

GM 304

Measure Title:

Submitting for consideration and confirmation to the Wireless Enhanced 911 Board,
Gubernatorial Nominee, **GOLDIE K. CROSS**,
for a term to expire 6-30-2014

LINDA LINGLE
GOVERNOR



RUSS K. SAITO
Comptroller

SANDRA L. YAHIRO
Deputy Comptroller

**STATE OF HAWAII
DEPARTMENT OF ACCOUNTING
AND GENERAL SERVICES**

P.O. BOX 119
HONOLULU, HAWAII 96810-0119

TESTIMONY
OF
RUSS K. SAITO, COMPTROLLER
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
TO THE
SENATE COMMITTEE
ON
PUBLIC SAFETY AND MILITARY AFFAIRS
ON
February 25, 2010

G.M. 304

RELATING TO CONFIRMATION TO THE WIRELESS ENHANCED 911 BOARD,
GUBERNATORIAL NOMINEE, GOLDIE K. CROSS

Chair Espero and members of the Committee, thank you for the opportunity to testify on G.M. 304.

As Director of the Department of Accounting and General Services I strongly support the confirmation of Ms. Goldie K. Cross to the Wireless Enhanced 911 Board.

HRS Section 138-2 requires that the Board have three members from wireless carriers. Ms. Cross is employed by AT&T Wireless and fulfills the statutory requirement for representation. Because of her position, Ms. Cross has the technical knowledge to address the wireless technology aspects for continued and improved wireless enhanced 911 service. However, Ms. Cross' service on the Board goes beyond technical knowledge. She is an active contributing member who works towards what will make the Wireless E911 Service better, balancing the benefit to the wireless customers, wireline customers and Public Service Answer Points.

You can confirm her nomination with confidence.

Thank you for the opportunity to testify on this matter.

William P. Kenoi
Mayor



Harry S. Kubojiri
Police Chief

Paul K. Ferreira
Deputy Police Chief

County of Hawai`i

POLICE DEPARTMENT

349 Kapi`olani Street • Hilo, Hawaii 96720-3998
(808) 935-3311 • Fax (808) 961-2389

February 22, 2010

The Honorable Will Espero
Chair and Members
Committee on Public Safety and Military Affairs
State Capitol
415 South Beretania Street, Conference Room 229
Honolulu, Hawai'i 96813

**Re: GM 304, WIRELESS ENHANCED 911 BOARD
GUBERNATORIAL NOMINEE GOLDIE K. CROSS**

Dear Senator Espero and members:

The Hawai'i Police Department supports the appointment of Ms. Goldie K. Cross to the State of Hawai'i Wireless Enhanced 911 (E911) Board.

As the representative for the Hawai'i Police Department, Public Safety Answering Point (PSAP), on the State of Hawai'i Wireless E911 Board, I have had the opportunity and privilege to personally work with Ms. Cross on matters coming before the Board.

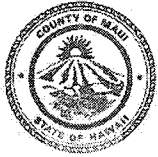
As a representative of the wireless provider community to the Wireless E911 Board, Ms. Cross has demonstrated that she is sincerely committed to ensuring that the decisions by the Board are in the best interest of the community concerning public safety. Due to her extensive knowledge of wireless communications systems and the services provided by vendors, she has been instrumental in providing valuable insight during Board meetings.

In light of her professionalism, commitment and extensive work experience related to E911 system enhancements, I strongly urge your favorable consideration of the appointment of Ms. Goldie K. Cross to the Wireless Enhanced 911 Board.

Thank you for allowing me the opportunity to testify on this matter.

Sincerely,

PAUL K. FERREIRA
DEPUTY POLICE CHIEF



CHARMAINE TAVARES
MAYOR

OUR REFERENCE
YOUR REFERENCE

POLICE DEPARTMENT COUNTY OF MAUI

55 MAHALANI STREET
WAILUKU, HAWAII 96793
(808) 244-6400
FAX (808) 244-6411

February 22, 2010



GARY A. YABUTA
CHIEF OF POLICE

CLAYTON N.Y.W. TOM
DEPUTY CHIEF OF POLICE

The Honorable Will Espero, Chair
And Members of the Committee on Public Safety & Military Affairs
Senate
State Capitol
Honolulu, Hawaii 96813

Re: Governor's Message No. 304, Submitting for Consideration and Confirmation
to the Wireless Enhanced 911 Board, Gubernatorial Nominee,
Goldie K. Cross, for a term to expire 06-30-2014

Dear Chair Espero and Members:

My name is Clayton N.Y.W. Tom, Deputy Chief of the Maui Police Department, and a present member of the Wireless Enhanced 911 Board. I urge your support for the confirmation of Goldie K. Cross to the Wireless Enhanced 911 Board ("911 Board").

As an interim appointee to the "911 Board," Ms. Cross has willingly shared her knowledge as a Wireless Provider representative and has been very supportive for the overall success of the board. She is truly motivated and committed to enhanced 911 services for mobile phones and public safety.

In light of her professionalism, commitment, and extensive work experience related to E911 and Telecommunications, I urge your favorable consideration of Ms. Goldie K. Cross as a member of the Wireless Enhanced 911 Board.

Thank you for the opportunity to testify.

Sincerely,

CLAYTON N.Y.W. TOM
Deputy Chief of Police

**Testimony to the Senate Committee on Public Safety and Military Affairs
Thursday, February 25, 2010; 1:15 p.m.
State Capitol Conference Room 229**

RE: Governor's Message No. 304, submitting for consideration and confirmation to the Wireless Enhanced 911 Board, Gubernatorial Nominee, GOLDIE K. CROSS, for a term to expire 06-30-2014.

Chair Espero, Vice Chair Bunda, and Members of the Committee:

My name is Victor K. Ramos, and I am current member of the Enhanced 911 Board and current employee of the Maui Police Department. **I urge your support for the confirmation of Goldie K. CROSS to the Wireless Enhanced 911 Board ("911 Board").**

Ms. Goldie K. Cross is an representative for AT&T. She is knowledgeable with the policies and operation of emergency calling services such as the wireline enhanced 911 system and the policies and operations of wireless E911 services.

In light of her professionalism, commitment and extensive work experience related to E911 and Telecommunications, I urge your favorable consideration of Mr. James D. LaClair as a member of the Wireless Enhanced 911 Board.

Thank you for the opportunity to testify.

Capt. Victor K. Ramos
Maui Police Department

**Testimony to the Senate Committee on Public Safety and Military Affairs
Thursday, February 25, 2010; 1:15 p.m.
State Capitol Conference Room 229**

RE: Governor's Message No. 304, submitting for consideration and confirmation to the Wireless Enhanced 911 Board, Gubernatorial Nominee, GOLDIE K. CROSS, for a term to expire 06-30-2012.

Chair Espero, Vice Chair Bunda, and Members of the Committee:

My name is James LaClair, and I am the Vice-President – Development Office of Innovation & Technology for Hawaiian Telcom. **I urge your support for the confirmation of GOLDIE K. CROSS to the Wireless Enhanced 911 Board ("911 Board").**

Mrs. Goldie Cross currently serves a local leadership role in Hawaii for AT&T Wireless. She is very knowledgeable with the policies and operation of wireless infrastructure. She has been an active Wireless Enhanced 911 Board member for the past year and significantly contributed to the discussions and actions of the Board.

Mrs. Cross is highly respected on the Wireless Enhanced 911 Board for her insightful comments, common sense approach, and excellent knowledge of the wireless industry.

James LaClair respectfully urges your favorable consideration of Mrs. Goldie K. Cross as a member of the Wireless Enhanced 911 Board.

Thank you for the opportunity to testify.



AT&T Mobility
Government, Education & Medical
75-1027 Henry St., #106
Kailua Kona, HI 96740

Liz Gregg
Account Manager
75-1027 Henry St., #106
Kailua Kona, HI 96740.
liz.gregg@att.com

February 24, 2010

The Honorable Will Espero
Chairman
Public Safety and Military Affairs Committee
Hawaii State Legislature
415 South Beretania St
Honolulu, HI 96813

RE: Governor's Message No. 304, submitting for consideration and confirmation to the Wireless Enhanced 911 Board, Gubernatorial Nominee, GOLDIE K. CROSS, for a term to expire 06-30-2014.

Dear Chairman Espero and Members,

My name is Liz Gregg; I am an Account Manager with AT&T and have been servicing state and county accounts in the State of Hawaii for the past 19 years. I have had the pleasure of working with Ms. Cross beginning in 2005 when she began working as our Network Sales Support Manager. During this time Ms. Cross has been invaluable in helping me in the servicing of my clients from a network standpoint. Her knowledge of both the wireless and core network has assisted me in providing world class customer care to my client base.

Ms. Cross' work ethics exemplify traits that a leader must have, she is dedicated, tenacious, resourceful, knowledgeable, responsible and understands the urgency of an issue and knows how to prioritize accordingly. Based on her skills and knowledge I believe that Ms. Cross will be an asset to your committee.

Accordingly I highly recommend that Ms. Cross be appointed as a Member of the Wireless Enhanced 911 Board. Thank you for allowing me to submit this letter on her behalf.

Elizabeth "Liz" Gregg

Account Manager
AT&T
liz.gregg@att.com
808.627.8634



Dan Youmans
President – Washington/Hawaii
External Affairs

AT&T Services, Inc.
P.O. Box 97061
RTC1
Redmond, WA 98073-9761

T: 425-580-1833
F: 425-580-8652
daniel.youmans@att.com
www.att.com

**Testimony to the Senate Committee on Public Safety and Military Affairs
Thursday, February 25, 2010; 1:15 p.m.
State Capitol Conference Room 229**

RE: Governor's Message No. 304, submitting for consideration and confirmation to the Wireless Enhanced 911 Board, Gubernatorial Nominee, GOLDIE K. CROSS, for a term to expire 06-30-2012.

Chair Espero, Vice Chair Bunda, and Members of the Committee:

On behalf of the AT&T External Affairs organization, I am recommending Goldie K. Cross for appointment to the Wireless Enhanced 911 Board.

Ms. Cross has a great deal of technological expertise in the area of E911 and the wireless industry. Her work in E911 network management, and responsibilities for emergency and disaster planning for AT&T will bring an important perspective to the Board. In addition, Ms. Cross has made a very positive contribution in her previous service to the Wireless Enhanced 911 Board and will continue to provide valuable counsel as new issues and challenges come before the Board.

Thank you for considering her appointment to the Board.

Respectfully Submitted,

Dan Youmans
AT&T



Jayne Nantkes
Akimeka LLC
1600 Kapiolani Bl, Suite 527
Honolulu, HI 96814

February 19, 2010

The Honorable Will Espero
Chairman
Public Safety and Military Affairs Committee
Hawaii State Legislature
415 South Beretania St
Honolulu, HI 96813

Dear Chairman and Committee


It is with great pleasure that I recommend Ms. Goldie Cross of ATT Mobility for the State of Hawaii Wireless Board. I have had the pleasure of working with her for three (3) years in regards to 9-1-1 issues at both Akimeka LLC and as the former 9-1-1 Specialist at Hawaiian Telcom.

Ms. Cross has always displayed a high degree of integrity, responsibility, and urgency in dealing with any issue involving 9-1-1 and AT&T Mobility. She is definitely a leader rather than a follower and has exemplified this when I have worked with her for all 9-1-1 issues. As I am sure you are aware of, 9-1-1 is a very complex and highly visual service that the public expects the utmost from, and Ms. Cross has demonstrated through her actions a commitment to safeguard the 9-1-1 calling public.

Ms. Cross is and has been an asset to the State of Hawaii Wireless Board, and I am happy to give her my wholehearted endorsement.

Sincerely,

Jayne Nantkes
Subject Matter Expert – LEC/CLEC Operations



Akimeka, LLC | High Priority. High Impact.

Corporate Headquarters
1305 N. Holopono St., Ste. 3
Kihei, HI 96753
Phone. 808.442.7100
Fax. 808.442.7140

Honolulu Office
1600 Kapiolani Blvd., Ste. 527
Honolulu, HI 96814
Phone. 808.943.9545
Fax. 808.944-3910

Florida Office
901 N. Lake Destiny Dr., Ste. 151
Maitland, FL 32751
Phone. 407.875.2457
Fax. 407.875.3640

San Antonio Office
8610 Broadway, Ste. 250
San Antonio, TX 78217
Phone. 210.824.8477
Fax. 210.824.8366

Written Statement to the Senate Committee on Public Safety and Military Affairs

RE: Governor's Message No. 304, submitting for consideration and confirmation to the Wireless Enhanced 911 Board, Gubernatorial Nominee, GOLDIE K. CROSS, for a term to expire 06-30-2014.

Chair Espero and members of the Senate Committee on Public Safety and Military Affairs, thank you for this opportunity to present background about myself in your consideration of my confirmation to the Wireless Enhanced 911 Board.

1. Why do you wish to be a member of the Wireless Enhanced 911 Board?

I have been a member of the Wireless Enhanced 911 Board since 2009 and would like to continue as a member of the Board because I feel that I have made valuable contributions to the board over the past year because of my extensive knowledge of both wire line and wireless communications systems. I would like to continue offering my knowledge and experience as the Board investigates new technologies and equipment needed to handle Next Generation 911 to deliver 911 calls to the Public Safety Answering Points for public safety.

2. How do you perceive the role and responsibilities of a member of the Wireless Enhanced 911 Board?

I perceive my role and responsibilities as a member of the Wireless Enhanced 911 Board to act as a technical subject matter expert concerning the technologies needed to ensure a reliable, state of the art 911 system for public safety as well as a good steward of the funds collected by the Wireless 911 surcharge to ensure that the money is being spent in the best interest of the public, Public Safety Answering Points (PSAP), and the wireless carriers.

3. Given your understanding of the role and responsibilities of a member of the Wireless Enhanced 911 Board why do you believe that you are qualified for the position? Please include a brief statement of your skills, expertise, or knowledge that would aid in your decision-making ability as a member of the Wireless Enhanced 911 Board.

I have a background in Telecommunications and Finance as well as a Bachelor of Applied Science Degree in Electronic Engineering Technology. I have worked in the Telecommunications industry for 23 years in both the wire line and wireless side of the industry. I have been responsible for E911 Sustainment and Emergency Preparedness for AT&T Mobility in Hawaii since 2007. I have served as Treasurer of Fairview Christian School (Detroit, Michigan) as well as serving as the Technical Committee Chairperson for Michigan Emergency Patrol (REACT).

I have an understanding of evolving technologies which makes me an asset as the Board investigates new technologies and equipment needed to handle Next Generation 911 to deliver 911 calls to the Public Safety Answering Points.

4. What do you hope to accomplish during your term of service?

Some of the things that I hope to accomplish during my term of service are:

- Expand wireless coverage into remote area locations and public buildings
- Assist in developing both short and long term plans for the evolution of equipment to meet the changing technologies (NG911 - SMS, Video, VOIP, etc.) and estimate the funding needed for these changes.
- Maintain sufficient funding so that PSAPs can stay current (both in equipment and knowledge) to the changing technologies.

5. Name three qualities that best describe you and that would make you stand out. How would these qualities benefit the Wireless Enhanced 911 Board?

Some of the qualities which make me an effective member of the Board are

- my ability to see the "big picture" and work towards a WIN-WIN for all parties involved
- to work as part of a team but also as a leader when necessary
- my technical background and experience in the field of Telecommunications
- my commitment to public safety.

I do not foresee any conflicts of interest that could arise during my service on the Wireless Enhanced E911 Board. The decisions that I make as a Board member affect public safety, the welfare of the public and first responders (Police, Fire, EMS, and Civil Defense). I take my responsibilities to the Board very seriously and they take precedence over my responsibilities as an employee of AT&T.

I welcome the challenges ahead as a continuing member of the Wireless Enhanced 911 Board. My personality, background, education and experience give me the tools to succeed. I ask for your support by confirming my nomination to the Wireless Enhanced 911 Board.

Sincerely,

Goldie Cross