

STATE OF HAWAII  
DEPARTMENT OF HEALTH  
KA 'OIHANA OLAKINO  
P. O. Box 3378  
Honolulu, HI 96801-3378  
doh.testimony@doh.hawaii.gov

**Testimony in SUPPORT of (HB2498-HD1)  
RELATING TO 911 SERVICES**

REPRESENTATIVE CHRIS TODD, CHAIR  
HOUSE COMMITTEE ON FINANCE

Friday, February 27, 2026 at 10:00 AM | Room Number: 308

1 **Fiscal Implications:** The Department of Health (“Department”) requests that this measure be  
2 considered as a vehicle to provide the needed funding, provided it does not supplant the  
3 priorities and requests outlined in the Governor’s Executive Budget. Additionally, we emphasize  
4 the importance of securing a funding source to support integration, for the pilot program, into  
5 the Emergency Medical Service (EMS) Computer-Aided Dispatch (CAD) system and the EMS  
6 electronic Patient Care Record (ePCR) system, with estimated costs of \$500,000 for  
7 implementation and \$200,000 annually for subscriptions and for the a coordinator to oversee  
8 the EMS implementation.

9 **Department Position:** The Department supports this measure and respectfully offers the  
10 following testimony.

11 **Department Testimony:** The Emergency Medical Services & Injury Prevention Systems Branch  
12 (EMSIPSB) provides this testimony on behalf of the Department.

13 The Department supports the intent to enhance emergency response capabilities and improve  
14 public safety by establishing a statewide emergency safety profile system pilot program that  
15 allows residents to voluntarily provide critical medical, mobility, communication, and access  
16 and functional needs information for use during a 911-related call.

1 A pilot program is an appropriate and measured approach to evaluate operational feasibility,  
2 public adoption, equity impacts, and system performance before long-term statewide  
3 implementation. The Department also supports convening the proposed working group.  
4 Inclusion of county representatives, the Department of Health, aging and disability partners,  
5 and other stakeholders will help ensure the pilot is implemented thoughtfully, equitably, and in  
6 alignment with public safety and health system standards.

7 The Department respectfully recommends that the measure be amended at Section 2, (6) (c)  
8 (d) to strengthen the pilot program's technical integration requirements. Specifically, the pilot  
9 should require integration with the Department of Health Emergency Medical Services dispatch  
10 system, the Medical Communication System (MEDICOM), and the EMS electronic patient care  
11 reporting (ePCR) systems currently in use. Integration should ensure secure, real-time  
12 availability of relevant profile information for EMS Dispatch, Emergency Medical Technicians  
13 (EMTs), Paramedics, Mobile Intensive Care Technicians (MICTs), and EMS medical direction at  
14 the point of care. End-to-end connectivity between primary Public Safety Answering Points  
15 (PSAPs), secondary EMS PSAPs, Computer-Aided Dispatch (CAD) systems, MEDICOM, and ePCR  
16 platforms is essential to ensure seamless and secure information flow.

17 The Department also recommends clarifying responsibility for system integration, vendor  
18 coordination, and ongoing maintenance costs to avoid unfunded mandates and ensure  
19 compliance with EMS regulatory, documentation, and cybersecurity standards.

20 The Department supports the measure's emphasis on confidentiality, security protections, and  
21 public outreach, particularly for kūpuna and individuals with disabilities, access needs, or other  
22 functional needs. We also recommend that the pilot program allow residents to include  
23 advance directives, in Section 2 (c), when available and appropriate, to support patient  
24 autonomy and clinical decision-making during emergencies.

25

1 **Offered Amendments:**

2 (c) The pilot program shall allow residents to voluntarily create and manage secure personal  
3 safety profiles containing information relevant to emergency response efforts, including  
4 information related to any:

5 (1) Medical conditions;

6 (2) Disabilities, access needs, or other functional needs;

7 (3) Mobility limitations or use of assistive devices;

8 (4) Emergency contacts;

9 (5) Communication needs or sensory considerations; and

10 (6) Household information useful for emergency response.

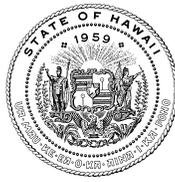
11 **[(7) Advanced Directives]**

12 ---

13 (d) The information in a personal safety profile created under subsection (c) shall be made  
14 available only to a public safety answering point at the time a 911-related call is initiated from a  
15 phone number or device associated with the profile—**[and with the Department of Health  
16 Emergency Medical Services dispatch system, the Medical Communication System  
17 (MEDICOM), and the EMS electronic patient care reporting (ePCR) systems currently in use.]**

18 ---

19 Thank you for the opportunity to testify on this measure.



**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

**TESTIMONY HOUSE BILL NO. 1577 H.D. 1**  
**RELATING TO 911 SERVICES**  
**PRESENTATION TO THE COMMITTEE ON FINANCE**

**BY**

**ROYCE M. MURAKAMI**

**EXECUTIVE DIRECTOR OF STATE OF HAWAII 911 BOARD**

**FEBRUARY 27, 2026**

Chair Todd, Vice Chair Takenouchi and members of the Finance Committee:

Thank you for the opportunity to submit testimony on H.B. 1577 H.D. 1, a bill that would require the 911 Board to establish a Statewide Emergency Safety Profile System Pilot Program and convening a working group. The 911 Board (the Board) appreciates the intent of this measure and respectfully offers the following comments.

The Board understands the importance of enhanced emergency response systems statewide. However, we believe the outcomes envisioned by the bill are already being achieved through existing systems currently in use across the State and therefore may not require additional statutory direction.

Currently, all four counties use RapidSOS to support emergency communications and response. RapidSOS is a public safety platform that delivers data directly to first responders. A key feature of this platform is RapidSOS Medical ID, which securely transmits an individual's critical health data by integrating with Apple Health and Android Personal Safety software when a 911 call is initiated. These existing capabilities closely align with the objectives of H.B. 1577, including the secure handling of sensitive personal information. RapidSOS employs end-to-end encryption and ensures that user-provided medical data is only shared with authorized first responders during an active emergency, and only for the duration necessary to support response efforts. To provide access to an emergency profile safety system for users of traditional landline and VoIP services, the Board is in the process of conducting comprehensive research and is actively seeking a viable solution to resolve privacy concerns and technical issues. The Board is committed to ensuring that all sensitive personal information remains secure for both traditional landline and VoIP users.

The Board recognizes that increased public awareness is essential to maximizing the benefits of these existing tools. Therefore, the Board will coordinate with partner agencies, including but not limited to the Department of Health, State Council on Developmental Disabilities, and the Disability and Communication Access Board, to expand public education and outreach efforts and ensure that residents are informed about available emergency profile options.

In summary, the Board supports the intent of H.B. 1577 H.D. 1 and the goal of improving emergency response through enhanced information sharing, however, we believe that the functionality contemplated by the bill is already in place and operational statewide. As such, the objectives of the bill may be more effectively advanced through outreach, education, and interagency coordination rather than through new statutory requirements.

Thank you for this opportunity to provide testimony on H.B. 1577 H.D. 1.



**STATE OF HAWAII**  
**KA MOKU'ĀINA O HAWAII**  
**STATE COUNCIL ON DEVELOPMENTAL DISABILITIES**  
**'A'UNIKE MOKU'ĀPUNI NO KA NĀ KĀWAI KULA**  
PRINCESS VICTORIA KAMĀMALU BUILDING  
1010 RICHARDS STREET, Room 122  
HONOLULU, HAWAII 96813  
TELEPHONE: (808) 586-8100 FAX: (808) 586-7543

February 27, 2026

The Honorable Representative Chris Todd, Chair  
House Committee on Finance  
The Thirty-Third Legislature  
State Capitol  
State of Hawai'i  
Honolulu, Hawai'i 96813

Dear Chair Todd and Committee Members:

**SUBJECT:** HB1577 HD1 - Relating to 911 Services

The Hawai'i State Council on Developmental Disabilities is in **support of HB1577 HD1**, which requires the 911 Board to establish a Statewide Emergency Safety Profile System Pilot Program and convene a working group. Requires report to the Legislature.

The Council supports the shift to a pilot program and formal working group structure. A statewide, voluntary emergency safety profile system offers a practical and privacy-respecting way for individuals with disabilities and others with access and functional needs to share critical information directly with dispatchers at the time of an emergency. Limiting access to the moment a 911 call is initiated strengthens both safety and confidentiality. We also support the inclusion of a multi-agency working stated on page 4 lines 5-17.

Ongoing collaboration will help ensure the pilot is implemented consistently statewide, integrates with next-generation 911 systems, and meaningfully reaches kupuna and people with disabilities.

This pilot structure allows the State to evaluate effectiveness, identify implementation challenges, and refine the model before long-term adoption.

Thank you for the opportunity to submit testimony **supporting HB1577 HD1**.

Sincerely,

Daintry Bartoldus  
Executive Administrator



# POLICE DEPARTMENT COUNTY OF KAUA'I



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

**ELLIOTT K. KE**, CHIEF OF POLICE  
**MARK T. OZAKI**, DEPUTY CHIEF OF POLICE

February 26, 2026

The Honorable Representative Chris Todd, Chair  
And Honorable Members of the Committee on Finance  
Hawai'i State Capitol  
415 South Beretania Street  
Honolulu, HI 96813

**RE: Testimony with Comments on House Bill 1577 HD1 Relating to 911 Services**

Honorable Chair Todd, Vice Chair Takenouchi, and Members of the Committee:

Thank you for the opportunity to submit testimony on HB 1577 HD1, which would require the 911 Board to establish a Statewide Emergency Safety Profile System Pilot Program and convening a working group. On behalf of the Kaua'i Police Department (KPD), I respectfully offer the following comments.

We understand the intent of this measure, recognizing the benefits of a system that allows residents to voluntarily create and manage secure personal profiles with information relevant to emergency responses. However, consistent with the testimony submitted by the State of Hawai'i 911 Board, we respectfully note that many of the objectives contemplated by this bill are already being achieved through systems currently in place statewide.

All four counties, including Kaua'i, currently utilize the RapidSOS platform which delivers data directly to first responders and supports emergency communications and response. Through RapidSOS Medical ID, critical health data from Apple Health and Android Personal Safety software can be securely transmitted when a 911 call is initiated. The platform employs end-to-end encryption and ensures that user-provided medical information is shared only with authorized first responders during an active emergency and only for the duration necessary to support response efforts.

Additionally, RapidSOS uses device-based hybrid location technology to provide more accurate and reliable caller location information, significantly enhancing situational awareness for dispatchers and first responders.

Because this functionality is already operational statewide, the goals of HB 1577 HD 1 may be more effectively advanced through continued statewide coordination rather than through the creation of a duplicative statutory pilot program. Thank you for the opportunity to provide testimony.

Respectfully submitted,

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

**HB-1577-HD-1**

Submitted on: 2/24/2026 6:05:48 PM

Testimony for FIN on 2/27/2026 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Louis Erteschik	Hawaii Disability Rights Center	Support	Written Testimony Only

Comments:

This is an excellent idea. It allows for the ability of a person with a disability to create a profile so that in the event of an emergency the first responder can already be attuned to any specialized needs they have. That can save both time and lives.



[www.AlohaILHawaii.org](http://www.AlohaILHawaii.org)

Feb 24, 2026

#### MISSION

Aloha Independent Living Hawaii (AILH) dedicated to providing independent living programs and services for persons with disabilities in Hawaii.

We work together with the community and consumers to improve the quality of life through individual choices and access to services.

#### EXECUTIVE DIRECTOR

Roxanne U. Bolden

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Jennifer Hartsock

The Honorable Chris Todd, Chair  
House Committee on Finance  
The Thirty-Third Legislature  
State Capitol  
State of Hawaii  
Honolulu, Hawaii 96813

**SUBJECT:** HB1577 HD1, Relating to 911 Services.

Chair and Members of the Committee:

Aloha Independent Living Hawaii (AILH) **supports HB1577 HD1 with recommendations.**

This measure establishes a statewide emergency safety profile system pilot program allowing residents to voluntarily create secure profiles accessible to dispatchers only at the time of a 911 call. From an Independent Living perspective, this model appropriately centers voluntary, emergency-limited disclosure and strengthens system preparedness rather than placing the burden on individuals to permanently mark identification documents.

While Centers for Independent Living (CILs) are not emergency response agencies and do not deploy into active disaster zones, AILH played a significant coordination and advocacy role during the Maui Wildfire recovery. Our staff convened and facilitated the Maui Disability Task Force, collaborating with FEMA Disability Integration, the American Red Cross, state agencies, and community partners to identify and address access and functional needs barriers in sheltering, housing, and service coordination. These efforts resulted in improvements to shelter placements, better accommodation of durable medical equipment needs, and clearer communication pathways for individuals with disabilities navigating FEMA processes.

Our experience during the Maui Wildfire demonstrated that emergency response systems are most effective when accurate, relevant information is available in real time and when disability-informed coordination is built into system design. A



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Scott Suzuki  
Sheila Castaneda  
Jennifer Hartsock

secure, voluntary safety profile system has the potential to improve dispatcher awareness and reduce delays in meeting access and functional needs during emergencies.

From a fiscal perspective, proactive preparedness can mitigate downstream costs associated with delayed response, preventable secondary injuries, unnecessary institutionalization, or repeated emergency deployments. Investing in systems that improve first-contact accuracy supports efficiency across emergency services.

AILH respectfully offers the following recommendations:

First, the working group should include individuals representing a broad range of disabilities, including but not limited to developmental, intellectual, psychiatric, sensory, physical, and cognitive disabilities. Disability experiences vary significantly, and system design must reflect diverse communication and access needs.

Second, the pilot program should clearly define cybersecurity standards, data retention policies, and deletion protocols to protect resident information and ensure public trust.

Third, the platform must be fully accessible, including compatibility with assistive technologies, multilingual functionality, and plain language design to ensure equitable participation across counties.

Finally, ongoing engagement with disability-led organizations and rural communities will be essential to ensure that implementation reflects real-world emergency conditions and lessons learned from recent disasters.

AILH appreciates the Committee's consideration of this measure and supports continued refinement to ensure fiscal responsibility, accessibility, and meaningful disability community inclusion.

Thank you for the opportunity to testify.

Aloha,



[www.AlohaILHawaii.org](http://www.AlohaILHawaii.org)

Roxanne Bolden  
Executive Director

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#### **EXECUTIVE DIRECTOR**

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Scott Suzuki  
Sheila Castaneda  
Jennifer Hartsock



The Honorable Chris Todd, Chair  
House Committee on Finance  
The Thirty-Third Legislature  
State Capitol  
State of Hawai'i  
Honolulu, Hawai'i 96813

Dear Chair Todd and Committee Members:

**SUBJECT:** HB1577 HD1, Relating to 911 services

The Hawai'i Self-Advocacy Advisory Council strongly supports HB1577 HD1.

This bill would require the 911 Board to create and maintain a statewide system where people can voluntarily set up a secure emergency safety profile. These profiles would let residents share important personal, medical, or accessibility information that could help during an emergency.

HB1577 HD1 would help 911 dispatchers and first responders get the information they need right when someone calls for help. This could include details about a person's mobility, how they communicate, medical conditions, or any support they rely on. Having this information ahead of time helps responders prepare before they arrive.

Emergency situations can be especially risky for people with intellectual or developmental disabilities and others with access or functional needs. Without the right information, misunderstandings or unmet medical needs can make emergencies worse and may even lead to unnecessary harm or trauma.

By giving dispatchers access to information that people choose to share, HB1577 HD1 supports safer, more effective, and more respectful emergency responses. Responders

can communicate better, adjust their approach, and support people in a way that honors their needs and dignity.

This bill also promotes disability inclusion. It recognizes that emergency response should not be one-size-fits-all. People with disabilities are better served when systems are designed to understand and accommodate their needs from the start.

For these reasons, the Hawai'i Self Advocacy Advisory Council urges strong support for HB1577 HD1.

Thank you for the chance to provide testimony.

A handwritten signature in black ink, appearing to read "T. Renken". The signature is stylized and cursive.

Timothy Renken,

President, Hawaii Self-Advocacy Advisory Council

**HB-1577-HD-1**

Submitted on: 2/26/2026 9:16:58 AM

Testimony for FIN on 2/27/2026 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
James Kilgore	Full Life	Support	Written Testimony Only

Comments:

Full Life strongly supports this bill that requires the implementation of "smart911" statewide. This will improve safety and emergency response for people with developmental disabilities who voluntarily create and update profiles relevant to emergency responses for people with developmental disabilities on Hawai'i Island.

**Testimony in SUPPORT of HB 1577  
RELATING TO 911 SERVICES**

**COMMITTEE ON FINANCE**

**Rep. Chris Todd, Chair**

**Rep. Jenna Takenouchi, Vice Chair**

Aloha Chair Todd, Vice Chair Takenouchi, and Honorable Members of the Committee,

My name is Tani Salazar, and I am a social worker born and raised in Hawai'i, testifying as an individual in strong support of HB 1577, which would expand an emergency safety profile system statewide.

Smart 911 is a critical tool for individuals living with disabilities, dementia, and older adults. In an emergency, having access to voluntary, secure personal information—such as medical needs, communication challenges, or behavioral considerations—empowers first responders to provide appropriate, timely, and compassionate care. This can mean the difference between confusion and clarity, or even life and death.

Currently, access to Smart 911 is limited, with availability primarily on O'ahu and Maui. Residents on the neighbor islands deserve the same level of safety and support. Emergencies do not stop at county lines, and our emergency response systems should not either. A statewide system ensures equity, consistency, and better outcomes for all Hawai'i residents.

Thank you for your commitment to improving public safety across our state.

Mahalo for this opportunity to testify.

Sincerely,

*Tani K. Salazar*

**Tani Kalei Salazar, LSW, MSW**

THE THIRTY-SECOND LEGISLATURE  
REGULAR SESSION OF 2026

The Honorable Todd, Chair  
Committee on Finance  
The Thirty-Third Legislature  
State Capitol  
State of Hawai'i  
Honolulu, Hawai'i 96813

Aloha Chair, Vice Chair and Committee Members.  
HB1577 HD1 Testimony in support.

I am in strong support of HB1577 HD1, that would require the state to have a system in place that would help coordinate emergency response systems.

My name is Deziree Tacub. I am from Kauai and I am a self-advocate. HB1577 HD1 is important because it will help E.M.S know more about my disability and how they can communicate with me and my friends in an emergency. It will also help locate my friends if they walk away from home. Also, I like to travel, SMART911 will work in the other states that offer it. That will help EMS know how to help me when I'm traveling if something happens. I like that it is easy to sign up for, and that it allows me to add information about who lives with me.

Thank you for allowing me to testify in support of HB1577 HD1.

**HB-1577-HD-1**

Submitted on: 2/26/2026 9:43:00 AM

Testimony for FIN on 2/27/2026 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Jackie Keefe	Individual	Support	Written Testimony Only

Comments:

Aloha Chair Todd, Vice Chair Takenouchi, and Members of the Committee,

My name is Jackie Keefe, and I am **in strong support of HB1577 HD1**, which requires the 911 Board to establish a Statewide Emergency Safety Profile System Pilot Program and convene a working group.

A statewide safety profile system can ensure that first responders have critical, pre-registered information about individuals' communication needs, mobility limitations, medical conditions, or other disability-related supports before arriving on scene. This measure promotes safer, more informed emergency response while protecting privacy and enhancing coordination.

I spent the past 14 months working as an advocate for fire survivors with disabilities. Once you have seen how our society isn't built inclusively, you can't unsee it.

Please take this vital step towards building inclusivity and making our entire community safer.

Mahalo for the opportunity to testify.  
Jackie Keefe, Lahaina

**HB-1577-HD-1**

Submitted on: 2/25/2026 3:40:53 AM

Testimony for FIN on 2/27/2026 10:00:00 AM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Leilani Kailiawa	Individual	Support	Written Testimony Only

Comments:

Aloha Chair and Committee Members,

I am in strong support

Please pass this bill.

Mahalo nui loa

With gratitude

Leilani Kailiawa