

GM 365

JAMES D. LACLAIR

**Submitting for consideration and confirmation to
the Wireless Enhanced 911 Board,
Gubernatorial Nominee, James D. LaClair,
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. 365

SUBMITTING FOR CONSIDERATION AND CONFIRMATION TO THE WIRELESS
ENHANCED 911 BOARD, GUBERNATORIAL NOMINEE, JAMES D.
LACLAIR FOR A TERM TO EXPIRE 6-30-09

Chair Espero and members of the Committee, thank you for the opportunity to
testify before you on G.M. 365.

As Director of the Department of Accounting and General Services, I support the
confirmation of James D. Laclair to the Wireless Enhanced 911 Board (Board).

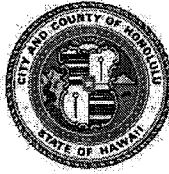
HRS Section 138-2 requires that the Board have a representative from a wireline
carrier. Mr. Laclair is employed by Hawaiian Telcom and fulfills the statutory
requirement for representation. Because of his position, Mr. Laclair has the technical
knowledge to address the wireline aspects for continued and improved wireless enhanced
911 service.

Thank you for the opportunity to testify on this matter.

DEPARTMENT OF INFORMATION TECHNOLOGY
CITY AND COUNTY OF HONOLULU

650 SOUTH KING STREET, 5TH FLOOR
HONOLULU, HAWAII 96813
Phone: (808) 768-7684 □ Fax: (808) 527-6272 □ Internet: www.honolulu.gov

MUFI HANNEMANN
MAYOR



GORDON J. BRUCE
DIRECTOR & CIO

**Testimony to the Senate Committee on Public Safety and Military Affairs
Tuesday, March 17, 2009; 1:15 p.m.
State Capitol Conference Room 229**

RE: Governor's Message No. 365, submitting for consideration and confirmation to the Wireless Enhanced 911 Board, Gubernatorial Nominee, JAMES D. LACLAIR, for a term to expire 06-30-2010.

Chair Espero and Members of the Committee:

My name is Gordon Bruce, and I am the Director for the Department of Information Technology and the Chief Information Officer for the City and County of Honolulu. **I urge your support for the confirmation of JAMES D. LACLAIR to the Wireless Enhanced 911 Board ("911 Board").**

Mr. James LaClair currently serves as Vice President of Network Operations for Hawaiian Telcom. He is knowledgeable with the policies and operation of emergency calling services such as the wireless enhanced 911 system and the policies and operations of wireless E911 services. He has been an active visitor and interim Wireless E911 Board member since July of 2008. He has worked closely with the board to ensure fast, accurate deployment of E911 Services.

In addition, the City & County of Honolulu has worked directly with him on a number of E911 projects. He is conscientious and focused on what is right for the betterment of public safety.

Because of my experience working with Mr. LaClair, I strongly urge your favorable consideration of Mr. James D. LaClair as a member of the Wireless Enhanced 911 Board.

Thank you for the opportunity to testify.


Gordon J. Bruce
Director and CIO

Written Testimony

before the

Senate Committee on Public Safety and Military Affairs

Tuesday, March 17, 2009

1:15 p.m.

State Capitol Conference Room 229

RE: Governor's Message No. 365, submitting for consideration and confirmation to the Wireless Enhanced 911 Board, Gubernatorial Nominee, JAMES D. LACLAIR, for a term to expire 06-30-2010.

Chair Espero, Vice Chair Bunda, and Members of the Committee:

My name is Yuka Nagashima, and I am the Executive Director of High Technology Development Corporation (HTDC). I was fortunate enough to join HTDC almost three years ago when Mr. James LaClair was First Vice Chair of the HTDC board. **It is my pleasure to enthusiastically recommend the confirmation of Mr. James D. LaClair to the Wireless Enhanced 911 Board.**

Jim was an active HTDC board member who took on additional responsibilities. He not only joined the Federal Programs Committee, but also represented the board in front of several federal panel review sessions for Manufacturing Extension Partnership, one of the federal programs HTDC manages. He was also a member of the Evaluation Committee to review the performance of the Executive Director.

As first Vice Chair on the HTDC board, he assisted and supported me in codifying HTDC's strategic vision in mapping out a tactical set of focus areas in 1. Federal Programs Alignment, 2. Neighbor Island (state-wide) Initiatives, and 3. Entrepreneurship Campus. The strategic plan has served HTDC well to prepare ourselves to face the economic challenges of today.

Having been on both sides of corporate governance myself, I appreciated Jim's prudence and experience as he clearly delineated executive level responsibilities (which the board should oversee) versus operational management issues (left to be entrusted to the executive director). Jim's track record with the HTDC board reflects his talent as an intelligent professional with a firm grasp of key management concepts in addition to his technical knowledge.

With Jim's background as Vice President of Network Operations for Hawaiian Telcom during his board term with HTDC (and still is), his discussions and contributions always reflected a representation of the larger economic picture and strategies for the HTDC. I never felt that he was only representing a particular company or even an industry.

I understand that with Jim's background at Hawaiian Telcom, he has first hand knowledge of the policies and operations of the emergency calling services such as the wire line enhanced 911 system and the wireless E911 services. Additionally, he has also been an active visitor and interim Wireless E911 Board member since July of 2008. I believe Jim is a great fit for this State board. It is indeed rare to find all these great and appropriate qualities in a board member. As the Executive Director of the State's lead agency for tech-based economic development, I highly recommend Jim to serve on the Wireless Enhanced 911 Board.

It has been a privilege to have been mentored by Jim at HTDC and it is now my pleasure to submit testimony in support of confirmation for Mr. James D. LaClair to the Wireless Enhanced 911 Board.

Thank you for the opportunity to testify.

GM 365

**GUBERNATORIAL NOMINATION
TO THE BOARD OF DIRECTORS OF THE
WIRELESS ENHANCED 911 BOARD**

**TESTIMONY OF
JAMES D. LACLAIR**

TO THE SENATE COMMITTEE ON PUBLIC SAFETY AND MILITARY AFFAIRS

March 17, 2009

Chair Espero, Vice Chair Bunda, and Members of the Public Safety and Military Affairs Committee, thank you for allowing me this opportunity to present information on myself in support of my confirmation to the Wireless Enhanced 911 Board (WE911). I believe I have the necessary background and qualifications to serve responsibly and effectively on the WE911 Board.

I have been a resident of Hawaii for 15 years. My wife is a local girl and we to have two children. As a family man, I am engaged in many school and community activities. I served as a Board member for the Hawaii Food Bank for ten years while chairing of the Fund Development Committee and Patriots' Celebration for five years. In addition to the Food Bank I served on the High Technology Development Corporation (HTDC) for three years, the last year as vice-chair, and two years on the Natural Energy Labs Hawaii Authority (NELHA) Board.

As a senior technology executive at Hawaiian Telcom, I have 30 years of experience in telecommunications including voice and data networking, wireless operations and management, 15 years of experience operating 911 networks in Hawaii, and deploying and operating new technologies such as Voice over Internet Protocol (VoIP) networks. In addition to the 15 years of experience operating E911 networks in Hawaii, I have 5 years experience operating E911 networks in the States of Oregon and Washington.

I believe that my experience in telecommunications technologies, my knowledge of operating and managing 911 networks, my business and operations experience will be beneficial to the Wireless Enhanced 911 Board.

I respectfully request that this committee consider my nomination to the Wireless Enhanced 911 Board favorably. I am excited at the prospect of being given the opportunity to serve on the Board and helping to improve public safety for the residents and visitors of Hawaii.

Thank you allowing me this opportunity to testify.

**GUBERNATORIAL NOMINATION 365
TO THE BOARD OF DIRECTORS OF THE
WIRELESS ENHANCED 911 BOARD**

**RESPONSE TO THE QUESTIONS PRESENTED BY
THE SENATE COMMITTEE ON PUBLIC SAFETY and MILITARY AFFAIRS**

JAMES D. LACLAIR

Why do you wish to be a member of the Wireless Enhanced 911 Board?

I am keenly interested in serving on the Wireless Enhanced E911 Board because feel I have much to offer, not only in the way of experience, knowledge and skills, but also enthusiasm. I have been very fortunate throughout my career to experience first hand the incredible developments, capabilities and applications technology brings into people's lives.

I would like to apply this experience through the Wireless Enhanced 911 Board to improve public safety by advising the Board in matters of technology and communications to enhance the tools and capabilities available to emergency services agencies.

As a senior technology executive at Hawaiian Telcom and formerly Verizon, I would like to make the most of my 30 years of industry experience, including 15 years of E911 responsibilities, by being an active member of the Wireless Enhanced 911 Board.

**How do you perceive the role and responsibility of a member of the
Wireless Enhanced 911 Board?**

I perceive the role of the Wireless Enhanced 911 Board to be one that provides direction and guidance to the various entities responsible for

maintaining, using, and improving Wireless Enhanced 911 with the ongoing goal to improve public safety. The role of the Board is to provide a balanced view on issues and to foster open discussion to insure the actions and directions of the Board are responsible, prudent, and in the best interest of the community and the State of Hawaii.

Given your understanding of the role and responsibilities of a member of the Wireless Enhanced 911 Board, why do you believe that you are qualified for the position? Please include a brief statement of your skills, expertise, or knowledge that would aid in your decision-making ability as a member of the Wireless Enhanced 911 Board.

As a senior technology executive at Hawaiian Telcom, I have 30 years of experience in telecommunications including voice and data networking, wireless operations and management, 15 years of experience operating 911 networks in Hawaii, and deploying and operating new technologies such as Voice over Internet Protocol (VoIP) networks. In addition to the 15 years of experience operating E911 networks in Hawaii, I have 5 years experience operating E911 networks in the States of Oregon and Washington.

I have been actively involved in the Wireless Enhanced E911 Board as a visitor and interim Board member since last June and during this time I have provided guidance, recommendations, and insight for complex technology issues at Board meetings, sub-committee meetings and in one-on-one with the police departments.

What do you hope to accomplish during your term of service?

My role at Hawaiian Telcom has been solution orientated. We regularly work with technology to develop cost effective telecommunication solutions. I would convey this “solution” based approach as part of my Board involvement.

During my term of service I would plan to accomplish the near term advancement of the Board’s goals to improve the quality, performance and accuracy of Enhanced Wireless 911 capabilities. Location based services for wireless, such as GPS and triangulation, are very complex with many variables that create opportunities for improvement. The near term goal is the continuous improvement of location services. In addition I would like the Board to develop a long term technology roadmap to insure the State of Hawaii’s public safety agencies have the tools necessary to accomplish their mission into the future.

Name three qualities that best describe you and that would make you stand out. How would these qualities benefit the Wireless Enhanced 911 Board?

My three qualities that best describe me would be that I’m an involved and engaged individual, I manage by facts and not comments and hearsay, and I am a problem solver – a person that searches for solutions to address problems.

These qualities will benefit the Wireless Enhanced 911 Board by insuring I clearly diagnose, understand and communicate the challenges facing the Board and that I inform and brief the Board on our options and technology solutions to advance the capabilities of Wireless Enhanced 911. Lastly, I have been

engaged and involved with Wireless Enhanced 911 work not only at the Board meetings but also in between actively meeting or corresponding with the police departments and other entities (following appropriate Sunshine laws) to insure timely progress.

Name one previous experience that would make you stand out. How would this benefit the Wireless Enhanced 911 Board?

In 2005 I was fortunate enough for the Senate to approve my nomination to the High Technology Development Corporation (HTDC) Board of Directors. As an active Board member I assisted HTDC in achieving their Minimally Acceptable Impact Measure (MAIM) scores which is a Federal measure to determine the effectiveness of the Manufacturing Extension Program (MEP). HTDC's MEP program was on probation for not meeting these objectives. With full cooperation and support from the Executive Director, I worked directly with the operations manager to develop and implement a plan to meet and maintain their MAIM scores. HTDC has successfully meet MAIM objectives for the last two-plus years.

I will use my business and operations experience along with my knowledge of technology and telecommunications to advise and assist the Wireless Enhanced 911 Board and emergency service agencies to improve their use of technology and any associated business process that may be involved.

Can you foresee any possible conflicts of interests that could arise during your service on the Wireless Enhanced 911 Board? How would you overcome any possible conflicts of interest?

Since Hawaiian Telcom does provide services for wireless E911, a conflict of interest does exist. Current statute for the Wireless Enhanced 91 Board requires one seat for the incumbent wire-line E911 provider which is Hawaiian Telcom. Hawaiian Telcom also provides call completion services for wireless callers reaching the E911 PSAPs across all counties.

This potential conflict of interest is managed by full disclosure that I am a Hawaiian Telcom employee publicly, to all Wireless Enhanced 911 Board members and associated parties. Even though Hawaiian Telcom does not directly apply for Wireless Enhanced 911 funds, I will abstain from voting, or if necessary recuse myself, on any Board resolution that may directly or indirectly benefit Hawaiian Telcom.