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**SYLVIA LUKE**  
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CHAIRPERSON

**DAINTRY BARTOLDUS**  
EXECUTIVE ADMINISTRATOR

**STATE OF HAWAII  
KA MOKU'ĀINA O HAWAII  
STATE COUNCIL ON DEVELOPMENTAL DISABILITIES  
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April 15, 2026

The Honorable Representative Della Au Belatti, Chair  
House Committee on Public Safety  
The Thirty-Third Legislature  
State Capitol  
State of Hawai'i  
Honolulu, Hawai'i 96813

Dear Chair Belatti and Committee Members:

**SUBJECT:** SCR62 SD1 Requesting the 911 Board to establish or utilize an appropriate working group to engage with the disability community to address continuing access issues in the state's emergency and 911 response systems

The State Council on Developmental Disabilities supports SCR62 SD1, which requests the 911 Board to establish or utilize an appropriate working group to engage with the disability community to address continuing access issues in the state's emergency and 911 response systems.

The Council continues to believe that the approach proposed in HB 1577, a statewide pilot of an emergency safety profile system, would have provided a more direct and timelier path to implementation. However, as this measure has transitioned to a working group structure, we support continued progress to address long-standing access barriers within Hawai'i's emergency and 911 response systems.

The Council also wishes to express its sincere appreciation to the 911 Board for recognizing the importance of including the disability community in this process. We acknowledge the Board's openness in recognizing past gaps in engagement and their commitment to ensuring that individuals with disabilities and other populations with access and functional needs (AFN) are meaningfully included moving forward. This type of partnership is critical to building systems that truly work for everyone.

We emphasize that individuals with disabilities, kupuna, and others with access and functional needs experience improved outcomes when first responders have advanced, voluntary access to critical information, including medical, mobility, communication, and behavioral needs. This type of information sharing reduces confusion, supports effective communication, and can save lives.

Emergency events in Hawai'i, such as the Maui wildfires, further underscore the urgent need for systems that allow first responders to quickly understand and respond to the needs of individuals with access and functional needs. As the working group evaluates options, it is critical that the discussion remains grounded in **functionality, not just process**.

The Council respectfully emphasizes that any recommended system must, at a minimum:

- Support both landline and mobile integration, ensuring individuals who rely on landlines are not excluded;
- Have a tab to insert a person's Access and Functional Needs (AFN)
- Allow multiple addresses, phone numbers, and associated individuals, recognizing the realities of shared caregiving, multigenerational households, and support networks;
- Enable voluntary, person-centered profiles that include medical, mobility, communication, and behavioral information;
- Be accessible to individuals with intellectual and developmental disabilities and others with diverse access needs, including simple user interfaces and support for caregivers;
- Ensure strong privacy protections, with information only available to dispatchers at the time of a 911 call;
- Be available statewide, with consistency across counties.

While the Council supports identifying the best-fit solution for Hawai'i, these core features are essential and should not be compromised.

Futhermore Support the establishment of an emergency safety profile system pilot program to improve patient care and emergency response outcomes.

· Pilot should have integration with existing Department of Health EMS systems, including:

- The Medical Communication System (MEDICOM)
  - EMS dispatch systems
  - Electronic Patient Care Reporting (ePCR) systems currently in use
- Integration should ensure secure, real-time access to relevant patient profile

information at the point of care.

· Information should be readily available to:

- EMS Dispatch personnel
- Emergency Medical Technicians (EMTs)
- Paramedics
- Mobile Intensive Care Technicians (MICTs)
- EMS medical direction

Essentially, we would like to have the integration of the system with EMS infrastructure so that both dispatchers and EMS field personnel have real time access, we need to educate the public of integration, just two weeks ago we had individuals signing up for Smart911 thinking it was an integrated system with 911. The Council to thought it was, because it once was, but it was changed and we never knew. We found out because the DOH EMS Chief told as at the last 911 Board meeting so it is extremely important to have the Department of Health EMS included in the working group along wih the disability community.

Finally, the Council emphasizes that this working group must lead to clear, actionable recommendations and a defined path to implementation. Individuals with disabilities have already articulated the need, this process should now focus on delivering solutions.

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The Council appreciates the Legislature's support in advancing this working group. We have participated in 911 Board meetings and feel confident in our ability to engage in meaningful discussions. We are encouraged by the Board's commitment to ensuring that Next Generation 911 will meet the needs of the disability community.

Thank you for the opportunity to submit testimony in support, with comments, for SCR 62 SD1.

Sincerely,



Daintry Bartoldus  
Executive Administrator



# DISABILITY AND COMMUNICATION ACCESS BOARD

Ka 'Oihana Ho'oka'a'ike no ka Po'e Kīnānā

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April 15, 2026

## TESTIMONY TO THE HOUSE COMMITTEE ON PUBLIC SAFETY

Senate Concurrent Resolution 62 Senate Draft 1 – Requesting the 911 Board to Establish or Utilize and Appropriate Working Group to Engage with the Disability Community to Address Continuing Access Issues in the State's Emergency and 911 Response Systems

The Disability and Communication Access Board (DCAB) supports Senate Concurrent Resolution 62 Senate Draft 1 – Requesting the 911 Board to Establish or Utilize and Appropriate Working Group to Engage with the Disability Community to Address Continuing Access Issues in the State's Emergency and 911 Response Systems.

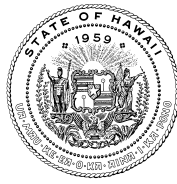
Enhanced emergency response systems allow a first responder to be provided critical data regarding a caller's disability. Such system must be user friendly, secure, and properly publicized as they rely on residents creating their profile in advance of any emergency. A working group will be able to review what options the four counties currently offer, review potential alternative systems, and recommend a public awareness campaign.

The DCAB requests a certified copy of the Concurrent Resolution be transmitted to the DCAB Executive Director.

Thank you for the opportunity to testify.

Respectfully submitted,

KRISTINE PAGANO  
Acting Executive Director



**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 SENATE CONCURRENT RESOLUTION 62 S.D.1**

**RELATING TO 911 SERVICES**

**PRESENTATION TO THE COMMITTEE ON PUBLIC SAFETY**

**BY**

**ROYCE M. MURAKAMI**

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

**APRIL 15, 2026**

Chair Belatti, Vice Chair Iwamoto and members of the Public Safety Committee:

Thank you for the opportunity to submit testimony on SCR 62 S.D.1, requesting the 911 Board to establish or utilize an appropriate working group to engage with the disability community to address continuing access issues in the state's emergency and 911 response systems. The 911 Board (the Board) **SUPPORTS** SCR 62 S.D.1.

As highlighted in testimony on H.B. 1577 H.D.1, ensuring that emergency responders have advanced access to critical medical, mobility, and communication information can significantly improve response outcomes and save lives. While the Board has made significant strides in enhancing our emergency response system, persistent challenges remain, including differences in system integration across counties, vendor limitations, and privacy concerns. The Board believes that utilizing an existing working group offers a practical and collaborative way to address these issues thoroughly, without duplicating statutory responsibilities or overextending limited resources. This process will help identify barriers, evaluate current technologies, consider privacy and cybersecurity issues, and develop best practices to safeguard the safety and dignity of every resident.

In summary, the Board **SUPPORTS** SCR 62 S.D.1 and the goal of improving emergency response through enhanced information sharing. We remain committed to implementing a solution that meets the needs of both the disability community and the general public.

Thank you for this opportunity to provide testimony on SCR 62 S.D.1.

**SCR-62-SD-1**

Submitted on: 4/13/2026 9:14:01 PM

Testimony for PBS on 4/15/2026 10:30:00 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:

Support.

**SCR-62-SD-1**

Submitted on: 4/15/2026 8:54:29 AM  
Testimony for PBS on 4/15/2026 10:30:00 AM

**RECEIVED**  
**Date & Time**  
Apr 15, 2026, 9:09 am

**LATE**

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Daintry Bartoldus	State Council on Developmental Disabilities	Support	Remotely Via Zoom

Comments:

Written testimony in support submitted under the State Council on Developmental Disabilities

**SCR-62-SD-1**

Submitted on: 4/13/2026 1:53:17 PM

Testimony for PBS on 4/15/2026 10:30:00 AM

Submitted By	Organization	Testifier Position	Testify
Melia K. Johnson	Individual	Support	Written Testimony Only

Comments:

Dear Chair Belatti, Vice Chair Iwamoto and members of the Public Safety Committee:

I am writing in strong support of SCR 62 S.D.1, which requests the 911 Board to establish or utilize an appropriate working group to engage with the disability community to address ongoing access issues within the State’s emergency and 911 response systems.

Access to emergency services is a fundamental public safety necessity. For individuals with disabilities—particularly those who are deaf, hard of hearing, blind, have speech disabilities, or mobility or cognitive challenges—barriers to accessing 911 services can result in delayed response times, miscommunication, or even inability to receive lifesaving assistance. While advancements such as text-to-911 and relay services have improved accessibility, significant gaps remain in usability, awareness, reliability, and integration across jurisdictions.

SCR 62 S.D.1, represents a critical step toward addressing these challenges in a thoughtful, inclusive, and solutions-oriented way. By formally engaging members of the disability community, advocates, technical experts, and emergency service providers, the proposed working group can ensure that policy and system improvements are informed by lived experience and real-world needs.

Meaningful engagement is essential. Too often, accessibility measures are implemented without sufficient input from the communities they are meant to serve. Establishing a working group creates a structured and accountable forum for collaboration, allowing stakeholders to identify barriers, evaluate current technologies, recommend improvements, and guide implementation strategies that are equitable and effective.

In addition, this effort can help ensure compliance with federal accessibility requirements while positioning the State as a leader in inclusive emergency response innovation. It can also improve public trust and safety outcomes by ensuring that all residents—regardless of ability—can reliably access emergency services.

I respectfully urge the Committee to pass SCR 62 S.D.1, and support the creation or designation of a working group dedicated to improving accessibility within our 911 systems. This is a necessary and timely measure to ensure that no member of our community is left behind in times of emergency.

Thank you for the opportunity to provide testimony in support of SCR 62 S.D.1.