STATE OF HAWAII
WIRELESS ENHANCED 911 BOARD

Board Meeting
Thursday, February 10, 2011
10:00 am

Kalanimoku Building Conference Room
Room 410
1151 Punchbowl Street
Honolulu, HI 96813

AGENDA

I.   Call to order

II.   Introductions

III.   Review and Approval of Minutes from January 13, 2011 Board Meeting

IV.   Committee Updates by Chairs.
   a. Finance Committee – Russell Lundberg
   b. Technical Committee – Victor Ramos
   c. Communications Committee - Paul Ferreira

V.   PSAP Status Updates
   a. Kauai – Mark Begley
   b. Oahu – Gordon Bruce
   c. Molokai – Victor Ramos
   d. Maui – Clayton Tom
   e. Hawaii – Paul Ferreira

VI.   Items for Discussion, Consideration and Action
   a. Request approval of Thera Bradshaw as Executive Director and Courtney Tagupa as Deputy Executive Director of the Wireless E911 Board.
   b. Request approval for adding the Executive Director as a signatory on the Board bank account, bringing the total signatories to four.
   c. Review of the Monthly Cash Flow Report for the month of January 2011.
   d. Update on status of PSAP projects with funds pending expenditure.
   e. Request approval of proposed attendees to 9-1-1 Goes to Washington Conference (March 28-31, 2011).
   f. Request approval to reschedule the Wireless Technology Conference (March 7, 2011) to a future date in order to concentrate on current 9-1-1 legislative issues.

NEIL ABERCROMBIE
Governor

BRUCE A. COPPA
Comptroller

RYAN OKAHARA
Deputy Comptroller

g. Request approval for Honolulu Fire Dept. to purchase integration software for Pictometry imagery. Estimated cost $55K - $60K.

h. Request approval for reimbursement for Hawai'i Police Department PSAP representative to attend the Intergraph 2011 International User Conference in Orlando, Florida (June 6-9, 2011).

i. Discussion defining the roles of each of the Committees.

j. Discussion regarding the rules of order for the Joint Committee which includes but not limited to:
   1. Appointment/reappointment of Joint Committee members and Chairpersons.
   2. Limitation on the number of committee members.
   3. Determining Quorum
   4. Voting procedures

k. 9-1-1 Legislation Update.

l. Request approval of Honolulu Police Department Request for funding CAD upgrade.

m. Review of feedback from Board members regarding future Board and Joint Committee meeting dates and times.

n. Request approval of proposed amendment to the new Wireless E911 legislation to expand the scope of the Board to include:
   1. changing the scope of the fund from Special fund to Trust Fund
   2. adding a permanent staff to facilitate the responsibilities of the Board and assist the Executive Director if the scope of services were expanded due to the proposed legislation.
   3. the transfer of responsibilities for handling disbursements to the State of Hawaii.

VII. Executive Session (closed to the public)

Legal matters to consult with attorney on the Board's powers, immunities, and liabilities pursuant to HRS section 92-5(a)(4) regarding termination issues involving TKC Consulting Group's subcontractor

VIII. Announcements

IX. Next meeting date – March 10, 2011, 10am, Comptroller's Conference Room 410.

X. Adjournment

STATE OF HAWAII
WIRELESS ENHANCED 911 BOARD

Board Meeting
Thursday, February 10, 2011
10:00 am

Kalanimoku Building Conference Room
Room 410
1151 Punchbowl Street
Honolulu, HI 96813

<u>MINUTES</u>

Members in Attendance: Paul Ferreira, Gordon Bruce, Russell Lundberg, James LaClair, Mark Begley, Clayton Tom, Bruce Coppa.

Members Absent: Jeffrey Ono, Goldie Cross, Cedric Apaka, Victor Ramos

Staff in Attendance: Thera Bradshaw, Courtney Tagupa, Pat O'Hara

Guests: Tony Ramirez, Kevin Kurihara, Major Paul Epstein, Clement Chan,

I. **Call to order**
    The meeting was called to order by the Mr. Paul Ferreira, Board Chair at 10am, Thursday, February 10, 2011 by the Board Chair.

    There was a motion by Mr. Lundberg to reschedule the meeting until 11:00. The motion was seconded by Mr. LaClair and the meeting was adjourned at 10:05am.
    The meeting was reconvened at 11:00am, Thursday, February, 10, 2011.

II. **Introductions**
    Introductions were made from all attendees.

III. **Review and Approval of Minutes from January 13, 2011 Board Meeting**
    The motion was made to approve the minutes which was seconded and approved unanimously.

IV. **Committee Updates by Chairs.**
    a. **Finance Committee – Russell Lundberg**
        Mr. Lundberg had nothing to report.
    b. **Technical Committee – Victor Ramos**
        Mr. Clayton Tom speaking in Mr. Ramos's absence had nothing to report.
    c. **Communications Committee - Paul Ferreira**
        Mr. Ferreira had nothing to report.

V.   PSAP Status Updates
  a. **Kauai – Mark Begley**
     Mr. Mark Begley had nothing to report.
  b. **Oahu – Gordon Bruce**
     Mr. Bruce had nothing to report
  c. **Molokai-Clayton Tom**
     Mr. Clayton Tom had nothing to report.
  d. **Maui – Clayton Tom**
     Mr. Tom had nothing to report.
  e. **Hawaii – Paul Ferreira**
     Mr. Ferreira had nothing to report.

VI.   Items for Discussion, Consideration and Action
  a. **Request approval of Thera Bradshaw as Executive Director and Courtney Tagupa as Deputy Executive Director of the Wireless E911 Board.**

     There was a motion by Mr. Lundberg to approve Ms. Thera Bradshaw as Executive Director and Mr. Courtney Tagupa as Deputy Director. The motion was seconded by Mr. LaClair and approved unanimously by voice vote.

  b. **Request approval for adding the Executive Director as a signatory on the Board bank account, bringing the total signatories to four.**

     There was a motion by Mr. Russ Lundberg to approve Ms. Thera Bradshaw as a signatory on the Board's bank account.   The motion was seconded by Mr. James LaClair and was approved unanimously by voice vote.

  c. **Review of the Monthly Cash Flow Report for the month of January 2011.**
     Mr. Tagupa presented the Cash Flow Report and acknowledged the following statistics:
     1. Month of January:
        o Cash Receipts- $802,377
        o Cash Disbursements- $166,784
     2. FY 2011 Year-to-Date:
        o Cash Receipts- $4,841,311
        o Cash Disbursements- $1,170,625

  d. **Update on status of PSAP projects with funds pending expenditure.**
     Deputy Chief Mark Begley had stated the following points:
     1. The best and final offers arrived yesterday on the CAD update RFQ.

  e. **Request approval of proposed attendees to 9-1-1 Goes to Washington Conference (March 28-31, 2011).**

     There was a motion by Mr. James LaClair to approve the following numbers of PSAP representatives to attend the 911 Goes to Washington Conference in March which

included: Maui (2), Hawaii (1), Kauai (1), Oahu (1), EMS (1), Ocean Safety (1) and the Executive Director for a total of 11. The NTE funding per attendee is $3,600 with a total authorized funding of $40,000. The motion was seconded by Mr. Russell Lundberg and was approved unanimously by voice vote.

f. Request approval to reschedule the Wireless Technology Conference (March 7, 2011) to a future date in order to concentrate on current 9-1-1 legislative issues.

Ms. Thera Bradshaw stated the following points:
1. We need to do it right.
2. We need the right people.
3. The legislature is in session and we would not be able to invite any of the legislators.
4. We need to delay the conference until a later time which makes more sense.

Mr. Paul Ferreira stated that the Joint Committee had recommended that the Chair appoint an investigative committee to coordinate the Conference. Volunteers were solicited but none came forward. The matter was deferred to the next meeting.

There was a motion by Mr. Russell Lundberg to reschedule the Wireless Technology Conference to a future date. The motion was seconded by Mr. James LaClair and was approved unanimously by voice vote.

g. Request approval for Honolulu Fire Dept. to purchase integration software for Pictometry imagery. Estimated cost $55K - $60K.

Mr. Kenison Tejada stated that software that would allow HFD to use the Pictometry image and push it out to the mobile data terminals. In addition, we would be able to push to our older systems and be able to use it on printers so we would be better usage of the Pictometry imagery. The software is an enterprise software that would be usable to other entities within the city.

There was a motion by Mr. LaClair to approve the estimated cost of the integration software for HFD. The motion was seconded by Mr. Russell Lundberg and approved unanimously by voice vote.

h. Request approval for reimbursement for Hawai'i Police Department PSAP representatives to attend the Intergraph 2011 International User Conference in Orlando, Florida (June 6-9, 2011).

There was a motion by Mr. James LaClair to approve attendance by two individuals to attend the conference with an estimated cost of $5,400. The motion was seconded by Mr. Russ Lundberg and approved by voice vote. Mr. Paul Ferreira abstained.

i. Discussion defining the roles of each of the Committees.

Mr. Ferreira summarized the roles of the following committees as follows:
1. Technical Committee: The technical committee's responsibility is to whether that the reimbursement requests conform to §138, HRS and qualifies as a reimbursement.
2. Finance Committee: The responsibility of the Finance Committee is to determine solely if the reimbursement request is properly funded.
3. The Communications committee is an advisory committee to review legislation policies and procedures, and rule changes and make recommendations to the Board.

Mr. Ferreira stated the following points:
1. The Joint Committee did not recommend that the Joint Committee be disbanded.
2. We should identify everyone on the various committees but to identify the individuals on the committee and conduct the meeting so that the Technical and Finance committee are clearly defined and as soon approval for reimbursement is received by the Technical committee, the item can then move over to the Finance committee to approve funding.
3. The Technical and Finance meetings would be held concurrently at the same day and time, while the Communications meeting will be held either before or after the Board meeting.

Mr. LaClair stated the following points:
1. There needs to be separate:
   a. Agendas
   b. Quorum
   c. Meeting

Ms. Thera Bradshaw recommended that the Joint Committee meetings be chaired by the committee chair and not the Executive Director.

j. Discussion regarding the rules of order for the Joint Committee which includes but not limited to:
1. **Appointment/reappointment of Joint Committee members and Chairpersons.**
2. **Limitation on the number of committee members.**
3. **Determining Quorum**
4. **Voting procedures**

k. 9-1-1 Legislation Update.
The following bills are up for testimony today:
1. Senate Bill 120-Raid bill on the special fund.
2. Senate Bill 783-Eliminates the $0.66 monthly surcharge.
3. Senate Bill 640- Annual audit on Wireless E911.
   a. Mr. Gordon Bruce recommended that the Board submit testimony in in favor of an annual audit.

4. Senate Bill 1227- Wireless E911 (same as HB 1000)
5. House Bill 1000- Wireless E911 legislation to increase the Board's authority and representation. Items of note are as follows:
    a. Telematics OnStar General Motors they should not be assessed the $0.66 fee.
    b. Rep Takai had questions regarding Oceanic and other service providers and how the fee will be collected.
    c. Molokai was unintentionally eliminated in the bill.   The language will be corrected.
    d. 9-1-1 State coordinator will be struck HB l000.
    e. Ms. Thera Bradshaw stated the following points:
        i. Telematics wants out of fee assessment. Telematics will be lobbying to direct connect to the 911 centers
        ii. Does the Board want to craft some language that is acceptable to the Board and industry regarding fee assessment?
        iii. An appointment of a 911 coordinator may be perceived by the legislature as an increase in staff which may delay the enactment of the Bill. It is recommended that the language be struck from the Bill.
    f. It was announced that the committee voted to pass HB 1000 with Hawaiian Telecom's administrative amendment and without the Telematics OnStar assessment of $0.66 surcharge.

6. ACTION ITEM: State the Board's position on proposed legislation to be published on the Wireless E911 website.

l. Request approval of Honolulu Police Department Request for funding CAD upgrade.

Mr. Lundberg moved that funding for the HPD CAD upgrade for FY 2011 is approved only to the extent that there is available funding remaining at the end of FY 2011. The authorization for funding for FY2012 & FY 2013 is deferred and will be reviewed with the other funding requests under the FY 2011-2015 Strategic Budget planning process. The motion was seconded and approved unanimously by voice vote.

m. Review of feedback from Board members regarding future Board and Joint Committee meeting dates and times.
The Board and Joint meetings are to remain on Tuesday and Thursday of the second week of the month.

n. Request approval of proposed amendment to the new Wireless E911 legislation to expand the scope of the Board to include:
    1. changing the scope of the fund from Special fund to Trust Fund
        The Joint Committee recommended that the Board accept the proposed amendment.

> 2. **adding a permanent staff to facilitate the responsibilities of the Board and assist the Executive Director if the scope of services were expanded due to the proposed legislation.**
> The Joint Committees recommended that the Board defer this proposed amendment.
>
> 3. **the transfer of responsibilities for handling disbursements to the State of Hawaii.**
> Joint Committees recommended that the Board defer this proposed amendment.

There was a motion to accept the recommendation of the Joint Committees on item # 1 and defer item #'s 2 and 3. The motion was seconded and approved unanimously by voice vote.

VII. Executive Session (closed to the public) Legal matters to consult with attorney on the Board's powers, immunities, and liabilities pursuant to HRS section 92-5(a) (4) regarding termination issues involving TKC Consulting Group's subcontractor.

There was a motion by Mr. Gordon Bruce to move into Executive Session. It was seconded and approved unanimously by voice vote.

The Board meeting was temporarily adjourned and the Executive Session convened at 12:05 pm with only the present Board members and the Assistant Attorney General in attendance.

The Executive Session was adjourned and the Board meeting reconvened at 12:35 pm.

VIII. Announcements
Mr. Gordon Bruce had stated that his grandson had entered a project on Wireless 911 in his school's Science Fair and subsequently had placed high enough to be invited to the State Science Fair.

IX.   Next meeting date – March 10, 2011, 10am, Comptroller's Conference Room 410.

X.   Adjournment

There was a motion to adjourn and was seconded and approved unanimously by voice vote. The meeting was adjourned at 12:45pm.

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 January 2011

FIRST HAWAIIAN BANK ACCOUNT:			
General Fund	**Prior Month Inception-to-Date Cash Flow Balance**	**Month Cash Flow Balance**	**Ending Inception-to-Date Cash Flow Balance**
ITEM			
Cash Inflow:			
Wireless Surcharge Collection	$ 47,125,232.95	$ 801,441.34	$ 47,926,674.29
Interest Income	$ 1,820,015.60	$ 935.64	$ 1,820,951.24
Prior Period Interest Income Adjustment	$ (257,236.01)		$ (257,236.01)
Net Interest Income	$ 1,562,779.59	$ 935.64	$ 1,563,715.23
Subtotal Cash Inflow	$ 48,688,012.54	$ 802,376.98	$ 49,490,389.52
Cash Outflow:			
Act 79 Fund Transfer to State	$ (16,000,000.00)		$ (16,000,000.00)
PSAP Reimbursement	$ (16,011,356.54)	$ (111,702.60)	$ (16,123,059.14)
Board Member Travel Expense	$ (80,330.15)	$ (914.60)	$ (81,244.75)
DB&F Revenue Assessments	$ (2,316,460.36)		$ (2,316,460.36)
DB&F Administrative Expense Assessments	$ (449,566.87)		$ (449,566.87)
WSP Reimbursement	$ (742,632.78)		$ (742,632.78)
Consultant-Intrado, Inc.	$ (439,260.41)		$ (439,260.41)
Consultant-Exec Director	$ (1,587,171.67)	$ (54,166.66)	$ (1,641,338.33)
Audit Expense	$ (24,545.00)		$ (24,545.00)
Board Strategic Planning Expenses	$ (1,721.81)		$ (1,721.81)
Membership	$ (100.00)		$ (100.00)
Subtotal Cash Outflow	$ (37,653,145.59)	$ (166,783.86)	$ (37,819,929.45)
Total Cash Balance	$ 11,034,866.95	$ 635,593.12	$ 11,670,460.07
Encumbrances			
Total Unencumbered Cash Balance	$ 11,034,866.95	$ 635,593.12	$ 11,670,460.07

MONTH OF JANUARY 2011	
DESCRIPTION	**TOTAL**
RECEIPTS:	
Interest Inc	935.64
Total Wireless Surcharge Collection	801,441.34
Total Income	802,376.98
DISBURSEMENTS:	
Board Member Travel	914.60
Consulting Expense	
TKC Consulting Group, LLC	54,166.66
Total Consulting Expense	54,166.66
PSAP Expenses	
Akimeka Program Mgmt	105,422.79
Conferences	
Intergraph Conference	3,006.81
Pictometry Future View Confer	3,273.00
Total Conferences	6,279.81
Total PSAP Expenses	111,702.60
Total Disbursements	166,783.86
Net Receipts/(Disbursements)	635,593.12

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 January 2011

FISCAL YEAR-TO-DATE	
SOURCE OF RECEIPTS	TOTAL
RECEIPTS:	
Interest Inc	5,794
Total Wireless Surcharge Collection	4,835,517
TOTAL RECEIPTS	4,841,311

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 January 2011

FISCAL YEAR-TO-DATE JANUARY 2011

	TOTAL			
DESCRIPTION	**Jul '10 - Jan 11**	**Annual Budget**	**$ Over/(Under) Budget**	
DISBURSEMENTS:				
Board Member Travel	7,350	27,000	(19,650)	27.2%
Consulting Expense				
TKC Consulting Group, LLC	189,583	325,000	(135,417)	
Total Consulting Expense	189,583	325,000	(135,417)	58.3%
DB&F Assessments				
DB&F Admin. Exp. Assess	35,661	236,207	(200,546)	
DB&F Revenue Assessment	168,374	415,000	(246,626)	
Total DB&F Assessments	204,035	651,207	(447,172)	31.3%
NASNA Dues	100	100	-	100.0%
PSAP Expenses				
Akimeka Program Mgmt	248,328	1,665,138	(1,416,810)	14.9%
CAD Related Expenses				
CAD Related Expenses - Other	-	3,800,000	(3,800,000)	
Total CAD Related Expenses	-	3,800,000	(3,800,000)	0.0%
Computers				
KVM Switches	3,971	4,100	(129)	
Positron Equip SW Maintenance	-	40,000	(40,000)	
UPS Battery-HPD	24,112	24,136	(24)	
Total Computers	28,083	68,236	(40,153)	41.2%
Conferences:				
APCO Conference	25,997	51,000	(25,003)	
Intergraph Conference	3,007	-	3,007	
NASNA Conference	776	-	776	
Nena Conference	25,734	51,000	(25,266)	
Pictometry Future View Confer	3,273	-	3,273	
Total Conferences	58,787	102,000	(43,213)	57.6%
Excom911 Logging Recorder Maint	-	31,650	(31,650)	0.0%
Hawaiian Telcom Charges				
Haw Tel Frame Relay & CIR	1	-	1	
Haw Telcom Network	13,609	60,000	(46,391)	
Hawaiian Telcom Trunk	110,561	111,398	(837)	
Ocean Safety CML Charges	3,325	-	3,325	
Total Hawaiian Telcom Charges	127,496	171,398	(43,902)	74.4%
Pictometry License Agreement	207,218	1,929,685	(1,722,467)	10.7%
Software Maintenance				
GeoComm Maintenance	18,586	48,586	(30,000)	
Total Software Maintenance	18,586	48,586	(30,000)	38.3%
Total PSAP Expenses	688,498	7,816,693	(7,128,195)	8.8%
WSP Cost Recovery				
Sprint/Nextel	81,059	180,000	(98,941)	
Total WSP Cost Recovery	81,059	180,000	(98,941)	45.0%
Total Disbursements	1,170,625	9,000,000	(7,829,375)	13.0%

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 January 2011

FY 2011 FORECASTED SPENDING

DESCRIPTION	FY2011 Budget	ACTUALS Jul 2010	Aug 2010	Sep 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	FORECAST Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Total	(Over)/ Under Budget
Disbursements:															
Board Member Travel	27,000	1,357	480	970	1,673		1,956	915	1,500	1,500	1,500	1,500	13,650	27,000	(0)
TKC Consulting Group, LLC	325,000	54,167	27,083	54,167				54,167	27,083	27,083	27,083	27,083	27,085	325,001	(1)
DB&F Admin. Exp. Assess	236,207	71,450					3,275		30,719		112,269		18,494	236,207	(0)
DB&F Revenue Assessment	415,000	32,386					96,923		85,890		85,890		113,911	415,000	0
NASNA Dues	100	100												100	-
Akimeka Program Mgmt	1,665,138			70,282	72,623			105,423	342,956	132,771	175,073	175,073	210,754	1,284,955	380,183
CAD Related Expenses	3,800,000										3,800,000			3,800,000	-
Computers														-	-
KVM Switches	4,100	3,971												3,971	129
Positron Equip SW Maint.	40,000												40,000	40,000	-
UPS Battery-HPD	24,136			24,112										24,112	24
Other														-	-
Conferences														-	-
APCO Conference	51,000		1,801	17,730	6,467									25,998	25,002
Nena Conference	51,000	19,631			6,103								25,266	51,000	(0)
NASNA							776							776	(776)
9-1-1 Goes to Wash.DC											40,000			40,000	(40,000)
Integraph Users Conference								3,007						3,007	(3,007)
Pictometry Future View Conf.								3,273						3,273	(3,273)
Excom911 Logging Recorder Maint	31,650										40,000			40,000	(8,350)
Hawaiian Telcom Charges														-	-
Haw Tel Frame Relay & CIR	-	1												1	(1)
Haw Telcom Network	60,000	406		13,202			3,325		5,000	5,000	5,000	5,000	23,067	60,000	(0)
Hawaiian Telcom Trunk	111,398	110,562												110,562	836
Pictometry License Agreement	1,929,685			207,217						757,626			1,004,842	1,969,685	(40,000)
GeoComm Maintenance	48,586	18,586											30,000	48,586	-
WSP Cost Recovery	180,000			81,059					90,000					171,059	8,941
Total Disbursements	9,000,000	312,617	29,364	468,739	86,866	-	106,255	166,784	583,148	923,980	486,815	4,008,656	1,507,069	8,680,292	319,708
Cum Total		312,617	341,981	810,720	897,586	897,586	1,003,841	1,170,625	1,753,772	2,677,752	3,164,567	7,173,223	8,680,292		

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HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 January 2011

FY 2011 7 MONTHS	Hawaii PSAP		
DESCRIPTION	Jul '10 - Jan 11	Annual Budget	$ Over/(Under) Budget
DISBURSEMENTS:			
PSAP Expenses			
Akimeka Program Mgmt	72,623	435,739	(363,116)
CAD Related Expenses			
CAD Related Expenses - Other	-		
Total CAD Related Expenses	-		
Computers			
KVM Switches	-		
Positron Equip SW Maintenance	-	40,000	(40,000)
UPS Battery-HPD	-		
Total Computers	-	40,000	(40,000)
Conferences:			
APCO Conference	6,467	6,000	467
Intergraph Conference	3,007		3,007
NASNA Conference	-		
Nena Conference	6,103	6,000	103
Pictometry Future View Confer	-		
Total Conferences	15,577	12,000	3,577
Excom911 Logging Recorder Maint	-		
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	-		
Haw Telcom Network	-		
Hawaiian Telcom Trunk	-		
Ocean Safety CML Charges	-		
Total Hawaiian Telcom Charges	-		
Pictometry License Agreement	-	1,039,000	(1,039,000)
Software Maintenance			
GeoComm Maintenance	-		
Total Software Maintenance	-		
Total PSAP Expenses	88,200	1,526,739	(1,438,539)
WSP Cost Recovery			
Sprint/Nextel	-		
Total WSP Cost Recovery	-		
Total Disbursements	88,200	1,526,739	(1,438,539)

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 January 2011

FY 2011 7 MONTHS	Kauai PSAP		
DESCRIPTION	**Jul '10 - Jan 11**	**Annual Budget**	**$ Over/(Under) Budget**
DISBURSEMENTS:			
PSAP Expenses			
Akimeka Program Mgmt	0	300,076	(300,076)
CAD Related Expenses			
CAD Related Expenses - Other	-	3,800,000	(3,800,000)
Total CAD Related Expenses	-	3,800,000	(3,800,000)
Computers			
KVM Switches	-		
Positron Equip SW Maintenance	-		
UPS Battery-HPD	-		
Total Computers	-		
Conferences:			
APCO Conference	-	6,000	(6,000)
Intergraph Conference	-		
NASNA Conference	-		
Nena Conference	2,521	6,000	(3,479)
Pictometry Future View Confer	3,273		3,273
Total Conferences	5,794	12,000	(6,206)
Excom911 Logging Recorder Maint	-		
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	-		
Haw Telcom Network	-		
Hawaiian Telcom Trunk	110,561	111,398	(837)
Ocean Safety CML Charges	-		
Total Hawaiian Telcom Charges	110,561	111,398	(837)
Pictometry License Agreement	207,218	198,930	8,288
Software Maintenance			
GeoComm Maintenance	-		
Total Software Maintenance	-		
Total PSAP Expenses	323,574	4,422,404	(4,098,830)
WSP Cost Recovery			
Sprint/Nextel	-		
Total WSP Cost Recovery	-		
Total Disbursements	323,574	4,422,404	(4,098,830)

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
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FY 2011 7 MONTHS	Oahu PSAP		
DESCRIPTION	**Jul '10 - Jan 11**	**Annual Budget**	**$ Over/(Under) Budget**
DISBURSEMENTS:			
PSAP Expenses			
Akimeka Program Mgmt	-	507,631	(507,631)
CAD Related Expenses			
CAD Related Expenses - Other	-		
Total CAD Related Expenses	-		
Computers			
KVM Switches	3,971	4,100	(129)
Positron Equip SW Maintenance	-		
UPS Battery-HPD	24,112	24,136	(24)
Total Computers	28,083	28,236	(153)
Conferences:			
APCO Conference	17,730	30,000	(12,270)
Intergraph Conference	-		
NASNA Conference	-		
Nena Conference	17,109	30,000	(12,891)
Pictometry Future View Confer	-		
Total Conferences	34,839	60,000	(25,161)
Excom911 Logging Recorder Maint	-	31,650	(31,650)
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	1		1
Haw Telcom Network	13,609	60,000	(46,391)
Hawaiian Telcom Trunk	-		
Ocean Safety CML Charges	3,325		3,325
Total Hawaiian Telcom Charges	16,935	60,000	(43,065)
Pictometry License Agreement	-	295,005	(295,005)
Software Maintenance			
GeoComm Maintenance	18,586	48,586	(30,000)
Total Software Maintenance	18,586	48,586	(30,000)
Total PSAP Expenses	98,443	1,031,108	(932,665)
WSP Cost Recovery			
Sprint/Nextel	-		
Total WSP Cost Recovery	-		
Total Disbursements	98,443	1,031,108	(932,665)

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 January 2011

FISCAL YEAR-TO-DATE JANUARY 2011

DESCRIPTION	Operations		
	Jul '10 - Jan 11	Annual Budget	$ Over/(Under) Budget
DISBURSEMENTS:			
Board Member Travel	7,350	27,000	(19,650)
Consulting Expense			
TKC Consulting Group, LLC	189,583	325,000	(135,417)
Total Consulting Expense	189,583	325,000	(135,417)
DB&F Assessments			
DB&F Admin. Exp. Assess	35,661	236,207	(200,546)
DB&F Revenue Assessment	168,374	415,000	(246,626)
Total DB&F Assessments	204,035	651,207	(447,172)
NASNA Dues	100	100	-
PSAP Expenses			
Akimeka Program Mgmt	-		
CAD Related Expenses			
CAD Related Expenses - Other	-		
Total CAD Related Expenses	-		
Computers			
KVM Switches	-		
Positron Equip SW Maintenance	-		
UPS Battery-HPD	-		
Total Computers	-		
Conferences:			
APCO Conference	1,801	3,000	(1,199)
Intergraph Conference	-		
NASNA Conference	776		776
Nena Conference	-	3,000	(3,000)
Pictometry Future View Confer	-		
Total Conferences	2,576	6,000	(3,424)
Excom911 Logging Recorder Maint	-		
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	-		
Haw Telcom Network	-		
Hawaiian Telcom Trunk	-		
Ocean Safety CML Charges	-		
Total Hawaiian Telcom Charges	-		
Pictometry License Agreement	-		
Software Maintenance			
GeoComm Maintenance	-		
Total Software Maintenance	-		
Total PSAP Expenses	2,576	6,000	(3,424)
WSP Cost Recovery			
Sprint/Nextel	81,059	180,000	(98,941)
Total WSP Cost Recovery	81,059	180,000	(98,941)
Total Disbursements	484,704	1,189,307	(704,603)

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HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 January 2011

Hawaii County Wireless E9-1-1 Status Report
January 1, 2011 – January 31, 2011

- ## PSAP Operations

9-1-1 Call Volume – January 2011

PSAP	Total	Wireline	%	Wireless	%
HAWAII (*)	10,183	3,755	36.9%	6,428	63.1%

(*) Totals are based on calls to Primary PSAP.

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2011	**Total**	**# of Calls**	**%to Total Wireline & Wireless**	**# of Calls**	**%to Total Wireline & Wireless**	**# of Calls**	**%to Total Calls**	**# of Calls**	**%Abandoned to Total**
December									
November									
October									
September									
August									
July									
June									
May									
April									
March									
February									
January	10,183	3,755	36.9%	6,428	63.1%	0	0.0%	1,140	11.2%
TOTAL YTD	**10,183**	**3,755**	**36.9%**	**6,428**	**63.1%**	**0**	**0.0%**	**1,140**	**11.2%**
AVG PER MO	**10,183**	**3,755**		**6,428**		**0**		**1,140**	

Note: Total Calls include Administrative calls that are not direct 911 calls.

HAWAII		TRANSFERRED TO FIRE								
		Wireline			Wireless			Admin		Abandoned	
2011	**Total**	**# of Calls**	**%to Total Wireline & Wireless**	**%of Total Wireline**	**# of Calls**	**%to Total Wireline & Wireless**	**%of Total Wireless**	**# of Calls**	**%to Total Calls**	**# of Calls**	**%Abandoned to Total**
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	1,914	909	47.5%	24.2%	1,004	52.5%	15.6%	1	0.1%	22	1.1%
TOTAL YTD	**1,914**	**909**	**47.5%**	**24.2%**	**1,004**	**52.5%**	**15.6%**	**1**	**0.1%**	**22**	**1.1%**
AVG PER MO	**1,914**	**909**			**1,004**			**1**		**22**	

Note: Total Calls include Administrative calls that are not direct 911 calls.

Notes:

(1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.

(2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

(3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

- **PSAP Operations** (continued)

Wireless Test – January 2011

Date	WSP	Sites Tested	Sectors Tested	Tested By:
01/24/11 – 01/25/11	AT&T Mobility	16	47	Hawai`i PSAP/ Akimeka (on-site support)

Current Month PSAP Operations Activities – January 2011

01/06/11   Akimeka forwarded, at the request of the Hawai`i County PSAP, the <u>published</u> (via a news article) Molokai 9-1-1 call recording of the caller who lost control of his car. The recording provided an example of the ability of one Molokai dispatcher to effectively assist the 9-1-1 caller and radio at the same time. This recording can also be used as a Dispatcher training tool.

01/07/11 -- Pending   Akimeka prepared a 2011 Holiday Testing Schedule, which is currently under internal review. Once approval is received from the Hawai`i County PSAP, the schedule will be released to all Service Providers doing business in the State of Hawai`i.

01/10/11   Akimeka provided Sergeant Ing with an electronic copy of the 9-1-1 and Positron Mapping training materials.

01/12/11 -- 01/25/11   Akimeka coordinated efforts to add and test sixteen (16) AT&T Mobility cell towers to the Hawai`i Wireless E9-1-1 database.  All of the cell towers needed to be added to the Positron mapping system.  A coordinated date and drive plan was approved by the Hawai`i County PSAP.

Akimeka provided on-site testing support to test all of the cell towers and sectors. This was done over two days -- January 24 - 25, 2011. All cell towers and sectors were tested and approved.

<u>Note:</u> While conducting testing on Kauai, the AT&T Mobility cell towers failed testing due to incorrect display of the street name field as validated on the CRS and TVW. The trouble, as identified by Intrado, was a result of duplicate Emergency Service Routing Numbers (ESRNs). This is an internal number between Intrado and AT&T Mobility. The duplicate ESRNs would prevent the street address from displaying properly.

It was discovered that this was not a Kauai specific problem but rather a nationwide issue regarding shared ESRNs when unique identifiers (street address) are required. The solution is to separate the ESRNs when establishing GSM and UMT networks. This trouble/issue is being addressed by AT&T Mobility.

Hawaii County Wireless E9-1-1 Status Report
January 1, 2011 – January 31, 2011

- ## PSAP Operations (continued)

Current Month PSAP Operations Activities – January 2011 (continued)

01/14/11   At the request of the Hawai`i County PSAP, Akimeka received DEM (demographic) map data from the Hawai`i County GIS section to use for the development of a Police radio coverage map layer

Open Issues (To be Monitored and Tracked by Akimeka)

No further updates as of January 31, 2011.

11/21/09   Akimeka will continue to monitor and track AT&T Mobility's open trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. This issue was escalated to the State of Hawaii Wireless Enhanced 9-1-1 Board for action (August 2010). There have been no updates received to date. Unfortunately, the trouble is still occurring.

Akimeka will provide status updates via the Monthly Status Report (MSR) when there are significant changes or updates as provided by the State of Hawaii Wireless Enhanced 9-1-1 Board and/or AT&T Mobility.

01/14/10   Akimeka will continue to monitor and track the work with Telematics providers, OnStar, Hughes, and ATX. The Executive Director of the State of Hawaii Enhanced Wireless 9-1-1 Board volunteered to coordinate and chair implementation calls (August 2010). There have been no updates or further testing scheduled by the Telematics providers.

Akimeka will provide status updates via the Monthly Status Report (MSR) when there are significant changes or updates as provided by the State of Hawaii Wireless Enhanced 9-1-1 Board and/or Telematics providers.

04/16/10   Akimeka personnel worked on a flowchart for the Neighbor Island PSAPs to document the flow of a Call Routing Spreadsheet (CRS) and Testing Validation Worksheet (TVW).   It was discovered that different processes exist among the carriers.

Akimeka created and submitted for review a DRAFT Call Routing Spreadsheet (CRS) and Testing Validation Worksheet (TVW) process flowchart to the Neighbor Island PSAPs on December 20, 2010.

Hawaii County Wireless E9-1-1 Status Report
January 1, 2011 – January 31, 2011

- ## MSAG

Current Month – January 2011

		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2011		**Total**	**Change**	**Combined**	**Delete**	**Insert**	**Split**	**Customer Addresses Affected**		**# of Transactions**	**TNs Affected**
PSAP	**TOTAL**										
HAWAII	310	293	155	83	4	8	43	2,548	17	0	0
		Revised categories and report format changes effective April 2009.									

During the month of January 2011, 293 9-1-1Net requests were completed relating to the MSAG database, with 2,548 customer ANI/ALI records updated as a direct result. Seventeen (17) ALI discrepancy reports were submitted to 9-1-1Net for updates and corrections as needed, and monitored for completion. See attached spreadsheet for a detailed description of changes and additions.

There are no records in Suspended status as of January 31, 2011.

Year-to-Date (YTD) Summary – 2011

HAWAII		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2011	**TOTAL**	**Total**	**Change**	**Combined**	**Delete**	**Insert**	**Split**	**Customer Addresses Affected (*)**		**# of Transactions**	**TNs Affected**
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	310	293	155	83	4	8	43	2,548	17	0	0
TOTAL YTD	310	293	155	83	4	8	43	2,548	17		
AVG PER MO	310	293	155	83	4	8	43	2,548	17		
	(*) Applies to Change, Delete and Insert categories										

Note: Revised categories and report format changes effective April 2009.

Definitions:	(a)	Represents customer address change requests submitted to Intrado to correct customer ANI/ALI records, including those identified by Akimeka.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

Hawaii County Wireless E9-1-1 Status Report
January 1, 2011 – January 31, 2011

- ## MSAG

Year-to-Date (YTD) Summary – 2010 Revised

Discovered a formula error in the month of December 2010 which affected the "Totals" accordingly. See green highlighted cells with corrections.

A corrected 2010 Year End Summary is provided below and supersedes the chart previously included in the December 2010 Hawaii County Wireless E9-1-1 Status Report.

HAWAII		9-1-1NET REQUESTS							(a) Customer Address Change Requests Submitted	(b) In Suspended Status as of Report Month End	
2010	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December	374	369	201	106	11	8	43	4,339	5	0	0
November	157	145	74	50	4	0	17	2,490	12	0	0
October	469	468	170	206	35	2	55	7,581	1	2	5
September	183	152	91	8	11	20	22	2,828	31	0	0
August	245	240	15	187	5	29	4	20	5	0	0
July	392	237	25	162	2	46	2	8	155	0	0
June	189	185	63	27	74	5	16	243	4	0	0
May	255	233	114	66	18	12	23	314	22	0	0
April	196	161	30	69	25	18	19	509	35	0	0
March	182	177	86	37	26	9	19	4,058	5	0	0
February	126	105	47	13	15	17	13	118	21	0	0
January	232	192	61	18	35	59	19	114	40	0	0
TOTAL YTD	3,000	2,664	977	949	261	225	252	22,622	336		
AVG PER MO	250	222	81	79	22	19	21	1,885	28		

(*) Applies to Change, Delete and Insert categories

Note: Revised categories and report format changes effective April 2009.

Definitions:	(a)	Represents customer address change requests submitted to Intrado to correct customer ANI/ALI records, including those identified by Akimeka.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

Hawaii County Wireless E9-1-1 Status Report
January 1, 2011 – January 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS – January 2011

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.

Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers				
	01/28/11			Per Mobi PCS CRS
			01/24/11	
	01/03/11			Per VZW CRS
Street Centerline				
			01/24/11	
	01/19/11 -- 01/20/11			Reconciled and updated Akimeka's Street Centerline layer based on Hawai`i County's updated Street Centerline layer
	01/19/11			Ran a comparison between Hawai`i County's updated Street Centerline layer and Akimeka's current Street Centerline layer to identify any changes needed
	01/12/11			Populated the ESN fields for all street centerlines
Address Points				
			01/24/11	
	01/19/11 -- 01/20/11			Reconciled and updated Akimeka's Address Points layer based on Hawai`i County's updated Address Points layer
	01/18/11			Ran a comparison between Hawai`i County's updated Address Points layer and Akimeka's current Address Points layer to identify any changes needed
	01/12/11			Populated the MSAG Community and ESN fields for all address points
MSAG Address Points (aka Pseudo Address Points)	01/10/11			Corrected addresses for Puako Beach Drive in Kamuela. Also in the process of verifying six digit addresses for 157 locations.
MSAG Communities	01/12/11			Edited Hawaii Volcanoes National Park to read HVNP to accommodate the CML's 10-character limitation
Parcels				
Churches				
Coastal Names				
Critical Infrastructure				
Emergency Callboxes				
Fire Beats				
Fire Districts				
			01/24/11	
Fire ESZ				
Fire Stations				

(*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

Hawaii County Wireless E9-1-1 Status Report
January 1, 2011 – January 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS – January 2011
  (continued)

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.

Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
Food & Beverage				
Hospitals				
Hotels				
Major Roads				
Medical Facilities				
Milepost Markers				
National and State Parks				
Ocean Rescue				
Points of Interest				
Police Beat Boundaries				
Police Districts				
Police ESZ				
Police Stations				
Post Office				
Schools				
Service Station				
Subdivisions				
Trails				
Tsunami Evacuation Zones				
Tsunami Roadblocks				

(*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

Note:	Street Centerline, Address Points, and Parcels layers are provided by Hawaii County.
	Akimeka has been instructed to not perform any edits on the Parcels layers as provided. Akimeka uploads the layer into the Akimeka GIS Server and PSAP GIS Server accordingly.
	For the Street Centerline and Address Points layers, effective November 25, 2009, Akimeka will compare and incorporate the County's changes into Akimeka's Street Centerline and Address Points layer.

Current Month GIS Activities – January 2011

01/21/11   Akimeka sent an inquiry to the Hawai`i PSAP requesting assistance with the Critical Infrastructure layer. Better location information on 12 facilities is needed. Based on the initial information provided to Akimeka, these facilities could not be located.

Hawaii County Wireless E9-1-1 Status Report
January 1, 2011 – January 31, 2011

- ## Service Requests Transactions

Open Service Requests – January 2011 (December 30, 2010 – January 27, 2011)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	05/25/10	220	MSAG Community Layer	911 Map -- Other	Low	Hawai`i County Police reviewed Akimeka's 2008 MSAG Community layer data and would like to redefine them.  New boundaries for West Hawai`i was received on May 16, 2010. Akimeka contacted the Hawai`i County PSAP to set up a meeting to discuss, define and agree upon the MSAG Communities to be used. The meeting will be scheduled sometime in February 2011.
2	06/03/10	225	Verify addresses on Puako Beach Road	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and update requests were sent to Sprint via Intrado and Hawaiian Telcom, Inc. (HTI). Record pending with telcos.
3	11/12/10	270	Incorrect Address: TN = 808/968-6721	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and correction request submitted on November 15, 2010.
4	01/21/11	296	Incorrect Address: TN = 808/974-4888	MSAG - ANI/ALI Discrepancy	Normal	MSAG database correction in progress.
Documented Items Per April 9 Intergraph Conference Call						
5	04/21/10	192	Police/Fire Districts	911 Map -- Other	High	Akimeka received written descriptions of the police and fire beats from the Hawaii County PSAPs. Screenshots illustrating the changes were sent to the Hawaii PSAPs and Akimeka is awaiting approval of the modifications. Pending since May 25, 2010.

Year-to-Date (YTD) Summary – 2011

There were seven (7) Service Requests carried over from 2010 – two 911 Map related and five MSAG related.

HAWAII				SERVICE REQUEST CATEGORIES							
2011	**TOTAL**			**911 Map**		**MSAG**		**Request Training**		**Suggestions**	
	Created	**Closed**	**Open**	**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	19	21	5	0	0	19	21	0	0	0	0
2010 Carryover	7	0	7	2	0	5	0	0	0	0	0
TOTAL	**26**	**21**	**5**	**2**	**0**	**24**	**21**	**0**	**0**	**0**	**0**

Note: Open Service Requests reflect what is in pending status at the end of the report month.

	Category	Description
Definitions:	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions

Kauai County Wireless E9-1-1 Status Report
January 1, 2011 – January 31, 2011

- ## PSAP Operations

9-1-1 Call Volume – January 2011

PSAP	Total	Wireline	%	Wireless	%
KAUAI	2,907	1,018	35.0%	1,889	65.0%

9-1-1 Call Volume – Calendar Year 2011

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME								
		Wireline		Wireless		Admin		Abandoned	
2011	**Total**	**# of Calls**	**%to Total Wireline & Wireless**	**# of Calls**	**%to Total Wireline & Wireless**	**# of Calls**	**%to Total Calls**	**# of Calls**	**%Abandoned**
December									
November									
October									
September									
August									
July									
June									
May									
April									
March									
February									
January	2,907	1,018	35.0%	1,889	65.0%	0	0.0%	601	20.7%
TOTAL YTD	**2,907**	**1,018**	**35.0%**	**1,889**	**65.0%**	**0**	**0.0%**	**601**	**20.7%**
AVG PER MO	**2,907**	**1,018**		**1,889**		**0**		**601**	

Note: Total Calls include Administrative calls that are not direct 911 calls.

Notes:

(1) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

(2) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.

(3) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

Kauai County Wireless E9-1-1 Status Report
January 1, 2011 – January 31, 2011

- ## PSAP Operations (continued)

Wireless Test – January 2011

Date	WSP	Sites Tested	Sectors Tested	Tested By:
01/20/11	AT&T Mobility	2	6	Kauai PSAP/Akimeka

Note: Cell Sites/ Sectors Did Not Pass the Test – Failed Test

Current Month PSAP Operations Activities – January 2011

01/03/11   Akimeka delivered a 9-1-1 Center Evacuation/Relocations Guideline to the Kauai Dispatch Supervisor, Police Assistant Chief, and Kauai County IT personnel to facilitate with the organizing and completing of the Dispatch Evacuation project. The purpose of the document is to identify the essential equipment and resources needed when an evacuation of the 9-1-1 Center is declared. Fifteen (15) areas were identified as needing attention during an evacuation.

01/06/11   Akimeka shared the published (via a news article) Molokai 9-1-1 call recording of the caller who lost control of his car with the Kauai County PSAP. The recording provided an example of the ability of one Molokai dispatcher to effectively assist the 9-1-1 caller and radio at the same time. The recording can also be used as a Dispatcher training tool.

01/07/11 --
Pending   Akimeka prepared a 2011 Holiday Testing Schedule, which is currently under internal review. Once approval is received from the Kauai County PSAP, the schedule will be released to all Service Providers doing business in the State of Hawai`i.

01/10/11   Akimeka prepared a draft Standard Operating Procedure -- No. 107 for the 9-1-1 Center Evacuation plan. The draft document was delivered to the Kauai Dispatch Supervisor, Police Command, and Kauai County IT personnel. The procedure outlines the emergency evacuation and mobilization plan for the Police Communications section and includes a supervisor's evacuation checklist, notifications checklist, and radio stations checklist.

Kauai County Wireless E9-1-1 Status Report
January 1, 2011 – January 31, 2011

- ## PSAP Operations (continued)

Current Month PSAP Operations Activities – January 2011 (continued)

01/12/11	Akimeka coordinated efforts to add and test two (2) AT&T Mobility cell towers to the Kauai Wireless E9-1-1 database. All of the cell towers needed to be added to the Positron mapping system. A coordinated date and drive plan was approved by the Kauai Dispatch Supervisor.

Testing was scheduled and conducted on January 20, 2011. Both cell towers did not pass the test due to incorrect display of the street name field as validated on the CRS and TVW. The trouble, as identified by Intrado, was a result of duplicate Emergency Service Routing Numbers (ESRNs). This is an internal number between Intrado and AT&T Mobility. The duplicate ESRNs would prevent the street address from displaying properly.

It was discovered that this was not a Kauai County specific problem but rather a nationwide issue regarding shared ESRNs when unique identifiers (street address) are required. The solution is to separate the ESRNs when establishing GSM and UMT networks.

The CRS and TVW were referred back to AT&T Mobility and Intrado due to the failed test results. Corrective action will be taken by AT&T Mobility.

01/24/11 -- 01/26/11	Akimeka personnel developed a Dispatcher training guide and presentation for PowerMap and Pictometry.

Akimeka personnel provided on-site Dispatcher training for four (4) new Kauai dispatchers on January 26, 2011. Training included Plant/CML equipment, Wireless, Positron Mapping and Pictometry.

01/26/11	Akimeka personnel met with the Kauai Assistant Police Chief, Patrol Captain, Dispatch Supervisor, and Kauai County IT personnel to discuss and review the Dispatch Evacuation plan and procedures, including the draft Standard Operating Procedure (No. 107) document. The project is moving forward as scheduled.

Kauai County Wireless E9-1-1 Status Report
January 1, 2011 – January 31, 2011

- ## PSAP Operations (continued)

Open Issues (To be Monitored and Tracked by Akimeka)

No further updates as of January 31, 2011.

11/21/09 Akimeka will continue to monitor and track AT&T Mobility's open trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. This issue was escalated to the State of Hawaii Wireless Enhanced 9-1-1 Board for action (August 2010). There have been no updates received to date. Unfortunately, the trouble is still occurring.

Akimeka will provide status updates via the Monthly Status Report (MSR) when there are significant changes or updates as provided by the State of Hawaii Wireless Enhanced 9-1-1 Board and/or AT&T Mobility.

01/14/10 Akimeka will continue to monitor and track the work with Telematics providers, OnStar, Hughes, and ATX. The Executive Director of the State of Hawaii Enhanced Wireless 9-1-1 Board volunteered to coordinate and chair implementation calls (August 2010). There have been no updates or further testing scheduled by the Telematics providers.

Akimeka will provide status updates via the Monthly Status Report (MSR) when there are significant changes or updates as provided by the State of Hawaii Wireless Enhanced 9-1-1 Board and/or Telematics providers.

04/16/10 Akimeka personnel worked on a flowchart for the Neighbor Island PSAPs to document the flow of a Call Routing Spreadsheet (CRS) and Testing Validation Worksheet (TVW).   It was discovered that different processes exist among the carriers.

Akimeka created and submitted for review a DRAFT Call Routing Spreadsheet (CRS) and Testing Validation Worksheet (TVW) process flowchart to the Neighbor Island PSAPs on December 20, 2010.

Kauai County Wireless E9-1-1 Status Report
January 1, 2011 – January 31, 2011

- ## MSAG

Current Month – January 2011

2011		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
KAUAI	137	136	103	16	1	5	11	1,840	1	0	0
		Revised categories and report format changes effective April 2009.									

During the month of January 2011, 136 9-1-1Net requests were completed relating to the MSAG database, with 1,840 customer ANI/ALI records updated as a direct result. One (1) ALI discrepancy report was submitted to 9-1-1Net for updates and corrections as needed, and monitored for completion. See attached spreadsheet for a detailed description of changes and additions.

There are no records in Suspended status as of January 31, 2011.

Year-to-Date (YTD) Summary – 2011

KAUAI		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2011	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	137	136	103	16	1	5	11	1,840	1	0	0
TOTAL YTD	137	136	103	16	1	5	11	1,840	1		
AVG PER MO	137	136	103	16	1	5	11	1,840	1		
		(*) Applies to Change, Delete and Insert categories									

Note: Revised categories and report format changes effective April 2009.

Definitions:	(a)	Represents customer address change requests submitted to Intrado to correct customer ANI/ALI records, including those identified by Akimeka.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

Kauai County Wireless E9-1-1 Status Report
January 1, 2011 – January 31, 2011

- ## MSAG

Year-to-Date (YTD) Summary – 2010 Revised

Discovered a formula error in the month of August 2010 which affected the Totals accordingly. See green highlighted cells with corrections.

A corrected 2010 Year End Summary is provided below and supersedes the chart previously included in the December 2010 Wireless E9-1-1 Status Report.

KAUAI		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2010	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December	0	0	0	0	0	0	0	0	0	0	0
November	2	2	2	0	0	0	0	0	0	0	0
October	5	5	5	0	0	0	0	0	0	0	0
September	1	0	0	0	0	0	0	0	1	0	0
August	44	42	39	0	0	2	1	0	2	0	0
July	96	95	75	0	3	1	16	13	1	0	0
June	47	47	27	0	0	20	0	0	0	0	0
May	50	49	38	2	4	0	5	170	1	0	0
April	42	40	18	0	4	6	12	40	2	0	0
March	67	65	30	0	18	14	3	162	2	0	0
February	39	38	17	2	11	7	1	66	1	0	0
January	37	37	26	1	2	5	3	129	0	3	5
TOTAL YTD	430	420	277	5	42	55	41	580	10		
AVG PER MO	36	35	23	0	4	5	3	48	1		

(*) Applies to Change, Delete and Insert categories

Note: Revised categories and report format changes effective April 2009.

Definitions:	(a)	Represents customer address change requests submitted to Intrado to correct customer ANI/ALI records, including those identified by Akimeka.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

Kauai County Wireless E9-1-1 Status Report
January 1, 2011 – January 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS – January 2011

  9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.

	KAUAI			
Type of Layer	**Akimeka GIS Server**		**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
	Date Created/ Edits Performed	**Date Uploaded to Server**		
WSP Cell Towers				
			01/26/11	
Street Centerlines			01/26/11	
	01/26/11		01/26/11	Continued work to validate Street Centerlines
	01/25/11			Extended range for Kealoha Road and Nuilani Road in Kapaa and Kilauea Road in Kilauea
	01/12/11			Populated the ESN fields for all Street Centerlines
	01/04/11 -- 01/07/11			Verified and corrected Street Centerline direction according to the address ranges
	01/03/11			Identified errors in the Street Centerline ranges
Address Points			01/26/11	
	01/26/11 -- 01/31/11			Corrected address point attributes as part of the database synchronization process
	01/25/11			Added a common name
	01/12/11			Populated the ESN field for all address points
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities				
	01/25/11			Made adjustments in support of the database synchronization process. Adjusted the Kokee polygon.
Parcels				
Coastal Names				
Coastline				
Common Places				
Communications				
Emergency Callboxes				
EMS Zones				
Fire ESZ				
Fire Stations				
Food & Beverage				Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc.
Hotels				
Medic Beat Boundaries				
Medical Facilities				
Milepost Markers				

(*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

Kauai County Wireless E9-1-1 Status Report
January 1, 2011 – January 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS – January 2011

  9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.

	KAUAI			
Type of Layer	**Akimeka GIS Server**		**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
	Date Created/ Edits Performed	**Date Uploaded to Server**		
National and State Parks				
Plat Maps				
Points of Interest				
Police Beats				
Police District Boundaries				
Post Offices				
Radio Towers				
Schools				
Subdivisions				
Tsunami Evacuation Zones				
WiFi Sites				

(*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

Note: The Parcels layer is provided by Kauai County. Akimeka performs edits on the spatial information of the layer for 9-1-1 purposes. Changes to the attribute table are made when needed. The Parcels layer uploaded to the PSAP GIS Server is intended for 9-1-1 purposes only and should not be disseminated to other county agencies.

Current Month GIS Activities – January 2011

01/19/11   Akimeka worked on creating a reference map book for the Kauai County PSAP.

Kauai County Wireless E9-1-1 Status Report
January 1, 2011 – January 31, 2011

- ## Service Requests Transactions

Open Service Requests – January 2011 (December 30, 2010 – January 27, 2011)

#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

Year-to-Date (YTD) Summary – 2011

	KAUAI			SERVICE REQUEST CATEGORIES							
2011	**TOTAL**			**911 Map**		**MSAG**		**Request Training**		**Suggestions**	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	0	0	0	0	0	0	0	0	0	0	0
TOTAL	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

Note: Open Service Requests reflect what is in pending status at the end of the report month.

Definitions:	Category	Description
	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions

Kauai County Wireless E9-1-1 Status Report
January 1, 2011 – January 31, 2011

- ## E9-1-1 Database Synchronization
  (Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)
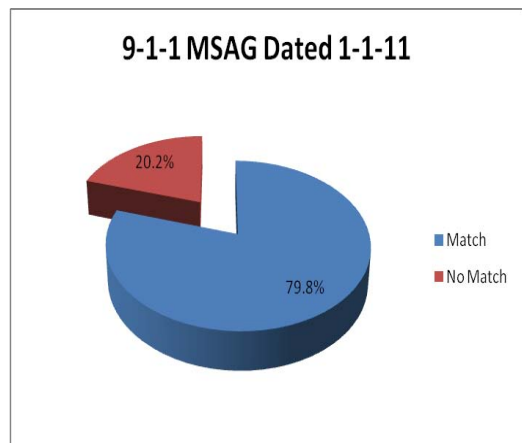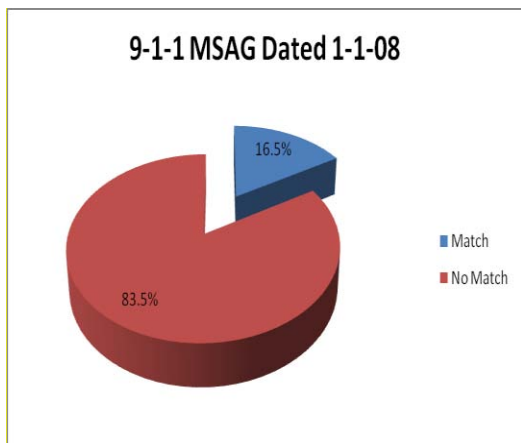
As part of Akimeka's value added services, Akimeka conducted a database synchronization audit for Kauai County in January 2011. Kauai County was selected as the pilot test site based on the 9-1-1 MSAG work that had been completed thus far by Akimeka and the size of Kauai County's 9-1-1 MSAG.

The database synchronization effort included comparing Kauai County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of 1,200 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on January 13, 2011 for Kauai County is reported below.

Database synchronization should be part of an ongoing and continuous process to ensure that the databases remain current and synchronized.   Since neither database is static in nature, the synchronization process will never yield a 100 percent match rate. As such, NENA's recommended minimum match rate is 98%.

The database synchronization process is essential to monitor and ensure the level of accuracy of the E9-1-1 databases and prepare for Next Generation 9-1-1 (NG9-1-1). As such, Akimeka will perform database sychronization audits on a quarterly basis as part of its ongoing maintenance process. Results of the database synchronization audit will be included and reported in the Monthly Status Report (MSR) accordingly.

Audit Summary Results – 2008 vs. 2011

Kauai County Wireless E9-1-1 Status Report
January 1, 2011 – January 31, 2011

- ## E9-1-1 Database Synchronization (continued)
  (Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

Audit Summary Results – 2008 vs. 2011 (continued)

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of January 1, 2008		As of January 13, 2011	
		9-1-1 MSAG Dated 1-1-08		9-1-1 MSAG Dated 1-1-11	
		# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		938		1,200	
Less: 9-1-1 MSAG Exception Records	(1)			57	4.8%
Net 9-1-1 MSAG Records Eligible for Comparison		938		1,143	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		155	16.5%	912	79.8%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)			222	19.4%
9-1-1 MSAG -- GIS No Match - Major Correction Required	(3)			0	0.0%
9-1-1 MSAG Record With No GIS Record	(4)			9	0.8%
Total 9-1-1 MSAG Records No Match		783	83.5%	231	20.2%

Objective: **NENA Recommended Match Rate = 98%**

Notes:

(1) An MSAG Record that will not have a corresponding GIS Street Centerline Record but is required for the routing of E9-1-1 calls (i.e., Emergency Call Box, Foreign Exchange Records, Wireless Shell Records, etc.). No further action is required.

(2) An MSAG Record that requires minor MSAG attention in 9-1-1Net to correct MSAG Records (i.e., Reassignment of an MSAG Community, modification of the House Number Range, assignement of an ESN, performing a combine or insert of an existing MSAG Record, etc.).

(3) A Major Correction is one in which the correction will/or has resulted in an ALI fall-out (Orphan ALI Record) and will require additional work effort to correct the problem.

(4) An MSAG Record that does not have a corresponding GIS Record and will require additional research and validation. The GIS Section will assist with this effort.

Kauai County Wireless E9-1-1 Status Report
January 1, 2011 – January 31, 2011

- ## E9-1-1 Database Synchronization (continued)
  (Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

Audit Summary Results – 2008 vs. 2011 (continued)

❖ The total number of 9-1-1 MSAG Records increased by 27.9% (from 938 to 1,200 records) covering the period from January 1, 2008 to January 1, 2011.

❖ 9-1-1Net MSAG Requests processed by Akimeka since January 1, 2008 are as follows:

KAUAI		9-1-1NET REQUESTS							Customer Address Change Requests Submitted
YEAR	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	
2008	582	483	383		29	71			99
2009	953	876	610	25	94	130	17	5,226	77
2010	430	420	277	5	42	55	41	580	10
TOTAL	1,965	1,779	1,270	30	165	256	58	5,806	186
Notes:	Revised categories and report format changes effective April 2009.								

❖ Akimeka also cleaned up Kauai County's MSAG Communities. As of January 1, 2008, there were 262 MSAG Communities as compared to 42 MSAG Communities as of January 20, 2011 -- a decrease of 84.0% (220 less MSAG Communities).

By establishing defined MSAG Communities that are aligned with 9-1-1 call routing, the PSAP is able to quickly identify the location of the 9-1-1 caller thereby reducing the time involved with searching and processing a 9-1-1 call while simultaneously improving dispatch and response time.

❖ As a result of Akimeka's work effort on the 9-1-1 MSAG and MSAG Communities, Kauai County's the level of accuracy or 9-1-1 MSAG Match percentage improved from 16.5% as of January 1, 2008 to 79.8% as of January 1, 2011 -- which represents a 63.3 percentage point improvement and/or 488% improvement in address accuracy.

❖ Additional work is needed to investigate and correct the identified No Match opportunities and database synchronization efforts will continue.

Maui County Wireless E9-1-1 Status Report
January 1, 2011 – January 31, 2011

- ## PSAP Operations

9-1-1 Call Volume – January 2011

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	8,025	2,757	34.4%	5,268	65.6%
MOLOKAI	289	178	61.6%	111	38.4%

(*) Totals are based on calls to Primary PSAP.

9-1-1 Call Volume – Calendar Year 2011

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2011	**Total**	**# of Calls**	**%to Total Wireline & Wireless**	**# of Calls**	**%to Total Wireline & Wireless**	**# of Calls**	**%to Total Calls**	**# of Calls**	**%Abandoned of Total**
December									
November									
October									
September									
August									
July									
June									
May									
April									
March									
February									
January	8,025	2,757	34.4%	5,268	65.6%	0	0.0%	1,290	16.1%
TOTAL YTD	**8,025**	**2,757**	**34.4%**	**5,268**	**65.6%**	**0**	**0.0%**	**1,290**	**16.1%**
AVG PER MO	**8,025**	**2,757**		**5,268**		**0**		**1,290**	

<u>Note:</u> Total Calls include Administrative calls that are not direct 911 calls.

Maui County Wireless E9-1-1 Status Report
January 1, 2011 – January 31, 2011

- ## PSAP Operations (continued)

9-1-1 Call Volume – Calendar Year 2011 (continued)

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2011	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned of Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March									
February									
January	289	178	61.6%	111	38.4%	0	0.0%	47	16.3%
TOTAL YTD	289	178	61.6%	111	38.4%	0	0.0%	47	16.3%
AVG PER MO	289	178		111		0		47	

Note: Total Calls include Administrative calls that are not direct 911 calls.

Notes:

(1)   Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

(2)   "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.

(3)   "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

Wireless Test – January 2011

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By:
01/18/11	Mobi PCS	Molokai	1	3	Molokai PSAP/ Akimeka
01/28/11	AT&T Mobility	Maui	7	21	Maui PSAP/ Akimeka

Maui County Wireless E9-1-1 Status Report
January 1, 2011 – January 31, 2011

- ## PSAP Operations (continued)

Current Month PSAP Operations Activities – January 2011

01/06/11   Akimeka shared the <u>published</u> (via a news article) Molokai 9-1-1 call recording of the caller who lost control of his car with the Maui PSAP. The recording provided an example of the ability of one Molokai dispatcher to effectively assist the 9-1-1 caller and radio at the same time.   The recording can also be used as a Dispatcher training tool.

01/07/11 --   Akimeka prepared a 2011 Holiday Testing Schedule, which is currently under
Pending   internal review. Once approval is received from the Maui County PSAPs, the schedule will be released to all Service Providers doing business in the State of Hawai`i.

01/12/11 --   Akimeka coordinated efforts to add and test seven (7) AT&T Mobility cell towers
01/28/11   to the Maui Wireless E9-1-1 database. All of the cell towers needed to be added to the Positron mapping system.   A coordinated date and drive plan was approved by the Maui PSAP.

Akimeka provided on-site testing support to test all of the cell towers and sectors. All cell towers and sectors were tested and approved on January 28, 2011.

<u>Note:</u> While conducting testing on Kauai, the AT&T Mobility cell towers failed testing due to incorrect display of the street name field as validated on the CRS and TVW.   The trouble, as identified by Intrado, was a result of duplicate Emergency Service Routing Numbers (ESRNs).   This is an internal number between Intrado and AT&T Mobility. The duplicate ESRNs would prevent the street address from displaying properly.

It was discovered that this was not a Kauai specific problem but rather a nationwide issue regarding shared ESRNs when unique identifiers (street address) are required. The solution is to separate the ESRNs when establishing GSM and UMT networks.   This trouble/issue is being addressed by AT&T Mobility.

01/21/11   Akimeka personnel attended a meeting requested by Assistant Chief of Police Hudson.   The purpose of the meeting was to meet Captain Klingman who is replacing Assistant Chief of Police Hudson due to a promotion.   Akimeka also shared the contractual duties that Akimeka performs in support of Maui County PSAP's Wireless E9-1-1 mission.

01/28/11   Akimeka personnel met with Assistant Chief of Police Hudson to discuss roles and responsibilities relative to providing updated mapping layers for the Maui Police Department's Computer Aided Dispatch (CAD) system. It was agreed that the Maui Police Department (MPD) Information Technology (IT) personnel and Akimeka will work together to establish a process to properly update the CAD mapping system in a live environment that provides Continuous Continuity of Communications (CCC) with minimal disruptions to E9-1-1 operations.

Maui County Wireless E9-1-1 Status Report
January 1, 2011 – January 31, 2011

- ## PSAP Operations (continued)

Open Issues (To be Monitored and Tracked by Akimeka)

No further updates as of January 31, 2011.

11/21/09   Akimeka will continue to monitor and track AT&T Mobility's open trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. This issue was escalated to the State of Hawaii Wireless Enhanced 9-1-1 Board for action (August 2010). There have been no updates received to date. Unfortunately, the trouble is still occurring.

Akimeka will provide status updates via the Monthly Status Report (MSR) when there are significant changes or updates as provided by the State of Hawaii Wireless Enhanced 9-1-1 Board and/or AT&T Mobility.

01/14/10   Akimeka will continue to monitor and track the work with Telematics providers, OnStar, Hughes, and ATX. The Executive Director of the State of Hawaii Enhanced Wireless 9-1-1 Board volunteered to coordinate and chair implementation calls (August 2010). There have been no updates or further testing scheduled by the Telematics providers.

Akimeka will provide status updates via the Monthly Status Report (MSR) when there are significant changes or updates as provided by the State of Hawaii Wireless Enhanced 9-1-1 Board and/or Telematics providers.

04/16/10   Akimeka personnel worked on a flowchart for the Neighbor Island PSAPs to document the flow of a Call Routing Spreadsheet (CRS) and Testing Validation Worksheet (TVW).   It was discovered that different processes exist among the carriers.

Akimeka created and submitted for review a DRAFT Call Routing Spreadsheet (CRS) and Testing Validation Worksheet (TVW) process flowchart to the Neighbor Island PSAPs on December 20, 2010.

Maui County Wireless E9-1-1 Status Report
January 1, 2011 – January 31, 2011

- ## MSAG

Current Month – January 2011

2011		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
MAUI COUNTY	365	365	153	145	9	4	54	1,348	0	0	0
	Revised categories and report format changes effective April 2009.										

During the month of January 2011, 365 change requests were completed relating to the Maui County MSAG database, with 1,348 customer ANI/ALI records updated as a direct result. No ALI discrepancy reports were submitted to 9-1-1Net for updates and corrections as needed See attached spreadsheet for a detailed description of changes and additions.

There is currently one request in Suspended status as of January 31, 2011.

Year-to-Date (YTD) – 2011

MAUI COUNTY		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2011	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	365	365	153	145	9	4	54	1,348	0	0	0
TOTAL YTD	365	365	153	145	9	4	54	1,348	0		
AVG PER MO	365	365	153	145	9	4	54	1,348	0		
	(*) Applies to Change, Delete and Insert categories										

Note: Revised categories and report format changes effective April 2009.

Definitions:	(a)	Represents customer address change requests submitted to Intrado to correct customer ANI/ALI records, including those identified by Akimeka.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

Maui County Wireless E9-1-1 Status Report
January 1, 2011 – January 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS – January 2011

  9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.

Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers					
	Molokai	01/28/11			Per Mobi PCS CRS
	Maui			01/27/11	
	Maui	01/21/11			Per AT&T Mobility CRS
Street Centerlines					
	Maui			01/27/11	
	Maui	01/25/11			Extended range for Aleo Place in Kahului
	Maui	01/24/11			Extended range for Kalaihi Place in Kaanapali
	Molokai	01/21/11			Edited two street ranges and one street name
	Maui				Extended range for Amakihi Way
	Maui	01/10/11			Corrected range for a street centerline in Lahaina
Address Points					
	Maui			01/27/11	
	Maui	01/14/11			Corrected eleven (11) address point attributes to meet Intergraph CAD standards
	Maui/Molokai	01/12/11			Populated the MSAG Community field for all address points
	Maui/Molokai	01/12/11			Modified Common Place Names and added address points according to modifications made in the Intergraph CADDBM by the PSAP
		01/10/11			
	Maui	01/06/11			Spatially corrected 200 Address Points using Pictometry imagery
	Maui	01/04/11			Spatially corrected 300 Address Points using Pictometry imagery
MSAG Address Points (aka Pseudo Address Points)					
MSAG Communities					
Parcels					
	Maui			01/27/11	
Airports					
Bridges					
Cane Fields					
Coastal Names					
Common Places					
Emergency Callboxes					
EMS Zones					
ESZ/ESN					

(*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

Maui County Wireless E9-1-1 Status Report
January 1, 2011 – January 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS – January 2011
  (continued)

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.

Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
Fire Beat Boundaries					
Fire ESZ					
Fire Stations					
Fire Sub Zones					
Fire Zones					
Food & Beverage					Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc.
Gate Codes					
High Resolution Imagery					
Hospitals					
Hotels					
Major Roads					
Medic Beat Boundaries					
Medic Stations					
Medical Facilities					
Milepost Markers					
National and State Parks					
Ocean Rescue Boundaries					
Park Polygon					
Points of Interest					
Police Beat Boundaries					
Police Dispatch Group (District)					
Police ESZ	Maui	01/11/11 -- 01/25/11			Edited Police ESZ to match the spatially correct parcels. This is an ongoing project.
Police Reporting Areas					
Police Stations					

(*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

Maui County Wireless E9-1-1 Status Report
January 1, 2011 – January 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS – January 2011
  (continued)

  9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.

MAUI COUNTY					
Type of Layer	**Island**	**Akimeka GIS Server**		**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
		Date Created/ Edits Performed	**Date Uploaded to Server**		
Ponds					
Post Offices				01/27/11	
	Maui/Molokai	01/03/11			Updated the existing Post Offices layer with data from the Points of Interest layer
Radio Towers					
Radius - Two Mile					
Radius - Three Mile					
Schools					
Subdivisions					
Tow Truck					
Towns					
Trails					
Tsunami Evacuation Zones					

(*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

Note: The Parcels layer is provided by Maui County. Akimeka performs edits on the spatial information of the layer for 9-1-1 purposes.   Changes to the attribute table are made when needed.   The Parcels layer uploaded to the PSAP GIS server is intended for 9-1-1 purposes only and should not be disseminated to other county agencies.

- ## Service Requests Transactions

Open Service Requests – January 2011 (December 30, 2010 – January 27, 2011)

MAUI PSAP						
#	**Date**	**Ticket #**	**Description**	**Category**	**Urgency**	**Comments**
			NONE			

MOLOKAI PSAP						
#	**Date**	**Ticket #**	**Description**	**Category**	**Urgency**	**Comments**
			NONE			

Maui County Wireless E9-1-1 Status Report
January 1, 2011 – January 31, 2011

- ## Service Requests Transactions (continued)

Year-to-Date (YTD) Summary – 2011

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2011	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	0	1	0	0	0	0	1	0	0	0	0
2010 Carryover	1	0	1	0	0	1	0	0	0	0	0
TOTAL	**1**	**1**	**0**	**0**	**0**	**1**	**1**	**0**	**0**	**0**	**0**

Note: Open Service Requests reflect what is in pending status at the end of the report month.

MOLOKAI PSAP				SERVICE REQUEST CATEGORIES							
2011	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	0	0	0	0	0	0	0	0	0	0	0
2010 Carryover	0	0	0	0	0	0	0	0	0	0	0
TOTAL	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

Note: Open Service Requests reflect what is in pending status at the end of the report month.

	Category	Description
Definitions:	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions