

JOSH GREEN, M. D.
GOVERNOR
KE KIA'ĀINA



BRENN A H. HASHIMOTO
CHIEF NEGOTIATOR

SYLVIA LUKE
LT. GOVERNOR
KA HOPE KIA'ĀINA

STATE OF HAWAII
OFFICE OF COLLECTIVE BARGAINING
EXECUTIVE OFFICE OF THE GOVERNOR
235 S. BERETANIA STREET, SUITE 1201
HONOLULU, HAWAII 96813-2437

Statement of
BRENN A H. HASHIMOTO
Chief Negotiator, Office of Collective Bargaining

Before the
HOUSE COMMITTEE ON JUDICIARY AND HAWAIIAN AFFAIRS
Thursday, March 2, 2023
2:00PM
State Capitol, Conference Room 325

In consideration of
HB 1398 HD1, RELATING TO COLLECTIVE BARGAINING

Chair Tarnas, Vice Chair Takayama, and the members of the committee.

The Office of Collective Bargaining (OCB) appreciates the intent of HB 1398 HD1, which allows telecommunications and emergency dispatchers and employees who perform similar functions employed by the state and counties to collectively bargain. However, we must respectfully oppose this measure.

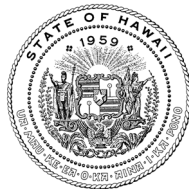
The OCB is concerned for the following reasons:

1. As currently written, it is unclear whether the intent of HB 1398 HD1, is to combine all telecommunications and emergency dispatchers and employees who perform similar functions who are currently not in bargaining unit (BU) 3 into the new BU 16.
2. OCB believes that separating telecommunications and emergency dispatchers and employees who perform similar functions employed by the State and counties is not necessary, as the current collective bargaining agreement addresses wages, hours, and other conditions of work.
3. The current BU representing the majority of telephone and emergency dispatchers, BU 3, is comprised of a wide variety of clerical, technical and para-professional jobs, not just clerks. Pursuant to §89-6, HRS, BU 3 covers "Nonsupervisory employees in white collar positions." For example, it includes tax returns examiners, human resources technicians, eligibility workers, and x-ray technicians, just to name a few.

4. A study was conducted pursuant to Act 63, Session Laws of Hawaii 2021, to review existing classification and compensation schedules for telecommunications and emergency dispatchers and other similarly situated employees. The review found that these employees were properly classified and assigned to the appropriate salary ranges in their bargaining unit.

Thank you for the opportunity to provide testimony and comments on this measure.

JOSH GREEN, M.D.
GOVERNOR



LUIS P. SALAVERIA
DIRECTOR

SABRINA NASIR
DEPUTY DIRECTOR

EMPLOYEES' RETIREMENT SYSTEM
HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND
OFFICE OF THE PUBLIC DEFENDER

STATE OF HAWAII
DEPARTMENT OF BUDGET AND FINANCE
Ka 'Oihana Mālama Mo'ohelu a Kālā
P.O. BOX 150
HONOLULU, HAWAII 96810-0150

ADMINISTRATIVE AND RESEARCH OFFICE
BUDGET, PROGRAM PLANNING AND MANAGEMENT DIVISION
FINANCIAL ADMINISTRATION DIVISION
OFFICE OF FEDERAL AWARDS MANAGEMENT

WRITTEN ONLY

TESTIMONY BY LUIS P. SALAVERIA
DIRECTOR, DEPARTMENT OF BUDGET AND FINANCE
TO THE HOUSE COMMITTEE ON JUDICIARY & HAWAIIAN AFFAIRS
ON
HOUSE BILL NO. 1398, H.D. 1

March 2, 2023
2:00 p.m.
Room 325 and Videoconference

RELATING TO COLLECTIVE BARGAINING

The Department of Budget and Finance (B&F) offers comments on this bill.

This bill creates a separate bargaining unit (BU) 16 for State and county telecommunications and emergency dispatchers and other telecommunications dispatch personnel while leaving the rest of the current BU 3 and BU 4 employees in the existing BUs.

The Legislature has created two new BUs in recent years and is considering creating others, in addition to this one, this session. There are concerns with the increasing administrative costs and complexities, negotiating, arbitrating, and managing of contracts for every increasing number of BUs.

Thank you for your consideration of our comments.

JOSH GREEN, M.D.
GOVERNOR
KE KIA'ĀINA



KENNETH S. HARA
MAJOR GENERAL
ADJUTANT GENERAL

STEPHEN F. LOGAN
BRIGADIER GENERAL
DEPUTY ADJUTANT GENERAL

STATE OF HAWAII
KA MOKU'ĀINA O HAWAI'I
DEPARTMENT OF DEFENSE
KA 'OIHANA PILI KAUA
OFFICE OF THE ADJUTANT GENERAL
3949 DIAMOND HEAD ROAD
HONOLULU, HAWAI'I 96816-4495

TESTIMONY ON HOUSE BILL NO. 1398 HD1

RELATING TO COLLECTIVE BARGAINING

PRESENTATION TO THE COMMITTEE ON JUDICIARY & HAWAIIAN AFFAIRS
BY

EVERETT S. KANESHIGE

STATEWIDE INTEROPERABILITY COMMUNICATIONS COORDINATOR

March 2, 2023

Aloha Chair Tarnas, Vice Chair Takayama and members of the committee:

My name is Everett Kaneshige, and I am the Statewide Interoperability Communications 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 H.B. 1398 HD1.

911 emergency services 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.

Currently, 911 emergency services dispatchers are usually classified as an office and administrative support occupation. This measure will allow these individuals to collectively bargain as a separate group and is an important step so they may be recognized for the important and specialized functions that they perform daily and allow them to receive the compensation and benefits commensurate with their duties and responsibilities.

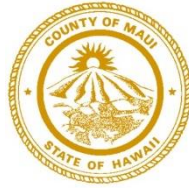
Thank you for this opportunity to provide testimony in **SUPPORT** of H.B. 1398 HD1.

Frank J. Pace, Administrator, Office of Homeland Security, Hawaii Department of Defense, frank.j.pace@hawaii.gov, 808-369-3570.

Everett S. Kaneshige, Statewide Interoperable Communications Coordinator, Office of Homeland Security, Hawaii Department of Defense, everett.s.kaneshige@hawaii.gov, 808-460-8005.

RICHARD T. BISSEN, JR.
Mayor

KEKUHAUPIO R. AKANA
Acting Managing Director



OFFICE OF THE MAYOR
COUNTY OF MAUI
200 SOUTH HIGH STREET
WAILUKU, MAUI, HAWAII 96793
www.mauicounty.gov

March 1, 2023

TO: Honorable Rep. David A. Tarnas, Chair
Honorable Rep. Gregg Takayama, Vice Chair
House Committee on Judiciary & Hawaiian Affairs

FROM: Richard T. Bissen, Jr., Mayor

DATE: March 1, 2023

SUBJECT: **SUPPORT OF HB 1398, HD1, RELATING TO COLLECTIVE BARGAINING**

Thank you for the opportunity to testify in **SUPPORT** of this important measure. The purpose of this measure is to allow telecommunications and emergency dispatchers and employees who perform similar functions employed by the State and counties to collectively bargain.

I **SUPPORT** this measure for the following reasons:

1. Dispatchers are characterized and compensated as clerical employees, which limits their range of compensation.
2. Emergency services dispatchers are not physically at the scene of emergencies, but information gathered and communicated by dispatchers can mean the difference between positive and negative outcomes in an array of emergency situations, which contributes to a high-stress work environment.
3. This measure would allow telecommunications and emergency dispatchers and employees who perform similar functions employed by the State and counties to collectively bargain, which would support the opportunity for them to be compensated appropriately for the unique work they perform.

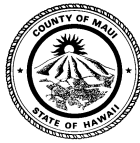
For the foregoing reasons, I **SUPPORT** this measure.

Council Chair
Alice L. Lee

Vice-Chair
Yuki Lei K. Sugimura

Presiding Officer Pro Tempore
Tasha Kama

Councilmembers
Tom Cook
Gabe Johnson
Tamara Paltin
Keani N.W. Rawlins-Fernandez
Shane M. Sinenci
Nohelani U'u-Hodgins



Director of Council Services
Traci N. T. Fujita, Esq.

Deputy Director of Council Services
David M. Raatz, Jr., Esq.

COUNTY COUNCIL
COUNTY OF MAUI
200 S. HIGH STREET
WAILUKU, MAUI, HAWAII 96793
www.MauiCounty.us

March 1, 2023

TO: The Honorable David A. Tarnas, Chair, and
Members of the House Committee on Judiciary & Hawaiian Affairs

FROM: Alice L. Lee
Council Chair 

SUBJECT: **HEARING OF MARCH 2, 2023; TESTIMONY IN SUPPORT OF HB 1398, HD1, RELATING TO COLLECTIVE BARGAINING**

Thank you for the opportunity to testify in **support** of this important measure. The purpose of this measure is to allow telecommunications and emergency dispatchers and similar employees to collectively bargain.

The Maui County Council has not had the opportunity to take a formal position on this measure. Therefore, I am providing this testimony in my capacity as an individual member of the Maui County Council.

I **support** this measure for the following reasons:

1. Emergency dispatchers are part of the critical infrastructure of the public-safety system.
2. Emergency dispatchers deal with stressful situations daily as they make split-second decisions that affect the public's safety and well-being.
3. This measure would recognize emergency dispatchers' importance and skill, allowing them to collectively bargain the pay and benefits that they rightfully deserve.

For the foregoing reasons, I **support** this measure.

POLICE DEPARTMENT
CITY AND COUNTY OF HONOLULU

801 SOUTH BERETANIA STREET · HONOLULU, HAWAII 96813
TELEPHONE: (808) 529-3111 · INTERNET: www.honolulu.org



RICK BLANGIARDI
MAYOR

ARTHUR J. LOGAN
CHIEF

KEITH K. HORIKAWA
RADE X. VANIC
DEPUTY CHIEFS

OUR REFERENCE AF-GK

March 2, 2023

The Honorable David A. Tarnas, Chair
and Members
Committee on Judiciary and
Hawaiian Affairs
House of Representatives
415 South Beretania Street, Room 325
Honolulu, Hawaii 96813

Dear Chair Tarnas and Members:

SUBJECT: House Bill No. 1398, H.D. 1, Relating to Collective Bargaining

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

The HPD supports House Bill No. 1398, H.D. 1, Relating to Collective Bargaining.

This bill would remove telephone and emergency dispatchers from their current bargaining unit of white-collar workers and establish a new bargaining unit specifically for their job classification. This will help to differentiate these emergency call operators from clerical staff to a specialized unit more akin to other emergency units, such as police officers and firefighters, which more accurately reflects the nature of their work and the training and skills required for their duties.

Emergency communications personnel provide the vital link between those in need of help and the emergency service workers who provide that assistance. Their role, like others in emergency services, requires specialized training unfit for most other careers, long and unpredictable work shifts that require someone posted twenty-four hours a day, seven days a week, and a particular mindset able to deal with the stresses of these duties.

The Honorable David A. Tarnas, Chair
and Members
March 2, 2023
Page 2

Passage of this bill will help these essential emergency communications personnel negotiate a contract better suited to the specialized needs of their positions, obtain fairer benefits and compensation, and recognize the vital work done by these professionals. This will ideally result in better morale for current employees and a boost in recruitment.

The HPD urges you to support House Bill No. 1398, H.D. 1, Relating to Collective Bargaining, and we appreciate the committee's consideration of our comments.

Thank you for the opportunity to testify.

Sincerely,



Aaron Farias, Major
Communications Division

APPROVED:



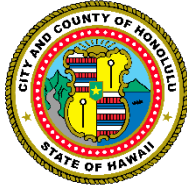
Arthur J. Logan
Chief of Police

DEPARTMENT OF HUMAN RESOURCES

CITY AND COUNTY OF HONOLULU

650 SOUTH KING STREET, 10TH FLOOR • HONOLULU, HAWAII 96813
TELEPHONE: (808) 768-8500 • FAX: (808) 768-5563 • INTERNET: www.honolulu.gov/hr

RICK BLANGIARDI
MAYOR



NOLA N. MIYASAKI
DIRECTOR

FLORENCIO C. BAGUIO, JR.
ASSISTANT DIRECTOR

March 2, 2023

The Honorable David A. Tarnas, Chair
The Honorable Gregg Takayama, Vice Chair
and Members of the Committee on Judiciary & Hawaiian Affairs
The House of Representatives, Room 325
State Capitol
415 South Beretania Street
Honolulu, Hawaii 96813

Dear Chair Tarnas, Vice Chair Takayama, and Members of the Committee:

SUBJECT: House Bill No. 1398 HD 1
Relating to Collective Bargaining

House Bill No. 1398 HD 1 allows telecommunications and emergency dispatchers and employees who perform similar functions employed by the State and counties to collectively bargain and recategorizes these employees into a new bargaining unit 16.

The City and County of Honolulu ("City"), Department of Human Resources (DHR), respectfully **opposes** this measure.

The City's Joint Traffic Management Center (JTMC) is the main emergency dispatch and communications center for the entire island of Oahu. The JTMC communications center currently houses employees represented by the United Public Workers (UPW), the Hawaii Government Employees Association (HGEA), and the Hawaii Firefighters Association (HFFA) that are included in bargaining units 03, 04, 10, 11, and 15. As presently written, House Bill No. 1398 would place all employees who are centrally located at the City's main emergency communication center located at JTMC into the new bargaining unit 16, regardless of their current bargaining unit or union.

In addition, the City is currently administering contracts for nine different bargaining units involving four separate unions. As such, DHR has concerns regarding

The Honorable David A. Tarnas, Chair
The Honorable Gregg Takayama, Vice Chair and Members of the Committee on
Judiciary & Hawaiian Affairs

March 2, 2023

Page 2

the increase in costs and complexities related to establishing, negotiating, arbitrating, and managing yet another bargaining unit and contract, particularly without added staff and resources.

The Mayor and the people of the City and County of Honolulu appreciate the hard working emergency dispatchers and we thank you for the opportunity to testify on this measure. The Department of Human Resources respectfully requests that this measure be held.

Sincerely,

Nola N. Miyasaki
Director

HB-1398-HD-1

Submitted on: 3/1/2023 8:15:00 AM

Testimony for JHA on 3/2/2023 2:00:00 PM

Submitted By	Organization	Testifier Position	Testify
SusanEgdamin	Maui County Police Dept	Support	Written Testimony Only

Comments:

I am a Dispatch Supervisor and have worked in the 911 center for 32 1/2 years. It's obvious that technology has played a huge role in 911 services. The operator behind the phone call is mandated to service every call with pre arrival instructions. Whether the call be Police, Medical , Fire, Coast Gaurd, Ocean Safety, DLNR, Animal Control, County PW and any other agency tha calls the 911 center. The dispatcher must provide scene safety, medical pre arrival directions, i.e. CPR instructions, AED direction, controlling bleeding, care for patients , the list goes on. The dispatcher must ask numerous questons related to the incident, i.e. Fire call, is there gas, where is and how big is the tank, evacuation directions.

These are not common sense questions, these are certified classes 911 dispatchers must obtain. In an emergency, callers are not always using common sense, they are frantic. The questions the dispatcher ask and the information obtained and relayed to the field are for the safety of the caller and the field units. This immediate direction and information help the callers care for their loved ones and prepare the field with what to expect. This makes the Emergency Dispatchers First Responders.

Imagine not being able to provide pre arrival instructions, not giving CPR instructions to a parent with a baby not breathing. Having officers arrive at a scene with a mentally ill person with their guns drawn. Having fire fighters arrive at a scene without knowing there are hazardous materials that are not easy to detect.

All of these questions, keep our responders safe and help the community help their loved ones.

I am in full support of our Emergency Service Dispatchers be recognized as First Responders.

Thank you ,

Susie Egdamin - Maui County, Supervising Emergency Service Dispatchers

TO: Honorable Rep. Scot Z. Matayoshi, Chair
Honorable Re. Andrew Takuya Garrett, Vice Chair
House Committee on Labor & Government Operations

FROM: Melia K. Johnson, SESD Maui Police Department

Date: March 1, 2023

SUBJECT: SUPPORT OF HB 1398, RELATING TO COLLECTIVE BARGAINING

Aloha,

Thank you for the opportunity to testify in SUPPORT OF HB1398. I am speaking as an Emergency Service Dispatcher and currently a Supervisor of Emergency Service Dispatchers for the Maui Police Department, Maui County.

I have been doing this specialized job for over 14 years. During this time, I have had to endure many traumatic events along with the callers who called me for help. I have assisted in delivering babies, in providing critical CPR instructions, in comforting mothers and families when they have experienced a loss of a child and so much more. I have been and have tried to be the voice of reason and comfort in so many of these tragic events. Often giving crucial instructions to protect and to ensure safety of the victims, life saving instructions in CPR, all while directing police, fire, and medics to the scene with up to date information.

I am in support of HB 1398 and testify that I am not a secretary, but a valued member as a first responder. It is my hope and prayer that you will recognize us as first responders and acknowledge the value in the work we do.

Mahalo for the opportunity to testify and for your time.

Sincerely,

Melia K. Johnson
SESD Maui Police Department
Communications



HAWAII GOVERNMENT EMPLOYEES ASSOCIATION

AFSCME Local 152, AFL-CIO

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

The Thirty-Second Legislature, State of Hawaii
The House of Representatives
Committee on Judiciary and Hawaiian Affairs

Testimony by
Hawaii Government Employees Association

March 2, 2023

H.B. 1398, H.D. 1 — RELATING TO COLLECTIVE BARGAINING

The Hawaii Government Employees Association, AFSCME Local 152, AFL-CIO strongly supports the purpose and intent of H.B. 1398, H.D. 1 which allows telecommunications and emergency dispatchers and employees who perform similar functions employed by the state and counties to collectively bargain.

Telecommunication dispatchers, including police, fire, and emergency medical dispatchers, among others, handle crisis situations at all hours of the day. Dispatchers must utilize multiple life-saving procedures and technologies to obtain critical information from a caller to make lightning-fast decisions that could mean the difference between life and death of a public citizen. This group of employees is one of Hawaii's unsung heroes.

Telecommunication and emergency dispatchers continue to encounter work related issues including unsustainable workloads linked with mandatory overtime because of the employer's failure to successfully recruit and retain dispatchers. By creating a new bargaining unit, it allows these dispatchers to have a collective bargaining agreement that is tailored towards their needs in the workplace, which would alleviate many work-related issues.

Thank you for the opportunity to provide testimony in support of H.B. 1398, H.D. 1.

Respectfully submitted,

Randy Perreira
Executive Director

HB-1398-HD-1

Submitted on: 3/1/2023 10:17:50 AM

Testimony for JHA on 3/2/2023 2:00:00 PM

Submitted By	Organization	Testifier Position	Testify
lakea Tjomsland	Individual	Support	In Person

Comments:

Honorable Representatives,

I support H.B. 1398

I am in favor of H.B. 1398. I believe this will allow Telecommunications and emergency dispatchers a seat at the table to negotiate the policies and practices that currently due to our classification we don't get to negotiate on. However the state & counties deem Telecommunications employees exempt after the fact, which leaves employees subject to the policies and practices, and unfavorable working conditions.

I have been a Police Communications Officer II, for the Honolulu Police Department for twenty-three years. I have handled a variety of cases from homicides, home invasions, robberies, kidnapping, escapee from prison, critical motor vehicle, and an array or others type of cases. During my year-long training, I have acquired specific skills to utilize during call taking and radio operations. When receiving a call that is critical and time sensitive situation, I need to gather information quickly, and get Police Officers and other agencies responding. Telecommunications Officers need to be able to multitask, talk, type, and listen while officers are talking, running checks, caller is screaming, yelling or often talking to people in the back ground. We need to be the calming voice that is heard over the radio and phone lines.

Currently Telecommunications Operators are not deemed essential employees or 1st responders. We currently are classified as clerical. Taking 911 calls requires significant training and competencies such as situational assessment skills and sound judgment, strong public and internal relations, teamwork and advanced multitasking skills. Telecommunications officers are part of the critical infrastructure of the public safety system. We are the 1st line of communications for people needing law enforcement, fire or medical response. We are the lifeline to the law enforcement, fire & medical responders on scene.

During the most recently Covid-19 pandemic, all Honolulu Police Communicators Officers and staff were deemed exempt from all of the Governor's & Mayors emergency orders and proclamations. Employees were ordered to work all regular scheduled hours at assigned work sites. Employees were deemed exempt from all corvid protocols including working 6 feet apart, wearing mask & having proper sanitizing equipment. Employees share work equipment daily & employees were put in hazardous situations by not having proper personal protective equipment.

Telecommunications Employees are elevated to essential workers during natural disasters like earthquakes, hurricane, and tsunamis. Employees are also elevated to attendance critical when there are daily shortages to staffing numbers due to vacant positions, sick leave, vacations, and special assignment issues. There were over 1450 instances last year that Honolulu Police Communications employees were forced to work mandatory overtime. There are currently only 86 Police Communications Officers I and Police Communications Officer II. Presently, there are 44 open positions. We process about a million calls for service a year.

We are requesting to create a new bargaining unit 16 to address issues we face daily while trying to serve our communities. We work 24/7 365 days a year. We intend to negotiate for Telecommunications and emergency dispatchers and the unique issues we face specific to our jobs. We need to focus mandatory overtime, shortage of staff, training, and stress during critical incidents, discipline actions, and health safety of our work sites. We must be allowed to negotiate as essential and attendance critical workers.

Thank you for allowing me to submit my testimony.

Lakea Tjomsland

P.O. Box 4222

Kaneohe HI 96744

808 753-2370

Scott A.K. Sato

Honolulu, Oahu, Hawaii

**Written Statement of
Scott A.K. Sato
Honolulu Police Dispatcher
before the
House Committee on Judiciary and Hawaiian Affairs
Tuesday, March 3, 2023
2:00 PM
Conference Room 325 & Videoconference**

**In consideration of HB 1398, HD1
RELATING TO COLLECTIVE BARGAINING.**

Dear Chair Tarnas, Vice Chair Takayama and Members of the Committee:

I am a Honolulu Police dispatcher for the last 19 years and fully SUPPORT House Bill 1398 that will recognize emergency service dispatchers as first responders and not clerical workers. This bill will allow us who perform critical services under high-stress to collectively bargain.

When someone dials 911 they will be routed to a police telecommunications dispatcher who will then need to determine what type of service will need to be rendered. There are times when the person on the other end is hysterical, and it is my duty to calm them down to obtain as much information as possible as not to send the police into a what could be dangerous situation. Many calls are from people which English is their second language and I need to be able decipher and conclude how to provide assistance. Many a day we take threatening and/or abusive calls, are talked down to yet I need to keep my composure and provide the help that they require.

In the event of a State emergency like a hurricane, flooding or earthquake we are called into work as many police, fire, ambulance are but they are considered first responders while we dispatchers are still not. In the event of a bomb threat made to our location we are made to stay at our position and continue to take calls, putting our lives at risk to help the public, yet we are still not considered first responders.

Due to shortage of dispatchers we are "forced" or mandated to work overtime at least every other week. Many people have applied but do not make it through the end training which should tell you how difficult the job of a 911 dispatcher is. We are also losing many current dispatchers due to retirement and just unable to handle the high stress levels.

While our physical lives might not be in imminent danger as a police officer or paramedic our mental beings are put through the test daily.

I implore you to truly consider passing this bill and thank you for your consideration.

Written Statement of

Michael J. Kim

Honolulu Police Communications Officer II

Before the

House Committee on Judiciary & Hawaiian Affairs

Thursday, March 2, 2023

02:00 PM

Conference Room 325 & Videoconference

In consideration of HB 1398

RELATING TO COLLECTIVE BARGAINING

Dear Chair David A. Tarnas, Vice Chair Greg Takayama and Members of the Committee:

I am in support of HB 1398. I have been a Police Communications Officer II at the Honolulu Police Department for 25 years. In my years of service, I have handled a variety of calls ranging from homicides, shooting, stabbing, home invasions, robberies, kidnapping, missing children to parking complaints. We receive calls and dispatch officers to all these types case. At times only having a few seconds to determine what is going on. We are the critical link between the public and the police.

Police Communications Officers are subject to the same hiring process as Police Officers, 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.

I feel that due to the nature of this job and others in similar position should have the right to collectively bargain as a whole. Emergency dispatchers perform critical service to the public and the staff we support and is very different from other positions in our current bargaining Unit 3.

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.

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

Michael Kim

kylaraeya@gmail.com

Written Statement of

Bonnie S. Kim

Honolulu Police Communications Officer II

Before the

House Committee on Judiciary & Hawaiian Affairs

Thursday, March 2, 2023

02:00 PM

Conference Room 325 & Videoconference

In consideration of HB 1398

RELATING TO COLLECTIVE BARGAINING

Dear Chair David A. Tarnas, Vice Chair Greg Takayama and Members of the Committee:

I am in support of HB 1398. I have been a Police Communications Officer II at the Honolulu Police Department for 25 years. In my years of service, I have handled a variety of calls ranging from homicides, shooting, stabbing, home invasions, robberies, kidnapping, missing children to parking complaints. We receive calls and dispatch officers to all these types case. At times only having a few seconds to determine what is going on. We are the critical link between the public and the police.

Police Communications Officers are subject to the same hiring process as Police Officers, 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.

I feel that due to the nature of this job and others in similar position should have the right to collectively bargain as a whole. Emergency dispatchers perform critical service to the public and the staff we support and is very different from other positions in our current bargaining Unit 3.

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.

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

Bonnie Kim

kokoraeya@gmail.com

HB-1398-HD-1

Submitted on: 3/1/2023 11:00:07 AM

Testimony for JHA on 3/2/2023 2:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Jessica LM Lafaele	Individual	Support	Written Testimony Only

Comments:

March 1, 2023

Honorable Legislatures,

RE: I support SB#1550 & HB#1398, Hawaii Revised Statues, relating to COLLECTIVE BARGAINING with regards to “emergency workers”.

As a resident of the City and County of Honolulu, I support the proposed SB#1550 & HB#1398 relating to collective bargaining with regards to emergency workers to include **communications 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).

As police communications officers, we are responsible for using multiple robust lifesaving procedures and technologies to obtain critical information from the callers, analyze the information given, and use specialized mapping systems when dispatching the appropriate police officer/first responder.- SB1550/HB1398.

Your vote to pass these bills will allow emergency communication dispatchers aka police communications officers **to be recognized as the first responders we are.** I respectfully ask for your support.

Sincerely,

Jessica LM Lafaele

Police Communications Officer – 18 years

Honolulu Police Department

HB-1398-HD-1

Submitted on: 3/1/2023 11:13:58 AM

Testimony for JHA on 3/2/2023 2:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Davlynn Racadio	Individual	Support	Written Testimony Only

Comments:

My name is Davlynn Racadio of the Maui Police Department. I have worked here in 911 Communications for more than 35 years. I am now in charge of my section and they deserve to have the ability to move to another Bargaining Unit that fit their work designation. They are certified to give pre-arrival medical instructions while the ambulance and fire are on their way. They coordinate large events such as massive weather events, traffic accidents with injuries and residential fires that impacts lives and property. They do all of that before anyone arrives on scene, They make decisions based on the information received from the victims, passerby's or others that witnessed it but did not want to get involved. Life and death decisions need to be made and these people make them. None of the others in their current bargaining unit can do what they do.

This testimony is not only for Maui County but for the entire State. I submit my testimony in **strong support** for these people who sacrifice their personal time to help our communities within County and the State of Hawaii.

Respectfully,

Davlynn Racadio

Maui Police Department/Communications

Davlynn.Racadio@mpd.net

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HOUSE COMMITTEE ON JUDICIARY AND HAWAIIAN AFFAIRS

Representative David A. Tarnas, Chair

Representative Gregg Takayama, Vice Chair

March 1, 2023

Support for H.B. 1398, Relating to Collective Bargaining

My name is Vernetta Logsdon and I am a Police Communications Officer at the Honolulu Police Department. I support HB1398, relating to collective bargaining. Although the minimum requirements when applying for a Police Communications Officer position are clerical, the actual job is not. Yes we answer telephones and use computers to complete tasks, but there is much more to being the voice that the public hears when an emergency arises.

The application took one year to process because of written exams, background, criminal and credit checks, polygraph exam, psychological interview and exam, and medical exam. Once hired, classroom and on the job training was one year on three different shifts.

We've taken calls from the public requesting non-emergency services to emergency situations including domestic arguments, pedestrian involved motor vehicle accidents, home invasions, stabbings and shootings. The job doesn't end once the call is disconnected. We need to make sure other help is on the way such as EMS, HFD or HECO depending on the situation. Radio operators require multitasking skills to perform many different requests for at least 15-20 officers. There can be 5-10 active cases requiring an ambulance or suspect background check or additional officers, all at the same time. These requests must be completed in a timely manner to ensure officer and public safety.

We are a 24/7 operation, 365 days a year. Just like police officers and firefighters we are required to report to work during natural disasters. While others are given administrative leave during hurricanes or tsunamis, we leave our families and risk our lives by driving through the bad weather so that we can also help to save lives and property. During the Coronavirus pandemic when the entire island of Oahu was shut down, we were considered essential and showed up to work. In addition, we are constantly forced to work involuntary overtime whenever there is not enough staff.

I have been a Police Communications Officer for 16 years. I can proudly say I have saved lives. I urge the committee to pass HB1398. No disrespect to clerical workers but we are not clerical and shouldn't be classified as such. We have special training, ordered to show up during emergencies and mandated overtime. Once this bill is passed we will be able to bargain for better wages and benefits enabling us to recruit quality applicants to better improve and ensure public safety.

Thank you for the opportunity to submit my written testimony.

Vernetta Logsdon

91-201 Koanimakani Place

Kapoleie HI 96707

HB-1398-HD-1

Submitted on: 3/1/2023 2:02:22 PM

Testimony for JHA on 3/2/2023 2:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Chelsea Irvine-Pascua	Individual	Support	Written Testimony Only

Comments:

I, Chelsea Irvine-Pascua, have been with the Honolulu Police Department since 2018. I'm writing on behalf of myself & other dispatchers in emergency services. I support HB1398, as we are indeed first responders & deserve to be placed in a separate bargaining unit.

As a Police Communications Officer II, we are the first to take calls for any type of emergency. When we answer the phone we have no idea what can be on the other line, a shooting, a stabbing, or just someone that needs help that got a flat tire on the freeway... We must obtain accurate information, descriptions, locations, all within seconds to help the person on the other line. We then must relay the information quickly, correctly & efficiently to help officers locate both the victim and/or possible suspects.

From an outsider's perspective, people think our job is simple... answer the phone. Yet, it's much more than that--there is a reason we are continuously short handed. This job isn't for everyone. The stress is overwhelming, taking calls day in & out and sending officers to high priority cases you know little about is unimaginable. We hear and pick up on everyone's stress and emotions, whether it be through callers over the phone or officers transmissions over the air. Do that continuously for 8, sometimes 12 hrs. It's far from easy.

Although we work short, get mandated into overtime hours, we all still continue to come to work daily to serve the public as essential employees, but lack recognition. We often feel we are the forgotten ones. Solely because we are not seen, but only heard. By passing HB1398 we will directly be respected as First Responders. It's time we are all acknowledged & respected as First Responders.

Thank you,

Chelsea Irvine-Pascua

HB-1398-HD-1

Submitted on: 3/1/2023 2:17:09 PM

Testimony for JHA on 3/2/2023 2:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Leila Battease	Individual	Support	Written Testimony Only

Comments:

Honorable Representatives,

I strongly support HB1398. I have been a Police Radio Dispatcher for 26 years and it is way past time that we be given our own bargaining unit for our own specific needs. We are not clerks and should not be classified as such. It takes a lot of training to be able to do our jobs. Without us doing what we do, your 911 calls wouldnt get answered & no help would be coming to you in your time of need during an emergency. Your support would be greatly appreciated.

Thank you for the opportunity to tesify.

Committee on Judiciary and Hawaiian Affairs
Representative David A. Tarnas, Chair
Representative Gregg Takayama, Vice Chair

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

Wednesday, March 1, 2023

Support of HB 1398, Relating to Collective Bargaining

My name is Tracy Pellazar and I'm an Emergency Services Dispatch Supervisor. I have been with the Maui Police Department going on 20 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. Therefore, I am in **SUPPORT** of HB1398, as we should be in a bargaining unit more suitable for our position and what we do.

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 and to be in a bargaining unit that fits us and will represent us better. 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.

HB-1398-HD-1

Submitted on: 3/2/2023 6:55:48 AM

Testimony for JHA on 3/2/2023 2:00:00 PM

Submitted By	Organization	Testifier Position	Testify
lyndsey kahuhu	Maui Police	Support	Written Testimony Only

Comments:

911 dispatchers are more than just clerical staff. In order for anyone to get any sort of emergency responders they need to contact 911 first. So essentially, we are the first responders on scene. I support this bill and I hope every else does too!

HB-1398-HD-1

Submitted on: 3/2/2023 7:05:12 AM

Testimony for JHA on 3/2/2023 2:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Kuuiipo K. Kanawaliwali	Individual	Support	Written Testimony Only

Comments:

Aloha,

My name is Kuuiipo Kanawaliwali, a resident of Molokai, Hawaii. I am currently Training to become an Emergency Services Dispatcher for the County of Maui. I was held back a bit to submit a petition because I am fairly new to the Maui Police Department Family. After observing how they operate I feel I have a strong justification to submit one.

So I am submitting my testimony in high support of the Bill, and in support for the ESD's who I've been observing over the past 9 weeks. Since training I have been watching how the Dispatchers operate under extreme stressful situations and conditions. I was able to monitor the Dispatcher's and listen in to some of those calls. I also heard the saying over and over that they are just doing "secretary work." No sir/ma'am, they do answer calls but they aren't jotting down notes, and taking messages from individuals who want an audience with the boss. They most certainly don't have the luxury of doing coffee runs for everyone in the office because no one has the time to do so. They are constantly at their stations taking calls over and over again.

Normal secretarial work does not consist of taking life or death calls, and going home after a 12-16 hour shift with that weight on their shoulders. With a cloud hanging over their heads daily because they couldn't save a persons life.

Their jobs consist of taking that first call which can potentially save a persons life, a child's life, your life! To see that they have to propose a bill to be considered as First Responders is unbelievable. They are the heart of the Department and the First to Respond. Thank you.

HB-1398-HD-1

Submitted on: 3/2/2023 7:06:11 AM

Testimony for JHA on 3/2/2023 2:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Alea Amituanai	MPD	Support	Written Testimony Only

Comments:

I support HB 1398 HD1

HB-1398-HD-1

Submitted on: 3/2/2023 7:23:58 AM

Testimony for JHA on 3/2/2023 2:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Eddie Fujioka	Individual	Support	Written Testimony Only

Comments:

Aloha I am writing in support if HB1398. HB 1398 allows 911 Dispatches in the State of Hawaii to be represented in a separate BU by HGEA. This bill is not connected to SB1572 separating EMTS & PARAMEDICS currently in UPW BU 10. Emergency Dispatches are a critical link in serving the visitos and residents of the State of Hawaii, they are the first, first responders in an emergency. This can be active shooters, a transportation crash, Hazmat, officer involved shooting and any MCI. They are the first incident commanders and are trained on both call taking and CAD (Computer Aided Dispatch). This specialized training provides the dispatchers to send the most appropriate assets to the scene. Specifically this dispatchers are currently working on Kauai Police Department, Maui Police Department and the Honolulu Police Departments and are all non uniformed personnel. Honolulu Fire and Honolulu EMS are not all "uniformed" personnel and are not included in HB1398. I urge you to pass HB1398. Mahalo

March 1, 2023

Honorable David A. Tarnas, Chair
Honorable Gregg Takayama, Vice Chair
Committee on Judiciary & Hawaiian Affairs
Hawaii State Capitol
415 South Beretania Street
Honolulu, HI 96813

SUBJECT: HOUSE BILL 1398 HD1, RELATING TO COLLECTIVE BARGAINING

Dear Chair Tarnas, Vice Chair Takayama, and Committee Members:

The term First Responder refers to those individuals who in the early stages of an incident are responsible for the protection and preservation of life, property, evidence, and the environment.

Emergency Services Dispatchers do just that. They are the “First Responder” to an incident, obtaining pertinent information to assess the individuals and situations needs in order to alert the appropriate emergency services, all the while giving guidance, instruction, direction, and support.

These individuals are highly trained having to answer calls for service, while simultaneously communicating on the radio with police, fire, medics, and searching multiple software programs to provide emergency services with the information not only provided by the caller, but that is needed and being requested.

Just as police, fire, and medics suffer from mental health issues such as post-traumatic stress disorder from the various calls for service we respond to, so do our Emergency Services Dispatchers. They may not have the visual effects from their response, but they have the horror of hearing the anger, yelling, distress, pain, and grief of that grandmother, wife, husband, sibling or child on the other end of the line. Emergency Services Dispatchers work through that emotion to get the needed information to be able to activate emergency services as immediate as possible.

Emergency Services Dispatchers are First Responders not clerks.

I'm a seventeen-year veteran and a Lieutenant with the Maui Police Department and our LIFE LINE are our Emergency Services Dispatchers.

For these reasons I'm in **strong support** of this bill. I thank you for the opportunity to testify. Feel free to contact me at (808) 244-6373 or by email at joy.medeiros@mpd.net if you have any questions or concerns.

Sincerely,

A handwritten signature in black ink, appearing to read 'JOY MEDEIROS', with a stylized flourish extending to the right.

JOY MEDEIROS

HB-1398-HD-1

Submitted on: 3/2/2023 11:22:56 AM

Testimony for JHA on 3/2/2023 2:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Darcie	Individual	Support	Written Testimony Only

Comments:

Strongly support

HB-1398-HD-1

Submitted on: 3/2/2023 2:40:23 PM

Testimony for JHA on 3/2/2023 2:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Dana Keawe	Individual	Support	Written Testimony Only

Comments:

support