

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

TO THE
SENATE COMMITTEES ON
WAYS AND MEANS
AND
COMMERCE AND CONSUMER PROTECTION

April 2, 2024
10:45 a.m.

Chairs Dela Cruz and Keohokalole, Vice Chairs Moriwaki and Fukunaga, and Members of the Committees:

MEASURE: H.B. No. 2339, H.D.1, S.D.1
TITLE: RELATING TO 911 SERVICES.

DESCRIPTION: Deletes the term "enhanced" in reference to 911 services to allow funding of all 911 technologies. Allows the 911 Board to employ staff, in addition to the Executive Director, exempt from the civil service and collective bargaining laws. Takes effect 7/1/2491. (SD1)

POSITION:

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

COMMENTS:

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

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

Thank you for the opportunity to testify on this measure.

HB-2339-SD-1

Submitted on: 4/1/2024 9:24:16 AM

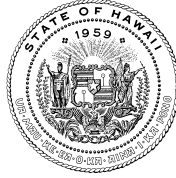
Testimony for WAM on 4/2/2024 10:45:00 AM

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

Comments:

The Office of Enterprise Technology Services is in support of this measure, HB2339 HD1 SD1.

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 LAWELAWÉ LAULĀ
P.O. BOX 119, HONOLULU, HAWAII 96810-0119

TESTIMONY HOUSE BILL NO. 2339 H.D.1, S.D.1

RELATING TO 9-1-1 SERVICES

**SENATE COMMITTEE ON WAYS AND MEANS & SENATE COMMITTEE ON COMMERCE AND
CONSUMER PROTECTION**

BY

ROYCE M. MURAKAMI

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

April 2, 2024

Chair Dela Cruz, Chair Keohokalole, Vice Chair Moriwaki, Vice Chair Fukunaga and members of the Ways and Means & Commerce and Consumer Protection Committee.

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

The purpose of the Enhanced 9-1-1 Board is to ensure adequate funding to Public Service Answering Points (PSAPs) to deploy, sustain, and maintain 9-1-1 services and their functionality within the State of Hawaii. This bill removes the word "enhanced" from the statute to allow disbursements to PSAPs for all new and emerging 9-1-1 technologies including Next Generation 9-1-1. Next Generation 9-1-1 projects funded by the Board are critical to the future of our State's 9-1-1 system and emergency response infrastructure, particularly in light of recent crises like the Lahaina Wildfire.

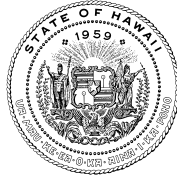
During the previous Government Operations Committee hearing, committee members discussed their desire to raise the Board's expenditure ceiling. The Board's current expenditure ceiling is set at \$9,012,858. Due to rising costs to maintain the current 9-1-1 system, the Board will submit a request to the Legislature to permanently increase our spending ceiling next session, effective in Fiscal Year 2026, to accommodate these cost increases. Currently, the Legislature approved a temporary expenditure ceiling increase for Fiscal Year 2024 and 2025 in preparation for the transition into Next Generation 9-1-1.

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

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

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

JOSH GREEN, M.D.
GOVERNOR
KE KIA'ĀINA



KEITH A. REGAN
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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 COMMITTEES ON

LATE

**WAYS AND MEANS
COMMERCE AND CONSUMER PROTECTION**

APRIL 2, 2024, 10:45 A.M.
CONFERENCE ROOM 211 AND VIA VIDEOCONFERENCE, STATE CAPITOL

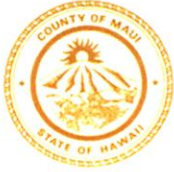
H.B. 2339, H.D. 1, S.D. 1

RELATING TO 911 SERVICES.

Chairs Dela Cruz and Keohokalole, Vice Chairs Moriwaki and Fukunaga, and Members of the Committees, thank you for the opportunity to submit testimony on H.B. 2339, H.D.1, S.D.1.

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

Thank you for the opportunity to testify on this matter.



RICHARD T. BISSEN, JR.
MAYOR

POLICE DEPARTMENT COUNTY OF MAUI

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



JOHN PELLETIER
CHIEF OF POLICE

WADE M. MAEDA
DEPUTY CHIEF OF POLICE

March 28, 2024

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

RE: Testimony in support of H.B. No 2339 H.D. 1, Relating to 911 Services

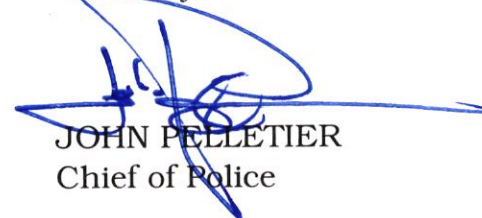
Dear Chair McKelvey, Vice-Chair Gabbard, and Committee Members:

The Maui Police Department is in support of removing the word "enhanced" from the term "enhanced 911." The term "enhanced 911" was devised over twenty-five (25) years ago and was good for technology at the time. With evolving technology to include Voice over Internet Protocol (VoIP) and Text-2-9-1-1, we are again evolving into a new era to include Next Generation 911. By removing the word "enhanced," we will be able to continue to receive funding to support and upgrade Public Safety Answering Points (PSAPS) with new and upgraded technologies.

We are also in support of converting both the Executive Director and Administrative Services Assistant positions to permanent exempt positions. This will allow the board to find, select, and retain professional, qualified individuals. This will allow the board to maintain efficiency and stability.

Mahalo for the opportunity to provide this written testimony in support of H.B. 2339 H.D. 1.

Sincerely,



JOHN PELLETIER
Chief of Police