

NEIL ABERCROMBIE
Governor



BRUCE A. COPPA
Comptroller

RYAN OKAHARA
Deputy Comptroller

STATE OF HAWAII
WIRELESS ENHANCED 911 BOARD
Board Meeting
Thursday, May 12, 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 April 14, 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. Review of the Monthly Cash Flow Report for the month of April 2011.
 - b. Request for approval of EMS Tower expenses for \$7,539.26.
 - c. Request for approval of hardware for Maui PSAP \$82,137.
 - d. Request approval for Geo-Comm training for HPD, HFD, EMS and Ocean Safety.
 - e. NENA Conference attendees update.
 - f. Technology Forum: Scheduling and Investigative Committee formation.
 - g. Continuing problem with performing rebids on AT&T wireless calls, and the loss of AT&T tower information during rebids.
 - h. Conditions for receiving ALI software updates from Intrado.
 - i. Update on the FY 2012-2015 Strategic Budget Plan.
 - j. 9-1-1 Legislation Update.

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- k. Wireless E911 Timeline update.
- l. Discussion regarding Board member term expirations.

VIII. Announcements

IX. **Next meeting date** – June 9, 2011, 10am, Comptroller's Conference Room 410.

XI. Adjournment



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

10 am, Thursday, May 12, 2011

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

MINUTES

Members in Attendance: Paul Ferreira, Bruce Coppa, Jeffrey Ono, Victor Ramos, Clayton Tom, Mark Begley, Russell Lundberg, and Goldie Cross

Members Not in Attendance: Gordon Bruce, Cedric Apaka, James LaClair

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

Guests in Attendance: Morris Tamanaha, Deanna Garcia, Jayne Nantkes, Kenison Tejada, Becky Lance, Kevin Kuwahara, John Thompson, Jeff Riewer, and Janet Crotteau

1. The Chair called the meeting to order at 10:02 a.m.
2. Committee Updates by Chairs.
 - a. Finance Committee. No updates.
 - b. Technical Committee. Mr. Ramos will discuss items from the Technical committee under Discussion, Consideration & Action Items.
 - c. Communications Committee. Mr. Ferreira (Acting Chair) stated the following:
 1. requested the PSAPS to gather a master list of media contacts to be electronically sent to Ms. Bradshaw and Mr. Tagupa. This will facilitate any media releases that need to go out to the Board. Maui PSAP has supplied the Board with their master list and still pending on Big Island, Oahu and Kauai.
 2. Webmaster Deanna Garcia for the Board was introduced.
 3. Social media status: Mr. Gordon Bruce has established links for Twitter and Facebook for the wireless board.
 4. At the next Board meeting will request Board approval for permission to add State and County links to the Board website.

In addition, the Communications Committee met with the WE911 web master, Ms. Garcia (Akimeka, LLC). Mr. Ferreira stated that the Communications Committee came up with the name, "Hawaii 911" for their Facebook and Twitter accounts. Mr. Bruce has implemented links for Facebook and Twitter for the wireless Board which will need to be put

on the next meeting agenda, which should include links to the department websites and other network. The Technical committee also discussed on what press releases could the Board, government office, and DAGS put out with their social media websites.

3. PSAP Status Updates.

- a. Kauai. Nothing to Report.
- b. Oahu. Nothing to Report.
- c. Molokai. Nothing to Report.
- d. Maui. Nothing to Report.
- e. Hawaii. Nothing to Report.

4. Discussion, Consideration & Action Items

a. **Review of the Monthly Cash Flow Report for the month of April 2011.**

Mr. Tagupa presented the following financial information:

1. Monthly Cash Receipts- \$699,329
2. Monthly Cash Disbursements- \$522,272
3. Fiscal Year-to-Date Cash Receipts- \$6,832,096
4. Fiscal Year-to-Date Cash Disbursements-\$2,496,855

Mr. Tagupa stated that the immediate concern is the CAD upgrade related expense for Kauai County in the amount of \$3.8 million. Mr. Tagupa stated that unless the contract is signed, there is nothing the Board can encumber. Mr. Begley stated that Kauai County met with their Finance director and will expedite the process.

Mr. Tagupa recommended the Finance committee to prepay the DB&F administrative/revenue assessments. With that, the Board will come close to reaching \$9 million ceiling.

b. **Request for approval of EMS Tower expenses for \$7,539.26**

Discussed and approved by the Technical and Finance committee to move to the full Board, Mr. Ramos made a motion to approve, which was seconded by Ms. Cross, and carried unanimously.

c. **Request for approval of hardware for Maui PSAP \$82,137.**

Discussed and approved by the Technical and Finance committees to move to the full Board, Mr. Begley made a motion to approve, which was seconded by Mr. Lundberg, and carried by voice vote, with Mr. Victor Ramos and Mr. Clayton Tom abstaining.

d. **Request approval for Geo-Comm training for HPD, HFD, EMS and Ocean Safety.**

Discussed and approved by the Technical and Finance committees to move to the full Board, Mr. Ramos made a motion to approve, which was seconded by Mr. Tom, and carried unanimously.

e. **NENA Conference attendees update.**

Mr. Tagupa requested the PSAPs to send names of the attendees.

f. Technology Forum. Scheduling and Investigative Committee formation.

Ms. Bradshaw requested for more PSAP representatives, wireless and wire line carriers to help and attend the forum that could focus on Next Generation 911. Ms. Bradshaw stated that she is looking to plan the forum in conjunction with the 10-year anniversary of September 11.

Mr. Tagupa has taken the initiative to research on the cost to facilitate the forum (i.e., lodging, airfare, food, etc.) and has come up with an estimated amount of \$12,000. Ms. Bradshaw recommended for PSAPs and wireless carriers to gather names of those who can coordinate a kick off meeting.

Mr. Ferreira requested that any procurement issues be run through DAGS.

g. Continuing problem with performing rebids on AT&T wireless calls, and the loss of AT&T tower information during rebids.

Mr. Ferreira stated that this issue was brought in previous Technical committee meetings, involving vendors and PSAPs, which the committee recommended to bring to the Board's attention as a concern.

Ms. Cross clarified with the Board the issue regarding this problem. Ms. Cross stated that approximately two years ago, a change was made by Intrado, which is the data base provider for WE911 and Hawaiian Telcom. Intrado made a change to their SEALI database and prior to that Hawaiian Telcom used to cache their data to wireless carriers which only affects Phase I calls, not Phase II. When Phase I calls came in, those calls only came with tower 1 information.

The problem that occurred was when a re-bid was performed at any of the PSAPs. That re-bid was transferred to a screener then to call taker, and then the tower information disappeared. Hawaiian Telcom did not send tower cache information to the screen. It took Intrado two years to fix the problem.

Ms. Cross met with Intrado e911 personnel who refused to put in a special patch to fix this problem since it will be included in their next software release. Ms. Cross stated that this will then fix the problem.

Ms. Cross stated that this problem only affects AT&T subscribers. The other carriers, with exception to Hawaiian Telcom, are CDMA carriers and use handset base location technology. AT&T uses network base technology which uses triangulation. In addition, Ms. Cross has asked Hawaiian Telcom to have PSAPs give them approval, as it affects all PSAPs, to turn the feature on. Ms. Cross recommended having PSAPs give Hawaiian Telcom time to work things out with Intrado.

h. Conditions for receiving SEALI software updates from Intrado.

Item h was discussed in item g.

i. Update on the FY 2012-2015 Strategic Budget Plan.

Mr. Tagupa explains report on budget plan (Attachment):

Page 1

Accomplishments:

- 1) Agreed on budget that is within or below legislative ceiling of \$9 million.
- 2) Secondary PSAPs were included in this budget to include CAD upgrades that are being proposed, including HPD, Fire, EMS and Big Island Police Department.
- 3) Increase share of maintenance expenses with secondary PSAPs.
- 4) Board expansion funding.
- 5) Funding for Technology Forum.
- 6) Cash flow longevity. With all expenses under ceiling amount, the cash flow will continue to into fiscal years beyond 2015.
- 7) Maintains fund integrity by being consistent with HB138-5.
- 8) Lastly, reviewed and approved by the Technical & Finance committees, requesting to move forward to the Board for final decision.

Concerns:

- 1) Lack of Fire & EMS integration synergy – Could have opportunities for savings.
- 2) Conference cost growth building up to \$175,000/year.
- 3) Lastly, the Board expansion revenue is still unknown. The revenue was not adjusted and reflects the same level of revenue from year to year.
- 4) Page 2: Reflects projected cash balance of \$7.2 million at the end of FY 2011. Anticipate FY cash in-hand at end of 2015 in the amount of \$6.5 million.
- 5) Page 3: The total is approaching \$7 million in recurring cost. With non-recurring cost in the amount of \$1.4 million for Fire & EMS and an estimated \$3 million for Big Island; and conference costs estimated at \$175,000.
- 6) Page 4: Mr. Tagupa stated that the next steps to review and to discuss what is being proposed. Also, Mr. Tagupa recommended for any modifications on current plan and final approval from the Board.

Mr. Begley stated that Kauai PSAP will need to make one revision on CML. Mr. Begley will meet with Hawaiian Telcom to make changes in services such as reducing services in one area and increase services in another area.

Mr. Ferreira stated that if there needs to be any changes to the budget, the Board should submit to the Technical & Finance committees so that it can be updated with Mr. Tagupa. Mr. Ferreira made a motion to have item i be the Board's strategic budget plan and should move forward as a living document. The motion was seconded by Mr. Ramos, and carried unanimously.

j. 9-1-1 Legislation Update.

Ms. Bradshaw congratulated the Board for a successful legislative session. Ms. Bradshaw thanked the Board, various PSAPs, Hawaiian Telcom, and Ms. Ohara (Attorney General) who attended hearings and provided great testimonies.

The legislation agreed for the E911 fund ceiling to increase to \$14M, for the legislation to not raid the funds, and increase board expansion from 11 to 13 members inclusive of another representative of Oahu and VoIP communications. In addition, there will be more revenue coming into the fund and the expansion of the monthly surcharge to all communications connections except public utility. Hawaiian Telcom will maintain surcharge rate that will go directly to Hawaiian Telcom and not to the Board. Governor signs bill and goes into effect on July 1, 2011.

The following questions regarding HB1000 were posed to Ms. Pat Ohara (AG office) by Mr. Paul Ferreira and were answered as follows:

1. Current Board appointments will serve out their terms of office and will be reappointed by the legislature at their expiration dates as the law allows.
2. New Board appointments as a result of HB1000 can be appointed by the Board Chair through the State Boards and Commissions office.
3. Setting up the administrative rules can initially done by converting existing Board procedures with the recommendation that the rules be structured to add flexibility. The Board may also use administrative rules of similar Boards as a model.
4. There was a suggestion for the Board to form an investigative committee to determine how to get the word out to the VOIP service providers about the surcharge to be assessed by the Board. It was also suggested that the Board consider late fees to prevent delayed payments of the surcharge.

k. Wireless E911 Timeline Update.

Mr. Ferreira reminded the PSAPS and wireless carriers to keep website updated (i.e. success stories, accomplishments of PSAPs & wireless carriers) by sending their updates to Ms. Bradshaw and Mr. Tagupa.

l. Discussion regarding Board member term expirations.

Mr. Yoneshige stated that the Board member terms expire by statue and that recommendations for new board members does not have to be by the Board but may come from the Board Chair as an example.

5. Announcements. None.
6. Next meeting date and location – June 9, 2011, 9:00 am, Comptroller’s Conference Room 410, Kalanimoku Building, 1151 Punchbowl Street, Honolulu, Hawaii 96813
7. The meeting was adjourned at 11:10 a.m.

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 April 2011

FIRST HAWAIIAN BANK ACCOUNT:			
General Fund	Prior Month	Month	Ending
	Inception-to-Date	Cash	Inception-to-Date
	Cash Flow	Flow	Cash Flow
ITEM	Balance	Balance	Balance
Cash Inflow:			
Wireless Surcharge Collection	\$ 49,215,676.71	\$ 699,328.76	\$ 49,915,005.47
Interest Income	\$ 1,822,736.75	\$ 668.55	\$ 1,823,405.30
<i>Prior Period Interest Income Adjustment</i>	\$ (257,236.01)		\$ (257,236.01)
Net Interest Income	\$ 1,565,500.74	\$ 668.55	\$ 1,566,169.29
Subtotal Cash Inflow	\$ 50,781,177.45	\$ 699,997.31	\$ 51,481,174.76
Cash Outflow:			
Act 79 Fund Transfer to State	\$ (16,000,000.00)		\$ (16,000,000.00)
PSAP Reimbursement	\$ (16,587,874.26)	\$ (490,673.45)	\$ (17,078,547.71)
Board Member Travel Expense	\$ (83,981.18)	\$ (4,515.13)	\$ (88,496.31)
DB&F Revenue Assessments	\$ (2,507,695.08)		\$ (2,507,695.08)
DB&F Administrative Expense Assessments	\$ (463,758.44)		\$ (463,758.44)
WSP Reimbursement	\$ (820,324.22)		\$ (820,324.22)
Consultant-Intrado, Inc.	\$ (436,785.41)		\$ (436,785.41)
Consultant-Exec Director	\$ (1,695,504.99)	\$ (27,083.33)	\$ (1,722,588.32)
Audit Expense	\$ (24,545.00)		\$ (24,545.00)
Other Board Related Expenses	\$ (3,419.76)		\$ (3,419.76)
Subtotal Cash Outflow	\$ (38,623,888.34)	\$ (522,271.91)	\$ (39,146,160.25)
Total Cash Balance	\$ 12,157,289.11	\$ 177,725.40	\$ 12,335,014.51
Encumbrances			
Total Unencumbered Cash Balance	\$ 12,157,289.11	\$ 177,725.40	\$ 12,335,014.51

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 April 2011

MONTH OF APRIL 2011	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	Operations	TOTAL
RECEIPTS						
Interest Inc	-	-	-	-	669	669
Total Wireless Surcharge Collection	-	-	-	-	699,329	699,329
Total RECEIPTS	-	-	-	-	699,997	699,997
DISBURSEMENTS:						
Board Member Travel	-		-	-	4,515	4,515
Consulting Expense						
TKC Consulting Group, LLC	-	-	-	-	27,083	27,083
Total Consulting Expense	-	-	-	-	27,083	27,083
PSAP Expenses						
Akimeka Program Mgmt	108,935	25,006	79,432	-	-	213,373
Conferences						
911 Goes to Washington Conf	-	-	-	-	1,540	1,540
Total Conferences	-	-	-	-	1,540	1,540
Pictometry License Agreement	-	-	-	274,885	-	274,885
Software Maintenance						
GeoComm Maintenance	-	-	-	876	-	876
Total Software Maintenance	-	-	-	876	-	876
Total PSAP Expenses	108,935	25,006	79,432	275,760	1,540	490,673
Total DISBURSEMENTS	108,935	25,006	79,432	275,760	33,138	522,272
Net RECEIPTS/(DISBURSEMENTS)	(108,935)	(25,006)	(79,432)	(275,760)	666,859	177,725

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 April 2011

FISCAL YEAR-TO-DATE (10 months)	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	Operations	TOTAL		
DESCRIPTION	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL	Budget	\$ Over/(Under) Budget
DISBURSEMENTS								
Board Member Travel	-	-	-	-	14,601	14,601	27,000	(12,399)
Consulting Expense								
Intrado, Inc	-	-	-	-	(2,475)	(2,475)	-	(2,475)
TKC Consulting Group, LLC	-	-	-	-	270,833	270,833	325,000	(54,167)
Total Consulting Expense	-	-	-	-	268,358	268,358	325,000	(56,642)
DB&F Assessments								
DB&F Admin. Exp. Assess	-	-	-	-	49,852	49,852	236,207	(186,355)
DB&F Revenue Assessment	-	-	-	-	368,689	368,689	415,000	(46,311)
Total DB&F Assessments	-	-	-	-	418,541	418,541	651,207	(232,666)
NASNA Dues	-	-	-	-	100	100	100	-
PSAP Expenses:								
Akimeka Program Mgmt	326,805	225,057	360,559	-	-	912,421	1,665,138	(752,717)
CAD Related Expenses	-	-	-	-	-	-	3,800,000	(3,800,000)
Computers								
KVM Switches	-	-	-	3,971	-	3,971	4,100	(129)
Positron Equip SW Maint.	-	-	-	-	-	-	40,000	(40,000)
UPS Battery-HPD	-	-	-	24,112	-	24,112	24,136	(24)
Total Computers	-	-	-	28,083	-	28,083	68,236	(40,153)
Conferences								
911 Goes to Washington Conf	-	-	-	-	1,540	1,540	-	1,540
APCO Conference	6,467	-	-	17,730	1,801	25,997	51,000	(25,003)
Intergraph Conference	3,007	-	-	-	-	3,007	-	3,007
NASNA Conference	-	-	-	-	776	776	-	776
Nena Conference	6,103	2,521	-	17,109	-	25,734	51,000	(25,266)
Pictometry Future View Confer	-	3,273	-	-	-	3,273	-	3,273
Total Conferences	15,577	5,794	-	34,839	4,116	60,327	102,000	(41,673)
Excom911 Logging Recorder Maint	-	-	-	-	-	-	31,650	(31,650)
Hawaiian Telcom Charges								
Haw Tel Frame Relay & CIR	-	-	-	1	-	1	-	1
Haw Telcom Network	-	-	-	23,548	-	23,548	60,000	(36,452)
Hawaiian Telcom Trunk	-	110,561	-	-	-	110,561	111,398	(837)
Total Hawaiian Telcom Charges	-	110,561	-	23,548	-	134,110	171,398	(37,288)
Pictometry License Agreement	-	207,218	-	274,885	-	482,103	1,929,685	(1,447,582)
Software Maintenance								
GeoComm Maintenance	-	-	-	19,462	-	19,462	48,586	(29,124)
Total Software Maintenance	-	-	-	19,462	-	19,462	48,586	(29,124)
Total PSAP Expenses	342,381	548,630	360,559	380,817	4,116	1,636,505	7,816,693	(6,180,188)
WSP Cost Recovery								
Sprint/Nextel	-	-	-	-	158,751	158,751	180,000	(21,249)
Total WSP Cost Recovery	-	-	-	-	158,751	158,751	180,000	(21,249)
Total DISBURSEMENTS	342,381	548,630	360,559	380,817	864,467	2,496,856	9,000,000	(6,503,144) 27.7%

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 April 2011

FY 2011 FORECASTED SPENDING						
	FY2011	Fiscal Year-to-Date	FORECAST			(Over)/ Under
DESCRIPTION	Budget	ACTUAL	May 2011	Jun 2011	Total	Budget
Disbursements:						
Board Member Travel	27,000	14,602	4,200	4,200	23,002	3,998
TKC Consulting Group, LLC	325,000	270,833	27,083	27,085	325,001	(1)
Intrado Consulting		(2,475)			(2,475)	2,475
DB&F Admin. Exp. Assess	236,207	49,852		202,532	252,384	(16,177)
DB&F Revenue Assessment	415,000	368,689		112,761	481,450	(66,450)
NASNA Dues	100	100			100	-
Akimeka Program Mgmt	1,665,138	868,130	96,458	192,917	1,157,505	507,633
GIS Support		44,291			44,291	(44,291)
CAD Related Expenses	3,800,000	-		3,800,000	3,800,000	-
Computers		-			-	-
KVM Switches	4,100	3,971			3,971	129
Maui Hardware		-		82,137	82,137	(82,137)
Positron Equip SW Maint.	40,000	-			-	40,000
UPS Battery-HPD	24,136	24,112			24,112	24
Conferences		-			-	-
APCO Conference	51,000	25,998			25,998	25,002
Nena Conference	51,000	25,734		36,000	61,734	(10,734)
NASNA		776			776	(776)
9-1-1 Goes to Wash.DC		1,540	36,000		37,540	(37,540)
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)
Training		-		8,000	8,000	(8,000)
Hawaiian Telcom Charges		-			-	
Haw Tel Frame Relay & CIR	-	1			1	(1)
Haw Telcom Network	60,000	23,547	4,140	6,210	33,897	26,103
Hawaiian Telcom Trunk	111,398	110,562			110,562	836
Pictometry License Agreement	1,929,685	482,103		1,419,984	1,902,087	27,598
GeoComm Maintenance	48,586	19,461		30,000	49,461	(875)
WSP Cost Recovery	180,000	158,750		70,000	228,750	(48,750)
Total Disbursements	9,000,000	2,496,856	167,881	6,037,226	8,701,963	298,037

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 April 2011

FISCAL YEAR-TO-DATE (10 months)		Hawaii PSAP		
DESCRIPTION	TOTAL	Budget	\$ Over/(Under) Budget	
DISBURSEMENTS				
PSAP Expenses:				
Akimeka Program Mgmt	326,805	435,739	(108,934)	
CAD Related Expenses	-			
Computers				
KVM Switches	-			
Positron Equip SW Maint.	-	40,000	(40,000)	
UPS Battery-HPD	-			
Total Computers	-	40,000	(40,000)	
Conferences				
911 Goes to Washington Conf	-			
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	-			
Total Hawaiian Telcom Charges	-			
Pictometry License Agreement	-	1,039,000	(1,039,000)	
Software Maintenance				
GeoComm Maintenance	-			
Total Software Maintenance	-			
Total PSAP Expenses	342,381	1,526,739	(1,184,358)	
WSP Cost Recovery				
Sprint/Nextel	-			
Total WSP Cost Recovery	-			
Total DISBURSEMENTS	342,381	1,526,739	(1,184,358)	

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 April 2011

FISCAL YEAR-TO-DATE (10 months)	Kauai PSAP		
DESCRIPTION	TOTAL	Budget	\$ Over/(Under) Budget
DISBURSEMENTS			
PSAP Expenses:			
Akimeka Program Mgmt	225,057	300,076	(75,019)
CAD Related Expenses	-	3,800,000	(3,800,000)
Computers			
KVM Switches	-		
Positron Equip SW Maint.	-		
UPS Battery-HPD	-		
Total Computers	-		
Conferences			
911 Goes to Washington Conf	-		
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)
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	548,630	4,422,404	(3,873,774)
WSP Cost Recovery			
Sprint/Nextel	-		
Total WSP Cost Recovery	-		
Total DISBURSEMENTS	548,630	4,422,404	(3,873,774)

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 April 2011

FISCAL YEAR-TO-DATE (10 months)	Maui PSAP		
DESCRIPTION	TOTAL	Budget	\$ Over/(Under) Budget
DISBURSEMENTS			
PSAP Expenses:			
Akimeka Program Mgmt	360,559	421,692	(61,133)
CAD Related Expenses	-		
Computers			
KVM Switches	-		
Positron Equip SW Maint.	-		
UPS Battery-HPD	-		
Total Computers	-		
Conferences			
911 Goes to Washington Conf	-		
APCO Conference	-	6,000	(6,000)
Intergraph Conference	-		
NASNA Conference	-		
Nena Conference	-	6,000	(6,000)
Pictometry Future View Confer	-		
Total Conferences	-	12,000	(12,000)
Excom911 Logging Recorder Maint	-		
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	-		
Haw Telcom Network	-		
Hawaiian Telcom Trunk	-		
Total Hawaiian Telcom Charges	-		
Pictometry License Agreement	-	396,750	(396,750)
Software Maintenance			
GeoComm Maintenance	-		
Total Software Maintenance	-		
Total PSAP Expenses	360,559	830,442	(469,883)
WSP Cost Recovery			
Sprint/Nextel	-		
Total WSP Cost Recovery	-		
Total DISBURSEMENTS	360,559	830,442	(469,883)

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 April 2011

FISCAL YEAR-TO-DATE (10 months)	Oahu PSAP		
DESCRIPTION	TOTAL	Budget	\$ Over Budget
DISBURSEMENTS			
PSAP Expenses:			
Akimeka Program Mgmt	-	507,631	(507,631)
CAD Related Expenses	-		
Computers			
KVM Switches	3,971	4,100	(129)
Positron Equip SW Maint.	-		
UPS Battery-HPD	24,112	24,136	(24)
Total Computers	28,083	28,236	(153)
Conferences			
911 Goes to Washington Conf	-		
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	23,548	60,000	(36,452)
Hawaiian Telcom Trunk	-		
Total Hawaiian Telcom Charges	23,548	60,000	(36,452)
Pictometry License Agreement	274,885	295,005	(20,120)
Software Maintenance			
GeoComm Maintenance	19,462	48,586	(29,124)
Total Software Maintenance	19,462	48,586	(29,124)
Total PSAP Expenses	380,817	1,031,108	(650,291)
WSP Cost Recovery			
Sprint/Nextel	-		
Total WSP Cost Recovery	-		
Total DISBURSEMENTS	380,817	1,031,108	(650,291)

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 April 2011

FISCAL YEAR-TO-DATE (10 months)	Operations		
DESCRIPTION	TOTAL	Budget	\$ Over/(Under) Budget
DISBURSEMENTS			
Board Member Travel	14,601	27,000	(12,399)
Consulting Expense			
Intrado, Inc	(2,475)		(2,475)
TKC Consulting Group, LLC	270,833	325,000	(54,167)
Total Consulting Expense	268,358	325,000	(56,642)
DB&F Assessments			
DB&F Admin. Exp. Assess	49,852	236,207	(186,355)
DB&F Revenue Assessment	368,689	415,000	(46,311)
Total DB&F Assessments	418,541	651,207	(232,666)
NASNA Dues	100	100	-
PSAP Expenses:			
Akimeka Program Mgmt	-		
CAD Related Expenses	-		
Computers			
KVM Switches	-		
Positron Equip SW Maint.	-		
UPS Battery-HPD	-		
Total Computers	-		
Conferences			
911 Goes to Washington Conf	1,540		1,540
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	4,116	6,000	(1,884)
Excom911 Logging Recorder Maint	-		
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	-		
Haw Telcom Network	-		
Hawaiian Telcom Trunk	-		
Total Hawaiian Telcom Charges	-		
Pictometry License Agreement	-		
Software Maintenance			
GeoComm Maintenance	-		
Total Software Maintenance	-		
Total PSAP Expenses	4,116	6,000	(1,884)
WSP Cost Recovery			
Sprint/Nextel	158,751	180,000	(21,249)
Total WSP Cost Recovery	158,751	180,000	(21,249)
Total DISBURSEMENTS	864,467	1,189,307	(324,840)

Hawaii County Wireless E9-1-1 Status Report April 1, 2011 – April 30, 2011

• PSAP Operations

9-1-1 Call Volume – April 2011

PSAP	Total	Wireline	%	Wireless	%
HAWAII (*)	9,521	3,409	35.8%	6,112	64.2%

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

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
2011	Total	Wireline		Wireless		Admin		# of Calls	% Abandoned to Total
		# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls		
December									
November									
October									
September									
August									
July									
June									
May									
April	9,521	3,409	35.8%	6,112	64.2%	0	0.0%	1,012	10.6%
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%
TOTAL YTD	39,558	14,488	36.6%	25,069	63.4%	1	0.0%	4,246	10.7%
AVG PER MO	9,890	3,622		6,267		0		1,062	

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

HAWAII		TRANSFERRED TO FIRE						Abandoned	
2011	Total	Wireline		Wireless		Admin		# of Calls	% Abandoned to Total
		# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls		
December									
November									
October									
September									
August									
July									
June									
May									
April	1,821	845	46.4%	976	53.6%	0	0.0%	31	1.7%
March	1,977	926	46.9%	1,050	53.1%	1	0.1%	45	2.3%
February	1,809	892	49.3%	917	50.7%	0	0.0%	37	2.0%
January	1,914	909	47.5%	1,004	52.5%	1	0.1%	22	1.1%
TOTAL YTD	7,521	3,572	47.5%	3,947	52.5%	2	0.0%	135	1.8%
AVG PER MO	1,880	893		987		1		34	

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 April 1, 2011 – April 30, 2011

- **PSAP Operations (continued)**

Wireless Test – April 2011

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
04/20/11	AT&T Mobility	2	12	Hawaii PSAP/ Akimeka	Cancelled by WSP due to Tower Record Error
04/25/11 – 04/26/11	AT&T Mobility	2	2	Hawaii PSAP	Pass

Current Month PSAP Operations Activities – April 2011

- 04/04/11 -- 04/19/11 Akimeka personnel coordinated with Holly Geisz of Intrado to issue a Call Routing Sheet (CRS) to delete old tower information on a temporary tower in Kamuela. Accordingly to Holly, a request to delete information was not normally initiated, but an exception was made at the PSAP's request to maintain accurate information in the databases and GIS mapping layer. This should be part of the ongoing maintenance process and is in accordance with NENA standards.

- 04/06/11 At the request of Lieutenant Wana, Akimeka contacted Bill Coney of Aloha Security Consultants to review the remote call forwarding (RCF) requirement for delivering their alarm calls to the Hawai'i County PSAP. The RCF list was updated accordingly.

- 04/25/11 Akimeka personnel provided 9-1-1 and mapping training for two (2) Hawai'i County Police dispatchers.

- 04/27/11 Akimeka personnel participated in a conference call with Sprint/Nextel personnel to discuss the overflow routes for 9-1-1 calls for Hawaii County. It was agreed that Sprint/Nextel would utilize the MF trunks to the secondary router instead of remote call forwarding. While the MF trunks were tested, testing would proceed for selected address updates (Job 9265489).

Hawaii County Wireless E9-1-1 Status Report

April 1, 2011 – April 30, 2011

- **PSAP Operations (continued)**

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of April 30, 2011 are noted below:

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.

Update (4/30/11) -- Hawaiian Telcom notified the Neighbor Island PSAPs that Intrado will be upgrading the ALI software to Version 5.0. A feature in this upgrade may potentially address the AT&T issue. This feature can be activated with the permission of all of the PSAPs across the State of Hawaii. This will be reviewed and discussed at the next Enhanced 9-1-1 Wireless Board Technical Committee meeting on May 10, 2011.

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.

Update (4/30/11) -- The Executive Director of the State of Hawaii Enhanced Wireless 9-1-1 Board, Thera Bradshaw, recommended that this issue be closed since Telematics providers are not authorized to direct connect 9-1-1 calls to the PSAPs in the State of Hawaii.

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.

Update (4/30/11) -- Akimeka continued to work on the flowchart and incorporate the feedback received. An updated process flowchart is currently under review within Akimeka. Once approved, it will be shared with the Neighbor Island PSAPs.

Hawaii County Wireless E9-1-1 Status Report April 1, 2011 – April 30, 2011

• **MSAG**

Current Month – April 2011

2011		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	Customer Address Change Requests Submitted	# of Transactions	TNs Affected
HAWAII	426	417	230	170	5	2	10	5,268	9	0	0

Revised categories and report format changes effective April 2009.

During the month of April 2011, 417 9-1-1Net requests were completed relating to the MSAG database, with 5,268 customer ANI/ALI records updated as a direct result. Nine (9) 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 April 30, 2011.

Akimeka continued to work on the correspondence letters provided in hard copies, dating back to 2004, to validate if the address changes were incorporated into Akimeka's MSAG and GIS mapping layer updates. In the month of April 2011, Akimeka was able to confirm 275 street/address updates which were accurately accounted for and the information resides within the E9-1-1 databases. An additional 50 street/address updates were reviewed however require further research.

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	# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May											
April	426	417	230	170	5	2	10	5,268	9	0	0
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
TOTAL YTD	1,126	1,059	560	379	14	20	86	10,478	67		
AVG PER MO	282	265	140	95	4	5	22	2,620	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 April 1, 2011 – April 30, 2011

- **Mapping Layers Updated/Loaded Into GIS – April 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			04/25/11	
	04/25/11			Per Mobi PCS CRS
	04/20/11			Per AT&T Mobility CRS
	04/05/11			Per VZW CRS Per AT&T Mobility CRS
Street Centerline	04/25/11		04/25/11	Added new streets and changed street names and ranges found in the County's layer. Included all data necessary for the Intergraph CAD.
	04/22/11			Ran a comparison between Hawai'i County's updated Street Centerline layer and Akimeka's current Street Centerline layer to identify any changes needed
Address Points	04/25/11		04/25/11	Changed address point numbers and street names found in the County's layer. Included all data needed for the Intergraph CAD.
	04/22/11			Ran a comparison between Hawai'i County's updated Address Points layer and Akimeka's current Address Points layer to identify any changes needed. New address points in the County's layer was added accordingly.
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities				
Parcels				
Airports			04/25/11	
Churches				
Coastal Names				
Critical Infrastructure				
Emergency Callboxes				
Fire Beats				
Fire Districts				
Fire ESZ				
Fire Stations				
Food & Beverage				
Hospitals				
Hotels				
Major Roads				

(* *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 April 1, 2011 – April 30, 2011

- **Mapping Layers Updated/Loaded Into GIS – April 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		
Medical Facilities				
Milepost Markers				
National and State Parks	04/20/11 -- 04/25/11		04/25/11	Verified locations and synchronized data with the Parks Polygon layer
Ocean Rescue				
Parks Polygon	04/20/11 -- 04/26/11		04/25/11	Verified locations and synchronized data with the National and State Parks layer
Points of Interest				
Police Beat Boundaries				
Police Districts				
Police ESZ				
Police Stations	04/25/11		04/25/11	Updated Hawaii County Police Stations attributes and locations
Post Office				
Schools			04/25/11	
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.

Hawaii County Wireless E9-1-1 Status Report April 1, 2011 – April 30, 2011

- Service Requests Transactions

Open Service Requests – April 2011 (March 30, 2011 – April 27, 2011)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	05/25/10	220	MSAG Community Layer	911 Map -- Other	Low	<p>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.</p> <p>Akimeka contacted the Hawai'i County PSAP to set up a meeting to discuss, define and agree upon the MSAG Communities to be used.</p> <p>Akimeka E9-1-1 Support met with the Hawai'i County PSAP on March 17, 2011 to discuss and adjust the MSAG Communities layer. Research is being done to ensure that the layer is properly updated.</p>
2	06/03/10	225	Verify addresses on Puako Beach Road	MSAG - ANI/ALI Discrepancy	Normal	<p>Customer records were researched and update requests were sent to Sprint via Intrado and Hawaiian Telcom, Inc. (HTI).</p> <p>Record pending with telcos.</p>
3	11/12/10	270	<u>Incorrect Address:</u> TN = 808/968-6721	MSAG - ANI/ALI Discrepancy	Normal	<p>Customer records were researched and correction request submitted on November 15, 2010.</p> <p>Researched continued with Intrado and Hawai'i County on March 31, 2011.</p>
4	02/11/11	312	<u>Incorrect Information Displayed</u>	MSAG - ANI/ALI Discrepancy	Normal	<p>Sent inquiry to Intrado regarding street name change and potential community name change.</p>
Documented Items Per April 9 Intergraph Conference Call						
5	04/21/10	192	Police/Fire Districts	911 Map -- Other	High	<p>Akimeka received written descriptions of the police and fire beats from the Hawai'i County PSAPs.</p> <p>Screenshots illustrating the changes were sent to the Hawai'i County PSAPs for review and approval.</p> <p>Akimeka personnel met with Hawai'i County Police and Fire on March 17, 2011 to review and adjust districts.</p> <p>Akimeka personnel met with Hawai'i County Police and Fire personnel on March 17, 2011 to adjust the districts.</p>

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 April 1, 2011 – April 30, 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	0	0	5	0	0	0	0	0	0	0	0
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
TOTAL	29	24	5	2	0	27	24	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 April 1, 2011 – April 30, 2011

• PSAP Operations

9-1-1 Call Volume – April 2011

PSAP	Total	Wireline	%	Wireless	%
KAUAI	3,031	1,102	36.4%	1,925	63.6%

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	3,031	1,102	36.4%	1,925	63.6%	4	0.1%	643	21.2%
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%
TOTAL YTD	11,979	4,272	35.7%	7,696	64.3%	11	0.1%	2,444	20.4%
AVG PER MO	2,995	1,068		1,924		3		611	

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 April 1, 2011 – April 30, 2011

- **PSAP Operations (continued)**

Wireless Test – April 2011

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
04/25/11 – 04/25/11	AT&T Mobility	2	2	Kauai PSAP	Pass

Current Month PSAP Operations Activities – April 2011

04/01/11 -- Akimeka personnel assisted Kauai Dispatch Supervisor, Kathleen Langtad, in finding the contact personnel to schedule maintenance and testing of the Polihale State Park callbox. Allen Hanaike of the State of Hawaii Transportation Department was contacted and maintenance testing will be scheduled.

04/27/11 Akimeka personnel participated in a conference call with Sprint/Nextel personnel to discuss the overflow routes for 9-1-1 calls for Kauai County. It was agreed that Sprint/Nextel would utilize the MF trunks to the secondary router instead of remote call forwarding. While the MF trunks were tested, testing would proceed for selected address updates -- Job HI74XC032, 9740687.

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of April 30, 2011 are noted below:

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.

Update (4/30/11) -- Hawaiian Telcom notified the Neighbor Island PSAPs that Intrado will be upgrading the ALI software to Version 5.0. A feature in this upgrade may potentially address the AT&T issue. This feature can be activated with the permission of all of the PSAPs across the State of Hawaii. This will be reviewed and discussed at the next Enhanced 9-1-1 Wireless Board Technical Committee meeting on May 10, 2011.

Kauai County Wireless E9-1-1 Status Report

April 1, 2011 – April 30, 2011

- **PSAP Operations (continued)**

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

Updates as of April 30, 2011 are noted below:

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.

Update (4/30/11) -- The Executive Director of the State of Hawaii Enhanced Wireless 9-1-1 Board, Thera Bradshaw, recommended that this issue be closed since Telematics providers are not authorized to direct connect 9-1-1 calls to the PSAPs in the State of Hawaii.

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.

Update (4/30/11) -- Akimeka continued to work on the flowchart and incorporate the feedback received. An updated process flowchart is currently under review within Akimeka. Once approved, it will be shared with the Neighbor Island PSAPs.

Kauai County Wireless E9-1-1 Status Report April 1, 2011 – April 30, 2011

- MSAG**

Current Month – April 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	
KAUAI	42	42	35	5	1	1	0	1,130	0	0	0
Revised categories and report format changes effective April 2009.											

During the month of April 2011, 42 9-1-1Net requests were completed relating to the MSAG database, with 1,130 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 April 30, 2011.

Year-to-Date (YTD) Summary – 2011

KAUAI		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	Customer Address Change Requests Submitted	# of Transactions	TNs Affected
2011	TOTAL										
December											
November											
October											
September											
August											
July											
June											
May											
April	42	42	35	5	1	1	0	1,130	0	0	0
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
TOTAL YTD	234	233	171	24	6	10	22	4,036	1		
AVG PER MO	59	58	43	6	2	3	6	1,009	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.

Kauai County Wireless E9-1-1 Status Report April 1, 2011 – April 30, 2011

- Mapping Layers Updated/Loaded Into GIS – April 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	04/19/11			Per Sprint CRS
	04/08/11			Per VZW CRS
Street Centerlines				
Address Points	04/07/11			
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities	04/26/11			Ongoing project to update the MSAG Communities
Parcels	04/06/11 -- 04/08/11			Fixed gaps and overlaps in the Parcels layer
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				
Medic Stations	04/18/11			Created new Medic Stations layer from information provided by the Kauai Dispatch Center
Medical Facilities				
Milepost Markers				
National and State Parks	04/27/11			Locations were verified and moved if necessary. Synchronized the National and State Parks layer with the Parks Polygon layer.
	04/07/11 -- 04/11/11			
Parks Polygon	04/27/11			Locations were verified and moved to match the spatially correct parcels. Synchronized the Parks Polygon layer with the National and State Parks layer.
	04/07/11 -- 04/11/11			
Plat Maps				

(*) 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 April 1, 2011 – April 30, 2011

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

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		
Points of Interest				
Police Beats				
Police District Boundaries				
Post Offices				
Radio Towers				
Schools				
Subdivisions				
Trails				
Tsunami Evacuation Zones				
WiFi Sites				

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.

- **Service Requests Transactions**

Open Service Requests – April 2011 (March 30, 2011 – April 27, 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.

Kauai County Wireless E9-1-1 Status Report April 1, 2011 – April 30, 2011

• **Service Requests Transactions (continued)**

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	0	0	0	0	0	0	0	0	0	0	0
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
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

Kauai County Wireless E9-1-1 Status Report April 1, 2011 – April 30, 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 the next quarterly database synchronization audit for Kauai County in April 2011.

The database synchronization effort included comparing Kauai County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of 1,183 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on April 5, 2011 for Kauai County are 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 synchronization 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 (Baseline) vs. 2011

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of January 1, 2008		As of January 13, 2011		As of April 5, 2011	
		9-1-1 MSAG Dated 1-1-08		9-1-1 MSAG Dated 1-1-11		9-1-1 MSAG Dated 4-x-11	
		# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		938		1,200		1,183	
Less: 9-1-1 MSAG Exception Records	(1)			57	4.8%	56	4.7%
Net 9-1-1 MSAG Records Eligible for Comparison		938		1,143		1,127	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		155	16.5%	912	79.8%	1,012	89.8%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)			222	19.4%	104	9.2%
9-1-1 MSAG -- GIS No Match - Major Correction Required	(3)			0	0.0%	0	0.0%
9-1-1 MSAG Record With No GIS Record	(4)			9	0.8%	11	1.0%
Total 9-1-1 MSAG Records No Match		783	83.5%	231	20.2%	115	10.2%

Objective: NENA Recommended Match Rate = 98%

Kauai County Wireless E9-1-1 Status Report April 1, 2011 – April 30, 2011

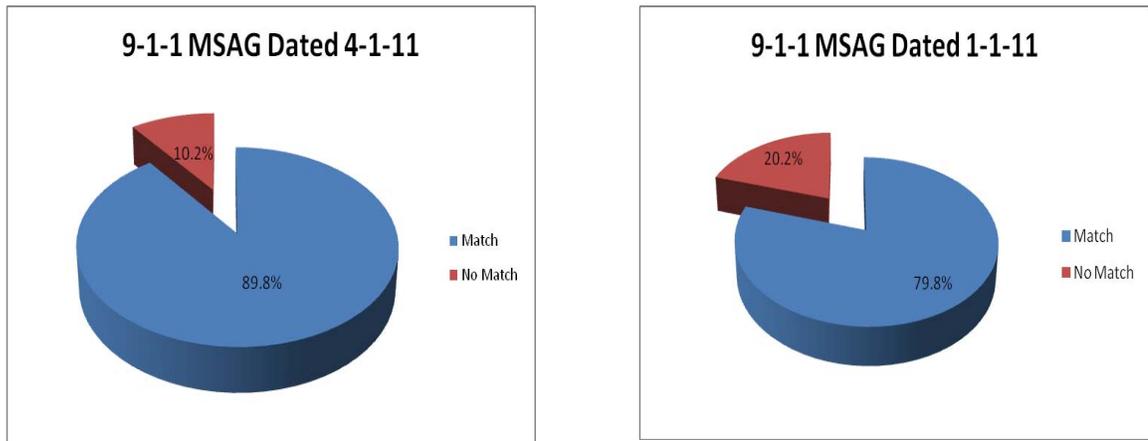
- **E9-1-1 Database Synchronization (continued)**
(Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

Audit Summary Results – 2008 (Baseline) vs. 2011 (continued)

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 Site Address Range, assignment 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.

Audit Summary Results – 1st Quarter 2011 vs. 2nd Quarter 2011



Kauai County Wireless E9-1-1 Status Report

April 1, 2011 – April 30, 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 – 1st Quarter 2011 vs. 2nd Quarter 2011 (continued)

- ❖ Kauai County's level of accuracy or 9-1-1 Match percentage improved from 79.8% as of January 1, 2011 to **89.8%** as of April 1, 2011 -- which represents a ten percentage point improvement and/or 11.0% improvement in address accuracy.
- ❖ Akimeka cleaned up Kauai County's MSAG Communities. Three communities -- Kauai County Police, Lumahai, and Waimea Heights -- were deleted from the MSAG as validated against Kauai County Real Property Tax Records website and current GIS information provided by the PSAP.
- ❖ Ongoing maintenance is critical to ensure the database synchronized level of address accuracy is routinely maintained to enable the PSAP to quickly identify the location of the 9-1-1 caller thereby reducing the time involved with searching and processing of the 9-1-1 call while simultaneously improving dispatch and response time.
- ❖ 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 April 1, 2011 – April 30, 2011

- PSAP Operations**

9-1-1 Call Volume – April 2011

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	7,736	2,638	34.1%	5,096	65.9%
MOLOKAI	233	133	51.7%	100	42.9%

(*) 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						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	7,736	2,638	34.1%	5,096	65.9%	2	0.0%	1,400	18.1%
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%
TOTAL YTD	30,903	10,700	34.6%	20,184	65.4%	19	0.1%	5,145	16.6%
AVG PER MO	7,726	2,675		5,046		5		1,286	

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

Maui County Wireless E9-1-1 Status Report April 1, 2011 – April 30, 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	233	133	57.1%	100	42.9%	0	0.0%	37	15.9%
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%
TOTAL YTD	1,055	656	62.2%	399	37.8%	0	0.0%	171	16.2%
AVG PER MO	264	164		100		0		43	

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 – April 2011

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
04/25/11/ - 04/26/11	AT&T Mobility	Maui	2	2	Maui PSAP	Pass
04/25/11/ - 04/26/11	AT&T Mobility	Molokai	2	2	Molokai PSAP/	Pass

Maui County Wireless E9-1-1 Status Report April 1, 2011 – April 30, 2011

• PSAP Operations (continued)

Current Month PSAP Operations Activities – April 2011

- 04/19/11 -- With the approval of Liz Gregg from AT&T Mobility and Cedric Apaka from Verizon
04/30/11 Wireless, Akimeka re-addressed fifty-seven (57) Maui roadside call boxes.
- 04/27/11 Akimeka personnel participated in a conference call with Sprint/Nextel personnel to discuss the overflow routes for 9-1-1 calls for Maui County. It was agreed that Sprint/Nextel would utilize the MF trunks to the secondary router instead of remote call forwarding. While the MF trunks were tested, testing would proceed for selected address updates -- Job 9265489 - Maui and Job HI72XC028, 8938559, 8941275, 9265489 -- Molokai.

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of April 30, 2011 are noted below:

- 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.
- Update (4/30/11)** -- Hawaiian Telcom notified the Neighbor Island PSAPs that Intrado will be upgrading the ALI software to Version 5.0. A feature in this upgrade may potentially address the AT&T issue. This feature can be activated with the permission of all of the PSAPs across the State of Hawaii. This will be reviewed and discussed at the next Enhanced 9-1-1 Wireless Board Technical Committee meeting on May 10, 2011.
- 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.
- Update (4/30/11)** -- The Executive Director of the State of Hawaii Enhanced Wireless 9-1-1 Board, Thera Bradshaw, recommended that this issue be closed since Telematics providers are not authorized to direct connect 9-1-1 calls to the PSAPs in the State of Hawaii.

Maui County Wireless E9-1-1 Status Report April 1, 2011 – April 30, 2011

- PSAP Operations (continued)**

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

Updates as of April 30, 2011 are noted below:

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.

Update (4/30/11) -- Akimeka continued to work on the flowchart and incorporate the feedback received. An updated process flowchart is currently under review within Akimeka. Once approved, it will be shared with the Neighbor Island PSAPs.

- MSAG**

Current Month – April 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	828	819	293	453	24	5	44	10,109	9	0	0

Revised categories and report format changes effective April 2009.

During the month of April 2011, 819 9-1-1Net requests were completed relating to the Maui County MSAG database, with 10,109 customer ANI/ALI records updated as a direct result. Nine (9) 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 April 30, 2011.

Maui County Wireless E9-1-1 Status Report April 1, 2011 – April 30, 2011

• **MSAG (continued)**

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	# of Transactions	TNs Affected
2011	TOTAL										
December											
November											
October											
September											
August											
July											
June											
May											
April	828	819	293	453	24	5	44	10,109	9	0	0
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
TOTAL YTD	1,857	1,816	734	917	38	14	113	19,144	41		
AVG PER MO	464	454	184	229	10	4	28	4,786	10		

(*) 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)

• **Mapping Layers Updated/Loaded Into GIS – April 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					
Street Centerlines	Maui	04/25/11			Extended range and corrected community
	Maui	04/15/11			
	Maui	04/11/11			Extended range for Pakaula Street and corrected the community for Mahalani Street
	Maui	04/05/11			Extended 12 Street Centerline ranges to match the address points
	Maui	04/04/11			Corrected ranges to match the milepost markers and address points
	Molokai	04/01/11 -- 04/04/11			

(*) 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 April 1, 2011 – April 30, 2011

- **Mapping Layers Updated/Loaded Into GIS – April 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		
Address Points	Maui	04/27/11			Corrected common name places including updated Medic Stations
	Maui	04/25/11			
	Maui	04/18/11			Edited attributes for Intergraph CAD
	Maui	04/15/11			
	Maui	04/11/11			Added 55 Pakaula Street
	Maui	04/05/11			Changed attributes needed for Intergraph CAD
	Maui	04/04/11			Edited emergency callbox addresses
MSAG Address Points (aka Pseudo Address Points)					
MSAG Communities					
Parcels	Maui	04/29/11			Fixed gaps and overlaps in the Parcel layer
	Maui	04/05/11			Fixed the labelling feature on the PowerMap layer. Previously, all positions were not able to view the owner name.
	Maui	04/01/11 -- 04/05/11			Fixed gaps and overlaps in the Parcel layer
Airports					
Bridges					
Cane Fields					
Coastline					
Coastal Names					
Common Places					
Emergency Callboxes	Maui	04/18/01			Changed address for Emergency Callbox 22 to meet Intergraph CAD requirements
	Maui	04/04/11			Edited addresses to correlate with the Street Centerline ranges
	Maui	04/01/11			
EMS Zones					
ESZ/ESN					
Fire Beat Boundaries					
Fire Dispatch Group (Districts)					
Fire ESZ	Maui/Molokai	04/28/11 -- 04/29/11			Modified boundaries per meeting with the Maui Police Department on 3/14/11
Fire Stations	Maui	04/27/11			Updated layer from data received from Maui Dispatch
	Molokai	04/21/11			Corrected address for Pukoo Fire Station
Fire Sub Zones					
Fire 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.*

Maui County Wireless E9-1-1 Status Report April 1, 2011 – April 30, 2011

• **Mapping Layers Updated/Loaded Into GIS – April 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		
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 Dispatch Group (Districts)					
Medic Stations	Maui	04/27/11			Updated data including location, address and telephone numbers
Medical Facilities					
Milepost Markers					
National and State Parks	Molokai	04/06/11			Verified and added all 3 County Community Facilities
	Maui				Verified and added all 18 County Community Facilities and 7 State Natural Area Reserves
	Maui	04/05/11			Verified and moved the location of two (2) parks
Ocean Rescue Boundaries					
Park Polygon	Molokai	04/06/11			Verified and added all 3 County Community Facilities
	Maui				Verified and added all 18 County Community Facilities and 7 State Natural Area Reserves
	Maui	04/05/11			Verified the location of two (2) parks and included them in the Parks Polygon layer
Points of Interest					
Police Beat Boundaries	Maui	04/15/11			Corrected boundary between Beat 11 and Beat 20. Error was reported by Maui Dispatch.
Police Dispatch Group (Districts)	Maui	04/15/11			
Police ESZ	Maui	04/15/11			Corrected ESZ boundary between 9 and 10. Error was reported by Maui Dispatch.

() 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 April 1, 2011 – April 30, 2011

- **Mapping Layers Updated/Loaded Into GIS – April 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		
Police Reporting Areas					
Police Stations	Molokai	04/29/11			Updated layer with data received from Maui Dispatch
	Maui	04/28/11 -- 04/29/11			
Ponds					
Post Offices					
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.

Current Month GIS Activities – April 2011

- 04/18/11 -- Akimeka prepared data to run an Intergraph Map roll. The new data included
- 04/19/11 Address Points, Street Centerlines, Common Name Lookup Table, Wireless Cell Towers, Police ESZ/Beats/Districts, Tow Jurisdictions, and Fire Beats.

- 04/20/11 Akimeka personnel worked with Mike Rawls of Intergraph to replace the spatially correct Coastline layer that will be included in the next map push.

- 04/20/11 Akimeka installed Pictometry on three (3) positions at the Kihei Police Department.

- 04/26/11 -- Akimeka personnel worked with the Maui PSAP to address Intergraph mapping
- 04/27/11 issues discovered while testing the April 12, 2011 map push.

Maui County Wireless E9-1-1 Status Report April 1, 2011 – April 30, 2011

- Service Requests Transactions**

Open Service Requests – April 2011 (March 30, 2011 – April 27, 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.

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	0	0	0	0	0	0	0	0	0	0	0
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
TOTAL	3	3	0	1	1	2	2	0	0	0	0

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 April 1, 2011 – April 30, 2011

- **Service Requests Transactions (continued)**

Year-to-Date (YTD) Summary – 2011 (continued)

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	0	0	0	0	0	0	0	0	0	0	0
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
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