

NEIL ABERCROMBIE
Governor



BRUCE A. COPPA
Comptroller

RYAN OKAHARA
Deputy Comptroller

**STATE OF HAWAII
WIRELESS ENHANCED 911 BOARD**

Joint Technical and Finance Committee Meeting

10 am, Tuesday, March 8, 2011

**Kalanimoku Building Conference Room
Room 426
1151 Punchbowl Street
Honolulu, HI 96813**

AGENDA

- I. Call to order
- II. Introductions
- III. Review and Approval of Minutes from February 8, 2011 Joint Technical, Finance and Communications Committee Meeting.
- IV. New Procedure for Technical and Finance Committee Meetings
- V. Items for Discussion, Consideration and Action

TECHNICAL Committee:

- a. Update on status of PSAP projects with funds pending expenditure.
 1. Kauai CAD upgrade update
 2. HFD integration software
 3. Honolulu Police Department Akimeka, LLC services contract procurement
 4. Others
- b. Request PSAP updates for Wireless E911 Timeline continuum.
- c. Review 1st Draft of Summary of Board position on current legislation.
- d. 9-1-1 Legislation Update.
- e. Request approval for Geo-Comm training for HPD, HFD, EMS and Ocean Safety.
- f. Review of FY2012/FY2015 Strategic Budget Plan and proposed expenditures from PSAPs

FINANCE Committee:

- a. Monthly Financial Report (February 2011)
- b. Request approval for Geo-Comm training for HPD, HFD, EMS and Ocean Safety.
- c. Review of FY2012/FY2015 Strategic Budget Plan and proposed expenditures from PSAPs

VI. Announcements

VII. Next meeting date–Tuesday, April 12, 2011, 10am, Conference Room 426

VIII. Adjournment.

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10 am, Tuesday, March 8, 2011

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MINUTES

Technical Committee members in attendance: Victor Ramos, Clayton Tom, Aimee Wana, Clement Chan, Janet Crotteau, Tony Ramirez, Morris Tamanaha, Kenison Tejada.

Technical Committee members absent: Goldie Cross, James LaClair

Finance Committee members in attendance: Russell Lundberg, Paul Ferreira, Mark Begley, John Thompson.

Finance Committee members absent: Gordon Bruce

Staff in attendance: Thera Bradshaw, Courtney Tagupa

Others in attendance: Dave Beck, Scott Faunt, Patrick Chau, Diana Chun, Ken Schmidt, Jim Howe.

I. Call to order

The meeting was call to order at 10am, Tuesday, March 8, 2011.

II. Introductions

Introductions were made of all attendees.

III. Review and Approval of Minutes from February 8, 2011 Joint Technical, Finance and Communications Committee Meeting.

A motion to approve the minutes was made by Mr. Paul Ferreira and was seconded by Mr. Russell Lundberg. The motion was approved unanimously by voice vote.

IV. New Procedure for Technical and Finance Committee Meetings

Mr. Courtney Tagupa recommended the following procedures for the Technical and Finance Committees:

- a. All committee members will sit at the main table with the Technical and Finance Committees at separate ends so there is a clear division.
- b. The Technical meeting convenes first and the Finance meeting convenes immediately following the adjournment of the Technical meeting.
- c. Each committee Chair will lead their respective meetings.
- d. There will only be one agenda, however, the Technical and Finance Committees will have separate and distinct sections.
- e. The Technical and Finance committee members are requested to be present throughout the meetings.

Action Item: Establish the minimum requirements before submitting a reimbursement request to the Technical Committee.

A motion to approve the new Technical and Finance Committee procedures was made by Mr. Mark Begley and was seconded by Mr. Russell Lundberg. The motion was approved unanimously by voice vote.

V. Items for Discussion, Consideration and Action

TECHNICAL Committee:

a. Update on status of PSAP projects with funds pending expenditure.

1. Kauai CAD upgrade update

Mr. Mark Begley stated a recommendation of award has been submitted to the Finance and purchasing division and is on track for award in April.

2. HFD Pictometry integration software update

Mr. Kenison Tejada requested that the matter be deferred until next month.

3. Honolulu Police Department Akimeka, LLC services contract procurement

Major Janet Crotteau has submitted additional questions to Akimeka, LLC.

b. Request PSAP updates for Wireless E911 Timeline continuum.

The following suggestions/comments were stated in this discussion:

1. The Wireless Website will be updated with the timeline.
2. The E911 Timeline is an ongoing effort with updates to the timeline at each meeting.
3. Place a standing agenda item each month for updates including information from PSAP's, Carriers, and Teleco providers.

4. The success/rescue stories should be separated from the timeline and placed in a category by themselves away from the technical items, with a link back to the timeline so the reader can see what the 911 money is paying for.

5.

c. Review 1st Draft of Summary of Board position on current legislation.

Ms. Thera Bradshaw made the following suggestions regarding acknowledging the Board's position on legislation:

1. The Wireless website needs to reflect the Board's position on legislation pertaining to 911 once there is Board approval.
2. Develop general statements, such as the Board being supportive of 911 funds being collected and expended to serve the interests of the public and for the purpose intended.
3. Statements of support or opposition on each bill pertaining to 911.

The following bills have received Board support:

SB1227/HB 1000.

Amendment bill introduced by DAGS

The following bills have been opposed by the Board:

SB 120 repeals certain special funds

HB 79 (automatic repeal of the special funds)

d. 9-1-1 Legislation Update.

Mr. Paul Ferreira recommended that discussions or recommendations regarding legislation should be forwarded to the Communications committee for consideration.

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

The approval for the meeting dates and the costs (overtime) have not been finalized and the item is deferred until the next meeting.

f. Review of FY2012/FY2015 Strategic Budget Plan and proposed expenditures from PSAPs

The following points were stated by Mr. Courtney Tagupa regarding the Strategic Budget Plan:

1. The Revenue projections are less than planned and budgeted.
2. A plan for two possible scenarios:
 - i. The increase in the legislative ceiling to \$14M for FY 2012.

- ii. In the event the legislative ceiling is not increased within the \$9M cap.
- 3. EMS and Ocean Safety was not included in the Strategic Budget Plan.
- 4. No new revenue sources were considered such as pre-paid mobile phones and VOIP. Future consideration should be given to assessing fees on such sources.
- 5. Hawaii remains at \$0.66 which is one of the lowest in the nation and discussion on an increase has merit.
- 6. The PSAP submissions significantly exceeded the legislative ceiling and available funding.
- 7. The Technical Committee will have the ultimate responsibility to fine tune the Strategic Budget to within our financial limits.

The Technical Committee was adjourned at 11:13am, Tuesday, March 8, 2011.

FINANCE Committee:

- a. **The Finance Committee was convened at 11:14am, Tuesday, March 08, 2011**
- b. **Monthly Financial Report (February 2011)**
 - i. Cash receipts for February-\$673,763
 - ii. Cash receipts FYTD February-\$5,515,073
 - iii. Cash disbursements for February-\$432,877
 - iv. Cash disbursements for FYTD February-\$1,603,909
- c. **Request approval for Geo-Comm training for HPD, HFD, EMS and Ocean Safety.**
This item was deferred due to insufficient information.
- d. **Review of FY2012/FY2015 Strategic Budget Plan and proposed expenditures from PSAPs.**

Discussion was initiated on possible additional revenue sources such as charging a surcharge for prepaid phone and VOIP services and increasing the current \$0.66 WSP surcharge. These potential sources of revenue are important considerations for discussion to keep the Wireless 911 operating.

There was a motion by Mr. Paul Ferreira to have the PSAPs acknowledge areas where cuts can be made to their budgets to be presented to the Committee in April and for Mr. Tagupa to submit a revised Strategic Plan to include EMS in order to evaluate its impact on the total Strategic Plan. The motion was seconded by Mr. Russell Lundberg and unanimously approved by voice vote.

Mr. Mark Begley stated that the Kauai PSAP would not be sending representatives to the 911 Goes to Washington Conference.

Mr. Kenison Tejada indicated HFD is not able to send representatives to 911 Goes to Washington conference.

- i. The Finance Committee was adjourned at 12:10pm, Tuesday, March 8, 2011.

VI. Announcements

Mr. Tony Ramirez stated that Molokai is currently selectively routing all E9-1-1 calls and is the first PSAP to selectively route E9-1-1 calls in the state of Hawaii based on ESZs/ESNs. We will be moving forward with Maui next, followed by Kauai, and then Hawaii Counties.

VII. Next meeting date–Tuesday, April 12, 2011, 10am, Conference Room 426

VIII. Adjournment.

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 28 February 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	\$ 47,926,674.29	\$ 672,757.24	\$ 48,599,431.53
Interest Income	\$ 1,820,951.24	\$ 1,005.56	\$ 1,821,956.80
<i>Prior Period Interest Income Adjustment</i>	\$ (257,236.01)		\$ (257,236.01)
Net Interest Income	\$ 1,563,715.23	\$ 1,005.56	\$ 1,564,720.79
Subtotal Cash Inflow	\$ 49,490,389.52	\$ 673,762.80	\$ 50,164,152.32
Cash Outflow:			
Act 79 Fund Transfer to State	\$ (16,000,000.00)		\$ (16,000,000.00)
PSAP Reimbursement	\$ (16,123,059.14)	\$ (222,142.04)	\$ (16,345,201.18)
Board Member Travel Expense	\$ (81,244.75)	\$ (1,724.83)	\$ (82,969.58)
DB&F Revenue Assessments	\$ (2,316,460.36)	\$ (95,943.16)	\$ (2,412,403.52)
DB&F Administrative Expense Assessments	\$ (449,566.87)	\$ (8,699.50)	\$ (458,266.37)
WSP Reimbursement	\$ (742,632.78)	\$ (77,691.44)	\$ (820,324.22)
Consultant-Intrado, Inc.	\$ (439,260.41)		\$ (439,260.41)
Consultant-Exec Director	\$ (1,641,338.33)	\$ (27,083.33)	\$ (1,668,421.66)
Audit Expense	\$ (24,545.00)		\$ (24,545.00)
Board Strategic Planning Expenses	\$ (1,721.81)		\$ (1,721.81)
Membership	\$ (100.00)		\$ (100.00)
Subtotal Cash Outflow	\$ (37,819,929.45)	\$ (433,284.30)	\$ (38,253,213.75)
Total Cash Balance	\$ 11,670,460.07	\$ 240,478.50	\$ 11,910,938.57
Encumbrances			
Total Unencumbered Cash Balance	\$ 11,670,460.07	\$ 240,478.50	\$ 11,910,938.57

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 28 February 2011

MONTH OF February 2011	TOTAL
RECEIPTS:	
Interest Inc	1,006
Total Wireless Surcharge Collection	672,757
Total RECEIPTS	673,763
DISBURSEMENTS	
Board Member Travel	1,725
Consulting Expense	
TKC Consulting Group, LLC	27,083
Total Consulting Expense	27,083
DB&F Assessments	
DB&F Admin. Exp. Assess	8,700
DB&F Revenue Assessment	95,943
Total DB&F Assessments	104,643
PSAP Expenses	
Akimeka Program Mgmt	215,528
Hawaiian Telcom Charges	
HawTelcom Network	6,207
Total Hawaiian Telcom Charges	6,207
Total PSAP Expenses	221,735
WSP Cost Recovery	
Sprint/Nextel	77,691
Total WSP Cost Recovery	77,691
Total DISBURSEMENTS	432,877
NET RECEIPTS/(DISBURSEMENTS)	240,886

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 28 February 2011

FY-T-Date February (8 Months)	TOTAL	
RECEIPTS		
Interest Inc	6,799.56	
Wireless Surcharge Collection	5,508,274.40	
Total RECEIPTS	5,515,073.96	64.9%

FY 2010 WSP Surcharge RECEIPTS				\$8,564,000
Total Extra Payments (13 Payments vs. 12 Payments)				(510,000)
Total Increase in Mobile Phone Users:				
FY 2011 Estimated Users		1,042,000		
FY 2010 Average Users		1,036,000		
Net Increase		6,000	0.58%	46,000
FY 2011 ESTIMATED SURCHARGE RECEIPTS				\$8,100,000

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 28 February 2011

FY 2011 8 MONTHS	TOTAL			
Item	Jul '10 - Feb 11	Annual Budget	\$ Over/(Under) Budget	
DISBURSEMENTS:				
Board Member Travel	9,075	27,000	(17,925)	
Consulting Expense				
TKC Consulting Group, LLC	216,667	325,000	(108,333)	
Total Consulting Expense	216,667	325,000	(108,333)	67%
DB&F Assessments				
DB&F Admin. Exp. Assess	44,360	236,207	(191,847)	
DB&F Revenue Assessment	264,317	415,000	(150,683)	
Total DB&F Assessments	308,677	651,207	(342,530)	47%
NASNA Dues	100	100	-	
PSAP Expenses				
Akimeka Program Mgmt	463,856	1,665,138	(1,201,282)	28%
CAD Related Expenses	-	3,800,000	(3,800,000)	0%
Computers				
KVM Switches	3,971	4,100	(129)	
Positron Equip SW Maintenance	-	40,000	(40,000)	
UPS Battery-HPD	24,112	24,136	(24)	
Total Computers	28,083	68,236	(40,153)	41%
Conferences				
APCO Conference	25,997	51,000	(25,003)	
Intergraph Conference	3,007	-	3,007	
NASNA Conference	776	-	776	
Nena Conference	25,734	51,000	(25,266)	
Pictometry Future View Confer	3,273	-	3,273	
Total Conferences	58,787	102,000	(43,213)	58%
Excom911 Logging Recorder Maint	-	31,650	(31,650)	
Hawaiian Telcom Charges				
Haw Tel Frame Relay & CIR	1	-	1	
Haw Telcom Network	23,548	60,000	(36,452)	
Hawaiian Telcom Trunk	110,561	111,398	(837)	
Total Hawaiian Telcom Charges	134,110	171,398	(37,288)	78%
Pictometry License Agreement	207,218	1,929,685	(1,722,467)	
Software Maintenance				
GeoComm Maintenance	18,586	48,586	(30,000)	
Total Software Maintenance	18,586	48,586	(30,000)	
Total PSAP Expenses	910,640	7,816,693	(6,906,053)	12%
WSP Cost Recovery				
Sprint/Nextel	158,751	180,000	(21,249)	
Total WSP Cost Recovery	158,751	180,000	(21,249)	
Total DISBURSEMENTS	1,603,909	9,000,000	(7,396,091)	18%

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 28 February 2011

FY 2011 FORECASTED SPENDING															
DESCRIPTION	FY2011	ACTUALS								FORECAST				(Over)/ Under	
	Budget	Jul 2010	Aug 2010	Sep 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Total	Budget
Disbursements:															
Board Member Travel	27,000	1,357	480	970	1,673		1,956	915	1,725	1,500	1,500	1,500	13,650	27,226	(226)
TKC Consulting Group, LLC	325,000	54,167	27,083	54,167				54,167	27,083	27,083	27,083	27,083	27,085	325,001	(1)
DB&F Admin. Exp. Assess	236,207	71,450					3,275		8,700		112,269		40,513	236,207	0
DB&F Revenue Assessment	415,000	32,386					96,923		95,943		85,890		103,858	415,000	0
NASNA Dues	100	100												100	-
Akimeka Program Mgmt	1,665,138			70,282	72,623			105,423	215,528	175,073	175,073	175,073	295,879	1,284,955	380,183
CAD Related Expenses	3,800,000										3,800,000			3,800,000	-
Computers														-	-
KVM Switches	4,100	3,971												3,971	129
Positron Equip SW Maint.	40,000												40,000	40,000	-
UPS Battery-HPD	24,136			24,112										24,112	24
Other														-	-
Conferences														-	-
APCO Conference	51,000		1,801	17,730	6,467									25,998	25,002
Nena Conference	51,000	19,631			6,103								25,266	51,000	(0)
NASNA							776							776	(776)
9-1-1 Goes to Wash.DC										40,000				40,000	(40,000)
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)
Hawaiian Telcom Charges														-	-
Haw Tel Frame Relay & CIR	-	1												1	(1)
Haw Telcom Network	60,000	406		13,202			3,325		6,614	5,000	5,000	10,000	16,860	60,407	(407)
Hawaiian Telcom Trunk	111,398	110,562												110,562	836
Pictometry License Agreement	1,929,685			207,217							757,626		1,004,842	1,969,685	(40,000)
Pictometry Imagery Software (HPD)													60,000	60,000	(60,000)
GeoComm Maintenance	48,586	18,586											30,000	48,586	-
WSP Cost Recovery	180,000			81,059					77,691					158,750	21,250
Total Disbursements	9,000,000	312,617	29,364	468,739	86,866	-	106,255	166,785	433,284	966,282	486,815	4,013,656	1,663,353	8,734,016	265,984
Cum Total		312,617	341,981	810,720	897,586	897,586	1,003,841	1,170,626	1,603,910	2,570,192	3,057,007	7,070,663	8,734,016		

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 28 February 2011

FY 2011 8 MONTHS	Hawaii PSAP		
Item	Jul '10 - Feb 11	Annual Budget	\$ Over/(Under) Budget
DISBURSEMENTS:			
Board Member Travel	-		
Consulting Expense			
TKC Consulting Group, LLC	-		
Total Consulting Expense	-		
DB&F Assessments			
DB&F Admin. Exp. Assess	-		
DB&F Revenue Assessment	-		
Total DB&F Assessments	-		
NASNA Dues	-		
PSAP Expenses			
Akimeka Program Mgmt	217,870	435,739	(217,869)
CAD Related Expenses	-		
Computers			
KVM Switches	-		
Positron Equip SW Maintenance	-	40,000	(40,000)
UPS Battery-HPD	-		
Total Computers	-	40,000	(40,000)
Conferences			
APCO Conference	6,467	6,000	467
Intergraph Conference	3,007		3,007
NASNA Conference	-		
Nena Conference	6,103	6,000	103
Pictometry Future View Confer	-		
Total Conferences	15,577	12,000	3,577
Excom911 Logging Recorder Maint	-		
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	-		
Haw Telcom Network	-		
Hawaiian Telcom Trunk	-		
Total Hawaiian Telcom Charges	-		
Pictometry License Agreement	-	1,039,000	(1,039,000)
Software Maintenance			
GeoComm Maintenance	-		
Total Software Maintenance	-		
Total PSAP Expenses	233,446	1,526,739	(1,293,293)
WSP Cost Recovery			
Sprint/Nextel	-		
Total WSP Cost Recovery	-		
Total DISBURSEMENTS	233,446	1,526,739	(1,293,293)

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 28 February 2011

FY 2011 8 MONTHS	Kauai PSAP		
Item	Jul '10 - Feb 11	Annual Budget	\$ Over/(Under) Budget
DISBURSEMENTS:			
Board Member Travel	-		
Consulting Expense			
TKC Consulting Group, LLC	-		
Total Consulting Expense	-		
DB&F Assessments			
DB&F Admin. Exp. Assess	-		
DB&F Revenue Assessment	-		
Total DB&F Assessments	-		
NASNA Dues			
PSAP Expenses			
Akimeka Program Mgmt	0	300,076	(300,076)
CAD Related Expenses	-	3,800,000	(3,800,000)
Computers			
KVM Switches	-		
Positron Equip SW Maintenance	-		
UPS Battery-HPD	-		
Total Computers	-		
Conferences			
APCO Conference	-	6,000	(6,000)
Intergraph Conference	-		
NASNA Conference	-		
Nena Conference	2,521	6,000	(3,479)
Pictometry Future View Confer	3,273		3,273
Total Conferences	5,794	12,000	(6,206)
Excom911 Logging Recorder Maint			
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	-		
Haw Telcom Network	-		
Hawaiian Telcom Trunk	110,561	111,398	(837)
Total Hawaiian Telcom Charges	110,561	111,398	(837)
Pictometry License Agreement	207,218	198,930	8,288
Software Maintenance			
GeoComm Maintenance	-		
Total Software Maintenance	-		
Total PSAP Expenses	323,574	4,422,404	(4,098,830)
WSP Cost Recovery			
Sprint/Nextel	-		
Total WSP Cost Recovery	-		
Total DISBURSEMENTS	323,574	4,422,404	(4,098,830)

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 28 February 2011

FY 2011 8 MONTHS	Maui PSAP		
Item	Jul '10 - Feb 11	Annual Budget	\$ Over/(Under) Budget
DISBURSEMENTS:			
Board Member Travel	766		766
Consulting Expense			
TKC Consulting Group, LLC	-		
Total Consulting Expense	-		
DB&F Assessments			
DB&F Admin. Exp. Assess	-		
DB&F Revenue Assessment	-		
Total DB&F Assessments	-		
NASNA Dues			
PSAP Expenses			
Akimeka Program Mgmt	245,987	421,692	(175,705)
CAD Related Expenses	-		
Computers			
KVM Switches	-		
Positron Equip SW Maintenance	-		
UPS Battery-HPD	-		
Total Computers	-		
Conferences			
APCO Conference	-	6,000	(6,000)
Intergraph Conference	-		
NASNA Conference	-		
Nena Conference	-	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	245,987	830,442	(584,455)
WSP Cost Recovery			
Sprint/Nextel	-		
Total WSP Cost Recovery	-		
Total DISBURSEMENTS	246,753	830,442	(583,689)

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 28 February 2011

FY 2011 8 MONTHS	Oahu PSAP		
Item	Jul '10 - Feb 11	Annual Budget	\$ Over/(Under) Budget
DISBURSEMENTS:			
Board Member Travel	-		
Consulting Expense			
TKC Consulting Group, LLC	-		
Total Consulting Expense	-		
DB&F Assessments			
DB&F Admin. Exp. Assess	-		
DB&F Revenue Assessment	-		
Total DB&F Assessments	-		
NASNA Dues	-		
PSAP Expenses			
Akimeka Program Mgmt	-	507,631	(507,631)
CAD Related Expenses	-		
Computers			
KVM Switches	3,971	4,100	(129)
Positron Equip SW Maintenance	-		
UPS Battery-HPD	24,112	24,136	(24)
Total Computers	28,083	28,236	(153)
Conferences			
APCO Conference	17,730	30,000	(12,270)
Intergraph Conference	-		
NASNA Conference	-		
Nena Conference	17,109	30,000	(12,891)
Pictometry Future View Confer	-		
Total Conferences	34,839	60,000	(25,161)
Excom911 Logging Recorder Maint	-	31,650	(31,650)
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	1		
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	-	295,005	(295,005)
Software Maintenance			
GeoComm Maintenance	18,586	48,586	(30,000)
Total Software Maintenance	18,586	48,586	(30,000)
Total PSAP Expenses	105,057	1,031,108	(926,051)
WSP Cost Recovery			
Sprint/Nextel	-		
Total WSP Cost Recovery	-		
Total DISBURSEMENTS	105,057	1,031,108	(926,051)

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 28 February 2011

FY 2011 8 MONTHS	Operations		
	Jul '10 - Feb 11	Annual Budget	\$ Over/(Under) Budget
Item			
DISBURSEMENTS:			
Board Member Travel	8,309	27,000	(18,691)
Consulting Expense			
TKC Consulting Group, LLC	216,667	325,000	(108,333)
Total Consulting Expense	216,667	325,000	(108,333)
DB&F Assessments			
DB&F Admin. Exp. Assess	44,360	236,207	(191,847)
DB&F Revenue Assessment	264,317	415,000	(150,683)
Total DB&F Assessments	308,677	651,207	(342,530)
NASNA Dues	100	100	-
PSAP Expenses			
Akimeka Program Mgmt	-		
CAD Related Expenses	-		
Computers			
KVM Switches	-		
Positron Equip SW Maintenance	-		
UPS Battery-HPD	-		
Total Computers	-		
Conferences			
APCO Conference	1,801	3,000	(1,199)
Intergraph Conference	-		
NASNA Conference	776		776
Nena Conference	-	3,000	(3,000)
Pictometry Future View Confer	-		
Total Conferences	2,576	6,000	(3,424)
Excom911 Logging Recorder Maint	-		
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	-		
Haw Telcom Network	-		
Hawaiian Telcom Trunk	-		
Total Hawaiian Telcom Charges	-		
Pictometry License Agreement	-		
Software Maintenance			
GeoComm Maintenance	-		
Total Software Maintenance	-		
Total PSAP Expenses	2,576	6,000	(3,424)
WSP Cost Recovery			
Sprint/Nextel	158,751	180,000	(21,249)
Total WSP Cost Recovery	158,751	180,000	(21,249)
Total DISBURSEMENTS	695,080	1,189,307	(494,227)

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 28 February 2011

Hawaii County Wireless E9-1-1 Status Report February 1, 2011 – February 28, 2011

• PSAP Operations

9-1-1 Call Volume – February 2011

PSAP	Total	Wireline	%	Wireless	%
HAWAII (*)	9,340	3,453	37.0%	5,886	63.0%

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

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2011	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March									
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	19,523	7,208	36.9%	12,314	63.1%	1	0.0%	2,137	10.9%
AVG PER MO	9,762	3,604		6,157		1		1,069	

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

HAWAII		TRANSFERRED TO FIRE								Abandoned	
		Wireline			Wireless			Admin			
2011	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February	1,809	892	49.3%	25.8%	917	50.7%	15.6%	0	0.0%	37	2.0%
January	1,914	909	47.5%	24.2%	1,004	52.5%	15.6%	1	0.1%	22	1.1%
TOTAL YTD	3,723	1,801	48.4%	25.0%	1,921	51.6%	15.6%	1	0.0%	59	1.6%
AVG PER MO	1,862	901			961			1		30	

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 February 1, 2011 – February 28, 2011

- **PSAP Operations (continued)**

Wireless Test – February 2011

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
02/16/11 – 02/17/11	AT&T Mobility	9	32	Hawaii PSAP/ Akimeka	Pass

Current Month PSAP Operations Activities – February 2011

- 01/07/11 -- Ongoing Akimeka prepared a 2011 Holiday Testing Schedule and sent it to the Neighbor Island PSAPs for review on January 7, 2011. The document was subsequently updated and re-issued to the Neighbor Island PSAPs on March 1, 2011 for review and approval.

Once approval is received from the Hawai'i County PSAP, the schedule will be released to all Service Providers doing business in the State of Hawai'i.
- 02/04/11 -- 02/16/11 Hawai'i County Police, AT&T Mobility and Akimeka personnel prepared, validated and tested an emergency Cell on Wheels (COW). The COW was needed for a special conference to serve being held at a Big Island resort.
- 02/04/11 Akimeka personnel prepared documentation and sample testimony for Senate Bill (SB) 783 which called for the elimination of the \$0.66 surcharge for wireless telephone accounts. The bill has currently been deferred.
- 02/04/11 Akimeka personnel reviewed over 850 pages of testimony for Senate Bill (SB) 120. This bill repeals certain special funds and transfers balances to the State General Fund which would also include the Wireless surcharge funds.
- 02/10/11 Akimeka personnel distributed information regarding a webinar on SMS messaging for 9-1-1 scheduled to be held on February 17, 2011.
- 02/11/11 Akimeka personnel distributed information regarding a webinar on LEAPS TV highlighting Next Generation 9-1-1 scheduled to be held on March 23, 2011.
- 02/14/11 Akimeka personnel provided Lieutenant Wana with an informational bulletin for the legislative bills relating to 9-1-1 in the State of Hawaii Legislature.
 - 1) SB 1227/HB 1000 -- Establishes a single entity to establish 9-1-1 service for the State of Hawaii and expands the membership and responsibilities of the Wireless Enhanced 9-1-1 Board.
 - 2) SB 783/HB 60 -- Eliminates the \$0.66 monthly surcharge on wireless telephone accounts and terminates the Wireless Enhanced 9-1-1 fund once all monies in the fund are expended. This bill has currently been deferred.
 - 3) SB 120 -- Repeals certain special funds and transfers balances to the State General Fund.
 - 4) HB 79 -- Repeals and terminates or closes certain revolving and trust funds.
 - 5) SB 640 -- Requires an annual independent audit of the Wireless Enhanced 9-1-1 Fund rather than a bi-annual audit.

Hawaii County Wireless E9-1-1 Status Report February 1, 2011 – February 28, 2011

- **PSAP Operations (continued)**

Current Month PSAP Operations Activities – February 2011 (continued)

02/15/11 -- A special CRS was processed to resolve AT&T Mobility's shared ESRN issue.
 02/25/11 Akimeka completed and returned the CRS to Intrado. Additional testing will not be required.

Open Issues (To be Monitored and Tracked by Akimeka)

No further updates as of February 28, 2011.

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

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

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

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

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

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

Hawaii County Wireless E9-1-1 Status Report February 1, 2011 – February 28, 2011

• **MSAG**

Current Month – February 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
PSAP	TOTAL										
HAWAII	173	144	97	12	3	9	23	1,150	29	0	0

Revised categories and report format changes effective April 2009.

During the month of February 2011, 144 9-1-1Net requests were completed relating to the MSAG database, with 1,150 customer ANI/ALI records updated as a direct result. Twenty-nine (29) 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 February 28, 2011.

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
2011	TOTAL										
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
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	483	437	252	95	7	17	66	3,698	46		
AVG PER MO	242	219	126	48	4	9	33	1,849	23		

(*) 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 February 1, 2011 – February 28, 2011

- **Mapping Layers Updated/Loaded Into GIS – February 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	02/24/11			Per VZW CRS
	02/23/11			Per AT&T Mobility CRS
	02/11/11			Per Sprint CRS
	02/10/11			Per AT&T Mobility CRS
			02/08/11	
	02/07/11			Per VZW CRS
Street Centerline	02/24/11			Corrected several 1-999999 address ranges
Address Points				
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities	02/25/11			Updated MSAG Communities list which included deleting invalid names and misspelled communities
Parcels				
Churches				
Coastal Names				
Critical Infrastructure				
Emergency Callboxes				
Fire Beats				
Fire Districts				
Fire ESZ				
Fire Stations				
Food & Beverage				
Hospitals				
Hotels				
Major Roads				
Medical Facilities				
Milepost Markers				

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

Hawaii County Wireless E9-1-1 Status Report February 1, 2011 – February 28, 2011

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

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

HAWAII				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
National and State Parks				
Ocean Rescue				
Points of Interest				
Police Beat Boundaries				
Police Districts				
Police ESZ				
Police Stations				
Post Office				
Schools				
Service Station				
Subdivisions				
Trails				
Tsunami Evacuation Zones				
Tsunami Roadblocks				

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

<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 February 1, 2011 – February 28, 2011

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

Current Month GIS Activities – February 2011

- 02/08/11 -- Akimeka personnel worked on creating police beat maps for Hawai'i County at
02/28/11 their request.
- North Kohala Police beat maps (Beats 530 - 535) were finalized and sent to Captain Miyamoto for review and approval. Captain Miyamoto approved the North Kohala beat maps on February 16, 2011. These maps will be printed and displayed in the North Kohala Police Station.
- Akimeka continued to work on police beat maps for Kona. Kona Police beat maps (Beats 630, 631, 632, 633, 634, 635 and 636 -- Part 1 & 2) were sent to Sergeant Souther for his review and approval on February 17, 2011 and February 23, 2011. Feedback and more detailed instructions were received from Sergeant Souther on February 25, 2011.
- Akimeka continued to create police beat maps for Kona Beats 638, 640 and 641.
- 02/16/11 It was discovered during testing that the WSP Cell Tower layer was corrupt. Akimeka personnel logged on remotely and replaced the layer. Testing confirmed that the towers were plotting correctly.
- 2/22/11 Akimeka personnel worked with Linda Nako, Hawai'i County IT, to figure out the long on issue for the Hawai'i County Fire Department Dispatch Positron Admin machine. It was discovered that there was a change in the administrator password on the machine. Fortunately, we were able to change back the password and restore the log on for the machine as well as the remotely anywhere software.
- With this fix, Hawai'i County was able to close out a trouble ticket that was submitted to Positron.

Hawaii County Wireless E9-1-1 Status Report February 1, 2011 – February 28, 2011

- **Service Requests Transactions**

Open Service Requests – February 2011 (January 28, 2011 – February 24, 2011)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	05/25/10	220	MSAG Community Layer	911 Map -- Other	Low	Hawai'i County Police reviewed Akimeka's 2008 MSAG Community layer data and would like to redefine them. New boundaries for West Hawai'i was received on May 16, 2010. Akimeka contacted the Hawai'i County PSAP to set up a meeting to discuss, define and agree upon the MSAG Communities to be used. Meeting date is still pending.
2	06/03/10	225	Verify addresses on Puako Beach Road	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and update requests were sent to Sprint via Intrado and Hawaiian Telcom, Inc. (HTI). Record pending with telcos.
3	11/12/10	270	<u>Incorrect Address:</u> TN = 808/968-6721	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and correction request submitted on November 15, 2010.
4	02/11/11	310	<u>Incorrect Address:</u> TN = 808/985-7479	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and correction request submitted on February 28, 2011.
5	02/11/11	311	<u>No Record Found:</u> TN = 808/939-7109	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and correction request submitted on February 28, 2011.
6	02/11/11	312	<u>Incorrect Information Displayed</u>	MSAG - ANI/ALI Discrepancy	Normal	Sent inquiry to Intrado regarding street name change and potential community name change.
Documented Items Per April 9 Intergraph Conference Call						
7	04/21/10	192	Police/Fire Districts	911 Map -- Other	High	Akimeka received written descriptions of the police and fire beats from the Hawaii County PSAPs. Screenshots illustrating the changes were sent to the Hawaii PSAPs and Akimeka is awaiting approval of the modifications. Pending since May 25, 2010.

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 February 1, 2011 – February 28, 2011

- **Service Requests Transactions (continued)**

Year-to-Date (YTD) Summary – 2011

HAWAII				SERVICE REQUEST CATEGORIES							
2011	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
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	22	7	2	0	27	22	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

Hawaii County Wireless E9-1-1 Status Report February 1, 2011 – February 28, 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)

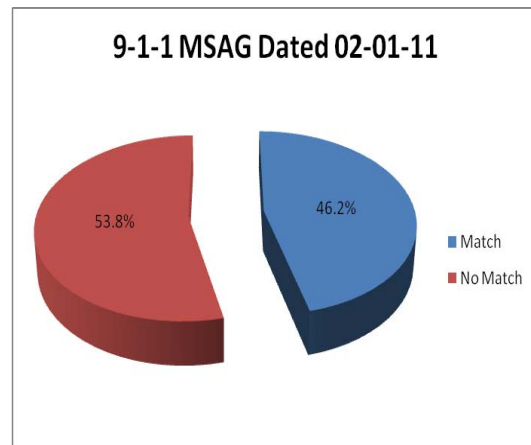
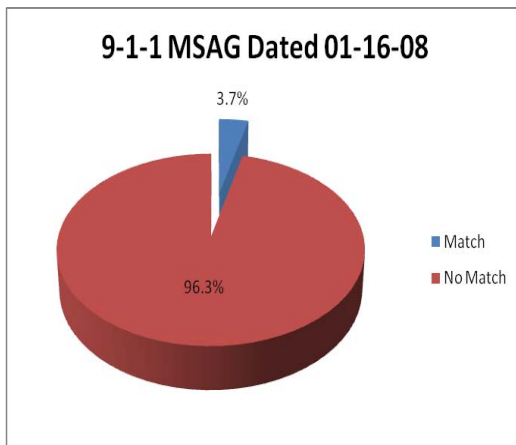
As part of Akimeka's value added services, Akimeka conducted a database synchronization audit for Hawai'i County in February 2011.

The database synchronization effort included comparing Hawai'i County's 9-1-1 MSAG (dated February 1, 2011) against its GIS Street Centerline data. A total number of 4,624 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on February 11, 2011 for Hawai'i County is reported below and include comparative audit results between 2008 and 2011.

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 to 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 vs. 2011



Hawaii County Wireless E9-1-1 Status Report February 1, 2011 – February 28, 2011

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

Audit Summary Results – 2008 vs. 2011 (continued)

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of January 16, 2008		As of February 11, 2011	
		9-1-1 MSAG Dated 1-16-08		9-1-1 MSAG Dated 2-1-11	
		# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		7,346		4,624	
Less: 9-1-1 MSAG Exception Records	(1)			9	0.2%
Net 9-1-1 MSAG Records Eligible for Comparison		7,346		4,615	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG – GIS Match – No Corrections Required)		269	3.7%	2,133	46.2%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)			1,689	36.6%
9-1-1 MSAG -- GIS No Match - Major Correction Required	(3)			0	0.0%
9-1-1 MSAG Record With No GIS Record	(4)			793	17.2%
Total 9-1-1 MSAG Records No Match		7,077	96.3%	2,482	53.8%

Objective: NENA Recommended Match Rate = 98%

Notes:

- (1) An MSAG Record that will not have a corresponding GIS Street Centerline Record but is required for the routing of E9-1-1 calls (i.e., Emergency Call Box, Foreign Exchange Records, Wireless Shell Records, etc.). No further action is required.
- (2) An MSAG Record that requires minor MSAG attention in 9-1-1Net to correct MSAG Records (i.e., Reassignment of an MSAG Community, modification of the House Number Range, 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.

Hawaii County Wireless E9-1-1 Status Report February 1, 2011 – February 28, 2011

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

Audit Summary Results – 2008 vs. 2011 (continued)

- ❖ The total number of 9-1-1 MSAG Records decreased by **37.1%** (from 7,346 to 4,624 records) covering the period from January 16, 2008 to February 1, 2011 due primarily to the clean-up effort involving correcting street address names and spelling, correcting community names and spelling, and adding address ranges to street segments along with valid ESN and MSAG Communities attributes.
- ❖ 9-1-1Net MSAG Requests Processed by Akimeka since January 1, 2008 are as follows:

HAWAII		9-1-1NET REQUESTS							Customer Address Change Requests Submitted
YEAR	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	
2008	4,337	1,858	1,122		282	454			2,479
2009	5,224	4,415	520	109	3,152	531	103	676	809
2010	3,000	2,664	977	949	261	225	252	22,622	336
TOTAL	12,561	8,937	2,619	1,058	3,695	1,210	355	23,298	3,624
<u>Notes:</u>	Revised categories and report format changes effective April 2009.								

- ❖ The total number of 701/709 MSAG Error Reports decreased by **95.0%** from April 30, 2008 to December 31, 2010 (from 639 to 32).
- ❖ The total number of address ranges ending with either 999998 or 999999 decreased by **73.9%** from January 16, 2008 to February 1, 2011 (from 5,963 to 1,559).
- ❖ The total number of blank to blank address ranges decreased by **32.0%** from January 16, 2008 to February 1, 2011 (from 125 to 85).
- ❖ As a result of Akimeka's work effort on the 9-1-1 MSAG and GPSing Hawai'i County major roads, Hawai'i County's level of accuracy or 9-1-1 MSAG Match percentage improved from 3.7% as of January 16, 2008 to 46.2% as of February 1, 2011 -- **which represents a 42.5 percentage point improvement and/or 693% improvement in address accuracy.**
- ❖ Additional work is needed to investigate and correct the identified No Match opportunities and database synchronization efforts will continue.

Kauai County Wireless E9-1-1 Status Report February 1, 2011 – February 28, 2011

• PSAP Operations

9-1-1 Call Volume – February 2011

PSAP	Total	Wireline	%	Wireless	%
KAUAI	2,875	1,049	36.5%	1,822	63.5%

9-1-1 Call Volume – Calendar Year 2011

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2011	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned
December									
November									
October									
September									
August									
July									
June									
May									
April									
March									
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	5,782	2,067	35.8%	3,711	64.2%	4	0.1%	1,155	20.0%
AVG PER MO	2,891	1,034		1,856		2		578	

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 February 1, 2011 – February 28, 2011

- **PSAP Operations (continued)**

Wireless Test – February 2011

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
NONE					

Current Month PSAP Operations Activities – February 2011

01/07/11 -- Ongoing Akimeka prepared a 2011 Holiday Testing Schedule and sent it to the Neighbor Island PSAPs for review on January 7, 2011. The document was subsequently updated and re-issued to the Neighbor Island PSAPs on March 1, 2011 for review and approval.

Once approval is received from the Kauai County PSAP, the schedule will be released to all Service Providers doing business in the State of Hawai'i.

02/03/11 -- 02/23/11 Akimeka personnel assisted Kathleen Langtad, Kauai Dispatch Supervisor, with an analysis regarding the billing for Plant/CML outdial trunks. Based on the review and analysis, Kathleen Langtad submitted questions to HTI for clarification.

02/04/11 -- 02/16/11 Akimeka personnel coordinated with AT&T Mobility and the Kauai PSAP to coordinate trunk testing. The original test date scheduled for February 16, 2011 was cancelled and rescheduled for March 1 -- 2, 2011.

02/04/11 Akimeka personnel prepared documentation and sample testimony for Senate Bill (SB) 783 which called for the elimination of the \$0.66 surcharge for wireless telephone accounts. The bill has currently been deferred.

02/04/11 Akimeka personnel reviewed over 850 pages of testimony for Senate Bill (SB) 120. This bill repeals certain special funds and transfers balances to the State General Fund which would also include the Wireless surcharge funds.

02/10/11 Akimeka personnel distributed information regarding a webinar on SMS messaging for 9-1-1 scheduled to be held on February 17, 2011.

02/10/11 Akimeka personnel received training forms from Kathleen Langtad, Kauai Dispatch Supervisor to be used in the Standard Operating Procedures (SPOs).

02/10/11 -- 02/18/11 Akimeka personnel assisted Kathleen Langtad, Kauai Dispatch Supervisor, with investigating the Plant/CML equipment trouble experienced on February 6, 2011 at 10:40 a.m. HST. All four positions went out of service and were unable to log in. The trouble was isolated to a fiber optic network trouble per Hawaiian Telcom, Inc. (HTI). The interruption was brief and did not appear to result in the loss of 9-1-1 calls to the Kauai PSAP.

Kauai County Wireless E9-1-1 Status Report February 1, 2011 – February 28, 2011

- **PSAP Operations (continued)**

Current Month PSAP Operations Activities – February 2011 (continued)

- 02/11/11 Akimeka personnel distributed information regarding a webinar on LEAPS TV highlighting Next Generation 9-1-1 scheduled to be held on March 23, 2011.
- 02/14/11 Akimeka personnel provided Kathleen Langtad, Kauai Dispatch Supervisor, with an informational bulletin for the legislative bills relating to 9-1-1 in the State of Hawaii Legislature.
- 1) SB 1227/HB 1000 -- Establishes a single entity to establish 9-1-1 service for the State of Hawaii and expands the membership and responsibilities of the Wireless Enhanced 9-1-1 Board.
 - 2) SB 783/HB 60 -- Eliminates the \$0.66 monthly surcharge on wireless telephone accounts and terminates the Wireless Enhanced 9-1-1 fund once all monies in the fund are expended. This bill has currently been deferred.
 - 3) SB 120 -- Repeals certain special funds and transfers balances to the State General Fund.
 - 4) HB 79 -- Repeals and terminates or closes certain revolving and trust funds.
 - 5) SB 640 -- Requires an annual independent audit of the Wireless Enhanced 9-1-1 Fund rather than a bi-annual audit.
- 02/15/11 -- A special CRS was processed to resolve AT&T Mobility's shared ESRN issue.
02/25/11 Akimeka completed and returned the CRS to Intrado. Additional testing will not be required.
- 02/16/11 Akimeka personnel delivered, as requested, a Manual Radio Log using an Excel spreadsheet, to be loaded into the computers at the new evacuation site.

Kauai County Wireless E9-1-1 Status Report February 1, 2011 – February 28, 2011

- **PSAP Operations (continued)**

Open Issues (To be Monitored and Tracked by Akimeka)

No further updates as of February 28, 2011.

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

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

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

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

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

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

Kauai County Wireless E9-1-1 Status Report February 1, 2011 – February 28, 2011

• **MSAG**

Current Month – February 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	4	4	2	1	0	0	1	297	0	0	0
Revised categories and report format changes effective April 2009.											

During the month of February 2011, 4 9-1-1Net requests were completed relating to the MSAG database, with 297 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 February 28, 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											
March											
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	141	140	105	17	1	5	12	2,137	1		
AVG PER MO	71	70	53	9	1	3	6	1,069	1		
(*) Applies to Change, Delete and Insert categories											

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

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

Kauai County Wireless E9-1-1 Status Report February 1, 2011 – February 28, 2011

- Mapping Layers Updated/Loaded Into GIS – February 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			02/24/11	
	02/23/11			Per AT&T Mobility CRS
	02/11/11			Per AT&T Mobility CRS
			02/10/11	
Street Centerlines			02/24/11	
	02/15/11			Added Aalu Place according to data sent by Kauai County Public Works
	02/14/11			Edited accordingly to data sent by Kauai County Public Works
			02/10/11	
Address Points	02/24/11		02/24/11	Changed address on Iwaena Loop, Kapaa, per Kauai County Addressing Authority
	02/14/11 -- 02/15/11			Added and deleted address points according to data sent by Kauai County Public Works
			02/10/11	
	02/02/11 -- 02/08/11			Verified address point location and corrected attributes based on validation error report. This is an ongoing project.
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities				
Parcels			02/10/11	
Coastal Names				
Coastline				
Common Places				
Communications				
Emergency Callboxes				
EMS Zones				
Fire ESZ				
Fire Stations				
Food & Beverage				Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc.
Hotels				
Medic Beat Boundaries				
Medical Facilities				
Milepost Markers				

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

Kauai County Wireless E9-1-1 Status Report February 1, 2011 – February 28, 2011

- **Mapping Layers Updated/Loaded Into GIS – February 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		
National and State Parks				
Plat Maps				
Points of Interest				
Police Beats				
Police District Boundaries				
Post Offices				
Radio Towers				
Schools				
Subdivisions				
Tsunami Evacuation Zones				
WiFi Sites				

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

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

Kauai County Wireless E9-1-1 Status Report February 1, 2011 – February 28, 2011

- **Service Requests Transactions**

Open Service Requests – February 2011 (January 28, 2011 – February 24, 2011)

#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

Year-to-Date (YTD) Summary – 2011

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

Maui County Wireless E9-1-1 Status Report February 1, 2011 – February 28, 2011

- PSAP Operations**

9-1-1 Call Volume – February 2011

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	6,998	2,493	35.7%	4,498	64.3%
MOLOKAI	203	134	66.0%	69	34.0%

(*) 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									
March									
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	15,023	5,250	35.0%	9,766	65.0%	7	0.0%	2,444	16.3%
AVG PER MO	7,512	2,625		4,883		4		1,222	

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

Maui County Wireless E9-1-1 Status Report February 1, 2011 – February 28, 2011

• **PSAP Operations (continued)**

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

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2011	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned of Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March									
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	492	312	63.4%	180	36.6%	0	0.0%	76	15.4%
AVG PER MO	246	156		90		0		38	

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 – February 2011

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
NONE						

Maui County Wireless E9-1-1 Status Report February 1, 2011 – February 28, 2011

• PSAP Operations (continued)

Current Month PSAP Operations Activities – February 2011

01/07/11 -- Ongoing Akimeka prepared a 2011 Holiday Testing Schedule and sent it to the Neighbor Island PSAPs for review on January 7, 2011. The document was subsequently updated and re-issued to the Neighbor Island PSAPs on March 1, 2011 for review and approval.

Once approval is received from the Maui County PSAPs, the schedule will be released to all Service Providers doing business in the State of Hawai'i.

02/04/11 -- 02/16/11 Akimeka personnel coordinated with AT&T Mobility and the Molokai PSAP to coordinate trunk testing. The original test date scheduled for February 16, 2011 was cancelled and rescheduled for March 1 -- 2, 2011.

02/04/11 Akimeka personnel prepared documentation and sample testimony for Senate Bill (SB) 783 which called for the elimination of the \$0.66 surcharge for wireless telephone accounts. The bill has currently been deferred.

02/04/11 Akimeka personnel reviewed over 850 pages of testimony for Senate Bill (SB) 120. This bill repeals certain special funds and transfers balances to the State General Fund which would also include the Wireless surcharge funds.

02/10/11 Akimeka personnel distributed information regarding a webinar on SMS messaging for 9-1-1 scheduled to be held on February 17, 2011.

02/11/11 Akimeka implemented an Internet Protocol (IP) based printer on the Positron network. This will allow all positions to print via the PowerMap to the same printer.

02/11/11 Akimeka personnel distributed information regarding a webinar on LEAPS TV highlighting Next Generation 9-1-1 scheduled to be held on March 23, 2011.

02/14/11 Akimeka personnel provided Lieutenant Rego with an informational bulletin for the legislative bills relating to 9-1-1 in the State of Hawaii Legislature.

1) SB 1227/HB 1000 -- Establishes a single entity to establish 9-1-1 service for the State of Hawaii and expands the membership and responsibilities of the Wireless Enhanced 9-1-1 Board.

2) SB 783/HB 60 -- Eliminates the \$0.66 monthly surcharge on wireless telephone accounts and terminates the Wireless Enhanced 9-1-1 fund once all monies in the fund are expended. This bill has currently been deferred.

3) SB 120 -- Repeals certain special funds and transfers balances to the State General Fund.

4) HB 79 -- Repeals and terminates or closes certain revolving and trust funds.

5) SB 640 -- Requires an annual independent audit of the Wireless Enhanced 9-1-1 Fund rather than a bi-annual audit.

Maui County Wireless E9-1-1 Status Report February 1, 2011 – February 28, 2011

• PSAP Operations (continued)

Current Month PSAP Operations Activities – February 2011 (continued)

- 02/15/11 -- 02/25/11 A special CRS was processed to resolve AT&T Mobility's shared ESRN issue. Akimeka completed and returned the CRS to Intrado. Additional testing will not be required.

- 02/17/11 Akimeka received a request from the Kihei Police District Commander for a map of the Kihei Police Station to be used for a Hazmat exercise. The map was created, printed and delivered on February 22, 2011.

- 02/23/11 At the request of the Communications Commander for the Maui PSAP, Akimeka assisted with the purchase of replacement equipment for damaged Dispatch furniture with the Watson Furniture Company.

Open Issues (To be Monitored and Tracked by Akimeka)

No further updates as of January 31, 2011.

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

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

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

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

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

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

Maui County Wireless E9-1-1 Status Report February 1, 2011 – February 28, 2011

- MSAG**

Current Month – February 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
PSAP	TOTAL										
MAUI COUNTY	159	159	147	9	1	2	0	1,395	0	0	0

Revised categories and report format changes effective April 2009.

During the month of February 2011, 159 9-1-1Net requests were completed relating to the Maui County MSAG database, with 1,395 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 February 28, 2011.

Year-to-Date (YTD) – 2011

MAUI COUNTY		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	Customer Address Change Requests Submitted	# of Transactions	TNs Affected
2011	TOTAL										
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
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	524	524	300	154	10	6	54	2,743	0		
AVG PER MO	262	262	150	77	5	3	27	1,372	0		

(*) Applies to Change, Delete and Insert categories

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

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

Maui County Wireless E9-1-1 Status Report February 1, 2011 – February 28, 2011

- Mapping Layers Updated/Loaded Into GIS – February 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	Molokai			02/25/11	
	Maui			02/23/11	
	Maui	02/22/11 -- 02/23/11			
	Maui	02/11/11			Per VZW CRS
	Maui	02/07/11 -- 02/08/11			
Street Centerlines	Maui	02/28/11			Made edits required by Intergraph CAD
	Molokai	02/25/11		02/25/11	
		02/24/11			Extended range for Haena Street, Kaunakakai
	Maui	02/24/11 -- 02/25/11			
	Maui			02/23/11	
	Maui	02/03/11			Extended range for Hobron Avenue and E Kamehameha Avenue, Kahului; changed range to fit address points for North & South Iwa Place, Kaanapali and Kalo Road, Hana; and corrected overlap for Pihaa Street, Kaanapali
Address Points	Molokai	02/25/11		02/25/11	
	Maui	02/24/11 -- 02/25/11			
	Maui			02/23/11	
	Maui	02/22/11			
	Maui/Molokai	02/09/11			Added address point and common names per PSAPs
	Maui	02/03/11			Added address point for Ale House, Kahului, per Maui Police Dispatch
MSAG Address Points (aka Pseudo Address Points)	Maui	02/09/11			Adjusted Communities layer on Maui County and updated MSAG Community information
MSAG Communities	Molokai	02/23/11			Adjusted Communities layer to capture correct street segments
	Maui	02/08/11			Adjusted Communities layer on Maui County and updated MSAG Community information
Parcels	Maui/Molokai	02/24/11			Populated missing attributes
Airports					
Bridges					
Cane Fields					
Coastline	Maui/Molokai	02/08/11			Edited to match the spatially correct parcels
Coastal Names					
Common Places					
Emergency Callboxes					
EMS Zones					
ESZ/ESN					

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

Maui County Wireless E9-1-1 Status Report February 1, 2011 – February 28, 2011

- Mapping Layers Updated/Loaded Into GIS – February 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		
Fire Beat Boundaries	Maui/Molokai	02/18/11			Edited to match the spatially correct parcels
Fire Dispatch Group (Districts)	Maui/Molokai	02/18/11			Edited to match the spatially correct parcels
Fire ESZ	Maui/Molokai	02/16/11 -- 02/18/11			Edited to match the spatially correct parcels. This is an ongoing project.
Fire Stations					
Fire Sub Zones					
Fire Zones					
Food & Beverage					Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc.
Gate Codes	Maui	02/24/11			Changed gate codes for The Bluffs and The Islands per the Maui PSAP
High Resolution Imagery					
Hospitals					
Hotels					
Major Roads					
Medic Beat Boundaries	Maui/Molokai	02/18/11			Edited to match the spatially correct parcels
Medic Dispatch Group (Districts)	Maui/Molokai	02/18/11			Edited to match the spatially correct parcels
	Molokai	02/07/11			
Medic Stations					
Medical Facilities					
Milepost Markers					
National and State Parks	Maui	02/16/11			Readjusted park polygons and points to align with the spatially adjusted parcels
Ocean Rescue Boundaries					
Park Polygon					
Points of Interest					
Police Beat Boundaries	Maui/Molokai	02/07/11			Edited to match the spatially correct parcels
Police Dispatch Group (Districts)	Maui	02/07/11			Edited to match the spatially correct parcels
Police ESZ	Maui	02/01/11 -- 02/07/11			Edited Police ESZ on Maui to match the spatially correct parcels. This is an ongoing project.
	Molokai	02/07/11			Edited Police ESZ to match the spatially correct parcels. This is an ongoing project.
		02/03/11			

(*) 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 February 1, 2011 – February 28, 2011

- **Mapping Layers Updated/Loaded Into GIS – February 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					
Ponds					
Post Offices					
Radio Towers					
Radius - Two Mile					
Radius - Three Mile					
Schools					
Subdivisions					
Tow Jurisdictions	Maui/Molokai	02/10/11			Edited to match the spatially correct parcels
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 – February 2011

- 02/07/11 -- Akimeka GIS personnel updated ESN numbers in both the MSAG and GIS for road segments on Molokai.
- 02/14/11
- 02/17/11 Akimeka GIS personnel created and delivered maps for the Kihei Police Station.
- 02/25/11 Akimeka personnel updated Molokai ESN records in both MSAG and GIS to the newly assigned ESNs.
- 02/28/11 Akimeka personnel prepared data for the Intergraph map push for Maui and Molokai.

Maui County Wireless E9-1-1 Status Report February 1, 2011 – February 28, 2011

- **Service Requests Transactions**

Open Service Requests – February 2011 (January 28, 2011 – February 24, 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											
March											
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	1	1	0	0	0	1	1	0	0	0	0

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

Maui County Wireless E9-1-1 Status Report February 1, 2011 – February 28, 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											
March											
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