

**BROADBAND ASSISTANCE ADVISORY COUNCIL MEETING (BAAC)  
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS (DCCA)  
STATE OF HAWAII**

**MINUTES OF MEETING**

Date: Monday, January 14, 2014, 2:09 p.m. - 3:25 p.m.  
Time: Hawaii State Capitol, Conference Room 423  
Place: 415 S. Beretania Street  
Honolulu, Hawaii 96813

BAAC Members Present: Everett Kaneshige; Sen. Rosalyn Baker; Rep. Kyle Yamashita; Lester Chu for Eric Yeaman,; Ian Kitajima; Steven Smith for David Lassner; Sharene Urakami-Oyama; Kiman Wong for Bob Barlow

Participants/Others: Steve Nagata, HECO; Paul Nakagawa, HECO; Tracy Nishibun, HECO; Hersh Singer, SMS; Stacie Kanno, Hawaii State Public Library System; Ken Hiraki, Hawaiian Telcom; Joyce Masamitsu, Verizon Wireless; Wendy John, Verizon Wireless

DCCA

Keali'i Lopez, Director, DCCA; Catherine Awakuni, Administrator, DCCA-CATV; Cathy Takase, DCCA; Todd Ogasawara, DCCA

**I. Call to Order**

Chair Everett Kaneshige called the meeting to order at 2:09 p.m. The Chair asked that council members and attendees introduce themselves.

**II. Minutes of January 30, 2013 meeting**

A motion was made by Sharene Urakami-Oyama to approve the minutes which was seconded by Lester Chu, representing Council member Eric Yeaman. The motion passed unanimously.

**III. Report of the BAAC Permitting Workgroup**

Chair Kaneshige, serving as the acting chair of the Permitting Workgroup, provided the following report on behalf of the group

- **Demonstration Projects for Broadband Permit Streamlining/Infrastructure**  
This project shifted from focusing on ongoing projects to already completed projects that could help identify both best practices as well as processes that may need improvement. However, with the enactment of Act 264, the group decided to postpone further efforts on this issue in order to see how the required 60-day review process for broadband permits might resolve existing permitting issues.
- **Streamlining Department of Transportation (DOT) Use & Occupancy Process**  
DCCA has initiated discussions with the DOT Highways personnel to discuss potential ways to that broadband planning and permitting issues could be addressed more efficiently. It was noted that the Federal Highway Administration published several reports and white papers focused on deploying broadband infrastructure.
- **Capacity Building Planning Projects**  
DCCA has prepared a Hawaii Island Broadband Resource Report, which identified existing microwave and fiber infrastructure and along with a proposal to close the “fiber gap” between Volcano and Naalehu. The report is completed but had not yet been approved for general release.
- **Creation of Centralized Pole Database**  
The group has previously discussed a proposal to create a shared database with pole loading information that could be used by pole owners and companies wish to use the poles for broadband infrastructure deployment. However, OTWC, the pole owners, and other companies have since engaged a third party to maintain such a shared database. Kiman Wong OTWC confirmed this information.

#### **IV. Report of the BAAC Adoption Workgroup**

Ian Kitajima, chair of the Adoption Workgroup, provided the following report on behalf of the group.

- **Individual and Small Business Broadband Surveys Conducted by SMS**  
The data collection for the broadband use surveys of both individuals and small businesses had recently been completed by SMS for the DCCA. Hersh Singer of SMS reported on the initial analysis of the data from both surveys.
- **Design Thinking**  
The Design Thinking approach was utilized to understand why people do not adopt broadband services and possible ways to encourage broadband adoption. This involved both face-to-face meetings using 8 to 10 individuals trained in Design Thinking

techniques to interview people and obtain detailed information from them. The individuals interviewed ranged from non-broadband users to extreme users. Several prototypes were proposed by the Design Thinking team to the Workgroup including: a Tetris-style game to illustrate concepts of broadband speed and quality; a humorous campaign “What? Too fast for you?” to learn if experiencing speeds of 50 or 100 Mbps would change the perception of broadband services; a spin-the-wheel broadband issues quiz; an educational kiosk to describe broadband services; and using mobile apps and web-based services that enable story telling by senior citizens to children. The workgroup would hold further discussions to consider which of these or possible other projects might be considered for implementation.

## **V. DCCA Broadband Activities**

- **Collaboration with the Hawaii State Library System on Mobile Netbook Loan Program**

Stacie Kanno, Director Public Library Branch Hawaii State Public Library System (HSPLS), summarized the recent deployment (Dec. 2013) of 260 3G (wireless data service from T-Mobile) enabled netbooks to patrons of 37 public libraries. The netbook computers can be borrowed fee-free for three weeks. The 3G service is also available fee-free to patrons using the netbooks. DCCA provided funding to develop training materials for both internal use (HSPLS PSB staff) and patrons. Ms. Kanno noted that one unexpected finding is that children are borrowing the netbooks. The expectation was that the netbooks would mostly be borrowed by senior citizens.

- **Discussions with the Department of Transportation to Streamline Broadband Approval Process**

DCCA Director Lopez summarized discussions with the Department of Transportation (DOT) to try to find out what the DCCA’s experience was like to deal with Rights of Way, fees, fair market value, and use agreements.

- **Projects to Extend Broadband to Un-served and Underserved Areas**

Chair Kaneshige noted that this a broad subject area that includes both Capacity Building and Technical Assistance projects to provide better broadband on a statewide basis.

## **VI. 2014 LEGISLATION**

No major proposals for new legislation as of the time of this meeting.

## **VII. Announcements**

Steven Smith, University of Hawaii Interim Vice President/CIO, reported that the two grants related to the University of Hawaii related to broadband were nearing completion. As a result, every State public library has a 1 Gigabit per second (Gbps) broadband connection. Similar capacity will be available to nearly every State public school.

## **IX. Adjournment**

The meeting was adjourned at 3:25 p.m.