

HB-2339-HD-1

Submitted on: 3/12/2024 2:35:45 PM

Testimony for GVO on 3/14/2024 3:00:00 PM

Submitted By	Organization	Testifier Position	Testify
CIO Doug Murdock	Testifying for Hawaii Office of Enterprise Technology Services	Support	Written Testimony Only

Comments:

The Office of Enterprise Technology Services is in support of HB 2339 HD1

TESTIMONY OF
LEODOLOFF R. ASUNCION, JR.
CHAIR, PUBLIC UTILITIES COMMISSION
STATE OF HAWAII

TO THE
SENATE COMMITTEE ON
GOVERNMENT OPERATIONS

March 14, 2024
3:00 p.m.

Chair McKelvey, Vice Chair Gabbard and Members of the Committee:

MEASURE: H.B. No. 2339, H.D.1

TITLE: RELATING TO 911 SERVICES.

DESCRIPTION: Deletes the term "enhanced" in reference to 911 services to allow funding of all 911 technologies. Allows the 911 Board to employ staff, in addition to the executive director, exempt from the civil service and collective bargaining laws. Effective 7/1/3000. (HD1)

POSITION:

The Public Utilities Commission ("Commission") supports this measure.

COMMENTS:

The Commission supports the intent of this Administration measure to allow for expanded use of funding to address future 911 technologies. Further, the Commission supports amendments to various statutory language to cover all 911 services rather than just enhanced 911 services.

The Commission requests that the Committee amend the measure to be effective upon approval.

Thank you for the opportunity to testify on this measure.

JOSH GREEN, M.D.
GOVERNOR
KE KIA'ĀINA



KEITH A. REGAN
COMPTROLLER
KA LUNA HO'OMALU HANA LAULĀ

MEOH-LENG SILLIMAN
DEPUTY COMPTROLLER
KA HOPE LUNA HO'OMALU HANA LAULĀ

STATE OF HAWAII | KA MOKU'ĀINA O HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES | KA 'OIHANA LOIHELU A LAWELAWE LAULĀ
P.O. BOX 119, HONOLULU, HAWAII 96810-0119

TESTIMONY HOUSE BILL NO. 2339 H.D.1

RELATING TO 9-1-1 SERVICES

PRESENTATION TO THE COMMITTEE ON GOVERNMENT OPERATIONS

BY

ROYCE M. MURAKAMI

EXECUTIVE DIRECTOR OF STATE OF HAWAII ENHANCED 9-1-1 BOARD

MARCH 14, 2024

Chair McKelvey, Vice Chair Gabbard and members of the Government Operations Committee.

My name is Royce Murakami, and I am the Executive Director of the State of Hawaii Enhanced 9-1-1 Board (the Board). Thank you for the opportunity to allow the Board to submit testimony in **SUPPORT** of H.B. 2339 H.D. 1.

The purpose of the Enhanced 9-1-1 Board is to ensure adequate funding to Public Service Answering Points (PSAPs) to deploy, sustain, and maintain 9-1-1 services and their functionality within the State of Hawaii. This bill removes the word “enhanced” from the statute to allow disbursements to Public Safety Answering Points (PSAPs) for all new and emerging 9-1-1 technologies including Next Generation 9-1-1. Projects funded by the Board are imperative for the future of our State’s 9-1-1 system in light of recent emergencies such as the Lahaina Wildfire.

The Board’s current legislative ceiling is set at \$9,012,858. Due to rising costs to maintain the current 9-1-1 system the Board will submit a request to the Legislature to permanently increase our spending ceiling next session effective in Fiscal Year 2026 to accommodate the growing costs to sustain and maintain the current 9-1-1 system. Currently, the Legislature approved a temporary legislative ceiling increase for Fiscal Year 2024 & 2025 in preparation for the transition into Next Generation 9-1-1. Removal of the word “enhanced” as well as increasing our legislative ceiling is imperative to ensure the public has access to live saving 9-1-1 services.

To address the committee’s previous concerns, expressed during the February 8, 2024, hearing on this bill’s Senate Companion, S.B. 3028 the Board offers to submit a report to the Legislature no later than twenty days before the convening of next session that will detail the costs associated with the State 9-1-1 system and will include a comprehensive cost study and a recommendation to the Legislature on adjustments to the monthly surcharge. The Board appreciates the Legislature’s focus on protecting consumers and requires additional time to determine the impact that a change

in the surcharge rate will have on the fragile emergency response systems of police, fire, and emergency medical services.

The State of Hawaii Enhanced 9-1-1 Board **SUPPORTS** this measure for the following reasons:

1. The term "enhanced" in reference to 9-1-1 services refers to a particular technology developed more than twenty-five years ago which allowed display of the caller's identification and very basic address information for a fixed telephone. Newer technologies, such as wireless, Text-2-9-1-1, and Voice over Internet Protocol (VoIP), have evolved with improvements in location services and changes in terminology, rendering the term "enhanced" obsolete. Chapter 138, HRS, identifies the 9-1-1 services and the funding as specifically for "enhanced" 9-1-1, which limits the ability of the 9-1-1 Board to use funding to upgrade to technologies beyond "enhanced" 9-1-1 technology. Removal of the term "enhanced" will allow the Board to ensure all PSAPs are eligible to seek disbursement for expenses relating to modern 9-1-1 technologies, now called Next Generation 9-1-1.
2. Transitioning to Next Generation 9-1-1 is critical to improve current 9-1-1 systems and emergency services to improve the quality of life for all Hawaii residents. Giving Public Safety Responders the ability to receive accurate locations, photos, and videos from the public will allow them to deploy personnel and resources more efficiently. For example, in response to fires, dispatchers will be able to determine the amount of personnel and equipment necessary to respond allowing dispatchers to send personnel to other locations with higher priority. Lost hikers and kayakers will be located faster by search and rescue personnel saving more lives. Furthermore, this technology improves the PSAPs' ability to help manage emergency resources during times of call overload and dispatcher shortages and to assist in properly routing and transferring calls based on the location of the caller.
3. Converting both the Executive Director and Administrative Services Assistant positions to Permanent Exempt positions will allow the Board to select professional individuals and staff these positions and ensure long-term sustainment and continuity of operations. These positions must remain filled to maintain proper Board operations and help reduce liability concerns for the State of Hawaii, the counties, and their PSAPs.

Thank you for this opportunity to provide testimony in **SUPPORT** of H.B. 2339 H.D. 1.



NATIONAL ASSOCIATION OF STATE 911 ADMINISTRATORS

Statement Regarding Hawaii House Bill No. 2339 H.D.1.

The National Association of State 911 Administrators (NASNA) comprises the states' leadership of 911 across the country. NASNA's 49 member-states represent our states on the public policy issues impacting the successful implementation of 911 systems. We are experienced, knowledgeable, and respected leaders in the 911 field. We are not lobbyists. We are the people responsible for designing, implementing, and managing Next Generation 911 (NG911) across the country. As part of that work, our role is to inform and educate the public and policy makers on sound processes to support the lifesaving progress of 911 services.

The Legislative Committee of the National Association of State 911 Administrators (NASNA) submits this written testimony in support of Hawaii House Bill 2339 H.D.1.

The migration of 911 systems from legacy or "Enhanced" systems to Next Generation 911 is critical to national security, as well as the safety of the residents and visitors of the State of Hawaii. Telecommunications, generally, is migrating from analog, TDM-based technology to Internet Protocol-based systems, and 911 must follow suit. In addition to the necessity of keeping up with the capabilities of commercial networks, 911 must keep up with technology to not become an isolated analog system in a sea of IP networks, creating additional vulnerabilities and making maintenance of the system more complicated. Additionally, Next Generation 911 systems are more resilient, reliable, and flexible, and can be adapted to accommodate new features and services that legacy systems cannot support.

The additional ongoing funding provided by this bill will provide the State of Hawaii the necessary resources to make this transition and ensure that the public safety needs of Hawaii's residents and visitors are being met by technology that can evolve and keep up with future requirements and expectations.

Additionally, this bill removes antiquated language from statute. The term "enhanced" as it refers to 911 systems is outdated, referring to legacy systems that are now being replaced with IP-based Next Generation 911 systems. This bill updates this language by removing the word "enhanced."

Finally, consistent staffing of state 911 programs is essential to ensuring continuity of transition projects to implement Next Generation 911 systems. By converting existing staff positions to permanent exempt positions, this bill will help ensure that long-term efforts to improve 9-1-1 service in the state are not hampered by turnover in leadership and support roles.

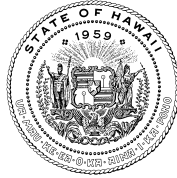
It is for the reasons expressed above that the Legislative Committee of the National Association of State 9-1-1 Administrators urges the Hawaii State Legislature to pass House Bill No. 2339 H.D.1.

Sincerely,

A handwritten signature in blue ink, appearing to read "Daryl Branson", with a long horizontal flourish extending to the right.

Daryl Branson, ENP RPL
Chair, Legislative Committee
National Association of State 911 Administrators

JOSH GREEN, M.D.
GOVERNOR
KE KIA'ĀINA



KEITH A. REGAN
COMPTROLLER
KA LUNA HO'OMALU HANA LAULĀ

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STATE OF HAWAII | KA MOKU'ĀINA O HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES | KA 'OIHANA LOIHELU A LAWELAWÉ LAULĀ
P.O. BOX 119, HONOLULU, HAWAII 96810-0119

WRITTEN TESTIMONY
OF
KEITH A. REGAN, COMPTROLLER
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
TO THE
COMMITTEE ON GOVERNMENT OPERATIONS

MARCH 14, 2024, 3:00 P.M.
CONFERENCE ROOM 225 AND VIA VIDEOCONFERENCE, STATE CAPITOL

H.B. 2339, H.D. 1

RELATING TO 911 SERVICES.

Chair McKelvey, Vice Chair Gabbard, and Members of the Committee, thank you for the opportunity to submit testimony on H.B. 2339, H.D.1.

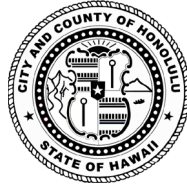
The Department of Accounting and General Services (DAGS) strongly **supports** H.B. 2339, H.D.1 which deletes the term “enhanced” in reference to 911 services to allow funding of all 911 technologies, and allows the 911 board to employ staff, in addition to the executive director, exempt from chapters 76 and 89, HRS. This measure is part of the Governor’s administration package and is essentially a housekeeping bill that allows for the wider use of funds and greater flexibility in the hiring of much needed administrative support in a timely manner.

Thank you for the opportunity to testify on this matter.

DEPARTMENT OF INFORMATION TECHNOLOGY
KA 'OIHANA 'ENEHANA
CITY AND COUNTY OF HONOLULU

650 SOUTH KING STREET, 5TH FLOOR • HONOLULU, HAWAII 96813
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RICK BLANGIARDI
MAYOR
MEIA



MARK D. WONG
DIRECTOR AND CHIEF INFORMATION
OFFICER
PO'O AND KAHU LUNA 'IKEPILI

STEPHEN COURTNEY
DEPUTY DIRECTOR
HOPE PO'O

March 13, 2024

The Honorable Angus L.K. McKelvey, Chair
The Honorable Mike Gabbard, Vice-Chair
And Members of the Senate Committee on Government Operations
State Capitol
Senate Conference Room 225
415 South Beretania Street
Honolulu, Hawaii 96813

Dear Chair.McKelvey, Vice-Chair Gabbard, and Committee Members:

SUBJECT: Comments on HB2339 HD1, Relating to 911 Services

My name is Stephen A. Courtney, Deputy Director of the Department of Information Technology (DIT) at the City and County of Honolulu and Hawaii Enhanced 9-1-1 Board Member. I am testifying in support of H.B. No. 2339 HD1, Relating to 9-1-1 Services.

Technology related to 911 services is continually evolving to meet the needs of the public. Enhanced 9-1-1 technology developed more than 25 years ago provided the caller's telephone number and location to 9-1-1 dispatchers from a fixed telephone. We have evolved to wireless, text messaging, Voice over Internet Protocol (VoIP) and more. The Enhanced 9-1-1 terminology will limit the 9-1-1 Board. By removing "Enhanced" it will allow the 9-1-1 Board to better utilize the funding for future 911 technologies. This includes transitioning to Next Generation 9-1-1.

In addition, I am in support of converting both the Executive Director and Administrative Services Assistant to Permanent Exempt positions. It will allow the Board to staff these positions with qualified individuals over a longer term.

The Honorable Angus L.K. McKelvey Chair
The Honorable Mike Gabbard, Vice-Chair
and Members of the Senate Committee on Government Operations
March 13, 2024
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Thank you for the opportunity to testify in support of this measure.

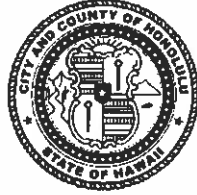
Sincerely,

Stephen A. Courtney
Deputy Director
Department of Information Technology
for the City and County of Honolulu

POLICE DEPARTMENT
KA 'OIHANA MĀKA'I O HONOLULU
CITY AND COUNTY OF HONOLULU

801 SOUTH BERETANIA STREET • HONOLULU, HAWAII 96813
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RICK BLANGIARDI
MAYOR
MEIA



ARTHUR J. LOGAN
CHIEF
KAHU MĀKA'I

KEITH K. HORIKAWA
RADE K. VANIC
DEPUTY CHIEFS
HOPE LUNA NUI MĀKA'I

OUR REFERENCE **MK-GK**

March 14, 2024

The Honorable Angus L.K. McKelvey, Chair
and Members
Committee on Government Operations
State Senate
415 South Beretania Street, Room 225
Honolulu, Hawai'i 96813

Dear Chair McKelvey and Members:

SUBJECT: House Bill No. 2339, H.D. 1, Relating to 911 Services

I am Matthew Kurihara, Captain of the Communications Division of the Honolulu Police Department (HPD), City and County of Honolulu.

The HPD supports House Bill No. 2339, H.D. 1, Relating to 911 Services.

This bill deletes the term "enhanced" in reference to 911 services to allow funding of all 911 technologies. It will also allow the 911 Board to employ staff, in addition to the executive director, exempt from Chapters 76 and 89 of the Hawaii Revised Statutes.

The change in wording from "enhanced 911" to simply "911" is important as the call centers nationwide switch from "Enhanced 911" systems to what is known as "Next Generation (Next Gen) 911".

Passage of this bill is important for accounting and funding entities, such as the Finance Division of the HPD to ensure that specific terms and names in contracts, invoices, and payments all correspond. This in turn allows HPD's Communications Division to pay our vendors in a timely manner, allowing them to continue to provide the Communications Division and the community with their vital services.

The Honorable Angus L.K. McKelvey, Chair
and Members
March 14, 2024
Page 2

The HPD urges you to support House Bill No. 2339, H.D. 1, Relating to 911 Services, and we appreciate the committee's consideration of our comments.

Thank you for the opportunity to testify.

Sincerely,



Matthew Kurihara, Captain
Communications Division

APPROVED:


Arthur J. Logan
Chief of Police

HB-2339-HD-1

Submitted on: 3/13/2024 12:54:12 PM

Testimony for GVO on 3/14/2024 3:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Corey Shaffer	Testifying for Enhance 911 Board	Support	Written Testimony Only

Comments:

Aloha,

I am writing to express my support for HB2339. This bill will do 2 important things for the State Board which oversees tax revenue collected from telecommunication service providers to support our state's 911 system: (1) it will remove the word "enhanced" which is a specific term with a specific meaning in the 911 world that is preventing us from funding "next generation" 911 technologies and (2) it will allow the board to hire staff as necessary. Please support this bill so the Board can continue to support our PSAPs, first responders, and public safety throughout the state.

Thanks,

Corey Shaffer

Chair, State of Hawaii Enhanced 911 Board

March 13, 2024

HB 2339 HD1

Relating to 911 Services

Aloha Chair McKelvey, Vice Chair Gabbard and members of the Government Operations Committee:

I am Eddie Fujioka I am a retired EMS Chief of Communications for Honolulu Emergency Medical Services and am in support of HB2339 HD1. This bill removes the term “enhanced” from the acronym E-911. As you are aware E-911 relates to technology that is over 20years old and “enhanced” is not used in the industry.

Technical changes and improvements to the National 911 system have changed dramatically which include voice, location sharing, photos and video. These changes are in the NG911 roadmap that 911 PSAP’s are planning and are currently in project phase across the nation. Removing the term “enhanced” will help to streamline the process for Hawaii’s Primary and secondary PSAP’s.

Thank you for allowing me to submit testimony on HB-2339

Edward “Eddie” Fujioka

Retired Communications/District EMS Chief