

**NEIL ABERCROMBIE**  
Governor



**BRUCE A. COPPA**  
Comptroller

**RYAN OKAHARA**  
Deputy Comptroller

**STATE OF HAWAII**  
**WIRELESS ENHANCED 911 BOARD**

**Board Meeting**  
**Thursday, April 14, 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 March 10, 2011 Board Meeting
- IV. Committee Updates by Chairs.
  - a. Finance Committee – Russell Lundberg
  - b. Technical Committee – Victor Ramos
  - c. Communications Committee – Gordon Bruce
- 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. Discussion and decision on sending a congratulatory letter from the Board to Kelvin Rasmussen for winning “Best in Category” at the State Science Fair with his project on 9-1-1.
  - b. Review of the Monthly Cash Flow Report for the month of March 2011.
  - c. Discussion and decision on the legal definition of PSAP as it applies to EMS and Ocean Safety.
  - d. Update on status of PSAP projects with funds pending expenditure.
    - i. Kauai CAD upgrade procurement.
    - ii. Honolulu Fire Dept.- Pictometry imagery software procurement.
    - iii. Honolulu Police Dept.:



- a. Akimeka, LLC services contract.
- b. CAD Upgrade.
- iv. Pictometry License Update- (All PSAPS)
- v. Akimeka, LLC program management services requirements update.
- vi. Others
- e. Request approval for GIS support in the amount \$44K that was previously approved by the Board for the Maui PSAP but was not included in the FY 2011 Strategic Budget Plan.
- f. Request approval for Geo-Comm training for HPD, HFD, EMS and Ocean Safety.
- g. Update on the FY 2012-2015 Strategic Budget Plan.
- h. 9-1-1 Legislation Update.
- i. Wireless E911 Timeline update.

VIII. Announcements

IX. **Next meeting date** – May 12, 2011, 10am, Comptroller’s Conference Room 410.

X. **Executive Session**-Legal matters to consult with the Board's attorney on the Board's powers, immunities, privileges, and liabilities pursuant to HRS section 92-5(a)(4) regarding the review and evaluation of TKC Consulting Group, LLC's performance of its contract to provide executive director services to the Board, and of TKC's response to the Board's inquiry concerning termination issues involving TKC's subcontractor.

XI. Adjournment

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**STATE OF HAWAII**  
**WIRELESS ENHANCED 911 BOARD**  
**Board Meeting Minutes**  
**Thursday, April 14, 2011**

**SUBJECT:** Minutes of April 14, 2011 Meeting

**Members in Attendance:** Russell Lundberg, James LaClair, Gordon Bruce, Clayton Tom, Mark Begley, Cedric Apaka, Paul Ferreira, Jeffrey Ono, Bruce Coppa.

**Members Not in Attendance:** Goldie Cross, Victor Ramos

**Staff in Attendance:** Thera Bradshaw, Courtney Tagupa, Kerry Yoneshige, Pat Ohara

**Guests in Attendance:** Kevin Kuwahara (Hawaiian Telcom), Morris Tamanaha (Navy Region Hawaii - RDC), Clement Chan (City & County DIT), Becky Lane (Hawaiian Telcom), Maj. John Thompson (Honolulu Police Department) and Maj. Janet Crotteau (HPD)

- 1. The Chair called the meeting to order at 10:00 a.m.**
- 2. Committee Updates by Chairs.**
  - a. **Finance Committee.** No updates.
  - b. **Technical Committee.** No updates.
  - c. **Communications Committee.**
    - i. Mr. Gordon Bruce identified the audience that the Communications Committee will provide information to; general public, the elected officials, PSAPs, City & State agencies and Professional Associations.
    - ii. The Communications committee will also stay on top of the Legislature, Policy & Objectives, and Public Relations issues. The committee will operate and interface with the Board dealing with a policy related issues and as for operational issues, the committee will handle without the Board's approval.
    - iii. First press release will be relating to April 9-1-1 Education Month, new congressional member Maize Hirono, and other information. The committee will obtain master lists from other counties on different media (i.e. magazines, newsletters, etc.) to be distributed to everyone. The committee decided that a minimum of one press release should be sent out per quarter.



- iv. Other tools to integrate in getting the message out are getting Twitter and Facebook accounts presented on the website. The committee considered calling both accounts, Hawaii 9-1-1.
- v. Also, the committee suggested bringing in the NENA/APCO Chapter into the team press release. Mr. Bruce will extend an invitation to include them in the Communications Committee meetings as well.

**3. PSAP Status Updates.**

- a. **Kauai.** Mr. Begley stated that Kauai PSAP is having major problems with their CAD system. They are working with Intrado and dispatch personnel to keep CAD system alive. Telephone and cell sites are all working.
- b. **Oahu.** Nothing to report.
- c. **Molokai.** Nothing to report.
- d. **Maui.** Mr. Tom stated that he attended the 9-1-1 Goes to Washington, D.C. Mr. Tom stated that it was a good experience and encourages the board members to attend.
- e. **Hawaii.** Nothing to report.

**4. Discussion, Consideration & Action Items:**

- a. **Discussion and decision on sending a congratulatory letter from the Board to Kelvin Rasmussen** for winning “Best in Category” at the State Science Fair with his project on 9-1-1. Mr. Begley made a motion to approve, which was seconded by Mr. Ferreira, and carried unanimously.
- b. **Review of the Monthly Cash Flow Report for the month of March 2011.**
  - i. The Statement of Cash Flows shows the account balances for both the General Fund.
    - End of month March 2011
    - 1. Cash Receipts – \$617,025
    - 2. Cash Disbursements – \$370,675
  
    - Year-to-date March 2011
    - 3. Cash Receipts - \$6,132,099
    - 4. Cash Disbursements - \$1,974,584
- c. **Discussion and decision on the legal definition of PSAP as it applies to EMS and Ocean Safety.**

Ms. Bradshaw stated that the legal definition of the Public Safety Answering Point (PSAP) is to receive incoming 911 calls and dispatches to appropriate



public service agencies to respond to those calls. Ms. Bradshaw will have more to follow in the next Board meeting.

- d. **Update on status of PSAP projects with funds pending expenditure.**
- i. **Kauai CAD upgrade procurement-** Mr. Begley stated that Kauai PSAP issued an award with Visionary Inc. in March that amounted to \$3.9 million. The difference between the amount funded (\$3.8K) and the amount awarded of \$3.9M will be absorbed by the county. Kauai is currently working on the statement of work and project deliverables and anticipates a contract before fiscal yearend.
  - ii. **Honolulu Fire Dept. – Pictometry imagery software procurement-** Mr. Kenison Tejada stated that HFD withdrew their request.
  - iii. **Honolulu Police Dept.:**
    1. **Akimeka, LLC services contract.** HPD is working with Akimeka and have received the final proposal. The Akimeka services contract is anticipated to be signed within the fiscal year (June 30, 2011), with a start date to be determined.
    2. **CAD Upgrade.** Mr. Thompson stated that HPD continues to plan but cannot make the hardware purchase without Board funding approval.
  - iv. **Pictometry License Update – (All PSAPS).** Mr. Tagupa stated that the Pictometry Licensing Fees for all PSAPs seems to be working toward invoicing during the final quarter and that the total cost will be under what was projected.
  - v. **Akimeka, LLC program management services requirements update.** Mr. Tagupa stated that Akimeka payments are being made but the reimbursement requests have lagged. One of the payments was a catch up of \$200,000 but now being paid according to plan and there needs to be
  - vi. **Others. None.**
- e. **Request approval for GIS support in the amount \$44K that was previously approved by the Board for the Maui PSAP but was not included in the FY 2011 Strategic Budget Plan.**  
Mr. Tom made a motion to approve, which was seconded by Mr Bruce, and carried by voice vote. Mr. Tom abstained.
- f. **Request approval for Geo – Comm training for HPD, HFD, EMS and Ocean Safety.**  
Board deferred for more documentation and clarification.
- g. **Update on the FY 2012-2015 Strategic Budget Plan.**



Mr. Tagupa stated that the budget plan continues to be a work-in-progress. Mr. Tagupa also stated that he hopes it will be resolved by next month's committee meeting. **ACTION ITEM: Mr. Tagupa will gather second submission from the PSAPs and will present the results in the next Technical Committee meeting.**

**h. 9-1-1 Legislation Update.**

Mr. Ferreira stated that HB1000 is still alive. It passed the Senate and House and now going to committees. So far, no significant changes. Other bills are the SB1020 and SB893, which take funds away from the Wireless fund. Both bills removed any references to the WE911 fund.

**i. Wireless E911 Timeline update.**

Ms. Bradshaw requested from the Board and PSAPs to continue and help capture great success stories and activities with 911. These stories will be posted on the website and distributed to various media. Mr. Ferreira clarified that posting 911 stories on the website does not need board approval.

**5. Announcements.**

- a. Mr. Tagupa shared a story that related to the tsunami in Japan. His wife's family is just north of Sendai and had a little difficulty finding her relatives. The wireless service providers offered free service to Japan. Without that, families would not be able to find their relatives. Mr. Tagupa stated that this free service is still going on and that all wireless providers chipped in and added their services. This service really provided great help in putting people at ease.
  - b. Mr. Tamanaha stated that even though the Congress and President has not pass the final budget, RDC is faced with another shut down but will continue to operate.
6. **Executive Session** – The Board went into Executive Session with the Board members present and Pat Ohara.
7. **Next meeting date and location** – May 12, 2011, 10:00 a.m., Comptroller's Conference Room 410, Kalanimoku Building, 1151 Punchbowl Street, Honolulu, Hawaii 96813
8. **The meeting was adjourned at 11:23 a.m.**

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

<b>FIRST HAWAIIAN BANK ACCOUNT:</b>			
<b>General Fund</b>	<b>Prior Month</b>	<b>Month</b>	<b>Ending</b>
	<b>Inception-to-Date</b>	<b>Cash</b>	<b>Inception-to-Date</b>
<b>ITEM</b>	<b>Cash Flow</b>	<b>Flow</b>	<b>Cash Flow</b>
	<b>Balance</b>	<b>Balance</b>	<b>Balance</b>
<b>Cash Inflow:</b>			
Wireless Surcharge Collection	\$ 48,599,431.53	\$ 616,245.18	\$ 49,215,676.71
Interest Income	\$ 1,821,956.80	\$ 779.95	\$ 1,822,736.75
<i>Prior Period Interest Income Adjustment</i>	\$ (257,236.01)		\$ (257,236.01)
Net Interest Income	\$ 1,564,720.79	\$ 779.95	\$ 1,565,500.74
<b>Subtotal Cash Inflow</b>	\$ 50,164,152.32	\$ 617,025.13	\$ 50,781,177.45
<b>Cash Outflow:</b>			
Act 79 Fund Transfer to State	\$ (16,000,000.00)		\$ (16,000,000.00)
PSAP Reimbursement	\$ (16,352,683.45)	\$ (235,191.41)	\$ (16,587,874.86)
Board Member Travel Expense	\$ (82,969.58)	\$ (1,011.60)	\$ (83,981.18)
DB&F Revenue Assessments	\$ (2,403,323.30)	\$ (104,371.78)	\$ (2,507,695.08)
DB&F Administrative Expense Assessments	\$ (458,266.37)	\$ (5,492.07)	\$ (463,758.44)
WSP Reimbursement	\$ (820,324.22)		\$ (820,324.22)
Consultant-Intrado, Inc.	\$ (439,260.41)	\$ 2,475.00	\$ (436,785.41)
Consultant-Exec Director	\$ (1,668,421.66)	\$ (27,083.33)	\$ (1,695,504.99)
Audit Expense	\$ (24,545.00)		\$ (24,545.00)
Other Board Related Expenses	\$ (3,419.76)		\$ (3,419.76)
<b>Subtotal Cash Outflow</b>	\$ (38,253,213.75)	\$ (370,675.19)	\$ (38,623,888.94)
Total Cash Balance	\$ 11,910,938.57	\$ 246,349.94	\$ 12,157,288.51
Encumbrances			
Total Unencumbered Cash Balance	\$ 11,910,938.57	\$ 246,349.94	\$ 12,157,288.51

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

<b>Analysis of PSAP Disbursements</b>				
	<b>FY 2011 YTD</b>	<b>%</b>	<b>Inception-to-Date</b>	<b>%</b>
<b>PSAP</b>	<b>Distribution</b>	<b>Percent</b>	<b>Distribution</b>	<b>Percent</b>
<b>Oahu</b>	<b>\$ 105,057</b>	<b>9.2%</b>	<b>\$ 6,753,830</b>	<b>40.7%</b>
<b>Maui</b>	<b>\$ 281,127</b>	<b>24.6%</b>	<b>\$ 3,423,854</b>	<b>20.6%</b>
<b>Hawai'i</b>	<b>\$ 233,446</b>	<b>20.4%</b>	<b>\$ 4,356,451</b>	<b>26.3%</b>
<b>Kauai</b>	<b>\$ 523,624</b>	<b>45.8%</b>	<b>\$ 2,053,739</b>	<b>12.4%</b>
<b>Total</b>	<b>\$ 1,143,254</b>	<b>100.0%</b>	<b>\$ 16,587,874</b>	<b>100.0%</b>

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

MONTH OF MARCH 2011		
DESCRIPTION		TOTAL
<b>RECEIPTS:</b>		
Interest Inc		780
Total Wireless Surcharge Collection		616,245
<b>Total Income</b>		<b>617,025</b>
<b>DISBURSEMENTS:</b>		
Board Member Travel		1,012
Consulting Expense		
Intrado, Inc		(2,475)
TKC Consulting Group, LLC		27,083
<b>Total Consulting Expense</b>		<b>24,608</b>
DB&F Assessments		
DB&F Admin. Exp. Assess		5,492
DB&F Revenue Assessment		104,372
<b>Total DB&amp;F Assessments</b>		<b>109,864</b>
PSAP Expenses		
Akimeka Program Mgmt		235,191
<b>Total PSAP Expenses</b>		<b>235,191</b>
<b>Total DISBURSEMENTS</b>		<b>370,675</b>
<b>NET RECEIPTS/(DISBURSEMENTS)</b>		<b>246,350</b>

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

MARCH FISCAL YEAR-TO-DATE (9 MOS)	TOTAL			
DESCRIPTION	Jul '10 - Mar 11	Annual Budget	\$ Over/(Under) Budget	
<b>RECEIPTS:</b>				
Interest Inc	7,580	10,000	(2,420)	
Total Wireless Surcharge Collection	6,124,520	8,490,000	(2,365,480)	
<b>Total Receipts</b>	<b>6,132,099</b>	<b>8,500,000</b>	<b>(2,367,901)</b>	<b>72.1%</b>
<b>DISBURSEMENTS:</b>				
Board Member Travel	10,086	27,000	(16,914)	
Consulting Expense				
Intrado, Inc	(2,475)	-	(2,475)	
TKC Consulting Group, LLC	243,750	325,000	(81,250)	
<b>Total Consulting Expense</b>	<b>241,275</b>	<b>325,000</b>	<b>(83,725)</b>	
DB&F Assessments				
DB&F Admin. Exp. Assess	49,852	236,207	(186,355)	
DB&F Revenue Assessment	368,689	415,000	(46,311)	
<b>Total DB&amp;F Assessments</b>	<b>418,541</b>	<b>651,207</b>	<b>(232,666)</b>	<b>64.3%</b>
NASNA Dues	100	100	-	
PSAP Expenses				
Akimeka Program Mgmt	699,048	1,665,138	(966,090)	42.0%
CAD Related Expenses	-	3,800,000	(3,800,000)	
Computers				
KVM Switches	3,971	4,100	(129)	
Positron Equip SW Maintenance	-	40,000	(40,000)	
UPS Battery-HPD	24,112	24,136	(24)	
<b>Total Computers</b>	<b>28,083</b>	<b>68,236</b>	<b>(40,153)</b>	
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	
<b>Total Conferences</b>	<b>58,787</b>	<b>102,000</b>	<b>(43,213)</b>	
Excom911 Logging Recorder Maint	-	31,650	(31,650)	
Hawaiian Telcom Charges				
Haw Tel Frame Relay & CIR	1	-	1	
Haw Telcom Network	23,548	60,000	(36,452)	
Hawaiian Telcom Trunk	110,561	111,398	(837)	
<b>Total Hawaiian Telcom Charges</b>	<b>134,110</b>	<b>171,398</b>	<b>(37,288)</b>	<b>78.2%</b>
Pictometry License Agreement	207,218	1,929,685	(1,722,467)	
Software Maintenance				
GeoComm Maintenance	18,586	48,586	(30,000)	
<b>Total Software Maintenance</b>	<b>18,586</b>	<b>48,586</b>	<b>(30,000)</b>	
<b>Total PSAP Expenses</b>	<b>1,145,831</b>	<b>7,816,693</b>	<b>(6,670,862)</b>	<b>14.7%</b>
WSP Cost Recovery				
Sprint/Nextel	158,751	180,000	(21,249)	
<b>Total WSP Cost Recovery</b>	<b>158,751</b>	<b>180,000</b>	<b>(21,249)</b>	
<b>TOTAL DISBURSEMENTS</b>	<b>1,974,584</b>	<b>9,000,000</b>	<b>(7,025,416)</b>	<b>21.9%</b>
<b>Net RECEIPTS/(DISBURSEMENTS)</b>	<b>4,157,515</b>	<b>(500,000)</b>	<b>4,657,515</b>	

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

FY 2011 FORECASTED SPENDING															
DESCRIPTION	ACTUAL EXPENSES											FORECAST			(Over)/ Under
	FY2011 Budget	Jul 2010	Aug 2010	Sep 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Total	Budget
<b>Disbursements:</b>															
Board Member Travel	27,000	1,357	480	970	1,673		1,956	915	1,725	1,012	1,500	1,500	1,500	14,587	12,413
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)
Intrado Consulting										(2,475)				(2,475)	2,475
DB&F Admin. Exp. Assess	236,207	71,450					3,275		8,700	5,492			202,532	291,449	(55,242)
DB&F Revenue Assessment	415,000	32,386					96,923		95,943	104,372			112,763	442,386	(27,386)
NASNA Dues	100	100												100	-
Akimeka Program Mgmt	1,665,138			70,282	72,623			105,423	215,528	235,191	132,771	132,771	295,879	1,260,468	404,670
CAD Related Expenses	3,800,000											3,800,000		3,800,000	-
<b>Computers</b>														-	-
KVM Switches	4,100	3,971												3,971	129
GIS Support (Maui)												44,000		44,000	(44,000)
Positron Equip SW Maint.	40,000												40,000	40,000	-
UPS Battery-HPD	24,136			24,112										24,112	24
<b>Conferences</b>														-	-
APCO Conference	51,000		1,801	17,730	6,467									25,998	25,002
Nena Conference	51,000	19,631			6,103							25,200		50,934	66
NASNA							776							776	(776)
9-1-1 Goes to Wash.DC											25,200			25,200	(25,200)
Integrgraph Users Conference								3,007					5,400	8,407	(8,407)
Pictometry Future View Conf.								3,273						3,273	(3,273)
Excom911 Logging Recorder Maint	31,650										40,000			40,000	(8,350)
<b>Hawaiian Telcom Charges</b>														-	-
Haw Tel Frame Relay & CIR	-	1												1	(1)
Haw Telcom Network	60,000	406		13,202			3,325		6,614		3,000	3,000	6,000	35,547	24,453
Hawaiian Telcom Trunk	111,398	110,562												110,562	836
Pictometry License Agreement	1,929,685			207,217									1,762,468	1,969,685	(40,000)
GeoComm Maintenance	48,586	18,586										30,000		48,586	-
WSP Cost Recovery	180,000			81,059					77,691					158,750	21,250
<b>Total Disbursements</b>	<b>9,000,000</b>	<b>312,617</b>	<b>29,364</b>	<b>468,739</b>	<b>86,866</b>	<b>-</b>	<b>106,255</b>	<b>166,785</b>	<b>433,284</b>	<b>370,675</b>	<b>229,554</b>	<b>4,008,354</b>	<b>2,508,827</b>	<b>8,721,319</b>	<b>278,681</b>

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

MARCH FISCAL YEAR-TO-DATE (9 MOS)		Hawaii PSAP		
DESCRIPTION		Jul '10 - Mar 11	Annual Budget	\$ Over/(Under) Budget
PSAP Expenses				
	Akimeka Program Mgmt	217,870	435,739	(217,869)
	CAD Related Expenses	-		
	Computers			
	KVM Switches	-		
	Positron Equip SW Maintenance	-	40,000	(40,000)
	UPS Battery-HPD	-		
	<b>Total Computers</b>	-	40,000	(40,000)
	Conferences			
	APCO Conference	6,467	6,000	467
	Intergraph Conference	3,007		
	NASNA Conference	-		
	Nena Conference	6,103	6,000	103
	Pictometry Future View Confer	-		
	<b>Total Conferences</b>	15,577	12,000	3,577
	Excom911 Logging Recorder Maint	-		
	Hawaiian Telcom Charges			
	Haw Tel Frame Relay & CIR	-		
	Haw Telcom Network	-		
	Hawaiian Telcom Trunk	-		
	<b>Total Hawaiian Telcom Charges</b>	-		
	Pictometry License Agreement	-	1,039,000	(1,039,000)
	Software Maintenance			
	GeoComm Maintenance	-		
	<b>Total Software Maintenance</b>	-		
	<b>Total PSAP Expenses</b>	233,446	1,526,739	(1,293,293)
	WSP Cost Recovery			
	Sprint/Nextel	-		
	<b>Total WSP Cost Recovery</b>	-		
	<b>TOTAL DISBURSEMENTS</b>	233,446	1,526,739	(1,293,293)

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

MARCH FISCAL YEAR-TO-DATE (9 MOS)	Kauai PSAP		
DESCRIPTION	Jul '10 - Mar 11	Annual Budget	\$ Over/(Under) Budget
<b>PSAP Expenses</b>			
Akimeka Program Mgmt	200,051	300,076	(100,025)
CAD Related Expenses	-	3,800,000	(3,800,000)
Computers			
KVM Switches	-		
Positron Equip SW Maintenance	-		
UPS Battery-HPD	-		
<b>Total Computers</b>	-		
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		
<b>Total Conferences</b>	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)
<b>Total Hawaiian Telcom Charges</b>	110,561	111,398	(837)
Pictometry License Agreement	207,218	198,930	8,288
Software Maintenance			
GeoComm Maintenance	-		
<b>Total Software Maintenance</b>	-		
<b>Total PSAP Expenses</b>	523,624	4,422,404	(3,898,780)
WSP Cost Recovery			
Sprint/Nextel	-		
<b>Total WSP Cost Recovery</b>	-		
<b>TOTAL DISBURSEMENTS</b>	523,624	4,422,404	(3,898,780)

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

MARCH FISCAL YEAR-TO-DATE (9 MOS)		Maui PSAP		
DESCRIPTION		Jul '10 - Mar 11	Annual Budget	\$ Over/(Under) Budget
PSAP Expenses				
	Akimeka Program Mgmt	281,127	421,692	(140,565)
	CAD Related Expenses	-		
	Computers			
	KVM Switches	-		
	Positron Equip SW Maintenance	-		
	UPS Battery-HPD	-		
	<b>Total Computers</b>	-		
	Conferences			
	APCO Conference	-	6,000	(6,000)
	Intergraph Conference	-		
	NASNA Conference	-		
	Nena Conference	-	6,000	(6,000)
	Pictometry Future View Confer	-		
	<b>Total Conferences</b>	-	12,000	(12,000)
	Excom911 Logging Recorder Maint	-		
	Hawaiian Telcom Charges			
	Haw Tel Frame Relay & CIR	-		
	Haw Telcom Network	-		
	Hawaiian Telcom Trunk	-		
	<b>Total Hawaiian Telcom Charges</b>	-		
	Pictometry License Agreement	-	396,750	(396,750)
	Software Maintenance			
	GeoComm Maintenance	-		
	<b>Total Software Maintenance</b>	-		
	<b>Total PSAP Expenses</b>	281,127	830,442	(549,315)
	WSP Cost Recovery			
	Sprint/Nextel	-		
	<b>Total WSP Cost Recovery</b>	-		
	<b>TOTAL DISBURSEMENTS</b>	281,894	830,442	(548,548)

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

MARCH FISCAL YEAR-TO-DATE (9 MOS)	Oahu PSAP		
DESCRIPTION	Jul '10 - Mar 11	Annual Budget	\$ Over/(Under) Budget
<b>PSAP Expenses</b>			
Akimeka Program Mgmt	-	507,631	(507,631)
CAD Related Expenses	-		
<b>Computers</b>			
KVM Switches	3,971	4,100	(129)
Positron Equip SW Maintenance	-		
UPS Battery-HPD	24,112	24,136	(24)
<b>Total Computers</b>	28,083	28,236	(153)
<b>Conferences</b>			
APCO Conference	17,730	30,000	(12,270)
Intergraph Conference	-		
NASNA Conference	-		
Nena Conference	17,109	30,000	(12,891)
Pictometry Future View Confer	-		
<b>Total Conferences</b>	34,839	60,000	(25,161)
Excom911 Logging Recorder Maint	-	31,650	(31,650)
<b>Hawaiian Telcom Charges</b>			
Haw Tel Frame Relay & CIR	1		
Haw Telcom Network	23,548	60,000	(36,452)
Hawaiian Telcom Trunk	-		
<b>Total Hawaiian Telcom Charges</b>	23,548	60,000	(36,452)
Pictometry License Agreement	-	295,005	(295,005)
<b>Software Maintenance</b>			
GeoComm Maintenance	18,586	48,586	(30,000)
<b>Total Software Maintenance</b>	18,586	48,586	(30,000)
<b>Total PSAP Expenses</b>	105,057	1,031,108	(926,051)
<b>WSP Cost Recovery</b>			
Sprint/Nextel	-		
<b>Total WSP Cost Recovery</b>	-		
<b>TOTAL DISBURSEMENTS</b>	105,057	1,031,108	(926,051)

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

MARCH FISCAL YEAR-TO-DATE (9 MOS)	Operations		
DESCRIPTION	Jul '10 - Mar 11	Annual Budget	\$ Over/(Under) Budget
<b>Total Receipts</b>	6,132,099	8,500,000	(2,367,901)
<b>DISBURSEMENTS:</b>			
Board Member Travel	9,320	27,000	(17,680)
Consulting Expense			
Intrado, Inc	(2,475)		
TKC Consulting Group, LLC	243,750	325,000	(81,250)
<b>Total Consulting Expense</b>	241,275	325,000	(83,725)
DB&F Assessments			
DB&F Admin. Exp. Assess	49,852	236,207	(186,355)
DB&F Revenue Assessment	368,689	415,000	(46,311)
<b>Total DB&amp;F Assessments</b>	418,541	651,207	(232,666)
NASNA Dues	100	100	-
PSAP Expenses			
Akimeka Program Mgmt	-		
CAD Related Expenses	-		
Computers			
KVM Switches	-		
Positron Equip SW Maintenance	-		
UPS Battery-HPD	-		
<b>Total Computers</b>	-		
Conferences			
APCO Conference	1,801	3,000	(1,199)
Intergraph Conference	-		
NASNA Conference	776		
Nena Conference	-	3,000	(3,000)
Pictometry Future View Confer	-		
<b>Total Conferences</b>	2,576	6,000	(3,424)
Excom911 Logging Recorder Maint	-		
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	-		
Haw Telcom Network	-		
Hawaiian Telcom Trunk	-		
<b>Total Hawaiian Telcom Charges</b>	-		
Pictometry License Agreement	-		
Software Maintenance			
GeoComm Maintenance	-		
<b>Total Software Maintenance</b>	-		
<b>Total PSAP Expenses</b>	2,576	6,000	(3,424)
WSP Cost Recovery			
Sprint/Nextel	158,751	180,000	(21,249)
<b>Total WSP Cost Recovery</b>	158,751	180,000	(21,249)
<b>TOTAL DISBURSEMENTS</b>	830,563	1,189,307	(358,744)

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

### • PSAP Operations

#### 9-1-1 Call Volume – March 2011

PSAP	Total	Wireline	%	Wireless	%
<b>HAWAII (*)</b>	10,514	3,871	36.8%	6,643	63.2%

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

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
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	10,514	3,871	36.8%	6,643	63.2%	0	0.0%	1,097	10.4%
February	9,340	3,453	37.0%	5,886	63.0%	1	0.0%	997	10.7%
January	10,183	3,755	36.9%	6,428	63.1%	0	0.0%	1,140	11.2%
<b>TOTAL YTD</b>	<b>30,037</b>	<b>11,079</b>	<b>36.9%</b>	<b>18,957</b>	<b>63.1%</b>	<b>1</b>	<b>0.0%</b>	<b>3,234</b>	<b>10.8%</b>
<b>AVG PER MO</b>	<b>10,012</b>	<b>3,693</b>		<b>6,319</b>		<b>0</b>		<b>1,078</b>	

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

HAWAII		TRANSFERRED TO FIRE								Abandoned	
		Wireline			Wireless			Admin			
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	1,977	926	46.9%	23.9%	1,050	53.1%	15.8%	1	0.1%	45	2.3%
February	1,809	892	49.3%	25.8%	917	50.7%	15.6%	0	0.0%	37	2.0%
January	1,914	909	47.5%	24.2%	1,004	52.5%	15.6%	1	0.1%	22	1.1%
<b>TOTAL YTD</b>	<b>5,700</b>	<b>2,727</b>	<b>47.9%</b>	<b>24.6%</b>	<b>2,971</b>	<b>52.1%</b>	<b>15.7%</b>	<b>2</b>	<b>0.0%</b>	<b>104</b>	<b>1.8%</b>
<b>AVG PER MO</b>	<b>1,900</b>	<b>909</b>			<b>990</b>			<b>1</b>		<b>35</b>	

**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.)

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

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- **PSAP Operations (continued)**

### Wireless Test – March 2011

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
03/29/11	AT&T Mobility	4	21	Hawaii PSAP/ Akimeka	Pass
			3		Fail

### Current Month PSAP Operations Activities – March 2011

- 01/07/11 -- Akimeka prepared a 2011 Holiday Testing Schedule and sent it to the Neighbor Island  
03/09/11 PSAPs for review on January 7, 2011. The document was subsequently updated and re-issued to the Neighbor Island PSAPs on March 1, 2011 for review and approval.
- Akimeka received approval from Lieutenant Wana and the 2011 Holiday Testing Schedule was issued to all of the Wireless Service Providers (WSPs) on March 9, 2011.
- 03/14/11 Akimeka personnel provided updated testing processes to LeRoy Fallau of Sandwich Isles Communications.
- 03/29/11 Akimeka personnel, along with AT&T Mobility tester, successfully re-tested the tower that failed in January 2011.
- 03/29/11 Akimeka personnel updated training screenprints for Wireless Phase I and Wireless Phase 2 to be incorporated into the current training material.

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

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- **PSAP Operations (continued)**

### Open Issues (To be Monitored and Tracked by Akimeka)

*No further updates as of March 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 March 1, 2011 – March 31, 2011

• **MSAG**

**Current Month – March 2011**

2011		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
PSAP	TOTAL									# of Transactions	TNs Affected
HAWAII	217	205	78	114	2	1	10	1,512	12	0	0

Revised categories and report format changes effective April 2009.

During the month of March 2011, 205 9-1-1Net requests were completed relating to the MSAG database, with 1,512 customer ANI/ALI records updated as a direct result. Twelve (12) 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 March 31, 2011.***

The Hawai'i County PSAP requested Akimeka's assistance to validate if the address changes directed in the Hawai'i Planning Department's address correction correspondence, dating back to 2004, were incorporated into Akimeka's MSAG and GIS mapping layer updates. The correspondence letters were provided in hard paper copies and requires manual review. In the month of March 2011, Akimeka was able to confirm 82 street names and 310 individual house addresses which were accurately accounted for and the information resides within the E9-1-1 databases.

**Year-to-Date (YTD) Summary – 2011**

HAWAII		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
2011	TOTAL									# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	217	205	78	114	2	1	10	1,512	12	0	0
February	173	144	97	12	3	9	23	1,150	29	0	0
January	310	293	155	83	4	8	43	2,548	17	0	0
<b>TOTAL YTD</b>	<b>700</b>	<b>642</b>	<b>330</b>	<b>209</b>	<b>9</b>	<b>18</b>	<b>76</b>	<b>5,210</b>	<b>58</b>		
<b>AVG PER MO</b>	<b>233</b>	<b>214</b>	<b>110</b>	<b>70</b>	<b>3</b>	<b>6</b>	<b>25</b>	<b>1,737</b>	<b>19</b>		

(\*) Applies to Change, Delete and Insert categories

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

<b>Definitions:</b>	(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 March 1, 2011 – March 31, 2011

- **Mapping Layers Updated/Loaded Into GIS – March 2011**

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

HAWAII				
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	03/21/11			
	03/14/11			Per VZW CRS
	03/08/11		<b>03/08/11</b>	Per AT&T Mobility CRS
	03/07/11			Validated towers against AT&T Mobility CRS
	03/01/11			Per AT&T Mobility CRS
Street Centerline	03/28/11			Added new street centerlines as identified in the County's updated layer and data necessary for the Intergraph CAD
	03/25/11			Edited street centerline ranges
			<b>03/08/11</b>	
Address Points			<b>03/08/11</b>	
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities				
Parcels				
Churches				
Coastal Names				
Critical Infrastructure				
Emergency Call boxes				
Fire Beats				
Fire Districts				
Fire ESZ				
Fire Stations				
Food & Beverage				
Hospitals				
Hotels				
Major Roads				
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.*

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

- **Mapping Layers Updated/Loaded Into GIS – March 2011 (continued)**

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

HAWAII				
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	03/24/11			Updated Parks Polygon. Layer only included National Parks. All other parks were incorporated. Verified locations and adjusted if necessary
Ocean Rescue				
Points of Interest				
Police Beat Boundaries				
Police Districts				
Police ESZ				
Police Stations				
Post Office				
Schools	03/18/11			Corrected community on (3) schools and (1) address
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.*

<b>Note:</b>	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.

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

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- **Mapping Layers Updated/Loaded Into GIS – March 2011 (continued)**

### Current Month GIS Activities – March 2011

- 03/07/11      A police beat map of West Hawai'i for the Kona Police Beats was created by Akimeka.
- 03/08/11      Police beat maps for North Kona and South Kona was created by Akimeka.
- 03/08/11 -      Akimeka continued to create police beat maps for Kona Beats 637 and 639.  
03/09/11
- 03/10/11      Akimeka sent the following Kona Beat map drafts -- North Kona, Beats 637,638,639,640,and 641, South Kona, West Hawai'i, and Kona District -- to Sergeant Souther for review and approval.
- 03/11/11      Akimeka moved the Tsunami Evacuation Zones to a higher level on PowerMap. This allows the dispatchers to clearly see the zones.
- 03/15/11      Akimeka created a communities project for Hawai'i County Police and Fire in GIS format to facilitate editing of MSAG Communities.
- 03/16/11      Akimeka personnel GPS'd Queen Ka'ahumanu Highway (Hwy 19/Hwy 11) in Kailua Kona, south to Kuakini Highway/Hawai'i Belt Road/Volcano Road/Kanoolehua Avenue (Hwy 11) to Hilo.

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

- **Service Requests Transactions**

**Open Service Requests – February 2011 (February 25, 2011 – March 29, 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. Meeting date is still pending.
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	<u>Incorrect Address:</u> TN = 808/968-6721	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and correction request submitted on November 15, 2010.  Researched continued with Intrado and Hawai'i County on March 31, 2011.
4	02/11/11	312	<u>Incorrect Information Displayed</u>	MSAG - ANI/ALI Discrepancy	Normal	Sent inquiry to Intrado regarding street name change and potential community name change.
<b>Documented Items Per April 9 Intergraph Conference Call</b>						
5	04/21/10	192	Police/Fire Districts	911 Map -- Other	High	Akimeka received written descriptions of the police and fire beats from the Hawai'i County PSAPs.  Screenshots illustrating the changes were sent to the Hawai'i County PSAPs for review and approval.  Akimeka personnel met with Hawai'i County Police and Fire personnel on March 17, 2011 to adjust the districts.

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

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

- **Service Requests Transactions (continued)**

**Year-to-Date (YTD) Summary – 2011**

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	0	2	5	0	0	0	2	0	0	0	0
February	3	1	7	0	0	3	1	0	0	0	0
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
<b>TOTAL</b>	<b>29</b>	<b>24</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>27</b>	<b>24</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

	Category	Description
<b>Definitions:</b>	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 March 1, 2011 – March 31, 2011

### • PSAP Operations

#### 9-1-1 Call Volume – March 2011

PSAP	Total	Wireline	%	Wireless	%
KAUAI	3,166	1,103	34.9%	2,060	65.1%

#### 9-1-1 Call Volume – Calendar Year 2011

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
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	3,166	1,103	34.9%	2,060	65.1%	3	0.1%	646	20.4%
February	2,875	1,049	36.5%	1,822	63.5%	4	0.1%	554	19.3%
January	2,907	1,018	35.0%	1,889	65.0%	0	0.0%	601	20.7%
<b>TOTAL YTD</b>	<b>8,948</b>	<b>3,170</b>	<b>35.5%</b>	<b>5,771</b>	<b>64.5%</b>	<b>7</b>	<b>0.1%</b>	<b>1,801</b>	<b>20.1%</b>
<b>AVG PER MO</b>	<b>2,983</b>	<b>1,057</b>		<b>1,924</b>		<b>2</b>		<b>600</b>	

**Note:** Total Calls include Administrative calls that are not direct 9-1-1 calls.

**Notes:**

- (1) Total call volumes include Administrative calls. (Administrative calls = Calls made between 9-1-1 positions but are not 9-1-1 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 March 1, 2011 – March 31, 2011

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- **PSAP Operations (continued)**

### Wireless Test – March 2011

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
'03/01/11 – 03/02/11	AT&T Mobility	1	3	Kauai PSAP	Pass
		(Network Connectivity)			
3/23/11	AT&T Mobility	6	18	Kauai PSAP/ Akimeka	Pass

### Current Month PSAP Operations Activities – March 2011

- 01/07/11 -- Akimeka prepared a 2011 Holiday Testing Schedule and sent it to the Neighbor  
03/09/11 Island PSAPs for review on January 7, 2011. The document was subsequently updated and re-issued to the Neighbor Island PSAPs on March 1, 2011 for review and approval.
- Akimeka received approval from Kathleen Langtad, Dispatch Supervisor, and the 2011 Holiday Testing Schedule was issued to all of the Wireless Service Providers (WSPs) on March 9, 2011.
- 03/14/11 Akimeka personnel provided updated testing processes to LeRoy Fallau of Sandwich Isles Communications.
- 03/23/11 Akimeka personnel updated training screenprints for Wireless Phase I and Wireless Phase 2 to be incorporated into the current training material.

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

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- **PSAP Operations (continued)**

**Open Issues (To be Monitored and Tracked by Akimeka)**

*No further updates as of March 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.

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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 March 1, 2011 – March 31, 2011

• **MSAG**

**Current Month – March 2011**

2011		9-1-1NET REQUESTS							Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
PSAP	TOTAL										
KAUAI	51	51	31	2	4	4	10	769	0	0	0

Revised categories and report format changes effective April 2009.

During the month of March 2011, 51 9-1-1Net requests were completed relating to the MSAG database, with 769 customer ANI/ALI records updated as a direct result. No ALI discrepancy reports were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

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

**Year-to-Date (YTD) Summary – 2011**

KAUAI		9-1-1NET REQUESTS							Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
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	51	51	31	2	4	4	10	769	0	0	0
February	4	4	2	1	0	0	1	297	0	0	0
January	137	136	103	16	1	5	11	1,840	1	0	0
<b>TOTAL YTD</b>	<b>192</b>	<b>191</b>	<b>136</b>	<b>19</b>	<b>5</b>	<b>9</b>	<b>22</b>	<b>2,906</b>	<b>1</b>		
<b>AVG PER MO</b>	<b>64</b>	<b>64</b>	<b>45</b>	<b>6</b>	<b>2</b>	<b>3</b>	<b>7</b>	<b>969</b>	<b>0</b>		

(\*) Applies to Change, Delete and Insert categories

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

<b>Definitions:</b>	(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 March 1, 2011 – March 31, 2011

- **Mapping Layers Updated/Loaded Into GIS – March 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	03/21/11		03/10/11	
Street Centerlines	03/11/11			
Address Points			03/10/11	
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities				
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				
National and State Parks				
Plat Maps				
Points of Interest				
Police Beats				
Police District Boundaries				
Post Offices				
Radio Towers				
Schools				
Subdivisions				
Trails	03/22/11			New layer created
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.

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

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- **Service Requests Transactions**

### Open Service Requests – March 2011 (February 25, 2011 – March 29, 2011)

#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

### 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	0	0	0	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**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

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

- PSAP Operations**

### 9-1-1 Call Volume – March 2011

PSAP	Total	Wireline	%	Wireless	%
<b>MAUI (*)</b>	8,144	2,812	34.6%	5,322	65.4%
<b>MOLOKAI</b>	330	211	63.9%	119	36.1%

(\*) 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	8,144	2,812	34.6%	5,322	65.4%	10	0.1%	1,301	16.0%
February	6,998	2,493	35.7%	4,498	64.3%	7	0.1%	1,154	16.5%
January	8,025	2,757	34.4%	5,268	65.6%	0	0.0%	1,290	16.1%
<b>TOTAL YTD</b>	<b>23,167</b>	<b>8,062</b>	<b>34.8%</b>	<b>15,088</b>	<b>65.2%</b>	<b>17</b>	<b>0.1%</b>	<b>3,745</b>	<b>16.2%</b>
<b>AVG PER MO</b>	<b>7,722</b>	<b>2,687</b>		<b>5,029</b>		<b>6</b>		<b>1,248</b>	

**Note:** Total Calls include Administrative calls that are not direct 9-1-1 calls.

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

• **PSAP Operations (continued)**

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

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
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	330	211	63.9%	119	36.1%	0	0.0%	58	17.6%
February	203	134	66.0%	69	34.0%	0	0.0%	29	14.3%
January	289	178	61.6%	111	38.4%	0	0.0%	47	16.3%
<b>TOTAL YTD</b>	<b>822</b>	<b>523</b>	<b>63.6%</b>	<b>299</b>	<b>36.4%</b>	<b>0</b>	<b>0.0%</b>	<b>134</b>	<b>16.3%</b>
<b>AVG PER MO</b>		<b>174</b>		<b>100</b>		<b>0</b>		<b>45</b>	

**Note:** Total Calls include Administrative calls that are not direct 9-1-1 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 – March 2011**

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
'03/01/11/ - 03/02/11	AT&T Mobility	Molokai	1	3	Molokai PSAP	Pass
			(Network Connectivity)			
03/04/11	AT&T Mobility	Maui	2	6	Maui PSAP/ Akimeka	Pass

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

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- **PSAP Operations (continued)**

### **Current Month PSAP Operations Activities – March 2011**

- 01/07/11 -- 03/09/11 Akimeka prepared a 2011 Holiday Testing Schedule and sent it to the Neighbor Island PSAPs for review on January 7, 2011. The document was subsequently updated and re-issued to the Neighbor Island PSAPs on March 1, 2011 for review and approval.
- Akimeka received approval from Lieutenant Fletcher and the 2011 Holiday Testing Schedule was issued to all of the Wireless Service Providers (WSPs) on March 9, 2011.
- 03/04/11 Akimeka sent a package via email to Chuck Davis and Bruce Berkley of Maui Police Department IT regarding the Intergraph Push/Roll process. The package included the following documents:
- Intergraph Workflow Diagram
  - Map Data Deployment Process
  - Maui Custom Map Workflow Build to Live
  - Notes from Test to Live Training
- 03/14/11 Akimeka personnel provided updated testing processes to LeRoy Fallau of Sandwich Isles Communications.
- 03/29/11 Akimeka personnel updated training screenprints for Wireless Phase I and Wireless Phase 2 to be incorporated into the current training material.

## Maui County Wireless E9-1-1 Status Report

### March 1, 2011 – March 31, 2011

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- **PSAP Operations (continued)**

#### **Open Issues (To be Monitored and Tracked by Akimeka)**

*No further updates as of March 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 March 1, 2011 – March 31, 2011

• **MSAG**

**Current Month – March 2011**

2011		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
PSAP	TOTAL									# of Transactions	TNs Affected
MAUI COUNTY	505	473	141	310	4	3	15	6,292	32	0	0
Revised categories and report format changes effective April 2009.											

During the month of March 2011, 473 9-1-1Net requests were completed relating to the Maui County MSAG database, with 6,292 customer ANI/ALI records updated as a direct result. Thirty-two (32) 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 March 31, 2011.***

**Year-to-Date (YTD) – 2011**

MAUI COUNTY		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
2011	TOTAL									# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	505	473	141	310	4	3	15	6,292	32	0	0
February	159	159	147	9	1	2	0	1,395	0	0	0
January	365	365	153	145	9	4	54	1,348	0	0	0
<b>TOTAL YTD</b>	<b>1,029</b>	<b>997</b>	<b>441</b>	<b>464</b>	<b>14</b>	<b>9</b>	<b>69</b>	<b>9,035</b>	<b>32</b>		
<b>AVG PER MO</b>	<b>343</b>	<b>332</b>	<b>147</b>	<b>155</b>	<b>5</b>	<b>3</b>	<b>23</b>	<b>3,012</b>	<b>11</b>		
(*) Applies to Change, Delete and Insert categories											

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

<b>Definitions:</b>	(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 March 1, 2011 – March 31, 2011

- **Mapping Layers Updated/Loaded Into GIS – March 2011**

*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		
WSP Cell Towers	Maui	03/21/11			
	Maui			03/10/11	
	Maui/Molokai	03/04/11			Validated towers against AT&T Mobility CRS
Street Centerlines	Maui	03/15/11			Made corrections to meet Intergraph standards
	Maui	03/11/11			
	Maui			03/10/11	
Address Points	Maui	03/31/11			
	Molokai	03/17/11			Added (1) address point per PSAP request
	Maui				Added (3) address points per PSAP requests
	Maui	03/15/11			Added common names per PSAP requests
Maui	03/11/11				
MSAG Address Points (aka Pseudo Address Points)					
MSAG Communities	Molokai	03/14/11			Created and adjusted Communities layer in GIS for ESN update project
Parcels	Maui	03/10/11 -- 03/31/11			Fixed gaps and overlaps in the parcel layer
	Molokai	03/10/11			
Airports					
Bridges					
Cane Fields					
Coastline					
Coastal Names					
Common Places					
Emergency Callboxes	Maui	03/31/11			
	Maui	03/29/11			
EMS Zones					
ESZ/ESN					
Fire Beat Boundaries	Maui	03/28/11 -- 03/29/11			Edited Fire Beats as discussed and requested by the Maui Police Department on 3/4/11
	Maui			03/10/11	
Fire Dispatch Group (Districts)					
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	Maui	03/18/11			Changed gate code per PSAP request
	Maui			03/10/11	
High Resolution Imagery					

(\*) 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 March 1, 2011 – March 31, 2011

- **Mapping Layers Updated/Loaded Into GIS – March 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		
Hospitals					
Hotels					
Major Roads					
Medic Beat Boundaries	Maui			03/10/11	
Medic Dispatch Group (Districts)					
Medic Stations					
Medical Facilities					
Milepost Markers					
National and State Parks	Maui/Molokai	03/08/11 -- 03/10/11			Added parks that are in the Parks Polygon layer but are missing from this layer
Ocean Rescue Boundaries					
Park Polygon	Molokai	03/09/11 -- 03/10/11			Edited to match the spatially correct Parcels and Parks layer
	Maui	03/08/11 -- 03/10/11			
Points of Interest					
Police Beat Boundaries	Maui			03/10/11	
Police Dispatch Group (Districts)	Maui			03/10/11	
Police ESZ					
Police Reporting Areas					
Police Stations					
Ponds					
Radio Towers					
Radius - Two Mile					
Radius - Three Mile					
Schools					
Subdivisions					
Tow Jurisdictions					
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.

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

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- **Mapping Layers Updated/Loaded Into GIS – March 2011**  
(continued)

**Current Month GIS Activities – March 2011**

- 03/01/11 Akimeka prepared data for Intergraph CAD map push.
- 03/01/11 -- Akimeka created an ArcReader project for Maui Fire to review Fire Beats/ESZs.  
03/03/11
- 03/04/11 Akimeka personnel met with the Maui Fire Department to review and edit their Fire Beat Boundaries.
- 03/22/11 Akimeka followed up with Assistant Fire Chief Derrick Arruda regarding the Fire Beat changes made on Molokai. Akimeka was referred to work with Captain Travis Tancayo.

- **Service Requests Transactions**

**Open Service Requests – March 2011 (February 25, 2011 – March 29, 2011)**

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

## Maui County Wireless E9-1-1 Status Report March 1, 2011 – March 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	2	2	0	1	1	1	1	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
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
<b>TOTAL</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**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	0	0	0	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
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
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

	Category	Description
<b>Definitions:</b>	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