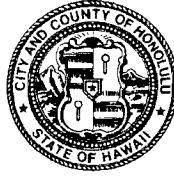


DEPARTMENT OF CUSTOMER SERVICES
CITY & COUNTY OF HONOLULU
530 SOUTH KING STREET, ROOM 302-A, HONOLULU, HAWAII 96813
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MUFI HANNEMANN
MAYOR



JEFF J. COELHO
ACTING DIRECTOR

HUBERT P. MINN
SENIOR ADVISOR

February 9, 2006

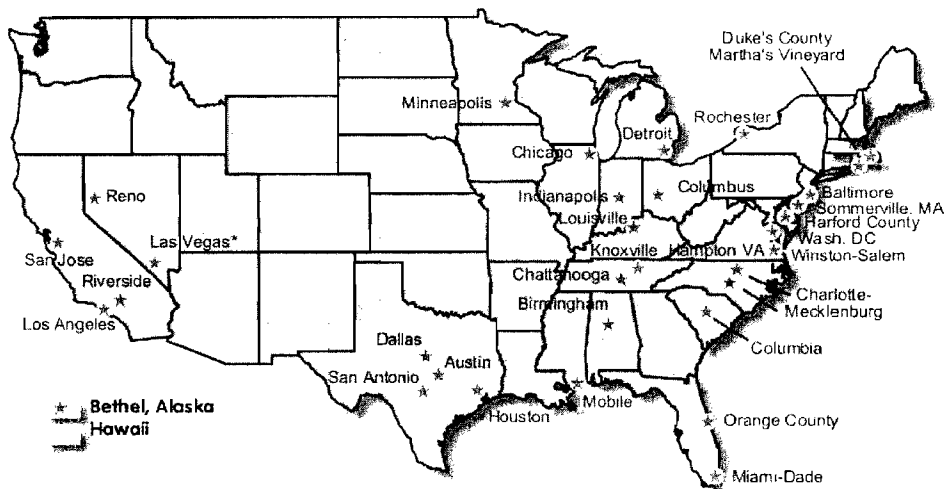
The Honorable Senator David Y. Ige, Chair
and Members
Committee on Intergovernmental Affairs
State Capitol
The Senate
Honolulu, Hawaii 96813

Dear Chair Ige and Members:

Subject: Senate Bill No. 2074. Relating to making an appropriation for development of a non-emergency reporting system, known as 3-1-1.

The Mayor's office and Customer Services Department support amending Senate Bill No. 2074, relating to making an appropriation for development of a non-emergency reporting system, known as 3-1-1, and urges your committee to pass this bill as amended by the city and county of Honolulu.

On February 19, 1997, the FCC designated 3-1-1 to be used for non-emergency services. Since that time, over 45 municipalities have implemented some form of a 3-1-1 system (see map). In addition to the critical function of offloading 9-1-1 calls, it can be used by local governments to simplify access to services by centralizing call-taking functions from many departments into one service.



311 has been implemented in a variety of ways – from 5 to 7 persons in a dedicated call forwarding center to 30,000 people in New York providing assistance in over 170 languages for concerns at the local, state and federal level.

Systems can be as basic as a switchboard to route calls properly to a multi-functioning data gathering system that routes and tracks requests, and all possible combinations in between. Costs to implement will vary accordingly, as will ongoing support/maintenance costs. Given research funding, we can work with experienced professional to determine what would be the best fit for all of the counties in Hawaii, using the City and County of Honolulu as the model, and develop a plan to roll this service out.

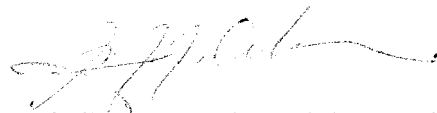
The HPD has previously requested for a plan of levying a surcharge by the city and county of Honolulu for every 3-1-1 phone line, whether land line or wireless, to fund the development and operations of the 3-1-1 reporting system. The city and county of Honolulu is instead asking that this system be developed by appropriation instead of levying a surcharge.

By amending this bill and requesting for an appropriation to develop a City wide 3-1-1, we believe it will better serve a broader constituency. While such a system may appear to be a county responsibility, we believe it will be a significant program with statewide implications and applications. We have discussed this idea with our sister counties, who support the city and county of Honolulu take the lead in this endeavor, in cooperation with the State.

The city and county of Honolulu urges your committee to pass Senate Bill No. 2074 as amended, relating to making an appropriation for development of a non-emergency reporting system, known as 3-1-1.

Thank you for giving us the opportunity to express our support for this bill.

Sincerely,

A handwritten signature in cursive script, appearing to read "Jeff Coehlo".

Jeff Coehlo, Senior Advisor to the Mayor
Director, Department of Customer Services