
A BILL FOR AN ACT

MAKING AN APPROPRIATION FOR DEVELOPMENT OF A NON-EMERGENCY
REPORTING SYSTEM, KNOWN AS 3-1-1.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF HAWAII:

1 SECTION 1. (a) In 1997, the Federal Communications
2 Commission designated "3-1-1" as a non-emergency one-stop phone
3 number for public services. As a result of that designation,
4 the city and county of Honolulu proposes to develop a 3-1-1
5 system to better serve the residents of the State. The city and
6 county of Honolulu, through the mayor's office and the customer
7 services department, is currently defining requirements for a 3-
8 1-1 system, working together with first responders and neighbor
9 island counties. The city and county of Honolulu will create a
10 model of 3-1-1 that can be designed to allow any county to
11 participate and also provide support for state functions.

12 Initially, this system can be used to relieve the 9-1-1
13 system of non-emergency phone calls, that number over one
14 million calls annually. Subsequently, the services could expand
15 to include all of the services offered by each county,
16 including, but not limited to, the following:

17 (1) Non-emergency police services;



- 1 (2) Water and sewer services;
- 2 (3) Park permit requests;
- 3 (4) Motor vehicle services;
- 4 (5) Voter registration;
- 5 (6) Public transportation services, including schedules
- 6 and routes;
- 7 (7) Building permit information;
- 8 (8) Public golf course information;
- 9 (9) Community outreach programs;
- 10 (10) Employment opportunities with local government;
- 11 (11) Real property tax information;
- 12 (12) Road repairs and pothole reporting;
- 13 (13) Event permits; and
- 14 (14) Other county services (i.e., malfunctioning park
- 15 lights, tree limb hanging, street sign graffiti, etc.)
- 16 (b) Future phases of the 3-1-1 system can be expanded to
- 17 support state functions, including, but not limited to:
- 18 (1) General excise tax licensing inquiries;
- 19 (2) Income tax filing information;
- 20 (3) Department of health inquiries;
- 21 (4) Registering business in Hawaii;
- 22 (5) Directions to Aloha Stadium; and



1 (6) Other topics and issues.

2 The legislature further finds that a 3-1-1 system is
3 necessary to protect the public health, safety and welfare,
4 while providing better access to public services.

5 (c) The purpose of this Act is to provide a grant-in-aid
6 appropriation to the city and county of Honolulu to leverage
7 Honolulu's study, that will define a 3-1-1 system and develop
8 the infrastructure to implement the system state-wide. The 3-1-
9 1 system would include a web site, personnel to handle telephone
10 requests, a call and records management system, and a database
11 of information to support the 3-1-1 system. The 3-1-1 system
12 will also include an educational component to enable users to
13 effectively access, use, and obtain general information
14 regarding the system.

15 SECTION 2. There is appropriated out of the general
16 revenues of the State of Hawaii the sum of \$2,125,000, or so
17 much thereof as may be necessary for the fiscal year 2007-2008,
18 for a grant-in-aid to the city and county of Honolulu to build
19 the infrastructure for a 3-1-1 non-emergency reporting system
20 for all counties that decide to participate. The system shall
21 include:



- 1 (1) A 3-1-1 call function to receive non-emergency phone
- 2 requests;
- 3 (2) A website to provide:
- 4 (A) Information on 3-1-1 services; and
- 5 (B) An on-line information form to be filled out by
- 6 the public;
- 7 (3) Improved 9-1-1 and 3-1-1 information in telephone
- 8 directories to instruct the public on the use of the
- 9 phone systems; and
- 10 (4) An educational program on 3-1-1 non-emergency
- 11 services.

12 SECTION 3. The sum appropriated shall be expended by the
 13 city and county of Honolulu for the purposes of this Act.

14 SECTION 4. This Act shall take effect on July 1, 2007.

15

INTRODUCED BY:

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BY REQUEST

JAN 22 2007



Report Title:

Non-Emergency Reporting System

Description:

Appropriates funds for the development and implementation of a 3-1-1 non-emergency system.

