

NEIL ABERCROMBIE
GOVERNOR



BRUCE A. COPPA
Comptroller

RYAN OKAHARA
Deputy Comptroller

STATE OF HAWAII
DEPARTMENT OF ACCOUNTING
AND GENERAL SERVICES
P.O. BOX 119
HONOLULU, HAWAII 96810-0119

TESTIMONY
OF
BRUCE A. COPPA, COMPTROLLER
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
TO THE
HOUSE COMMITTEE
ON
CONSUMER PROTECTION AND COMMERCE
ON
February 16, 2011
H.B. 1000, H.D. 1

RELATING TO ENHANCED 911 SERVICES

Chair Herkes and members of the Committee, thank you for the opportunity to testify on H.B. 1000, H.D. 1.

The Department of Accounting and General Services is in support of H.B. 1000, H.D. 1. Our testimony is not being made on behalf of the Wireless Enhanced 911 Board.

The purpose of this bill is to establish a single entity to administer all enhanced 9-1-1 services for the State of Hawaii. The State of Hawaii is only one of six states that does not have a single entity for the coordination of enhanced 9-1-1 services. The State of Hawaii established and appointed members of the Wireless Enhanced 9-1-1 Board (the Board) to administer the wireless enhanced 9-1-1 service in 2004. Today 9-1-1 technologies have matured and converged to a point where systems required to serve the public are blended. This legislation is proposing that a single entity administer enhanced 9-1-1 services for the State of Hawaii, expanding

representation on the Board and adding to the responsibility of the board for inclusion of all 9-1-1 services.

Currently, the State of Hawaii utilizes the Wireless Enhanced 9-1-1 Board to administer enhanced 9-1-1 services only for the deployment and maintenance of wireless 9-1-1 services. Since this Board was appointed in 2004, enhanced 9-1-1 services have converged to a point that systems required to provide such service have evolved to accept other forms of communications far beyond wired and wireless communications including text, video and telematics data (i.e. motor vehicle systems which transmit accident notification information to public safety answering points). The 9-1-1 Centers are already receiving emergency calls for help from the new and emerging technologies such as Voice Over Internet Protocol (VOIP), converged networks (wireless and broadband) and text message communications service providers.

However, the 9-1-1 Centers must be upgraded to the next generation of 9-1-1 technology to keep pace with the demands for enhanced 9-1-1 response and emergency services dispatch. To address this funding requirement, the proposed bill will expand the scope of the current law so that the wireless enhanced 911 surcharge would be applicable to the new and emerging technologies like broadband service, IP-enabled service, and text messages. This bill would not have any impact on the surcharge collected by companies as set forth by section 269-16.95.

This legislation also amends the current law:

1. Change the name of the “Wireless Enhanced 911 Board” to “Enhanced 911 Board”
2. Increases the voting members from eleven (11) to thirteen (13). The additional members are for a representative from a VOIP company and a representative chosen by the mayor of the city and county of Honolulu.

We would also like to request the following revisions to the bill.

1. Delete the definition of the “9-1-1 Coordinator” and section 138-2 (l) which outlines the appointment and responsibilities of the 9-1-1 Coordinator. The federal Wireless Telecommunications and Public Safety Act of 1999 does not require that the State have a 911 coordinator.
2. The modification to section 138-2 (3), be revised to add after “Molokai”, “and a representative, chosen by the mayor of the city and county of Honolulu” and delete “except as otherwise provided by law, from a list of five names submitted by each respective public safety answering point.” Without this revision, the Molokai public safety answer point will not be represented. The bill should read as follows:

(3) One representative each from the public safety answering points for Oahu, Hawaii, Kauai, Maui, and Molokai and a representative, chosen by the mayor of the city and county of Honolulu, who shall be appointed by the governor, as provided in section 26-34;

The benefit to the public is a comprehensive, efficient, and coordinated approach to implementation, administration, and operations for 9-1-1 systems in the State of Hawaii which match the level of technology used by the public to originate 911 calls.

Thank you for the opportunity to testify on this matter.

TESTIMONY
OF
PAUL K. FERREIRA, CHAIR
STATE OF HAWAI'I, WIRELESS ENHANCED 911 BOARD
TO THE
HOUSE COMMITTEE
ON
CONSUMER PROTECTION AND COMMERCE
REPRESENTATIVE ROBERT N. HERKES, CHAIR
REPRESENTATIVE RYAN I. YAMANE, VICE CHAIR
ON
FEBRUARY 16, 2011
2:05 P.M.
STATE CAPITOL, CONFERENCE ROOM 325

**IN SUPPORT OF
HOUSE BILL 1000, S.D. 1,
RELATING TO ENHANCED 911 SERVICES**

Dear Representative Herkes and Members:

I am Paul Ferreira, the Deputy Police Chief for the Hawai'i Police Department; however, I am providing testimony as the Chair of the Wireless Enhanced 911 (E911) Board that is comprised of representatives from each of the Public Safety Answering Points (PSAPs) and representatives of the wireless carriers.

The members of the Wireless E911 Board were instrumental in the drafting of this legislation and strongly support the passage of House Bill 1000, S.D. 1, Relating to Enhanced 911 Services that seeks to establish a single entity to administer enhanced 911 services for the State and expand the membership and responsibilities of the Wireless E911 Board.

The State of Hawai'i is one of only six states that does not have a single entity that coordinates all E911 services. Currently there is only one state board, the Wireless E911 Board that was established in 2004, that administers E911 services in the State of Hawai'i, however strictly for deployment of wireless 911 services in the State.

Public Law 110-283; New and Emerging Technologies 911 Improvement Act of 2008 became law on July 23, 2008, facilitating the rapid deployment of IP-enabled 911 and E911 services, and encourages the Nation's transition to a national IP-enabled emergency network and improve 911 and E911 access to those with disabilities.

The current Wireless E911 Board recognizes that the efficient management of 911 Emergency Networks saves lives and dramatically reduces the liability of government entities and agencies. Furthermore, the technologies involved in providing E911 services have converged to a point that systems required to provide such service are blended and E911 systems are evolving to

Representative Robert N. Herkes
Chair and Members
Committee on Consumer Protection and Commerce
February 16, 2011
Page 2

Re: In Support of House Bill 1000, HD 1, Relating to Enhanced 911 Services

accept other forms of communications such as text messaging, streaming video, and other forms of electronic data.

Under the current law, the surcharges for wireline and wireless E911 service do not account for new and emerging technologies such as broadband service or IP-enabled services. As communication devices continue to be introduced to the public that implement the convergence of communications and information technology services over one device (e.g., Smart-phones), the need for improvement to the E911 network cannot be overstated. The PSAPs are already facing the rapidly emerging technology and are required by public law to answer E911 calls being delivered by several different modes of communications such as analog phone, digital voice, Voice over IP (VoIP), text messaging, streaming video messaging, etc. All of these technologies are required to access the E911 network to enable callers to call 911 for emergency assistance. Additionally, the current Wireless E911 Board does not include representation of these other communications service providers.

Therefore, in the interest of the safety of the public and visitors to Hawai'i, this legislation is proposed to address the need for a single state entity to administer E911 services for the State of Hawai'i.

This legislation will assist in enhancing the 911 emergency telephone reporting services that will allow for the delivery of a request for emergency services via 911 from all communications technologies. In addition, the public will benefit from a more comprehensive, efficient and coordinated implementation, administration and operation of 911 services for the State of Hawai'i.

For the reasons above, we strongly urge this committee to approve House Bill 1000, HD 1, Relating to Enhanced 911 Services.

Thank you for allowing me to testify on this bill.

Sincerely,

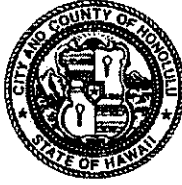


PAUL K. FERREIRA
CHAIR
WIRELESS E911 BOARD

POLICE DEPARTMENT
CITY AND COUNTY OF HONOLULU

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TELEPHONE: (808) 529-3111 · INTERNET: www.honoluluupd.org

PETER B. GARLISLE
MAYOR



LOUIS M. KEALOHA
CHIEF

DELBERT T. TATSUYAMA
RANDAL K. MACADANGDANG
DEPUTY CHIEFS

OUR REFERENCE JC-LS

February 16, 2011

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

Dear Chair Herkes and Members:

Subject: House Bill No. 1000, H.D. 1, Relating to Enhanced 9-1-1 Services

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

The HPD supports House Bill No. 1000, H.D. 1, and the amendments it makes to chapter 138, Enhanced 9-1-1 Services, of the Hawaii Revised Statutes. The amendments establish several new definitions to clarify the meanings and contain two main additions to the law. These changes include the creation of a single entity, referred to as the 9-1-1 coordinator, to administer the enhanced 9-1-1 services between the Wireless Enhanced 9-1-1 (WE 9-1-1) Board and the State of Hawaii. It also expands the membership and responsibilities of the WE 9-1-1 Board.

The addition of a 9-1-1 coordinator will provide a more efficient and effective means for the board to create a more consistent development of the 9-1-1 system statewide. This cohesiveness will assist to ensure that all Public Safety Answering Points (PSAPs) in the state are working together. The coordinator can ensure that all types of calls for service, whether from landlines, wireless, or Voice over Internet Protocol (VoIP), are considered in the design and operation of 9-1-1 services.

This bill also increases the membership of the WE 9-1-1 Board from 11 to 13 representatives. Both additional representatives will provide a greater depth of knowledge to the board. The first additional representative will be selected from the primary PSAP, which currently is not represented. The second representative will be chosen from a communications service company that offers interconnected VoIP services. This representative will be an integral part of the Next Generation 9-1-1 developments.

Serving and Protecting With Aloha

The Honorable Herkes
and Members
Page 2
February 16, 2011

In 2004, the State of Hawaii established the WE 9-1-1 Board and the \$0.66 surcharge on cellular telephones. This surcharge created the fund, which is used to improve the 9-1-1 system. Since that time, the fund has recovered between \$9 million to \$12 million annually. The money has been used statewide to pay for basic costs and advanced technology for the 9-1-1 system with the intention that the best system will save lives and it has.

The 9-1-1 system has always been a highly technological field, but it became even more so with the passage of the New and Emerging Technologies Act in 2008. This act requires all PSAPs to move to a Next Generation, internet protocol (IP)-based 9-1-1 system. This upgrade will allow the 9-1-1 system to capture not only voice transmissions but also text messaging, video streams, and photographs.


The HPD's Communications Division is the primary PSAP for the City and County of Honolulu, and in that role we are committed to keeping the community safe. The HPD believes that the community's safety rests on having the best communications equipment so we can deliver expeditious emergency services to every call for service. As a result, the HPD urges this committee to support these amendments. The WE 9-1-1 Board assists all of the PSAPs in the state to purchase and maintain the best equipment.

Thank you for giving us the opportunity to express our support for these amendments.

Sincerely,


JANET CROTTEAU, Major
Communications Division

APPROVED:


LOUIS M. KEALOHA
Chief of Police

William P. Kenoi
Mayor



Harry S. Kubojiri
Police Chief

Paul K. Ferreira
Deputy Police Chief

County of Hawai'i

February 14, 2011

POLICE DEPARTMENT

349 Kapi'olani Street • Hilo, Hawai'i 96720-3998
(808) 935-3311 • Fax (808) 961-2389

Representative Robert N. Herkes
Chair and Members
Committee on Consumer Protection and Commerce
State Capitol
415 South Beretania Street, Room 325
Honolulu, Hawai'i 96813

Re: House Bill 1000, HD 1, Relating to Enhanced 911 Services

Dear Representative Herkes and Members:

The Hawai'i Police Department strongly supports the passage of House Bill 1000, HD 1, Relating to Enhanced 911 Services, seeking to establish a single entity to administer enhanced 911 services for the State and expands the membership and responsibilities of the Wireless Enhanced 911 Board.

The State of Hawai'i is only one of six states that does not have a single entity that coordinates all enhanced 911 services. Currently there is only one state board, the Wireless Enhanced 911 Board that was established in 2004, that administers enhanced 911 services in the State of Hawai'i, however strictly for deployment of wireless 911 services in the State.

Public Law 110-283; New and Emerging Technologies 911 Improvement Act of 2008, became law on July 23, 2008; facilitating the rapid deployment of IP-enabled 911 and E-911 services, encourages the Nation's transition to a national IP-enabled emergency network, and improve 911 and E-911 access to those with disabilities.

The current Wireless Enhanced 911 Board recognizes that the efficient management of 911 Emergency Networks saves lives and dramatically reduces the liability of government entities and agencies. Furthermore, the technologies involved in providing enhanced 911 services have converged to a point that systems required to provide such service are blended and enhanced 911 systems are evolving to accept other forms of communications such as text, video, etc.

Under the current law, the surcharges for wireline and wireless enhanced 911 service do not account for new and emerging technologies such as broadband service or IP-enabled services. As communication devices continue to be introduced to the public that implement the

Representative Robert N. Herkes
Chair and Members
Committee on Consumer Protection and Commerce
February 14, 2011
Page 2

Re: House Bill 1000, HD 1, Relating to Enhanced 911 Services

convergence of communications and information technology services over one device (e.g., Smart-phones), the need for improvement to the E9-1-1 network cannot be overstated. The Public Safety Answering Points (PSAPs) are already facing the rapidly emerging technology and are required by public law to answer E9-1-1 calls being delivered by several different modes of communications such as analog phone, digital voice, Voice over IP (VoIP), text messaging, streaming video messaging, etc. All of these technologies are required to access the E9-1-1 network to enable callers to call 9-1-1 for emergency assistance. Additionally, the current Wireless Enhanced 911 Board does not include representation of these other communications service providers.

Therefore, in the interest of the safety of the public and visitors to Hawai'i, this legislation is proposed to address the need for a single state entity to administer enhanced 911 services for the State of Hawai'i.

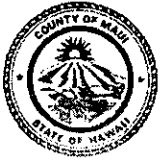
This legislation will assist in enhancing the 911 emergency telephone reporting services that will allow for the delivery of a request for emergency services via 911 from all communications technologies. In addition, the public will benefit from a more comprehensive, efficient and coordinated implementation, administration and operations of 911 services for the State of Hawaii.

For the reasons above, we strongly urge this committee to approve House Bill 1000, HD 1, Relating to Enhanced 911 Services.

Thank you for allowing the Hawai'i Police Department to testify on this bill.

Sincerely,


HARRY S. KUBOJIRI
POLICE CHIEF



ALAN M. ARAKAWA

MAYOR

OUR REFERENCE

YOUR REFERENCE

POLICE DEPARTMENT
COUNTY OF MAUI

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



GARY A. YABUTA
CHIEF OF POLICE

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

February 14, 2011

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

RE: House Bill No. 1000, HD1, Relating to Enhanced 911 Services;
Surcharge; Fund; Board

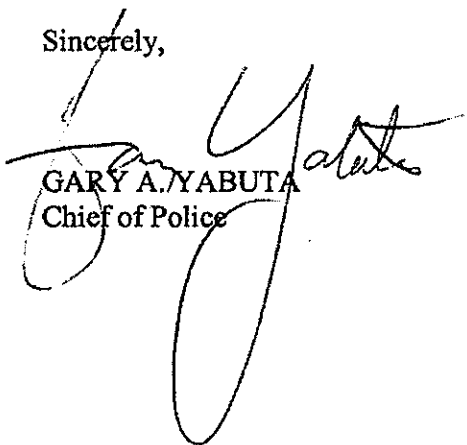
Dear Chair Herkes and Members of the Committee:

The Maui Police Department supports the passage of H.B. No. 1000, HD1. This bill establishes a single entity to administer enhanced 911 services for the State and expands the membership and responsibilities of the Wireless enhanced 911 Board. With the passage of this bill, the public will benefit from a more comprehensive, efficient and coordinated implementation of the administration and operation of 911 services for Hawaii.

The Maui Police Department asks for your support of H.B. No. 1000, HD1.

Thank you for the opportunity to testify.

Sincerely,


GARY A. YABUTA
Chief of Police

HB 1000 HD1
RELATING TO ENHANCED 911 SERVICES
JAMES LACLAIR
BOARD MEMBER
WIRELESS ENHANCED 911
Wednesday, February 16, 2011

Chair Herkes and members of the Consumer Protection & Commerce
Committee:

I am Jim LaClair, testifying as a member of the Wireless Enhanced 911 Board on
HB 1000 HD1, " RELATING TO ENHANCED 911 SERVICES."

I respectfully request your committee's support of HB 1000 HD1 as crafted and
approved by the Wireless Enhanced Board of Directors. I was part of an executive
committee chartered by the Wireless Enhanced Board of Directors to help draft this
legislation. The committee, which included representatives from the local wireless and
communication providers, County police departments, and other local support agencies,
feel this bill offers the best path to evolve the Wireless Enhance 911 Board into a Board
with broader scope that can better help Hawaii implement 911 technologies now and
into the future.

I respectfully request your committee to support HB 1000 HD1.

Thank you for the opportunity to testify.

**HOUSE COMMITTEE ON
CONSUMER PROTECTION AND COMMERCE**

February 16, 2011

House Bill 1000, HD 1 Relating to Enhanced 911 Services

Chair Herkes and members of the House Committee on Consumer Protection and Commerce, I am Rick Tsujimura, representing General Motors, LLC (General Motors).

General Motors supports House Bill 1000, HD 1 Relating to Enhanced 911 Services as written in House Draft 1 and urges passage of this measure as drafted.

Thank you for the opportunity to present this testimony.



STATE OF HAWAII
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS

830 PUNCHBOWL STREET, ROOM 321
HONOLULU, HAWAII 96813
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Phone: (808) 586-8842 / Fax: (808) 586-9099
Email: dlir.director@hawaii.gov

February 15, 2011

The Honorable Robert Herkes, Chair
Committee on Consumer Protection and Commerce
House of Representatives
State Capitol, Room 320
Honolulu, Hawaii 96813

Dear Chair Herkes:

Subject: H.B. 1000, H.D. 1 Relating to Enhanced 911 (E911) Services

I am Kenneth G. Silva, Chair of the State Fire Council (SFC) and Fire Chief of the Honolulu Fire Department (HFD). The SFC and the HFD support H.B. 1000, H.D. 1, which proposes to establish a single entity to administer E911 services for the state and expands the membership and responsibilities of the Wireless E911 Board.

The Wireless E911 Board recognizes that the efficient management of 911 emergency networks saves lives and dramatically reduces the liability of government entities and agencies. The technologies involved in providing E911 services have converged to a point that systems required to provide such services are blended and evolving to accept other forms of communications, such as text, video, and telematics data.

This bill will assist in enhancing the 911 emergency telephone reporting services, which will allow for the delivery of emergency services via 911 from all communications technologies. In addition, the public will benefit from a more comprehensive, efficient, and coordinated implementation, administration, and operation of 911 services for the state.

The SFC and the HFD respectfully urge your committee's passage of H.B. 1000, H.D. 1.

Should you have any questions, please call SFC Administrator Socrates Bratakos at 723-7151.

Sincerely,

A handwritten signature in cursive script that reads "Kenneth G. Silva".

KENNETH G. SILVA
Chair

KGS/LR:cn

CPCtestimony

From: mailinglist@capitol.hawaii.gov
Sent: Tuesday, February 15, 2011 10:33 AM
To: CPCtestimony
Cc: roxanne.kinores-medeiros@mauicounty.gov
Subject: Testimony for HB1000 on 2/16/2011 2:05:00 PM

Testimony for CPC 2/16/2011 2:05:00 PM HB1000

Conference room: 325
Testifier position: support
Testifier will be present: No
Submitted by: Jeffrey Murray
Organization: Maui Fire Department
Address:
Phone:
E-mail: roxanne.kinores-medeiros@mauicounty.gov
Submitted on: 2/15/2011

Comments:

CPCtestimony

From: mailinglist@capitol.hawaii.gov
Sent: Tuesday, February 15, 2011 1:14 PM
To: CPCtestimony
Cc: czaima@kauai.gov
Subject: Testimony for HB1000 on 2/16/2011 2:05:00 PM

Testimony for CPC 2/16/2011 2:05:00 PM HB1000

Conference room: 325
Testifier position: support
Testifier will be present: No
Submitted by: Robert F. Westerman
Organization: County of Kauai Fire Department
Address:
Phone:
E-mail: czaima@kauai.gov
Submitted on: 2/15/2011

Comments:



BERNARD P. CARVALHO, JR.
Mayor

GARY K. HEU
Managing Director

POLICE DEPARTMENT COUNTY OF KAUAI

3990 KAANA STREET, SUITE 200
LIHUE, HAWAII 96766-1268
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DARRYL D. PERRY
Chief of Police
dperry@kauai.gov
www.kauaipd.org

February 15, 2011

THE HONORABLE ROBERT N HERKES, CHAIR
COMMITTEE ON CONSUMER PROTECTION & COMMERCE
HOUSE OF REPRESENTATIVES
TWENTY-SIXTH LEGISLATURE
REGULAR SESSION OF 2011

RE: TESTIMONY OF THE KAUA'I POLICE DEPARTMENT on HB1000, HD1

Honorable Chair and Members of the Committee,

The Kaua'i Police Department SUPPORTS the passage of House Bill 1000, HD1, relating to the expansion of the Wireless Enhanced 911 Board's duties and responsibilities. This bill establishes a single entity to administer enhanced 911 services for the State. Residential and business 911 services for landlines have not had the degree of oversight provided to wireless 911 services. This bill will expand the responsibilities of the Wireless Enhanced 911 Board to provide this oversight.

Sincerely,

MARK N. BEGLEY
Acting Chief of Police
(808) 241-1646
mbegley@kauai.gov

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

PETER B. CARLISLE
MAYOR



GORDON J. BRUCE
DIRECTOR & CIO

TESTIMONY
of
GORDON J. BRUCE, DIRECTOR AND CHIEF INFORMATION OFFICER
Department of Information Technology
City and County of Honolulu
before the
COMMITTEE ON CONSUMER PROTECTION & COMMERCE
on
Wednesday, February 16, 2011
2:05 p.m.
State Capitol, Conference Room 325

In consideration of
HOUSE BILL NO. 1000 – RELATING TO ENHANCED 911 SERVICES.

Chair Herkes, Vice Chair Yamane, and Members of the Committee on Consumer Protection & Commerce.

As the Director of the Department of Information Technology for the City and County of Honolulu, I support HB 1000, HD1.

POSITION:

The City & County of Honolulu, Department of Information Technology, supports HB 1000, HD1, that establishes a single entity to administer enhanced 911 services for the State and expands the membership and responsibilities of the Wireless Enhanced 911 Board. Effective July 1, 2020.

COMMENTS:

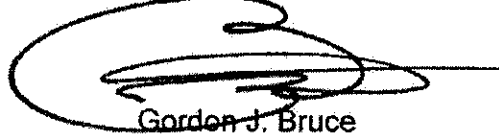
The increased need for interoperable communications and support of the numerous disparate 911 communications warrants the oversight of 911 administration by a single entity.

The Honorable Robert N. Herkes, Chair
The Honorable Ryan I. Yamane, Vice Chair
Committee on Consumer Protection & Commerce
Testimony – HB 1000, Relating to Enhanced 911 Services
Date: Wednesday, February 16, 2011
Time: 2:05 p.m.
Place: Conference Room 325, State Capitol
Page 2

We applaud the purpose of this bill and also further emphasize the importance of keeping the funds in tact so that the counties can deliver the necessary 911 capabilities that the citizen demands.

Thank you for this opportunity to testify in support of HB 1000.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Gordon J. Bruce", is written over a horizontal line. The signature is enclosed within a large, hand-drawn oval.

Gordon J. Bruce
Director and Chief Information Officer