STATE OF HAWAII

WIRELESS ENHANCED 911 BOARD
Joint Finance, Technical and Communications Committee
Meeting

November 9, 2010
10:00 a.m.

Room 426
Kalanimoku Building
1151 Punchbowl Street
Honolulu, Hawaii 96813

AGENDA

   I. Call to order

  II. Introductions

 III. Items for Discussion, Consideration and Action

    a. Review and Approval of Minutes from October 12, 2010 Joint Technical, Finance and Communications Committee Meeting.
    b. Monthly Financial Report
    c. City/County of Honolulu MSAG, Addressing and GIS Project
    d. Draft legislation to increase the appropriations spending cap and emergency appropriations increase request for the current FY (2011)
    e. Draft legislation to amend HRS 138 to expand the authority of the Board
    f. Change in Administrations Transitional Plan

  IV. Announcements

   V. Next meeting date and location – December 7, 2010 – 10:00 AM – Kalanimoku Bldg – Room 426

  VI. Adjournment.

LINDA LINGLE
GOVERNOR

RUSS K. SAITO
Comptroller

SANDI YAHIRO
Deputy Comptroller

STATE OF HAWAII

WIRELESS ENHANCED 911 BOARD
Joint Finance, Technical and Communications Committee
Meeting

November 9, 2010
10:00 a.m.

Room 410
Kalanimoku Building
1151 Punchbowl Street
Honolulu, Hawaii 96813

Minutes

Members in Attendance: Tony Ramirez, Victor Ramos, Clayton Tom, Paul Ferreira, Mark Begley, James LaClair, John Thompson, Aimee Wana, Cedric Apaka, Clement Chan, Kenison Tejada, Janet Crotteau, Dean Nishina, Goldie Cross

Staff in Attendance: Glenn Roach, Courtney Tagupa

Guest in Attendance: Thera Bradshaw, Ken Schmidt

  I. Call to order

Meeting was called to order at 10:02 A.M.

  II. Introductions

Self introductions were made

  III. Items for Discussion, Consideration and Action

  a. Review and Approval of Minutes from October 12, 2010 Joint Technical, Finance and Communications Committee Meeting.

Paul Ferreira made a motion to approve the Minutes from October 12, 2010 Joint Technical, Finance and Communications Committee Meeting

Victor Ramos seconded the motion

No discussion

Motion passed unanimously

      b. Monthly Financial Report

Courtney Tagupa presented the Financial Report for the month of October 2010

      c. City/County of Honolulu MSAG, Addressing and GIS Project

Major Crotteau, with the Honolulu Police Department, provided an update on the City/County of Honolulu MSAG, Addressing and GIS Project with discussion by Committee Members

No action taken

      d. Draft legislation to increase the appropriations spending cap and emergency appropriations increase request for the current FY (2011)

The Executive Director presented a revised draft of Draft legislation to increase the appropriations spending cap and emergency appropriations increase request for the current FY (2011)

No Acton taken

      e. Draft legislation to amend HRS 138 to expand the authority of the Board

Paul Ferreira presented Draft legislation as developed by the Investigative Committee on Legislation, to amend HRS 138 to expand the authority of the Board. He indicated the draft will be provided to all stakeholders for review and comments before recommend action at the next Committee/Board Meeting

No action taken

      f. Change in Administrations Transitional Plan

Informational Item

No Action Taken

  IV. Announcements

Ms. Bradshaw provided an update on FCC Second Report and Order 07-114, which was provided to the members at the last meeting in October.

  V. Next meeting date and location – December 7, 2010 – 10:00 AM – Kalanimoku Bldg – Room 426

  VI. Adjournment.

Meeting was adjourned at 11:10 A.M.

Name	Agency	Phone #	Email
Glenn Roach	Bogd	512 413-2673	glenn@TlcCoughlin
Tony Ramirez	AKIMEKA	808-722-1316	TRamirez@akimeka.com
Thera Bradshaw	TKC	213-840-0683	thera@tkcconsulting.com
Vicente Angus	MDA-Molokai	357-228	Brye
Clayton Tom	MPD	281-5794	clayton-tom@mpd-net
Paul Ferreira	HPD	961-2244	pferreira@co.hawaii.hi.us
Mark Begley	KPD	241-1602	MBEGLEY@KAUAI.GOV
Courtney Tagupa	Ke'iki Tech	447-8919	—
James LaClair	HawaiianTel	546-7720	JAMES.LACLAIR@HAWAIIANTEL.COM
John Thompson	Honolulu PD	723-8755	jthompson@honolulu.gov
Aimée Wana	Hawaii PD	961-8807	awana@co.hawaii.hi.us
Cedric Apaka	V2W	421-3110	cedric.apaka@verizonwireless.com
Clement Chan	DIT	768-7688	cchan@honolulu.gov
Kenison Tejada	HFD	478-7104	ktejada@honolulu.gov
Ken Schmidt	DPP/GIS	768-8057	kschmidt@honolulu.gov
Janet Croteau	HPD	529-3490	jcroteau@honolulu.gov
Dean Nishina	DCA	586-2770	DEAN.K.NISHINA@DCCA.HAWAII.GOV
Goldie Cross	ATT	2221692	gc7403@att.com
Gobra Bruce	CHNL	768701	gbruce@honolulu.gov
Pat Ohara	Attorney General	586-1268	patricia.t.ohara@hawaii.
Kerry Yamashi	DAGS	586-0696	kerry.k.ymshig@hawaii.gov

__.B. NO._____

A BILL FOR AN ACT

RELATING TO AN EMERGENCY APPROPRIATION TO WIRELESS ENHANCED 911

FUND

Whereas, since July 2, 2004, wireless subscribers have been assessed $.66/month surcharge as required by Act 159, SLH 2004

Whereas Act 159, SLH 2004 also created the Fund in which these collected fees are deposited;

Whereas, the Fund reimburses public safety answers points (PSAPs) and wireless carriers for the purposes of ensuring adequate funding for the deployment and sustainment of wireless enhanced 911 services and for expenses of administering the Fund and the board;

Whereas, the Fund is self sustaining and does not require General Funds;

Whereas, during 2009 the Wireless Enhanced 911 Board developed a 5 year strategic plan with input from all of the PSAPs in Hawaii;

Whereas, this plan identified the most critical needs to assure up-to-date technology and operational necessities required to support the ongoing expenses of receiving, delivering and dispatching wireless emergency 9-1-1 calls from the public;

Whereas, many of the components and systems required to support wireless 9-1-1 services currently operating within the PSAPs are antiquated and obsolete and need immediate replacement or ongoing maintenance;

Whereas, 9-1-1 is the initial point of contact by the public when they have an emergency that could result in the loss of life, limb or property;

Whereas, to ensure that the PSAPs are adequately funded for the needs identified in the strategic plan;

Whereas, the PSAPs are of the utmost importance to assure the citizens and visitors to Hawaii have access to 9-1-1 when needed;

Whereas, without this emergency appropriation, the reimbursements to the PSAPs for some of the costs to sustain wireless enhanced 911 services will not be funded;

Therefore, be it enacted by the legislature of the State of Hawaii a bill relating to an emergency appropriation to the Wireless Enhanced 911 Fund.

1   SECTION 1. This Act is recommended for immediate passage

2 in accordance with section 9 of article VII of the Constitution

3 of the State of Hawaii.

4   SECTION 2. The purpose of this Act is to make an emergency

5 appropriation and increase the spending ceiling of the Wireless

6 Enhanced 911 Fund (the Fund) from $9,000,000 to $14,000,000.

7 Act 159, SLH 2004 created the Fund, which is a special fund

8 outside of the state treasury, to provide reimbursement to the

9 public safety answering points (PSAPs) and wireless service

10 providers for the purposes of ensuring adequate funding for the

11 deployment and sustainment of wireless enhanced 911 service and

12 for expenses of administering the fund and the board.

13   SECTION 3. There is appropriated out of the Wireless

14 Enhanced 911 fund, a sum of $14,000,000, or so much thereof as

15 may be necessary, for fiscal year 2011-2012 for the purpose of

16 reimbursing PSAPs and wireless providers for technical

1 improvements and for the operating costs of the Fund. The sum

2 appropriated shall be expended by the Wireless Enhanced 911

3 Board for the purpose of this Act.

4

5

6   SECTION 4. This Act shall take effect upon its approval.
7

8

9   INTRODUCED BY:_____

10   BY REQUEST

AGS-12(04)

Hawaii County Wireless E9-1-1 Status Report
October 1, 2010 – October 31, 2010

- ## PSAP Operations

9-1-1 Call Volume – October 2010

PSAP	Total	Wireline	%	Wireless	%
HAWAII (*)	10,085	3,755	37.2%	6,330	62.8%

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

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December									
November									
October	10,085	3,755	37.2%	6,330	62.8%	0	0.0%	1,182	11.7%
September	9,525	3,689	38.7%	5,836	61.3%	0	0.0%	1,089	11.4%
August	9,902	3,850	38.9%	6,052	61.1%	0	0.0%	1,116	11.3%
July	10,426	3,940	37.8%	6,486	62.2%	0	0.0%	1,175	11.3%
June	9,893	3,991	40.3%	5,901	59.7%	1	0.0%	1,231	12.4%
May	10,372	4,082	39.4%	6,290	60.6%	0	0.0%	1,163	11.2%
April	9,812	3,908	39.8%	5,904	60.2%	0	0.0%	1,137	11.6%
March	10,186	3,910	38.4%	6,276	61.6%	0	0.0%	1,169	11.5%
February	9,464	3,851	40.7%	5,613	59.3%	0	0.0%	1,051	11.1%
January	10,574	4,293	40.6%	6,279	59.4%	2	0.0%	1,146	10.8%
TOTAL YTD	100,239	39,269	39.2%	60,967	60.8%	3	0.0%	11,459	11.4%
AVG PER MO	10,024	3,927		6,097		0		1,146	

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

HAWAII		TRANSFERRED TO FIRE									
		Wireline			Wireless			Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November											
October	1,771	817	46.1%	21.8%	954	53.9%	15.1%	0	0.0%	38	2.1%
September	1,722	798	46.4%	21.6%	923	53.6%	15.8%	1	0.1%	30	1.7%
August	1,881	877	46.6%	22.8%	1,004	53.4%	16.6%	0	0.0%	24	1.3%
July	2,113	964	45.6%	24.5%	1,149	54.4%	17.7%	0	0.0%	32	1.5%
June	1,831	887	48.4%	22.2%	944	51.6%	16.0%	0	0.0%	21	1.1%
May	1,932	935	48.4%	22.9%	997	51.6%	15.9%	0	0.0%	28	1.4%
April	1,757	918	52.3%	23.5%	836	47.7%	14.2%	3	0.2%	29	1.7%
March	1,856	915	49.3%	23.4%	940	50.7%	15.0%	1	0.1%	36	1.9%
February	1,750	885	50.6%	23.0%	864	49.4%	15.4%	1	0.1%	45	2.6%
January	2,000	971	48.6%	22.6%	1,027	51.4%	16.4%	2	0.1%	47	2.4%
TOTAL YTD	18,613	8,967	48.2%	22.8%	9,638	51.8%	15.8%	8	0.0%	330	1.8%
AVG PER MO	1,861	897			964			1		33	

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

Notes:

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

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

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

- **PSAP Operations** (continued)

Wireless Test – October 2010

Date	WSP	Sites Tested	Sectors Tested	Tested By:
10/05/10 – 10/06/10	Verizon Wireless	39	84	Hawaii PSAP/ Akimeka
10/26/10	AT&T Mobility	2	6	Hawaii PSAP/ Akimeka

10/01/10 -- Ongoing	Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. There have been no updates received to date.
10/01/10 -- Ongoing	Akimeka personnel continues to monitor the work with Telematics providers, OnStar, Hughes, and ATX. There have been no updates or further testing scheduled by the Telematics providers.
10/01/10 -- Ongoing	Akimeka personnel continues to work on a flowchart for the Neighbor Island PSAPs which documents the flow of a Call Routing Spreadsheet (CRSS) and Testing Validation Worksheet (TVW). The flowchart was distributed internally within Akimeka for additional review.
10/01/10 -- Ongoing	Akimeka personnel received and reviewed the CRS from Sprint-Nextel for their Nextel towers. Questions were sent to Jennie Stein and are still under review. Sprint's CRS was audited, reviewed and returned with some discrepancies, which are currently under review.
10/01/10 -- Ongoing	Akimeka personnel participated in the monthly joint NENA/APCO Urgency Algorithm/3rd Party EMD working group, Telematics committee, and data transfer conference calls. The committees are reviewing best practice procedures for EMD delivery by Telematics providers. A proposed Best Practices Model for Providing Emergency Medical Dispatch Services was forwarded to the Neighbor Island PSAPs for review and comments.
10/01/10 -- 10/30/10	Akimeka personnel finalized the 2010 Annual Audit for T-Mobile and updated records on six (6) towers.
10/05/10 -- 10/06/10	Verizon Wireless requested re-testing of their towers and sectors due to the installation of new MPC equipment. 59.6% of the calls were delivered as WPH2, with no rebid needed, and all of the calls plotted accurately on the Positron map.

Hawaii County Wireless E9-1-1 Status Report
October 1, 2010 – October 31, 2010

- ## MSAG

Current Month – October 2010

2010		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	469	468	170	206	35	2	55	0	1	2	5
		Revised categories and report format changes effective April 2009.									

During the month of October 2010, 468 9-1-1Net requests were completed relating to the MSAG database. See attached spreadsheet for a detailed description of changes and additions.

There are two (2) records in Suspended status as of October 31, 2010.

Year-to-Date (YTD) Summary – 2010

HAWAII		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2010	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October	469	468	170	206	35	2	55	0	1	2	5
September	183	152	91	8	11	20	22	2,828	31	0	0
August	245	240	15	187	5	29	4	20	5	0	0
July	392	237	25	162	2	46	2	8	155	0	0
June	189	185	63	27	74	5	16	243	4	0	0
May	255	233	114	66	18	12	23	314	22	0	0
April	196	161	30	69	25	18	19	509	35	0	0
March	182	177	86	37	26	9	19	4,058	5	0	0
February	126	105	47	13	15	17	13	118	21	0	0
January	232	192	61	18	35	59	19	114	40	0	0
TOTAL YTD	2,469	2,150	702	793	246	217	192	8,212	319		
AVG PER MO	247	215	70	79	25	22	19	821	32		
		(*) Applies to Change, Delete and Insert categories									

<u>**Notes:**</u> 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
October 1, 2010 – October 31, 2010

- ## Mapping Layers Updated/Loaded Into GIS – October 2010

	HAWAII			
Type of Layer	**Akimeka GIS Server**		**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
	Date Created/ Edits Performed	**Date Uploaded to Server**		
WSP Cell Towers	10/29/10			Per T-Mobile Annual Audit
	10/29/10			Per AT&T Mobility CRSS
	10/28/10			Per AT&T Mobility CRSS
	10/26/10			Per VZW CRSS
			10/24/10	
Street Centerline			10/24/10	
	10/22/10			
Address Points			10/24/10	
	10/22/10			
Psuedo Address Points				
Parcels				
Churches				
Coastal Names				
Communities				
Critical Infrastructure				
Emergency Callboxes				
Fire Beats				
Fire District				
Fire ESZ				
Fire Stations				
Food & Beverage				
Hospitals				
Hotels				
Major Roads				
Medical Facilities				
Milepost Markers				
National and State Parks				
Ocean Rescue				
Points of Interest				

(*) *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 – October 2010
  (continued)

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

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

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

Current Month GIS Activities – October 2010

10/18/10 -- 10/19/10   Akimeka collected new GPS data of major roads in the following communities: Hawi, Kapa`au, Kamuela, Honoka`a, Pā`auhau, Pa`auilo, O`ōkala, Laupāhoehoe, Pāpa`aloa, Nīnole, Hakalau, Honomū, Pepe`ekeo, Pāpa`ikou and parts of Hilo. This field work supports the spatial corrections needed for the County of Hawaii roads.

Hawaii County Wireless E9-1-1 Status Report
October 1, 2010 – October 31, 2010

- ## Service Requests Transactions

Open Service Requests – October 2010 (September 28 – October 27, 2010)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	05/25/10	220	MSAG Community Layer	911 Map -- Other	Low	Hawaii County Police reviewed Akimeka's 2008 MSAG Community layer data and would like to redefine them. New boundaries for West Hawaii was received on May 16, 2010. This request will take considerable effort to coordinate MSAG Community changes with MSAG. Akimeka will discuss this further with the Hawaii County PSAP.
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).
3	09/13/10	257	Incorrect Address: TN = 808/929-7425	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and correction request submitted.
4	10/20/10	265	Incorrect Address: TN = 808/328-2269	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and correction request submitted.
5	10/26/10	267	Incorrect Address: TN = 808/776-1738	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and correction request submitted.
			Documented Items Per April 9 Intergraph Conference Call			
6	04/21/10	192	Police/Fire Districts	911 Map -- Other	High	Akimeka received written descriptions of the police and fire beats from the Hawaii County PSAPs. Screenshots illustrating the changes were sent to the Hawaii PSAPs and Akimeka is awaiting approval of the modifications.

HAWAII				SERVICE REQUEST CATEGORIES							
2010	**TOTAL**			**911 Map**		**MSAG**		**Request Training**		**Suggestions**	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October	3	1	6	0	0	3	1	0	0	0	0
September	14	14	4	0	0	14	14	0	0	0	0
August	2	1	4	0	0	2	1	0	0	0	0
July	3	8	3	0	1	3	7	0	0	0	0
June	3	13	8	0	0	3	13	0	0	0	0
May	24	15	18	4	9	19	5	0	0	1	1
April	24	16	9	11	3	13	13	0	0	0	0
March	3	3	1	2	2	1	1	0	0	0	0
February	6	18	1	1	1	5	17	0	0	0	0
January	24	11	13	0	0	24	11	0	0	0	0
TOTAL	**106**	**100**	**6**	**18**	**16**	**87**	**83**	**0**	**0**	**1**	**1**
	Note:	Open Service Requests reflect what is in pending status at the end of the report month.									

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

Maui County Wireless E9-1-1 Status Report
October 1, 2010 – October 31, 2010

- ## PSAP Operations

9-1-1 Call Volume – October 2010

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	7,965	2,512	31.5%	5,453	68.5%
MOLOKAI	241	144	59.8%	97	40.2%

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

9-1-1 Call Volume – Calendar Year 2010

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	**Total**	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned of Total
December									
November									
October	7,965	2,512	31.5%	5,453	68.5%	0	0.0%	1,403	17.6%
September	7,355	2,358	32.1%	4,996	67.9%	1	0.0%	1,273	17.3%
August	8,917	2,840	31.9%	6,071	68.1%	6	0.1%	1,597	17.9%
July	9,365	3,046	32.5%	6,319	67.5%	0	0.0%	1,657	17.7%
June	8,260	2,640	32.0%	5,620	68.0%	0	0.0%	1,385	16.8%
May	8,282	2,815	34.0%	5,467	66.0%	0	0.0%	1,395	16.8%
April	7,737	2,962	38.3%	4,774	61.7%	1	0.0%	1,193	15.4%
March	8,295	2,807	33.8%	5,488	66.2%	0	0.0%	1,446	17.4%
February	7,424	2,606	35.1%	4,818	64.9%	0	0.0%	1,281	17.3%
January	8,228	2,946	35.8%	5,280	64.2%	2	0.0%	1,464	17.8%
TOTAL YTD	**81,828**	**27,532**	**33.7%**	**54,286**	**66.3%**	**10**	**0.0%**	**14,094**	**17.2%**
AVG PER MO	**8,183**	**2,753**		**5,429**		**1**		**1,409**	

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

Maui County Wireless E9-1-1 Status Report
October 1, 2010 – October 31, 2010

- ## PSAP Operations (continued)

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

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned of Total
December									
November									
October	270	136	50.4%	134	49.6%	0	0.0%	54	20.0%
September	241	144	59.8%	97	40.2%	0	0.0%	28	11.6%
August	226	145	64.2%	81	35.8%	0	0.0%	32	14.2%
July	387	237	61.2%	150	38.8%	0	0.0%	84	21.7%
June	247	135	54.9%	111	45.1%	1	0.4%	37	15.0%
May	295	176	59.7%	119	40.3%	0	0.0%	34	11.5%
April	274	178	65.2%	95	34.8%	1	0.4%	50	18.2%
March	298	185	62.1%	113	37.9%	0	0.0%	52	17.4%
February	248	166	66.9%	82	33.1%	0	0.0%	46	18.5%
January	228	137	60.4%	90	39.6%	1	0.4%	47	20.6%
TOTAL YTD	2,714	1,639	60.5%	1,072	39.5%	3	0.1%	464	17.1%
AVG PER MO	271	164		107		0		46	

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

Notes:

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

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

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

Wireless Test – October 2010

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By:
10/14/10	Verizon Wireless	Lanai	3	5	Maui PSAP/ Akimeka
10/19/10	Verizon Wireless	Maui	21	57	Maui PSAP/ Akimeka
10/29/10	AT&T Mobility	Maui	1	3	Maui PSAP/ Akimeka

Maui County Wireless E9-1-1 Status Report
October 1, 2010 – October 31, 2010

- ## PSAP Operations (continued)

10/01/10 -- Ongoing	Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. There have been no updates received to date.
10/01/10 -- Ongoing	Akimeka personnel continues to monitor the work with Telematics providers, OnStar, Hughes, and ATX. There have been no updates or further testing scheduled by the Telematics providers.
10/01/10 -- Ongoing	Akimeka personnel continues to work on a flowchart for the Neighbor Island PSAPs which documents the flow of a Call Routing Spreadsheet (CRSS) and Testing Validation Worksheet (TVW). The flowchart was distributed internally within Akimeka for additional review.
10/01/10 -- Ongoing	Akimeka personnel received and reviewed the CRS from Sprint-Nextel for their Nextel towers. Questions were sent to Jennie Stein and are still under review. Sprint's CRS was audited, reviewed and returned with some discrepancies, which are currently under review.
10/01/10 -- Ongoing	Akimeka personnel participated in the monthly joint NENA/APCO Urgency Algorithm/3rd Party EMD working group, Telematics committee, and data transfer conference calls. The committees are reviewing best practice procedures for EMD delivery by Telematics providers. A proposed Best Practices Model for Providing Emergency Medical Dispatch Services was forwarded to the Neighbor Island PSAPs for review and comments.
10/01/10 -- Ongoing	Akimeka personnel finalized the 2010 Annual Audit for T-Mobile and are in the process of updating records. Additional discrepancies were discovered and forwarded to Benjamin Vermillion for review.
10/01/10 -- 10/21/10	Akimeka personnel validated the ALI record which was downloaded for the Koki Beach Park callbox in the 9-1-1 ALI database. A screenprint of the record was sent to Tom Heinrich of Global Specialty so he could complete the callbox installation. The callbox was successfully put into service on October 21, 2010.

Maui County Wireless E9-1-1 Status Report
October 1, 2010 – October 31, 2010

- ## PSAP Operations (continued)

10/14/10 -- 10/19/10	Verizon Wireless requested re-testing of their towers and sectors due to the installation of new MPC equipment. 67% of the Maui/Lanai calls were delivered as WPH2, with no rebid needed, and all of the calls plotted accurately on the Positron map.

Molokai will be tested on November 5, 2010. Testing needed to be re-scheduled due to technical trouble which occurred on October 22, 2010 (initial test date). Akimeka and Verizon Wireless personnel, along with Molokai dispatchers, discovered an audio problem during tower testing. The dispatcher and Verizon Wireless tester could not hear each other. A trouble ticket was opened by Verizon Wireless with Hawaiian Telcom. The trouble was isolated to be a translation issue on the 9-1-1 trunk. The trouble was fixed and re-tested to ensure that the audio trouble was resolved.

10/25/10 -- 10/31/10	All of Akimeka's ground work, MSAG clean-up, GIS support services, and database synchronization has laid the foundation for the next phase. Akimeka submitted a proposal to the Maui County PSAPs on October 25, 2010, with recommended ESZ/ESN boundaries/assignments. The recommended ESZ/ESN assignment will enhance Maui County's 9-1-1 operations by providing definitive emergency response responsibilities by each Public Safety entity (Police, Fire, and EMS).

Approvals to proceed from the Maui PSAP and Molokai PSAP were received on October 28, 2010.

Accordingly, Akimeka submitted on behalf of the Maui County PSAPs, the ESN assignments to Stephen Douglass of Hawaiian Telcom for programming into the Selective Router. An anticipated timeline and proposed testing schedule were requested.

Once the selective router is programmed and ready for routing, Akimeka will make ESN assignments in 9-1-1Net and assign the ESNs one street segment at a time, not to exceed the record transactions allowed as set forth in PUC Tariff 20, Section 9.

This effort will effectively position Maui County for Next Generation call routing.

Maui County Wireless E9-1-1 Status Report
October 1, 2010 – October 31, 2010

- ## MSAG

Current Month – October 2010

2010		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
MAUI COUNTY	158	158	94	38	1	1	24	0	0	2	0
		Revised categories and report format changes effective April 2009.									

During the month of October 2010, 158 changes were completed relating to the Maui County MSAG database. See attached spreadsheet for a detailed description of changes and additions.

Two transactions are in Suspended status as of October 31, 2010.

Year-to-Date (YTD) – 2010

MAUI COUNTY		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2010	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October	158	158	94	38	1	1	24	0	0	2	0
September	9	9	1	1	1	6	0	984	0	1	1
August	239	232	29	148	0	53	2	0	7	1	1
July	228	220	11	165	3	38	3	75	8	1	1
June	70	70	16	0	52	0	2	0	0	1	1
May	188	183	58	5	108	9	3	2	5	1	1
April	89	83	42	1	22	16	2	34	6	1	1
March	178	173	41	45	34	46	7	1	5	1	1
February	117	104	19	4	51	27	3	0	13	1	1
January	138	125	58	14	13	21	19	0	13	2	7
TOTAL YTD	1,414	1,357	369	421	285	217	65	1,096	57		
AVG PER MO	141	136	37	42	29	22	7	110	6		
		(*) Applies to Change, Delete and Insert categories									

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

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

Maui County Wireless E9-1-1 Status Report
October 1, 2010 – October 31, 2010

- ## Mapping Layers Updated/Loaded Into GIS – October 2010

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	10/29/10			Per AT&T Mobility CRSS
	Maui			10/28/10	
	Maui	10/27/10			
	Maui	10/25/10			Per VZW CRSS
	Maui	10/22/10			Per VZW CRSS
	Molokai	10/20/10			Per Mobi PCS CRSS
	Maui	10/20/10			Per AT&T Mobility CRSS
	Maui/Molokai	10/20/10			Per VZW CRSS
	Maui	10/04/10			Per VZW CRSS
	Maui	10/04/10			Per Mobi PCS CRSS
Street Centerlines	Maui	10/26/10			Updated centerline attribute tables with updated ESN information
Address Points	Maui			10/28/10	
	Maui	10/27/10			
	Maui	10/25/10			Added Common Names as requested by the Maui PSAP and an address point.
Pseudo Address Points					
Parcels	Maui	10/18/10			
	Maui	10/15/10			
	Maui	10/14/10			
	Maui	10/13/10			
	Maui	10/12/10			
	Maui	10/08/10			
	Maui	10/07/10			
	Maui	10/06/10			
	Maui	10/04/10			
	Maui	10/01/10			
Airports					
Bridges					
Cane Fields					
Coastal Names					
Common Places					
Emergency Callboxes					
EMS Zones					
ESZ/ESN	Maui	10/26/10			Updated ESNs
	Maui	10/25/10			Created new ESZ for Maui County upon approval to proceed.
Fire Beat Boundaries					
Fire ESZ					
Fire Stations					

(*) *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 – October 2010
  (continued)

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					
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					
MSAG Communities					
Major Roads					
Medic Beat Boundaries					
Medic Stations					
Medical Facilities					
Milepost Markers					
National and State Parks		10/25/10			Added Kahekili Park
Ocean Rescue Boundaries					
Park Polygon	Maui			10/28/10	
	Maui	10/25/10			Added Kahekili Park
Points of Interest					
Police Beat Boundaries					
Police Dispatch Group (District)					
Police ESZ					
Police Reporting Areas					
Police Stations					
Ponds					
Post Offices					
Radio Towers					
Radius - Two Mile					
Radius - Three Mile					
Restaurants					
Schools					
Subdivisions					

(*) *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 – October 2010 (continued)

MAUI COUNTY					
		Akimeka GIS Server			
Type of Layer	**Island**	**Date Created/ Edits Performed**	**Date Uploaded to Server**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
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.

- ## Service Requests Transactions

Open Service Requests – October 2010 (September 28 – October 27, 2010)

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
1	5/29/2010	222	Investigate ESZ for Kamaaina Road	911 Map - Other	High	Change will be reflected in the CAD with the next Intergraph map roll. Will keep Service Request open until the update occurs.
2	10/19/10	264	Incorrect Address: TN = 808/575-9024	MSAG - ANI/ALI Discrepancy	High	Customer records were researched and correction request submitted.
3	10/22/10	266	Incorrect Address: TN = 808/878-2712	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and correction request submitted.

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

Maui County Wireless E9-1-1 Status Report
October 1, 2010 – October 31, 2010

- ## Service Requests Transactions (continued)

Year-to-Date (YTD) Summary – 2010

2010	MAUI PSAP TOTAL			SERVICE REQUEST CATEGORIES							
				911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October	2	0	3	0	0	2	0	0	0	0	0
September	0	1	1	0	1	0	0	0	0	0	0
August	0	0	2	0	0	0	0	0	0	0	0
July	2	2	2	1	1	1	1	0	0	0	0
June	1	2	2	1	1	0	1	0	0	0	0
May	3	1	3	2	0	1	1	0	0	0	0
April	2	2	1	1	1	1	1	0	0	0	0
March	1	1	1	1	1	0	0	0	0	0	0
February	4	5	1	3	3	1	2	0	0	0	0
January	4	2	2	1	1	3	1	0	0	0	0
TOTAL	**19**	**16**	**3**	**10**	**9**	**9**	**7**	**0**	**0**	**0**	**0**

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

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

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

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

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 October
2010

FIRST HAWAIIAN BANK ACCOUNT:			
General Fund	**Prior Month Inception-to-Date Cash Flow Balance**	**Month Cash Flow Balance**	**Ending Inception-to-Date Cash Flow Balance**
ITEM			
Cash Inflow:			
Wireless Surcharge Collection	$ 45,208,625.43	$ 475,166.75	$ 45,683,792.18
Interest Income	$ 1,817,760.02	$ 765.36	$ 1,818,525.38
Prior Period Interest Income Adjustment	$ (257,236.01)		$ (257,236.01)
Net Interest Income	$ 1,560,524.01	$ 765.36	$ 1,561,289.37
Subtotal Cash Inflow	$ 46,769,149.44	$ 475,932.11	$ 47,245,081.55
Cash Outflow:			
Act 79 Fund Transfer to State	$ (16,000,000.00)		$ (16,000,000.00)
PSAP Reimbursement	$ (15,742,985.20)	$ (120,334.12)	$ (15,863,319.32)
Board Member Travel Expense	$ (76,319.16)	$ (1,672.63)	$ (77,991.79)
DB&F Revenue Assessments	$ (2,210,456.81)		$ (2,210,456.81)
DB&F Administrative Expense Assessments	$ (446,291.56)		$ (446,291.56)
WSP Reimbursement	$ (742,632.78)		$ (742,632.78)
Consultant-Intrado, Inc.	$ (439,260.41)		$ (439,260.41)
Consultant-Exec Director	$ (1,620,005.00)		$ (1,620,005.00)
Audit Expense	$ (24,545.00)		$ (24,545.00)
Board Strategic Planning Expenses	$ (1,689.85)		$ (1,689.85)
Membership	$ (100.00)		$ (100.00)
Subtotal Cash Outflow	$ (37,304,285.77)	$ (122,006.75)	$ (37,426,292.52)
Total Cash Balance	$ 9,464,863.67	$ 353,925.36	$ 9,818,789.03
Encumbrances	$ (155,738.22)		$ (155,738.22)
Total Unencumbered Cash Balance	$ 9,309,125.45	$ 353,925.36	$ 9,663,050.81

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 October
2010

				TOTAL
		DESCRIPTION		MONTH
Income				
	Interest Inc			765.36
	Total Wireless Surcharge Collection			475,166.75
Total Income				475,932.11
Expense				
	Board Member Travel			1,672.63
	PSAP Expenses			
		Akimeka Program Mgmt		107,764.17
		Conferences		
			APCO Conference	6,466.80
			Nena Conference	6,103.15
		Total Conferences		12,569.95
	Total PSAP Expenses			120,334.12
Total Expense				122,006.75
Net Income				**353,925.36**

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 October
2010

FYTD 2011 Budget vs. Actuals			
		TOTAL	
DESCRIPTION	**Jul - Oct 10**	**Annual Budget**	**$ Over Budget**
Cash Receipts:			
Interest Inc	3,368.14	10,000.00	(6,631.86)
Total Wireless Surcharge Collection	2,592,635.06	8,490,000.00	(5,897,364.94)
Total Income	2,596,003.20	8,500,000.00	(5,903,996.80)
Expense			
Board Member Travel	4,479.21	27,000.00	(22,520.79)
Consulting Expense			
TKC Consulting Group, LLC	135,416.65	325,000.00	(189,583.35)
Total Consulting Expense	135,416.65	325,000.00	(189,583.35)
DB&F Assessments			
DB&F Admin. Exp. Assess	32,385.58	236,207.00	(203,821.42)
DB&F Revenue Assessment	71,450.45	415,000.00	(343,549.55)
Total DB&F Assessments	103,836.03	651,207.00	(547,370.97)
NASNA Dues	100.00	100.00	-
PSAP Expenses			
Akimeka Program Mgmt	178,046.12	1,665,138.00	(1,487,091.88)
CAD Related Expenses	-	3,800,000.00	(3,800,000.00)
Computers			
KVM Switches	3,971.00	4,100.00	(129.00)
Positron Equip SW Maintenance	-	40,000.00	(40,000.00)
UPS Battery-HPD	24,112.14	24,136.00	(23.86)
Total Computers	28,083.14	68,236.00	(40,152.86)
Conferences			
APCO Conference	25,997.32	51,000.00	(25,002.68)
Nena Conference	25,734.02	51,000.00	(25,265.98)
Total Conferences	51,731.34	102,000.00	(50,268.66)
Excom911 Logging Recorder Maint	-	31,650.00	(31,650.00)
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	0.60	-	0.60
Haw Telcom Network	13,608.76	60,000.00	(46,391.24)
Hawaiian Telcom Trunk	110,561.25	111,398.00	(836.75)
Total Hawaiian Telcom Charges	124,170.61	171,398.00	(47,227.39)
Pictometry License Agreement	207,217.85	1,929,685.00	(1,722,467.15)
Software Maintenance			
GeoComm Maintenance	18,586.00	48,586.00	(30,000.00)
Total Software Maintenance	18,586.00	48,586.00	(30,000.00)
Total PSAP Expenses	607,835.06	7,816,693.00	(7,208,857.94)
WSP Cost Recovery			
Sprint/Nextel	81,059.12	180,000.00	(98,940.88)
Total WSP Cost Recovery	81,059.12	180,000.00	(98,940.88)
Total Expense	932,726.07	9,000,000.00	(8,067,273.93)
Net Income	**1,663,277.13**	**(500,000.00)**	**2,163,277.13**

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 October
2010

FY 2011 FORECASTED SPENDING

DESCRIPTION	FY2011 Budget	Actual Jul 2010	Actual Aug 2010	Actual Sep 2010	Actual Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Total	(Over)/Under Budget
Disbursements:															
Board Member Travel	27,000	1,357	480	970	1,673	1,500	1,500	8,178	1,500	1,500	1,500	1,500	5,342	27,000	0
TKC Consulting Group, LLC	325,000	54,167	27,083	54,167		27,083	27,083	27,083	27,083	27,083	27,083	27,083		324,998	2
DB&F Admin. Exp. Assess	236,207	71,450				18,715		30,719			112,269		3,054	236,207	-
DB&F Revenue Assessment	415,000	32,386				85,890		85,890			85,890		124,944	415,000	-
NASNA Dues	100	100												100	-
Akimeka Program Mgmt	1,665,138			70,282	107,764	96,459	96,459	138,762	138,762	138,762	138,762	138,762	346,551	1,411,323	253,815
CAD Related Expenses	3,800,000							3,800,000						3,800,000	-
Computers														-	-
KVM Switches	4,100	3,971												3,971	129
Positron Equip SW Maintenance	40,000					21,414							18,586	40,000	-
UPS Battery-HPD	24,136			24,112										24,112	24
Conferences														-	-
APCO Conference	51,000		1,801	17,730	6,467	7,500								33,498	17,502
Nena Conference	51,000	19,631			6,103								25,266	51,000	(0)
Excom911 Logging Recorder Maint	31,650										31,650			31,650	-
Hawaiian Telcom Charges														-	-
Haw Tel Frame Relay & CIR	-	1												1	(1)
Haw Telcom Network	60,000	406		13,202		5,000	5,000	5,000	5,000	5,000	5,000	5,000	11,392	60,000	-
Hawaiian Telcom Trunk	111,398	110,562												110,562	836
Pictometry License Agreement	1,929,685			207,217			797,186						964,842	1,969,245	(39,560)
GeoComm Maintenance	48,586	18,586											30,000	48,586	-
WSP Cost Recovery														-	-
Sprint/Nextel	180,000			81,059							90,000			171,059	8,941
Total Disbursements	9,000,000	312,617	29,364	468,739	122,007	263,561	927,228	4,095,632	262,345	172,345	402,154	172,345	1,529,977	8,758,311	241,689

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 October
2010

DESCRIPTION	Hawaii PSAP		
	Jul - Oct 10	Annual Budget	$ Over Budget
Expense			
Board Member Travel	-		
Consulting Expense			
TKC Consulting Group, LLC	-		
Total Consulting Expense	-		
DB&F Assessments			
DB&F Admin. Exp. Assess	-		
DB&F Revenue Assessment	-		
Total DB&F Assessments	-		
NASNA Dues	-		
PSAP Expenses			
Akimeka Program Mgmt	72,623.24	435,739.00	(363,115.76)
CAD Related Expenses	-		
Computers			
KVM Switches	-		
Positron Equip SW Maintenance	-	40,000.00	(40,000.00)
UPS Battery-HPD	-		
Total Computers	-	40,000.00	(40,000.00)
Conferences			
APCO Conference	6,466.80	6,000.00	466.80
Nena Conference	6,103.15	6,000.00	103.15
Total Conferences	12,569.95	12,000.00	569.95
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	-	1,039,000.00	(1,039,000.00)
Software Maintenance			
GeoComm Maintenance	-		
Total Software Maintenance	-		
Total PSAP Expenses	85,193.19	1,526,739.00	(1,441,545.81)
WSP Cost Recovery			
Sprint/Nextel	-		
Total WSP Cost Recovery	-		
Total Expense	85,193.19	1,526,739.00	(1,441,545.81)

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 October
2010

DESCRIPTION	Kauai PSAP		
	Jul - Oct 10	Annual Budget	$ Over Budget
Expense			
Board Member Travel	-		
Consulting Expense			
TKC Consulting Group, LLC	-		
Total Consulting Expense	-		
DB&F Assessments			
DB&F Admin. Exp. Assess	-		
DB&F Revenue Assessment	-		
Total DB&F Assessments	-		
NASNA Dues	-		
PSAP Expenses			
Akimeka Program Mgmt	0.09	300,076.00	(300,075.91)
CAD Related Expenses	-	3,800,000.00	(3,800,000.00)
Computers			
KVM Switches	-		
Positron Equip SW Maintenance	-		
UPS Battery-HPD	-		
Total Computers	-		
Conferences			
APCO Conference	-	6,000.00	(6,000.00)
Nena Conference	2,521.46	6,000.00	(3,478.54)
Total Conferences	2,521.46	12,000.00	(9,478.54)
Excom911 Logging Recorder Maint	-		
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	-		
Haw Telcom Network	-		
Hawaiian Telcom Trunk	110,561.25	111,398.00	(836.75)
Total Hawaiian Telcom Charges	110,561.25	111,398.00	(836.75)
Pictometry License Agreement	207,217.85	198,930.00	8,287.85
Software Maintenance			
GeoComm Maintenance	-		
Total Software Maintenance	-		
Total PSAP Expenses	320,300.65	4,422,404.00	(4,102,103.35)
WSP Cost Recovery			
Sprint/Nextel	-		
Total WSP Cost Recovery	-		
Total Expense	320,300.65	4,422,404.00	(4,102,103.35)

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 October
2010

DESCRIPTION	Maui PSAP		
	Jul - Oct 10	Annual Budget	$ Over Budget
Expense			
Board Member Travel	-		
Consulting Expense			
TKC Consulting Group, LLC	-		
Total Consulting Expense	-		
DB&F Assessments			
DB&F Admin. Exp. Assess	-		
DB&F Revenue Assessment	-		
Total DB&F Assessments	-		
NASNA Dues	-		
PSAP Expenses			
Akimeka Program Mgmt	105,422.79	421,692.00	(316,269.21)
CAD Related Expenses	-		
Computers			
KVM Switches	-		
Positron Equip SW Maintenance	-		
UPS Battery-HPD	-		
Total Computers	-		
Conferences			
APCO Conference	-	6,000.00	(6,000.00)
Nena Conference	-	6,000.00	(6,000.00)
Total Conferences	-	12,000.00	(12,000.00)
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	-	396,750.00	(396,750.00)
Software Maintenance			
GeoComm Maintenance	-		
Total Software Maintenance	-		
Total PSAP Expenses	105,422.79	830,442.00	(725,019.21)
WSP Cost Recovery			
Sprint/Nextel	-		
Total WSP Cost Recovery	-		
Total Expense	105,422.79	830,442.00	(725,019.21)

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 October
2010

DESCRIPTION	Oahu PSAP		
	Jul - Oct 10	Annual Budget	$ Over Budget
Expense			
Board Member Travel	-		
Consulting Expense			
TKC Consulting Group, LLC	-		
Total Consulting Expense	-		
DB&F Assessments			
DB&F Admin. Exp. Assess	-		
DB&F Revenue Assessment	-		
Total DB&F Assessments	-		
NASNA Dues	-		
PSAP Expenses			
Akimeka Program Mgmt	-	507,631.00	(507,631.00)
CAD Related Expenses	-		
Computers			
KVM Switches	3,971.00	4,100.00	(129.00)
Positron Equip SW Maintenance	-		
UPS Battery-HPD	24,112.14	24,136.00	(23.86)
Total Computers	28,083.14	28,236.00	(152.86)
Conferences			
APCO Conference	17,729.73	30,000.00	(12,270.27)
Nena Conference	17,109.41	30,000.00	(12,890.59)
Total Conferences	34,839.14	60,000.00	(25,160.86)
Excom911 Logging Recorder Maint	-	31,650.00	(31,650.00)
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	0.60		0.60
Haw Telcom Network	13,608.76	60,000.00	(46,391.24)
Hawaiian Telcom Trunk	-		
Total Hawaiian Telcom Charges	13,609.36	60,000.00	(46,390.64)
Pictometry License Agreement	-	295,005.00	(295,005.00)
Software Maintenance			
GeoComm Maintenance	18,586.00	48,586.00	(30,000.00)
Total Software Maintenance	18,586.00	48,586.00	(30,000.00)
Total PSAP Expenses	95,117.64	1,031,108.00	(935,990.36)
WSP Cost Recovery			
Sprint/Nextel	-		
Total WSP Cost Recovery	-		
Total Expense	95,117.64	1,031,108.00	(935,990.36)

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 October
2010

DESCRIPTION	Operations		
	Jul - Oct 10	Annual Budget	$ Over Budget
Cash Receipts:			
Interest Inc	3,368.14	10,000.00	(6,631.86)
Total Wireless Surcharge Collection	2,592,635.06	8,490,000.00	(5,897,364.94)
Total Income	2,596,003.20	8,500,000.00	(5,903,996.80)
Expense			
Board Member Travel	4,479.21	27,000.00	(22,520.79)
Consulting Expense			
TKC Consulting Group, LLC	135,416.65	325,000.00	(189,583.35)
Total Consulting Expense	135,416.65	325,000.00	(189,583.35)
DB&F Assessments			
DB&F Admin. Exp. Assess	32,385.58	236,207.00	(203,821.42)
DB&F Revenue Assessment	71,450.45	415,000.00	(343,549.55)
Total DB&F Assessments	103,836.03	651,207.00	(547,370.97)
NASNA Dues	100.00	100.00	-
PSAP Expenses			
Akimeka Program Mgmt	-		
CAD Related Expenses	-		
Computers			
KVM Switches	-		
Positron Equip SW Maintenance	-		
UPS Battery-HPD	-		
Total Computers	-		
Conferences			
APCO Conference	1,800.79	3,000.00	(1,199.21)
Nena Conference	-	3,000.00	(3,000.00)
Total Conferences	1,800.79	6,000.00	(4,199.21)
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	1,800.79	6,000.00	(4,199.21)
WSP Cost Recovery			
Sprint/Nextel	81,059.12	180,000.00	(98,940.88)
Total WSP Cost Recovery	81,059.12	180,000.00	(98,940.88)
Total Expense	326,691.80	1,189,307.00	(862,615.20)
Net Income	**2,269,311.40**	**7,310,693.00**	**(5,041,381.60)**

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

Call Statistics ***

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

10/1/2010 - 10/31/2010

Call Totals for Oahu PSAP

	Wired lines		Wireless Phase 1		Wireless Phase 2		Record Not Found		Total
Initial Calls (screeners)	14599	**31.64%**	25923	**56.18%**	5608	**12.15%**	10	**0.02%**	46140
HPD	11838	**31.40%**	19888	**52.76%**	5962	**15.82%**	9	**0.02%**	37697
HFD	1753	**40.95%**	2011	**46.98%**	517	**12.08%**	0	**0.00%**	4281
EMS	2987	**42.53%**	3102	**44.17%**	933	**13.28%**	1	**0.01%**	7023
RDC	589	**23.35%**	1165	**46.19%**	756	**29.98%**	12	**0.48%**	2522

Note:

- "Record Not Found' may indicate the caller's TN record not found in the Selective Routing Database. See Ali example: RECORD NOT FOUND!00:15:50!911!1583304982000
- Call numbers for HPD call takers and screener positions are not for the entire October due to HPD scheduled operation in Kapolei during the month.

City & County of Honolulu
Department of Information Technology

Call Statistics Continued

Initial 911 Calls (HPD Screeners' Positions)

HPD Screeners	ALI 911Records	Percentage
E911 Wireless Phase 1	25923	56.18%
E911 Wireless Phase 2	5608	12.15%
E911 Wired/VOIP	14599	31.64%
Record Not Found	10	0.02%
Total	46140	

Oahu 911 Calls (screeners) October 2010

- Record Not Found 0.022%
- E911 Wired/VOIP 31.641%
- E911 Wireless Phase 1 56.183%
- E911 Wireless Phase 2 12.154%

Wireless V.S. Wired Calls

- Wired 31.65%
- Wireless 68.35%
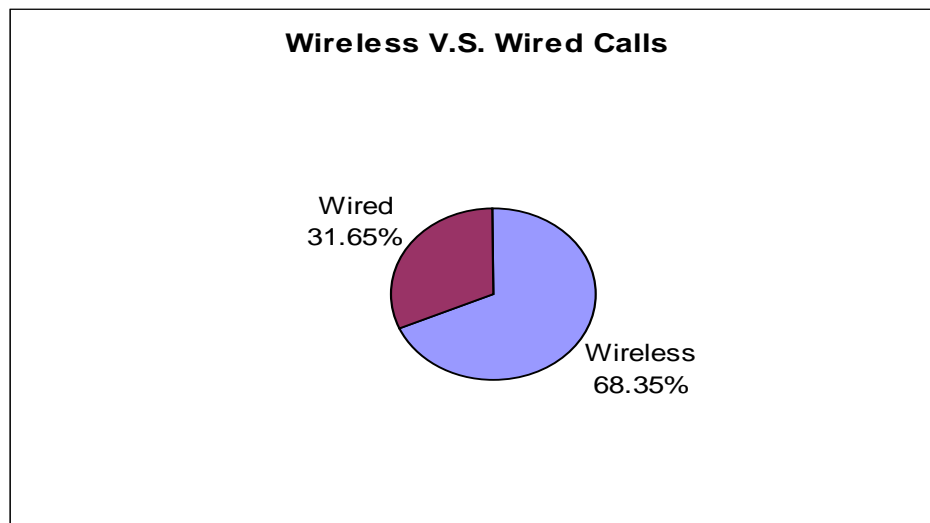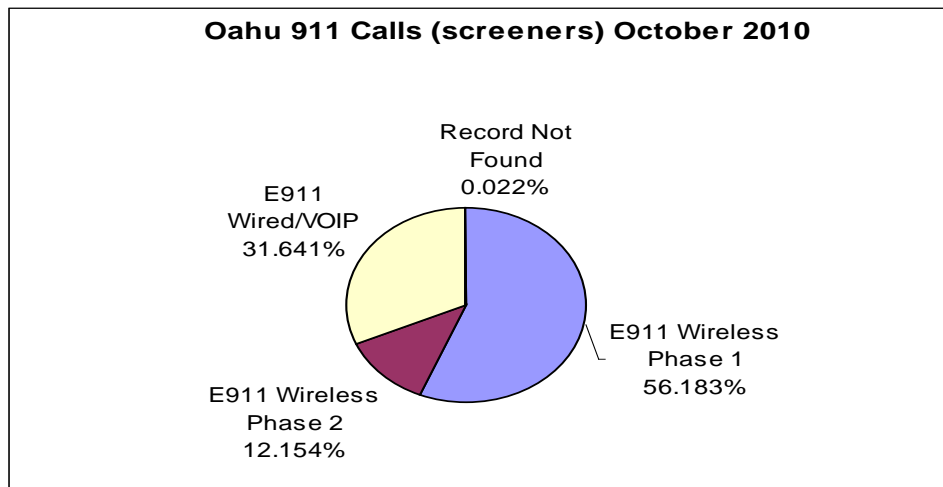
Call Statistics Continued

HPD 911 Calls (Call-takers' positions)

HPD	ALI 911Records	Percentage
E911 Wireless Phase 1	19888	52.76%
E911 Wireless Phase 2	5962	15.82%
E911 Wired/VOIP	11838	31.40%
Record Not Found	9	0.02%
Total	37697	

HPD 911 Calls - October 2010

Record Not Found 0.024%

E911 Wired/VOIP 31.403%

E911 Wireless Phase 1 52.758%

E911 Wireless Phase 2 15.816%

Wireless V.S. Wired Calls

Wired 31.41%

Wireless 68.59%

City & County of Honolulu
Department of Information Technology
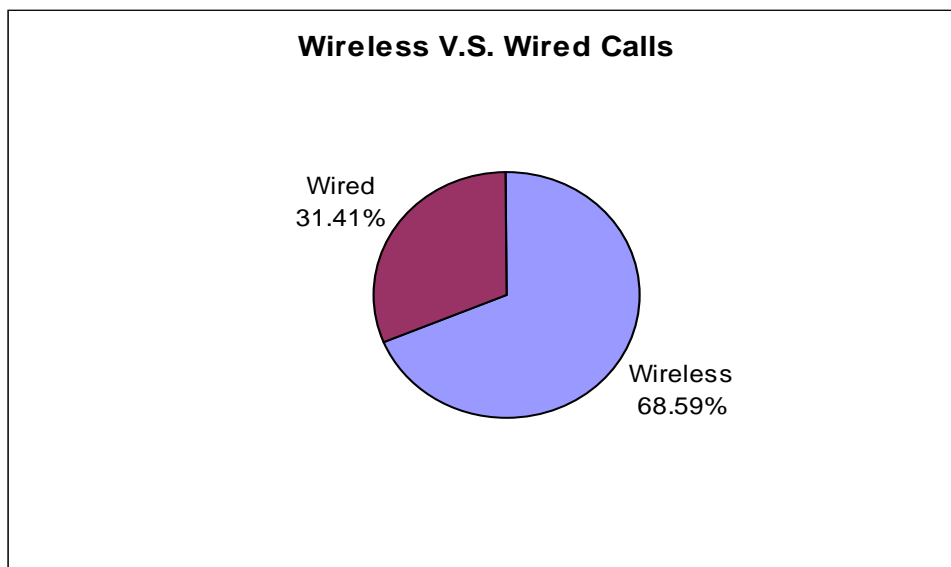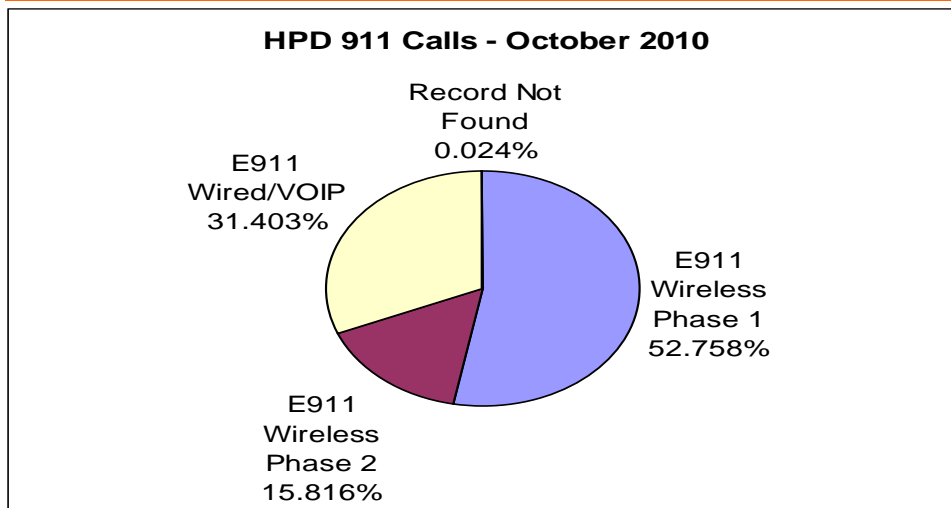
Call Statistics Continued

HFD 911 Calls (Call-takers' positions)

HFD	ALI 911Records	Percentage
E911 Wireless Phase 1	2011	46.98%
E911 Wireless Phase 2	517	12.08%
E911 Wired/VOIP	1753	40.95%
Record Not Found	0	0.00%
Total	4281	

HFD 911 Calls - October 2010

Record Not Found
0.000%

E911 Wired/VOIP
40.948%

E911 Wireless Phase 1
46.975%

E911 Wireless Phase 2
12.077%

Wireless V.S. Wired Calls

Wired
40.95%
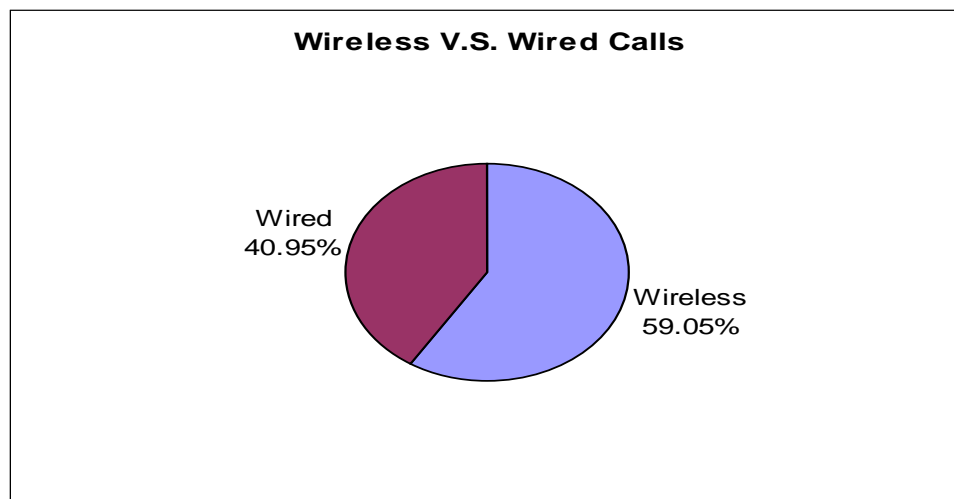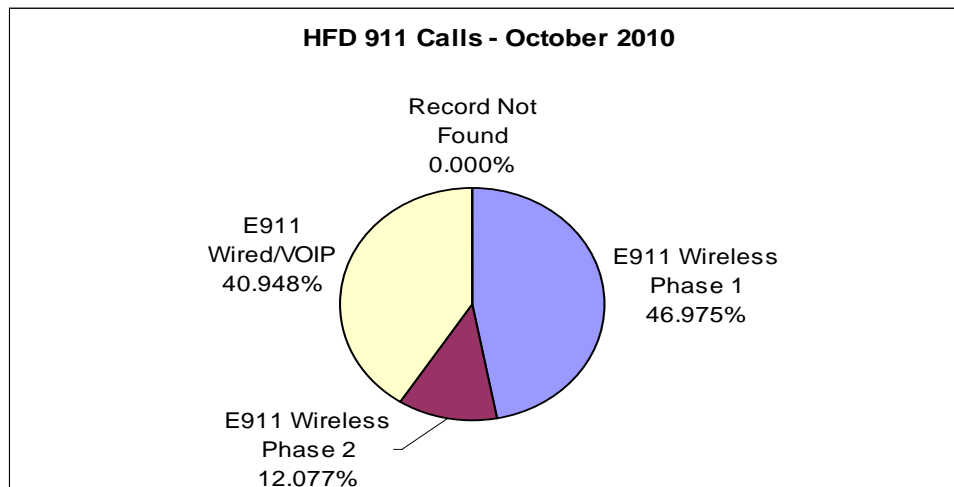
Wireless
59.05%

Call Statistics Continued

EMS 911 Calls (Call-takers' positions)

EMS	ALI 911Records	Percentage
E911 Wireless Phase 1	3102	44.17%
E911 Wireless Phase 2	933	13.28%
E911 Wired/VOIP	2987	42.53%
Record Not Found	1	0.01%
Total	7023	

EMS 911 Calls - October 2010

Record Not Found 0.014%
E911 Wireless Phase 1 44.169%
E911 Wireless Phase 2 13.285%
E911 Wired/VOIP 42.532%

Wireless V.S. Wired Calls

Wired 42.54%
Wireless 57.46%
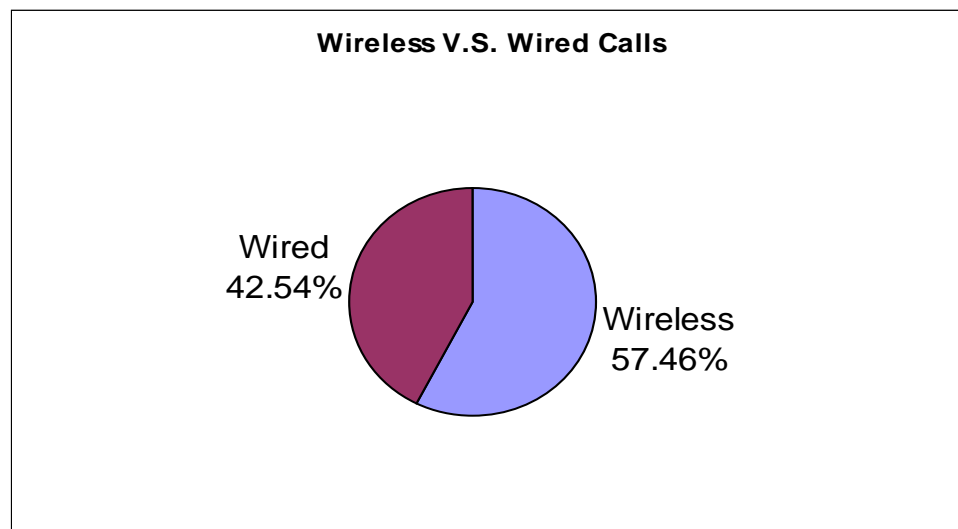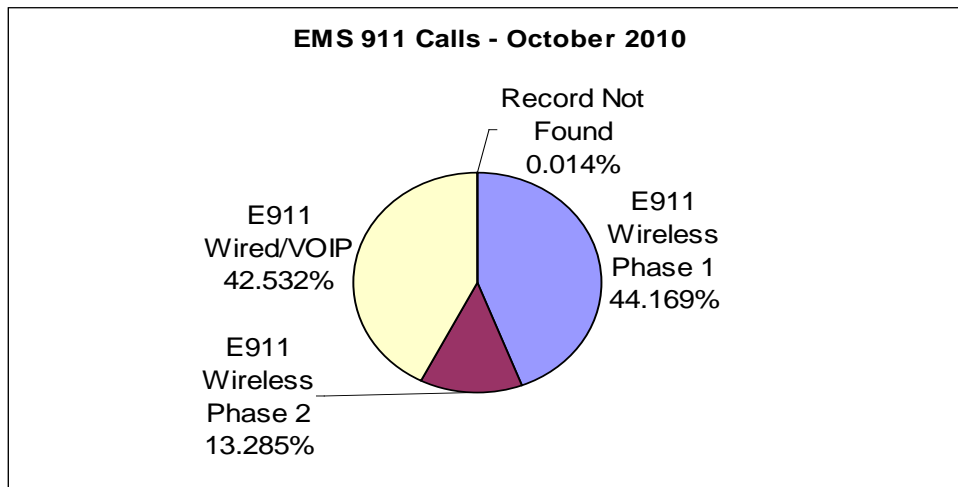
Call Statistics Continued

RDC 911 Calls (Call-takers' positions)

RDC	ALI 911Records	Percentage
E911 Wireless Phase 1	1165	46.19%
E911 Wireless Phase 2	756	29.98%
E911 Wired/VOIP	589	23.35%
Record Not Found	12	0.48%
Total	2522	

RDC 911 Calls - October 2010

Wireless V.S. Wired Calls
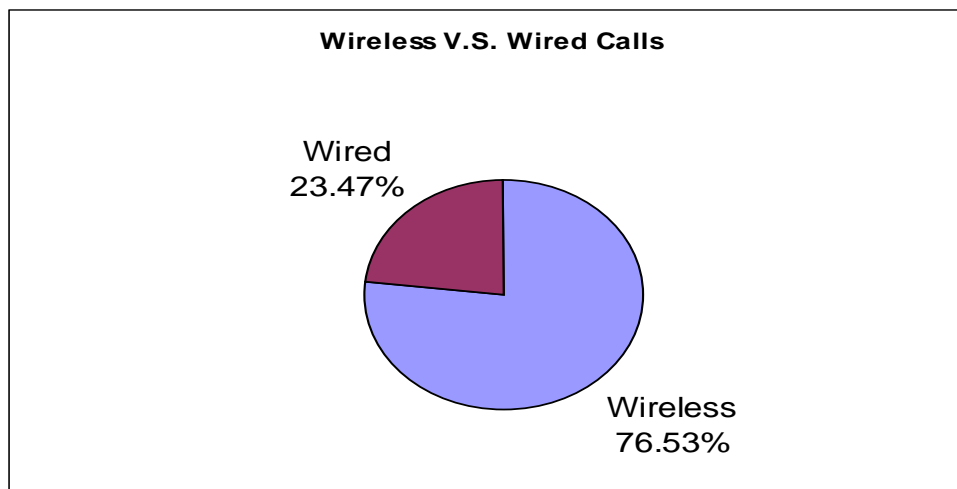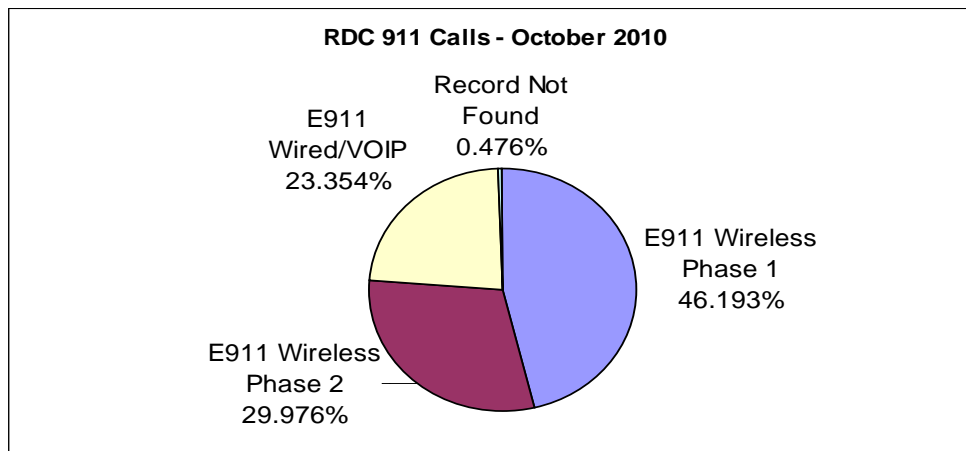
Wireless Routing Sheets Processed

Carrier	Towers	Sectors
ATTMO	32	104

MSAG Updates

MSAG Changes	Date
26	October 2010

Events and Project Status

Ongoing

- Helped clean up and organized system cabling at HPD Kapolei ACC.

- DIT is working with HFD and HPD to migrate their admin/backup lines off of the City's Legacy PBX system.

- DIT is developing and testing programs/scripts written to help automate the updating of core maps used by GeoLynx. Data are obtained from the DPP GIS warehouse directly with little to no adjustments.

- DIT is continuing its development and testing of a 911 call database for all Honolulu PSAP (HPD, HFD, EMS, Hickam AFB, and Pearl Harbor RDC). The database catalogs all ALI/ANI data sent to Honolulu's dispatch centers. This includes keeping track of initial routing and the order of transferred calls.

- DIT is also developing and testing software to process the logs and to provide meaningful numbers and figures as determined by PSAP request. These products include call volume (per hour, day, shift, etc), WPH1 vs. WPH2 comparison, calls per city, call routing, and much more in the form of tables, graphs, and maps.

- Long term observations utilizing the above database and custom software will help DIT to not only provide a general report for each PSAP with useful information, but also an idea of what typical days look like (i.e. usual number of calls, log sizes, etc), so we may be able to spot data delivery problems or system glitches. The availability of

this information and our data comparison capability also aids in the ability of DIT to provide support for various 911 dispatch testing or troubleshooting.

- DIT continues to push out map updates to GeoComm systems.

- DIT continues to process routing sheets and generating wireless tower/sector maps.

- DIT continues to advise regarding Honolulu's Akimeka services contract.

- DIT continues to coordinate MSAG maintenance.