

HB1000, hd2

Measure Title:

RELATING TO ENHANCED 911 SERVICES

Report Title:

Establishes a single entity to administer enhanced 911 services for the State and expands the membership and responsibilities of the Enhanced 911 Board. Effective July 1, 2020.
(HD 1000 HD2)

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
SENATE COMMITTEES
ON
PUBLIC SAFETY, GOVERNMENT OPERATIONS, AND MILITARY AFFAIRS
AND
ECONOMIC DEVELOPMENT AND TECHNOLOGY
ON
March 17, 2011

H.B. 1000, H.D. 2

RELATING TO ENHANCED 911 SERVICES

Chair Espero, Chair Fukunaga, and members of the Committees, thank you for the opportunity to testify on H.B. 1000, H.D. 2.

The Department of Accounting and General Services (DAGS) supports H.B. 1000, H.D.

2. DAGS' 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.



STATE OF HAWAII
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS

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March 15, 2011

The Honorable Will Espero, Chair
Committee on Public Safety, Government
Operations, and Military Affairs
The State Senate
State Capitol, Room 231
Honolulu, Hawaii 96813

The Honorable Carol Fukunaga, Chair
Committee on Economic Development
and Technology
The State Senate
State Capitol, Room 216
Honolulu, Hawaii 96813

Dear Chairs Espero and Fukunaga:

Subject: H.B. 1000, H.D. 2 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. 2, which proposes to establish a single entity to administer E911 services for the state and expand the membership and responsibilities of the Wireless E911 Board.

The Wireless E911 Board recognizes that 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 where 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 911 emergency telephone reporting services and 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 Honorable Will Espero, Chair
The Honorable Carol Fukunaga, Chair
Page 2
March 15, 2011

The SFC and the HFD respectfully urge your committees' passage of H.B. 1000, H.D. 2.

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

Sincerely,

A handwritten signature in black ink, appearing to read "Kenneth G. Silva". The signature is written in a cursive style with a large initial "K".

KENNETH G. SILVA
Chair

KGS/LR:cn

Senator Will Espero, Chair
Senate Committee On Public Safety, Government Operations, And Military Affairs
Senator Carol Fukunaga, Chair
Senate Committee On Economic Development And Technology
March 14, 2011
Page 2

Re: In Support of House Bill 1000, HD 2, Relating to Enhanced 911 Services

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 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.

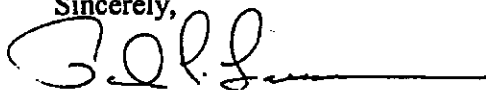
Therefore, in the interest of the safety of the public and visitors to Hawai'i, this legislation is proposed to address the need for a single state entity to administer E911 services for the State of Hawai'i.

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 2, Relating to Enhanced 911 Services.

Thank you for allowing me to testify on this bill.

Sincerely,



PAUL K. FERREIRA
CHAIR
WIRELESS E911 BOARD

HB 1000 HD2
RELATING TO ENHANCED 911 SERVICES
JAMES LACLAIR
BOARD MEMBER
WIRELESS ENHANCED 911
Thursday, March 17, 2011
WRITTEN ONLY

Chair Espero, Chair Fukunaga, and Members of the Senate Public Safety, Government Operations, and Military Affairs and Economic Development and Technology Committees:

I am Jim LaClair, testifying as a member of the Wireless Enhanced 911 Board on HB 1000 HD2, "RELATING TO ENHANCED 911 SERVICES."

I respectfully request your committee's support of HB 1000 HD2 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 HD2.

Thank you for the opportunity to testify.

POLICE DEPARTMENT
CITY AND COUNTY OF HONOLULU

801 SOUTH BERETANIA STREET · HONOLULU, HAWAII 96813
TELEPHONE: (808) 529-3111 · INTERNET: www.honolulu.police.org

PETER B. CARLISLE
MAYOR



LOUIS M. KEALOHA
CHIEF

DELBERT T. TATSUYAMA
RANDAL K. MACADANGDANG
DEPUTY CHIEFS

OUR REFERENCE JC-LS

March 17, 2011

The Honorable Will Espero, Chair
and Members
Committee on Public Safety, Government
Operations, and Military Affairs
The Honorable Carol Fukunaga, Chair
and Members
Committee on Economic Development
and Technology
The Senate
State Capitol
Honolulu, Hawaii 96813

Dear Chairs Espero and Fukunaga and Members:

Subject: House Bill No. 1000, H.D. 2, 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. 2, 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 Will Espero, Chair
and Members
The Honorable Carol Fukunaga, Chair
and Members
Page 2
March 17, 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.

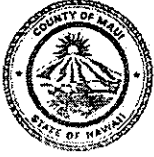
Thank you for giving us the opportunity to express our support for these amendments.

Sincerely,


JANET CROTTEAU, Major
Communications Division

APPROVED:


LOUIS M. KEALOHA
Chief of Police



ALAN M. ARAKAWA

MAYOR

OUR REFERENCE

YOUR REFERENCE

POLICE DEPARTMENT

COUNTY OF MAUI

55 MAHALANI STREET
WAILUKU, HAWAII 96793
(808) 244-6400
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GARY A. YABUTA
CHIEF OF POLICE

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

March 15, 2011

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

RE: House Bill No. 1000, H.D. No. 2, Relating to Enhanced 911 Services

Dear Chair Espero and Members of the Committee:

The Maui Police Department supports the passage of H.B. No. 1000 HD2. 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 for H.B. No. 1000, H.D. No.

2.

Thank you for the opportunity to testify.

Sincerely,

FOR: GARY A. YABUTA
Chief of Police



BERNARD P. CARVALHO, JR.
Mayor

GARY K. HEU
Managing Director

POLICE DEPARTMENT COUNTY OF KAUAI

3990 KAANA STREET, SUITE 200
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DARRYL D. PERRY
Chief of Police
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THE SENATE THE TWENTY-SIXTH LEGISLATURE REGULAR SESSION OF 2011

COMMITTEE ON PUBLIC SAFETY, GOVERNMENT OPERATIONS, AND MILITARY AFFAIRS

**Senator Will Espero, Chair
Senator Michelle Kidani, Vice Chair**

COMMITTEE ON ECONOMIC DEVELOPMENT AND TECHNOLOGY

**Senator Carol Fukunaga, Chair
Senator Glenn Wakai, Vice Chair**

March 14, 2011

RE: TESTIMONY OF THE KAUA'I POLICE DEPARTMENT on HB1000, HD2

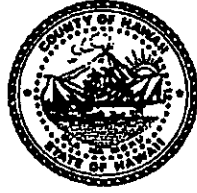
Honorable Senators,

The Kaua'i Police Department SUPPORTS the passage of House Bill 1000, HD2, 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
Assistant Chief of Police
(808) 241-1646
mbegley@kauai.gov

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 • Ililo, Hawai'i 96720-3998
(808) 935-3311 • Fax (808) 961-2389

March 14, 2011

Senator Will Espero, Chair
Senate Committee On Public Safety, Government Operations, And Military Affairs
Chair and Members
Senator Carol Fukunaga, Chair
Senate Committee On Economic Development And Technology
Chair and Members
State Capitol
415 South Beretania Street, Room 308
Honolulu, Hawai`i 96813

Re: House Bill 1000, HD 2, Relating to Enhanced 911 Services

Dear Senator Espero, Senator Fukunaga, and Members:

The Hawai`i Police Department **strongly supports** the passage of House Bill 1000, HD 2, 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.

Senator Will Espero, Chair
Senate Committee On Public Safety, Government Operations, And Military Affairs
Senator Carol Fukunaga, Chair
Senate Committee On Economic Development And Technology
March 14, 2011
Page 2

Re: In Support of House Bill 1000, HD 2, Relating to Enhanced 911 Services

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 implements the 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.

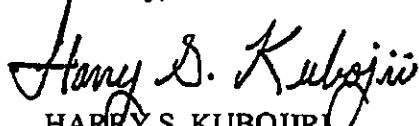
Therefore, in the interest of the safety of the public and visitors to Hawai'i, this legislation is proposed to address the need for a single state entity to administer enhanced 911 services for the State of Hawai'i.

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 2, 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

TESTIMONY
OF
PAUL K. FERREIRA, CHAIR
STATE OF HAWAI'I, WIRELESS ENHANCED 911 BOARD
TO THE
SENATE COMMITTEE
ON
PUBLIC SAFETY, GOVERNMENT OPERATIONS, AND MILITARY AFFAIRS
SENATOR WILL ESPERO, CHAIR
SENATOR MICHELLE KIDANI, VICE CHAIR
AND TO THE
SENATE COMMITTEE
ON
ECONOMIC DEVELOPMENT AND TECHNOLOGY
SENATOR CAROL FUKUNAGA, CHAIR
SENATOR GLENN WAKAI, VICE CHAIR
ON
MARCH 17, 2011
2:45 P.M.
STATE CAPITOL, CONFERENCE ROOM 224

**IN SUPPORT OF
HOUSE BILL 1000, H.D. 2,
RELATING TO ENHANCED 911 SERVICES**

Dear Senator Espero, Senator Fukunaga, 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, H.D. 2, 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, 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.

Kelvin Rasmussen
91-1203 Hanaloa Street
Ewa Beach, Hawaii 96706

March 16, 2011

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

The Honorable Carol Fukunaga, Chair
and Members of the Committee on Economic Development and Technology
Hawaii State Senate
State Capitol
Honolulu, Hawaii 96813

Dear Chairs Espero, Fukunaga and Members of the Joint Committees:

My name is Kelvin Rasmussen, and I wanted to provide testimony in support of House Bill 1000, HD2, Relating to Enhanced 911 Services.

I am a student at Our Lady of Perpetual Help in Ewa Beach. This year, my science project was about, "How 911 Works". It finished in third place and has now been entered into the State Science Fair.

I was able to attend a Wireless Enhanced 911 Board Meeting and tour the Honolulu Police Department's 911 center. I was also able to visit the Honolulu Fire Department's 911 dispatch. I was also able to meet with people at the Honolulu Department of Information Technology who helped me to understand about how the system works. What I learned was the importance of 911 and how it works, how it saves lives, and how it is changing.

There were many other things that I learned. I learned that the 911 centers were called PSAP's, which means public safety answering point and much more. I saw how people could use their mobile telephones to place a 911 call and see the 911 dispatcher see their location on a map. I also saw how the older wired telephone addresses showed up when a call was made. I also learned that in the future that I can use text messages to send 911 messages.

The Honorable Will Espero, Chair
and Members of the Committee on Public Safety, Government Operations, and
Military Affairs

The Honorable Carol Fukunaga, Chair
and Members of the Committee on Economic Development and Technology

March 16, 2011

Page 2

There are many different types of 911 calls. It makes sense to me that having one organization like the E911 Board to see what is going on. It is because of what I learned about 911 that I hope that the State legislators approve this bill to make sure that all of the 911 systems work well together.

Thank you for giving me the opportunity to submit this testimony.

Sincerely,

Kelvin Rasmussen

Kelvin Rasmussen