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, May 10, 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 April 12, 2011 Technical & Finance Committee Meetings.
IV. Items for Discussion, Consideration and Action

TECHNICAL Committee:
a. Continuing problem with performing rebids on AT&T wireless calls, and the loss of AT&T tower information during rebids.
b. Conditions for receiving ALI software updates from Intrado.
c. Update on status of PSAP projects with funds pending expenditure.
   1. Kauai CAD upgrade update.
   2. Others
d. Request PSAP updates for Wireless E911 Timeline continuum.
e. 9-1-1 Legislation Update.
f. NENA Conference attendees update.
g. Request for approval of EMS Tower expenses for $7,539.26.
h. Request for approval of Hardware for Maui PSAP $82,137.
i. Request approval for Geo-Comm training for HPD, HFD, EMS and Ocean Safety**.**
j. Technology Forum- Scheduling, Agenda and Investigative Committee formation.
k. Update of FY2012/FY2015 Strategic Budget Plan and proposed expenditures from PSAPs

FINANCE Committee:
  a. Monthly Financial Report (April 2011).
  b. Review update of Q4 Disbursement/Encumbrance close out plan.
  c. Request for approval of EMS Tower expenses for $7,539.26.
  d. Request for approval of Hardware for Maui PSAP $82,137.
  e. Request approval for Geo-Comm training for HPD, HFD, EMS and Ocean Safety.
  f. Finance Committee Chair term ending 30 June 2011.
  g. Review of FY2012/FY2015 Strategic Budget Plan and proposed expenditures from PSAPs

V. Announcements

VI. Next meeting date–Tuesday, June 7, 2011, 10am, Conference Room 426

VII. Adjournment.

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

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**.**

.

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

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

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

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

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

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

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

4

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

FISCAL YEAR-TO-DATE (10 months)	Hawaii PSAP		
DESCRIPTION	**TOTAL**	**Budget**	**$ Over/(Under) Budget**
DISBURSEMENTS			
PSAP Expenses:			
Akimeka Program Mgmt	326,805	435,739	(108,934)
CAD Related Expenses	-		
Computers			
KVM Switches	-		
Positron Equip SW Maint.	-	40,000	(40,000)
UPS Battery-HPD	-		
Total Computers	-	40,000	(40,000)
Conferences			
911 Goes to Washington Conf	-		
APCO Conference	6,467	6,000	467
Intergraph Conference	3,007		3,007
NASNA Conference	-		
Nena Conference	6,103	6,000	103
Pictometry Future View Confer	-		
Total Conferences	15,577	12,000	3,577
Excom911 Logging Recorder Maint	-		
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	-		
Haw Telcom Network	-		
Hawaiian Telcom Trunk	-		
Total Hawaiian Telcom Charges	-		
Pictometry License Agreement	-	1,039,000	(1,039,000)
Software Maintenance			
GeoComm Maintenance	-		
Total Software Maintenance	-		
Total PSAP Expenses	342,381	1,526,739	(1,184,358)
WSP Cost Recovery			
Sprint/Nextel	-		
Total WSP Cost Recovery	-		
Total DISBURSEMENTS	342,381	1,526,739	(1,184,358)

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

FISCAL YEAR-TO-DATE (10 months)	Kauai PSAP		
DESCRIPTION	TOTAL	Budget	$ Over/(Under) Budget
DISBURSEMENTS			
PSAP Expenses:			
Akimeka Program Mgmt	225,057	300,076	(75,019)
CAD Related Expenses	-	3,800,000	(3,800,000)
Computers			
KVM Switches	-		
Positron Equip SW Maint.	-		
UPS Battery-HPD	-		
Total Computers	-		
Conferences			
911 Goes to Washington Conf	-		
APCO Conference	-	6,000	(6,000)
Intergraph Conference	-		
NASNA Conference	-		
Nena Conference	2,521	6,000	(3,479)
Pictometry Future View Confer	3,273		3,273
Total Conferences	5,794	12,000	(6,206)
Excom911 Logging Recorder Maint	-		
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	-		
Haw Telcom Network	-		
Hawaiian Telcom Trunk	110,561	111,398	(837)
Total Hawaiian Telcom Charges	110,561	111,398	(837)
Pictometry License Agreement	207,218	198,930	8,288
Software Maintenance			
GeoComm Maintenance	-		
Total Software Maintenance	-		
Total PSAP Expenses	548,630	4,422,404	(3,873,774)
WSP Cost Recovery			
Sprint/Nextel	-		
Total WSP Cost Recovery	-		
Total DISBURSEMENTS	548,630	4,422,404	(3,873,774)

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

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

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

FISCAL YEAR-TO-DATE (10 months)	Oahu PSAP		
DESCRIPTION	TOTAL	Budget	$ Over Budget
DISBURSEMENTS			
PSAP Expenses:			
Akimeka Program Mgmt	-	507,631	(507,631)
CAD Related Expenses	-		
Computers			
KVM Switches	3,971	4,100	(129)
Positron Equip SW Maint.	-		
UPS Battery-HPD	24,112	24,136	(24)
Total Computers	28,083	28,236	(153)
Conferences			
911 Goes to Washington Conf	-		
APCO Conference	17,730	30,000	(12,270)
Intergraph Conference	-		
NASNA Conference	-		
Nena Conference	17,109	30,000	(12,891)
Pictometry Future View Confer	-		
Total Conferences	34,839	60,000	(25,161)
Excom911 Logging Recorder Maint	-	31,650	(31,650)
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	1		1
Haw Telcom Network	23,548	60,000	(36,452)
Hawaiian Telcom Trunk	-		
Total Hawaiian Telcom Charges	23,548	60,000	(36,452)
Pictometry License Agreement	274,885	295,005	(20,120)
Software Maintenance			
GeoComm Maintenance	19,462	48,586	(29,124)
Total Software Maintenance	19,462	48,586	(29,124)
Total PSAP Expenses	380,817	1,031,108	(650,291)
WSP Cost Recovery			
Sprint/Nextel	-		
Total WSP Cost Recovery	-		
Total DISBURSEMENTS	380,817	1,031,108	(650,291)

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

FISCAL YEAR-TO-DATE (10 months)	Operations		
DESCRIPTION	TOTAL	Budget	$ Over/(Under) Budget
DISBURSEMENTS			
Board Member Travel	14,601	27,000	(12,399)
Consulting Expense			
Intrado, Inc	(2,475)		(2,475)
TKC Consulting Group, LLC	270,833	325,000	(54,167)
Total Consulting Expense	268,358	325,000	(56,642)
DB&F Assessments			
DB&F Admin. Exp. Assess	49,852	236,207	(186,355)
DB&F Revenue Assessment	368,689	415,000	(46,311)
Total DB&F Assessments	418,541	651,207	(232,666)
NASNA Dues	100	100	-
PSAP Expenses:			
Akimeka Program Mgmt	-		
CAD Related Expenses	-		
Computers			
KVM Switches	-		
Positron Equip SW Maint.	-		
UPS Battery-HPD	-		
Total Computers	-		
Conferences			
911 Goes to Washington Conf	1,540		1,540
APCO Conference	1,801	3,000	(1,199)
Intergraph Conference	-		
NASNA Conference	776		776
Nena Conference	-	3,000	(3,000)
Pictometry Future View Confer	-		
Total Conferences	4,116	6,000	(1,884)
Excom911 Logging Recorder Maint	-		
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	-		
Haw Telcom Network	-		
Hawaiian Telcom Trunk	-		
Total Hawaiian Telcom Charges	-		
Pictometry License Agreement	-		
Software Maintenance			
GeoComm Maintenance	-		
Total Software Maintenance	-		
Total PSAP Expenses	4,116	6,000	(1,884)
WSP Cost Recovery			
Sprint/Nextel	158,751	180,000	(21,249)
Total WSP Cost Recovery	158,751	180,000	(21,249)
Total DISBURSEMENTS	864,467	1,189,307	(324,840)

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

- ## PSAP Operations

9-1-1 Call Volume – April 2011

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

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

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME								
		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	9,521	3,409	35.8%	6,112	64.2%	0	0.0%	1,012	10.6%
March	10,514	3,871	36.8%	6,643	63.2%	0	0.0%	1,097	10.4%
February	9,340	3,453	37.0%	5,886	63.0%	1	0.0%	997	10.7%
January	10,183	3,755	36.9%	6,428	63.1%	0	0.0%	1,140	11.2%
TOTAL YTD	**39,558**	**14,488**	**36.6%**	**25,069**	**63.4%**	**1**	**0.0%**	**4,246**	**10.7%**
AVG PER MO	**9,890**	**3,622**		**6,267**		**0**		**1,062**	

<u>Note:</u>   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	1,821	845	46.4%	24.8%	976	53.6%	16.0%	0	0.0%	31	1.7%
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	**7,521**	**3,572**	**47.5%**	**24.7%**	**3,947**	**52.5%**	**15.7%**	**2**	**0.0%**	**135**	**1.8%**
AVG PER MO	**1,880**	**893**			**987**			**1**		**34**	

<u>Note:</u>   Total Calls include Administrative calls that are not direct 911 calls.

Notes:

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

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

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

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

- ## PSAP Operations (continued)

Wireless Test – April 2011

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

Current Month PSAP Operations Activities – April 2011

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

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

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

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

- ## PSAP Operations (continued)

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of April 30, 2011 are noted below:

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

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

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

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

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

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

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

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

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

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

- ## MSAG

Current Month – April 2011

2011		9-1-1NET REQUESTS							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	**426**	**417**	**230**	**170**	**5**	**2**	**10**	**5,268**	**9**	**0**	**0**
		Revised categories and report format changes effective April 2009.									

During the month of April 2011, 417 9-1-1Net requests were completed relating to the MSAG database, with 5,268 customer ANI/ALI records updated as a direct result. Nine (9) ALI discrepancy reports were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

There are no records in Suspended status as of April 30, 2011.

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

Year-to-Date (YTD) Summary – 2011

HAWAII		9-1-1NET REQUESTS							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	426	417	230	170	5	2	10	5,268	9	0	0
March	217	205	78	114	2	1	10	1,512	12	0	0
February	173	144	97	12	3	9	23	1,150	29	0	0
January	310	293	155	83	4	8	43	2,548	17	0	0
TOTAL YTD	**1,126**	**1,059**	**560**	**379**	**14**	**20**	**86**	**10,478**	**67**		
AVG PER MO	**282**	**265**	**140**	**95**	**4**	**5**	**22**	**2,620**	**17**		
		(*) Applies to Change, Delete and Insert categories									

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

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

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

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

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

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

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

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

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

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

Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
Medical Facilities				
Milepost Markers				
National and State Parks			04/25/11	
	04/20/11 -- 04/25/11			Verified locations and synchronized data with the Parks Polygon layer
Ocean Rescue				
Parks Polygon	04/20/11 -- 04/26/11		**04/25/11**	Verified locations and synchronized data with the National and State Parks layer
Points of Interest				
Police Beat Boundaries				
Police Districts				
Police ESZ				
Police Stations	04/25/11		**04/25/11**	Updated Hawaii County Police Stations attributes and locations
Post Office				
Schools			04/25/11	
Service Station				
Subdivisions				
Trails				
Tsunami Evacuation Zones				
Tsunami Roadblocks				

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

	Street Centerline, Address Points, and Parcels layers are provided by Hawaii County.
Note:	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.

- **Service Requests Transactions**

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

#	Date	Ticket #	Description	Category	Urgency	Comments
1	05/25/10	220	MSAG Community Layer	911 Map -- Other	Low	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.
						Akimeka E9-1-1 Support met with the Hawai`i County PSAP on March 17, 2011 to discuss and adjust the MSAG Communities layer. Research is being done to ensure that the layer is properly updated.
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 on March 17, 2011 to review and adjust districts.  Akimeka personnel met with Hawai`i County Police and Fire personnel on March 17, 2011 to adjust the districts.

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

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

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

Year-to-Date (YTD) Summary – 2011

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

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

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

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

- ## PSAP Operations

9-1-1 Call Volume – April 2011

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

9-1-1 Call Volume – Calendar Year 2011

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME							
		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	3,031	1,102	36.4%	1,925	63.6%	4	0.1%	643	21.2%
March	3,166	1,103	34.9%	2,060	65.1%	3	0.1%	646	20.4%
February	2,875	1,049	36.5%	1,822	63.5%	4	0.1%	554	19.3%
January	2,907	1,018	35.0%	1,889	65.0%	0	0.0%	601	20.7%
TOTAL YTD	**11,979**	**4,272**	**35.7%**	**7,696**	**64.3%**	**11**	**0.1%**	**2,444**	**20.4%**
AVG PER MO	**2,995**	**1,068**		**1,924**		**3**		**611**	

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

Notes:

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

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

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

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

- ## PSAP Operations (continued)

Wireless Test – April 2011

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

Current Month PSAP Operations Activities – April 2011

04/01/11 -- 04/08/11 — Akimeka personnel assisted Kauai Dispatch Supervisor, Kathleen Langtad, in finding the contact personnel to schedule maintenance and testing of the Polihale State Park callbox.   Allen Hanaike of the State of Hawaii Transportation Department was contacted and maintenance testing will be scheduled.

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

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of April 30, 2011 are noted below:

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

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

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

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

- ## PSAP Operations (continued)

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

Updates as of April 30, 2011 are noted below:

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

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

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

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

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

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

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

- ## MSAG

Current Month – April 2011

2011		9-1-1NET REQUESTS							(a) 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	42	42	35	5	1	1	0	1,130	0	0	0
		Revised categories and report format changes effective April 2009.									

During the month of April 2011, 42 9-1-1Net requests were completed relating to the MSAG database, with 1,130 customer ANI/ALI records updated as a direct result. No ALI discrepancy reports were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

There are no records in Suspended status as of April 30, 2011.

Year-to-Date (YTD) Summary – 2011

KAUAI		9-1-1NET REQUESTS							(a) 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	42	42	35	5	1	1	0	1,130	0	0	0
March	51	51	31	2	4	4	10	769	0	0	0
February	4	4	2	1	0	0	1	297	0	0	0
January	137	136	103	16	1	5	11	1,840	1	0	0
TOTAL YTD	234	233	171	24	6	10	22	4,036	1		
AVG PER MO	59	58	43	6	2	3	6	1,009	0		
		(*) Applies to Change, Delete and Insert categories									

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

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

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

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

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

Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers	04/19/11			Per Sprint CRS
	04/08/11			Per VZW CRS
Street Centerlines				
Address Points	04/07/11			
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities	04/26/11			Ongoing project to update the MSAG Communities
Parcels	04/06/11 -- 04/08/11			Fixed gaps and overlaps in the Parcels layer
Coastal Names				
Coastline				
Common Places				
Communications				
Emergency Callboxes				
EMS Zones				
Fire ESZ				
Fire Stations				
Food & Beverage				Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc.
Hotels				
Medic Beat Boundaries				
Medic Stations	04/18/11			Created new Medic Stations layer from information provided by the Kauai Dispatch Center
Medical Facilities				
Milepost Markers				
National and State Parks	04/27/11			Locations were verified and moved if necessary. Synchronized the National and State Parks layer with the Parks Polygon layer.
	04/07/11 -- 04/11/11			
Parks Polygon	04/27/11			Locations were verified and moved to match the spatially correct parcels. Synchronized the Parks Polygon layer with the National and State Parks layer.
	04/07/11 -- 04/11/11			
Plat Maps				

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

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

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

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

Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
Points of Interest				
Police Beats				
Police District Boundaries				
Post Offices				
Radio Towers				
Schools				
Subdivisions				
Trails				
Tsunami Evacuation Zones				
WiFi Sites				

The table is titled **KAUAI**.

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

- ## Service Requests Transactions

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

#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

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

- ## Service Requests Transactions (continued)

Year-to-Date (YTD) Summary – 2011

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

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

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

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

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

As part of Akimeka's value added services, Akimeka conducted the next quarterly database synchronization audit for Kauai County in April 2011.

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

Database synchronization should be part of an ongoing and continuous process to ensure that the databases remain current and synchronized. Since neither database is static in nature, the synchronization process will never yield a 100 percent match rate. As such, NENA's recommended minimum match rate is 98%.

The database synchronization process is essential to monitor and ensure the level of accuracy of the E9-1-1 databases and prepare for Next Generation 9-1-1 (NG9-1-1). As such, Akimeka will perform database synchronization audits on a quarterly basis as part of its ongoing maintenance process. Results of the database synchronization audit will be included and reported in the Monthly Status Report (MSR) accordingly.

Audit Summary Results – 2008 (Baseline) vs. 2011

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

Objective: NENA Recommended Match Rate = 98%

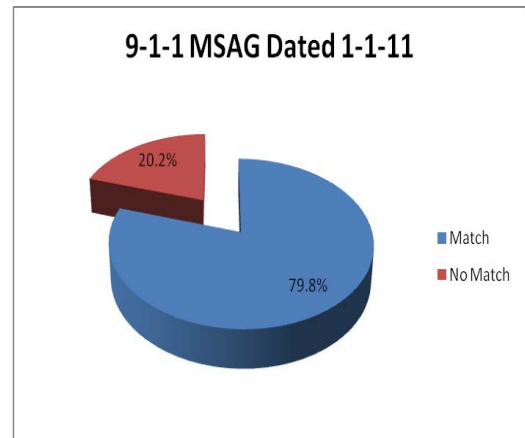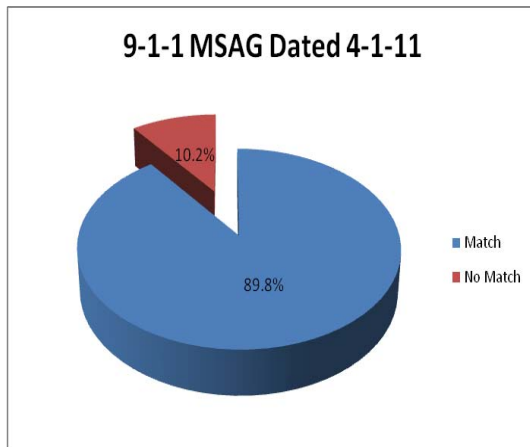- ## E9-1-1 Database Synchronization (continued)
  (Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

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

Notes:

(1)   An MSAG Record that will not have a corresponding GIS Street Centerline Record but is required for the routing of E9-1-1 calls (i.e., Emergency Call Box, Foreign Exchange Records, Wireless Shell Records, etc.). No further action is required.

(2)   An MSAG Record that requires minor MSAG attention in 9-1-1Net to correct MSAG Records (i.e., Reassignment of an MSAG Community, modification of the Site Address Range, assignment of an ESN, performing a combine or insert of an existing MSAG Record, etc.).

(3)   A Major Correction is one in which the correction will/or has resulted in an ALI fall-out (Orphan ALI Record) and will require additional work effort to correct the problem.

(4)   An MSAG Record that does not have a corresponding GIS Record and will require additional research and validation. The GIS Section will assist with this effort.

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

9-1-1 MSAG Dated 4-1-11
- Match 89.8%
- No Match 10.2%

9-1-1 MSAG Dated 1-1-11
- Match 79.8%
- No Match 20.2%

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

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

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

❖ Kauai County's level of accuracy or 9-1-1 Match percentage improved from 79.8% as of January 1, 2011 to **89.8%** as of April 1, 2011 -- which represents a ten percentage point improvement and/or 11.0% improvement in address accuracy.

❖ Akimeka cleaned up Kauai County's MSAG Communities. Three communities -- Kauai County Police, Lumahai, and Waimea Heights -- were deleted from the MSAG as validated against Kauai County Real Property Tax Records website and current GIS information provided by the PSAP.

❖ Ongoing maintenance is critical to ensure the database synchronized level of address accuracy is routinely maintained to enable the PSAP to quickly identify the location of the 9-1-1 caller thereby reducing the time involved with searching and processing of the 9-1-1 call while simultaneously improving dispatch and response time.

❖ Additional work is needed to investigate and correct the identified No Match opportunities and database synchronization efforts will continue.

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

- ## PSAP Operations

9-1-1 Call Volume – April 2011

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

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

9-1-1 Call Volume – Calendar Year 2011

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		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	7,736	2,638	34.1%	5,096	65.9%	2	0.0%	1,400	18.1%
March	8,144	2,812	34.6%	5,322	65.4%	10	0.1%	1,301	16.0%
February	6,998	2,493	35.7%	4,498	64.3%	7	0.1%	1,154	16.5%
January	8,025	2,757	34.4%	5,268	65.6%	0	0.0%	1,290	16.1%
TOTAL YTD	**30,903**	**10,700**	**34.6%**	**20,184**	**65.4%**	**19**	**0.1%**	**5,145**	**16.6%**
AVG PER MO	**7,726**	**2,675**		**5,046**		**5**		**1,286**	

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

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

- ## PSAP Operations (continued)

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

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		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	233	133	57.1%	100	42.9%	0	0.0%	37	15.9%
March	330	211	63.9%	119	36.1%	0	0.0%	58	17.6%
February	203	134	66.0%	69	34.0%	0	0.0%	29	14.3%
January	289	178	61.6%	111	38.4%	0	0.0%	47	16.3%
TOTAL YTD	1,055	656	62.2%	399	37.8%	0	0.0%	171	16.2%
AVG PER MO	264	164		100		0		43	

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

Notes:

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

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

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

Wireless Test – April 2011

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

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

- ## PSAP Operations (continued)

Current Month PSAP Operations Activities – April 2011

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

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of April 30, 2011 are noted below:

11/21/09	Akimeka will continue to monitor and track AT&T Mobility's open trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. This issue was escalated to the State of Hawaii Wireless Enhanced 9-1-1 Board for action (August 2010). There have been no updates received to date. Unfortunately, the trouble is still occurring. Akimeka will provide status updates via the Monthly Status Report (MSR) when there are significant changes or updates as provided by the State of Hawaii Wireless Enhanced 9-1-1 Board and/or AT&T Mobility. **Update (4/30/11)** -- Hawaiian Telcom notified the Neighbor Island PSAPs that Intrado will be upgrading the ALI software to Version 5.0. A feature in this upgrade may potentially address the AT&T issue. This feature can be activated with the permission of all of the PSAPs across the State of Hawaii. This will be reviewed and discussed at the next Enhanced 9-1-1 Wireless Board Technical Committee meeting on May 10, 2011.
01/14/10	Akimeka will continue to monitor and track the work with Telematics providers, OnStar, Hughes, and ATX. The Executive Director of the State of Hawaii Enhanced Wireless 9-1-1 Board volunteered to coordinate and chair implementation calls (August 2010). There have been no updates or further testing scheduled by the Telematics providers. Akimeka will provide status updates via the Monthly Status Report (MSR) when there are significant changes or updates as provided by the State of Hawaii Wireless Enhanced 9-1-1 Board and/or Telematics providers. **Update (4/30/11)** -- The Executive Director of the State of Hawaii Enhanced Wireless 9-1-1 Board, Thera Bradshaw, recommended that this issue be closed since Telematics providers are not authorized to direct connect 9-1-1 calls to the PSAPs in the State of Hawaii.

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

- ## PSAP Operations (continued)

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

Updates as of April 30, 2011 are noted below:

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

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

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

- ## MSAG

Current Month – April 2011

									(a)	(b)	
2011		**9-1-1NET REQUESTS**							**Customer Address Change Requests Submitted**	**In Suspended Status as of Report Month End**	
PSAP	**TOTAL**	**Total**	**Change**	**Combined**	**Delete**	**Insert**	**Split**	**Customer Addresses Affected**		**# of Transactions**	**TNs Affected**
MAUI COUNTY	828	819	293	453	24	5	44	10,109	9	0	0
		Revised categories and report format changes effective April 2009.									

During the month of April 2011, 819 9-1-1Net requests were completed relating to the Maui County MSAG database, with 10,109 customer ANI/ALI records updated as a direct result. Nine (9) ALI discrepancy reports were submitted to 9-1-1Net for updates and corrections as needed, and monitored for completion. See attached spreadsheet for a detailed description of changes and additions.

There are no records in Suspended status as of April 30, 2011.

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

- ## MSAG (continued)

Year-to-Date (YTD) – 2011

MAUI COUNTY		9-1-1NET REQUESTS							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	828	819	293	453	24	5	44	10,109	9	0	0
March	505	473	141	310	4	3	15	6,292	32	0	0
February	159	159	147	9	1	2	0	1,395	0	0	0
January	365	365	153	145	9	4	54	1,348	0	0	0
TOTAL YTD	1,857	1,816	734	917	38	14	113	19,144	41		
AVG PER MO	464	454	184	229	10	4	28	4,786	10		

(*) Applies to Change, Delete and Insert categories

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

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

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

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

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers					
Street Centerlines	Maui	04/25/11			Extended range and corrected community
	Maui	04/15/11			
	Maui	04/11/11			Extended range for Pakaula Street and corrected the community for Mahalani Street
	Maui	04/05/11			Extended 12 Street Centerline ranges to match the address points
	Maui	04/04/11			Corrected ranges to match the milepost markers and address points
	Molokai	04/01/11 -- 04/04/11			Updated ESNs of Molokai Street Centerlines

(*) *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.*

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

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

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

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

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

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

| 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					
Food & Beverage					Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc.
Gate Codes					
High Resolution Imagery					
Hospitals					
Hotels					
Major Roads					
Medic Beat Boundaries					
Medic Dispatch Group (Districts)					
Medic Stations	Maui	04/27/11			Updated data including location, address and telephone numbers
Medical Facilities					
Milepost Markers					
National and State Parks	Molokai	04/06/11			Verified and added all 3 County Community Facilities
	Maui				Verified and added all 18 County Community Facilities and 7 State Natural Area Reserves
	Maui	04/05/11			Verified and moved the location of two (2) parks
Ocean Rescue Boundaries					
Park Polygon	Molokai	04/06/11			Verified and added all 3 County Community Facilities
	Maui				Verified and added all 18 County Community Facilities and 7 State Natural Area Reserves
	Maui	04/05/11			Verified the location of two (2) parks and included them in the Parks Polygon layer
Points of Interest					
Police Beat Boundaries	Maui	04/15/11			Corrected boundary between Beat 11 and Beat 20. Error was reported by Maui Dispatch.
Police Dispatch Group (Districts)	Maui	04/15/11			
Police ESZ	Maui	04/15/11			Corrected ESZ boundary between 9 and 10. Error was reported by Maui Dispatch.

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

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

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

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

		MAUI COUNTY			
Type of Layer	**Island**	**Akimeka GIS Server**		**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
		Date Created/ Edits Performed	**Date Uploaded to Server**		
Police Reporting Areas					
Police Stations	Molokai	04/29/11			Updated layer with data received from Maui Dispatch
	Maui	04/28/11 -- 04/29/11			
Ponds					
Post Offices					
Radio Towers					
Radius - Two Mile					
Radius - Three Mile					
Schools					
Subdivisions					
Tow Jurisdictions					
Tow Truck					
Towns					
Trails					
Tsunami Evacuation Zones					

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

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

Current Month GIS Activities – April 2011

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

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

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

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

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

- ## Service Requests Transactions

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

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

Year-to-Date (YTD) Summary – 2011

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

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

- ## Service Requests Transactions (continued)

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

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

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

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