

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

TO THE
SENATE COMMITTEE ON
GOVERNMENT OPERATIONS

February 6, 2024
3:10 p.m.

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

MEASURE: S.B. No. 3028

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 chapters 76 and 89, HRS.

POSITION:

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

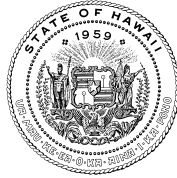
COMMENTS:

The Commission supports the intent of this administrative package measure to allow for expanded use of funding to address future 911 technologies.

The Commission supports change of its various statutory language to cover all 911 services rather than just enhanced 911 services.

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

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

FEBRUARY 6, 2024, 3:10 P.M.
CONFERENCE ROOM 225 AND VIA VIDEOCONFERENCE, STATE CAPITOL

S.B. 3028

RELATING TO 911 SERVICES

Chair McKelvey, Vice Chair Gabbard, and Members of the Committee, thank you for the opportunity to submit testimony on S.B. 3028.

The Department of Accounting and General Services (DAGS) strongly **supports** S.B. 3028 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.



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

TESTIMONY SENTATE BILL NO. 3028

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

FEBRUARY 6, 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 S.B. 3028.

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.

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 vital to improve current 9-1-1 systems and 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 assist in properly routing and transferring calls based on the location of the caller.

3. Converting both Executive Director and Administrative Services Assistant 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 S.B. 3028

POLICE DEPARTMENT
KA 'OIHANA MĀKA'I O HONOLULU
CITY AND COUNTY OF HONOLULU
801 SOUTH BERETANIA STREET • HONOLULU, HAWAII 96813
TELEPHONE: (808) 529-3111 • WEBSITE: honolulu.gov

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**

February 6, 2024

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

Dear Chair McKelvey and Members:

SUBJECT: Senate Bill No. 3028, 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 Senate Bill No. 3028, 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 upgrade 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 the HPD's Communications Division to pay its vendors in a timely manner, thus allowing the vendors to provide their vital service to the HPD and the community without interruption.

The Honorable Angus L.K. McKelvey Chair
and Members
February 6, 2024
Page 2

The HPD urges you to support Senate Bill No. 3028, 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

**HONOLULU FIRE DEPARTMENT
KA 'OIHANA KINAI AHI O HONOLULU
CITY AND COUNTY OF HONOLULU**

636 SOUTH STREET • HONOLULU, HAWAII 96813
PHONE: (808) 723-7139 • FAX: (808) 723-7111 • WEBSITE: honolulu.gov

RICK BLANGIARDI
MAYOR
MEIA



SHELDON K. HAO
FIRE CHIEF
LUNA NUI KINAI AHI

JASON SAMALA
DEPUTY FIRE CHIEF
HOPE LUNA NUI KINAI AHI

February 5, 2024

The Honorable Angus McKelvey, Chair
Committee on Government Operations
The State Senate
State Capitol, Room 225
Honolulu, Hawai'i 96813

Dear Chair McKelvey:

Subject: Senate Bill (SB) 3028 Relating to 911 Services

I am Sheldon K. Hao, Fire Chief of the Honolulu Fire Department (HFD). The HFD supports SB 3028, 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.

The HFD relies heavily on the E911 Board to provide funds to support emergency 911 call-taking infrastructure and premise equipment. The passing of SB 3028 will help clarify current and future reimbursement parameters for all agencies involved. Currently, Chapter 138 of the Hawai'i Revised Statutes identifies 911 technology as "enhanced" 911. This identification limits funding solely to existing "enhanced" technology and does not allow for other newer technologies, such as Next Generation 911. The deletion of the word "enhanced" in Chapter 138 is a small change, but a necessary one to ensure equipment and services that are procured from all counties fall under the correct classification.

The HFD urges your committee's support on the passage of SB 3028.

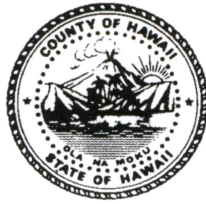
Should you have questions, please contact Battalion Chief Shawn Kuratani of our Fire Communication Center, who also serves as the E911 Board Chair for the Technical Committee, at 808-723-7207 or skuratani@honolulu.gov.

Sincerely,

SHELDON K. HAO
Fire Chief

SKH/SK:cn

Mitchell D. Roth
Mayor



Benjamin T. Moszkowicz
Police Chief

Reed K. Mahuna
Deputy Police Chief

County of Hawai'i

POLICE DEPARTMENT

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

February 2, 2024

Senator Angus L.K. McKelvey
Chairperson and Committee Members
Senate Committee on Government Operations
Hawai'i State Capitol, Room 221
415 South Beretania Street
Honolulu, Hawai'i 96813

Dear Senator McKelvey:

RE: SENATE BILL (SB) 3028, RELATING TO 911 SERVICES
HEARING DATE: FEBRUARY 6, 2024
TIME: 3:10 PM

The Hawaii Police Department **supports** SB 3028, for the following reasons.

The term "enhanced" for 911 services refers to technology developed over 20 years ago. This term has restricted the Enhanced 9-1-1 Board from funding the State's Public Safety Answering Points (PSAPs), as there have been advancements to technology used for 911 services.

There has also been changes to the terminology used to describe 911 services, such as "Next Generation" 911, therefore restricting funding solely for "enhanced" 911 services. Chapter 138 of the Hawaii Revised Statutes, identifies the 911 services in the State as "enhanced" services and restricts funding solely for such "enhanced" 911 services, preventing the State from using funding for future 911 technologies.

The Hawaii Police Department is committed to providing the highest quality law enforcement services to the residents of Hawaii Island and our visitors. Most of the responses by our law enforcement officers start with a 911 call to our Central Dispatch, otherwise known as our PSAP. Removal of the term "enhanced" will allow the State of Hawaii Enhanced 911 Board to ensure all PSAP's throughout the state are eligible to seek disbursement for expenses relating to the most up-to-date 911 services.

It is for these reasons, we urge this committee to **approve** this legislation. Thank you for allowing the Hawai'i Police Department to provide comments relating to Senate Bill 3028.

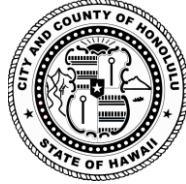
Sincerely,


BENJAMIN T. MOSZKOWICZ
POLICE CHIEF

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

650 SOUTH KING STREET, 5TH FLOOR • HONOLULU, HAWAII 96813
PHONE: (808) 768-7684 • FAX: (808) 768-7807 • WEBSITE: honolulu.gov/it

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

February 5, 2024

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

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

SUBJECT: Comments on SB3028, Relating to 911 Services

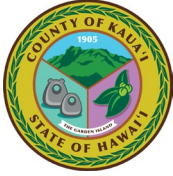
My name is Stephen A. Courtney, Enhanced 911 Board Member and Deputy Director of the Department of Information Technology (DIT) at the City and County of Honolulu. I am testifying in support of S.B. No. 3028, Relating to 911 Services.

Technology related to 911 services is continually evolving such that the terminology should be clear and consistent. Enhanced 911 focuses on technology automatically providing the caller's telephone number and location to 911 dispatchers. Next Generation 911 expands the technology to include voice, photos, video, text and more to flow to the 911 dispatchers. By removing "Enhanced" it will allow the 911 Board to better utilize the funding for future 911 technologies.

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



DEREK S.K. KAWAKAMI, MAYOR
REIKO MATSUYAMA, MANAGING DIRECTOR

POLICE DEPARTMENT COUNTY OF KAUAI



TODD G. RAYBUCK, CHIEF OF POLICE

Testimony of Elliott K. Ke
Assistant Chief of Police
Kaua'i Police Department

Before the
Senate Committee on Government Operations
February 6, 2024; 3:10 pm
Conference Room 225

In consideration of
Senate Bill 3028
Relating to 9-1-1 Services

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

The Kaua'i Police Department (KPD) **supports**, Senate Bill 3028, which 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 chapters 76 and 89, HRS.

My name is Elliott K. Ke and I have been on the State of Hawai'i Enhanced 9-1-1 Board since 2018 representing the County of Kaua'i's Public Safety Answering Point (PSAP), and currently serving as the Board's Chairperson.

The purpose of the Enhanced 9-1-1 is to ensure adequate funding to PSAPs to deploy and sustain enhanced 911 service, to develop and fund future enhanced 911 technologies to maintain 9-1-1 services and functionality within the State of Hawai'i.

The Kaua'i Police Department supports Senate Bill 3028 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

3990 Ka'ana Street, Suite 200 • Lihu'e, Hawai'i 96766 • (808) 241-1600 (b) • (808) 241-1604 (f)
An Equal Opportunity Employer



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 vital to current 9-1-1 systems to improve emergency response time and improve resiliency and redundancy of the emergency 9-1-1 system. Current 9-1-1 systems were built on legacy (analog) technology making it incompatible with many of the digital technologies available with wireless, voice, and other commonly used modes of communication in use today. Upgrading to Next Generation 9-1-1 will increase compatibility with emerging communication trends, enhance reliability and survivability of 9-1-1 system during disaster situations, mitigate and reduce vulnerabilities, improve emergency response for public and first responders and reduce the cost of 9-1-1 system operating expenses.
3. Converting both Executive Director and Administrative Services Assistant to Permanent Exempt positions will allow the Board to select professional individuals and staff these positions to ensure sustainability and continuity of operations.

For these reasons the Kaua'i Police Department **supports**, Senate Bill 3028.

Thank you for your time and consideration.

Sincerely,



Elliott K. Ke
Assistant Chief
Kaua'i Police Department

SB-3028

Submitted on: 2/1/2024 2:33:12 PM

Testimony for GVO on 2/6/2024 3:10:00 PM

Submitted By	Organization	Testifier Position	Testify
CIO Doug Murdock	Testifying for ETS	Support	Written Testimony Only

Comments:

The Office of Enterprise Technology Services is in support of this bill.

SB-3028

Submitted on: 2/1/2024 5:46:08 PM

Testimony for GVO on 2/6/2024 3:10:00 PM

Submitted By	Organization	Testifier Position	Testify
Justin Silva	Individual	Support	Written Testimony Only

Comments:

Deletes the term "enhanced" in reference to 911 services to allow funding of all 911 technologies

Testimony on Senate Bill 3028

RELATING TO 911 SERVICES

Tuesday, February 6, 2024 at 3:10 PM

Conference Room 225 and Videoconference

By

DAVLYNN RACADIO

EMERGENCY SERVICES DISPATCH COORDINATOR

OF THE MAUI POLICE DEPARTMENT

Honorable Chair Angus McKelvey, Vice Chair Mike Gabbard and Members of the Government Operations Committee:

My name is Davlynn Racadio and I have been with the Maui Police Department for 36 and half years. My current position is the Emergency Services Dispatch Coordinator of the Communications Section. My entire career has been within 9-1-1 serving our communities.

I am an active with the State Of Hawaii Enhanced 9-1-1 Board in the capacity of the chair person of the Communications Committee for almost 8 years.

I am strongly in favor of SB3028. The State of Hawaii 9-1-1 Board is the backbone of our 9-1-1 system. They help fund each of the Public Safety Answering Points (PSAPs) within each county. To keep abreast of our ever-evolving technologies and costs, the Board has been there to help the Counties. Without their assistance, the burden to fund each of the PSAPs will rest on our County or State funds.

New technology falls on the horizon constantly always grabbing the attention of those that think it will address all the issues we are experiencing. Then within a year, it gets old and another more robust technology grabs our attention.

The 911 Board is trying to keep their name simple to reflect the basic reason why it was created, to be there to assist the Counties with needs that pertains or relates to 9-1-1 services. Being locked into title of State of Hawaii Enhanced 9-1-1 Board will delay or hamper funding of technology or services that are not enhanced. Basically, the use of Enhanced was to denote the ability for the PSAPs to receive calls that gave them Automatic Location Identifier or ALI or Automatic Number Identifier or ANI. The State of Hawaii was able to convert to Enhanced Technology in early 2000.

Now we have Voice Over Internet Protocol (VoIP), Over the Top Technology (OTT), Z Axis capability (vertical location with the intent that it will assist the PSAPs in locating what floor in a building the call originates from) and so much more.

If the technology presents itself specifically as a VoIP service, there might be confusion from auditors who are responsible for the fund to understand that this request would fall under the provisions of the 9-1-1

fund. The request with justification will describe what specifically they are looking for support to the 9-1-1 fund but many would not understand the context of the request.

The need to be simple in the name and terms will be easier for future requests especially for those that would question why a request for VoIP services would go the State of Hawaii Enhanced 9-1-1 Board when that "technology" was here and done. The reason to change the name of the Board will assist the PSAPs in using a name that is would incorporate all services that would pertain to 9-1-1, the technologies, the uses and the equipment.

Respectfully,

Davlynn Racadio
Emergency Services Dispatch Coordinator
Maui Police Department/911 Communications
55 Mahalani Street, Wailuku, HI 96793
Office 808-244-6375

SB-3028

Submitted on: 2/5/2024 2:24:42 PM

Testimony for GVO on 2/6/2024 3:10:00 PM

Submitted By	Organization	Testifier Position	Testify
Gregg Okamoto	Individual	Support	Written Testimony Only

Comments:

Aloha,

My name is Gregg Okamoto and I am currently an Assistant Chief with the Maui Police Department. Part of my command includes our Dispatch Center which handles all communications and 911 calls for the county.

I also serve as a Board Member for the State E911 Board as it is currently called.

While serving in both capacities, I am able to see the value of this bill from different perspectives. As an individual, I support this bill.

This bill, as written, will allow for more funding opportunities for additional services and technologies related to 911. It will also give our board director the ability to not only be more effective in his capacity but also get the much needed help from staff to further his work.

Your consideration in bettering our services to the community is greatly appreciated.