

**LATE TESTIMONY**

**TESTIMONY IN SUPPORT OF HOUSE BILL 1000  
Relating to Enhanced 911 Services**

Committee on Public Safety, and Military Affairs  
Representative Henry J.C. Aquino, Chair  
Representative Ty Cullen, Vice Chair

February 10, 2011  
9:00 A.M.  
State Capitol, Conference Room 309

Representative Aquino and Members of the Committee:

I am Paul Ferreira, the Deputy Chief for the Hawai'i Police Department, however, this morning, I am representing the Wireless Enhanced 911 Board, whose members is comprised of representatives from each of the Public Safety Answering Points (PSAPs) and representatives of the wireless carriers, were instrumental in the drafting of this legislation. The Board strongly supports the passage of Senate Bill 1227, 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 Enhanced 911 Board.

The State of Hawai'i is one of only 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 and Telematics data.

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.



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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 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, and Telematics from vehicles (i.e., OnStar). 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 operation of 911 services for the State of Hawai'i.

For the reasons above, we strongly urge this committee to approve Senate Bill 1227, Relating to Enhanced 911 Services.

Thank you for allowing me to testify on this bill.



# LATE TESTIMONY

NEIL ABERCROMBIE  
GOVERNOR



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Comptroller

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TESTIMONY  
OF  
BRUCE A. COPPA, COMPTROLLER  
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES  
TO THE  
HOUSE COMMITTEE  
ON  
PUBLIC SAFETY & MILITARY AFFAIRS  
ON  
February 10, 2011

H.B. 1000

RELATING TO ENHANCED 911 SERVICES

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

The Department of Accounting and General Services is in support of H.B. 1000. 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, technologies involved in providing 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 telematics 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 telematics data. 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.

