

# GM 581

Submitting for consideration and confirmation to the Wireless Enhanced 911 Board, Gubernatorial Nominee, SU SHIN, for a term to expire 6-30-2014.

TESTIMONY  
OF  
SU SHIN  
TO THE  
SENATE COMMITTEE  
ON  
PUBLIC SAFETY, GOVERNMENT OPERATIONS, AND MILITARY AFFAIRS  
ON  
FEBRUARY 23, 2012

G.M. 581

Submitting for consideration and confirmation to the Enhanced 911 (e-911) Board, Gubernatorial Nominee, SU SHIN, for a term to expire on June 30, 2014.

Chair Espero and members of the Committee, thank you for the opportunity to appear before you today.

Enhanced 911 is a vital part of our state's emergency response system, and once fully deployed, I am confident that it will save lives throughout our state. Unlike the legacy 911 systems of the past, enhanced 911 systems enable the Public Safety Answering Points or PSAPS across the state to have immediate access to a caller's phone number and location, whether they are calling from a wireline or wireless phone. I believe the e-911 Board is critical to ensuring Hawaii's residents and visitors have continued access to essential and life-saving enhanced 911 services now and into the future. I believe my role on the board is to ensure the e-911 funds are used appropriately to this end. Knowing that the life of someone I know and love could one day be impacted by the decisions I make as a member of the e-911 board, brings both a great sense of pride and responsibility.

I believe my background and experience well qualifies me for this important appointment. My professional experience spans a diversity of roles and industries, from being the interviewer at KHNL-TV to being interviewed as the Chief Communications Officer at the Honolulu Board of Water Supply. Currently, as a key member of Waimana Enterprises' executive management team, I am involved in

overall strategic planning and organizational leadership. I have also been tasked with launching and managing our new statewide wireless company, Sandwich Isles Wireless (SIW). SIW's goal is to ensure native Hawaiians across Hawaiian Home Lands have access to reliable and affordable wireless broadband telecommunications services. This new venture requires creating and maintaining critical partnerships with government, private sector, and non-profit agencies. Furthermore, my many years of serving as a communicator and executive have taught me the value of collaboration, diplomacy, and integrity.

As a firm believer in the importance and power of public service, it would be an honor to serve on the e-911 board.

In closing, I would like to thank this Committee for your service to the people of Hawaii and for providing me with the opportunity to be here today. Thank you for considering my nomination.

At this time, I would be happy to answer any questions the Committee may have.

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**From:** sshin@waimana.com  
**Sent:** Tuesday, February 21, 2012 5:19 PM  
**To:** Sen. Will Espero  
**Subject:** Enhanced 911 Board nomination

Aloha Senator Espero,

Per your letter dated February 14, 2012, to assist the Senate with its confirmation process, please find answers to your questions below:

1. Why do you wish to be a member of the Wireless Enhanced 911 Board?  
**I wish to be a member of the Enhanced 911 Board because I believe in the importance of public service and wish to do my part to ensure Hawaii is able to implement and maintain an effective enhanced 911 system that will help save lives across the state now and into the future.**
2. 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.  
**Based on my understanding of the role and responsibilities of a member of the Enhanced 911 Board, I believe that I am qualified to serve as a board member because I have the experience and knowledge to be able to provide valuable feedback and leadership. While my professional experience spans a diversity of roles and industries, the many years I have served as a communicator and executive have taught me the value of collaboration, diplomacy, and integrity, which I believe will provide tremendous value in my role as a member of the e-911 Board. As a news reporter for KHNL-TV, I learned the value of establishing and nurturing relationships. At the Honolulu Board of Water Supply, I spearheaded a strategic planning initiative that engaged the executive management team and larger employee base to determine the organization's vision, mission, and objectives. Currently, as a key member of Waimana Enterprises' management team, I provide executive leadership and spearhead key initiatives that further our organizational objectives. Furthermore, I have been tasked with launching and managing our new statewide wireless company, Sandwich Isles Wireless, which provides wireless broadband telecommunications services on Hawaiian Home Lands. This requires creating and maintaining critical partnerships with government, private sector, and non-profit agencies. All of these skills, expertise and knowledge will aid in my decision-making ability as a member of the Enhanced 911 Board.**
3. What do you hope to accomplish during your term of service?  
**I hope to be a valuable member of the e-911 board during my term of service by providing meaningful counsel and leadership. As a new board member, I hope to learn about the critical issues and challenges facing the board and will work to ensure the board is able to manage those issues to successfully facilitate the deployment of enhanced 911 systems throughout the state.**
4. 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?  
**I do not foresee any major conflicts of interest that could arise during my service on the Enhanced 911 Board. However, if any possible conflicts of interest arise, I would recuse myself from decisions where such a conflict exists.**

Please let me know if you have any additional questions or concerns. I look forward to seeing you at the hearing on Thursday. Mahalo!

Sincerely,

Su

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Su Shin  
Vice President Strategic Alliances  
Waimana Enterprises, Inc.  
Pauahi Tower, Suite 2700  
1003 Bishop St.  
Honolulu, HI 96813  
Tel: (808) 540-5731  
Mobile: (808) 753-4891  
Fax: (808) 599-4653  
email: [sshin@waimana.com](mailto:sshin@waimana.com)

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NEIL ABERCROMBIE  
GOVERNOR



DEAN H. SEKI  
ACTING COMPTROLLER  
JAN S. GOUVEIA  
DEPUTY COMPTROLLER

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

TESTIMONY  
OF  
DEAN H. SEKI, ACTING COMPTROLLER  
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES  
TO THE  
SENATE COMMITTEE  
ON  
PUBLIC SAFETY, GOVERNMENT OPERATIONS, AND MILITARY AFFAIRS  
ON  
February 23, 2012

GOVERNOR'S MESSAGE 581

SUBMITTING FOR CONSIDERATION AND CONFIRMATION TO THE WIRELESS  
ENHANCED 911 BOARD, SU SHIN

Chair Espero and members of the Committee, thank you for the opportunity to testify on G.M. 581. The Department of Accounting and General Services supports Ms. Su Shin's confirmation to the Board.

Section 138-2, HRS, requires that the Board have three members from wireless providers. Ms. Shin is currently the Vice President, Strategic Alliances with Waimana Enterprises, Inc., the parent company of Sandwich Isles Wireless, a wireless provider. Ms. Shin's responsibilities include the establishment and management of Sandwich Isles Wireless. Her appointment fulfills the statutory requirement for representation on the Board.

Thank you for the opportunity to testify on this matter.

NEIL ABERCROMBIE  
GOVERNOR



DEAN H. SEKI  
INTERIM COMPTROLLER  
JAN S. GOUVEIA  
DEPUTY COMPTROLLER

STATE OF HAWAII  
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

P.O. BOX 119, HONOLULU, HAWAII 96810-0119

February 1, 2012

Senator Will Espero, Chair  
And Members on Public Safety, Government Operations & Military Affairs Committee  
Senatorial District 20  
Hawaii State Capitol, Room 231  
Honolulu, Hawaii 96813

RE: Su Shin's nomination to The Enhanced 9-1-1 Board, GM581

Honorable Espero,

I strongly support Ms. Su Shin's nomination to the Enhanced 9-1-1 Board. Ms. Shin has an exceptional professional background in journalism, communications, and executive management. Additionally, Ms. Shin has been participating on the Enhanced 9-1-1 Board since receiving notification of her appointment and nomination over the last several months in order to prepare for confirmation.

Ms. Shin's leadership and knowledge along with her willingness to serve the public will be a tremendous benefit towards advancing next generation 9-1-1 technology in the State of Hawaii. Ms. Shin's ability to develop partnerships with government, the private sector, and not for profit agencies brings great value to the State of Hawaii's Enhanced 9-1-1 Board.

The Enhanced 9-1-1 Board and the State of Hawaii truly benefits from appointing Ms. Su Shin to the Enhanced 9-1-1 Board.

Respectfully Submitted,

A handwritten signature in black ink that reads "Thera G. Bradshaw".

Thera G. Bradshaw  
Executive Director State of Hawaii Enhanced 9-1-1 Board

TESTIMONY  
OF  
PAUL K. FERREIRA, CHAIR  
STATE OF HAWAI'I, ENHANCED 911 BOARD  
TO THE  
SENATE COMMITTEE  
ON  
PUBLIC SAFETY, GOVERNMENT OPERATIONS, AND MILITARY AFFAIRS  
SENATOR WILL ESPERO, CHAIR  
SENATOR MICHELLE KIDANI, VICE CHAIR  
ON  
FEBRUARY 23, 2012  
2:00 P.M.  
STATE CAPITOL, CONFERENCE ROOM 224

IN SUPPORT OF  
GM 581  
ENHANCED 911 BOARD  
GUBERNATORIAL NOMINEE SU SHIN

Dear Senator Espero 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 Enhanced 911 (E911) Board that is comprised of representatives from each of the Public Safety Answering Points (PSAPs), representatives of the communications service providers, and representatives from State agencies.

The Enhanced 911 Board (Board) **strongly supports** the appointment of Gubernatorial Nominee Ms. Su Shin, of Waimana Enterprises, representing the Wireless Service Providers, on the Enhanced 911 Board.

Ms. Shin of Waimana Enterprises possesses the knowledge and skills that is necessary to become a valuable asset to the Enhanced 911 Board.

For the reasons above, we strongly urge this committee to approve the passage of GM 581, the confirmation of Ms. Su Shin.

Thank you for allowing me to testify on this matter.

Sincerely,



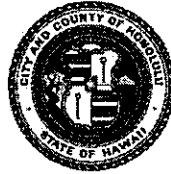
PAUL K. FERREIRA  
CHAIR  
ENHANCED 911 BOARD



DEPARTMENT OF INFORMATION TECHNOLOGY  
**CITY AND COUNTY OF HONOLULU**

650 SOUTH KING STREET, 5TH FLOOR  
HONOLULU, HAWAII 96813  
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PETER B. CARLISLE  
MAYOR



GORDON J. BRUCE  
DIRECTOR & CIO

FOREST A. FRIZZELL  
DEPUTY DIRECTOR

**TESTIMONY**

of

**GORDON J. BRUCE, DIRECTOR and CHIEF INFORMATION OFFICER**

Department of Information Technology  
City and County of Honolulu

before the

**COMMITTEE ON PUBLIC SAFETY, GOVERNMENT OPERATIONS,  
AND MILITARY AFFAIRS COMMITTEE**

on

**Thursday, February 23, 2012**

**2:00 p.m.**

**State Capitol, Conference Room 224**

In consideration of

**GOVERNOR'S MESSAGE NO. 581, SUBMITTING FOR CONSIDERATION  
AND CONFIRMATION TO THE WIRELESS ENHANCED 911 BOARD,  
GUBERNATORIAL NOMINEE, SU SHIN, FOR A TERM TO EXPIRE  
JUNE 30, 2014.**

Chair Espero, Vice Chair Kidani, 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 ask for your support for the confirmation of SU SHIN to the Wireless Enhanced 911 Board.

Ms. Shin's experience will provide insight and guidance needed to expand the capabilities of the system.

Thank you for the opportunity to provide testimony.

Respectfully submitted,

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

Gordon J. Bruce  
Director and Chief Information Officer



Sandwich Isles  
Communications, Inc.

A Waimana Company

February 21, 2012

Senator Will Espero  
Chairman  
Public Safety, Government Operations and Military Affairs Committee  
Hawaii State Capitol, Room 231  
415 S. Beretania Street  
Honolulu, HI 96813

RE: Letter in support of GM581  
Appointment of Su Shin to the Wireless Enhanced 911 Board  
Hearing Date: February 23, 2012 at 2:00 pm in Conference Room 224

Aloha Chair Espero, Vice Chair Kidani and members of the Public Safety, Government Operations and Military Affairs Committee:

As the Chief Executive Officer of Sandwich Isles Communications, Inc., a subsidiary of Waimana Enterprises, Inc., I have worked with Su Shin over the past 3 years as she serves as the Vice President of Strategic Alliances for Waimana. A very intelligent and committed leader of the Waimana Enterprises team, she rapidly learned the telecommunications business to the point that she was given the added task to be the coordinator to stand up our wireless initiative about a year ago. She has done a magnificent job and is very knowledgeable of every aspect of wireless communications.

I am confident that she will be a valuable member of the Wireless Enhanced 911 Board because she does not hesitate to express her opinions and concerns, when required, and is a self starter who needs no direction when action items need to be moved forward. While I can use many adjectives to describe the attributes of Su Shin, let me summarize by saying that she is one of the hardest working and committed workers we have at Waimana Enterprises.

I most strongly support Ms. Shin's appointment and confidently feel that she brings excellent qualifications and a community commitment that will provide great value to the Wireless Enhanced 911 Board.



Pauahi Tower, Suite 2700  
1003 Bishop Street  
Honolulu, Hawaii 96813

Phone: (808) 599-4441  
Facsimile: (808) 599-4653

TESTIMONY  
OF  
WILLIAM LUM, VICE PRESIDENT, WAIMANA ENTERPRISES  
TO THE  
SENATE COMMITTEE  
ON  
PUBLIC SAFETY, GOVERNMENT OPERATIONS, AND MILITARY AFFAIRS  
ON  
FEBRUARY 23, 2012

G.M. 581

Submitting for consideration and confirmation to the Enhanced 911 (e-911) Board,  
Gubernatorial Nominee, SU SHIN, for a term to expire on June 30, 2014.

Chair Espero and members of the Committee, thank you for the opportunity to provide testimony in support of Su Shin's nomination to the Enhanced 911 Board.

As Vice President of Waimana Enterprises, I have worked with Ms. Shin for the past three years. She has served as an important member of our executive management team, helping to provide leadership and advance key initiatives to further our organizational objectives.

Ms. Shin brought 14 years of executive and communications experience to Waimana. Ms. Shin's breadth and depth of experience has proven invaluable as we launched Sandwich Isles Wireless, our wireless subsidiary to provide wireless services to our customers on Hawaiian Home Lands.

I believe Ms. Shin's reputation as a dedicated professional with high integrity will be a tremendous asset to the e-911 board. Therefore, I feel that the state would truly benefit from an appointment of Ms. Shin to the e-911 board.

In conclusion, I strongly support Ms. Shin's nomination to the e-911 board based upon her knowledge of the telecommunications industry, her demonstrated experience and leadership, and her willingness to serve our community.

February 22, 2012

Senator Will Espero  
Chairperson, Public Safety, Government Operations and Military Affairs  
Senatorial District 20  
Hawaii State Capitol, Room 231  
Honolulu, Hawaii 96813

Senator Michelle Kidani  
Vice Chair  
Senatorial District 17  
Hawaii State Capitol, Room 228  
Honolulu, Hawaii 96813

RE: Nomination of Ms. Su Shin to the e-911 Board

Dear Senators:

I am writing in support of Ms. Su Shin as a nominee to serve on the e-911 Board.

Throughout the many years that I have known Ms. Shin both as a professional colleague and personal friend, she has distinguished herself as a woman of integrity, intelligence, and leadership. Her solid background in communications and media/marketing, as well as her current management position with Sandwich Isles Wireless fully qualify her to serve as one of the three (3) governor-appointed representatives from wireless providers. Furthermore, with her firsthand knowledge of and background in fundraising, telecommunications and her proven management expertise, Ms. Shin would be a great asset to the e-911 Board as it secures the proper funding needed to provide Hawaii's citizens and visitors with critical access to emergency services.

As a member of the e-911 Board, Ms. Shin would leverage her communications expertise and her access to community decision-makers and government officials to further the mission of the e-911 Board to ensure that Hawaii's Public Safety Answering Points (PSAPs) and telecommunications providers receive the necessary enhancements to vital technologies required to protect our State's citizens and visitors. I am confident that Ms. Shin is fully qualified to assume a position on this Board and would serve with the utmost dedication, responsibility, and commitment to ensuring that these technologies are obtained for our State.

I strongly support Ms. Shin's nomination to the e-911 Board based upon her demonstrated leadership, experience, telecommunications expertise, and her willingness to serve to ensure that Hawaii's citizens and visitors are well-prepared in emergency situations.

Very truly yours,  
/Signed/  
Peggy S. Hong  
Phone: 808-391-4015

February 17, 2012

The Honorable Will Espero, Chair  
The Honorable Michelle Kidani, Vice Chair  
Chairs of the Public Safety, Government Operations, and Military Affairs Committee  
Hawaii State Capital, Room 231  
Honolulu, Hawaii 96813

Re: In Support of the Confirmation of Su Shin to the Enhanced 911 Board  
GM581

Chairs and Committee Members:

I am writing to you as a personal friend and former colleague of Ms. Su Shin. I have known Ms. Shin for over eight (8) years and have worked with her at the Honolulu Board of Water Supply (BWS). Ms. Shin was the "go to" person for problem solving at BWS. She assisted in formulating solutions in resolving issues faced by the executive team members of the BWS. Her experience in working with critical emergency situations and providing emergency services will provide the Enhanced 911 Board with valuable insight and expertise.

Ms. Shin is respected among her colleagues for her high integrity and moral character. While being placed in various leadership roles she is also a team player. She knows and understands the importance of customer service and will certainly bring that to the E-911 Board.

Thank you for your consideration.

Sincerely,



Caroll Takahashi

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**From:** mailinglist@capitol.hawaii.gov  
**Sent:** Tuesday, February 21, 2012 10:43 PM  
**To:** PGM Testimony  
**Cc:** kim@thosepersons.com  
**Subject:** Testimony for GM581 on 2/23/2012 2:00:00 PM

Testimony for PGM 2/23/2012 2:00:00 PM GM581

Conference room: 224  
Testifier position: Support  
Testifier will be present: No  
Submitted by: Kim Person  
Organization: Individual  
E-mail: [kim@thosepersons.com](mailto:kim@thosepersons.com)  
Submitted on: 2/21/2012

Comments:

My name is Kim Person and I am a senior marketing manager at Hawaiian Telcom. I am writing to you today in strong support of Su Shin. Su and I have grown-up together and have been close friends for nearly 30 years. Our friendship spans from intermediate school-days at Kawanakoa to her professional career today.

I've had the privilege to work directly with Su at KHNL and while she was at the Bennet Group. She has always exuded the highest level of professionalism but always with aloha making her an effective communicator that is able build consensus to meet the most demanding challenges.

Su not only has had stellar work history, she also is a fantastic wife and mother to her two wonderful daughters. I am always amazed at how she manages her successful career with her time with her family to create a good balance between both.

I highly recommend Su for the e-911 board position. She is a tenacious problem solver and an overall great person. The state of Hawaii would be lucky to have someone like her help make Hawaii a safer and better place for visitors and residents.

If you have any questions, please feel free to call me at 808-783-8532 or email me at [kim@thosepersons.com](mailto:kim@thosepersons.com)

Sincerely,  
Kim Person  
Senior Marketing Communications Manager  
Hawaiian Telcom

**A**

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**From:** mailinglist@capitol.hawaii.gov  
**Sent:** Monday, February 20, 2012 9:15 AM  
**To:** PGM Testimony  
**Cc:** steven.schutte@verizonwireless.com  
**Subject:** Testimony for GM581 on 2/23/2012 2:00:00 PM

Testimony for PGM 2/23/2012 2:00:00 PM GM581

Conference room: 224  
Testifier position: Support  
Testifier will be present: Yes  
Submitted by: Steven Schutte  
Organization: Individual  
E-mail: [steven.schutte@verizonwireless.com](mailto:steven.schutte@verizonwireless.com)  
Submitted on: 2/20/2012

Comments:

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**From:** mailinglist@capitol.hawaii.gov  
**Sent:** Tuesday, February 21, 2012 9:38 AM  
**To:** PGM Testimony  
**Cc:** dchun@honolulu.gov  
**Subject:** Testimony for GM581 on 2/23/2012 2:00:00 PM

Testimony for PGM 2/23/2012 2:00:00 PM GM581

Conference room: 224  
Testifier position: Support  
Testifier will be present: No  
Submitted by: Diana Chun  
Organization: City & County of Honolulu EMS  
E-mail: [dchun@honolulu.gov](mailto:dchun@honolulu.gov)  
Submitted on: 2/21/2012

**Comments:**

I believe that Su Shin will be a valuable asset to the enhanced 9-1-1 board and am in full support of his appointment.

Thank you,  
Diana P. Chun  
Communications Center Supervisor  
City & County of Honolulu EMS  
3375 Koapaka St. H-450  
Honolulu, Hi. 96719