

SB 1227

RELATING TO ENHANCED 911 SERVICES.

Establishes a single entity to administer enhanced 911 services for the State and expands the membership and responsibilities of the Wireless Enhanced 911 Board.

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
February 10, 2011

S.B. 1227

RELATING TO ENHANCED 911 SERVICES

Chair Espero, Fukunaga, and members of the Committees, thank you for the opportunity to testify on S.B. 1227.

The Department of Accounting and General Services is in support of S.B. 1227. 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.

SB 1227
RELATING TO ENHANCED 911 SERVICES
JAMES LACLAIR
BOARD MEMBER
WIRELESS ENHANCED 911
February 10, 2011

Chairs Espero, Fukunaga and Members of the Senate Committee on 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 SB 1227, "RELATING TO ENHANCED 911 SERVICES."

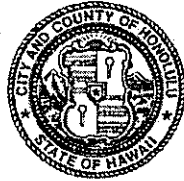
I respectfully request your committee's support of SB1227 as crafted and approved by the Wireless Enhanced Board of Directors. I was part of an executive committee chartered by the Wireless Enhanced Board of Directors to help draft this legislation. The committee, which included representatives from 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 SB1227 as introduced..

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-pd.org



PETER B. CARLISLE
MAYOR

LOUIS M. KEALOHA
CHIEF

DELBERT T. TATSUYAMA
RANDAL K. MACADANGDANG
DEPUTY CHIEFS

OUR REFERENCE JC-LS

February 10, 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: Senate Bill No. 1227, 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 Senate Bill No. 1227 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 land lines, 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 on the board. 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 and
Carol Fukunaga, Chairs
and Members
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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.

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

February 7, 2011

County of Hawai'i

POLICE DEPARTMENT

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

Senator Will Espero
Chair and Members
Committee on Public Safety, Government Operations, and Military Affairs
Senator Carol Fukunaga
Chair and Members
Committee on Economic Development and Technology
State Capitol
415 South Beretania Street, Room 224
Honolulu, Hawai'i 96813

Re: Senate Bill 1227, Relating to Enhanced 911 Services

Dear Senator Espero, Senator Fukunaga and Members:

The Hawai'i Police Department strongly supports the passage of Senate Bill 1227, Relating to Enhanced 911 Services, seeking 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.

Senator Will Espero, Chair and Members
Committee on Public Safety, Government Operations, and Military Affairs
Senator Carol Fukunaga, Chair and Members
Committee on Economic Development and Technology
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Re: Senate Bill 1227, 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 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.

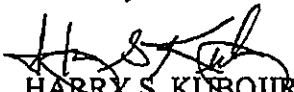
Therefore, in the interest of the safety of the public and visitors to Hawai'i, this legislation is proposed to address the need for a single state entity to administer enhanced 911 services for the State of Hawai'i.

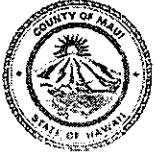
This legislation will assist in enhancing the 911 emergency telephone reporting services that will allow for the delivery of a request for emergency services via 911 from all communications technologies. In addition, the public will benefit from a more comprehensive, efficient and coordinated implementation, 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 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 7, 2011

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

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

RE: Senate Bill No. 1227, Relating to Enhanced 911 Services

Dear Chair Espero, Chair Fukunaga, and Members of the Committees:

The Maui Police Department supports the passage of S.B. No. 1227. 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 administration and operation of 911 services for Hawaii.

The Maui Police Department asks for your support for S.B. No. 1227.

Thank you for the opportunity to testify.

Sincerely,

GARY A. YABUTA
Chief of Police

SB 1227

RELATING TO ENHANCED 911 SERVICES

**KEN HIRAKI
VICE PRESIDENT, GOVERNMENT AFFAIRS**

HAWAIIAN TELCOM

February 10, 2011

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

I am Ken Hiraki, testifying on behalf of Hawaiian Telcom on SB 1227, Relating to Enhanced 911 Services.

Hawaiian Telcom does not oppose this measure but recommends that the bill be amended to avoid the unintended consequence of having land line phone customers being double taxed by both the land line and wireless E911 entities.

To prevent any confusion, we recommend the sentence on page 14, lines 1-2 be moved to page 13, end of the sentence on line 10 as follows:

[+] \$138-4 [+] Surcharge (a) A monthly [~~wireless~~] enhanced 911 surcharge, subject to this chapter, shall be imposed upon each [~~commercial mobile radio~~] communications service connection[.]except connections of the local exchange carrier providing land line enhanced 911 services through section 269-16.95.

Thank you for the opportunity to testify and we are available to answer any questions.

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

And

SENATE COMMITTEE ON ECONOMIC DEVELOPMENT AND TECHNOLOGY

February 10, 2011

Senate Bill 1227 Relating to Enhanced 911 Services

Chair Espero, Chair Fukunaga, members of the Senate Committee on Public Safety, Government Operations, and Military Affairs, and members of the Senate Committee on Economic Development and Technology, I am Rick Tsujimura, representing General Motors, LLC (General Motors).

General Motors opposes Senate Bill 1227 Relating to Enhanced 911 Services. Specifically, Senate Bill 1227 amends the E911 statute by including "telematics" on page 7 lines 14-17. The inclusion of this word and a definition has no further utility within the amendments since "telematics" are not mentioned in any other section other than in this definition section.

Second, if this amendment would require the General Motors OnStar program to remit these fees based on our telematics service, we believe it is unfair, because the use of the OnStar system does not involve a direct call by the driver or occupant to a PSAP but to the General Motors [OnStar] call center. This is not a 911 call of any sort, and therefore should not be subject to the E911 charges.

Third, in those instances when a call is made from the call center to a PSAP via a 911 call, fees are paid in the jurisdiction in which the call center is located.

This is the first state that would have this requirement and could be extremely costly and problematic for OnStar if it were to pass with its current language.

General Motors would request that this measure be held or in the alternative the term "telematics" and its definition be deleted from the measure.

Thank you for the opportunity to present this testimony.