

# **GM 588**

## **Measure Title:**

Submitting for consideration and confirmation to the Wireless Enhanced 911 Board,  
Gubernatorial Nominee, ERIC KNUTZEN,  
for a term to expire 6-30-2012.

## **Report Title:**

Wireless Enhanced 911 Board

April 15, 2009

TO: Honorable Senator Will Espero, Chair  
Honorable Senator Robert Bunda, Vice Chair  
Members of the Committee on Public Safety and Military Affairs

FROM: Representative Roland D. Sagum III  
Hawaii State House of Representatives  
District 16

SUBJECT: **Testimony in Support of GM588 (ERIC KNUTZEN)**  
**Wireless Enhanced 911 Board**

Hearing: April 16, 2009, 2:00 p.m.

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This is a letter in support of Gubernatorial Nominee Eric Knutzen to the Wireless Enhanced 911 Board for a term expiring on June 30, 2012.

Mr. Knutzen is presently head of the County Information Technology Department. His expertise in technology, his leadership skills and his innovative mind enables him to effectively lead his department.

He would use these same skills as a member of the Wireless Enhanced 911 Board.

I humbly ask for your favorable consideration in confirming Mr. Eric Knutzen as a member of the Wireless Enhanced 911 Board.

**Representative Roland D. Sagum, III**  
*District 16: Niihau, Lehua, Koloa, Waimea*  
State Capitol, Room 426– Honolulu, Hawaii 96813  
Phone: 586-6280 - Fax: 586-6281  
E-Mail: [repsagum@capitol.hawaii.gov](mailto:repsagum@capitol.hawaii.gov)

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  
April 16, 2009

G.M. 588

RELATING TO CONFIRMATION TO THE WIRELESS ENHANCED 911 BOARD,  
GUBERNATORIAL NOMINEE, ERIC KNUTZEN

Chair Espero, and members of the Committee, thank you for the opportunity to testify on G.M. 588.

The Department of Accounting and General Services strongly recommends that Mr. Eric Knutzen be recommended for confirmation.

HRS Section 138-2 requires that the Board have a representative from the public safety answering points for Oahu, Hawaii, Kauai, Maui, and Molokai. Mr. Knutzen is the Information Technology Director for the county of Kauai who also oversees communications. Because of his position with the county of Kauai, Mr. Knutzen fulfills the statutory requirement for representation.

Thank you for the opportunity to testify on this matter.

**TESTIMONY OF THE  
COUNTY OF KAUAI  
OFFICE OF THE MAYOR**

**TO THE SENATE COMMITTEE  
ON PUBLIC SAFETY AND MILITARY AFFAIRS**

**TWENTY-FIFTH LEGISLATURE  
REGULAR SESSION OF 2009**

April 16, 2009  
2:00 p.m.

**TESTIMONY ON GM 588, RELATING TO GUBERNATORIAL NOMINEE ERIC KNUTZEN.**

**TO THE HONORABLE WILL ESPERO, CHAIR, AND MEMBERS OF THE COMMITTEE:**

My name is Bernard P. Carvalho, Jr., Mayor, providing testimony in support of Gubernatorial Nominee Eric Knutzen to the Wireless Enhanced 911 Board (Board).

Mr. Knutzen is being nominated to serve on the Board for a term expiring on June 30, 2012. I proposed his nomination to the Board because responsibility for E911 communication will be moving to the County Information Technology Department, which he heads. Mr. Knutzen has led the department well, and the Board and the County will benefit from his appointment.

We ask you to confirm his nomination, and thank you for the opportunity to present testimony on this matter.

**TESTIMONY OF THE  
COUNTY OF KAUA'I  
DIRECTOR OF FINANCE**

**TO THE SENATE COMMITTEE  
ON PUBLIC SAFETY AND MILITARY AFFAIRS**

**TWENTY-FIFTH LEGISLATURE  
REGULAR SESSION OF 2009**

April 16, 2009  
2:00 p.m.

TESTIMONY ON **GM 588**, RELATING TO GUBERNATORIAL NOMINEE ERIC KNUTZEN.

TO THE HONORABLE WILL ESPERO, CHAIR, AND MEMBERS OF THE COMMITTEE:

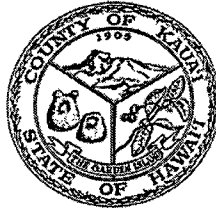
My name is Wallace Rezendes, Jr., Director of Finance of the County of Kauai. I am providing testimony in support of Gubernatorial Nominee Eric Knutzen to the Wireless Enhanced 911 Board (Board).

Mr. Knutzen is being nominated to serve on the Board for a term expiring on June 30, 2012. I support Mr. Knutzen's nomination to the Board. I believe that Mr. Knutzen will be an excellent addition to the Board based on his experience heading the County's Information Technology Division as well as his many years of work in the private sector in the information technology field internationally.

We ask you to confirm his nomination, and thank you for the opportunity to present testimony on this matter.

**Bryan J. Baptiste**  
Mayor

**Gary K. Heu**  
Administrative Assistant



**Wallace Rezentes Jr.**  
Director

**Belma Baris**  
Deputy Director

**DEPARTMENT OF FINANCE**

County of Kaua'i, State of Hawai'i  
4444 Rice Street, Suite 280, Lihu'e, Hawai'i 96766  
TEL (808) 241-6525 FAX (808) 241-6529

April 11, 2009

Honorable Will Espero, Chair  
And Members of the Wireless Enhanced 911 Board  
State Capitol  
Honolulu, Hawai'i 96813

**Subject: Nomination to the Wireless Enhanced 911 Board**

Please find below answers to your questions of April 8<sup>th</sup> regarding my nomination to serve on the Wireless Enhanced 911 Board ("E911 Board"). Each of the answers are labeled using the same letters as the questions you've posed as follows:

- (A) I wish to serve as a member of the E911 Board to contribute to the best of my ability to the positive impact the E911 Board has upon public safety in the State of Hawai'i, and specifically for the benefit of the people of Kaua'i
- (B) I perceive the respective members' roles and responsibilities of the E911 Board to be to keep abreast of related technologies and processes and proactively apply E911 Board funding to obtain the greatest benefit to the people of Hawai'i while pursuing the mission originated by Act 159/SLH 2004
- (C) I believe that I am qualified for the position as an E911 Board member for the following key reasons-
  - ✓ Public safety system knowledge. As sponsor of the implementation of the computerization of the Kaua'i Dispatch and Records resulting in rolling out the CAD/RMS system for the County of Kaua'i - I've gained valuable insight and related knowledge regarding public safety system requirements
  - ✓ Co-project leadership of the current CAD/RMS/GIS/MDT Next Generation project for Kaua'i is truly contributing to my skills in the area

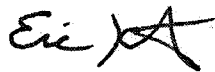
- ✓ As the IT responsible CIO of the County of Kaua'i, ongoing challenges such as participating in the roll out of E 911 to as recently as March 27, 2009 analyzing and solving CAD/RMS system issues - directly contributes to my understanding of related needs
  - ✓ Policy, procedural and technical skills have been built up over twenty years of related experience
- (D) During my term of service with the E911 Board, I hope to be able to learn from my board colleagues while contributing with all aspects of my own technical, administrative and interpersonal skills to directly help the E911 Board effectively pursues its goals and long term ambitions
- (E) Three unique qualities I have which I humbly hope would benefit the E911 Board are:
1. Technical knowledge applicable to the challenges the E911 Board faces
  2. Process mapping skills gained in authoring the application of PDCA in many settings across Europe and China over many years. What this is meant to describe is that as the E911 Board addresses specific goals such as increasing the wireless coverage across our islands, I may be able to offer unique tools to map out what is evident "today", what we'd like to see "tomorrow" and how to reach the "tomorrow" picture envisioned in a very structured manner
  3. 18 years of international experience in IT advanced countries such as Sweden and ongoing contacts with public safety organizations there. Inspirations gained from this experience and contacts will hopefully benefit the E911 Board
- (F) A previous experience which makes me stand out regards events just this past Fall of 2008. As some of you may have heard, I recently served as Chair representing Kaua'i on the HCR 358 Task Force, to address procurement challenges regarding the respective PEG's in our state. During the first teleconferenced meeting, many of us had never experienced such meeting chaos in our lives. Aggressive criticism of members and the facilitator by the public as well as even certain Task Force members - moved the hired facilitator to nearly give up within the first 30 minutes of the first meeting. To bring together all the members in an impossible forum where it's difficult to hear each other via the state teleconference system, much less see body language - I strove to create a constructive environment of respect in helping the facilitator on O'ahu. Despite even outrageous behavior such as tapping on the mike by one of the members of the public to disrupt the first meeting, I practically filled in the gap left by a deeply frustrated facilitator and was awarded the Chair role by the Task Force members. An

experience such as this as well as my own ability to deal with such chaos and conflict will hopefully directly benefit the E911 Board

- (G) Honestly I don't know to what degree conflicts of interest will arise during my service with the E911 Board. I suspect that such conflicts must periodically be experienced as each of our islands needs are unique, at least to some degree. We know that our coverage footprints are different between our islands and carriers, we are each at various levels of public safety system maturities, and we have different demographics, cultures, systems and work processes. How will we ever come to an agreement with such diversity? I would hope that all of us, and especially me as a newcomer, will first try to understand each others needs, show respect and balance our decisions based on the greatest return on investment of the funds we have been entrusted with to benefit the citizens we serve

Thank you for considering my nomination to the E911 Board.

Sincerely,

A handwritten signature in black ink, appearing to read "Eric Knutzen". The signature is stylized with a large, sweeping "E" and a prominent "K".

ERIC KNUTZEN  
IT/Communications and Projects Manager