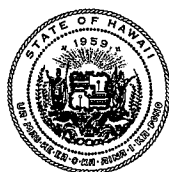


GM 303

Measure Title:

Submitting for consideration and confirmation to the Wireless Enhanced 911 Board,
Gubernatorial Nominee, **JAMES D. LACLAIR**,
for a term to expire 6-30-2012

LINDA LINGLE
GOVERNOR



RUSS K. SAITO
Comptroller

SANDRA L. YAHIRO
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
February 25, 2010

G.M. 303

RELATING TO CONFIRMATION TO THE WIRELESS ENHANCED 911 BOARD,
GUBERNATORIAL NOMINEE, JAMES D. LACLAIR

Chair Espero and members of the Committee, thank you for the opportunity to testify on G.M. 303.

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

HRS Section 138-2 requires that the Board have a representative from the wireline provider of enhanced 911. 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. He has helped to address and resolve issues related to the interoperability between the wireline system and the information wireless transmissions to and from the Public Service Answer Points that receive all location information on wireless calls to 911.

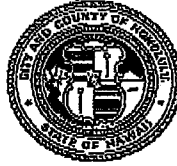
As an active contributing member of the Board, Mr. LaClair is currently leading efforts by the Board to look at the affects of new technology on wireless and other 911 service.

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) 768-7894 □ 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
Thursday, February 25, 2010; 1:15 p.m.
State Capitol Conference Room 229**

RE: Governor's Message No. 303, submitting for consideration and confirmation to the Wireless Enhanced 911 Board, Gubernatorial Nominee, JAMES D. LACLAIR, for a term to expire 06-30-2012.

Chair Espero, Vice Chair Bunda, 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. Also, as a member of the Wireless Enhanced 911 Board member, I urge your support for the confirmation of JAMES D. LACLAIR to the Wireless Enhanced 911 Board.

Mr. LaClair currently serves as Vice President Development Office of Innovation & Technology at Hawaiian Telcom. He is knowledgeable with the policies and operation of emergency calling services such as the wireline enhanced 911 system and the policies and operations of wireless E911 services. Mr. LaClair has contributed to moving these initiatives forward and is actively pursuing ways to improve the communication technologies used for public safety.

In addition to his work accomplishments in the telecommunications industry, Mr. LaClair was the vice-chair of the Hawaii High Technology Development Corporation, member of the Natural Energy Labs Hawaii Authority Board of Directors, and former 2nd vice-chair Hawaii Foodbank.

In light of his professionalism, commitment and extensive work experience related to E911 and telecommunications, I urge your favorable consideration of Mr. LaClair as a member of the Wireless Enhanced 911 Board.

Thank you for the opportunity to testify.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Gordon J. Bruce", written over a circular stamp or seal.

Gordon J. Bruce
Director and Chief Information Officer

William P. Kenoi
Mayor



Harry S. Kubojiri
Police Chief

Paul K. Ferreira
Deputy Police Chief

County of Hawai`i

POLICE DEPARTMENT

349 Kapi`olani Street • Hilo, Hawaii 96720-3998
(808) 935-3311 • Fax (808) 961-2389

February 22, 2010

The Honorable Will Espero
Chair and Members
Committee on Public Safety and Military Affairs
State Capitol
415 South Beretania Street, Conference Room 229
Honolulu, Hawai`i 96813

**Re: GM 303, WIRELESS ENHANCED 911 BOARD
GUBERNATORIAL NOMINEE JAMES D. LACLAIR**

Dear Senator Espero and members:

The Hawai`i Police Department supports the appointment of Mr. James D. LaClair to the State of Hawai`i Wireless Enhanced 911 (E911) Board.

As the representative for the Hawai`i Police Department, Public Safety Answering Point (PSAP), on the State of Hawai`i Wireless E911 Board, I have had the opportunity and privilege to personally work with Mr. LaClair. His knowledge of the policies and operations of emergency calling services (i.e. Wireline and Wireless E911 Systems) has been instrumental in providing insight during Wireless E911 Board meetings.

During his short tenure with the Wireless Enhanced 911 Board, Mr. LaClair has contributed tremendously to moving initiatives forward and actively pursuing ways to improve the communication technologies used for public safety.

In light of his professionalism, commitment and extensive work experience related to E911 and Telecommunications, I strongly urge your favorable consideration of the appointment of Mr. James D. LaClair to the Wireless Enhanced 911 Board.

Thank you for allowing me the opportunity to testify on this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Paul K. Ferreira", with a long horizontal line extending to the right.

PAUL K. FERREIRA
DEPUTY POLICE CHIEF



CHARMAINE TAVARES
MAYOR

OUR REFERENCE
YOUR REFERENCE

POLICE DEPARTMENT COUNTY OF MAUI

55 MAHALANI STREET
WAILUKU, HAWAII 96793
(808) 244-6400
FAX (808) 244-6411
February 22, 2010



GARY A. YABUTA
CHIEF OF POLICE

CLAYTON N.Y.W. TOM
DEPUTY CHIEF OF POLICE

The Honorable Will Espero, Chair
and Members of the Committee on Public Safety & Military Affairs
Senate
State Capitol
Honolulu, Hawaii 96813

Re: Governor's Message No. 303, Submitting for Consideration and Confirmation
to the Wireless Enhanced 911 Board Gubernatorial Nominee,
JAMES D. LACLAIR, for a term to expire 06-30-2012

Dear Chair Espero and Members:

My name is Clayton N.Y.W. Tom, Deputy Chief of the Maui Police Department, and a present member of the Wireless Enhanced 911 Board. 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, Development Office of Innovation & Technology at Hawaiian Telcom. He is knowledgeable with the policies and operation of emergency calling services such as the wireline enhanced 911 system and the policies and operations of wireless E911 services. He has been an active Wireless E911 Board or visitor since July of 2008. During this period, Mr. LaClair has contributed to moving initiatives forward and is actively pursuing ways to improve the communication technologies used for public safety.

In addition to his work accomplishments in the telecommunications industry, Mr. James LaClair was the Vice-Chair of the Hawaii High Technology Development Corporation, member of the Natural Energy Labs Hawaii Authority Board of Directors, and former 2nd Vice-Chair of Hawaii Foodbank.

In light of his professionalism, commitment, and extensive work experience related to E911 and Telecommunications, I 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.

Sincerely,

CLAYTON N.Y.W. TOM
Deputy Chief of Police

**Testimony to the Senate Committee on Public Safety and Military Affairs
Thursday, February 25, 2010; 1:15 p.m.
State Capitol Conference Room 229**

RE: Governor's Message No. 303, submitting for consideration and confirmation to the Wireless Enhanced 911 Board, Gubernatorial Nominee, JAMES D. LACLAIR, for a term to expire 06-30-2012.

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

My name is Victor K. Ramos, and I am current member of the Enhanced 911 Board and current employee of the Maui Police Department. **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 Development Office of Innovation & Technology at Hawaiian Telcom. He is knowledgeable with the policies and operation of emergency calling services such as the wireline enhanced 911 system and the policies and operations of wireless E911 services. He has been as active Wireless E911 Board or visitor since July of 2008. During this period Mr. LaClair has contributed to moving initiatives forward and is actively pursuing ways to improve the communication technologies used for public safety.

In addition to his work accomplishments in the telecommunications industry, Mr. James LaClair was the vice-chair of the Hawaii High Technology Development Corporation, member of the Natural Energy Labs Hawaii Authority Board of Directors, and former 2nd vice-chair Hawaii Foodbank.

In light of his professionalism, commitment and extensive work experience related to E911 and Telecommunications, "you" 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.

**Testimony to the Senate Committee on Public Safety and Military Affairs
Thursday, February 25, 2010; 1:15 p.m.
State Capitol Conference Room 229**

RE: Governor's Message No. 303, submitting for consideration and confirmation to the Wireless Enhanced 911 Board, Gubernatorial Nominee, JAMES D. LACLAIR, for a term to expire 06-30-2012.

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

My name is Eric Knutzen, and I am a member of the Wireless E911 board, representing the County of Kaua'i. **I urge your support for the confirmation of JAMES D. LACLAIR to the Wireless Enhanced 911 Board ("911 Board").**

Mr. James LaClair has demonstrated excellent leadership on the Wireless E911 board, actively contributing to our discussions and decisions. Mr. LaClair is one to readily participate in working committees and in drafting policy and recommendations.

Without a doubt, Mr. LaClair's experience greatly contributes to his effectiveness on the Wireless E911 board, as he is currently serving as the Vice President of the Development Office of Innovation & Technology at Hawaiian Telcom. He is fluent in the policies and operation of emergency calling services such as the wireline enhanced 911 system and the policies and operations of wireless E911 services.

Mr. LaClair has been an active Wireless E911 Board or visitor since July of 2008. During this period Mr. LaClair has contributed to moving initiatives forward and is constructively pursuing ways to improve the communication technologies used for public safety.

In addition to his work accomplishments in the telecommunications industry, Mr. James LaClair was the vice-chair of the Hawaii High Technology Development Corporation, member of the Natural Energy Labs Hawaii Authority Board of Directors, and former 2nd vice-chair Hawaii Foodbank.

In light of his outstanding competence in this area, his professional ability to effectively move the Wireless E911 board to leverage its resources to best benefit the citizens of the State of Hawai'i, I 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.



February 22, 2010

Mr. Will Espero, Chair
Hawaii State Senate Committee on Public Safety
Hawaii State Capitol, Room 207
415 South Beretania Street
Honolulu, HI 96813

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

My name is Cedric Apaka and I am the Operations Manager for Verizon Wireless. I urge your support for the confirmation of JAMES D. LACLAIR to the Wireless Enhanced 911 Board.

Mr. James LaClair currently serves as Vice President Development Office of Innovation & Technology at Hawaiian Telcom. He is knowledgeable with the policies and operation of emergency calling services such as the wireline enhanced 911 system and the policies and operations of wireless E911 services. He has been as active Wireless E911 Board or visitor since July of 2008. During this period Mr. LaClair has contributed to various committees and is actively pursuing ways to improve the communication technologies used for public safety.

In addition to his work accomplishments in the telecommunications industry, Mr. James LaClair was the vice-chair of the Hawaii High Technology Development Corporation, member of the Natural Energy Labs Hawaii Authority Board of Directors, and former 2nd vice-chair Hawaii Foodbank.

I believe, based upon past association with Mr. LaClair, that his contributions will further the Board's effectiveness in overseeing the Wireless Enhanced 911 service for the State of Hawaii, I urge your favorable consideration of Mr. James D. LaClair as a member of the Wireless Enhanced 911 Board.

Sincerely,

A handwritten signature in black ink, appearing to read "Cedric Apaka".

Cedric Apaka
Operations Manager - Switch/Field
Verizon Wireless - Hawaii

**Testimony to the Senate Committee on Public Safety and Military Affairs
Thursday, February 25, 2010; 1:15 p.m.
State Capitol Conference Room 229**

RE: Governor's Message No. 303, submitting for consideration and confirmation to the Wireless Enhanced 911 Board, Gubernatorial Nominee, JAMES D. LACLAIR, for a term to expire 06-30-2012.

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

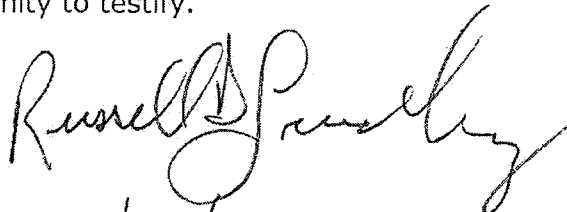
My name is Russell Lundberg, and I am the Director of Network Engineering for Mobi PCS, a wireless service provider based in Honolulu and a serving member of the Wireless E911 Board of the State of Hawaii. **I urge your support for the confirmation of JAMES D. LACLAIR to the Wireless Enhanced 911 Board ("911 Board").**

Mr. James LaClair currently serves as Vice President Development Office of Innovation & Technology at Hawaiian Telcom. He is knowledgeable with the policies and operation of emergency calling services such as the wireline enhanced 911 system and the policies and operations of wireless E911 services. He has been as active Wireless E911 Board or visitor since July of 2008. During this period Mr. LaClair has contributed to moving initiatives forward and is actively pursuing ways to improve the communication technologies used for public safety.

In addition to his work accomplishments in the telecommunications industry, Mr. James LaClair was the vice-chair of the Hawaii High Technology Development Corporation, member of the Natural Energy Labs Hawaii Authority Board of Directors, and former 2nd vice-chair Hawaii Foodbank.

In light of his professionalism, commitment and extensive work experience related to E911 and Telecommunications, Russell Lundberg urges your favorable consideration of Mr. James D. LaClair as a member of the Wireless Enhanced 911 Board.

Thank you for the opportunity to testify.


2/22/10

**Testimony to the Senate Committee on Public Safety and Military Affairs
Thursday, February 25, 2010; 1:15 p.m.
State Capitol Conference Room 229**

RE: Governor's Message No. 303, submitting for consideration and confirmation to the Wireless Enhanced 911 Board, Gubernatorial Nominee, JAMES D. LACLAIR, for a term to expire 06-30-2012.

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

My name is Goldie Cross, and I am the E911 Sustainment Manager for AT&T Hawaii. **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 Development Office of Innovation & Technology at Hawaiian Telcom. He is knowledgeable with the policies and operation of emergency calling services such as the wireline enhanced 911 system and the policies and operations of wireless E911 services. He has been as active Wireless E911 Board or visitor since July of 2008. During this period Mr. LaClair has contributed to moving initiatives forward and is actively pursuing ways to improve the communication technologies used for public safety.

In addition to his work accomplishments in the telecommunications industry, Mr. James LaClair was the vice-chair of the Hawaii High Technology Development Corporation, member of the Natural Energy Labs Hawaii Authority Board of Directors, and former 2nd vice-chair Hawaii Foodbank.

In light of his professionalism, commitment and extensive work experience related to E911 and Telecommunications, I 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.

GM 303

**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

February 25, 2010

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 16 years. My wife is a local girl and we 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, 16 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 16 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 an active participant in the Wireless Enhanced 911 Board meetings and subcommittee meetings for nearly two years as a visitor, interim Board member and as a

confirmed Board member. Hopefully the Board feels my contributions are of value and that I've stepped up to the challenge no matter the topic or issue.

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 303
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 have been an active participant in the Wireless enhanced E911 board meetings for nearly two years as a visitor, interim Board member and a confirmed Board member.

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 16 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, 16 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 16 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 June 2008 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 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 911 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.