

GM 583

Submitting for consideration and confirmation to the Wireless
Enhanced 911 Board, Gubernatorial Nominee, JOHN
THOMPSON, for a term to expire 6-30-2015.

February 16, 2012

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

Dear Chair Espero and Members:

Subject: Governor's Message No. 583

Submitting for consideration and confirmation to the Enhanced 911 Board of the State of Hawaii, Gubernatorial Nominee, JOHN C. THOMPSON, for a term to expire June 30, 2015.

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

I thank Chief of Police Louis Kealoha, Managing Director Douglas Chin and Mayor Peter Carlisle for offering me for consideration.

I thank Governor Neil Abercrombie for nominating me.

It is an honor to be nominated to serve on the Enhanced 911 Board.

The Board has a vital mission and role in service to our community and protecting the safety of our people.

911 is critically important to the health and safety of the people in our community.

911 is the lifeline that connects our people to emergency public safety first responders.

In the Enhanced 911 Board, public safety agencies and private communications service providers work together with a shared vision and commitment to 911. The members of the Board and its subcommittees diligently work to identify technology needed to support 911 and allocate the funding needed.

I share this commitment and hope to add my efforts to the Board.

Please allow me to highlight some of my background.

I am the Major in command of the Honolulu Police Department's Communications Division. Our division includes the 911 Emergency Response Operators who receive inbound 911 calls and route them to police, fire, emergency medical and ocean safety dispatchers, enabling our public safety agencies to respond to those in need.

The Honolulu Police Department's Communications Division operates the largest public safety answering point for 911 calls in the State of Hawaii. In 2011, our operators received 954,783 calls to 911, including 735,008 for police, 79,033 for emergency medical services, 56,423 for Honolulu Fire Department response, and 84,319 others.

I appreciate the importance of 911. There is no compromise when it comes to 911 and making certain that when people call for help, we are there. I am dedicated to a fully functional 911 system that is reliable and functional, including delivery of accurate and complete caller location information. I share with my public safety first-responder associates a commitment to ensuring a reliable 911 infrastructure, the capacity to service peak call volumes without delay, and the technology to swiftly dispatch emergency services in response to 911 calls.

I have a background in information technology field that enables me to appreciate and facilitate the next generation of technology and advances needed to deliver services to those experiencing an emergency.

My background includes 16 years in patrol work, often being the one responding to 911 calls. I served in our department's Information Technology Division from 2002 to 2010, supporting technology including our Computer Aided Dispatching system before being assigned to the Communications Division with oversight over our 911 emergency response operators.

I served on the Technical Committee of the Wireless Enhanced 911 Board from August 2010 to March 2011. I served on the Finance Committee of the Wireless Enhanced 911 Board from March 2011, and continue to serve on this committee under the Enhanced 911 Board. There are more details of my background and experience in the resume that I submitted.

The Enhanced 911 Board is in a vital role to guide and support 911 and the future of emergency communications. I appreciate the importance of working together with our public safety partners and communications service providers throughout the State of Hawaii.

Please look favorably on this request for confirmation to the Enhanced 911 Board of the State of Hawaii.

Thank you for the opportunity to testify.

Sincerely,



JOHN C. THOMPSON, Major
Communications Division
Honolulu Police Department

February 22, 2012

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

Dear Chair Espero,

Subject: Nomination to Enhanced 911 Board, Responses To Questions

Question (1)

Why do you wish to be a member of the Wireless Enhanced 911 Board?

911 is critically important to the community and public safety first responders. I want to be of service in sustaining this vital link and promoting the ongoing development of the technology and capabilities necessary now and in the future.

The members of the Board and the nominees coming before you are a talented, motivated, knowledgeable and dedicated group. Being a member of this Board provides the opportunity to work together with this excellent group. I share their enthusiasm and dedication to 911. This team is in a leadership role to advance the technology and services of 911 in Hawaii.

It is my hope and belief that I can be of service to the Board and the people of Hawaii.

Question (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.

I have over 33 years of experience as a member of the Honolulu Police Department. I am presently in command of the Honolulu Police Department's Communications Division, which includes the 911 Emergency Response Operators who receive inbound 911 calls and route them to police, fire, emergency medical and ocean safety dispatchers, enabling our public safety agencies to respond to those in need.

The Honolulu Police Department's Communications Division operates the largest public safety answering point for 911 calls in the State of Hawaii. In 2011, our operators received 954,783

calls to 911, including 735,008 for police, 79,033 for emergency medical services, 56,423 for Honolulu Fire Department response, and 84,319 others.

I appreciate the importance of 911. There is no compromise when it comes to 911 and making certain that when people call for help, we are there. I am dedicated to a fully functional 911 system that is reliable and functional, including delivery of accurate and complete caller location information. I share with my public safety first-responder associates a commitment to ensuring a reliable 911 infrastructure, the capacity to service peak call volumes without delay, and the technology to swiftly dispatch emergency services in response to 911 calls.

From 2002 to 2010, I was the Executive Officer then the Major of the Information Technology Division. This helped me to appreciate and facilitate the next generation of technology and advances needed to deliver services to those experiencing an emergency. Responsibilities in this division included oversight over the technical support of the existing Computer Aided Dispatching (CAD) system, and years of planning and preparation that lead to the new system that is currently being deployed.

My background also includes 16 years in patrol work, often being the one responding to 911 calls. I have an understanding of the needs of our community when faced with an emergency, and the critical role played by 911. I have an appreciation for the technology, what can be done and what should be done, to make 911 better serve the needs of our community

I served on the Technical Committee of the Wireless Enhanced 911 Board from August 2010 to March 2011.

I served on the Finance Committee of the Wireless Enhanced 911 Board from March 2011, and continue to serve on this committee under the Enhanced 911 Board.

There are more details of my background and experience in the resume that I submitted.

Question (3)

What do you hope to accomplish during your term of service?

I want to make 911 work better, and make 911 better serve the needs of our community. I would like to develop the shared vision, planning and functional advances that are possible working in partnership with the other members of the Board. We are one state, one extended community, and there is much we can do to make it better. Our current emergency services have served us well, but there are opportunities for improvement.

There are new communications alternatives such as texting to 911, digital pictures and video streaming that can be delivered to the public safety answering points along with emergency calls. The "next generation" of technology is almost upon us. We need effective implementations now that protect all citizens statewide. We also need to look ahead for the next 10 years.

Question (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 don't foresee conflicts of interest on my part. If I encounter conflicts of interest in the legal sense, then I would avoid voting or acting on the matter or matters generating the conflict.

I do have a strong bias in favor of the protection of the public. I am reasonable in general, but I could not compromise on matters that would risk or threaten the safety of the public.

Any conflict that may arise would, in my view, be resolved by acting in the best interests of protecting the people in our community and doing what is necessary to enable them to contact police, fire, medical and other emergency services when they need them, to protect their lives and property.

I am bound by oath to support and defend the Constitution of the United States and the Constitution of the State of Hawaii, and I would not be able to compromise this.

Sincerely,



JOHN C. THOMPSON, Major
Communications Division
Honolulu Police Department

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 583

SUBMITTING FOR CONSIDERATION AND CONFIRMATION TO THE WIRELESS
ENHANCED 911 BOARD, JOHN THOMPSON

Chair Espero and members of the Committee, thank you for the opportunity to testify on G.M. 583. The Department of Accounting and General Services supports Mr. John Thompson's confirmation to the Board.

Section 138-2, HRS, requires that the Board have one member from each public safety answering point from Oahu, Kauai, Maui, Molokai, and Hawaii. Mr. Thompson is currently a Major with the Honolulu Police Department and the Commander of the Communications Division. His appointment fulfills the statutory requirement for representation on the Board as the Oahu public safety answering point member.

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: Major John Thompson's nomination to The Enhanced 9-1-1 Board, GM583

Honorable Espero,

I strongly support Major John Thompson's nomination to the Enhanced 9-1-1 Board. Major Thompson currently serves on the Enhanced 9-1-1 Technical Committee, Enhanced 9-1-1 Communications Committee and Enhanced 9-1-1 Finance Committee.

Major Thompson's public safety experience and leadership along with his willingness to serve the public will be a tremendous benefit towards advancing next generation 9-1-1 technology in the State of Hawaii. Major Thompson has built strong relationships within the public safety community and the telecommunications industry to earn colleagues respect. His background in law enforcement, along with his executive experience and demonstrated leadership 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 Major John Thompson 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 HAWAII, 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 583
ENHANCED 911 BOARD
GUBERNATORIAL NOMINEE JOHN THOMPSON

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 Major John Thompson, of the Honolulu Police Department, representing the Oahu PSAP, on the Enhanced 911 Board.

Major Thompson of the Honolulu Police Department 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 583, the confirmation of John Thompson.

Thank you for allowing me to testify on this matter.

Sincerely,

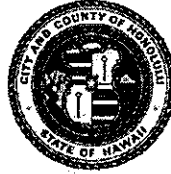


PAUL K. FERREIRA
CHAIR
ENHANCED 911 BOARD

DEPARTMENT OF INFORMATION TECHNOLOGY
CITY AND COUNTY OF HONOLULU

650 SOUTH KING STREET, 5TH FLOOR
HONOLULU, HAWAII 96813.
Phone: (808) 768-7684 # Fax: (808) 768-7807 # Internet: www.honolulu.gov

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. 583, SUBMITTING FOR CONSIDERATION
AND CONFIRMATION TO THE WIRELESS ENHANCED 911 BOARD,
GUBERNATORIAL NOMINEE, JOHN THOMPSON, FOR A TERM TO
EXPIRE JUNE 30, 2015.**

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 JOHN THOMPSON to the Wireless Enhanced 911 Board.

I have worked on numerous projects with the Honolulu Police Department and Major Thompson. He brings first-hand operational and technical expertise to the board.

Thank you for the opportunity to provide testimony.

Respectfully submitted,

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

Gordon J. Bruce
Director and Chief Information Officer

200 Akamainui Street
Mililani, Hawaii 96789-3999
Tel: 808-625-2100
Fax: 808-625-5888



February 21, 2012

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

Honorable Michelle Kidani
Vice Chair, Senate Public Safety, Government
Operations and Military Affairs Committee
Hawaii State Capitol Room 228
Honolulu, Hawaii 96813

RE: Support for GM 583 – Confirmation of nomination to the Wireless Enhanced 911 Board

Dear Chair Espero, Vice Chair Kidani and Members of the Committee:

It is my pleasure to strongly support Major John Thompson nomination to the (Wireless) Enhanced 9-1-1 Board. Major Thompson has assisted the Enhanced 9-1-1 Board in the past with valuable information and leadership skills from his HPD experiences. I believe his leadership and participation on the Board will help advance Hawaii to the next generation E-9-1-1 system for the state. I fully support Major Thompson's nomination.

Sincerely,

A handwritten signature in black ink, appearing to read "Kiman K.L. Wong".

Kimman K.L. Wong
General Manager – Wireless
General Manager – Digital Phone
Oceanic Time Warner Cable

From: mailinglist@capitol.hawaii.gov
Sent: Tuesday, February 21, 2012 9:33 AM
To: PGM Testimony
Cc: dchun@honolulu.gov
Subject: Testimony for GM583 on 2/23/2012 2:00:00 PM

Testimony for PGM 2/23/2012 2:00:00 PM GM583

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
Submitted on: 2/21/2012

Comments:

I believe that John Thompson 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

From: mailinglist@capitol.hawaii.gov
Sent: Monday, February 20, 2012 9:12 AM
To: PGM Testimony
Cc: steven.schutte@verizonwireless.com
Subject: Testimony for GM583 on 2/23/2012 2:00:00 PM

Testimony for PGM 2/23/2012 2:00:00 PM GM583

Conference room: 224
Testifier position: Support
Testifier will be present: Yes
Submitted by: Steven Schutte
Organization: Verizon Wireless
E-mail: steven.schutte@verizonwireless.com
Submitted on: 2/20/2012

Comments: