



STATE OF HAWAII
WIRELESS ENHANCED 911 BOARD

Joint Technical and Finance Committee Meeting
10 am to noon, Tuesday, June 7, 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 May 10, 2011 Technical & Finance Committee Meetings.
- IV. Items for Discussion, Consideration and Action
 - TECHNICAL Committee:
 - a. Update on status of PSAP projects with funds pending expenditure.
 1. Kauai CAD upgrade update.
 2. HPD-Akimeka, LLC update
 3. Others
 - b. Request PSAP updates for Wireless E911 Timeline continuum.
 - c. 9-1-1 Legislation Update.
 - d. Congressional 9-1-1 Reauthorization Legislation.
 - e. Technology Forum
 - FINANCE Committee:
 - a. Monthly Financial Report (May 2011).
 - b. Review update of Q4 Disbursement/Encumbrance close out plan.
 - c. Discussion on FY 2012 Legislative Ceiling of \$14M.
 - d. Requests for approval for PSAP adjustments to FY 2012-2015 Strategic Budget Plan:
 - i. Hawai'i PSAP- Intergraph License Upgrade
 - ii. Operations- Technology Forum meeting interisland travel.
 - e. Finance Committee Chair term ending 30 June 2011.
 - f. Update on FY2010-2011 Financial Audit.
- V. Announcements
- VI. Next meeting date–Tuesday, July 12, 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, June 7, 2011**

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

MINUTES

Technical Committee members present: Victor Ramos (Chair), Tony Ramirez, Janet Crotteau, Morris Tamanaha, Kenison Tejada.

Technical Committee members absent: Clayton Tom, Goldie Cross, James LaClair, Aimee Wana, Clement Chan.

Finance Committee members present: Russell Lundberg (Chair), Paul Ferreira, Gordon Bruce, Mark Begley

Finance Committee members absent: John Thompson

Staff members present: Thera Bradshaw, Courtney Tagupa

Guests: Davlynn Racadio (Maui PSAP), Dave Peck (Pictometry), Diana Chun (EMS).

I. Call to order:

The Finance Committee meeting was called to order at 10:15am.

II. Introductions

Introductions were made of all attendees.

III. Review and Approval of Minutes from May 10, 2011 Technical & Finance Committee Meetings.

The approval of the May 10, 2011 meeting minutes was deferred until the July meeting due to lack of quorum of the Technical Committee members.

IV. Items for Discussion, Consideration and Action

TECHNICAL Committee:

Due to lack of quorum of the Technical Committee members the Technical Committee could not convene.

FINANCE Committee:

a. Monthly Financial Report (May 2011).

Mr. Tagupa reported the following results for month ending May 31, 2011:

Month of May 2011 revenues: \$691,685
FY2011 year-to-Date revenues: \$7,523,781
Month of May 2011 disbursements: \$111,002
FY2011-to-Date disbursements: \$2,607,858

b. Review update of Q4 Disbursement/Encumbrance close out plan.

Mr. Tagupa stated that with a combination of disbursements, encumbrances and a partial prepayment of FY 2012 DB&F revenue assessment during the month of June, the legislative ceiling of \$9M should be attained.

c. Discussion on FY 2012 Legislative Ceiling.

Mr. Tagupa stated that the legislative ceiling of \$14M for FY 2012 provides an opportunity to reschedule the procurements of the HFD/EMS and Hawaii PD CAD upgrades.

Mr. Tagupa recommended that this matter be forwarded to the Board for approval.

Mr. Begley entered a motion to approve and forward the proposed changes to the FY2012-2015 Strategic Budget Plan to the Board for final approval. The motion was seconded and approved unanimously by voice vote.

d. Request for approval for PSAP adjustments to FY2012-2015 Strategic Budget Plan:

i. Hawai'i PSAP- Intergraph License Upgrade.

Mr. Tagupa stated that Hawai'i PD is requesting additional funding due to the increased costs for the Intergraph License Upgrade that

was previously approved in the FY 2012-2015 Strategic Budget Plan. The net impact through FY2015 is approximately an \$18K increase.

Mr. Begley motioned to send the recommendation to the Board for final approval. The motion was seconded without discussion and approved. Mr. Paul Ferreira abstained.

ii. Operations-Technology Forum meeting interisland travel.

Mr. Tagupa stated that the Technology Forum Committee has requested an additional \$1K to pay for the travel expenses for its vice-Chair, Ms. Davlynn Racadio, to attend the monthly Technology Forum.

Mr. Tagupa recommended that the Finance Committee approve the funding to bring the matter to the Board for final approval.

Mr. Ferreira motioned to forward the action to the Board for final approval. The motion was approved unanimously by voice vote.

e. Finance Committee Chair term ending 30 June 2011.

Mr. Ferreira motioned to send to the Board for approval of Mr. Lundberg's Finance Chair position renewal. The motion was seconded and unanimously approved by voice vote.

f. Update on FY2010-2011 Financial Audit.

Mr. Tagupa stated that the progress of the FY 2011-2011 Financial Audit is proceeding as planned. He stated that all pre-procurement requirements have been fulfilled and is now working with DAGS to finalize the audit statement of work before the actual procurement is initiated.

V. Announcements-None

VI. Next meeting date--Tuesday, July 12, 2011, 10am, Conference Room 426

VII. Adjournment.

The meeting was adjourned at 10:43am by unanimous voice vote.

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

FIRST HAWAIIAN BANK ACCOUNT:			
General Fund	Prior Month	Month	Ending
	Inception-to-Date	Cash	Inception-to-Date
	Cash Flow	Flow	Cash Flow
ITEM	Balance	Balance	Balance
Cash Inflow:			
Wireless Surcharge Collection	\$ 49,915,005.47	\$ 691,351.24	\$ 50,606,356.71
Interest Income	\$ 1,823,405.30	\$ 333.43	\$ 1,823,738.73
<i>Prior Period Interest Income Adjustment</i>	\$ (257,236.01)		\$ (257,236.01)
Net Interest Income	\$ 1,566,169.29	\$ 333.43	\$ 1,566,502.72
Subtotal Cash Inflow	\$ 51,481,174.76	\$ 691,684.67	\$ 52,172,859.43
Cash Outflow:			
Act 79 Fund Transfer to State	\$ (16,000,000.00)		\$ (16,000,000.00)
PSAP Reimbursement	\$ (17,078,547.71)	\$ (82,932.00)	\$ (17,161,479.71)
Board Member Travel Expense	\$ (88,496.31)	\$ (986.60)	\$ (89,482.91)
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	\$ (1,722,588.32)	\$ (27,083.33)	\$ (1,749,671.65)
Audit Expense	\$ (24,545.00)		\$ (24,545.00)
Other Board Related Expenses	\$ (3,419.76)		\$ (3,419.76)
Subtotal Cash Outflow	\$ (39,146,160.25)	\$ (111,001.93)	\$ (39,257,162.18)
Total Cash Balance	\$ 12,335,014.51	\$ 580,682.74	\$ 12,915,697.25
Encumbrances			
Total Unencumbered Cash Balance	\$ 12,335,014.51	\$ 580,682.74	\$ 12,915,697.25

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

MONTH OF MAY 2011	Kauai PSAP	Maui PSAP	Oahu PSAP	Admin OPS	TOTAL
Total RECEIPTS				691,684.67	691,684.67
DISBURSEMENTS					
Board Member Travel				986.60	986.60
Consulting Expense					
TKC Consulting Group, LLC				27,083.33	27,083.33
Total Consulting Expense				27,083.33	27,083.33
PSAP Expenses					
Akimeka Program Mgmt	25,006.31	35,140.93			60,147.24
Conferences					
911 Goes to Washington Conf		7,041.53			7,041.53
Total Conferences		7,041.53			7,041.53
EMS Tower Lease			7,539.26		7,539.26
Hawaiian Telcom Charges					
Haw Telcom Network			4,139.31		4,139.31
Total Hawaiian Telcom Charges			4,139.31		4,139.31
Software Maintenance					
GeoComm Maintenance			4,064.66		4,064.66
Total Software Maintenance			4,064.66		4,064.66
Total PSAP Expenses	25,006.31	42,182.46	15,743.23		82,932.00
Total DISBURSEMENTS	25,006.31	42,182.46	15,743.23	28,069.93	111,001.93

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

FISCAL YEAR-T0-Date (11 Months)	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	Operations	TOTAL			
DESCRIPTION	ACTUALS	ACTUALS	ACTUALS	ACTUALS	ACTUALS	ACTUALS	Annual Budget	\$ Over Budget	
TOTAL RECEIPTS	-	-	-	-	7,523,781	7,523,781	8,500,000	(976,219)	89%
DISBURSEMENTS									
Board Member Travel	-	-	-	-	15,588	15,588	27,000	(11,412)	
Consulting Expense									
Intrado, Inc	-	-	-	-	(2,475)	(2,475)	-	(2,475)	
TKC Consulting Group, LLC	-	-	-	-	297,917	297,917	325,000	(27,083)	
Total Consulting Expense	-	-	-	-	295,442	295,442	325,000	(29,558)	
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									
Additional GIS Support	-	-	44,291	-	-	44,291	-	44,291	
Akimeka Program Mgmt - Other	326,805	250,063	351,409	-	-	928,277	1,665,138	(736,861)	
Total Akimeka Program Mgmt	326,805	250,063	395,700	-	-	972,568	1,665,138	(692,570)	
CAD Related Expenses	-	-	-	-	-	-	3,800,000	(3,800,000)	
Computers									
KVM Switches	-	-	-	3,971	-	3,971	4,100	(129)	
Positron Equip SW Maintenance	-	-	-	-	-	-	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	-	-	7,042	-	1,540	8,581	-	8,581	
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	7,042	34,839	4,116	67,368	102,000	(34,632)	
EMS Tower Lease	-	-	-	7,539	-	7,539	-	7,539	
Excom911 Logging Recorder Maint	-	-	-	-	-	-	31,650	(31,650)	
Hawaiian Telcom Charges									
Haw Tel Frame Relay & CIR	-	-	-	1	-	1	-	1	
Haw Telcom Network	-	-	-	27,687	-	27,687	60,000	(32,313)	
Hawaiian Telcom Trunk	-	110,561	-	-	-	110,561	111,398	(837)	
Total Hawaiian Telcom Charges	-	110,561	-	27,688	-	138,249	171,398	(33,149)	
Pictometry License Agreement	-	207,218	-	274,885	-	482,103	1,929,685	(1,447,582)	
Software Maintenance									
GeoComm Maintenance	-	-	-	23,526	-	23,526	48,586	(25,060)	
Total Software Maintenance	-	-	-	23,526	-	23,526	48,586	(25,060)	
Total PSAP Expenses	342,381	573,637	402,742	396,560	4,116	1,719,437	7,816,693	(6,097,256)	
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	573,637	402,742	396,560	892,537	2,607,858	9,000,000	(6,392,142)	29%

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

FY 2011 FORECASTED SPENDING					
	FY2011	Fiscal Year- to-Date			(Over)/ Under
DESCRIPTION	Budget	ACTUAL	Jun 2011	Total	Budget
Disbursements:					
Board Member Travel	27,000	15,588	4,200	19,788	7,212
TKC Consulting Group, LLC	325,000	297,917	27,085	325,002	(2)
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	426,098	794,787	(379,787)
NASNA Dues	100	100		100	-
Akimeka Program Mgmt	1,665,138	928,277	229,229	1,157,506	507,632
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	25,266	51,000	(0)
NASNA		776		776	(776)
9-1-1 Goes to Wash.DC		8,581	19,000	27,581	(27,581)
Integrgraph Users Conference		3,007	5,400	8,407	(8,407)
Pictometry Future View Conf.		3,273		3,273	(3,273)
Excom911 Logging Recorder Maint	31,650	-	40,000	40,000	(8,350)
EMS Tower Lease		7,539		7,539	(7,539)
Training		-	5,000	5,000	(5,000)
Hawaiian Telcom Charges		-		-	
Haw Tel Frame Relay & CIR	-	1		1	(1)
Haw Telcom Network	60,000	27,687	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	23,526	30,000	53,526	(4,940)
WSP Cost Recovery	180,000	158,750	70,000	228,750	(48,750)
Total Disbursements	9,000,000	2,607,859	6,392,141	9,000,000	(0)

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

FISCAL YEAR-TO-DATE (11 MONTHS)	Hawaii PSAP		
DESCRIPTION	ACTUALS	ANNUAL BUDGET	\$ Over/ (Under) Budget
PSAP Expenses			
Akimeka Program Mgmt			
Additional GIS Support			
Akimeka Program Mgmt - Other	326,805	435,739	(108,934)
Total Akimeka Program Mgmt	326,805	435,739	(108,934)
CAD Related Expenses			
Computers			
KVM Switches			
Positron Equip SW Maintenance		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
EMS Tower Lease			
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 31 May 2011

FISCAL YEAR-TO-DATE (11 MONTHS)		Kauai PSAP		
DESCRIPTION		ACTUALS	ANNUAL BUDGET	\$ Over/ (Under) Budget
PSAP Expenses				
Akimeka Program Mgmt				
	Additional GIS Support	-		
	Akimeka Program Mgmt - Other	250,063	300,076	(50,013)
	Total Akimeka Program Mgmt	250,063	300,076	(50,013)
CAD Related Expenses		-	3,800,000	(3,800,000)
Computers				
	KVM Switches	-		
	Positron Equip SW Maintenance	-		
	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)
EMS Tower Lease		-		
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	573,637	4,422,404	(3,848,767)
WSP Cost Recovery				
	Sprint/Nextel	-		
	Total WSP Cost Recovery	-		
Total DISBURSEMENTS		573,637	4,422,404	(3,848,767)

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

FISCAL YEAR-TO-DATE (11 MONTHS)	Maui PSAP		
DESCRIPTION	ACTUALS	ANNUAL BUDGET	\$ Over/ (Under) Budget
PSAP Expenses			
Akimeka Program Mgmt			
Additional GIS Support	44,291		
Akimeka Program Mgmt - Other	351,409	421,692	(70,283)
Total Akimeka Program Mgmt	395,700	421,692	(25,992)
CAD Related Expenses	-		
Computers			
KVM Switches	-		
Positron Equip SW Maintenance	-		
UPS Battery-HPD	-		
Total Computers	-		
Conferences			
911 Goes to Washington Conf	7,042		7,042
APCO Conference	-	6,000	(6,000)
Intergraph Conference	-		
NASNA Conference	-		
Nena Conference	-	6,000	(6,000)
Pictometry Future View Confer	-		
Total Conferences	7,042	12,000	(4,958)
EMS Tower Lease	-		
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	402,742	830,442	(427,700)
WSP Cost Recovery			
Sprint/Nextel	-		
Total WSP Cost Recovery	-		
Total DISBURSEMENTS	402,742	830,442	(427,700)

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

FISCAL YEAR-TO-DATE (11 MONTHS)	Oahu PSAP		
DESCRIPTION	ACTUALS	ANNUAL BUDGET	\$ Over/ (Under) Budget
PSAP Expenses			
Akimeka Program Mgmt			
Additional GIS Support	-		
Akimeka Program Mgmt - Other	-	507,631	(507,631)
Total 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			
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)
EMS Tower Lease	7,539		7,539
Excom911 Logging Recorder Maint	-	31,650	(31,650)
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	1		1
Haw Telcom Network	27,687	60,000	(32,313)
Hawaiian Telcom Trunk	-		
Total Hawaiian Telcom Charges	27,688	60,000	(32,312)
Pictometry License Agreement	274,885	295,005	(20,120)
Software Maintenance			
GeoComm Maintenance	23,526	48,586	(25,060)
Total Software Maintenance	23,526	48,586	(25,060)
Total PSAP Expenses	396,560	1,031,108	(634,548)
WSP Cost Recovery			
Sprint/Nextel	-		
Total WSP Cost Recovery	-		
Total DISBURSEMENTS	396,560	1,031,108	(634,548)

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

FISCAL YEAR-TO-DATE (11 MONTHS)	Operations		
DESCRIPTION	ACTUALS	ANNUAL BUDGET	\$ Over/ (Under) Budget
Total RECEIPTS	7,523,781	8,500,000	(976,219)
DISBURSEMENTS:			
Board Member Travel	15,588	27,000	(11,412)
Consulting Expense			
Intrado, Inc	(2,475)		(2,475)
TKC Consulting Group, LLC	297,917	325,000	(27,083)
Total Consulting Expense	295,442	325,000	(29,558)
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	-
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)
WSP Cost Recovery			
Sprint/Nextel	158,751	180,000	(21,249)
Total WSP Cost Recovery	158,751	180,000	(21,249)
Total DISBURSEMENTS	892,537	1,189,307	(296,770)

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

• PSAP Operations

9-1-1 Call Volume – May 2011

PSAP	Total	Wireline	%	Wireless	%
HAWAII (*)	10,190	3,730	36.6%	6,460	63.4%

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

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
2011	Total	Wireline		Wireless		Admin		# of Calls	% Abandoned to Total
		# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls		
December									
November									
October									
September									
August									
July									
June									
May	10,190	3,730	36.6%	6,460	63.4%	0	0.0%	1,141	11.2%
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	49,748	18,218	36.6%	31,529	63.4%	1	0.0%	5,387	10.8%
AVG PER MO	9,950	3,644		6,306		0		1,077	

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

HAWAII		TRANSFERRED TO FIRE								Abandoned	
2011	Total	Wireline			Wireless			Admin		# of Calls	% Abandoned to Total
		# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls		
December											
November											
October											
September											
August											
July											
June											
May	1,861	843	45.3%	22.6%	1,018	54.7%	15.8%	0	0.0%	37	2.0%
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	9,382	4,415	47.1%	24.2%	4,965	52.9%	15.7%	2	0.0%	172	1.8%
AVG PER MO	1,876	883			993			0		34	

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

Notes:

- (1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- (2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.
- (3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

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

- **PSAP Operations (continued)**

Wireless Test – May 2011

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
05/05/11	AT&T Mobility	3	9	Hawaii PSAP/ Akimeka	Pass
05/11/11	Mobi PCS	1	3	Hawaii PSAP/ Akimeka	Pass
05/11/11	AT&T Mobility	1	6	Hawaii PSAP/ Akimeka	Pass
05/26/11	AT&T Mobility	2	6	Hawaii PSAP/ Akimeka	Pass
05/26/11	Nextel	1	5	Hawaii PSAP/ Akimeka	Pass

Current Month PSAP Operations Activities – May 2011

05/03/11 -- Akimeka personnel worked with Sprint/Nextel to complete their system testing for the
05/26/11 island of Hawai'i which has been pending for approximately six months due to overflow issues. Five (5) test calls were successfully completed on May 26, 2011.

05/18/11 -- At the request of Lieutenant Wana, Akimeka completed, reviewed and returned the
05/20/11 Intrado PSAP survey on May 20, 2011. Updated information as to how to route overflow calls was included in the survey.

05/19/11 Akimeka personnel sent a request to AT&T Mobility via Holly Geisz of Intrado for Call Routing Sheets (CRS) in order to conduct the annual cell sites audit. There has been no response to date. A follow-up email will be sent on June 4, which is after the ten working days standard timeline period.

05/20/11 -- At the request of Lieutenant Wana, Akimeka sent an email request to Stephen
05/23/11 Douglass and Kevin Kuwahara of Hawaiian Telcom, Inc. (HTI) regarding the ALI software 5.0 upgrade. The request was for HTI to facilitate a conference call with all of the PSAPs to discuss the upgrade and establish a common understanding as to what would be involved. The conference call was held on May 23, 2011. It was agreed that all of the PSAPs would send a written confirmation to HTI to turn on the feature and conduct testing.

All PSAPs sent in their written confirmation and testing has been scheduled for Monday, June 6, 2011.

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

- **PSAP Operations (continued)**

Current Month PSAP Operations Activities – May 2011 (continued)

- 05/31/11 Sergeant Travis Ing forwarded a remote call forwarding (RCF) number for the Sentinel Alarm company to Akimeka for documentation. Sergeant Ing requested that Akimeka add the telephone number to the RCF list and the FCC DO NOT CALL list.
- 05/31/11 Akimeka personnel sent a request to Mobi PCS via Frances Goss of Intrado for Call Routing Sheets (CRS) in order to conduct the annual cell sites audit. The CRSs have been received and are in the audit review process.
- 05/31/11 Akimeka personnel sent a request to Verizon Wireless via Jackie Cook of Intrado for Call Routing Sheets (CRS) in order to conduct the annual cell sites audit.

Success Stories

- 05/16/11 Hawai'i County Fire was able to successfully rescue two (2) missing maile pickers within 2-1/2 hours after it was reported to 9-1-1. The maile pickers initially were calling others instead of 9-1-1 due to the area. A third party reported to 9-1-1 that they were missing. However, the Hawai'i County PSAP requested that the missing persons use their cell phone to call 9-1-1 directly in an effort to find their location.

When the missing maile pickers called 9-1-1, unfortunately the latitude/longitude coordinates did not have the necessary confidence factor to effectively dispatch on. As such, Hawai'i County Fire dispatchers utilized their Pictometry equipment to identify the nearest landing zone in the area in order to rescue the missing maile pickers.

Fortunately, no one was hurt and the rescue mission was a success.

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

- **PSAP Operations (continued)**

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of May 31, 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.

Update (5/31/11) – All PSAPs sent in a written confirmation to Hawaiian Telcom, Inc. (HTI) to proceed with the software 5.0 upgrade. Testing has been scheduled for Monday, June 6, 2011.

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 Sheet (CRS) and Testing Validation Worksheet (TVW) process flowchart to the Neighbor Island PSAPs on December 20, 2010.

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

Update (5/31/11) – In progress.

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

• **MSAG**

Current Month – May 2011

2011		9-1-1NET REQUESTS							Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
PSAP	TOTAL										
HAWAII	379	361	127	77	19	102	36	1,676	18	5	36
Revised categories and report format changes effective April 2009.											

During the month of May 2011, 361 9-1-1Net requests were completed relating to the MSAG database, with 1,676 customer ANI/ALI records updated as a direct result. Eighteen (18) 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 five (5) records in Suspended status as of May 31, 2011, affecting 36 telephone numbers. Three (3) MSAG records were suspended due to a Hawaiian Telcom’s Format Six street suffix limitation and two (2) MSAG records are currently being researched to determine proper addressing due to a lack of available information.

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 May 2011, Akimeka was able to confirm an additional 100 street/address updates, bringing the total to date at 767, 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	In Suspended Status as of Report Month End	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
2011	TOTAL										
December											
November											
October											
September											
August											
July											
June											
May	379	361	127	77	19	102	36	1,676	18	5	36
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	1,505	1,420	687	456	33	122	122	12,154	85		
AVG PER MO	301	284	137	91	7	24	24	2,431	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 May 1, 2011 – May 31, 2011

- **Mapping Layers Updated/Loaded Into GIS – May 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			05/24/11	
	05/23/11			Per AT&T Mobility CRS
			05/10/11	
	05/09/11			Per VZW CRS
Street Centerline	05/09/11			Per AT&T Mobility CRS
	05/19/11 -- 05/20/11		05/24/11	Added new streets and changed street names and ranges found in the County's updated layer. Included all data necessary for the Intergraph CAD.
Address Points			05/10/11	
	05/24/11 -- 05/31/11			Updated SDE layer with Common Name data from InfoUSA for gas stations, hotels and Food and Beverage locations
			05/24/11	
	05/20/11			Added new addresses and changed addresses and street names as found in the County's layer. Included data needed for the Intergraph CAD.
	05/19/11			Changed address point numbers and street names found in the County's layer. Included all data needed for the Intergraph CAD.
	05/16/11			Added County building names as Common Names from data received from the County
			05/10/11	
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities				
Parcels				
Airports	05/10/11			Researched and added locations
Bridges	05/17/11			Added new bridges and updated SDE layer with data received from the County
Churches			05/10/11	
	05/06/11			Researched and added locations
Coastal Names			05/24/11	
	05/18/11			Updated SDE layer with data from the statewide site
Critical Infrastructure				
Dams			05/10/11	
	05/06/11			Researched and added locations

() 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 May 1, 2011 – May 31, 2011

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

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

HAWAII				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed	Date Uploaded to Server		
Emergency Callboxes			05/24/11	
Emergency Shelters	05/18/11			Updated SDE layer with data from the statewide site
Fire Beats				
Fire Districts				
Fire ESZ				
Fire Stations				
Food & Beverage	05/24/11 -- 05/31/11			Updated SDE layer with data from InfoUSA
Gas Stations			05/24/11	
	05/23/11 05/20/11			Updated SDE layer with data from InfoUSA
Hospitals			05/10/11	
	05/06/11			Researched and added locations
Hotels				
Lodging	05/23/11			Updated SDE layer with data from InfoUSA
Major Roads				
Medical Facilities				
Milepost Markers			05/24/11	
	05/18/11			Updated SDE layer with data from the statewide site
National and State Parks			05/10/11	
	05/09/11			Researched and added locations
Ocean Safety	05/16/11			Created new Ocean Safety layer for lifeguard stations from data received from the County
Ocean Rescue				
Parks Polygon			05/10/11	
	05/09/11			Researched and added locations
Points of Interest				
Police Beat Boundaries				
Police Districts				
Police ESZ				
Police Stations				
Post Office				

(*) 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 May 1, 2011 – May 31, 2011

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

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

HAWAII				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
Schools	05/10/11			Researched and added locations
Service Station				
Streams			05/24/11	
	05/09/11			Updated SDE layer with data received from the County
Subdivisions				
Trails	05/05/11			Researched and updated layer.
Tsunami Evacuation Zones				
Tsunami Roadblocks				

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

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

Current Month GIS Activities – May 2011

05/11/11 -- Akimeka GIS personnel researched and worked on viewsheds for dispatch
05/13/11 communication tower frequency coverage areas.

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

- **Service Requests Transactions**

Open Service Requests – May 2011 (April 28, 2011 – May 26, 2011)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	05/25/10	220	MSAG Community Layer	911 Map -- Other	Low	<p>Hawai'i County Police reviewed Akimeka's 2008 MSAG Community layer data and would like to redefine them. New boundaries for West Hawai'i was received on May 16, 2010.</p> <p>Akimeka contacted the Hawai'i County PSAP to set up a meeting to discuss, define and agree upon the MSAG Communities to be used.</p> <p>Akimeka E9-1-1 Support met with the Hawai'i County PSAP on March 17, 2011 to discuss and adjust the MSAG Communities layer. Research is being done to ensure that the layer is properly updated.</p>
2	06/03/10	225	Verify addresses on Puako Beach Road	MSAG - ANI/ALI Discrepancy	Normal	<p>Customer records were researched and update requests were sent to Sprint via Intrado and Hawaiian Telcom, Inc. (HTI).</p> <p>Record pending with telcos.</p>
3	11/12/10	270	<u>Incorrect Address:</u> TN = 808/968-6721	MSAG - ANI/ALI Discrepancy	Normal	<p>Customer records were researched and correction request submitted on November 15, 2010.</p> <p>Researched continued with Intrado and Hawai'i County on March 31, 2011.</p>
4	02/11/11	312	<u>Incorrect Information Displayed</u>	MSAG - ANI/ALI Discrepancy	Normal	<p>Sent inquiry to Intrado regarding street name change and potential community name change.</p>
Documented Items Per April 9 Intergraph Conference Call						
5	04/21/10	192	Police/Fire Districts	911 Map -- Other	High	<p>Akimeka received written descriptions of the police and fire beats from the Hawai'i County PSAPs.</p> <p>Screenshots illustrating the changes were sent to the Hawai'i County PSAPs for review and approval.</p> <p>Akimeka personnel met with Hawai'i County Police and Fire on March 17, 2011 to review and adjust districts.</p> <p>Akimeka personnel met with Hawai'i County Police and Fire personnel on March 17, 2011 to adjust the districts.</p>

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

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

- Service Requests Transactions (continued)**

Year-to-Date (YTD) Summary – 2011

HAWAII				SERVICE REQUEST CATEGORIES							
2011	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May	5	5	5	1	1	4	4	0	0	0	0
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	34	29	5	3	1	31	28	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

- 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 Hawai'i County in May 2011.

The database synchronization effort included comparing Hawai'i County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of 4,343 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on May 31, 2011 for Hawai'i 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.

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

Audit Summary Results – 2008 (Baseline) vs. 2011

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of January 16, 2008		As of February 11, 2011		As of May 31, 2011	
		9-1-1 MSAG Dated 1-16-08		9-1-1 MSAG Dated 2-1-11		9-1-1 MSAG Dated 5-1-11	
		# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		7,346		4,624		4,343	
Less: 9-1-1 MSAG Exception Records	(1)			9	0.2%	6	0.1%
Net 9-1-1 MSAG Records Eligible for Comparison		7,346		4,615		4,337	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG – GIS Match – No Corrections Required)		269	3.7%	2,133	46.2%	2,464	56.8%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)			1,689	36.6%	1,222	28.2%
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)			793	17.2%	651	15.0%
Total 9-1-1 MSAG Records No Match		7,077	96.3%	2,482	53.8%	1,873	43.2%

Objective: NENA Recommended Match Rate = 98%

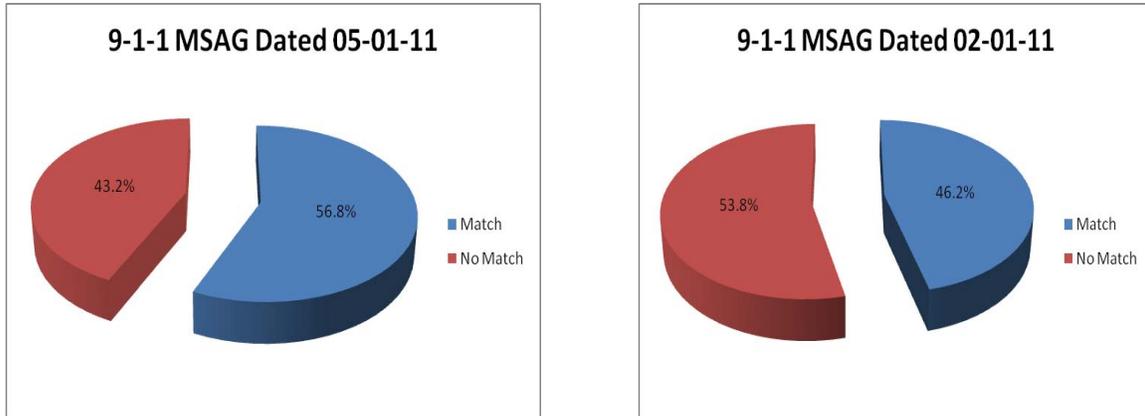
Notes:

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

Hawaii County Wireless E9-1-1 Status Report May 1, 2011 – May 31, 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 – May 1, 2011 vs. February 1, 2011 MSAG



Hawai'i County's level of accuracy or 9-1-1 Match percentage improved from 46.2% as of February 1, 2011 to 56.8% as of May 1, 2011 -- which represents a 10.6 percentage point improvement and/or 15.5% improvement in address accuracy.

- ❖ Akimeka also cleaned up Hawai'i County's MSAG Communities. Seven communities -- Haw Natl Park, Hawaii County Police/Fire, Hawaii Volcanoes National Park, Kameula, Kawaihae, Kealakeku, and Mountian View -- were deleted from the MSAG due primarily to misspelling.
- ❖ The total number of 701/709 MSAG Error Reports as of May 31, 2011 is at 60 – an increase of 87.5% from December 31, 2010 (from 32 to 60). Twelve records are due to communities recognizing Mamalahoa Highway and Belt Road differently when in actuality these streets are the same. Although some customers have valid telephone numbers, the Hawaii County website and GIS provided to Akimeka does not contain a street range or in some cases a street segment to input the customer into 9-1-1Net.
- ❖ The total number of address ranges ending with either 999998 or 999999 further decreased by 2.6% from February 1, 2011 (from 1,559 to 1,119).
- ❖ The total number of blank-to-blank address ranges decreased by 3.5% from February 1, 2011 (from 85 to 82).
- ❖ Ongoing maintenance is critical to ensure the database synchronized level of address accuracy is maintained. Additional work is needed to investigate and correct the identified No Match opportunities and database synchronization efforts will continue.

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

• PSAP Operations

9-1-1 Call Volume – May 2011

PSAP	Total	Wireline	%	Wireless	%
KAUAI	3,015	1,115	37.0%	1,898	63.0%

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	3,015	1,115	37.0%	1,898	63.0%	2	0.1%	641	21.3%
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	14,994	5,387	36.0%	9,594	64.0%	13	0.1%	3,085	20.6%
AVG PER MO	2,999	1,077		1,919		3		617	

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 May 1, 2011 – May 31, 2011

- **PSAP Operations (continued)**

Wireless Test – May 2011

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
05/24/11	Sprint	1	3	Kauai PSAP/ Akimeka	Pass
05/24/11	Sprint/Nextel	1	5	Kauai PSAP/ Akimeka	Pass

Current Month PSAP Operations Activities – May 2011

- 05/03/11 -- 05/24/11 Akimeka personnel worked with Sprint/Nextel to complete their system testing for the island of Kauai, which has been pending for approximately six months due to overflow issues. Five (5) test calls were successfully completed on May 24, 2011.
- 05/19/11 Akimeka personnel sent a request to AT&T Mobility via Holly Geisz of Intrado for Call Routing Sheets (CRS) in order to conduct the annual cell sites audit. There has been no response to date. A follow-up email will be sent on June 4, which is after the ten working days standard timeline period.
- 05/20/11 -- Ongoing Akimeka personnel worked with Positron and the Kauai County GIS department to resolve PowerMap and Sentry Server shutdown. Although PowerMap is operational, the system is still unstable. As such, updates to PowerMap will be put on hold until the system is stabilized.
- 05/20/11 -- 05/23/11 At the request of Lieutenant Wana from the Hawai'i County PSAP, Akimeka sent an email request to Stephen Douglass and Kevin Kuwahara of Hawaiian Telcom, Inc. (HTI) regarding the ALI software 5.0 upgrade. The request was for HTI to facilitate a conference call with all of the PSAPs to discuss the upgrade and establish a common understanding as to what would be involved. The conference call was held on May 23, 2011. It was agreed that all of the PSAPs would send a written confirmation to HTI to turn on the feature and conduct testing.
- All PSAPs sent in their written confirmation and testing has been scheduled for Monday, June 6, 2011.
- 05/23/11 Akimeka personnel assisted Kathleen Langtad, Kauai Dispatch Supervisor, with reviewing Kauai County PSAP's response to the Intrado PSAP survey.
- 05/31/11 Akimeka personnel sent a request to Mobi PCS via Frances Goss of Intrado for Call Routing Sheets (CRS) in order to conduct the annual cell sites audit. The CRSs have been received and are in the audit review process.
- 05/31/11 Akimeka personnel sent a request to Verizon Wireless via Jackie Cook of Intrado for Call Routing Sheets (CRS) in order to conduct the annual cell sites audit.

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

- **PSAP Operations (continued)**

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of May 31, 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.

Update (5/31/11) – All PSAPs sent in a written confirmation to Hawaiian Telcom, Inc. (HTI) to proceed with the software 5.0 upgrade. Testing has been scheduled for Monday, June 6, 2011.

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

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

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

Update (5/31/11) – In progress

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

- MSAG**

Current Month – May 2011

2011		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	Customer Address Change Requests Submitted	# of Transactions	TNs Affected
PSAP	TOTAL										
KAUAI	14	12	2	0	0	3	7	14	2	0	0

Revised categories and report format changes effective April 2009.

During the month of May 2011, twelve (12) 9-1-1Net requests were completed relating to the MSAG database, with 14 customer ANI/ALI records updated as a direct result. Two (2) ALI discrepancy reports were submitted to 9-1-1Net for incorrect addresses. See attached spreadsheet for a detailed description of changes and additions.

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

Year-to-Date (YTD) Summary – 2011

KAUAI		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	Customer Address Change Requests Submitted	# of Transactions	TNs Affected
2011	TOTAL										
December											
November											
October											
September											
August											
July											
June											
May	14	12	2	0	0	3	7	14	2	0	0
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	248	245	173	24	6	13	29	4,050	3		
AVG PER MO	50	49	35	5	1	3	6	810	1		

(*) Applies to Change, Delete and Insert categories

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

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

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

- Mapping Layers Updated/Loaded Into GIS – May 2011

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

KAUAI				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers	05/09/11			Per VZW CRS
Street Centerlines	05/09/11			Corrected range for Kaahele St, Wailua and Albert Road, Princeville
Address Points				
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities				
Parcels			05/03/11	
	05/02/11			Fixed gaps and overlaps in the Parcels layer
Airports	05/09/11			Verified locations
Bridges	05/09/11			Verified locations
Churches	05/24/11			Verified address and location points
Coastal Names	05/09/11 -- 05/10/11			Verified locations
Coastline				
Common Places				
Communications				
Dams	05/10/11			Verified locations
Emergency Callboxes	05/10/11			Verified locations
Emergency Shelters	05/11/11			Verified address and location points
EMS Zones				
Fire Beats	05/11/11			Created new layer
Fire Dispatch Group (Districts)	05/11/11			Created new layer
Fire ESZ				
Fire Stations	05/18/11			
	05/11/11			Verified address and location points
Food & Beverage	05/11/11 -- 05/26/11			Verified address and location points
				Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc.
Gas Stations	05/24/11			Verified address and location points

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

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

• **Mapping Layers Updated/Loaded Into GIS – May 2011 (continued)**

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

KAUAI				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
Hospitals	05/12/11			Verified address and location points
Hotels				
Lodging	05/31/11			Verified address points
	05/27/11			Verified address and location points
	05/12/11			
Medic Beat Boundaries	05/19/11 – 05/23/11			Verified Medic Beats from Kauai Police Departments dispatch
Medic Stations				
Medical Facilities	05/13/11			Verified address and location points
Milepost Markers				
National and State Parks	05/18/11			Verified Parks locations per Hawaii statewide site
	05/13/11			Verified address and location points
Parks Polygon				
Plat Maps				
Points of Interest				
Police Beats				
Police District Boundaries				
Post Offices	05/13/11			Verified address and location points
Radio Towers				
Schools	05/25/11			Verified address and location points
	05/13/11			
Subdivisions				
Trails				
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 May 1, 2011 – May 31, 2011

- **Service Requests Transactions**

Open Service Requests – May 2011 (April 28, 2011 – May 26, 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	0	0	0	0	0	0	0	0	0	0	0
April	0	0	0	0	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0

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

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

- PSAP Operations**

9-1-1 Call Volume – May 2011

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	8,144	2,632	32.3%	5,507	67.7%
MOLOKAI	283	181	64.2%	101	35.8%

(*) 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	8,144	2,632	32.3%	5,507	67.7%	5	0.1%	1,296	15.9%
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	39,047	13,332	34.2%	25,691	65.8%	24	0.1%	6,441	16.5%
AVG PER MO	7,809	2,666		5,138		5		1,288	

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

Maui County Wireless E9-1-1 Status Report May 1, 2011 – May 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	283	181	64.2%	101	35.8%	1	0.4%	39	13.8%
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	1,338	837	62.6%	500	37.4%	1	0.1%	210	15.7%
AVG PER MO	268	167		100		0		42	

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 – May 2011

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
05/31/11	AT&T Mobility	Maui	1	3	Maui PSAP/ Akimeka	Pass

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

- **PSAP Operations (continued)**

Current Month PSAP Operations Activities – May 2011

- 05/02/11 Akimeka personnel re-addressed fifty-seven (57) Maui County callboxes on the island of Maui. This information was submitted to Hawaiian Telcom, Inc. (HTI) for action.
- 05/18/11 -- Akimeka personnel assisted the Molokai PSAP with reviewing their response to the
05/20/11 Intrado PSAP survey.
- 05/19/11 Akimeka personnel sent a request to AT&T Mobility via Holly Geisz of Intrado for Call Routing Sheets (CRS) in order to conduct the annual cell sites audit. There has been no response to date. A follow-up email will be sent on June 4, which is after the ten working days standard timeline period.
- 05/20/11 -- At the request of Lieutenant Wana, Akimeka sent an email request to Stephen
05/23/11 Douglass and Kevin Kuwahara of Hawaiian Telcom, Inc. (HTI) regarding the ALI software 5.0 upgrade. The request was for HTI to facilitate a conference call with all of the PSAPs to discuss the upgrade and establish a common understanding as to what would be involved. The conference call was held on May 23, 2011. It was agreed that all of the PSAPs would send a written confirmation to HTI to turn on the feature and conduct testing.

All PSAPs sent in their written confirmation and testing has been scheduled for Monday, June 6, 2011.
- 05/31/11 Akimeka personnel sent a request to Mobi PCS via Frances Goss of Intrado for Call Routing Sheets (CRS) in order to conduct the annual cell sites audit. The CRSs have been received and are in the audit review process.
- 05/31/11 Akimeka personnel sent a request to Verizon Wireless via Jackie Cook of Intrado for Call Routing Sheets (CRS) in order to conduct the annual cell sites audit.

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

• PSAP Operations (continued)

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of May 31, 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.

Update (5/31/11) – All PSAPs sent in a written confirmation to Hawaiian Telcom, Inc. (HTI) to proceed with the software 5.0 upgrade. Testing has been scheduled for Monday, June 6, 2011.

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

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

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

Update (5/31/11) – In progress.

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

• **MSAG**

Current Month – May 2011

2011		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	Customer Address Change Requests Submitted	# of Transactions	TNs Affected
PSAP	TOTAL										
MAUI COUNTY	160	157	111	5	37	4	0	7,920	3	0	0

Revised categories and report format changes effective April 2009.

During the month of May 2011, 157 9-1-1Net requests were completed relating to the Maui County MSAG database, with 7,920 customer ANI/ALI records updated as a direct result. A total of three (3) 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 May 31, 2011.

Year-to-Date (YTD) – 2011

MAUI COUNTY		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	Customer Address Change Requests Submitted	# of Transactions	TNs Affected
2011	TOTAL										
December											
November											
October											
September											
August											
July											
June											
May	160	157	111	5	37	4	0	7,920	3	0	0
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	2,017	1,973	845	922	75	18	113	27,064	44		
AVG PER MO	403	395	169	184	15	4	23	5,413	9		

(*) 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.

Emergency Service Number (ESN) Project Status

During the month of May 2011, 420 (84% complete) street segments have been assigned new ESNs on Molokai. 150 (3% complete) street segments have been assigned ESNs on Maui. This is an ongoing project that will cover all communities.

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

- Mapping Layers Updated/Loaded Into GIS – May 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	Maui	05/09/11			Per VZW CRS
Street Centerlines	Maui	05/27/11			Updated ESN's for Maui County Street Centerlines. This is an ongoing project.
	Maui	05/26/11			Made corrections to data for the Intergraph CAD
	Maui	05/25/11			Updated ESN's for Maui County Street Centerlines. This is an ongoing project.
	Maui	05/17/11			Corrected ranges
	Maui	05/11/11			
	Maui	05/03/11			
Address Points	Maui	05/31/11			Added an address point for Wahikuli Wayside Park and deleted the common name from a MM address point as requested by Maui Dispatch
	Maui	05/26/11			Made corrections to data for the Intergraph CAD
	Maui	05/17/11			Added Common Names and Milepost Markers as requested by Maui Dispatch
	Maui	05/16/11			Corrected address points to match the Emergency Callbox addresses
	Maui/Molokai	05/12/11 -- 05/13/11			Edited Common Names and the Common Names look up table for the Intergraph CAD
	Maui	05/11/11			
	Maui	05/10/11			Moved Emergency Callbox addresses so they do not overlap the Emergency Callbox layer
	Maui	05/06/11			Added Common Names
	Maui	05/05/11			Updated Common Names look up table for Intergraph CAD
	Maui/Molokai	05/04/11			Added and corrected Common Names
	Maui	05/03/11			Updated Common Names and moved address points so their labels would not overlap in the CAD map
Maui	05/02/11			Synchronized with Airports and Police Stations layers	
MSAG Address Points (aka Pseudo Address Points)					
MSAG Communities					
Parcels	Maui			05/06/11	
	Maui	05/05/11			Completed attributes; exported from 10 to 9.3 for addition into the SDE
	Maui	05/03/11 -- 05/14/11			Added attributes for parcels
Airports	Maui	05/02/11			Verified location, moved center of runway and filled in the airport code in the attributes table
Bridges					
Cane Fields					
Coastline					

(*) 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 May 1, 2011 – May 31, 2011

• **Mapping Layers Updated/Loaded Into GIS – May 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		
Coastal Names					
Common Places					
Emergency Callboxes	Maui	05/16/11			Changed addresses to match the Street Centerline and corrected the Box ID for Box 360E021
	Maui	05/13/11			Verified the location of the eighteen emergency callboxes on Hana Highway
	Maui	05/10/11			Corrected community for two callboxes
EMS Zones					
ESZ/ESN					
Fire Beat Boundaries	Maui	05/26/11			Completed boundary revisions as requested by Maui Dispatch
	Maui			05/06/11	
	Maui	05/04/11			
Fire Dispatch Group (Districts)	Maui	05/26/11			Completed boundary revisions as requested by Maui Dispatch
	Maui			05/06/11	
	Maui	05/04/11			
Fire ESZ	Maui	05/26/11			Completed boundary revisions as requested by Maui Dispatch
Fire Stations					
Fire Sub Zones					
Fire Zones					
Food & Beverage					Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc.
Gate Codes					
High Resolution Imagery					
Hospitals					
Hotels					
Major Roads					
Medic Beat Boundaries	Maui	05/23/11 -- 05/24/11			Edited according to revised Medic Beat boundaries. This is an ongoing project.
Medic Dispatch Group (Districts)					
Medic Stations					
Medical Facilities					

() 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 May 1, 2011 – May 31, 2011

• **Mapping Layers Updated/Loaded Into GIS – May 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		
Milepost Markers	Maui/Molokai	05/17/11			Added milepost markers for reference as requested by Maui Dispatch
	Maui			05/06/11	
National and State Parks					
Ocean Rescue Boundaries					
Park Polygon	Maui			05/06/11	
Points of Interest					
Police Beat Boundaries	Maui	05/27/11			Completed boundary revisions as requested by Maui Dispatch
Police Dispatch Group (Districts)	Maui	05/27/11			Completed boundary revisions as requested by Maui Dispatch
Police ESZ	Maui	05/27/11			Completed boundary revisions as requested by Maui Dispatch
	Maui	05/10/11			Corrected boundaries per Police Dispatch
Police Reporting Areas					
Police Stations	Maui	05/02/11			Updated layer from data received from Maui Dispatch
Ponds					
Post Offices					
Radio Towers					
Radius - Two Mile					
Radius - Three Mile					
Schools					
Subdivisions	Maui	05/18/11			Deleted industrial parks that were previously included in this layer
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.

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

Current Month GIS Activities – May 2011

- 05/03/11 -- Akimeka personnel prepared data for an upcoming Intergraph CAD push which
05/04/11 involved editing the following layers: Address Points, Street Centerlines, Airports, Fire Stations, Medic Stations, Fire Beat boundaries, Fire Dispatch Group (Districts), and Park Polygon. The CAD map was pushed to Maui Police Department's test server and workstation.

- 05/12/11 Akimeka personnel worked on the CAD map with Mike Rawls of Intergraph.

- 05/16/11 -- Akimeka personnel continued to work on the Intergraph CAD map which involved
05/26/11 additional layers: Fire ESZ, WSP Cell Towers, Police ESZ, Police Beat Boundaries, and Police Dispatch Group (Districts).

- 05/27/11 Akimeka personnel created a new Intergraph CAD map and polygon files. The new Intergraph CAD map was successfully pushed to Maui Police Department's test server and workstation.

- **Service Requests Transactions**

Open Service Requests – May 2011 (April 28, 2011 – May 26, 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.

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• **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	2	2	0	1	1	1	1	0	0	0	0
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	5	5	0	2	2	3	3	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	0	0	0	0	0	0	0	0	0	0	0
April	0	0	0	0	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
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