

DAVID Y. IGE
GOVERNOR



KENNETH S. HARA
MAJOR GENERAL
ADJUTANT GENERAL

STEPHEN F. LOGAN
COLONEL
DEPUTY ADJUTANT GENERAL

STATE OF HAWAII
DEPARTMENT OF DEFENSE
OFFICE OF THE ADJUTANT GENERAL
3949 DIAMOND HEAD ROAD
HONOLULU, HAWAII 96816-4495

OFFICE OF HOMELAND SECURITY

TESTIMONY ON SENATE BILL 3000
RELATING TO EMERGENCY WORKERS

PRESENTATION TO THE
COMMITTEE ON JUDICIARY

BY
EVERETT S. KANESHIGE
STATEWIDE INTEROPERABILITY COORDINATOR

FEBRUARY 27, 2020

Chair Rhoads, Vice Chair Keohokalole and Members of the Committee on Judiciary.

My name is Everett Kaneshige and I am the Statewide Interoperability 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 SB 3000.

This measure creates a definition for a "telecommunications dispatcher" and further classifies these individuals as an "emergency worker" under section 707-700 of the Hawaii Revised Statutes.

Telecommunications 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. Each of them is called upon to fulfill skills they have learned during extensive training where communications with individuals during a variety of situations means coaching their callers through first aid, collecting important information to relay to officers, and negotiating persons out of difficult situations.

Currently, telecommunications dispatchers are usually classified as an office and administrative support occupation. As a result, these skilled personnel cannot be hired at a level of pay and benefits commensurate with their level of training and expertise. This bill represents an important first step to recognize the importance and specialized functions that telecommunications dispatchers perform on a daily basis so that they can receive the compensation, benefits and recognition that they deserve as first responders.

Thank you for this opportunity to provide testimony in Support of SB 3000.

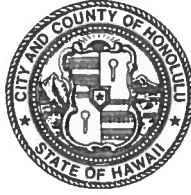
Our office supports this measure as long as its implementation does not impact or replace the priorities set forth in the Executive Budget.

Everett S. Kaneshige; everett.s.kaneshige@hawaii.gov; 808-369-3523

POLICE DEPARTMENT
CITY AND COUNTY OF HONOLULU
801 SOUTH BERETANIA STREET · HONOLULU, HAWAII 96813
TELEPHONE: (808) 529-3111 · INTERNET: www.honolulupd.org

LATE

KIRK CALDWELL
MAYOR



SUSAN BALLARD
CHIEF

JOHN D. MCCARTHY
CLYDE K. HO
DEPUTY CHIEFS

OUR REFERENCE GK-AS

February 27, 2020

The Honorable Karl Rhoads, Chair
and Members
Committee on Judiciary
State Senate
Hawaii State Capitol, Room 016
415 South Beretania Street
Honolulu, Hawaii 96813

Dear Chair Rhoads and Members:

SUBJECT: Senate Bill No. 3000, Relating to Emergency Workers

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

The HPD supports Senate Bill No. 3000, Relating to Emergency Workers.

This bill would classify telecommunications dispatchers belonging to a first responder agency as emergency workers. Currently, the telecommunications dispatchers are classified as white-collar workers. This bill recognizes them as emergency workers under the definition of Hawaii Revised Statutes 707-700.

There is also a federal bill (H.R. 1629) that reclassifies public safety telecommunicators as protective service occupations. This bill recognizes the important role of public safety dispatchers in directing emergency response and providing lifesaving instruction. They are the eyes and ears for the first responders. They are also highly trained to ask the right questions to properly assess the situation and communicate vital information to the responding officer.

The HPD urges you to support Senate Bill No. 3000.

Thank you for the opportunity to testify.

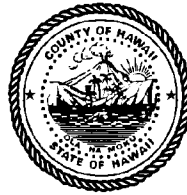
APPROVED:


Susan Ballard
Chief of Police

Sincerely,


Gerald Kaneshiro, Major
Communications Division

Harry Kim
Mayor



Darren J. Rosario
Fire Chief

Lance S. Uchida
Deputy Fire Chief

County of Hawai'i
HAWAI'I FIRE DEPARTMENT
25 Aupuni Street • Suite 2501 • Hilo, Hawai'i 96720
(808) 932-2900 • Fax (808) 932-2928

February 24, 2020

The Honorable Karl Rhoads, Chair
Committee on Judiciary
The State Senate
State Capitol, Room 204
Honolulu, Hawai'i 96813

Dear Chair Rhoads:

Subject: S.B. 3000, RELATING TO EMERGENCY WORKERS
Hearing Date: Thursday, February 27, 2020
Time/Place of Hearing: 10:30 a.m., Conference Room 016

I am Darren J. Rosario, Fire Chief of the Hawai'i Fire Department of the County of Hawai'i (HCFD). The HCFD strongly supports SB 3000, which amends the definition of "emergency worker" in the Penal Code to include communications dispatchers.

Telecommunication dispatchers are an integral part of our response to emergency operations. They are the first contact made by a 911 caller for assistance. The HCFD dispatcher is trained and certified in Emergency Medical Dispatching (EMD). EMD allows for critical lifesaving task to be communicated to the 911 caller such as the proper placement of an unconscious victim, how to open an airway, and even CPR instructions as an example. These critical task, done prior to the arrival of emergency personnel is directly related to increasing lifesaving numbers.

Beginning in 2010 and ending in 2013, the County of Hawai'i furloughed all employees except for public safety employee in the fire and police departments. The Fire Radio Dispatcher was recognized as "essential workers" and while not being furloughed, received significant pay reductions. This very action between 2010 and 2013 further supports the position that a telecommunication dispatcher should be classified as an emergency worker. An emergency dispatcher is an integral part of the emergency response team to all incidents. The HCFD respectfully request your passage of SB 3000.

Please do not hesitate to call me at 932-2903 or darren.rosario@hawaiiicounty.gov should you have any questions. Thank you for the opportunity to provide testimony in support.

Respectfully,

A handwritten signature in black ink, appearing to read "Darren J. Rosario".

DARREN J. ROSARIO
Fire Chief





MICHAEL P. VICTORINO
MAYOR

OUR REFERENCE
YOUR REFERENCE

POLICE DEPARTMENT

COUNTY OF MAUI

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



TIVOLI S. FAAUMU
CHIEF OF POLICE

DEAN M. RICKARD
DEPUTY CHIEF OF POLICE

February 24, 2020

The Honorable Karl Rhoads, Chair
The Honorable Jarrett Keohokalole, Vice Chair
and Members of the Committee on Judiciary

The Senate
Hawaii State Capitol
Honolulu, Hawaii 96813

RE: Senate Bill No. 3000 – Relating To Emergency Workers

Dear Chair Rhoads and Members of the Committee:

The Maui Police Department strongly SUPPORTS the passage of S.B. No. 3000.

Telecommunications Dispatchers, otherwise known as Emergency Services Dispatchers (ESD), are placed in critical, life-saving situations on a daily basis. Their career is just as demanding as Emergency First Responders. They work hand-in-hand with police officers, firefighters and paramedics around the clock, 24 hours a day, 7 days a week, 365 days a year. They are literally the lifeline between the public and First Responders.

Multi-tasking is a crucial and essential element of a dispatcher's everyday duties. Dispatchers are classified into two categories, a call taker and a dispatcher, as they are trained and certified to fill both roles.

As a call taker, they are required to obtain all pertinent information from the caller. At times the caller remains on the phone line with them until the First Responder arrives on scene. For example, there are situations where the person on the line is in a state of panic with a family member who is unresponsive and not breathing. The dispatcher will need to first establish a dialogue with the caller and skillfully calm the caller down and at the same time talk the individual through administering CPR. This task requires extraordinary concentration and ability, as every second counts, while at the same time maintaining composure.

As a dispatcher, they provide critical information to first responders entering a scene. For example, in a situation where an armed robbery has just occurred, it is

The Honorable Karl Rhoads, Chair
February 24, 2020
Page 2

imperative that the dispatcher relay the correct information to the responding police officers, such as whether and what type of dangerous weapon was used in the commission of a crime. For obvious reasons, a dispatcher does not want an officer ambushed by a knife wielding, mentally unstable individual nor walk into a situation where gunshots are being fired.


Another arduous situation which dispatchers encounter involve a rapidly spreading residential fire. Dispatchers are required to pinpoint the exact location of the fire while handling multiple calls regarding the same incident or the calls may involve a different situation. Dispatchers would need to put the pieces of the puzzle together to determine what type of situation is occurring. Radio transmissions with the first responders and providing updates involving evacuation and road closures are also an essential part of their duties. Additional responding units and services with other agencies may also be required, which dispatchers are responsible for coordinating and dispatching.

The daily demand of a Telecommunications Dispatcher is clearly comparable to an Emergency Worker without a doubt. Therefore, it is imperative that the position of a Telecommunications Dispatcher be classified under the correct bargaining unit. This would enhance much needed recruitment and retention within this career field.

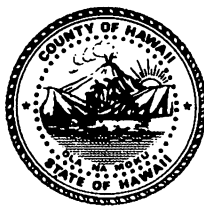
The Maui Police Department asks that you strongly SUPPORT the passage of S.B. No. 3000.

Thank you for the opportunity to testify.

Sincerely,


TIVOLI S. FAUMU
Chief of Police

Harry Kim
Mayor



Paul K. Ferreira
Police Chief

Kenneth Bugado Jr.
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 24, 2020

Senator Karl Rhoads
Chairperson and Committee Members
Committee On Judiciary
415 South Beretania Street, Room 016
Honolulu, Hawai'i 96813

RE: SENATE BILL 3000, RELATING TO EMERGENCY WORKERS

Dear Senator Rhoads:

The Hawai'i Police Department supports Senate Bill 3000, with its purpose to amend the definition of "emergency worker" in the Penal Code to include communications dispatchers.

I have previously been the Division Commander of my department's Dispatch Communications Center and have direct knowledge of the expectations placed on Dispatchers. They are tasked with calming hysterical callers while at the same time attempting to get information from them while also dispatching critically needed Police, Fire, and/or Medical services to the callers. Our Dispatchers are trained to help the requestors of calls for service and responders of calls for service. Their roles are intertwined with that of the First Responders and obviously set apart from non-emergency dispatchers in both the enormity and complexity scope of work they are called upon to perform.

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 3000.

Sincerely,

A handwritten signature in black ink, appearing to read "Paul K. Ferreira", with a long horizontal line extending to the right.

PAUL K. FERREIRA
POLICE CHIEF



HAWAII GOVERNMENT EMPLOYEES ASSOCIATION
AFSCME Local 152, AFL-CIO

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

LATE

The Thirtieth Legislature, State of Hawaii
The Senate
Committee on Judiciary

Testimony by
Hawaii Government Employees Association

February 27, 2020

S.B. 3000 – RELATING TO EMERGENCY WORKERS

The Hawaii Government Employees Association, AFSCME Local 152, AFL-CIO supports the intent of S.B. 3000 which amends the definition of “emergency worker” to include communications dispatchers.

S.B. 3000 appropriately adds telecommunications dispatchers, including police, fire, and emergency medical dispatchers to the definition of an emergency worker in the penal code under Section 707, Hawaii Revised Statutes. The inclusion of telecommunications dispatchers not only recognizes the efforts of our hard-working dispatchers who handle crisis situations at all hours of the day, but also honors their invaluable role as the unsung heroes in every emergency. Dispatchers must utilize multiple life-saving procedures and technologies to obtain critical information from a caller to make lightening fast decisions that could be the difference between life and death for our families and neighbors and deserve this recognition.

Thank you for the opportunity to testify in support of S.B. 3000.

Respectfully submitted,

Randy Perreira
Executive Director

SB-3000

Submitted on: 2/24/2020 10:23:36 AM

Testimony for JDC on 2/27/2020 10:30:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Karen Bugado	Individual	Support	No

Comments:

Honorable Senators,

Re: I support SB#3000, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a public servant of the County of Hawaii, Big Island, for 21 years, as a telecommunications Fire Dispatcher with the Hawaii [County] Fire Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.

Our dispatch center is a fast paced, high stress environment and handles crisis situations at all hours of the day. I am the eyes and ears for the first responders and at times have to make lightning fast decisions that could be the difference between life and death. I am a nationally certified Emergency Medical Dispatcher who is highly trained and disciplined to ask the right questions to properly assess the situation and communicate vital information to the responding units and provide verbal medical direction to callers needing emergency services which includes guiding callers through the process of performing CPR and delivering babies. In doing so, I carry a lot of liability. I also manage all calls for emergency help during severe weather (ex: Hurricane Lane), natural disasters (ex: Leilani Lava Eruption) and ballistic missiles which I know Secretaries in our current bargaining unit does not do; And I share the responsibility to serve the public with professionalism and Aloha.

I humbly ask the Honorable Representatives for your support.

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

Sincerely,

Karen Bugado

SB-3000

Submitted on: 2/24/2020 11:19:36 AM

Testimony for JDC on 2/27/2020 10:30:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Jacob Nixon	Individual	Support	No

Comments:

February 24, 2020

Honorable Senators,

Re: **I support SB#3000 & HB#2474**, amending the definition of “emergency worker” in Section 707-700, Hawaii Revised Statutes.

I have been a fire dispatcher for the County of Hawaii these past 5 years and I support the proposed SB#3000 and HB#2747 concerning the amendment pertaining to the definition of emergency workers to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.

We are THE FIRST RESPONDERS. We are the first to talk to and help someone who is often having the worst day of their life. We give lifesaving instructions over the phone before units get on scene with them. We make sure they can be found in the first place. We make sure the units responding are aware of any dangers. We hear people take their last breaths while on the phone, we launch assets such as helicopters immediately without checking with anyone else, split second decisions we make can mean life and death. We cannot go home until we are relieved by another dispatcher. In times of natural disaster and other emergencies we are recalled and or not allowed to leave our post, we stay and we perform our duties of helping the public. We work long and hard hours keeping the center staffed 24/7, training is long and retention is poor. Please pass this bill, I hope that it will be a step in the right direction and help us dispatchers get the recognition and compensation that we deserve.

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

Sincerely,

Jacob Nixon

SB-3000

Submitted on: 2/24/2020 11:22:20 AM

Testimony for JDC on 2/27/2020 10:30:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Victor K. Ramos	Testifying for Maui Police Department	Support	No

Comments:

SB-3000

Submitted on: 2/24/2020 2:50:49 PM

Testimony for JDC on 2/27/2020 10:30:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Jason Robello	Testifying for Hawaii fire department	Support	No

Comments:

SB-3000

Submitted on: 2/24/2020 2:58:09 PM

Testimony for JDC on 2/27/2020 10:30:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
steven tabura	Testifying for hawaii county fire dept.	Support	No

Comments:

SB-3000

Submitted on: 2/24/2020 3:10:19 PM

Testimony for JDC on 2/27/2020 10:30:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Daniel James Carvalho	Testifying for Hawaii Fire Department	Support	No

Comments:

SB-3000

Submitted on: 2/24/2020 4:19:32 PM

Testimony for JDC on 2/27/2020 10:30:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Kendra Olds	Individual	Support	No

Comments:

February 24, 2020

Honorable Senators,

RE: Support for SB3000 as amended to the definition of "Emergency Worker"

My name is Kendra Olds and I would like to submit testimony in support of this bill. I have been a Police Radio Dispatcher with the Honolulu Police department for 16 years, assisting with watch training for the last 10 years. During that time I have seen many potential candidates for Police Dispatch leave due to the fast-paced work environment & high stress factors involved with being a police dispatcher.

From our hiring process, which mirrors that of a police recruit (exception being that of the physical fitness test) through the intense 1 year long training we receive, what we do pales in comparison to the duties of a secretary, the SOC category we are now currently classified as.

As a Police Dispatcher, we are the FIRST responder when someone calls 911 needing police assistance. We are that critical link between the public and law enforcement, collecting vital information and relaying that to the officers on patrol, all the while remaining calm and composed.

Please approve this bill that would change our classification to Emergency Workers.

Mahalo much for your time and consideration.

Sincerely,

Kendra Olds

SB-3000

Submitted on: 2/24/2020 7:08:42 PM

Testimony for JDC on 2/27/2020 10:30:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Royd William K Henderson	Individual	Support	No

Comments:

To the honorable Members of the Committee,

My name is Royd Henderson and I am overwhelmingly in favor of support of Bill SB3000. As a Member of a Division that provides Emergency Services, I cannot fully explain the importance of this bill and the effect it will have in the long term well being of the Communications Dispatchers. Although I may not be able to paint the picture entirely, I would like to offer my support and give you a brief explanation as to why I believe that this is the honorable thing to do.

Many people know little of the lives of these employees. Although I have never served in this unit of the Emergency Services family, I have come to understand their sacrifice. I can tell you that of the numerous times I have gone into the communications center I have always gained a greater understanding of the degree of difficulty that the job presents. The main observation over the many interactions with these workers show how integral their participation in emergency response truly is.

For instance, many of these employees are often working long, long hours. They sacrifice family time, and social activities. They are available for every member of the community 24/7. It doesn't matter if there is a Hurricane coming, an earthquake strikes, or any other natural or man made disaster occurs. Much like every other First responder, they have to Kiss and hug their loved ones, and head out the door to provide an invaluable service to the community.

These people give their all every day. The toll on their physical and mental well being show just as much as any other first responder. The strain on their mental health is constantly challenged as they must take calls from all citizens who are often in the most difficult situations they will ever be in. The Communication Dispatcher must listen and hear every part of this stressful event, and not only assist the caller, but be able to send the appropriate help as quickly as possible. This can be extremely difficult on the Dispatcher and the mental strain is immeasurable at times. This is what separates them from everyone else in their current occupational category, and why I believe whole heartedly that they are giving as much of themselves as any other First Responder.

Imagine if there was an emergency in which you needed assistance, and you called 911. As you dial the three digit number, you shake and sweat as nervousness sets in. You desperately need a First responder, and you need them now. As the dial tone turns in to rings, *it is clear that there is no one to answer your call*. It wouldn't matter how well trained or well outfitted any Police, Fire, or EMS officer was.....they wouldn't know that you need their assistance! The First Responders that you need would be unaware of your plight, and you would be left to deal with your situation alone. I would never wish that fear and uncertainty on anyone.

Any First Responder would be more than obliged to tell you that we would be rendered useless without these hard working, dedicated people. I implore you to move this bill forward, and give those that sacrifice every bit as much as those that are out on the front lines a voice and the recognition that they deserve.

Thank you for your time and consideration on the matter.

Sincerely,

Royd William K Henderson

SB-3000

Submitted on: 2/25/2020 4:26:49 AM

Testimony for JDC on 2/27/2020 10:30:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Tiffany Thom	Individual	Support	No

Comments:

February 25, 2020

Honorable Senators,

Re: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

As a public servant of the County of Hawaii, Big Island, for **21** years, as a telecommunications Fire Dispatcher with the Hawaii [County] Fire Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.**

Our dispatch center is a fast paced, high stress environment and handles crisis situations at all hours of the day. I am the eyes and ears for the first responders and at times have to make lightning fast decisions that could be the difference between life and death. I am a nationally certified Emergency Medical Dispatcher who is highly trained and disciplined to ask the right questions to properly assess the situation and communicate vital information to the responding units and provide verbal medical direction to callers needing emergency services which includes guiding callers through the process of performing CPR and delivering babies. In doing so, I carry a lot of liability. I also manage all calls for emergency help during severe weather (ex: Hurricane Lane), natural disasters (ex: Leilani Lava Eruption) and ballistic missiles which I know Secretaries in our current bargaining unit does not do; And I share the responsibility to serve the public with professionalism and Aloha.

I humbly ask the Honorable Representatives for your support. Attached are copies of our County job descriptions Fire Radio Dispatchers I, II, III and Fire Communications Supervisor for your perusal.

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

Sincerely,

SANDEE OZEKI

555 W. Kawaihewa St.

Hilo, HI 96720

February 27, 202

Honorable Senators,

We are Michael & Bonnie Kim and we both work as Police Radio Dispatcher's II with the Honolulu Police Department. We are writing this letter to support Senate Bill #3000 relating to Emergency Workers. We have a 39 combined years of service. This is an attendance critical position which requires each of our three watches to have a minimum number of employees to operate. When this number falls below that requirement (due to sick calls, personnel on vacation, injuries, etc) the previous watch personnel based on how many are needed could be mandated to stay for an additional four hours. This situation has been going on at least since we started working. We are also required to be mandated to work during natural disasters. The most recent in August 2018 when Hurricane Lane was posing a threat to the island of Oahu. We were told to be prepared to stay at the main police station, possibly for days if Oahu took a direct hit. There is no way that this position can be categorized as a "clerical worker"

Besides the position being attendance critical, there are many duties that we perform that keep the public safe on Oahu. A dispatcher must call upon their experience and training to decipher what needs to be done to render aid to the caller within seconds of picking up the phone line and skillfully relay this information to the Police Officers with our complex computer system.

*The kind of stress that Police Radio Dispatchers experience is not something the kind of stress that everyday people deal with. It has been said that we experience PTSD. This results after years of helping callers and officers who are experiencing difficult situations. We answer the phone calls not knowing what is coming on the other end. Sometimes it's silence and crying, people screaming and the sounds of someone getting beaten, a suicidal person asking for help & hoping the officer gets there in time or gunfire. This goes on for hours, days, weeks, years and a career. Cumulative stress can affect work performance, work attendance, personal relationships and social relationships, in addition to causing physical illness. A dispatcher is a first responder.

Police Radio Dispatchers are the life line to our Police Officers. We are at the other end of the radio for whatever they need. Recent events of January 19, 2020 have proved that our Police Radio Dispatchers are a vital link to our officers.

Police Radio Dispatchers exhibit extraordinary communication and computer skills while under extreme pressure and still remain calm and do our job. We work short handed and still manage to make sure every call gets answered, every transmission from an officer gets

acknowledged.

We are Police Radio dispatchers. We are Emergency Workers. We are First Responders.

Michael Kim

HPD Communications Division

Honolulu, Hi 96826

Bonnie Kim

HPD Communications Division

Honolulu, Hi 96826

LATE

February 26, 2020

Honorable Senators,

Re: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a public servant of the County of Hawaii, Big Island, for **13** years, as a telecommunications Fire Dispatcher with the Hawaii [County] Fire Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.**

Our dispatch center is a fast paced, high stress environment and handles crisis situations at all hours of the day. I am the eyes and ears for the first responders and at times have to make lightning fast decisions that could be the difference between life and death. I am a nationally certified Emergency Medical Dispatcher who is highly trained and disciplined to ask the right questions to properly assess the situation and communicate vital information to the responding units and provide verbal medical direction to callers needing emergency services which includes guiding callers through the process of performing CPR and delivering babies. In doing so, I carry a lot of liability. I also manage all calls for emergency help during severe weather (ex: Hurricane Lane), natural disasters (ex: Leilani Lava Eruption) and ballistic missiles which I know secretaries in our current bargaining unit does not do; And I share the responsibility to serve the public with professionalism and Aloha.

I humbly ask the Honorable Representatives for your support.

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

Sincerely,



RICHARD P. ARIAS

Fire Radio Dispatcher II

Hawaii Fire Department

P.O. Box 7419

Hilo, HI 96720

Email: richard.arias@hawaiiicounty.gov

Chair Karl Rhoads
Vice Chair Jarrett Keohokalole



Davlynn Racadio
Maui Police Department, Emergency Communications
55 Mahalani Street, Wailuku, HI 96793
(808) 244-6338

Thursday, February 27, 2020 10:30 a.m.

SUPPORT of S.B.3000, Relating to Emergency Workers

My name is Davlynn Racadio and I am a Supervising Emergency Services Dispatcher for Maui County. I started my career in July 1987, almost 33 years serving my Department, Community and emergency first responders. I would not change one day of my career. This is what I live and breathe: 9-1-1 service, locations and technologies.

9-1-1 Telecommunicators answer 9-1-1 calls, enter the case or cases into our Computer Aided Dispatch System (CADS) then dispatch them via radios, We keep track of all units we are responsible for: Police, Fire and Medics keeping them and the public safe. We send specialized units, chaplains, road/water crews, electric and cable, we send them the help that they need.

We have listened to gunshots, screaming ladies that found their husband's deceased – demanding that we bring them back to life, a person's last gasp of air and a brand new baby's first scream of life. We have sat at 9-1-1 radio positions taking a fire call then realizing it was their home and asking the investigator to find our loved ones.

Just because we work there, does not mean we are immune to what is going on in the world. We hurt and bleed in the same way as anyone else. But our biggest responsibility is to bring the police, fire and medics safely home at the end of shift.

We attend lengthy classroom and on the job training to build our knowledge, strengthen our mapping and locations skills, learn phone and computer training, multiple applications and certifications, law classes, boundaries training to differentiate between different police, fire and medical areas of responsibilities and we learn how to speak to people to calm them down so that the next decision they make will help us save their life.

Each County has different responsibilities but we all do the same job, we save lives and property. We are not clerks or secretaries. We work shift work to answer the 9-1-1 calls and send out the responders. The 9-1-1 calls could be from your families needing help. We will be there to answer their calls.

On behalf of the 9-1-1 Communications Centers of Maui County I humbly ask your support.

Thank you for the opportunity to provide testimony on behalf of SB3000.

Davlynn Racadio; Davlynn.Racadio@mpd.net ;808-244-6338.

SB-3000

Submitted on: 2/25/2020 7:09:31 AM

Testimony for JDC on 2/27/2020 10:30:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Christopher	Testifying for Tsamoydakias	Support	No

Comments:

February 25, 2020

Honorable Senators,

Re: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

I am a firefighter of the County of Hawaii for 1 years, and I support the Proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.**

Our dispatch center is a fast paced, high stress environment and handles crisis situations at all hours of the day. The job of a dispatcher has rapidly changed over the last decade from someone who answered a phone to get an address for response to a specialist who wears multiple hats. Some of the things they have to do are:

- Operate a multi-line telephone console system, alerting system, and TDD system for the deaf and hearing-impaired
- Determine and assign the level of priority of the call and enter the data into a computer-aided dispatch system
- Perform emergency medical dispatch and crisis intervention services
- Ask vital questions and provide pre-arrival instructions for emergency medical calls
- Monitor and operate a radio console and computer equipment
- Receive and respond to a variety of emergency and non-emergency services and complaints

- Ask questions to interpret, analyze and anticipate the caller's situation as to resolve problems, provide information, dispatch emergency services, or refer callers to other agencies
- Dispatch and coordinate the responses of public safety agencies
- Identify appropriate number and type of equipment or apparatus to dispatch

Training lasts for over a year the attrition rate is horrendous in every dispatch center in the State of Hawaii. The responsibility, level of expectation, stress, and difficulty of the job are excessive. If any position deserves to be considered an emergency responder, our dispatcher deserve it.

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

Aloha,

Christopher Tsamoydakakis

SB-3000

Submitted on: 2/25/2020 10:39:28 AM

Testimony for JDC on 2/27/2020 10:30:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Stacy Perreira	Individual	Support	No

Comments:

February 25, 2020

Honorable Senators,

Re: Support for SB300, Section 707-700, HRS as amended to the definition of "Emergency Worker"

As a Police Sergeant and current supervisor for the Kauai Police Department Communication Section for nearly 8 years, I am in support of the proposed SB3000.

911 Is the most universally known phone number across the Country. When someone is in need of police, fire or medical services the VERY FIRST person to provide assistance is the dispatcher. They are the unseen, often forgotten calming voice in the midst of chaos and crisis. They often walk callers through CPR instructions to save a loved one's life even before medical personnel arrival. They might even help deliver a new born child, and more often than we want to think they become the person a child can count on when a family member is being abused. They hear cries for help along with and the sigh of relief when the field responder arrives. Without our dispatcher the field first responders would NEVER arrive. Without our dispatchers the safety of our field responders would be in jeopardy. Without our dispatchers those seconds of survival for our callers before the field responder's arrival would be lost. Every day that at dispatcher sits at a console is a potential day that they too just might save a life just like a police officer, paramedic, or fireman.

As a telecommunications dispatcher for police, fire and medical personnel each dispatcher must overcome approximately six (months) of classroom and on the job training. During their training, they must become proficient in multiple state, county and federal software applications. They must also maintain multiple training certifications in order to provide Emergency Medical techniques used to assist in emergencies to provide over the phone triage prior to medical and fire personnel arrival. They are also required to memorize various codes and laws in order to properly classify incoming crimes all the while making sure that our field responders arrive at the proper location.

There are countless scenarios that could describe why dispatchers should be recognized as emergency workers. Recognizing that they are no longer merely clerical

staff is imperative. They deserve the recognition and I believe we owe it to each and every dispatcher to support and pass the proposed bill.

Recently in 2019, the State of California and Texas have passed and are now recognizing Dispatchers as "First Responders" allowing for both higher pay and access to training they were previously not afforded. Like California and Texas, Hawaii, Massachusetts and Kentucky are proposing similar bills to recognize dispatchers as first responders. This is an opportunity for Hawaii Law Makers to support the many men and women throughout the state who has answered the call and will continue to answer our calls no matter how big or small.

Respectfully,

Sgt. Stacy Perreira

February 23, 2020

Honorable Senators,

Re: **I support SB#3000 & HB#2474**, amending the definition of “emergency worker” in Section 707-700, Hawaii Revised Statutes.

I have been a Fire Radio Dispatcher for the County of Hawaii these past **16** years and I support the proposed SB#3000 and HB#2747 concerning the amendment pertaining to the definition of emergency workers to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.

Our dispatch center is a fast paced, high stress environment and handles crisis situations at all hours of the day. The job of a dispatcher has rapidly changed over the last decade from a person who answers a phone to get an address for response to a specialist who wears multiple hats. Some of the things they have to do include:

- Operating a multi-line telephone console system, alerting system, and TDD system for the deaf and hearing-impaired
- Determining and assigning the level of priority of the call and enter the data into a computer-aided dispatch system
- Performing emergency medical dispatch and crisis intervention services
- Asking vital questions and provide pre-arrival instructions for emergency medical calls
- Monitoring and operating a radio console and various computer equipment
- Receiving and responding to a variety of emergency and non-emergency services and complaints
- Asking questions to interpret, analyze and anticipate the caller’s situation as to resolve problems, provide information, dispatch emergency services, or refer callers to other agencies
- Dispatching and coordinating the responses of public safety agencies
- Identifying appropriate number and type of equipment or apparatus to dispatch

Training for their position lasts for over a year. The attrition rate is horrendous in every dispatch center in the State of Hawaii. The responsibility, level of expectation, stress and difficulty of the job are excessive. If any position deserves to be considered an emergency responder dispatchers definitely fall within that category.

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

Sincerely,

FRDII Tasha C. Kodani

SB-3000

Submitted on: 2/26/2020 12:18:20 AM

Testimony for JDC on 2/27/2020 10:30:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
LeShey	Individual	Support	No

Comments:

February 26, 2020

Honorable Representatives,

Re: I support HB#3000, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a public servant of the County of Hawaii, Big Island, for 1 year, as a telecommunications Fire Dispatcher with the Hawaii [County] Fire Department, I support the Proposed HB#2474 concerning the amendment of the definition of emergency workers to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.

Our dispatch center is a fast paced, high stress environment and handles crisis situations at all hours of the day. I am the eyes and ears for the first responders and at times have to make lightning fast decisions that could be the difference between life and death. I am a nationally certified Emergency Medical Dispatcher who is highly trained and disciplined to ask the right questions to properly assess the situation and communicate vital information to the responding units and provide verbal medical direction to callers needing emergency services which includes guiding callers through the process of performing CPR and delivering babies. In doing so, I carry a lot of liability. I also manage all calls for emergency help during severe weather (ex: Hurricane Lane), natural disasters (ex: Leilani Lava Eruption) and ballistic missiles which I know Secretaries in our current bargaining unit does not do; And I share the responsibility to serve the public with professionalism and Aloha.

I humbly ask the Honorable Representatives for your support. Attached are copies of our County job descriptions Fire Radio Dispatchers I, II, III and Fire Communications Supervisor for your perusal.

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

Sincerely,

LESHEY MAKUAKANE
2621 Kinai St.
Hilo, HI 96720

SB-3000

Submitted on: 2/26/2020 10:06:06 AM

Testimony for JDC on 2/27/2020 10:30:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
GENELLA ALBINO	Individual	Support	No

Comments:

Aloha,

My name is Genella Albino and I have been an Emergency Services Dispatcher with the Maui Police Department for almost 3 years now with a responsibility to send Police, Fire, and EMS services to emergencies throughout the islands of Maui, Molokai, and Lanai. Prior to this position, I was a Medical Dispatcher for 1 year with American Medical Response in Honolulu, Hawaii, responsible for air and ground facility to facility medical transportation for the entire state of Hawaii as well as City back up EMS services for the island of Honolulu. I cannot stress the vitality of a dispatcher's job, there are really no words I can use to explain the complexity of our job day in and day out. I often try to explain my profession to friends and relatives, but unless you have sat in the chair with a headset on, you will never truly understand it.

I have explained in prior testimonies the experiences/calls that I have had/taken, it doesn't get easier with time, not with this job, in fact, it gets harder with the way the world is in this day and age. I want to express the urgency for this reclassification to take place, the need for dispatchers throughout the nation is a serious matter. Many people I have spoke to expressed their feelings about a dispatcher's pay not being worth the stress that dispatchers incur and that something has to be done. I am married with 4 children ages 16 to 8 and for the most part, I rarely get to see them due to the shorthand and when I am able to be at home, I am having to rest and not able to do the much needed things with my family. I honestly believe that if this reclassification occurs, our numbers will grow and we will be able to have that extra time with our loved ones.

This reclassification is of the utmost importance and long overdue. Can you imagine being with a loved one who needs immediate medical attention and you call 911 but no one answers? Imagine calling 911 for a neighbor's house that is ablaze, not knowing if any one is within but no one is there to answer your 911 call? This can happen if we don't have the man power needed to fill all the empty seats. We are at an all time "CRISIS" and need for change.

Mahalo nui for this opportunity,

Genella Albino

ESD II

Maui Police Department, Molokai

LATE

SB-3000

Submitted on: 2/26/2020 12:09:45 PM

Testimony for JDC on 2/27/2020 10:30:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Michael Lam	Individual	Support	No

Comments:

February 26, 2020

Honorable Senators,

Re: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of “emergency worker”.

I am a County of Hawaii Fire Department personnel for 17 years, and I support the Proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication dispatchers who in the course of their duty have to utilize a multitude of skill sets in order to ensure the situation is addressed as expediently and efficiently as possible.**

Our dispatch center is a fast paced, high stress environment and handles crisis situations at all hours of the day. The job of a dispatcher has rapidly changed over the last decade from someone who answered a phone to get an address for response to a specialist who multitasks all emergency situations on our island. Some of the things they have to do are:

- Operate a multi-line telephone console system, alerting system, and TDD system for the deaf and hearing-impaired
- Determine and assign the level of priority of the call and enter the data into a computer-aided dispatch system
- Perform emergency medical dispatch and crisis intervention services
- Ask vital questions and provide pre-arrival instructions for emergency medical calls
- Monitor and operate a radio console and computer equipment
- Receive and respond to a variety of emergency and non-emergency services and complaints
- Ask questions to interpret, analyze and anticipate the caller’s situation as to resolve problems, provide information, dispatch emergency services, or refer callers to other agencies
- Dispatch and coordinate the responses of public safety agencies
- Identify appropriate number and type of equipment or apparatus to dispatch

The responsibility, level of expectation, stress, and difficulty of the job are excessive. If any position deserves to be considered an emergency responder. The schedule for emergency communication dispatchers mirror our emergency responders: The dispatch center is online 24 hours a day, 7 days a week, identical to 'emergency workers' facilities. The emergency communication dispatchers are hard at work during the holidays when the majority of our community enjoy and are afforded time off, identical to 'emergency workers'. Emergency communication dispatchers often times miss out on precious family moments (watching their children's sporting events, family parties, etc.) as they are obligated to keep their workplace in operation, identical to 'emergency workers'.

The emergency communication dispatchers are our front line receivers of all emergencies. They make split second decisions constructing a tangible and objective emergency action plan based multifaceted reports from multiple callers at different vantage points. It is my humble opinion that emergency communication dispatchers are among the most important, mostly understaffed, often overlooked, and least supported workgroup in emergency management operations. I whole heartedly support SB #3000 and the hardworking men and women of all emergency dispatch centers.

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

Sincerely,

Michael Lam

Fire Medical Specialist III

Hawai'i Fire Department, EMS Bureau

LATE

SB-3000

Submitted on: 2/26/2020 5:34:30 PM

Testimony for JDC on 2/27/2020 10:30:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Jessica LM Lafaele	Individual	Support	No

Comments:

February 26th, 2020

Honorable Senators,

RE: **I support SB#3000**, Section 707-700, Hawaii Revised Statutes, amending the definition of "emergency worker".

As a Police Radio Dispatcher for the City and County of Honolulu for 15 years, I support the proposed SB#3000 concerning the amendment of the definition of emergency workers **to include communication 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.** They 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).

I respectfully request that clarification is provided so that this amendment includes Police Radio Dispatcher I, Police Radio Dispatcher II, Police Radio Dispatcher III, and Supervising Police Radio Dispatchers; herein referred to as PRD. The job duties of a police radio dispatcher, unlike Emergency Response Operators (EROs), requires specialized training and skillsets, robust lifesaving procedures and technologies to complete daily tasks. Hence, inclusion of SB#3000/HB#2474 will support recognition of all PRD as 911 First Responders who contribute to the public service and safety by providing critical information to other First Responders.

I humbly ask the Honorable Senators for your support.

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

Sincerely,

Jessica McCoy Lafaele, PRD II

94138 Kaholo Place

Mililani, Hawaii 96789

LATE

SB-3000

Submitted on: 2/26/2020 5:57:07 PM

Testimony for JDC on 2/27/2020 10:30:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
lakea Tjomsland	Individual	Support	No

Comments:

Honorable Senators,

I suport S.B NO. 3000

I have been a police Dispatcher for Honolulu Police Department for twenty years. In my years of service, I've handled homicides ,shooting ,stabbing, home invasions, robberies, kidnapping, missing children , and an array of other type of cases. I receive calls for police service and need to determine what other types of service is needed at a scene whether it is fire or ems co response. We are the critical link between the public and the police.

While handing the call for service I have to use specific skills learned during a year long training. I have to get the information a caller is giving into the computer and send to the radio in less than a minute. We often have cases where a critical incident or time sensitive situation is going on and we need to get emergency assistance to the scene as soon as possible. Once we have assistance on the way we often have to continue to stay on the phone with the caller for in progress cases to get additional information for injuries, suspect information, and weapons. This information is critical for the safety of the agencies responding. During your shift you never know what kind of in progress case you going to have, where you are going to have to stay on the phone with the caller. I have had homicide suspects calling in they have just killed someone, people threating to jump off building or over passes, children calling that a grandparent isn't breathing, and people calling a suspect broke in the house & is still there. There are so many that we handle daily.

When working on the radio section we need to maintain the status of between 15 till 50 units (officers) depending on district and what type of incident is going on. You need to multitask, talk , type & listen all while units are talking and often running checks. Need to make sure all-important information is being correctly entered and time stamped while its occurring. Need to make sure you are giving responding units (officers) any additional information that is coming in verbal or via computer message.

Police Radio Dispatchers work 24/7 365 days a year. We are subject to consistently forced overtime on top of the volunteer overtime. We have to work during all

emergencies. These are a few that I have had to work thru, hurricane, tsunamis, earthquakes, island wide power outages, phone service outage and ballistic missiles attacks.

The same hiring process Police officers go thru to become an officer is the same process a Police Radio Dispatchers goes thru. 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.

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.

The Honolulu Police Department handles about one million calls for service yearly. The Communications center takes over 2000 calls a day. We have about ninety Police Radio Dispatchers and about 35 openings.

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

Lakea Tjomsland

47-401 HUI IWA ST #4

KANEOHE HI 96744

808 753-2370

LATE

SB-3000

Submitted on: 2/27/2020 1:00:04 AM

Testimony for JDC on 2/27/2020 10:30:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Linda Gouveia	Testifying for Honolulu Police Dept.	Support	No

Comments:

2/27/20

Honorable Representatives,

My name is Linda M.Gouveia. I have been a Police Radio Dispatcher II with the Honolulu Police Department for almost 28 years. In written and verbal testimony you have read and heard how intricate our jobs are, how long we have to train, how much we do for the community we live in, as well all our other respective agencies such as EMS, AMR, Fire, Ocean Safety and Police Departments on all islands. Being put in Hawaii Revised Statutes penal code section 707-700 is a first step in getting the recognition we all deserve.

A year an half ago a male called Honolulu Police Department and called over 40 times in a 2 hour period asking for police. As I answered several of those calls he declared that he knew where I worked and he was going to be waiting for me to shoot me. Through 911 tracking we were able to find him and he was arrested for abuse of 911 and Terroristic Threatening II . I was on board to make a police report and knew I would have to testify for any future trial. He was out of Central Receiving within hours due to making bail. In the months proceeding trail this same male tried to burn his house down with his family inside, he violated numerous restraining orders his family had taken against him, he destroyed a hotel room and was arrested on a college campus with a machete knife and violated his bail. He was incarcerated again. I was eventually contacted by the Prosecutors office numerous times as to when the trail was to take place. Each time, this male either tried to be sent to the State Hospital stating he was mentally unstable or his Public Defender tried to have him plea the lesser of charges. The final time I was contacted in November of 2019 , by the Prosecutors office I was told there were numerous felony cases against him and he would be going away for a long time. My charges were downgraded to harassment in which he would not serve any time for due to it being a misdemeanor . I have now come to find out with numerous felony charges that were brought against him, he will be released from OCCC on March 30, 2020.

I now have to worry if he will be waiting for me after leaving my "protected environment" my job after he is released. At the Honolulu Police Department we are in a new shared

building called JOINT TRAFFIC MANAGEMENT CENTER (JTMC) that we share with other emergency 911 telecommunication personnel such as EMS, Fire and Ocean Safety. The building is not totally secure and our parking area is surely not secured as well. It is not uncommon that viable threats are made on our lives daily. Even though most would say we are not "face to face" with the public, we deal with them in some ways we would rather not, such as above.

I would hope that by passing SB3000 as law, that we as 911 telecommunications personnel can now be deemed essential first responders and the penalty for threatening or assaulting us is the same as our brothers and sisters who are on the front lines and see these same people who call and threaten us.

Thank you for your time

Linda M. Gouveia/ Police Radio Dispatcher II

Honolulu Police Department

LATE

SB-3000

Submitted on: 2/27/2020 1:56:31 AM

Testimony for JDC on 2/27/2020 10:30:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Jasmine Fuaau	Individual	Support	No

Comments:

Honorable Senators,

My name is Jasmine K. Fua'au and I have been proudly serving the City & County of Honolulu for the past 4 years as a Honolulu Police Department - Police Radio Dispatcher II. I am in FULL support of SB#3000 - Section 707-700, Hawaii Revised Statutes, amending the definition of "Emergency Worker".

I have gone through the same rigorous hiring process that our Police Officers go through, minus the Physical Fitness test. Tests, background checks, psych exams, clarification interviews, and a polygraph test. Once that was completed, I started the year long training that included classroom time, on the job training on each shift, as well as being certified with the National Criminal Database.

I am viewed as a clerical or secretarial position when I truly am not. I am required to use all the skillsets that I was trained with & anything else that I gathered throughout life experiences and remain that "Calm Voice in the Night". While performing Calltaking duties, I have the responsibility of gathering all pertinent information & getting the case to the radio as quickly as possible. At the radio, I am responsible for over 20 Patrol Officers, during a Watch. This doesn't include Solo Bike, Crime Reduction, newly released officers in training, etc. Any little mistake, while performing either task, could equal into someone getting hurt or killed.

I have heard a child whispering while crying to help his mom while dad was abusing her. I have heard someone take their last breath while I was assisting EMS with getting a better location to send help. I have heard officers screaming to "send more units". I have had to expedite officers to respond to other officers who were getting hurt. During all these moments, its needed for me to remain calm even throughout the storm, and move on to the next call, the next radio transmission.

I respectfully ask you all to pass SB#3000 because during all those moments, I am not a secretary. I am a true FIRST RESPONDER.

Respectfully,

Jasmine K. Fua'au

HPD Police Radio Dispatcher II

LATE

SB-3000

Submitted on: 2/27/2020 4:48:21 AM

Testimony for JDC on 2/27/2020 10:30:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Jasline Chen	Individual	Support	No

Comments:

February 27, 2020

To whom it may concern:

My name is Jasline Chen, I am a Police Radio Dispatcher II with the Honolulu Police Department (HPD). I am submitting this testimony in support of SB3000 which seeks to amend the definition of "Emergency Workers" to include emergency response telecommunicators, such as Police Radio Dispatchers, like myself.

I have currently been with the HPD for three and a half years including the one year of intensive and extensive training I received in order to perform my duties. My job requires a very specialized skill set in order to proficiently expedite emergency police services to ensure public safety. The hiring process of Police Radio Dispatchers requires the exact same in depth and lengthy background screening we use to hire our Police Officers, minus the physical fitness portions. Without getting too technical, these are just some of the many reasons I believe my colleagues and I should not be classified as "clerical/secretarial workers" but be correctly classified as "First Responders."

Thank you for your time and support.

Sincerely,

Jasline Chen

LATE

SB-3000

Submitted on: 2/27/2020 5:10:16 AM

Testimony for JDC on 2/27/2020 10:30:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Tiare Peek	Individual	Support	No

Comments:

February 27,2020

To whom it may concern:

My name is Tiare Peek, I am a Police Radio Dispatcher II with the Honolulu Police Department. I am submitting this testimony in support of SB3000 which seeks to amend the definition of "Emergency Workers" to include emergency response telecommunicators, such as Police Radio Dispatchers, like myself.

I have currently been with HPD for 2 years and have trained extensively for my first year in order to learn to perform my job duties. My job requires a very special skill set in order to proficiently expedite emergency police services to ensure public safety. The hiring process of a Police Radio Dispatcher requires the exact same in-depth and lengthy background screening process used for the Police Officers, minus the physical fitness portions.

I believe we should be reclassified as first responders because we are the first point of contact with the public in crisis via the phone. We also coordinate for the officers who are in the field.

Thank You for your time and consideration ,

Tiare Peek

