

POLICE DEPARTMENT  
**CITY AND COUNTY OF HONOLULU**

801 SOUTH BERETANIA STREET • HONOLULU, HAWAII 96813  
TELEPHONE: (808) 529-3111 • INTERNET: [www.honolulu-pd.org](http://www.honolulu-pd.org)



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OUR REFERENCE JC-LS

February 10, 2011

The Honorable Henry J. C. Aquino, Chair  
and Members  
Committee on Public Safety  
and Military Affairs  
House of Representatives  
State Capitol  
Honolulu, Hawaii 96813

Dear Chair Aquino and Members:

Subject: House Bill No. 1000, Relating to Enhanced 9-1-1 Services

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

The HPD supports House Bill No. 1000 and the amendments it makes to chapter 138, Enhanced 9-1-1 Services, of the Hawaii Revised Statutes. The amendments establish several new definitions to clarify the meanings and contain two main additions to the law. These changes include the creation of a single entity, referred to as the 9-1-1 coordinator, to administer the enhanced 9-1-1 services between the Wireless Enhanced 9-1-1 (WE 9-1-1) Board and the State of Hawaii. It also expands the membership and responsibilities of the WE 9-1-1 Board.

The addition of a 9-1-1 coordinator will provide a more efficient and effective means for the board to create a more consistent development of the 9-1-1 system statewide. This cohesiveness will assist to ensure that all Public Safety Answering Points (PSAPs) in the state are working together. The coordinator can ensure that all types of calls for service, whether from land lines, wireless, or Voice over Internet Protocol (VoIP), are considered in the design and operation of 9-1-1 services.

This bill also increases the membership of the WE 9-1-1 Board from 11 to 13 representatives. Both additional representatives will provide a greater depth of knowledge to the board. The first additional representative will be selected from the primary PSAP, which currently is not represented on the board. The second representative will be chosen from a communications service company that offers interconnected VoIP services. This representative will be an integral part of the Next Generation 9-1-1 developments.

*Serving and Protecting With Aloha*

The Honorable Henry J. C. Aquino  
and Members  
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In 2004, the State of Hawaii established the WE 9-1-1 Board and the \$0.66 surcharge on cellular telephones. This surcharge created the fund, which is used to improve the 9-1-1 system. Since that time, the fund has recovered between \$9 million to \$12 million annually. The money has been used statewide to pay for basic costs and advanced technology for the 9-1-1 system with the intention that the best system will save lives and it has.

The 9-1-1 system has always been a highly technological field, but it became even more so with the passage of the New and Emerging Technologies Act in 2008. This act requires all PSAPs to move to a Next Generation, internet protocol (IP)-based 9-1-1 system. This upgrade will allow the 9-1-1 system to capture not only voice transmissions but also text messaging, video streams, and photographs.


The HPD's Communications Division is the primary PSAP for the City and County of Honolulu, and in that role we are committed to keeping the community safe. The HPD believes that the community's safety rests on having the best communications equipment so we can deliver expeditious emergency services to every call for service. As a result, the HPD urges this committee to support these amendments. The WE 9-1-1 Board assists all of the PSAPs in the state to purchase and maintain the best equipment.

Thank you for giving us the opportunity to express our support for these amendments.

Sincerely,

  
JANET CROTTEAU, Major  
Communications Division

APPROVED:

  
LOUIS M. KEALOHA  
Chief of Police

**TESTIMONY OF THE HAWAI'I POLICE DEPARTMENT**

**HOUSE BILL 1000**

**RELATING TO ENHANCED 911 SERVICES**

**BEFORE THE COMMITTEE ON PUBLIC SAFETY, AND MILITARY AFFAIRS**

**DATE :** Thursday, February 10, 2011

**TIME :** 9:00 A.M.

**PLACE :** Conference Room 309  
State Capitol

**PERSON TESTIFYING:**

Police Chief Harry S. Kubojiri  
Hawai'i Police Department  
County of Hawai'i

(Written Testimony Only)

**William P. Kenoi**  
*Mayor*



**Harry S. Kubojiri**  
*Police Chief*

**Paul K. Ferreira**  
*Deputy Police Chief*

February 9, 2011

## **County of Hawai'i**

### **POLICE DEPARTMENT**

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

**Representative Henry J.C. Aquino**  
Chair and Members  
Committee on Public Safety and Military Affairs  
State Capitol  
415 South Beretania Street, Room 309  
Honolulu, Hawai'i 96813

#### **Re: House Bill 1000, Relating to Enhanced 911 Services**

Dear Representative Aquino and Members:

The Hawai'i Police Department strongly supports the passage of House Bill 1000, Relating to Enhanced 911 Services, seeking to establish a single entity to administer enhanced 911 services for the State and expand the membership and responsibilities of the Wireless Enhanced 911 Board.

The State of Hawai'i is only one of six states that does not have a single entity that coordinates all enhanced 911 services. Currently there is only one state board, the Wireless Enhanced 911 Board that was established in 2004, that administers enhanced 911 services in the State of Hawai'i, however strictly for deployment of wireless 911 services in the State.

Public Law 110-283; New and Emerging Technologies 911 Improvement Act of 2008, became law on July 23, 2008; facilitating the rapid deployment of IP-enabled 911 and E-911 services, encourages the Nation's transition to a national IP-enabled emergency network, and improve 911 and E-911 access to those with disabilities.

The current Wireless Enhanced 911 Board recognizes that the efficient management of 911 Emergency Networks saves lives and dramatically reduces the liability of government entities and agencies. Furthermore, the technologies involved in providing enhanced 911 services have converged to a point that systems required to provide such service are blended and enhanced 911 systems are evolving to accept other forms of communications such as text, video and Telematics data.

Under the current law, the surcharges for wireline and wireless enhanced 911 service do not account for new and emerging technologies such as broadband service or IP-enabled services.

Representative Henry J.C. Aquino  
Chair and Members  
Committee on Public Safety and Military Affairs  
February 9, 2011  
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**Re: House Bill 1000, Relating to Enhanced 911 Services**

As communication devices continue to be introduced to the public that implement the convergence of communications and information technology services over one device (e.g., Smart-phones), the need for improvement to the E9-1-1 network cannot be overstated. The Public Safety Answering Points (PSAPs) are already facing the rapidly emerging technology and are required by public law to answer E9-1-1 calls being delivered by several different modes of communications such as analog phone, digital voice, Voice over IP (VoIP), text messaging, streaming video messaging, and Telematics from vehicles (i.e., OnStar). All of these technologies are required to access the E9-1-1 network to enable callers to call 9-1-1 for emergency assistance. Additionally, the current Wireless Enhanced 911 Board does not include representation of these other communications service providers.

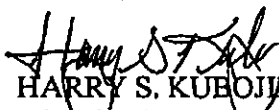
Therefore, in the interest of the safety of the public and visitors to Hawai'i, this legislation is proposed to address the need for a single state entity to administer enhanced 911 services for the State of Hawai'i.

This legislation will assist in enhancing the 911 emergency telephone reporting services that will allow for the delivery of a request for emergency services via 911 from all communications technologies. In addition, the public will benefit from a more comprehensive, efficient and coordinated implementation, administration and operation of 911 services for the State of Hawai'i.

For the reasons above, we strongly urge this committee to approve House Bill 1000, Relating to Enhanced 911 Services.

Thank you for allowing the Hawai'i Police Department to testify on this bill.

Sincerely,

  
HARRY S. KUBOJIRI  
POLICE CHIEF



ALAN M. ARAKAWA  
MAYOR

OUR REFERENCE  
YOUR REFERENCE

# POLICE DEPARTMENT

## COUNTY OF MAUI

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



GARY A. YABUTA  
CHIEF OF POLICE

CLAYTON N.Y.W. TOM  
DEPUTY CHIEF OF POLICE

February 9, 2011

The Honorable Henry J.C. Aquino, Chair  
and Members of the Committee on Public Safety  
& Military Affairs  
House of Representatives  
State Capitol  
Honolulu, Hawaii 96813

RE: House Bill No. 1000, Relating to Enhanced 911 Services

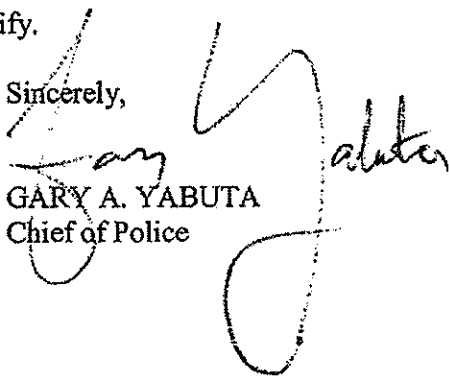
Dear Chair Aquino and Members of the Committee:

The Maui Police Department supports the passage of H.B. No. 1000. This bill establishes a single entity to administer enhanced 911 services for the State and expands the membership and responsibilities of the Wireless enhanced 911 Board. With the passage of this bill, the public will benefit from a more comprehensive, efficient and coordinated implementation of the administration and operation of 911 services for Hawaii.

The Maui Police Department asks for your support of H.B. No. 1000.

Thank you for the opportunity to testify.

Sincerely,

  
GARY A. YABUTA  
Chief of Police

HB 1000  
RELATING TO ENHANCED 911 SERVICES  
JAMES LACLAIR  
BOARD MEMBER  
WIRELESS ENHANCED 911  
February 10, 2011

Chair Aquino and members of the Public Safety & Military Affairs Committee:

I am Jim LaClair, testifying as a member of the Wireless Enhanced 911 Board on HB 1000, "RELATING TO ENHANCED 911 SERVICES."

I respectfully request your committee's support of HB 1000 as crafted and approved by the Wireless Enhanced Board of Directors. I was part of an executive committee chartered by the Wireless Enhanced Board of Directors to help draft this legislation. The committee, which included representatives from the local wireless and communication providers, County police departments, and other local support agencies, feel this bill offers the best path to evolve the Wireless Enhance 911 Board into a Board with broader scope that can better help Hawaii implement 911 technologies now and into the future.

I respectfully request your committee to support HB 1000.

Thank you for the opportunity to testify.

**HB1000**

**RELATING TO ENHANCED 911 SERVICES**

**KEN HIRAKI  
VICE PRESIDENT  
GOVERNMENT & COMMUNITY AFFAIRS**

**HAWAIIAN TELCOM**

**February 10, 2011**

Chair Aquino and members of the Public Safety & Military Affairs Committee:

I am Ken Hiraki, testifying on behalf of Hawaiian Telcom on HB 1000, Relating to Enhanced 911 Services.

Hawaiian Telcom does not oppose this measure but recommends that the bill be amended to avoid the unintended consequence of having land line phone customers being double taxed by both the land line and wireless E911 entities.

To prevent any confusion, we recommend the sentence on page 14, lines 1-2 be moved to page 13, end of the sentence on line 10 as follows:

[4] §138-4 [1] Surcharge (a) A monthly [wireless] enhanced 911 surcharge, subject to this chapter, shall be imposed upon each [commercial mobile radio] communications service connection[.]except connections of the local exchange carrier providing land line enhanced 911 services through section 269-16.95.

Thank you for the opportunity to testify and we are available to answer any questions.

**HOUSE COMMITTEE ON  
PUBLIC SAFETY AND MILITARY AFFAIRS**

February 10, 2011

House Bill 1000 Relating to Enhanced 911 Services

Chair Aquino and members of the House Committee on Public Safety and Military Affairs, I am Rick Tsujimura, representing General Motors, LLC (General Motors).

General Motors opposes House Bill 1000 Relating to Enhanced 911 Services. Specifically, House Bill 1000 amends the E911 statute by including "telematics" on page 7 lines 14-17. The inclusion of this word and a definition has no further utility within the amendments since "telematics" are not mentioned in any other section other than in this definition section.

Second, if this amendment would require the General Motors OnStar program to remit these fees based on our telematics service, we believe it is unfair, because the use of the OnStar system does not involve a direct call by the driver or occupant to a PSAP but to the General Motors [OnStar] call center. This is not a 911 call of any sort, and therefore should not be subject to the E911 charges.

Third, in those instances when a call is made from the call center to a PSAP via a 911 call, fees are paid in the jurisdiction in which the call center is located.

This is the first state that would have this requirement and could be extremely costly and problematic for OnStar if it were to pass with its current language.

General Motors would request that this measure be held or in the alternative the term "telematics" and its definition be deleted from the measure.

Thank you for the opportunity to present this testimony.