

HAWAII INVASIVE SPECIES COUNCIL
Public Outreach Working Group Minutes (2/18/05 draft)

9:00 a.m. to 11:00 a.m., Wednesday, January 19, 2005

Hawaii Department of Agriculture – Plant Quarantine Conference Room

1. Call to Order – Introductions

Laura Lott, Darcy Oishi, Janelle Saneishi, Joylynn Oliviera, Mindy Wilkinson, Tony Montgomery, Christy Martin, Jolie Wanger, Ken Foote, Debbie Ward, Neil Reimer, Maile Sakamoto, Penny Levin

2. Budget

Mindy: \$1 million released on the 14th. Proposal sent to the HISC with division of additional funds, of which \$50K would be added to the PO budget.

Discussion:

- Positions should have some working capitol.
- Some proposals that would have received full funding received partial.
- The pest hotline needs some help with funding the number, computer terminals and data system.

We have been told that next year's budget request is for \$4, we'll probably get \$3 million, with \$2 coming from the NARS.

3. Project Proposals

Laura: Received 23 proposals, 13 funded. Proposals fell into 3 groups: curriculum development, community-based efforts, and outreach projects using media. Good distribution of projects across the state.

Press release will go out on grantees tomorrow. Sent to Governor's office for review. We've divided up the stories by island to be contacts. We are sending the whole list of projects to each island. Start looking Thursday for stories. We should CC the legislators for each islands what projects their islands are doing.

Action Item: Laura will email release to group.

4. Hiring HISC Public Outreach Staff

Mindy: Funds for the outreach positions have been distributed to PCSU. Rest of funding is ready to go out, two agreements need to be completed.

Christy: Hiring in various stages for Big Island, Kauai, Oahu. All interviews for positions have been completed with the ISC/CGAPS supervisor and one or more representatives of the HISC PO group on the interview panel.

Work plans:

Ken: Subcommittee met and revised the WRA liaison position work plan to a general HISC Outreach template, then subcommittee members were assigned to work with ISC and CGAPS coordinators to make island-specific changes. Oahu had the most comments, not many from Kauai and Big Island.

Jolie: We can always revise work plans—also, we don't have four quarters left in this fiscal year, so the January will start in the First quarter, get as far as they can.

Day to day supervision will be by the coordinator housing the person.

Discussion: In most cases the priorities overlap (both species and outreach activities), but in some cases they do not (aquatic species, outreach to port of entry workers, etc.). We may need to look at the Work Plans and do a more detailed description and task list.

- There is not much mention about outreach to port of entry workers. It is mentioned as “transportation entities”, but they will need guidance. It should be in the work plan--we need it to be in writing. **Plan should have a few priorities with the specific entities to meet with, as this is the PO group's expectations.**
- Issues Chain of command: we will need a review committee comprised of 2 members from HISC PO working group and their immediate supervisor will do a 6 month review, year review.
- In the work plan a monthly summary is required of PO staff. These will be sent to the HISC manager (soon to be hired), when they are online. The HISC manager will communicate HISC PO Working Group comments/recommendations back to PO staff and supervisors.
- Approval process for press releases: releases should be prepared by the outreach staff with draft review by a subject content specialist, then go to the appropriate agency for review. Agency will send on HISC letterhead. **Need to add the press release process in work plan.**

Action Item: Jolie and Mindy will add a box of priorities to the work plan.

5. Updates:

a. Pest Hotline

Ryan Miyamoto Sales Engineer, Phyllis Morihara of Verizon attended and presented information on the Verizon Single-number Service. (note: This information has been pulled out and placed into a summary for distribution outside of the PO working group).

Verizon has reserved 643-PEST based on previous phone calls about the possibility of using it—there is no charge to reserve. To implement the service, Verizon will look at where the call is coming from and route that number as appropriate, or we can set it up to come into the existing pest hotline. Regardless of where it is routed, the person dialing number does not incur toll. Toll is incurred by agency receiving call (the “owner” of the 643 number) if it is routed from off-island. It is a special service, there is a process for writing a proposal to PUC for review and they set the charges. About 8 week turn-around for implementation.

Sits on existing network. Comes with reporting function that is emailed to us, about how many calls from each island, by daily basis (can be hourly if needed). Will not show individual calls, but numbers.

Neil: The pest hotline currently receives anywhere from 100 calls/mo or more depending on media items. However, all HDOA offices receive calls about pests daily, people are not just calling the pest hotline.

1. What might a Govt. agency fee be?

Is a regulated service. Is purely based on how much it would cost to implement your particular service. PUC approves cost, ensures no preferential treatment. Example: one agency was approved at a one-time \$4,000 set-up fee, and \$100 per month based on volume of 3,000 calls per month. Costs quoted are not including toll charges for calls originating off-island.

The recipient of calls to 643-PEST can be adjusted to change from local to Oahu number pending on business hours (custom routing service). For example, a call originating on Kauai can automatically be routed to the Kauai call center during weekday business hours, and automatically roll over to the Oahu call center at all other times. This would save on toll charges during business hours.

DLIR has a couple of these 643 numbers, maybe DHS. The Aloha United Way 211 number is similar to this set-up.

2. Instead of routing based on origin, can we designate where it is sent?

It is a different service—Yes, it's called ADS, automated distribution service. You can request. All services are modular, you can request a package that fits your needs.

3. Are there additional costs for over a certain number of calls?

Look at call volumes each month according tiers—over or under per month doesn't ding you. If you call volume continuously is over your normal call volume, will move you up. Tiers are set up on your estimate.

4. Is there a charge for how long someone is on the line?

There is a flat charge if a call is redirected from one island to another, and long distance per minute if directed from one island to another. Usually around 8-10 cents/minute, depending on volume.

5. Will there need to be different wiring or other infrastructure installed?

No, just software within Verizon switches.

6. Is it possible to put a menu on front side of call (press 1 for...)?

Yes. There is a charge to change the menu list. Can use Verizon automated attendant service (cost based on ports \$100/port). Or, can also purchase box to do this service. \$5K-\$10K for this box, maintained by your agency.

7. What about call routing to different agencies?

Single number service does re-direction, goes to Verizon or customer-owned black box. Also offer ACD, to automatically distribute calls. Used to roll calls over to other phones, or hold them in the cue to next available agent, can get statistics on how long they were on hold, if they hung up, etc., these calls can be prioritized.

8. How flexible is the routing to different agencies (can we change the number easily)?

Not difficult, but is done by Verizon and is chargeable, changes are 5 business days.

9. Can calls received at 643 be option routed to another island?

Yes.

10. Is there a way to have a call tracking feature? Would it track how calls are distributed?

Yes, yes. Reports can be sent via email monthly.

11. If we can't do the 643 number, can we get call routing on the existing number?

Yes. All services are stand-alone. We can price all these out and adjust as needed.

Needs

- We need to meet and look at it as modular sys, figure out what we want, then can get our request to Verizon.
- We'll need from Ryan the service names/acronyms and descriptions, toll charges, rough estimations.

b. Hotline Database

Maui sent in a proposal for Research and Technology for this type of pest report/response tracking, it was funded.

6. Discussion/Announcements

Anyone wishing to meet about the Pest Hotline is welcome to attend a meeting on Thursday 1/27 at 9:00 a.m. at HDOA conference room

7. Next Meeting—

NOTE: New meeting date!!

9:00a.m. – 11:00 a.m.

Thursday March 17, 2005

Hawaii Department of Agriculture – Plant Quarantine Conference Room

1849 Auiki Street - Sand Island

Honolulu, Hawaii 96819

Adjournment