



Federal Communications Commission
Washington, D.C. 20554

Approved by OMB
3060-1122
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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:

A. Filing Information

1. Name of State or Jurisdiction

State or Jurisdiction
State of Hawaii

2. Name, Title and Organization of Individual Filing Report

Name	Title	Organization
Courtney T. Tagupa	Executive Director	State of Hawaii Enhanced 911 Board



Federal Communications Commission
Washington, D.C. 20554

B. Overview of State or Jurisdiction 911 System

1. 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, 2014:

PSAP Type ¹	Total
Primary	5
Secondary	3
Total	8

2. Please provide the total number of active telecommunicators² in your state or jurisdiction that were funded through the collection of 911 and E911 fees during the annual period ending December 31, 2014:

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

3. For the annual period ending December 31, 2014, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.

Amount (\$)	Unable to determine at this time.
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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*), July 29, 2014, at 118, 126, available at https://c.yimcdn.com/sites/www.nena.org/resource/resmgr/Standards/NENA-ADM-000.18-2014_2014072.pdf.

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 137.



Federal Communications Commission
Washington, D.C. 20554

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

The Enhanced 911 Board does not have the authority to request financial information from the PSAPs at this time.

4. Please provide the total number of 911 calls your state or jurisdiction received during the period January 1, 2014 to December 31, 2014.

Type of Service	Total 911 Calls
Wireline	324,500
Wireless	1,015,100
VoIP	37,000
Other	65,500
Total	1,442,100

C. Description of Authority Enabling Establishment of 911/E911 Funding Mechanisms

1. 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
- No

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

§138-4, Hawaii Revised Statutes



Federal Communications Commission
Washington, D.C. 20554

1b. If yes, during the annual period January 1 - December 31, 2014, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism.

No

2. 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

3. Describe how the funds collected are made available to localities.

The funds are collected directly from the service providers into the Enhanced 911 fund. The 911 Board authorizes all funding that will be made available to the county PSAPs through its annual 5 year Strategic Budget planning process which evaluates each county PSAP's current and long term funding needs against the forecasted availability of funds. Depending on the forecasted cash flow and whether the funding request complies with §138-5, HRS, the Board may either:

1. Approve the PSAP's request in full.
2. Approve partial PSAP funding.
3. Decline PSAP funding.
4. Postpone funding to a future year.



Federal Communications Commission
Washington, D.C. 20554

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

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	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Local (e.g., county, city, municipality)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
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.)		
<p>The state 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 wireline surcharge fees are on a "bill and keep" with Hawaiian Telcom.</p>		

2. Has your state established a funding mechanism that mandates *how* collected funds can be used? *Check one.*

- Yes
- No

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

§138-5, HRS; §138-4(d), HRS

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



Federal Communications Commission
Washington, D.C. 20554

N/A



Federal Communications Commission
Washington, D.C. 20554

E. Description of Uses of Collected 911/E911 Fees

- 1. 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.**

For calendar year 2014 the E911 Board has not funded any activities, programs or organizations outside of what is allowable under §138-5, HRS. Expenditures for calendar year 2014 were limited to:

1. Purchase and maintenance of all necessary computer hardware and software to provide technical functionality for the enhanced 911 service.
2. Training of personnel in any new and emerging technologies involving enhanced 911.
3. Telecommunications and 911 service expenses
4. Actual enhanced 911 communications service costs allowed to be recovered under section 138-4(d).
5. E911 Board administrative costs which includes consulting, meeting travel, legal fees, etc.



Federal Communications Commission
Washington, D.C. 20554

2. 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	<input type="checkbox"/>
	Lease, purchase, maintenance of computer aided dispatch (CAD) equipment (hardware and software)	X	<input type="checkbox"/>
	Lease, purchase, maintenance of building/facility	<input type="checkbox"/>	X
Personnel Costs	Telecommunicators' Salaries	<input type="checkbox"/>	X
	Training of Telecommunicators	X	<input type="checkbox"/>
Administrative Costs	Program Administration		X
	Travel Expenses	X	<input type="checkbox"/>
Dispatch Costs	Reimbursement to other law enforcement entities providing dispatch		X
	Lease, purchase, maintenance of Radio Dispatch Networks	<input type="checkbox"/>	X
Grant Programs		<input type="checkbox"/> If Yes, see 2a.	X
2a. During the annual period ending December 31, 2014, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.			
NONE			



Federal Communications Commission
Washington, D.C. 20554

F. Description of 911/E911 Fees Collected

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	\$0.27/user/month	Hawaiian Telcom under bill & keep.
Wireless	\$0.66/user/month	State of Hawaii Enhanced 911 Board
Prepaid Wireless	None	
Voice Over Internet Protocol (VoIP)	\$0.66/user/month	State of Hawaii Enhanced 911 Board
Other	None	

2. For the annual period ending December 31, 2014, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.

Service Type	Total Amount Collected (\$)
Wireline	\$872,500
Wireless	\$8,749,300
Prepaid Wireless	None
Voice Over Internet Protocol	\$867,900
Other	None
Total	\$10,489,700



Federal Communications Commission
Washington, D.C. 20554

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

Prepaid Wireless surcharge collection has not yet been authorized in Hawaii.

3. Please identify any other sources of 911/E911 funding.

None

Question	Yes	No
<p>4. For the annual period ending December 31, 2014, 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? <i>Check one.</i></p>	X	
<p>4a. If Yes, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.</p>		
<p>The funding that the State of Hawaii Enhanced 911 Board provides to the county PSAPs would be insufficient to fund 100% of the costs to operate a PSAP. The amounts from each additional source cannot be determined at this time.</p>		



Federal Communications Commission
Washington, D.C. 20554

5. 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



Federal Communications Commission
Washington, D.C. 20554

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

Question		Yes	No
1. In the annual period ending December 31, 2014, were funds collected for 911 or E911 purposes in your state or jurisdiction made available or used solely for purposes designated by the funding mechanism identified in Question 5? Check one.		X	<input type="checkbox"/>
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)		



Federal Communications Commission
Washington, D.C. 20554

H. Oversight and Auditing of Collection and Use of 911/E911 Fees

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	<input type="checkbox"/>
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, 2014. (Enter "None" if no actions were taken.)		
<p>The State has made the Enhanced 911 Board responsible for the oversight of the E911 Fund in which surcharge fees are deposited. The Board has developed policies and procedures that requires the review of all expenditures to ensure compliance with state statutes. In addition, the Board has authorized annual independent CPA audits of the E911 Fund. To date, there have been no corrective actions necessary from the findings of these audits.</p>		

Question	Yes	No
2. 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.	<input type="checkbox"/>	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, 2014. (Enter "None" if no actions were taken.)		



Federal Communications Commission
Washington, D.C. 20554

I. Description of Next Generation 911 Services and Expenditures

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, HRS		

Question	Yes	No
2. In the annual period ending December 31, 2014, has your state or jurisdiction expended funds on Next Generation 911 programs? Check one.	X	<input type="checkbox"/>
2a. If yes, in the space below, please enter the dollar amount that has been expended.		
Amount (\$)	\$1,723,800	



Federal Communications Commission
Washington, D.C. 20554

3. For the annual period ending December 31, 2014, 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
a. A single, state-wide ESInet	<input checked="" type="checkbox"/>		8	<input checked="" type="checkbox"/>	
b. Local (e.g., county) ESInet		<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Regional ESInets	<input type="checkbox"/>	<input checked="" type="checkbox"/>	[If more than one Regional ESInet is in operation, in the space below, provide the total PSAPs operating on each ESInet]	<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet:				<input type="checkbox"/>	<input type="checkbox"/>
Name of Regional ESInet:				<input type="checkbox"/>	<input type="checkbox"/>



Federal Communications Commission
Washington, D.C. 20554

4. Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2014.

The last half of CY 2013 saw completion of the statewide deployment of the NG911 enabled Intrado “Viper” platform and related user training.

At the beginning of CY 2014, the Hawaii County PSAP initiated the procurement process for a new NG911 compatible CAD while the Kauai and Oahu PSAPs CAD upgrades were in the implementation process.

Question	Total PSAPs Accepting Texts
5. During the annual period ending December 31, 2014, how many PSAPs within your state implemented text-to-911 and are accepting texts?	NONE
Question	Estimated Number of PSAPs that will Become Text Capable
6. In the next annual period ending December 31, 2015, how many PSAPs do you anticipate will become text capable?	ALL 8



Federal Communications Commission
Washington, D.C. 20554

J. Description of Cybersecurity Expenditures

Question	Check the appropriate box		If Yes, Amount Expended (\$)
	Yes	No	
1. During the annual period ending December 31, 2014, did your state expend funds on cybersecurity programs for PSAPs?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Question	Total PSAPs
2. During the annual period ending December 31, 2014, how many PSAPs in your state either implemented a cyber security program or participated in a regional or state-run cyber security program?	All 5 primary PSAPs

Question	Yes	No	Unknown
3. Does your state or jurisdiction adhere to the National Institute of Standards and Technology <i>Framework for Improving Critical Infrastructure Cybersecurity</i> (February 2014) for networks supporting one or more PSAPs in your state or jurisdiction?		<input type="checkbox"/>	<input checked="" type="checkbox"/>



Federal Communications Commission
Washington, D.C. 20554

K. Measuring Effective Utilization of 911/E911 Fees

- 1. 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.**

The E911 Board has not implemented a formal process to measure the effectiveness of the use of E911 surcharge fees. However the effectiveness of the use of E911 funds can best be evaluated through the E911 Board's annual 5-year Strategic Budget Plan and disbursement process. The Strategic Planning Process forecasts the funding needs of the PSAPs against the forecasted cash flow from surcharge fees. As a result of the effectiveness of this annual planning process, the PSAPs have been able to fund all their operational needs within the allowable parameters of §138-5, HRS.

Before disbursements can be made, the PSAPs must produce valid invoices directly related to the approved budget in the 5 year Strategic Plan. After a thorough review of the reimbursement request payment is authorized.

As a means of keeping abreast of the impact of E911 expenditures on the PSAPs, the board has implemented a reporting process during its monthly Board and Committee meetings where each PSAP reports on its monthly activity which includes: progress reports on CAD and other upgrades; service improvements or disruptions; major accomplishments or setbacks; and other information sharing that may be of mutual benefit to other PSAPs and stakeholders.