



STATE OF HAWAII

WIRELESS ENHANCED 911 BOARD

July 8, 2010
10:00 a.m.

Honolulu Police Department
Command Conference Room, 4th Floor
801 S. Beretania
Honolulu, Hawaii 96813

AGENDA

- I. Call to order
- II. Introductions
- III. Review and Approval of Minutes from May 13, 2010 Board Meeting – Chair Russ Saito
- IV. Committee Updates by Chairs.
 - a. Finance Committee – Russell Lundberg
 - b. Technical Committee – Victor Ramos
 - c. Policies and Objectives Committee – Cedric Apaka
 - d. Administration Committee – Paul Ferreira
 - e. Public Relations Committee – Glenn Roach
- V. PSAP Status Updates
 - a. Kauai –
 - b. Oahu – Gordon Bruce
 - c. Molokai – Victor Ramos
 - d. Maui – Clayton Tom
 - e. Hawaii – Paul Ferreira
- VI. Items for Discussion, Consideration and Action
 - a. Monthly Financial Report – Courtney Tagupa
 - b. Hawaiian Telcom explanation of charges related to Honolulu Police Department request for 3 additional CML positions to be installed at the primary PSAP in the amount of \$147.40 NRC and \$15,268.50 MRC – Glenn Roach/Kevin Kuwahara (Hawaiian Telcom)
 - c. Authorization to send Board Members, PSAP Representatives and the Executive Director to the APCO Annual Conference in Houston, TX, August 1-4, 2010 – Glenn Roach
 - d. Appointment of Major John Thompson from the Honolulu Police Department as a member of the Technical Committee – Chair Russ Saito

- e. FY 2011 Budget and Spending Plan – Courtney Tagupa/Glenn Roach
- f. Recommendations from the Joint Technical/Finance Committee on reorganization of Board Committees

VII. Announcements.

VIII. Next meeting date – Thursday, August 12, 2010

IX. Adjournment.



STATE OF HAWAII

WIRELESS ENHANCED 911 BOARD

July 8, 2010
10:00 a.m.

Honolulu Police Department
Command Conference Room, 4th Floor
801 S. Beretania
Honolulu, Hawaii 96813

Minutes

Members in Attendance: Russ Saito, Clayton Tom, Victor Ramos, James LaClair, Cedric Apaka, Goldie Cross, Gordon Bruce, Russell Lundberg

Staff in Attendance: Glenn Roach, Courtney Tagupa

Guest in Attendance: Tony Ramirez, Thera Bradshaw, Kevin Kuwahara, Thalia Burns, Joann Natividad, Janet Crotteau, Morris Tamanaha, Clement Chan, John Thompson, Kenison Tejada, Mark Begley

I. Call to order – Chair Russ Saito

The meeting was called to order at 10:00 AM

II. Introductions

Introductions were made

III. Review and Approval of Minutes from May 13, 2010 Board Meeting – Chair Russ Saito

James LaClair made a motion to approve the Minutes from May 13, 2010 Board Meeting

Cedric Apaka seconded the motion

No discussion

Motion passed unanimously by voice vote

IV. Committee Updates by Chairs.

- a. Finance Committee – Russell Lundberg – nothing to report
- b. Technical Committee – Victor Ramos – nothing to report

- c. Policies and Objectives Committee – Cedric Apaka – nothing to report
- d. Administration Committee – nothing to report
- e. Public Relations Committee – Glenn Roach – nothing to report

V. PSAP Status Updates

- a. Kauai – Deputy Police Chief Mark Begley commended the staff for the development of an alternative spending plan that will be implemented due to the delay of the decision on the Kauai CAD procurement
- b. Oahu – Gordon Bruce – nothing to report -
- c. Molokai – Victor Ramos – nothing to report
- d. Maui – Clayton Tom – nothing to report
- e. Hawaii – nothing to report

VI. Items for Discussion, Consideration and Action

- a. Monthly Financial Report – Courtney Tagupa presented the June Financial Report
- b. Hawaiian Telcom explanation of charges related to Honolulu Police – Department request for 3 additional CML positions to be installed at the primary PSAP in the amount of \$147.40 NRC and \$15,268.50 MRC – Glenn Roach/Kevin Kuwahara (Hawaiian Telcom) –

Deferred until the next meeting

- c. Authorization to send Board Members, PSAP Representatives and the Executive Director to the APCO Annual Conference in Houston, TX, August 1-4, 2010 – Glenn Roach

Gordon Bruce made a motion to authorize the reimbursement of costs for 2 representatives from each PSAP Representatives, Executive Board Members of the Pacific NENA/APCO Chapter and the Executive Director to attend the APCO Annual Conference in Houston, TX, August 1-4, 2010

James LaClair seconded the motion

No discussion

Motion passed unanimously by voice vote

- d. Appointment of Major John Thompson from the Honolulu Police Department as a member of the Technical Committee – Chair Russ Saito

Motion was made and seconded to Appointment of Major John Thompson from the Honolulu Police Department as a member of the Technical Committee

No discussion

Motion passed unanimously by voice vote

- e. FY 2011 Budget and Spending Plan – Courtney Tagupa/Glenn Roach

Gordon Bruce made a motion to adopt the FY 2011 Budget and Spending as presented

Goldie Cross seconded the motion

No discussion

Motion passed unanimously by voice vote

- f. Recommendations from the Joint Technical/Finance Committee on reorganization of Board Committees –

Deferred until the next meeting

VII. Announcements.

VIII. Next meeting date – Thursday, August 12, 2010

IX. Adjournment.

Meeting was adjourned at 10:30 AM.



June 3, 2010

To: Wireless Enhanced 9-1-1 Board, Technical and Finance Committees

From: Glenn Roach – Executive Director

Subject: Authorization to send the Executive Director, Board Members and PSAP Representatives to the Association of Public-Safety Communications Officials International (APCO) Annual Conference in Houston, TX – August 1-4, 2010

The following are the estimated costs per person to APCO Annual Conference in Houston, TX – August 1-4, 2010 (see included brochure)

- Registration: \$ 615
- Airfare: \$ 1,165.
- Hotel: \$ 1,125 (5 nights @ \$225 per night)
- Per Diem \$ 497 (7days @ \$71 per day – M & IE)

- Total: \$3,402



Conference Registration

NEW 4-Day Schedule! More Events!
Same 2009 Prices!



AUGUST 1-4, 2010
HOUSTON, TEXAS
GEORGE R. BROWN
CONVENTION CENTER

www.apco2010.org



Opening Session Keynote

Captain Jim Lovell | Monday, August 2, 2010 | 8:30 AM – 10:00 AM

Captain Jim Lovell's inspirational story is a testament to the essential elements of heroism: a courageous spirit, quick and well-reasoned thinking, meticulous attention to every detail, and the spirit of teamwork that guided him and his crew safely back to Earth. Harkening back to the incredible early days of space exploration and the Apollo program, Lovell applies the "time when we did bold things in space to achieve leadership" to your goals and ambitions, proving that even during challenging times, innovation and new heights of leadership can be attained. An unforgettable motivational speaker with an unforgettable story, Lovell will inspire you with his valiant and courageous journey.

SUPERSESSIONS



TUESDAY, AUGUST 3

8:00 AM – 10:30 AM
(in conjunction with the Distinguished Achiever's Breakfast)

Sponsored by: **TCS TeleCommunication Systems**
Enabling Convergent Technologies®

Frank Miles

Laugh at Fear: Finding the Courage to Achieve

This is a unique motivational comedy presentation that demonstrates a simple approach to overcoming the self-imposed limits of fear — the number one obstacle to success. With the help of audience volunteers, Frank Miles uses his extraordinary talents of juggling, magic, unicycling, and fire-eating to deliver a powerful presentation, helping you to address the issues of stress, change, and achieving goals.



WEDNESDAY, AUGUST 4

12:00 PM – 2:00 PM
(includes lunch)

Build Balance and Reduce Stress, Secrets from The Daily Six

Agencies are pushing employees to do more and more, often with less and less. Reset your day at anytime, using The Daily Six. This simple, yet powerful, process reduces stress and enhances productivity by showing people to live positively. Prosper, by living with purpose and committing to the success of others.

WHAT IS INCLUDED IN MY REGISTRATION?

	Member Full*	Non-Member Full	Spouse, Guest, Child over 5 yrs of age	Member Day Pass* (S,M,T,W)	Non-Member Day Pass (S,M,T,W)	Member Exhibit Hall Only Day Pass* (M,T)	Non-Member Exhibit Hall Only Day Pass (M,T)
Early registration fee (before 7/16/2010)	\$415	\$615	\$125	\$105	\$205	\$35	\$55
On-site registration fee	\$465	\$665	\$125	\$155	\$255	\$55	\$75
One complimentary One Year APCO Membership**	n/a	•		n/a		n/a	
Entrance into all professional development sessions (Sunday – Wednesday)	•	•					
Entrance into the exhibit hall (Monday – Tuesday)	•	•	•				
One day entrance into professional development sessions (Sunday – Wednesday)	n/a	n/a	n/a	•	•		
One day entrance into exhibit hall only (Monday – Tuesday)	n/a	n/a	n/a	•	•	•	•
1 ticket to Attendee Welcome Reception (Sunday)	•	•	•				
1 ticket to Monday Night Celebration	•	•	•				
1 ticket to the Distinguished Achiever's Breakfast (Tuesday)	•	•	•				
1 ticket to Closing SUPERSESSION Luncheon (Wednesday)	•	•	•				
1 attendee bag ticket	•	•	•	if available	if available		

Social and Networking Event Tickets (if purchased separately)

Attendee Welcome Reception Ticket (Sunday)	\$20
Monday Night Event	\$20
Distinguished Achiever's Breakfast (Tuesday)	\$20
Annual Blue & White Gala (Tuesday)***	\$45
Closing SUPERSESSION Luncheon (Wednesday)	\$20

* Please note that you must be a current APCO Member (regular, active or commercial) to register for member categories.

** Excludes commercial and international memberships.

*** Annual Blue & White Gala Tickets must be purchased separately and are not included in any registration.

Register Now! www.apco2010.org

SCHEDULE

4

Agenda is subject to change without notice or obligation. Visit www.apco2010.org for updates.

 Telecommunicator Topics: On the Front Line  Training for Today and Tomorrow  Supervision Leadership & Development

SATURDAY, JULY 31

1:00 PM – 4:00 PM Pre-Registration Check-in/ Badge Pick-up Only (no on-site registration)

8:30 AM – 5:00 PM Executive Council Meeting

SUNDAY, AUGUST 1

7:00 AM – 6:00 PM Registration

7:30 AM – 4:00 PM 13th Annual Golf Tournament—Sponsored by: **HARRIS**

10:00 AM – 12:00 PM Committee Meetings

12:00 PM – 1:00 PM New Attendee Orientation

1:00 PM – 2:00 PM First General Business Session

2:00 PM – 3:00 PM    Featured Presentation—Laughter is Lawful

2:00 PM – 3:00 PM  National Standards for Public Safety Communications  Core NG 9-1-1 Elements: The Logging Service

 Case Studies in Dispatch Consolidation

 Big Bang – Little Bucks

 The External Alarm Interface Exchange ANS and False Alarm Reduction Efforts: Making a MASSIVE Difference for Comm Centers

3:15 PM – 4:15 PM  The Good, the Bad, and the Ugly

 Using PowerPoint to build software simulators, online learning, and interactive reference tools

 City of Houston, Texas Leading the Country in the Development and Implementation of its New \$130 Million Next-Generation P-25 Phase 2 700MHz Trunked Radio System

 "I Want to Speak to the Supervisor!" – Handling Complaints

 Effective Public Safety Backhaul Network Transformation

 Operating in a Child Centered PSAP

 What are these New In-Building Codes and / How do they Effect You and the Hardware You Buy; a Technical Discussion

 Grant Writing - A How-To Guide for Funding your New System

4:30 PM – 6:30 PM Attendee Welcome Reception and Grand Opening of the Exhibit Hall

Register Now! www.apco2010.org

AUGUST 1-4, 2010 HOUSTON, TEXAS

GEORGE R. BROWN CONVENTION CENTER



Communications Center Management
 Projects, Planning & Practice
 Current Events/Hot Topics
 Technology Management
 IT & Radio Techno-Talk

MONDAY, AUGUST 2

7:00 AM – 6:00 PM

Registration

8:30 AM – 10:00 AM

Opening General Session and Keynote Address—Sponsored by: **HARRIS**

10:00 AM – 4:00 PM

Exhibit Hall Hours

12:45 PM – 1:45 PM

- How to Act in a Promotional Interview
- Be All You Can Be As a Trainer
- Non-Service Initialized Phones: Problems, Challenges, and Legal Status?
- Beyond the Cubicle: Creating an Ergonomically Focused Communications Center
- Advanced Automatic Crash Notifications and Urgency Factors: Can We Standardize?
- 800MHz Rebanding: Lessons Learned
- How NOT to Specify Radio Coverage

12:45 PM – 3:00 PM

Roundtable Discussion for Communications Supervisors

2:00 PM – 3:00 PM

- PTSD: Identifying Post Traumatic Stress Disorder in Callers and Techniques in Aiding Such Individuals
- If it is Not in Writing, it Didn't Happen, or Did it?
- CALEA Panel
- Procuring CAD Systems for Multi-Discipline Communication Centers
- Next Generation Cyber Security for Today's Public Safety Systems
- Interoperability Planning and Governance: a Focus on the Local Level
- Improving Radio Communication Security Through Better Encryption Management

3:15 PM – 4:15 PM

Featured Presentation—FCC Regulatory Panel

3:15 PM – 4:15 PM

- Do You Feel Like an Elephant in a Phone Booth? - Maintaining Your Fabulous Self in a 9-1-1 World
- Champagne Training on a Beer Budget
- Cultivating Positive Change Within Challenging Employees
- The Emerging Role of Social Media Tools for Public Safety: Beyond the Web

3:15 PM – 5:30 PM

Everything You Need to Know, But are Afraid to Ask

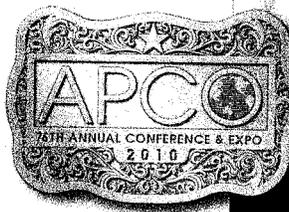
4:30 PM – 5:30 PM

- Deployment Awareness for Telecommunicator Emergency Response Taskforce-TERT TEAM
- How to Teach a NEW Dog OLD Tricks
- Registered Public-Safety Leader (RPL): Your Path to Success
- Lessons Learned in Moving from Coded-Substitutions to Plain Language
- Virtual USA Panel: Connecting Emergency Responders to Real-Time, Actionable Information
- When Will P25 Radios Really be Interchangeable Between Manufacturers?
- Cybersecurity and Public Safety

7:00 PM – 10:00 PM

Monday Night Celebration

AUGUST 1-4, 2010
HOUSTON, TEXAS
 GEORGE R. BROWN CONVENTION CENTER



Communications Center Management
 Projects, Planning & Practice
 Current Events/Hot Topics
 Technology Management
 IT & Radio Techno-Talk

WEDNESDAY, AUGUST 4

7:00 AM – 12:00 PM Registration

- | | |
|---|---|
| <p>8:15 AM – 9:15 AM</p> <ul style="list-style-type: none"> Terminology and Technology
Removing the Fear Factor Training Syllabus Putting your IQ into QI - The
Quality Improvement Cycle Preventing Information Overload on Patrol | <ul style="list-style-type: none"> Get Behind the Wheel - Building Your
PSAP's Roadmap to Next Gen 911 Narrowbanding Update - Time is Growing Short The Role of Satellite in Interoperable
Communications for Public Safety |
|---|---|

8:15 AM – 11:45 AM Leadership Symposium Classes

- | | |
|---|--|
| <p>9:30 AM – 10:30 AM</p> <ul style="list-style-type: none"> Officer Down: What Dispatchers Need to Know Can You Teach an Old Dog New Tricks? Quest for Quality | <ul style="list-style-type: none"> PSAP NextGen Readiness - What About The Map? Are IP Technologies Really Ready for Mission-
Critical Wireless Communication Systems? |
|---|--|

9:30 AM – 11:45 AM Broadband Communications to Enable First Responders with New Level of Information

- | | |
|--|---|
| <p>10:45 AM – 11:45 AM</p> <ul style="list-style-type: none"> Where Am I? Why Am I Here? APCO Call Center Standards Committee Panel
Discussion - Public Safety Communications
Training Coordinator Training Standard Effective Use of NCIC in Missing, Abducted
and Sexually Exploited Child Incidents | <ul style="list-style-type: none"> Communications Tower Design and
Installation Points To Remember The Future of Mobile VPN Technology for
Mission-Critical Communications The New Multi-Band Radios and Their
Impact on Interoperability |
|--|---|

12:00 PM – 2:00 PM Closing SUPERSESSION Luncheon

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Call Statistics ***

The following call statistics are based on the ALI data captured and logged by GeoComm systems at each of the Oahu PSAP sites. These figures are for the following period:

6/1/2010 - 6/30/2010

Call Totals for Oahu PSAP

	Wired lines		Wireless Phase 1		Wireless Phase 2		Record Not Found		Total
Initial Calls (screeners)	20608	33.33%	33947	54.90%	7265	11.75%	15	0.02%	61835
HPD	20978	32.49%	33624	52.07%	9963	15.43%	12	0.02%	64577
HFD	1945	47.47%	1692	41.30%	460	11.23%	0	0.00%	4097
EMS	2516	42.26%	2716	45.62%	717	12.04%	4	0.07%	5953
RDC	469	23.02%	886	43.50%	645	31.66%	37	1.82%	2037
Hickam	236	16.20%	870	59.71%	351	24.09%	0	0.00%	1457

Note:

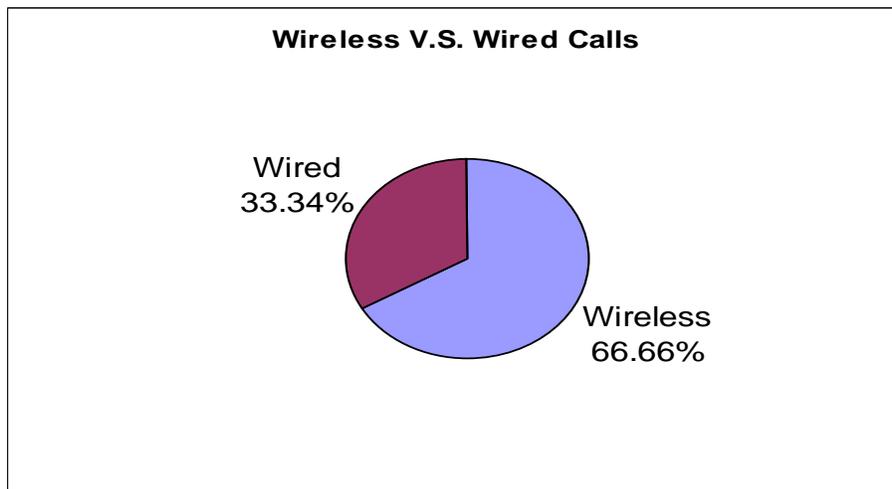
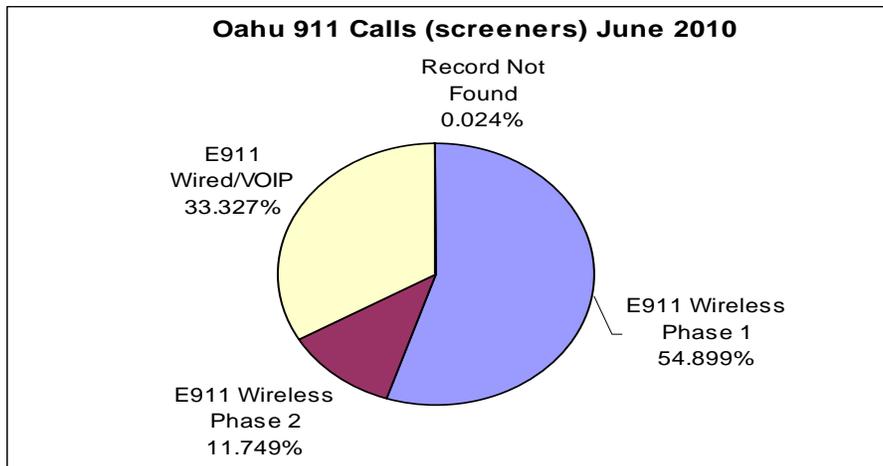
- "Record Not Found" may indicate the caller's TN record not found in the Selective Routing Database. See Ali example: [RECORD NOT FOUND!00:15:50!911!1583304982000](#)



Call Statistics Continued

Initial 911 Calls (HPD Screeners' Positions)

HPD Screeners	ALI 911Records	Percentage
E911 Wireless Phase 1	33947	54.90%
E911 Wireless Phase 2	7265	11.75%
E911 Wired/VOIP	20608	33.33%
Record Not Found	15	0.02%
Total	61835	

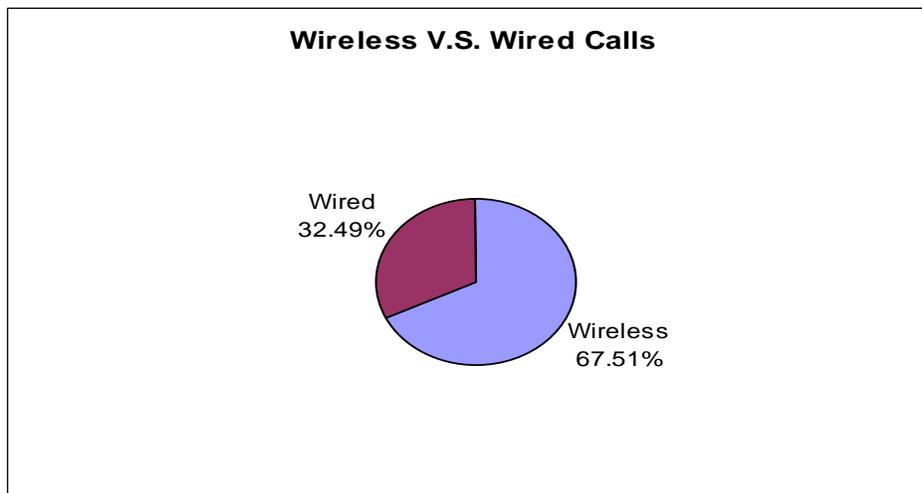
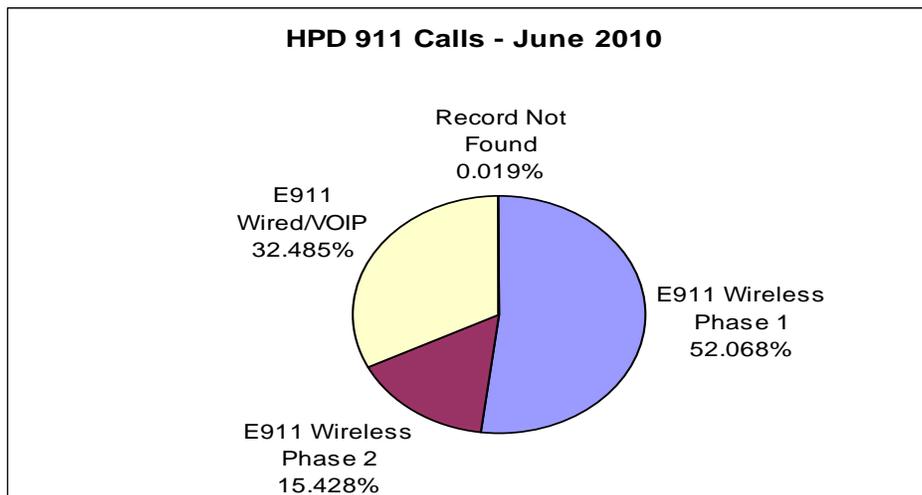




Call Statistics Continued

HPD 911 Calls (Call-takers' positions)

HPD	ALI 911Records	Percentage
E911 Wireless Phase 1	33624	52.07%
E911 Wireless Phase 2	9963	15.43%
E911 Wired/VOIP	20978	32.49%
Record Not Found	12	0.02%
Total	64577	

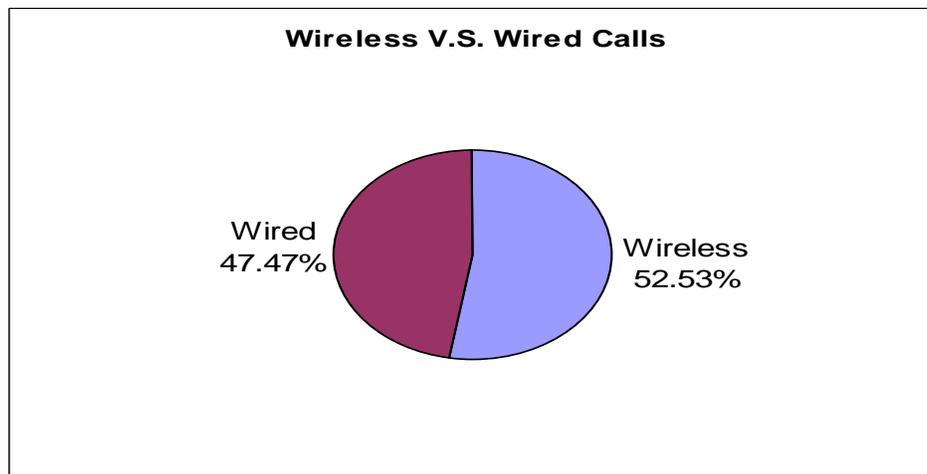
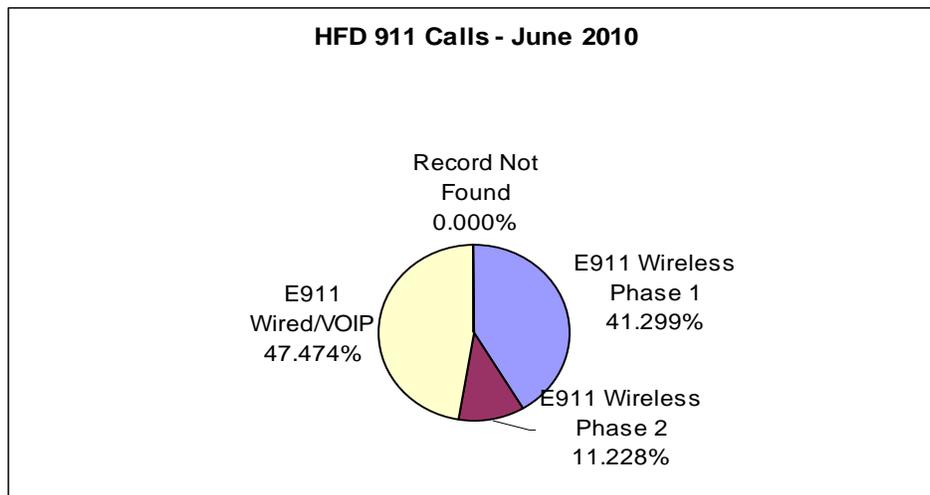




Call Statistics Continued

HFD 911 Calls (Call-takers' positions)

HFD	ALI 911Records	Percentage
E911 Wireless Phase 1	1692	41.30%
E911 Wireless Phase 2	460	11.23%
E911 Wired/VOIP	1945	47.47%
Record Not Found	0	0.00%
Total	4097	

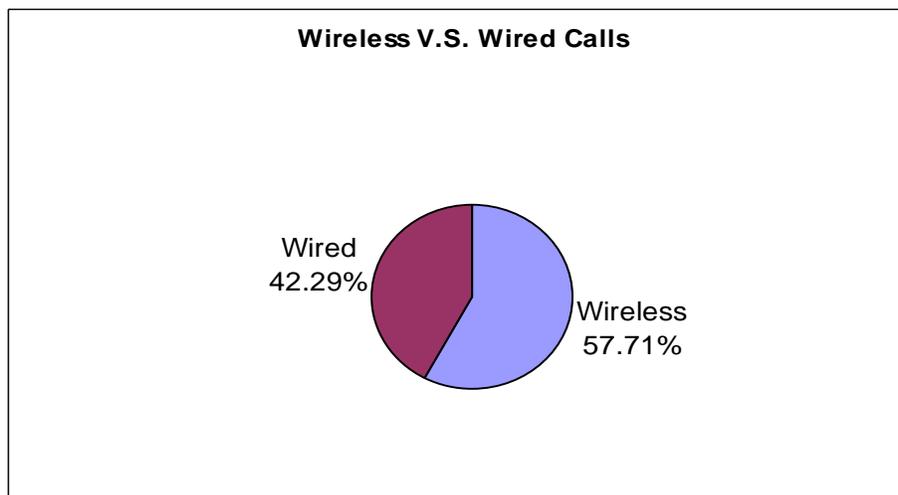
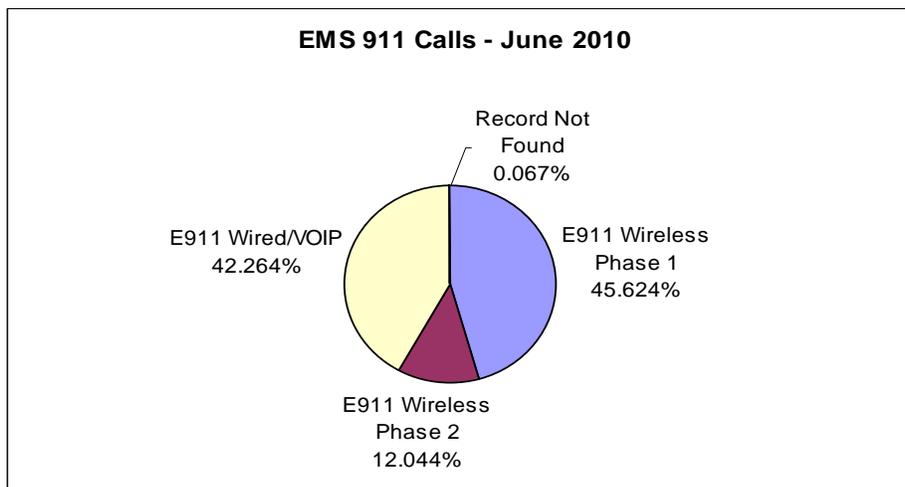




Call Statistics Continued

EMS 911 Calls (Call-takers' positions)

EMS	ALI 911Records	Percentage
E911 Wireless Phase 1	2716	45.62%
E911 Wireless Phase 2	717	12.04%
E911 Wired/VOIP	2516	42.26%
Record Not Found	4	0.07%
Total	5953	

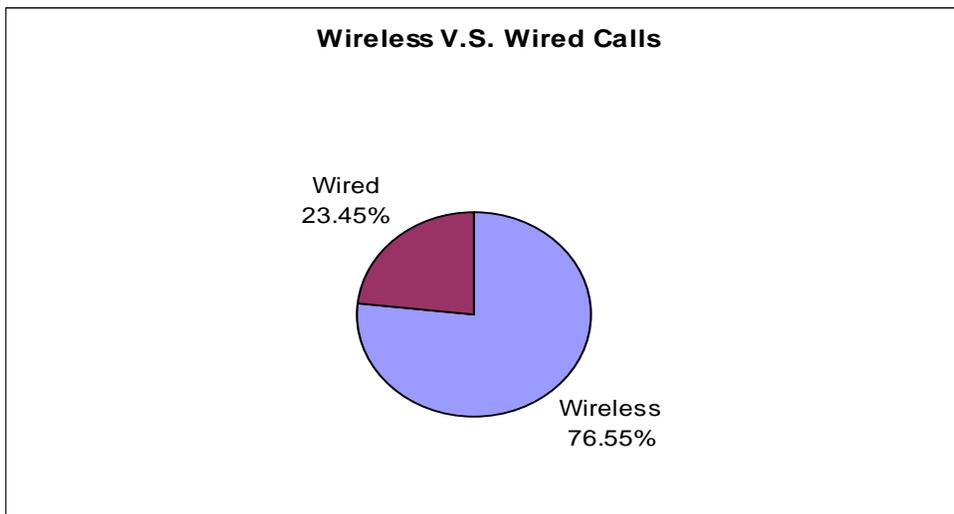
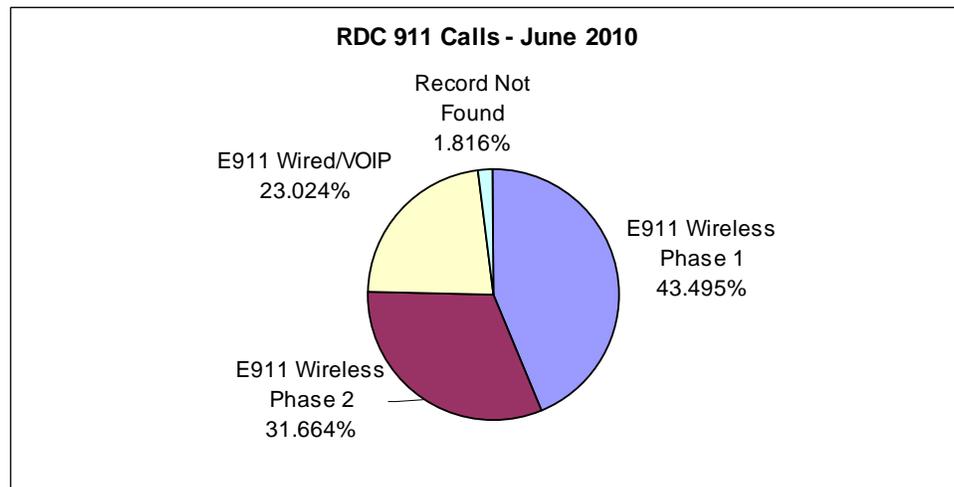




Call Statistics Continued

RDC 911 Calls (Call-takers' positions)

RDC	ALI 911Records	Percentage
E911 Wireless Phase 1	886	43.50%
E911 Wireless Phase 2	645	31.66%
E911 Wired/VOIP	469	23.02%
Record Not Found	37	1.82%
Total	2037	

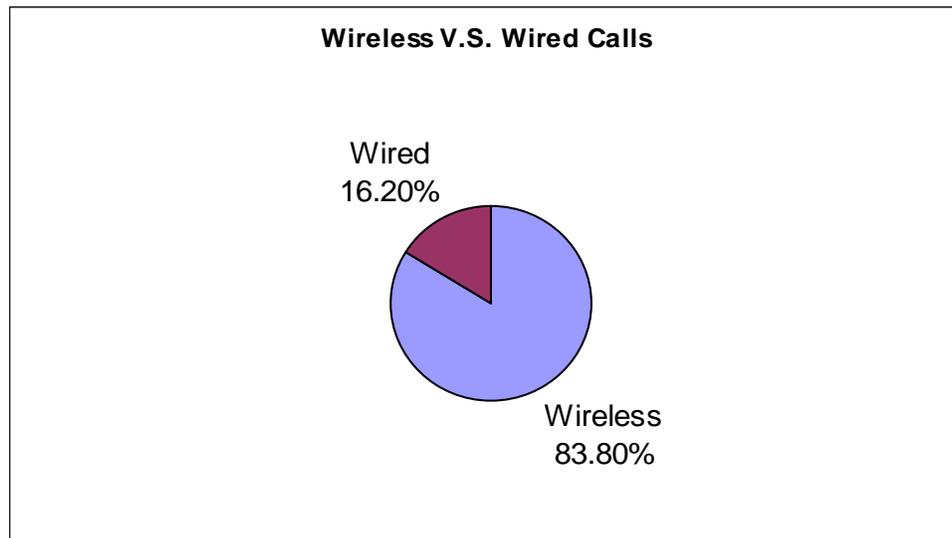
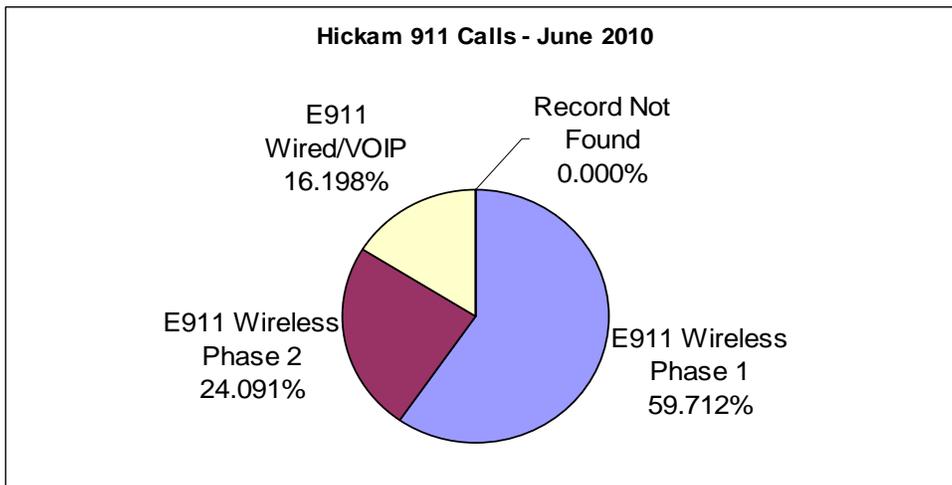




Call Statistics Continued

Hickam 911 Calls (Call-takers' positions)

Hickam	ALI 911Records	Percentage
E911 Wireless Phase 1	870	59.71%
E911 Wireless Phase 2	351	24.09%
E911 Wired/VOIP	236	16.20%
Record Not Found	0	0.00%
Total	1457	





MSAG Updates

MSAG Changes	Description	Date
6	Insert	June 2010

Wireless Routing Sheets Processed

Carrier	Towers	Sectors
AT&T	4	30

Events and Project Status

Ongoing

- DIT continues to configure Geolynx servers with Pictometry data.
- DIT is working with HFD and HPD to migrate their admin/backup lines off of the City's Legacy PBX system.
- DIT continues to distribute weekly updates to GeoLynx data.
- DIT is developing and testing programs/scripts written to help automate the updating of core maps used by GeoLynx. Data are obtained from the DPP GIS warehouse directly with little to no adjustments.
- DIT is continuing its development and testing of a 911 call database for all Honolulu PSAP (HPD, HFD, EMS, Hickam AFB, and Pearl Harbor RDC). The database catalogs all ALI/ANI data sent to Honolulu's dispatch centers. This includes keeping track of initial routing and the order of transferred calls.
- DIT is also developing and testing software to process the logs and to provide meaningful numbers and figures as determined by PSAP request. These products include call volume (per hour, day, shift, etc), WPH1 vs. WPH2 comparison, calls per city, call routing, and much more in the form of tables, graphs, and maps.
- Long term observations utilizing the above database and custom software will help DIT to not only provide a general report for each PSAP with useful information, but



**City & County of Honolulu
Department of Information Technology**

E911 Monthly Report for June 2010

also an idea of what typical days look like (i.e. usual number of calls, log sizes, etc), so we may be able to spot data delivery problems or system glitches. The availability of this information and our data comparison capability also aids in the ability of DIT to provide support for various 911 dispatch testing or troubleshooting.

- As per the City & County Honolulu's new computer security policies, DIT is in the process of testing cyber security measures and developing maintenance plans to conform to those guidelines.

Wireless E9-1-1 Spending Plan - FY 2011							Priority	Pri 1	Pri 2	Pri 3	Pri 4	Pri 5
Item	Oahu	Maui/Molokai	Hawaii	Kauai	OPS	Totals						
Board Member Travel and Expenses					27,000	27,000	1	27,000				
CAD System Upgrade				3,800,000		3,800,000	1	3,800,000				
Contractor - Akimeka, LLC PM	507,631	421,692	435,739	300,076		1,665,138	1	1,665,138				
Contractor - Executive Director					325,000	325,000	1	325,000				
GeoComm Maint.	48,586	-	-	-		48,586	1	48,586				
HawTel Network	60,000					60,000	1	60,000				
HawTel Wireless Tariff Charges	-	-		111,398		111,398	1	111,398				
KVA Switches - HPD	4,100					4,100	1	4,100				
NASNA Dues					100	100	1	100				
Pictometry	295,005	396,750	1,039,000	198,930		1,929,685	1	1,929,685				
Positron Equip & S/W Maintenance			40,000			40,000	1	40,000				
UPS Batteries - HPD	24,136					24,136		24,136				
Sprint/Nextel					180,000	180,000	1	180,000				
Conf - APCO	30,000	6,000	6,000	6,000	3,000	51,000	2		51,000			
Conf - NENA	30,000	6,000	6,000	6,000	3,000	51,000	2		51,000			
CAD Maint	223,000	113,000	66,867	-		402,867	3			402,867		
CAD Maint - Genesis				120,000		120,000	3			120,000		
CAD Maint - HFD	110,000					110,000	3			110,000		
CAD Maint - Maui EOC		16,000				16,000	3			16,000		
CAD Monitors, Keyboards, CPUs		82,900	-	-		82,900	3			82,900		
CAD Server Replacement - EMS	950,000					950,000	3			950,000		
CML Workstations - New - HPD	183,370					183,370	3			183,370		
Conf - 9-1-1 Goes to Washington	21,000	6,000	7,200	6,000	3,000	43,200	3			43,200		
Conf - NENA TDC/ODC	30,000					30,000	3			30,000		
Conf - users - Pictometry		6,000	7,200	6,000		19,200	3			19,200		
EMS Tower Lease	7,539	-	-	-		7,539	3			7,539		
Exacom Recorder Maint	40,000	-	-	-		40,000	3			40,000		
Recorder System Upgrade	250,000					250,000	3			250,000		
Signal Booster - 1st responder radio/wireless system	80,000					80,000	3			80,000		
Training - CAD	10,000	15,600				25,600	3			25,600		
Training - CAD Tech Systems Admin	8,000					8,000	3			8,000		
Training - Wireless 9-1-1 - EMS	10,000					10,000	3			10,000		
Training -CAD Intergraph/Map Editor			40,000			40,000	3			40,000		
TriTech-GeoComm Interface - EMS	30,000					30,000	3			30,000		
CAD System Upgrade - HPD	1,100,000	-	-			1,100,000	4				1,100,000	
Conf - Navigator	18,000					18,000	4				18,000	
Conf - users - Intergraph CAD		6,000	7,200			13,200	4				13,200	
Conf - users - TriTech CAD - HFD	18,000					18,000	4				18,000	
Conf - users - VisionAir CAD	7,000					7,000	4				7,000	
Conf - users -Motorola CAD	12,000	-	-	6,000		18,000	4				18,000	
CDC Computer H/W Replacement - EMS	130,000					130,000	5					\$ 130,000
CDC Maint - EMS	4,180					4,180	5					\$ 4,180
CML Workstations - new				62,445		62,445	5					\$ 62,445
CML Workstations - EMS	180,900					180,900	5					\$ 180,900
Contingency - EMS	10,000					10,000	5					\$ 10,000
Contractors - GIS Analyst/Cartographic (2)	80,000					80,000	5					\$ 80,000
Mobile Data Units				57,600		57,600	5					\$ 57,600
Mobile PSAP - EMS	500,000					500,000	5					\$ 500,000
Mobile PSAP Secure Storage - EMS	1,200,000					1,200,000	5					\$ 1,200,000
Mobile PSAP Storage Connectivity - EMS	450,000					450,000	5					\$ 450,000
Next Generation Pilot Program	500,000					500,000	5					\$ 500,000
Property Boundary Base Maps	350,000					350,000	5					\$ 350,000
Total Expenditures	7,512,447	1,075,942	1,655,206	4,680,449	541,100	15,465,144		8,215,143	102,000	2,448,676	1,174,200	\$ 3,525,125
DB&F Assessment - Admin (2.84% of expenditures)						439,210		233,310	2,897	69,542	33,347	\$ 100,114
DB&F Assessment - Revenue (5% of revenue)						415,000	1	415,000				
Totals	7,512,447	1,075,942	1,655,206	4,680,449	541,100	16,319,355		8,863,453	104,897	2,518,218	1,207,547	\$ 3,625,239
Cumulative								8,863,453	8,968,350	11,486,569	12,694,116	\$ 16,319,355

Within the current \$9 million appropriation ceiling
Recommended ceiling increase to \$13 million
Recommended not to be funded this FY

Hawaii County Wireless E9-1-1 Status Report June 1, 2010 – June 30, 2010

• PSAP Operations

9-1-1 Call Volume – June 2010

PSAP	Total	Wireline	%	Wireless	%
HAWAII (*)	9,893	3,991	40.3%	5,901	59.7%

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

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2010	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	9,893	3,991	40.3%	5,901	59.7%	1	0.0%	1,231	12.4%
May	10,372	4,082	39.4%	6,290	60.6%	0	0.0%	1,163	11.2%
April	9,812	3,908	39.8%	5,904	60.2%	0	0.0%	1,137	11.6%
March	10,186	3,910	38.4%	6,276	61.6%	0	0.0%	1,169	11.5%
February	9,464	3,851	40.7%	5,613	59.3%	0	0.0%	1,051	11.1%
January	10,574	4,293	40.6%	6,279	59.4%	2	0.0%	1,146	10.8%
TOTAL YTD	60,301	24,035	39.9%	36,263	60.1%	3	0.0%	6,897	11.4%
AVG PER MO	10,050	4,006		6,044		1		1,150	

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

HAWAII		TRANSFERRED TO FIRE								Abandoned	
		Wireline			Wireless			Admin			
2010	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	1,831	887	48.4%	22.2%	944	51.6%	16.0%	0	0.0%	21	1.1%
May	1,932	935	48.4%	22.9%	997	51.6%	15.9%	0	0.0%	28	1.4%
April	1,757	918	52.3%	23.5%	836	47.7%	14.2%	3	0.2%	29	1.7%
March	1,856	915	49.3%	23.4%	940	50.7%	15.0%	1	0.1%	36	1.9%
February	1,750	885	50.6%	23.0%	864	49.4%	15.4%	1	0.1%	45	2.6%
January	2,000	971	48.6%	22.6%	1,027	51.4%	16.4%	2	0.1%	47	2.4%
TOTAL YTD	11,126	5,511	49.6%	22.9%	5,608	50.4%	15.5%	7	0.1%	206	1.9%
AVG PER MO	1,854	919			935			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 June 1, 2010 – June 30, 2010

- **PSAP Operations (continued)**

Wireless Test – June 2010

Date	WSP	Sites Tested	Sectors Tested	Tested By:
06/29/10	T-Mobile	3	12	Hawaii PSAP/ Akimeka

- 06/01/10 -- Ongoing Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call.
- Akimeka personnel, representing the Neighbor Island PSAPs, participated on a conference call with AT&T Mobility (Goldie Cross and John Garner) to discuss the open trouble ticket.
- John Garner of AT&T Mobility explained that any resolution to fix the CGI problem requires further discussion between AT&T Mobility and Intrado and will take time. AT&T Mobility agreed to issue a letter to Glenn Roach, Executive Director Hawaii Wireless Enhanced 9-1-1 Board, and all of the State of Hawaii PSAPs to explain the issues.
- 06/01/10 -- Ongoing Akimeka personnel and Intrado continue to work on OnStar, Hughes, and ATX call display issues. Ben Goodloe of Intrado will tentatively schedule a "webinar" in July 2010 with the Neighbor Island PSAPs to review and coordinate the next steps in providing telematic calls to the native 9-1-1 network.
- 06/01/10 -- Ongoing Akimeka personnel, with the assistance of Intrado, continues to work on a flowchart for the Neighbor Island PSAPs which documents the flow of a Call Routing Spreadsheet (CRSS) and Testing Validation Worksheet (TVW). The flowchart will merely be documentation of the process as known and will help all parties involved to better understand the timeframes needed to plan a test.
- Inputs and recommendations were provided by Corinne Faulmann of Intrado. Akimeka personnel are working to incorporate Intrado's inputs, finalize the flowchart documentation, and distribute to the Neighbor Island PSAPs for review and input.
- 06/01/20 -- 06/25/10 Akimeka personnel and Intrado completed Mobi PCS's Annual Audit for the County of Hawaii with no discrepancies and no address corrections required.
- 06/03/10 Akimeka personnel assisted the Hawaii PSAP in completing Intrado's PSAP survey.
- 06/09/10 -- Ongoing Akimeka personnel notified T-Mobile and Intrado that an annual audit would be done for the County of Hawaii. T-Mobile requested an extension to July 1, 2010 to provide the audit information being requested.

Hawaii County Wireless E9-1-1 Status Report June 1, 2010 – June 30, 2010

• PSAP Operations (continued)

- 06/15/10 -- Ongoing Akimeka personnel notified Verizon Wireless and Intrado that an annual audit would be done for the County of Hawaii. The Verizon Wireless Annual Audit was completed on June 22, 2010 with the following exceptions: incorrect community information and duplicate sectors and towers which are not in either the GIS mapping layer or Intrado's database. Intrado will review and return the corrections within ten (10) business days.
- 06/16/10 Akimeka personnel participated in the joint NENA/APCO Urgency Algorithm/3rd Party EMD working group. This working group will be subdivided into working groups dealing with both technical and operational issues. At this first meeting, only household issues were discussed.
- 06/21/10 Hawaii County Police requested Akimeka's assistance to convert all of their Lesson Plans into a special format as part of their effort to obtain accreditation through CALEA (Communications Assistance for Law Enforcement). All of the Lesson Plans (69 in total) were converted and returned to Hawaii County Police on June 21, 2010.
- 06/24/10 Akimeka personnel participated in the joint NENA/APCO 3rd Party Call Center working group. This workgroup's responsibility is to identify policy and operational issues related to 3rd party call centers such as OnStar and their use of trained EMD staff. Studies are being conducted to see how it will impact the PSAPs.
- Akimeka personnel will be coordinating and consolidating inputs and responses from the Neighbor Island PSAPs.

• MSAG

Current Month – June 2010

2010		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	Customer Address Change Requests Submitted	# of Transactions	TNs Affected
PSAP	TOTAL										
HAWAII	189	185	63	27	74	5	16	243	4	0	0

Revised categories and report format changes effective April 2009.

A total of 189 transactions were made on the MSAG database. See attached spreadsheet for a detailed description of changes and additions.

During the month of Jun 2010, a total of 243 customer ANI/ALI records were updated as a result of the 185 changes made to the MSAG database and 4 ALI Discrepancy reports were submitted to 911Net. Concentrated efforts on deleting invalid MSAG records and ensured that no customers were affected by the record removal. Also, continued to correct 1-999999 house number ranges.

There are no records in Suspended status as of June 30, 2010 – nine consecutive months since October 2009.

Hawaii County Wireless E9-1-1 Status Report June 1, 2010 – June 30, 2010

• **MSAG (continued)**

Year-to-Date (YTD) Summary – 2010

HAWAII		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
2010	TOTAL										
December											
November											
October											
September											
August											
July											
June	189	185	63	27	74	5	16	243	4	0	0
May	255	233	114	66	18	12	23	314	22	0	0
April	196	161	30	69	25	18	19	509	35	0	0
March	182	177	86	37	26	9	19	4,058	5	0	0
February	126	105	47	13	15	17	13	118	21	0	0
January	232	192	61	18	35	59	19	114	40	0	0
TOTAL YTD	1,180	1,053	401	230	193	120	109	5,356	127		
AVG PER MO	197	176	67	38	32	20	18	893	21		

(*) Applies to Change, Delete and Insert categories

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

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

• **Mapping Layers Updated/Loaded Into GIS – June 2010**

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				
	06/04/10			Per Mobi PCS Annual Audit
Street Centerline				
	06/28/10			
	06/25/10			
	06/23/10			
	06/22/10			
	06/21/10			
	06/18/10			

(*) 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 June 1, 2010 – June 30, 2010

- Mapping Layers Updated/Loaded Into GIS – June 2010
(continued)**

HAWAII				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
Address Points	06/28/10			
	06/25/10			
	06/23/10			
	06/22/10			
	06/21/10			
	06/18/10			
Pseudo Address Points				
Parcels				
Churches				
Coastal Names				
Communities				
Critical Infrastructure				
Emergency Callboxes				
Fire Beats				
Fire District				
Fire ESZ				
Fire Stations				
Food & Beverage				
Hospitals				
Hotels				
Milepost Markers				
National and State Parks				
Ocean Rescue				
Points of Interest	06/28/10			
Police Beat Boundaries				
Police District				

(*) 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 June 1, 2010 – June 30, 2010

- Mapping Layers Updated/Loaded Into GIS – June 2010
(continued)**

HAWAII				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
Police ESZ				
Police Stations				
Post Office				
Schools				
Service Station				
Subdivisions				
Trails				
Tsunami Evacuation Zones				
Tsunami Roadblocks				

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

<u>Note:</u>	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 June 1, 2010 – June 30, 2010

- **Service Requests Transactions**

Open Service Requests – June 2010

#	Date	Ticket #	Description	Category	Urgency	Comments
1	05/14/10	200	<u>Incorrect Address:</u> TN = 808/929-9715; <u>No House Number</u>	MSAG - ANI/ALI Discrepancy	Normal	Awaiting response from Hawaiian Telcom, Inc. (HTI).
2		201	<u>Incorrect Address:</u> TN = 808/776-1683	MSAG - ANI/ALI Discrepancy	Normal	
3		216	<u>Incorrect Address:</u> TN = 808/765-9940	MSAG - ANI/ALI Discrepancy	Normal	
4	05/25/10	214	Discrepancy discovered with the Common Place Names data which differed between the Kona position and the Puna position. Not all positions were checked but it is expected that all positions have the same data with the same capabilities. Also, the spelling for Longs Drugs is not consistent. One is spelled as LONG instead of LONGS. And, other Longs stores are missing.	911 Map -- Other	Normal	Akimeka can add any common names provided by Hawaii County Police and/or Fire. These changes will not be reflected on the CAD until the next map roll. These changes will be reflected on the next PowerMap update.
5	05/25/10	220	MSAG Community Layer	911 Map -- Other	Low	Hawaii County Police reviewed Akimeka's 2008 MSAG Community layer data and would like to redefine them. New boundaries for West Hawaii was received on May 16, 2010. This request will take considerable effort to coordinate MSAG Community changes with MSAG. Akimeka will discuss this further with the Hawaii County PSAP.
6	06/03/10	225	Verify addresses on Puako Beach Road	MSAG - ANI/ALI Discrepancy	Normal	3-digit addresses are under ESN 299. Akimeka will be working with the Hawaii County Planning department for updated address information and with Hawaiian Telcom, Inc. (HTI) for address corrections.
7	06/25/10	233	<u>Incorrect House Number:</u> TN = 808/326-7426	MSAG - ANI/ALI Discrepancy	Normal	Referred to Hawaiian Telcom, Inc. (HTI) by Intrado on June 28, 2010.
Documented Items Per April 9 Intergraph Conference Call						
8	04/21/10	192	Police/Fire Districts	911 Map -- Other	High	Akimeka received written descriptions of the police and fire beats from the Hawaii County PSAPs. Screenshots illustrating the changes were sent to the Hawaii PSAPs and Akimeka is awaiting approval of the modifications.

Hawaii County Wireless E9-1-1 Status Report June 1, 2010 – June 30, 2010

- **Service Requests Transactions**

Year-to-Date (YTD) Summary – 2010

HAWAII				SERVICE REQUEST CATEGORIES							
2010	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	3	13	8	0	0	3	13	0	0	0	0
May	24	15	18	4	9	19	5	0	0	1	1
April	24	16	9	11	3	13	13	0	0	0	0
March	3	3	1	2	2	1	1	0	0	0	0
February	6	18	1	1	1	5	17	0	0	0	0
January	24	11	13	0	0	24	11	0	0	0	0
TOTAL	84	76	8	18	15	65	60	0	0	1	1
<u>Note:</u>		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 June 1, 2010 – June 30, 2010

• PSAP Operations

9-1-1 Call Volume – June 2010

PSAP	Total	Wireline	%	Wireless	%
KAUAI	2,744	1,040	37.9%	1,704	62.1%

9-1-1 Call Volume – Calendar Year 2010

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2010	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	2,744	1,040	37.9%	1,704	62.1%	0	0.0%	540	19.7%
May	2,990	1,108	37.1%	1,882	62.9%	0	0.0%	589	19.7%
April	2,806	976	34.8%	1,829	65.2%	1	0.0%	542	19.3%
March	3,085	1,125	36.5%	1,959	63.5%	1	0.0%	548	17.8%
February	2,775	987	35.6%	1,783	64.4%	5	0.2%	545	19.6%
January	2,910	1,164	40.1%	1,736	59.9%	10	0.3%	573	19.7%
TOTAL YTD	17,310	6,400	37.0%	10,893	63.0%	17	0.1%	3,337	19.3%
AVG PER MO	2,885	1,067		1,816		3		556	
<u>Note:</u>		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.)

Wireless Test – June 2010

Date	WSP	Sites Tested	Sectors Tested	Tested By:
None				

Kauai County Wireless E9-1-1 Status Report June 1, 2010 – June 30, 2010

● PSAP Operations (continued)

- 06/01/10 Akimeka personnel developed and delivered the first draft of Chapter 2 -- "Personnel" for the Standard Operating Procedures for the Communications Section.
- 06/01/10 -- Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket
Ongoing (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call.
- Akimeka personnel, representing the Neighbor Island PSAPs, participated on a conference call with AT&T Mobility (Goldie Cross and John Garner) to discuss the open trouble ticket.
- John Garner of AT&T Mobility explained that any resolution to fix the CGI problem requires further discussion between AT&T Mobility and Intrado and will take time. AT&T Mobility agreed to issue a letter to Glenn Roach, Executive Director Hawaii Wireless Enhanced 9-1-1 Board, and all of the State of Hawaii PSAPs to explain the issues.
- 06/01/10 -- Akimeka personnel and Intrado continue to work on OnStar, Hughes, and ATX
Ongoing call display issues. Ben Goodloe of Intrado will tentatively schedule a "webinar" in July 2010 with the Neighbor Island PSAPs to review and coordinate the next steps in providing telematic calls to the native 9-1-1 network.
- 06/01/10 -- Akimeka personnel submitted the MSAG validated address for the Polihale State
Ongoing Park callbox to Hawaiian Telcom, Inc. The address was validated on June 15, 2010 and will be displayed if an emergency call is made from the callbox to 9-1-1.
- 06/01/10 -- Akimeka personnel, with the assistance of Intrado, continues to work on a
Ongoing flowchart for the Neighbor Island PSAPs which documents the flow of a Call Routing Spreadsheet (CRSS) and Testing Validation Worksheet (TVW). The flowchart will merely be documentation of the process as known and will help all parties involved to better understand the timeframes needed to plan a test.
- Inputs and recommendations were provided by Corinne Faulmann of Intrado. Akimeka personnel are working to incorporate Intrado's inputs, finalize the flowchart documentation, and distribute to the Neighbor Island PSAPs for review and input.
- 06/01/20 -- Akimeka personnel and Intrado completed Mobi PCS's Annual Audit for the
06/25/10 County of Kauai with no discrepancies and no address corrections required.
- 06/03/10 Akimeka personnel assisted the Kauai PSAP in completing Intrado's PSAP survey.
- 06/09/10 -- Akimeka personnel notified T-Mobile and Intrado that an annual audit would be
Ongoing done for the County of Kauai. T-Mobile requested an extension to July 1, 2010 to provide the audit information being requested.
- 06/15/10 -- Akimeka personnel notified Verizon Wireless and Intrado that an annual audit
Ongoing would be done for the County of Kauai. Verizon Wireless returned the CRSSs and Akimeka personnel are in the process of reviewing and validating.

Kauai County Wireless E9-1-1 Status Report June 1, 2010 – June 30, 2010

- PSAP Operations (continued)**

- 06/16/10 Akimeka personnel participated in the joint NENA/APCO Urgency Algorithm/3rd Party EMD working group. This working group will be subdivided into working groups dealing with both technical and operational issues. At this first meeting, only household issues were discussed.

 - 06/21/10 Akimeka personnel created a Dispatch "Transmission Logger" to be installed into the workstations at the "Drop and Run" evacuation center for the 9-1-1 dispatchers.

 - 06/23/10 Akimeka personnel created a portable 9-1-1 Mapping application to be installed into the workstations at the evacuation center to help locate 9-1-1 callers.

 - 06/24/10 Akimeka personnel participated in the joint NENA/APCO 3rd Party Call Center working group. This workgroup's responsibility is to identify policy and operational issues related to 3rd party call centers such as OnStar and their use of trained EMD staff. Studies are being conducted to see how it will impact the PSAPs.
- Akimeka personnel will be coordinating and consolidating inputs and responses from the Neighbor Island PSAPs.

- MSAG**

Current Month – June 2010

2010		9-1-1NET REQUESTS							(a)	(b)	
									Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	# of Transactions	TNs Affected	
KAUAI	47	47	27	0	0	20	0	0	0	0	

Revised categories and report format changes effective April 2009.

A total of 47 transactions were made on the MSAG database. See attached spreadsheet for a detailed description of changes and additions.

During the month of June 2010, 47 changes were made to the Kauai County MSAG database. In addition, reviewed all County emergency call box ANI/ALI records to ensure synchronization to the GIS data at the PSAP.

There are no records in Suspended status as of June 30, 2010 – five consecutive months.

Kauai County Wireless E9-1-1 Status Report June 1, 2010 – June 30, 2010

• **MSAG (continued)**

Year-to-Date (YTD) Summary – 2010

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
2010	TOTAL										
December											
November											
October											
September											
August											
July											
June	47	47	27	0	0	20	0	0	0	0	0
May	50	49	38	2	4	0	5	170	1	0	0
April	42	40	18	0	4	6	12	40	2	0	0
March	67	65	30	0	18	14	3	162	2	0	0
February	39	38	17	2	11	7	1	66	1	0	0
January	37	37	26	1	2	5	3	129	0	3	5
TOTAL YTD	282	276	156	5	39	52	24	567	6		
AVGPER MO	47	46	26	1	7	9	4	95	1		

(*) Applies to Change, Delete and Insert categories

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

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

• **Mapping Layers Updated/Loaded Into GIS – June 2010**

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				
Street Centerlines				
Address Points				
		06/17/10		
		06/16/10		
		06/15/10		
		06/14/10		
		06/11/10		
		06/10/10		
		06/09/10		
	06/08/10			
	06/01/10			
Pseudo Address Points				

(*) 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 June 1, 2010 – June 30, 2010

- Mapping Layers Updated/Loaded Into GIS – June 2010
(continued)**

KAUAI				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
Parcels				
Coastal Names				
Common Places				
Communications				
Communities				
Emergency Callboxes	06/18/10			
	06/17/10			
	06/16/10			Edited to synchronize with current ANI/ALI records.
EMS Zones				
Fire Beat Boundaries				
Fire Sub Zones				
Fire Zones				
Food & Beverage				Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc.
Hotels				
Medic Beat Boundaries				
Milepost Markers				
National and State Parks				
Plat Maps				
Points of Interest				
Police Beats				
Police District Boundaries				
Post Offices				
Radio Towers				
Restaurants				
Schools				
Subdivisions				
Tsunami Evacuation Zones				
WiFi Sites				

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

Kauai County Wireless E9-1-1 Status Report June 1, 2010 – June 30, 2010

- Mapping Layers Updated/Loaded Into GIS – June 2010 (continued)**

Note: The Parcels layer is provided by Kauai County. Akimeka does not perform any edits on the spatial information of the layer. Changes to the attribute table are made when needed. Akimeka uploads the layer into the Akimeka GIS Server and PSAP GIS Server accordingly.

- Service Requests Transactions**

Open Service Requests – June 2010

#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

Year-to-Date (YTD) Summary – 2010

KAUAI				SERVICE REQUEST CATEGORIES							
2010	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	0	0	0	0	0	0	0	0	0	0	0
May	0	0	0	0	0	0	0	0	0	0	0
April	1	1	0	0	0	1	1	0	0	0	0
March	1	2	0	1	1	0	1	0	0	0	0
February	3	2	1	2	2	1	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
TOTAL	5	5	0	3	3	2	2	0	0	0	0
<u>Note:</u>	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 June 1, 2010 – June 30, 2010

- PSAP Operations**

9-1-1 Call Volume – June 2010

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	8,260	2,640	32.0%	5,620	68.0%
MOLOKAI	247	135	54.9%	111	45.1%

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

9-1-1 Call Volume – Calendar Year 2010

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2010	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	8,260	2,640	32.0%	5,620	68.0%	0	0.0%	1,385	16.8%
May	8,282	2,815	34.0%	5,467	66.0%	0	0.0%	1,395	16.8%
April	7,737	2,962	38.3%	4,774	61.7%	1	0.0%	1,193	15.4%
March	8,295	2,807	33.8%	5,488	66.2%	0	0.0%	1,446	17.4%
February	7,424	2,606	35.1%	4,818	64.9%	0	0.0%	1,281	17.3%
January	8,228	2,946	35.8%	5,280	64.2%	2	0.0%	1,464	17.8%
TOTAL YTD	48,226	16,776	34.8%	31,447	65.2%	3	0.0%	8,164	16.9%
AVG PER MO	8,038	2,796		5,241		1		1,361	
<i>Note:</i>		Total Calls include Administrative calls that are not direct 911 calls.							

Maui County Wireless E9-1-1 Status Report June 1, 2010 – June 30, 2010

• **PSAP Operations (continued)**

9-1-1 Call Volume – Calendar Year 2010 (continued)

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2010	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	247	135	54.9%	111	45.1%	1	0.4%	37	15.0%
May	295	176	59.7%	119	40.3%	0	0.0%	34	11.5%
April	274	178	65.2%	95	34.8%	1	0.4%	50	18.2%
March	298	185	62.1%	113	37.9%	0	0.0%	52	17.4%
February	248	166	66.9%	82	33.1%	0	0.0%	46	18.5%
January	228	137	60.4%	90	39.6%	1	0.4%	47	20.6%
TOTAL YTD	1,590	977	61.6%	610	38.4%	3	0.2%	266	16.7%
AVG PER MO	265	163		102		1		44	

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.)

Wireless Test – June 2010

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By:
None					

Maui County Wireless E9-1-1 Status Report June 1, 2010 – June 30, 2010

• PSAP Operations (continued)

- 06/01/10 -- Ongoing Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call.
- Akimeka personnel, representing the Neighbor Island PSAPs, participated on a conference call with AT&T Mobility (Goldie Cross and John Garner) to discuss the open trouble ticket.
- John Garner of AT&T Mobility explained that any resolution to fix the CGI problem requires further discussion between AT&T Mobility and Intrado and will take time. AT&T Mobility agreed to issue a letter to Glenn Roach, Executive Director Hawaii Wireless Enhanced 9-1-1 Board, and all of the State of Hawaii PSAPs to explain the issues.
- 06/01/10 -- Ongoing Akimeka personnel and Intrado continue to work on OnStar, Hughes, and ATX call display issues. Ben Goodloe of Intrado will tentatively schedule a "webinar" in July 2010 with the Neighbor Island PSAPs to review and coordinate the next steps in providing telematic calls to the native 9-1-1 network.
- 06/01/10 -- Ongoing Akimeka personnel, with the assistance of Intrado, continues to work on a flowchart for the Neighbor Island PSAPs which documents the flow of a Call Routing Spreadsheet (CRSS) and Testing Validation Worksheet (TVW). The flowchart will merely be documentation of the process as known and will help all parties involved to better understand the timeframes needed to plan a test.
- Inputs and recommendations were provided by Corinne Faulmann of Intrado. Akimeka personnel are working to incorporate Intrado's inputs, finalize the flowchart documentation, and distribute to the Neighbor Island PSAPs for review and input.
- 06/01/20 -- 06/25/10 Akimeka personnel and Intrado completed Mobi PCS's Annual Audit for the County of Maui with latitude and longitude discrepancies on three (3) towers that needed corrections. The discrepancies were validated and returned. Updates were made to the GIS mapping layer accordingly.
- 06/09/10 -- Ongoing Akimeka personnel notified T-Mobile and Intrado that an annual audit would be done for the County of Maui. T-Mobile requested an extension to July 1, 2010 to provide the audit information being requested.
- 06/15/10 -- Ongoing Akimeka personnel notified Verizon Wireless and Intrado that an annual audit would be done for the County of Maui. Verizon Wireless returned the CRSSs and Akimeka personnel are in the process of reviewing and validating.
- 06/16/10 Akimeka personnel participated in the joint NENA/APCO Urgency Algorithm/3rd Party EMD working group. This working group will be subdivided into working groups dealing with both technical and operational issues. At this first meeting, only household issues were discussed.

Maui County Wireless E9-1-1 Status Report June 1, 2010 – June 30, 2010

• PSAP Operations (continued)

06/24/10 Akimeka personnel participated in the joint NENA/APCO 3rd Party Call Center working group. This workgroup's responsibility is to identify policy and operational issues related to 3rd party call centers such as OnStar and their use of trained EMD staff. Studies are being conducted to see how it will impact the PSAPs.

Akimeka personnel will be coordinating and consolidating inputs and responses from the Neighbor Island PSAPs.

06/24/10 Akimeka personnel consulted with the Watson Furniture Company regarding the design and layout for the Kihei Police Station.

• MSAG

Current Month – June 2010

2010		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	70	70	16	0	52	0	2	0	0	1	1
Revised categories and report format changes effective April 2009.											

A total of 70 transactions were made on the MSAG database. See attached spreadsheet for a detailed description of changes and additions.

During the month of June 2010, 70 changes were made to the Maui County MSAG database. There currently exists one (1) request under Suspended status with one (1) TN affected, which is a carryover from last month. The location remains unknown.

Efforts were focused on removing common names used as street names that had no customers affected by the MSAG record removal. Continuous research conducted on clarifying official street names and ranges for Main St, E Main St, W Main St, and Lower Main St in Wailuku.

Maui County Wireless E9-1-1 Status Report June 1, 2010 – June 30, 2010

• **MSAG (continued)**

Year-to-Date (YTD) – 2010

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	
2010	TOTAL									# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June	70	70	16	0	52	0	2	0	0	1	1
May	188	183	58	5	108	9	3	2	5	1	1
April	89	83	42	1	22	16	2	34	6	1	1
March	178	173	41	45	34	46	7	1	5	1	1
February	117	104	19	4	51	27	3	0	13	1	1
January	138	125	58	14	13	21	19	0	13	2	7
TOTAL YTD	780	738	234	69	280	119	36	37	42		
AVGPER MO	130	123	39	12	47	20	6	6	7		

(*) Applies to Change, Delete and Insert categories

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

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

• **Mapping Layers Updated/Loaded Into GIS – June 2010**

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	06/25/10			Per Mobi PCS Annual Audit
	Maui	06/21/10			Per VZW CRSS

(*) 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 June 1, 2010 – June 30, 2010

- Mapping Layers Updated/Loaded Into GIS – June 2010
(continued)**

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		
Street Centerlines					Spatial adjustment project
	Maui	06/25/10			
	Maui	06/24/10			
	Maui	06/23/10			
	Maui	06/22/10			
	Maui	06/21/10			
	Maui	06/18/10			
	Maui	06/17/10			
	Maui/Molokai	06/16/10			
	Maui	06/15/10			
	Maui	06/11/10			
	Maui/Molokai	06/10/10			
	Maui	06/09/10			
	Maui	06/08/10			
	Maui/Molokai	06/04/10			
Maui	06/03/10				
Maui/Molokai	06/02/10				
Maui	06/01/10				
Address Points					
	Maui	06/11/10			
	Maui	06/10/10			
	Maui	06/09/10			
	Maui	06/08/10			
	Maui	06/03/10			
Pseudo Address Points					
Parcels					
	Maui	06/28/10			
	Maui	06/25/10			
	Maui	06/24/10			
	Maui	06/23/10			
	Maui	06/22/10			
	Maui	06/21/10			
	Maui	06/18/10			
	Maui	06/17/10			
	Maui	06/07/10			Conferred and established a methodology for parcel horizontal spatial improvement.
	Maui	06/04/10			
Maui	06/03/10				
Maui	06/02/10			Established order of accuracy for data to be used for horizontal spatial correction methodology for parcels.	
Airports					
Bridges					

(*) 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 June 1, 2010 – June 30, 2010

- Mapping Layers Updated/Loaded Into GIS – June 2010
(continued)**

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		
Cane Fields					
Coastal Names					
Common Places					
Communities					
Emergency Callboxes	Maui	06/01/10			
EMS Zones					
Fire Beat Boundaries					
Fire ESZ					
Fire Stations					
Fire Sub Zones					
Fire Zones					
Food & Beverage					Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc.
Gate Codes					
High Resolution Imagery					
Hospitals					
Hotels					
Medic Beat Boundaries					
Medic Stations					
Milepost Markers					
National and State Parks					
Ocean Rescue Boundaries					
Park Polygon					
Points of Interest	Maui/Molokai	06/14/10			
Police Beat Boundaries					

(*) 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 June 1, 2010 – June 30, 2010

- Mapping Layers Updated/Loaded Into GIS – June 2010
(continued)**

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 Dispatch Group (District)					
Police ESZ	Maui	06/14/10			Per Maui Police request #222, modified ESZ 24 and ESZ 47.
Police Reporting Areas					
Police Stations					
Ponds					
Post Offices					
Radio Towers					
Radius - Two Mile					
Radius - Three Mile					
Restaurants					
Schools					
Subdivisions					
Tow Truck					
Towns					
Trails	Maui/Molokai	06/14/10			
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 does not perform any edits on the spatial information of the layer. Changes to the attribute table are made when needed. Akimeka uploads the layers into the Akimeka GIS Server and PSAP GIS Server accordingly.

Maui County Wireless E9-1-1 Status Report June 1, 2010 – June 30, 2010

- Mapping Layers Updated/Loaded Into GIS – June 2010
(continued)**

Current Month GIS Activities – June 2010

06/01/10 -- Ongoing Akimeka GIS personnel are spatially improving the Maui Parcel GIS layer intersection by intersection. The majority of the intersections from Wailuku, around the West Maui mountains, and up to Honoapilani Highway have been noted for spatial improvement, which represents approximately 40% of the island of Maui.

Akimeka GIS personnel are discovering the following: 1) Discrepancies regarding road width (a narrow road having a very wide road right of way in the parcel layer and vice versa) at plot boundaries (in accordance with the initial parcel layer creation), and 2) Discrepancies among imagery, the parcel layer and GPSed centerlines in areas that have had major grading (for example, the subdivisions that have been terraced in Wailuku Heights).

These discrepancies are being resolved on a case-by-case basis with the intent to minimize the shift and any resulting skew, while maximizing spatial accuracy.

Another area with known spatial accuracy issues is Upcountry.

06/07/10 Akimeka GIS personnel conferred and established a methodology for parcel horizontal spatial improvement with Bill Mederios, Nancy Swienton and ESRI representatives.

06/16/10 Akimeka GIS personnel researched and established a methodology for correcting street centerline data to meet 9-1-1 needs for parcel horizontal spatial improvement.

- Service Requests Transactions**

Open Service Requests – June 2010

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
1	5/29/2010	222	Investigate ESZ for Kamaaina Road	911 Map - Other	High	Change will be reflected in the CAD with the next PowerMap update.
2	06/13/10	230	Need map update to reflect proper spelling of Puaa Kaa Park	911 Map - Need Map Update	Low	Found error on Street Centerline layer. Ticket will be closed when PowerMap is updated.

Ticket # 222 was inadvertently not reported and included in the May 2010 report and should have been reflected as a pending Service Request. All record changes were made accordingly.

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

Maui County Wireless E9-1-1 Status Report June 1, 2010 – June 30, 2010

• **Service Requests Transactions (continued)**

Year-to-Date (YTD) Summary – 2010

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2010	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	1	2	2	1	1	0	1	0	0	0	0
May	3	1	3	2	0	1	1	0	0	0	0
April	2	2	1	1	1	1	1	0	0	0	0
March	1	1	1	1	1	0	0	0	0	0	0
February	4	5	1	3	3	1	2	0	0	0	0
January	4	2	2	1	1	3	1	0	0	0	0
TOTAL	15	13	2	9	7	6	6	0	0	0	0
<u>Note:</u>		Open Service Requests reflect what is in pending status at the end of the report month.									

MOLOKAI PSAP				SERVICE REQUEST CATEGORIES							
2010	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	0	0	0	0	0	0	0	0	0	0	0
May	0	0	0	0	0	0	0	0	0	0	0
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
<u>Note:</u>		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

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 June 2010

FIRST HAWAIIAN BANK ACCOUNT:			
General Fund	Beginning	Net	Ending
ITEM	Balance	Change	Balance
Cash Inflow:			
Wireless Surcharge Collection	\$ 42,410,595.66	\$ 680,561.46	\$ 43,091,157.12
Interest Income	\$ 1,814,059.55	\$ 1,097.69	\$ 1,815,157.24
<i>Prior Period Interest Income Adjustment</i>	\$ (257,236.01)		\$ (257,236.01)
Net Interest Income	\$ 1,556,823.54	\$ 1,097.69	\$ 1,557,921.23
Subtotal Cash Inflow	\$ 43,967,419.20	\$ 681,659.15	\$ 44,649,078.35
Cash Outflow:			
Act 79 Fund Transfer to State	\$ (16,000,000.00)		\$ (16,000,000.00)
PSAP Reimbursement	\$ (11,306,362.39)	\$ (3,719,757.87)	\$ (15,026,120.26)
Board Member Travel Expense	\$ (70,605.74)	\$ (2,906.84)	\$ (73,512.58)
DB&F Revenue Assessments	\$ (1,994,726.14)	\$ (144,280.22)	\$ (2,139,006.36)
DB&F Administrative Expense Assessments	\$ (282,904.78)	\$ (131,001.20)	\$ (413,905.98)
WSP Reimbursement	\$ (661,573.66)		\$ (661,573.66)
Consultant-Intrado, Inc.	\$ (439,260.41)		\$ (439,260.41)
Consultant-Exec Director	\$ (1,457,505.02)	\$ (27,083.33)	\$ (1,484,588.35)
Audit Expense	\$ (24,545.00)		\$ (24,545.00)
Board Strategic Planning Expenses	\$ (1,689.85)		\$ (1,689.85)
			\$ -
Subtotal Cash Outflow	\$ (32,239,172.99)	\$ (4,025,029.46)	\$ (36,264,202.45)
Totals	\$ 11,728,246.21	\$ (3,343,370.31)	\$ 8,384,875.90
Encumbrances		\$ (385,102.22)	\$ (385,102.22)
Net Cash Inflow/(Outflow)		\$ (3,728,472.53)	\$ 7,999,773.68

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 June 2010

MONTH OF JUNE 2010						
Description	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	Operations	TOTAL
RECEIPTS:						
Interest Inc	\$ -	\$ -	\$ -	\$ -	\$ 1,098	\$ 1,098
Total Wireless Surcharge Collection	\$ -	\$ -	\$ -	\$ -	\$ 680,428	\$ 680,428
Total Receipts	\$ -	\$ -	\$ -	\$ -	\$ 681,525	\$ 681,525
DISBURSEMENTS:						
Board Member Travel	\$ -	\$ -	\$ -	\$ -	\$ 2,907	\$ 2,907
Consulting Expense						
TKC Consulting Group, LLC	\$ -	\$ -	\$ -	\$ -	\$ 27,083	\$ 27,083
Total Consulting Expense	\$ -	\$ -	\$ -	\$ -	\$ 27,083	\$ 27,083
DB&F Assessments						
DB&F Admin. Exp. Assess	\$ -	\$ -	\$ -	\$ -	\$ 131,001	\$ 131,001
DB&F Revenue Assessment	\$ -	\$ -	\$ -	\$ -	\$ 144,280	\$ 144,280
Total DB&F Assessments	\$ -	\$ -	\$ -	\$ -	\$ 275,281	\$ 275,281
PSAP Expenses						
Akimeka Program Mgmt	\$ 175,750	\$ 72,461	\$ 104,275	\$ -	\$ -	\$ 352,486
CAD Related Expenses						
Integrgraph CAD upgrade	\$ 178,333	\$ -	\$ -	\$ -	\$ -	\$ 178,333
CAD Related Expenses - Other	\$ -	\$ -	\$ 55,738	\$ -	\$ -	\$ 55,738
Total CAD Related Expenses	\$ 178,333	\$ -	\$ 55,738	\$ -	\$ -	\$ 234,071
Computers						
Dell Servers & Peripherals	\$ -	\$ -	\$ 9,080	\$ -	\$ -	\$ 9,080
Encryption System	\$ -	\$ -	\$ 69,931	\$ -	\$ -	\$ 69,931
Positron Upgrade	\$ -	\$ -	\$ 35,363	\$ -	\$ -	\$ 35,363
Computers - Other	\$ -	\$ -	\$ 100,000	\$ 24,136	\$ -	\$ 124,136
Total Computers	\$ -	\$ -	\$ 214,374	\$ 24,136	\$ -	\$ 238,510
Conferences						
911 Goes to Washington Conf	\$ -	\$ -	\$ -	\$ 10,218	\$ -	\$ 10,218
Nena Conference	\$ -	\$ -	\$ -	\$ 9,668	\$ 3,699	\$ 13,367
Total Conferences	\$ -	\$ -	\$ -	\$ 19,886	\$ 3,699	\$ 23,584
Hawaiian Telcom Charges						
Haw Tel Frame Relay & CIR	\$ -	\$ -	\$ -	\$ 2,127	\$ -	\$ 2,127
Hawaiian Telcom Trunk	\$ 306,344	\$ 28,686	\$ 334,193	\$ 986,630	\$ -	\$ 1,655,854
Total Hawaiian Telcom Charges	\$ 306,344	\$ 28,686	\$ 334,193	\$ 988,757	\$ -	\$ 1,657,981
Pictometry License Agreement	\$ 997,116	\$ 128,217	\$ 448,895	\$ 24,000	\$ -	\$ 1,598,228
Total PSAP Expenses	\$ 1,657,543	\$ 229,364	\$ 1,157,475	\$ 1,056,779	\$ 3,699	\$ 4,104,860
Total DISBURSEMENTS	\$ 1,657,543	\$ 229,364	\$ 1,157,475	\$ 1,056,779	\$ 308,970	\$ 4,410,132
Encumbrances		\$ 229,364	\$ 155,738			\$ 385,102
Prepayments	\$ 306,344		\$ 278,494	\$ 986,630		\$ 1,571,468

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 June 2010

FULL FISCAL YEAR 2010

DESCRIPTION	Hawaii PSAP			Kauai PSAP			Maui PSAP			Oahu PSAP			Operations			TOTAL		
	FY 2010	Annual Budget	\$ Over/(Under) Budget	FY 2010	Annual Budget	\$ Over/(Under) Budget	FY 2010	Annual Budget	\$ Over/(Under) Budget	FY 2010	Annual Budget	\$ Over/(Under) Budget	FY 2010	Annual Budget	\$ Over/(Under) Budget	FY 2010	Annual Budget	\$ Over/(Under) Budget
RECEIPTS:																		
Interest Inc	-			-			-			-			9,815	10,000	(185)	9,815	10,000	(185)
Wireless Surcharge Collection	-			-			-			-			8,564,416	8,227,599	336,818	8,564,416	8,227,599	336,818
Total Receipts:	-			-			-			-			8,574,231	8,237,599	336,633	8,574,231	8,237,599	336,633
DISBURSEMENTS:																		
Audit Expense	-			-			-			-			8,883	8,900	(18)	8,883	8,900	(18)
Bank Charge	-			-			-			-			32		32	32	-	32
Board Member Travel	-			-			-			-			24,456	26,700	(2,244)	24,456	26,700	(2,244)
Consulting Expense	-			-			-			-			469,831	556,303	(86,472)	469,831	556,303	(86,472)
DB&F Assessments	-			-			-			-			564,445	670,823	(106,378)	564,445	670,823	(106,378)
PSAP Expenses	2,543,000	1,971,729	571,271	832,383	2,210,493	(1,378,110)	1,738,151	968,765	769,386	2,646,572	2,406,287	240,285	7,020	3,000	4,020	7,767,126	7,560,274	206,852
WSP Cost Recovery	-			-			-			-			165,227	177,000	(11,773)	165,227	177,000	(11,773)
Total Disbursements	2,543,000	1,971,729	571,271	832,383	2,210,493	(1,378,110)	1,738,151	968,765	769,386	2,646,572	2,406,287	240,285	1,239,894	1,442,726	(202,831)	9,000,000	9,000,000	-
Net Receipts/(Disbursements)	(2,543,000)	(1,971,729)	(571,271)	(832,383)	(2,210,493)	1,378,110	(1,738,151)	(968,765)	(769,386)	(2,646,572)	(2,406,287)	(240,285)	7,334,337	6,794,873	539,464	(425,769)	(762,401)	336,633

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 June 2010

FULL FISCAL YEAR 2010	Hawaii PSAP		
DISBURSEMENTS	FY 2010	Annual Budget	\$ Over/(Under) Budget
PSAP Expenses			
Akimeka Program Mgmt	456,951	389,006	67,945
CAD Related Expenses			
CAD Maintenance	-		
Integraph CAD upgrade	320,999	327,130	(6,131)
Motorola CAD Port @ Kapolei	-		
CAD Related Expenses - Other	35,667	39,343	(3,676)
Total CAD Related Expenses	356,666	366,473	(9,807)
Computers			
20 PTK Cordless	-		
Dell Servers & Peripherals	-		
Encryption System	-		
Positron Upgrade	-		
Servers DIT	-		
Computers - Other	-		
Total Computers	-		
Conferences			
911 Goes to Washington Conf	-	3,000	(3,000)
APCO Conference	14,520	14,520	(0)
GIS & MSAG Meeting	-		
Navigator 2009	-		
Nena Conference	10,637	10,636	1
NENA Technical Dev. Conference	-		
Telematics VRS/IP Meeting	-		
Total Conferences	25,157	28,156	(2,999)
EMS Tower Equipment	-		
EMS Tower Lease	-		
Excom911 Logging Recorder Maint	-		
Fiber Optic Cable	-		
GeoCom Consulting	-		
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	-		
Haw Tel T1 Charges	-		
Hawaiian Telcom Trunk	656,783	280,979	375,804
HawT Chgs for C&C, Hickam, HPD	-		
Total Hawaiian Telcom Charges	656,783	280,979	375,804
Overtime			
O/T GeoComm Training	-		
O/T Pictometry Training	-		
Total Overtime	-		
Pictometry License Agreement	1,047,444	907,115	140,329
Software Maintenance			
GeoSnap Maintenance	-		
Total Software Maintenance	-		
Training			
Training (CAD) HPD	-		
Total Training	-		
Total PSAP Expenses	2,543,000	1,971,729	571,271
WSP Cost Recovery			
Sprint/Nextel	-		
Total WSP Cost Recovery	-		
Total Expense	2,543,000	1,971,729	571,271

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 June 2010

FULL FISCAL YEAR 2010		Kauai PSAP		
DISBURSEMENTS		FY 2010	Annual Budget	\$ Over/(Under) Budget
PSAP Expenses				
	Akimeka Program Mgmt	429,924	265,846	164,078
	CAD Related Expenses			
	CAD Maintenance	-		
	Integrgraph CAD upgrade	-		
	Motorola CAD Port @ Kapolei	-		
	CAD Related Expenses - Other	-	1,375,783	(1,375,783)
	Total CAD Related Expenses	-	1,375,783	(1,375,783)
	Computers			
	20 PTK Cordless	-		
	Dell Servers & Peripherals	-		
	Encryption System	-		
	Positron Upgrade	-		
	Servers DIT	-		
	Computers - Other	-		
	Total Computers	-	-	-
	Conferences			
	911 Goes to Washington Conf	-	6,000	(6,000)
	APCO Conference	1,812	3,500	(1,688)
	GIS & MSAG Meeting	-		
	Navigator 2009	-		
	Nena Conference	-	7,000	(7,000)
	NENA Technical Dev. Conference	-		
	Telematics VRS/IP Meeting	-		
	Total Conferences	1,812	16,500	(14,688)
	EMS Tower Equipment	-		
	EMS Tower Lease	-		
	Excom911 Logging Recorder Maint	-		
	Fiber Optic Cable	-		
	GeoCom Consulting	-		
	Hawaiian Telcom Charges			
	Haw Tel Frame Relay & CIR	-		
	Haw Tel T1 Charges	-		
	Hawaiian Telcom Trunk	162,549	342,715	(180,166)
	HawT Chgs for C&C, Hickam, HPD	-		
	Total Hawaiian Telcom Charges	162,549	342,715	(180,166)
	Overtime			
	O/T GeoComm Training	-		
	O/T Pictometry Training	-		
	Total Overtime	-		
	Pictometry License Agreement	238,097	209,649	28,448
	Software Maintenance			
	GeoSnap Maintenance	-		
	Total Software Maintenance	-		
	Training			
	Training (CAD) HPD	-		
	Total Training	-		
	Total PSAP Expenses	832,383	2,210,493	(1,378,110)
	WSP Cost Recovery			
	Sprint/Nextel	-		
	Total WSP Cost Recovery	-		
	Total Expense	832,383	2,210,493	(1,378,110)

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 June 2010

FULL FISCAL YEAR 2010	Maui PSAP		
	FY 2010	Annual Budget	\$ Over/(Under) Budget
DISBURSEMENTS			
PSAP Expenses			
Akimeka Program Mgmt	473,140	373,756	99,384
CAD Related Expenses			
CAD Maintenance	-		-
Integrgraph CAD upgrade	-		-
Motorola CAD Port @ Kapolei	-		-
CAD Related Expenses - Other	55,738		55,738
Total CAD Related Expenses	55,738	-	55,738
Computers			
20 PTK Cordless	-		
Dell Servers & Peripherals	9,080		9,080
Encryption System	69,931		69,931
Positron Upgrade	35,363		35,363
Servers DIT	-		-
Computers - Other	100,000		100,000
Total Computers	214,374	-	214,374
Conferences			
911 Goes to Washington Conf	6,309	6,000	309
APCO Conference	7,493	12,045	(4,552)
GIS & MSAG Meeting	-		
Navigator 2009	-		
Nena Conference	12,045	7,500	4,545
NENA Technical Dev. Conference	-		
Telematics VRS/IP Meeting	300	300	-
Total Conferences	26,147	25,845	302
EMS Tower Equipment	-		
EMS Tower Lease	-		
Excom911 Logging Recorder Maint	-		
Fiber Optic Cable	-		
GeoCom Consulting	-		
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	-		
Haw Tel T1 Charges	-		
Hawaiian Telcom Trunk	519,856	204,348	315,508
HawT Chgs for C&C, Hickam, HPD	-		
Total Hawaiian Telcom Charges	519,856	204,348	315,508
Overtime			
O/T GeoComm Training	-		
O/T Pictometry Training	-		
Total Overtime	-		
Pictometry License Agreement	448,895	364,816	84,079
Software Maintenance			
GeoSnap Maintenance	-		
Total Software Maintenance	-		
Training			
Training (CAD) HPD	-		
Total Training	-		
Total PSAP Expenses	1,738,151	968,765	769,386
WSP Cost Recovery			
Sprint/Nextel	-		
Total WSP Cost Recovery	-		
Total Expense	1,738,151	968,765	769,386

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 June 2010

FULL FISCAL YEAR 2010	Oahu PSAP		
	FY 2010	Annual Budget	\$ Over/(Under) Budget
DISBURSEMENTS			
PSAP Expenses			
Akimeka Program Mgmt	-		-
CAD Related Expenses			
CAD Maintenance	222,030		222,030
Integrgraph CAD upgrade	-		-
Motorola CAD Port @ Kapolei	-	7,766	(7,766)
CAD Related Expenses - Other	36,580	91,719	(55,139)
Total CAD Related Expenses	258,610	99,485	159,125
Computers			
20 PTK Cordless	4,859	6,363	(1,504)
Dell Servers & Peripherals	-		
Encryption System	-		
Positron Upgrade	-		
Servers DIT	33,834	68,789	(34,955)
Computers - Other	24,136		24,136
Total Computers	62,830	75,152	(12,322)
Conferences			
911 Goes to Washington Conf	13,293	12,000	1,293
APCO Conference	21,694	14,500	7,194
GIS & MSAG Meeting	-		-
Navigator 2009	7,014	7,014	0
Nena Conference	24,177	21,700	2,477
NENA Technical Dev. Conference	3,241		3,241
Telematics VRS/IP Meeting	-		-
Total Conferences	69,420	55,214	14,206
EMS Tower Equipment	25,316	106,432	(81,116)
EMS Tower Lease	7,539	7,540	(1)
Excom911 Logging Recorder Maint	29,010		29,010
Fiber Optic Cable	-	115,310	(115,310)
GeoCom Consulting	41,780	41,781	(1)
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	11,351		11,351
Haw Tel T1 Charges	17,375	35,191	(17,816)
Hawaiian Telcom Trunk	2,072,759	1,528,760	543,999
HawT Chgs for C&C, Hickam, HPD	-	31,620	(31,620)
Total Hawaiian Telcom Charges	2,101,486	1,595,571	505,915
Overtime			
O/T GeoComm Training	3,376	13,758	(10,382)
O/T Pictometry Training	-	3,106	(3,106)
Total Overtime	3,376	16,864	(13,488)
Pictometry License Agreement	24,000	270,558	(246,558)
Software Maintenance			
GeoSnap Maintenance	22,380	22,380	-
Total Software Maintenance	22,380	22,380	-
Training			
Training (CAD) HPD	826		826
Total Training	826	-	826
Total PSAP Expenses	2,646,572	2,406,287	240,285
WSP Cost Recovery			
Sprint/Nextel	-		-
Total WSP Cost Recovery	-	-	-
Total Expense	2,646,572	2,406,287	240,285

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 June 2010

FULL FISCAL YEAR 2010		Operations		
DISBURSEMENTS		FY 2010	Annual Budget	\$ Over/(Under) Budget
RECEIPTS:				
	Interest Inc	9,815	10,000	(185)
	Total Wireless Surcharge Collection	8,564,416	8,227,599	336,818
Total Receipts:		8,574,231	8,237,599	336,633
Disbursements:				
	Audit Expense	8,883	8,900	(18)
	Bank Charge	32		32
	Board Member Travel	24,456	26,700	(2,244)
Consulting Expense				
	Akimeka, LLC	159,163	172,500	(13,337)
	Intrado, Inc	148,168	221,303	(73,135)
	TKC Consulting Group, LLC	162,500	162,500	(0)
Total Consulting Expense		469,831	556,303	(86,472)
DB&F Assessments				
	DB&F Admin. Exp. Assess	207,184	255,588	(48,404)
	DB&F Revenue Assessment	357,261	415,235	(57,974)
Total DB&F Assessments		564,445	670,823	(106,378)
Conferences				
	911 Goes to Washington Conf	2,955	3,000	(45)
	APCO Conference	-		-
	GIS & MSAG Meeting	366		366
	Navigator 2009	-		-
	Nena Conference	3,699		3,699
	NENA Technical Dev. Conference	-		-
	Telematics VRS/IP Meeting	-		-
Total Conferences		7,020	3,000	4,020
WSP Cost Recovery				
	Sprint/Nextel	165,227	177,000	(11,773)
Total WSP Cost Recovery		165,227	177,000	(11,773)
Total Expense		1,239,894	1,442,726	(202,831)
Net Income		7,334,337	6,794,873	539,464