public Safety and Military Affairs Committee  
Hawaii State Legislature  
415 South Beretania Street  
Honolulu, HI 96813

**Re: Reference Code - GM# 363**

Dear Chairman and Committee:

I am pleased to recommend Ms. Goldie Cross for the State of Hawaii Wireless Board. I have had the privilege to work with her over the past three (3) years here at AT&T Mobility in Hawaii. We interact on a frequent basis and Ms. Cross has shown nothing but professionalism.

In her current capacity with our company, she interfaces with all departments to keep them informed of our network and its performance. The keys that have made her successful are:

- The willingness to help both internal employees as well as external customers
- The ability to quickly identify issues and come up with feasible solutions
- The commitment to see things through to the end
- The ability to work with others on team-oriented projects
- The skill to communicate across all levels of the business

Ms. Cross will be an extremely valuable asset to the State of Hawaii Wireless Board and I give her my full endorsement.

Sincerely,

Ed Maruyama  
Managing Director  
AT&T Mobility  
Hawaii Market



AT&T Mobility  
500 Kahelu Avenue  
Mililani, HI 96789

February 25, 2009

The Honorable Will Espero  
Senate Chair  
Public Safety and Military Affairs Committee  
Hawaii State Legislature  
415 South Beretania Street  
Honolulu, HI 96813

Re: Reference Code – GM# 363

The Honorable Will Espero:

My name is Jeff Yamane, Director of Network Services for AT&T Mobility. I have been with the company for 23 years and served on the E-911 Board for 2 consecutive terms. As a past board member, I would strongly recommend Goldie Cross to the board. Goldie has worked for me for over 3 years and is very knowledgeable in many aspects of telecommunications. She would be a true asset especially with all the changes occurring in the industry.

Goldie is our SME (Subject Matter Expert) for all E-911 issues for AT&T Mobility Hawaii. She has been coordinating test calls and has been our customer interface. She has been troubleshooting our E-911 network and has been involved with many complex issues involving the PSAP and Hawaiian Telephone Company.

Her input will prove truly valuable and the board will be able to tap her technical knowledge when addressing difficult issues.

Sincerely,

A handwritten signature in black ink that reads "Jeff Yamane".

Jeff Yamane

February 26, 2009

The Honorable Will Espero  
Senate Chair  
Public Safety and Military Affairs Committee  
Hawaii State Legislature  
415 South Beretania Street  
Honolulu, HI 96813

Re: Reference Code – GM# 363

To Honorable Will Espero,

I am pleased to provide a strong favorable letter of recommendation for Goldie Cross to serve on the State of Hawaii's Wireless Enhanced 911 board.

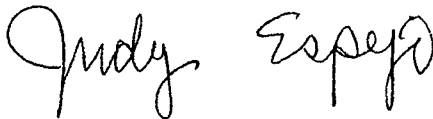
I am a graduate of the University of Florida with a BSEE in Electrical Engineering and have been in the telecommunications industry for more than 20 years. My telecommunications career extends from serving a four-year enlistment in the US Navy to my private sector landline experience of installing cable in the ground to fiber optic ring designs to wireless development of advanced voice services, prepaid, data messaging, and now IP-based mobile infrastructure design for all voice/data services.

I have known Goldie since 1999 when she came to work with BellSouth Mobility prepaid development team. I was the lead Engineer on a team that had completed designed plans of a new prepaid wireless system. Goldie joined the team as we were beginning installation jumping right in and helping us with the technical installation, testing, and working with the customer service and marketing/sales team's training. Goldie has the right mix of both technological expertise and temperament of not getting too overly excited with maintenance/outage situations, keeping her cool under pressure, and getting the applications up and running to meet deadlines.

Goldie continued to work with me for several years impressing me with her articulate writing and verbal communications skills, forecasting capacity of complex systems, and creating future budgets to fund projects. She has always shown great capacity to work with large teams with various technical and business backgrounds.

Goldie will provide an excellent team member on the State of Hawaii's Wireless Enhanced 911 board.

Sincerely,

A handwritten signature in cursive script that reads "Judy Espejo". The signature is written in black ink and is positioned to the right of the word "Sincerely,".

Judy Espejo  
Principle Technical Architect AT&T  
CTO/Technology & Product Realization Engineering Department  
1057 Lenox Park Blvd  
Atlanta, GA 30319  
404 713 0342

February 27, 2009

The Honorable Will Espero  
Senate Chair  
Public Safety and Military Affairs Committee  
Hawaii State Legislature  
415 South Beretania Street  
Honolulu, HI 96813

Re: Reference Code: GM# 363

Dear Sir:

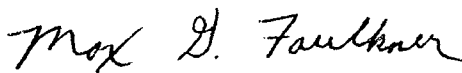
I had the pleasure of working with Goldie Cross while she was employed with Cingular Wireless in the position as a Principle Member of Technical Staff in Atlanta, Georgia. I personally participated in numerous projects managed by Ms. Cross as the lead architect for the Ericsson GSM prepaid platform from November 2000 to June 2005.

Ms. Cross is an excellent engineer and a talented team leader. She is detail oriented, self-motivated and a superb manager of architecture and deployment projects. Her leadership abilities were critical for the successful deployment of extremely complex technical architectures with short and demanding deployment windows. Ms. Cross managed all facets of these projects, including; design, vendor negotiations, integration efforts and reporting responsibilities.

I am pleased to recommend Ms. Cross for your consideration as a State of Hawaii Wireless Enhanced 911 Board Member. I am confident she will perform with excellence in this position.

If you have any questions or require additional information about Ms. Cross, you may telephone me at (404) 713 – 9100.

Sincerely,



Max G. Faulkner

Lead Member Technical Staff  
AT&T CTO Architecture and Planning  
1057 Lenox Park Blvd  
Atlanta, GA 30319

**AKIMEKA**



HIGH PRIORITY. HIGH IMPACT.

Jayne Nantkes  
Akimeka LLC  
1600 Kapiolani Bl, Suite 527  
Honolulu, HI 96814

February 20, 2009

The Honorable Will Espero  
Chairman  
Public Safety and Military Affairs Committee  
Hawaii State Legislature  
415 South Beretania St  
Honolulu, HI 96813

Dear Chairman and Committee

It is with great pleasure that I recommend Ms. Goldie Cross of ATT Mobility for the State of Hawaii Wireless Board. I have had the pleasure of working with her for two (2) years in regards to 9-1-1 issues at both Akimeka LLC and as the former 9-1-1 Specialist at Hawaiian Telcom.

Ms. Cross has always displayed a high degree of integrity, responsibility, and urgency in dealing with any issue involving 9-1-1 and ATT Mobility. She is definitely a leader rather than a follower and has exemplified this when I have worked with her for all 9-1-1 issues. As I am sure you are aware of, 9-1-1 is a very complex and highly visual service that the public expects the utmost from, and Ms. Cross has demonstrated through her actions a commitment to safeguard the 9-1-1 calling public.

Ms. Cross will be an asset to the State of Hawaii Wireless Board, and I am happy to give her my wholehearted endorsement.

Sincerely,

Jayne Nantkes  
Subject Matter Expert – LEC/CLEC Operations

Akimeka, LLC | High Priority. High Impact.

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Fax. 210.824.8366



February 23, 2009

The Honorable Will Espero  
Senate Chair  
Public Safety and Military Affairs Committee  
Hawaii State Legislature  
415 South Beretania Street  
Honolulu, HI 96813

Re: Reference Code – GM# 363

The Honorable Will Espero:

I am pleased to write this letter of recommendation for Goldie Cross. I have known Goldie for over 20 years when we both worked for Michigan Bell/Ameritech.

Goldie would be an exceptional choice to serve on the State of Hawaii's Wireless Enhanced 911 Board. She has a strong ability to lead and a very high level of commitment. Goldie has a willingness to accept responsibility and the ability to effectively handle conflict.

I can confidently recommend Goldie Cross to serve on the State of Hawaii's Wireless Enhanced 911 Board. Goldie would be a great asset to the 911 board.

Respectfully,

  
Maureen Moynihan

Presentation Before the Senate Committee on Public Safety and Military Affairs

March 17, 2009

Goldie Cross

Wireless Enhanced 911 Board

Chair Espero, members of the Senate Committee on Public Safety and Military Affairs, thank you for this opportunity to present background about myself in your consideration of my confirmation to the Wireless Enhanced 911 Board.

I was born and raised in Detroit, Michigan. I attended and graduated from Southeastern High School in Detroit, Michigan, Macomb Community College in Warren, Michigan, receiving an Associates of Applied Science in Electronic Engineering Technology, Sienna Heights University, Adrian, Michigan, receiving a Bachelor of Applied Science in Electronic Engineering Technology.

I have worked in the Telecommunications field for 22 years beginning my career at Michigan Bell Telephone Company as a Switching Equipment Technician. In 1996 I transferred to BellSouth Mobility as a Network Engineer responsible for Transport and Traffic Engineering in Bakersfield, California and Birmingham, Alabama. In 2000 I transferred to Atlanta, Georgia with Cingular Wireless (now AT&T Mobility) as a Principal Member of Technical Staff developing and deploying new products and services for Cingular Wireless in the CTO organization. In 2005 I transferred to Millilani, Hawaii as the Network Sales Support Manager. Since arriving in 2005, my responsibilities have expanded to include E911 Sustainment for AT&T throughout Hawaii as well as Disaster Preparedness for Network Services. In addition to my 22 years in telecommunications I have served on non-profit boards in education and public safety/communications as Treasurer and Chairperson of the Technical Communications Committee.

I wish to be a member of the Wireless Enhanced 911 Board because I think that my background, experience, and understanding of the evolving technologies will make me an asset to the Board as they investigate and recommend new equipment needed to handle the changing technologies (SMS, video, VOIP) to deliver 911 calls to the Public Safety Answering Points.

I perceive the role and responsibilities of a member of the Wireless Enhanced 911 Board to understand the mission of the Board as it relates to the Public, PSAP and carriers, and to balance the needs and objectives of all parties for the public's safety when dialing 911.

Some of the things that I hope to accomplish during my term of service are:

- o to expand wireless coverage into remote area locations and public buildings
- o to assist in developing both short and long term plans for the evolution of equipment to meet the changing technologies (SMS, Video, VOIP, etc.) and estimate the funding needed for these changes.
- o to keep sufficient funding so that PSAPs can stay current (both in equipment and knowledge) to the changing technologies.

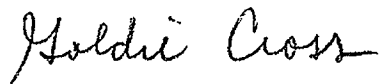
Some of the qualities that I think will make me an effective member of the Board is my ability to see the "big picture" and work towards a WIN-WIN for all parties involved, to work as part of a team but also as a leader when necessary, and my commitment to public safety. The one comment that I hear over and over again from supervisors and co-workers is my dedication, passion and ability to get the job done.

When I worked in Atlanta I was the Lead Engineer responsible for deploying a Nationwide Prepaid platform for Cingular Wireless. I completed the task, launched the product "on-time", and received a Key Contributor Award from the company for my work on the project. It is the same passion and dedication that I will bring to the Board.

I do not foresee any conflicts of interest that could arise during my service on the Wireless Enhanced E911 Board. The decisions that I make as a Board member affect public safety, the welfare of the public and first responders (Police, Fire, EMS, and Civil Defense). I take my responsibilities to the Board very seriously and they take precedence over my responsibilities as an employee of AT&T.

I welcome the challenges ahead as a member of the Wireless Enhanced 911 Board. My personality, background, education and experience give me the tools to succeed. I ask for you to support my nomination to the Wireless Enhanced 911 Board. Thank you.

Sincerely,

A handwritten signature in cursive script that reads "Goldie Cross". The signature is written in black ink and is positioned above the printed name.

Goldie Cross