



Federal Communications Commission
Washington, D.C. 20554

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:

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 Tagupa	Executive Director	Enhanced 911 Board



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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, 2017:

PSAP Type ¹	Total
Primary	5
Secondary	3
Total	8

Oahu -1; Maui-1; Molokai-1; Hawaii-1; Kauai-1

Oahu-2; Hawaii-1. Did not include PSAP on military base.

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, 2017:

Number of Active Telecommunicators	Total
Full-Time	None
Part-time	None

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, 2017, at 167, available at https://c.ymcdn.com/sites/www.nena.org/resource/resmgr/standards/NENA-ADM-000.21-2017_FINAL_2.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 196.



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3. For the annual period ending December 31, 2017, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.

Amount (\$)	\$33,000,000
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- 3a. If an amount cannot be provided, please explain why.

4. Please provide the total number of 911 calls your state or jurisdiction received during the period January 1, 2017 to December 31, 2017.

Type of Service	Total 911 Calls
Wireline	294,226
Wireless	1,004,923
VoIP	54,858
Other	7,022
Total	1,361,029

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.*



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- Yes X
- No

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

Chapter 138, Hawaii Revised Statutes, is titled Enhanced 911 Services and Section 138-2 establishes the Enhanced 911 Board and Section 138-3 establishes the Enhanced 911 Fund as a special fund outside the state treasury, to be administered by the E911 Board

1b. If YES, during the annual period January 1, 2017 to December 31, 2017, 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



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

The funds are collected from the service providers and are remitted directly 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 forecasted cash flow and whether the funding request complies with Section 138-5, Hawaii Revised Statutes (HRS).



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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	X	<input type="checkbox"/>
Local (e.g., county, city, municipality)	<input type="checkbox"/>	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.)		
The Enhanced 911 Board is limited to fees collected by the entity from post-paid wireless service.		

2. 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.

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 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,



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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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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 2017 the E911 Board has not funded any activities, programs or organizations outside of what is allowable under §138-5, HRS. Expenditures for calendar year 2017 were limited to:

1. Purchase or lease 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 to connect to the ESInet.
4. Actual enhanced 911 communications service costs allowed to be recovered under section 138-4(d).
5. E911 Board administrative costs which includes payroll, meeting travel, legal fees, etc.
6. Public Education in anticipation of deployment of new and/or improved services such as text-to-911.
7. Travel expenses for Board and Committee members.
8. CAD maintenance to minimize or eliminate potential service interruptions.

All E9-1-1 expenditures are done for the purpose of providing state-of-the-art equipment and software, and training to facilitate rescues in the shortest possible time while providing first responders with as much information as possible to accomplish successful rescues.

The PSAPs are the only organizations that are the beneficiaries of surcharge fees collected for E911 purposes.



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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	<input type="checkbox"/>	X
	Travel Expenses	X	<input type="checkbox"/>
Dispatch Costs	Reimbursement to other law enforcement entities providing dispatch	<input type="checkbox"/>	X
	Lease, purchase, maintenance of Radio Dispatch Networks	<input type="checkbox"/>	X
Grant Programs			X



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NONE

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 per connection per month	ILEC “bill & keep”
Wireless	\$0.66 per connection per month	All County PSAPs
Prepaid Wireless	none	
Voice Over Internet Protocol (VoIP)	\$0.66 per connection per month	County PSAPs
Other	none	

2. For the annual period ending December 31, 2017, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.

Service Type	Total Amount Collected (\$)
Wireline	\$600,000



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Wireless	\$9,750,000
Prepaid Wireless	NONE
Voice Over Internet Protocol (VoIP)	\$1,350,000
Other	NONE
Total	\$11,700,000

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

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

NONE

Question	Yes	No
<p>4. For the annual period ending December 31, 2017, 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>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p>4a. If YES, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.</p>		



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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	15
Local 911 Fees	
General Fund - State	
General Fund - County	81
Federal Grants	4
State Grants	



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

Question		Yes	No
1. In the annual period ending December 31, 2017, 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>		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. <i>(Add lines as necessary)</i>		



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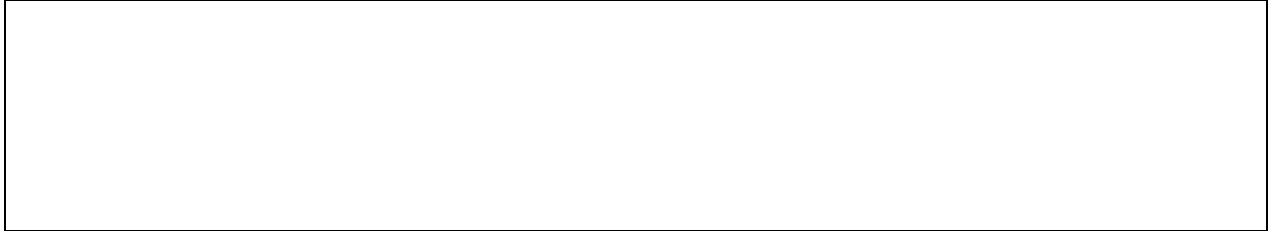
H. Oversight and Auditing of Collection and Use of 911/E911 Fees

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, 2017. (Enter "None" if no actions were taken.)		
<p>The E911 fund is audited annually by an independent CPA firm. In addition, the state auditor audits the E911 fund every 5 years according to statute.</p> <p>No corrective actions were necessary</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, 2017. (Enter "None" if no actions were taken.)		



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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? <i>Check one.</i>		X
1a. If YES, in the space below, please cite any specific legal authority:		

Question	Yes	No
2. In the annual period ending December 31, 2017, has your state or jurisdiction expended funds on Next Generation 911 programs? <i>Check one.</i>	X	<input type="checkbox"/>
2a. If YES, in the space below, please enter the dollar amount that has been expended.		
Amount (\$)	\$1,500,000	



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3. For the annual period ending December 31, 2017, 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 checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
b. Local (<i>e.g.</i> , county) ESInet	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>	<input 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"/>



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- 4. Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2017.**

The E911 Board authorized the procurement of a consultant to develop a State NG 911 Plan.

Question	Total PSAPs Accepting Texts
5. During the annual period ending December 31, 2017, how many PSAPs within your state implemented text-to-911 and are accepting texts?	All PSAPs (5) plus the military PSAP 100%
Question	Estimated Number of PSAPs that will Become Text Capable
6. In the next annual period ending December 31, 2018, how many PSAPs do you anticipate will become text capable?	100%



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J. Description of Cybersecurity Expenditures

Question	Check the appropriate box		If Yes, Amount Expended (\$)
1. During the annual period ending December 31, 2017, did your state expend funds on cybersecurity programs for PSAPs?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Funding for cybersecurity is at the county level.

Question	Total PSAPs
2. During the annual period ending December 31, 2017, how many PSAPs in your state either implemented a cybersecurity program or participated in a regional or state-run cybersecurity program?	All 5 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 type="checkbox"/>	<input checked="" type="checkbox"/>



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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 effectiveness of the use of the E911 fees is measured at this time by the ability of the E911 Fund to meet the funding needs of the PSAP's through the E911 Board's 5-year strategic planning process. Currently we have met 100% of the funding needs of the PSAPs. The State has no formal means of evaluating the effectiveness of its use of State 911 fees.



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