

DAVID Y. IGE
GOVERNOR



KENNETH S. HARA
MAJOR GENERAL
ADJUTANT GENERAL

STEPHEN F. LOGAN
COLONEL
DEPUTY ADJUTANT GENERAL

STATE OF HAWAII
DEPARTMENT OF DEFENSE
OFFICE OF THE ADJUTANT GENERAL
3949 DIAMOND HEAD ROAD
HONOLULU, HAWAII 96816-4495



OFFICE OF HOMELAND SECURITY

TESTIMONY ON HOUSE BILL 2474
RELATING TO EMERGENCY WORKERS

PRESENTATION TO
THE COMMITTEE ON JUDICIARY

BY

EVERETT S. KANESHIGE
STATEWIDE INTEROPERABILITY COORDINATOR

FEBRUARY 5, 2020

Chair Lee, Vice Chair San Buenaventura and Members of the Committee on Judiciary.

My name is Everett Kaneshige and I am the Statewide Interoperability Coordinator with the Office of Homeland Security at the State Department of Defense. Thank you for the opportunity for our office to submit testimony in **SUPPORT** of HB 2474.

This measure creates a definition for a "telecommunications dispatcher" and further classifies these individuals as an "emergency worker" under section 707-700 of the Hawaii Revised Statutes.

Telecommunications dispatchers play a vital role in partnership with their in-the-field first responder colleagues including police, firefighters, emergency medical services and other public safety personnel. Often these individuals face situations where individuals are in a great amount of distress, harm, fear, or injury. Each of them is called upon to fulfill skills they have learned during extensive training where communications with individuals during a variety of situations means coaching their callers through first aid, collecting important information to relay to officers, and negotiating persons out of difficult situations.

Currently, telecommunications dispatchers are usually classified as an office and administrative support occupation. As a result, these skilled personnel cannot be hired at a level of pay and benefits commensurate with their level of training and expertise. This bill represents an important first step to recognize the importance and specialized functions that telecommunications dispatchers perform on a daily basis so that they can receive the compensation, benefits and recognition that they deserve as first responders.

Thank you for this opportunity to provide testimony in Support of HB 601, HD1.

Our office supports this measure as long as its implementation does not impact or replace the priorities set forth in the Executive Budget.

Everett S. Kaneshige; everett.s.kaneshige@hawaii.gov; 808-369-3523



DEREK S. K. KAWAKAMI
Mayor

MICHAEL A. DAHLIG
Managing Director

POLICE DEPARTMENT COUNTY OF KAUAI

3990 KAANA STREET, SUITE 200
LIHUE, HAWAII 96766-1268
TELEPHONE (808) 241-1600
FAX (808) 241-1604
www.kauai.gov/police



TODD G. RAYBUCK
Chief of Police

LATE

Testimony of Mark N Begley
Assistant Chief, Patrol Services Bureau
Kaua'i Police Department

Before the
Senate Committee on Judiciary
February 5, 2020; 2:05 pm
Conference Room 325

In consideration of
House Bill 2474
Relating to Emergency Workers

Honorable Chair Lee, Vice Chair San Buenaventura, and Members of the Committee:

The Kauai Police Department Patrol Services Bureau **strongly supports** this Bill, which would classify our Police/Fire/EMS dispatchers as "Emergency Workers." Our dispatchers are clearly "Emergency Workers." They are always the first responders on 911 calls for police, fire or emergency medical services. They are the first point of contact with the public members calling for help; and, they alert and coordinate the responses of other emergency personnel.

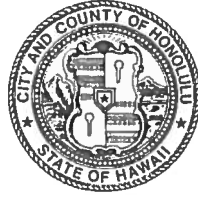
They manage all of our calls for emergency help during severe weather and natural disasters, often providing immediate information, warning and direction to public members. They are also trained in the discipline of "Emergency Medical Dispatching," and on many occasions have provided verbal medical directions to callers needing emergency services. This has included guiding callers through the process of performing CPR, applying tourniquettes, and delivering babies.

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.honoluluupd.org



KIRK CALDWELL
MAYOR

SUSAN BALLARD
CHIEF

JOHN D. MCCARTHY
CLYDE K. HO
DEPUTY CHIEFS

OUR REFERENCE GK-AS

February 5, 2020

The Honorable Chris Lee, Chair
and Members
Committee on Judiciary
House of Representatives
Hawaii State Capitol, Room 325
415 South Beretania Street
Honolulu, Hawaii 96813

LATE

Dear Chair Lee and Members:

SUBJECT: House Bill No. 2474, Relating to Emergency Workers

I am Gerald Kaneshiro, Major of the Communications Division of the Honolulu Police Department (HPD), City and County of Honolulu.

The HPD supports House Bill No. 2474, Relating to Emergency Workers.

This bill would classify telecommunications dispatchers belonging to a first responder agency as emergency workers. Currently, the telecommunications dispatchers are classified as white-collar workers. This bill recognizes them as emergency workers under the definition of the Hawaii Revised Statutes (HRS) 707-700.

There is also a federal bill (H.R. 1629) that reclassifies public safety telecommunicators as protective service occupations. This bill recognizes the important role of public safety dispatchers in directing emergency response and providing lifesaving instruction. They are they eyes and ears for the first responders. They are also highly trained to ask the right questions to properly assess the situation and communicate vital information to the responding officers.

The HPD urges you to support House Bill No. 2474.

Thank you for the opportunity to testify.

APPROVED:

A handwritten signature in cursive script, reading "Susan Ballard".

Susan Ballard
Chief of Police

Sincerely,

A handwritten signature in cursive script, reading "Gerald Kaneshiro".
Gerald Kaneshiro, Major
Communications Division



HAWAII GOVERNMENT EMPLOYEES ASSOCIATION

AFSCME Local 152, AFL-CIO

RANDY PERREIRA, Executive Director • Tel: 808.543.0011 • Fax: 808.528.0922

The Thirtieth Legislature, State of Hawaii
House of Representatives
Committee on Judiciary

LATE

Testimony by
Hawaii Government Employees Association

February 5, 2020


H.B. 2474 – RELATING TO EMERGENCY WORKERS

The Hawaii Government Employees Association, AFSCME Local 152, AFL-CIO supports the intent of H.B. 2474 which amends the definition of “emergency worker” to include communications dispatchers.

H.B. 2474 appropriately adds telecommunications dispatchers, including police, fire, and emergency medical dispatchers to the definition of an emergency worker in the penal code under Section 707, Hawaii Revised Statutes. The inclusion of telecommunications dispatchers not only recognizes the efforts of our hard-working dispatchers who handle crisis situations at all hours of the day, but also honors their invaluable role as the unsung heroes in every emergency. Dispatchers must utilize multiple life-saving procedures and technologies to obtain critical information from a caller to make lightening fast decisions that could be the difference between life and death for our families and neighbors and deserve this recognition.

Thank you for the opportunity to testify in support of H.B. 2474.

Respectfully submitted,


for Randy Perreira
Executive Director

HB-2474

Submitted on: 2/4/2020 6:44:43 AM

Testimony for JUD on 2/5/2020 2:05:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Andy Ancheta	American Medical Response	Support	No

Comments:

HB-2474

Submitted on: 2/4/2020 5:05:29 PM

Testimony for JUD on 2/5/2020 2:05:00 PM

LATE

Submitted By	Organization	Testifier Position	Present at Hearing
Natasha Reece	American Medical Response	Support	No

Comments:

Please elevate Emergency Medical Dispatchers and Emergency Medical Telecommunicators to First Responders. Emergency Medical Dispatchers also known as Emergency Telecommunicators provide life-saving instructions and dispense the ambulance resources to our community. This constitutes recognition as a First Responder.

HB-2474

Submitted on: 2/3/2020 8:48:18 PM

Testimony for JUD on 2/5/2020 2:05:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Daniel Netz	Individual	Support	No

Comments:

Hello, my name is Daniel Netz and I am writing in **support** of HB2474. I have been a Police Radio Dispatcher for the Honolulu Police department for 17 years. Currently Police Radio Dispatchers are classified as secretaries. I'd like to share with just a little of what the job entails. Here in Honolulu we take between 1700-2000+ 911 calls each day. Calls from people who are victims of property crimes, violent crimes, and concerned citizens who want the police to investigate suspicious activity. When I am taking a call from a woman who was just beaten by her boyfriend, I don't fee like a secretary. When I am taking a call from a young child crying because her parents are arguing, I don't feel like a secretary. And when I am dispatching officers to an armed robbery, interacting with more than two dozen police officers on the police radio, I don't feel like a secretary.

Police Radio Dispatchers work hand in hand with police officers, fire fighters, and Paramedics. We are in every way an "**emergency worker**". Our dispatch center is a fast paced, high stress environment. We carry a lot of liability. And we share the responsibility to serve the public with prefessionalism and aloha. Please approve this bill to change our classification and include Police Radio Dispatchers as emergency workers. Thank you very much for your time.

Daniel Netz

633 Mokauea St.

Honolulu, HI 96819

HB-2474

Submitted on: 2/3/2020 3:27:05 PM

Testimony for JUD on 2/5/2020 2:05:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Anthony Tuitupou	Individual	Support	No

Comments:

My name is Anthony Tuitupou. I am currently in training as dispatcher for Kauai Police Department.

As a training dispatcher I have seen my colleagues handle stressful situations and public calls with grace, patience and calm. In many of these situations dispatchers deal frantic, scared individuals and our dispatchers continue to ensure communication is clear so emergency responders can be mobilized to help those in need.

During my observation dispatchers are truly the first emergency responders on the scene. My colleagues take it upon themselves to calm situations with caller and communicate to get the caller help in a timely matter which can be a difference between life and death. In many cases dispatchers do not know the outcome of each emergency they handle, due to nature of the job, we move on to the next emergency with out hesitation.

This Bill HB2474 if passed would be a great recognition and respect to position of Emergency Dispatcher in Hawaii. I support this bill please let it pass.

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a public servant of the City and County of Honolulu for 19 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,



TERI T. UEHARA

91-960 PUANALANI ST A1C
EWA BCH, HI 96706

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a public servant of the City and County of Honolulu for 2 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,



TAELATA MAKISI

99-1142 Napuanani Rd. #A
Aiea, HI 96701

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a public servant of the City and County of Honolulu for 2.5 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,

A. Weira
Amber Weira
125 Muliwai Avenue
Wahiawa, HI 96786

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a public servant of the City and County of Honolulu for 2 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,



Minuette Kaiuwailani

91-1044 Kaiu Ave #14D
Kapolei, HI 96707

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a public servant of the City and County of Honolulu for 30 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expeditiously and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,



CONNIE R. GROVE

95-666 Waikele St.

Mililani, HI 96789

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a public servant of the City and County of Honolulu for 5 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expeditiously and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,



ASHLEY TORRES
91-1207 KAMOWA ST
EWA BEACH, HI 96706

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a public servant of the City and County of Honolulu for 32 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,

shar yano . west
1435 Hele Street

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a public servant of the City and County of Honolulu for 16 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,

STEPHANIE LAPELWESSE
41-537 IRONOLE ST
WAIMANALO, HI 96795



January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a public servant of the City and County of Honolulu for 2 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,


Tiare Peek

52-236 A Kam. Hwy.
Hanalei, HI 96717

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a public servant of the City and County of Honolulu for 3.5 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,



JASLINE CHEN
POLICE RADIO DISPATCHER II
2499 KAPIOLANI BLVD. # 1406
HONOLULU, HI 96826

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

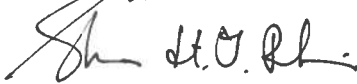
As a public servant of the City and County of Honolulu for 16 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,



Shari H.T. Robins
45-445 Hiiroi St.
Kaneohe, HI 96744

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".


As a public servant of the City and County of Honolulu for 27 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expeditiously and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,


CHARLES MOLE, PRD II
HPD COMMUNICATIONS DIVISION
JANUARY 29, 2020

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

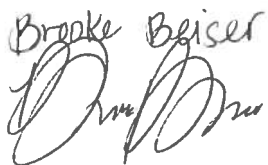
As a public servant of the City and County of Honolulu for 5 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expeditiously and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,

Brooke Beiser


1511 ALENCASTRE ST.
HONOLULU, HI 96816

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a public servant of the City and County of Honolulu for 9 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expeditiously and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,



Lara DeLeon
1519 Kaumualii St. #164
Honolulu, Hawaii 96817

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

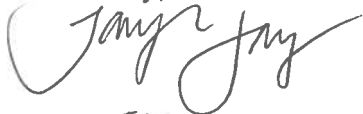
As a public servant of the City and County of Honolulu for 2 1/2 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expeditiously and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,



Tayia Jay

407 Lanekilawe St.

Honolulu, HI 96821

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a public servant of the City and County of Honolulu for 11 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expeditiously and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,



Chivas soon
PO Box 5015
Kaneohe, HI 96744

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a public servant of the City and County of Honolulu for 4 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,

DVaina
Daphne-Anne Vaina
94-1279 HUAKAI ST
WAIKAKULI, HI 96797

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a public servant of the City and County of Honolulu for 19 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,

Sally Crowder

SALLY CROWDER

95-1184 MAKAIKAI ST #59

MILILANI, HI 96789

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a public servant of the City and County of Honolulu for 16 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expeditiously and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,

Nikki N.F. Kobayashi
N.KEI N.F. Kobayashi
1138 Hassinger St. #304
Honolulu, HI 96822

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a public servant of the City and County of Honolulu for 3 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expeditiously and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,



Meghran Ballio-Yamaguchi

110 Abbott St Unit 101

Wahiawa, HI 96786

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a public servant of the City and County of Honolulu for 9 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,



Davette K. Viela

1440 Kaumoli Place

Pearl City, HI 96782

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a public servant of the City and County of Honolulu for 13 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expeditiously and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,



95-2039 Waikalani Pl. C104
Mililani, HI 96789

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a public servant of the City and County of Honolulu for 12 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,

Violet Kipling
Violet Kipling
91.1225 Kaiopua St
Ewa Beach, HI 96706

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".


As a public servant of the City and County of Honolulu for 17 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expeditiously and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,


Noelani Victor
2015 Puh P
Wahianawa-HI 96786

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a public servant of the City and County of Honolulu for 2 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,

Puani Kanyan

46-306 Kauhau Pl.
Kaneohe, HI 96744

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

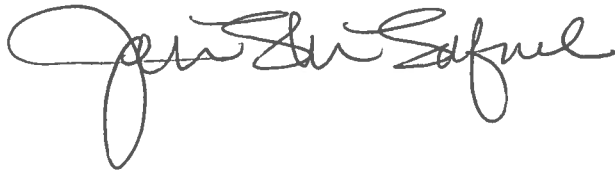
As a public servant of the City and County of Honolulu for 15 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,



Jessica LM Lafaele
94-138 Kahoalo Place
Mukilani, HI 96789

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a public servant of the City and County of Honolulu for 39 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expeditiously and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,

Wayne Matsumoto

Wayne Matsumoto

95-1040 Eula St.

Mililani, HI 96789

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a public servant of the City and County of Honolulu for 18 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,

(Briana K. Waealae)
91-1079, Kaupaea St.
Kapolei, HI 96707

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a public servant of the City and County of Honolulu for 24 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,



Nam Aka

224 Maluhia Ave
Kailua, HI 96734

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a public servant of the City and County of Honolulu for 24 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,

MARIO ALVAREZ

1243 ALA KAPUNA ST #210

Honolulu, HI 96819

Mario Alvarez

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".


As a public servant of the City and County of Honolulu for 16 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,



Howard Davidson
99-1725 Aiea Hl Dr.
Aiea HI 96701

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a public servant of the City and County of Honolulu for 21 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,

Oebra Keola

41-677 Bell St.

Waiparale, HI 96795

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a public servant of the City and County of Honolulu for 16 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.**

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I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,



Leah Quinata
571 Palawika St
Kaula, HI 96754

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a public servant of the City and County of Honolulu for 20 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,

Rachelyn M. Hasiak
PRD II, Communications Division
95-1131 Koolani Drive #145
Mililani, HI 96709

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a public servant of the City and County of Honolulu for 20 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,



JENNY ARISING-KATTANAUI
2318 AMOKEMOKE ST
PEARL CITY, HI 96782

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".


As a public servant of the City and County of Honolulu for 24 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.**

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I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,


801 S. Beretania St.
Honolulu, HI 96813

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

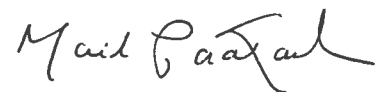
As a public servant of the City and County of Honolulu for 30 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,



Maile Paakaula

94-1457 Waipio Uka St #102

Waipahu, HI 96797

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

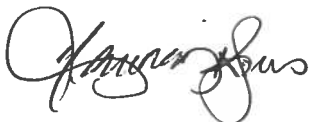
As a public servant of the City and County of Honolulu for 1 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,



HAUNANI APAO, PRO I
45-707 PUOHALA CT.
KANEONE, HI 96744

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

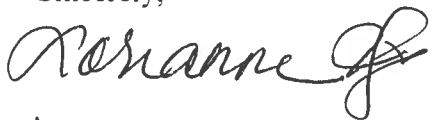
As a public servant of the City and County of Honolulu for 12 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,



LORIANNE ITO
7279 KUAHONO ST
HON HI 96825

January 27th, 2020

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a public servant of the City and County of Honolulu for 15 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,



TAMMY N. FAO

98-431 HOOONO ST.

PEARL CITY, HI 96782

Honorable Representatives,

LATE

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".


As a public servant of the City and County of Honolulu for 21 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,

 Alana Empron

January 27th, 2020

LATE

Honorable Representatives,

RE: **I support HB#2474**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a public servant of the City and County of Honolulu for 18 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expeditiously and efficiently as possible.**

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer** them to telecommunication dispatchers as it is not necessary for them to utilize any robust lifesaving procedures or technologies to complete their task.

I humbly ask the Honorable Representatives for your support. Attached are copies of our City and County job descriptions for both Telecommunications Dispatchers and 9-1-1 dispatcher EROs for your perusal.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,



P.O. Box 1400

Kaneohe, HI 96744

HB-2474

Submitted on: 2/4/2020 5:47:39 AM

Testimony for JUD on 2/5/2020 2:05:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Curt S. Morimoto	Individual	Support	No

Comments:

I have worked in the EMS arena since 1976. I realize the importance of EMS DISPATCHERS and support their recognition as an EMERGENCY WORKER that they truly are. It is evident in all the duties & responsibilities that they perform every day while at their consoles. Thank you for your support.

HB-2474

Submitted on: 2/4/2020 5:54:36 AM

Testimony for JUD on 2/5/2020 2:05:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Tito Villanueva	Individual	Support	No

Comments:

Strongly support.

HB-2474

Submitted on: 2/4/2020 7:09:38 AM

Testimony for JUD on 2/5/2020 2:05:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Craig Tanaka	Individual	Support	No

Comments:

Telecommunications dispatchers are central to the emergency services community. Without them, there is no information, no continuity of communication, and no lifesaving processes that can begin.

They are emergency workers in the truest sense.

Representative Chris Lee, Chair
Representative Joy A. San Buenaventura, Vice Chair
Committee on Judiciary

Davlynn Racadio
Maui Police Department, Emergency Communications
55 Mahalani Street, Wailuku, HI 996793
(808) 244-6338

Wednesday, February 5, 2020

Support for H.B. No. 2474, Relating to Emergency Workers

My name is Davlynn Racadio and I have been with the Maui Police Department Emergency Communications Center for close to 33 years. I started my career as a 9-1-1 dispatcher, trainer, supervisor and currently an administrative supervisor assisting in Communications. Through my years of service, I have helped many people with medical issues, child birth, suicides, domestic violence, residential fires, brush fires that threatened entire towns and families. I have spoken to victims and responsables, trying to calm down situations and all the time, keeping the police, fire and/or medics apprised of the situation. I draw mental pictures of what these people on the road will find when they reach the location they were assigned to. All responders need to be prepared mentally and physically on what they will see, hear, smell or feel. My job is to keep them safe so that they will be able to come home safely at the end of their shift.

But when I took this job, I became a part of a huge team of men and women that report to work to help save lives and communities. We attend training to build our skills. We learn locations, mapping, laws, beats of the responders (police, fire and medics), learn their etiquette of their respective disciplines, added on to this, learning our Computer Aided Dispatch System (CADS) that each County builds to reflect their respective Island(s). We receive training on how to answer 9-1-1 calls, administrative calls and Text to 9-1-1. Added to this, there is the radio system that we learn so that we can send the appropriate units to the right location.

We utilize multiple applications and monitors to service Police, Fire, and Medics. We read various mapping systems and then we dispatch the Police, Fire or Medics or all of them. We call the electric, water or cable companies when they are needed. We call chaplains to the scene of a motor vehicle accident, to a residence where their loved one has passed on or to a family visiting Hawaii whose loved one drowned.

Each County Public Safety Answering Point (PSAP or Communications Center) are the backup for the Emergency Management for their respective Islands. Since we are 24/7/365, there is always someone there to answer the call. We monitor their lines after hours and make the necessary callouts while they are sleeping.

Maui County is a central dispatch concept, we dispatch all units: Police, Fire and Medics. We work with our Federal partners, State & County agencies. We are certified in CPR and PowerPhone, giving us the ability to give pre-arrival medical instructions while responders are enroute. Each County has their own specifics related to them, unique to themselves and the community they serve.

But we are all one. We all work in Emergency Services. We work the same hours as the police patrol units. At this time, we are working 8, 12 or 16 hours shifts to support our Communications Centers. We are not clerks. The only item we have in common would be a phone and computer. A clerk is not a trained person able to talk someone down from wanting to hurt themselves and then making arrangements to get this person the help he needs. A clerk does not take a call from a boyfriend who just returned from work and found his girlfriend hanging and starts CPR process to see if we can help him bring her back to him.

On behalf of our Maui Police Department 9-1-1 Communications Center, please support H.B. No. 2474. Please recognize these people for the job that they do, every day. Without them, Police, Fire and Medics could not be dispatched. Every Communications Center is the heartbeat of their Department. They are the calm voices that answer the 9-1-1 phone calls and send the help that is needed. We are there when anyone needs us, 24/7/365.

Thank you for the opportunity to testify.

HB-2474

Submitted on: 2/4/2020 9:35:49 AM

Testimony for JUD on 2/5/2020 2:05:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Darrin Rowan	Individual	Support	No

Comments:

I fully support HB2474. I have been an EMT in Maui County for over 20 years, and a retired Maui Fire Department FF1. In my experience, 911 dispatchers are essential links in the chain of survival and positive outcomes for members of our community. They are far more than clerks, with the designation of "first responder" much more representative of their duties. Although they are not "on scene", their direction, interactions, and assistance with those who do respond in person are integral aspects of successful emergency response. I ask for your support for this bill. The dispatcher on the other end of the line may be directing life-saving instruction to your family member in the future.

HB-2474

Submitted on: 2/4/2020 10:22:57 AM

Testimony for JUD on 2/5/2020 2:05:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Jacob Boteilho	Individual	Support	No

Comments:

Aloha my name is Jacob Boteilho and I am a Paramedic for AMR Maui County. I am supporting this bill to ensure Maui County's emergency services devisom continues to progress with the ever changing medical field. As a Paramedic for Maui County, there are times when we're dispatched blindly beause our dispatcher has a very small amount of medical knowledge. Our dispatchers have a very stressful job requiring them to obtain knowledge in the most horific situations regarding the death and dying. They work numerous hours determining the need for each medical/trauma case to ensure the right services are sent.

I have visited the dispatch center and these decisons area made on algorithms, though mostly actuate, they do come with pitfall because our dispatchers have no basic medical knowledge. I recently had a case in Lahaina in which we were dispatched to a possible stroke case at a resturant. MFD or MPD was sent and we arrived to an adult male with CPR in progress. Luckily we had medically trained bystanders to assist us until MFD arrived. This I one example, in which believe to be many, of cases where having our distpatchers with at lease a minimal basic medical understanding may have assisted with sending the right units to ensure a positive out come.

Though Maui County EMS is a small system in comparison to Metropolitan EMS systems, we need to continue to progress in a ever changing medical field. Our dispatchers are a very importany link in the chain of survial and they must be elevated to meet the needs our our wounderful county.

Thank you for your time

Jacob Boteilho, Medic 4 - MICT

HB-2474

Submitted on: 2/4/2020 11:42:52 AM

Testimony for JUD on 2/5/2020 2:05:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Glenn Kobashigawa	Individual	Support	No

Comments:

I am favor of this Bill to elevate Emergency Dispatchers to First Responders, as they are truly the first line of defense.

Currently within their role, they are subject to extreme mental and psychological situations, this while having to remain calm, collective and the ability to understand and identify what steps are then required, or what personnel to engage. It must be terrifying not knowing what kind of call will come in next, whether it be a horrific incident or a simple petty theft, the range of emotions and anxieties must be at times, unbearable. The mental toughness to allow for clear thinking during a stressful situation, is a trait that is NOT easily attained or maintained, and many do NOT possess the right skill set to handle the immense pressure.

Dispatchers not only endure mental stress and pressures, but must also be great at multi-tasking, working with modern equipment such as the phones they take 911 calls with, the 911 ticketing system (for documentation of the caller, event, etc.), identifying where the caller is located (via visual or manual maps), as well as working with Radio Dispatch equipment to communicate with field First Responders. Literally Dispatchers have 5 to 6 screens on their desk, and every screen is critical. They must be able to navigate efficiently and effectively, all while listening and/or providing instructions to the caller, which leads me to my next point of emphasis, is the instructions provided as needed. As Technology continues to evolve, industries rely upon the Dispatchers to maintain their level of understanding of HOW to use the latest and greatest tools.

Dispatcher when necessary, will provide instructions on what to do in certain scenarios. They are trained to provide help over the phone. Things such as what to do in a hostile environment, medical attention, etc, are all part of the varying subjects they need to be comfortable around.

In closing, Dispatchers are often not thought of, until an emergency is taking place for yourself. All of a sudden, the Dispatcher on the other end of your phone call is your life saver, your best friend, and someone who is there to help you. We must do what's right and elevate Dispatchers to a Title, and pay scale that is not only fair, but deserving.

HB-2474

Submitted on: 2/4/2020 12:41:19 PM

Testimony for JUD on 2/5/2020 2:05:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
lakea Tjomsland	Individual	Support	Yes

Comments:

Honorable Representatives,

I suport H.B NO.2474

I'm in favor of H.B.2474. I believe that the Emergency Response Operator (911 operators) can be dropped from the language because they are not specialized like the other positions listed. The ERO only answer the 911 calls and transfer to the specialized personnal of Police , Fire, or EMS. They do not enter any case for service.

I have been a Police Radio Dispatcher for Honolulu Police Department for twenty years. In my years of service, I've handled homicides ,shooting ,stabbing, home invasions, robberies, kidnapping, missing children , and an array of other type of cases. I receive calls for police service and need to determine what other types of service is needed at a scene whether it is fire or ems co response. We are the critical link between the public and the police.

While handing the call for service I have to use specific skills learned during a year long training. I have to get the information a caller is giving into the computer and send to the radio in less than a minute. We often have cases where a critical incident or time sensitive situation is going on and we need to get emergency assistance to the scene as soon as possible. Once we have assistance on the way we often have to continue to stay on the phone with the caller for in progress cases to get additional information for injuries, suspect information, and weapons. This information is critical for the safety of the agencies responding. During your shift you never know what kind of in progress case you going to have, where you are going to have to stay on the phone with the caller. I have had homicide suspects calling in they have just killed someone, people threatening to jump off building or over passes, children calling that a grandparent isn't breathing, and people calling a suspect broke in the house & is still there. There are so many that we handle daily.

When working on the radio section we need to maintain the status of between 15 till 50 units (officers) depending on district and what type of incident is going on. You need to multitask, talk , type & listen all while units are talking and often running checks. Need to make sure all-important information is being correctly entered and time stamped while

its occurring. Need to make sure you are giving responding units (officers) any additional information that is coming in verbal or via computer message.

Police Radio Dispatchers work 24/7 365 days a year. We are subject to consistently forced overtime on top of the volunteer overtime. We have to work during all emergencies. These are a few that I have had to work thru, hurricane, tsunamis, earthquakes, island wide power outages, phone service outage and ballistic missiles attacks.

The same hiring process Police officers go thru to become an officer is the same process a Police Radio Dispatchers goes thru. Those include a performance exam, personal history statement, back ground checks, criminal history checks, credit checks, psychological evaluations (written & verbal), polygraph test, medical exam, and a drug test.

This job is extremely hard to do. We have continuous recruitment, and many find the nature of work too hard and emotional draining to pass the one-year long training.

The Honolulu Police Department handles about one million calls for service yearly. The Communications center takes over 2000 calls a day. We have about ninety Police Radio Dispatchers and about 35 openings.

Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Lakea Tjomsland

47-401 HUI IWA ST #4

KANEOHE HI 96744

808 753-2370

HB-2474

Submitted on: 2/4/2020 1:41:11 PM

Testimony for JUD on 2/5/2020 2:05:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Lisa Vaughn	MPD-communications	Support	No

Comments:

I have been training and doing this job for 1yr. I talk to people on the worst day of their life. They are in a panic/crisis frame of mind and we as call takers and dispatchers have to keep a calm head and try to not let a tragic event affect us. The calls range from a person calling in a stalled vehicle to a unresponsive /not breathing person, and then back to a person wanting to report suspicious activity in their neighborhood. It is high stress and can be an emotional roller coaster for 12-16 hrs work shift. We spend a lot of time away from family. We want to get all the fire/police/ ems workers back home to their families. We are the first line and without us enduring the hysterical screams of someone who just got in a bad vehicle accident, or someone calling because Uncle is not breathing, we have to get vital information to relay to the 1st responders that go to the scene. "We are the voice in the calm" when the public needs emergency service.

I challenge anyone to think of 3 times in their life that they needed emergency service. Whether that was for your child not breathing and having an asthma attack, being in an accident, coming home and finding a loved one has passed unexpectedly, or your friend/family member was just assaulted. We hear those events play out daily and for 12-16hr shifts. It takes a toll and the resources other 1st responders need to be available for us.

HB-2474

Submitted on: 2/4/2020 1:06:54 PM

Testimony for JUD on 2/5/2020 2:05:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Ka Ena Brown	Maui Police Department Communications Section	Support	No

Comments:

Aloha,

My name is Kaena Brown, I am currently the Acting Commander of the Maui Police Department's Communications Section. I am in full support of HB 2474. Without dispatch, Police, Fire, Medics, and other agencies would not be able to respond to calls for service. Dispatchers assist the community until the first responders/Emergency Workers arrive on scene. At times they are tasked with giving important medical instructions over the phone that is crucial. We all know that with medical calls, time is key. Without dispatch giving them medical instructions over the phone, precious time would be lost. They have given CPR instruction, assisted people with child birth, as well as many other medical issues. They are truly the first line to get the much needed help to a scene and they should be considered Emergency Workers. Nationwide there is a shortage of dispatchers, adding dispatch to the list of Emergency Workers would help in recruitment, retention, give them the opportunity to get better benefits and get paid accordingly.

Please consider passing this bill to help the many men and women in Communications get the recognition that they truly deserve. Thank you all for your time.

Acting Lieutenant Ka Ena Brown, Maui Police Department

Representative Chris Lee, Chair
House Committee on Judiciary

Hokulani K. Garcia
95-1017 Koolani Drive B207
Mililani, HI 96789

Wednesday, February 5, 2020

LATE

Support for HB2474: Relating to Emergency Workers and Communications Dispatchers

Chair Lee and Members of the Committee:

Aloha! My name is Hokulani. As a working mother, I constantly reflect back on the seven (7) years I've spent serving as a Honolulu Police Radio Dispatcher. The experiences I've had in this position have allowed me to grow as a person, a parent and a community member. I strongly support HB2474 Relating to Emergency Workers and Communications Dispatchers, which would reclassify Telecommunications dispatchers as "Emergency Workers."

Currently, Police Radio Dispatchers ("PRD") are categorized as "secretaries" within their union bargaining units. This is by no means accurate. Anyone that sits with a dispatcher for 24 hours can clearly see that they are not secretaries and their jobs do not mimic that of a clerical position.

Police Radio Dispatchers go through the same background checks and psychological checks as a police officer. (The only difference is the physical.) They go through a minimum of one year of training both in a school setting as well as on the job (similar to an officer). They are required to work through mandates to meet staffing requirements as a shortage may affect officer safety as well as public safety. More importantly, PRD's are required to report to work in the event of an emergency!

They are trained to work in a fast pace environment while under extreme pressure. They work efficiently and expeditiously to obtain the necessary information to get that officer to you safely. They are that calm voice when someone is calling for help.

I will never forget the call I took when a child hysterically called for help. She witnessed the unimaginable; her father shot her mother and then himself. While she cried, trying to explain what happened, the fact that her father locked the garage that she didn't know how to open and her younger sibling was trying to wake the mother. At that moment, my emotions were placed in a bottle as it was time to do my job! The officers were dispatched, I reassured the child that help was on the way and kept her on the line till officers arrived on scene and a three (3) minute response time felt like hours. While my call may have ended, the emotions I felt, the thoughts that still run through my head till this day will stay with me for the rest of my life.

Again, Police Radio Dispatchers are not secretaries nor are they clerical staff. They are emergency personnel and should be deemed as such. I urge the committee to do what is fair, to do what is right and pass HB2474. Thank you for allowing me to share my testimony.

HB-2474

Submitted on: 2/4/2020 3:28:49 PM

Testimony for JUD on 2/5/2020 2:05:00 PM

LATE

Submitted By	Organization	Testifier Position	Present at Hearing
marjorie kahookele	maui police	Support	No

Comments:

I am in favor of, please pass this bill as our communications is the first one to receive calls for services, emergency and non emergency and without them being included as an emergency worker we would have no one to screen or answer phones to service the public properly.

HB-2474

Submitted on: 2/4/2020 5:07:08 PM

Testimony for JUD on 2/5/2020 2:05:00 PM

LATE

Submitted By	Organization	Testifier Position	Present at Hearing
Natasha	Individual	Support	No

Comments:

I have been an Emergency Services Dispatcher with the Maui Police Department for the past 11 years. We go through extensive training to help the public. I have heard it all. I have heard the screams of a mother that has lost her baby. I have guided people through CPR of their loved ones. I have calmed a person down who was contemplating suicide and sent them help. I have spoken to people who are hiding and scared for their lives from someone who has broken into their home. I still cannot get some calls out of my head that I have taken years ago. I believe that Dispatchers are essentially the "first" first responder. We are the ones who hear and speak to people first. We are the ones who gather the important information to relay to our Police/Fire/Medic personnel and keep them safe. We are the ones who tell them if there are any weapons or anything that can harm them when they arrive. Without us..they are going in blind. We are the ones who are doing pre arrival medical instructions to callers so that they are getting medical care, sometimes CPR started, prior to the medics and fire department get there. We are able to relay all of this to incoming Police/Fire/Medics all while still on the call with the person. We essentially "see" and "set" the scene for them before they get there. Just because we are not physically there like the other departments are does not mean we do not suffer the same things they do. We hear it. We feel it. We are crying with them. We are screaming with them. I highly support this bill. We are just as important as the rest of the Police/Fire/Medics. We are what protects them. We are not clerks and secretaries (which is our current class). Clerks and secretaries answer phones, take notes and file things. What do we do? We save lives!

HB-2474

Submitted on: 2/4/2020 11:53:28 PM

Testimony for JUD on 2/5/2020 2:05:00 PM

LATE

Submitted By	Organization	Testifier Position	Present at Hearing
Harold K. Naone	Individual	Support	Yes

Comments:

My name is Harold K. Naone and I am testifying as an individual citizen. Also, I am currently employed as a Supervising Police Radio Dispatcher (SPRD) with the Honolulu Police Department (HPD). since May 1990. I also served in the US Army as a helicopter pilot and combat engineer officer from 1980 to 1988.

I am in support of HB2474 with the intent to add the Telecommunications dispatcher to SECTION 1. Section 707-700, Hawaii Revised Statutes.

A police radio dispatcher (PRD) also known as a Telecommunications dispatcher, is the first 911-emergency link with the community for a law enforcement response to the protection of life and property. The PRD continuously take the most urgent calls for service with 9-1-1 automated terminal, utilizing multiple lifesaving procedures and technologies to obtain critical information from the callers, The PRD must quickly analyze the information within a few seconds as dispatchers save seconds and seconds save lives. The PRD utilize many computer files resources and specialized mapping systems to assist with location information if not clearly known to the caller. The PRD must clearly transmit all call-for-service information to the responding police officer(s) and continuously give updates.

The PRD is an emergency worker, a Telecommunications dispatcher, not seen in the public, not known by name, is required staffing during all emergency events and continuously provides critical emergency calls for service 24/7 each and every day.

HB-2474

Submitted on: 2/5/2020 4:46:35 AM

Testimony for JUD on 2/5/2020 2:05:00 PM

LATE

Submitted By	Organization	Testifier Position	Present at Hearing
Terri Ann Noelani Kalani	Individual	Support	Yes

Comments:

Representative Chris Lee, Chair

Representative Joy A. San Buenaventura, Vice Chair

Committee Members

Terri Ann Noelani Kalani

Former Honolulu Police Radio Dispatcher

808-383-3208

Wednesday, February 5, 2020

Support for H.B. No. 2474, Relating to Emergency Workers

As a former Honolulu Police Radio Dispatcher, I strongly support H.B. 2474 to amend the definition of “emergency worker” to also include, Telecommunications dispatchers listed in number (7) of this bill.

I support this bill because it hit's home. Emergency workers have always been known to have that specialized training, equipment and distinctive uniform that identifies them as first responders. Whether they are Police, Fire or EMS, once they arrive on scene an automatic switch to save and protect life and property engages. Each emergency is

more than likely to be one in a cluster of emergencies all at the same time. What's key in this equation is the mechanism that moves people to where they need to be. It's very safe to say that only an elite group with their own special skills and equipment can manipulate an emergency from beginning to end. Dispatchers are that esoteric breed that once the call is answered or radio is transmitted, they switch to auto pilot. They really are the first call from the scene and last to radio transmission to leave the scene.

There is so much more to Dispatchers than just a clerical position. It's almost like a different culture in emergency management. Just the time invested in learning their skillsets doesn't guarantee a position that a clerical one would. It's an occupation where the equipment talks back and most would rather not do. Others don't cut it even if they really want to which leaves the remaining few.

There has been a significant increase in emergency response in our communities. We all live in these communities. Our communities might look the same, but the emergencies are changing. What used to be only on the news from other states, it's here. Agencies are sharing knowledge to find solutions. The first line of defense is the Dispatcher who ultimately is the first, first responder when a 9-1-1 call activates.

I firmly believe that amending this bill to include Telecommunications Dispatchers removes the inaccurate representation which has been long overdue. It better aligns all emergency workers that share the same dedication and it recognizes these professionals for the lifesaving work they perform. I believe this is a good step forward. I urge the committee to pass H.B. 2474. It's an honor to share my testimony. Thank you.

HB-2474

Submitted on: 2/5/2020 6:16:04 AM

Testimony for JUD on 2/5/2020 2:05:00 PM

LATE

Submitted By	Organization	Testifier Position	Present at Hearing
Dean Rickard	Individual	Support	No

Comments:

HB-2474

Submitted on: 2/5/2020 7:14:13 AM

Testimony for JUD on 2/5/2020 2:05:00 PM

LATE

Submitted By	Organization	Testifier Position	Present at Hearing
Eddie Fujioka	Individual	Support	No

Comments:

I am in support of HB 2474. Telecommunicators (911) are the first First Responders and provide information prior to the initial responding units or crews. Telcommunicators provide key information to the emergency personnel that are responding to the locations of the reporting event/emergency. The information they provide key information on mass casualty events such as Active Shooter, explosions, transportation accidents, building fires etc. Telecommunicates provide information on MCI to Hospitals, agencies etc.

HB-2474

Submitted on: 2/5/2020 7:36:54 AM

Testimony for JUD on 2/5/2020 2:05:00 PM

LATE

Submitted By	Organization	Testifier Position	Present at Hearing
John Jakubczak	Individual	Support	No

Comments:

HB-2474

Submitted on: 2/5/2020 7:47:51 AM

Testimony for JUD on 2/5/2020 2:05:00 PM

LATE

Submitted By	Organization	Testifier Position	Present at Hearing
Leinaala LaBatte	Command Navy Region Hawaii- Regional Dispatch Center	Support	No

Comments:

I am writing my testimony in support of HB2474, as a cross trained Emergency / 911 Telecommunicator and Dispatcher for Police, Fire and Emergency Medical Services. We play a vital role on the spectrum of emergency response personnel and essentially are the very first line of contact in emergency situations.

I Support of HB2474 because I strongly believe that Occupations are supposed to be classified according to the nature of the work performed. Reclassification of "Emergency Workers" into the appropriate occupational category is merely a paperwork change. The biggest benefit from this reclassification could potentially be reflected in the ability to clearly define the job standards of a Emergency Workers / Public Safety Telecommunicator among agencies across the board.

PTSD. Studies have demonstrated that first responder personnel do not need to be physically on scene to develop this disorder. Emergency Workers, Telecommunications and Dispatchers answer multiple traumatic calls and handle stressful radio incidents without decompression time to process the associated feelings and somatic responses. This traumatic exposure alone sets the job of an Emergency Worker, telecommunicators, and dispatchers apart from any clerical or administrative occupation.

HB-2474

Submitted on: 2/5/2020 8:10:13 AM

Testimony for JUD on 2/5/2020 2:05:00 PM

LATE

Submitted By	Organization	Testifier Position	Present at Hearing
Laloifi Ieremia	American Medical Response	Support	No

Comments:

I have been an Emergency Medical Dispatcher for over 10 years. This profession involves a high acuity of critical thinking relative to saving a life remotely. While I might not be able to physically administer life saving skills, I am doing so in a challenging environment not having visual. I am in support of categorizing Emergency Dispatchers as First Responders. Thank you

HB-2474

Submitted on: 2/5/2020 8:30:45 AM

Testimony for JUD on 2/5/2020 2:05:00 PM

LATE

Submitted By	Organization	Testifier Position	Present at Hearing
Carey Peterson	AMR	Support	No

Comments:

Before becoming a 911 dispatcher for Ascension Parish Sheriff's Office and now a dispatcher for American Medical response I never fully understood the magnitude of work load a dispatcher and call taker have. The amount of responsibility that is given to a call taker and dispatcher is greater than one can imagine until they are in that seat. Us dispatchers/call takers don't just answer a phone or just speak on the radio we are a life line to our callers who turn into victims or patients in dire need of help. We are a first responder. We are the first line of contact before the police, fire department, or ambulance comes.

I never thought I could save someone's life through a phone until I sat in that chair and received that role. To say that an emergency call taker that they are not considered a first responder but are required to have the skills to save someone's life and give patient care is astonishing. I challenge anyone who thinks other wise to answer a frantic caller who's loved one is needing CPR instructions or life saving instructions over the phone. Please consider my testimony to endorse all emergency call takers and dispatchers as first responders.

HB-2474

Submitted on: 2/5/2020 8:56:55 AM

Testimony for JUD on 2/5/2020 2:05:00 PM

LATE

Submitted By	Organization	Testifier Position	Present at Hearing
Henrietta Helm	Individual	Support	No

Comments:

Maui Police Department, Communications Section-Molokai and Lanai

Wednesday, February 05, 2020

Support for H. B. No. 2474, Relating to Emergency Workers.

My name is Henrietta Paaluhi Stuart Holi Helm, I am the Supervising Emergency Services Dispatcher for the Maui Police Department Communications Section on the Island of Molokai. My Section is tasked in handling all administrative and Emergency 9-1-1 calls for the island of Molokai and Lanai with Police, Fire and EMS services. I have been with MPD Communications Section for over 30 years.

Throughout my 30 years I have seen and experienced many happy and tragic moments. Happy at the successful child birth and saving someone's Loved One through CPR and Medical First Response Instructions that I am trained and certified with Power Phone. I am the LIFE LINE for these calls until my American Medical Response (Medics) and Fire Department personnels arrive on scene.

I am in support of HB 2474. Please consider the duties and responsibilities that lay in the hands and voices of every Public Safety Telecommunicator in the State of Hawaii.

Tragic, heartbreaking and forever imprinted in my mind. When I handled a call from a young man that shot himself after his girlfriend and mother of his children left their residence, pleading for me to save his life because he didn't want to die. Hearing his cry and pleas still remain in my mind and heart because I knew him, his parents and his family personally. I handled a call from a hysterical relative who witnessed her cousin being shot and killed while sitting right next to her, by her estranged boyfriend and father to their children. Remaining on the line to assist my caller in rendering aid and updating the responding Police, Fire and Medics on the location of the armed offender. Insuring that the public and First Responders are safe. A young mother's life was taken that night. The offender was located and arrested at his residence 17 miles away. I appeared and testified in 2nd Circuit Court for his hearing, he is now serving time in prison due to my testimony and my Emergency 9-1-1 recording. I have dealt with many

fatal events; motor vehicle accidents, jet and helicopter accidents, cardiac arrest, water accidents, suicides, etc. My job is beyond, To Serve and To Protect; I am here to Save Lives. I will forever remain that calm voice on the other side of that telephone.

Respectfully Submitted,

Henrietta P. S. Helm

1153 Likelike Ave, Kalama'ula

P. O. Box 123, Kaunakakai HI 96748-0123

(808) 553-5355

Number: 2474

LATE

Honorable Representatives


As a servant of the City and County of Honolulu for 30 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed HB 2474 concerning the amendment of the definition of emergency workers to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.

I would humbly request that clarification is provided so that this amendment does not include 9-1-1 dispatchers (ERO's) who receive initial 9-1-1 calls and transfer them to telecommunications dispatchers as it is not necessary for them to utilize any robust lifesaving technologies.

I humbly ask the Honorable Representatives for your support.

Thank you very much for allowing me to submit testimony.

Sincerely,


Roxanne Nobriga

2127 Gayne St
Hon HI 96826

HB-2474

Submitted on: 2/5/2020 9:40:02 AM

Testimony for JUD on 2/5/2020 2:05:00 PM

LATE

Submitted By	Organization	Testifier Position	Present at Hearing
lyndsey kahuhu	maui police	Support	No

Comments:

Representative Chris Lee, Chair

Representative Joy A. San Buenaventura, Vice Chair

Wednesday, February 5, 2020

Lyndsey Kahuhu

Communications Section, Maui Police Department

808-856-6760

Support for House Bill 2474, Relating to Emergency Workers

My name is Lyndsey Kahuhu and i have been a dispatcher for six years. I strongly support H.B. 2474 Relating to Emergency Workers, which would give 911 dispatcher the proper recognition for the amount of work they do day in and day out.

APCO stands for Association of Public-Safety Communications Officials International. APCO defines dispatchers as Public Safety Telecommunicator. In reality, emergency first responders such as police, firefighters and/or emts would not be able to get sent to calls unless there were dispatchers. The first intial "responder" is a 911 dispatcher at the split second of answering the phone "911, what is your emergency?"

Many people have noticed us as dispatchers and the job that we do but it is rare that any recognition comes through.

Regarding this bill, I came name quite a few people and groups who are supportive to House Bill 2474 and finally recognizing us dispatchers as First Responders. We as the Communications Section for the County of Maui have been fighting for awhile for this. We have a great support system and our chiefs back us up 100%. We urge the committe pass House Bill 2474. Thank you for this opportunity to testify.

HB-2474

Submitted on: 2/5/2020 12:33:47 PM

Testimony for JUD on 2/5/2020 2:05:00 PM

LATE

Submitted By	Organization	Testifier Position	Present at Hearing
Stacy Perreira	Individual	Support	No

Comments:

February 4, 2020

Honorable Representatives,

Re: Support for HB2474, Section 707-700, HRS as amended to the definition of "Emergency Worker"

As a Police Sergeant and current supervisor for the Kauai Police Department Communication Section for nearly 8 years, I am in support of the proposed HB2474.

911 is the most universally known phone number across the Country. When someone is in need of police, fire or medical services the VERY FIRST person to provide assistance is the dispatcher. They are the unseen, often forgotten calming voice in the midst of chaos and crisis. They often walk callers through CPR instructions to save a loved one's life even before medical personnel arrival. They might even help deliver a new born child, and more often than we want to think they become the person a child can count on when a family member is being abused. They hear cries for help along with and the sigh of relief when the field responder arrives. Without our dispatcher the field first responders would NEVER arrive. Without our dispatchers the safety of our field responders would be in jeopardy. Without our dispatchers those seconds of survival for our callers before the field responders arrival would be lost. Every day that at dispatcher sits at a console is a potential day that they too just might save a life just like a police officer, paramedic, or fireman.

As a telecommunications dispatcher for police, fire and medical personnel each dispatcher must overcome approximately six (months) of classroom and on the job training. During their training, they must become proficient in multiple state, county and federal software applications. They must also maintain multiple training certifications in order to provide Emergency Medical techniques used to assist in emergencies to provide over the phone triage prior to medical and fire personnel arrival. They are also

required to memorize various codes and laws in order to properly classify incoming crimes all the while making sure that our field responders arrive at the proper location.

There are countless scenarios that could describe why dispatchers should be recognized as emergency workers. Recognizing that they are no longer merely clerical staff is imperative. They deserve the recognition and I believe we owe it to each and every dispatcher to support and pass the proposed bill.

Recently in 2019, the State of California and Texas have passed and are now recognizing Dispatchers as "First Responders" allowing for both higher pay and access to training they were previously not afforded. Like California and Texas, Hawaii, Massachusetts and Kentucky are proposing similar bills to recognize dispatchers as first responders. This is an opportunity for Hawaii Law Makers to support the many men and women throughout the state who has answered the call and will continue to answer our calls no matter how big or small.

Respectfully,

Sgt. Stacy Perreira

HB-2474

Submitted on: 2/5/2020 12:40:47 PM

Testimony for JUD on 2/5/2020 2:05:00 PM

LATE

Submitted By	Organization	Testifier Position	Present at Hearing
SusanEgdamin	Maui County Police Dept	Support	No

Comments:

Wednesday February 5, 2020 1200 hours.

My name is Susan Egdamin, Supervisor of Emergency Service Dispatchers within the Maui Police Department. I am testifying in favor of HB2474 Relating to Emergency Workers.

I apologize for the short notice as today is my Monday and I just recieved this for testimony. I am working the 911 center while trying to submit this.

I support this bill for the reasons as follows:

- a. The complexity of the task. In our center we are Central Dispatch. We answer 911 and non emergency calls. and dispatch for EMS, PD and Fire, while often in contact with other agencies, such as DLNR, Airport ARF and Police, Ocean Safety, Animal Control, County and State workers.
- b. Utilize multiple robust lifesaving procedures, such as obtaining critical information from the caller (location, hazards, vicious animals, medical history etc), analyzing the information given and sending the appropriate/closest units.
- c. Use computer systems, CAD - computer aided dispatch: 911 systems - for answering and locating callers: Radios - for contact with agencies. Along with multiple programs for searching vehicles, driveres license, warrants, criminal history, etc. Mapping computers.
- d. Provide Pre-arrival medical, police and fire instructions.
- e. Monitor and act on Natural Disasters, hurridcanes, earthquakes, tsunamis. We are the back up for Civil Defense when their offices are closed or their equipment fails.
- f. 24/7 365 operations that is the core of any county emergency after hours.

There are so many "other related" duties that land in the laps of the Telecommunicators because we are the 24/7 location. We must know where and how to reach out to other resources.

As a supervisor in the 911 center, with less than 50% staffing, not am I ensuring employees are following policies and procedures, I do the same work they do along with my duties.

I started in 1990, where this job was much simpler. With technology and liability, the duties are far beyond what a normal person can do. This work takes a highly skilled, passionate and self conscious person willing to sacrifice time with their families, special occasions and peace of mind.

We need this change, WE ARE EMERGENCY WORKERS.

HB-2474

Submitted on: 2/5/2020 1:05:10 PM

Testimony for JUD on 2/5/2020 2:05:00 PM

LATE

Submitted By	Organization	Testifier Position	Present at Hearing
Lisa Kahuhu	Individual	Support	No

Comments:

Aloha, as a mother of a Maui Police Department 911 Dispatcher, I fully support this bill. Dispatchers are the very first responder callers will get in there time of desperation. Dispatchers will walk the callers through life saving measures, including but not limited to, CPR, emergency child birth, drowning, abuse, car accidents, suicide attempts, anything needing emergency services all while simultaneously dispatching Police, Fire and Medics. They continue to remain on the phone providing life saving measures until Police, Fire or medics arrive no matter how long that takes. My daughter recently received a commendation for talking a man off of a cliff. He was going to commit suicide and had called his wife. His wife called 911 and gave my daughter his number. She was able to get the man on the phone and talk him out of jumping and although the man did not want the Police to approach him my daughter was able to convince him to have the medics come to him. He survived. Dispatchers can experience the same type of PTSD that other first responders due. Rarely due dispatchers no the final outcome of the call. It is not any easy job, and Maui Police is very short-handed. It truly is a stressful and thankless job. 911 dispatchers deserve to be included in the definition of an emergency worker as other first responders are. Mahalo for your time and consideration of this bill.

HB-2474

Submitted on: 2/5/2020 1:11:49 PM

Testimony for JUD on 2/5/2020 2:05:00 PM

LATE

Submitted By	Organization	Testifier Position	Present at Hearing
Kuanani	American Medical Response	Support	No

Comments:

Good Afternoon,

My name is Kuanani, I am an Emergency Dispatcher for American Medical Response. I have to be honest, before I started this job I never looked up to dispatchers, let alone emergency dispatchers. Never thought "highly of them", nor did I think they were equally as important as the first responders you see on scene. I thought like you all did, "ah their just clerks". But then I sat in the chair, and did the job. American Medical Response upgraded our system and all the "clerks" became certified Emergency Dispatchers. From over the phone we can talk the caller through giving someone "CPR", talk them through applying a Tourniquet, How to control an active bleed, we can even give a 7 year old instructions on helping his mother in active labor give birth. I personally never had these calls, but the reason why I can share this information with you is because it was all done before. Just because you don't see us, it doesn't mean we're not there. Because we are, we're there before the ambulance, fire trucks, police. You may not see us, but you hear us. We're in your ear letting you know that whatever help you just requested is on the way. We're giving you instructions on how to help whoever you're with before the Medics get there, and to be completely honest, we're helping you prolong a life until someone can physically be there to take over and do the job for you. We're helping you save a life. Here's a fact, the brain can go without CPR for 5-10 mins before being damaged, on average it takes an ambulance 7-10mins to get on scene. Look at it this way, us "clerks" are helping to save your loved ones life before the ambulance gets there. Don't believe me? Come on down to your nearest dispatch location, sit with us for a day and you'll see.

Thank you,

“Attention To Detail Saves Lives”

Good Afternoon,

My name is Kuanani, I am an Emergency Dispatcher for American Medical Response. I have to be honest, before I started this job I never looked up to dispatchers, let alone emergency dispatchers. Never thought "highly of them", nor did I think they were equally as important as the first responders you see on scene. I thought like you all did, "ah their just clerks". But then I sat in the chair, and did the job. American Medical Response upgraded our system and all the "clerks" became certified Emergency Dispatchers. From over the phone we can talk the caller through giving someone "CPR", talk them through applying a Tourniquet, How to control an active bleed, we can even give a 7 year old instructions on helping his mother in active labor give birth. I personally never had these calls, but the reason why I can share this information with you is because it was all done before. Just because you don't see us, it doesn't mean we're not there. Because we are, we're there before the ambulance, fire trucks, police. You may not see us, but you hear us. We're in your ear letting you know that whatever help you just requested is on the way. We're giving you instructions on how to help whoever you're with before the Medics get there, and to be completely honest, we're helping you prolong a life until someone can physically be there to take over and do the job for you. We're helping you save a life. Here's a fact, the brain can go without CPR for 5-10 mins before being damaged, on average it takes an ambulance 7-10mins to get on scene. Look at it this way, us "clerks" are helping to save your loved ones life before the ambulance gets there. Don't believe me? Come on down to your nearest dispatch location, sit with us for a day and you'll see.

Thank you,

"Attention To Detail Saves Lives"

HB-2474

Submitted on: 2/5/2020 1:56:17 PM

Testimony for JUD on 2/5/2020 2:05:00 PM

LATE

Submitted By	Organization	Testifier Position	Present at Hearing
Wendi-Liz TANCAYO-MEBILLE	Maui Police Department Department Molokai PSAP	Support	No

Comments:

My name is Wendi-Liz P.TANCAYO-MEBILLE, Emergency Service Dispatcher II, employed by Maui Police Department – Molokai Communication PSAP. I am a veteran having worked for over 26 years.

I'm testifying in favor of H.B. No. 2474, Relating to Emergency Workers.

Telecommunications Dispatcher at the Molokai Communications PSAP, answer all calls (Non-emergency, Emergency calls and Dispatch various emergency units – Police, Fire and Medical) at any given time with only one Emergency Service Dispatcher on duty. As a Emergency Service Dispatcher, we have various duties from calling taking – Non-Emergency to Emergency Calls, combination of police, fire and medical emergency dispatcher, using the 9-1-1 automatic system, utilizing lifesaving procedures, obtaining important information, analyzing information from the caller and utilizing a specialized mapping system to send the appropriate and closet available emergency unit to assist the caller with any actions prior to the arrival of the first responder. Again, with only one Emergency Service Dispatcher operating at the Molokai Communication PSAP at one time.

As a single dispatcher on duty, there has been countless incidents where I had two emergency at the same time. Having taken a call from a juvenile female saying, her grandmother is unresponsive, doesn't know how to do CPR and willing to do CPR while emergency units respond to her residence. While instructing the CPR procedure to the caller and dispatching the appropriate units to the residence, I received an emergency call of a male shooting a firearm at a farm tractor with one occupant within. Having to put the juvenile female on hold and reassuring her I will return to her call as there is another emergency!

Gathering the information from the caller on the shooting incident who wasn't at the scene but received the call from the tractor operator. With limited information of the suspect, type of firearm being used and only of the exact location is the only information that was able to dispatch to the responding units. Having to go between both emergency calls is a task that is not easy but must be done as you are an emergency service dispatcher whether there is one or more of you.

As an Emergency Service Dispatcher – Telecommunications Dispatcher, I am strongly in favor of H.B. No. 2474, Relating to Emergency Workers: we do the work of an Emergency Workers and not that of a clerically skilled clerk.

I urge the committee to pass H.B. No 2474. Thank you for this opportunity to testify.

ESD Wendi-Liz P. TANCAYO-MEBILLE

Maui Police Department - Molokai Communication PSAP

HB-2474

Submitted on: 2/5/2020 2:08:35 PM

Testimony for JUD on 2/5/2020 2:05:00 PM

LATE

Submitted By	Organization	Testifier Position	Present at Hearing
James Logue	Individual	Support	No

Comments:

In all actuality dispatchers should be deemed first responders as they are the ones who receive the distress calls. They are the ones keeping panicing, irate, confused, angry, etc. folks calm until police, EMS, for fire arrive.

January 30, 2020

LATE TESTIMONY

Honorable Senators,

RE: I support ^{H.B. 2474} ~~S.B. NO. 3000~~ Section 707-700, Hawaii Revised Statutes, amending the definition of emergency worker to include telecommunications dispatchers.

In August of 2019, I began working in Communications for the Honolulu Police Department. Prior to being hired, I had the incorrect notion that I would just answer phone calls and type whatever the caller says. Naturally, that is what most people assume when they think of us. After all, that is why we are considered clerical workers or secretaries instead of what we truly are -- emergency responders. Literally, we are the very first, first responder. We are the essential link between the caller needing assistance and the responding police officers. I quickly learned that dispatching is much more than answering phones and inputting data, which is why an entire year of training is required. Let me share a few things that I learned about police dispatching in hopes that you would also support us to be considered emergency workers.

First of all, the hiring process is lengthy, which is expected considering we are employees of a police department. We go through the exact hiring process as our police officers, except for the physical test. We take a pass-or-fail performance exam to ensure that we meet basic requirements, such as the ability to multitask and type. If we pass, we fill out a Personal History Statement which includes, but is not limited to, information about our families, prior addresses, employment and educational history, any drug-use or criminal record history, and more. Then we meet with a Detective for a clarification interview and are sent to get fingerprinted. We are subjected to a credit check, a handwritten psychological exam that can last anywhere between 4-6 hours, a psychological interview to review our answers to the exam, a polygraph exam to ensure we didn't lie during any of the steps in the process, and a drug test.

Once hired, new dispatchers train for ten weeks in a classroom environment where we learn the basics of call-taking, then we train on-the-job for a month on each of the three shifts. Then we go back to class to learn how to dispatch police officers, and back onto the floor for hands-on experience for each shift. I quickly gained respect for dispatchers because of all of their different responsibilities. Our work is not easy -- my training class began with four people and I am the only one left. Not only is it difficult to fill these positions, but keeping them filled is challenging. Since our work deals with public and police officer safety, we need a minimum amount of people working at a time, so if we drop below that minimum we have mandated overtime and can be forced to stay an additional four hours.

There are four different positions that we rotate: radio dispatcher, non-emergency or emergency call taker, and administrative roles (commonly referred to as Backroom). In the Backroom, we assist either the town or country radio operators with different service requests,

update Law Enforcement (LE) files for stolen/towed vehicles or missing/wanted people, and answer calls from police officers or even media stations. Some requests from the radio operators could be to notify a caller of a delay in police response, to contact different agencies for things like dead animal pick-up, fallen trees blocking roadways, low-hanging wires, or to request a co-response from the fire department or emergency medical services. We also receive phone calls from tow companies because they need to notify us prior to towing any vehicle for trespassing; we need to verify that the car is not stolen/wanted and that it matches the Motor Vehicle Registration information. We also update files for repossessed or abandoned vehicles. When police officers call the Backroom, they may ask us for their report numbers, what time that they arrived or departed at a particular location, when they made a positive ID on a suspect, and more.

We answer phone calls from the public for a variety of reasons: noise complaints, nuisance complaints, car accidents, arguments, stabbings, shootings, suspicious activity and lots more. We memorize over a hundred Incident Type Codes (ITCs) in order to classify the call so that responding police officers know what to expect. For example, we have different codes for an argument, a family argument, a non-family argument and an argument between a landlord and tenant. There's even a difference between a basic noise complaint, a loud party, a vehicle noise, animal noise and construction noise. Sometimes callers say that they were robbed but, by our definitions, it was a theft or burglary. If the caller says they were robbed, we need to ask if a weapon or physical force was used. If they say they were burglarized, we need to verify if the item was taken from an enclosed space. If the item was taken from a vehicle, then it's considered Unauthorized Entry into a Motor Vehicle (UEMV). We need to send the case out effectively and efficiently because sometimes lives are on the line. Other times, there's no one on the phone line but the phone connection is open. During these "open-line" situations, we try to use our mapping system, Intrado, to get a location of the caller while listening for any background noise that may signal someone in distress, such as heavy breathing, scuffling or yelling.

Oahu is divided into eight police districts. There is only one radio operator for each district. The radio operator documents majority of the transmissions that come in from the police officers and they sometimes speak in rapid succession and request for things all at once. Police officers ask their radio operators to run checks on the people that they are with. The radio operator needs to efficiently inform the officer if the person has any warrants or arrest history. It's important for the police officer's safety because someone with a warrant may run away or resist arrest, and an arrest history can tell the officer if the person has a history of abuse, carrying a concealed weapon, driving under the influence, and more. Some other checks are seeing if a vehicle is reported stolen, if someone has registered firearms, if they have a valid Hawaii driver's license or out-of-state driver's license, if they are a registered sex offender, or to see if they are wanted for a crime in another state using the National Crime Information Center (NCIC). We have access to NCIC, which is managed by the FBI for law enforcement agencies. NCIC users need to receive certification every two years. We also have access to the Criminal Justice Information Center (CJIS) and Juvenile Justice Information Center (JJIS).

Our Communications Division also operates as Oahu Warning Point and assists the Hawaii Emergency Management Agency and Department of Emergency Management with announcements from the National Warning System and National Weather Service. We receive weather announcements, track nearby hurricanes and assist with the monthly emergency sirens.

Lastly, if any type of local or national emergency were declared, we would be required to work just like police officers, fire fighters and emergency medical services. If there was a bomb or fire threat against us, we would be one of the last divisions to evacuate. Despite all of this, we are not considered "essential" personnel.

Please amend S.B. NO.3000 Section 707-700 to include telecommunications dispatchers.

Sincerely,

A handwritten signature in cursive script that reads "Natasha Enos".

Natasha Enos
443 Kuamoo Street #3
Honolulu, Hawaii 96815

January 15, 2020

The Honorable State Representative Joy San Buenaventura
Hawaii State Capitol Room 442
475 So. Beretania Street
Honolulu, Hawaii 96813

RE: TMK (3) 2-4-22-31
~~992 A West Puainako Street~~
Hilo, Hawaii 96720

Good morning and Happy New Year State Representative San Buenaventura,

May the beauty of this morning greet you and bless you with the Almighty's Peace.

I will go straight into the purpose of this letter. It is a quest for a legitimate access to our property – a very simple quest, which had been placed before almost every State Legislature and the Hawaii County Council from a long time ago.

In 1948, my late husband, Thomas Tamotsu Shiroma, upon being honorably discharged from the U.S. Army in 1946, came back home to Hilo to live and work. To provide job opportunities for the returning veterans, the State divided the defunct Waiakea Mill Plantation land into 40-acre farmlands for sale. To be fair, they pulled "lots" and Tommy pulled Number 1. Naturally he chose the best lot (on his Father's advice, who was very familiar having worked the land for the plantation).

However, as fate would have it, he was later informed that the lot he'd picked was "too valuable as a farmland (agriculture) and therefore not available for him". To add to his woes, the LANDLOCKED Lot 520 (TMK 3-2-4-022-031) with no access, no water line, no power line was the only one left. However, he was assured that he will be given access later, when the "proposed" Puainako Street got to our property line. They even granted him extension beyond the required three years to construct his home. (State land purchases are required to construct a home within three (3) years.). With this promise in sight, using pick and shovel, his Father and he made a long "jeep trail" to the lot and were able to bring at least the water through the trail. We survived on gas store, gas refrigerator and gas lamps for the children's homework. Later we had the luxury of generator-powered electricity.

While using the "jeep trail" to go to work and our three children going to school, some unsavory people began growing "illegal" weeds along the trail, making it extremely dangerous, especially for our children. Therefore, when a subdivision opened up next to our property we bought an adjoining property.

Starting in early 1949, and through the years until my husband's physical health began to deteriorate around circa 2012, we have been pleading our case with council members, mayors, legislators, even a governor in the past, also to Congresswoman Patsy Mink, who all said "no one should be without a legitimate access to your land". And, we've been given encouragement that 'they'll look into the matter'.

The "red flag" went up in the 1970's when the State, WITHOUT PUBLIC NOTICE OR HEARING, just up and started to build homes on the north side of Puainako Street, GOING DIRECTLY AGAINST ITS MANDATE

THAT WAS IN EFFECT, "AFTER THE 1960 TIDAL WAVE NO HOMES CAN BE BUILT ON THE NORTHSIDE OF PUAINAKO STREET, FROM KINOOLE STREET UP TO KOMOHANA STREET". (That is why Waiakea Elementary and Waiakea Intermediate Schools were built over 60 feet away from Puainako Street in order to eventually widen Puainako Street.)

We've been to the many hearings regarding the Puainako Street Extension projects and they all kept telling us don't worry the access is in the plan or even funding was made available, etc. Unfortunately, Tommy being the affable, trusting man, was just getting handshakes and he died without knowing more.

There is no justification in our plight.

Firstly: Thomas pulled "number 1" but the lot he chose was taken away, deemed too valuable for agriculture.

Secondly: The State Legislature, without Public Notice and/or Hearing, against its own mandate, developed the "subdivision" on the north side of Puainako Street.

Thirdly: The State Puainako "subdivision" necessitated the Puainako Street to be moved approximately 300 feet north causing an ever wider span between our boundary line and the proposed Puainako Street Extension. Our plight was just "bulldozed" and completely ignored.

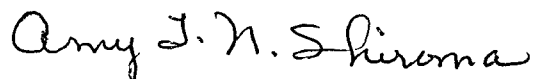
Fourthly: Our property was purchased and had been maintained under the initial promise that full access to Puainako Street and ALL utilities will be made available, then the rules changed with the Puainako Street EXTENSION.

Fifthly: Every so often the U. S. Postal Service will reject mail addressed to 992 A West Puainako Street, Hilo, Hawaii 96720, (our legal address) returning it to the sender with a note "not deliverable as addressed" or "no such address". This is not acceptable. Can you imagine giving an address and then being rejected?

Sixthly: On several occasions and most recently when we applied for Life Alert, the Hawaii County Police and Fire Departments were delayed in responding to our calls for assistance or reported they could not locate 992 A WEST PUAINAKO STREET.

Representative San Buenaventura, we are not asking that the injustice be corrected = no, we are asking for a legitimate access to our place, according to what they told us, "NO ONE SHOULD BE WITHOUT LEGITIMATE ACCESS". PLEASE HELP

Thank you,



Amy TN Shiroma
992 A West Puainako Street
Hilo, HI 96720

Pc: US and State Senators and Representatives
Hawaii County Council