**Approved by OMB**

**3060-1122**

**Expires: March 31, 2021**

**Estimated time per response: 10-55 hours**

Annual Collection of Information

Related to the Collection and Use of 911 and E911 Fees by States and Other Jurisdictions

Pursuant to OMB authorization 3060-1122, the FCC’s Public Safety and Homeland Security Bureau seeks the following specific information in order to fulfill the Commission’s obligations under Section 6(f)(2) of the NET 911 Act:

1. **Filing Information**
2. **Name of State or Jurisdiction**

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| **State or Jurisdiction** |
| Hawai'i |

1. **Name, Title and Organization of Individual Filing Report**

|  |  |  |
| --- | --- | --- |
| **Name** | **Title** | **Organization** |
| Mr. Courtney T. Tagupa | Executive Director | State of Hawai'i Enhanced 911 Board |

1. **Overview of State or Jurisdiction 911 System**
2. **Please provide the total number of active Public Safety Answering Points (PSAPs) in your state or jurisdiction that receive funding derived from the collection of 911/E911 fees during the annual period ending December 31, 2018:**

|  |  |
| --- | --- |
| **PSAP Type[[1]](#footnote-1)** | **Total** |
| Primary | 5 |
| Secondary | 3 |
| **Total** | 8 |

 Primary: Oahu-1; Maui-2; Kauai-1; Hawaii-1

 Secondary: Oahu-2; Hawaii-1

**Please provide the total number of active telecommunicators[[2]](#footnote-2) in your state or jurisdiction that were funded through the collection of 911 and E911 fees during the annual period ending December 31, 2018:**

|  |  |
| --- | --- |
| **Number of Active Telecommunicators** | **Total** |
| Full-Time | 0 |
| Part-time | 0 |

1. **For the annual period ending December 31, 2018, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.**

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| --- | --- |
| **Amount****($)** | Unknown |

**3a. If an amount cannot be provided, please explain why.**

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| Hawaii is a “home rule” state and each county has its own cost accounting system which the E911 Board has no authority over. Their system is not set up to capture expenses associated with 911/E911 service only. As a result, the counties must perform this task manually which creates other problems such as accuracy and time constraints. We will undergo an effort to work with the PSAPs to assist in accomplishing the task through modification of their cost accounting system. Hopefully the matter will be resolved by this time next year. |

1. **Please provide the total number of 911 calls your state or jurisdiction received during the period January 1, 2018 to December 31, 2018.**

|  |  |
| --- | --- |
| **Type of Service** | **Total 911 Calls** |
| Wireline | 297,767 |
| Wireless  | 1,026,723 |
| VoIP | 55,546 |
| Other | 7,022 |
| **Total** | 1,387,058 |

1. **Description of Authority Enabling Establishment of 911/E911 Funding Mechanisms**
2. **Has your State, or any political subdivision, Indian tribe, village or regional corporation therein as defined by Section 6(f)(1) of the NET 911 Act, established a funding mechanism designated for or imposed for the purposes of 911 or E911 support or implementation (please include a citation to the legal authority for such mechanism)?** *Check one.*
* Yes ………………….. [x]
* No ………………..….. [ ]

**1a. If YES, provide a citation to the legal authority for such a mechanism.**

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| Chapter 138 of the Hawai 'i Revised Statutes is titled Enhanced 911 Services and §138-2 establishes the Enhanced 911 Board and § 138-3 establishes the Enhanced 911 Fund as a special fund outside the state treasury, to be administered by the Board. It states "moneys in the fund shall be expended exclusively by the Board for the purposes of ensuring adequate funding to deploy and sustain enhanced 911 service, developing and funding future enhanced 911 technologies, and funding expenses of administering the fund." A link has been provided to HRS Chapter 138 for your perusal.<https://www.capitol.hawaii.gov/hrscurrent/Vol03_Ch0121-0200D/HRS0138/HRS_0138-.htm> |

**1b. If YES, during the annual period January 1, 2018 to December 31, 2018, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism.**

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| No. |

1. **Which of the following best describes the type of authority arrangement for the collection of 911/E911 fees?** *Check one*.
* The State collects the fees ………………………………….. [x]
* A Local Authority collects the fees ……………………….. [ ]
* A hybrid approach where two or more governing bodies

 (*e.g.*, state and local authority) collect the fees …………….. [ ]

1. **Describe how the funds collected are made available to localities.**

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| The funds are collected directly from the service providers and deposited into the Enhanced 911 Fund. The E911 Board authorizes all funds that will be made available to the county PSAPs through its annual five year Strategic Budget planning process which evaluates each county PSAP's current and long-term funding needs with the forecasted availability of funds.All authorized funding must comply with the expense reimbursement restrictions stated in Chapter 138, HRS. |

**Description of State or Jurisdictional Authority That Determines How 911/E911 Fees are Spent**

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| 1. **Indicate which entities in your state have the authority to approve the expenditure of funds collected for 911 or E911 purposes.**
 |
| **Jurisdiction** | **Authority to Approve** **Expenditure of Funds*****(Check one)*** |
| **Yes** | **No** |
| State | **[x]**  | **[ ]**  |
| Local (*e.g.*, county, city, municipality) | **[ ]**  | **[x]**  |
| **1b. Please briefly describe any limitations on the approval authority per jurisdiction (*e.g.*, limited to fees collected by the entity, limited to wireline or wireless service, etc.)** |
| Only the state has approval authority for the expenditure of funds collected for E911 purposes which is limited to the surcharge fees collected from wireless and VoIP service providers. The state legislature has not authorized the collection of prepaid surcharge fees and the wireline surcharge fees are on a "bill and keep" arrangement with Hawaiian Telcom.Authorized expenditures from the E911 Fund are limited to the restrictions stated in Chapter 138, HRS. |

1. **Has your state established a funding mechanism that mandates *how* collected funds can be used? *Check one*.**
* Yes ………………….. [x]
* No ………………..….. **[ ]**

**2a.** **If you checked YES, provide a legal citation to the funding mechanism of any such criteria.**

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| Yes, Chapter 138 of Hawai'i Revised Statutes (link provided in question 1 a.) §138-5 outlines what types of expenditures the Public Safety Answering Points (PSAPs) incur that are eligible to seek a disbursement from the Enhanced 911 Fund. §138-5 states that "(a) Every public safety answering point shall be eligible to seek disbursements from the fund to pay for reasonable costs to lease, purchase, or maintain all necessary equipment, including computer hardware, software, and database provisioning, required by the public safety answering point to provide technical functionality for the enhanced 911 services. Reasonable costs may include expenses directly associated with the planning phases and training of new personnel in any new and emerging technologies involving enhanced 911." §138-5 also outlines what constitutes eligible costs that a Communications Service Provider (CSP) may request a reimbursement or disbursement from the Fund providing it meets the requirements set forth in this Chapter. §138-5 also limits each CSP's reimbursement level to "(1) To one-third of the total contribution made by the individual communications service provider into the fund; provided that this method of direct reimbursement shall not be available to the provider of wireline enhanced 911; and (2) As provided in subsection (c). [L 2004, c 159, pt of §2; am L 2011, c168, pt of§1]." |

**2b.** **If you checked NO, describe how your state or jurisdiction decides how collected funds can be used.**

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1. **Description of Uses of Collected 911/E911 Fees**
2. **Provide a statement identifying with specificity all activities, programs, and organizations for whose benefit your state, or political subdivision thereof, has obligated or expended funds collected for 911 or E911 purposes and how these activities, programs, and organizations support 911 and E911 services or enhancements of such services.**

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| --- |
| For calendar year 2018 the E911 Board has not funded any activities, programs or organizationsoutside of what is allowable under §138-5, HRS. Expenditures for calendar year 2018 were limited to:1. Purchase and maintenance of all necessary computer hardware and software to providetechnical functionality for the Enhanced 911 service.2. Imagery and MSAG GIS Database costs.3. Training of personnel in any new and emerging technologies involving Enhanced 911.4. Telecommunications costs.5. Enhanced 911 communications service costs allowed to be recovered under §138-4(d).6. E911 Board administrative costs including meeting travel, consulting, and telecommunications.The aforementioned expenditures are fundamental and necessary in keeping an E911 PSAP fullyoperational and its employees well trained. |

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| 1. **Please identify the allowed uses of the collected funds. *Check all that apply*.**
 |
| **Type of Cost** | **Yes** | **No** |
| **Operating Costs** | Lease, purchase, maintenance of customer premises equipment (CPE) (hardware and software) | **[x]**  | **[ ]**  |
| Lease, purchase, maintenance of computer aided dispatch (CAD) equipment (hardware and software) | **[x]**  | **[ ]**  |
| Lease, purchase, maintenance of building/facility | **[ ]**  | **[x]**  |
| **Personnel Costs** | Telecommunicators’ Salaries | **[ ]**  | **[x]**  |
| Training of Telecommunicators | **[x]**  | **[ ]**  |
| **Administrative Costs** | Program Administration | **[x]**  | **[ ]**  |
| Travel Expenses | **[x]**  | **[ ]**  |
| **Dispatch Costs** | Reimbursement to other law enforcement entities providing dispatch | **[ ]**  | **[x]**  |
| Lease, purchase, maintenance of Radio Dispatch Networks | **[ ]**  | **[x]**  |
| **Grant Programs** |  | **[ ]** **If YES, see 2a.** | **[x]**  |
| **2a. During the annual period ending December 31, 2018, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.** |
| **N/A** |

1. **Description of 911/E911 Fees Collected**

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| 1. **Please describe the amount of the fees or charges imposed for the implementation and support of 911 and E911 services. Please distinguish between state and local fees for each service type.**
 |
| **Service Type** | **Fee/Charge Imposed** | **Jurisdiction Receiving Remittance****(*e.g.*, state, county, local authority, or a combination)** |
| Wireline | $0.27user/month | Hawaiian Telcom under Bill and Keep |
| Wireless | $0.66/user/month | State |
| Prepaid Wireless | None - Not Applicable | N/A |
| Voice Over Internet Protocol (VoIP) | $0.66/user/month | State |
| Other | None - Not Applicable | N/A |

1. **For the annual period ending December 31, 2018, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.**

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| --- | --- |
| **Service Type** | **Total Amount Collected ($)** |
| Wireline | $600,900 |
| Wireless | $9,500,000 |
| Prepaid Wireless | $0 |
| Voice Over Internet Protocol (VoIP) | $1,500,000 |
| Other | $0 |
| **Total** | $11,600,900 |

**2a. If an amount cannot be provided, please explain why.**

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| Prepaid Wireless surcharge fees and other funding sources are yet to be authorized by the State Legislature. |

1. **Please identify any other sources of 911/E911 funding.**

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| --- |
| None |

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| **Question** | **Yes** | **No** |
| 1. **For the annual period ending December 31, 2018, were any 911/E911 fees that were collected by your state or jurisdiction combined with any federal, state or local funds, grants, special collections, or general budget appropriations that were designated to support 911/E911/NG911 services?** *Check one.*
 | **[ ]**  | **[x]**  |
| **4a.** **If YES, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.** |
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| --- | --- |
| 1. **Please provide an estimate of the proportional contribution from each funding source towards the total cost to support 911 in your state or jurisdiction.**
 | **Percent** |
| State 911 Fees | UNKNOWN |
| Local 911 Fees | UNKNOWN |
| General Fund - State | UNKNOWN |
| General Fund - County | UNKNOWN |
| Federal Grants | UNKNOWN |
| State Grants | UNKNOWN |

1. **Description of Diversion or Transfer of 911/E911 Fees for Other Uses**

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| --- | --- | --- |
| **Question** | **Yes** | **No** |
| 1. **In the annual period ending December 31, 2018, were funds collected for 911 or E911 purposes in your state or jurisdiction made available or used solely for the purposes designated by the funding mechanism?** *Check one*.
 | X |  |
| **1a.** **If NO, please identify what amount of funds collected for 911 or E911 purposes were made available or used for any purposes other than the ones designated by the funding mechanism or used for purposes otherwise unrelated to 911 or E911 implementation or support, including any funds transferred, loaned, or otherwise used for the state's general fund. Along with identifying the amount, please include a statement identifying the non-related purposes for which the collected 911 or E911 funds were made available or used.** |
| **Amount of Funds ($)** | **Identify the non-related purpose(s) for which the 911/E911 funds were used. (*Add lines as necessary*)** |
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1. **Oversight and Auditing of Collection and Use of 911/E911 Fees**

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| --- | --- | --- |
| **Question** | **Yes** | **No** |
| 1. **Has your state established any oversight or auditing mechanisms or procedures to determine whether collected funds have been made available or used for the purposes designated by the funding mechanism or otherwise used to implement or support 911?** *Check one.*
 | **[x]**  | **[ ]**  |
| **1a.** **If YES, provide a description of the mechanisms or procedures and any enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2018.** *(Enter “None” if no actions were taken.)* |
| The Enhanced 911 Board has established policies and procedures for the collection and disbursements of fees collected from the users by the connection service providers. Financial statements detailing all receipts and disbursements are provided each month and reviewed by the Finance Committee and the Board. Only the E911 Board has the authority to authorize disbursements in accordance with Chapter 138.In addition the Enhanced 911 Board has authorized annual independent CPA audits of the E911 Fund. To date there have been no corrective actions necessary from those audits. |

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| **Question** | **Yes** | **No** |
| 1. **Does your state have the authority to audit service providers to ensure that the amount of 911/E911 fees collected from subscribers matches the service provider’s number of subscribers?** *Check one.*
 | **[ ]**  | **[x]**  |
| **2a. If YES, provide a description of any auditing or enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2018.** *(Enter “None” if no actions were taken.)* |
|  |

1. **Description of Next Generation 911 Services and Expenditures**

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| --- | --- | --- |
| **Question** | **Yes** | **No** |
| 1. **Does your state or jurisdiction classify expenditures on Next Generation 911 as within the scope of permissible expenditures of funds for 911 or E911 purposes?** *Check one.*
 | **[x]**  | **[ ]**  |
| **1a. If YES, in the space below, please cite any specific legal authority:** |
| §138-5 of Chapter 138 of Hawai'i Revised Statutes titled Enhanced 911 Services outlines permissibleexpenditures on Enhanced 911. Although Next Generation 911 is not explicitly stated in Chapter 138,the Board recognizes expenditures on NG911 as within the scope of permissible expenditures under §138-5, Disbursements from the Fund.  |

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| --- | --- | --- |
| **Question** | **Yes** | **No** |
| 1. **In the annual period ending December 31, 2018, has your state or jurisdiction expended funds on Next Generation 911 programs?** *Check one.*
 | **X** | **[ ]**  |
| **2a. If YES, in the space below, please enter the dollar amount that has been expended.** |
| **Amount****($)** | $5,000,000 |

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| --- |
| 1. **For the annual period ending December 31, 2018, please describe the type and number of NG911 Emergency Service IP Network(s) (ESInets) that operated within your state.**
 |
| **Type of ESInet** | **Yes** | **No** | **If Yes, Enter Total PSAPs Operating on the ESInet** | **If Yes, does the type of ESInet interconnect with other state, regional or local ESInets?** |
| **Yes** | **No** |
| 1. A single, state-wide ESInet
 | **[x]**  | **[ ]**  |  5 | **[x]**  | **[ ]**  |
| 1. Local (*e.g.*, county) ESInet
 | **[ ]**  | **[x]**  |  | **[ ]**  | **[ ]**  |
| 1. Regional ESInets
 | **[ ]**  | **[x]**  | [If more than one Regional ESInet is in operation, in the space below, provide the total PSAPs operating on each ESInet] | **[ ]**  | **[ ]**  |
| Name of Regional ESInet: |  | **[ ]**  | **[ ]**  |
| Name of Regional ESInet: |  | **[ ]**  | **[ ]**  |

1. **Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2018.**

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| We have a hosted CPE solution with our ILEC however, we are in the process of procuring a consultant to assist us in developing a State Plan for the transition to NG911. In addition, we have applied for the 911 Grant for the training of our telecommunicators and first responders for our NG911 transition. We are still awaiting the award the 911 Grant. |

|  |  |
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| **Question** | **Total PSAPs****Accepting Texts** |
| 1. **During the annual period ending December 31, 2018, how many PSAPs within your state implemented text-to-911 and are accepting texts?**
 | All 5 PSAPs are capable of accepting text-to-911. |
| **Question** | **Estimated Number of PSAPs****that will Become Text Capable** |
| 1. **In the next annual period ending December 31, 2018, how many PSAPs do you anticipate will become text capable?**
 | Not Applicable |

1. **Description of Cybersecurity Expenditures**

|  |  |  |
| --- | --- | --- |
| **Question** | **Check the appropriate box** | **If Yes,****Amount Expended ($)** |
| 1. **During the annual period ending December 31, 2018, did your state expend funds on cybersecurity programs for PSAPs?**
 | Yes[ ]  | No**[x]**  |  |

|  |  |
| --- | --- |
| **Question** | **Total PSAPs** |
| 1. **During the annual period ending December 31, 2018, how many PSAPs in your state either implemented a cybersecurity program or participated in a regional or state-run cybersecurity program?**
 | Unknown |

|  |  |  |  |
| --- | --- | --- | --- |
| **Question** | **Yes** | **No** | **Unknown** |
| 1. **Does your state or jurisdiction adhere to the National Institute of Standards and Technology *Framework for Improving Critical Infrastructure Cybersecurity* (February 2014) for networks supporting one or more PSAPs in your state or jurisdiction?**
 |  | **[ ]**  | **X** |

1. **Measuring Effective Utilization of 911/E911 Fees**
2. **Please provide an assessment of the effects achieved from the expenditure of state 911/E911 or NG911 funds, including any criteria your state or jurisdiction uses to measure the effectiveness of the use of 911/E911 fees and charges.**  **If your state conducts annual or other periodic assessments, please provide an electronic copy (*e.g.*, Word, PDF) of the latest such report upon submission of this questionnaire to the FCC or provide links to online versions of such reports in the space below.**

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| Neither the State nor its counties have formalized any assessments of the effectiveness of the use of 911/E911 fees and charges. However from the perspective of the Enhanced 911 Board, we evaluate the effects achieved from the expenditure of E9l l funds in terms of the efficiency of our forward planning process that provides the PSAPs with funding in a timely manner to replace legacy equipment with state of the art technology, maintain their new equipment, and train their staff in new and emerging technology. These actions ensured the continued efficiency of their systems. In addition, the Board monitors the number and efficiency of the call processing of the PSAPs on a monthly basis. The Public Safety Answering Points in Hawaii have benefited tremendously by the leadership of the 9-1-1 Board, and the successful funding of the PSAPs by entering into a 9-1-1 database correction and maintenance program approximately five years ago. The success of this program has been evident by the timely and successful location of 9-1-1 callers, coupled with the speedy response times regardless of the communication device making the 9-1-1 call, or network type of the calling party.  |

1. A Primary PSAP is one to which 911 calls are routed directly from the 911 Control office. A secondary PSAP is one to which 911 calls are transferred from a Primary PSAP. *See* National Emergency Number Association, Master Glossary of 9-1-1 Terminology (*Master Glossary*), Aug. 8, 2018, at 167, available at [https://c.ymcdn.com/sites/www.nena.org/resource/resmgr/standards/NENA-ADM-000.21-2018\_FINAL\_2.pdf](https://c.ymcdn.com/sites/www.nena.org/resource/resmgr/standards/NENA-ADM-000.21-2017_FINAL_2.pdf). [↑](#footnote-ref-1)
2. A telecommunicator, also known as a call taker or a dispatcher, is a person employed by a PSAP who is qualified to answer incoming emergency telephone calls and/or who provides for the appropriate emergency response either directly or through communication with the appropriate PSAP. *See* *Master Glossary* at 196. [↑](#footnote-ref-2)