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, April 12, 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 March 8, 2011 Technical & Finance
       Committee Meetings.
  IV. Items for Discussion, Consideration and Action

       TECHNICAL Committee:
       a. Discussion and decision on the legal definition of PSAP as it applies to
           EMS and Ocean Safety
       b. Review of the requirements for a reimbursement request to be brought
           before the Technical and Finance committees for approval.
       c. Update on status of PSAP projects with funds pending expenditure.
             1. Kauai CAD upgrade update.
             2. HFD Pictometry software update.
             3. Honolulu Police Department:
                    i. Akimeka, LLC services contract procurement
                   ii. CAD Upgrade
             4. Pictometry License Update-(All PSAPs)
             5. Akimeka, LLC program management services reimbursements.
             6. Others
       d. Request PSAP updates for Wireless E911 Timeline continuum.
       e. 9-1-1 Legislation Update.
       f. NENA Conference (June 18-23 Minneapolis) Attendees.
       g. Request approval for Geo-Comm training for HPD, HFD, EMS and Ocean
           Safety.
       h. Request approval for Maui PSAP GIS support in the amount of $44K that
           was previously approved by the Board but was not included in the FY
           2011 Strategic Budget Plan.

     i.   Update of FY2012/FY2015 Strategic Budget Plan and proposed expenditures from PSAPs

FINANCE Committee:
    a. Monthly Financial Report (March 2011).
    b. Review of Q4 Disbursement/Encumbrance close out plan.
    c. Request approval for Geo-Comm training for HPD, HFD, EMS and Ocean Safety.
    d. Request approval for GIS support in the amount of $44K that was previously approved by the Board but was not included in the FY 2011 Strategic Budget Plan.
    e. Review of FY2012/FY2015 Strategic Budget Plan and proposed expenditures from PSAPs

V. Announcements:
    a. Volunteers needed for Communications Committee.

VI. Next meeting date–Tuesday, May 10, 2011, 10am, Conference Room 426

VII. Adjournment.

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Joint Technical and Finance Committee Meeting
10 am, Tuesday, April 12, 2011

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Minutes

Technical Committee Members in Attendance: Victor Ramos, Kenison Tejada, Aimee Wana, Tony Ramirez, Clayton Tom, Janet Crotteau, James LaClair, Clement Chan.

Technical Committee Members Absent: Goldie Cross, Morris Tamanaha

Finance Committee Members in Attendance: Russell Lundberg, Paul Ferreira, John Thompson.

Finance Committee Members Absent: Gordon Bruce, Mark Begley.

Staff Members in Attendance: Thera Bradshaw, Courtney Tagupa

Interested Parties in Attendance: Ken Schmidt, Dave Peck, Jim Howe, Diana Chun

I. **Call to order**
The meeting was called to order at 10am, April 12, 2011

II. **Introductions**
All individuals in attendance were introduced.

III. **Review and Approval of Minutes from March 8, 2011 Technical & Finance Committee Meetings.**
A motion was introduced Mr. Tony Ramirez to approve the minutes from March 8, 2011 and was seconded by Mr. Jim LaClair. The motion was approved unanimously by voice vote.

IV. **Items for Discussion, Consideration and Action**

1

TECHNICAL Committee:

a. **Discussion and decision on the legal definition of PSAP as it applies to EMS and Ocean Safety.**

Ms. Thera Bradshaw stated the following:

1. §138, HRS provides a definition of a public service answering point (PSAP) as a public service agency that receives incoming 911 calls and dispatches appropriate public service agency to those calls.
2. The NENA and FCC registry both provide definitions for PSAPs.
3. EMS is listed in the FCC registry but Ocean Safety is not listed as a PSAP and therefore may not be entitled to reimbursement by the Board.

Mr. Paul Ferreira stated that Ocean Safety did not conflict with the definition of §138-5 and the Board is within their jurisdiction to approve reimbursement requests from Ocean Safety.

A motion was brought forward by Mr. Tony Ramirez to forward a recommendation to the Board that Ocean Safety provide clarification from the City & County of Honolulu that Ocean Safety is a PSAP and identify that to the Board. The Board can then make a decision regarding Ocean Safety's conformance to §138-5. The motion was seconded and unanimously approved by voice vote.

b. **Review of the requirements for a reimbursement request to be brought before the Technical and Finance committees for approval.**

Mr. Tagupa had briefed the Committee on the information necessary to bring reimbursement requests before the Technical committee for approval. Mr. Tagupa brought up the matter regarding conference expenses as a reimbursable expense according to §138-5.

The matter of conference expenses was open for discussion and the consensus was that conference expenses are a valuable source of information and education for the PSAPs and it should continue to be considered as reimbursable by the Board.

c. **Update on status of PSAP projects with funds pending expenditure.**

1. **Kauai CAD upgrade update.**

In Mr. Begley's absence Mr. Tagupa stated that the award was made and the protest period had lapsed.

2. **(44:08) HFD Pictometry software update:**

Mr. Chan stated that the software will be procured with known savings from the under spending of the Pictometry Licensing Fee. The request for reimbursement will be presented before the Technical Committee at the next meeting**.**

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    3. **Honolulu Police Department:**
        i. **Akimeka, LLC services contract procurement:**
        Maj. Janet Crotteau received the final proposal. It is estimated to be under contract early in FY 2012.

        ii. **CAD Upgrade**
        Clarification was made by Major Crotteau that RMS was part of the 911 system in the next generation convergent technology which satisfied the Action Item from last month's meeting.

        A motion was made by Mr. Tony Ramirez to recommend that the CAD upgrade reimbursement request be forwarded to the Finance Committee for consideration. The motion was seconded and passed unanimously by voice vote.

    4. **Pictometry License Update-(All PSAPs)**
    Mr. Courtney Tagupa stated that with the exception of Kauai, no reimbursements requests have been requested for the Pictometry License fees. Mr. David Peck stated that the invoices for the final billings for the fiscal year will be issued shortly and the remaining FY 2011 liability will be known.

    5. **Akimeka, LLC program management services reimbursements.**
    Mr. Tagupa stated that reimbursement requests have fallen behind and there needs to be an effort to catch up before the close of the fiscal year.

    6. **Others – None**

d. **Request PSAP updates for Wireless E911 Timeline continuum.**
No new timeline updates were acknowledged.

e. **9-1-1 Legislation Update.**
Ms. Thera Bradshaw stated that the various Wireless E911 related bills looks encouraging and congratulations are in order for the efforts of individuals such as Jim LaClair, Major Crotteau and Paul Ferreira.

Mr. Paul Ferreira made the point that we are not out of the woods yet and there should be continued vigilance in tracking all related bills until signed into law because things may change at any time.

f. **NENA Conference (June 18-23 Minneapolis) Attendees.**

A request was made for the names of the attendees to the NENA conference. All PSAPs will provide the names of the attendees to Mr. Tagupa as soon as possible.

g. **Request approval for Geo-Comm training for HPD, HFD, EMS and Ocean Safety.**
Janet Crotteau estimates that the total cost will amount to approximately $8K. The Oahu PSAP is investigating online training. The actual costs will be presented at next month's meeting for committee approval.

h. **Request approval for Maui PSAP GIS support in the amount of $44K that was previously approved by the Board but was not included in the FY 2011 Strategic Budget Plan.**
There was a motion to recommend approval by the Board which was seconded. The motion was approved by voice vote with abstentions from Victor Ramos and Clayton Tom.

i. **Update of FY2012/FY2015 Strategic Budget Plan and proposed expenditures from PSAPs.**
It was suggested that the completion the budgeting process be deferred until the next Technical meeting.

FINANCE Committee:
a. **Monthly Financial Report (March 2011).**
Mr. Tagupa presented the following statistics for the month of March 2011:
1. Total revenues collected for the month: $617,025
2. Total net disbursements for the month: $370,657
3. Total revenues for the fiscal year-to-date: $6,124,520
4. Total net disbursements for the fiscal year-to-date: $1,974,584

b. **Review of Q4 Disbursement/Encumbrance close out plan.**
Mr. Tagupa reviewed the anticipated transactions that will be necessary to closeout FY 2011. Of particular concern was the delay of reimbursement requests for the Pictometry licensing fees that will need to be clarified prior to fiscal yearend.

c. **Request approval for Geo-Comm training for HPD, HFD, EMS and Ocean Safety.**
The matter is deferred until the next meeting.

d. **Request approval for GIS support in the amount of $44K that was previously approved by the Board but was not included in the FY 2011 Strategic Budget Plan.**

There was motion to recommend approval by the Board which was seconded. The motion was approved with abstentions from Victor Ramos and Clayton Tom.

e. Review of FY2012/FY2015 Strategic Budget Plan and proposed expenditures from PSAPs.
Mr. Tagupa presented the Strategic Budget Plan that resulted from the requested resubmissions with budget cuts necessary to meet the annual legislative ceiling of $9M. The results still exceeded the $9M ceiling and the Plan will undergo further scrutiny and the results will be presented at the next Finance Committee meeting.

V. Announcements:
a. Mr. Tagupa stated that the Communications Committee would welcome any new members to its first meeting on Thursday, April 14, 2011,

VI. Next meeting date–Tuesday, May 10, 2011, 10am, Conference Room 426

VII. Adjournment.

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

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

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

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

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

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

MARCH FISCAL YEAR-TO-DATE (9 MOS)	TOTAL			
DESCRIPTION	**Jul '10 - Mar 11**	**Annual Budget**	**$ Over/(Under) Budget**	
RECEIPTS:				
Interest Inc	7,580	10,000	(2,420)	
Total Wireless Surcharge Collection	6,124,520	8,490,000	(2,365,480)	
Total Receipts	6,132,099	8,500,000	(2,367,901)	72.1%
DISBURSEMENTS:				
Board Member Travel	10,086	27,000	(16,914)	
Consulting Expense				
Intrado, Inc	(2,475)	-	(2,475)	
TKC Consulting Group, LLC	243,750	325,000	(81,250)	
Total Consulting Expense	241,275	325,000	(83,725)	
DB&F Assessments				
DB&F Admin. Exp. Assess	49,852	236,207	(186,355)	
DB&F Revenue Assessment	368,689	415,000	(46,311)	
Total DB&F Assessments	418,541	651,207	(232,666)	64.3%
NASNA Dues	100	100	-	
PSAP Expenses				
Akimeka Program Mgmt	699,048	1,665,138	(966,090)	42.0%
CAD Related Expenses	-	3,800,000	(3,800,000)	
Computers				
KVM Switches	3,971	4,100	(129)	
Positron Equip SW Maintenance	-	40,000	(40,000)	
UPS Battery-HPD	24,112	24,136	(24)	
Total Computers	28,083	68,236	(40,153)	
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)	
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)	78.2%
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	1,145,831	7,816,693	(6,670,862)	14.7%
WSP Cost Recovery				
Sprint/Nextel	158,751	180,000	(21,249)	
Total WSP Cost Recovery	158,751	180,000	(21,249)	
TOTAL DISBURSEMENTS	1,974,584	9,000,000	(7,025,416)	21.9%
Net RECEIPTS/(DISBURSEMENTS)	4,157,515	(500,000)	4,657,515	

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

FY 2011 FORECASTED SPENDING

DESCRIPTION	FY2011 Budget	Jul 2010	Aug 2010	Sep 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Total	(Over)/Under Budget
						ACTUAL EXPENSES					FORECAST				
Disbursements:															
Board Member Travel	27,000	1,357	480	970	1,673		1,956	915	1,725	1,012	1,500	1,500	1,500	14,587	12,413
TKC Consulting Group, LLC	325,000	54,167	27,083	54,167				54,167	27,083	27,083	27,083	27,083	27,085	325,001	(1)
Intrado Consulting										(2,475)				(2,475)	2,475
DB&F Admin. Exp. Assess	236,207	71,450					3,275		8,700	5,492			202,532	291,449	(55,242)
DB&F Revenue Assessment	415,000	32,386					96,923		95,943	104,372			112,763	442,386	(27,386)
NASNA Dues	100	100												100	-
Akimeka Program Mgmt	1,665,138			70,282	72,623			105,423	215,528	235,191	132,771	132,771	295,879	1,260,468	404,670
CAD Related Expenses	3,800,000											3,800,000		3,800,000	-
Computers														-	-
KVM Switches	4,100	3,971												3,971	129
GIS Support (Maui)												44,000		44,000	(44,000)
Positron Equip SW Maint.	40,000												40,000	40,000	-
UPS Battery-HPD	24,136			24,112										24,112	24
Conferences														-	-
APCO Conference	51,000		1,801	17,730	6,467									25,998	25,002
Nena Conference	51,000	19,631			6,103								25,200	50,934	66
NASNA							776							776	(776)
9-1-1 Goes to Wash.DC											25,200			25,200	(25,200)
Integraph 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		3,000	3,000	6,000	35,547	24,453
Hawaiian Telcom Trunk	111,398	110,562												110,562	836
Pictometry License Agreement	1,929,685			207,217									1,762,468	1,969,685	(40,000)
GeoComm Maintenance	48,586	18,586											30,000	48,586	-
WSP Cost Recovery	180,000			81,059					77,691					158,750	21,250
Total Disbursements	9,000,000	312,617	29,364	468,739	86,866	-	106,255	166,785	433,284	370,675	229,554	4,008,354	2,508,827	8,721,319	278,681

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

MARCH FISCAL YEAR-TO-DATE (9 MOS)	Hawaii PSAP		
DESCRIPTION	Jul '10 - Mar 11	Annual Budget	$ Over/(Under) Budget
PSAP Expenses			
Akimeka Program Mgmt	217,870	435,739	(217,869)
CAD Related Expenses	-		
Computers			
KVM Switches	-		
Positron Equip SW Maintenance	-	40,000	(40,000)
UPS Battery-HPD	-		
Total Computers	-	40,000	(40,000)
Conferences			
APCO Conference	6,467	6,000	467
Intergraph Conference	3,007		
NASNA Conference	-		
Nena Conference	6,103	6,000	103
Pictometry Future View Confer	-		
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 31 March 2011

MARCH FISCAL YEAR-TO-DATE (9 MOS)	Kauai PSAP		
DESCRIPTION	**Jul '10 - Mar 11**	**Annual Budget**	**$ Over/(Under) Budget**
PSAP Expenses			
Akimeka Program Mgmt	200,051	300,076	(100,025)
CAD Related Expenses	-	3,800,000	(3,800,000)
Computers			
KVM Switches	-		
Positron Equip SW Maintenance	-		
UPS Battery-HPD	-		
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		
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	523,624	4,422,404	(3,898,780)
WSP Cost Recovery			
Sprint/Nextel	-		
Total WSP Cost Recovery	-		
TOTAL DISBURSEMENTS	523,624	4,422,404	(3,898,780)

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

MARCH FISCAL YEAR-TO-DATE (9 MOS)	Maui PSAP		
DESCRIPTION	Jul '10 - Mar 11	Annual Budget	$ Over/(Under) Budget
PSAP Expenses			
Akimeka Program Mgmt	281,127	421,692	(140,565)
CAD Related Expenses	-		
Computers			
KVM Switches	-		
Positron Equip SW Maintenance	-		
UPS Battery-HPD	-		
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	281,127	830,442	(549,315)
WSP Cost Recovery			
Sprint/Nextel	-		
Total WSP Cost Recovery	-		
TOTAL DISBURSEMENTS	281,894	830,442	(548,548)

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

MARCH FISCAL YEAR-TO-DATE (9 MOS)	Oahu PSAP		
DESCRIPTION	Jul '10 - Mar 11	Annual Budget	$ Over/(Under) Budget
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 31 March 2011

MARCH FISCAL YEAR-TO-DATE (9 MOS)	Operations		
DESCRIPTION	Jul '10 - Mar 11	Annual Budget	$ Over/(Under) Budget
Total Receipts	6,132,099	8,500,000	(2,367,901)
DISBURSEMENTS:			
Board Member Travel	9,320	27,000	(17,680)
Consulting Expense			
Intrado, Inc	(2,475)		
TKC Consulting Group, LLC	243,750	325,000	(81,250)
Total Consulting Expense	241,275	325,000	(83,725)
DB&F Assessments			
DB&F Admin. Exp. Assess	49,852	236,207	(186,355)
DB&F Revenue Assessment	368,689	415,000	(46,311)
Total DB&F Assessments	418,541	651,207	(232,666)
NASNA Dues	100	100	-
PSAP Expenses			
Akimeka Program Mgmt	-		
CAD Related Expenses	-		
Computers			
KVM Switches	-		
Positron Equip SW Maintenance	-		
UPS Battery-HPD	-		
Total Computers	-		
Conferences			
APCO Conference	1,801	3,000	(1,199)
Intergraph Conference	-		
NASNA Conference	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	830,563	1,189,307	(358,744)

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

- ## PSAP Operations

9-1-1 Call Volume – March 2011

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

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

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME								
		Wireline		Wireless		Admin		Abandoned	
2011	**Total**	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March	10,514	3,871	36.8%	6,643	63.2%	0	0.0%	1,097	10.4%
February	9,340	3,453	37.0%	5,886	63.0%	1	0.0%	997	10.7%
January	10,183	3,755	36.9%	6,428	63.1%	0	0.0%	1,140	11.2%
TOTAL YTD	**30,037**	**11,079**	**36.9%**	**18,957**	**63.1%**	**1**	**0.0%**	**3,234**	**10.8%**
AVG PER MO	**10,012**	**3,693**		**6,319**		**0**		**1,078**	

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

HAWAII		TRANSFERRED TO FIRE										
		Wireline			Wireless			Admin		Abandoned	
2011	**Total**	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	1,977	926	46.9%	23.9%	1,050	53.1%	15.8%	1	0.1%	45	2.3%
February	1,809	892	49.3%	25.8%	917	50.7%	15.6%	0	0.0%	37	2.0%
January	1,914	909	47.5%	24.2%	1,004	52.5%	15.6%	1	0.1%	22	1.1%
TOTAL YTD	**5,700**	**2,727**	**47.9%**	**24.6%**	**2,971**	**52.1%**	**15.7%**	**2**	**0.0%**	**104**	**1.8%**
AVG PER MO	**1,900**	**909**			**990**			**1**		**35**	

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

Notes:

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

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

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

- ## PSAP Operations (continued)

Wireless Test – March 2011

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

Current Month PSAP Operations Activities – March 2011

01/07/11 -- 03/09/11   Akimeka prepared a 2011 Holiday Testing Schedule and sent it to the Neighbor Island PSAPs for review on January 7, 2011. The document was subsequently updated and re-issued to the Neighbor Island PSAPs on March 1, 2011 for review and approval.

           Akimeka received approval from Lieutenant Wana and the 2011 Holiday Testing Schedule was issued to all of the Wireless Service Providers (WSPs) on March 9, 2011.

03/14/11   Akimeka personnel provided updated testing processes to LeRoy Fallau of Sandwich Isles Communications.

03/29/11   Akimeka personnel, along with AT&T Mobility tester, successfully re-tested the tower that failed in January 2011.

03/29/11   Akimeka personnel updated training screenprints for Wireless Phase I and Wireless Phase 2 to be incorporated into the current training material.

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

- ## PSAP Operations (continued)

Open Issues (To be Monitored and Tracked by Akimeka)

No further updates as of March 31, 2011.

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

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

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

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

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

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

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

- ## MSAG

Current Month – March 2011

2011		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
HAWAII	**217**	**205**	**78**	**114**	**2**	**1**	**10**	**1,512**	**12**	**0**	**0**
		Revised categories and report format changes effective April 2009.									

During the month of March 2011, 205 9-1-1Net requests were completed relating to the MSAG database, with 1,512 customer ANI/ALI records updated as a direct result. Twelve (12) ALI discrepancy reports were submitted to 9-1-1Net for updates and corrections as needed, and monitored for completion. See attached spreadsheet for a detailed description of changes and additions.

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

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

Year-to-Date (YTD) Summary – 2011

HAWAII		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2011	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	217	205	78	114	2	1	10	1,512	12	0	0
February	173	144	97	12	3	9	23	1,150	29	0	0
January	310	293	155	83	4	8	43	2,548	17	0	0
TOTAL YTD	**700**	**642**	**330**	**209**	**9**	**18**	**76**	**5,210**	**58**		
AVG PER MO	**233**	**214**	**110**	**70**	**3**	**6**	**25**	**1,737**	**19**		
	(*) 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
March 1, 2011 – March 31, 2011

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

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

	HAWAII			
Type of Layer	**Akimeka GIS Server**		**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
	Date Created/ Edits Performed	**Date Uploaded to Server**		
WSP Cell Towers	03/21/11			
	03/14/11			Per VZW CRS
				Per AT&T Mobility CRS
	03/08/11		03/08/11	Validated towers against AT&T Mobility CRS
	03/07/11			
	03/01/11			Per AT&T Mobility CRS
Street Centerline	03/28/11			Added new street centerlines as identified in the County's updated layer and data necessary for the Intergraph CAD
	03/25/11			Edited street centerline ranges
			03/08/11	
Address Points			03/08/11	
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities				
Parcels				
Churches				
Coastal Names				
Critical Infrastructure				
Emergency Call boxes				
Fire Beats				
Fire Districts				
Fire ESZ				
Fire Stations				
Food & Beverage				
Hospitals				
Hotels				
Major Roads				
Medical Facilities				
Milepost Markers				

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

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

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

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

Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
National and State Parks	03/24/11			Updated Parks Polygon. Layer only included National Parks. All other parks were incorporated. Verified locations and adjusted if necessary
Ocean Rescue				
Points of Interest				
Police Beat Boundaries				
Police Districts				
Police ESZ				
Police Stations				
Post Office				
Schools	03/18/11			Corrected community on (3) schools and (1) address
Service Station				
Subdivisions				
Trails				
Tsunami Evacuation Zones				
Tsunami Roadblocks				

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

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

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

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

Current Month GIS Activities – March 2011

03/07/11   A police beat map of West Hawai`i for the Kona Police Beats was created by Akimeka.

03/08/11   Police beat maps for North Kona and South Kona was created by Akimeka.

03/08/11 - Akimeka continued to create police beat maps for Kona Beats 637 and 639.
03/09/11

03/10/11   Akimeka sent the following Kona Beat map drafts -- North Kona, Beats 637,638,639,640,and 641, South Kona, West Hawai`i, and Kona District -- to Sergeant Souther for review and approval.

03/11/11   Akimeka moved the Tsunami Evacuation Zones to a higher level on PowerMap. This allows the dispatchers to clearly see the zones.

03/15/11   Akimeka created a communities project for Hawai`i County Police and Fire in GIS format to facilitate editing of MSAG Communities.

03/16/11   Akimeka personnel GPS'd Queen Ka`ahumanu Highway (Hwy 19/Hwy 11) in Kailua Kona, south to Kuakini Highway/Hawai`i Belt Road/Volcano Road/Kanoelehua Avenue (Hwy 11) to Hilo.

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

- ## **Service Requests Transactions**

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

#	Date	Ticket #	Description	Category	Urgency	Comments
1	05/25/10	220	MSAG Community Layer	911 Map -- Other	Low	Hawai`i County Police reviewed Akimeka's 2008 MSAG Community layer data and would like to redefine them.  New boundaries for West Hawai`i was received on May 16, 2010.
						Akimeka contacted the Hawai`i County PSAP to set up a meeting to discuss, define and agree upon the MSAG Communities to be used. Meeting date is still pending.
2	06/03/10	225	Verify addresses on Puako Beach Road	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and update requests were sent to Sprint via Intrado and Hawaiian Telcom, Inc. (HTI).
						Record pending with telcos.
3	11/12/10	270	Incorrect Address: TN = 808/968-6721	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and correction request submitted on November 15, 2010.
						Researched continued with Intrado and Hawai`i County on March 31, 2011.
4	02/11/11	312	Incorrect Information Displayed	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			
5	04/21/10	192	Police/Fire Districts	911 Map -- Other	High	Akimeka received written descriptions of the police and fire beats from the Hawai`i County PSAPs.
						Screenshots illustrating the changes were sent to the Hawai`i County PSAPs for review and approval.
						Akimeka personnel met with Hawai`i County Police and Fire personnel on March 17, 2011 to adjust the districts.

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

- ## Service Requests Transactions (continued)

Year-to-Date (YTD) Summary – 2011

2011	HAWAII TOTAL			SERVICE REQUEST CATEGORIES 911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	0	2	5	0	0	0	2	0	0	0	0
February	3	1	7	0	0	3	1	0	0	0	0
January	19	21	5	0	0	19	21	0	0	0	0
2010 Carryover	7	0	7	2	0	5	0	0	0	0	0
TOTAL	**29**	**24**	**5**	**2**	**0**	**27**	**24**	**0**	**0**	**0**	**0**

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

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

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

- ## PSAP Operations

9-1-1 Call Volume – March 2011

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

9-1-1 Call Volume – Calendar Year 2011

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME								
		Wireline		**Wireless**		**Admin**		**Abandoned**	
2011	**Total**	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned
December									
November									
October									
September									
August									
July									
June									
May									
April									
March	3,166	1,103	34.9%	2,060	65.1%	3	0.1%	646	20.4%
February	2,875	1,049	36.5%	1,822	63.5%	4	0.1%	554	19.3%
January	2,907	1,018	35.0%	1,889	65.0%	0	0.0%	601	20.7%
TOTAL YTD	**8,948**	**3,170**	**35.5%**	**5,771**	**64.5%**	**7**	**0.1%**	**1,801**	**20.1%**
AVG PER MO	**2,983**	**1,057**		**1,924**		**2**		**600**	

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

Notes:

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

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

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

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

- ## PSAP Operations (continued)

Wireless Test – March 2011

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

Current Month PSAP Operations Activities – March 2011

01/07/11 -- 03/09/11
Akimeka prepared a 2011 Holiday Testing Schedule and sent it to the Neighbor Island PSAPs for review on January 7, 2011. The document was subsequently updated and re-issued to the Neighbor Island PSAPs on March 1, 2011 for review and approval.

Akimeka received approval from Kathleen Langtad, Dispatch Supervisor, and the 2011 Holiday Testing Schedule was issued to all of the Wireless Service Providers (WSPs) on March 9, 2011.

03/14/11
Akimeka personnel provided updated testing processes to LeRoy Fallau of Sandwich Isles Communications.

03/23/11
Akimeka personnel updated training screenprints for Wireless Phase I and Wireless Phase 2 to be incorporated into the current training material.

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

- ## PSAP Operations (continued)

Open Issues (To be Monitored and Tracked by Akimeka)

No further updates as of March 31, 2011.

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

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

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

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

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

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

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

- ## MSAG

Current Month – March 2011

2011		9-1-1NET REQUESTS							(a) Customer Address Change Requests Submitted	(b) In Suspended Status as of Report Month End	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
KAUAI	51	51	31	2	4	4	10	769	0	0	0
		Revised categories and report format changes effective April 2009.									

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

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

Year-to-Date (YTD) Summary – 2011

KAUAI		9-1-1NET REQUESTS							(a) Customer Address Change Requests Submitted	(b) In Suspended Status as of Report Month End	
2011	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	51	51	31	2	4	4	10	769	0	0	0
February	4	4	2	1	0	0	1	297	0	0	0
January	137	136	103	16	1	5	11	1,840	1	0	0
TOTAL YTD	192	191	136	19	5	9	22	2,906	1		
AVG PER MO	64	64	45	6	2	3	7	969	0		
		(*) Applies to Change, Delete and Insert categories									

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

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

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

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

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

Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers	03/21/11			
			03/10/11	
Street Centerlines	03/11/11			
Address Points			03/10/11	
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities				
Parcels				
Coastal Names				
Coastline				
Common Places				
Communications				
Emergency Callboxes				
EMS Zones				
Fire ESZ				
Fire Stations				
Food & Beverage				Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc.
Hotels				
Medic Beat Boundaries				
Medical Facilities				
Milepost Markers				
National and State Parks				
Plat Maps				
Points of Interest				
Police Beats				
Police District Boundaries				
Post Offices				
Radio Towers				
Schools				
Subdivisions				
Trails	03/22/11			New layer created
Tsunami Evacuation Zones				
WiFi Sites				

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

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

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

- ## Service Requests Transactions

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

#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

Year-to-Date (YTD) Summary – 2011

KAUAI				SERVICE REQUEST CATEGORIES							
2011	**TOTAL**			**911 Map**		**MSAG**		**Request Training**		**Suggestions**	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	0	0	0	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
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
March 1, 2011 – March 31, 2011

- ## PSAP Operations

9-1-1 Call Volume – March 2011

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

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

9-1-1 Call Volume – Calendar Year 2011

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2011	**Total**	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned of Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March	8,144	2,812	34.6%	5,322	65.4%	10	0.1%	1,301	16.0%
February	6,998	2,493	35.7%	4,498	64.3%	7	0.1%	1,154	16.5%
January	8,025	2,757	34.4%	5,268	65.6%	0	0.0%	1,290	16.1%
TOTAL YTD	**23,167**	**8,062**	**34.8%**	**15,088**	**65.2%**	**17**	**0.1%**	**3,745**	**16.2%**
AVG PER MO	**7,722**	**2,687**		**5,029**		**6**		**1,248**	

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

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

- ## PSAP Operations (continued)

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

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2011	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned of Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March	330	211	63.9%	119	36.1%	0	0.0%	58	17.6%
February	203	134	66.0%	69	34.0%	0	0.0%	29	14.3%
January	289	178	61.6%	111	38.4%	0	0.0%	47	16.3%
TOTAL YTD	822	523	63.6%	299	36.4%	0	0.0%	134	16.3%
AVG PER MO	`	174		100		0		45	

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

Notes:

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

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

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

Wireless Test – March 2011

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

- ## PSAP Operations (continued)

Current Month PSAP Operations Activities – March 2011

01/07/11 -- 03/09/11	Akimeka prepared a 2011 Holiday Testing Schedule and sent it to the Neighbor Island PSAPs for review on January 7, 2011. The document was subsequently updated and re-issued to the Neighbor Island PSAPs on March 1, 2011 for review and approval.
	Akimeka received approval from Lieutenant Fletcher and the 2011 Holiday Testing Schedule was issued to all of the Wireless Service Providers (WSPs) on March 9, 2011.
03/04/11	Akimeka sent a package via email to Chuck Davis and Bruce Berkley of Maui Police Department IT regarding the Intergraph Push/Roll process. The package included the following documents:

  - Intergraph Workflow Diagram
  - Map Data Deployment Process
  - Maui Custom Map Workflow Build to Live
  - Notes from Test to Live Training

03/14/11	Akimeka personnel provided updated testing processes to LeRoy Fallau of Sandwich Isles Communications.
03/29/11	Akimeka personnel updated training screenprints for Wireless Phase I and Wireless Phase 2 to be incorporated into the current training material.

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

- ## PSAP Operations (continued)

Open Issues (To be Monitored and Tracked by Akimeka)

No further updates as of March 31, 2011.

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

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

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

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

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

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

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

- ## MSAG

Current Month – March 2011

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

During the month of March 2011, 473 9-1-1Net requests were completed relating to the Maui County MSAG database, with 6,292 customer ANI/ALI records updated as a direct result. Thirty-two (32) ALI discrepancy reports were submitted to 9-1-1Net for updates and corrections as needed, and monitored for completion. See attached spreadsheet for a detailed description of changes and additions.

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

Year-to-Date (YTD) – 2011

MAUI COUNTY		9-1-1NET REQUESTS							(a) Customer Address Change Requests Submitted	(b) In Suspended Status as of Report Month End	
2011	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	505	473	141	310	4	3	15	6,292	32	0	0
February	159	159	147	9	1	2	0	1,395	0	0	0
January	365	365	153	145	9	4	54	1,348	0	0	0
TOTAL YTD	1,029	997	441	464	14	9	69	9,035	32		
AVG PER MO	343	332	147	155	5	3	23	3,012	11		
		(*) 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
March 1, 2011 – March 31, 2011

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

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

Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers	Maui	03/21/11			
	Maui			03/10/11	
	Maui/Molokai	03/04/11			Validated towers against AT&T Mobility CRS
Street Centerlines	Maui	03/15/11			Made corrections to meet Intergraph standards
	Maui	03/11/11			
	Maui			03/10/11	
Address Points	Maui	03/31/11			
	Molokai	03/17/11			Added (1) address point per PSAP request
	Maui				Added (3) address points per PSAP requests
	Maui	03/15/11			Added common names per PSAP requests
	Maui	03/11/11			
MSAG Address Points (aka Pseudo Address Points)					
MSAG Communities	Molokai	03/14/11			Created and adjusted Communities layer in GIS for ESN update project
Parcels	Maui	03/10/11 -- 03/31/11			Fixed gaps and overlaps in the parcel layer
	Molokai	03/10/11			
Airports					
Bridges					
Cane Fields					
Coastline					
Coastal Names					
Common Places					
Emergency Callboxes	Maui	03/31/11			
	Maui	03/29/11			
EMS Zones					
ESZ/ESN					
Fire Beat Boundaries	Maui	03/28/11 -- 03/29/11			Edited Fire Beats as discussed and requested by the Maui Police Department on 3/4/11
	Maui			03/10/11	
Fire Dispatch Group (Districts)					
Fire ESZ					
Fire Stations					
Fire Sub Zones					
Fire Zones					
Food & Beverage					Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc.
Gate Codes	Maui	03/18/11			Changed gate code per PSAP request
	Maui			03/10/11	
High Resolution Imagery					

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

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

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

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

Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
MAUI COUNTY					
Hospitals					
Hotels					
Major Roads					
Medic Beat Boundaries	Maui			03/10/11	
Medic Dispatch Group (Districts)					
Medic Stations					
Medical Facilities					
Milepost Markers					
National and State Parks	Maui/Molokai	03/08/11 -- 03/10/11			Added parks that are in the Parks Polygon layer but are missing from this layer
Ocean Rescue Boundaries					
Park Polygon	Molokai	03/09/11 -- 03/10/11			Edited to match the spatially correct Parcels and Parks layer
	Maui	03/08/11 -- 03/10/11			
Points of Interest					
Police Beat Boundaries	Maui			03/10/11	
Police Dispatch Group (Districts)	Maui			03/10/11	
Police ESZ					
Police Reporting Areas					
Police Stations					
Ponds					
Radio Towers					
Radius - Two Mile					
Radius - Three Mile					
Schools					
Subdivisions					
Tow Jurisdictions					
Tow Truck					
Towns					
Trails					
Tsunami Evacuation Zones					

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

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

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

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

Current Month GIS Activities – March 2011

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

- ## Service Requests Transactions

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

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

- ## **Service Requests Transactions** (continued)

Year-to-Date (YTD) Summary – 2011

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2011	**TOTAL**			**911 Map**		**MSAG**		**Request Training**		**Suggestions**	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	2	2	0	1	1	1	1	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
January	0	1	0	0	0	0	1	0	0	0	0
2010 Carryover	1	0	1	0	0	1	0	0	0	0	0
TOTAL	**3**	**3**	**0**	**1**	**1**	**2**	**2**	**0**	**0**	**0**	**0**

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

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