

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 SENATE BILL 3000  
RELATING TO EMERGENCY WORKERS

PRESENTATION TO THE  
COMMITTEE ON PUBLIC SAFETY, INTERGOVERNMENTAL, AND MILITARY AFFAIRS

BY  
EVERETT S. KANESHIGE  
STATEWIDE INTEROPERABILITY COORDINATOR

FEBRUARY 11, 2020

Chair Nishihara, Vice Chair Wakai and Members of the Committee on Public Safety, Intergovernmental, And Military Affairs.

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 SB 3000.

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 SB 3000.

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](mailto:everett.s.kaneshige@hawaii.gov); 808-369-3523



MICHAEL P. VICTORINO  
MAYOR

OUR REFERENCE  
YOUR REFERENCE

# POLICE DEPARTMENT

## COUNTY OF MAUI

55 MAHALANI STREET  
WAILUKU, HAWAII 96793  
(808) 244-6400  
FAX (808) 244-6411



TIVOLI S. FAAUMU  
CHIEF OF POLICE

DEAN M. RICKARD  
DEPUTY CHIEF OF POLICE

February 7, 2020

The Honorable Clarence K. Nishihara, Chair  
The Honorable Glenn Wakai, Vice Chair  
and Members of the Committee on Public Safety,  
Intergovernmental, and Military Affairs

The Senate  
Hawaii State Capitol  
Honolulu, Hawaii 96813

**RE: Senate Bill No. 3000 – Relating To Emergency Workers**

Dear Chair Nishihara and Members of the Committee:

The Maui Police Department strongly SUPPORTS the passage of S.B. No. 3000.

Telecommunications Dispatchers, otherwise known as Emergency Services Dispatchers (ESD), are placed in critical, life-saving situations on a daily basis. Their career is just as demanding as Emergency First Responders. They work hand-in-hand with police officers, firefighters and paramedics around the clock, 24 hours a day, 7 days a week, 365 days a year. They are literally the lifeline between the public and First Responders.

Multi-tasking is a crucial and essential element of a dispatcher's everyday duties. Dispatchers are classified into two categories, a call taker and a dispatcher, and they are trained and certified to fill both roles.

As a call taker, they are required to obtain all pertinent information from the caller. At times the caller remains on the phone line with them until the First Responder arrives on scene. For example, there are situations where the person on the line is in a state of panic and has a family member there who is unresponsive and not breathing. The dispatcher will need to first establish a dialogue with the caller and skillfully calm the caller down and at the same time talk the individual through administering CPR. This task requires extraordinary concentration and ability, as every second counts, while at the same time maintaining composure.

The Honorable Clarence K. Nishihara, Chair  
February 7, 2020  
Page 2

As a dispatcher, they provide critical information to first responders entering a scene. For example, in a situation where an armed robbery has just occurred, it is imperative that the dispatcher relay the correct information to the responding police officers, such as whether and what type of dangerous weapon was used in the commission of a crime. For obvious reasons, a dispatcher does not want an officer ambushed by a knife wielding, mentally unstable individual nor walk into a situation where gunshots are being fired.

Another arduous situation which dispatchers encounter involve a rapidly spreading residential fire. Dispatchers are required to pinpoint the exact location of the fire while handling multiple calls regarding the same incident or the calls may involve a different situation. Dispatchers would need to put the pieces of the puzzle together to determine what type of situation is occurring. Radio transmissions with the first responders and providing updates involving evacuation and road closures are also an essential part of their duties. Additional responding units and services with other agencies may also be required, which dispatchers are responsible for coordinating and dispatching.

The daily demand of a Telecommunications Dispatcher is clearly comparable to an Emergency Worker without a doubt. Therefore, it is imperative that the position of a Telecommunications Dispatcher be classified under the correct bargaining unit. This would enhance much needed recruitment and retention within this career field.

The Maui Police Department asks that you strongly SUPPORT the passage of S.B. No. 3000.

Thank you for the opportunity to testify.

Sincerely,

  
TIVOLI S. FARUMU  
Chief of Police



## 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  
The Senate  
Committee on Public Safety, Intergovernmental, and Military Affairs

Testimony by  
Hawaii Government Employees Association

February 11, 2020


### S.B. 3000 – RELATING TO EMERGENCY WORKERS

The Hawaii Government Employees Association, AFSCME Local 152, AFL-CIO supports the intent of S.B. 3000 which amends the definition of “emergency worker” to include communications dispatchers.

S.B. 3000 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 S.B. 3000.

Respectfully submitted,

  
for Randy Ferreira  
Executive Director

**SB-3000**

Submitted on: 2/6/2020 11:41:13 AM

Testimony for PSM on 2/11/2020 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Victor K. Ramos	Testifying for Maui Police Department	Support	No

Comments:

We often refer to Emergency Dispatchers as "The First, First Responders." Said classification is long over due because the the emergency services they provide place them on the front lines.

They literally become "the link" between the victim(s) and field First Responders (Police, Fire, and Emergency Medical Services)

**SB-3000**

Submitted on: 2/6/2020 11:56:03 AM

Testimony for PSM on 2/11/2020 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Ka Ena Brown	Testifying for Maui Police Department	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.

**SB-3000**

Submitted on: 2/6/2020 1:28:32 PM

Testimony for PSM on 2/11/2020 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Derrick Lopez	Testifying for Maui Police Department	Support	No

Comments:

I support SB 3000

**SB-3000**

Submitted on: 2/6/2020 2:01:16 PM

Testimony for PSM on 2/11/2020 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Speedy Bailey	Testifying for American Medical Response	Support	No

Comments:



**SB-3000**

Submitted on: 2/6/2020 4:11:34 PM

Testimony for PSM on 2/11/2020 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Chris Rose	Testifying for MauiCounty Paramedics Association	Support	No

## Comments:

As a paramedic, I rely heavily on 911 dispatchers. They are my conduit to the pt before I arrive on scene. Their ability to assess the pts condition,ask questions that are relevant to past medical history and then determine the appropriate EMS response and then dispatch Medics,fire or police. This the most important aspect of the 911 system. Dispatchers must also inform all responding units of the address and any other relevant information that will assist units to get there fast and safe. While assisting responding units they are also calming the parent who is experiencing one of the most stressful days in their lives. Dispatchers are in the eye of the storm the are calming the terrified 911 caller and providing guidance to all EMS personnel who are also trying to get the pt. It 8s obvious to any person being dispatched by 911, that the person taking the 911 call requires a advanced skill set and knowledge base. Because of some archaic classification, 911 dispatchers are considered clerks. The definition of a clerk is "one employed to keep records or accounts or to perform general office work". We require polce,fire and ambulance personnel to all be certified to First Responder level as a minimum. The definition of First Responder is "among those responsible for responding immediately to the scene of an accident or emergency to provide assistance." Dispatchers are the first critical contact to any emergency system. They are the first, First Responders in EMS and deserve to be classified as such.

**SB-3000**

Submitted on: 2/6/2020 5:43:42 PM

Testimony for PSM on 2/11/2020 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
SusanEgdamin	Testifying for Maui County Police Dept	Support	No

Comments:

Senator Clarence K. Nishihara, Chair

Senator Glenn Wakai, Vice Chair

Susan Egdamin, Maui Police Department, Communications

808-244-6406

Tuesday, February 11 2020

I support SB3000, Emergency Workers; Communications Dispatchers.

(7) Telecommunications dispatcher, including any call-taker, police, fire, or emergency medical dispatcher, or any combination of these; emergency dispatcher; or any other telecommunications dispatch personnel who, while operating a 9-1-1 automated terminal, utilizes multiple robust lifesaving procedures and technologies to obtain critical information from the caller, analyzes the information given and, from specialized mapping systems, sends the appropriate and closest available emergency unit and communicates the best course of action for the caller to take prior to the arrival of the field first responder."

I am a Supervisor of Emergency Service Dispatchers aka Telecommunicators. In my 29 1/2 years of service, this profession has become a highly stressed, highly skilled and heavily liable in each task. One little mistake, such as transposing a letter or number, can lead to life threatening and often death of a victim/patient. The skills used by telecommunicators are clearly described in this SB3000 unlike any other job description. Telecommunicators deserve to be recognized as Emergency Service Workers.

For future generations interested in this profession and for the communities interested, the public should know what it takes to send help to save lives.

I am in total support of this profession being recognized as Emergency Service Workers.

Thank you for your time.

**SB-3000**

Submitted on: 2/6/2020 6:22:05 PM

Testimony for PSM on 2/11/2020 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
GENELLA ALBINO	Testifying for MAUI POLICE DEPARTMENT	Support	No

Comments:

ALOHA,

I AM WRITING ON BEHALF OF NOT ONLY MYSELF BUT FOR ALL OF THE OTHER EMERGENCY SERVICE DISPATCHERS THAT I WORK ALONGSIDE EVERY SINGLE DAY, ENSURING THAT THE LEVELS OF SERVICE, SAFETY, AND CARE OF OUR FAMILIES AND COMMUNITY MEMBERS ARE MET. I AM IN FULL SUPPORT FOR THE RECLASSIFICATION OF EMERGENCY DISPATCHERS TO FIRST RESPONDERS. THERE IS SO MUCH THAT WE AS DISPATCHERS DO THAT NO OTHER CLERICAL EMPLOYEES DO, AND TO CLASSIFY US AS SO IS HONESTLY AN INSULT AND CAN BE COMPARED TO CALLING A PILOT, A FLIGHT ATTENDANT. I HAVE BEEN A DISPATCHER HERE IN HAWAII FOR ABOUT FOUR PLUS YEARS NOW AND I CAN HONESTLY TELL YOU THAT I NEVER KNEW THE EXTENT OF WORK THAT DISPATCHERS DO UNTIL I ACTUALLY BECAME ONE. WHEN YOU HEAR THE VOICE ON THE OTHER END OF THE LINE PLEADING FOR HELP, THE HYSTERICAL MOTHER OR FATHER WHO WAKES TO FIND THEIR LIFELESS INFANT, SOMEONE TRAPPED AND BLEEDING OUT IN AN OVERTURNED VEHICLE WITH ONLY MOMENTS TO LIVE, WALKING SOMEONE THROUGH CPR WHO HAS NEVER DONE IT BEFORE, HEARING THE FEAR IN A BATTERED WOMAN'S VOICE, ETC. I COULD GO ON BUT, IS THIS WHAT CLERKS DO? IS THIS WHAT MEN AND WOMEN WHO APPLY FOR A CLERICAL POSITION EXPECT WHEN THEY ARE HIRED? THIS IS OBVIOUSLY NOT ABOUT THE MONEY BECAUSE WE KEEP COMING BACK TO WORK DAY IN AND DAY OUT. MY FAMILY HAS BEEN A HUGE SUPPORT, YET THEY BARELY GET TO SEE ME WITH ALL THE OVERTIME I INCUR DUE TO THE SHORTHAND IN THIS FIELD OF EMPLOYMENT AND THE RIGOROUS TRAINING THAT MOST CANNOT COMPLETE. VERY FEW OF US HAVE STUCK IT OUT, WE WANT TO SERVE, WE WANT TO HELP SAVE LIVES, WE WANT A HAND IN KEEPING OUR OTHER FIRST RESPONDER BROTHERS AND SISTERS IN THE FIELD AS SAFE AS WE POSSIBLE CAN SO THAT EVERYONE WILL GO HOME TO THEIR LOVED ONES. YES WE ARE EMERGENCY DISPATCHERS BUT WE ARE ALSO A CRITICAL KEY COMPONENT BETWEEN THE COMMUNITY AND EMERGENCY SERVICES OF ANY KIND, WE ARE FIRST RESPONDERS.

Chair Clarence Nishihara  
Vice Chair Glenn Wakai  
Committee Members Baker, Harimoto and Fevella

Davlynn Racadio  
Maui Police Department, Emergency Communications  
55 Mahalani Street, Wailuku, HI 96793  
(808) 244-6338

Tuesday, February 11, 2020 at 2:00p.m.

Support for S.B. No. 3000, 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 responsible parties, 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.

When I took this job, I became a part of a family 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. We contact a Crisis Intervention Team (CIT) member to respond to cases when there is a mental health issue. And all of this is done in the background.

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 S.B. No. 3000. 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.

**SB-3000**

Submitted on: 2/7/2020 8:22:57 AM

Testimony for PSM on 2/11/2020 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Wendi-Liz TANCAYO-MEBILLE	Testifying for 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 for 26 years.

I'm testifying in favor of SB3000, Relating to Emergency Workers.

As a Telecommunications Dispatcher for 26 years, we at the Molokai Communications PSAP answer all the Non-emergency, Emergency calls and Dispatch various emergency units – Police, Fire and Medical at a given time with only one Emergency Service Dispatcher on duty. As a Emergency Service Dispatcher, we have various duties as a dispatcher from calling taking – Non-Emergency to Emergency Calls, combination of police, fire and medical emergency dispatcher while using the 9-1-1 automatic system, utilizing lifesaving procedures, obtaining important information and analyzing information from the caller and utilizing a specialized mapping system to send the appropriate and closet available emergency unit and to assist the caller with any actions prior to the arrival of the first responder. At a given time, at the Molokai Communication PSAP is operational with only one Emergency Service Dispatcher.

As a single dispatcher on duty, there has been a time when 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 strongly in favor of SB3000, Relating to Emergency Workers, we do the work of the as related Emergency Workers and not as Clerk – Clerical.

I urge the committee to pass SB3000. Thank you for this opportunity to testify.

Sincerely,

ESD Wendi-Liz P. TANCAYO-MEBILLE, E1627

Maui Police Department - Communitcations Department

Molokai PSAP



February 9, 2020

Honorable Senators,

Re: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

I am a firefighter of the County of Hawaii for 16 years, and I support the Proposed SB#3000 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.**

Our dispatch center is a fast paced, high stress environment and handles crisis situations at all hours of the day. The job of a dispatcher has rapidly changed over the last decade from someone who answered a phone to get an address for response to a specialist who wears multiple hats. Some of the things they have to do are:

- Operate a multi-line telephone console system, alerting system, and TDD system for the deaf and hearing-impaired
- Determine and assign the level of priority of the call and enter the data into a computer-aided dispatch system
- Perform emergency medical dispatch and crisis intervention services
- Ask vital questions and provide pre-arrival instructions for emergency medical calls
- Monitor and operate a radio console and computer equipment
- Receive and respond to a variety of emergency and non-emergency services and complaints
- Ask questions to interpret, analyze and anticipate the caller's situation as to resolve problems, provide information, dispatch emergency services, or refer callers to other agencies
- Dispatch and coordinate the responses of public safety agencies
- Identify appropriate number and type of equipment or apparatus to dispatch

Training lasts for over a year the attrition rate is horrendous in every dispatch center in the State of Hawaii. The responsibility, level of expectation, stress, and difficulty of the job are excessive. If any position deserves to be considered an emergency responder, our dispatcher deserve it.

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

Sincerely,

A handwritten signature in black ink, appearing to read "Kazuo Todd", written in a cursive style.

Battalion Chief Kazuo Todd

Hawaii Fire Department

February 9, 2020

Honorable Senators,

Re: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

I am a firefighter of the County of Hawaii for **xx** years, and I support the Proposed SB#3000 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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Thank you very much for allowing me to submit testimony. Your support of this bill is greatly appreciated.

Sincerely,

February 9, 2020

Honorable Senators,

Re: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

I am a Firefighter of the County of Hawaii for 24 years, and I support the Proposed SB#3000 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.**

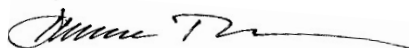
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Thank you very much for allowing me to submit testimony. Your support of this bill is greatly appreciated.

Sincerely,



Duane Thompson Jr.  
Fire Captain Waimea 9/C

**SB-3000**

Submitted on: 2/10/2020 4:33:34 AM

Testimony for PSM on 2/11/2020 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Isaiah Halemanu	Testifying for Hawaii County Fire Department	Support	No

Comments:

I support senate bill 3000 on behalf of being a first responder for emergency response. I have been employed with Hawaii County Fire Department for over 15 years. I have worked as a state certified EMT/Firefighter and a State certified and Nationally registered Paramedic. Protecting our dispatchers is important as they truly are the "First Responders." They receive the call first, they deal with the distress of the caller in need. Sometimes, the call may be a minor injury ie sprained ankle sorts injury. They may receive a call for a family member who committed suicide. They could receive a call for mother in labor who gave birth and is still connected to their newborn via umbilical cord. A house on fire with children trapped in the building. Just to name a few. All of these calls share a variety of intensity. As with my job I don't know what my next call will be, and I have do deal with controlled chaos just like dispatchers do. Radio dispatchers need to instruct the caller, calm the caller down, take hatred curse remarks because the caller wants an ambulance but dispatch needs to ask protocol questions that a terrified caller wont care about ex. name, location, age, callback number etc. Dispatchers take a great deal of the work load so i support SB 3000 because our radio dispatchers need to be classified as first responders and they need the liability protection that we as first responders deserve.

**SB-3000**

Submitted on: 2/6/2020 12:08:57 PM

Testimony for PSM on 2/11/2020 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Colin Yamamoto	Individual	Support	No

Comments:

Aloha Chair Nishihara and Committee Members,

I am now recently retired but worked 30 years for the Maui Fire Department, the last four years as Battalion Chief of Ocean Safety overseeing all beach lifeguards on Maui. I also worked for American Medical Response for 10 years as a nationally certified and Hawaii licensed EMT on Maui. As such, I have had to work with Maui's Emergency Service Dispatchers (ESD) on fire, EMS, or lifeguard 911 incidents. Teamwork is critical and ESD play a vital roll in coordinating response, documenting time and actions, and providing required information to resolve emergencies reported to the 911 system. Without the valuable work ESD provide, other emergency service providers (fire, police, EMS, lifeguards, DLNR, sherriffs, harbor patrol, coast guard) cannot complete their mission. This is why Emergency Service Dispatchers must be considered emergency workers in our penal code and I support SB3000.

Thank you,

Colin Yamamoto

Retired County of Maui, Battalion Chief of Ocean Safety

**SB-3000**

Submitted on: 2/6/2020 2:36:48 PM

Testimony for PSM on 2/11/2020 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Curt S. Morimoto	Individual	Support	No

Comments:

I have worked in 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 very evident in all the duties & responsibilities that they perform every day while at their consoles. Thank you for your anticipated support!!

**SB-3000**

Submitted on: 2/6/2020 7:21:38 PM

Testimony for PSM on 2/11/2020 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Kanoë Agcaoili	Individual	Support	No

Comments:

I am a former Emergency Services Dispatcher of 10 years out of the Maui Police Department. I am in support of classifying 911 Dispatchers as an emergency worker. Most people in the general public don't realize the mental toll it takes on dispatchers. From a screaming mom who can't find their child, to their brother who stopped breathing after a seizure, to a car accident where a bystander feels like they are waiting for eternity for responders arrive while unable to help victims. Dispatchers don't see the pain that the responders goes through in person but they hear it and often times very rough calls playback in your head and is rough to let go of. But being there and trying your best to give first aid instructions to someone until responders arrive is something that makes the profession worth it. To go home at the end of your shift knowing that your directions have helped someone and possibly saved lives is very rewarding.

**SB-3000**

Submitted on: 2/6/2020 7:46:07 PM

Testimony for PSM on 2/11/2020 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Gershon Slonim	Individual	Support	No

Comments:

Our Emergency Services Dispatchers serve our community day and night just like the other Emergency Workers. Every single call for service whether we need Fire, Medics, or Police (or all three) these Dispatchers multitask making it all possible. Dispatchers care about our community and we should show them we care by recognizing them for the important job they do. Hopefully this is a step in the right direction to help get them well deserved pay raises, stress relief through increased staffing, and access to stress management at work.



**SB-3000**

Submitted on: 2/6/2020 9:57:33 PM

Testimony for PSM on 2/11/2020 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Jessica McCoy Lafaele	Individual	Support	No

Comments:

February 6th, 2020

Honorable Senators,

RE: **I support SB3000**, section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

**I respectfully request that clarification is provided so that this amendment does not include 911 dispatcher EROs aka switchboard operators who receive initial calls only to transfer them to telecommunication dispatchers.** The job duties of 911 Emergency Response Operators (EROs) do not require use of any specialized training or skillsets, robust lifesaving procedures and technologies to complete. Hence, **inclusion of 911 EROs into SB3000 // HB2474 as "emergency workers" will only hinder further progression towards our status as 911 First Responders for Police Radio Dispatchers.**

As a public servant of the City and County of Honolulu for 15 years, I continue to proudly serve our community as a telecommunications Police Radio Dispatcher with the Honolulu Police Department.

Currently our union has us classified as "secretaries and clerical workers", which by no means is accurate considering the length of background checks and scrutiny it takes to get hired, along with the amount of specialized training and skillsets required to perform our job.

Less the physical fitness portion of hiring Honolulu police officers, we, Police Radio Dispatchers undergo the same hiring process. This process takes months to complete and includes a pass or fail civil service exam, indepth background checks, credit checks, psychological exams lasting anywhere between 4 to 6 hours, personal history questionnaires which ask for information about our families, addresses, employment and educational history, alcohol and drug use, criminal records and the ability to perform secretarial/clerical tasks, to name a few. The psychological portion of this hiring process also includes a one on one interview at a later date with a police psychologist who basically sizes you up, analyzing all informaton submitted in order to see if you are fit for duty and have what it takes to perform the job. Towards the tail end of this

process, we are scheduled a clarification interview with a police detective and given a polygraph exam to ensure truthfulness and accuracy.

Having successfully completed the "job interview" process, one is now hired and set for a year's worth of classroom and on the job training. Our City and County job description states, "receives extensive training in the methods and procedures for police radio dispatching and performs a variety of difficult clerical work in conjunction with police communications activities. Receives training in the use of computerized police telephone and radio dispatching equipment; receives telephone complaints and other requests for police assistance from the public, elicits and summarizes necessary facts. Operates a computer-aided dispatch (CAD) system, mapping system, and multiple video display terminals and coordinate communications between the public, police units in the field, and other communications personnel independently.. Deals directly and verbally with public and on-duty police officers in what may be life-threatening situations, while at the same time inputting the information received into a computer via keyboard. As police radio dispatchers, we must be able to handle tasks in rapid succession, communicate clearly and make sound decisions under stressful conditions. We are required to work during natural disasters and other major events and incidents."

As you can see, telecommunications dispatchers aka police radio dispatchers are by no means your average secretaries. Using multiple life saving procedures and technologies to obtain critical information from the public, we are able to service our communities. We are the first emergency workers to make contact with you. We are the voice of reason during the storm. **We are 911 First Responders.**

Thank you for your time and support.

Jessica LM Lafaele, PRD II

**SB-3000**

Submitted on: 2/6/2020 9:18:22 PM

Testimony for PSM on 2/11/2020 2:00:00 PM

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

Comments:

Lyndsey Kahuhu  
Communications Section, Maui Police Department  
808-856-6760

Support for Senate Bill 3000, Relating to Emergency Workers

My name is Lyndsey Kahuhu and i have been a dispatcher for six years. I strongly support Senate Bill 3000 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 Senate Bill 3000 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 committed pass Senate Bill 3000. Thank you for this opportunity to testify.

**SB-3000**

Submitted on: 2/7/2020 8:30:15 AM

Testimony for PSM on 2/11/2020 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Mary Toro	Individual	Support	No

Comments:

I have been with the Department (Maui Police) for 24 years and 7 month and looking into retiring hopefully by the end of this year. My job has always been classified as a clerk. As a 911 dispatcher and supervisor this job is more than just a clerks position. Our job is to save lives, help keep the citazens and community of Maui safe. Our job is listening to the screaming mom calling because her infant is not breathing, or a family whose house is on fire, a spouse who is not breathing and CPR instruction given by a dispatcher is the only hope of bringing them back. Our Job is getting enough information from the public and send help, and making sure at the end of our shift all 1st responders Police,Fire and Medics in the field goes home safely to their families. We as 911 Dispatchers are the 1st responders on scene by receiving and servicing that 911 call.

Chair Clarence Nishihara  
Vice Chair Glenn Wakai  
Committee Members Baker, Harimoto and Fevella

Tracy L. Pellazar  
Emergency Services Dispatcher  
Maui Police Department, Communications Section  
55 Mahalani St. Wailuku, HI 96793  
(808)870-1490

Tuesday, February 11, 2020

Support of S.B. No. 3000, Relating to Emergency Works

My name is Tracy Pellazar and I'm an Emergency Services Dispatcher. I have been with the Maui Police Department going on 17 years now. From the beginning, we have been the main point of contact, the "hub" for all emergencies on the island (and in our county). We dispatch for all Police, Fire, and Medics, as well as answer 911 calls and Administrative Calls. Our workload has never lessened, but actually continues to increase as times change. We work alongside our fellow policemen, firemen, and medics, our shifts overlapping and intertwining. We are considered "first responders" by many, being that we are the first contact for any emergency. Several of our training courses, parallel those of our "on-the-road" responders. We too have saved lives, however, our life-saving incidents occur via the phone. We have assisted with giving birth, helped someone give CPR, given instructions on opening an airway, directed someone to a safe area, and much much more. We may not be physically on scene, but we have definitely had a part in these incidents. We do much more than people know, a lot is done behind the scenes.

Our job consists of a lot of multi-tasking. At any given time, we are answering 911s, dispatching units and relaying information to another agency, all at the same time. We do a lot of typing, however, our position should not be consider a "clerical" position. Our position incorporates a wide range of other job skills/duties with a more intense level of difficulty, and knowledge.

I fell in love with being an Emergency Services Dispatcher from the beginning, and I continue to love my job, and I'm considered one of our "lifers". It's not only a "job" but this is my life and alongside my fellow dispatchers, we take this position very seriously. We just want recognition where we feel it is due. I hope that you will consider my testimony in your decision.

Thank you very much for your time and consideration in this important matter, and allowing me to testify.

**SB-3000**

Submitted on: 2/7/2020 9:13:09 AM

Testimony for PSM on 2/11/2020 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Henrietta Helm	Individual	Support	No

Comments:

Maui Police Department, Communications Section-Molokai and Lanai

Friday, February 07, 2020

Support for S.B. No. 3000, 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 SB 3000. 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, Kalamaula

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

(808) 553-5355

**SB-3000**

Submitted on: 2/7/2020 4:08:02 PM

Testimony for PSM on 2/11/2020 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Walter D. GOUVEIA Jr	Individual	Support	No

Comments:

Honorable Senators,

My name is Walter D. GOUVEIA Jr, and I am a Honolulu Police Officer and have been for almost 28 years. I am in total favor of Police Radion Dispatchers being classified as First Responders. I have witnessed first hand what disptcher go through on a day to day basis and the long term issues that they suffer from and it is no different from any other First Responders. Police Radoio Dispatchers are expected to report to work during emergency situations, such as man made or natural disasters and they get nothing extra for reporting to work, while everyone else except First Responders get to stay home with their families. Police Radio Dispatchers are not secretaries like they are classified as, they belong and should be recognized in a seperate category and that should be as First Responders. I hope that this classification is passed and that the Police Radio Dispatchers are finally recognized for the importance that they bring to the City and our communities. Remember, without Police Radio Dispatchers on the job, the public's emergency calls for help will not be answered.

Respectfully, Walter D.

GOUVEIA Jr



**SB-3000**

Submitted on: 2/7/2020 5:13:32 PM

Testimony for PSM on 2/11/2020 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Francine D. Yagi	Individual	Support	No

Comments:

My name is Francine De Rego Yagi and I live on the Island of Maui and I am writing to support SB3000 the measure that's to include Communications Dispatchers in Emergency Workers.

911 dispatchers, police dispatchers etc. are at the frontline of every Emergency that happens in the State of Hawaii no matter what island you live on! This makes it a no-brainer to add them to the classification of Emergency Workers and this should have been done years ago and anyone who thinks differently shows a short sightedness that just boggles the mind!

Please understand that these dispatchers are under extreme pressure but do their job with such professionalism and compassion and should be commended for their work ethic!!!!

So I want you all to vote in favor of SB3000 so justice to these hard working communicators can be justly acknowledged!!!!

Mahalo and Aloha

**SB-3000**

Submitted on: 2/9/2020 2:28:21 AM

Testimony for PSM on 2/11/2020 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
NOELANI VICTOR	Individual	Support	No

Comments:

February 9, 2020

Honorable Senators,

RE: I support SB3000, section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

I respectfully request the clarification is provided so that this amendment only applies to Police Radio Dispatchers and not our 911 EROs. The job training for the two positions are not the same and our job performances are extremely different. 911 EROs are basically switchboard operators that transfer calls to the appropriate agency. The 911 EROs do not require and specialized training or skill sets. I feel as a Police Radio Dispatcher II that EROs should be excluded due to them not having to do the extensive training that I had to go through. They simply transfer the call to someone like myself. I rely on my extensive training and use the technology that is afforded to me to complete the call and send the case to the radio so it can be dispatched accordingly.

I have been a Police Radio Dispatcher for the Honolulu Police Department for the past 13 years. I had to complete an extensive background check and go through a year's worth of training. This included class room training and on the job training. It was difficult to say the least. But to know that I go home with the feeling that I saved a life today is what makes this job the most rewarding. It's unfortunate though that some only see us as secretaries or clerical workers. Can a secretary talk a child through waking up his mother because he found his father hanging in the bathroom? Can a clerical worker calm a child who's afraid because daddy is beating up mommy? Can either of them connect to other agencies while keeping someone who is hysterical on the phone and still be able to stay calm and relay information so help can be sent? I am not a

secretary. I am not a clerical worker. I am a true first responder and feel that I should be deemed as one.

Thank You,

Noelani K. Victor

**SB-3000**

Submitted on: 2/7/2020 6:25:24 PM

Testimony for PSM on 2/11/2020 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Wyllie Lum	Individual	Support	No

Comments:

I have been a first responder in Honolulu for over 25 years. Dispatchers are crucial to our ability to perform our jobs as we serve the public. They may not be with us physically but they are with us when we need to access information, they are there when we need to call upon resources and they are there with us when we need to call for help. They keep people calm until we can get there and comfort those that have suffered tremendous loss or trauma. Doing so only with the sound of their voice.

They are as essential any other first responder and in most cases, they are the first to respond. We would not be able to do our jobs without them. I have always considered them emergency workers and I believe the legal definition should as well.



**COMMENTS RE: SB3000/HB2474 *Relating to Emergency Workers***

Senators and Representatives:

While I provide testimony only on my own behalf and do not intend to represent any agency or entity, it is relevant that I have been an EMS provider since 1992.

This type of measure is long overdue, and I heartily support it. 9-1-1 telecommunicators are truly the 'first' first responders. In a medical emergency, 9-1-1 telecommunicators quickly establish incident location, callback number, and whether the patient is awake and/or breathing normally. Based on those findings, they immediately dispatch the appropriate level of response. Subsequently, they gather additional information, and provide pre-arrival and post-dispatch instructions that can be life saving. These include critical instructions on bleeding control, relieving choking, providing CPR, or even talking someone through emergency childbirth. They also protect responders like me by providing information about potential threats or hazards on or around the scene.

Hawaii's 9-1-1 telecommunicators have a long tradition of service, but have been terribly under-recognized. In addition to my work as a paramedic, twice during my career I cross-trained as an Emergency Medical Dispatcher (EMD). As much respect and appreciation the EMDs may afford me as a paramedic, I hold them in equal esteem. Their job is incredibly challenging, and the physical distance between them and the patient can be stressful in a unique way, different but no less weighty from the stressors that face me on the scene. In 2006, I served as the EMD Coordinator for another state that realized and legislated the need for increased professional recognition and support of EMDs. Before returning to Hawaii, I helped them establish training curricula, a statewide EMD protocol, and licensing standards.

Fast forward 14 years, and here in Hawaii a federal review of Hawaii's Emergency Medical Services (EMS) system was just published in 2020. While site visitors from NHTSA's Office of EMS commended various aspects of our EMS system, they had some strongly worded observations and recommendations. The NHTSA auditors noted that Hawaii's "current EMS system appears more focused on the provision of ambulance transport. There are many more elements to a comprehensive EMS system . . . and [it] should be expanded with inclusion of dispatch [and other assets]." The report went on to recommend that Hawaii, like these other states, license EMD centers as EMS agencies and their personnel as state EMDs.

This measure is a simple but important first step in the type of improvements in professional recognition, support, and advancement needed for our 9-1-1 centers and their personnel who provide the backbone for EMS, Fire, and Law Enforcement response. Thank you for your consideration.

*David N. Kingdon*

David N. Kingdon, MPH, Paramedic

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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

95-660 WIKAO ST.

MILILANI, HI 96789

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

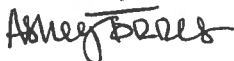
As a public servant of the City and County of Honolulu for 5 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of 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 Senators 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 KAMOHAWA ST  
EWA BEACH, HI 96706

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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 Hale Street



January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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 LADUNNESSE  
41-537 MOLOLE ST  
WAIMANALO, HI 96795

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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

52-236A Kam. Hwy  
Hauula, HI 96717

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

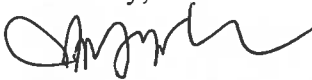
As a public servant of the City and County of Honolulu for 3.5 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course 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 Senators 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,



JAELENE CHEN  
POLICE RADIO DISPATCHER II  
2499 KAPIOLANI BLVD. #1409  
HONOLULU, HI 96826

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

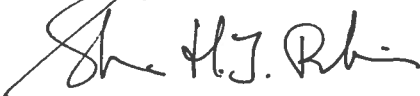
As a public servant of the City and County of Honolulu for 16 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed SB#3000 concerning the amendment of the definition of emergency workers to **include communication dispatchers who in the course of 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 Senators 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 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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, PPD II  
HPD COMMUNICATIONS DIVISION

JANUARY 29, 2020

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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,

Broke Beiser  


1511 ALENCASTRE ST.  
HONOLULU, HI 96816

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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,



Laura De Leon  
1519 Kaunualii St. #104  
Honolulu, Hawaii 96817

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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,



Tayla Jay

407 Lanerane St.  
Honolulu, HI 96821



January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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,



Daphne-Anne Vaina

94-1279 HUAKAI ST

WAIPAHU, HI 96797

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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  
1138 Hassinger St. #304  
Honolulu, HI 96822

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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,



Meghvan Ballio-Yamaguchi

110 Abbott St Unit 101

Wahiawa, HI 96786

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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,



95-2089 Waikalani Pl C104  
Mililani, HI 96789

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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  
91.1225 Kaiopua St.  
Ewa Beach, HI 96704



January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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,

*Urelani K. Victor*

Noelani K. Victor

2011 Puu PI

Wahiawa HI 96786

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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 Kamupuru*

46-306 Kaunaa Pl.  
Kaneohe, HI 96744

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

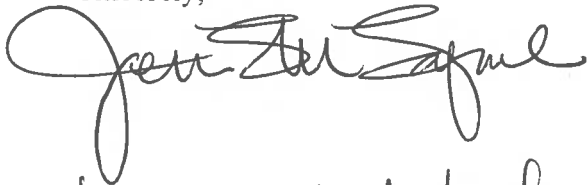
As a public servant of the City and County of Honolulu for 15 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of 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 Senators 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 Lafaek  
94-138 Kaholo Place  
Meliiani, HI 96789

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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,

*Stalene K. Waiwala*  
91-1079 Kaupea St.  
Kapolei, HI 96707

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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 Akau  
224 Malunui Ave  
Kailua, HI 96734

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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 Hls Dr.  
Aiea HI 96701



January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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,

Debra Keala  
41-677 Bell St.  
Waimanalo, HI 96795

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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 Palawiki St  
Kaula, HI 96754

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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 Atsina-Kaahanaui  
2318 Awokeoke St  
Pearl City, HI 96782

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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,



501 S. Benetania St.  
Honolulu, HI 96813

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 year~~s~~, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed SB#3000 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 Senators 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 PUOMALA ST.  
KANEOHE, HI 96744

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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

98-439 HOONO ST.

PEARL CITY, HI 96782

**SB-3000**

Submitted on: 2/8/2020 6:19:45 AM

Testimony for PSM on 2/11/2020 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Nichole Comilang	Individual	Support	No

Comments:

I am a police officer and without properly trained dispatchers and with the great shortages of dispatchers means more police, fire, and paramedics will be hurt and/or killed. They are true emergency personal they give life saving measures over the phone, talk to a suicidal person to buy time for police to get there, they are way more then a clerk they save lives and need the right pay for their service they do for our community. Please support this measure we can not go without emergency dispatchers they are our life line. Thank you

**SB-3000**

Submitted on: 2/8/2020 11:17:19 AM

Testimony for PSM on 2/11/2020 2:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Ian Smith	Individual	Support	No

Comments:

I am submitting this testimony as an individual and my opinion is not the official stance of Hawaii Fire Department. As an Operations Battalion Chief with Hawaii Fire Department, however, I witness on a daily basis the critical role that our Emergency Dispatchers play in the emergency response system. They are far more than just support or clerical staff. The decisions that dispatchers make not only impact the lives of the callers, but the lives of first responders as well. At any given moment, they could be rerouting critical lifesaving resources to a difficulty breathing call, or providing instructions for cardio-pulmonary resuscitation, or filtering out and providing our response units with information that could prevent them from walking in to a potentially life-threatening situation.

Initial and ongoing training is a vital part of a 911 dispatcher's career, and these requirements clearly demonstrate that dispatchers must possess a level of knowledge and education that far exceeds what is generally required of administrative personnel. This is a specialized position that requires skilled professionals to use extensive training to make quick decisions in life or death situations.

I strongly urge the legislature to the adopt the language as stated in item 7, Section 1 "Emergency Worker" definition in SB3000.

Respectfully Submitted,

Ian Smith

Operations Battalion Chief, East Hawaii

Hawaii Fire Department

**SB-3000**

Submitted on: 2/8/2020 5:43:55 PM

Testimony for PSM on 2/11/2020 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Leila Battease	Individual	Support	No

Comments:

I have been a Police Radio Dispatcher with the Honolulu Police Department for almost 23 years. I support SB#3000 to amend the definition of emergency workers. We truly are emergency workers. Whenever there is an emergency situation such as a hurricane, tsunami, or just bad weather, we still have to go to work. The rest of “non emergency workers” get to stay home on administrative leave. Across the Nation states are finally recognizing 911 Dispatchers as 1st Responders. It would be incredible for Hawaii to be among them.

Sincerely,

Leila Battease

**SB-3000**

Submitted on: 2/8/2020 9:14:20 PM

Testimony for PSM on 2/11/2020 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Terri Ann Noelani Kalani	Individual	Support	No

Comments:

**SB-3000**

Submitted on: 2/9/2020 12:50:54 PM

Testimony for PSM on 2/11/2020 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Valerie Mukai	Individual	Support	No

Comments:

Senator Clarence K. Nishihara, Chair

Senator Glenn Wakai, Vice Chair

Senate Committee on Public Safety, Intergovernmental, and Military Affairs

Valerie Mukai

Maui Police Department

55 Mahalani St, Wailuku HI 96793

(808) 244-6400

Tuesday, February 11,2020

Support SB3000, Relating to Emergency Workers

My name is Valerie Mukai. I am an Emergency Services Dispatcher with the Maui Police Department for the last 22 years. I am testifying in full support of Senate Bill 3000, Relating to Emergency Workers.

As a member of the Maui Police Departments dispatch team, I am in full support of helping those who do so much to support others. Dispatchers at Maui Police Department are the first contact made by the general public when they need help.

Dispatchers access the situation and send appropriate units to help. They provide first responder aid and safety instructions via telephone, before police, fire, and medics arrive on scene. We may stay on the line to give moral support, CPR directions, and/or other life saving directions. Once units arrive, we are in constant communications via radio, and update other responding units. It is a huge team effort coordinating all the help one may need during their time of crisis. Our dispatchers are here everyday, day in, and day out, and are part of the "Emergency Services Team".

In closing, I am asking for you to support SB3000. 911 dispatchers are the lifeline to timely assistance in life and death situations. Thank you for your time and the opportunity to testify.

**SB-3000**

Submitted on: 2/9/2020 4:52:10 PM

Testimony for PSM on 2/11/2020 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Albert Battease	Individual	Support	No

Comments:

Aloha,

I would like to thank all the House and Senate members who have taken the time to entertain this Bill.

My name is Albert Battease and I am a Supervising Police Radio Dispatcher with the Honolulu Police Department. I am currently assigned to the 3rd watch as an Operations Supervisor.

I am a retired veteran who served in the U.S. Army for 15 years. When I retired in 1994 I was looking for a job where I could still serve the public. A family member told me about the "Dispatch" position within the Honolulu Police Department. I applied and started as a Police Radio Dispatcher in December of 1995 and was promoted to Supervising Police Radio Dispatcher in April of 2002.

Like most people I had a preconceived notion of what being a dispatcher entails. Answer a 911 call, type the information into a computer and send an officer. That is the basics of the job in a nutshell but it is so much more. The number of computer systems you need to operate in the job, the plethora of programs and data bases, and all the codes needed would surely separate us from an ordinary clerk position. But when you add in the stress of being the first contact that people have when they are calling 911 for an emergency our position is clearly unique. I wish I had a dollar for every time an officer has told me over the years that he or she could not do our job. (I would probably be able to retire earlier than the 30 years required).

We truly are the ultimate first responders. We are the first contact that the public has with Law Enforcement when they call 911. Telecommunicators are responsible for calming the caller and obtaining all the vital information needed while ensuring the caller that help will be sent. While not every call is considered a life threatening in-progress call, we still take nearly 2,000 calls a day for police assistance. We all have those calls that have stood out with us throughout our career. My most memorable one that still haunts me from time to time happened years ago before I was promoted. I was working an evening shift and got a call from girl who was about 9-10 years old. She had gathered her 2 younger siblings and was hiding in a closet as her Dad was beating on their mother. As she was on the line with me the father had stabbed the mother. All I



could think of was these poor kids who had now just lost both their parents. But, there was no time to dwell on it right away because there were other calls waiting to be answered.

As a supervisor, I have been working when several tragic incidents have occurred. Including the most recent loss of two of our finest. When these events are happening you go into auto-pilot mode and make sure everything you are responsible for is being done as well as anticipating what those on the scene will need. Throughout the entire situation is unfolding you are checking on the calltakers and dispatchers to ensure they are holding it together to get the job done. Unfortunately the feelings don't go away after you leave for the day. As you all can see this is no ordinary clerk job .... we are first responders who deal with so much more. The cumulative emotional stress of the job alone separates us. All of this is being done with the expectation that we are responsible for asking all those right questions knowing in the back of our mind that every call can be subpoenaed and/or released to the media. Perhaps the harder thing is dealing with the irate public that no matter how polite you are or how well you try to explain things to them will never be satisfied and will yell and cuss at us. We are expected to maintain our professional demeanor. This is truly tested at times as we are all human and no one likes to be yelled and cussed at for something they have no control over.

I feel this Bill is a positive step forward in giving recognition to all the telecommunicators out there for all their hard work and the special talent that it takes to be able to handle all the demands that come along with the job.

Mahalo for your time and consideration.

Sincerely,

Albert Battease

45-528 Pahia Road

Kaneohe, Hi 96744

**SB-3000**

Submitted on: 2/9/2020 8:25:27 PM

Testimony for PSM on 2/11/2020 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
lakea Tjomsland	Individual	Support	Yes

Comments:

Honorable Senators,

I suport S.B NO. 3000

I'm in favor of S.B NO. 3000 .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 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 threating 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

**SB-3000**

Submitted on: 2/9/2020 8:46:19 PM

Testimony for PSM on 2/11/2020 2:00:00 PM

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 SB3000 with the intent to add the Telecommunication's 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 resources and specialized mapping systems to assist with location information if not clearly known to the caller. Our PRD must clearly transmit all call-for-service information to the responding police officer(s) and continuously give updates.

For PUBLIC SAFETY, 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.

**SB-3000**

Submitted on: 2/9/2020 9:23:35 PM

Testimony for PSM on 2/11/2020 2:00:00 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 **SB3000**. 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 you 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 feel 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 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 stressed environment, and we carry a lot of liability. We share the responsibility to serve the public with professionalism 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

February 9, 2020

Re: I support SB#3000, Section 707-700, Hawaii Revised Statutes, amending the definition of "Emergency Worker".

I am a Fire Captain with the County of Hawaii for 20 years and I support the Proposed SB#3000 to amend the definition of Emergency Workers to include communication dispatchers.

As a Company Officer, I rely heavily on the efforts of our dispatchers to mitigate emergencies as effectively and safely as possible to provide the best outcome for the community; your constituents. Their role in emergency services is as vital as the crew jumping on the fire engine, ambulance, hazmat or rescue apparatus. Providing proper service to the people would not be possible without our dispatchers on the team, before, during and after an emergency incident.

Training for dispatchers, about one year, is just as long as Fire Recruit training. Our dispatchers work in a stressful and very dynamic environment where they are required to perform multiple functions in a very time sensitive manner. When a person is experiencing an emergency and calls 911 the first person they speak to and the person guiding them (and us) through the emergency is the dispatcher. If you ever have the opportunity to see our dispatchers at work or even to listen to their communications you would agree, as I do, that they are truly "Emergency Workers".

Mahalo for allowing our testimonies. Please support SB#3000 if you support Public Safety.

Sincerely,

Michael Ichimura

February 9, 2020

Honorable Senators,

Re: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

I am a firefighter of the County of Hawaii for 10 years, and I support the Proposed SB#3000 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.**

Our dispatch center is a fast paced, high stress environment and handles crisis situations at all hours of the day. The job of a dispatcher has rapidly changed over the last decade from someone who answered a phone to get an address for response to a specialist who wears multiple hats. Some of the things they have to do are:

- Operate a multi-line telephone console system, alerting system, and TDD system for the deaf and hearing-impaired
- Determine and assign the level of priority of the call and enter the data into a computer-aided dispatch system
- Perform emergency medical dispatch and crisis intervention services
- Ask vital questions and provide pre-arrival instructions for emergency medical calls
- Monitor and operate a radio console and computer equipment
- Receive and respond to a variety of emergency and non-emergency services and complaints
- Ask questions to interpret, analyze and anticipate the caller’s situation as to resolve problems, provide information, dispatch emergency services, or refer callers to other agencies
- Dispatch and coordinate the responses of public safety agencies
- Identify appropriate number and type of equipment or apparatus to dispatch

Training lasts for over a year the attrition rate is horrendous in every dispatch center in the State of Hawaii. The responsibility, level of expectation, stress, and difficulty of the job are excessive. If any position deserves to be considered an emergency responder, our dispatcher deserve it.

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

Sincerely,

Matt Loper





**SB-3000**

Submitted on: 2/10/2020 12:17:40 PM

Testimony for PSM on 2/11/2020 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
John Barco	Individual	Support	No

Comments:

I am in full favor to amend the definition of "emergency worker" in the Penal Code to include communications dispatchers. As an Emergency Responder, I can personally attest to the need to re-classify our communication dispatchers as "Emergency Workers". This is truly a no brainer. Our dispatchers are our first line of getting ALL of our Hawaii citizens "Emergency Care". They are truly the first and front line of our response in ALL emergency situations. We are ALL one team. ALL are "Emergency Workers". Thank you for your time and consideration on this matter.

**SB-3000**

Submitted on: 2/10/2020 1:05:59 PM

Testimony for PSM on 2/11/2020 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Ryan Kreps	Testifying for HFD	Support	No

Comments:

Our HFD dispatchers are extremely important to our operation. There are countless occasions that they relay information to perform critical lifesaving measures to patients before we arrive on scene. They are trained as emergency responders and need to be recognized.

February 10, 2020



Honorable Senators,

I am a firefighter for the County of Hawaii for 4 years, and I am writing in support for the Proposed **SB#3000, Section 707-700**, amending the definition of "emergency worker" to include communication dispatchers who have to use a diverse skill set throughout the course of duty to ensure that a situation is addressed efficiently and expediently.

Our dispatch center is a constant high stress environment moving at a fast pace to handle bad situations at any and all times of the day. The job itself has evolved over at least the last decade from an operator that answered a phone to gather information and relay to responding units, to a specialist that needs multiple skills and wear several hats in order to provide the best care until help arrives. Tasks that our dispatch personnel include:

- Operate a multi-line telephone console system, alerting system, and TDD system for the deaf and hearing-impaired
- Determine and assign the level of priority of the call and enter the data into a computer-aided dispatch system
- Perform emergency medical dispatch and crisis intervention services
- Ask vital questions and provide pre-arrival instructions for emergency medical calls
- Monitor and operate a radio console and computer equipment
- Receive and respond to a variety of emergency and non-emergency services and complaints
- Ask questions to interpret, analyze and anticipate the caller's situation as to resolve problems, provide information, dispatch emergency services, or refer callers to other agencies
- Dispatch and coordinate the responses of public safety agencies
- Identify appropriate number and type of equipment or apparatus to dispatch

Our dispatchers deserve to be considered an emergency responder. They are the first contact that a patient, friend, family member or good Samaritan talks to when there is trouble, and they need to be able to collect much needed information and provide help as best as possible while maintaining their own composure until responding units arrive on the scene. The training process lasts for over a year, and the attrition rate for all dispatch centers statewide is appalling. The level of responsibility, expectation, stress and job difficulty are similar to what is expected of us as first responders.

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

Sincerely,

Kevin Yamauchi  
Firefighter  
Hawaii Fire Department

**SB-3000**

Submitted on: 2/10/2020 7:17:12 PM

Testimony for PSM on 2/11/2020 2:00:00 PM



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

Comments:

February 10, 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 responder's 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

**SB-3000**

Submitted on: 2/11/2020 5:34:53 AM

Testimony for PSM on 2/11/2020 2:00:00 PM



Submitted By	Organization	Testifier Position	Present at Hearing
Michael G. Tatum	Testifying for Cabell County E-911	Support	No

Comments:

Good Afternoon Senators

I understand that this is in the Senate and has Passed the House. Can you check and see what the status is today.

Every day, in 9-1-1 centers throughout the country, Public Safety Telecommunicators provide lifesaving emergency medical instruction, deal with suicidal persons, assess scene safety for arriving responders, and have a critical role for active shooter incidents, building collapse, officer down, firefighter maydays, and a variety of other emergencies. Reclassifying these professionals as Protective Service Occupations has broad support from the 9-1-1 community and others familiar with the lifesaving work of Public Safety Telecommunicators.

By way of background, federal agencies rely on the Standard Occupational Classification, a vast catalog of I understand that a bipartisan effort is underway to recognize the valuable work of our nation's 9-1-1 call-takers and dispatchers (collectively known as Public Safety Telecommunicators). The federal government currently classifies these occupations as administrative/clerical in nature, which is inaccurate and a disservice to the lifesaving work and dedication of these professionals. Congresswoman Norma Torres (D-CA) and Congressman Brian Fitzpatrick (R-PA) are seeking support for a bill that would fix the federal classification by appropriately grouping Public Safety Telecommunicators with other "Protective" occupations. I respectfully ask that you support the 9-1-1 SAVES Act, a simple zero-cost legislative fix. It's good governance, and it's a much-deserved recognition for the 100,000 Public Safety Telecommunicators in our country.

occupations, for statistical purposes. Occupations are supposed to be classified according to the nature of the work performed. However, the current version of the SOC

categorizes Public Safety Telecommunicators in the group for secretaries, office clerks, and taxicab dispatchers. Public Safety Telecommunicators should be categorized as Protective Service Occupations, which includes a broad range of "protective" occupations: lifeguards, fish and game wardens, parking enforcement workers, firefighters, and playground monitors, among others. Reclassification is common sense, and about getting Public Safety Telecommunicators the recognition they deserve for the work they do every day to protect and save the lives of the public and first responders.

I have been in Emergency Services for 40 years as of November 1, 2020. Mostly as a 911 Telecommunicator. 911 Dispatchers are the 1st of the first responders in the event of an emergency.

Thank you for your time.

Michael G Tatum

Assistant Director

Cabell County E-911

129 Gallaher St

Huntington, WV 25705

Phone: 304-526-8555

Fax: 304-523-0320

Cell: 304-416-0724

E-Mail: [mtatum@ccerc911.org](mailto:mtatum@ccerc911.org)

**SB-3000**

Submitted on: 2/11/2020 7:58:15 AM

Testimony for PSM on 2/11/2020 2:00:00 PM

**LATE**

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Michael Kitchens	Testifying for Stolen Stuff Hawaii	Support	No

Comments:



**SB-3000**

Submitted on: 2/11/2020 8:33:34 AM

Testimony for PSM on 2/11/2020 2:00:00 PM

**LATE**

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Stephanie Manera	Individual	Support	No

Comments:

They are a vital role in keeping the public safe.

**LATE**

**SB-3000**

Submitted on: 2/11/2020 8:53:18 AM  
Testimony for PSM on 2/11/2020 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Present at Hearing</b>
Lisa Cates	Individual	Support	No

Comments:

Please support SB3000 to recognize our valuable dispatchers as emergency workers. They are critical during emergency situations and their position classification should reflect that.

Mahalo,

Lisa Cates

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

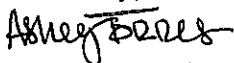
As a public servant of the City and County of Honolulu for 5 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of 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 Senators 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 KAMAHAWA ST  
EWA BEACH, HI 91706

February 11, 2020

Honorable Senators,

RE: I support SB#3000, Section 707-700, Hawaii Revised Statutes, amending the definition of "Emergency Worker".

As a public servant of the City and County of Honolulu for 35 years, as a telecommunications Honolulu Police Radio Dispatcher, I support the Proposed SB#3000 concerning the amendment of the definition of Emergency Worker to include communication dispatchers.

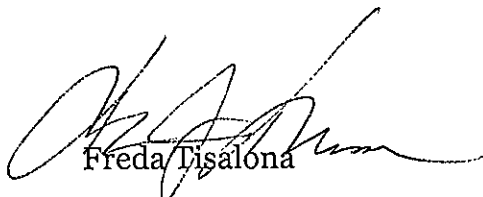
In the course of my 35 years I have received specialized in training to keep up the ever changing laws and additional duties that go with it. The technological community is constantly adding new innovation that directly affect my duties as a Police Radio Dispatcher so I receive addition training at every turn.

With all the training I received and the skillsets I have learned over the years all came together on January 19, 2020 on Hibiscus Dr. I was one of two Police Radio Dispatchers on the District 6 radio that day. Hearing officers calling for more units, hearing them say shots fired, officer down, officers pinned down behind cars was very heart wrenching. I am confident should a similar event ever happen again my fellow Police Radio Dispatchers will use all knowledge experience and professionalism that they've gain through the years.

The inclusion of SB#3000 will support the recognition of all Police Radio Dispatchers as 911 First Responder who contribute and provide critical information to other First Responders.

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

Sincerely,



Freda Disalona

710 S King St

Honolulu, HI 96813

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

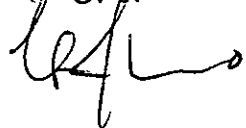
As a resident of the City and County of Honolulu, I support the proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.** They are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

I respectfully request that clarification is provided so that this amendment includes Police Radio Dispatcher I, Police Radio Dispatcher II, Police Radio Dispatcher III, and Supervising Police Radio Dispatchers; herein referred to as PRD. The job duties of a police radio dispatcher, unlike other dispatchers and Emergency Response Operators (ERO), requires specialized training and skillsets, robust lifesaving procedures and technologies to complete daily tasks. Hence, inclusion of SB#3000/HB#2474 will support recognition of all PRD as 911 First Responders who contribute to the public service and safety by providing critical information to other First Responders.

I humbly ask the Honorable Senators for your support.

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

Sincerely,

Trent UMEMO  


February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

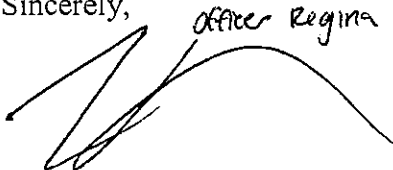
As a resident of the City and County of Honolulu, I support the proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expeditiously and efficiently as possible**. They are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

I respectfully request that clarification is provided so that this amendment includes Police Radio Dispatcher I, Police Radio Dispatcher II, Police Radio Dispatcher III, and Supervising Police Radio Dispatchers; herein referred to as PRD. The job duties of a police radio dispatcher, unlike other dispatchers and Emergency Response Operators (ERO), requires specialized training and skillsets, robust lifesaving procedures and technologies to complete daily tasks. Hence, inclusion of SB#3000/HB#2474 will support recognition of all PRD as 911 First Responders who contribute to the public service and safety by providing critical information to other First Responders.

I humbly ask the Honorable Senators for your support.

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

Sincerely,

*Officer Regina Han-Inamine*  


Number: 3000

Honorable Senators

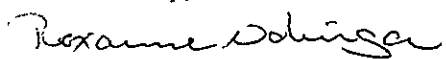
As a servant of the City and County of Honolulu for 30 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed SB 3000 concerning the amendment of the definition of emergency workers to include communication dispatchers who in the course of their duty 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 Senators for your support.

Thank you very much for allowing me to submit testimony.

Sincerely,



Roxanne Nobriga

2127 Gayne St  
Hon HI 96826

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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  
7239 KUAHONO ST  
HON HI 96825



January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

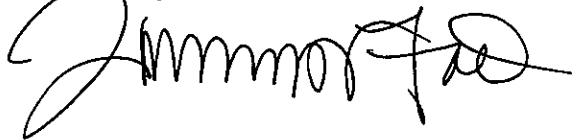
As a public servant of the City and County of Honolulu for 15 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed SB#3000 concerning the amendment of the definition of emergency workers to **include communication dispatchers who in the course of 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 Senators 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

98-439 HONO ST.

PEARL CITY, HI 96782

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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

February 8, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.** We are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) aka switchboard operators who receive initial calls only to transfer them to telecommunication dispatchers aka police radio dispatchers.** The job duties of 911 Emergency Response Operators (EROs) do not require use of any specialized training or skillsets, robust lifesaving procedures and technologies to complete. Hence, inclusion of 911 EROs to SB#3000/HB#2474 will only hinder further progression towards our status as 911 First Responders for telecommunication dispatchers aka police radio dispatchers.

I humbly ask the Honorable Senators for your support.

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

Sincerely,



TIRACEY KILA  
2002 KULA ST.  
HON. HI 96817

February 8, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

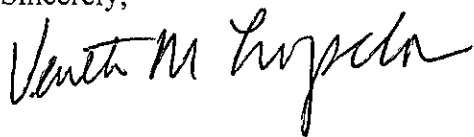
As a public servant of the City and County of Honolulu for 13 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.** We are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) aka switchboard operators who receive initial calls only to transfer them to telecommunication dispatchers aka police radio dispatchers.** The job duties of 911 Emergency Response Operators (EROs) do not require use of any specialized training or skillsets, robust lifesaving procedures and technologies to complete. Hence, inclusion of 911 EROs to SB#3000/HB#2474 will only hinder further progression towards our status as 911 First Responders for telecommunication dispatchers aka police radio dispatchers.

I humbly ask the Honorable Senators for your support.

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

Sincerely,



Vernetta M. Logsdon  
91-201 Koanimakani Pl  
Kapolei HI 96707

February 8, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.** We are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) aka switchboard operators who receive initial calls only to transfer them to telecommunication dispatchers aka police radio dispatchers.** The job duties of 911 Emergency Response Operators (EROs) do not require use of any specialized training or skillsets, robust lifesaving procedures and technologies to complete. Hence, inclusion of 911 EROs to SB#3000/HB#2474 will only hinder further progression towards our status as 911 First Responders for telecommunication dispatchers aka police radio dispatchers.

I humbly ask the Honorable Senators for your support.

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

Sincerely,



47-675 Lamaula Rd  
Kaneohe, HI 96744

February 8, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.** We are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) aka switchboard operators who receive initial calls only to transfer them to telecommunication dispatchers aka police radio dispatchers.** The job duties of 911 Emergency Response Operators (EROs) do not require use of any specialized training or skillsets, robust lifesaving procedures and technologies to complete. Hence, inclusion of 911 EROs to SB#3000/HB#2474 will only hinder further progression towards our status as 911 First Responders for telecommunication dispatchers aka police radio dispatchers.

I humbly ask the Honorable Senators for your support.

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

Sincerely,

  
900 Ala Nanala St.  
Honolulu, HI 96818

February 8, 2020

Emergency Response

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.** We are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO’s) aka switchboard operators who receive initial calls only to transfer them to telecommunication dispatchers aka police radio dispatchers.** The job duties of 911 Emergency Response Operators (EROs) do not require use of any specialized training or skillsets, robust lifesaving procedures and technologies to complete. Hence, inclusion of 911 EROs to SB#3000/HB#2474 will only hinder further progression towards our status as 911 First Responders for telecommunication dispatchers aka police radio dispatchers.

I humbly ask the Honorable Senators for your support.

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

Sincerely,



January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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 handwritten signature in black ink, appearing to read 'CLARK AGENU', written in a cursive style.

CLARK AGENU

94-106 PUPUPUHI ST #E  
WAIKAPU, HI 96747



January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

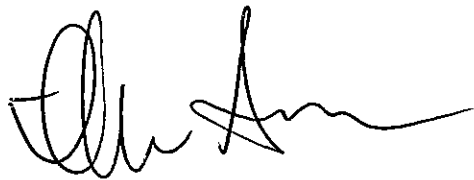
As a public servant of the City and County of Honolulu for 9 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed SB#3000 concerning the amendment of the definition of emergency workers to **include communication dispatchers who in the course of 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 Senators 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,



1280 KULUNA ST

KULUNA, HI

90734

February 8, 2020

February 8, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

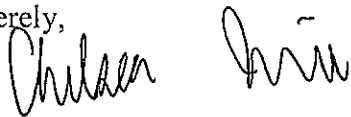
As a public servant of the City and County of Honolulu for 2 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.** We are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) aka switchboard operators who receive initial calls only to transfer them to telecommunication dispatchers aka police radio dispatchers.** The job duties of 911 Emergency Response Operators (EROs) do not require use of any specialized training or skillsets, robust lifesaving procedures and technologies to complete. Hence, inclusion of 911 EROs to SB#3000/HB#2474 will only hinder further progression towards our status as 911 First Responders for telecommunication dispatchers aka police radio dispatchers.

I humbly ask the Honorable Senators for your support.

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

Sincerely,



91-1365 Hoamahu St.  
Ewa Beach, HI, 96706

January 27<sup>th</sup>, 2020

Honorable Senators.

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statues, 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 SB#3000 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 Senators 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,



Ebony Kukulualani  
 1816 Democrat St. #1  
 Honolulu, HI 96819

February 8, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.** We are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) aka switchboard operators who receive initial calls only to transfer them to telecommunication dispatchers aka police radio dispatchers.** The job duties of 911 Emergency Response Operators (EROs) do not require use of any specialized training or skillsets, robust lifesaving procedures and technologies to complete. Hence, inclusion of 911 EROs to SB#3000/HB#2474 will only hinder further progression towards our status as 911 First Responders for telecommunication dispatchers aka police radio dispatchers.

I humbly ask the Honorable Senators for your support.

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

Sincerely,

*(Dulani K. Waialea)*  
91-1079 Kaupaa St.  
Kapolei, HI 96707

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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,



98-820 MOUNTAIN RD #15-1  
ALEX, HI 96701

February 8, 2020

State of Hawaii

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expeditiously and efficiently as possible.** We are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

I respectfully request that the clarification is provided so that this amendment **does not include 911 dispatchers (ERO's) aka switchboard operators who receive initial calls only to transfer them to telecommunication dispatchers aka police radio dispatchers.** The job duties of 911 Emergency Response Operators (EROs) do not require use of any specialized training or skillsets, robust lifesaving procedures and technologies to complete. Hence, inclusion of 911 EROs to SB#3000/HB#2474 will only hinder further progression towards our status as 911 First Responders for telecommunication dispatchers aka police radio dispatchers.

I humbly ask the Honorable Senators for your support.

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

Sincerely,

  
Michael Kim, PRD II  
1750 Kalaheo Ave

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

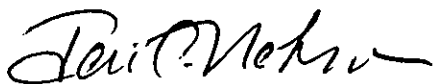
As a public servant of the City and County of Honolulu for 19 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed SB#3000 concerning the amendment of the definition of emergency workers to **include communication dispatchers who in the course of 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 Senators 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. MEHARA  
91-960 PUAPUANA ST 41C  
EWA BCH, HI 96706



January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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,

  
Amber Welch  
125 Muliwai Avenue  
Wahiawa, HI 96786

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

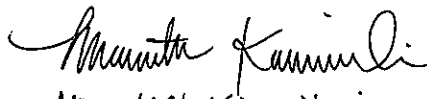
As a public servant of the City and County of Honolulu for 2 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of 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 Senators 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,

  
Minnette Kaiuwailani  
91-1044 Kaiua Ave #145  
Kapolei, HI 90707

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statues, 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 SB#3000 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 Senators 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

95-660 WIKAAO ST.

MILILANI, HI 96789

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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 rano. west  
1435 Hale Street

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a public servant of the City and County of Honolulu for 14 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed SB#3000 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 Senators 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 LAJEUNESSE  
41-537 IRIOOLE ST  
WAIMANLO, HI 96795

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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

52-236A Kam. Hwy  
Hauula, HI 96717

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

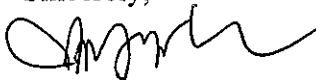
As a public servant of the City and County of Honolulu for 3.6 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course 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 Senators 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,



JAEUNE CHEN  
POLICE RADIO DISPATCHER II  
2499 KAPIOLANI BLVD. #1409  
HONOLULU, HI 96826



January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

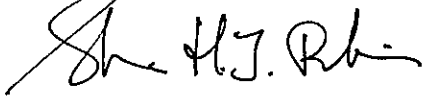
As a public servant of the City and County of Honolulu for 16 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of 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 Senators 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 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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, PPD II  
HPD COMMUNICATIONS DIVISION

JANUARY 29, 2020

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

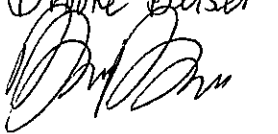
As a public servant of the City and County of Honolulu for 5 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed SB#3000 concerning the amendment of the definition of emergency workers to **include communication dispatchers who in the course of 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 Senators 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 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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,



Laura De Leon  
1519 Kaunualii St. #104  
Honolulu, Hawaii 96817

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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,



Tayla Jay

407 Lanikai St.  
Honolulu, HI 96821

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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,



Daphne-Anne Vaina

94-1279 HUAKAI ST

WAIPAHU, HI 96797

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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  
1138 Hassinger St. #304  
Honolulu, HI 96822

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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,



Meghvan Ballio-Yamaguchi

110 Abbott St Unit 101

Wahiawa, HI 96786

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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  
91-1225 Kaiopua St.  
Ewa Beach, HI 96704

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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,

*Urelani K. Victor*

Nobelani K. Victor

2022 Puu Pi

Wahiawa HI 96780

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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 Kamehame*

46-306 Kauhau Pl.  
Kaneohe, HI 96744

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

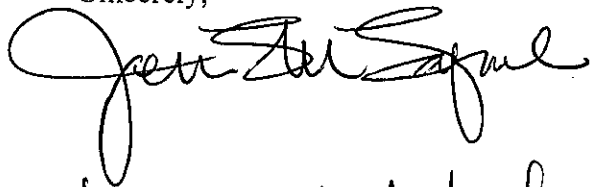
As a public servant of the City and County of Honolulu for 15 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of 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 Senators 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 Kaholo Place

Muliani, HI 96789



January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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  
95-1040 Eula St,  
Mililani HI 96789

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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,

  
91-1079 Kaupea St.  
Kapolei, HI 96707

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

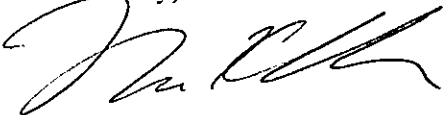
As a public servant of the City and County of Honolulu for 24 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of 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 Senators 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 Akaui  
224 Malunui Ave  
Kailua, HI 96734

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

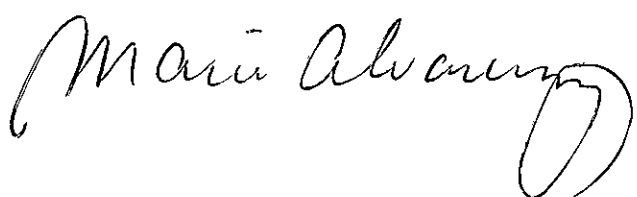
As a public servant of the City and County of Honolulu for 24 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of 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 Senators 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  


January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

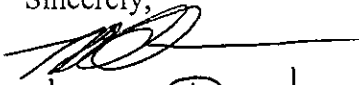
As a public servant of the City and County of Honolulu for 16 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of 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 Senators 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 Hl 96701

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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,

Debra Keala  
41-677 Bell St.  
Waimanalo, HI 96795

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

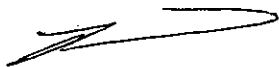
As a public servant of the City and County of Honolulu for 18 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of 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 Senators 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 Palawiki St  
Kaula, HI 96704

January 27<sup>th</sup>, 2020

MEMORANDUM

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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-Kaahana

2318 AHOKEMOKE ST  
PEARL CITY, HI 96782

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

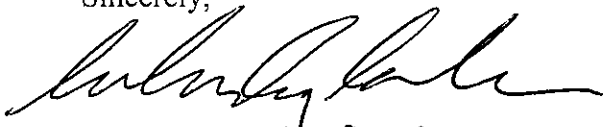
As a public servant of the City and County of Honolulu for 24 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of 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 Senators 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,



501 S. Beretania St.  
Honolulu, HI 96813

January 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, 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 SB#3000 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 Senators 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 27<sup>th</sup>, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

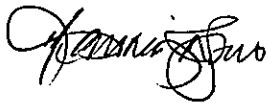
As a public servant of the City and County of Honolulu for 1 years, as a telecommunications Police Dispatcher with the Honolulu Police Department, I support the Proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of 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 Senators 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, PRDIE  
#5-707 PUOHALA ST.  
KANEONE, HI 96744

February 8, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

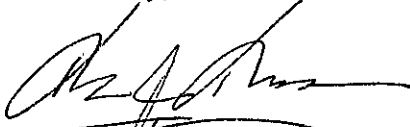
As a resident of the City and County of Honolulu, I support the proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.** They are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

I respectfully request that clarification is provided so that this amendment includes Police Radio Dispatcher I, Police Radio Dispatcher II, Police Radio Dispatcher III, and Supervising Police Radio Dispatchers; herein referred to as PRD. The job duties of a police radio dispatcher, unlike other dispatchers and Emergency Response Operators (ERO), requires specialized training and skillsets, robust lifesaving procedures and technologies to complete daily tasks. Hence, inclusion of SB#3000/HB#2474 will support recognition of all PRD as 911 First Responders who contribute to the public service and safety by providing critical information to other First Responders.

I humbly ask the Honorable Senators for your support.

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

Sincerely,

  
Representative  
710 S. King St.  
Honolulu, HI 96813

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

As a resident of the City and County of Honolulu, I support the proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.** They are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

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I humbly ask the Honorable Senators for your support.

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

Sincerely,

*Bill C. UESATI*  
*Bill C. Uesati*  
*Honolulu*

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a resident of the City and County of Honolulu, I support the proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.** They are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

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I humbly ask the Honorable Senators for your support.

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

Sincerely,

EVAN PRICE



HONOLULU

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

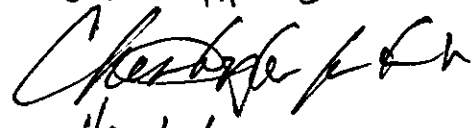
As a resident of the City and County of Honolulu, I support the proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expediently and efficiently as possible**. They are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

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I humbly ask the Honorable Senators for your support.

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

Sincerely,

CHRISTOPHER LEFEBVRE  
  
Honolulu



February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.


As a resident of the City and County of Honolulu, I support the proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expeditiously and efficiently as possible**. They are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

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I humbly ask the Honorable Senators for your support.

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

Sincerely,

Steve MILLER  
 HONOLULU

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

As a resident of the City and County of Honolulu, I support the proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expeditiously and efficiently as possible.** They are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

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I humbly ask the Honorable Senators for your support.

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

Sincerely,

Benjamin CLARKE



Honolulu

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.


As a resident of the City and County of Honolulu, I support the proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expeditiously and efficiently as possible**. They are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

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I humbly ask the Honorable Senators for your support.

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

Sincerely,

Sharon J. Marcos  


HONOLULU

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

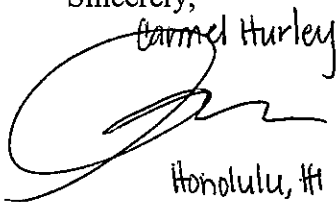
As a resident of the City and County of Honolulu, I support the proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.** They are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

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I humbly ask the Honorable Senators for your support.

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

Sincerely,

  
Carmel Hurley  
Honolulu, HI

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

As a resident of the City and County of Honolulu, I support the proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expeditiously and efficiently as possible**. They are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

I respectfully request that clarification is provided so that this amendment includes Police Radio Dispatcher I, Police Radio Dispatcher II, Police Radio Dispatcher III, and Supervising Police Radio Dispatchers; herein referred to as PRD. The job duties of a police radio dispatcher, unlike other dispatchers and Emergency Response Operators (ERO), requires specialized training and skillsets, robust lifesaving procedures and technologies to complete daily tasks. Hence, inclusion of SB#3000/HB#2474 will support recognition of all PRD as 911 First Responders who contribute to the public service and safety by providing critical information to other First Responders.

I humbly ask the Honorable Senators for your support.

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

Sincerely,

*ROSS ADAMS*

*RC*

*Honolulu*

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.


As a resident of the City and County of Honolulu, I support the proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expediently and efficiently as possible**. They are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

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I humbly ask the Honorable Senators for your support.

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

Sincerely,

  
R. AWAKUNI  
Honolulu

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

As a resident of the City and County of Honolulu, I support the proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expediently and efficiently as possible**. They are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

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I humbly ask the Honorable Senators for your support.

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

Sincerely,



E. MONILLA  
HONOLULU

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.


As a resident of the City and County of Honolulu, I support the proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expediently and efficiently as possible**. They are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

I respectfully request that clarification is provided so that this amendment includes Police Radio Dispatcher I, Police Radio Dispatcher II, Police Radio Dispatcher III, and Supervising Police Radio Dispatchers; herein referred to as PRD. The job duties of a police radio dispatcher, unlike other dispatchers and Emergency Response Operators (ERO), requires specialized training and skillsets, robust lifesaving procedures and technologies to complete daily tasks. Hence, inclusion of SB#3000/HB#2474 will support recognition of all PRD as 911 First Responders who contribute to the public service and safety by providing critical information to other First Responders.

I humbly ask the Honorable Senators for your support.

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

Sincerely,

  
HENRY ASING  
HONOLULU



February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

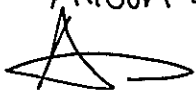
As a resident of the City and County of Honolulu, I support the proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.** They are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

I respectfully request that clarification is provided so that this amendment includes Police Radio Dispatcher I, Police Radio Dispatcher II, Police Radio Dispatcher III, and Supervising Police Radio Dispatchers; herein referred to as PRD. The job duties of a police radio dispatcher, unlike other dispatchers and Emergency Response Operators (ERO), requires specialized training and skillsets, robust lifesaving procedures and technologies to complete daily tasks. Hence, inclusion of SB#3000/HB#2474 will support recognition of all PRD as 911 First Responders who contribute to the public service and safety by providing critical information to other First Responders.

I humbly ask the Honorable Senators for your support.

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

Sincerely,

Alison LYNCH  
  
Honolulu

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

As a resident of the City and County of Honolulu, I support the proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.** They are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

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I humbly ask the Honorable Senators for your support.

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

Sincerely,

A large, stylized handwritten signature in black ink, consisting of several loops and a long horizontal tail.

LIZA AITUA

Honolulu

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

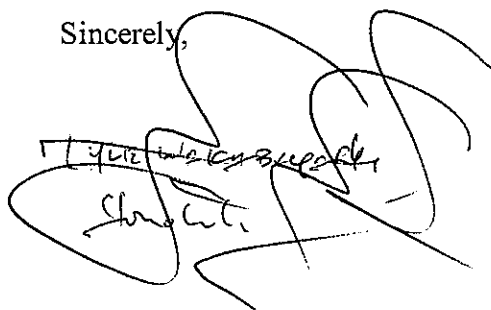
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I humbly ask the Honorable Senators for your support.

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

Sincerely,



Lyric Williams

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

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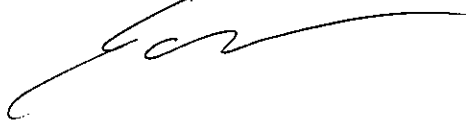
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I humbly ask the Honorable Senators for your support.

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

Sincerely,

MPO-1 E. MIZUSHIMA

A handwritten signature in black ink, appearing to be 'E. Mizushima', written over a horizontal line.

February 8, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

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I humbly ask the Honorable Senators for your support.

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

Sincerely,

*Kelly DeSemes*  
*98-620 Nohaalii Street*  
*Aiea, HI 96701*

February 8, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

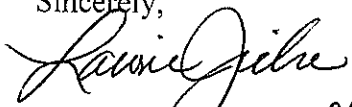
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I humbly ask the Honorable Senators for your support.

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

Sincerely,

  
6336 PAAKU STREET  
KAILUA HI, 96734

February 8, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

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I humbly ask the Honorable Senators for your support.

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

Sincerely,

*Dayne DeSires*  
90-1700 Kaahumanu St C  
Pearl City HI, 96782

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.


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I humbly ask the Honorable Senators for your support.

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

Sincerely,

Jesse Okamura  




February 9, 2020

Honorable Senators,

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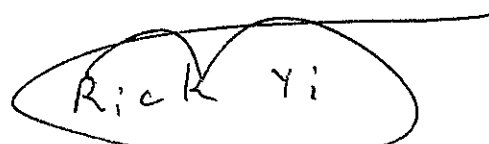
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I humbly ask the Honorable Senators for your support.

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

Sincerely,

  
2-10-20

February 9, 2020

Honorable Senators,

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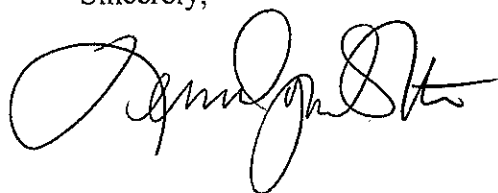
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I humbly ask the Honorable Senators for your support.

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

Sincerely,

A handwritten signature in black ink, appearing to be 'Dana J. Smith', written in a cursive style.

February 9, 2020

Honorable Senators,

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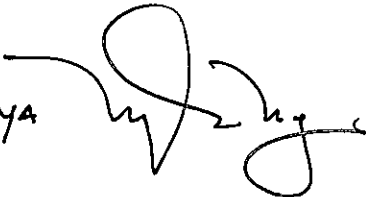
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Sincerely,

Mykle Moya 

February 9, 2020

Honorable Senators,

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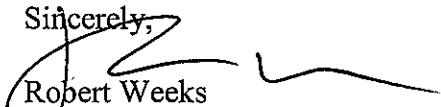
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I humbly ask the Honorable Senators for your support.

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

Sincerely,

  
Robert Weeks  
Kaneohe, Hawaii

February 9, 2020

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Sincerely,



Jenna Lynn Shimabuku  
Honolulu, Hawaii

February 9, 2020

Honorable Senators,

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I humbly ask the Honorable Senators for your support.

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

Sincerely,



Travis Kimura  
Kaneohe, Hawaii

February 9, 2020

Honorable Senators,

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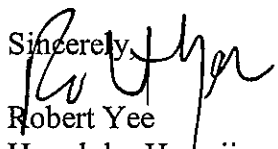
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I humbly ask the Honorable Senators for your support.

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

Sincerely,

  
Robert Yee

Honolulu, Hawaii

February 9, 2020

Honorable Senators,

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

Sincerely,



Clinton Ono  
Honolulu, Hawaii



February 9, 2020

Honorable Senators,

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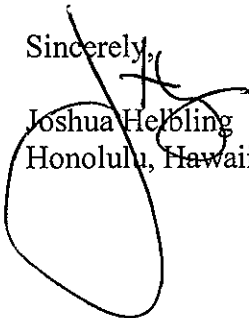
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Sincerely,

  
Joshua Hebling  
Honolulu, Hawaii

February 9, 2020

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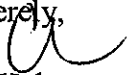
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Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,

  
Eric Hokama  
Honolulu, Hawaii

February 9, 2020

Honorable Senators,

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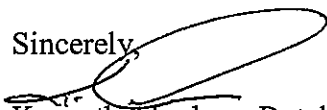
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I humbly ask the Honorable Senators for your support.

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

Sincerely,



Kenneth Abraham-Botelho  
Waimanalo, Hawaii

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.


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

Sincerely,

John CAMBERA  


February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

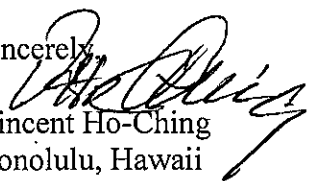
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Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,

  
Vincent Ho-Ching  
Honolulu, Hawaii

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

As a resident of the City and County of Honolulu, I support the proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expeditiously and efficiently as possible**. They are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

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I humbly ask the Honorable Senators for your support.

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

Sincerely,

David WITMERWAX

A handwritten signature in black ink, appearing to read "DW" or "W", written below the printed name.

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

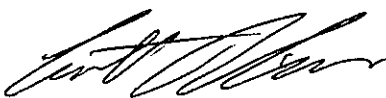
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I humbly ask the Honorable Senators for your support.

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

Sincerely,

*Luana Robinson*  


February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

As a resident of the City and County of Honolulu, I support the proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expediently and efficiently as possible**. They are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

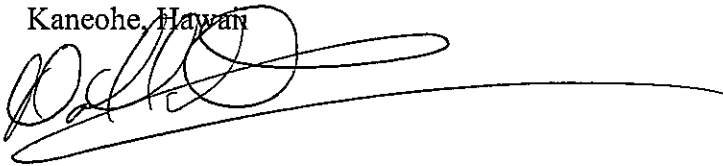
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I humbly ask the Honorable Senators for your support.

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

Sincerely,

Nathan Oshima  
Kaneohe, Hawaii

A handwritten signature in black ink, appearing to read 'Nathan Oshima', is written over a horizontal line. The signature is stylized and cursive.



February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.


As a resident of the City and County of Honolulu, I support the proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expeditiously and efficiently as possible.** They are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

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I humbly ask the Honorable Senators for your support.

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

Sincerely,

  
Bradley Mamuad  
Honolulu, Hawaii

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.


As a resident of the City and County of Honolulu, I support the proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expeditiously and efficiently as possible**. They are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

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I humbly ask the Honorable Senators for your support.

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

Sincerely,

  
Albert Moniz  
Honolulu, Hawaii

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.


As a resident of the City and County of Honolulu, I support the proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expeditiously and efficiently as possible**. They are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

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I humbly ask the Honorable Senators for your support.

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

Sincerely,

  
Jennifer Yuen-Moniz

Honolulu, Hawaii

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

As a resident of the City and County of Honolulu, I support the proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expeditiously and efficiently as possible**. They are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

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I humbly ask the Honorable Senators for your support.

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

Sincerely,

P. MAZIANO



February 9, 2020

Honorable Senators,


RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

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I humbly ask the Honorable Senators for your support.

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

Sincerely,   
S. VERA

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

As a resident of the City and County of Honolulu, I support the proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expediently and efficiently as possible**. They are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

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I humbly ask the Honorable Senators for your support.

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

Sincerely,

Lorin Nakagawa  
Mililani, Hawaii

A handwritten signature in black ink, appearing to be 'Lorin Nakagawa', written over the printed name and location.

February 8, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a resident of the City and County of Honolulu, I support the proposed SB#3000 concerning the amendment of the definition of emergency workers to **include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expediently and efficiently as possible**. They are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

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I humbly ask the Honorable Senators for your support.

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

Sincerely,

J. Gardner  
Kaimuki

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February 8, 2020

Honorable Senators,

RE: I support SB#3000, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

<sup>EMPLOYEE</sup>  
As a ~~resident~~ of the City and County of Honolulu, I support the proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.** They are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

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I humbly ask the Honorable Senators for your support.

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

Sincerely,

Melody Lewellen •  
Melody Lewellen (HPD employee)  
92-1234 Makakilo Dr #30  
Kapolei HI 96707



February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

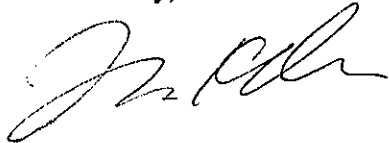
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I humbly ask the Honorable Senators for your support.

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

Sincerely,



*Nam Akau  
Kailua, Hawaii*

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a resident of the City and County of Honolulu, I support the proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expeditiously and efficiently as possible**. They are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

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I humbly ask the Honorable Senators for your support.

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

Sincerely,

*Pommi J. Gato - Honolulu Police Dept. / Supervising Police Radio Dispatch  
89-1137 Pohakupalena St.  
Waianae HI 96792  
(808) 783-3304  
Twenty-Six (26) years.*

February 8, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

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I humbly ask the Honorable Senators for your support.

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

Sincerely,

*William Lee*  
1772 AKAKOA Street  
Kailua, HI 96734

February 8, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".


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I humbly ask the Honorable Senators for your support.

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

Sincerely,

  
LEE-ANNE UYEHARA  
98-831-B KAONOHI ST  
AIEA, HI 96701

February 8, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

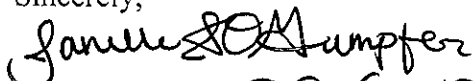
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I humbly ask the Honorable Senators for your support.

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

Sincerely,

  
JANELLE S.O. GUMPFER  
1252 AKAMAI STREET  
KAILUA, HI. 96734

February 8, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

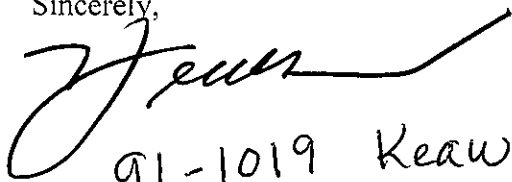
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I humbly ask the Honorable Senators for your support.

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

Sincerely,



91-1019 Keawanui St  
Kapolei, Hawaii 96707

February 8, 2020

Honorable Senators,

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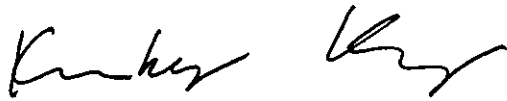
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I humbly ask the Honorable Senators for your support.

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

Sincerely,



PRO II

91-1019 Keawanui St  
Kapolei, Hawaii 96707

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

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I humbly ask the Honorable Senators for your support.

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

Sincerely,



*Adam Schonhardt*

*Honolulu, HI*



February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

As a resident of the City and County of Honolulu, I support the proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expediently and efficiently as possible**. They are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

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I humbly ask the Honorable Senators for your support.

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

Sincerely,

*Francisco Calvey*

Francisco Calvey  
Honolulu, HI

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

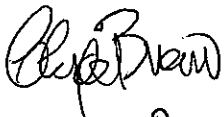
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I humbly ask the Honorable Senators for your support.

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

Sincerely,



CLYDE BUENO

Honolulu, HI

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statues, amending the definition of "emergency worker".

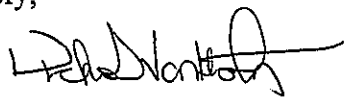
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I humbly ask the Honorable Senators for your support.

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

Sincerely,



Nicholas Vanhouten

Honolulu, HI

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

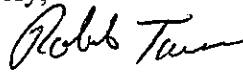
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I humbly ask the Honorable Senators for your support.

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

Sincerely,

  
Robert Toure  
Kalihi, Hawaii

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

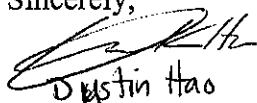
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I humbly ask the Honorable Senators for your support.

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

Sincerely,



Dustin Hao

Kaneohe, HI

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

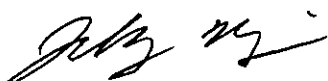
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I humbly ask the Honorable Senators for your support.

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

Sincerely,

  
LT Jeffrey NAGAI  
Honolulu / Hawaii

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.


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I humbly ask the Honorable Senators for your support.

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

Sincerely,

  
Kerry M. Orpilla  
Honolulu, Hawaii

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

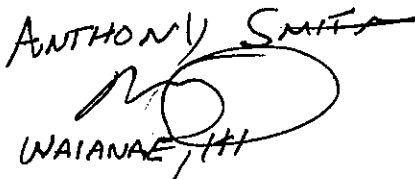
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I humbly ask the Honorable Senators for your support.

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

Sincerely,

ANTHONY SMITH  
  
WAIANA'E, HI



February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

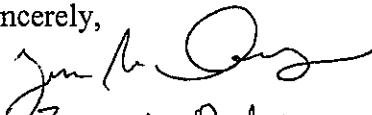
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Sincerely,

  
Zenos M. Oudayog  
Honolulu, Hawaii

February 9, 2020

Honorable Senators,

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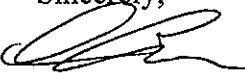
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I humbly ask the Honorable Senators for your support.

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

Sincerely,

  
Darrin Lew  
Honolulu, Hawaii

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

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I humbly ask the Honorable Senators for your support.

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

Sincerely,

*Tish Ashima*  
TISH ASHIMA  
HONOLULU, HAWAII

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

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Sincerely,

Phalani KAHAKU  
Phalani KAHAKU  
Ksp 02-21 H1

February 9, 2020

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KRISTY KONO  
Aiea, HI

February 9, 2020

Honorable Senators,

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

Sincerely,

JOSHUA LAWRY



Hon, HI

February 9, 2020

Honorable Senators,

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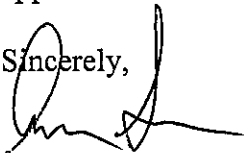
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Samuel Luke  
Honolulu, HI

February 9, 2020

Honorable Senators,

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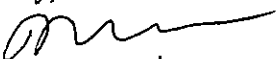
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I humbly ask the Honorable Senators for your support.

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

Sincerely,

  
William Lau  
KAKAHOE HI



February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

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

Sincerely,



SEAN HARVIKA

Mililani, HI

February 9, 2020

Honorable Senators,

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I humbly ask the Honorable Senators for your support.

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

Sincerely,

Scot YOSHIMURA  
8/1/20  
Pearl City, HI.

February 9, 2020

Honorable Senators,

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I humbly ask the Honorable Senators for your support.

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Sincerely,

  
Ryan Uyimori  
Aiea, Hawaii

February 9, 2020

Honorable Senators,

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I humbly ask the Honorable Senators for your support.

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

Sincerely,



Urban Bolivar

Detective

Honolulu Police Department

1865 Kamehameha IV Road

Honolulu HI 96819

February 9, 2020

Honorable Senators,

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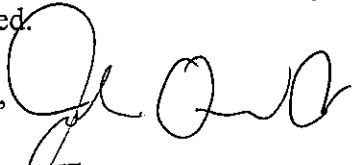
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I humbly ask the Honorable Senators for your support.

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Sincerely,



John P. Omerod Jr.

Honolulu, HI.

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.


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I humbly ask the Honorable Senators for your support.

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

Sincerely,

  
Darryl Jones  
Kaula, HI

February 9, 2020

Honorable Senators,

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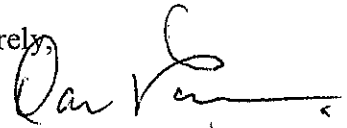
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I humbly ask the Honorable Senators for your support.

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

Sincerely,

  
DANA PAIKATI

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

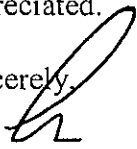
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I humbly ask the Honorable Senators for your support.

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

Sincerely,



THOMAS DUMBAL



February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statues, amending the definition of “emergency worker”.

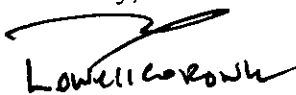
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I humbly ask the Honorable Senators for your support.

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

Sincerely,



Lowell Corrow

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

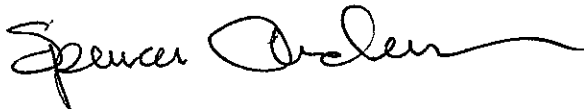
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I humbly ask the Honorable Senators for your support.

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

Sincerely,

A handwritten signature in black ink that reads "Spencer Anderson". The signature is written in a cursive style with a long, sweeping underline.

SPENCER ANDERSON

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

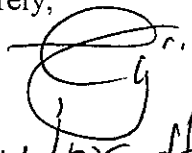
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I humbly ask the Honorable Senators for your support.

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

Sincerely,

  
Taylor Hoopes

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

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I humbly ask the Honorable Senators for your support.

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

Sincerely,

A handwritten signature in black ink, appearing to read 'J. Nakamaejo', with a stylized flourish at the end.

Sgt. J. Nakamaejo 100452

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statues, amending the definition of “emergency worker”.

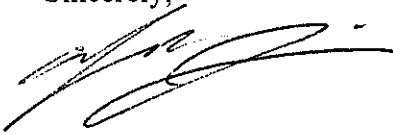
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I humbly ask the Honorable Senators for your support.

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

Sincerely,

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February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statues, amending the definition of “emergency worker”.

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I humbly ask the Honorable Senators for your support.

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

Sincerely,

A handwritten signature in black ink, appearing to read "Bruce Sanele". The signature is fluid and cursive, written over the word "Sincerely,".

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

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I humbly ask the Honorable Senators for your support.

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

Sincerely,

A handwritten signature in black ink, appearing to be 'J. H. Lee', written in a cursive style.

February 9, 2020

Honorable Senators,

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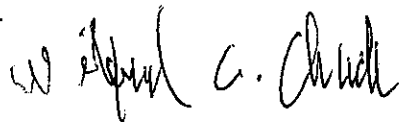
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February 9, 2020

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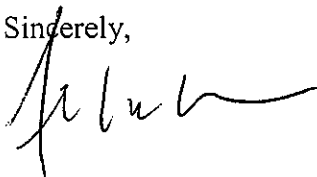
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FREDERICK DEGALA

February 9, 2020

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Lawrence Queaasana

February 9, 2020

Honorable Senators,

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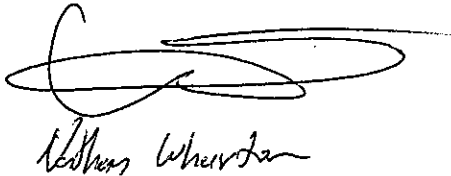
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Nathan Wherhan

February 9, 2020

Honorable Senators,

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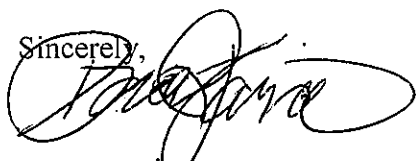
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Thank you very much for allowing me to submit testimony. Your support is greatly appreciated.

Sincerely,



DAVID KAIRA

February 9, 2020

Honorable Senators,

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

Sincerely,



CURTIS KISSEL

February 9, 2020

Honorable Senators,

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I humbly ask the Honorable Senators for your support.

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

Sincerely,

Todd Hashimoto  


February 9, 2020

Honorable Senators,

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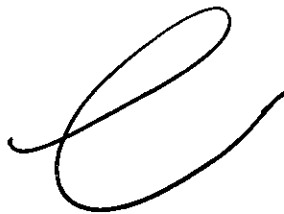
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I humbly ask the Honorable Senators for your support.

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

Sincerely,

LENNY CRAIG

A large, stylized handwritten signature in black ink, appearing to be 'Lenny Craig', written below the typed name.

February 9, 2020

Honorable Senators,

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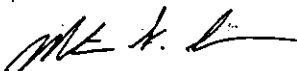
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I humbly ask the Honorable Senators for your support.

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

Sincerely,

MIKNE K. IBRAHIM





February 9, 2020

Honorable Senators,

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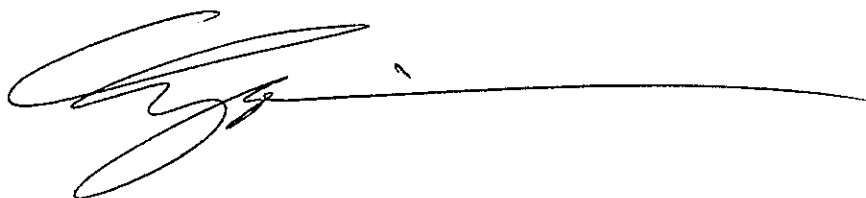
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I humbly ask the Honorable Senators for your support.

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

Sincerely,

A handwritten signature in black ink, appearing to read 'Cheyne Kaninau', with a long horizontal line extending to the right.

Cheyne Kaninau

February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.


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I humbly ask the Honorable Senators for your support.

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

Sincerely,

J. AMBROSE 

February 9, 2020

Honorable Senators,

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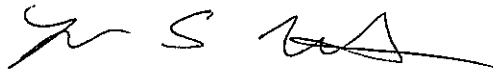
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I respectfully request that clarification is provided so that this amendment includes Police Radio Dispatcher I, Police Radio Dispatcher II, Police Radio Dispatcher III, and Supervising Police Radio Dispatchers; herein referred to as PRD. The job duties of a police radio dispatcher, unlike other dispatchers and Emergency Response Operators (ERO), requires specialized training and skillsets, robust lifesaving procedures and technologies to complete daily tasks. Hence, inclusion of SB#3000/HB#2474 will support recognition of all PRD as 911 First Responders who contribute to the public service and safety by providing critical information to other First Responders.

I humbly ask the Honorable Senators for your support.

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

Sincerely,

RYAN S MURATA  


February 9, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

As a resident of the City and County of Honolulu, I support the proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers aka police radio dispatchers who in the course of their duty have to utilize a multitude of specialized training and skill sets in order to ensure the situation is addressed as expediently and efficiently as possible**. They are a unique group of emergency workers that must undergo the same lengthy background checks and scrutiny as Honolulu police officers during the hiring process; (less the physical fitness test police must pass).

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Cory MOORE

Cmy m

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Sincerely,

Siare Seti

A handwritten signature in black ink, consisting of a large, stylized 'S' followed by a horizontal line and a small flourish.

February 9, 2020

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Sincerely,

Joseph Jung  


January 28, 2020

Honorable Sharon Moriwaki

Hawaii State Capitol, Room 223



Dear Senator Moriwaki,

We are Michael & Bonnie Kim and we both work as Police Radio Dispatcher's II with the Honolulu Police Department. We are writing this letter to support Senate Bill #3000 relating to Emergency Workers. We have a 39 combined years of service. This is an attendance critical position which requires each of our three watches to have a minimum number of employees to operate. When this number falls below that requirement (due to sick calls, personnel on vacation, injuries, etc) the previous watch personnel based on how many are needed could be mandated to stay for an additional four hours. This situation has been going on at least since we started working. We are also required to be mandated to work during natural disasters. The most recent in August 2018 when Hurricane Lane was posing a threat to the island of Oahu. We were told to be prepared to stay at the main police station, possibly for days if Oahu took a direct hit. There is no way that this position can be categorized as a "clerical worker"

Besides the position being attendance critical, there are many duties that we perform that keep the public safe on Oahu. A dispatcher must call upon their experience and training to decipher what needs to be done to render aid to the caller within seconds of picking up the phone line and skillfully relay this information to the Police Officers with our complex computer system.

\*The kind of stress that Police Radio Dispatchers experience is not something the kind of stress that everyday people deal with. It has been said that we experience PTSD. This results after years of helping callers and officers who are experiencing difficult situations. We answer the phone calls not knowing what is coming on the other end. Sometimes it's silence and crying, people screaming and the sounds of someone getting beaten, a suicidal person asking for help & hoping the officer gets there in time or gunfire. This goes on for hours, days, weeks, years and a career. Cumulative stress can affect work performance, work attendance, personal relationships and social relationships, in addition to causing physical illness. A dispatcher is a first responder.

Police Radio Dispatchers are the life line to our Police Officers. We are at the other end of the radio for whatever they need. Recent events of January 19, 2020 have proved that our Police Radio Dispatchers are a vital link to our officers.

Police Radio Dispatchers exhibit extraordinary communication and computer skills while under extreme pressure and still remain calm and do our job. We work short handed and still manage to make sure every call gets answered, every transmission from an officer gets acknowledged.

We are Police Radio dispatchers. We are Emergency Workers. We are First Responders.

Michael Kim

HPD Communications Division

Bonnie Kim

HPD Communications Division

Testimony To: Honorable Senators  
I support SB 3000

**LATE**

I'm going to start my testimony with 2 words. Shots Fired. These are not words heard in an average work site on what I thought - hoped would be an average day.

I just began my morning exchanging pleasantries with my fellow co-workers and barely sat down when I heard those 2 words = Shots Fired. I am automatically laser focused. My fingers need to type as fast as the words fall from the officer's lips. 20 years of experience, policies and procedures all come into play. I have 4 computer screens, 3 keyboards, 3 mice and a foot pedal. I see, I hear, I speak, I type - most times all at the same time. Intense training and skills are things we share with other 1<sup>st</sup> responders like police officers, fire fighters and EMTs. Our job is to perform in the most crucial and dire circumstances. Officer safety and public safety takes precedent. This is how we contribute to make our community, our island safe for everyone. This is our creed, our mission statement and we are proud to take on this responsibility with pride. Please support us by supporting SB 3000.

Thank you and Aloha,  
Rochelyn Hasiak  
95-1131 Kodani Drive #145  
Mililani, HI 96789



January 30, 2020

Honorable ~~Representatives~~<sup>Senators</sup>,

**LATE**

RE: I support 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,



Natasha Enos  
443 Kuamoo Street #3  
Honolulu, Hawaii 96815