



Federal Communications Commission
Washington, D.C. 20554

Approved by OMB
3060-1122
Expires: March 31, 2018
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:

A. Filing Information

1. Name of State or Jurisdiction

State or Jurisdiction
State of Hawai‘i Enhanced 911 Board

2. Name, Title and Organization of Individual Filing Report

Name	Title	Organization
Mr. Courtney T. Tagupa	Executive Director	State of Hawai‘i 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, 2015:

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, 2015:

Number of Active Telecommunicators	Total
Full-Time	236
Part-time	0

NOTE: Each County funds their own telecommunicator positions through their general funding, as salaries for staff are not an allowable expense from the Enhanced 911 Fund pursuant to §138-5 of Chapter 138 of the Hawai‘i Revised Statutes. §138-5 states “All other expenses necessary to operate the public safety answering point, including but not limited to those expenses related to overhead, staffing, and other day-to-day operational expenses, shall continue to be paid through the general funding of the respective counties.”

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.ymcdn.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

http://www.capitol.hawaii.gov/hrscurrent/Vol03_Ch0121-0200D/HRS0138/HRS_0138-.htm

3. For the annual period ending December 31, 2015, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.

Amount (\$)	Unknown
-----------------------	---------

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

Each county has their 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.

4. Please provide the total number of 911 calls your state or jurisdiction received during the period January 1, 2015 to December 31, 2015.

Type of Service	Total 911 Calls
Wireline	320,449
Wireless	1,020,565
VoIP	49,429
Other	0
Total	1,390,443

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



Federal Communications Commission
Washington, D.C. 20554

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.

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.

http://www.capitol.hawaii.gov/hrscurrent/Vol03_Ch0121-0200D/HRS0138/HRS_0138-.htm

1b. If YES, during the annual period January 1, 2015 to December 31, 2015, 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
- 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.



Federal Communications Commission
Washington, D.C. 20554

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 of the HRS.

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.)

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.

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



Federal Communications Commission
Washington, D.C. 20554

- Yes
- No

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

Yes, Chapter 138 of Hawai'i Revised Statutes (link provided in question 1a.) §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.

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 2015 the E911 Board has not funded any activities, programs or organizations outside of what is allowable under §138-5, HRS. Expenditures for calendar year 2015 were limited to:

1. Purchase and maintenance of all necessary computer hardware and software to provide technical 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.



Federal Communications Commission
Washington, D.C. 20554

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.
7. Smart911 Deployment.
8. Text-to-911 soft launch.

The aforementioned expenditures are fundamental and necessary in keeping an E911 PSAP fully operational and its employees well trained.

2. Please identify the allowed uses of the collected funds. Check all that apply.

Type of Cost		Yes	No
	Lease, purchase, maintenance of customer premises equipment (CPE) (hardware and software)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Lease, purchase, maintenance of computer aided dispatch (CAD) equipment (hardware and software)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Lease, purchase, maintenance of building/facility	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Personnel Costs	Telecommunicators' Salaries	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Training of Telecommunicators	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Administrative Costs	Program Administration	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Travel Expenses	<input checked="" type="checkbox"/>	<input type="checkbox"/>



Federal Communications Commission
Washington, D.C. 20554

Dispatch Costs	Reimbursement to other law enforcement entities providing dispatch	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Lease, purchase, maintenance of Radio Dispatch Networks	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Grant Programs		<input type="checkbox"/> If YES, see 2a.	<input checked="" type="checkbox"/>
2a. During the annual period ending December 31, 2015, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.			
N/A			

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 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



Federal Communications Commission
Washington, D.C. 20554

2. For the annual period ending December 31, 2015, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.

Service Type	Total Amount Collected (\$)
Wireline	\$802,130.87
Wireless	\$8,469,123
Prepaid Wireless	\$0
Voice Over Internet Protocol (VoIP)	\$965,779
Other	\$0
Total	\$10,237,032

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

N/A

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

None

Question	Yes	No
4. For the annual period ending December 31, 2015, 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	<input checked="" type="checkbox"/>	<input type="checkbox"/>



Federal Communications Commission
Washington, D.C. 20554

appropriations that were designated to support 911/E911/NG911 services? Check one.		
4a. If YES, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.		
The fees collected to support 911/E911/NG911 are insufficient to entirely support those services offered by the PSAPs. The amounts of federal, state, local funds, etc. that were combined with fees collected were not disclosed.		

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
<p>1. In the annual period ending December 31, 2015, 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? <i>Check one.</i></p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<p>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.</p>		
<p>Amount of Funds (\$)</p>	<p>Identify the non-related purpose(s) for which the 911/E911 funds were used. <i>(Add lines as necessary)</i></p>	



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.	<input checked="" type="checkbox"/>	<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, 2015. (Enter "None" if no actions were taken.)		
<p>The Enhanced 911 Board has established policies and procedures for the collection and disbursements of fees collected from 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.</p> <p>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.</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"/>	<input checked="" type="checkbox"/>
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, 2015. (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.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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 permissible expenditures 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.		

Question	Yes	No
2. In the annual period ending December 31, 2015, has your state or jurisdiction expended funds on Next Generation 911 programs? Check one.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2a. If YES, in the space below, please enter the dollar amount that has been expended.		
Amount (\$)	\$2,687,000	



Federal Communications Commission
Washington, D.C. 20554

3. For the annual period ending December 31, 2015, 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 type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
b. Local (e.g., county) ESInet	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Regional ESInets	<input type="checkbox"/>	<input 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, 2015.

<ol style="list-style-type: none"> 1. Completed installation of NG911 Viper consoles. 2. Initiated soft launch of text-to-911 deployment. 3. County of Honolulu deployment of Smart911 database. 4. GIS

Question	Total PSAPs Accepting Texts
5. During the annual period ending December 31, 2015, how many PSAPs within your state implemented text-to-911 and are accepting texts?	All 6 PSAPs are capable of accepting text-to-911.
Question	Estimated Number of PSAPs that will Become Text Capable
6. In the next annual period ending December 31, 2016, how many PSAPs do you anticipate will become text capable?	6 PSAPs

J. Description of Cybersecurity Expenditures

Question	Check the appropriate box		If Yes, Amount Expended (\$)
	Yes	No	
1. During the annual period ending December 31, 2015, did your state expend funds on cybersecurity programs for PSAPs?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	



Federal Communications Commission
Washington, D.C. 20554

Question	Total PSAPs
<p>2. During the annual period ending December 31, 2015, how many PSAPs in your state either implemented a cybersecurity program or participated in a regional or state-run cybersecurity program?</p>	<p>6 PSAPs</p>

Question	Yes	No	Unknown
<p>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?</p>		<p><input type="checkbox"/></p>	<p><input checked="" type="checkbox"/></p>

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.

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 E911 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.



Federal Communications Commission
Washington, D.C. 20554

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.